



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

### All Mental Health Programs

Overall Satisfaction<sup>1</sup>

**88.1%**

Return Rate<sup>2</sup>

**74.0%**

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 4-8 2019 (Avatar billing): 3567

People surveyed: 2640 (537 youth and 2103 adults)

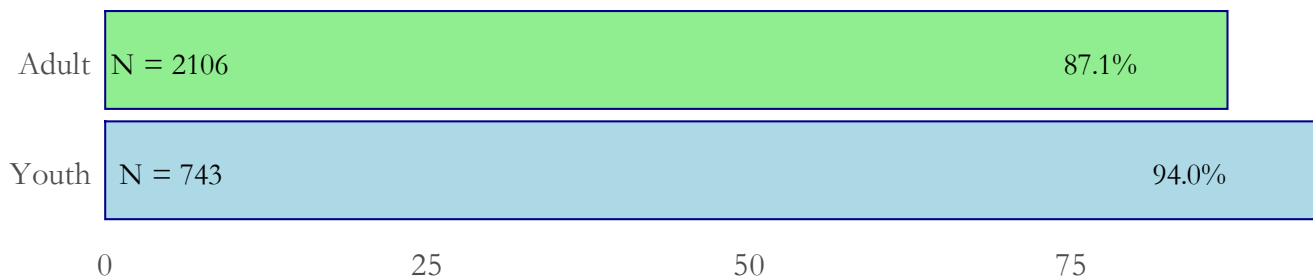
Adult satisfaction mean score: 4.28

Youth satisfaction mean score: 4.25

Family satisfaction mean score: 4.49

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

### Percent Satisfied by 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) mental health programs billed services for 3567 clients; surveys were returned for 2640 clients (  $2640 / 3567 = 74.0\%$  ).
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.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### All Mental Health Programs

Overall Satisfaction<sup>1</sup>  
**87.0%**

Return Rate<sup>2</sup>  
**89.9%**

Overall satisfaction<sup>3</sup> mean score for mental health programs: **4.28**.

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

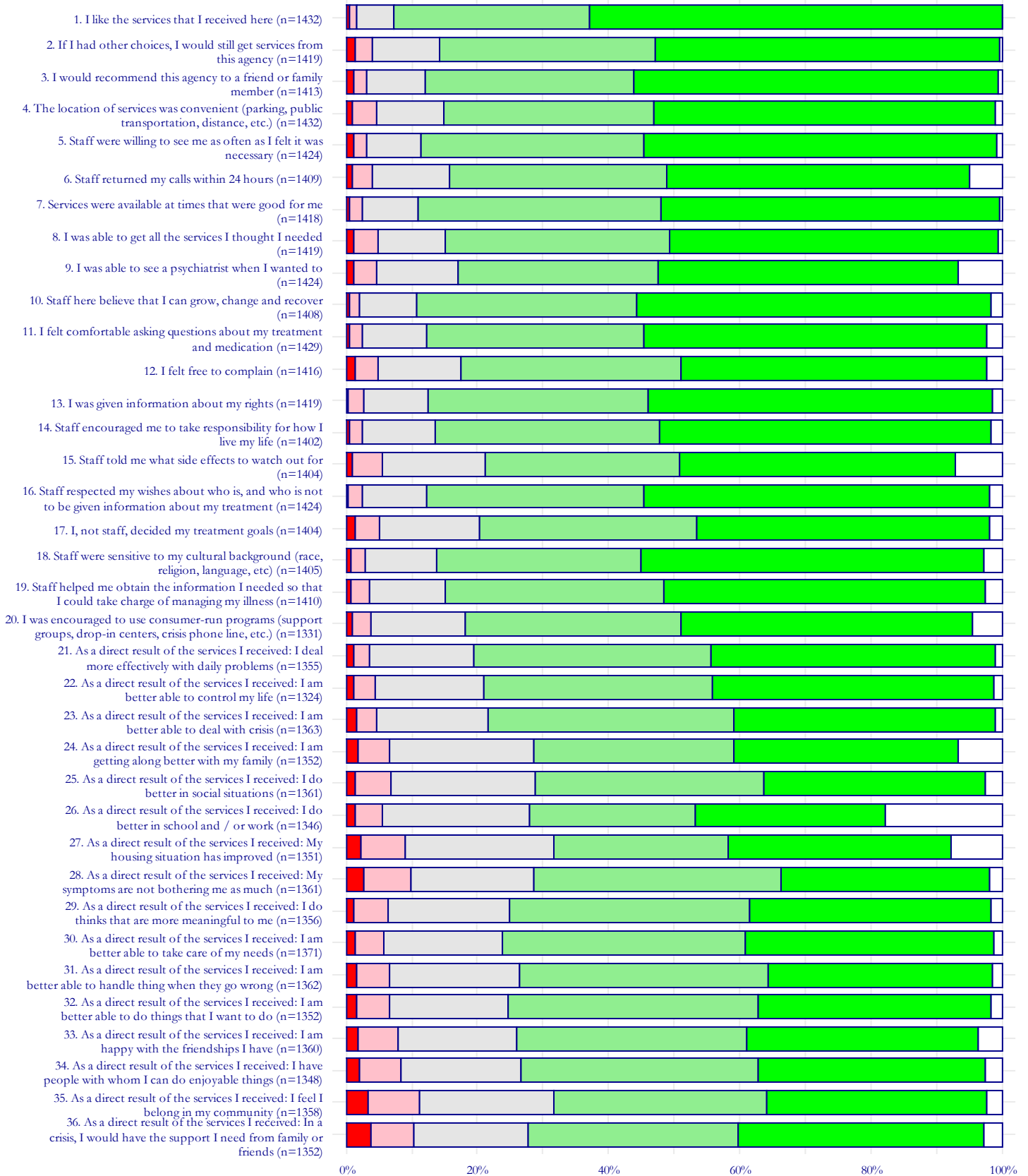
- 92.8% 1. I like the services that I received here
- 89.0% 10. Staff here believe that I can grow, change and recover
- 88.9% 7. Services were available at times that were good for me

#### Lowest Agreement Items

- 77.0% 15. Staff told me what side effects to watch out for
- 79.3% 17. I, not staff, decided my treatment goals
- 81.0% 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 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, N = 2159**

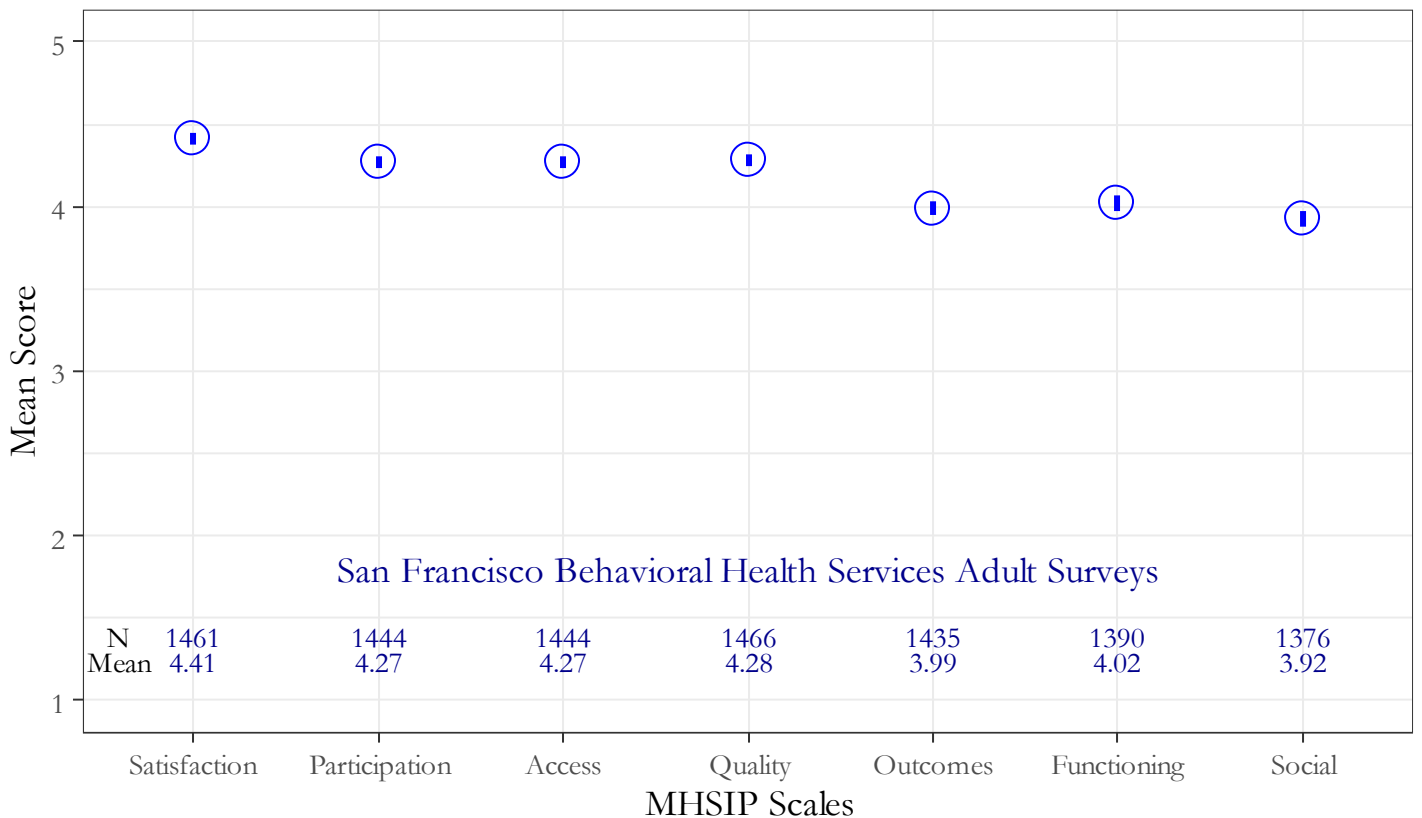
**Percent Agree**

	<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>92.8 %</b> 1. I like the services that I received here	9 0.4 %	13 0.6 %	81 3.8 %	429 19.9 %	899 41.6 %	1 0.0 %	727 33.7 %
<b>85.7 %</b> 2. If I had other choices, I would still get services from this agency	19 0.9 %	39 1.8 %	144 6.7 %	465 21.5 %	746 34.5 %	6 0.3 %	740 34.3 %
<b>88.0 %</b> 3. I would recommend this agency to a friend or family member	16 0.7 %	29 1.3 %	124 5.7 %	449 20.8 %	785 36.4 %	10 0.5 %	746 34.5 %
<b>85.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	13 0.6 %	55 2.5 %	144 6.7 %	459 21.3 %	745 34.5 %	16 0.7 %	727 33.7 %
<b>88.6 %</b> 5. Staff were willing to see me as often as I felt it was necessary	17 0.8 %	28 1.3 %	116 5.4 %	486 22.5 %	765 35.4 %	12 0.6 %	735 34.0 %
<b>83.3 %</b> 6. Staff returned my calls within 24 hours	13 0.6 %	45 2.1 %	165 7.6 %	466 21.6 %	650 30.1 %	70 3.2 %	750 34.7 %
<b>88.9 %</b> 7. Services were available at times that were good for me	8 0.4 %	28 1.3 %	120 5.6 %	523 24.2 %	732 33.9 %	7 0.3 %	741 34.3 %
<b>84.9 %</b> 8. I was able to get all the services I thought I needed	18 0.8 %	52 2.4 %	143 6.6 %	486 22.5 %	712 33.0 %	8 0.4 %	740 34.3 %
<b>81.8 %</b> 9. I was able to see a psychiatrist when I wanted to	17 0.8 %	49 2.3 %	176 8.2 %	436 20.2 %	649 30.1 %	97 4.5 %	735 34.0 %
<b>89.0 %</b> 10. Staff here believe that I can grow, change and recover	8 0.4 %	22 1.0 %	122 5.6 %	470 21.8 %	760 35.2 %	26 1.2 %	751 34.8 %
<b>87.5 %</b> 11. I felt comfortable asking questions about my treatment and medication	9 0.4 %	28 1.3 %	138 6.4 %	473 21.9 %	747 34.6 %	34 1.6 %	730 33.8 %
<b>82.0 %</b> 12. I felt free to complain	19 0.9 %	50 2.3 %	180 8.3 %	475 22.0 %	658 30.5 %	34 1.6 %	743 34.4 %
<b>87.3 %</b> 13. I was given information about my rights	6 0.3 %	31 1.4 %	140 6.5 %	477 22.1 %	744 34.5 %	21 1.0 %	740 34.3 %
<b>86.2 %</b> 14. Staff encouraged me to take responsibility for how I live my life	7 0.3 %	27 1.2 %	156 7.2 %	480 22.2 %	706 32.7 %	26 1.2 %	757 35.1 %
<b>77.0 %</b> 15. Staff told me what side effects to watch out for	13 0.6 %	65 3.0 %	221 10.2 %	413 19.1 %	590 27.3 %	102 4.7 %	755 35.0 %
<b>87.5 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	5 0.2 %	31 1.4 %	139 6.4 %	472 21.9 %	749 34.7 %	28 1.3 %	735 34.0 %
<b>79.3 %</b> 17. I, not staff, decided my treatment goals	20 0.9 %	52 2.4 %	213 9.9 %	464 21.5 %	628 29.1 %	27 1.2 %	755 35.0 %
<b>85.8 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	10 0.5 %	31 1.4 %	153 7.1 %	437 20.2 %	734 34.0 %	40 1.8 %	754 34.9 %
<b>84.5 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	11 0.5 %	39 1.8 %	162 7.5 %	472 21.9 %	688 31.9 %	38 1.8 %	749 34.7 %
<b>81.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	14 0.6 %	37 1.7 %	190 8.8 %	439 20.3 %	590 27.3 %	61 2.8 %	828 38.4 %
<b>80.4 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	16 0.7 %	32 1.5 %	215 10.0 %	489 22.7 %	589 27.3 %	14 0.6 %	804 37.2 %
<b>78.6 %</b> 22. As a direct result of the services I received: I am better able to control my life	16 0.7 %	44 2.0 %	219 10.1 %	461 21.3 %	566 26.2 %	18 0.8 %	835 38.7 %
<b>78.1 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	21 1.0 %	43 2.0 %	231 10.7 %	509 23.6 %	544 25.2 %	15 0.7 %	796 36.9 %
<b>69.2 %</b> 24. As a direct result of the services I received: I am getting along better with my family	24 1.1 %	65 3.0 %	299 13.9 %	411 19.0 %	462 21.4 %	91 4.2 %	807 37.4 %
<b>70.4 %</b> 25. As a direct result of the services I received: I do better in social situations	20 0.9 %	74 3.4 %	298 13.8 %	473 21.9 %	460 21.3 %	36 1.7 %	798 37.0 %

**MHSIP Items 26-36, N = 2159**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>65.9 %</b> 26. As a direct result of the services I received: I do better in school and / or work	18 0.8 %	57 2.6 %	302 14.0 %	338 15.7 %	391 18.1 %	240 11.1 %	813 37.7 %
<b>65.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	32 1.5 %	91 4.2 %	306 14.2 %	356 16.5 %	459 21.3 %	107 5.0 %	808 37.4 %
<b>70.8 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	37 1.7 %	99 4.6 %	253 11.7 %	513 23.8 %	432 20.0 %	27 1.2 %	798 37.0 %
<b>74.7 %</b> 29. As a direct result of the services I received: I do think that are more meaningful to me	17 0.8 %	71 3.3 %	249 11.5 %	497 23.0 %	498 23.1 %	24 1.1 %	803 37.2 %
<b>75.9 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	20 0.9 %	59 2.7 %	247 11.4 %	507 23.5 %	520 24.1 %	18 0.8 %	788 36.5 %
<b>73.1 %</b> 31. As a direct result of the services I received: I am better able to handle things when they go wrong	21 1.0 %	70 3.2 %	269 12.5 %	517 23.9 %	463 21.4 %	22 1.0 %	797 36.9 %
<b>74.8 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	23 1.1 %	68 3.1 %	244 11.3 %	515 23.8 %	478 22.1 %	24 1.1 %	807 37.4 %
<b>73.1 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	25 1.2 %	82 3.8 %	246 11.4 %	476 22.1 %	481 22.3 %	50 2.3 %	799 37.0 %
<b>72.6 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	28 1.3 %	85 3.9 %	247 11.4 %	487 22.6 %	466 21.6 %	35 1.6 %	811 37.6 %
<b>67.5 %</b> 35. As a direct result of the services I received: I feel I belong in my community	47 2.2 %	105 4.9 %	279 12.9 %	440 20.4 %	454 21.0 %	33 1.5 %	801 37.1 %
<b>71.5 %</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	51 2.4 %	88 4.1 %	235 10.9 %	433 20.1 %	507 23.5 %	38 1.8 %	807 37.4 %

**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	369 22.1 %	74 15 %	443 20.5 %
Impaired	81 4.9 %	62 12.6 %	143 6.6 %
Language	10 0.6 %	2 0.4 %	12 0.6 %
Other	47 2.8 %	16 3.3 %	63 2.9 %
No Data	54 3.2 %	7 1.4 %	61 2.8 %
Completed Survey	1106 66.3 %	331 67.3 %	1437 66.6 %
<b>Total</b>	1667 100 %	492 100 %	2159 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) mental health programs billed services for 2231 adult clients; surveys were returned for 2012 adult clients (  $2012 / 2231 = 89.9\%$  ).
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.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**All Mental Health Programs**

Overall Satisfaction<sup>1</sup>

**94.1%**

Return Rate<sup>2</sup>

**60.4%**

Overall satisfaction<sup>3</sup> mean score for mental health programs: **4.25** (youth), **4.53** (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**

**96.9%** 14. Staff spoke with me in a way that I understood

**96.1%** 12. Staff treated me with respect

**95.5%** 13. Staff respected my religious/spiritual beliefs

**Lowest Agreement Items**

**82.2%** 2. I helped to choose my services

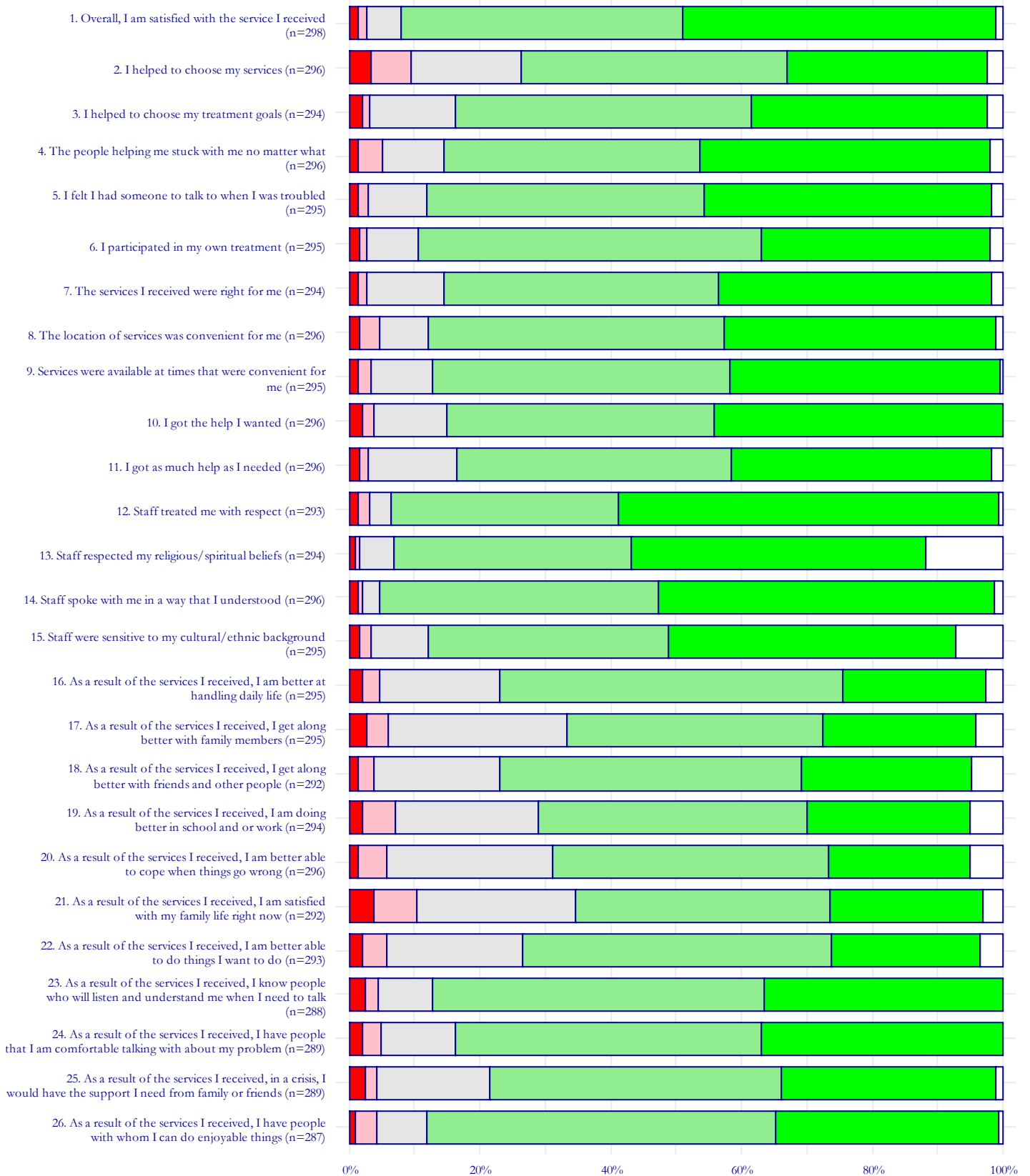
**86.8%** 11. I got as much help as I needed

**88.4%** 10. I got the help I wanted

bvccfd 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.



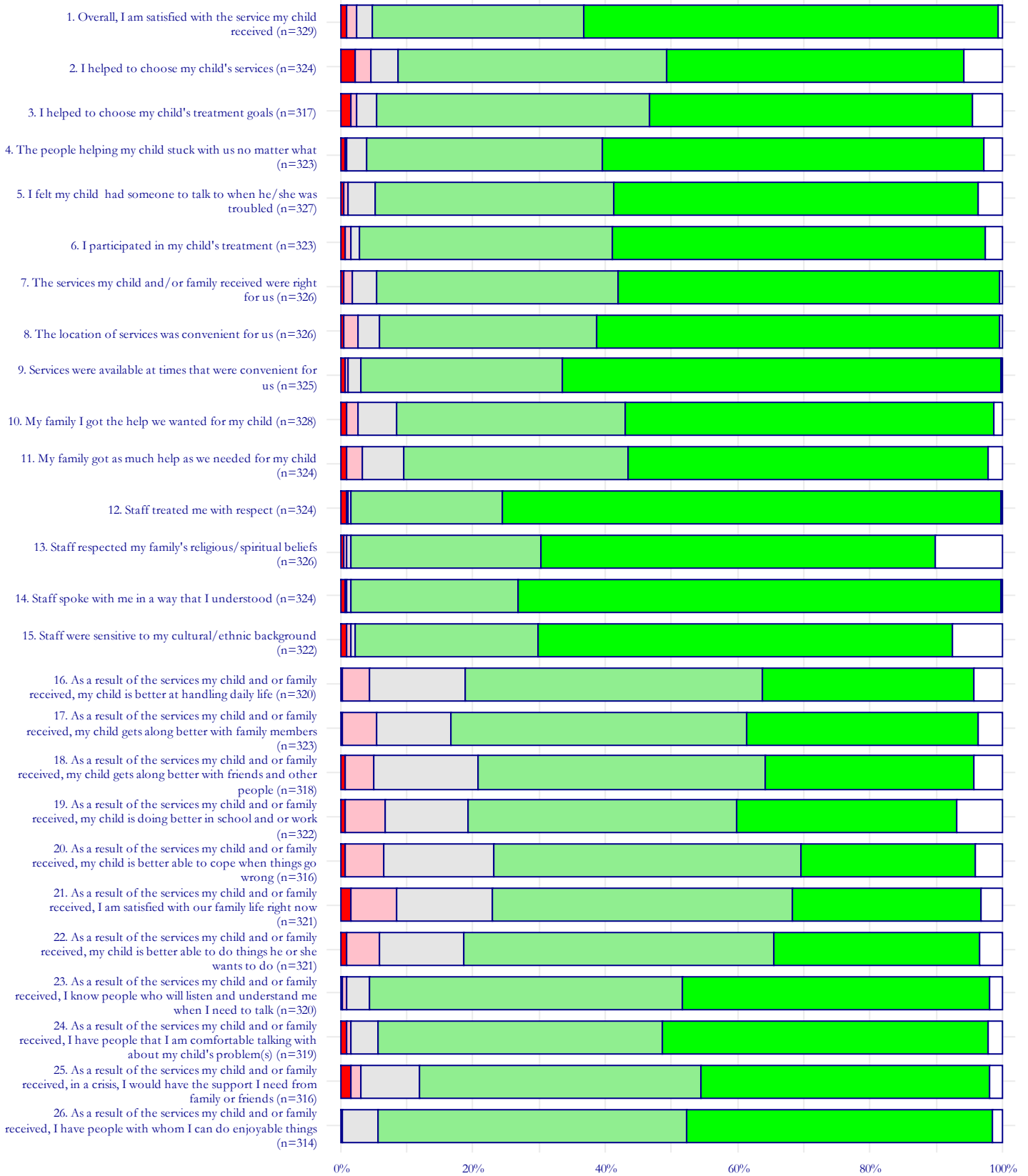
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 435

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>91.9 %</b> 1. Overall, I am satisfied with the service I received	4 0.9 %	4 0.9 %	16 3.7 %	128 29.4 %	143 32.9 %	3 0.7 %	137 31.5 %
<b>73.0 %</b> 2. I helped to choose my services	10 2.3 %	18 4.1 %	50 11.5 %	120 27.6 %	91 20.9 %	7 1.6 %	139 31.9 %
<b>83.3 %</b> 3. I helped to choose my treatment goals	6 1.4 %	3 0.7 %	39 9.0 %	133 30.6 %	106 24.4 %	7 1.6 %	141 32.4 %
<b>85.2 %</b> 4. The people helping me stuck with me no matter what	4 0.9 %	11 2.5 %	28 6.4 %	116 26.7 %	131 30.1 %	6 1.4 %	139 31.9 %
<b>87.9 %</b> 5. I felt I had someone to talk to when I was troubled	4 0.9 %	5 1.1 %	26 6.0 %	125 28.7 %	130 29.9 %	5 1.1 %	140 32.2 %
<b>89.3 %</b> 6. I participated in my own treatment	5 1.1 %	3 0.7 %	23 5.3 %	155 35.6 %	103 23.7 %	6 1.4 %	140 32.2 %
<b>85.1 %</b> 7. The services I received were right for me	4 0.9 %	4 0.9 %	35 8.1 %	123 28.3 %	123 28.3 %	5 1.1 %	141 32.4 %
<b>87.7 %</b> 8. The location of services was convenient for me	5 1.1 %	9 2.1 %	22 5.1 %	134 30.8 %	123 28.3 %	3 0.7 %	139 31.9 %
<b>87.1 %</b> 9. Services were available at times that were convenient for me	4 0.9 %	6 1.4 %	28 6.4 %	134 30.8 %	122 28.1 %	1 0.2 %	140 32.2 %
<b>85.1 %</b> 10. I got the help I wanted	6 1.4 %	5 1.1 %	33 7.6 %	121 27.8 %	131 30.1 %	0 0.0 %	139 31.9 %
<b>83.2 %</b> 11. I got as much help as I needed	5 1.1 %	4 0.9 %	40 9.2 %	124 28.5 %	118 27.1 %	5 1.1 %	139 31.9 %
<b>93.5 %</b> 12. Staff treated me with respect	4 0.9 %	5 1.1 %	10 2.3 %	102 23.4 %	170 39.1 %	2 0.5 %	142 32.6 %
<b>92.3 %</b> 13. Staff respected my religious/spiritual beliefs	3 0.7 %	2 0.5 %	15 3.4 %	107 24.6 %	132 30.3 %	35 8.1 %	141 32.4 %
<b>95.2 %</b> 14. Staff spoke with me in a way that I understood	4 0.9 %	2 0.5 %	8 1.8 %	126 29.0 %	152 34.9 %	4 0.9 %	139 31.9 %
<b>86.9 %</b> 15. Staff were sensitive to my cultural/ethnic background	5 1.1 %	5 1.1 %	26 6.0 %	108 24.8 %	130 29.9 %	21 4.8 %	140 32.2 %
<b>76.3 %</b> 16. As a result of the services I received, I am better at handling daily life	6 1.4 %	8 1.8 %	54 12.4 %	155 35.6 %	64 14.7 %	8 1.8 %	140 32.2 %
<b>65.4 %</b> 17. As a result of the services I received, I get along better with family members	8 1.8 %	10 2.3 %	80 18.4 %	116 26.7 %	69 15.9 %	12 2.8 %	140 32.2 %
<b>75.9 %</b> 18. As a result of the services I received, I get along better with friends and other people	4 0.9 %	7 1.6 %	56 12.9 %	135 31.0 %	76 17.5 %	14 3.2 %	143 32.9 %
<b>69.5 %</b> 19. As a result of the services I received, I am doing better in school and or work	6 1.4 %	15 3.4 %	64 14.7 %	121 27.8 %	73 16.8 %	15 3.4 %	141 32.4 %
<b>67.3 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	4 0.9 %	13 3.0 %	75 17.2 %	125 28.7 %	64 14.7 %	15 3.4 %	139 31.9 %
<b>64.3 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	11 2.5 %	19 4.4 %	71 16.3 %	114 26.2 %	68 15.6 %	9 2.1 %	143 32.9 %
<b>72.4 %</b> 22. As a result of the services I received, I am better able to do things I want to do	6 1.4 %	11 2.5 %	61 14.0 %	138 31.7 %	67 15.4 %	10 2.3 %	142 32.6 %
<b>87.2 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	7 1.6 %	6 1.4 %	24 5.5 %	146 33.6 %	105 24.1 %	0 0.0 %	147 33.8 %
<b>83.7 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	6 1.4 %	8 1.8 %	33 7.6 %	135 31.0 %	107 24.6 %	0 0.0 %	146 33.6 %
<b>78.3 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	7 1.6 %	5 1.1 %	50 11.5 %	129 29.7 %	95 21.8 %	3 0.7 %	146 33.6 %
<b>88.1 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	3 0.7 %	9 2.1 %	22 5.1 %	153 35.2 %	98 22.5 %	2 0.5 %	148 34.0 %

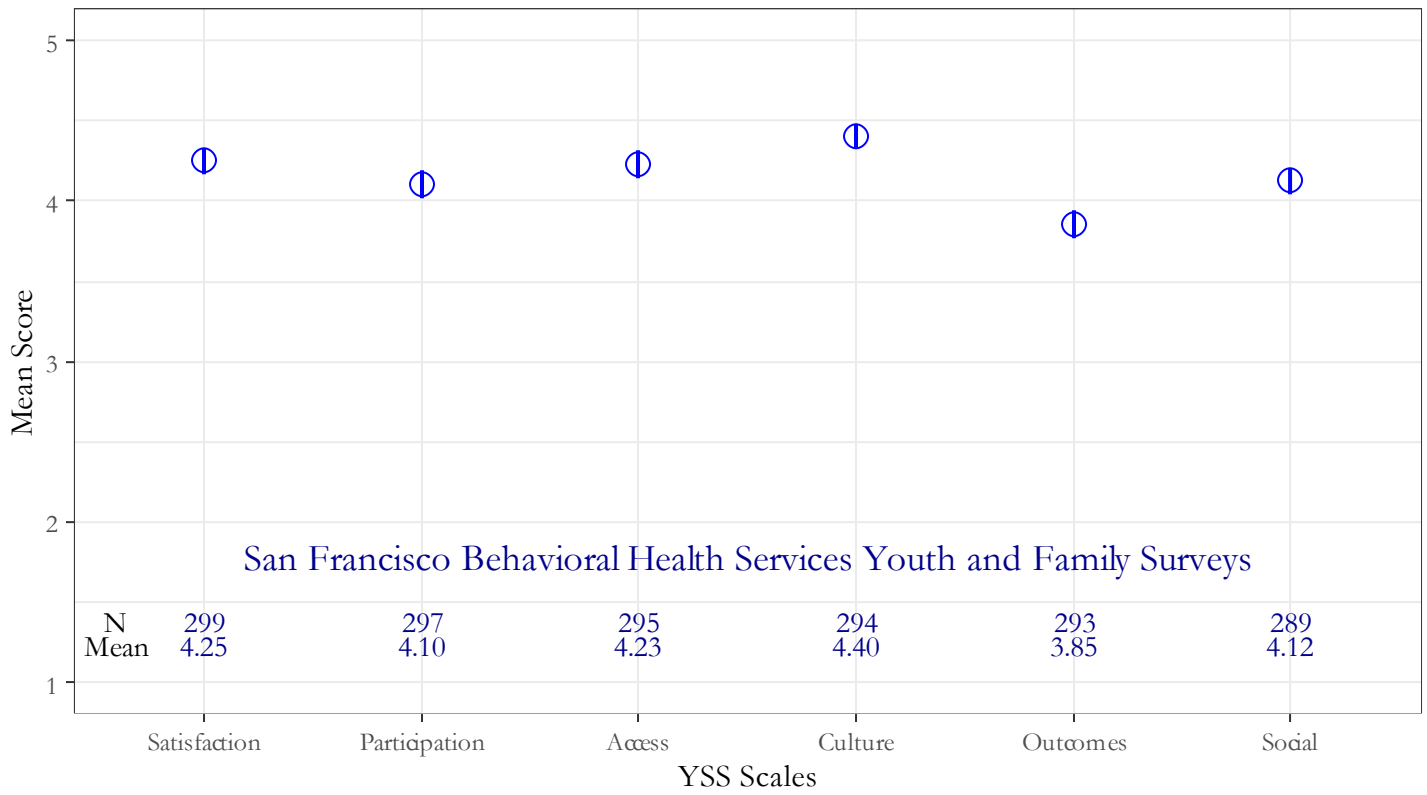
# Youth Services Survey for Families



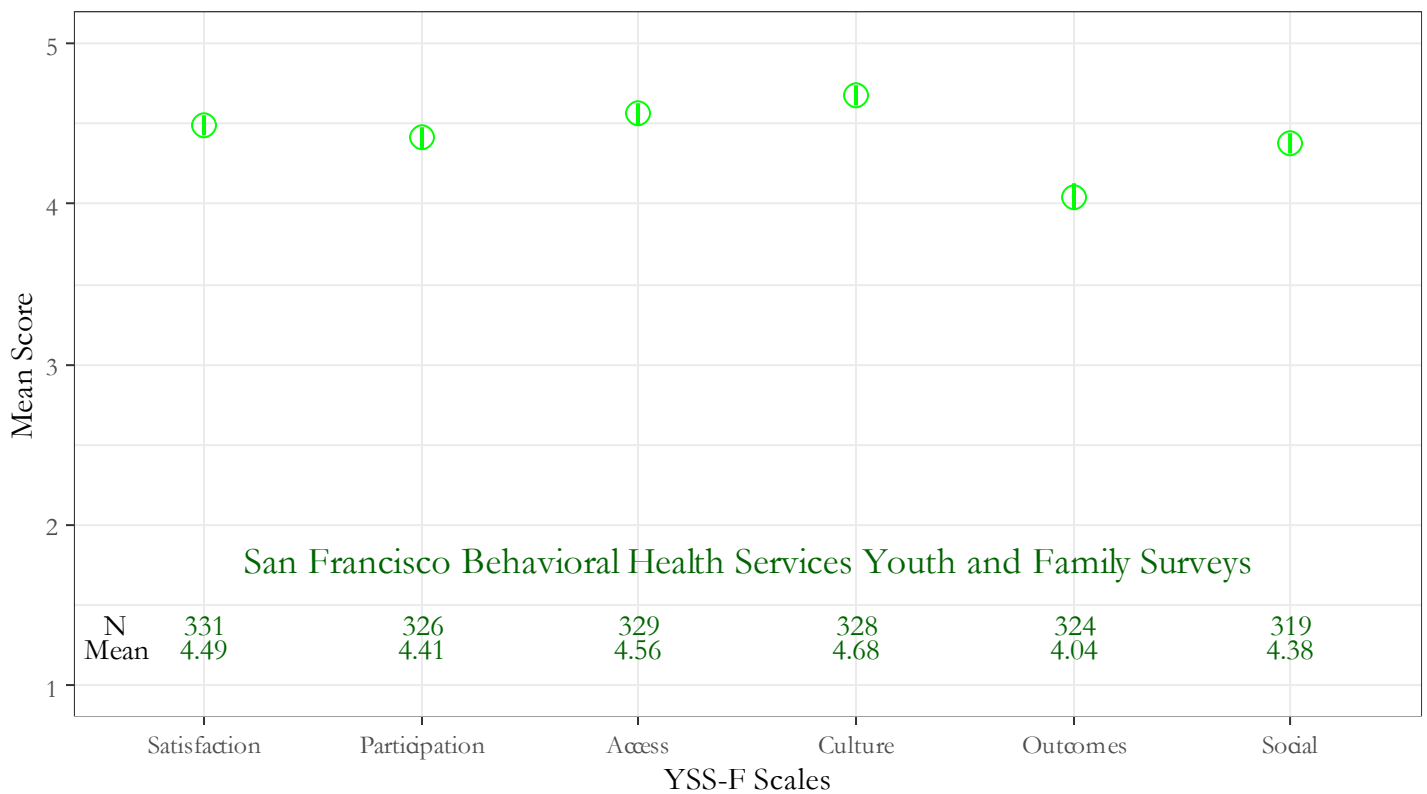
## Youth Services Survey for Families, N = 470

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>95.1 %</b> 1. Overall, I am satisfied with the service my child received	3 0.6 %	5 1.1 %	8 1.7 %	105 22.3 %	206 43.8 %	2 0.4 %	141 30.0 %
<b>90.8 %</b> 2. I helped to choose my child's services	7 1.5 %	8 1.7 %	13 2.8 %	132 28.1 %	145 30.9 %	19 4.0 %	146 31.1 %
<b>94.4 %</b> 3. I helped to choose my child's treatment goals	5 1.1 %	3 0.6 %	9 1.9 %	131 27.9 %	155 33.0 %	14 3.0 %	153 32.6 %
<b>95.9 %</b> 4. The people helping my child stuck with us no matter what	2 0.4 %	1 0.2 %	10 2.1 %	115 24.5 %	186 39.6 %	9 1.9 %	147 31.3 %
<b>94.6 %</b> 5. I felt my child had someone to talk to when he/she was troubled	2 0.4 %	2 0.4 %	13 2.8 %	118 25.1 %	180 38.3 %	12 2.5 %	143 30.4 %
<b>97.1 %</b> 6. I participated in my child's treatment	2 0.4 %	3 0.6 %	4 0.8 %	124 26.4 %	182 38.7 %	8 1.7 %	147 31.3 %
<b>94.5 %</b> 7. The services my child and/or family received were right for us	2 0.4 %	4 0.8 %	12 2.5 %	119 25.3 %	188 40.0 %	1 0.2 %	144 30.6 %
<b>94.2 %</b> 8. The location of services was convenient for us	2 0.4 %	7 1.5 %	10 2.1 %	107 22.8 %	199 42.3 %	1 0.2 %	144 30.6 %
<b>96.9 %</b> 9. Services were available at times that were convenient for us	2 0.4 %	2 0.4 %	6 1.3 %	99 21.1 %	215 45.7 %	1 0.2 %	145 30.9 %
<b>91.4 %</b> 10. My family I got the help we wanted for my child	3 0.6 %	6 1.3 %	19 4.0 %	113 24.0 %	183 38.9 %	4 0.8 %	142 30.2 %
<b>90.2 %</b> 11. My family got as much help as we needed for my child	3 0.6 %	8 1.7 %	20 4.3 %	110 23.4 %	176 37.5 %	7 1.5 %	146 31.1 %
<b>98.5 %</b> 12. Staff treated me with respect	3 0.6 %	1 0.2 %	1 0.2 %	74 15.7 %	244 51.9 %	1 0.2 %	146 31.1 %
<b>98.3 %</b> 13. Staff respected my family's religious/spiritual beliefs	2 0.4 %	1 0.2 %	2 0.4 %	94 20.0 %	194 41.3 %	33 7.0 %	144 30.6 %
<b>98.5 %</b> 14. Staff spoke with me in a way that I understood	2 0.4 %	1 0.2 %	2 0.4 %	82 17.4 %	236 50.2 %	1 0.2 %	146 31.1 %
<b>97.7 %</b> 15. Staff were sensitive to my cultural/ethnic background	3 0.6 %	2 0.4 %	2 0.4 %	89 18.9 %	202 43.0 %	24 5.1 %	148 31.5 %
<b>80.4 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	1 0.2 %	13 2.8 %	46 9.8 %	144 30.6 %	102 21.7 %	14 3.0 %	150 31.9 %
<b>82.6 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	1 0.2 %	17 3.6 %	36 7.7 %	144 30.6 %	113 24.0 %	12 2.5 %	147 31.3 %
<b>78.3 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	2 0.4 %	14 3.0 %	50 10.6 %	138 29.4 %	100 21.3 %	14 3.0 %	152 32.3 %
<b>79.3 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	2 0.4 %	20 4.3 %	40 8.5 %	131 27.9 %	107 22.8 %	22 4.7 %	148 31.5 %
<b>75.9 %</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 0.4 %	19 4.0 %	52 11.1 %	147 31.3 %	83 17.7 %	13 2.8 %	154 32.8 %
<b>76.2 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	5 1.1 %	22 4.7 %	47 10.0 %	145 30.9 %	92 19.6 %	10 2.1 %	149 31.7 %
<b>80.6 %</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	3 0.6 %	16 3.4 %	41 8.7 %	150 31.9 %	100 21.3 %	11 2.3 %	149 31.7 %
<b>95.5 %</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 0.2 %	2 0.4 %	11 2.3 %	151 32.1 %	149 31.7 %	6 1.3 %	150 31.9 %
<b>94.2 %</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)	3 0.6 %	2 0.4 %	13 2.8 %	137 29.1 %	157 33.4 %	7 1.5 %	151 32.1 %
<b>87.7 %</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	5 1.1 %	5 1.1 %	28 6.0 %	134 28.5 %	138 29.4 %	6 1.3 %	154 32.8 %
<b>94.2 %</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 0.2 %	17 3.6 %	146 31.1 %	145 30.9 %	5 1.1 %	156 33.2 %

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>



Completion Status	Survey Compliance Mental Health Programs Completion by Respondent Type		Total
	Family	Youth	
	Refused	117 24.9 %	
Impaired	7 1.5 %	2 0.5 %	9 1 %
Language	2 0.4 %	0 0 %	2 0.2 %
Other	11 2.3 %	14 3.2 %	25 2.8 %
No Data	2 0.4 %	8 1.8 %	10 1.1 %
Completed Survey	331 70.4 %	299 68.7 %	630 69.6 %
<b>Total</b>	470 100 %	435 100 %	905 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) mental health programs billed services for 1251 youth clients; surveys were returned for 756 youth clients (  $756 / 1251 = 60.4$  ).
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 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  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **African American Alternatives Program**

Program Code(s): 38047

Overall Satisfaction<sup>1</sup>

**85.0%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for African American Alternatives Program: **4.11**.

Overall satisfaction mean score for all other programs: **4.38**.

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

**90.0%** 7. Services were available at times that were good for me

**85.0%** 1. I like the services that I received here

#### **Lowest Agreement Items**

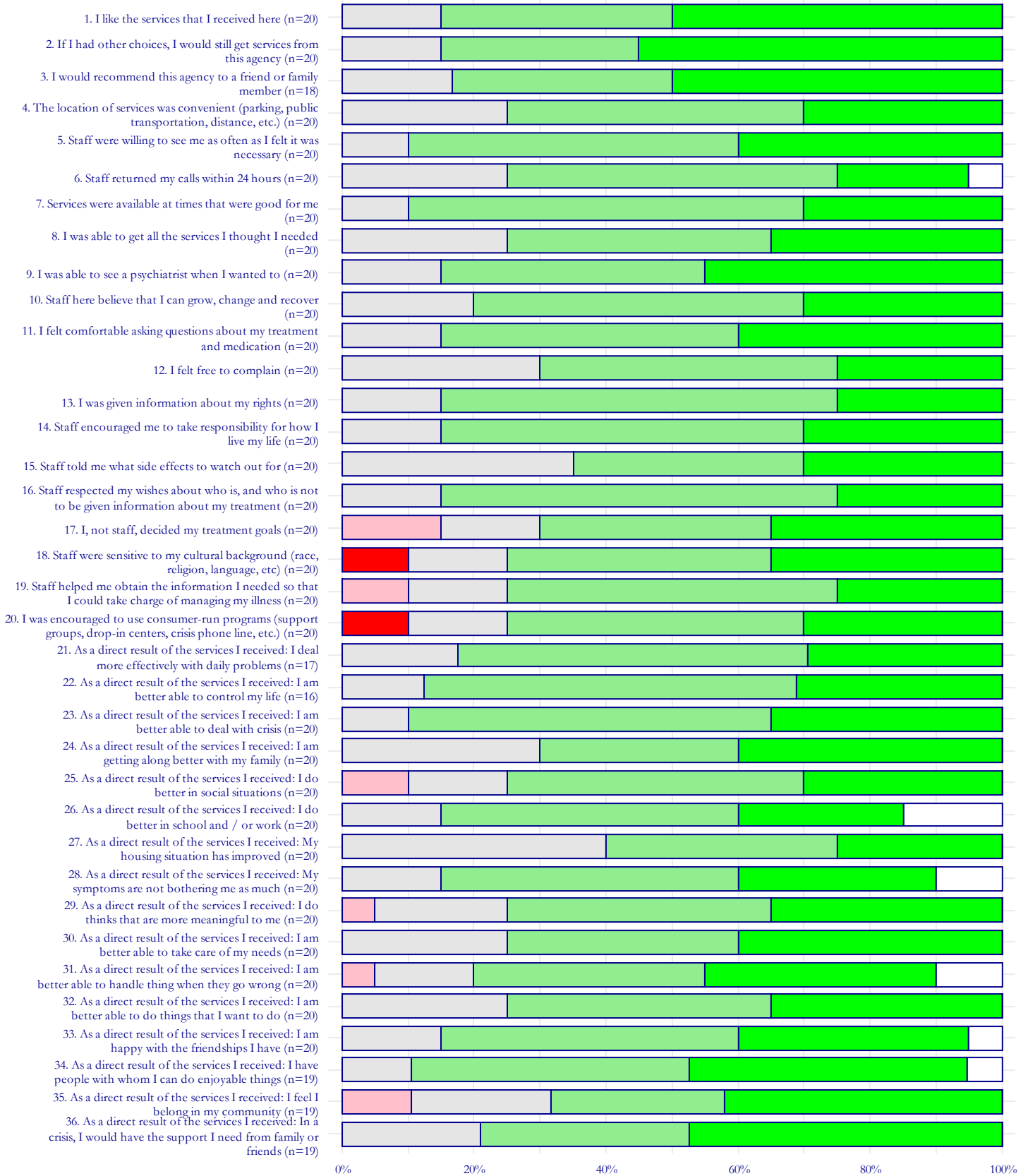
**65.0%** 15. Staff told me what side effects to watch out for

**70.0%** 12. I felt free to complain

**70.0%** 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, N = 23**

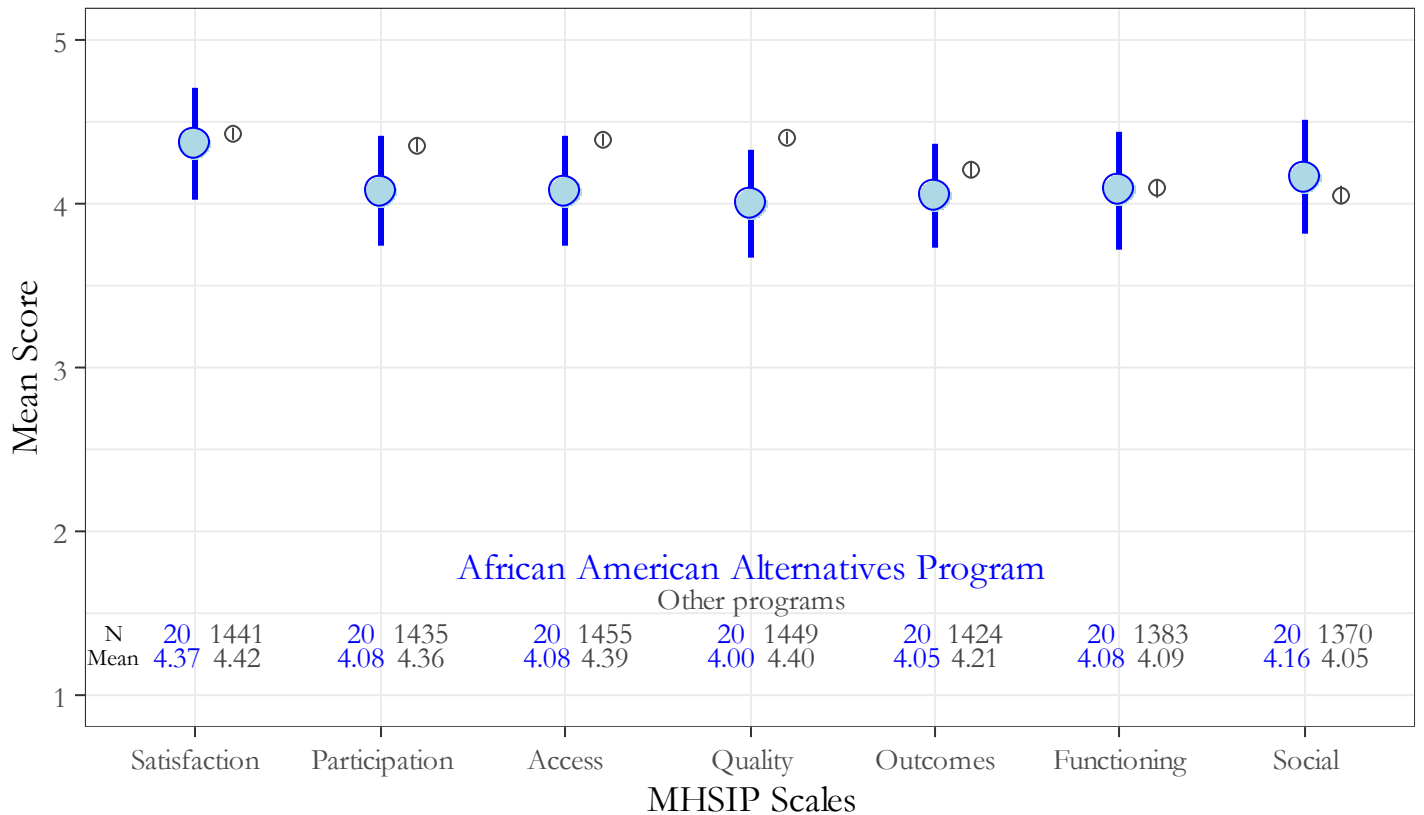
**Percent Agree**

	<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>85.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	3 13.0 %	7 30.4 %	10 43.5 %	0 0.0 %	3 13.0 %
<b>85.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	3 13.0 %	6 26.1 %	11 47.8 %	0 0.0 %	3 13.0 %
<b>83.3 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 13.0 %	6 26.1 %	9 39.1 %	0 0.0 %	5 21.7 %
<b>75.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	5 21.7 %	9 39.1 %	6 26.1 %	0 0.0 %	3 13.0 %
<b>90.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 8.7 %	10 43.5 %	8 34.8 %	0 0.0 %	3 13.0 %
<b>73.7 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	5 21.7 %	10 43.5 %	4 17.4 %	1 4.3 %	3 13.0 %
<b>90.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 8.7 %	12 52.2 %	6 26.1 %	0 0.0 %	3 13.0 %
<b>75.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	5 21.7 %	8 34.8 %	7 30.4 %	0 0.0 %	3 13.0 %
<b>85.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	3 13.0 %	8 34.8 %	9 39.1 %	0 0.0 %	3 13.0 %
<b>80.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	4 17.4 %	10 43.5 %	6 26.1 %	0 0.0 %	3 13.0 %
<b>85.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	3 13.0 %	9 39.1 %	8 34.8 %	0 0.0 %	3 13.0 %
<b>70.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	6 26.1 %	9 39.1 %	5 21.7 %	0 0.0 %	3 13.0 %
<b>85.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	3 13.0 %	12 52.2 %	5 21.7 %	0 0.0 %	3 13.0 %
<b>85.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	3 13.0 %	11 47.8 %	6 26.1 %	0 0.0 %	3 13.0 %
<b>65.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	7 30.4 %	7 30.4 %	6 26.1 %	0 0.0 %	3 13.0 %
<b>85.0 %</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 13.0 %	12 52.2 %	5 21.7 %	0 0.0 %	3 13.0 %
<b>70.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	3 13.0 %	3 13.0 %	7 30.4 %	7 30.4 %	0 0.0 %	3 13.0 %
<b>75.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	2 8.7 %	0 0.0 %	3 13.0 %	8 34.8 %	7 30.4 %	0 0.0 %	3 13.0 %
<b>75.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	2 8.7 %	3 13.0 %	10 43.5 %	5 21.7 %	0 0.0 %	3 13.0 %
<b>75.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 8.7 %	0 0.0 %	3 13.0 %	9 39.1 %	6 26.1 %	0 0.0 %	3 13.0 %
<b>82.4 %</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 13.0 %	9 39.1 %	5 21.7 %	0 0.0 %	6 26.1 %
<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 %	2 8.7 %	9 39.1 %	5 21.7 %	0 0.0 %	7 30.4 %
<b>90.0 %</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 %	2 8.7 %	11 47.8 %	7 30.4 %	0 0.0 %	3 13.0 %
<b>70.0 %</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 %	6 26.1 %	6 26.1 %	8 34.8 %	0 0.0 %	3 13.0 %
<b>75.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 8.7 %	3 13.0 %	9 39.1 %	6 26.1 %	0 0.0 %	3 13.0 %

**MHSIP Items 26-36, N = 23**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>82.4 %</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 13.0 %	9 39.1 %	5 21.7 %	3 13.0 %	3 13.0 %
<b>60.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	8 34.8 %	7 30.4 %	5 21.7 %	0 0.0 %	3 13.0 %
<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 %	3 13.0 %	9 39.1 %	6 26.1 %	2 8.7 %	3 13.0 %
<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 4.3 %	4 17.4 %	8 34.8 %	7 30.4 %	0 0.0 %	3 13.0 %
<b>75.0 %</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 %	5 21.7 %	7 30.4 %	8 34.8 %	0 0.0 %	3 13.0 %
<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 4.3 %	3 13.0 %	7 30.4 %	7 30.4 %	2 8.7 %	3 13.0 %
<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 %	5 21.7 %	8 34.8 %	7 30.4 %	0 0.0 %	3 13.0 %
<b>84.2 %</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 13.0 %	9 39.1 %	7 30.4 %	1 4.3 %	3 13.0 %
<b>88.9 %</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 %	2 8.7 %	8 34.8 %	8 34.8 %	1 4.3 %	4 17.4 %
<b>68.4 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	2 8.7 %	4 17.4 %	5 21.7 %	8 34.8 %	0 0.0 %	4 17.4 %
<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	0 0.0 %	0 0.0 %	4 17.4 %	6 26.1 %	9 39.1 %	0 0.0 %	4 17.4 %

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 13 %	0 0 %	3 13 %
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	20 87 %	0 0 %	20 87 %
<b>Total</b>	23 100 %	0 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 10 clients; surveys were returned for 18 clients (  $18 / 10 = 180.0\%$  ).
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.

**Survey Quality Issues:**

- ☆ Print quality was poor and difficult to scan due to faint printing.
- ☆ Client number and reporting unit not clearly written or illegible. Please use computer entry.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
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>

**100.0%**

Return Rate<sup>2</sup>

**33.3%**

Overall satisfaction<sup>3</sup> mean score for AFS Outpatient Services & Therapeutic Visitation SF: **4.19** (youth), **4.43** (family).

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.54** (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%** 6. I participated in my own treatment

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

#### **Lowest Agreement Items**

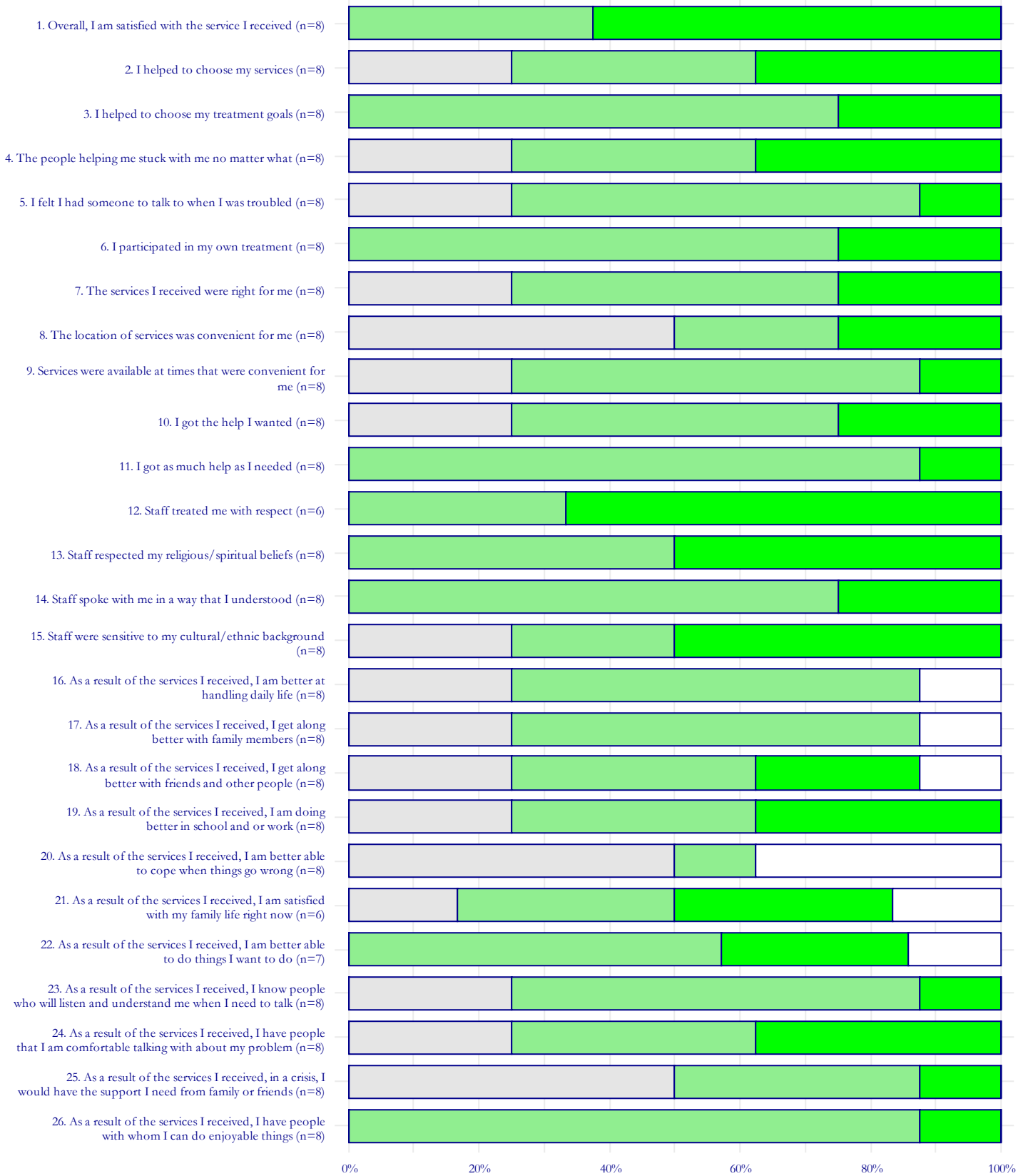
**43.8%** 2. I helped to choose my services

**66.7%** 5. I felt I had someone to talk to when I was troubled

**75.0%** 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.

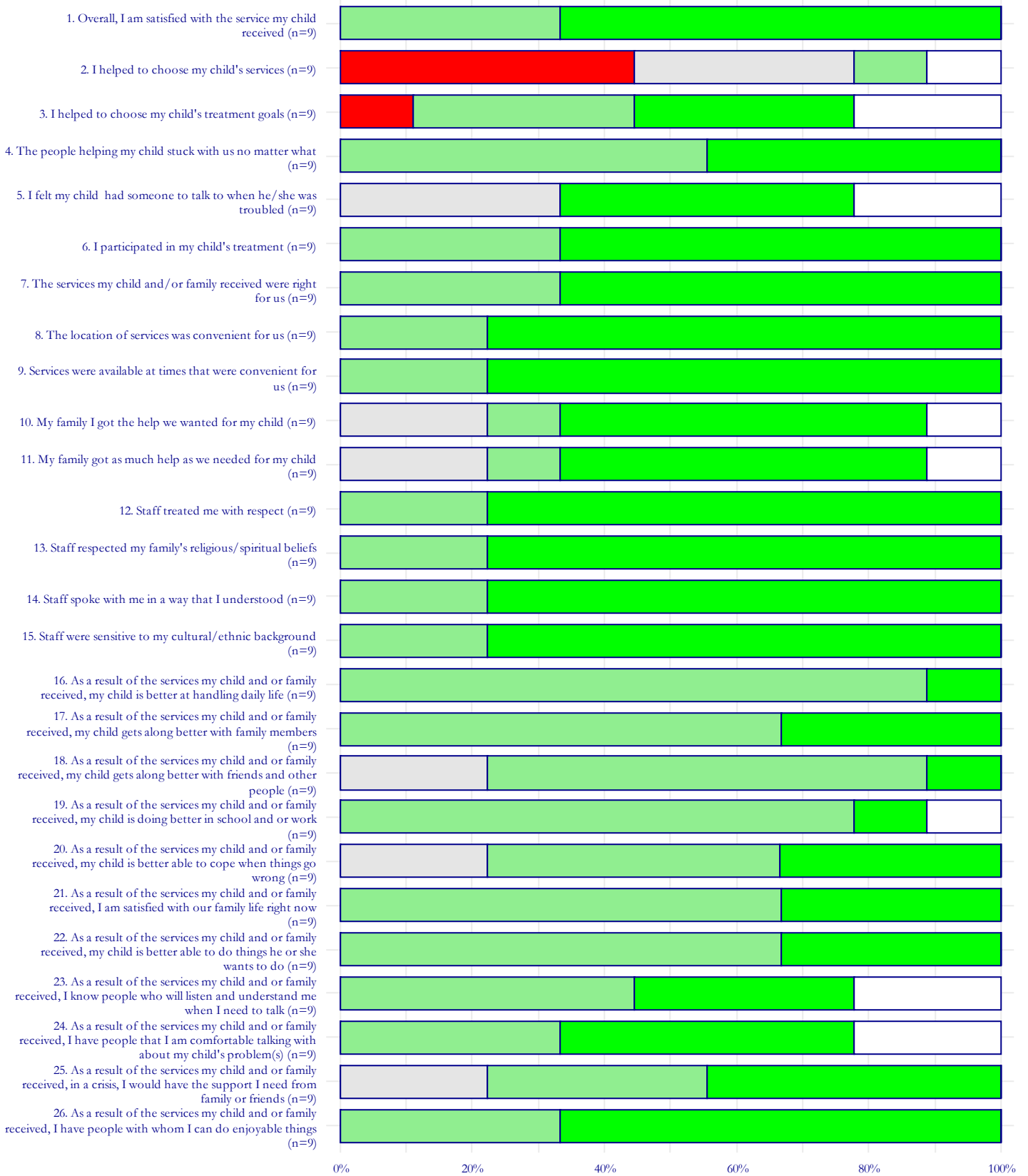
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 8

	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 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 2. I helped to choose my services	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> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	6 75.0 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 4. The people helping me stuck with me no matter what	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> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	1 12.5 %	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 %	6 75.0 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	2 25.0 %	4 50.0 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 8. The location of services was convenient for me	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> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	1 12.5 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 10. I got the help I wanted	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> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	7 87.5 %	1 12.5 %	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 25.0 %	4 50.0 %	0 0.0 %	2 25.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	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> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	6 75.0 %	2 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	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> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	0 0.0 %	1 12.5 %	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 %	0 0.0 %	2 25.0 %	5 62.5 %	0 0.0 %	1 12.5 %	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 %	0 0.0 %	2 25.0 %	3 37.5 %	2 25.0 %	1 12.5 %	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 %	0 0.0 %	2 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>20.0 %</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 %	4 50.0 %	1 12.5 %	0 0.0 %	3 37.5 %	0 0.0 %
<b>80.0 %</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 12.5 %	2 25.0 %	2 25.0 %	1 12.5 %	2 25.0 %
<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 %	4 50.0 %	2 25.0 %	1 12.5 %	1 12.5 %
<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 25.0 %	5 62.5 %	1 12.5 %	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 %	2 25.0 %	3 37.5 %	3 37.5 %	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 %	4 50.0 %	3 37.5 %	1 12.5 %	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 %	7 87.5 %	1 12.5 %	0 0.0 %	0 0.0 %

# Youth Services Survey for Families

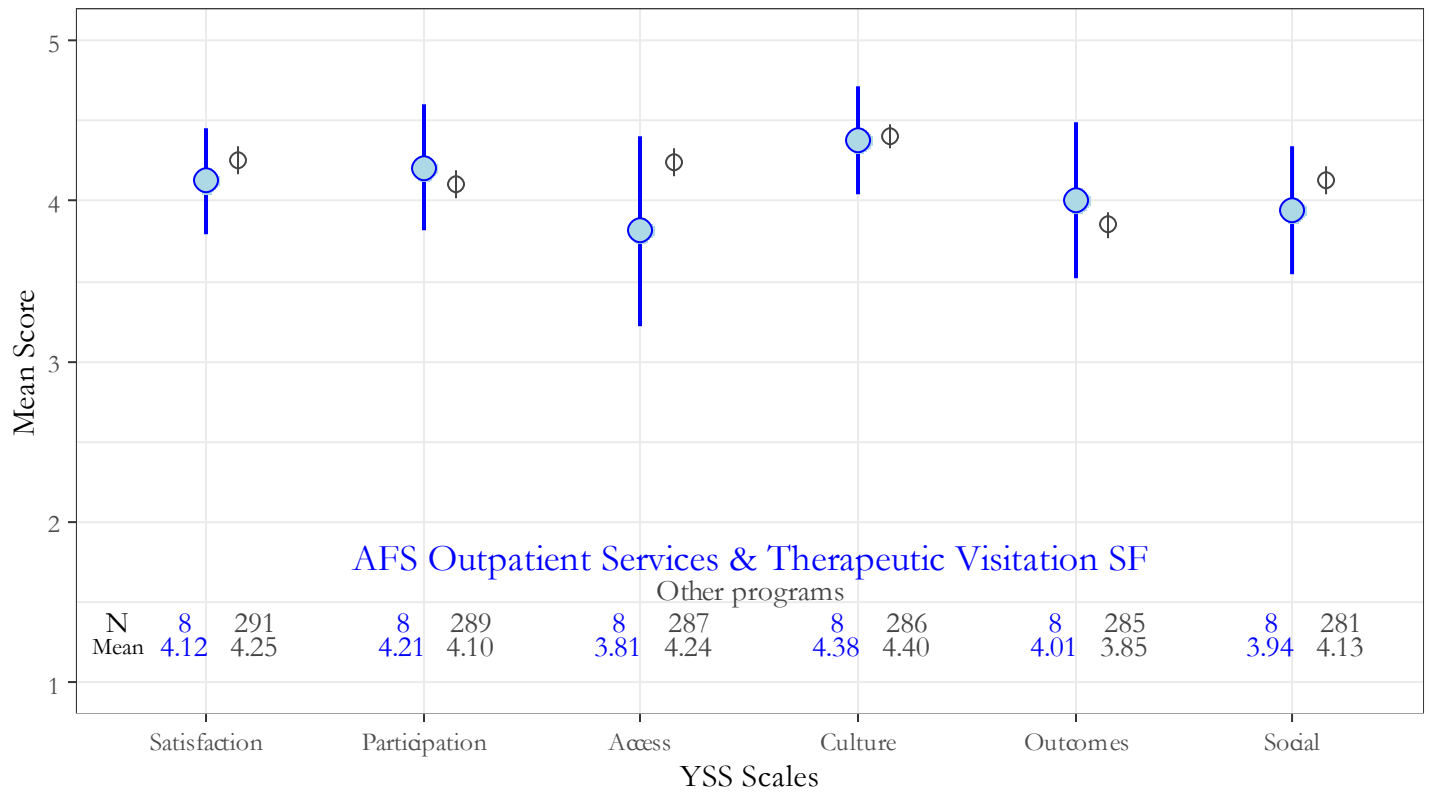


## Youth Services Survey for Families, N = 9

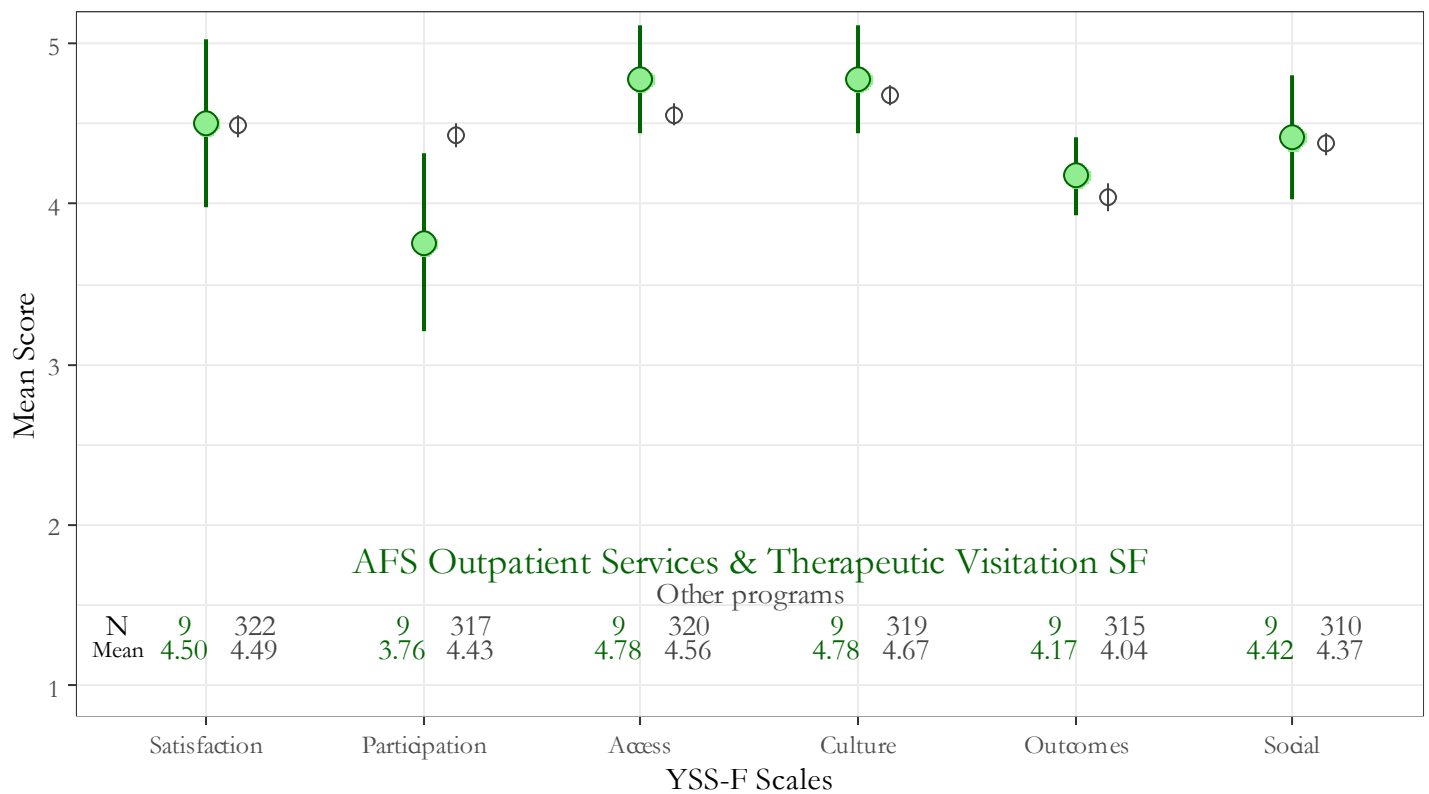
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>12.5 %</b> 2. I helped to choose my child's services	4 44.4 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	1 11.1 %	0 0.0 %
<b>85.7 %</b> 3. I helped to choose my child's treatment goals	1 11.1 %	0 0.0 %	0 0.0 %	3 33.3 %	3 33.3 %	2 22.2 %	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 %	5 55.6 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>57.1 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	3 33.3 %	0 0.0 %	4 44.4 %	2 22.2 %	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 33.3 %	6 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 %	3 33.3 %	6 66.7 %	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 %	2 22.2 %	7 77.8 %	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 22.2 %	7 77.8 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	2 22.2 %	1 11.1 %	5 55.6 %	1 11.1 %	0 0.0 %
<b>75.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	2 22.2 %	1 11.1 %	5 55.6 %	1 11.1 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	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. Staff respected my family's religious/spiritual beliefs	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> 14. Staff spoke with me in a way that I understood	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> 15. Staff were sensitive to my cultural/ethnic background	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> 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 %	8 88.9 %	1 11.1 %	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 %	6 66.7 %	3 33.3 %	0 0.0 %	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	0 0.0 %	0 0.0 %	2 22.2 %	6 66.7 %	1 11.1 %	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 %	7 77.8 %	1 11.1 %	1 11.1 %	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 %	4 44.4 %	3 33.3 %	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 %	6 66.7 %	3 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 %	6 66.7 %	3 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 %	4 44.4 %	3 33.3 %	2 22.2 %	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 33.3 %	4 44.4 %	2 22.2 %	0 0.0 %
<b>77.8 %</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	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> 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 33.3 %	6 66.7 %	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>



**Survey Compliance**  
**AFS Outpatient**  
**Services &**  
**Therapeutic**  
**Visitation SF**    *Total*  
**Completion Status**  
**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 %	8 100 %	17 100 %
<b>Total</b>	9 100 %	8 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 27 clients; surveys were returned for 9 clients ( 9 / 27 = 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  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**BAART Community Health Care**

Program Code(s): 38J8OP

Overall Satisfaction<sup>1</sup>

**90.9%**

Return Rate<sup>2</sup>

**81.5%**

Overall satisfaction<sup>3</sup> mean score for BAART Community Health Care: **4.26**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

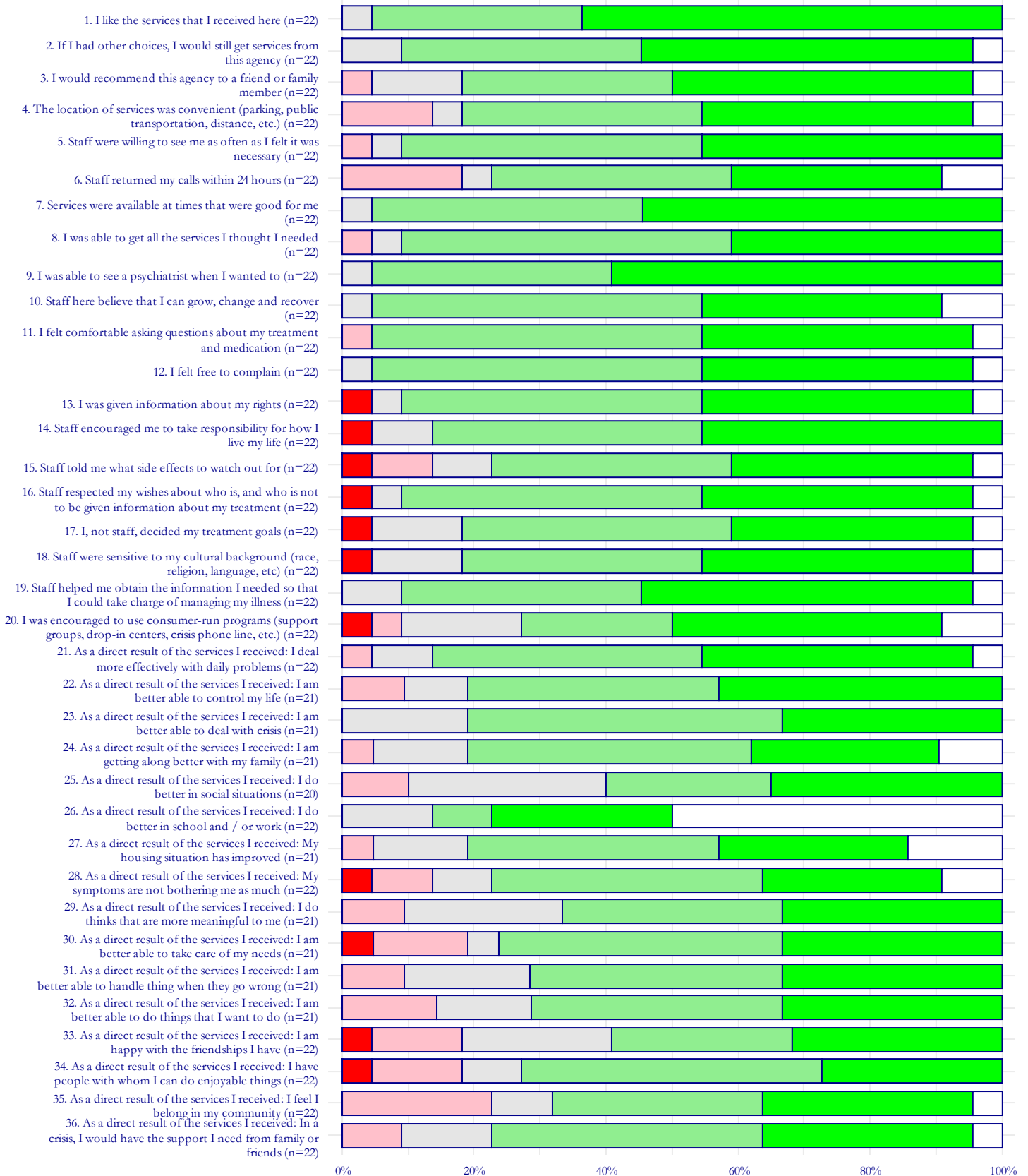
- 95.5% 1. I like the services that I received here
- 95.5% 7. Services were available at times that were good for me
- 95.5% 9. I was able to see a psychiatrist when I wanted to

**Lowest Agreement Items**

- 70.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 75.0% 6. Staff returned my calls within 24 hours
- 76.2% 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



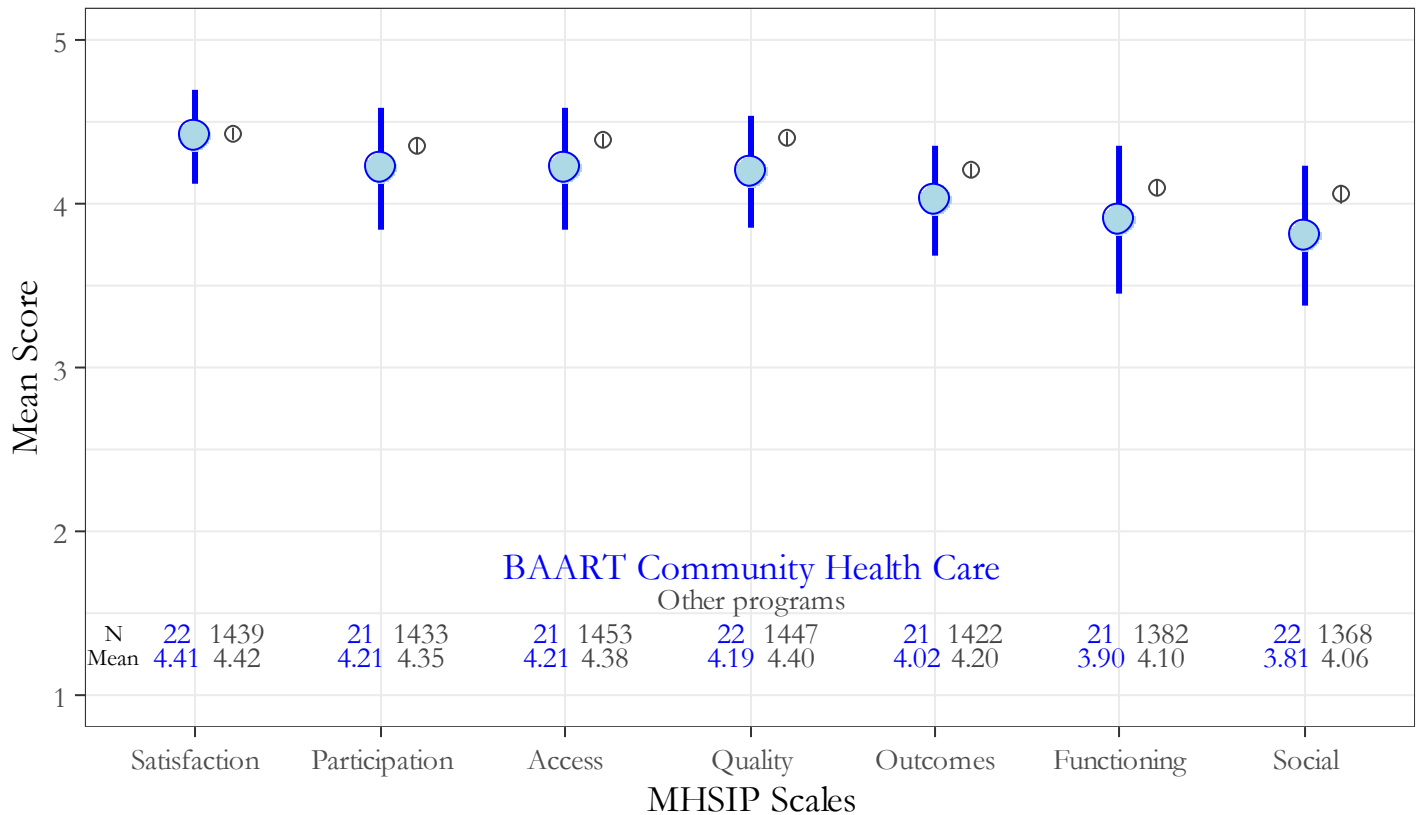
**MHSIP Items 1-25, N = 22**  
**Percent Agree**

	<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 4.5 %	7 31.8 %	14 63.6 %	0 0.0 %	0 0.0 %
<b>90.5 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 9.1 %	8 36.4 %	11 50.0 %	1 4.5 %	0 0.0 %
<b>81.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	1 4.5 %	3 13.6 %	7 31.8 %	10 45.5 %	1 4.5 %	0 0.0 %
<b>81.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	3 13.6 %	1 4.5 %	8 36.4 %	9 40.9 %	1 4.5 %	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 %	1 4.5 %	1 4.5 %	10 45.5 %	10 45.5 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	4 18.2 %	1 4.5 %	8 36.4 %	7 31.8 %	2 9.1 %	0 0.0 %
<b>95.5 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 4.5 %	9 40.9 %	12 54.5 %	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 %	1 4.5 %	1 4.5 %	11 50.0 %	9 40.9 %	0 0.0 %	0 0.0 %
<b>95.5 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 4.5 %	8 36.4 %	13 59.1 %	0 0.0 %	0 0.0 %
<b>95.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 4.5 %	11 50.0 %	8 36.4 %	2 9.1 %	0 0.0 %
<b>95.2 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 4.5 %	0 0.0 %	11 50.0 %	9 40.9 %	1 4.5 %	0 0.0 %
<b>95.2 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 4.5 %	11 50.0 %	9 40.9 %	1 4.5 %	0 0.0 %
<b>90.5 %</b> 13. I was given information about my rights	1 4.5 %	0 0.0 %	1 4.5 %	10 45.5 %	9 40.9 %	1 4.5 %	0 0.0 %
<b>86.4 %</b> 14. Staff encouraged me to take responsibility for how I live my life	1 4.5 %	0 0.0 %	2 9.1 %	9 40.9 %	10 45.5 %	0 0.0 %	0 0.0 %
<b>76.2 %</b> 15. Staff told me what side effects to watch out for	1 4.5 %	2 9.1 %	2 9.1 %	8 36.4 %	8 36.4 %	1 4.5 %	0 0.0 %
<b>90.5 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 4.5 %	0 0.0 %	1 4.5 %	10 45.5 %	9 40.9 %	1 4.5 %	0 0.0 %
<b>81.0 %</b> 17. I, not staff, decided my treatment goals	1 4.5 %	0 0.0 %	3 13.6 %	9 40.9 %	8 36.4 %	1 4.5 %	0 0.0 %
<b>81.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 4.5 %	0 0.0 %	3 13.6 %	8 36.4 %	9 40.9 %	1 4.5 %	0 0.0 %
<b>90.5 %</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 9.1 %	8 36.4 %	11 50.0 %	1 4.5 %	0 0.0 %
<b>70.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 4.5 %	1 4.5 %	4 18.2 %	5 22.7 %	9 40.9 %	2 9.1 %	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 %	1 4.5 %	2 9.1 %	9 40.9 %	9 40.9 %	1 4.5 %	0 0.0 %
<b>81.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 9.1 %	2 9.1 %	8 36.4 %	9 40.9 %	0 0.0 %	1 4.5 %
<b>81.0 %</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 %	4 18.2 %	10 45.5 %	7 31.8 %	0 0.0 %	1 4.5 %
<b>78.9 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 4.5 %	3 13.6 %	9 40.9 %	6 27.3 %	2 9.1 %	1 4.5 %
<b>60.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 9.1 %	6 27.3 %	5 22.7 %	7 31.8 %	0 0.0 %	2 9.1 %

**MHSIP Items 26-36, N = 22**  
**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 %	0 0.0 %	3 13.6 %	2 9.1 %	6 27.3 %	11 50.0 %	0 0.0 %
<b>77.8 %</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 %	8 36.4 %	6 27.3 %	3 13.6 %	1 4.5 %
<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 %	2 9.1 %	2 9.1 %	9 40.9 %	6 27.3 %	2 9.1 %	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 %	2 9.1 %	5 22.7 %	7 31.8 %	7 31.8 %	0 0.0 %	1 4.5 %
<b>76.2 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	1 4.5 %	3 13.6 %	1 4.5 %	9 40.9 %	7 31.8 %	0 0.0 %	1 4.5 %
<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 %	2 9.1 %	4 18.2 %	8 36.4 %	7 31.8 %	0 0.0 %	1 4.5 %
<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 %	3 13.6 %	3 13.6 %	8 36.4 %	7 31.8 %	0 0.0 %	1 4.5 %
<b>59.1 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 4.5 %	3 13.6 %	5 22.7 %	6 27.3 %	7 31.8 %	0 0.0 %	0 0.0 %
<b>72.7 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 4.5 %	3 13.6 %	2 9.1 %	10 45.5 %	6 27.3 %	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 %	5 22.7 %	2 9.1 %	7 31.8 %	7 31.8 %	1 4.5 %	0 0.0 %
<b>76.2 %</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 %	2 9.1 %	3 13.6 %	9 40.9 %	7 31.8 %	1 4.5 %	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	20 100 %	2 100 %	22 100 %
<b>Total</b>	20 100 %	2 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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 2019  
Mental Health Statistical Improvement Program (MHSIP)

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

Program Code(s): 8908OP

Overall Satisfaction<sup>1</sup>

**70.0%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for BP Assisted Independent Living Program AILP: **4.00**.

Overall satisfaction mean score for all other programs: **4.38**.

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% 3. I would recommend this agency to a friend or family member
- 83.3% 10. Staff here believe that I can grow, change and recover

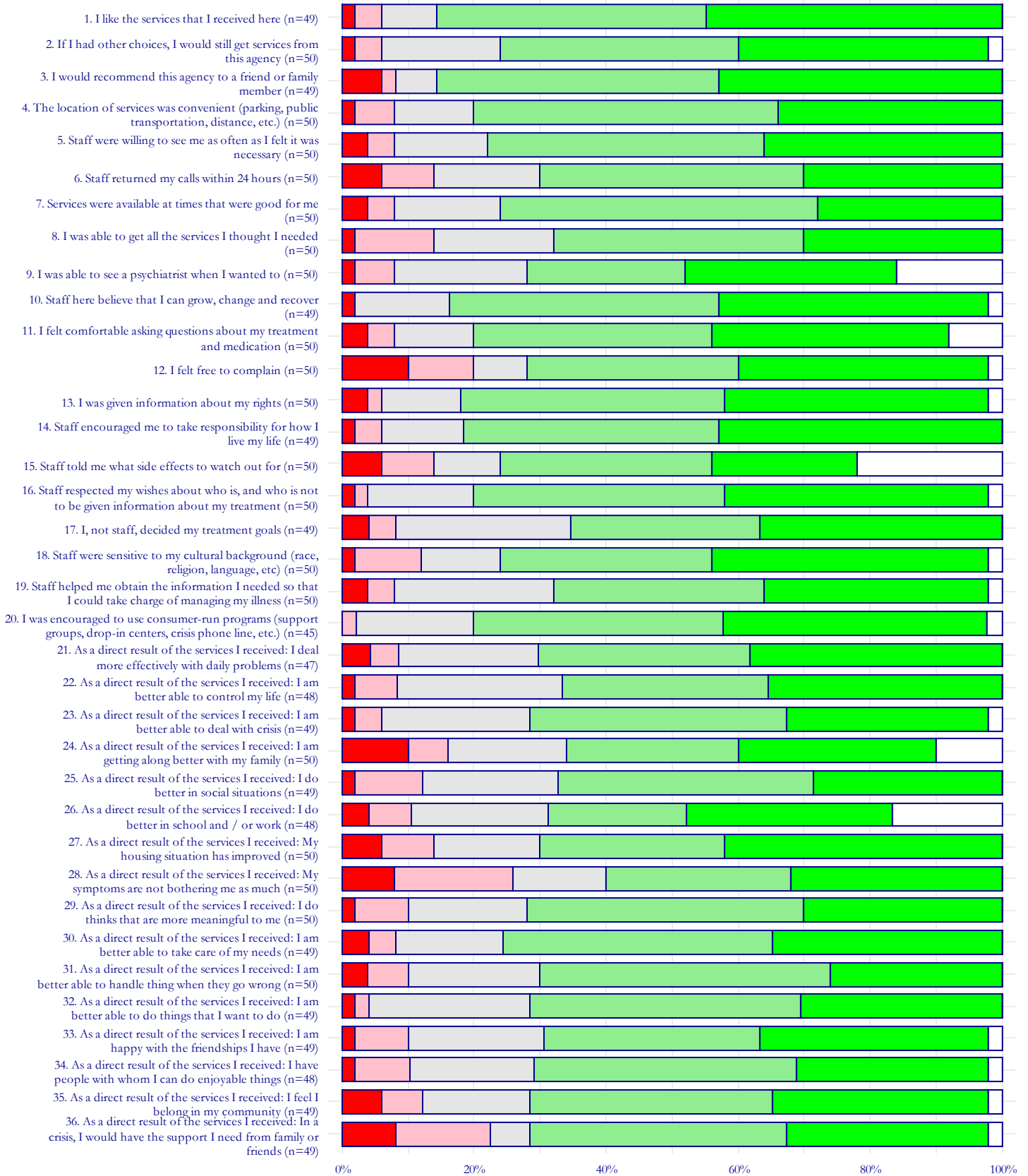
#### **Lowest Agreement Items**

- 65.3% 17. I, not staff, decided my treatment goals
- 66.7% 9. I was able to see a psychiatrist when I wanted to
- 67.3% 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, N = 50**

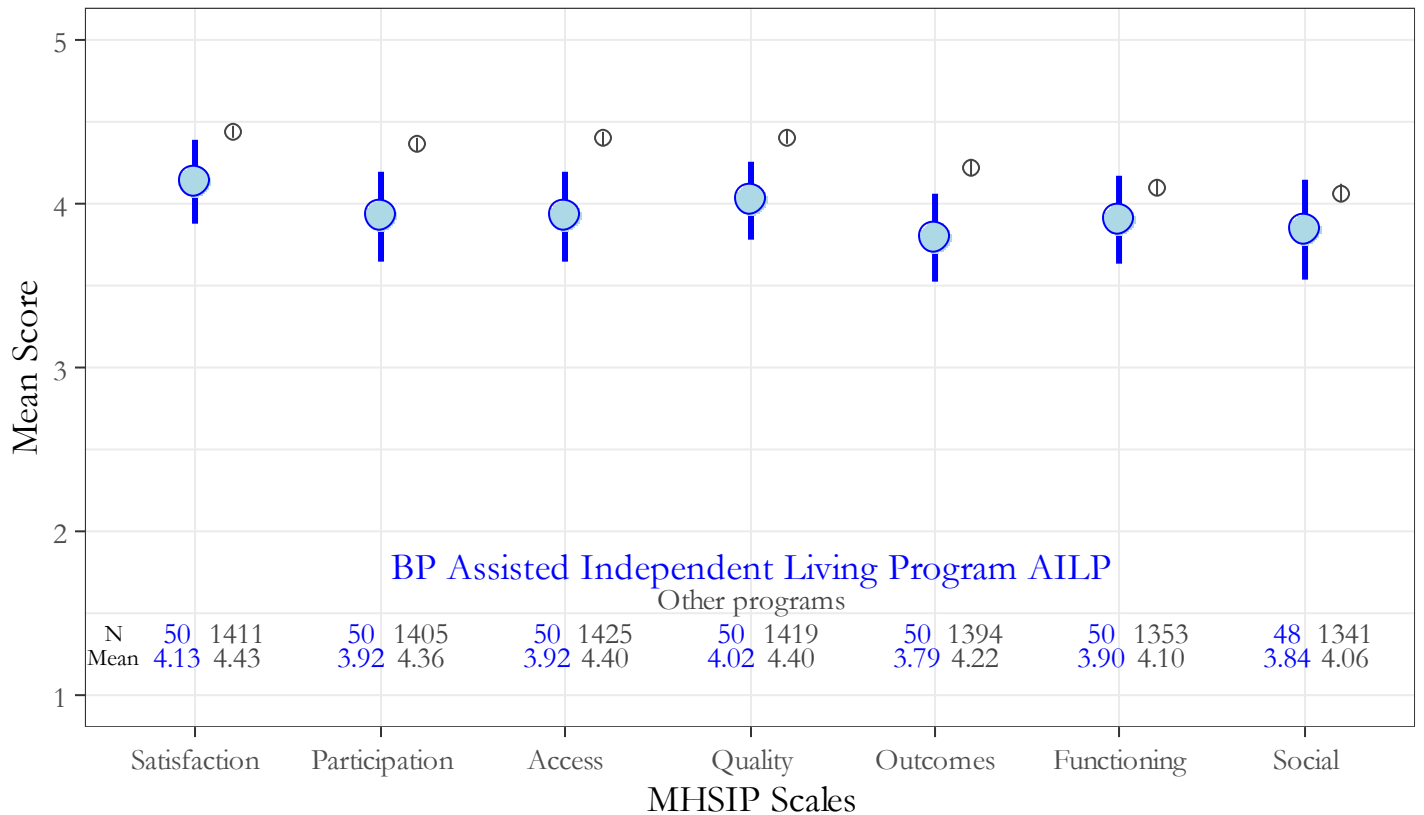
**Percent Agree**

	<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 2.0 %	2 4.0 %	4 8.0 %	20 40.0 %	22 44.0 %	0 0.0 %	1 2.0 %
<b>75.5 %</b> 2. If I had other choices, I would still get services from this agency	1 2.0 %	2 4.0 %	9 18.0 %	18 36.0 %	19 38.0 %	1 2.0 %	0 0.0 %
<b>85.7 %</b> 3. I would recommend this agency to a friend or family member	3 6.0 %	1 2.0 %	3 6.0 %	21 42.0 %	21 42.0 %	0 0.0 %	1 2.0 %
<b>80.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 2.0 %	3 6.0 %	6 12.0 %	23 46.0 %	17 34.0 %	0 0.0 %	0 0.0 %
<b>78.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	2 4.0 %	2 4.0 %	7 14.0 %	21 42.0 %	18 36.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</b> 6. Staff returned my calls within 24 hours	3 6.0 %	4 8.0 %	8 16.0 %	20 40.0 %	15 30.0 %	0 0.0 %	0 0.0 %
<b>76.0 %</b> 7. Services were available at times that were good for me	2 4.0 %	2 4.0 %	8 16.0 %	24 48.0 %	14 28.0 %	0 0.0 %	0 0.0 %
<b>68.0 %</b> 8. I was able to get all the services I thought I needed	1 2.0 %	6 12.0 %	9 18.0 %	19 38.0 %	15 30.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 9. I was able to see a psychiatrist when I wanted to	1 2.0 %	3 6.0 %	10 20.0 %	12 24.0 %	16 32.0 %	8 16.0 %	0 0.0 %
<b>83.3 %</b> 10. Staff here believe that I can grow, change and recover	1 2.0 %	0 0.0 %	7 14.0 %	20 40.0 %	20 40.0 %	1 2.0 %	1 2.0 %
<b>78.3 %</b> 11. I felt comfortable asking questions about my treatment and medication	2 4.0 %	2 4.0 %	6 12.0 %	18 36.0 %	18 36.0 %	4 8.0 %	0 0.0 %
<b>71.4 %</b> 12. I felt free to complain	5 10.0 %	5 10.0 %	4 8.0 %	16 32.0 %	19 38.0 %	1 2.0 %	0 0.0 %
<b>81.6 %</b> 13. I was given information about my rights	2 4.0 %	1 2.0 %	6 12.0 %	20 40.0 %	20 40.0 %	1 2.0 %	0 0.0 %
<b>81.6 %</b> 14. Staff encouraged me to take responsibility for how I live my life	1 2.0 %	2 4.0 %	6 12.0 %	19 38.0 %	21 42.0 %	0 0.0 %	1 2.0 %
<b>69.2 %</b> 15. Staff told me what side effects to watch out for	3 6.0 %	4 8.0 %	5 10.0 %	16 32.0 %	11 22.0 %	11 22.0 %	0 0.0 %
<b>79.6 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 2.0 %	1 2.0 %	8 16.0 %	19 38.0 %	20 40.0 %	1 2.0 %	0 0.0 %
<b>65.3 %</b> 17. I, not staff, decided my treatment goals	2 4.0 %	2 4.0 %	13 26.0 %	14 28.0 %	18 36.0 %	0 0.0 %	1 2.0 %
<b>75.5 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 2.0 %	5 10.0 %	6 12.0 %	16 32.0 %	21 42.0 %	1 2.0 %	0 0.0 %
<b>67.3 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	2 4.0 %	2 4.0 %	12 24.0 %	16 32.0 %	17 34.0 %	1 2.0 %	0 0.0 %
<b>79.5 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 2.0 %	8 16.0 %	17 34.0 %	18 36.0 %	1 2.0 %	5 10.0 %
<b>70.2 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	2 4.0 %	2 4.0 %	10 20.0 %	15 30.0 %	18 36.0 %	0 0.0 %	3 6.0 %
<b>66.7 %</b> 22. As a direct result of the services I received: I am better able to control my life	1 2.0 %	3 6.0 %	12 24.0 %	15 30.0 %	17 34.0 %	0 0.0 %	2 4.0 %
<b>70.8 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 2.0 %	2 4.0 %	11 22.0 %	19 38.0 %	15 30.0 %	1 2.0 %	1 2.0 %
<b>62.2 %</b> 24. As a direct result of the services I received: I am getting along better with my family	5 10.0 %	3 6.0 %	9 18.0 %	13 26.0 %	15 30.0 %	5 10.0 %	0 0.0 %
<b>67.3 %</b> 25. As a direct result of the services I received: I do better in social situations	1 2.0 %	5 10.0 %	10 20.0 %	19 38.0 %	14 28.0 %	0 0.0 %	1 2.0 %

**MHSIP Items 26-36, N = 50**  
**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	2 4.0 %	3 6.0 %	10 20.0 %	10 20.0 %	15 30.0 %	8 16.0 %	2 4.0 %
<b>70.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	3 6.0 %	4 8.0 %	8 16.0 %	14 28.0 %	21 42.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	4 8.0 %	9 18.0 %	7 14.0 %	14 28.0 %	16 32.0 %	0 0.0 %	0 0.0 %
<b>72.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 2.0 %	4 8.0 %	9 18.0 %	21 42.0 %	15 30.0 %	0 0.0 %	0 0.0 %
<b>75.5 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	2 4.0 %	2 4.0 %	8 16.0 %	20 40.0 %	17 34.0 %	0 0.0 %	1 2.0 %
<b>70.0 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 4.0 %	3 6.0 %	10 20.0 %	22 44.0 %	13 26.0 %	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	1 2.0 %	1 2.0 %	12 24.0 %	20 40.0 %	15 30.0 %	0 0.0 %	1 2.0 %
<b>68.8 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 2.0 %	4 8.0 %	10 20.0 %	16 32.0 %	17 34.0 %	1 2.0 %	1 2.0 %
<b>70.2 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 2.0 %	4 8.0 %	9 18.0 %	19 38.0 %	14 28.0 %	1 2.0 %	2 4.0 %
<b>70.8 %</b> 35. As a direct result of the services I received: I feel I belong in my community	3 6.0 %	3 6.0 %	8 16.0 %	18 36.0 %	16 32.0 %	1 2.0 %	1 2.0 %
<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	4 8.0 %	7 14.0 %	3 6.0 %	19 38.0 %	15 30.0 %	1 2.0 %	1 2.0 %

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	37 100 %	13 100 %	50 100 %
<b>Total</b>	37 100 %	13 100 %	50 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 34 clients; surveys were returned for 50 clients (  $50 / 34 = 147.1\%$  ).
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 2019  
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>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for BP Baker Street House: **4.79**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

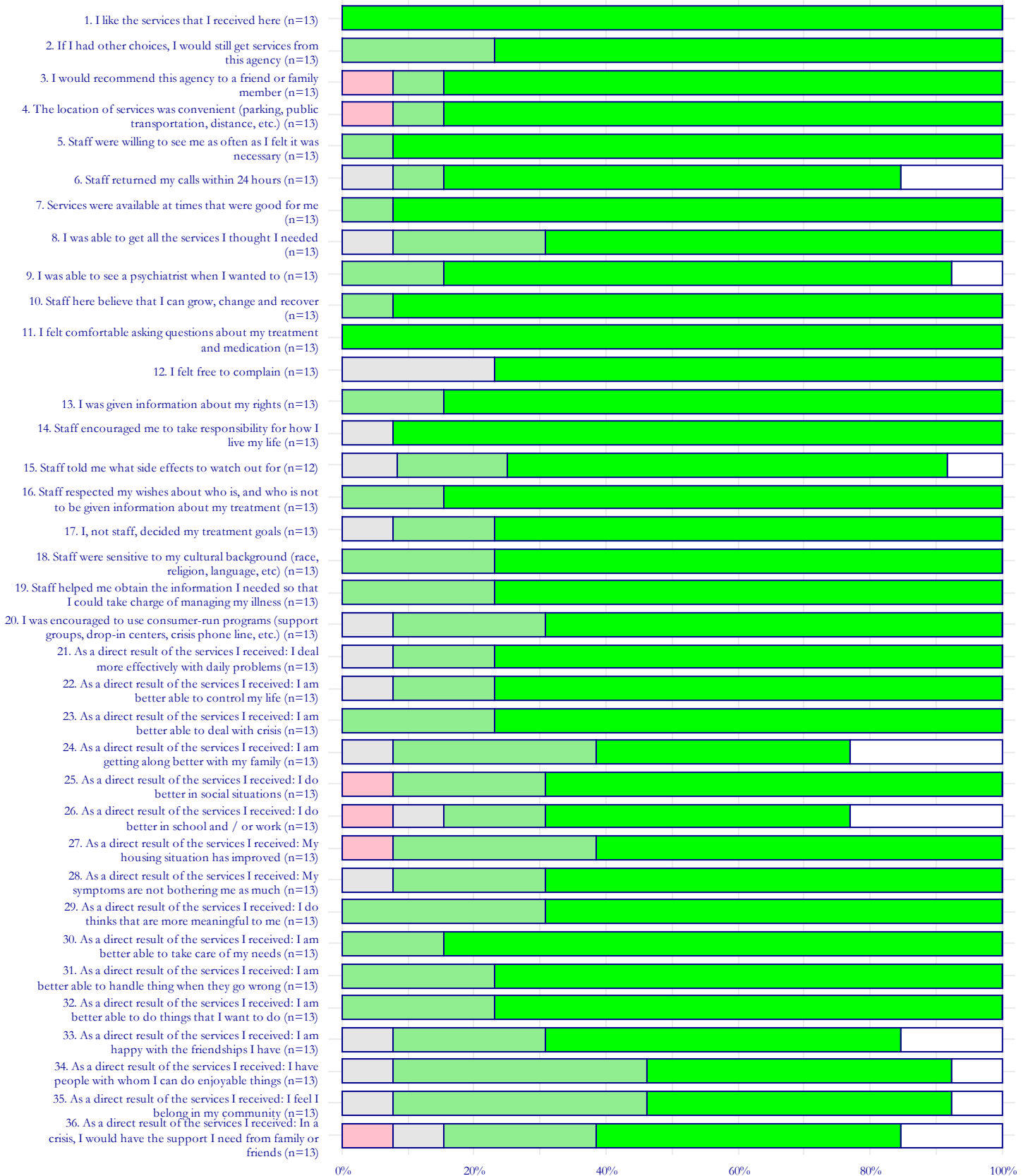
76.9% 12. I felt free to complain

90.9% 6. Staff returned my calls within 24 hours

90.9% 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, N = 13**

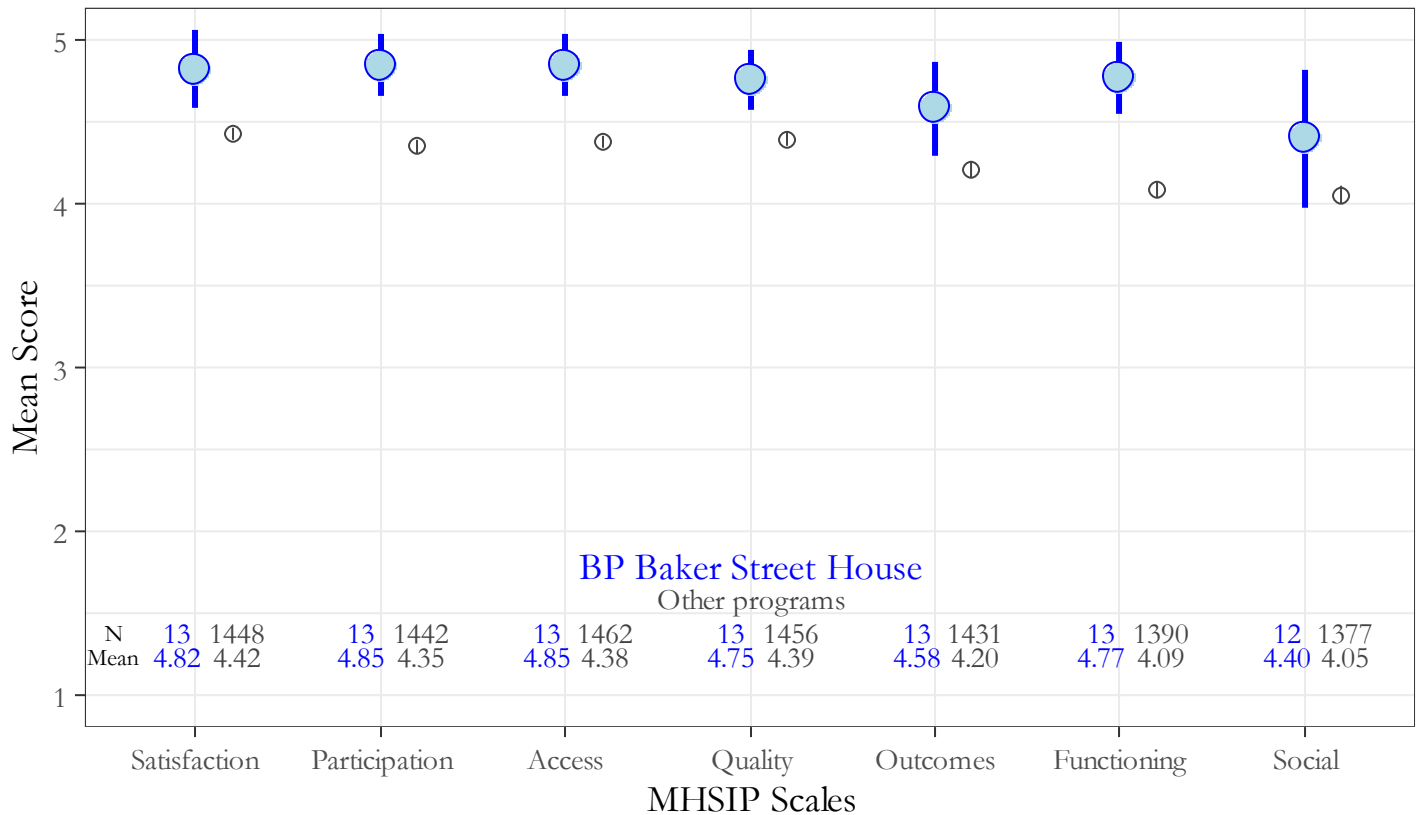
**Percent Agree**

	<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 %	0 0.0 %	13 100.0 %	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 %	3 23.1 %	10 76.9 %	0 0.0 %	0 0.0 %
<b>92.3 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	1 7.7 %	0 0.0 %	1 7.7 %	11 84.6 %	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 %	1 7.7 %	11 84.6 %	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 7.7 %	12 92.3 %	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 7.7 %	1 7.7 %	9 69.2 %	2 15.4 %	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 7.7 %	12 92.3 %	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 %	2 15.4 %	10 76.9 %	1 7.7 %	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 %	1 7.7 %	12 92.3 %	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 %	0 0.0 %	13 100.0 %	0 0.0 %	0 0.0 %
<b>76.9 %</b> 12. I felt free to complain	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> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	11 84.6 %	0 0.0 %	0 0.0 %
<b>92.3 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 7.7 %	0 0.0 %	12 92.3 %	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 7.7 %	2 15.4 %	8 61.5 %	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 %	2 15.4 %	11 84.6 %	0 0.0 %	0 0.0 %
<b>92.3 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	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 %	10 76.9 %	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 23.1 %	10 76.9 %	0 0.0 %	0 0.0 %
<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 %	0 0.0 %	1 7.7 %	3 23.1 %	9 69.2 %	0 0.0 %	0 0.0 %
<b>92.3 %</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 7.7 %	2 15.4 %	10 76.9 %	0 0.0 %	0 0.0 %
<b>92.3 %</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 7.7 %	2 15.4 %	10 76.9 %	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 %	3 23.1 %	10 76.9 %	0 0.0 %	0 0.0 %
<b>90.0 %</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 %	1 7.7 %	4 30.8 %	5 38.5 %	3 23.1 %	0 0.0 %
<b>92.3 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 7.7 %	0 0.0 %	3 23.1 %	9 69.2 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36, N = 13**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>80.0 %</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 %	6 46.2 %	3 23.1 %	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 %	4 30.8 %	8 61.5 %	0 0.0 %	0 0.0 %
<b>92.3 %</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 7.7 %	3 23.1 %	9 69.2 %	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 %	4 30.8 %	9 69.2 %	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 15.4 %	11 84.6 %	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 %	3 23.1 %	10 76.9 %	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 23.1 %	10 76.9 %	0 0.0 %	0 0.0 %
<b>90.9 %</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 7.7 %	3 23.1 %	7 53.8 %	2 15.4 %	0 0.0 %
<b>91.7 %</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 7.7 %	5 38.5 %	6 46.2 %	1 7.7 %	0 0.0 %
<b>91.7 %</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 7.7 %	5 38.5 %	6 46.2 %	1 7.7 %	0 0.0 %
<b>81.8 %</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 7.7 %	1 7.7 %	3 23.1 %	6 46.2 %	2 15.4 %	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	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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 2019  
Mental Health Statistical Improvement Program (MHSIP)

**BP Grove Street House**

Program Code(s): 89781

Overall Satisfaction<sup>1</sup>

**87.5%**

Return Rate<sup>2</sup>

**80.0%**

Overall satisfaction<sup>3</sup> mean score for BP Grove Street House: **4.33**.

Overall satisfaction mean score for all other programs: **4.37**.

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% 6. Staff returned my calls within 24 hours

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

**Lowest Agreement Items**

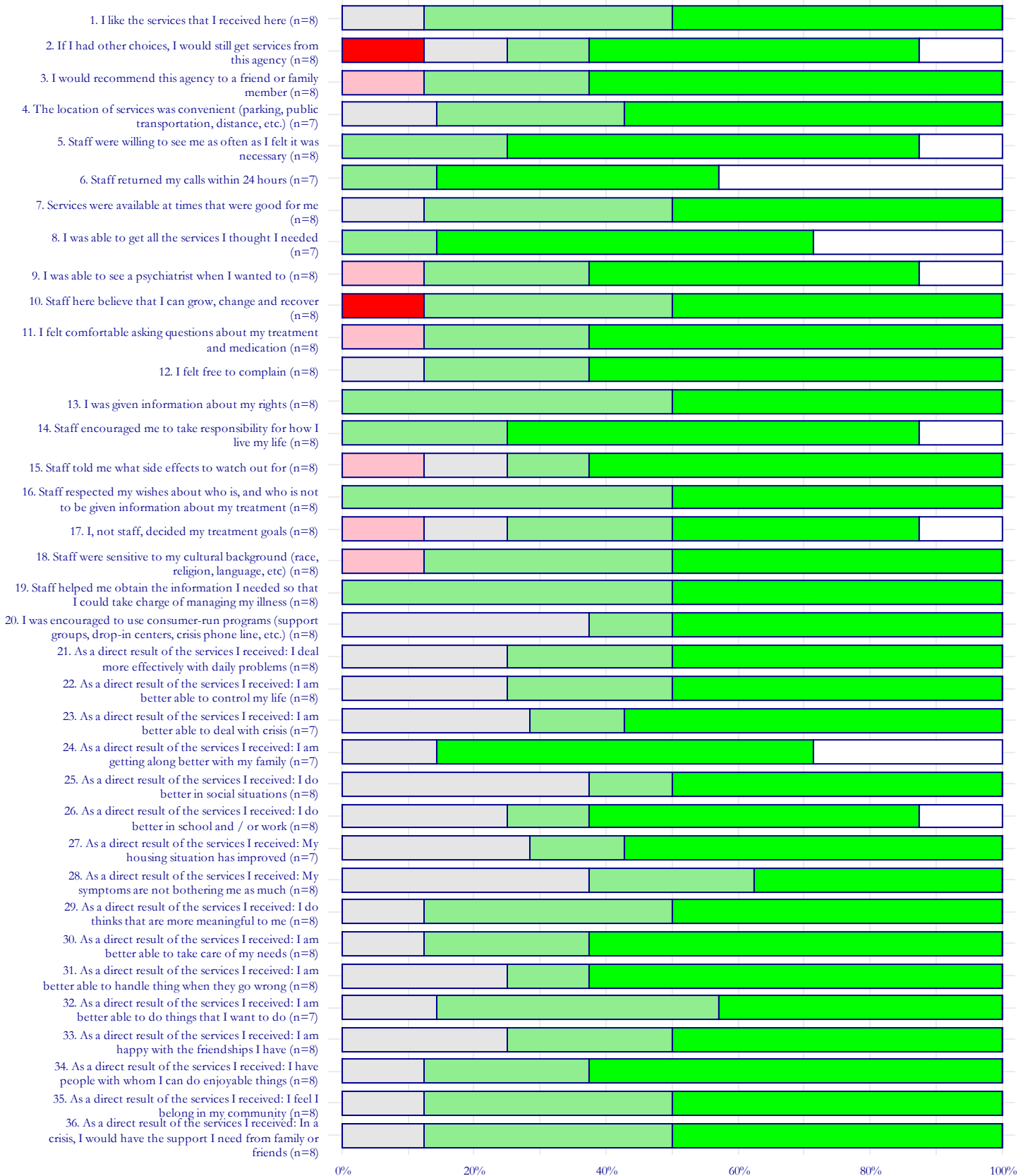
62.5% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

71.4% 2. If I had other choices, I would still get services from this agency

71.4% 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, N = 8**

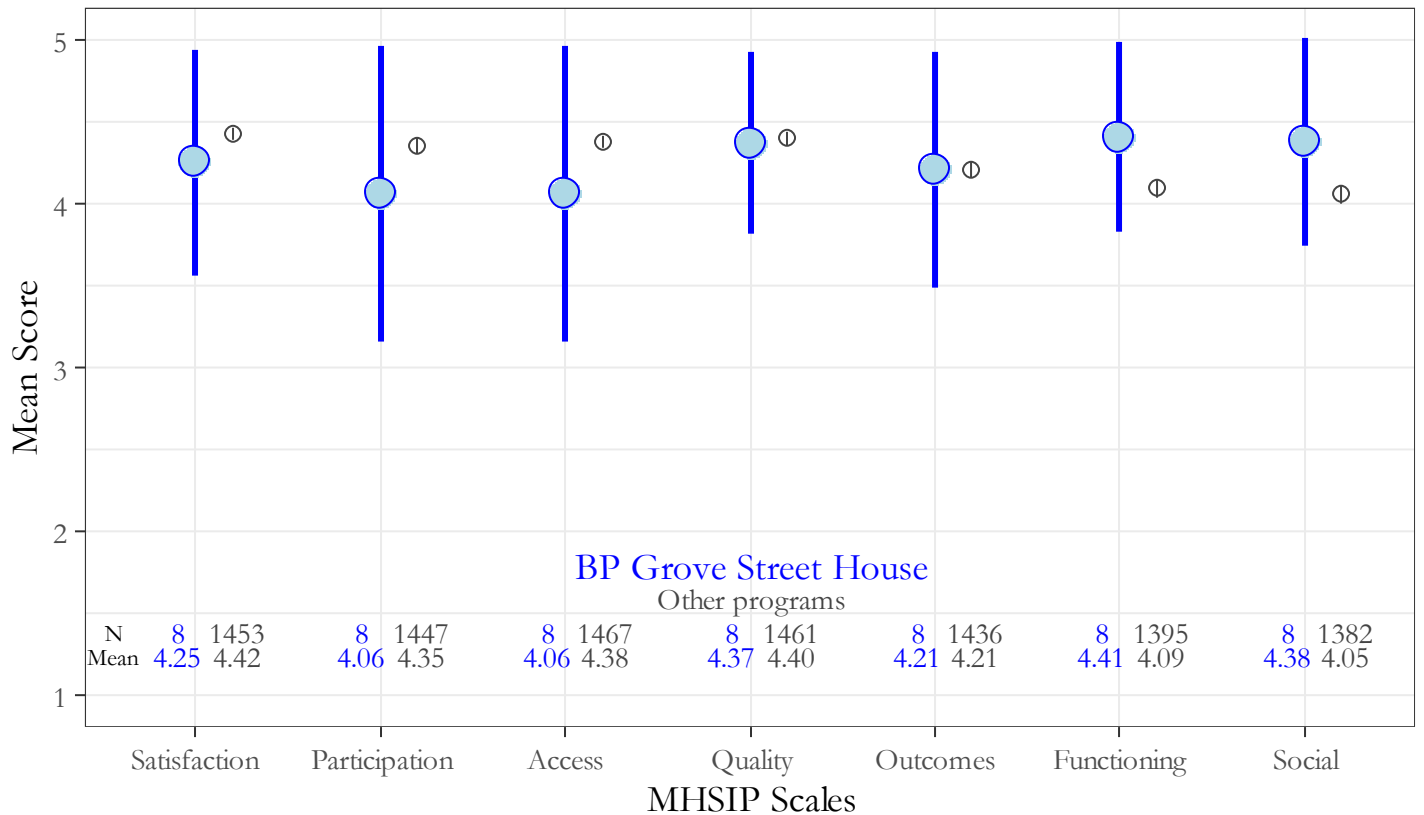
**Percent Agree**

	<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>87.5 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 2. If I had other choices, I would still get services from this agency	1 12.5 %	0 0.0 %	1 12.5 %	1 12.5 %	4 50.0 %	1 12.5 %	0 0.0 %
<b>87.5 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	1 12.5 %	0 0.0 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	0 0.0 %	1 12.5 %
<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 %	5 62.5 %	1 12.5 %	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 12.5 %	3 37.5 %	3 37.5 %	1 12.5 %
<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 %	1 12.5 %	4 50.0 %	2 25.0 %	1 12.5 %
<b>85.7 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 12.5 %	0 0.0 %	2 25.0 %	4 50.0 %	1 12.5 %	0 0.0 %
<b>87.5 %</b> 10. Staff here believe that I can grow, change and recover	1 12.5 %	0 0.0 %	0 0.0 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 11. I felt comfortable asking questions about my treatment and medication	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> 12. I felt free to complain	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> 13. I was given information about my rights	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> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	1 12.5 %	0 0.0 %
<b>75.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 12.5 %	1 12.5 %	1 12.5 %	5 62.5 %	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>71.4 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 12.5 %	1 12.5 %	2 25.0 %	3 37.5 %	1 12.5 %	0 0.0 %
<b>87.5 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 12.5 %	0 0.0 %	3 37.5 %	4 50.0 %	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 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>62.5 %</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 %	3 37.5 %	1 12.5 %	4 50.0 %	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 %	2 25.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</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 25.0 %	2 25.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<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 %	2 25.0 %	1 12.5 %	4 50.0 %	0 0.0 %	1 12.5 %
<b>80.0 %</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 %	1 12.5 %	0 0.0 %	4 50.0 %	2 25.0 %	1 12.5 %
<b>62.5 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	3 37.5 %	1 12.5 %	4 50.0 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36, N = 8**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>71.4 %</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 25.0 %	1 12.5 %	4 50.0 %	1 12.5 %	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 25.0 %	1 12.5 %	4 50.0 %	0 0.0 %	1 12.5 %
<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 37.5 %	2 25.0 %	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 think that are more meaningful to me	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
<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 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>75.0 %</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 %	2 25.0 %	1 12.5 %	5 62.5 %	0 0.0 %	0 0.0 %
<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 12.5 %	3 37.5 %	3 37.5 %	0 0.0 %	1 12.5 %
<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 %	0 0.0 %	2 25.0 %	2 25.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<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 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</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 %	4 50.0 %	0 0.0 %	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 %	0 0.0 %	1 12.5 %	3 37.5 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**BP Jo Ruffin Place**  
Program Code(s): 89911

Overall Satisfaction<sup>1</sup>  
**70.0%**

Return Rate<sup>2</sup>  
**83.3%**

Overall satisfaction<sup>3</sup> mean score for BP Jo Ruffin Place: **3.90**.

Overall satisfaction mean score for all other programs: **4.38**.

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% 6. Staff returned my calls within 24 hours

90.0% 7. Services were available at times that were good for me

**Lowest Agreement Items**

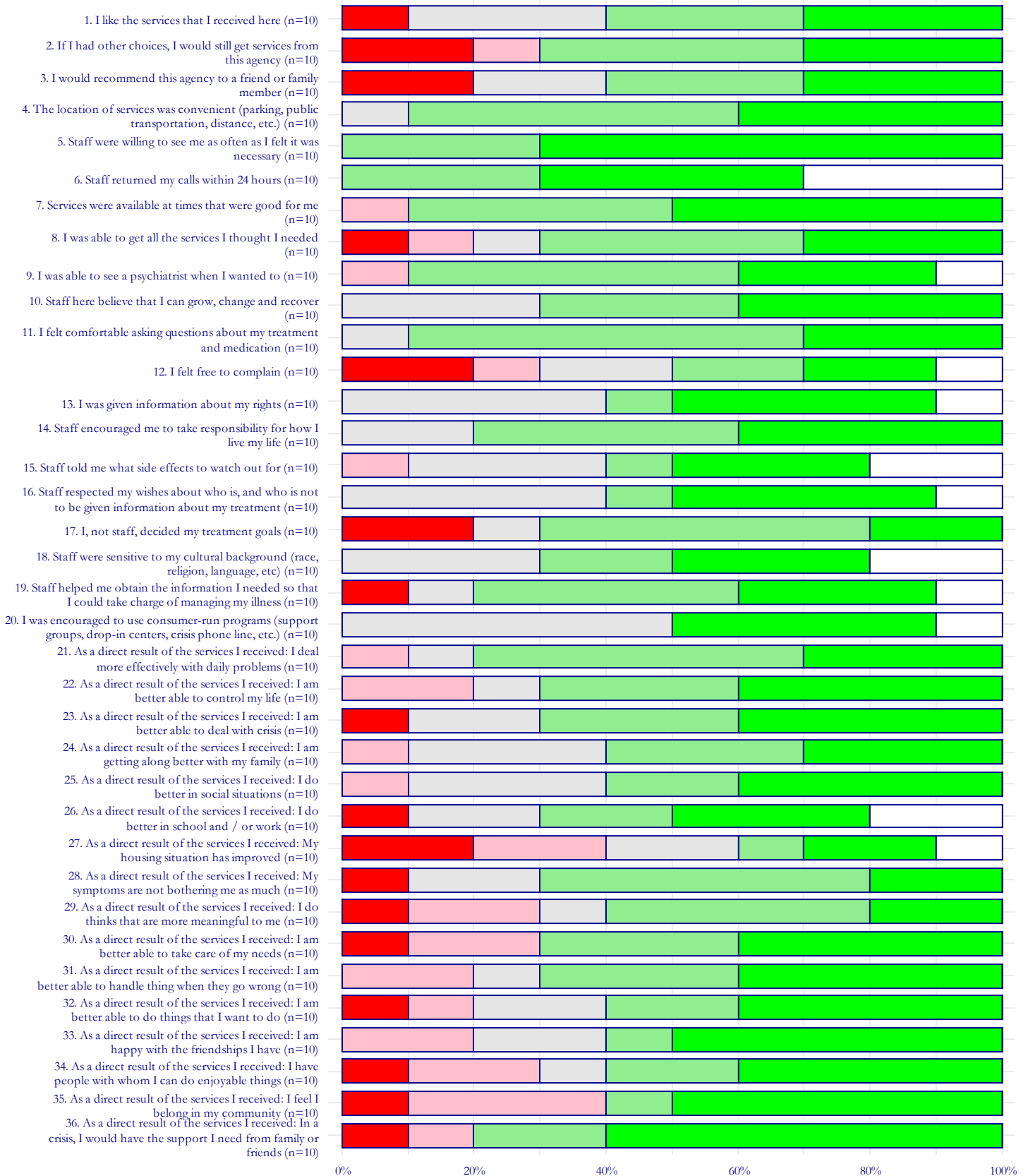
44.4% 12. I felt free to complain

44.4% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

50.0% 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, N = 10**

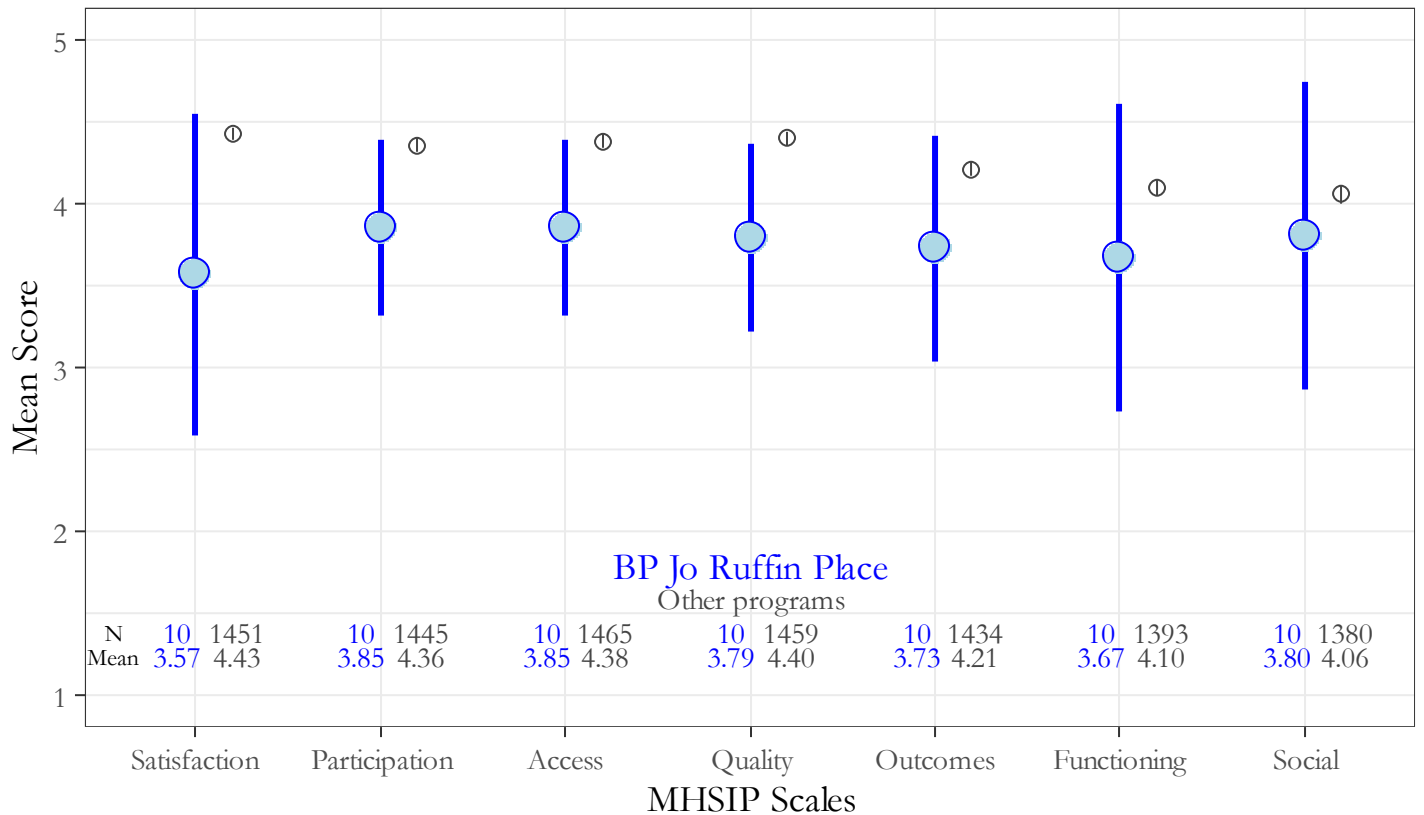
**Percent Agree**

	<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>60.0 %</b> 1. I like the services that I received here	1 10.0 %	0 0.0 %	3 30.0 %	3 30.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</b> 2. If I had other choices, I would still get services from this agency	2 20.0 %	1 10.0 %	0 0.0 %	4 40.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 3. I would recommend this agency to a friend or family member	2 20.0 %	0 0.0 %	2 20.0 %	3 30.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	4 40.0 %	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 %	3 30.0 %	7 70.0 %	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 30.0 %	4 40.0 %	3 30.0 %	0 0.0 %
<b>90.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 10.0 %	0 0.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</b> 8. I was able to get all the services I thought I needed	1 10.0 %	1 10.0 %	1 10.0 %	4 40.0 %	3 30.0 %	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 %	1 10.0 %	0 0.0 %	5 50.0 %	3 30.0 %	1 10.0 %	0 0.0 %
<b>70.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	3 30.0 %	3 30.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 10.0 %	6 60.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>44.4 %</b> 12. I felt free to complain	2 20.0 %	1 10.0 %	2 20.0 %	2 20.0 %	2 20.0 %	1 10.0 %	0 0.0 %
<b>55.6 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	4 40.0 %	1 10.0 %	4 40.0 %	1 10.0 %	0 0.0 %
<b>80.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 10.0 %	3 30.0 %	1 10.0 %	3 30.0 %	2 20.0 %	0 0.0 %
<b>55.6 %</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 %	4 40.0 %	1 10.0 %	4 40.0 %	1 10.0 %	0 0.0 %
<b>70.0 %</b> 17. I, not staff, decided my treatment goals	2 20.0 %	0 0.0 %	1 10.0 %	5 50.0 %	2 20.0 %	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 30.0 %	2 20.0 %	3 30.0 %	2 20.0 %	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	1 10.0 %	0 0.0 %	1 10.0 %	4 40.0 %	3 30.0 %	1 10.0 %	0 0.0 %
<b>44.4 %</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 %	5 50.0 %	0 0.0 %	4 40.0 %	1 10.0 %	0 0.0 %
<b>80.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 10.0 %	1 10.0 %	5 50.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 20.0 %	1 10.0 %	3 30.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 10.0 %	0 0.0 %	2 20.0 %	3 30.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 10.0 %	3 30.0 %	3 30.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 10.0 %	3 30.0 %	2 20.0 %	4 40.0 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36, N = 10**  
**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	1 10.0 %	0 0.0 %	2 20.0 %	2 20.0 %	3 30.0 %	2 20.0 %	0 0.0 %
<b>33.3 %</b> 27. As a direct result of the services I received: My housing situation has improved	2 20.0 %	2 20.0 %	2 20.0 %	1 10.0 %	2 20.0 %	1 10.0 %	0 0.0 %
<b>70.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 10.0 %	0 0.0 %	2 20.0 %	5 50.0 %	2 20.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 10.0 %	2 20.0 %	1 10.0 %	4 40.0 %	2 20.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	1 10.0 %	2 20.0 %	0 0.0 %	3 30.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</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 20.0 %	1 10.0 %	3 30.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 10.0 %	1 10.0 %	2 20.0 %	2 20.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<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 20.0 %	2 20.0 %	1 10.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 10.0 %	2 20.0 %	1 10.0 %	2 20.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 10.0 %	3 30.0 %	0 0.0 %	1 10.0 %	5 50.0 %	0 0.0 %	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	1 10.0 %	1 10.0 %	0 0.0 %	2 20.0 %	6 60.0 %	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	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	10 100 %	0 0 %	10 100 %
<b>Total</b>	10 100 %	0 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 12 clients; surveys were returned for 10 clients (  $10 / 12 = 83.3\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

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

Overall Satisfaction<sup>1</sup>  
**90.0%**

Return Rate<sup>2</sup>  
**100.0%**

Overall satisfaction<sup>3</sup> mean score for BP Odyssey House: **4.27**.

Overall satisfaction mean score for all other programs: **4.38**.

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

**90.0%** 6. Staff returned my calls within 24 hours

**90.0%** 7. Services were available at times that were good for me

**Lowest Agreement Items**

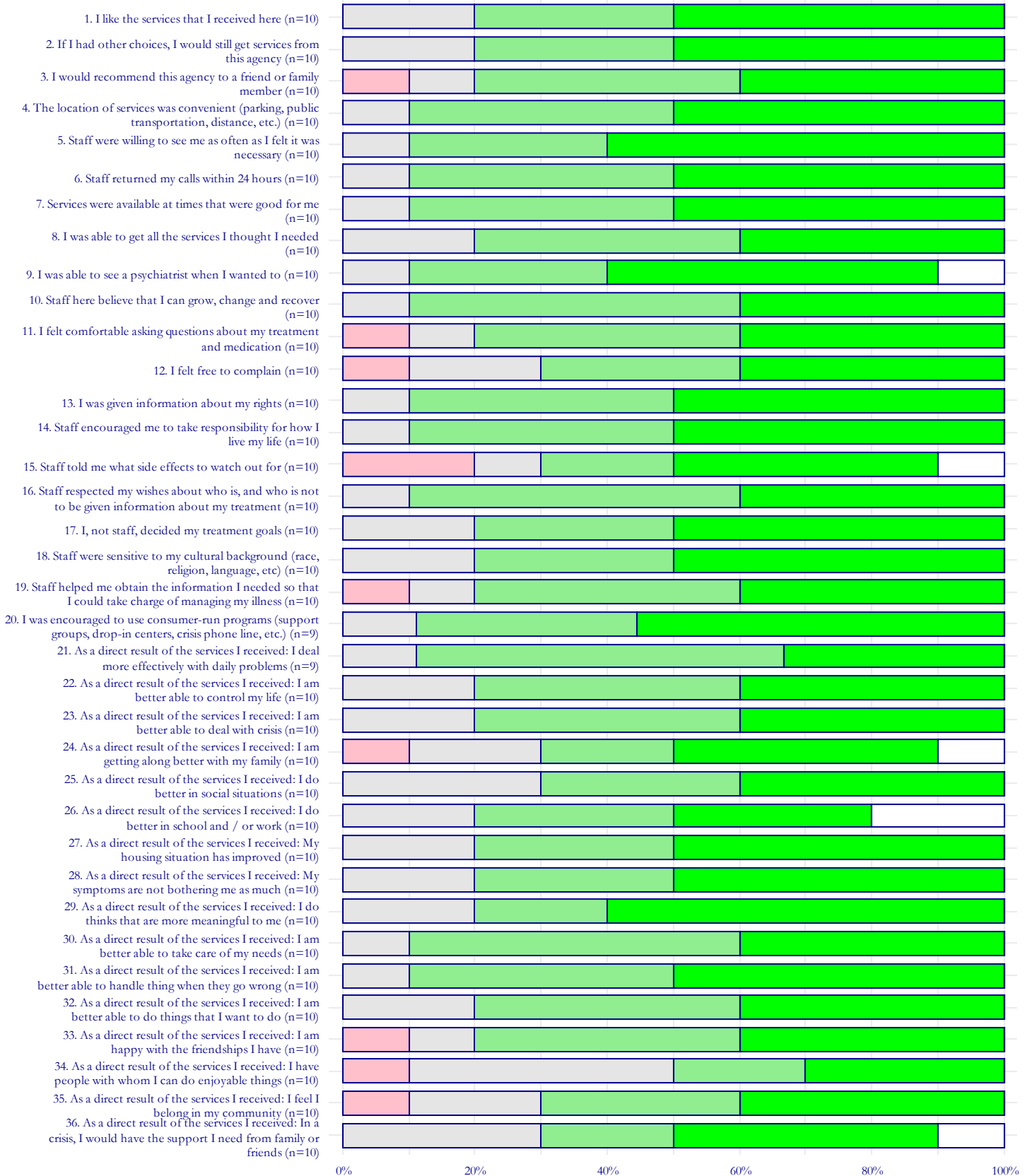
**66.7%** 15. Staff told me what side effects to watch out for

**70.0%** 12. I felt free to complain

**80.0%** 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, N = 10**

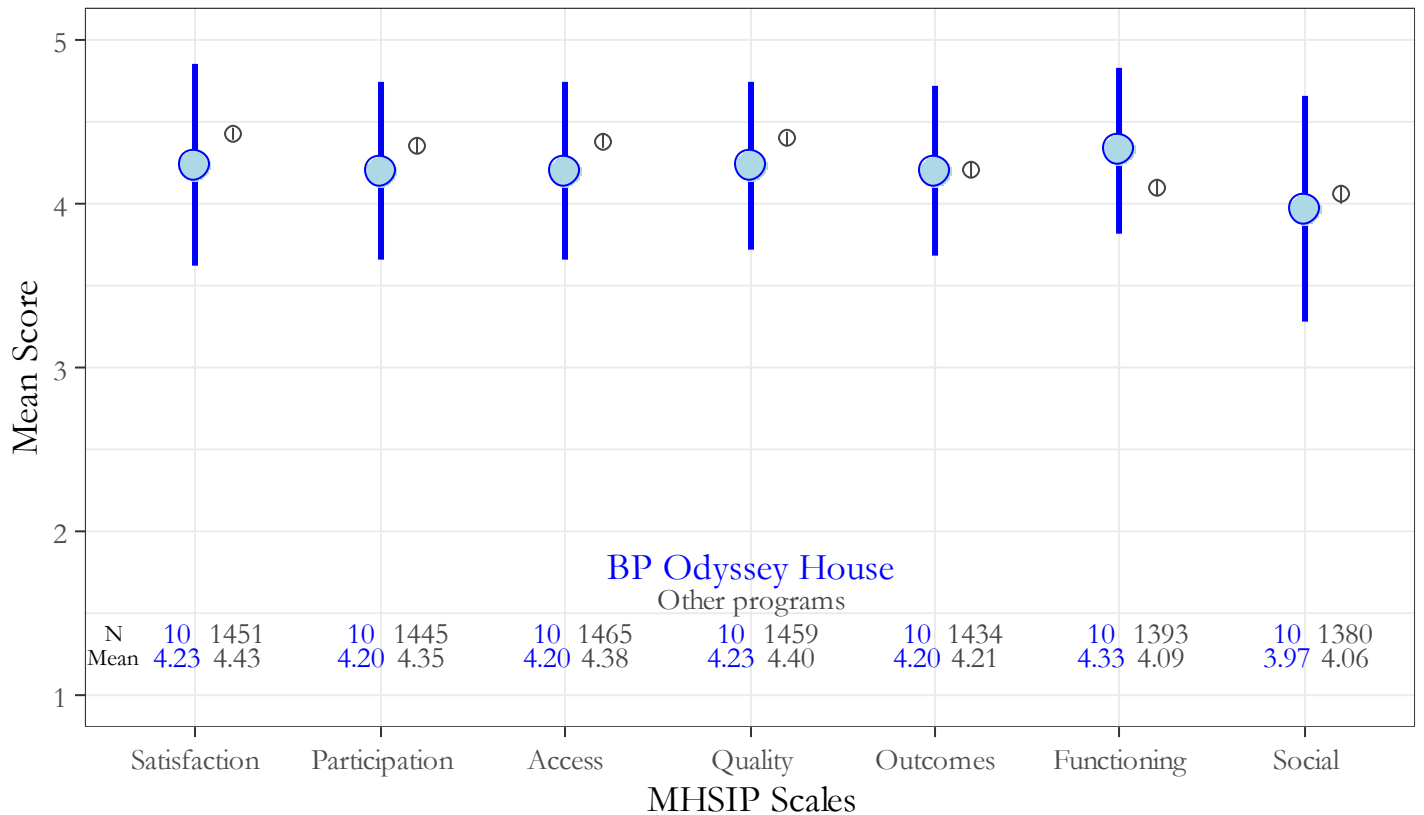
**Percent Agree**

	<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>80.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<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 20.0 %	3 30.0 %	5 50.0 %	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 %	1 10.0 %	1 10.0 %	4 40.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	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> 5. Staff were willing to see me as often as I felt it was necessary	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> 6. Staff returned my calls within 24 hours	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> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	4 40.0 %	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 10.0 %	3 30.0 %	5 50.0 %	1 10.0 %	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 %	5 50.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 10.0 %	1 10.0 %	4 40.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</b> 12. I felt free to complain	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> 13. I was given information about my rights	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> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	2 20.0 %	1 10.0 %	2 20.0 %	4 40.0 %	1 10.0 %	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 %	5 50.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<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 %	1 10.0 %	1 10.0 %	4 40.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<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 10.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
<b>88.9 %</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 10.0 %	5 50.0 %	3 30.0 %	0 0.0 %	1 10.0 %
<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 %	0 0.0 %	2 20.0 %	4 40.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<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 %	0 0.0 %	2 20.0 %	4 40.0 %	4 40.0 %	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 10.0 %	2 20.0 %	2 20.0 %	4 40.0 %	1 10.0 %	0 0.0 %
<b>70.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	3 30.0 %	3 30.0 %	4 40.0 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36, N = 10**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>75.0 %</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 20.0 %	3 30.0 %	3 30.0 %	2 20.0 %	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 20.0 %	3 30.0 %	5 50.0 %	0 0.0 %	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 %	2 20.0 %	3 30.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</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 20.0 %	2 20.0 %	6 60.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</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 %	1 10.0 %	5 50.0 %	4 40.0 %	0 0.0 %	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 %	0 0.0 %	1 10.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<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 20.0 %	4 40.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 10.0 %	1 10.0 %	4 40.0 %	4 40.0 %	0 0.0 %	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 10.0 %	4 40.0 %	2 20.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 10.0 %	2 20.0 %	3 30.0 %	4 40.0 %	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	0 0.0 %	0 0.0 %	3 30.0 %	2 20.0 %	4 40.0 %	1 10.0 %	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	4 100 %	6 100 %	10 100 %
<b>Total</b>	4 100 %	6 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 10 clients; surveys were returned for 10 clients (  $10 / 10 = 100.0\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

**BP Robertson Place**  
Program Code(s): 38851

Overall Satisfaction<sup>1</sup>  
**77.8%**

Return Rate<sup>2</sup>  
**81.8%**

Overall satisfaction<sup>3</sup> mean score for BP Robertson Place: **4.14**.

Overall satisfaction mean score for all other programs: **4.38**.

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**

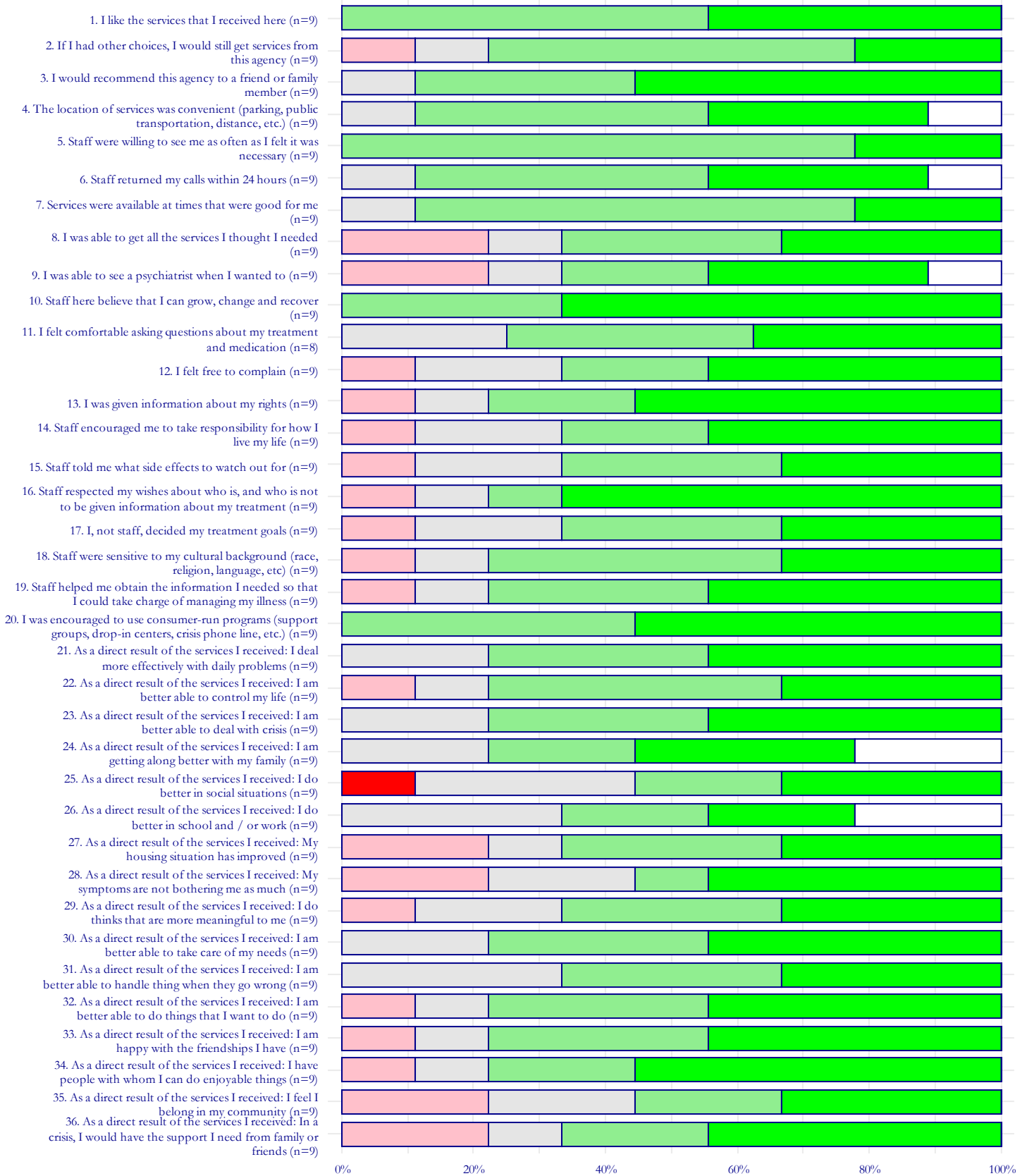
- 100.0% 1. I like the services that I received here
- 100.0% 5. Staff were willing to see me as often as I felt it was necessary
- 100.0% 10. Staff here believe that I can grow, change and recover

**Lowest Agreement Items**

- 62.5% 9. I was able to see a psychiatrist when I wanted to
- 66.7% 8. I was able to get all the services I thought I needed
- 66.7% 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, N = 9**

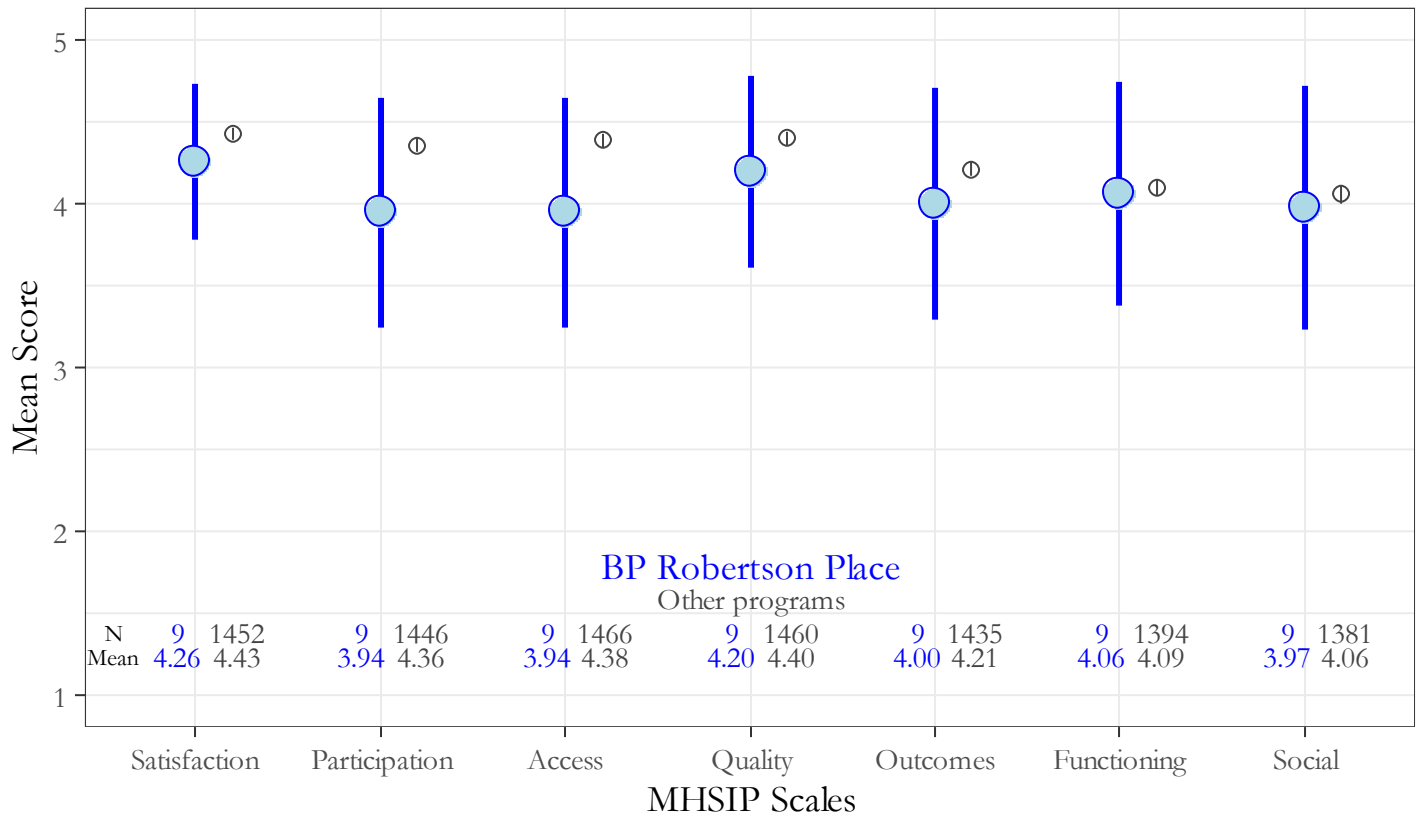
**Percent Agree**

	<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 %	5 55.6 %	4 44.4 %	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 %	5 55.6 %	2 22.2 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>87.5 %</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 %	3 33.3 %	1 11.1 %	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 77.8 %	2 22.2 %	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 11.1 %	4 44.4 %	3 33.3 %	1 11.1 %	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 %	6 66.7 %	2 22.2 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	2 22.2 %	1 11.1 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>62.5 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	2 22.2 %	1 11.1 %	2 22.2 %	3 33.3 %	1 11.1 %	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 33.3 %	6 66.7 %	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 22.2 %	3 33.3 %	3 33.3 %	0 0.0 %	1 11.1 %
<b>66.7 %</b> 12. I felt free to complain	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 13. I was given information about my rights	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	4 44.4 %	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 11.1 %	2 22.2 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %
<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 11.1 %	1 11.1 %	1 11.1 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 11.1 %	2 22.2 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 11.1 %	1 11.1 %	4 44.4 %	3 33.3 %	0 0.0 %	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 %	1 11.1 %	1 11.1 %	3 33.3 %	4 44.4 %	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 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
<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 22.2 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
<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 %	1 11.1 %	1 11.1 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %
<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 %	0 0.0 %	2 22.2 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
<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 22.2 %	2 22.2 %	3 33.3 %	2 22.2 %	0 0.0 %
<b>55.6 %</b> 25. As a direct result of the services I received: I do better in social situations	1 11.1 %	0 0.0 %	3 33.3 %	2 22.2 %	3 33.3 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36, N = 9**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>57.1 %</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 %	2 22.2 %	2 22.2 %	0 0.0 %
<b>66.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 22.2 %	1 11.1 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %
<b>55.6 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 22.2 %	2 22.2 %	1 11.1 %	4 44.4 %	0 0.0 %	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 %	1 11.1 %	2 22.2 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %
<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 %	0 0.0 %	2 22.2 %	3 33.3 %	4 44.4 %	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 %	3 33.3 %	3 33.3 %	3 33.3 %	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 %	1 11.1 %	1 11.1 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
<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 %	1 11.1 %	1 11.1 %	3 33.3 %	4 44.4 %	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 %	1 11.1 %	1 11.1 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>55.6 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	2 22.2 %	2 22.2 %	2 22.2 %	3 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	0 0.0 %	2 22.2 %	1 11.1 %	2 22.2 %	4 44.4 %	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	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	8 100 %	1 100 %	9 100 %
<b>Total</b>	8 100 %	1 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 11 clients; surveys were returned for 9 clients ( 9 / 11 = 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

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
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>

**63.6%**

Overall satisfaction<sup>3</sup> mean score for BP San Jose Place: **4.73**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

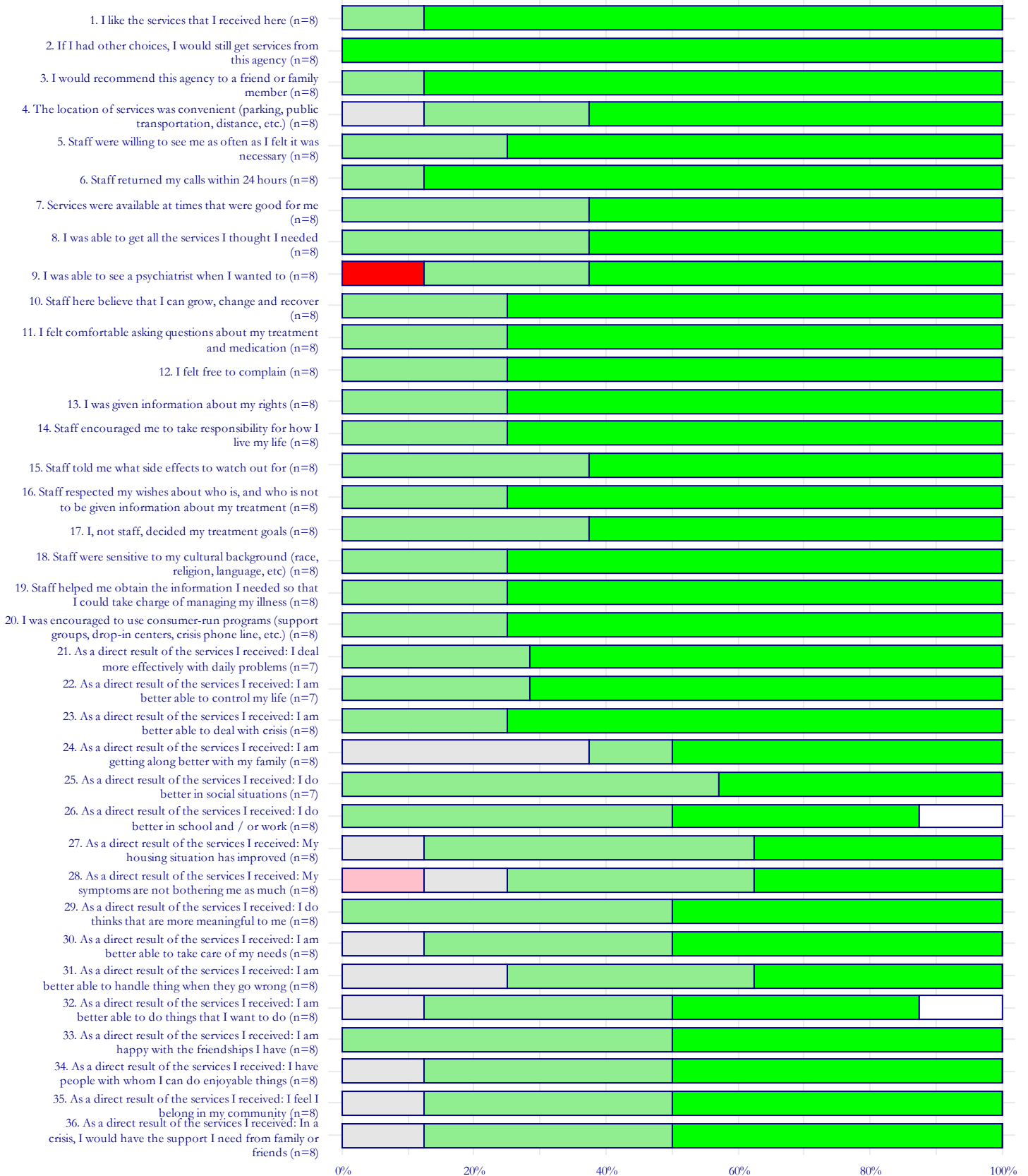
87.5% 9. I was able to see a psychiatrist when I wanted to

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, N = 8**

**Percent Agree**

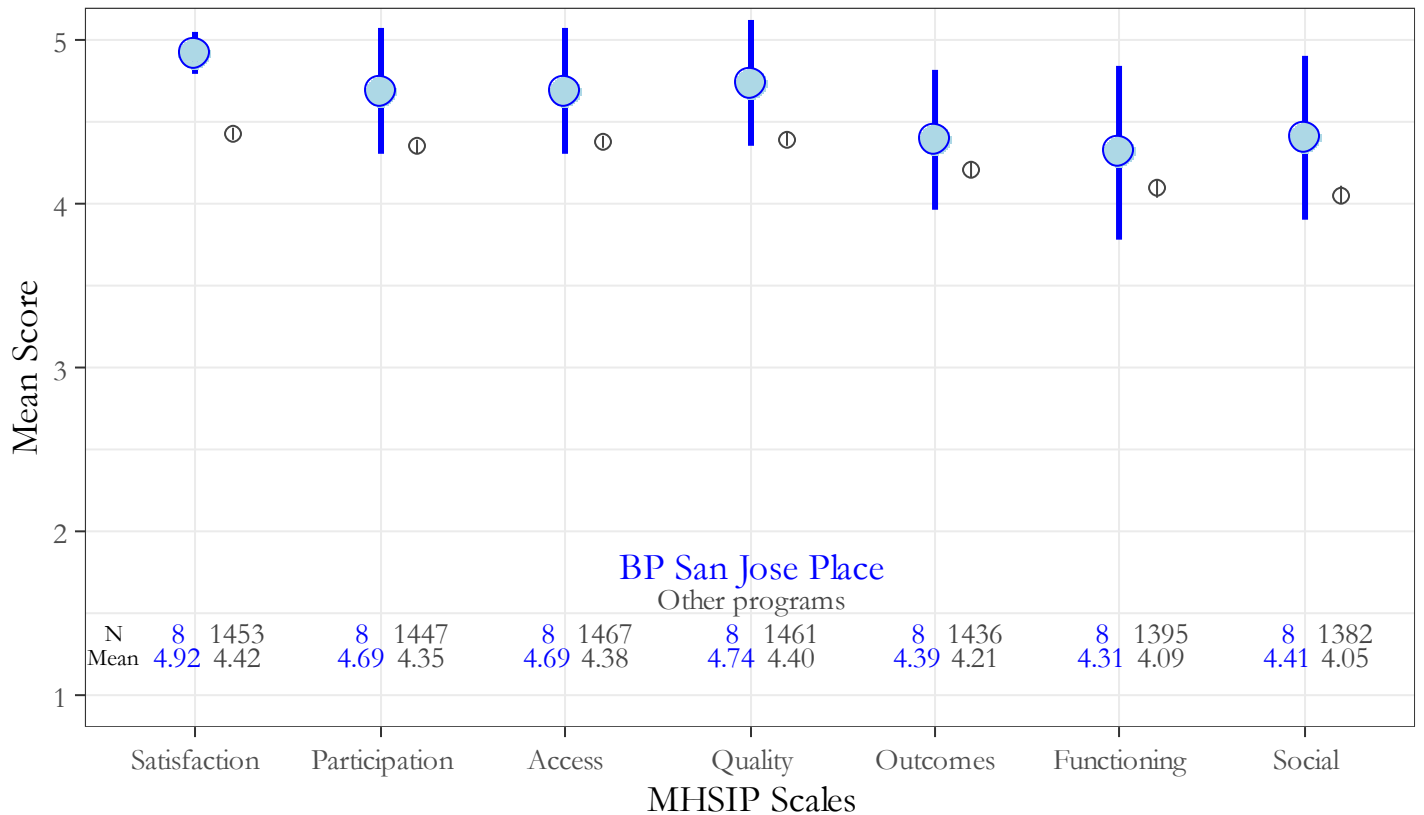
	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	8 100.0 %	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 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	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> 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 %	1 12.5 %	7 87.5 %	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 %	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>87.5 %</b> 9. I was able to see a psychiatrist when I wanted to	1 12.5 %	0 0.0 %	0 0.0 %	2 25.0 %	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 %	2 25.0 %	6 75.0 %	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 %	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 %	2 25.0 %	6 75.0 %	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 25.0 %	6 75.0 %	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 25.0 %	6 75.0 %	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 %	3 37.5 %	5 62.5 %	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 %	2 25.0 %	6 75.0 %	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 %	2 25.0 %	6 75.0 %	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 %	2 25.0 %	5 62.5 %	0 0.0 %	1 12.5 %
<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 %	2 25.0 %	5 62.5 %	0 0.0 %	1 12.5 %
<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 %	6 75.0 %	0 0.0 %	0 0.0 %
<b>62.5 %</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 37.5 %	1 12.5 %	4 50.0 %	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 %	4 50.0 %	3 37.5 %	0 0.0 %	1 12.5 %



**MHSIP Items 26-36, N = 8**  
**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 50.0 %	3 37.5 %	1 12.5 %	0 0.0 %
<b>87.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	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> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	3 37.5 %	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 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<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 12.5 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</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 %	2 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<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 12.5 %	3 37.5 %	3 37.5 %	1 12.5 %	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 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
<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 12.5 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>87.5 %</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 %	4 50.0 %	0 0.0 %	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 %	0 0.0 %	1 12.5 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %

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



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

<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 %	2 100 %	8 100 %
<b>Total</b>	6 100 %	2 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 11 clients; surveys were returned for 7 clients ( 7 / 11 = 63.6% ).
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.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

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

Program Code(s): 38513

Overall Satisfaction<sup>1</sup>

**97.1%**

Return Rate<sup>2</sup>

**89.7%**

Overall satisfaction<sup>3</sup> mean score for BVHP Integrated Behavioral Health Program: **4.39**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

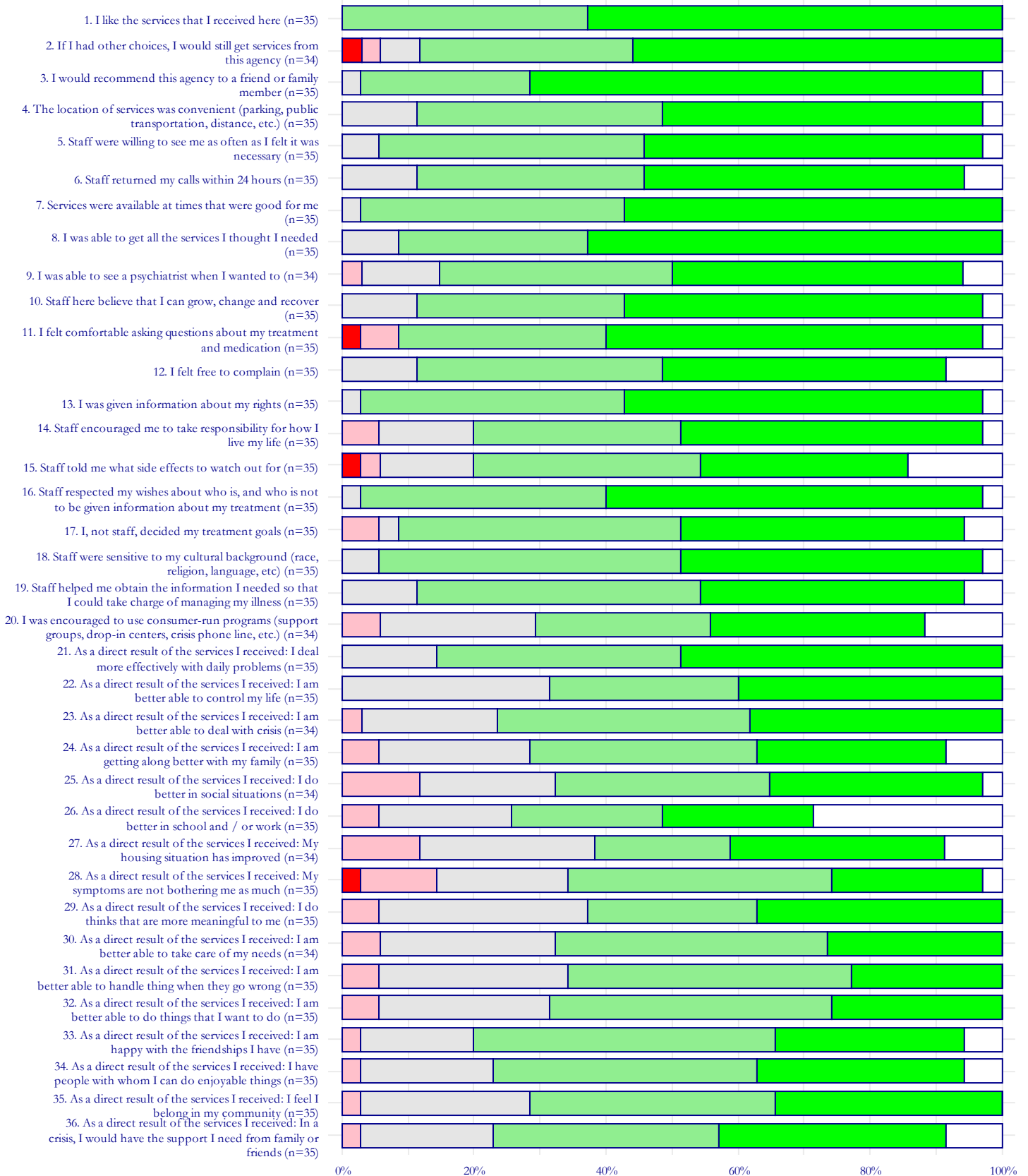
- 100.0% 1. I like the services that I received here
- 97.1% 7. Services were available at times that were good for me
- 97.1% 3. I would recommend this agency to a friend or family member

#### **Lowest Agreement Items**

- 66.7% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 76.7% 15. Staff told me what side effects to watch out for
- 79.4% 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, N = 35**

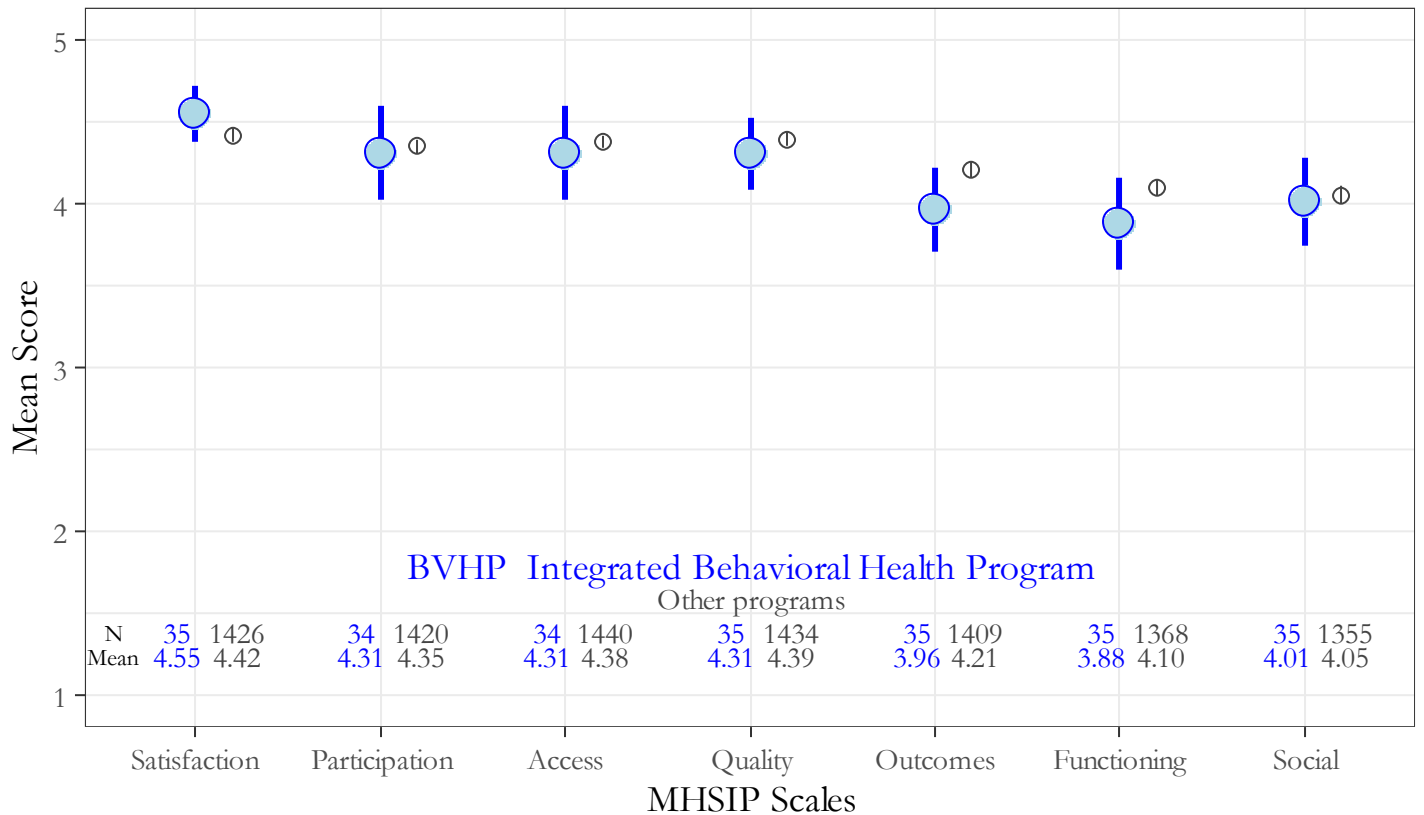
**Percent Agree**

	<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 %	13 37.1 %	22 62.9 %	0 0.0 %	0 0.0 %
<b>88.2 %</b> 2. If I had other choices, I would still get services from this agency	1 2.9 %	1 2.9 %	2 5.7 %	11 31.4 %	19 54.3 %	0 0.0 %	1 2.9 %
<b>97.1 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 2.9 %	9 25.7 %	24 68.6 %	1 2.9 %	0 0.0 %
<b>88.2 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	4 11.4 %	13 37.1 %	17 48.6 %	1 2.9 %	0 0.0 %
<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 5.7 %	14 40.0 %	18 51.4 %	1 2.9 %	0 0.0 %
<b>87.9 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	4 11.4 %	12 34.3 %	17 48.6 %	2 5.7 %	0 0.0 %
<b>97.1 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 2.9 %	14 40.0 %	20 57.1 %	0 0.0 %	0 0.0 %
<b>91.4 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	3 8.6 %	10 28.6 %	22 62.9 %	0 0.0 %	0 0.0 %
<b>84.4 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 2.9 %	4 11.4 %	12 34.3 %	15 42.9 %	2 5.7 %	1 2.9 %
<b>88.2 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	4 11.4 %	11 31.4 %	19 54.3 %	1 2.9 %	0 0.0 %
<b>91.2 %</b> 11. I felt comfortable asking questions about my treatment and medication	1 2.9 %	2 5.7 %	0 0.0 %	11 31.4 %	20 57.1 %	1 2.9 %	0 0.0 %
<b>87.5 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	4 11.4 %	13 37.1 %	15 42.9 %	3 8.6 %	0 0.0 %
<b>97.1 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 2.9 %	14 40.0 %	19 54.3 %	1 2.9 %	0 0.0 %
<b>79.4 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	2 5.7 %	5 14.3 %	11 31.4 %	16 45.7 %	1 2.9 %	0 0.0 %
<b>76.7 %</b> 15. Staff told me what side effects to watch out for	1 2.9 %	1 2.9 %	5 14.3 %	12 34.3 %	11 31.4 %	5 14.3 %	0 0.0 %
<b>97.1 %</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 2.9 %	13 37.1 %	20 57.1 %	1 2.9 %	0 0.0 %
<b>90.9 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	2 5.7 %	1 2.9 %	15 42.9 %	15 42.9 %	2 5.7 %	0 0.0 %
<b>94.1 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 5.7 %	16 45.7 %	16 45.7 %	1 2.9 %	0 0.0 %
<b>87.9 %</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 %	4 11.4 %	15 42.9 %	14 40.0 %	2 5.7 %	0 0.0 %
<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 %	2 5.7 %	8 22.9 %	9 25.7 %	11 31.4 %	4 11.4 %	1 2.9 %
<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 %	5 14.3 %	13 37.1 %	17 48.6 %	0 0.0 %	0 0.0 %
<b>68.6 %</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 %	11 31.4 %	10 28.6 %	14 40.0 %	0 0.0 %	0 0.0 %
<b>76.5 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 2.9 %	7 20.0 %	13 37.1 %	13 37.1 %	0 0.0 %	1 2.9 %
<b>68.8 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	2 5.7 %	8 22.9 %	12 34.3 %	10 28.6 %	3 8.6 %	0 0.0 %
<b>66.7 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	4 11.4 %	7 20.0 %	11 31.4 %	11 31.4 %	1 2.9 %	1 2.9 %

**MHSIP Items 26-36, N = 35**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>64.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	2 5.7 %	7 20.0 %	8 22.9 %	8 22.9 %	10 28.6 %	0 0.0 %
<b>58.1 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	4 11.4 %	9 25.7 %	7 20.0 %	11 31.4 %	3 8.6 %	1 2.9 %
<b>64.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 2.9 %	4 11.4 %	7 20.0 %	14 40.0 %	8 22.9 %	1 2.9 %	0 0.0 %
<b>62.9 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	2 5.7 %	11 31.4 %	9 25.7 %	13 37.1 %	0 0.0 %	0 0.0 %
<b>67.6 %</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 5.7 %	9 25.7 %	14 40.0 %	9 25.7 %	0 0.0 %	1 2.9 %
<b>65.7 %</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 %	2 5.7 %	10 28.6 %	15 42.9 %	8 22.9 %	0 0.0 %	0 0.0 %
<b>68.6 %</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 5.7 %	9 25.7 %	15 42.9 %	9 25.7 %	0 0.0 %	0 0.0 %
<b>78.8 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 2.9 %	6 17.1 %	16 45.7 %	10 28.6 %	2 5.7 %	0 0.0 %
<b>75.8 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 2.9 %	7 20.0 %	14 40.0 %	11 31.4 %	2 5.7 %	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 %	1 2.9 %	9 25.7 %	13 37.1 %	12 34.3 %	0 0.0 %	0 0.0 %
<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 2.9 %	7 20.0 %	12 34.3 %	12 34.3 %	3 8.6 %	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	28 100 %	7 100 %	35 100 %
<b>Total</b>	28 100 %	7 100 %	35 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 39 clients; surveys were returned for 35 clients (  $35 / 39 = 89.7\%$  ).
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

Child Youth and Family Consumer Experience Report - Fall 2019  
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>

**90.0%**

Return Rate<sup>2</sup>

**55.6%**

Overall satisfaction<sup>3</sup> mean score for BVHP Children's Behavioral Health Program: **4.18** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.53** (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%** 11. I got as much help as I needed

**100.0%** 13. Staff respected my religious/spiritual beliefs

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

#### **Lowest Agreement Items**

**66.7%** 2. I helped to choose my services

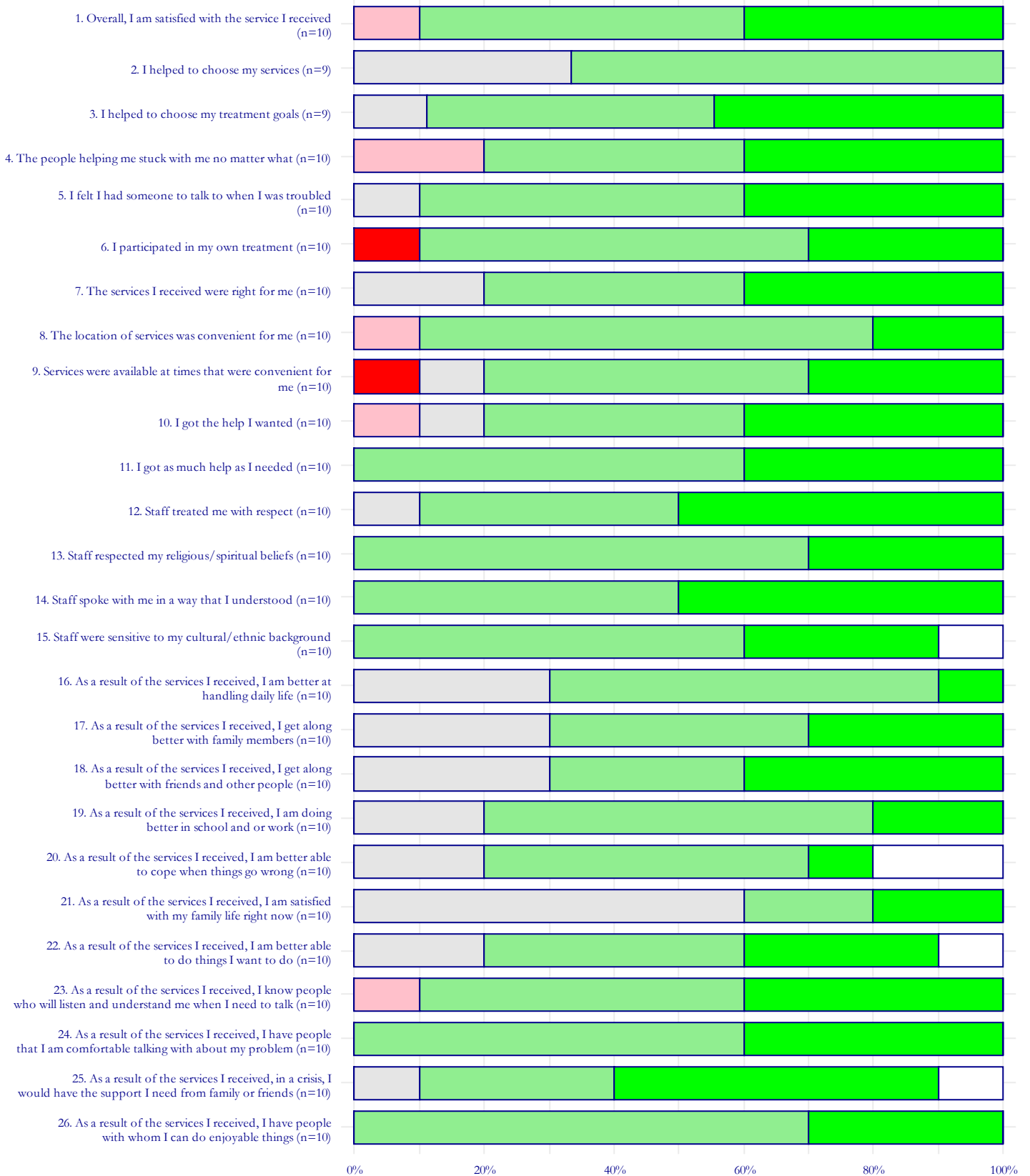
**80.0%** 4. The people helping me stuck with me no matter what

**80.0%** 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

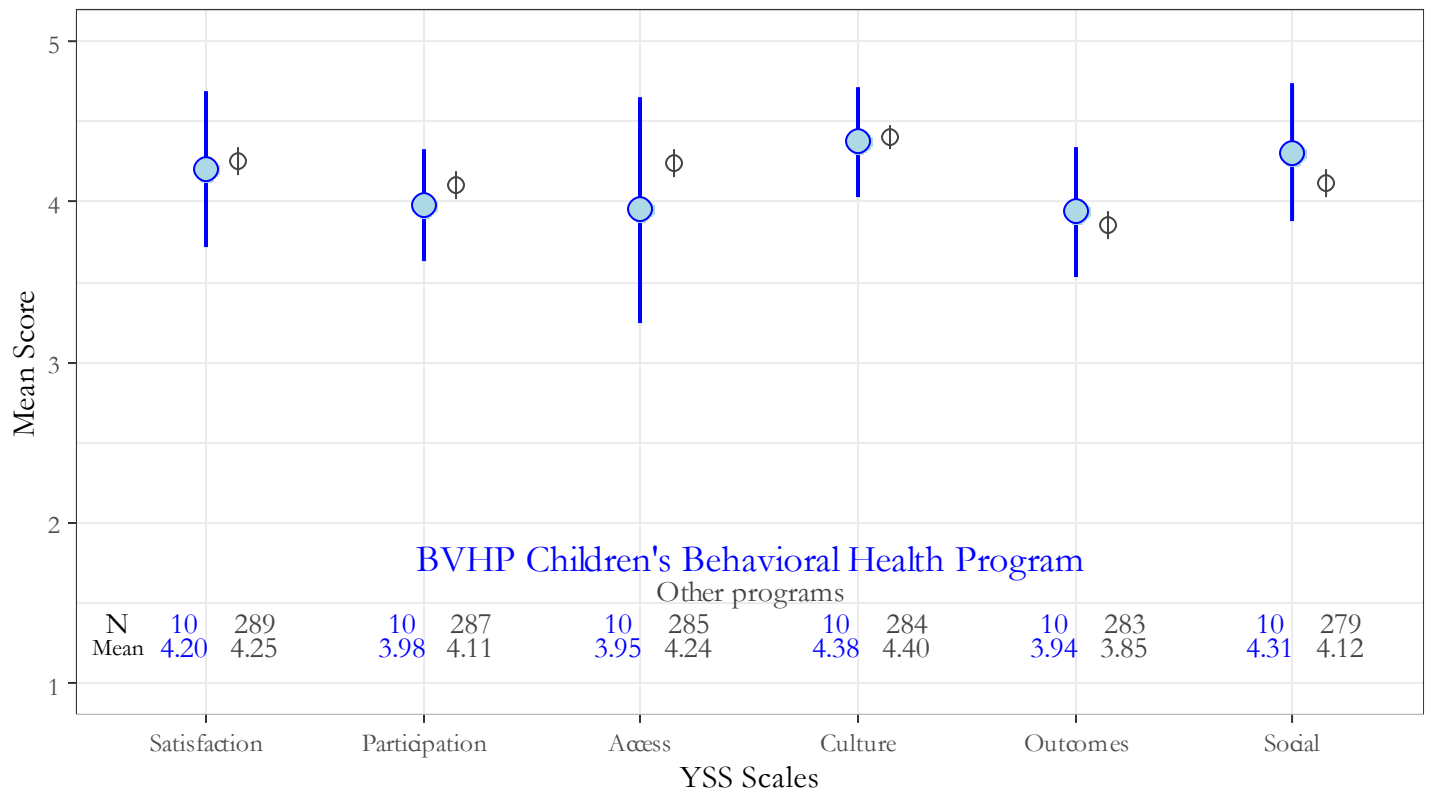


## Youth Services Survey for Youth, N = 10

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>90.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	1 10.0 %	0 0.0 %	5 50.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	0 0.0 %	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>80.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	2 20.0 %	0 0.0 %	4 40.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 5. I felt I had someone to talk to when I was troubled	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> 6. I participated in my own treatment	1 10.0 %	0 0.0 %	0 0.0 %	6 60.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 8. The location of services was convenient for me	0 0.0 %	1 10.0 %	0 0.0 %	7 70.0 %	2 20.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 9. Services were available at times that were convenient for me	1 10.0 %	0 0.0 %	1 10.0 %	5 50.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 10. I got the help I wanted	0 0.0 %	1 10.0 %	1 10.0 %	4 40.0 %	4 40.0 %	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 %	6 60.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	5 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 %	7 70.0 %	3 30.0 %	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 %	5 50.0 %	5 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 60.0 %	3 30.0 %	1 10.0 %	0 0.0 %
<b>70.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	1 10.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	3 30.0 %	4 40.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</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 30.0 %	3 30.0 %	4 40.0 %	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	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	2 20.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</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 20.0 %	5 50.0 %	1 10.0 %	2 20.0 %	0 0.0 %
<b>40.0 %</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 %	6 60.0 %	2 20.0 %	2 20.0 %	0 0.0 %	0 0.0 %
<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 %	4 40.0 %	3 30.0 %	1 10.0 %	0 0.0 %
<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 %	1 10.0 %	0 0.0 %	5 50.0 %	4 40.0 %	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 %	6 60.0 %	4 40.0 %	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	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	5 50.0 %	1 10.0 %	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 %	7 70.0 %	3 30.0 %	0 0.0 %	0 0.0 %

Not enough Family survey data to create a table or bar chart.

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



Not enough family survey data to create domain means plot.

**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	0 0 %	10 100 %	10 100 %
<b>Total</b>	0 100 %	10 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 18 clients; surveys were returned for 10 clients ( 10 / 18 = 55.6% ).
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

## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

### CASARC Outpatient Services

Youth program codes (RUs): 38C51

Adult program codes (RUs): 38C51

Overall Satisfaction<sup>1</sup>

**87.5%**

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 4-8 2019 (Avatar billing): 21

People surveyed: 9 (8 youth and 1 adults)

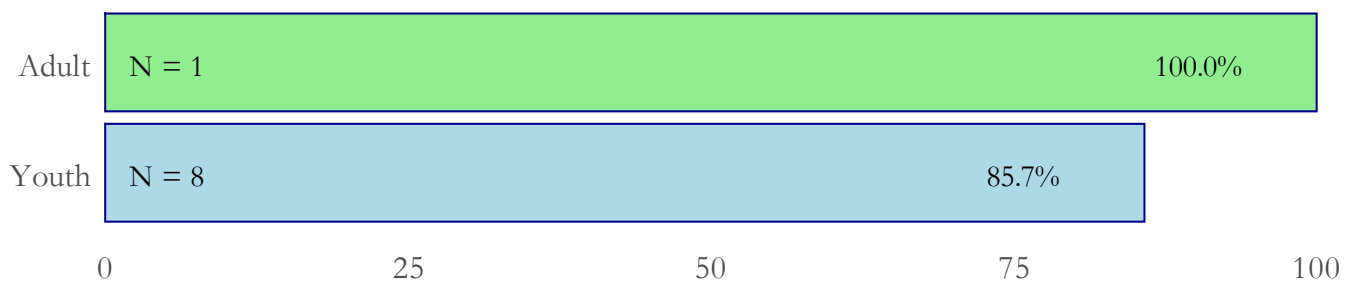
Adult satisfaction mean score: 4.89

Youth satisfaction mean score: 4.28

Family satisfaction mean score: - -

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

### Percent Satisfied by 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 21 clients; surveys were returned for 9 clients (  $9 / 21 = 42.9\%$ ).
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.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
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>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for CASARC Outpatient Services: **4.89**.

Overall satisfaction mean score for all other programs: **4.37**.

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 list

#### **Lowest Agreement Items**

Not enough data for low est satisfaction list

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 MHSIP survey data to create a table. N = 1



Not enough MHSIP survey data to create domain means chart. N = 1

## 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
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>

**80.0%**

Overall satisfaction<sup>3</sup> mean score for CASARC Outpatient Services: **4.28** (youth), **4.54** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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% 9. Services were available at times that were convenient for me

100.0% 10. I got the help I wanted

100.0% 11. I got as much help as I needed

**Lowest Agreement Items**

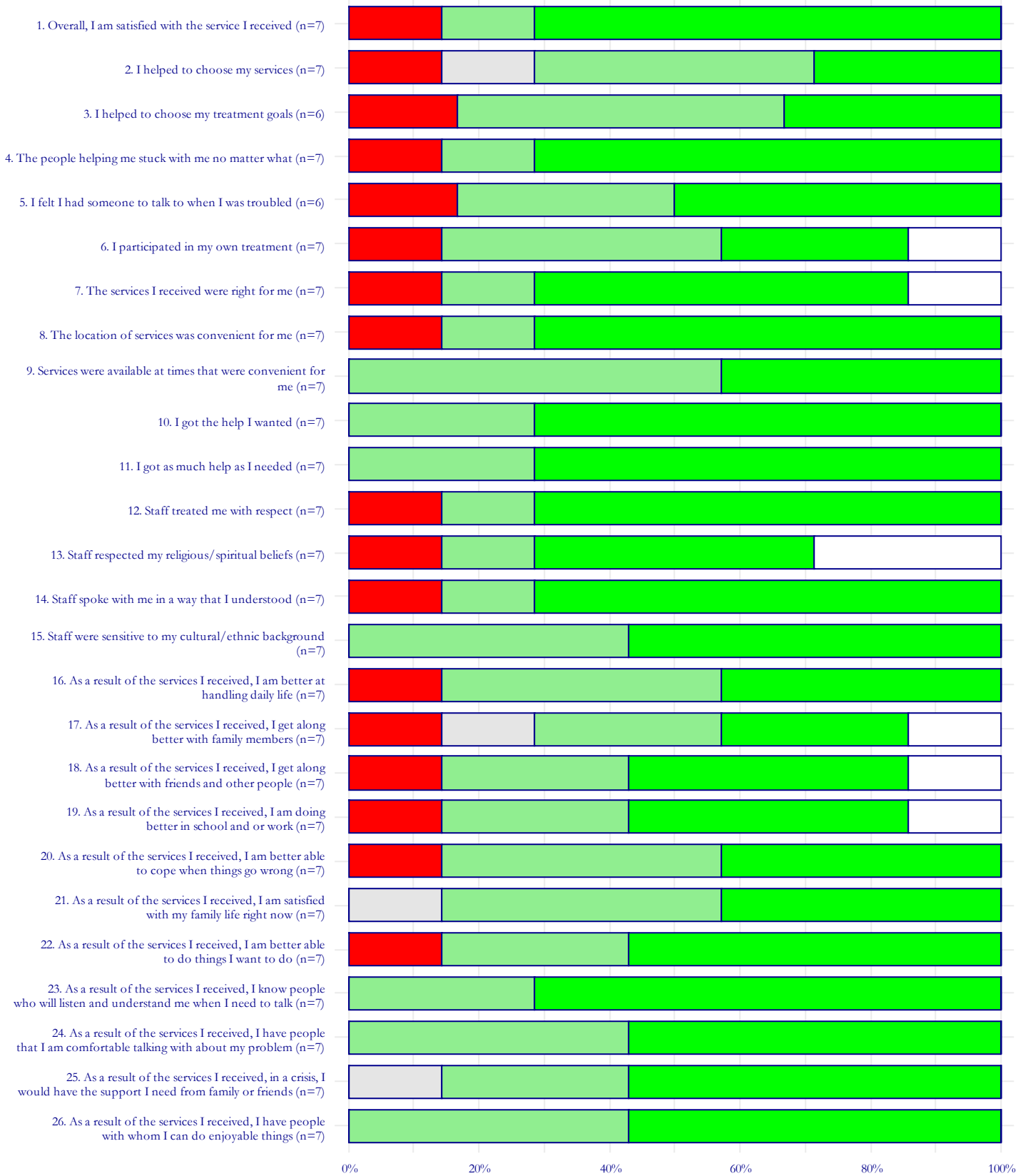
86.7% 2. I helped to choose my services

92.3% 13. Staff respected my religious/spiritual beliefs

93.3% 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.

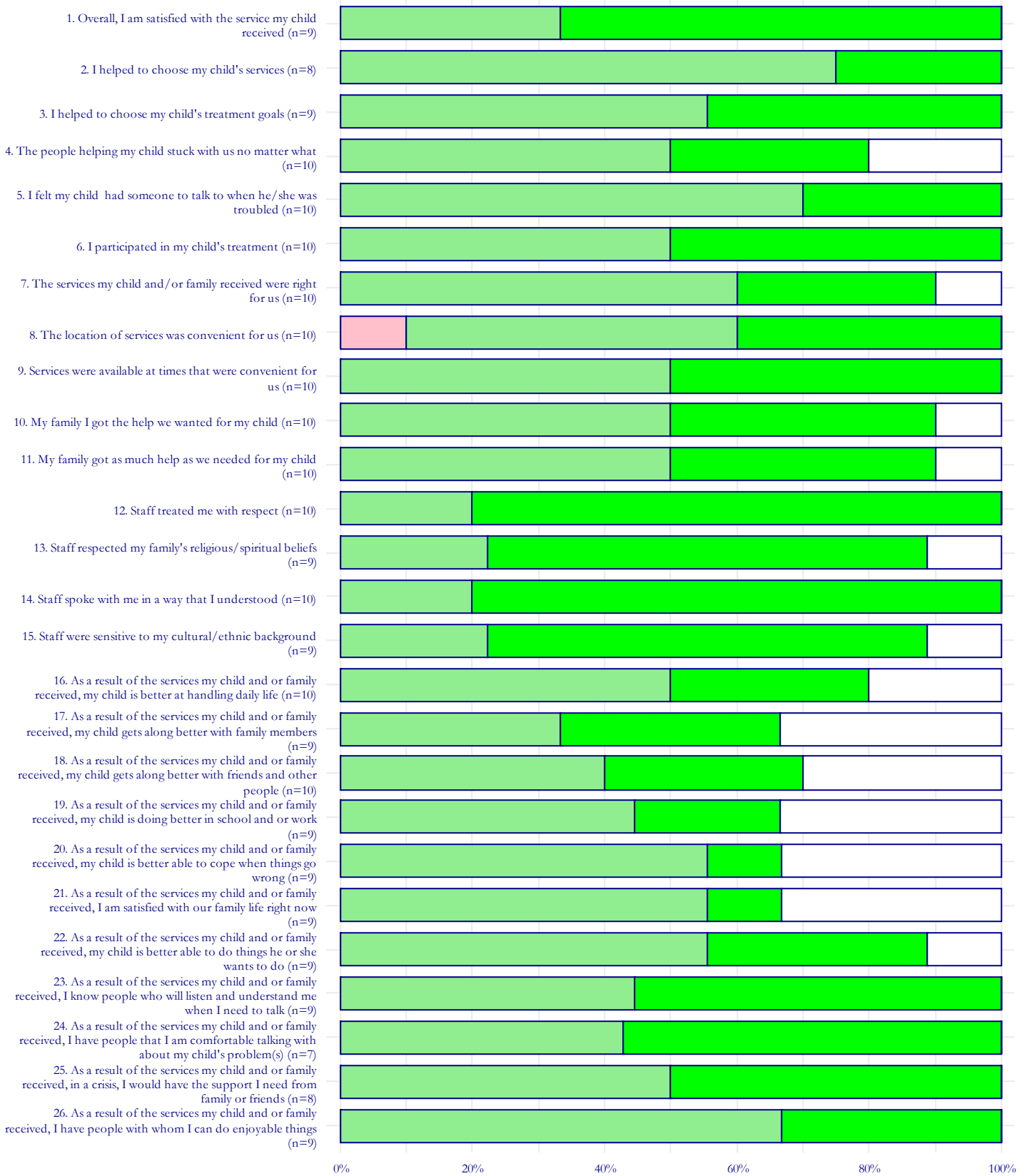
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>85.7 %</b> 1. Overall, I am satisfied with the service I received	1 12.5 %	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	0 0.0 %	1 12.5 %
<b>71.4 %</b> 2. I helped to choose my services	1 12.5 %	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	0 0.0 %	1 12.5 %
<b>83.3 %</b> 3. I helped to choose my treatment goals	1 12.5 %	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	0 0.0 %	2 25.0 %
<b>85.7 %</b> 4. The people helping me stuck with me no matter what	1 12.5 %	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	0 0.0 %	1 12.5 %
<b>83.3 %</b> 5. I felt I had someone to talk to when I was troubled	1 12.5 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	2 25.0 %
<b>83.3 %</b> 6. I participated in my own treatment	1 12.5 %	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	1 12.5 %	1 12.5 %
<b>83.3 %</b> 7. The services I received were right for me	1 12.5 %	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	1 12.5 %	1 12.5 %
<b>85.7 %</b> 8. The location of services was convenient for me	1 12.5 %	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	0 0.0 %	1 12.5 %
<b>100.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	3 37.5 %	0 0.0 %	1 12.5 %
<b>100.0 %</b> 10. I got the help I wanted	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> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	0 0.0 %	1 12.5 %
<b>85.7 %</b> 12. Staff treated me with respect	1 12.5 %	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	0 0.0 %	1 12.5 %
<b>80.0 %</b> 13. Staff respected my religious/spiritual beliefs	1 12.5 %	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	1 12.5 %
<b>85.7 %</b> 14. Staff spoke with me in a way that I understood	1 12.5 %	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	0 0.0 %	1 12.5 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	4 50.0 %	0 0.0 %	1 12.5 %
<b>85.7 %</b> 16. As a result of the services I received, I am better at handling daily life	1 12.5 %	0 0.0 %	0 0.0 %	3 37.5 %	3 37.5 %	0 0.0 %	1 12.5 %
<b>66.7 %</b> 17. As a result of the services I received, I get along better with family members	1 12.5 %	0 0.0 %	1 12.5 %	2 25.0 %	2 25.0 %	1 12.5 %	1 12.5 %
<b>83.3 %</b> 18. As a result of the services I received, I get along better with friends and other people	1 12.5 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	1 12.5 %	1 12.5 %
<b>83.3 %</b> 19. As a result of the services I received, I am doing better in school and or work	1 12.5 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	1 12.5 %	1 12.5 %
<b>85.7 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	1 12.5 %	0 0.0 %	0 0.0 %	3 37.5 %	3 37.5 %	0 0.0 %	1 12.5 %
<b>85.7 %</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 12.5 %	3 37.5 %	3 37.5 %	0 0.0 %	1 12.5 %
<b>85.7 %</b> 22. As a result of the services I received, I am better able to do things I want to do	1 12.5 %	0 0.0 %	0 0.0 %	2 25.0 %	4 50.0 %	0 0.0 %	1 12.5 %
<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 25.0 %	5 62.5 %	0 0.0 %	1 12.5 %
<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 37.5 %	4 50.0 %	0 0.0 %	1 12.5 %
<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 12.5 %	2 25.0 %	4 50.0 %	0 0.0 %	1 12.5 %
<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 37.5 %	4 50.0 %	0 0.0 %	1 12.5 %

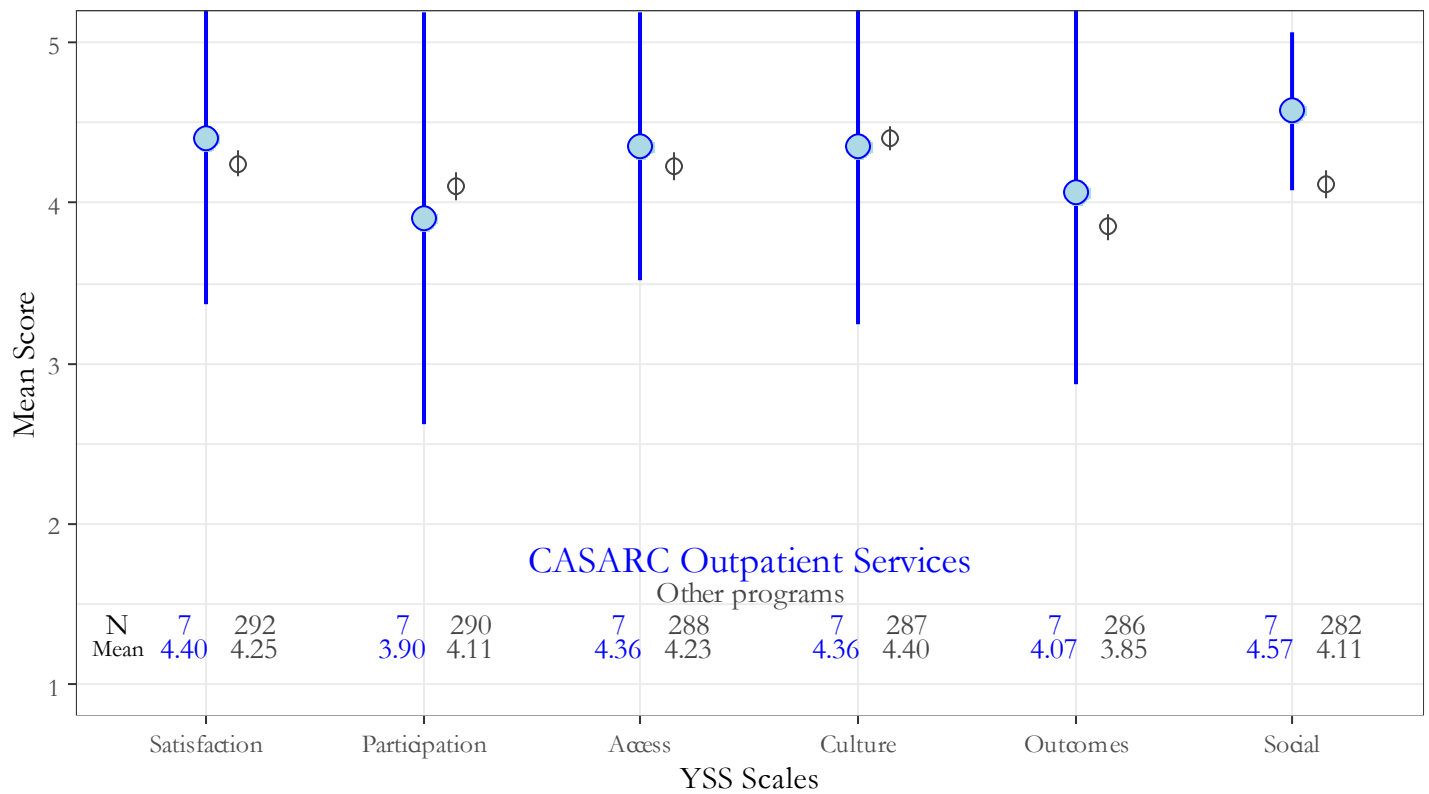
# Youth Services Survey for Families



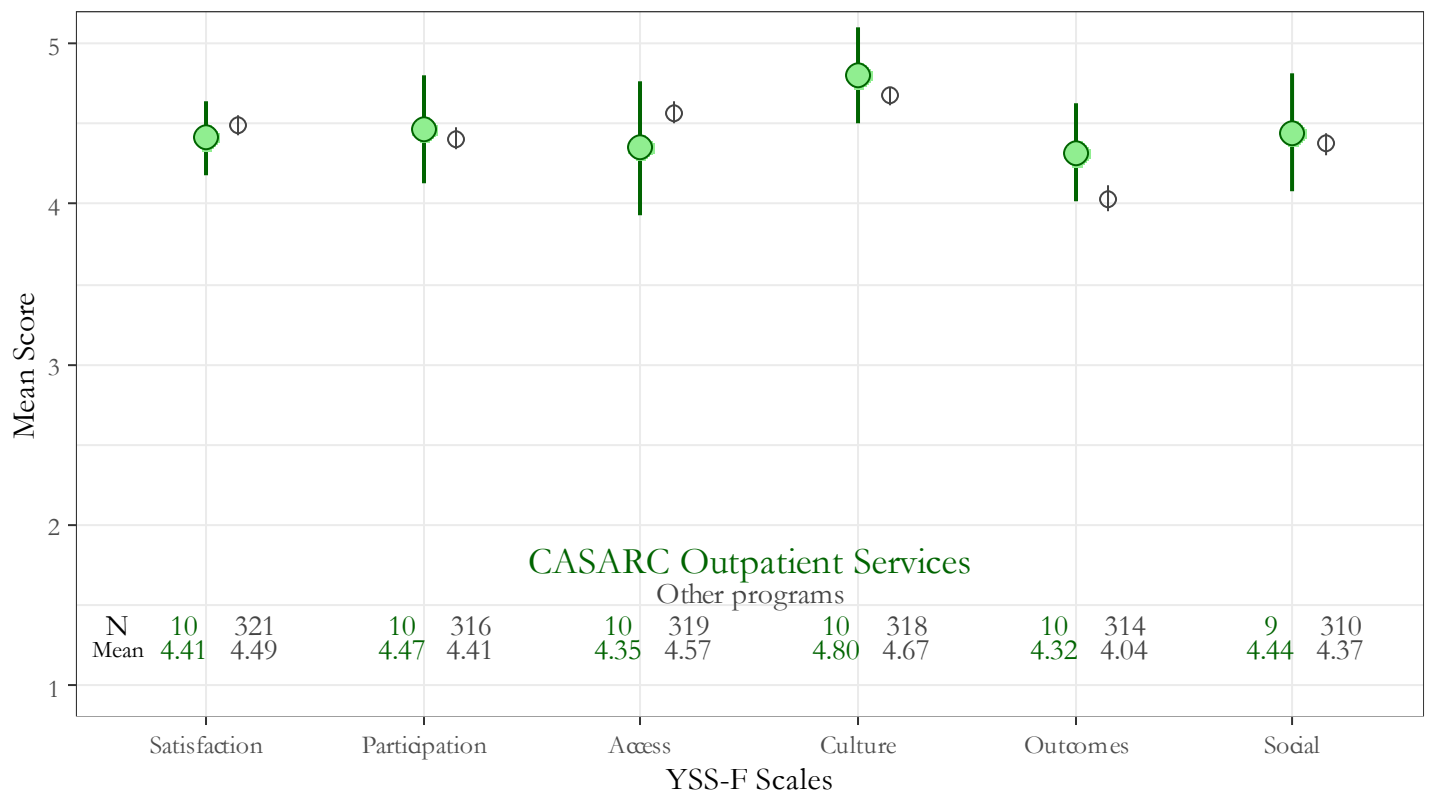
## Youth Services Survey for Families, N = 10

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	6 60.0 %	2 20.0 %	0 0.0 %	2 20.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	4 40.0 %	0 0.0 %	1 10.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	3 30.0 %	2 20.0 %	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 %	7 70.0 %	3 30.0 %	0 0.0 %	0 0.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	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 %	6 60.0 %	3 30.0 %	1 10.0 %	0 0.0 %
90.0 % 8. The location of services was convenient for us	0 0.0 %	1 10.0 %	0 0.0 %	5 50.0 %	4 40.0 %	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 %	5 50.0 %	5 50.0 %	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 %	5 50.0 %	4 40.0 %	1 10.0 %	0 0.0 %
100.0 % 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 %	4 40.0 %	1 10.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	8 80.0 %	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 %	2 20.0 %	6 60.0 %	1 10.0 %	1 10.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	8 80.0 %	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 %	2 20.0 %	6 60.0 %	1 10.0 %	1 10.0 %
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 %	5 50.0 %	3 30.0 %	2 20.0 %	0 0.0 %
100.0 % 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 %	0 0.0 %	3 30.0 %	3 30.0 %	3 30.0 %	1 10.0 %
100.0 % 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 %	0 0.0 %	0 0.0 %	4 40.0 %	3 30.0 %	3 30.0 %	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 %	4 40.0 %	2 20.0 %	3 30.0 %	1 10.0 %
100.0 % 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 %	0 0.0 %	0 0.0 %	5 50.0 %	1 10.0 %	3 30.0 %	1 10.0 %
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 %	5 50.0 %	1 10.0 %	3 30.0 %	1 10.0 %
100.0 % 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 %	5 50.0 %	3 30.0 %	1 10.0 %	1 10.0 %
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 %	4 40.0 %	5 50.0 %	0 0.0 %	1 10.0 %
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 %	3 30.0 %	4 40.0 %	0 0.0 %	3 30.0 %
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 %	4 40.0 %	4 40.0 %	0 0.0 %	2 20.0 %
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 %	6 60.0 %	3 30.0 %	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>CASARC Outpatient</b>			
<b>Completion Status</b>	<b>Services Completion by Respondent Type</b>		<b>Total</b>
	Family	Youth	
Refused	0 0 %	1 12.5 %	1 5.6 %
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	10 100 %	7 87.5 %	17 94.4 %
<b>Total</b>	10 100 %	8 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 20 clients; surveys were returned for 16 clients ( 16 / 20 = 80.0% ).
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 2019  
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>  
**20.0%**

Overall satisfaction<sup>3</sup> mean score for Catholic Charities CYO SF Boys and Girls Home - Euclid House: **4.57** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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 low est 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 survey data to create a table or bar chart.

Not enough Family survey data to create a table or bar chart.

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

<b>Survey Compliance</b>			
<b>Catholic Charities</b>			
<b>CYO SF Boys and</b>			
<b>Girls Home - Euclid</b>			
<b>Completion Status</b>	<b>House 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	0 0 %	1 100 %	1 100 %
<b>Total</b>	0 100 %	1 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 5 clients; surveys were returned for 1 clients ( 1 / 5 = 20.0% ).
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 2019  
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>

**66.7%**

Return Rate<sup>2</sup>

**85.7%**

Overall satisfaction<sup>3</sup> mean score for Catholic Charities CYO SF Boys and Girls Home - Shelter: **3.67** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.53** (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**

83.3% 2. I helped to choose my services

83.3% 5. I felt I had someone to talk to when I was troubled

83.3% 6. I participated in my own treatment

**Lowest Agreement Items**

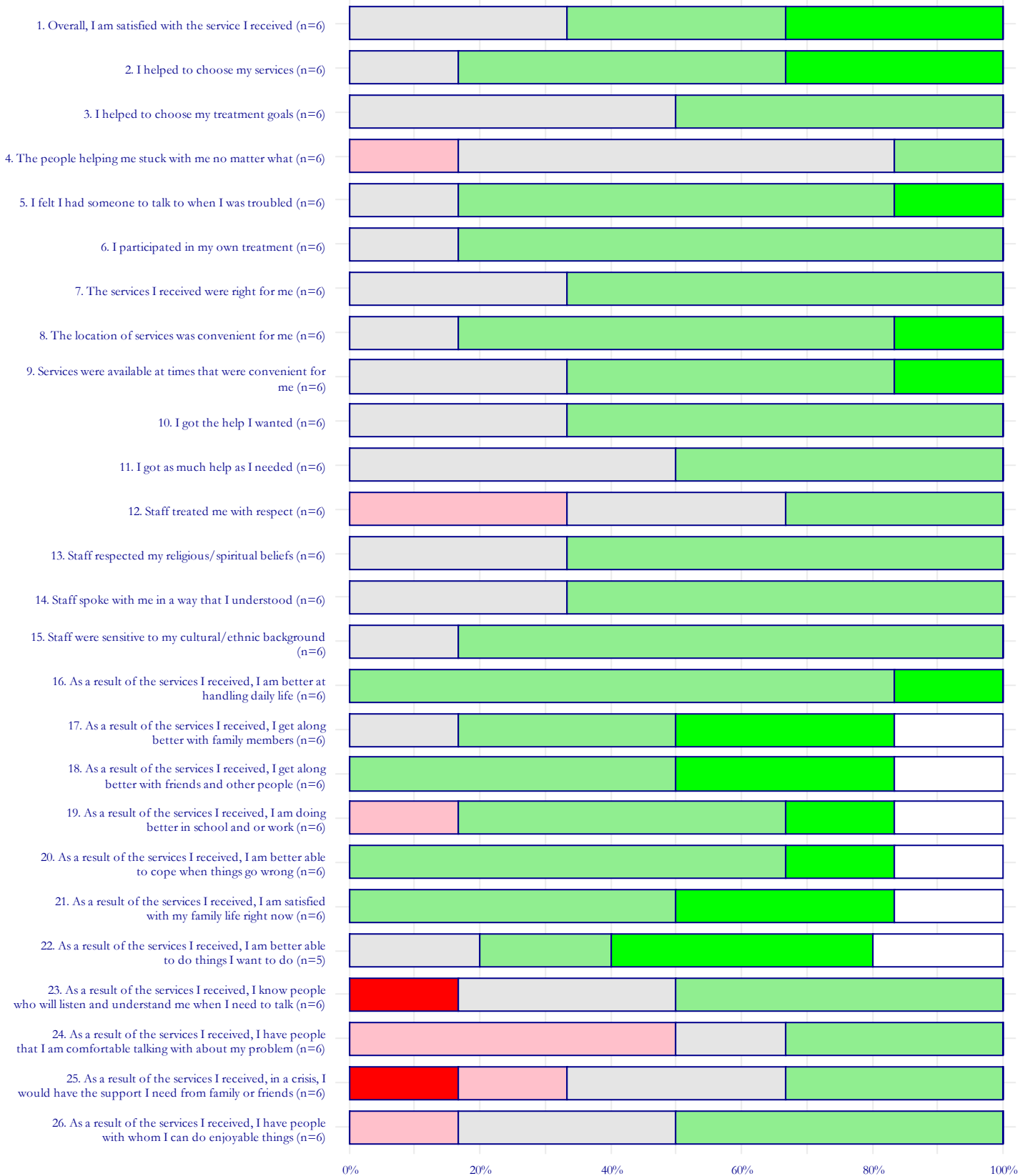
16.7% 4. The people helping me stuck with me no matter what

33.3% 12. Staff treated me with respect

50.0% 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

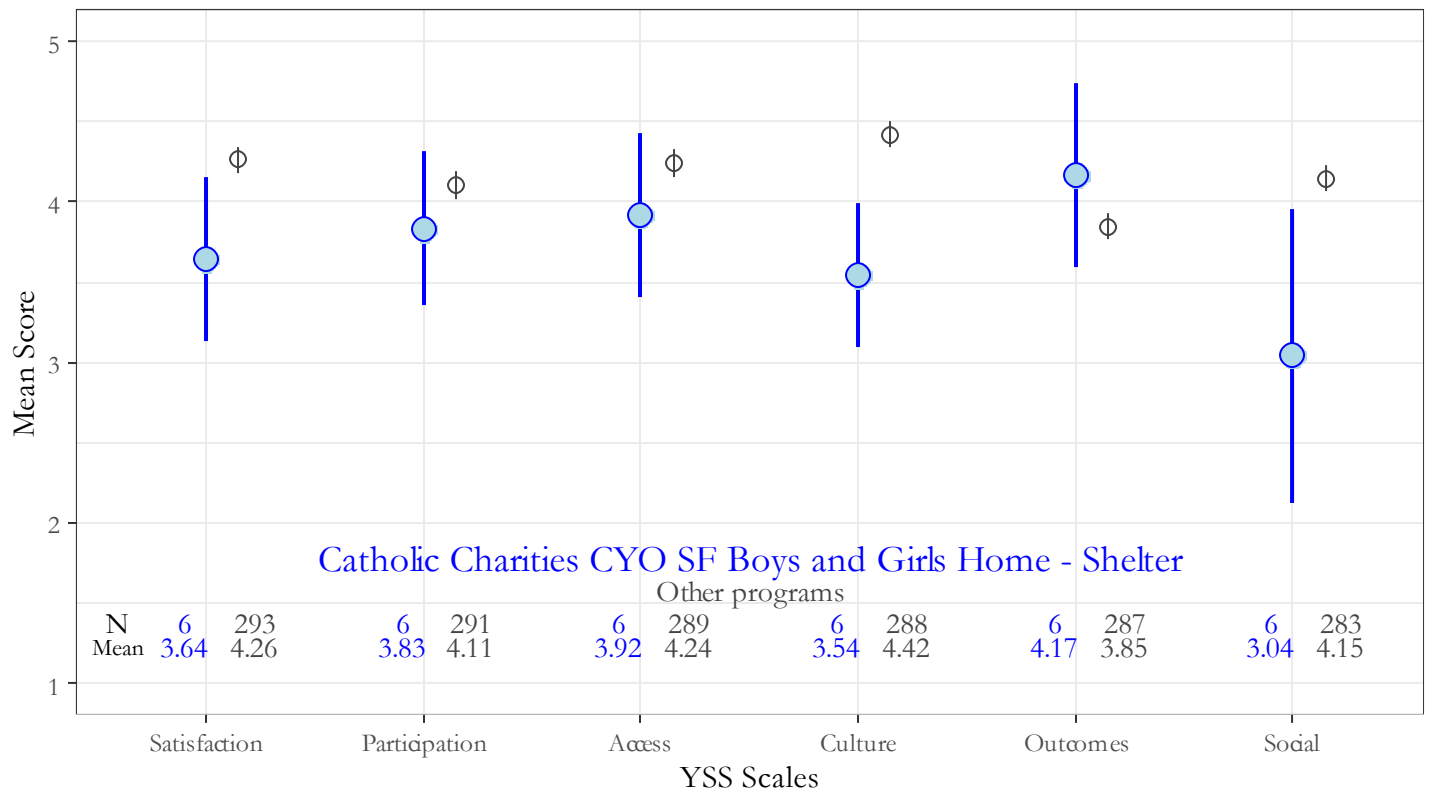


## Youth Services Survey for Youth, N = 6

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>66.7 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	2 33.3 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	2 33.3 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	3 50.0 %	3 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>16.7 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	1 16.7 %	4 66.7 %	1 16.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 16.7 %	4 66.7 %	1 16.7 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 16.7 %	5 83.3 %	0 0.0 %	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 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 16.7 %	4 66.7 %	1 16.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	2 33.3 %	3 50.0 %	1 16.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	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 %	3 50.0 %	3 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 12. Staff treated me with respect	0 0.0 %	2 33.3 %	2 33.3 %	2 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 16.7 %	5 83.3 %	0 0.0 %	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 %	5 83.3 %	1 16.7 %	0 0.0 %	0 0.0 %
<b>80.0 %</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 %	2 33.3 %	2 33.3 %	1 16.7 %	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 %	3 50.0 %	2 33.3 %	1 16.7 %	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 %	1 16.7 %	0 0.0 %	3 50.0 %	1 16.7 %	1 16.7 %	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 %	4 66.7 %	1 16.7 %	1 16.7 %	0 0.0 %
<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 %	3 50.0 %	2 33.3 %	1 16.7 %	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 16.7 %	1 16.7 %	2 33.3 %	1 16.7 %	1 16.7 %
<b>50.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	1 16.7 %	0 0.0 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</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 %	3 50.0 %	1 16.7 %	2 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 16.7 %	1 16.7 %	2 33.3 %	2 33.3 %	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 %	1 16.7 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %

Not enough Family survey data to create a table or bar chart.

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



Not enough family survey data to create domain means plot.



Completion Status	Survey Compliance Catholic Charities CYO SF Boys and Girls Home - Shelter		<i>Total</i>
	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	0 0 %	6 100 %	6 100 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
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>

**50.0%**

Return Rate<sup>2</sup>

**40.0%**

Overall satisfaction<sup>3</sup> mean score for Catholic Charities CYO St. Vincent's School for Boys: **2.39** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.53** (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**

- 50.0% 1. Overall, I am satisfied with the service I received
- 50.0% 4. The people helping me stuck with me no matter what
- 50.0% 5. I felt I had someone to talk to when I was troubled

**Lowest Agreement Items**

- 0.0% 2. I helped to choose my services
- 0.0% 3. I helped to choose my treatment goals
- 0.0% 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

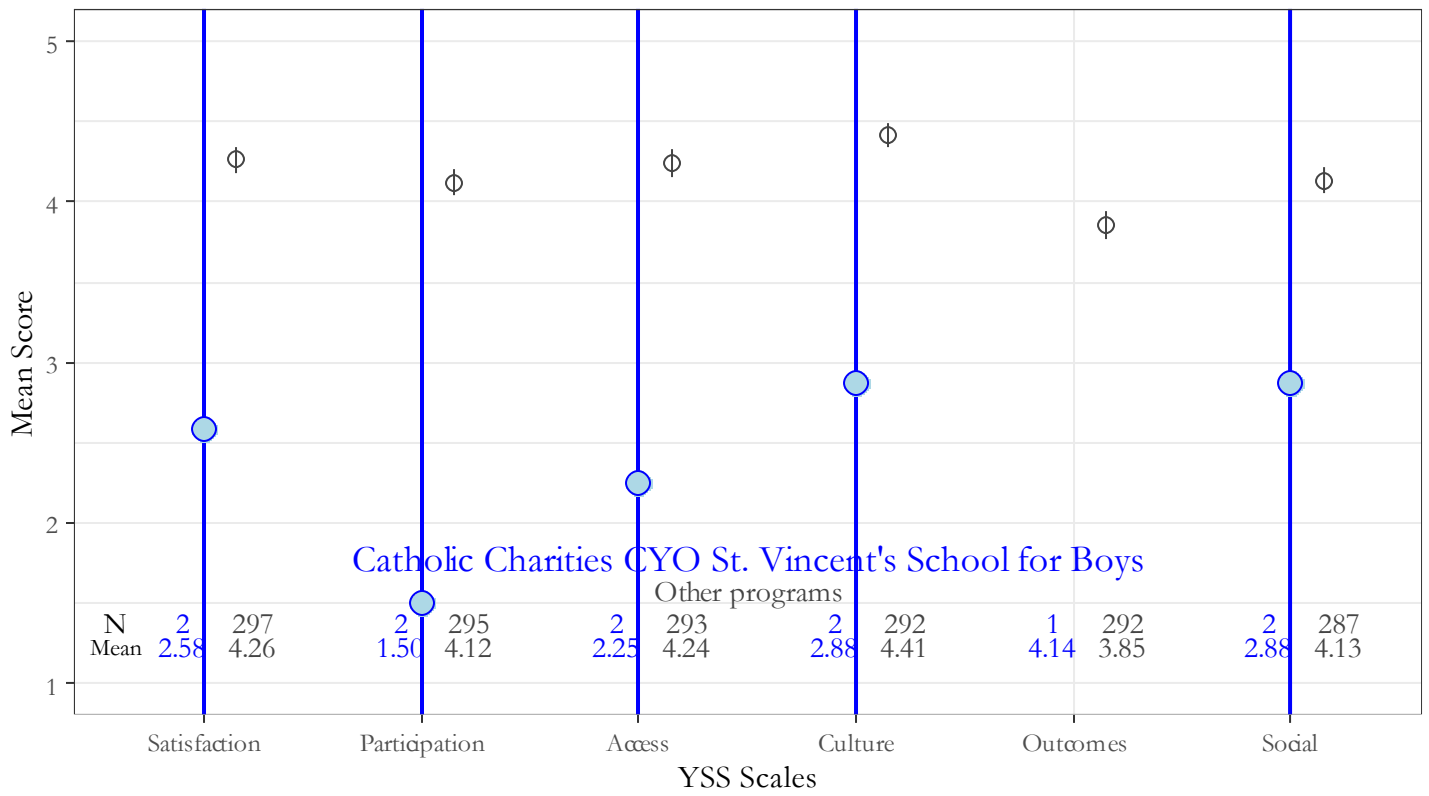


## Youth Services Survey for Youth, N = 2

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>50.0 %</b> 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 %
<b>0.0 %</b> 2. I helped to choose my services	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>0.0 %</b> 3. I helped to choose my treatment goals	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 4. The people helping me stuck with me no matter what	1 50.0 %	0 0.0 %	0 0.0 %	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	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>0.0 %</b> 6. I participated in my own treatment	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>0.0 %</b> 7. The services I received were right for me	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 8. The location of services was convenient for me	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>0.0 %</b> 9. Services were available at times that were convenient for me	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 10. I got the help I wanted	1 50.0 %	0 0.0 %	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	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 12. Staff treated me with respect	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 13. Staff respected my religious/spiritual beliefs	1 50.0 %	0 0.0 %	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	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	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 %	1 50.0 %	0 0.0 %	1 50.0 %	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 %	1 50.0 %	0 0.0 %	1 50.0 %	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 %	0 0.0 %	1 50.0 %	1 50.0 %	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 %	1 50.0 %	0 0.0 %	1 50.0 %	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 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %
<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 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %
<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 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %
<b>50.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	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	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	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 %	1 50.0 %	0 0.0 %	1 50.0 %	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 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %

Not enough Family survey data to create a table or bar chart.

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



<b>Survey Compliance</b>			
<b>Catholic Charities</b>			
<b>CYO St. Vincent's</b>			
<b>School for Boys</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	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 5 clients; surveys were returned for 2 clients ( 2 / 5 = 40.0% ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

**CATS A Woman's Place**  
Program Code(s): 38BKOP

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

Return Rate<sup>2</sup>  
**68.8%**

Overall satisfaction<sup>3</sup> mean score for CATS A Woman's Place: **4.92**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

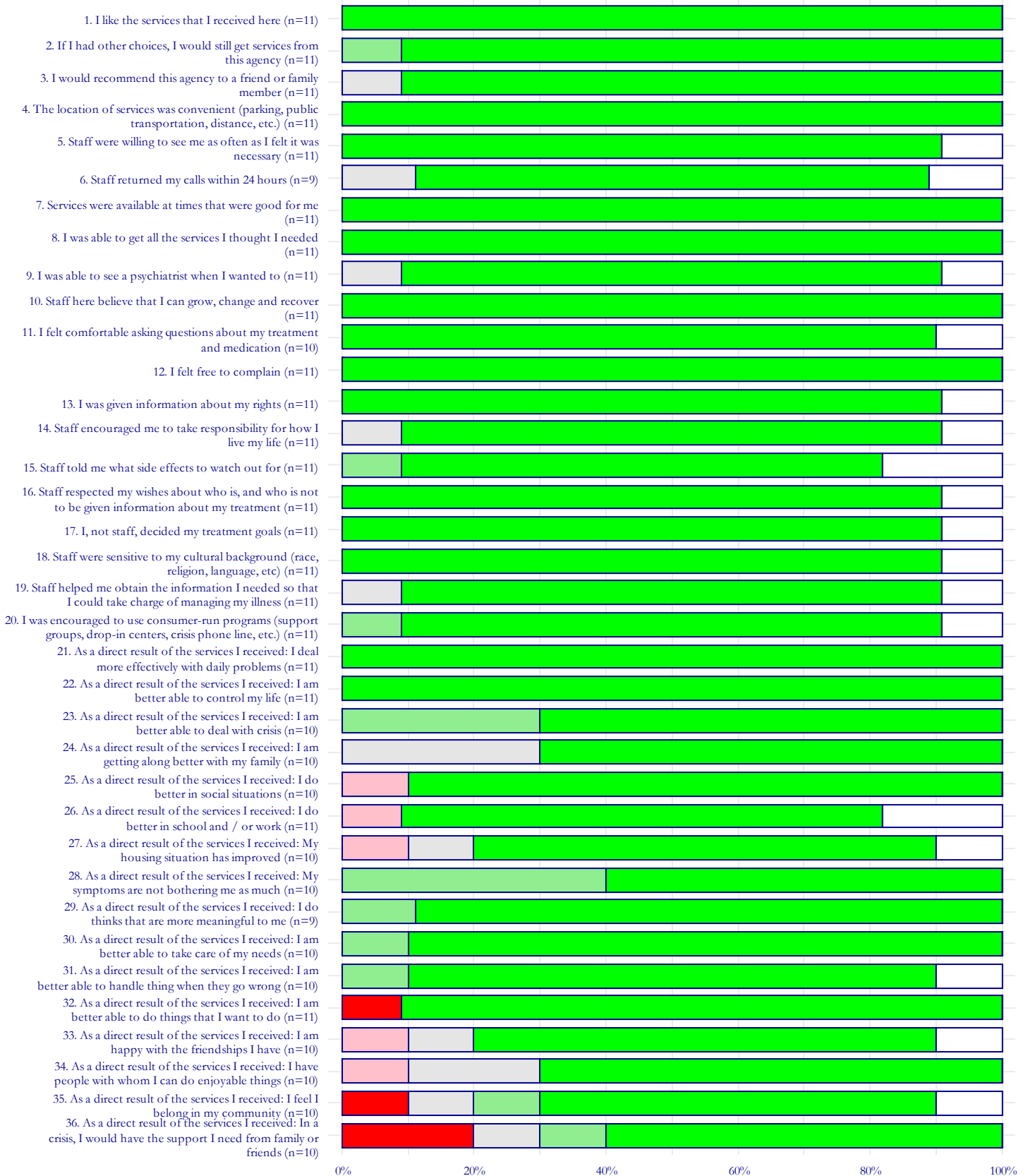
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 5. Staff were willing to see me as often as I felt it was necessary

**Lowest Agreement Items**

- 87.5% 6. Staff returned my calls within 24 hours
- 90.0% 9. I was able to see a psychiatrist when I wanted to
- 90.0% 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, N = 11**

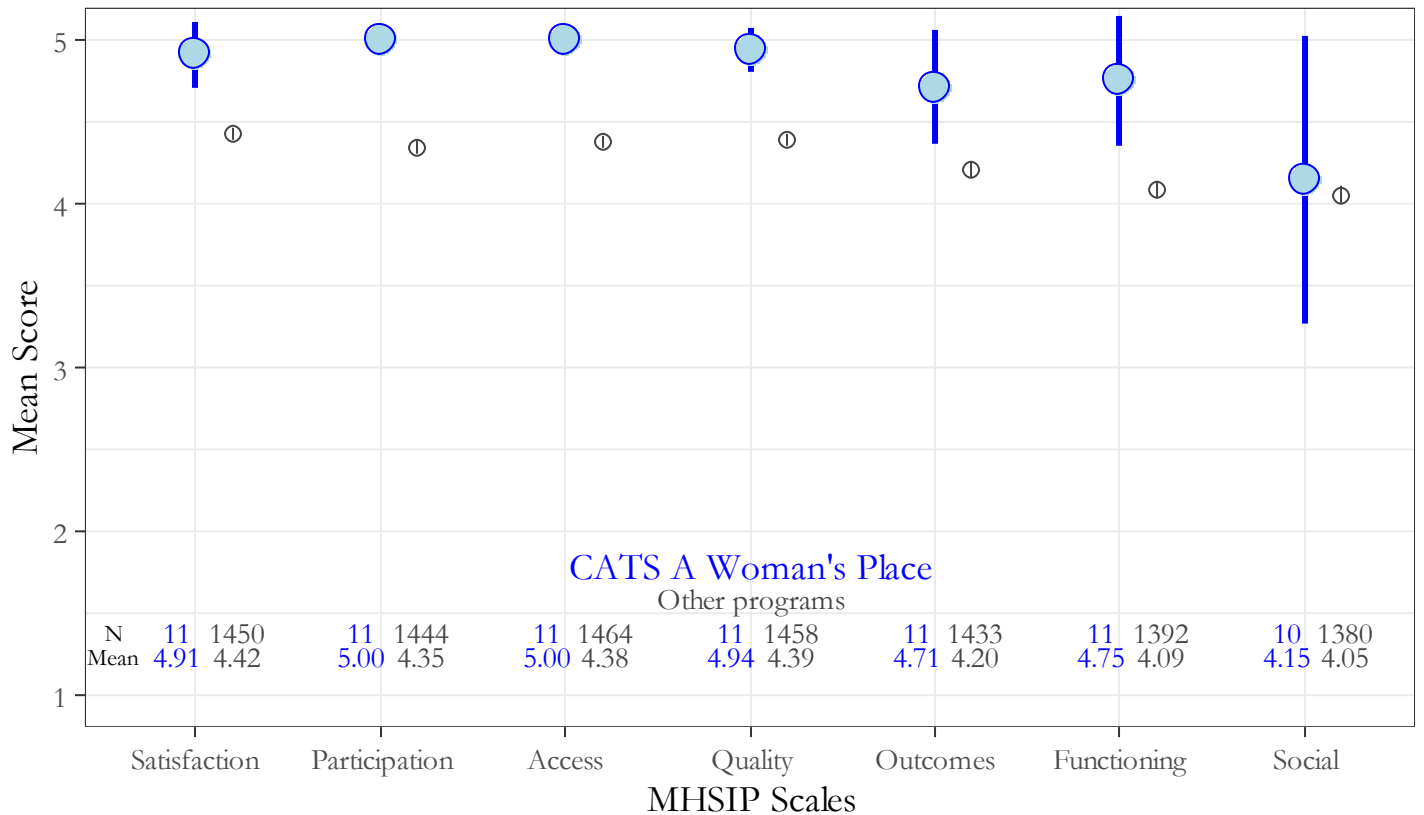
**Percent Agree**

	<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 %	0 0.0 %	11 100.0 %	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 %	1 9.1 %	10 90.9 %	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 %	0 0.0 %	10 90.9 %	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 %	0 0.0 %	11 100.0 %	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 %	0 0.0 %	10 90.9 %	1 9.1 %	0 0.0 %
<b>87.5 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 9.1 %	0 0.0 %	7 63.6 %	1 9.1 %	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 %	0 0.0 %	11 100.0 %	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 %	0 0.0 %	11 100.0 %	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 9.1 %	0 0.0 %	9 81.8 %	1 9.1 %	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 %	11 100.0 %	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 81.8 %	1 9.1 %	1 9.1 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	11 100.0 %	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 %	0 0.0 %	10 90.9 %	1 9.1 %	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 9.1 %	0 0.0 %	9 81.8 %	1 9.1 %	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 %	1 9.1 %	8 72.7 %	2 18.2 %	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 %	10 90.9 %	1 9.1 %	0 0.0 %
<b>100.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	10 90.9 %	1 9.1 %	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 %	0 0.0 %	10 90.9 %	1 9.1 %	0 0.0 %
<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 9.1 %	0 0.0 %	9 81.8 %	1 9.1 %	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 %	1 9.1 %	9 81.8 %	1 9.1 %	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 %	0 0.0 %	11 100.0 %	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 %	0 0.0 %	11 100.0 %	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 %	3 27.3 %	7 63.6 %	0 0.0 %	1 9.1 %
<b>70.0 %</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 %	3 27.3 %	0 0.0 %	7 63.6 %	0 0.0 %	1 9.1 %
<b>90.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 9.1 %	0 0.0 %	0 0.0 %	9 81.8 %	0 0.0 %	1 9.1 %

**MHSIP Items 26-36, N = 11**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>88.9 %</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 %	0 0.0 %	8 72.7 %	2 18.2 %	0 0.0 %
<b>77.8 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 9.1 %	1 9.1 %	0 0.0 %	7 63.6 %	1 9.1 %	1 9.1 %
<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 %	4 36.4 %	6 54.5 %	0 0.0 %	1 9.1 %
<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 %	1 9.1 %	8 72.7 %	0 0.0 %	2 18.2 %
<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 %	1 9.1 %	9 81.8 %	0 0.0 %	1 9.1 %
<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 %	1 9.1 %	8 72.7 %	1 9.1 %	1 9.1 %
<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	1 9.1 %	0 0.0 %	0 0.0 %	0 0.0 %	10 90.9 %	0 0.0 %	0 0.0 %
<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 %	1 9.1 %	1 9.1 %	0 0.0 %	7 63.6 %	1 9.1 %	1 9.1 %
<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 %	1 9.1 %	2 18.2 %	0 0.0 %	7 63.6 %	0 0.0 %	1 9.1 %
<b>77.8 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 9.1 %	0 0.0 %	1 9.1 %	1 9.1 %	6 54.5 %	1 9.1 %	1 9.1 %
<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	2 18.2 %	0 0.0 %	1 9.1 %	1 9.1 %	6 54.5 %	0 0.0 %	1 9.1 %

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 %	2 100 %	11 100 %
<b>Total</b>	9 100 %	2 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 16 clients; surveys were returned for 11 clients (  $11 / 16 = 68.8\%$  ).
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.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**CBS School Based Services**

Program Code(s): 3813SB

Overall Satisfaction<sup>1</sup>

-- %

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for CBS School Based Services: No YSS (youth) data for this program, No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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 low est 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 survey data to create a table or bar chart.

Not enough Family survey data to create a table or bar chart.

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

**Survey Compliance**  
**CBS School Based**  
**Services Completion**

Completion Status	by Respondent Type		Total
	Family	Youth	
Refused	1 50 %	2 100 %	3 75 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 50 %	0 0 %	1 25 %
Completed Survey	0 0 %	0 0 %	0 0 %
<b>Total</b>	2 100 %	2 100 %	4 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 2 clients; surveys were returned for 2 clients ( 2 / 2 = 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.

☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**CBS Wraparound Services**

Program Code(s): 3813WR

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for CBS Wraparound Services: **5.00** (youth), **4.30** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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 survey data to create a table or bar chart.

### Youth Services Survey for Families



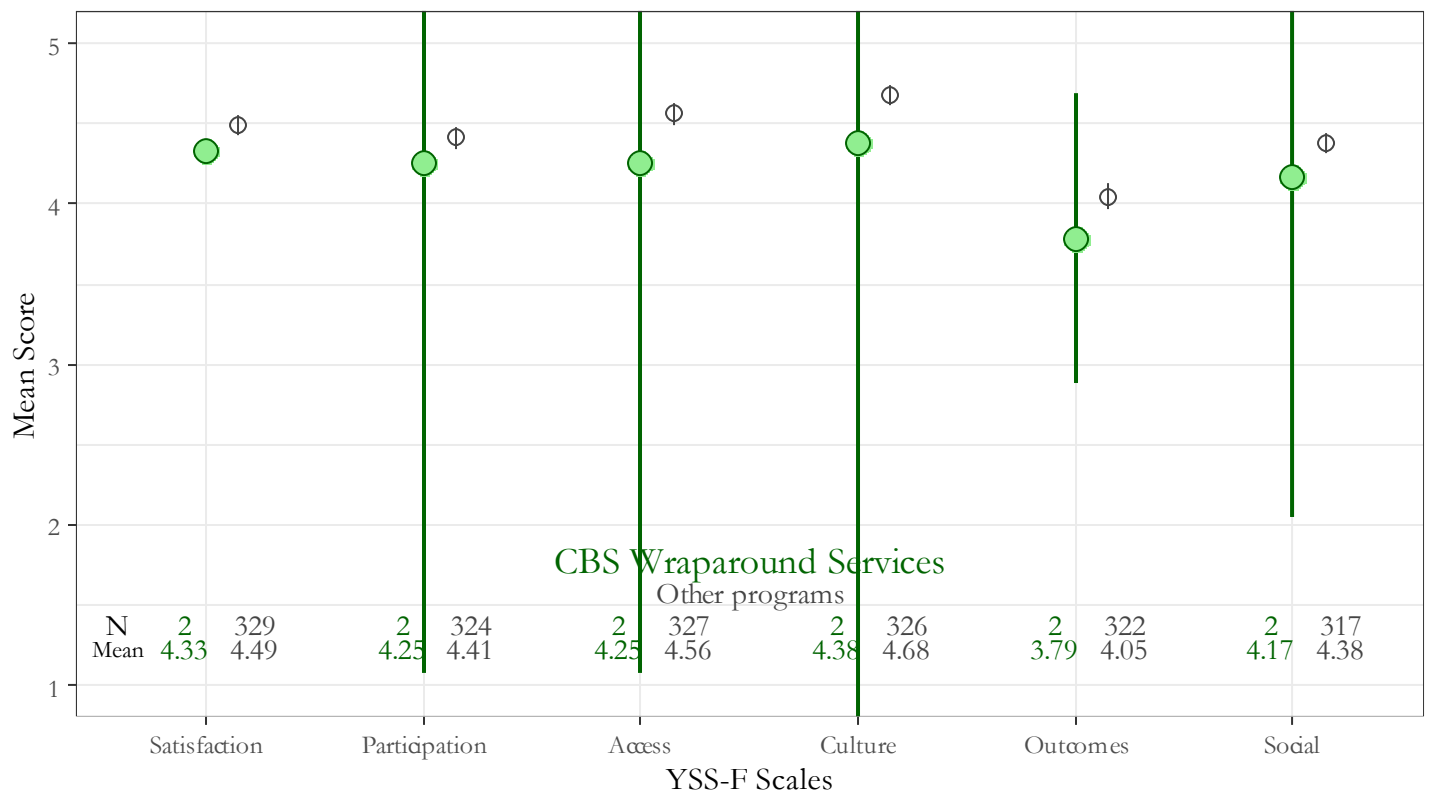


## Youth Services Survey for Families, N = 2

	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 %	2 100.0 %	0 0.0 %	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 %	2 100.0 %	0 0.0 %	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 %	1 50.0 %	0 0.0 %	0 0.0 %	1 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 %	0 0.0 %	2 100.0 %	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 50.0 %	1 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 %	1 50.0 %	1 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 %	2 100.0 %	0 0.0 %	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 %	1 50.0 %	1 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 %	2 100.0 %	0 0.0 %	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 50.0 %	1 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 %	2 100.0 %	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 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	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 %	1 50.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<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 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 my child and or family received, my child gets 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 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 %	2 100.0 %	0 0.0 %	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 %	2 100.0 %	0 0.0 %	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 %	2 100.0 %	0 0.0 %	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 %	1 50.0 %	1 50.0 %	0 0.0 %	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 %	0 0.0 %	1 50.0 %	1 50.0 %	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 %	2 100.0 %	0 0.0 %	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 %	2 100.0 %	0 0.0 %	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 %	1 50.0 %	0 0.0 %	0 0.0 %	1 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 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %

Not enough youth survey data to create domain means plot.

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



**Survey Compliance**  
**CBS Wraparound**  
**Services Completion**

Completion Status	by Respondent Type		<i>Total</i>
	Family	Youth	
Refused	0 0 %	1 50 %	1 25 %
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 50 %	3 75 %
<b><i>Total</i></b>	2 100 %	2 100 %	4 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 2 clients; surveys were returned for 3 clients (  $3 / 2 = 150.0\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

### Central City Behavioral Health Services

Program Code(s): 89073

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**20.0%**

Overall satisfaction<sup>3</sup> mean score for Central City Behavioral Health Services: **4.52**.

Overall satisfaction mean score for all other programs: **4.37**.

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

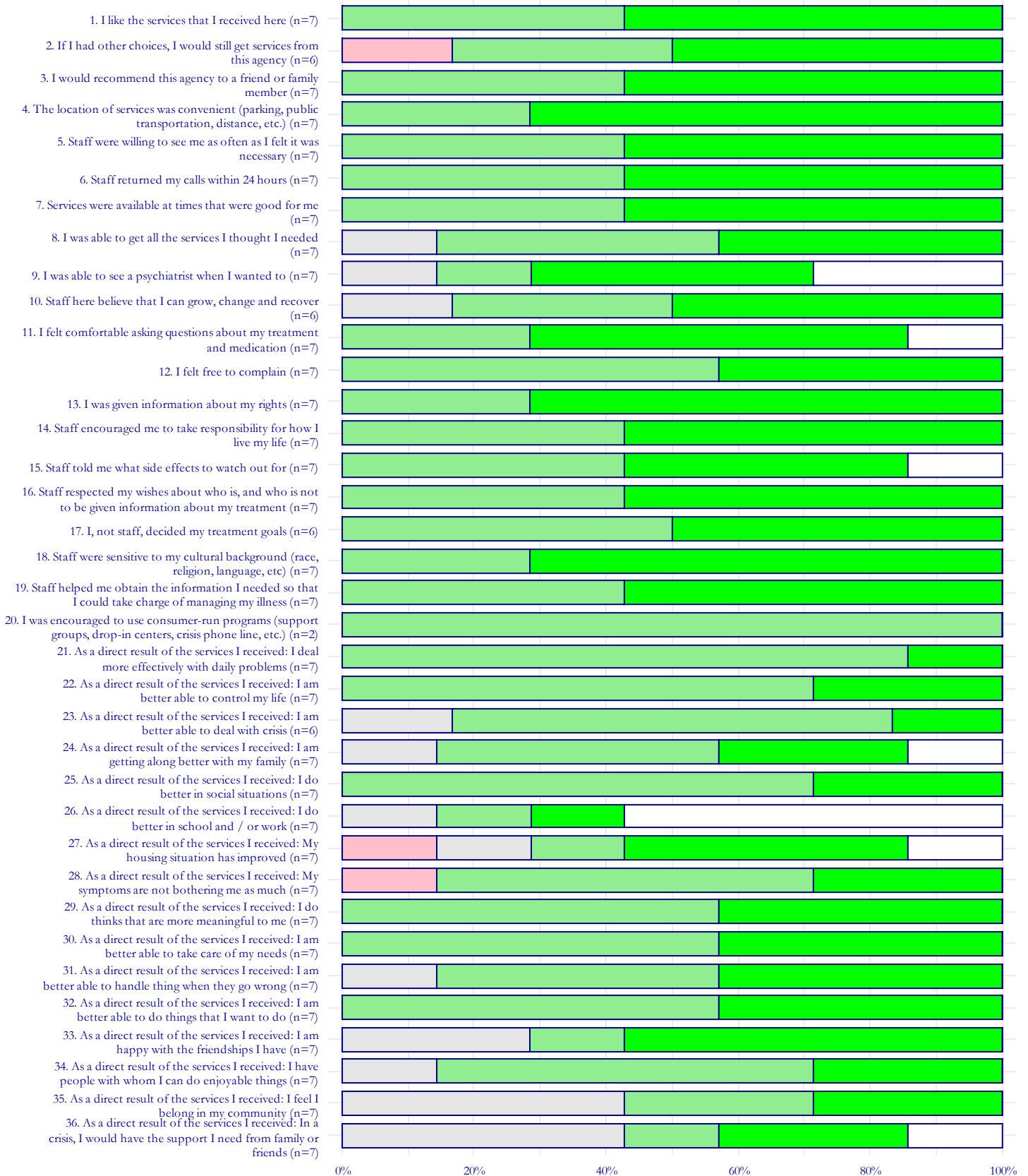
80.0% 9. I was able to see a psychiatrist when I wanted to

83.3% 2. If I had other choices, I would still get services from this agency

83.3% 10. Staff here believe that I can grow, change and recover

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, N = 7**

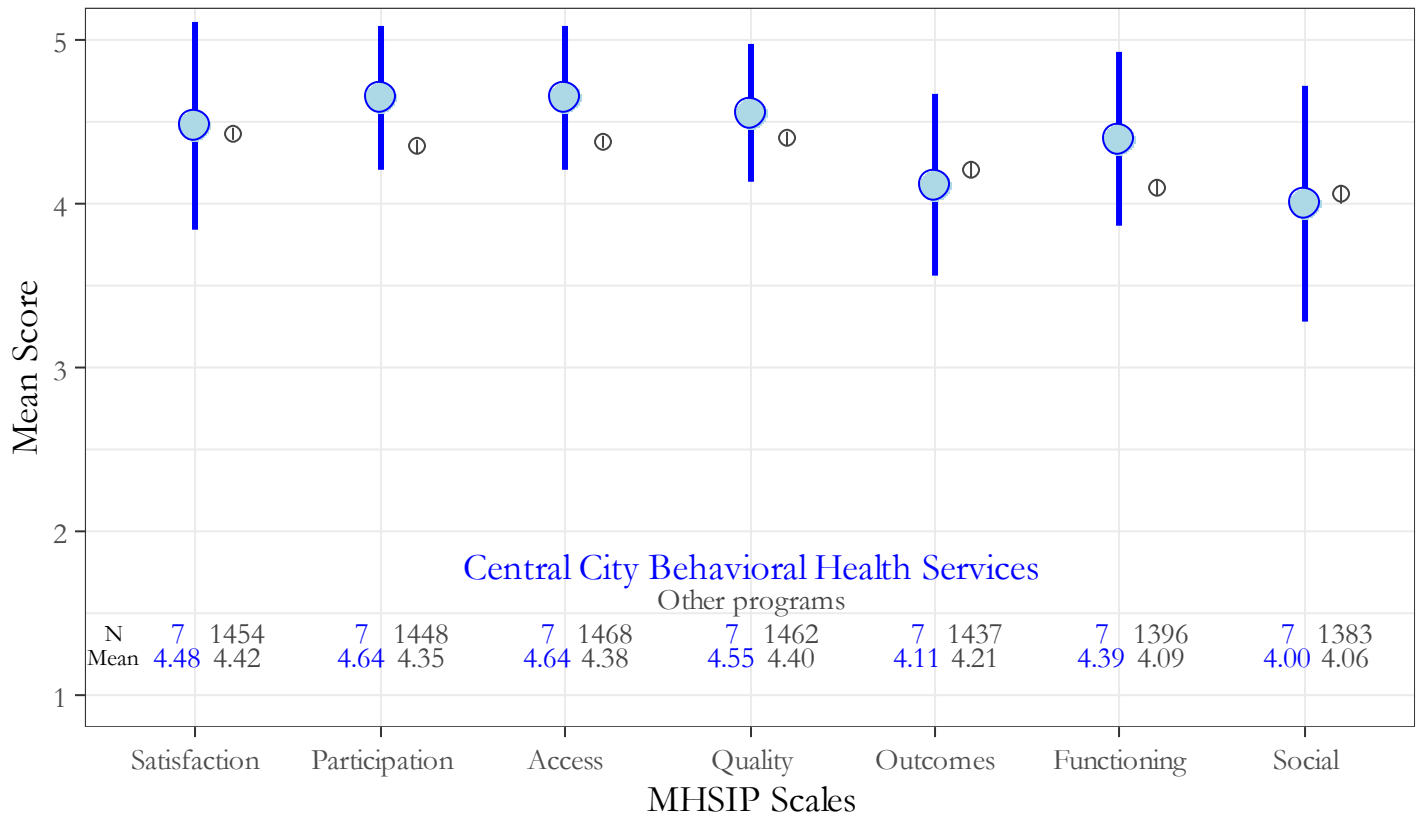
**Percent Agree**

	<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 %	3 42.9 %	4 57.1 %	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 %	1 14.3 %	0 0.0 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
<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 %	3 42.9 %	4 57.1 %	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 28.6 %	5 71.4 %	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 %	3 42.9 %	4 57.1 %	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 %	3 42.9 %	4 57.1 %	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 %	3 42.9 %	4 57.1 %	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 %	0 0.0 %	1 14.3 %	3 42.9 %	3 42.9 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %
<b>83.3 %</b> 10. Staff here believe that I can grow, change and recover	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> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	1 14.3 %	0 0.0 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	3 42.9 %	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 28.6 %	5 71.4 %	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 %	3 42.9 %	4 57.1 %	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 %	3 42.9 %	3 42.9 %	1 14.3 %	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 42.9 %	4 57.1 %	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 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
<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 %	5 71.4 %	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 42.9 %	4 57.1 %	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 28.6 %	0 0.0 %	0 0.0 %	5 71.4 %
<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 85.7 %	1 14.3 %	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 %	5 71.4 %	2 28.6 %	0 0.0 %	0 0.0 %
<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 %	0 0.0 %	1 14.3 %	4 57.1 %	1 14.3 %	0 0.0 %	1 14.3 %
<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 %	0 0.0 %	1 14.3 %	3 42.9 %	2 28.6 %	1 14.3 %	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 71.4 %	2 28.6 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36, N = 7**  
**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 14.3 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %
<b>66.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 14.3 %	1 14.3 %	1 14.3 %	3 42.9 %	1 14.3 %	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 %	1 14.3 %	0 0.0 %	4 57.1 %	2 28.6 %	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 %	4 57.1 %	3 42.9 %	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 57.1 %	3 42.9 %	0 0.0 %	0 0.0 %
<b>85.7 %</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 14.3 %	3 42.9 %	3 42.9 %	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 %	4 57.1 %	3 42.9 %	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 28.6 %	1 14.3 %	4 57.1 %	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>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 %	3 42.9 %	2 28.6 %	2 28.6 %	0 0.0 %	0 0.0 %
<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	0 0.0 %	0 0.0 %	3 42.9 %	1 14.3 %	2 28.6 %	1 14.3 %	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	0 0 %	7 100 %	7 100 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 35 clients; surveys were returned for 7 clients (  $7 / 35 = 20.0\%$  ).
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 2019  
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>

**46.1%**

Overall satisfaction<sup>3</sup> mean score for Chinatown Child Development Center: **4.31** (youth), **4.65** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.52** (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%** 6. I participated in my own treatment

**Lowest Agreement Items**

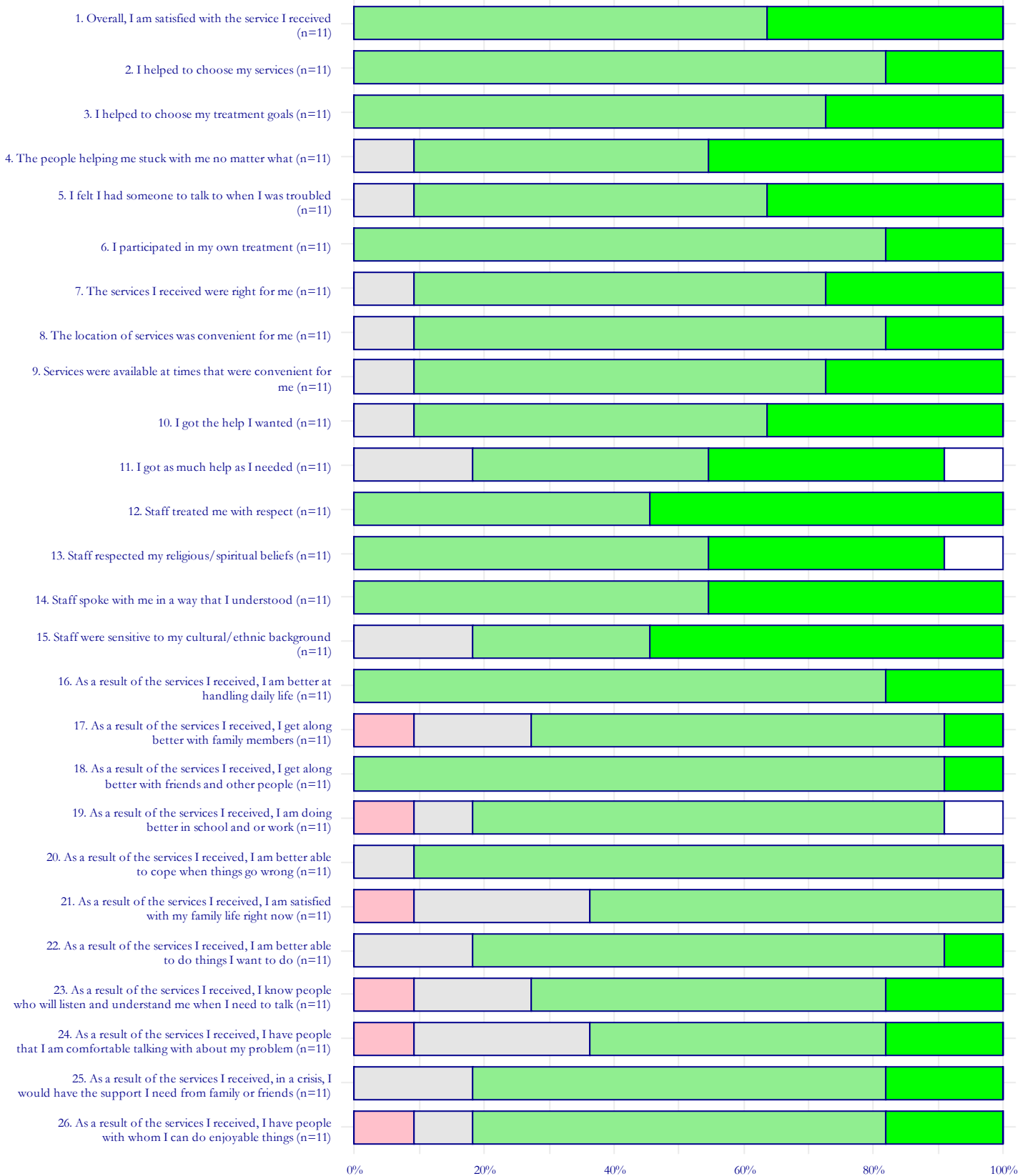
**94.1%** 15. Staff were sensitive to my cultural/ethnic background

**94.3%** 11. I got as much help as I needed

**94.6%** 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.

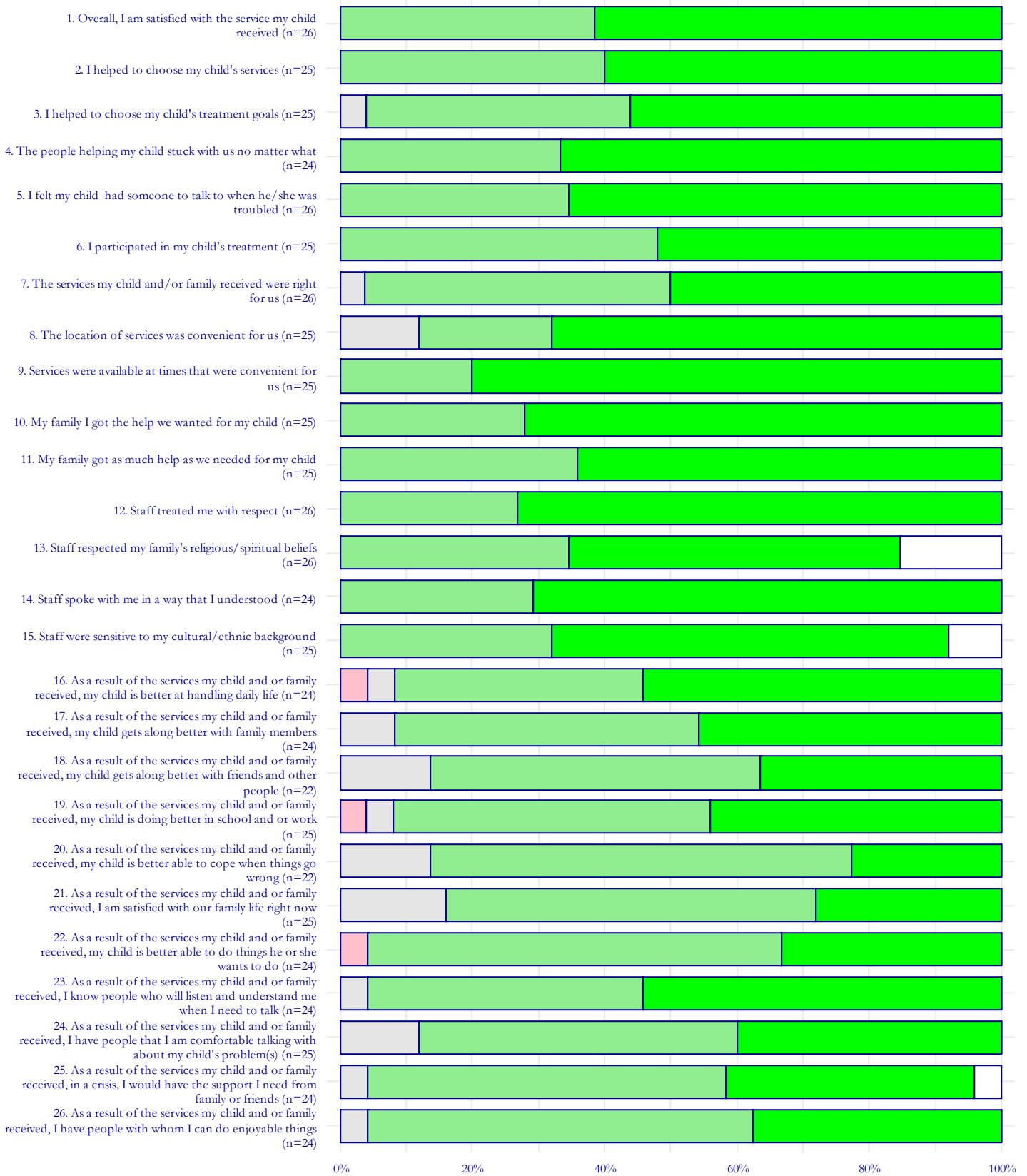
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 11

	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 %	7 63.6 %	4 36.4 %	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 %	9 81.8 %	2 18.2 %	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 %	8 72.7 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 4. The people helping me stuck with me no matter what	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> 5. I felt I had someone to talk to when I was troubled	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> 6. I participated in my own treatment	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> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 9.1 %	7 63.6 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 8. The location of services was convenient for 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> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 9.1 %	7 63.6 %	3 27.3 %	0 0.0 %	0 0.0 %
<b>90.9 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	4 36.4 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 18.2 %	4 36.4 %	4 36.4 %	1 9.1 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	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> 13. Staff respected my religious/spiritual beliefs	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> 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>81.8 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 18.2 %	3 27.3 %	6 54.5 %	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 81.8 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>72.7 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 9.1 %	2 18.2 %	7 63.6 %	1 9.1 %	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 %	10 90.9 %	1 9.1 %	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	0 0.0 %	1 9.1 %	1 9.1 %	8 72.7 %	0 0.0 %	1 9.1 %	0 0.0 %
<b>90.9 %</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 9.1 %	10 90.9 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>63.6 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 9.1 %	3 27.3 %	7 63.6 %	0 0.0 %	0 0.0 %	0 0.0 %
<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 18.2 %	8 72.7 %	1 9.1 %	0 0.0 %	0 0.0 %
<b>72.7 %</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 9.1 %	2 18.2 %	6 54.5 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>63.6 %</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 9.1 %	3 27.3 %	5 45.5 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>81.8 %</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 18.2 %	7 63.6 %	2 18.2 %	0 0.0 %	0 0.0 %
<b>81.8 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	1 9.1 %	1 9.1 %	7 63.6 %	2 18.2 %	0 0.0 %	0 0.0 %

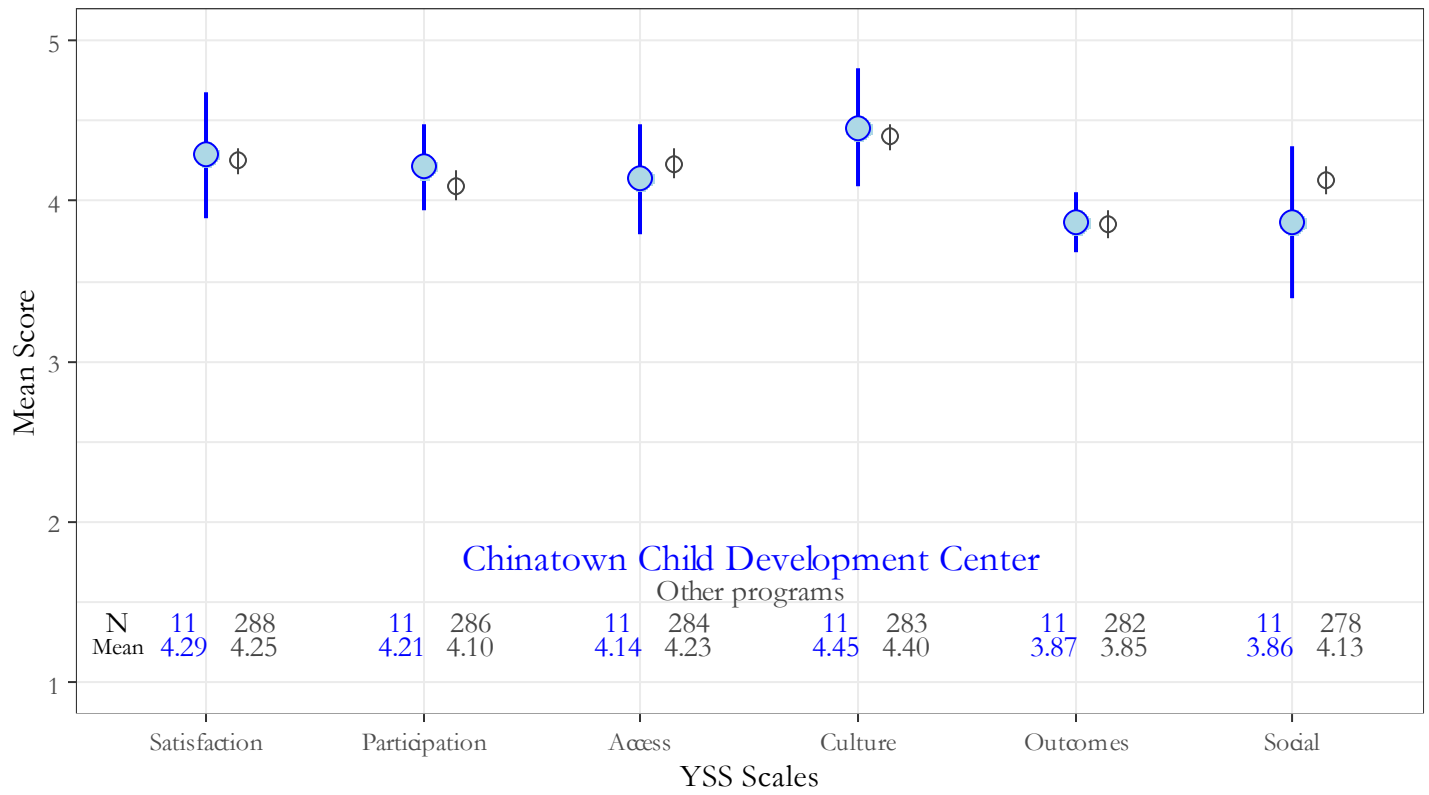
# Youth Services Survey for Families



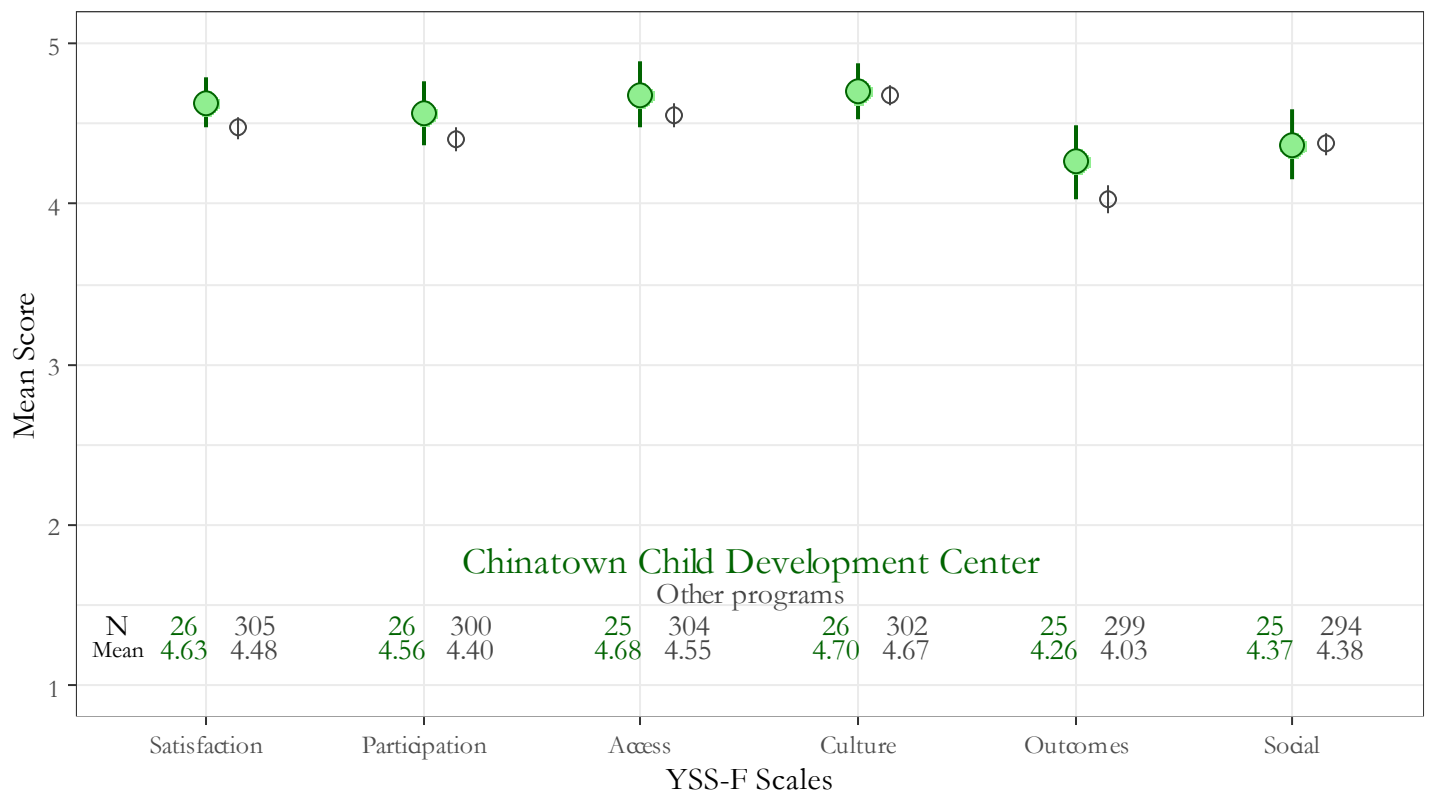
## Youth Services Survey for Families, N = 26

	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 %	10 38.5 %	16 61.5 %	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 %	10 38.5 %	15 57.7 %	0 0.0 %	1 3.8 %
<b>96.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 3.8 %	10 38.5 %	14 53.8 %	0 0.0 %	1 3.8 %
<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 %	8 30.8 %	16 61.5 %	0 0.0 %	2 7.7 %
<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 %	9 34.6 %	17 65.4 %	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 %	12 46.2 %	13 50.0 %	0 0.0 %	1 3.8 %
<b>96.2 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 3.8 %	12 46.2 %	13 50.0 %	0 0.0 %	0 0.0 %
<b>88.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	3 11.5 %	5 19.2 %	17 65.4 %	0 0.0 %	1 3.8 %
<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 19.2 %	20 76.9 %	0 0.0 %	1 3.8 %
<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 %	7 26.9 %	18 69.2 %	0 0.0 %	1 3.8 %
<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 %	9 34.6 %	16 61.5 %	0 0.0 %	1 3.8 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	7 26.9 %	19 73.1 %	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 %	9 34.6 %	13 50.0 %	4 15.4 %	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 %	7 26.9 %	17 65.4 %	0 0.0 %	2 7.7 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	8 30.8 %	15 57.7 %	2 7.7 %	1 3.8 %
<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 %	1 3.8 %	1 3.8 %	9 34.6 %	13 50.0 %	0 0.0 %	2 7.7 %
<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 %	0 0.0 %	2 7.7 %	11 42.3 %	11 42.3 %	0 0.0 %	2 7.7 %
<b>86.4 %</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 %	3 11.5 %	11 42.3 %	8 30.8 %	0 0.0 %	4 15.4 %
<b>92.0 %</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 3.8 %	1 3.8 %	12 46.2 %	11 42.3 %	0 0.0 %	1 3.8 %
<b>86.4 %</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 %	3 11.5 %	14 53.8 %	5 19.2 %	0 0.0 %	4 15.4 %
<b>84.0 %</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 %	4 15.4 %	14 53.8 %	7 26.9 %	0 0.0 %	1 3.8 %
<b>95.8 %</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 3.8 %	0 0.0 %	15 57.7 %	8 30.8 %	0 0.0 %	2 7.7 %
<b>95.8 %</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 3.8 %	10 38.5 %	13 50.0 %	0 0.0 %	2 7.7 %
<b>88.0 %</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 %	3 11.5 %	12 46.2 %	10 38.5 %	0 0.0 %	1 3.8 %
<b>95.7 %</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 3.8 %	13 50.0 %	9 34.6 %	1 3.8 %	2 7.7 %
<b>95.8 %</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 %	1 3.8 %	14 53.8 %	9 34.6 %	0 0.0 %	2 7.7 %

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	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	26 100 %	11 100 %	37 100 %
<b>Total</b>	26 100 %	11 100 %	37 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 76 clients; surveys were returned for 35 clients (  $35 / 76 = 46.1\%$  ).
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.

**Survey Quality Issues:**

- ☆ Many forms missing client numbers. All forms must have a unique client number and it must be the same on each page of the form.
- ☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ Some forms contained incorrect reporting unit

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

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

Program Code(s): 38723

Overall Satisfaction<sup>1</sup>

**55.1%**

Return Rate<sup>2</sup>

**81.8%**

Overall satisfaction<sup>3</sup> mean score for Chinatown North Beach Mental Health Services: **3.76**.

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**

- 89.1% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment
- 88.3% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 87.3% 6. Staff returned my calls within 24 hours

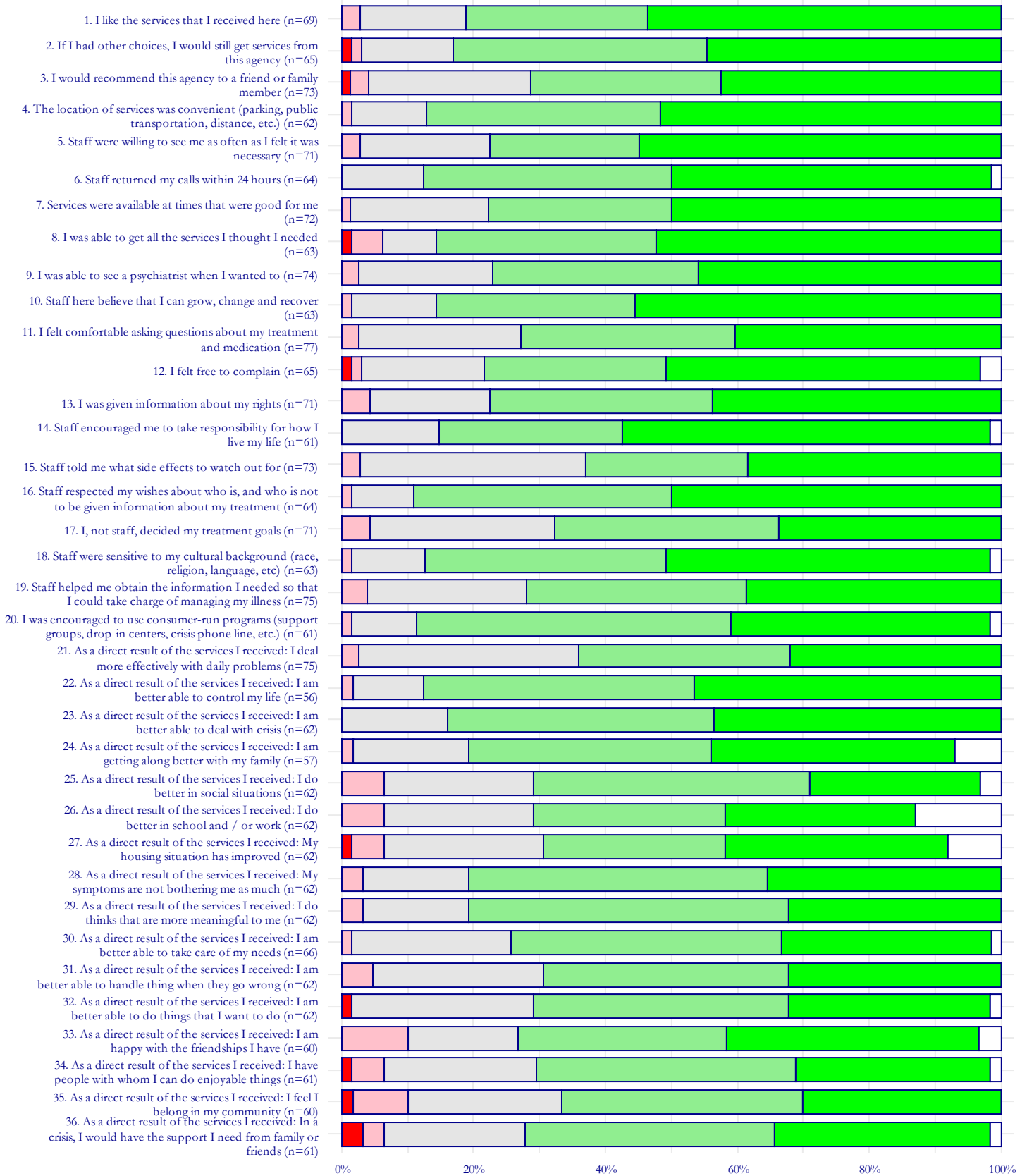
#### **Lowest Agreement Items**

- 63.0% 15. Staff told me what side effects to watch out for
- 67.6% 17. I, not staff, decided my treatment goals
- 71.2% 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, N = 180**

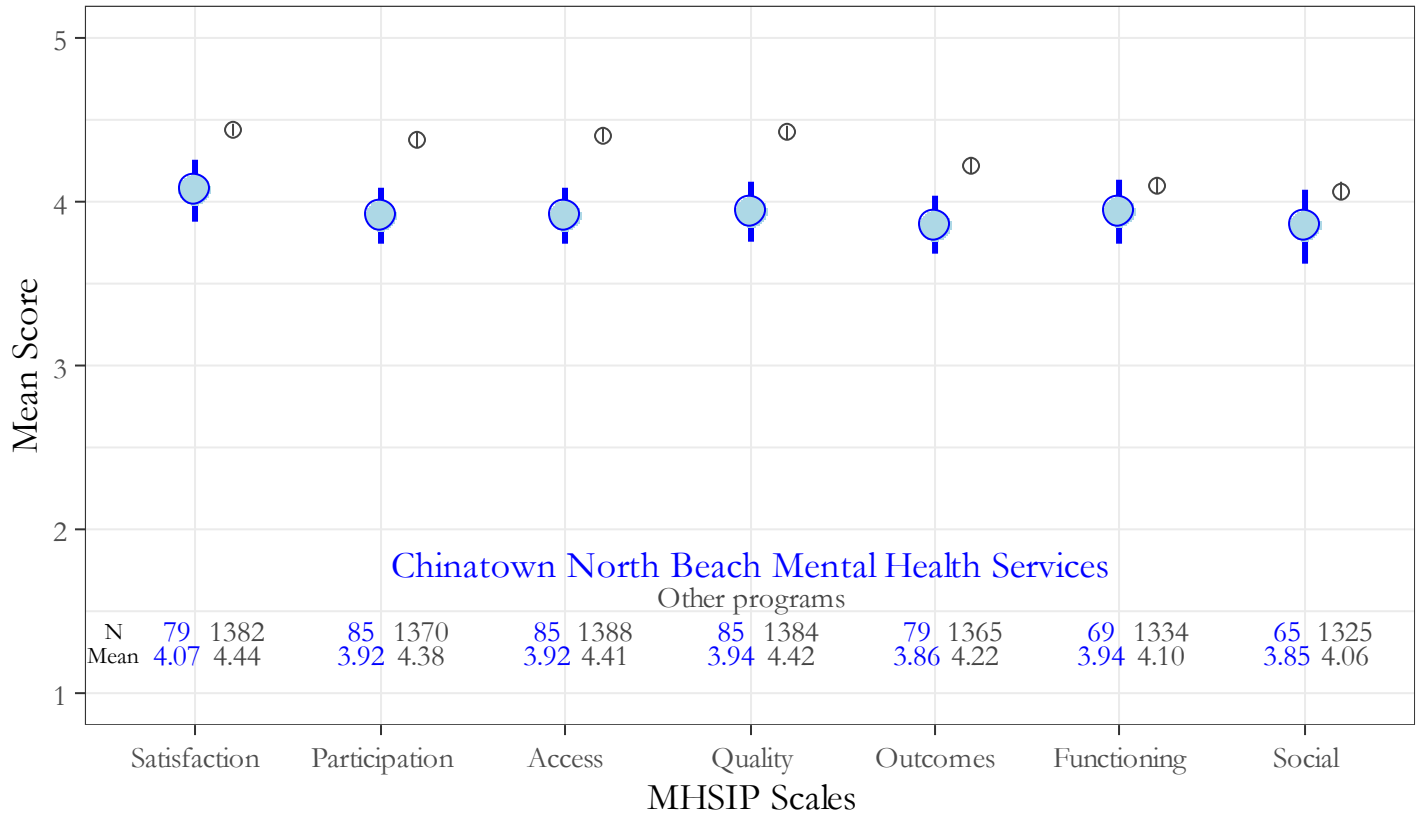
**Percent Agree**

	<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>81.2 %</b> 1. I like the services that I received here	0 0.0 %	2 1.1 %	11 6.1 %	19 10.6 %	37 20.6 %	0 0.0 %	111 61.7 %
<b>83.1 %</b> 2. If I had other choices, I would still get services from this agency	1 0.6 %	1 0.6 %	9 5.0 %	25 13.9 %	29 16.1 %	0 0.0 %	115 63.9 %
<b>71.2 %</b> 3. I would recommend this agency to a friend or family member	1 0.6 %	2 1.1 %	18 10.0 %	21 11.7 %	31 17.2 %	0 0.0 %	107 59.4 %
<b>87.1 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 0.6 %	7 3.9 %	22 12.2 %	32 17.8 %	0 0.0 %	118 65.6 %
<b>77.5 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	2 1.1 %	14 7.8 %	16 8.9 %	39 21.7 %	0 0.0 %	109 60.6 %
<b>87.3 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	8 4.4 %	24 13.3 %	31 17.2 %	1 0.6 %	116 64.4 %
<b>77.8 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 0.6 %	15 8.3 %	20 11.1 %	36 20.0 %	0 0.0 %	108 60.0 %
<b>85.7 %</b> 8. I was able to get all the services I thought I needed	1 0.6 %	3 1.7 %	5 2.8 %	21 11.7 %	33 18.3 %	0 0.0 %	117 65.0 %
<b>77.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	2 1.1 %	15 8.3 %	23 12.8 %	34 18.9 %	0 0.0 %	106 58.9 %
<b>85.7 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 0.6 %	8 4.4 %	19 10.6 %	35 19.4 %	0 0.0 %	117 65.0 %
<b>72.7 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	2 1.1 %	19 10.6 %	25 13.9 %	31 17.2 %	0 0.0 %	103 57.2 %
<b>77.8 %</b> 12. I felt free to complain	1 0.6 %	1 0.6 %	12 6.7 %	18 10.0 %	31 17.2 %	2 1.1 %	115 63.9 %
<b>77.5 %</b> 13. I was given information about my rights	0 0.0 %	3 1.7 %	13 7.2 %	24 13.3 %	31 17.2 %	0 0.0 %	109 60.6 %
<b>85.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	9 5.0 %	17 9.4 %	34 18.9 %	1 0.6 %	119 66.1 %
<b>63.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	2 1.1 %	25 13.9 %	18 10.0 %	28 15.6 %	0 0.0 %	107 59.4 %
<b>89.1 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 0.6 %	6 3.3 %	25 13.9 %	32 17.8 %	0 0.0 %	116 64.4 %
<b>67.6 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	3 1.7 %	20 11.1 %	24 13.3 %	24 13.3 %	0 0.0 %	109 60.6 %
<b>87.1 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 0.6 %	7 3.9 %	23 12.8 %	31 17.2 %	1 0.6 %	117 65.0 %
<b>72.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	3 1.7 %	18 10.0 %	25 13.9 %	29 16.1 %	0 0.0 %	105 58.3 %
<b>88.3 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 0.6 %	6 3.3 %	29 16.1 %	24 13.3 %	1 0.6 %	119 66.1 %
<b>64.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	2 1.1 %	25 13.9 %	24 13.3 %	24 13.3 %	0 0.0 %	105 58.3 %
<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 0.6 %	6 3.3 %	23 12.8 %	26 14.4 %	0 0.0 %	124 68.9 %
<b>83.9 %</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 %	10 5.6 %	25 13.9 %	27 15.0 %	0 0.0 %	118 65.6 %
<b>79.2 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 0.6 %	10 5.6 %	21 11.7 %	21 11.7 %	4 2.2 %	123 68.3 %
<b>70.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	4 2.2 %	14 7.8 %	26 14.4 %	16 8.9 %	2 1.1 %	118 65.6 %

**MHSIP Items 26-36, N = 180**  
**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 %	4 2.2 %	14 7.8 %	18 10.0 %	18 10.0 %	8 4.4 %	118 65.6 %
<b>66.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 0.6 %	3 1.7 %	15 8.3 %	17 9.4 %	21 11.7 %	5 2.8 %	118 65.6 %
<b>80.6 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 1.1 %	10 5.6 %	28 15.6 %	22 12.2 %	0 0.0 %	118 65.6 %
<b>80.6 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	2 1.1 %	10 5.6 %	30 16.7 %	20 11.1 %	0 0.0 %	118 65.6 %
<b>73.8 %</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 0.6 %	16 8.9 %	27 15.0 %	21 11.7 %	1 0.6 %	114 63.3 %
<b>69.4 %</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 %	3 1.7 %	16 8.9 %	23 12.8 %	20 11.1 %	0 0.0 %	118 65.6 %
<b>70.5 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 0.6 %	0 0.0 %	17 9.4 %	24 13.3 %	19 10.6 %	1 0.6 %	118 65.6 %
<b>72.4 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	6 3.3 %	10 5.6 %	19 10.6 %	23 12.8 %	2 1.1 %	120 66.7 %
<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 0.6 %	3 1.7 %	14 7.8 %	24 13.3 %	18 10.0 %	1 0.6 %	119 66.1 %
<b>66.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 0.6 %	5 2.8 %	14 7.8 %	22 12.2 %	18 10.0 %	0 0.0 %	120 66.7 %
<b>71.7 %</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	2 1.1 %	2 1.1 %	13 7.2 %	23 12.8 %	20 11.1 %	1 0.6 %	119 66.1 %

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	46 37.1 %	23 41.1 %	69 38.3 %
Impaired	14 11.3 %	11 19.6 %	25 13.9 %
Language	1 0.8 %	0 0 %	1 0.6 %
Other	7 5.6 %	7 12.5 %	14 7.8 %
No Data	5 4 %	0 0 %	5 2.8 %
Completed Survey	51 41.1 %	15 26.8 %	66 36.7 %
<b>Total</b>	124 100 %	56 100 %	180 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 203 clients; surveys were returned for 166 clients (  $166 / 203 = 81.8\%$  ).
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.

### **Survey Quality Issues:**

☆ Many forms only had client number on the first page of the form. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
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>  
**over 100%**

Overall satisfaction<sup>3</sup> mean score for CHP Essex House: **4.43**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

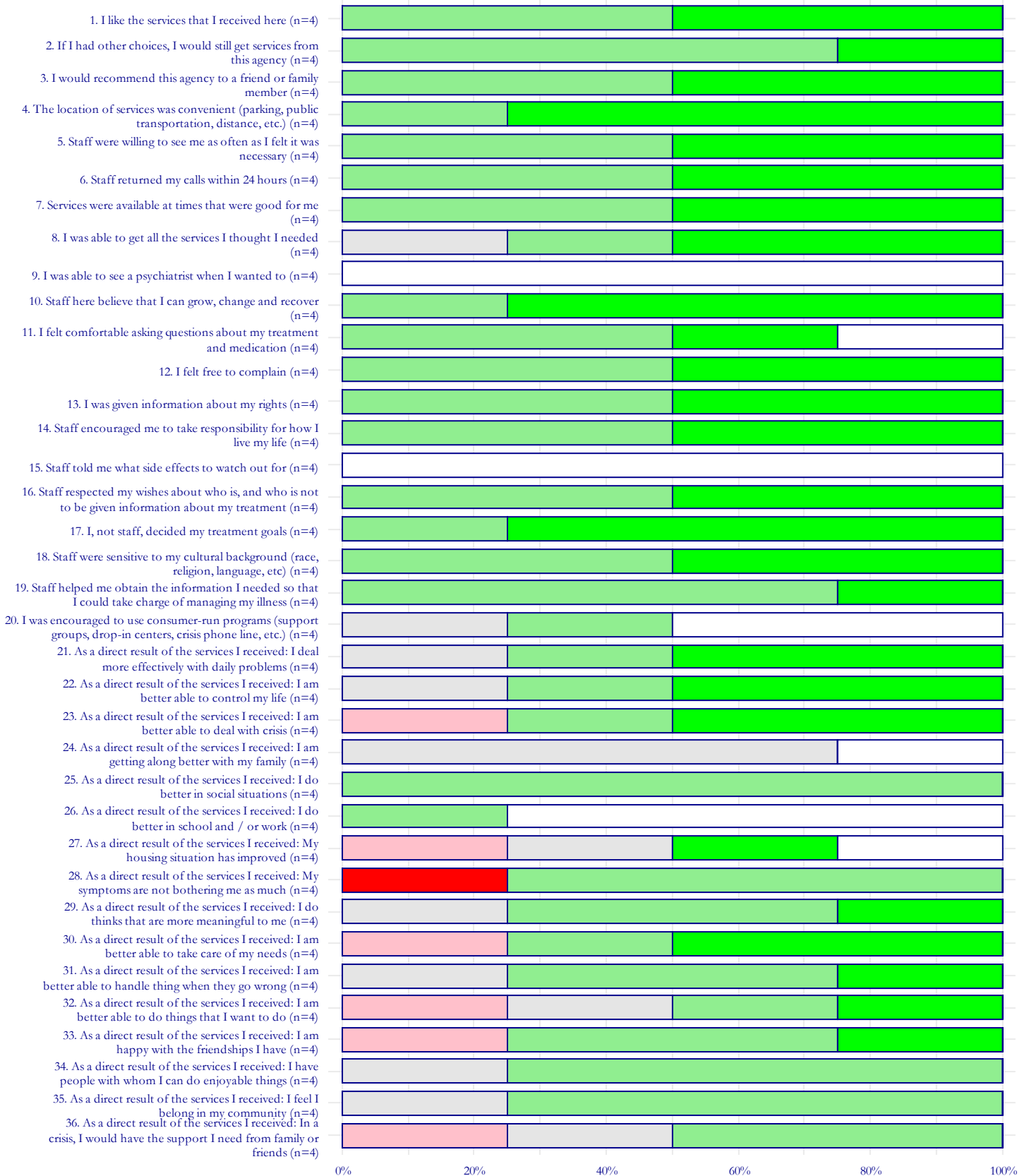
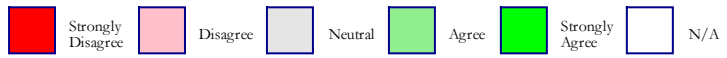
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

- 50.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 75.0% 8. I was able to get all the services I thought I needed
- 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, N = 4**

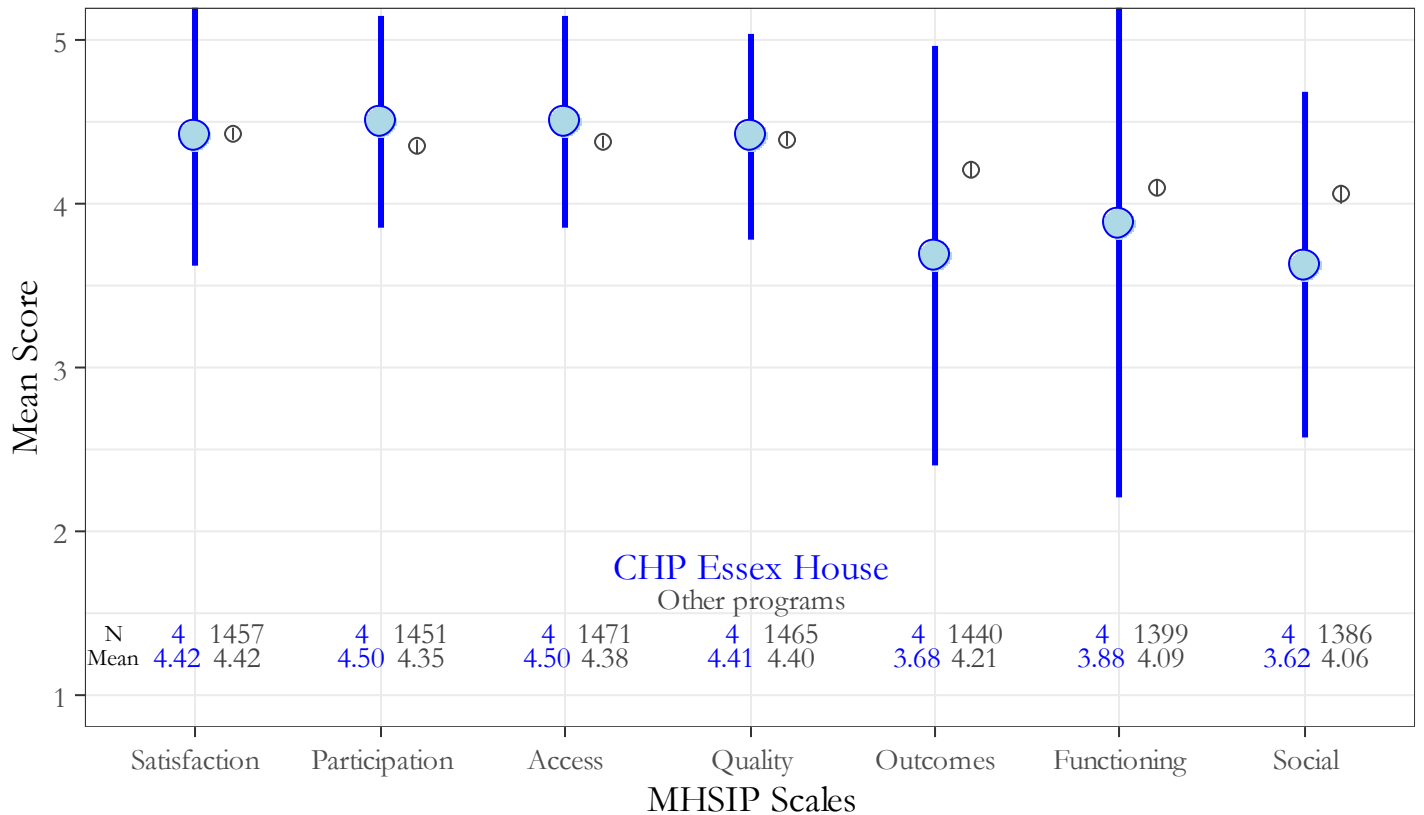
**Percent Agree**

	<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 50.0 %	2 50.0 %	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 %	3 75.0 %	1 25.0 %	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 %	2 50.0 %	2 50.0 %	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 25.0 %	3 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 50.0 %	2 50.0 %	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 %	2 50.0 %	2 50.0 %	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 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
-- % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	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 25.0 %	3 75.0 %	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 %	2 50.0 %	1 25.0 %	1 25.0 %	0 0.0 %
<b>100.0 %</b> 12. I felt free to complain	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. I was given information about my rights	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> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
-- % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	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 50.0 %	2 50.0 %	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 25.0 %	3 75.0 %	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 50.0 %	2 50.0 %	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 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</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 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %	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 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</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 25.0 %	1 25.0 %	2 50.0 %	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 %	1 25.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>0.0 %</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 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %	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 %	4 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36, N = 4**  
**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 25.0 %	0 0.0 %	3 75.0 %	0 0.0 %
<b>33.3 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %	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 25.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	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 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</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 25.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</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 25.0 %	2 50.0 %	1 25.0 %	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 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<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 25.0 %	0 0.0 %	2 50.0 %	1 25.0 %	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 %	1 25.0 %	3 75.0 %	0 0.0 %	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 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<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	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	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	4 100 %	0 0 %	4 100 %
<b>Total</b>	4 100 %	0 100 %	4 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 1 clients; surveys were returned for 4 clients (  $4 / 1 = 400.0\%$  ).
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

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

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

Overall Satisfaction<sup>1</sup>  
**91.5%**

Return Rate<sup>2</sup>  
**over 100%**

Overall satisfaction<sup>3</sup> mean score for Community Youth Center: **4.24** (youth), **4.44** (family).

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.54** (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**

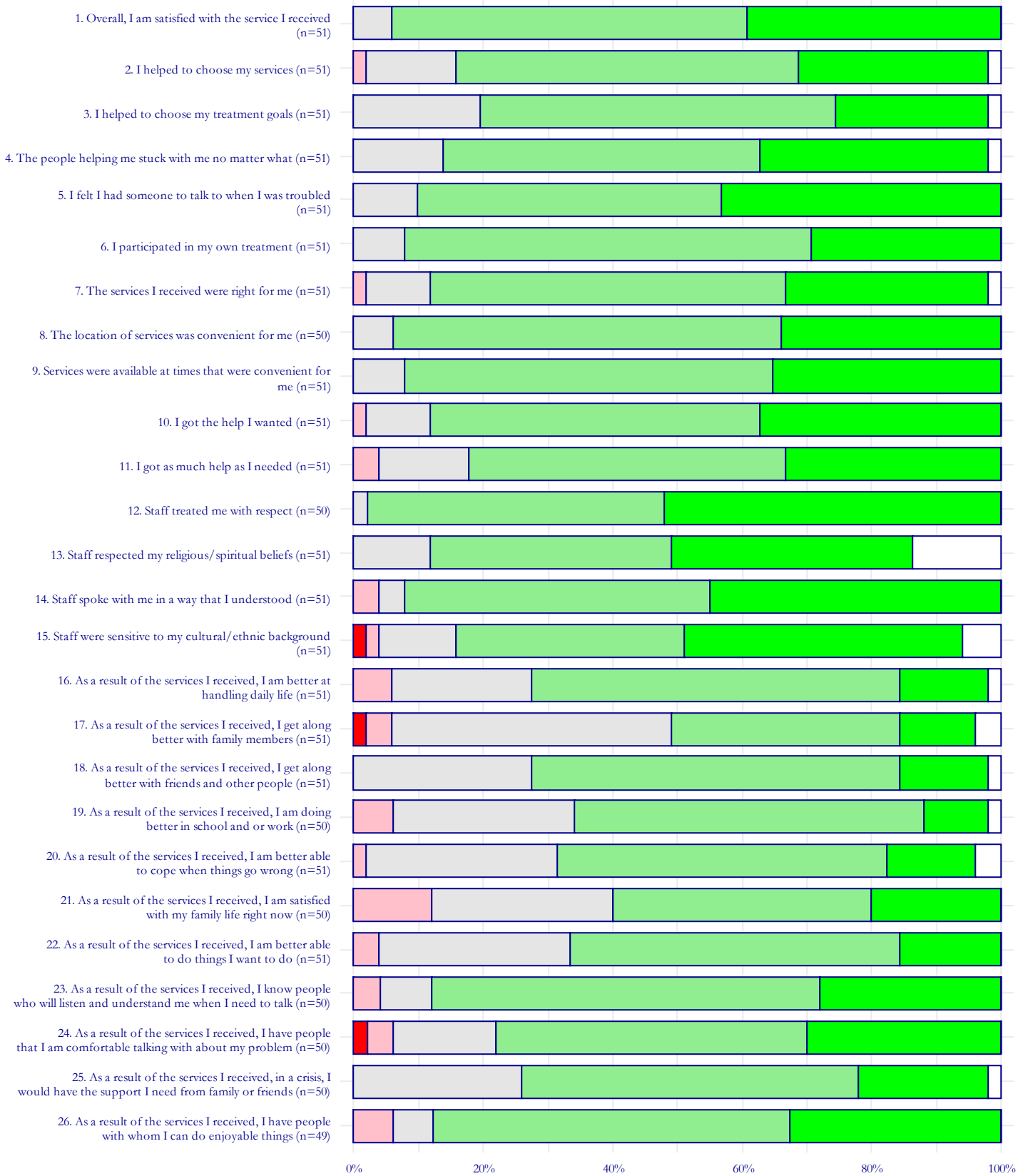
- 96.6% 12. Staff treated me with respect
- 93.2% 1. Overall, I am satisfied with the service I received
- 93.1% 6. I participated in my own treatment

**Lowest Agreement Items**

- 82.5% 3. I helped to choose my treatment goals
- 83.1% 11. I got as much help as I needed
- 83.9% 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.

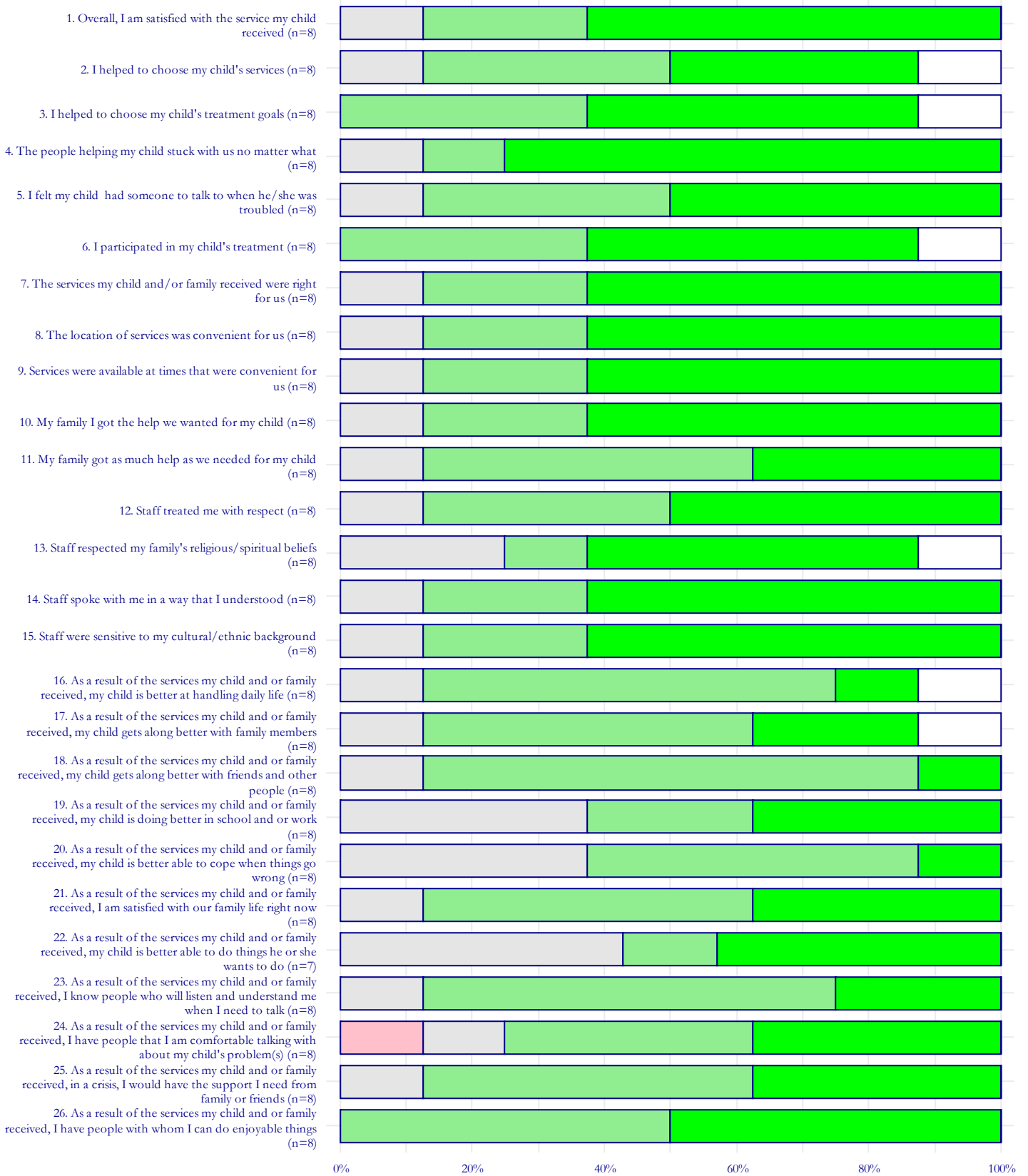
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 52

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>94.1 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	3 5.8 %	28 53.8 %	20 38.5 %	0 0.0 %	1 1.9 %
<b>84.0 %</b> 2. I helped to choose my services	0 0.0 %	1 1.9 %	7 13.5 %	27 51.9 %	15 28.8 %	1 1.9 %	1 1.9 %
<b>80.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	10 19.2 %	28 53.8 %	12 23.1 %	1 1.9 %	1 1.9 %
<b>86.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	7 13.5 %	25 48.1 %	18 34.6 %	1 1.9 %	1 1.9 %
<b>90.2 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	5 9.6 %	24 46.2 %	22 42.3 %	0 0.0 %	1 1.9 %
<b>92.2 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	4 7.7 %	32 61.5 %	15 28.8 %	0 0.0 %	1 1.9 %
<b>88.0 %</b> 7. The services I received were right for me	0 0.0 %	1 1.9 %	5 9.6 %	28 53.8 %	16 30.8 %	1 1.9 %	1 1.9 %
<b>94.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	3 5.8 %	30 57.7 %	17 32.7 %	0 0.0 %	2 3.8 %
<b>92.2 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	4 7.7 %	29 55.8 %	18 34.6 %	0 0.0 %	1 1.9 %
<b>88.2 %</b> 10. I got the help I wanted	0 0.0 %	1 1.9 %	5 9.6 %	26 50.0 %	19 36.5 %	0 0.0 %	1 1.9 %
<b>82.4 %</b> 11. I got as much help as I needed	0 0.0 %	2 3.8 %	7 13.5 %	25 48.1 %	17 32.7 %	0 0.0 %	1 1.9 %
<b>98.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 1.9 %	23 44.2 %	26 50.0 %	0 0.0 %	2 3.8 %
<b>86.4 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	6 11.5 %	19 36.5 %	19 36.5 %	7 13.5 %	1 1.9 %
<b>92.2 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	2 3.8 %	2 3.8 %	24 46.2 %	23 44.2 %	0 0.0 %	1 1.9 %
<b>83.3 %</b> 15. Staff were sensitive to my cultural/ethnic background	1 1.9 %	1 1.9 %	6 11.5 %	18 34.6 %	22 42.3 %	3 5.8 %	1 1.9 %
<b>72.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	3 5.8 %	11 21.1 %	29 55.8 %	7 13.5 %	1 1.9 %	1 1.9 %
<b>49.0 %</b> 17. As a result of the services I received, I get along better with family members	1 1.9 %	2 3.8 %	22 42.3 %	18 34.6 %	6 11.5 %	2 3.8 %	1 1.9 %
<b>72.0 %</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 %	14 26.9 %	29 55.8 %	7 13.5 %	1 1.9 %	1 1.9 %
<b>65.3 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	3 5.8 %	14 26.9 %	27 51.9 %	5 9.6 %	1 1.9 %	2 3.8 %
<b>67.3 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 1.9 %	15 28.8 %	26 50.0 %	7 13.5 %	2 3.8 %	1 1.9 %
<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 %	6 11.5 %	14 26.9 %	20 38.5 %	10 19.2 %	0 0.0 %	2 3.8 %
<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 %	2 3.8 %	15 28.8 %	26 50.0 %	8 15.4 %	0 0.0 %	1 1.9 %
<b>88.0 %</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 %	2 3.8 %	4 7.7 %	30 57.7 %	14 26.9 %	0 0.0 %	2 3.8 %
<b>78.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	1 1.9 %	2 3.8 %	8 15.4 %	24 46.2 %	15 28.8 %	0 0.0 %	2 3.8 %
<b>73.5 %</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 %	13 25.0 %	26 50.0 %	10 19.2 %	1 1.9 %	2 3.8 %
<b>87.8 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	3 5.8 %	3 5.8 %	27 51.9 %	16 30.8 %	0 0.0 %	3 5.8 %

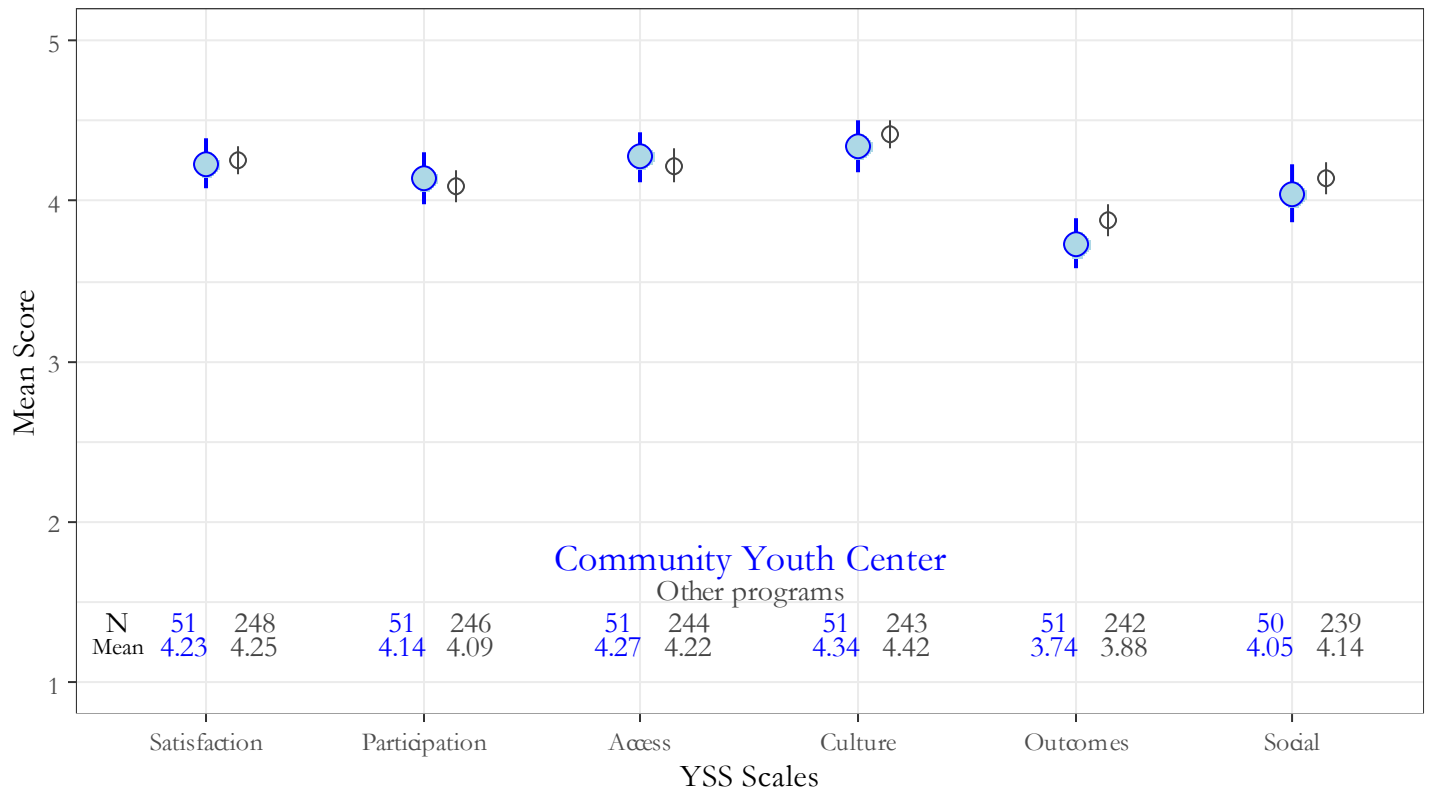
# Youth Services Survey for Families



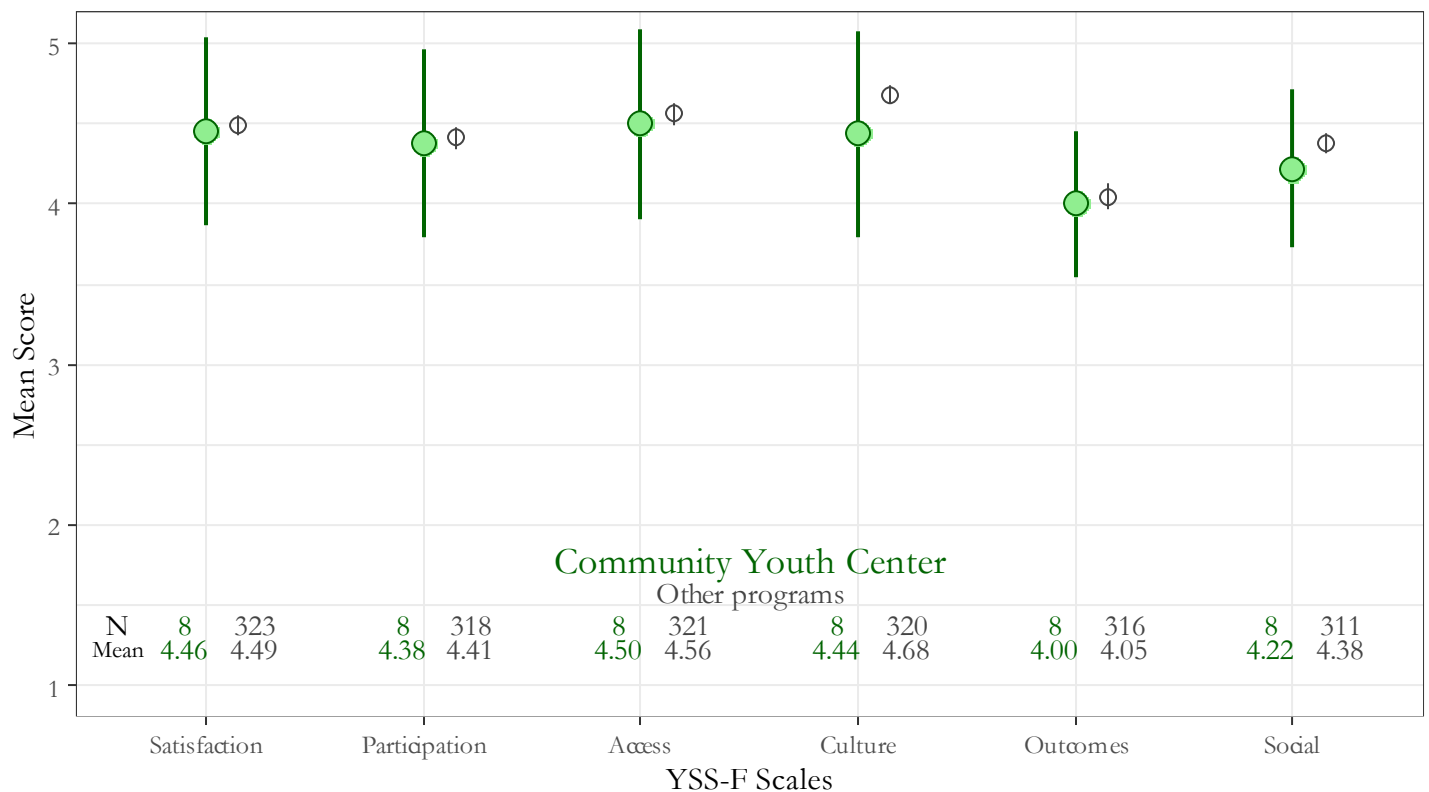
## Youth Services Survey for Families, N = 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>87.5 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	3 37.5 %	1 12.5 %	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 37.5 %	4 50.0 %	1 12.5 %	0 0.0 %
<b>87.5 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	6 75.0 %	0 0.0 %	0 0.0 %
<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 %	1 12.5 %	3 37.5 %	4 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 %	3 37.5 %	4 50.0 %	1 12.5 %	0 0.0 %
<b>87.5 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	4 50.0 %	1 12.5 %	0 0.0 %
<b>87.5 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	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 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	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 12.5 %	5 62.5 %	1 12.5 %	1 12.5 %	0 0.0 %
<b>85.7 %</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 12.5 %	4 50.0 %	2 25.0 %	1 12.5 %	0 0.0 %
<b>87.5 %</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 %	0 0.0 %	1 12.5 %	6 75.0 %	1 12.5 %	0 0.0 %	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 %	0 0.0 %	3 37.5 %	2 25.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>62.5 %</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 %	3 37.5 %	4 50.0 %	1 12.5 %	0 0.0 %	0 0.0 %
<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 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
<b>57.1 %</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 37.5 %	1 12.5 %	3 37.5 %	0 0.0 %	1 12.5 %
<b>87.5 %</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 12.5 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
<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 %	1 12.5 %	1 12.5 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
<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 12.5 %	4 50.0 %	3 37.5 %	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 %	4 50.0 %	4 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>



**Survey Compliance**  
**Community Youth**  
**Center Completion by**

Completion Status	Respondent Type		Total
	Family	Youth	
Refused	0 0 %	1 1.9 %	1 1.7 %
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	8 100 %	51 98.1 %	59 98.3 %
<b>Total</b>	8 100 %	52 100 %	60 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 29 clients; surveys were returned for 56 clients (  $56 / 29 = 193.1\%$  ).
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.

**Survey Quality Issues:**

- ☆ Many forms only had client number on the last page of the form. All forms must have a unique client number and it must be the same on each page of the form.
- ☆ Most forms were missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ Many forms were missing both client number and reporting unit.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.





San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **Conard House Outpatient Services**

Program Code(s): 89492

Overall Satisfaction<sup>1</sup>

**80.3%**

Return Rate<sup>2</sup>

**71.9%**

Overall satisfaction<sup>3</sup> mean score for Conard House Outpatient Services: **4.04**.

Overall satisfaction mean score for all other programs: **4.38**.

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**

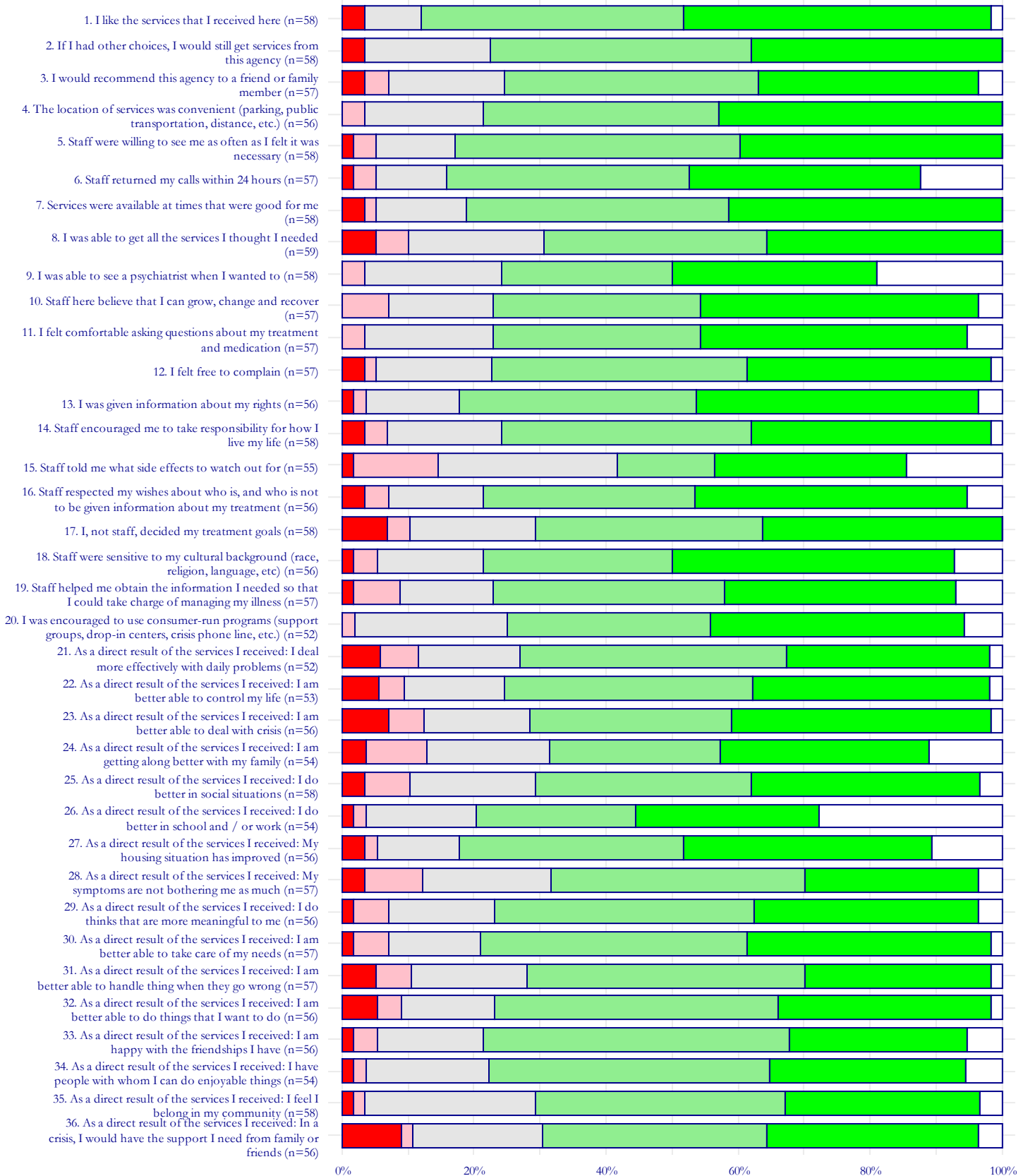
- 87.7% 1. I like the services that I received here
- 82.8% 5. Staff were willing to see me as often as I felt it was necessary
- 82.0% 6. Staff returned my calls within 24 hours

#### **Lowest Agreement Items**

- 51.1% 15. Staff told me what side effects to watch out for
- 69.5% 8. I was able to get all the services I thought I needed
- 70.2% 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, N = 69**

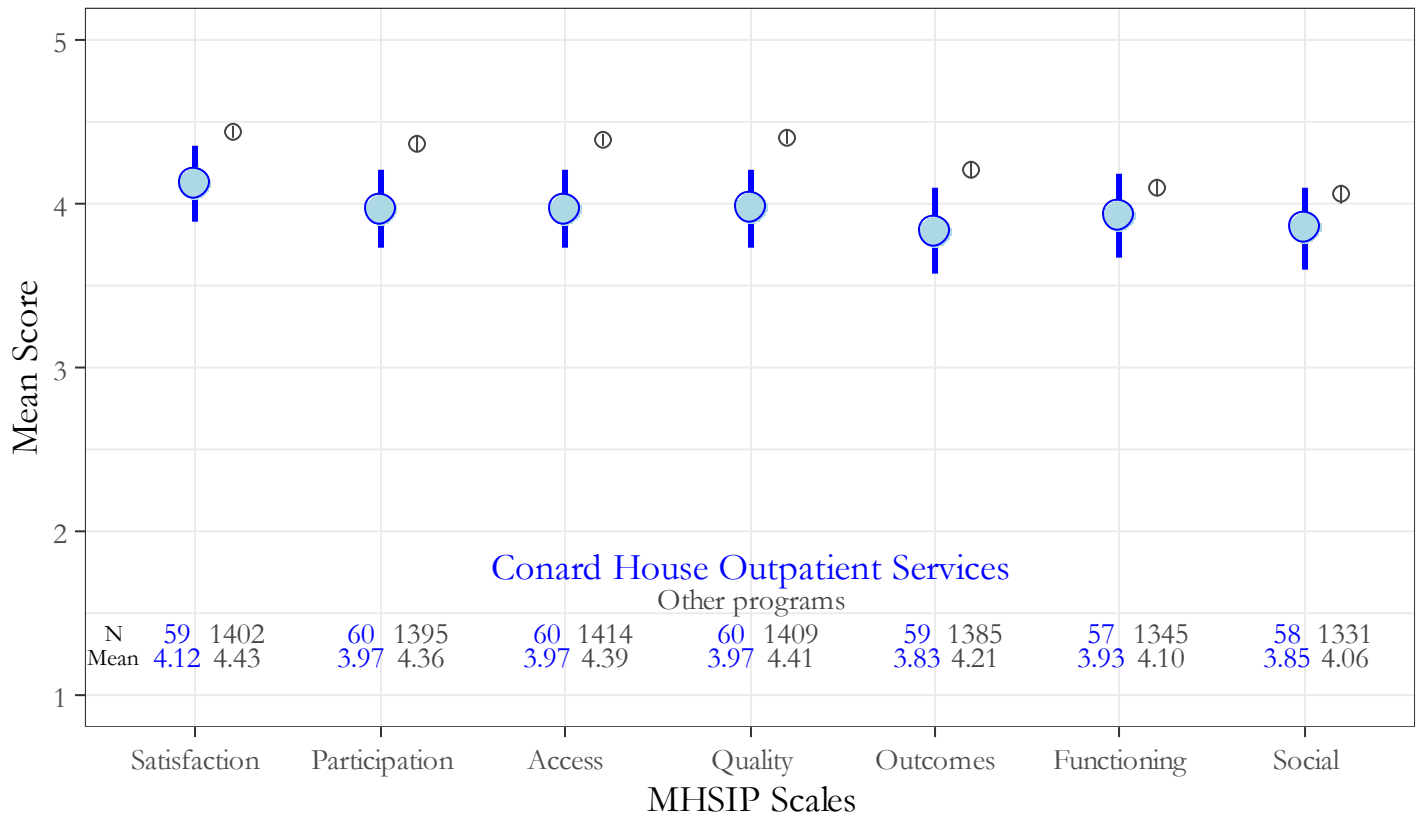
**Percent Agree**

	<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>87.7 %</b> 1. I like the services that I received here	2 2.9 %	0 0.0 %	5 7.2 %	23 33.3 %	27 39.1 %	1 1.4 %	11 15.9 %
<b>77.6 %</b> 2. If I had other choices, I would still get services from this agency	2 2.9 %	0 0.0 %	11 15.9 %	23 33.3 %	22 31.9 %	0 0.0 %	11 15.9 %
<b>74.5 %</b> 3. I would recommend this agency to a friend or family member	2 2.9 %	2 2.9 %	10 14.5 %	22 31.9 %	19 27.5 %	2 2.9 %	12 17.4 %
<b>78.6 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 2.9 %	10 14.5 %	20 29.0 %	24 34.8 %	0 0.0 %	13 18.8 %
<b>82.8 %</b> 5. Staff were willing to see me as often as I felt it was necessary	1 1.4 %	2 2.9 %	7 10.1 %	25 36.2 %	23 33.3 %	0 0.0 %	11 15.9 %
<b>82.0 %</b> 6. Staff returned my calls within 24 hours	1 1.4 %	2 2.9 %	6 8.7 %	21 30.4 %	20 29.0 %	7 10.1 %	12 17.4 %
<b>81.0 %</b> 7. Services were available at times that were good for me	2 2.9 %	1 1.4 %	8 11.6 %	23 33.3 %	24 34.8 %	0 0.0 %	11 15.9 %
<b>69.5 %</b> 8. I was able to get all the services I thought I needed	3 4.3 %	3 4.3 %	12 17.4 %	20 29.0 %	21 30.4 %	0 0.0 %	10 14.5 %
<b>70.2 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	2 2.9 %	12 17.4 %	15 21.7 %	18 26.1 %	11 15.9 %	11 15.9 %
<b>76.4 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	4 5.8 %	9 13.0 %	18 26.1 %	24 34.8 %	2 2.9 %	12 17.4 %
<b>75.9 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	2 2.9 %	11 15.9 %	18 26.1 %	23 33.3 %	3 4.3 %	12 17.4 %
<b>76.8 %</b> 12. I felt free to complain	2 2.9 %	1 1.4 %	10 14.5 %	22 31.9 %	21 30.4 %	1 1.4 %	12 17.4 %
<b>81.5 %</b> 13. I was given information about my rights	1 1.4 %	1 1.4 %	8 11.6 %	20 29.0 %	24 34.8 %	2 2.9 %	13 18.8 %
<b>75.4 %</b> 14. Staff encouraged me to take responsibility for how I live my life	2 2.9 %	2 2.9 %	10 14.5 %	22 31.9 %	21 30.4 %	1 1.4 %	11 15.9 %
<b>51.1 %</b> 15. Staff told me what side effects to watch out for	1 1.4 %	7 10.1 %	15 21.7 %	8 11.6 %	16 23.2 %	8 11.6 %	14 20.3 %
<b>77.4 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	2 2.9 %	2 2.9 %	8 11.6 %	18 26.1 %	23 33.3 %	3 4.3 %	13 18.8 %
<b>70.7 %</b> 17. I, not staff, decided my treatment goals	4 5.8 %	2 2.9 %	11 15.9 %	20 29.0 %	21 30.4 %	0 0.0 %	11 15.9 %
<b>76.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.4 %	2 2.9 %	9 13.0 %	16 23.2 %	24 34.8 %	4 5.8 %	13 18.8 %
<b>75.5 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1.4 %	4 5.8 %	8 11.6 %	20 29.0 %	20 29.0 %	4 5.8 %	12 17.4 %
<b>73.5 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 1.4 %	12 17.4 %	16 23.2 %	20 29.0 %	3 4.3 %	17 24.6 %
<b>72.5 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	3 4.3 %	3 4.3 %	8 11.6 %	21 30.4 %	16 23.2 %	1 1.4 %	17 24.6 %
<b>75.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	3 4.3 %	2 2.9 %	8 11.6 %	20 29.0 %	19 27.5 %	1 1.4 %	16 23.2 %
<b>70.9 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	4 5.8 %	3 4.3 %	9 13.0 %	17 24.6 %	22 31.9 %	1 1.4 %	13 18.8 %
<b>64.6 %</b> 24. As a direct result of the services I received: I am getting along better with my family	2 2.9 %	5 7.2 %	10 14.5 %	14 20.3 %	17 24.6 %	6 8.7 %	15 21.7 %
<b>69.6 %</b> 25. As a direct result of the services I received: I do better in social situations	2 2.9 %	4 5.8 %	11 15.9 %	19 27.5 %	20 29.0 %	2 2.9 %	11 15.9 %

**MHSIP Items 26-36, N = 69**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>71.8 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 1.4 %	1 1.4 %	9 13.0 %	13 18.8 %	15 21.7 %	15 21.7 %	15 21.7 %
<b>80.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	2 2.9 %	1 1.4 %	7 10.1 %	19 27.5 %	21 30.4 %	6 8.7 %	13 18.8 %
<b>67.3 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 2.9 %	5 7.2 %	11 15.9 %	22 31.9 %	15 21.7 %	2 2.9 %	12 17.4 %
<b>75.9 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 1.4 %	3 4.3 %	9 13.0 %	22 31.9 %	19 27.5 %	2 2.9 %	13 18.8 %
<b>78.6 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	1 1.4 %	3 4.3 %	8 11.6 %	23 33.3 %	21 30.4 %	1 1.4 %	12 17.4 %
<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	3 4.3 %	3 4.3 %	10 14.5 %	24 34.8 %	16 23.2 %	1 1.4 %	12 17.4 %
<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	3 4.3 %	2 2.9 %	8 11.6 %	24 34.8 %	18 26.1 %	1 1.4 %	13 18.8 %
<b>77.4 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 1.4 %	2 2.9 %	9 13.0 %	26 37.7 %	15 21.7 %	3 4.3 %	13 18.8 %
<b>76.5 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 1.4 %	1 1.4 %	10 14.5 %	23 33.3 %	16 23.2 %	3 4.3 %	15 21.7 %
<b>69.6 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 1.4 %	1 1.4 %	15 21.7 %	22 31.9 %	17 24.6 %	2 2.9 %	11 15.9 %
<b>68.5 %</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	5 7.2 %	1 1.4 %	11 15.9 %	19 27.5 %	18 26.1 %	2 2.9 %	13 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	7 13.5 %	0 0 %	7 10.1 %
Impaired	1 1.9 %	0 0 %	1 1.4 %
Language	0 0 %	0 0 %	0 0 %
Other	1 1.9 %	0 0 %	1 1.4 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	43 82.7 %	17 100 %	60 87 %
<b>Total</b>	52 100 %	17 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 96 clients; surveys were returned for 69 clients (  $69 / 96 = 71.9\%$  ).
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.

### **Survey Quality Issues:**

☆ Many survey forms had missing client numbers. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**Conard Rep Payee**

Program Code(s): 8949RP

Overall Satisfaction<sup>1</sup>

**91.4%**

Return Rate<sup>2</sup>

**Unknown, no Avatar billing**

Overall satisfaction<sup>3</sup> mean score for Conard Rep Payee: **4.39**.

Overall satisfaction mean score for all other programs: **4.36**.

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**

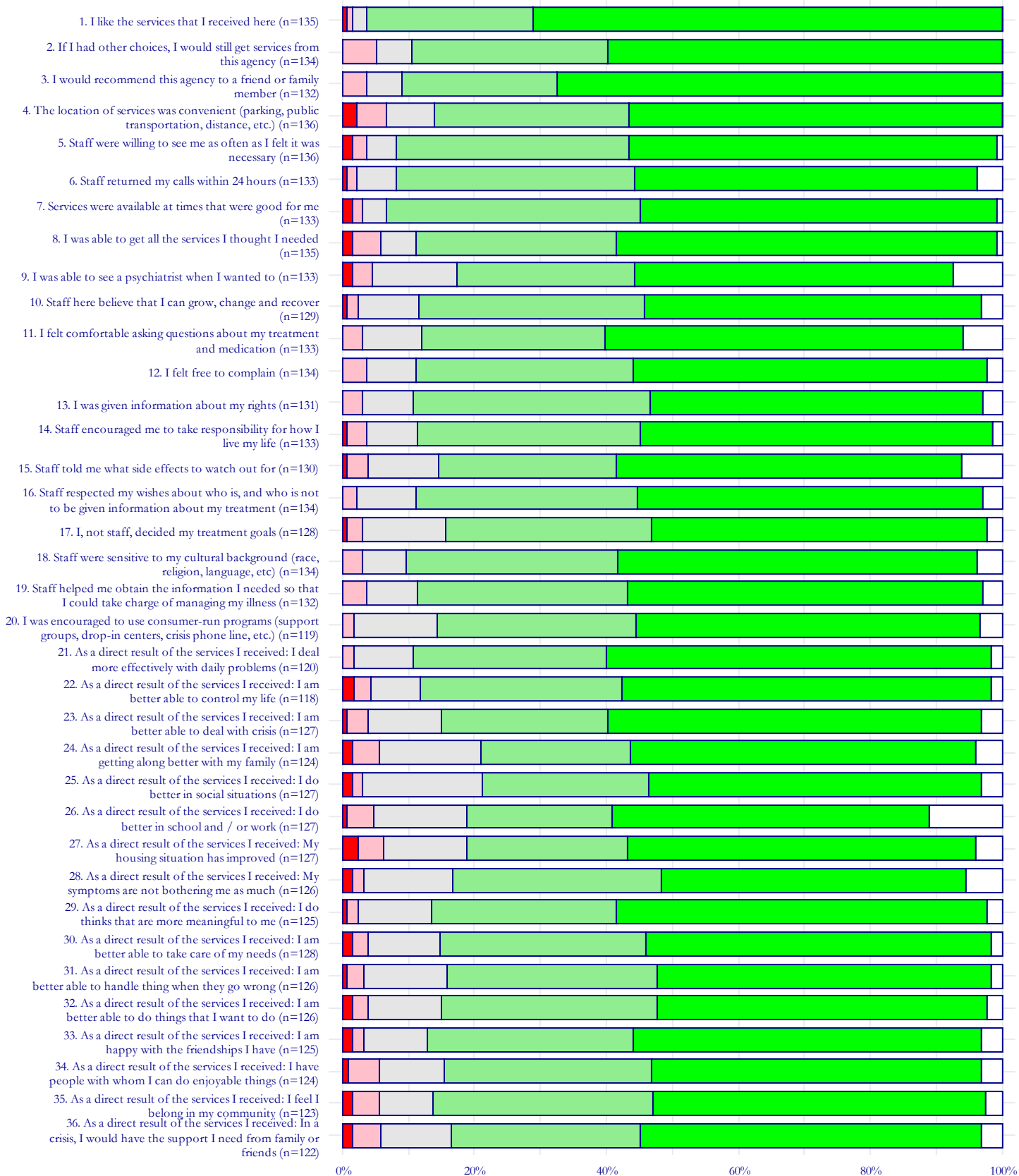
- 96.3% 1. I like the services that I received here
- 93.2% 7. Services were available at times that were good for me
- 91.9% 5. Staff were willing to see me as often as I felt it was necessary

**Lowest Agreement Items**

- 81.3% 9. I was able to see a psychiatrist when I wanted to
- 84.0% 17. I, not staff, decided my treatment goals
- 84.4% 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, N = 168**

**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>96.3 %</b> 1. I like the services that I received here	1 0.6 %	1 0.6 %	3 1.8 %	34 20.2 %	96 57.1 %	0 0.0 %	33 19.6 %
<b>89.6 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	7 4.2 %	7 4.2 %	40 23.8 %	80 47.6 %	0 0.0 %	34 20.2 %
<b>90.9 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	5 3.0 %	7 4.2 %	31 18.4 %	89 53.0 %	0 0.0 %	36 21.4 %
<b>86.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	3 1.8 %	6 3.6 %	10 5.9 %	40 23.8 %	77 45.8 %	0 0.0 %	32 19.1 %
<b>91.9 %</b> 5. Staff were willing to see me as often as I felt it was necessary	2 1.2 %	3 1.8 %	6 3.6 %	48 28.6 %	76 45.2 %	1 0.6 %	32 19.1 %
<b>91.4 %</b> 6. Staff returned my calls within 24 hours	1 0.6 %	2 1.2 %	8 4.8 %	48 28.6 %	69 41.1 %	5 3.0 %	35 20.8 %
<b>93.2 %</b> 7. Services were available at times that were good for me	2 1.2 %	2 1.2 %	5 3.0 %	51 30.4 %	72 42.9 %	1 0.6 %	35 20.8 %
<b>88.8 %</b> 8. I was able to get all the services I thought I needed	2 1.2 %	6 3.6 %	7 4.2 %	41 24.4 %	78 46.4 %	1 0.6 %	33 19.6 %
<b>81.3 %</b> 9. I was able to see a psychiatrist when I wanted to	2 1.2 %	4 2.4 %	17 10.1 %	36 21.4 %	64 38.1 %	10 5.9 %	35 20.8 %
<b>88.0 %</b> 10. Staff here believe that I can grow, change and recover	1 0.6 %	2 1.2 %	12 7.1 %	44 26.2 %	66 39.3 %	4 2.4 %	39 23.2 %
<b>87.2 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	4 2.4 %	12 7.1 %	37 22.0 %	72 42.9 %	8 4.8 %	35 20.8 %
<b>88.5 %</b> 12. I felt free to complain	0 0.0 %	5 3.0 %	10 5.9 %	44 26.2 %	72 42.9 %	3 1.8 %	34 20.2 %
<b>89.0 %</b> 13. I was given information about my rights	0 0.0 %	4 2.4 %	10 5.9 %	47 28.0 %	66 39.3 %	4 2.4 %	37 22.0 %
<b>88.5 %</b> 14. Staff encouraged me to take responsibility for how I live my life	1 0.6 %	4 2.4 %	10 5.9 %	45 26.8 %	71 42.3 %	2 1.2 %	35 20.8 %
<b>84.4 %</b> 15. Staff told me what side effects to watch out for	1 0.6 %	4 2.4 %	14 8.3 %	35 20.8 %	68 40.5 %	8 4.8 %	38 22.6 %
<b>88.5 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	3 1.8 %	12 7.1 %	45 26.8 %	70 41.7 %	4 2.4 %	34 20.2 %
<b>84.0 %</b> 17. I, not staff, decided my treatment goals	1 0.6 %	3 1.8 %	16 9.5 %	40 23.8 %	65 38.7 %	3 1.8 %	40 23.8 %
<b>89.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	4 2.4 %	9 5.4 %	43 25.6 %	73 43.5 %	5 3.0 %	34 20.2 %
<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 %	5 3.0 %	10 5.9 %	42 25.0 %	71 42.3 %	4 2.4 %	36 21.4 %
<b>85.2 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 1.2 %	15 8.9 %	36 21.4 %	62 36.9 %	4 2.4 %	49 29.2 %
<b>89.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	2 1.2 %	11 6.6 %	35 20.8 %	70 41.7 %	2 1.2 %	48 28.6 %
<b>87.9 %</b> 22. As a direct result of the services I received: I am better able to control my life	2 1.2 %	3 1.8 %	9 5.4 %	36 21.4 %	66 39.3 %	2 1.2 %	50 29.8 %
<b>84.6 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 0.6 %	4 2.4 %	14 8.3 %	32 19.1 %	72 42.9 %	4 2.4 %	41 24.4 %
<b>78.2 %</b> 24. As a direct result of the services I received: I am getting along better with my family	2 1.2 %	5 3.0 %	19 11.3 %	28 16.7 %	65 38.7 %	5 3.0 %	44 26.2 %
<b>78.0 %</b> 25. As a direct result of the services I received: I do better in social situations	2 1.2 %	2 1.2 %	23 13.7 %	32 19.1 %	64 38.1 %	4 2.4 %	41 24.4 %

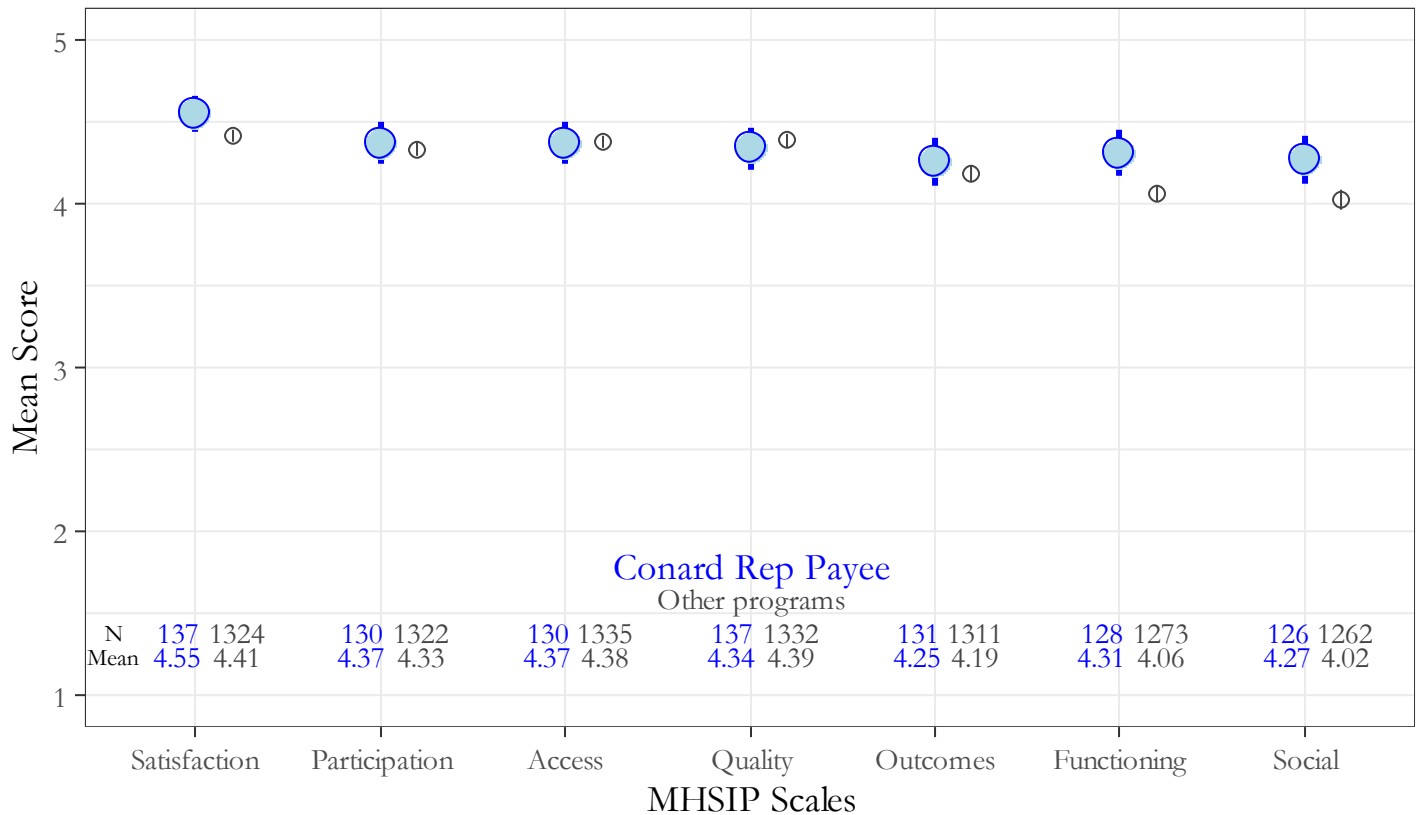


**MHSIP Items 26-36, N = 168**

**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>78.8 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 0.6 %	5 3.0 %	18 10.7 %	28 16.7 %	61 36.3 %	14 8.3 %	41 24.4 %
<b>80.3 %</b> 27. As a direct result of the services I received: My housing situation has improved	3 1.8 %	5 3.0 %	16 9.5 %	31 18.4 %	67 39.9 %	5 3.0 %	41 24.4 %
<b>82.4 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 1.2 %	2 1.2 %	17 10.1 %	40 23.8 %	58 34.5 %	7 4.2 %	42 25.0 %
<b>86.1 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 0.6 %	2 1.2 %	14 8.3 %	35 20.8 %	70 41.7 %	3 1.8 %	43 25.6 %
<b>84.9 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	2 1.2 %	3 1.8 %	14 8.3 %	40 23.8 %	67 39.9 %	2 1.2 %	40 23.8 %
<b>83.9 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 0.6 %	3 1.8 %	16 9.5 %	40 23.8 %	64 38.1 %	2 1.2 %	42 25.0 %
<b>84.6 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	2 1.2 %	3 1.8 %	14 8.3 %	41 24.4 %	63 37.5 %	3 1.8 %	42 25.0 %
<b>86.8 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	2 1.2 %	2 1.2 %	12 7.1 %	39 23.2 %	66 39.3 %	4 2.4 %	43 25.6 %
<b>84.2 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 0.6 %	6 3.6 %	12 7.1 %	39 23.2 %	62 36.9 %	4 2.4 %	44 26.2 %
<b>85.8 %</b> 35. As a direct result of the services I received: I feel I belong in my community	2 1.2 %	5 3.0 %	10 5.9 %	41 24.4 %	62 36.9 %	3 1.8 %	45 26.8 %
<b>83.1 %</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	2 1.2 %	5 3.0 %	13 7.7 %	35 20.8 %	63 37.5 %	4 2.4 %	46 27.4 %

**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	8 8.6 %	5 6.7 %	13 7.7 %
Impaired	7 7.5 %	9 12 %	16 9.5 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	2 2.7 %	2 1.2 %
Completed Survey	78 83.9 %	59 78.7 %	137 81.5 %
<b>Total</b>	93 100 %	75 100 %	168 100 %

### **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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 0 clients; surveys were returned for 167 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  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### **Counseling Enriched Educational Program**

Program Code(s): 38CMOP

Overall Satisfaction<sup>1</sup>

**95.6%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for Counseling Enriched Educational Program: **4.41** (youth), **4.65** (family).

Overall satisfaction mean score for all other programs: **4.24** (youth), **4.52** (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**

97.8% 4. The people helping me stuck with me no matter what

97.8% 5. I felt I had someone to talk to when I was troubled

97.8% 6. I participated in my own treatment

#### **Lowest Agreement Items**

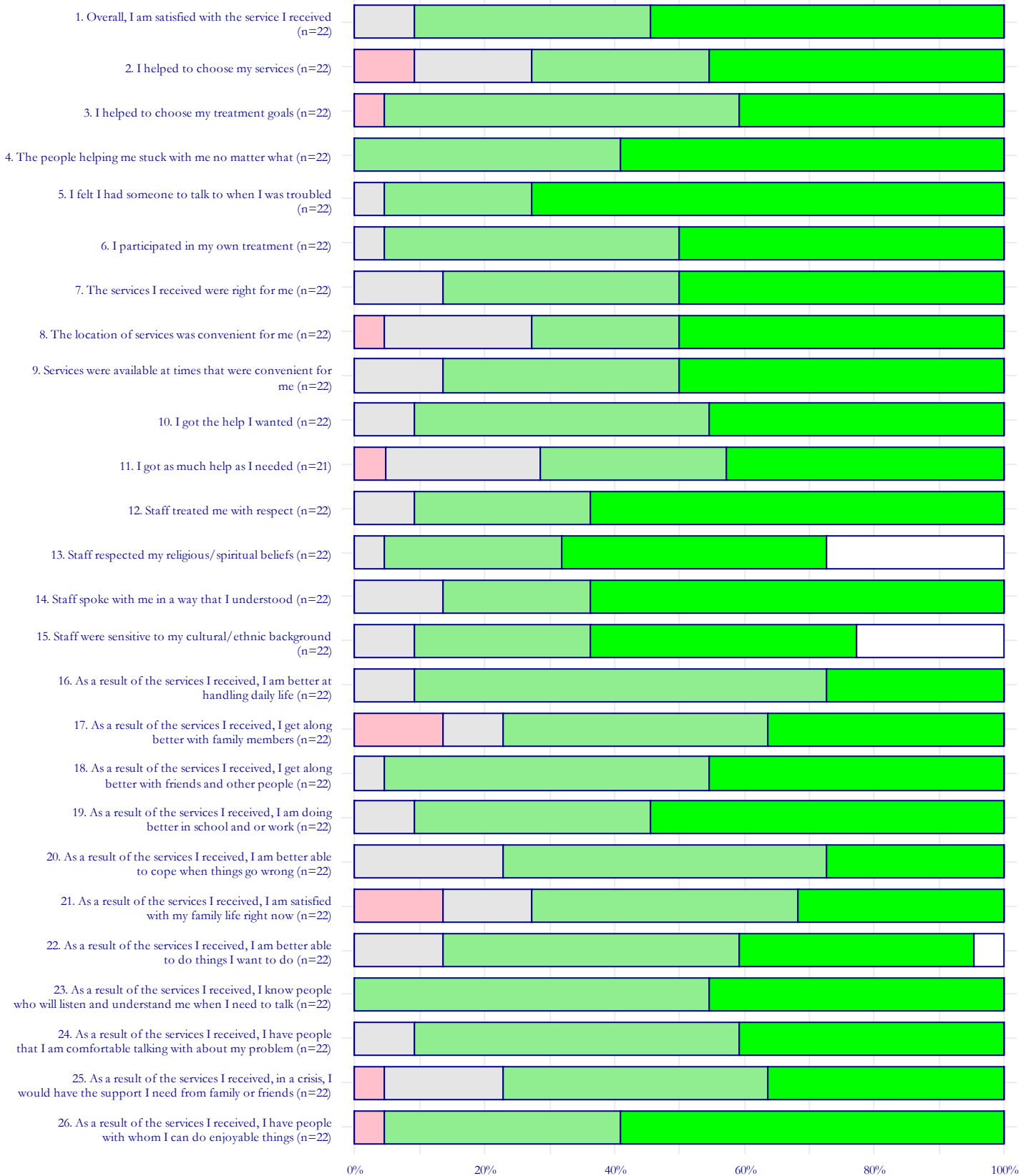
75.0% 11. I got as much help as I needed

82.2% 2. I helped to choose my services

84.4% 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.

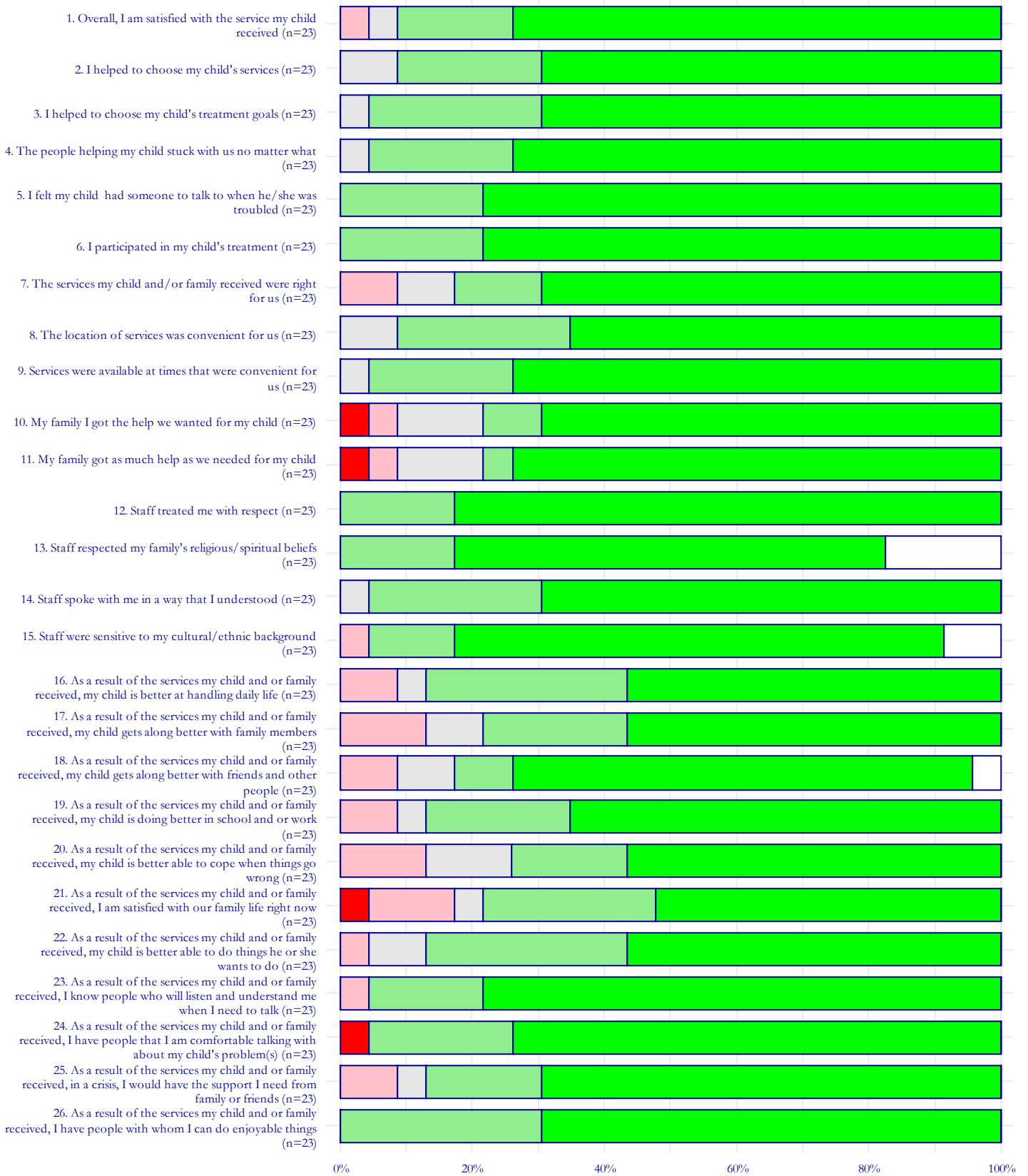
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 24

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>90.9 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	2 8.3 %	8 33.3 %	12 50.0 %	0 0.0 %	2 8.3 %
<b>72.7 %</b> 2. I helped to choose my services	0 0.0 %	2 8.3 %	4 16.7 %	6 25.0 %	10 41.7 %	0 0.0 %	2 8.3 %
<b>95.5 %</b> 3. I helped to choose my treatment goals	0 0.0 %	1 4.2 %	0 0.0 %	12 50.0 %	9 37.5 %	0 0.0 %	2 8.3 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	9 37.5 %	13 54.2 %	0 0.0 %	2 8.3 %
<b>95.5 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 4.2 %	5 20.8 %	16 66.7 %	0 0.0 %	2 8.3 %
<b>95.5 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 4.2 %	10 41.7 %	11 45.8 %	0 0.0 %	2 8.3 %
<b>86.4 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	3 12.5 %	8 33.3 %	11 45.8 %	0 0.0 %	2 8.3 %
<b>72.7 %</b> 8. The location of services was convenient for me	0 0.0 %	1 4.2 %	5 20.8 %	5 20.8 %	11 45.8 %	0 0.0 %	2 8.3 %
<b>86.4 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	3 12.5 %	8 33.3 %	11 45.8 %	0 0.0 %	2 8.3 %
<b>90.9 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	2 8.3 %	10 41.7 %	10 41.7 %	0 0.0 %	2 8.3 %
<b>71.4 %</b> 11. I got as much help as I needed	0 0.0 %	1 4.2 %	5 20.8 %	6 25.0 %	9 37.5 %	0 0.0 %	3 12.5 %
<b>90.9 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	2 8.3 %	6 25.0 %	14 58.3 %	0 0.0 %	2 8.3 %
<b>93.8 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 4.2 %	6 25.0 %	9 37.5 %	6 25.0 %	2 8.3 %
<b>86.4 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	3 12.5 %	5 20.8 %	14 58.3 %	0 0.0 %	2 8.3 %
<b>88.2 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 8.3 %	6 25.0 %	9 37.5 %	5 20.8 %	2 8.3 %
<b>90.9 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 8.3 %	14 58.3 %	6 25.0 %	0 0.0 %	2 8.3 %
<b>77.3 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	3 12.5 %	2 8.3 %	9 37.5 %	8 33.3 %	0 0.0 %	2 8.3 %
<b>95.5 %</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 4.2 %	11 45.8 %	10 41.7 %	0 0.0 %	2 8.3 %
<b>90.9 %</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 8.3 %	8 33.3 %	12 50.0 %	0 0.0 %	2 8.3 %
<b>77.3 %</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 %	5 20.8 %	11 45.8 %	6 25.0 %	0 0.0 %	2 8.3 %
<b>72.7 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	3 12.5 %	3 12.5 %	9 37.5 %	7 29.2 %	0 0.0 %	2 8.3 %
<b>85.7 %</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 %	3 12.5 %	10 41.7 %	8 33.3 %	1 4.2 %	2 8.3 %
<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 %	12 50.0 %	10 41.7 %	0 0.0 %	2 8.3 %
<b>90.9 %</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 %	2 8.3 %	11 45.8 %	9 37.5 %	0 0.0 %	2 8.3 %
<b>77.3 %</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 4.2 %	4 16.7 %	9 37.5 %	8 33.3 %	0 0.0 %	2 8.3 %
<b>95.5 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	1 4.2 %	0 0.0 %	8 33.3 %	13 54.2 %	0 0.0 %	2 8.3 %

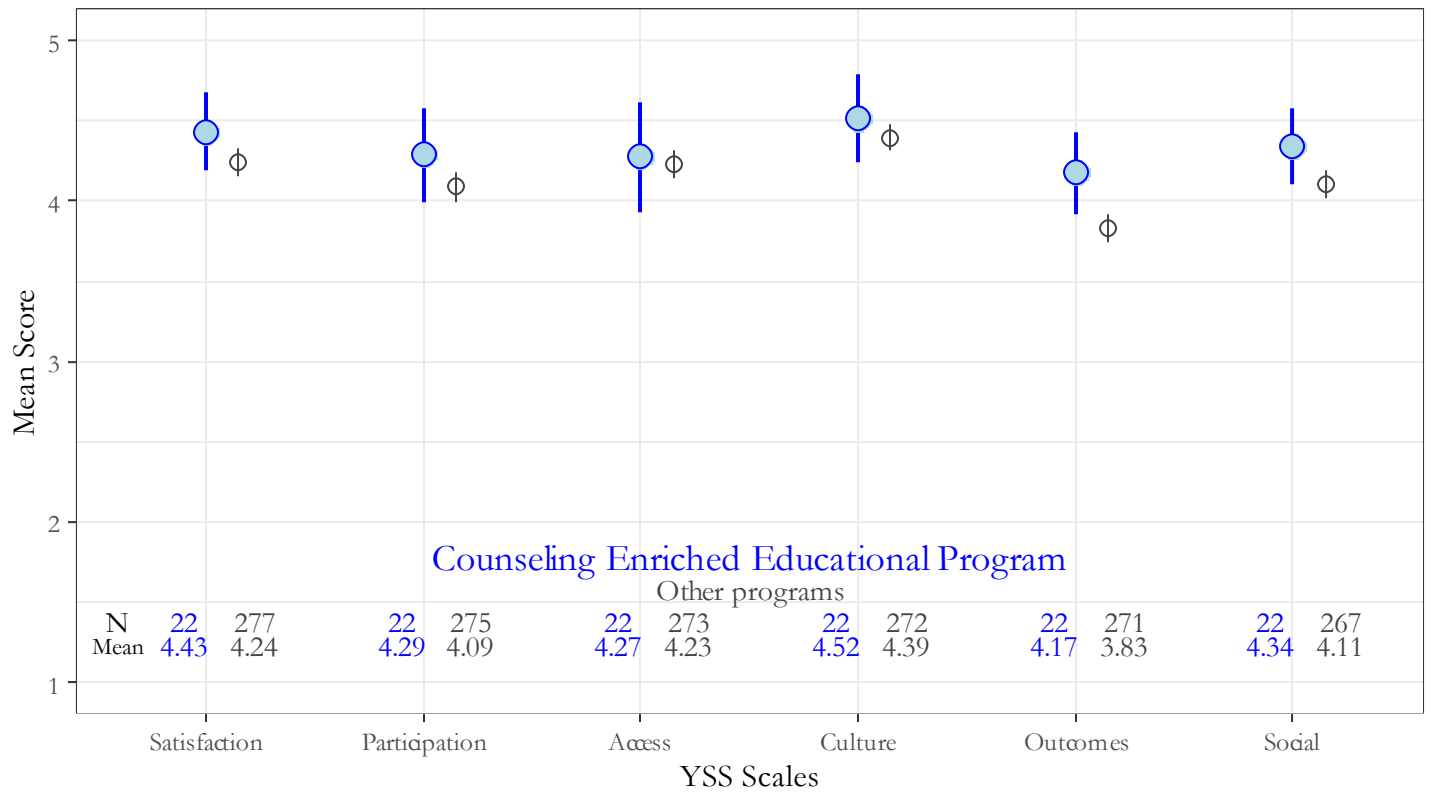
# Youth Services Survey for Families



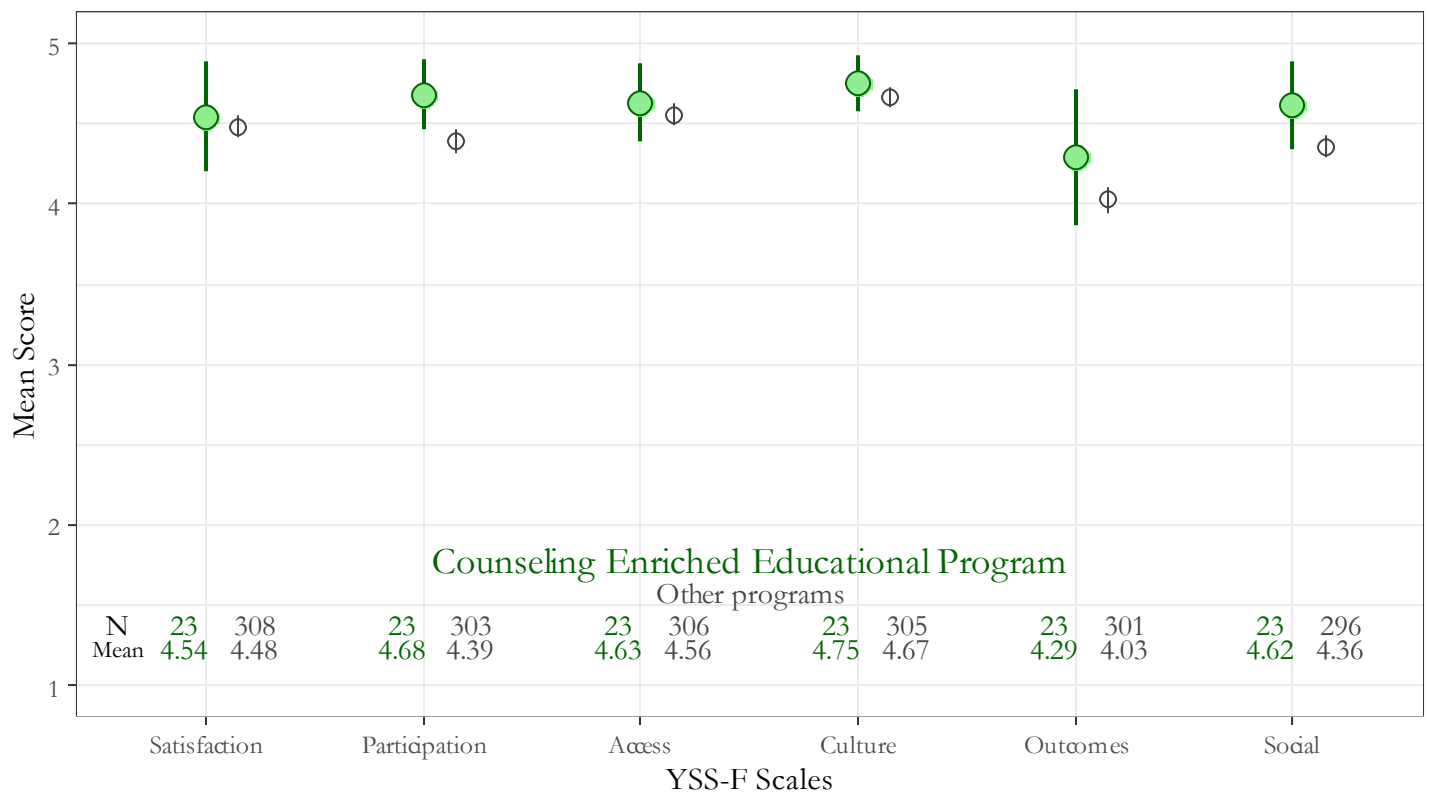
## Youth Services Survey for Families, N = 25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>91.3 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	1 4.0 %	1 4.0 %	4 16.0 %	17 68.0 %	0 0.0 %	2 8.0 %
<b>91.3 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	2 8.0 %	5 20.0 %	16 64.0 %	0 0.0 %	2 8.0 %
<b>95.7 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 4.0 %	6 24.0 %	16 64.0 %	0 0.0 %	2 8.0 %
<b>95.7 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 4.0 %	5 20.0 %	17 68.0 %	0 0.0 %	2 8.0 %
<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 20.0 %	18 72.0 %	0 0.0 %	2 8.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	5 20.0 %	18 72.0 %	0 0.0 %	2 8.0 %
<b>82.6 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	2 8.0 %	2 8.0 %	3 12.0 %	16 64.0 %	0 0.0 %	2 8.0 %
<b>91.3 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	2 8.0 %	6 24.0 %	15 60.0 %	0 0.0 %	2 8.0 %
<b>95.7 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 4.0 %	5 20.0 %	17 68.0 %	0 0.0 %	2 8.0 %
<b>78.3 %</b> 10. My family I got the help we wanted for my child	1 4.0 %	1 4.0 %	3 12.0 %	2 8.0 %	16 64.0 %	0 0.0 %	2 8.0 %
<b>78.3 %</b> 11. My family got as much help as we needed for my child	1 4.0 %	1 4.0 %	3 12.0 %	1 4.0 %	17 68.0 %	0 0.0 %	2 8.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 16.0 %	19 76.0 %	0 0.0 %	2 8.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	4 16.0 %	15 60.0 %	4 16.0 %	2 8.0 %
<b>95.7 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 4.0 %	6 24.0 %	16 64.0 %	0 0.0 %	2 8.0 %
<b>95.2 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 4.0 %	0 0.0 %	3 12.0 %	17 68.0 %	2 8.0 %	2 8.0 %
<b>87.0 %</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 %	2 8.0 %	1 4.0 %	7 28.0 %	13 52.0 %	0 0.0 %	2 8.0 %
<b>78.3 %</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 %	3 12.0 %	2 8.0 %	5 20.0 %	13 52.0 %	0 0.0 %	2 8.0 %
<b>81.8 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	2 8.0 %	2 8.0 %	2 8.0 %	16 64.0 %	1 4.0 %	2 8.0 %
<b>87.0 %</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 8.0 %	1 4.0 %	5 20.0 %	15 60.0 %	0 0.0 %	2 8.0 %
<b>73.9 %</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 12.0 %	3 12.0 %	4 16.0 %	13 52.0 %	0 0.0 %	2 8.0 %
<b>78.3 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 4.0 %	3 12.0 %	1 4.0 %	6 24.0 %	12 48.0 %	0 0.0 %	2 8.0 %
<b>87.0 %</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 4.0 %	2 8.0 %	7 28.0 %	13 52.0 %	0 0.0 %	2 8.0 %
<b>95.7 %</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 4.0 %	0 0.0 %	4 16.0 %	18 72.0 %	0 0.0 %	2 8.0 %
<b>95.7 %</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 4.0 %	0 0.0 %	0 0.0 %	5 20.0 %	17 68.0 %	0 0.0 %	2 8.0 %
<b>87.0 %</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 %	2 8.0 %	1 4.0 %	4 16.0 %	16 64.0 %	0 0.0 %	2 8.0 %
<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 %	7 28.0 %	16 64.0 %	0 0.0 %	2 8.0 %

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  
Counseling Enriched  
Educational Program**

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	1 4 %	2 8.3 %	3 6.1 %
Impaired	1 4 %	0 0 %	1 2 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	23 92 %	22 91.7 %	45 91.8 %
<b>Total</b>	25 100 %	24 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 24 clients; surveys were returned for 26 clients (  $26 / 24 = 108.3\%$  ).
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 2019  
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>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for Curry Senior Center MH: **4.89**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

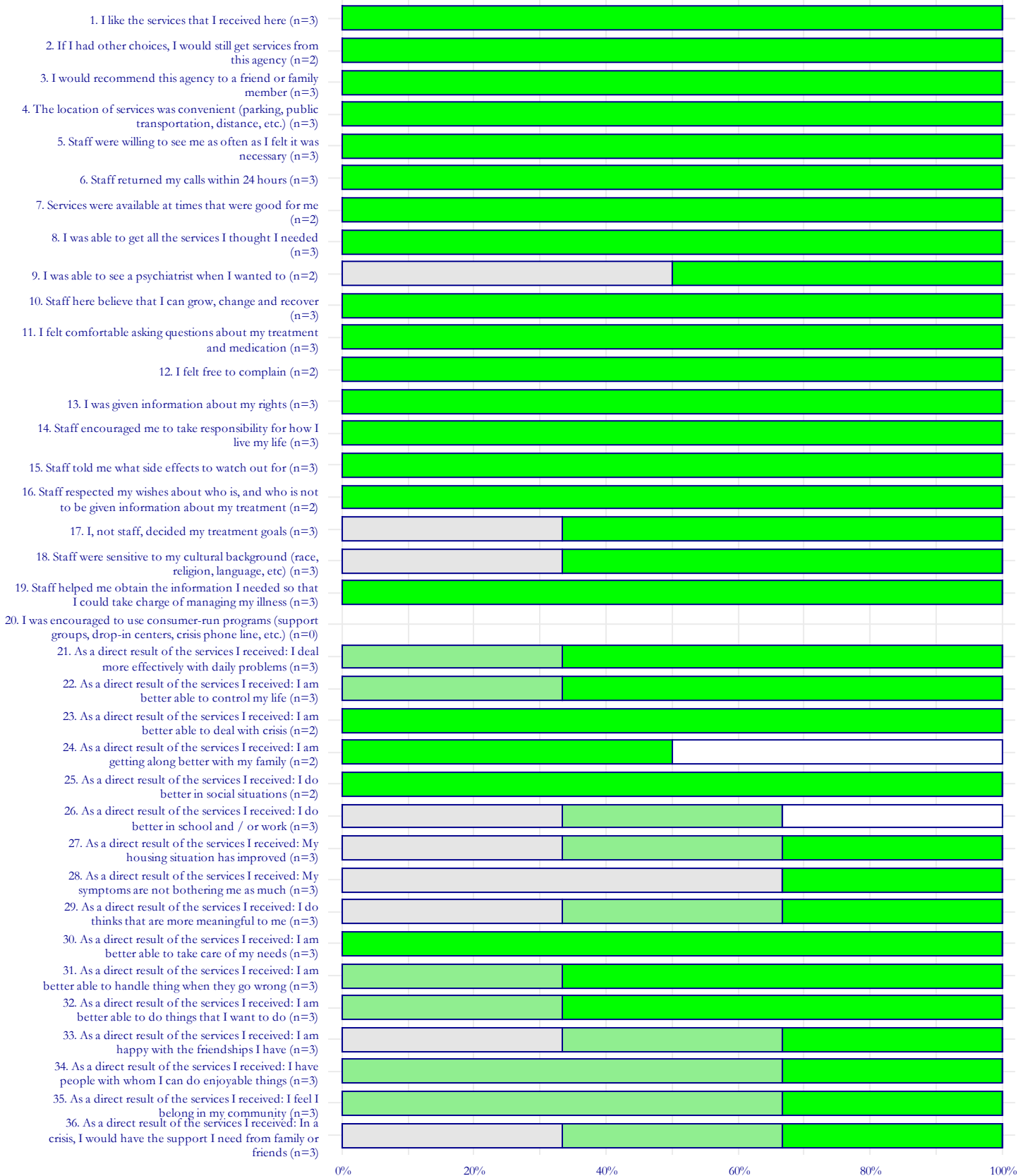
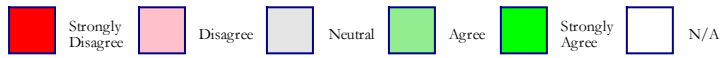
50.0% 9. I was able to see a psychiatrist when I wanted to

66.7% 17. I, not staff, decided my treatment goals

66.7% 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, N = 3**

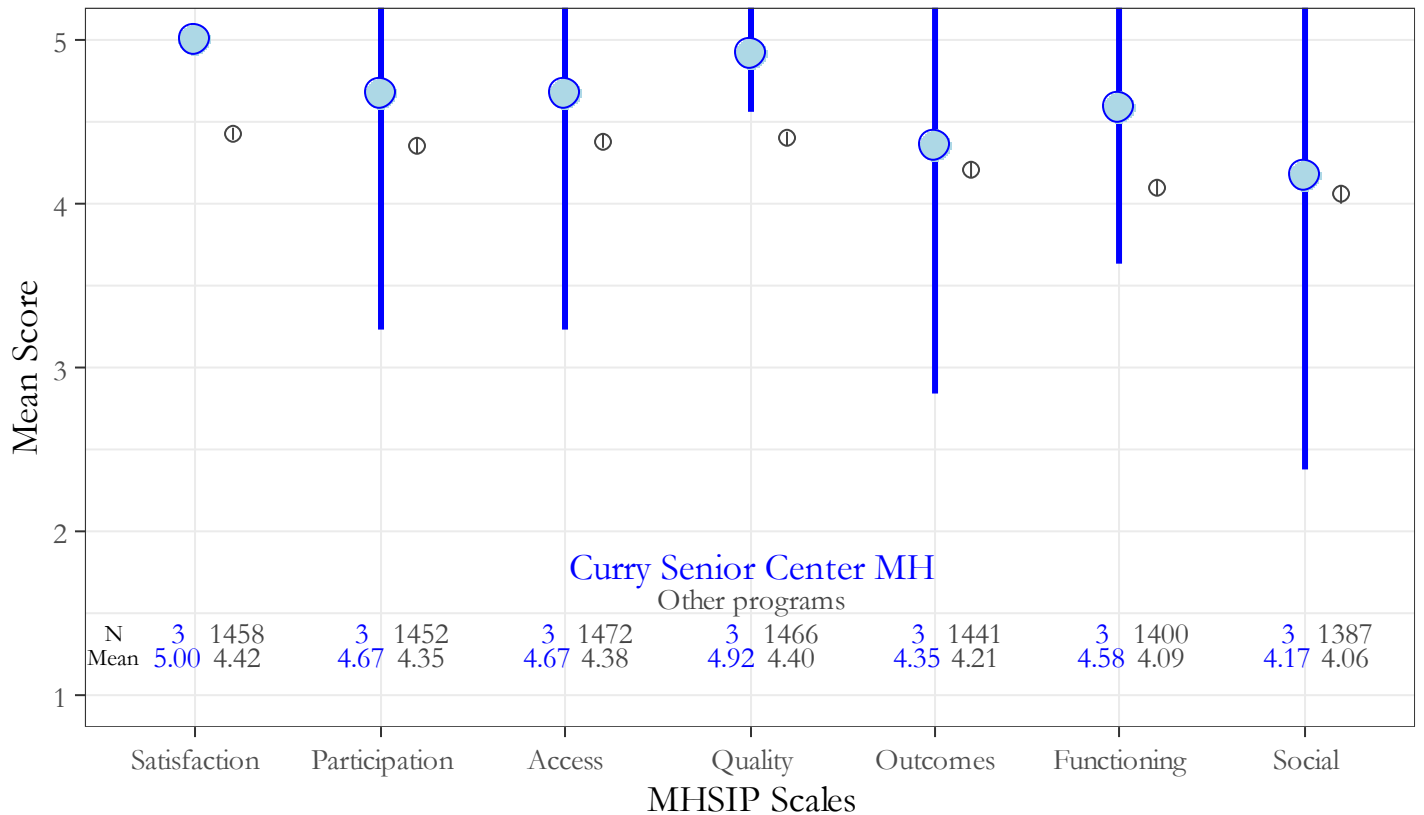
**Percent Agree**

	<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 %	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>100.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	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. Staff were willing to see me as often as I felt it was necessary	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. Staff returned my calls within 24 hours	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> 7. Services were available at times that were good 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> 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>50.0 %</b> 9. I was able to see a psychiatrist when I wanted to	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> 10. Staff here believe that I can grow, change and recover	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> 11. I felt comfortable asking questions about my treatment and medication	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> 12. I felt free to complain	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. I was given information about my rights	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 encouraged me to take responsibility for how I live my life	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 told me what side effects to watch out for	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> 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 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>66.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	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> 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 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
<b>-- %</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 %	0 0.0 %	0 0.0 %	3 100.0 %
<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 %	1 33.3 %	2 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 %	1 33.3 %	2 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 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<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 %	1 33.3 %	1 33.3 %	1 33.3 %
<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 %	2 66.7 %	0 0.0 %	1 33.3 %

**MHSIP Items 26-36, N = 3**  
**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 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %
<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 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</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 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %	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>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 %	3 100.0 %	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 %	1 33.3 %	2 66.7 %	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 %	1 33.3 %	2 66.7 %	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 %	0 0.0 %	1 33.3 %	1 33.3 %	1 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 %	2 66.7 %	1 33.3 %	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 66.7 %	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	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 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	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 3 clients; surveys were returned for 3 clients (  $3 / 3 = 100.0\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

**DSAAM Howard Street OBIC**

Program Code(s): 8921HS-OP

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**53.8%**

Overall satisfaction<sup>3</sup> mean score for DSAAM Howard Street OBIC: **4.71**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

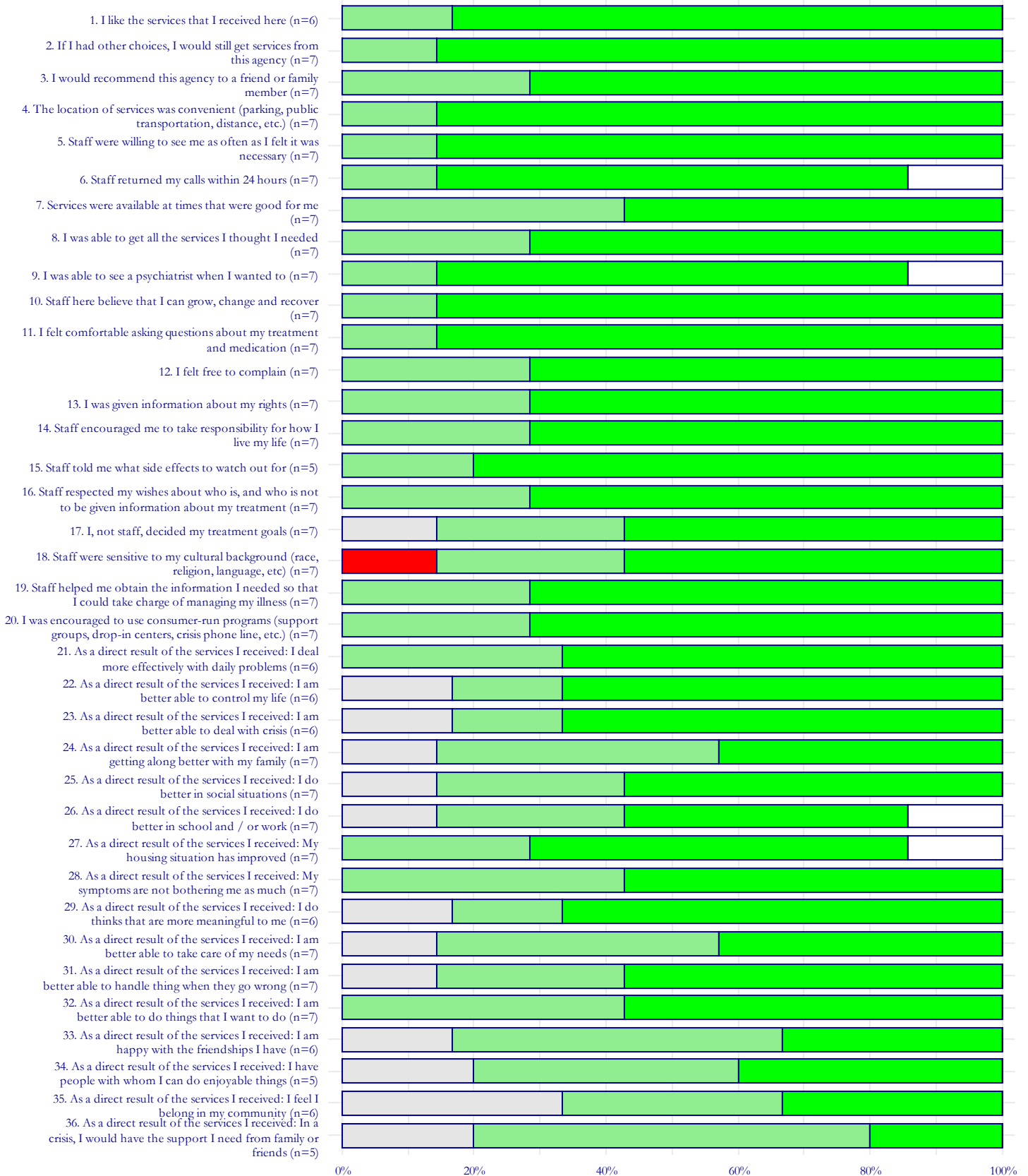
85.7% 17. I, not staff, decided my treatment goals

85.7% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

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, N = 7**

**Percent Agree**

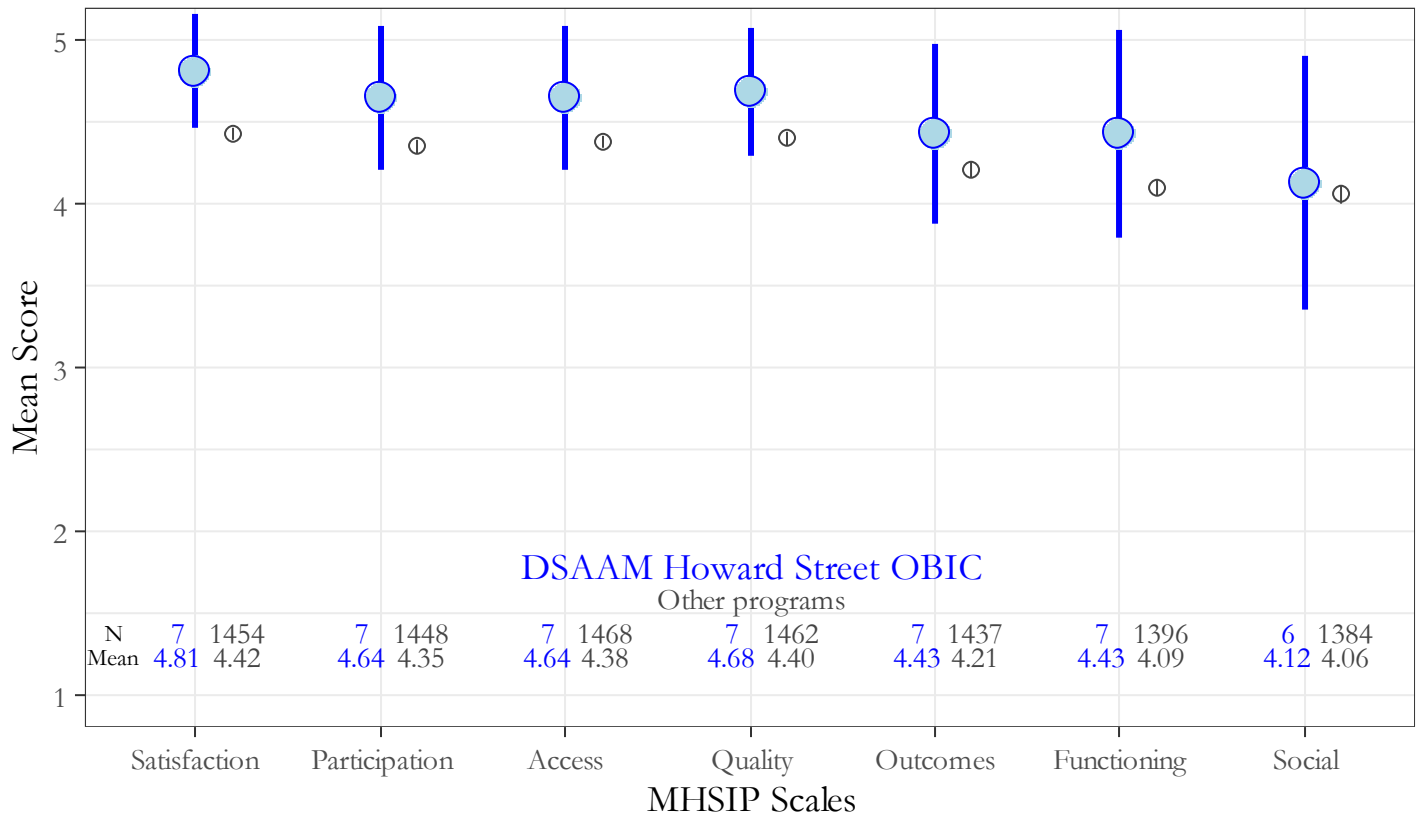
	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	5 71.4 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	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 %	2 28.6 %	5 71.4 %	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 14.3 %	6 85.7 %	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 14.3 %	6 85.7 %	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 14.3 %	5 71.4 %	1 14.3 %	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 %	3 42.9 %	4 57.1 %	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 28.6 %	5 71.4 %	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 %	1 14.3 %	5 71.4 %	1 14.3 %	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 14.3 %	6 85.7 %	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 %	1 14.3 %	6 85.7 %	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 28.6 %	5 71.4 %	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 28.6 %	5 71.4 %	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 28.6 %	5 71.4 %	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 %	1 14.3 %	4 57.1 %	0 0.0 %	2 28.6 %
<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 28.6 %	5 71.4 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	4 57.1 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 14.3 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	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 28.6 %	5 71.4 %	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 28.6 %	5 71.4 %	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 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %
<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 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
<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 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
<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 14.3 %	3 42.9 %	3 42.9 %	0 0.0 %	0 0.0 %
<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 14.3 %	2 28.6 %	4 57.1 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36, N = 7**

**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 14.3 %	2 28.6 %	3 42.9 %	1 14.3 %	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 %	2 28.6 %	4 57.1 %	1 14.3 %	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 %	3 42.9 %	4 57.1 %	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 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
<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 %	3 42.9 %	3 42.9 %	0 0.0 %	0 0.0 %
<b>85.7 %</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 14.3 %	2 28.6 %	4 57.1 %	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 42.9 %	4 57.1 %	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 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %	1 14.3 %
<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 %	1 14.3 %	2 28.6 %	2 28.6 %	0 0.0 %	2 28.6 %
<b>66.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	0 0.0 %	1 14.3 %
<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 %	0 0.0 %	1 14.3 %	3 42.9 %	1 14.3 %	0 0.0 %	2 28.6 %

**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	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 13 clients; surveys were returned for 7 clients (  $7 / 13 = 53.8\%$  ).
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.

**Survey Quality Issues:**

☆ Same client number was used for all forms (CalOMS number). All forms must have a unique client number and it must be the same on each page of the form. Mental health clients have a client number and that should be used.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**ECS SF START**

Program Code(s): 8961OP

Overall Satisfaction<sup>1</sup>

**85.7%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for ECS SF START: **4.22**.

Overall satisfaction mean score for all other programs: **4.38**.

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

**Lowest Agreement Items**

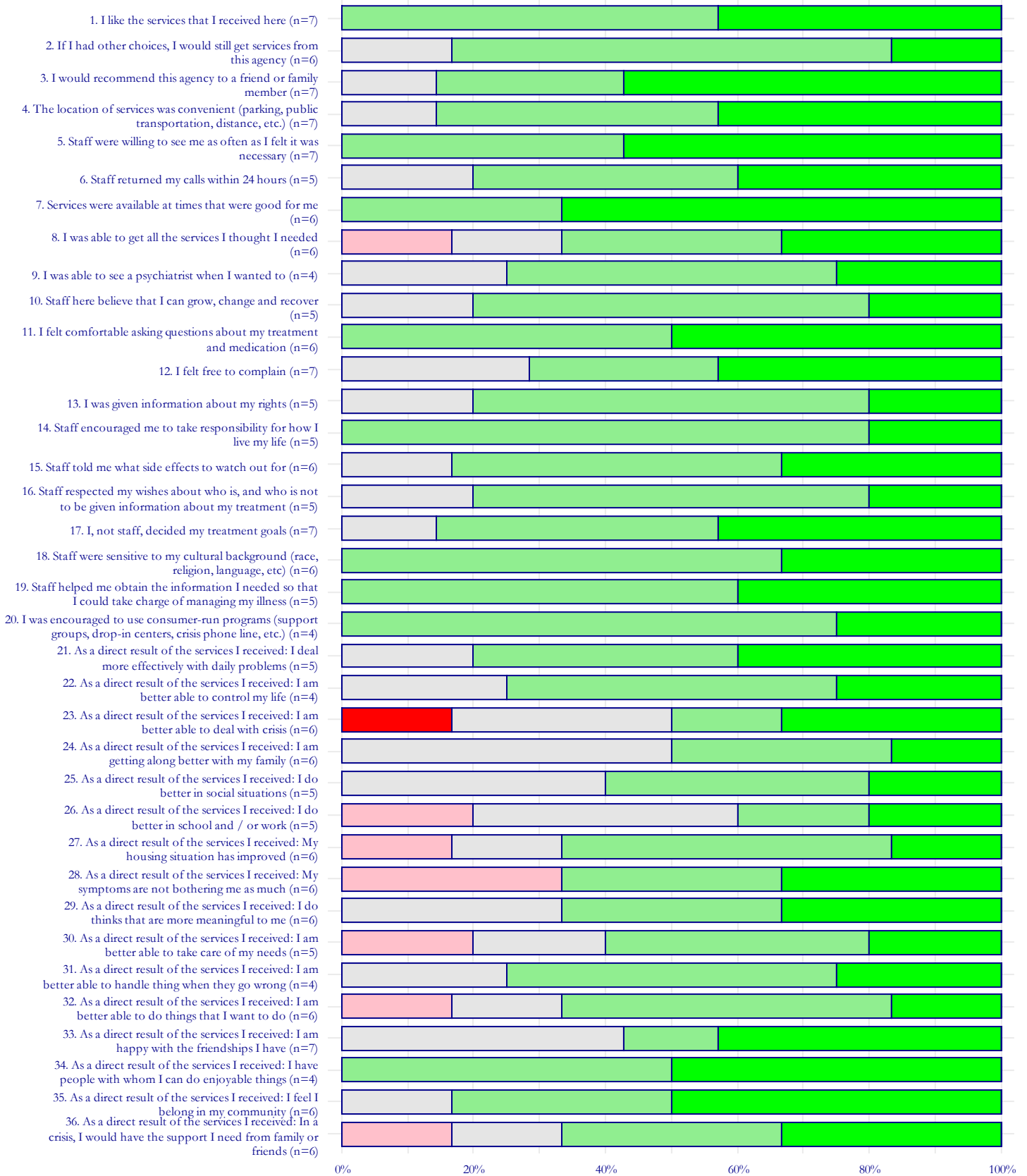
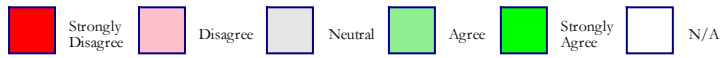
66.7% 8. I was able to get all the services I thought I needed

71.4% 12. I felt free to complain

75.0% 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, N = 9**

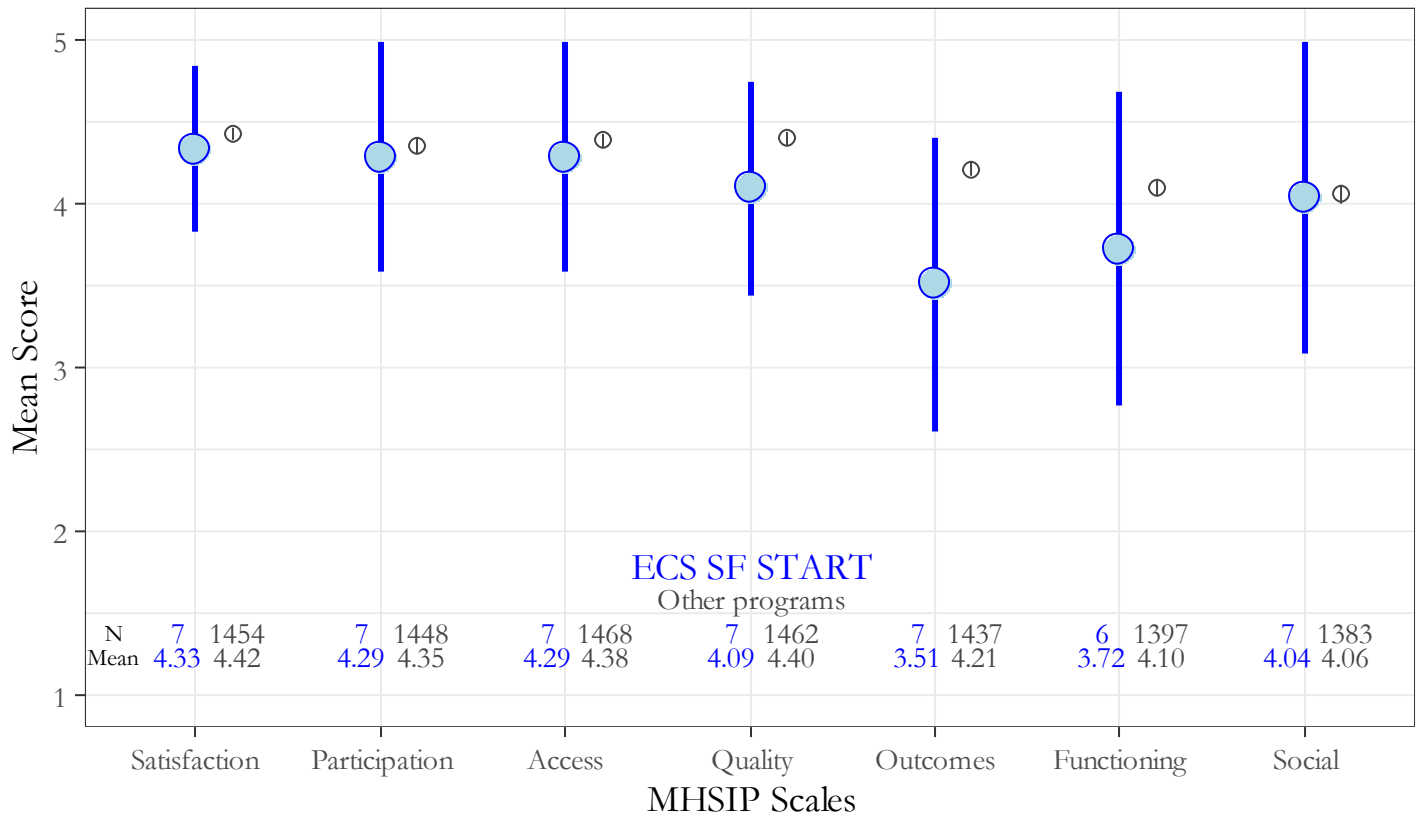
**Percent Agree**

	<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 %	4 44.4 %	3 33.3 %	0 0.0 %	2 22.2 %
<b>83.3 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	1 11.1 %	0 0.0 %	3 33.3 %
<b>85.7 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	4 44.4 %	0 0.0 %	2 22.2 %
<b>85.7 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	3 33.3 %	0 0.0 %	2 22.2 %
<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 33.3 %	4 44.4 %	0 0.0 %	2 22.2 %
<b>80.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	0 0.0 %	4 44.4 %
<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 22.2 %	4 44.4 %	0 0.0 %	3 33.3 %
<b>66.7 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	2 22.2 %	0 0.0 %	3 33.3 %
<b>75.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	1 11.1 %	0 0.0 %	5 55.6 %
<b>80.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	1 11.1 %	0 0.0 %	4 44.4 %
<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 33.3 %	3 33.3 %	0 0.0 %	3 33.3 %
<b>71.4 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	3 33.3 %	0 0.0 %	2 22.2 %
<b>80.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	1 11.1 %	0 0.0 %	4 44.4 %
<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 %	4 44.4 %	1 11.1 %	0 0.0 %	4 44.4 %
<b>83.3 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	2 22.2 %	0 0.0 %	3 33.3 %
<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 %	1 11.1 %	3 33.3 %	1 11.1 %	0 0.0 %	4 44.4 %
<b>85.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	3 33.3 %	0 0.0 %	2 22.2 %
<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 %	4 44.4 %	2 22.2 %	0 0.0 %	3 33.3 %
<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 33.3 %	2 22.2 %	0 0.0 %	4 44.4 %
<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 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
<b>80.0 %</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 11.1 %	2 22.2 %	2 22.2 %	0 0.0 %	4 44.4 %
<b>75.0 %</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 11.1 %	2 22.2 %	1 11.1 %	0 0.0 %	5 55.6 %
<b>50.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 11.1 %	0 0.0 %	2 22.2 %	1 11.1 %	2 22.2 %	0 0.0 %	3 33.3 %
<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 %	0 0.0 %	3 33.3 %	2 22.2 %	1 11.1 %	0 0.0 %	3 33.3 %
<b>60.0 %</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 %	2 22.2 %	1 11.1 %	0 0.0 %	4 44.4 %

**MHSIP Items 26-36, N = 9**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>40.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 11.1 %	2 22.2 %	1 11.1 %	1 11.1 %	0 0.0 %	4 44.4 %
<b>66.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 11.1 %	1 11.1 %	3 33.3 %	1 11.1 %	0 0.0 %	3 33.3 %
<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 %	2 22.2 %	0 0.0 %	2 22.2 %	2 22.2 %	0 0.0 %	3 33.3 %
<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 %	0 0.0 %	2 22.2 %	2 22.2 %	2 22.2 %	0 0.0 %	3 33.3 %
<b>60.0 %</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 11.1 %	1 11.1 %	2 22.2 %	1 11.1 %	0 0.0 %	4 44.4 %
<b>75.0 %</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 11.1 %	2 22.2 %	1 11.1 %	0 0.0 %	5 55.6 %
<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 %	1 11.1 %	1 11.1 %	3 33.3 %	1 11.1 %	0 0.0 %	3 33.3 %
<b>57.1 %</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 33.3 %	1 11.1 %	3 33.3 %	0 0.0 %	2 22.2 %
<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 22.2 %	2 22.2 %	0 0.0 %	5 55.6 %
<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 11.1 %	2 22.2 %	3 33.3 %	0 0.0 %	3 33.3 %
<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 11.1 %	1 11.1 %	2 22.2 %	2 22.2 %	0 0.0 %	3 33.3 %

**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	0 0 %	0 0 %	0 0 %
Impaired	1 11.1 %	0 0 %	1 11.1 %
Language	0 0 %	0 0 %	0 0 %
Other	1 11.1 %	0 0 %	1 11.1 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	7 77.8 %	0 0 %	7 77.8 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 7 clients; surveys were returned for 9 clients (  $9 / 7 = 128.6\%$  ).
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.





San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Edgewood Behavioral Health Outpatient**

Program Code(s): 885814

Overall Satisfaction<sup>1</sup>

**87.5%**

Return Rate<sup>2</sup>

**13.2%**

Overall satisfaction<sup>3</sup> mean score for Edgewood Behavioral Health Outpatient: **4.61** (youth), **4.67** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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**

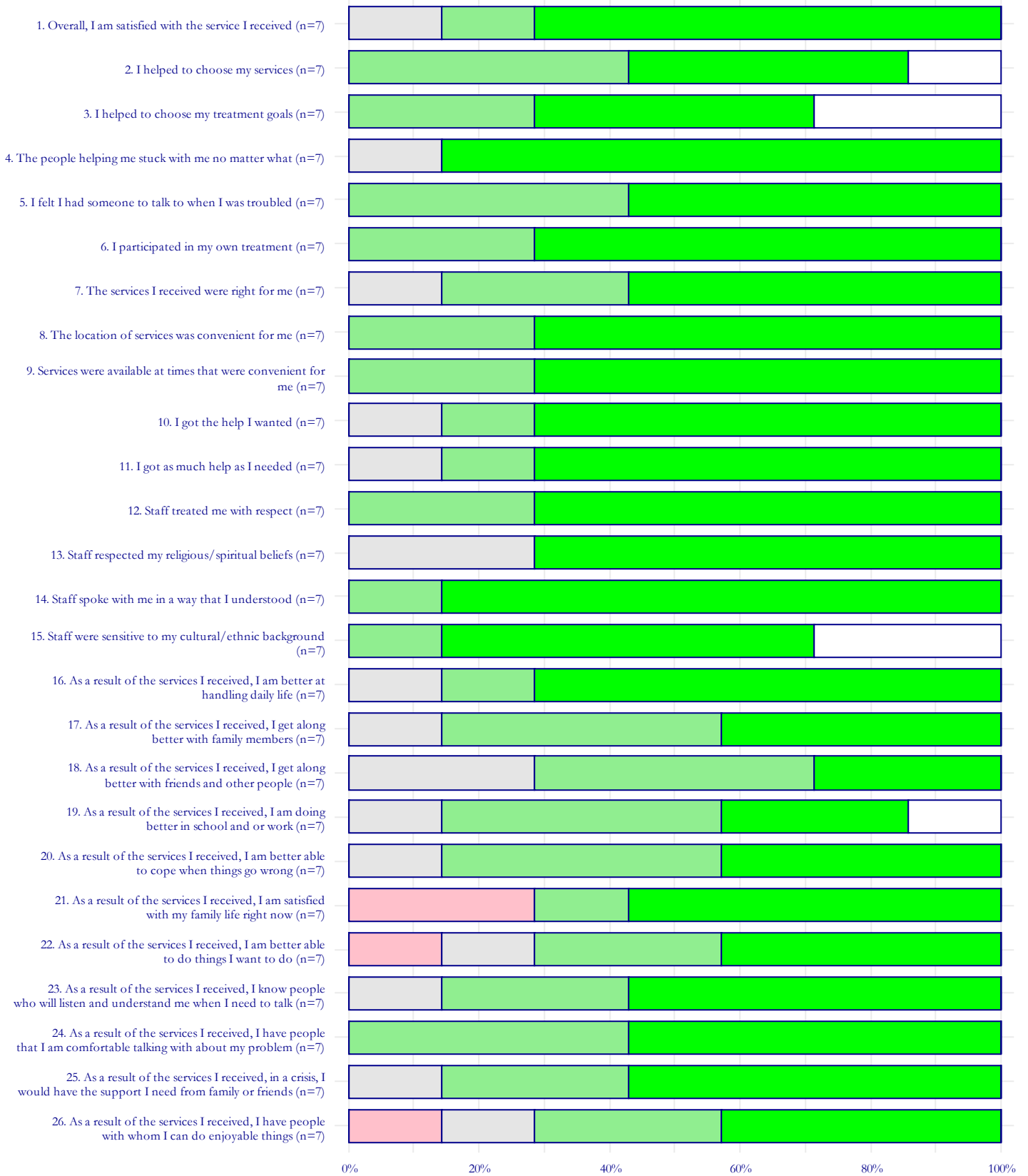
75.0% 13. Staff respected my religious/spiritual beliefs

87.5% 1. Overall, I am satisfied with the service I received

87.5% 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

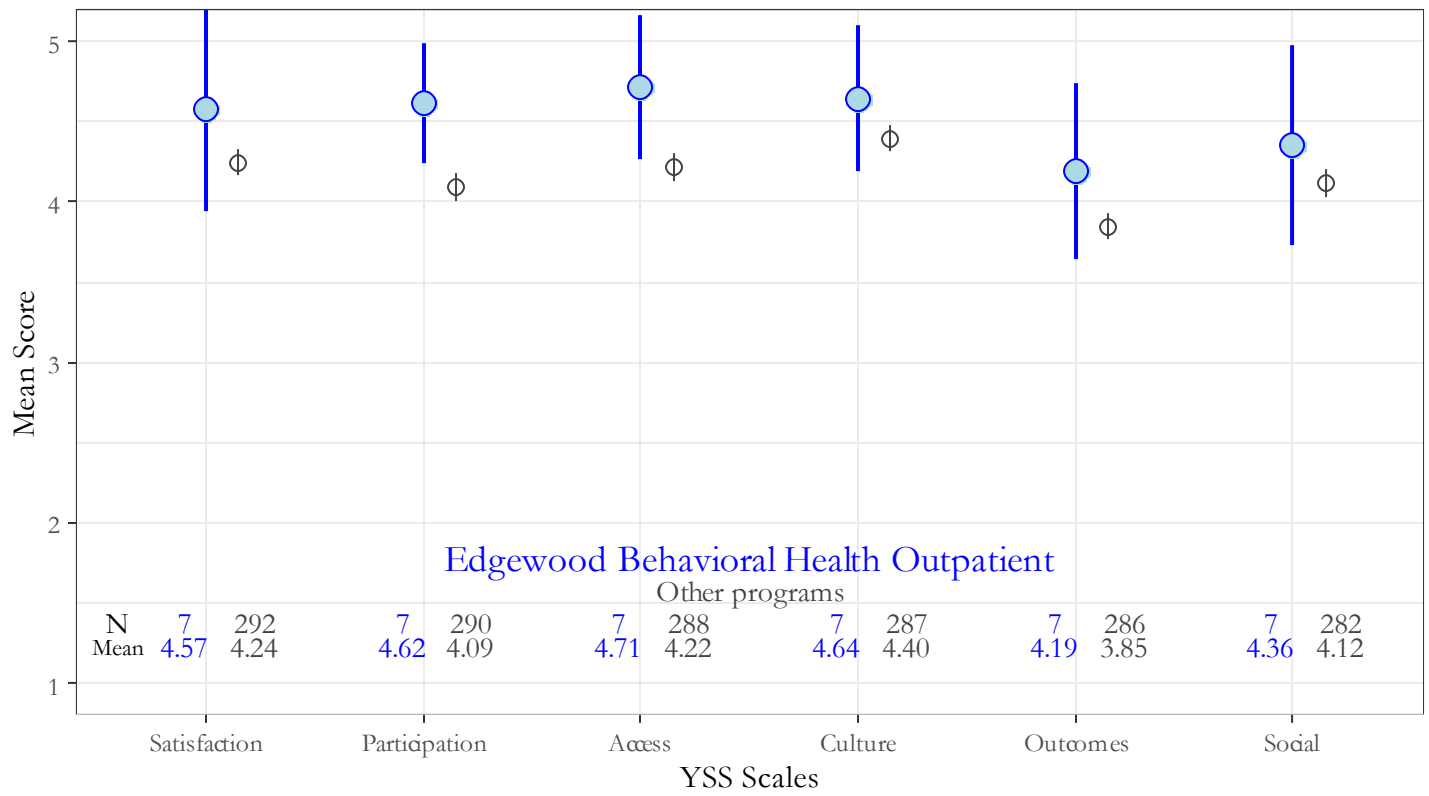


## Youth Services Survey for Youth, N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>85.7 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %	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 42.9 %	3 42.9 %	1 14.3 %	0 0.0 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	3 42.9 %	2 28.6 %	0 0.0 %
<b>85.7 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	6 85.7 %	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 %	3 42.9 %	4 57.1 %	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 28.6 %	5 71.4 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	4 57.1 %	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 28.6 %	5 71.4 %	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 28.6 %	5 71.4 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %	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 %	2 28.6 %	5 71.4 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	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 %	1 14.3 %	6 85.7 %	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 14.3 %	4 57.1 %	2 28.6 %	0 0.0 %
<b>85.7 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %	0 0.0 %	0 0.0 %
<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 14.3 %	3 42.9 %	3 42.9 %	0 0.0 %	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 %	0 0.0 %	2 28.6 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>83.3 %</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 %	1 14.3 %	3 42.9 %	2 28.6 %	1 14.3 %	0 0.0 %
<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 %	0 0.0 %	1 14.3 %	3 42.9 %	3 42.9 %	0 0.0 %	0 0.0 %
<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 %	2 28.6 %	0 0.0 %	1 14.3 %	4 57.1 %	0 0.0 %	0 0.0 %
<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 %	1 14.3 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %
<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 14.3 %	2 28.6 %	4 57.1 %	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 42.9 %	4 57.1 %	0 0.0 %	0 0.0 %
<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 14.3 %	2 28.6 %	4 57.1 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	1 14.3 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %

Not enough Family survey data to create a table or bar chart.

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



Not enough family survey data to create domain means plot.

<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	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 %	7 100 %	8 100 %
<b>Total</b>	1 100 %	7 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 53 clients; surveys were returned for 7 clients ( 7 / 53 = 13.2% ).
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 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Edgewood Children's Center Residential MHS**

Program Code(s): 88584

Overall Satisfaction<sup>1</sup>

**50.0%**

Return Rate<sup>2</sup>

**Unknown, no Avatar billing**

Overall satisfaction<sup>3</sup> mean score for Edgewood Children's Center Residential MHS: **2.77** (youth), **4.82** (family).

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.53** (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%** 9. Services were available at times that were convenient for me

**100.0%** 11. I got as much help as I needed

**Lowest Agreement Items**

**0.0%** 4. The people helping me stuck with me no matter what

**0.0%** 7. The services I received were right for me

**50.0%** 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.

Not enough Youth survey data to create a table or bar chart.

Not enough Family survey data to create a table or bar chart.

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

<b>Survey Compliance</b>			
<b>Edgewood Children's</b>			
<b>Center Residential</b>			
<b>Completion Status</b>	<b>MHS Completion by <i>Total</i></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	1 100 %	1 100 %	2 100 %
<b><i>Total</i></b>	<b>1</b> <b>100 %</b>	<b>1</b> <b>100 %</b>	<b>2</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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 0 clients; surveys were returned for 1 clients.
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

## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

### Edgewood Counseling Enriched Educational Program

Youth program codes (RUs): 8858OP

Adult program codes (RUs): 8858OP

Overall Satisfaction<sup>1</sup>

**87.5%**

Return Rate<sup>2</sup>

**47.1%**

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 4-8 2019 (Avatar billing): 17

People surveyed: 8 (7 youth and 1 adults)

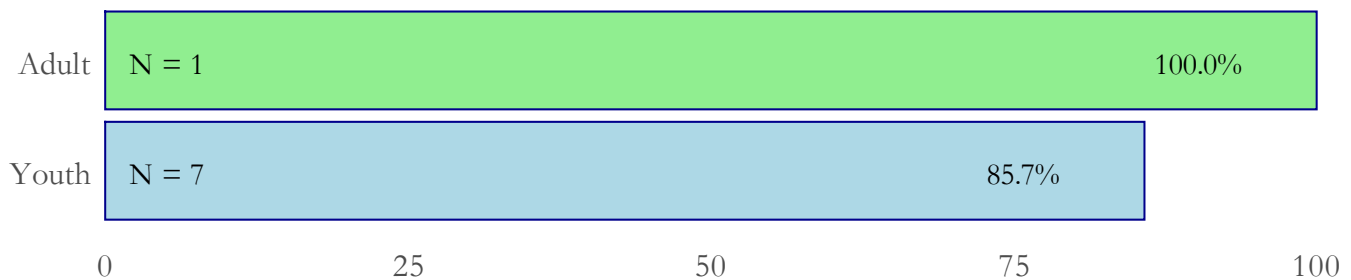
Adult satisfaction mean score: 4.79

Youth satisfaction mean score: 3.91

Family satisfaction mean score: - -

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

#### Percent Satisfied by 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 17 clients; surveys were returned for 8 clients (  $8 / 17 = 47.1\%$  ).
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.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

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

Program Code(s): 8858OP

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for Edgewood Counseling Enriched Educational Program: **4.79**.

Overall satisfaction mean score for all other programs: **4.37**.

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 list

#### **Lowest Agreement Items**

Not enough data for low est satisfaction list

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 MHSIP survey data to create a table. N = 1

Not enough MHSIP survey data to create domain means chart. N = 1

## 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Edgewood Counseling Enriched Educational Program**

Program Code(s): 8858OP

Overall Satisfaction<sup>1</sup>

**90.9%**

Return Rate<sup>2</sup>

**56.2%**

Overall satisfaction<sup>3</sup> mean score for Edgewood Counseling Enriched Educational Program: **3.91** (youth), **4.82** (family).

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.53** (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% 10. I got the help I wanted

100.0% 11. I got as much help as I needed

90.9% 2. I helped to choose my services

**Lowest Agreement Items**

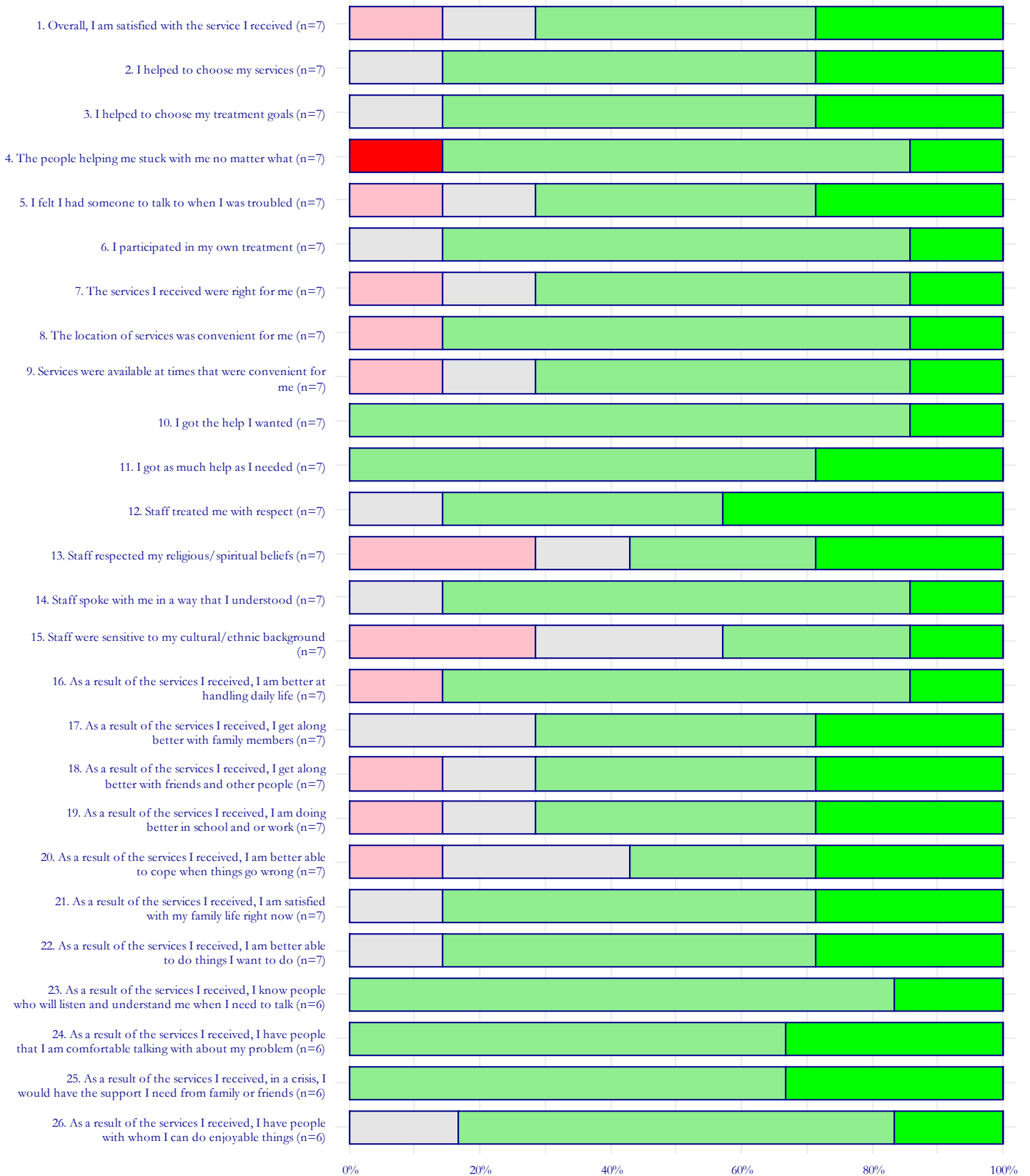
63.6% 15. Staff were sensitive to my cultural/ethnic background

70.0% 13. Staff respected my religious/spiritual beliefs

81.8% 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

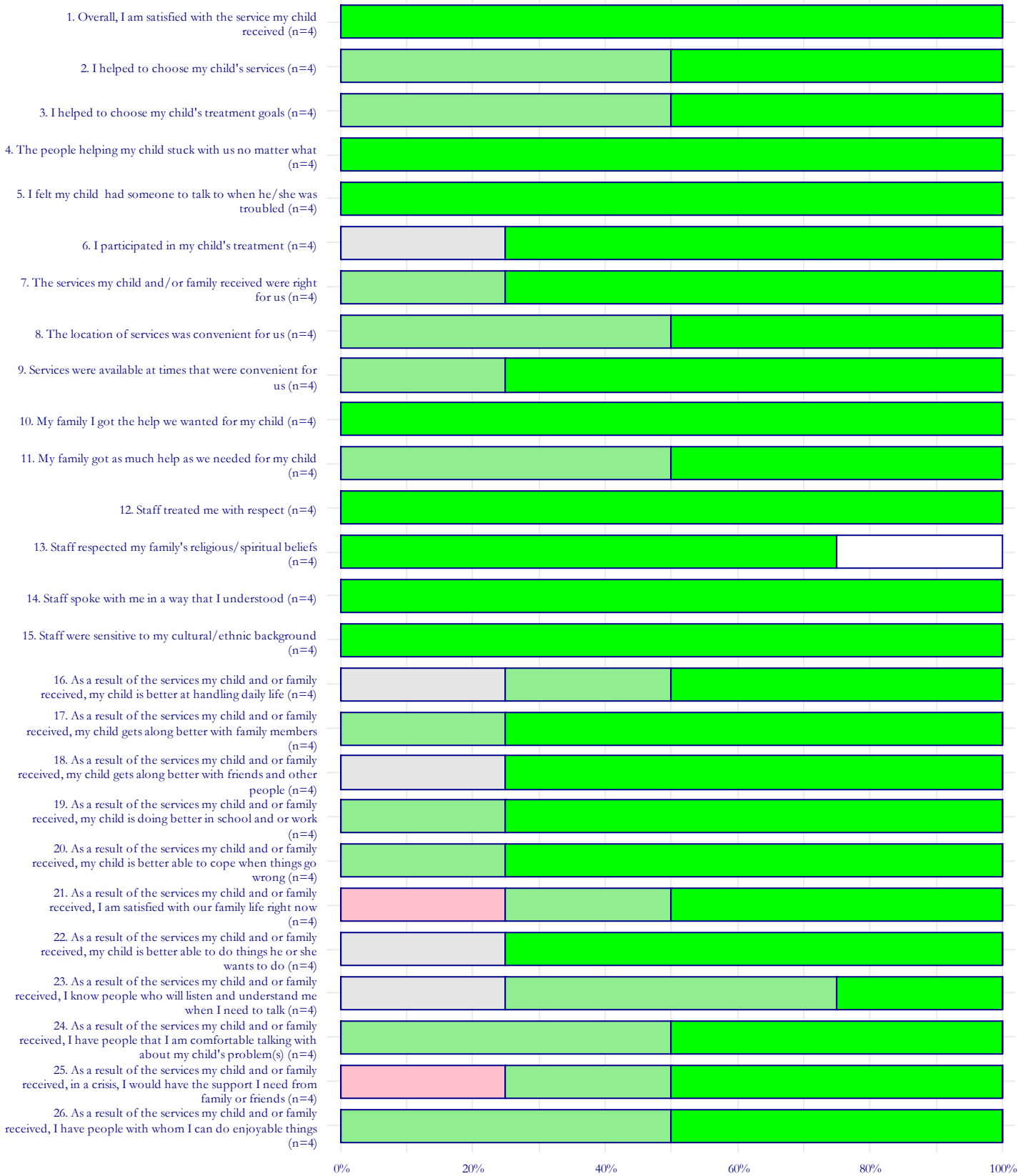




## Youth Services Survey for Youth, N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>71.4 %</b> 1. Overall, I am satisfied with the service I received	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> 2. I helped to choose my services	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> 3. I helped to choose my treatment goals	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> 4. The people helping me stuck with me no matter what	1 14.3 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 5. I felt I had someone to talk to when I was troubled	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> 6. I participated in my own treatment	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> 7. The services I received were right for me	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	1 14.3 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 8. The location of services was convenient for me	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	1 14.3 %	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 %	6 85.7 %	1 14.3 %	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 %	5 71.4 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	3 42.9 %	0 0.0 %	0 0.0 %
<b>57.1 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	2 28.6 %	1 14.3 %	2 28.6 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 14.3 %	5 71.4 %	1 14.3 %	0 0.0 %	0 0.0 %
<b>42.9 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	1 14.3 %	0 0.0 %	0 0.0 %
<b>85.7 %</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 %	5 71.4 %	1 14.3 %	0 0.0 %	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 %	0 0.0 %	2 28.6 %	3 42.9 %	2 28.6 %	0 0.0 %	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 14.3 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>57.1 %</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 %	2 28.6 %	2 28.6 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>85.7 %</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 14.3 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>85.7 %</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 14.3 %	4 57.1 %	2 28.6 %	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 %	5 71.4 %	1 14.3 %	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 %	4 57.1 %	2 28.6 %	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 %	4 57.1 %	2 28.6 %	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 %	4 57.1 %	1 14.3 %	0 0.0 %	1 14.3 %

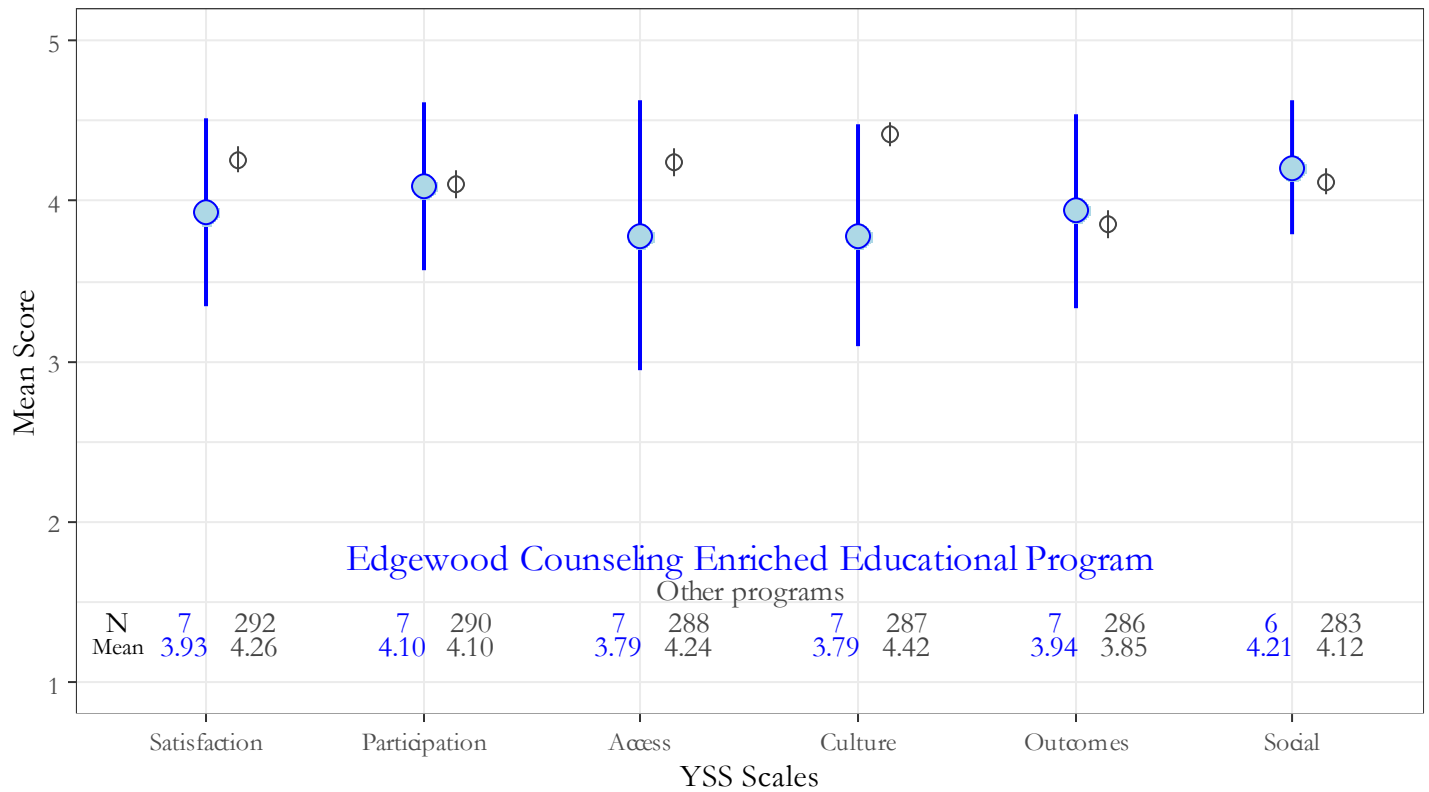
# Youth Services Survey for Families



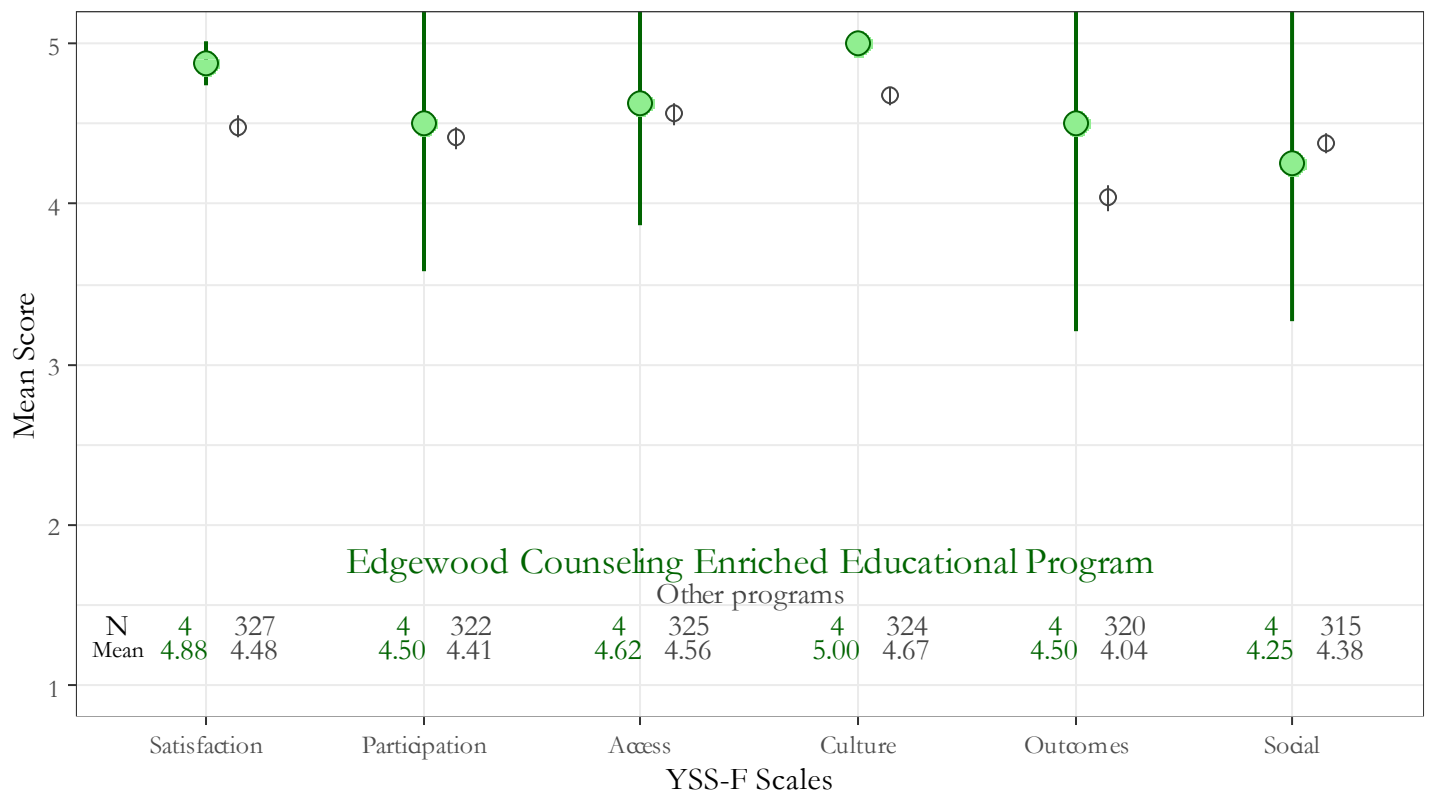
## Youth Services Survey for Families, N = 4

	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 %	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 %	2 50.0 %	2 50.0 %	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 %	2 50.0 %	2 50.0 %	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>75.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	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 %	2 50.0 %	2 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 %	1 25.0 %	3 75.0 %	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 %	0 0.0 %	4 100.0 %	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 %	0 0.0 %	3 75.0 %	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 %	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 %	0 0.0 %	4 100.0 %	0 0.0 %	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 %	1 25.0 %	1 25.0 %	2 50.0 %	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 %	1 25.0 %	3 75.0 %	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 %	0 0.0 %	3 75.0 %	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 %	1 25.0 %	3 75.0 %	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 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
<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 25.0 %	0 0.0 %	1 25.0 %	2 50.0 %	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 %	0 0.0 %	3 75.0 %	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 %	2 50.0 %	1 25.0 %	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 %	2 50.0 %	2 50.0 %	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 %	1 25.0 %	0 0.0 %	1 25.0 %	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 %	2 50.0 %	2 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>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 %	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 %	7 100 %	11 100 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 16 clients; surveys were returned for 9 clients ( 9 / 16 = 56.2% ).
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 2019  
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>

**83.3%**

Return Rate<sup>2</sup>

**58.8%**

Overall satisfaction<sup>3</sup> mean score for Edgewood Therapeutic Behavioral Services TBS: No YSS (youth) data for this program, **4.11** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.54** (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%** 9. Services were available at times that were convenient for me

**100.0%** 13. Staff respected my religious/spiritual beliefs

#### **Lowest Agreement Items**

**66.7%** 1. Overall, I am satisfied with the service I received

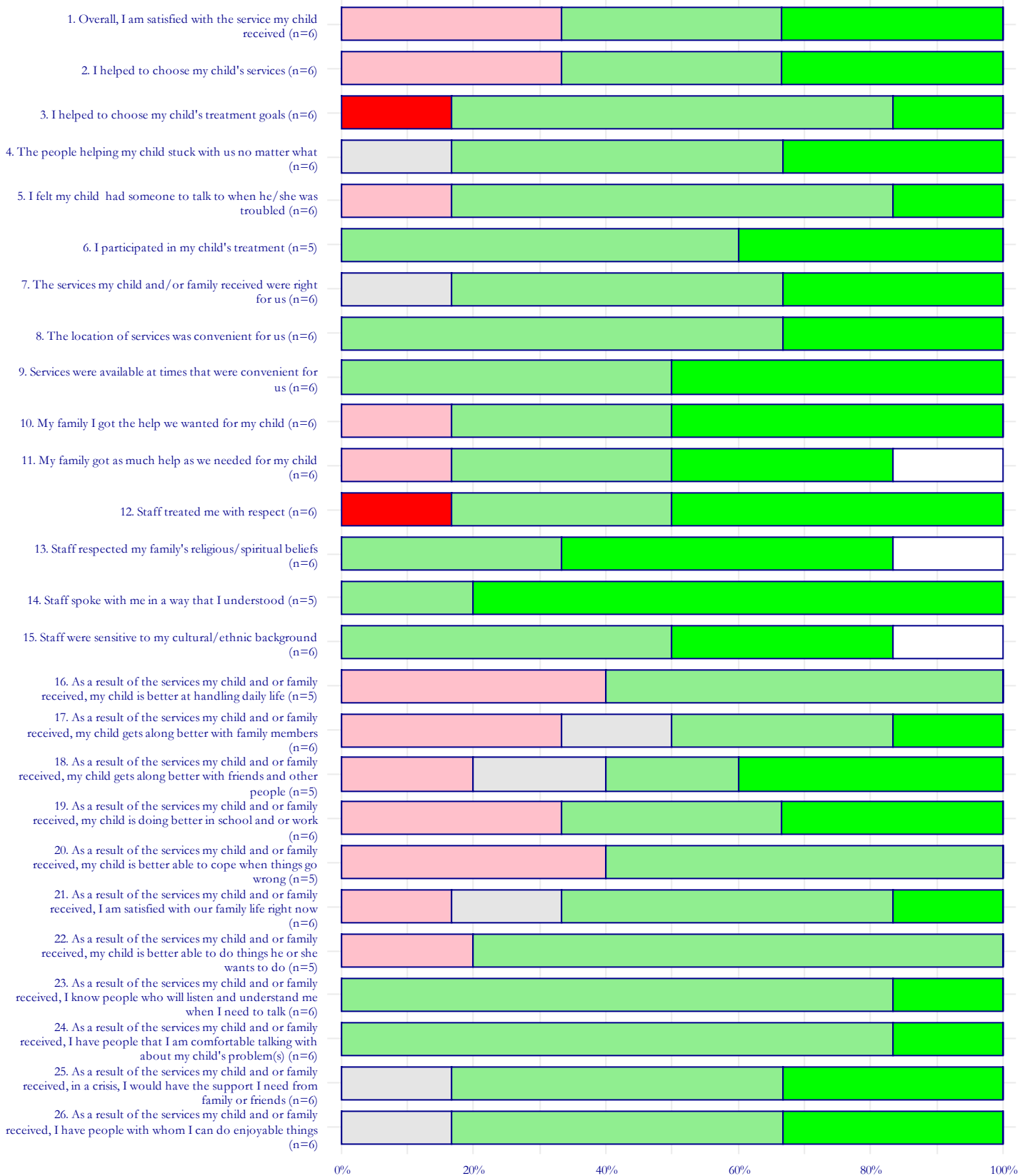
**66.7%** 2. I helped to choose my services

**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.

Not enough Youth survey data to create a table or bar chart.

### Youth Services Survey for Families



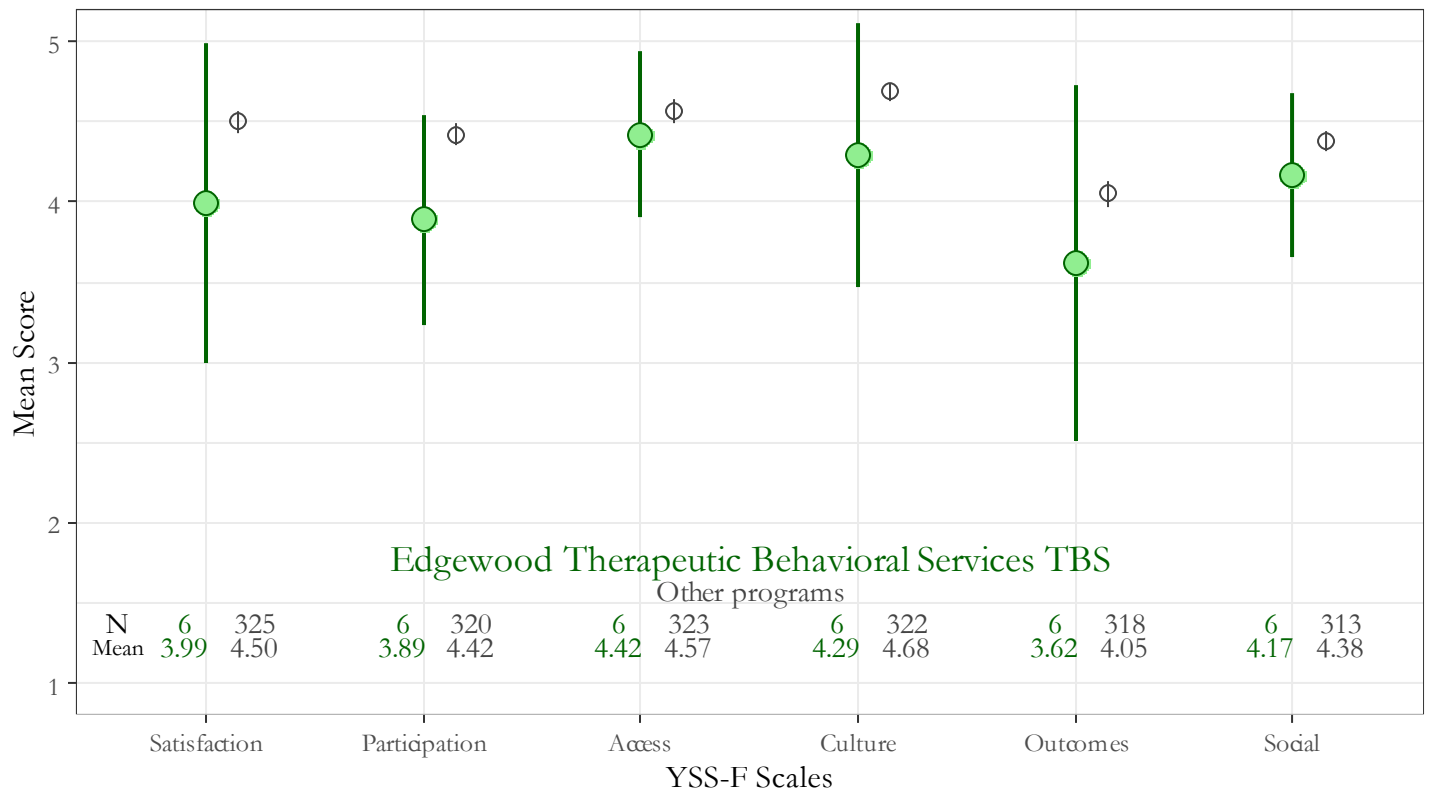
## Youth Services Survey for Families, N = 9

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>66.7 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	2 22.2 %	0 0.0 %	2 22.2 %	2 22.2 %	0 0.0 %	3 33.3 %
<b>66.7 %</b> 2. I helped to choose my child's services	0 0.0 %	2 22.2 %	0 0.0 %	2 22.2 %	2 22.2 %	0 0.0 %	3 33.3 %
<b>83.3 %</b> 3. I helped to choose my child's treatment goals	1 11.1 %	0 0.0 %	0 0.0 %	4 44.4 %	1 11.1 %	0 0.0 %	3 33.3 %
<b>83.3 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	2 22.2 %	0 0.0 %	3 33.3 %
<b>83.3 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	1 11.1 %	0 0.0 %	4 44.4 %	1 11.1 %	0 0.0 %	3 33.3 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	0 0.0 %	4 44.4 %
<b>83.3 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	2 22.2 %	0 0.0 %	3 33.3 %
<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 %	2 22.2 %	0 0.0 %	3 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 %	3 33.3 %	3 33.3 %	0 0.0 %	3 33.3 %
<b>83.3 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	3 33.3 %	0 0.0 %	3 33.3 %
<b>80.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	2 22.2 %	1 11.1 %	3 33.3 %
<b>83.3 %</b> 12. Staff treated me with respect	1 11.1 %	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	0 0.0 %	3 33.3 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	1 11.1 %	3 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 11.1 %	4 44.4 %	0 0.0 %	4 44.4 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	1 11.1 %	3 33.3 %
<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 %	2 22.2 %	0 0.0 %	3 33.3 %	0 0.0 %	0 0.0 %	4 44.4 %
<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 %	2 22.2 %	1 11.1 %	2 22.2 %	1 11.1 %	0 0.0 %	3 33.3 %
<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 %	1 11.1 %	1 11.1 %	1 11.1 %	2 22.2 %	0 0.0 %	4 44.4 %
<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 %	2 22.2 %	0 0.0 %	2 22.2 %	2 22.2 %	0 0.0 %	3 33.3 %
<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 %	2 22.2 %	0 0.0 %	3 33.3 %	0 0.0 %	0 0.0 %	4 44.4 %
<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 11.1 %	1 11.1 %	3 33.3 %	1 11.1 %	0 0.0 %	3 33.3 %
<b>80.0 %</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 11.1 %	0 0.0 %	4 44.4 %	0 0.0 %	0 0.0 %	4 44.4 %
<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 %	5 55.6 %	1 11.1 %	0 0.0 %	3 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 %	5 55.6 %	1 11.1 %	0 0.0 %	3 33.3 %
<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 11.1 %	3 33.3 %	2 22.2 %	0 0.0 %	3 33.3 %
<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 %	1 11.1 %	3 33.3 %	2 22.2 %	0 0.0 %	3 33.3 %

Not enough youth survey data to create domain means plot.



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



<b>Survey Compliance</b>			
<b>Edgewood Therapeutic Behavioral Services</b>			
<b>Completion Status</b>	<b>TBS Completion by Respondent Type</b>		<b>Total</b>
	Family	Youth	
Refused	2 22.2 %	2 100 %	4 36.4 %
Impaired	0 0 %	0 0 %	0 0 %
Language	1 11.1 %	0 0 %	1 9.1 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	6 66.7 %	0 0 %	6 54.5 %
<b>Total</b>	9 100 %	2 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 17 clients; surveys were returned for 10 clients ( 10 / 17 = 58.8% ).
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

## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

### Edgewood Wraparound WRAP

Youth program codes (RUs): 885819

Adult program codes (RUs): 885819

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**46.7%**

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 4-8 2019 (Avatar billing): 15

People surveyed: 7 (6 youth and 1 adults)

Adult satisfaction mean score: --

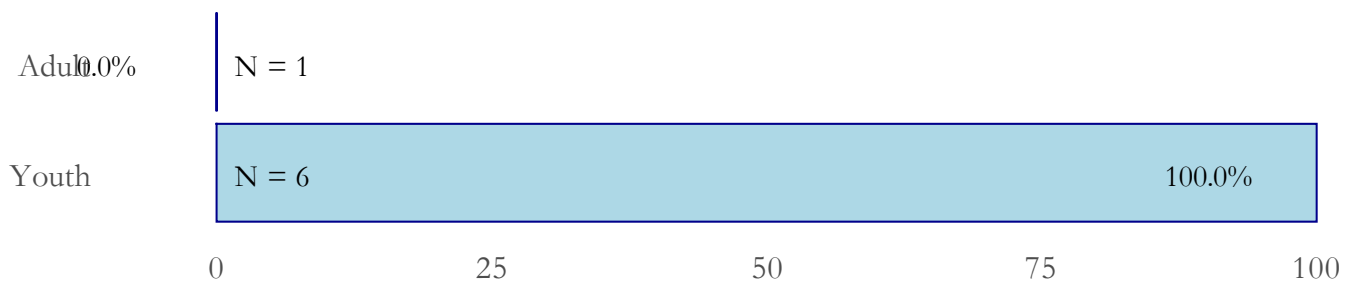
Youth satisfaction mean score: 4.15

Family satisfaction mean score: - -

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

#### Percent Satisfied by Adult/Youth and Family

No adult surveys contained satisfaction data



### **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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 15 clients; surveys were returned for 7 clients ( $7 / 15 = 46.7\%$ ).
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.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **Edgewood Wraparound WRAP**

Program Code(s): 885819

Overall Satisfaction<sup>1</sup>  
-- %

Return Rate<sup>2</sup>  
**100.0%**

Overall satisfaction<sup>3</sup> mean score for Edgewood Wraparound WRAP: -- .

Overall satisfaction mean score for all other programs: **4.37**.

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 list

#### **Lowest Agreement Items**

Not enough data for low est satisfaction list

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 MHSIP survey data to create a table. N = 0

Not enough MHSIP survey data to create domain means chart. N = 0

**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	1 100 %	0 0 %	1 100 %
Completed Survey	0 0 %	0 0 %	0 0 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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.
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.





San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
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>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for Edgewood Wraparound WRAP: **4.15** (youth), **4.63** (family).

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.53** (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**

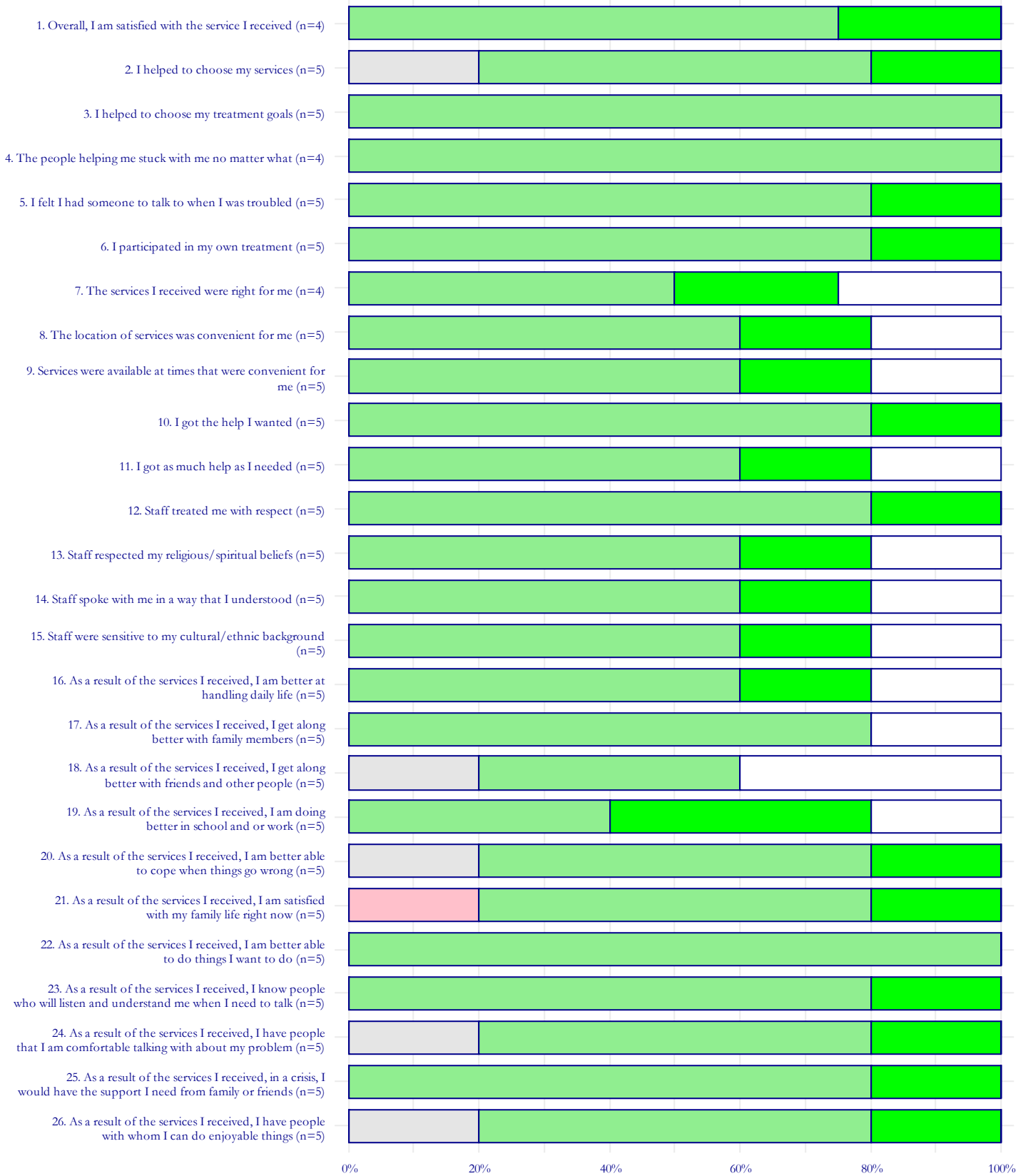
**91.7%** 2. I helped to choose my services

**91.7%** 7. The services I received were right for me

**92.3%** 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.

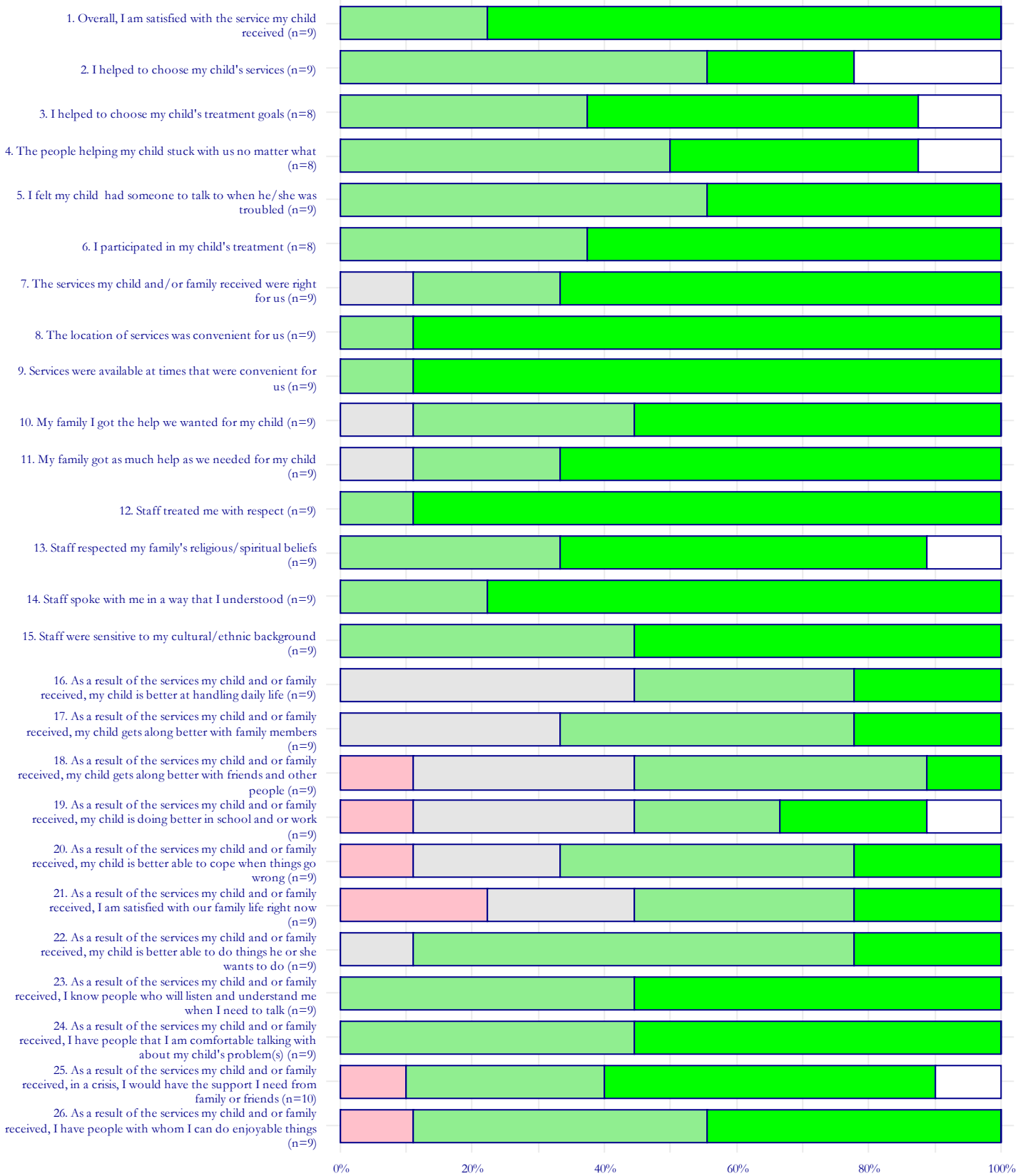
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 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 %	3 50.0 %	1 16.7 %	0 0.0 %	2 33.3 %
<b>80.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	1 16.7 %	0 0.0 %	1 16.7 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	5 83.3 %	0 0.0 %	0 0.0 %	1 16.7 %
<b>100.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	0 0.0 %	0 0.0 %	2 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 %	4 66.7 %	1 16.7 %	0 0.0 %	1 16.7 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	1 16.7 %	0 0.0 %	1 16.7 %
<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 %	1 16.7 %	1 16.7 %	2 33.3 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	1 16.7 %	1 16.7 %	1 16.7 %
<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 50.0 %	1 16.7 %	1 16.7 %	1 16.7 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	1 16.7 %	0 0.0 %	1 16.7 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	1 16.7 %	1 16.7 %	1 16.7 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	1 16.7 %	0 0.0 %	1 16.7 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	1 16.7 %	1 16.7 %	1 16.7 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	1 16.7 %	1 16.7 %	1 16.7 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	1 16.7 %	1 16.7 %	1 16.7 %
<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 %	3 50.0 %	1 16.7 %	1 16.7 %	1 16.7 %
<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 66.7 %	0 0.0 %	1 16.7 %	1 16.7 %
<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 16.7 %	2 33.3 %	0 0.0 %	2 33.3 %	1 16.7 %
<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 33.3 %	2 33.3 %	1 16.7 %	1 16.7 %
<b>80.0 %</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 16.7 %	3 50.0 %	1 16.7 %	0 0.0 %	1 16.7 %
<b>80.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 16.7 %	0 0.0 %	3 50.0 %	1 16.7 %	0 0.0 %	1 16.7 %
<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 %	5 83.3 %	0 0.0 %	0 0.0 %	1 16.7 %
<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 66.7 %	1 16.7 %	0 0.0 %	1 16.7 %
<b>80.0 %</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 %	3 50.0 %	1 16.7 %	0 0.0 %	1 16.7 %
<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 %	4 66.7 %	1 16.7 %	0 0.0 %	1 16.7 %
<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 %	0 0.0 %	1 16.7 %	3 50.0 %	1 16.7 %	0 0.0 %	1 16.7 %

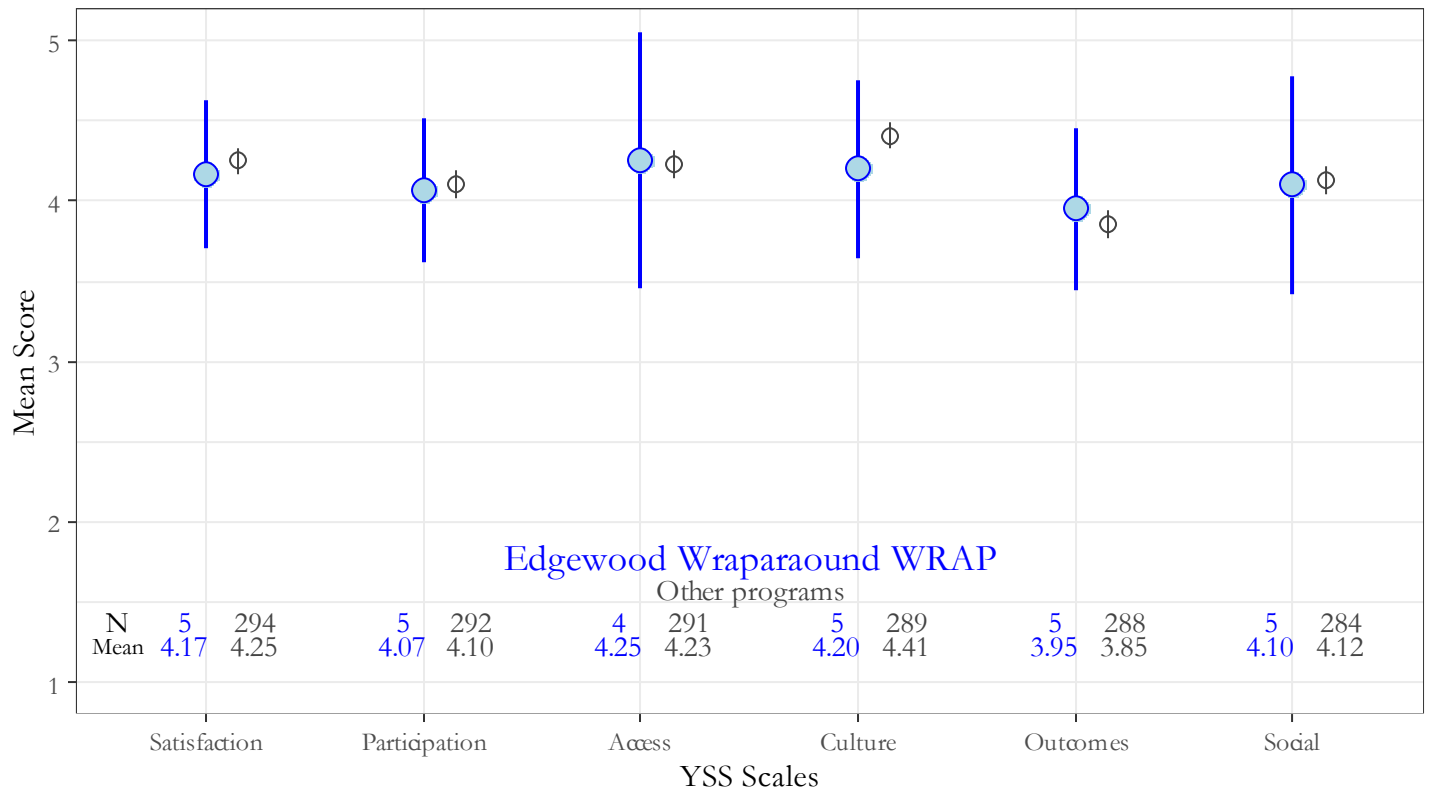
# Youth Services Survey for Families



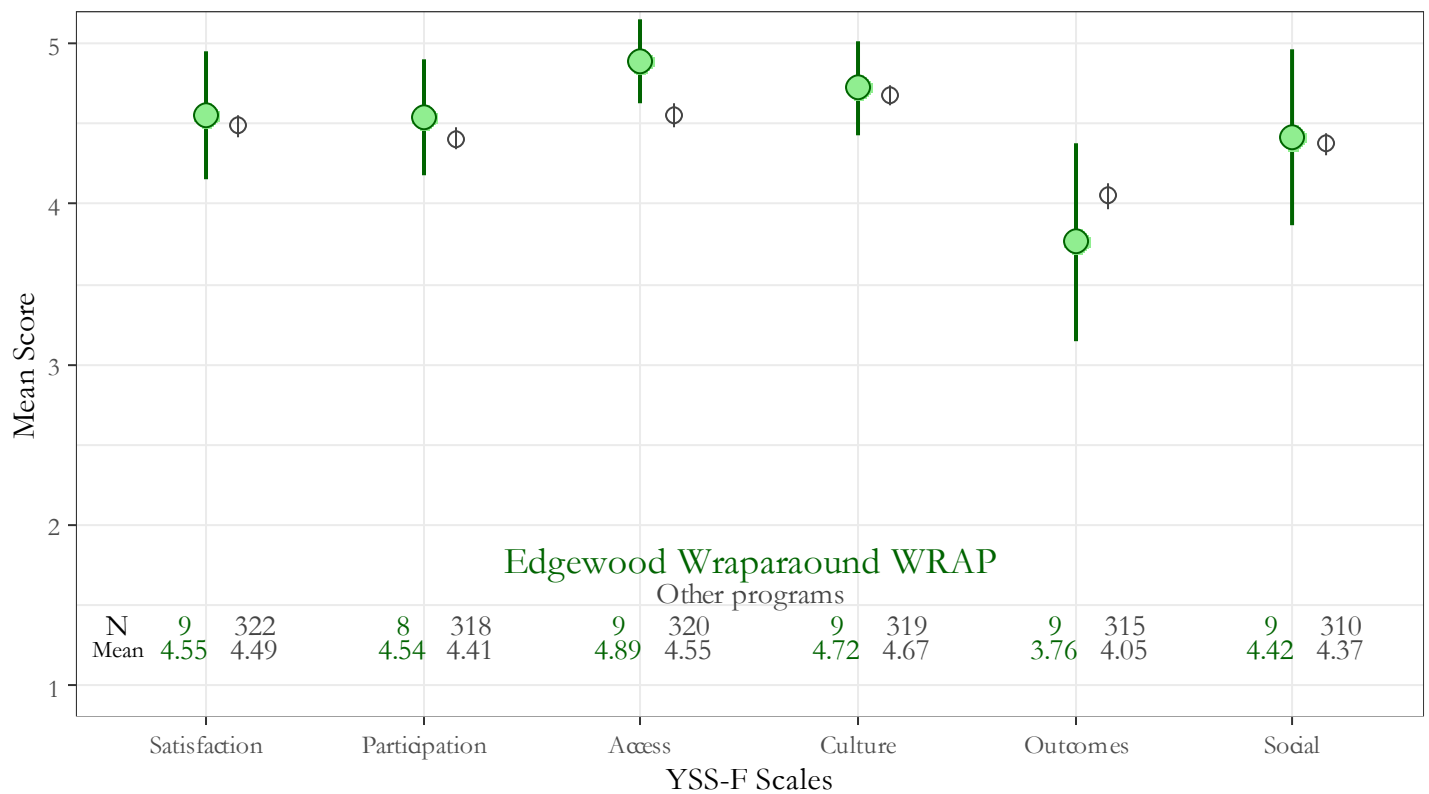
## Youth Services Survey for Families, N = 13

	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 15.4 %	7 53.8 %	0 0.0 %	4 30.8 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	2 15.4 %	2 15.4 %	4 30.8 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	4 30.8 %	1 7.7 %	5 38.5 %
<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 30.8 %	3 23.1 %	1 7.7 %	5 38.5 %
<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 38.5 %	4 30.8 %	0 0.0 %	4 30.8 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	5 38.5 %	0 0.0 %	5 38.5 %
<b>88.9 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	6 46.2 %	0 0.0 %	4 30.8 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	8 61.5 %	0 0.0 %	4 30.8 %
<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 7.7 %	8 61.5 %	0 0.0 %	4 30.8 %
<b>88.9 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	5 38.5 %	0 0.0 %	4 30.8 %
<b>88.9 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	6 46.2 %	0 0.0 %	4 30.8 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	8 61.5 %	0 0.0 %	4 30.8 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	5 38.5 %	1 7.7 %	4 30.8 %
<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 15.4 %	7 53.8 %	0 0.0 %	4 30.8 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	5 38.5 %	0 0.0 %	4 30.8 %
<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	0 0.0 %	0 0.0 %	4 30.8 %	3 23.1 %	2 15.4 %	0 0.0 %	4 30.8 %
<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 23.1 %	4 30.8 %	2 15.4 %	0 0.0 %	4 30.8 %
<b>55.6 %</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 7.7 %	3 23.1 %	4 30.8 %	1 7.7 %	0 0.0 %	4 30.8 %
<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 %	1 7.7 %	3 23.1 %	2 15.4 %	2 15.4 %	1 7.7 %	4 30.8 %
<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 %	1 7.7 %	2 15.4 %	4 30.8 %	2 15.4 %	0 0.0 %	4 30.8 %
<b>55.6 %</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 15.4 %	2 15.4 %	3 23.1 %	2 15.4 %	0 0.0 %	4 30.8 %
<b>88.9 %</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	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	2 15.4 %	0 0.0 %	4 30.8 %
<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 30.8 %	5 38.5 %	0 0.0 %	4 30.8 %
<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 30.8 %	5 38.5 %	0 0.0 %	4 30.8 %
<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 %	1 7.7 %	0 0.0 %	3 23.1 %	5 38.5 %	1 7.7 %	3 23.1 %
<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 7.7 %	0 0.0 %	4 30.8 %	4 30.8 %	0 0.0 %	4 30.8 %

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

### Edgewood Wraparound

Completion Status	WRAP Completion by Respondent Type		Total
	Family	Youth	
Refused	3 23.1 %	1 16.7 %	4 21.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 7.7 %	0 0 %	1 5.3 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	9 69.2 %	5 83.3 %	14 73.7 %
<b>Total</b>	13 100 %	6 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Family Mosaic Project**  
Program Code(s): 8957OP

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

Return Rate<sup>2</sup>  
**28.6%**

Overall satisfaction<sup>3</sup> mean score for Family Mosaic Project: **4.76** (youth), **4.65** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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**

- 90.9% 15. Staff were sensitive to my cultural/ethnic background
- 91.7% 2. I helped to choose my services
- 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.



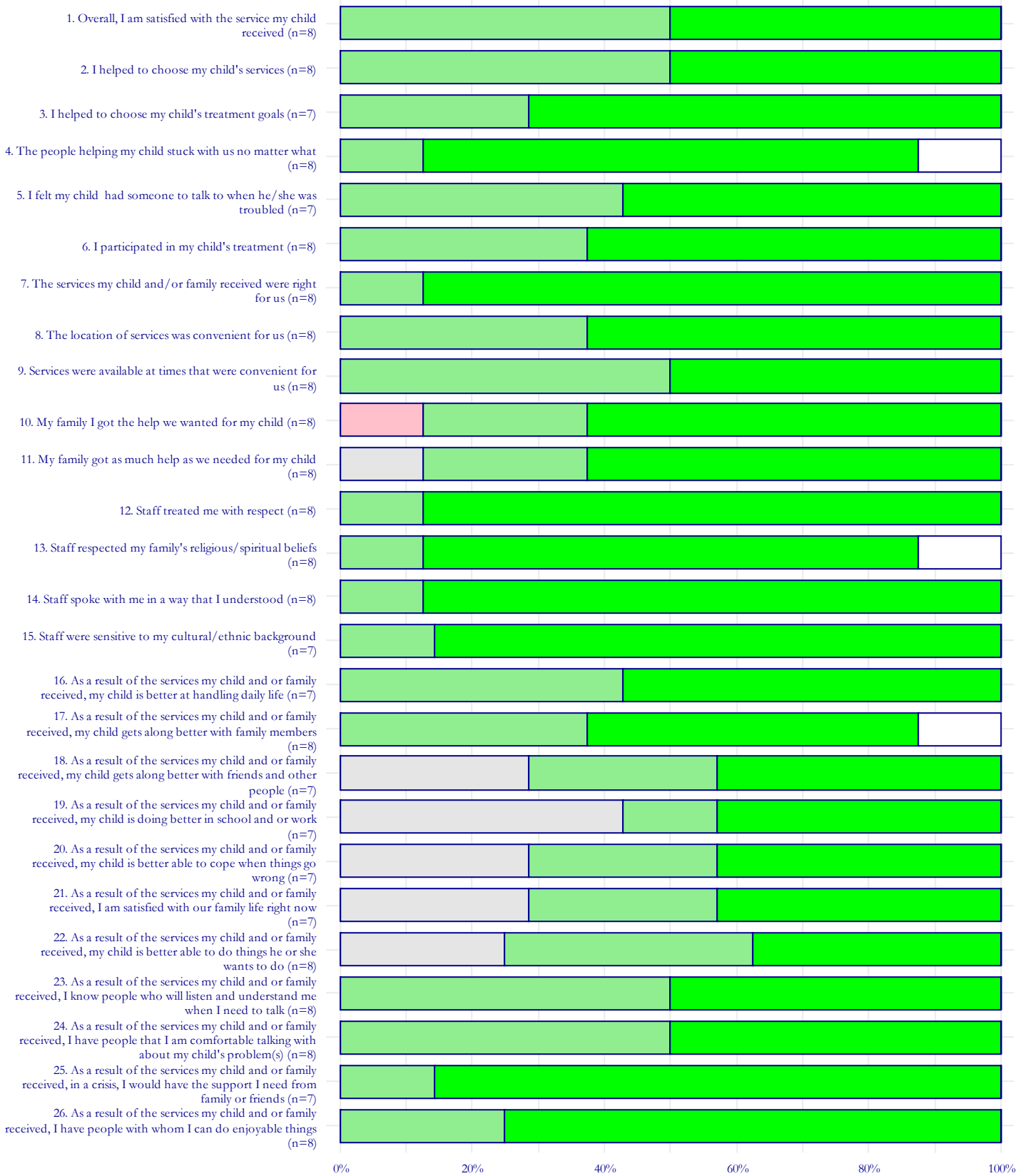
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 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 %	1 20.0 %	0 0.0 %	0 0.0 %	3 60.0 %	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 %	1 20.0 %	3 60.0 %	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 %	0 0.0 %	4 80.0 %	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 %	0 0.0 %	4 80.0 %	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 %	0 0.0 %	4 80.0 %	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 %	0 0.0 %	4 80.0 %	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 %	1 20.0 %	3 60.0 %	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 %	1 20.0 %	3 60.0 %	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 %	1 20.0 %	3 60.0 %	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 %	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 religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	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>75.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	1 20.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	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 %	1 20.0 %	2 40.0 %	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 %	1 20.0 %	2 40.0 %	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 %	1 20.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<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 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	1 20.0 %
<b>75.0 %</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 20.0 %	1 20.0 %	2 40.0 %	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 %	1 20.0 %	0 0.0 %	1 20.0 %	2 40.0 %	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 %	1 20.0 %	2 40.0 %	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 %	1 20.0 %	3 60.0 %	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 %	1 20.0 %	3 60.0 %	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 %	0 0.0 %	4 80.0 %	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 %	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %	0 0.0 %	1 20.0 %

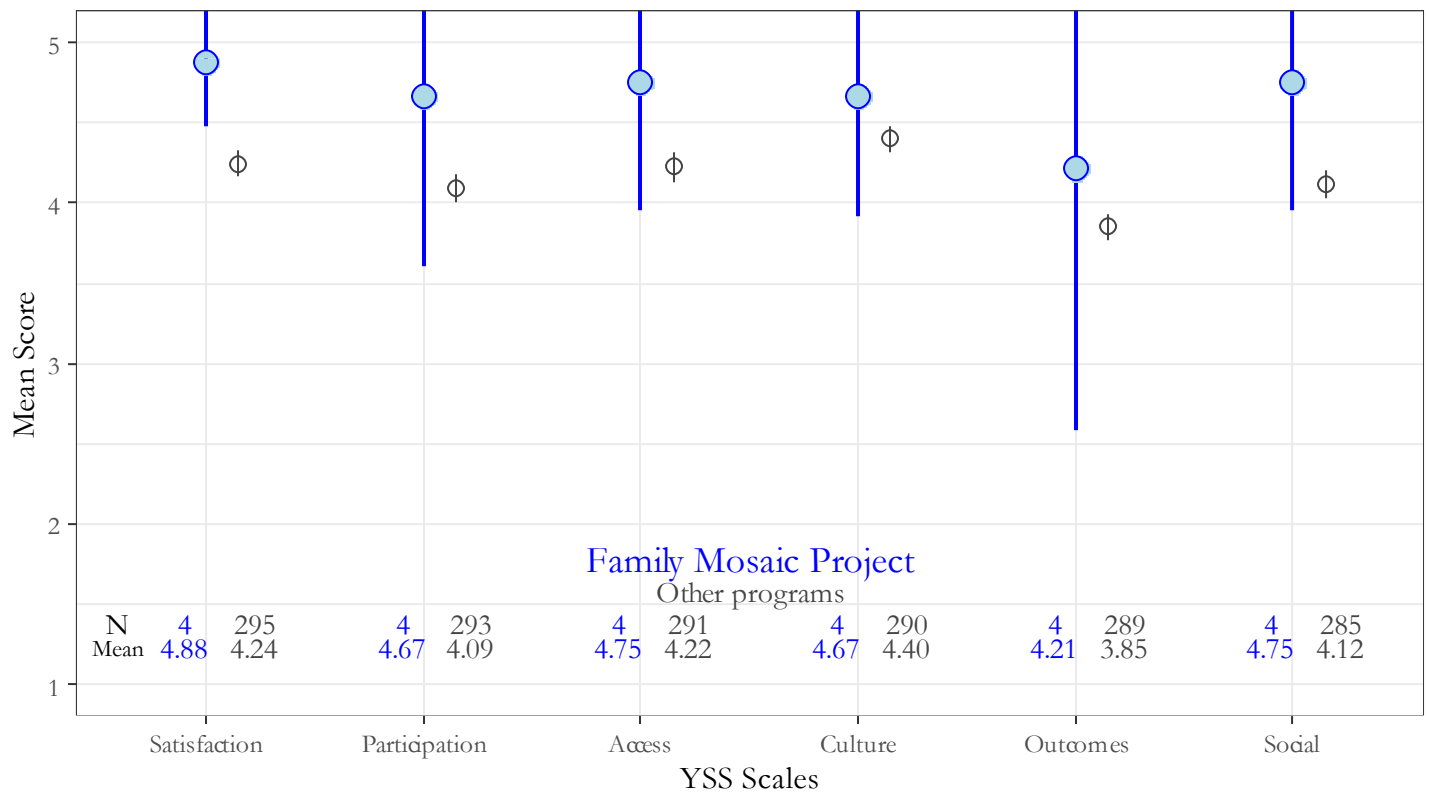
# Youth Services Survey for Families



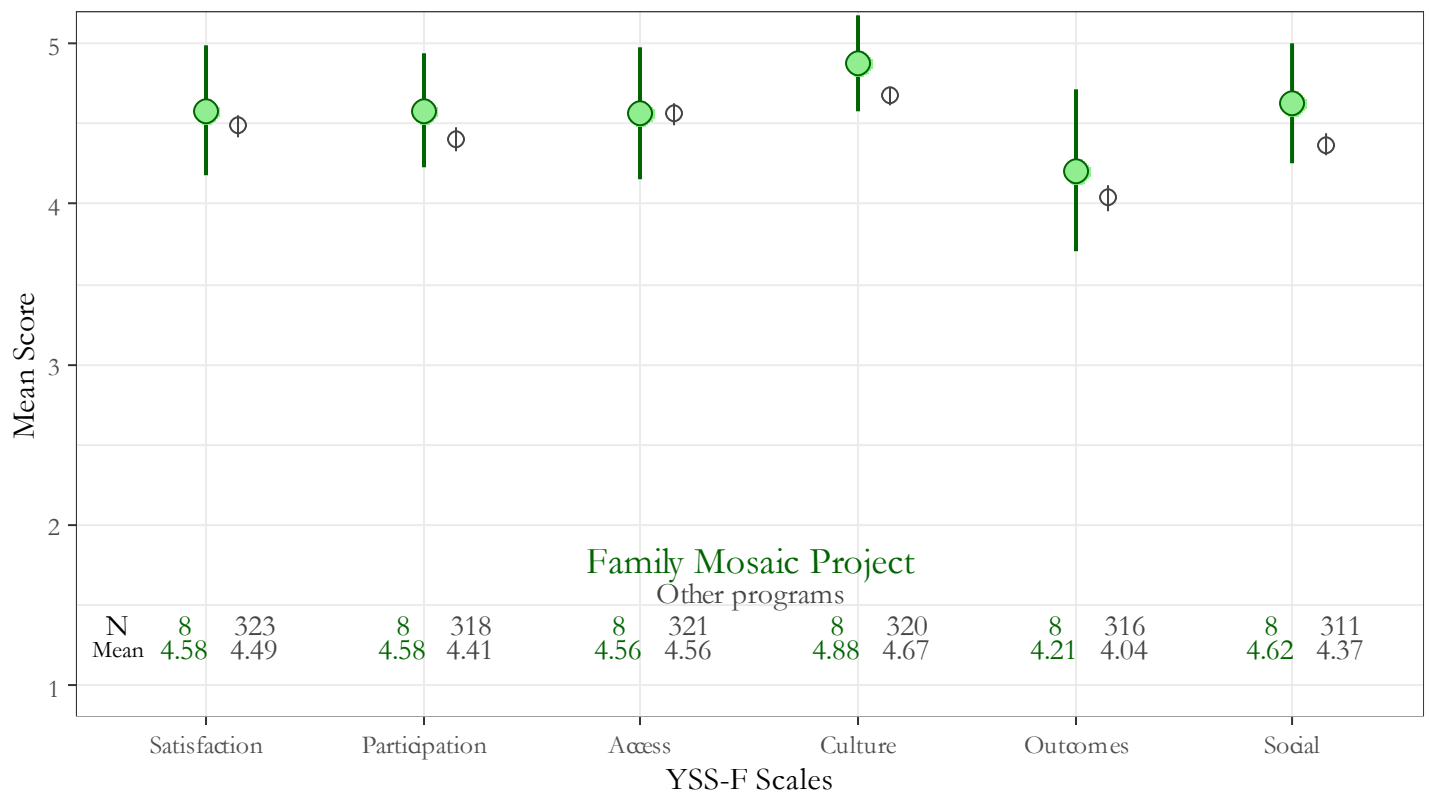
## Youth Services Survey for Families, N = 9

	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 44.4 %	4 44.4 %	0 0.0 %	1 11.1 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	4 44.4 %	0 0.0 %	1 11.1 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	0 0.0 %	2 22.2 %
<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 11.1 %	6 66.7 %	1 11.1 %	1 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 %	3 33.3 %	4 44.4 %	0 0.0 %	2 22.2 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	5 55.6 %	0 0.0 %	1 11.1 %
<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 11.1 %	7 77.8 %	0 0.0 %	1 11.1 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	5 55.6 %	0 0.0 %	1 11.1 %
<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 44.4 %	4 44.4 %	0 0.0 %	1 11.1 %
<b>87.5 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	5 55.6 %	0 0.0 %	1 11.1 %
<b>87.5 %</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 %	5 55.6 %	0 0.0 %	1 11.1 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	7 77.8 %	0 0.0 %	1 11.1 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	6 66.7 %	1 11.1 %	1 11.1 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	7 77.8 %	0 0.0 %	1 11.1 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	6 66.7 %	0 0.0 %	2 22.2 %
<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 33.3 %	4 44.4 %	0 0.0 %	2 22.2 %
<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 33.3 %	4 44.4 %	1 11.1 %	1 11.1 %
<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 22.2 %	2 22.2 %	3 33.3 %	0 0.0 %	2 22.2 %
<b>57.1 %</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 33.3 %	1 11.1 %	3 33.3 %	0 0.0 %	2 22.2 %
<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 22.2 %	2 22.2 %	3 33.3 %	0 0.0 %	2 22.2 %
<b>71.4 %</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 22.2 %	2 22.2 %	3 33.3 %	0 0.0 %	2 22.2 %
<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 22.2 %	3 33.3 %	3 33.3 %	0 0.0 %	1 11.1 %
<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 44.4 %	4 44.4 %	0 0.0 %	1 11.1 %
<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 44.4 %	4 44.4 %	0 0.0 %	1 11.1 %
<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 11.1 %	6 66.7 %	0 0.0 %	2 22.2 %
<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 22.2 %	6 66.7 %	0 0.0 %	1 11.1 %

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>



Completion Status	Survey Compliance Family Mosaic Project Completion by Respondent Type		Total
	Family	Youth	
	Refused	1 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	8 88.9 %	4 80 %	12 85.7 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 35 clients; surveys were returned for 10 clients ( 10 / 35 = 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.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
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>

**100.0%**

Return Rate<sup>2</sup>

**46.7%**

Overall satisfaction<sup>3</sup> mean score for Foster Care Mental Health Program: **4.55** (youth), **4.42** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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**

**85.7%** 3. I helped to choose my treatment goals

**85.7%** 7. The services I received were right for me

**85.7%** 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

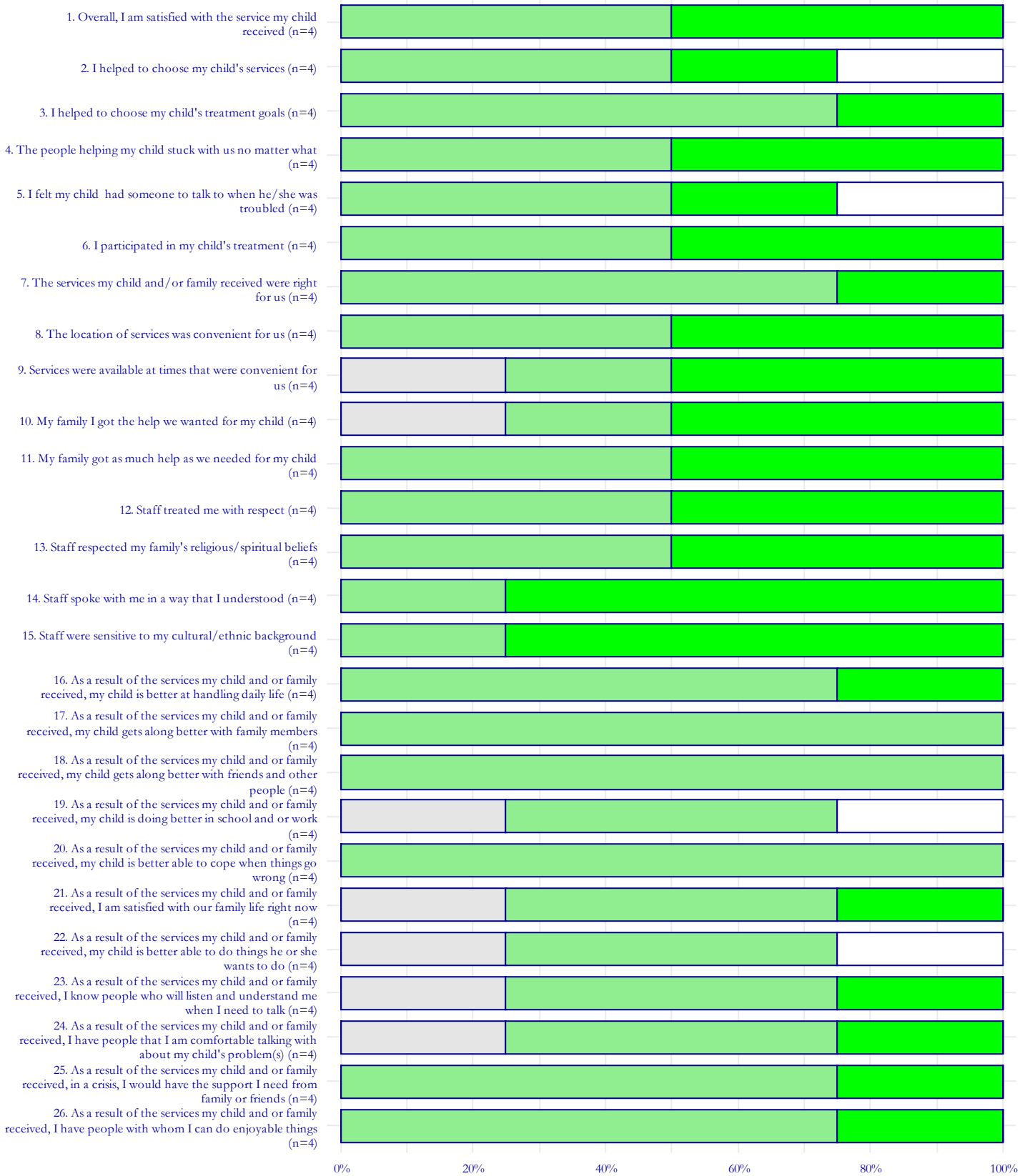




## Youth Services Survey for Youth, N = 5

	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 %	1 20.0 %	0 0.0 %	2 40.0 %
<b>100.0 %</b> 2. I helped to choose my services	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> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	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 %	0 0.0 %	3 60.0 %	0 0.0 %	2 40.0 %
<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 20.0 %	2 40.0 %	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 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
<b>66.7 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	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 %	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 me	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> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
<b>66.7 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	0 0.0 %	2 40.0 %
<b>100.0 %</b> 12. Staff treated me with respect	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> 13. Staff respected my religious/spiritual beliefs	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> 14. Staff spoke with me in a way that I understood	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> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
<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 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %	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 %	1 20.0 %	0 0.0 %	2 40.0 %
<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 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %	2 40.0 %
<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 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %	2 40.0 %
<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 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %	2 40.0 %
<b>0.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	1 20.0 %	0 0.0 %	2 40.0 %	0 0.0 %	0 0.0 %	0 0.0 %	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 %	3 60.0 %	0 0.0 %	0 0.0 %	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 %	1 20.0 %	2 40.0 %	0 0.0 %	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 %	1 20.0 %	2 40.0 %	0 0.0 %	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 %	1 20.0 %	2 40.0 %	0 0.0 %	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 %	1 20.0 %	0 0.0 %	2 40.0 %

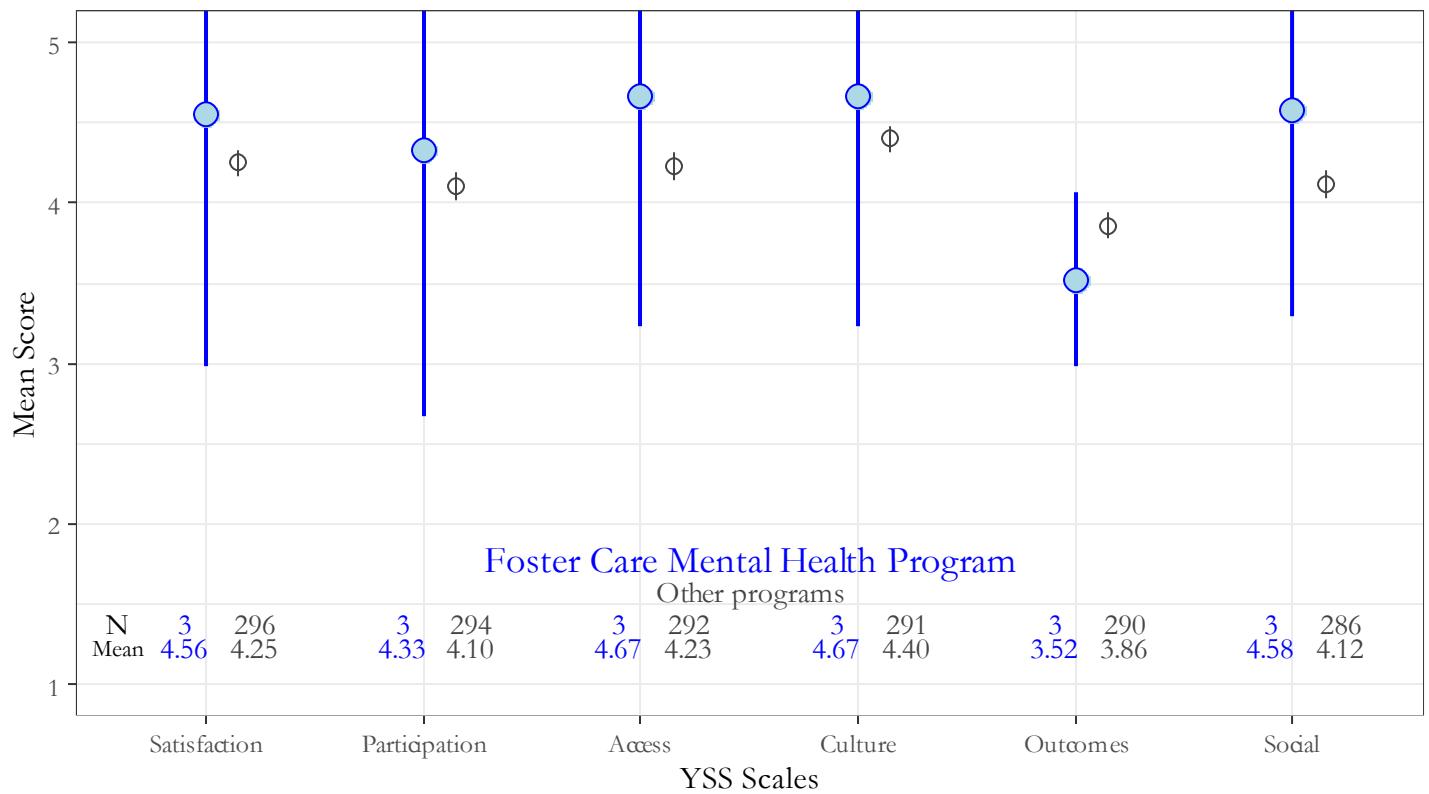
# Youth Services Survey for Families



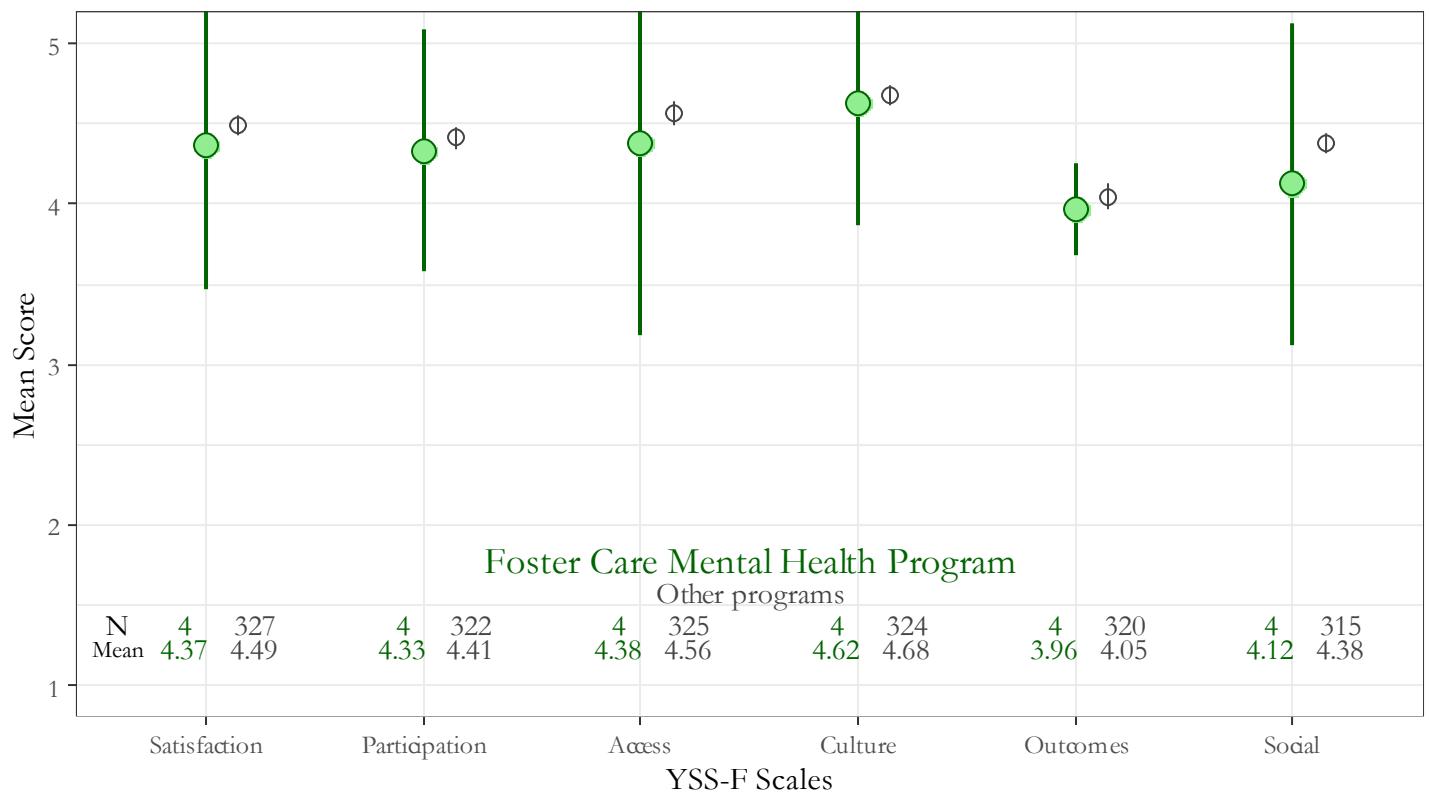
## Youth Services Survey for Families, N = 17

	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 %	2 11.8 %	2 11.8 %	0 0.0 %	13 76.5 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	1 5.9 %	1 5.9 %	13 76.5 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	1 5.9 %	0 0.0 %	13 76.5 %
<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 11.8 %	2 11.8 %	0 0.0 %	13 76.5 %
<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 %	2 11.8 %	1 5.9 %	1 5.9 %	13 76.5 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	0 0.0 %	13 76.5 %
<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 17.6 %	1 5.9 %	0 0.0 %	13 76.5 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	0 0.0 %	13 76.5 %
<b>75.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 5.9 %	1 5.9 %	2 11.8 %	0 0.0 %	13 76.5 %
<b>75.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 5.9 %	1 5.9 %	2 11.8 %	0 0.0 %	13 76.5 %
<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 %	2 11.8 %	2 11.8 %	0 0.0 %	13 76.5 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	0 0.0 %	13 76.5 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	0 0.0 %	13 76.5 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	0 0.0 %	13 76.5 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	0 0.0 %	13 76.5 %
<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 17.6 %	1 5.9 %	0 0.0 %	13 76.5 %
<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 23.5 %	0 0.0 %	0 0.0 %	13 76.5 %
<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 23.5 %	0 0.0 %	0 0.0 %	13 76.5 %
<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 5.9 %	2 11.8 %	0 0.0 %	1 5.9 %	13 76.5 %
<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 %	4 23.5 %	0 0.0 %	0 0.0 %	13 76.5 %
<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 %	1 5.9 %	2 11.8 %	1 5.9 %	0 0.0 %	13 76.5 %
<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 5.9 %	2 11.8 %	0 0.0 %	1 5.9 %	13 76.5 %
<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 5.9 %	2 11.8 %	1 5.9 %	0 0.0 %	13 76.5 %
<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 5.9 %	2 11.8 %	1 5.9 %	0 0.0 %	13 76.5 %
<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 17.6 %	1 5.9 %	0 0.0 %	13 76.5 %
<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 %	3 17.6 %	1 5.9 %	0 0.0 %	13 76.5 %

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>Foster Care Mental Health Program</b>			
<b>Completion Status</b>	<b>Completion by Respondent Type</b>		<b>Total</b>
	Family	Youth	
Refused	12 70.6 %	2 40 %	14 63.6 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 5.9 %	0 0 %	1 4.5 %
Completed Survey	4 23.5 %	3 60 %	7 31.8 %
<b>Total</b>	17 100 %	5 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 45 clients; surveys were returned for 21 clients ( 21 / 45 = 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.

☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

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

Program Code(s): 3822A3 3822OP

Overall Satisfaction<sup>1</sup>

**81.0%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for FSA Adult Full Service Partnership FSP-CARE: **4.12**.

Overall satisfaction mean score for all other programs: **4.38**.

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**

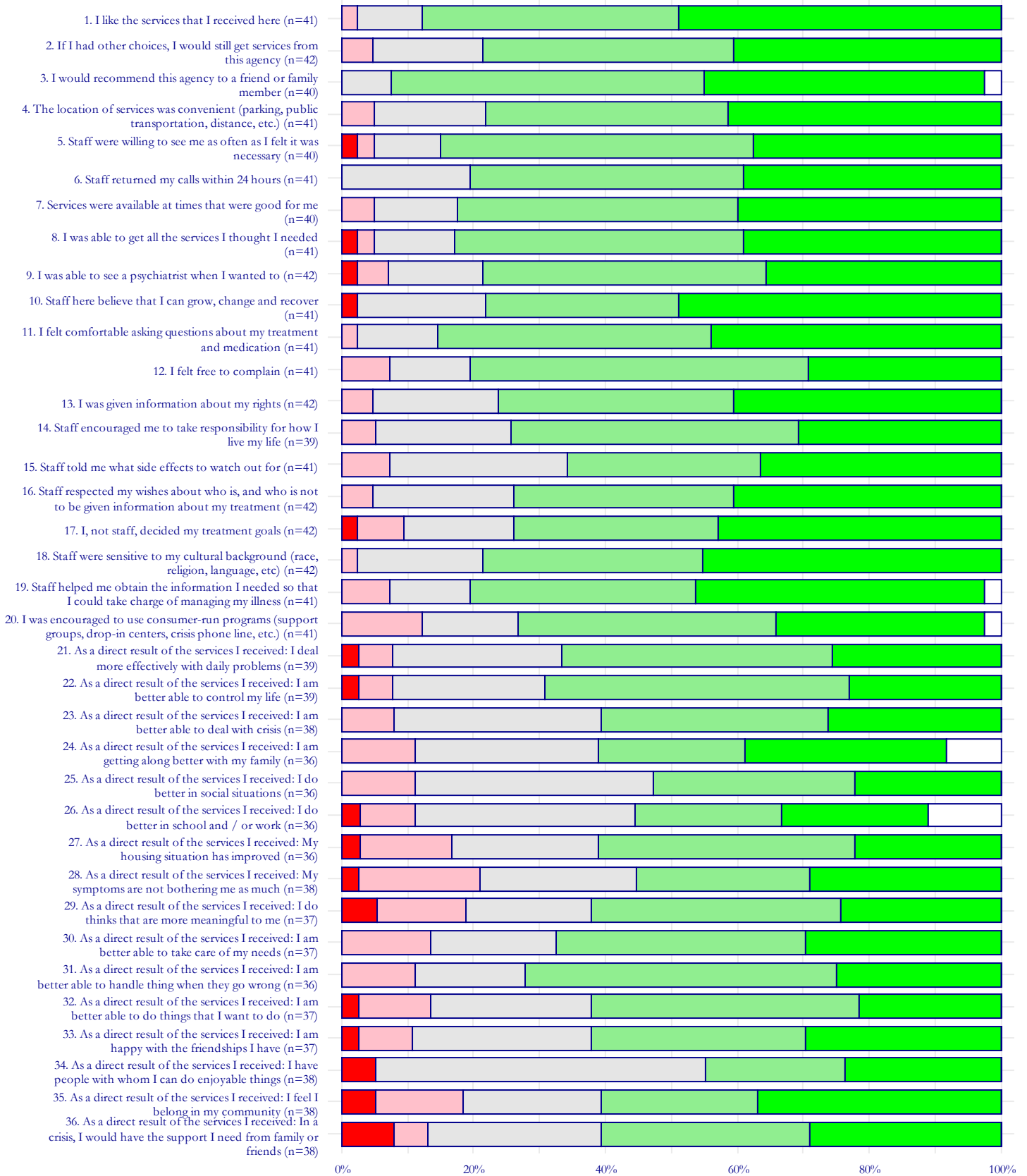
- 92.3% 3. I would recommend this agency to a friend or family member
- 87.8% 1. I like the services that I received here
- 85.4% 11. I felt comfortable asking questions about my treatment and medication

#### **Lowest Agreement Items**

- 65.9% 15. Staff told me what side effects to watch out for
- 72.5% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 73.8% 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, N = 51**

**Percent Agree**

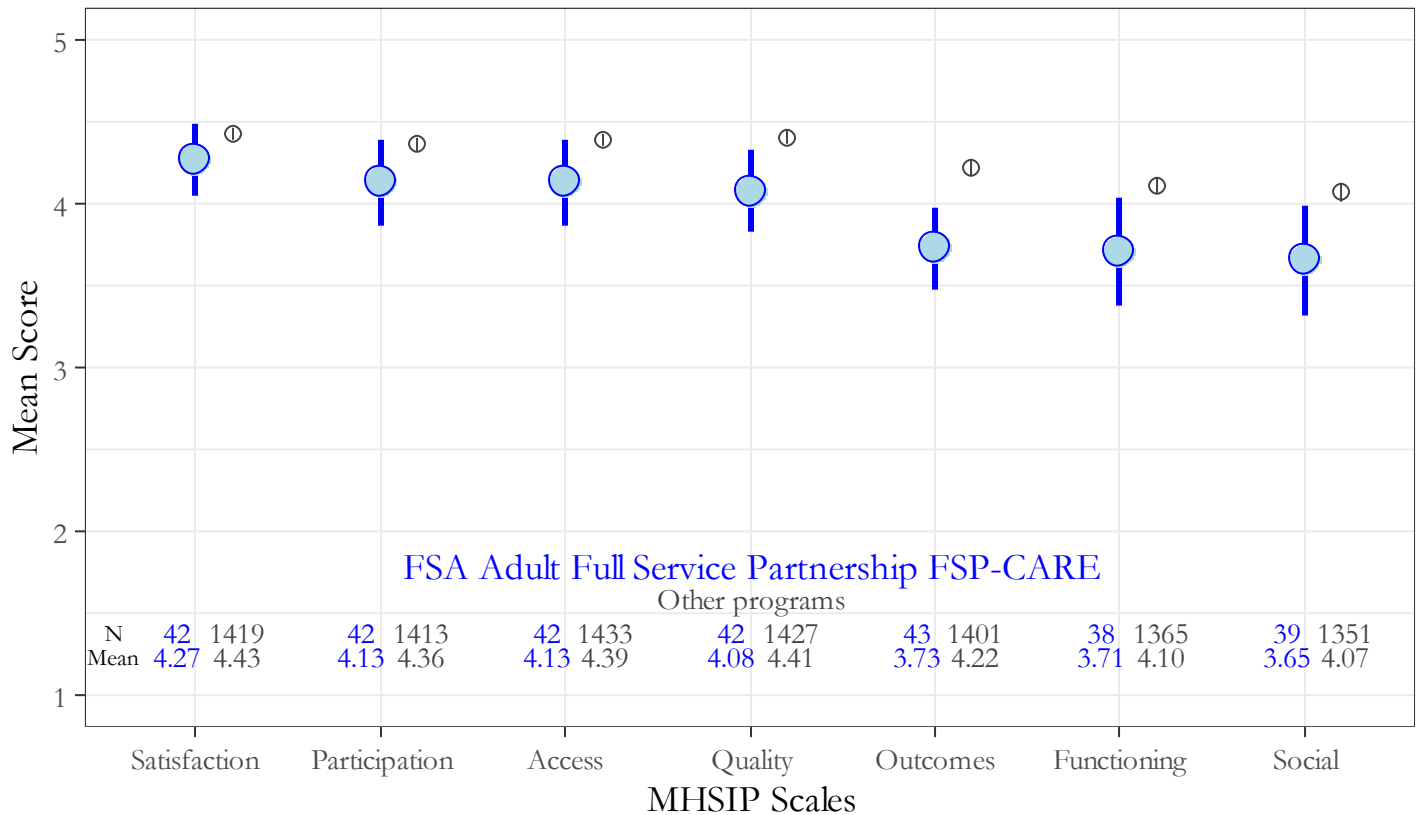
	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>87.8 %</b> 1. I like the services that I received here	0 0.0 %	1 2.0 %	4 7.8 %	16 31.4 %	20 39.2 %	0 0.0 %	10 19.6 %
<b>78.6 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	2 3.9 %	7 13.7 %	16 31.4 %	17 33.3 %	0 0.0 %	9 17.6 %
<b>92.3 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 5.9 %	19 37.2 %	17 33.3 %	1 2.0 %	11 21.6 %
<b>78.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 3.9 %	7 13.7 %	15 29.4 %	17 33.3 %	0 0.0 %	10 19.6 %
<b>85.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	1 2.0 %	1 2.0 %	4 7.8 %	19 37.2 %	15 29.4 %	0 0.0 %	11 21.6 %
<b>80.5 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	8 15.7 %	17 33.3 %	16 31.4 %	0 0.0 %	10 19.6 %
<b>82.5 %</b> 7. Services were available at times that were good for me	0 0.0 %	2 3.9 %	5 9.8 %	17 33.3 %	16 31.4 %	0 0.0 %	11 21.6 %
<b>82.9 %</b> 8. I was able to get all the services I thought I needed	1 2.0 %	1 2.0 %	5 9.8 %	18 35.3 %	16 31.4 %	0 0.0 %	10 19.6 %
<b>78.6 %</b> 9. I was able to see a psychiatrist when I wanted to	1 2.0 %	2 3.9 %	6 11.8 %	18 35.3 %	15 29.4 %	0 0.0 %	9 17.6 %
<b>78.0 %</b> 10. Staff here believe that I can grow, change and recover	1 2.0 %	0 0.0 %	8 15.7 %	12 23.5 %	20 39.2 %	0 0.0 %	10 19.6 %
<b>85.4 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 2.0 %	5 9.8 %	17 33.3 %	18 35.3 %	0 0.0 %	10 19.6 %
<b>80.5 %</b> 12. I felt free to complain	0 0.0 %	3 5.9 %	5 9.8 %	21 41.2 %	12 23.5 %	0 0.0 %	10 19.6 %
<b>76.2 %</b> 13. I was given information about my rights	0 0.0 %	2 3.9 %	8 15.7 %	15 29.4 %	17 33.3 %	0 0.0 %	9 17.6 %
<b>74.4 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	2 3.9 %	8 15.7 %	17 33.3 %	12 23.5 %	0 0.0 %	12 23.5 %
<b>65.9 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	3 5.9 %	11 21.6 %	12 23.5 %	15 29.4 %	0 0.0 %	10 19.6 %
<b>73.8 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	2 3.9 %	9 17.6 %	14 27.5 %	17 33.3 %	0 0.0 %	9 17.6 %
<b>73.8 %</b> 17. I, not staff, decided my treatment goals	1 2.0 %	3 5.9 %	7 13.7 %	13 25.5 %	18 35.3 %	0 0.0 %	9 17.6 %
<b>78.6 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 2.0 %	8 15.7 %	14 27.5 %	19 37.2 %	0 0.0 %	9 17.6 %
<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 %	3 5.9 %	5 9.8 %	14 27.5 %	18 35.3 %	1 2.0 %	10 19.6 %
<b>72.5 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	5 9.8 %	6 11.8 %	16 31.4 %	13 25.5 %	1 2.0 %	10 19.6 %
<b>66.7 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 2.0 %	2 3.9 %	10 19.6 %	16 31.4 %	10 19.6 %	0 0.0 %	12 23.5 %
<b>69.2 %</b> 22. As a direct result of the services I received: I am better able to control my life	1 2.0 %	2 3.9 %	9 17.6 %	18 35.3 %	9 17.6 %	0 0.0 %	12 23.5 %
<b>60.5 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	3 5.9 %	12 23.5 %	13 25.5 %	10 19.6 %	0 0.0 %	13 25.5 %
<b>57.6 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	4 7.8 %	10 19.6 %	8 15.7 %	11 21.6 %	3 5.9 %	15 29.4 %
<b>52.8 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	4 7.8 %	13 25.5 %	11 21.6 %	8 15.7 %	0 0.0 %	15 29.4 %



**MHSIP Items 26-36, N = 51**  
**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	1 2.0 %	3 5.9 %	12 23.5 %	8 15.7 %	8 15.7 %	4 7.8 %	15 29.4 %
<b>61.1 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 2.0 %	5 9.8 %	8 15.7 %	14 27.5 %	8 15.7 %	0 0.0 %	15 29.4 %
<b>55.3 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 2.0 %	7 13.7 %	9 17.6 %	10 19.6 %	11 21.6 %	0 0.0 %	13 25.5 %
<b>62.2 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	2 3.9 %	5 9.8 %	7 13.7 %	14 27.5 %	9 17.6 %	0 0.0 %	14 27.5 %
<b>67.6 %</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 9.8 %	7 13.7 %	14 27.5 %	11 21.6 %	0 0.0 %	14 27.5 %
<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 %	4 7.8 %	6 11.8 %	17 33.3 %	9 17.6 %	0 0.0 %	15 29.4 %
<b>62.2 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 2.0 %	4 7.8 %	9 17.6 %	15 29.4 %	8 15.7 %	0 0.0 %	14 27.5 %
<b>62.2 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 2.0 %	3 5.9 %	10 19.6 %	12 23.5 %	11 21.6 %	0 0.0 %	14 27.5 %
<b>44.7 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 3.9 %	0 0.0 %	19 37.2 %	8 15.7 %	9 17.6 %	0 0.0 %	13 25.5 %
<b>60.5 %</b> 35. As a direct result of the services I received: I feel I belong in my community	2 3.9 %	5 9.8 %	8 15.7 %	9 17.6 %	14 27.5 %	0 0.0 %	13 25.5 %
<b>60.5 %</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	3 5.9 %	2 3.9 %	10 19.6 %	12 23.5 %	11 21.6 %	0 0.0 %	13 25.5 %

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	7 13.7 %	0 0 %	7 13.7 %
Impaired	1 2 %	0 0 %	1 2 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 2 %	0 0 %	1 2 %
Completed Survey	42 82.4 %	0 0 %	42 82.4 %
<b>Total</b>	51 100 %	0 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 49 clients; surveys were returned for 51 clients (  $51 / 49 = 104.1\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

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

Program Code(s): 3822DC

Overall Satisfaction<sup>1</sup>

**80.0%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for FSA Deaf Community Counseling Services: **4.14**.

Overall satisfaction mean score for all other programs: **4.38**.

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

#### **Lowest Agreement Items**

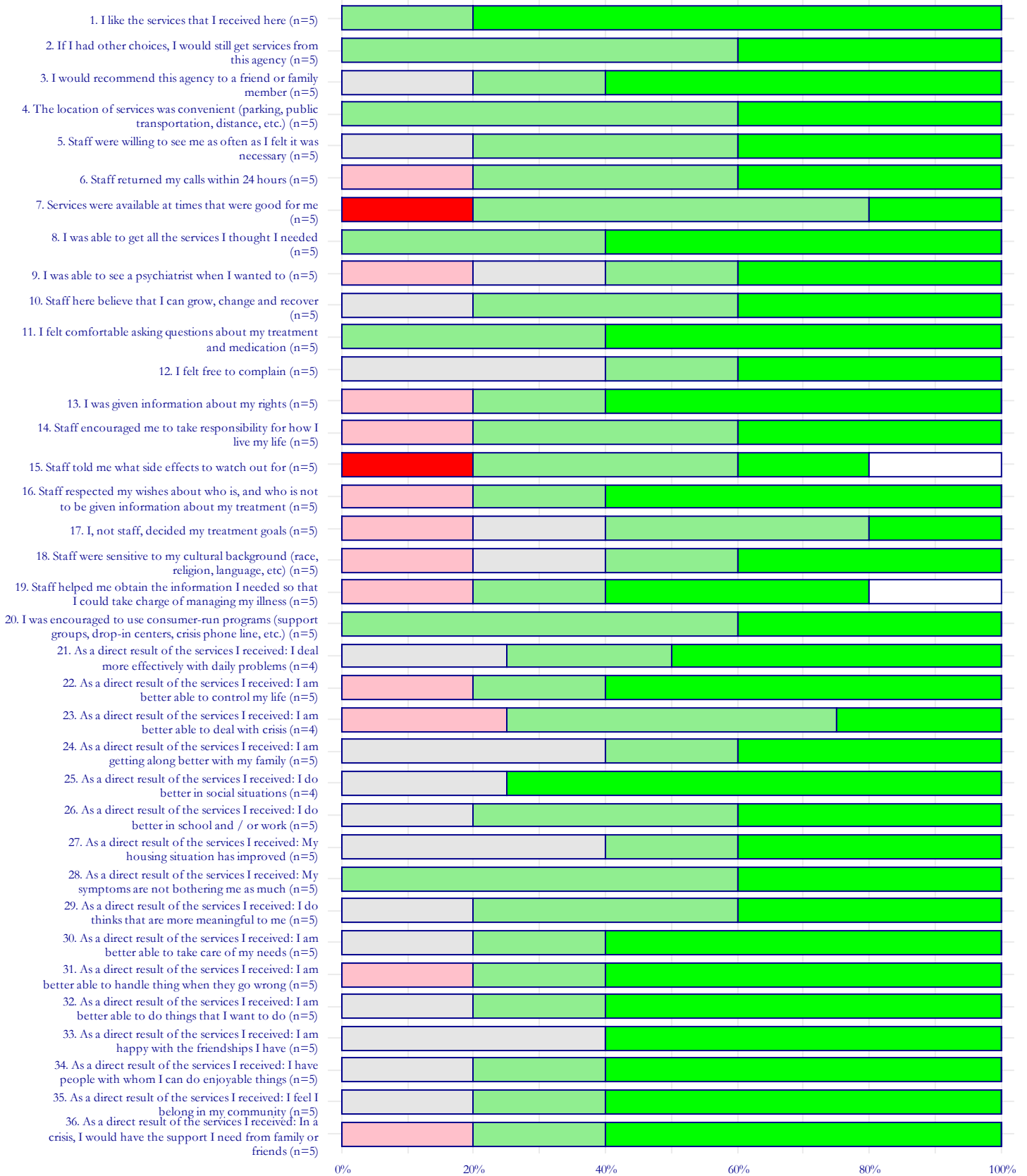
60.0% 9. I was able to see a psychiatrist when I wanted to

60.0% 12. I felt free to complain

60.0% 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, N = 7**

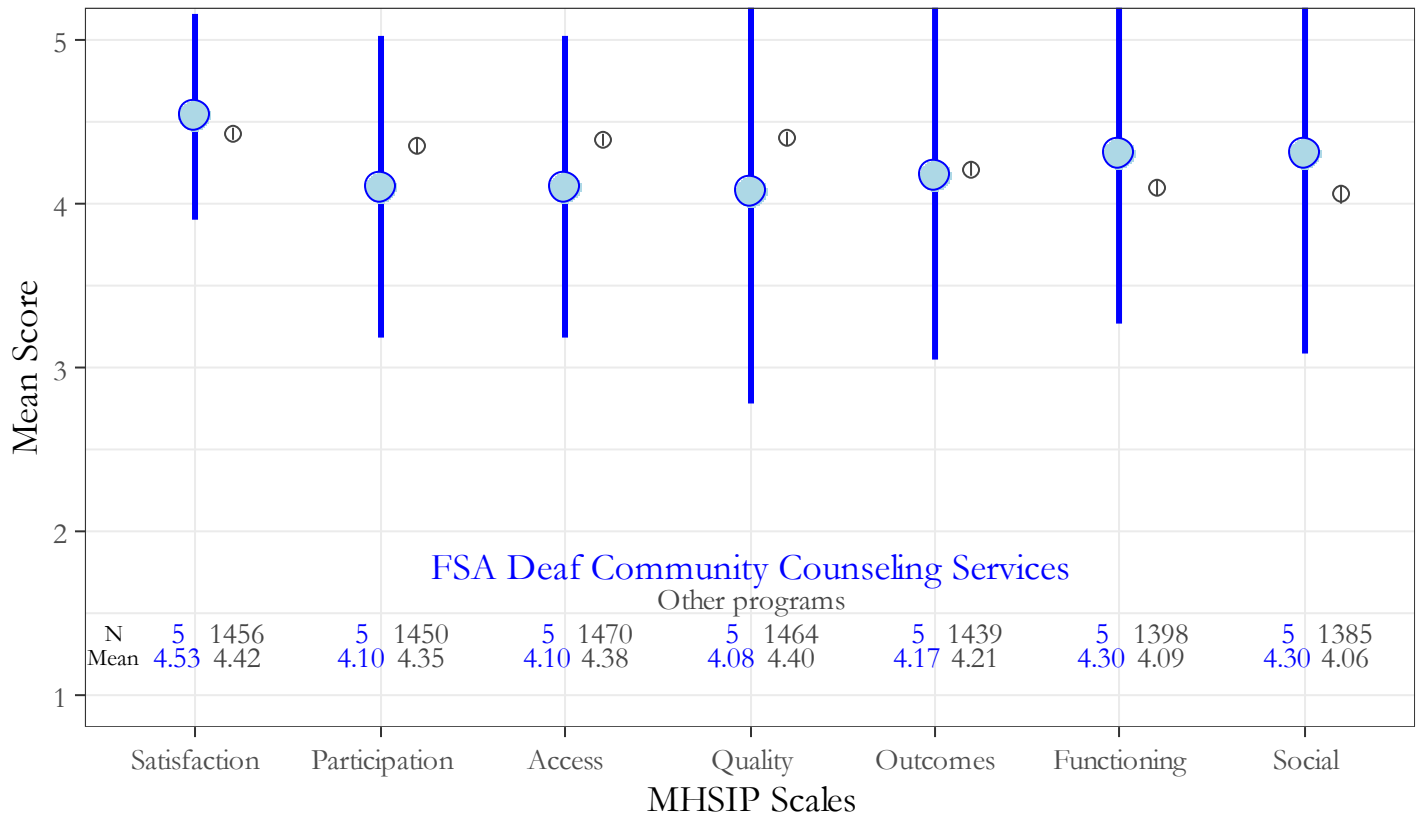
**Percent Agree**

	<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 14.3 %	4 57.1 %	0 0.0 %	2 28.6 %
<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 42.9 %	2 28.6 %	0 0.0 %	2 28.6 %
<b>80.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	0 0.0 %	2 28.6 %
<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 42.9 %	2 28.6 %	0 0.0 %	2 28.6 %
<b>80.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	2 28.6 %	0 0.0 %	2 28.6 %
<b>80.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 14.3 %	0 0.0 %	2 28.6 %	2 28.6 %	0 0.0 %	2 28.6 %
<b>80.0 %</b> 7. Services were available at times that were good for me	1 14.3 %	0 0.0 %	0 0.0 %	3 42.9 %	1 14.3 %	0 0.0 %	2 28.6 %
<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 28.6 %	3 42.9 %	0 0.0 %	2 28.6 %
<b>60.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 14.3 %	1 14.3 %	1 14.3 %	2 28.6 %	0 0.0 %	2 28.6 %
<b>80.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	2 28.6 %	0 0.0 %	2 28.6 %
<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 %	3 42.9 %	0 0.0 %	2 28.6 %
<b>60.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	2 28.6 %	0 0.0 %	2 28.6 %
<b>80.0 %</b> 13. I was given information about my rights	0 0.0 %	1 14.3 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	2 28.6 %
<b>80.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 14.3 %	0 0.0 %	2 28.6 %	2 28.6 %	0 0.0 %	2 28.6 %
<b>75.0 %</b> 15. Staff told me what side effects to watch out for	1 14.3 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	1 14.3 %	2 28.6 %
<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 %	1 14.3 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	2 28.6 %
<b>60.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 14.3 %	1 14.3 %	2 28.6 %	1 14.3 %	0 0.0 %	2 28.6 %
<b>60.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 14.3 %	1 14.3 %	1 14.3 %	2 28.6 %	0 0.0 %	2 28.6 %
<b>75.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 14.3 %	0 0.0 %	1 14.3 %	2 28.6 %	1 14.3 %	2 28.6 %
<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 42.9 %	2 28.6 %	0 0.0 %	2 28.6 %
<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 %	1 14.3 %	1 14.3 %	2 28.6 %	0 0.0 %	3 42.9 %
<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 14.3 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	2 28.6 %
<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 %	1 14.3 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	3 42.9 %
<b>60.0 %</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 %	2 28.6 %	1 14.3 %	2 28.6 %	0 0.0 %	2 28.6 %
<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 %	1 14.3 %	0 0.0 %	3 42.9 %	0 0.0 %	3 42.9 %

**MHSIP Items 26-36, N = 7**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>80.0 %</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 %	1 14.3 %	2 28.6 %	2 28.6 %	0 0.0 %	2 28.6 %
<b>60.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	2 28.6 %	0 0.0 %	2 28.6 %
<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 %	3 42.9 %	2 28.6 %	0 0.0 %	2 28.6 %
<b>80.0 %</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 %	1 14.3 %	2 28.6 %	2 28.6 %	0 0.0 %	2 28.6 %
<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 %	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	0 0.0 %	2 28.6 %
<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 %	1 14.3 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	2 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 %	1 14.3 %	1 14.3 %	3 42.9 %	0 0.0 %	2 28.6 %
<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 %	0 0.0 %	2 28.6 %	0 0.0 %	3 42.9 %	0 0.0 %	2 28.6 %
<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 %	1 14.3 %	1 14.3 %	3 42.9 %	0 0.0 %	2 28.6 %
<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 %	1 14.3 %	1 14.3 %	3 42.9 %	0 0.0 %	2 28.6 %
<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 14.3 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	2 28.6 %

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	1 14.3 %	0 0 %	1 14.3 %
Impaired	1 14.3 %	0 0 %	1 14.3 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	5 71.4 %	0 0 %	5 71.4 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 7 clients; surveys were returned for 7 clients (  $7 / 7 = 100.0\%$  ).
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

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**FSA Full Circle Family**  
Program Code(s): 38LH01

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

Return Rate<sup>2</sup>  
**47.4%**

Overall satisfaction<sup>3</sup> mean score for FSA Full Circle Family: **3.95** (youth), **4.58** (family).

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.53** (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%** 6. I participated in my own treatment

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

**Lowest Agreement Items**

**77.8%** 2. I helped to choose my services

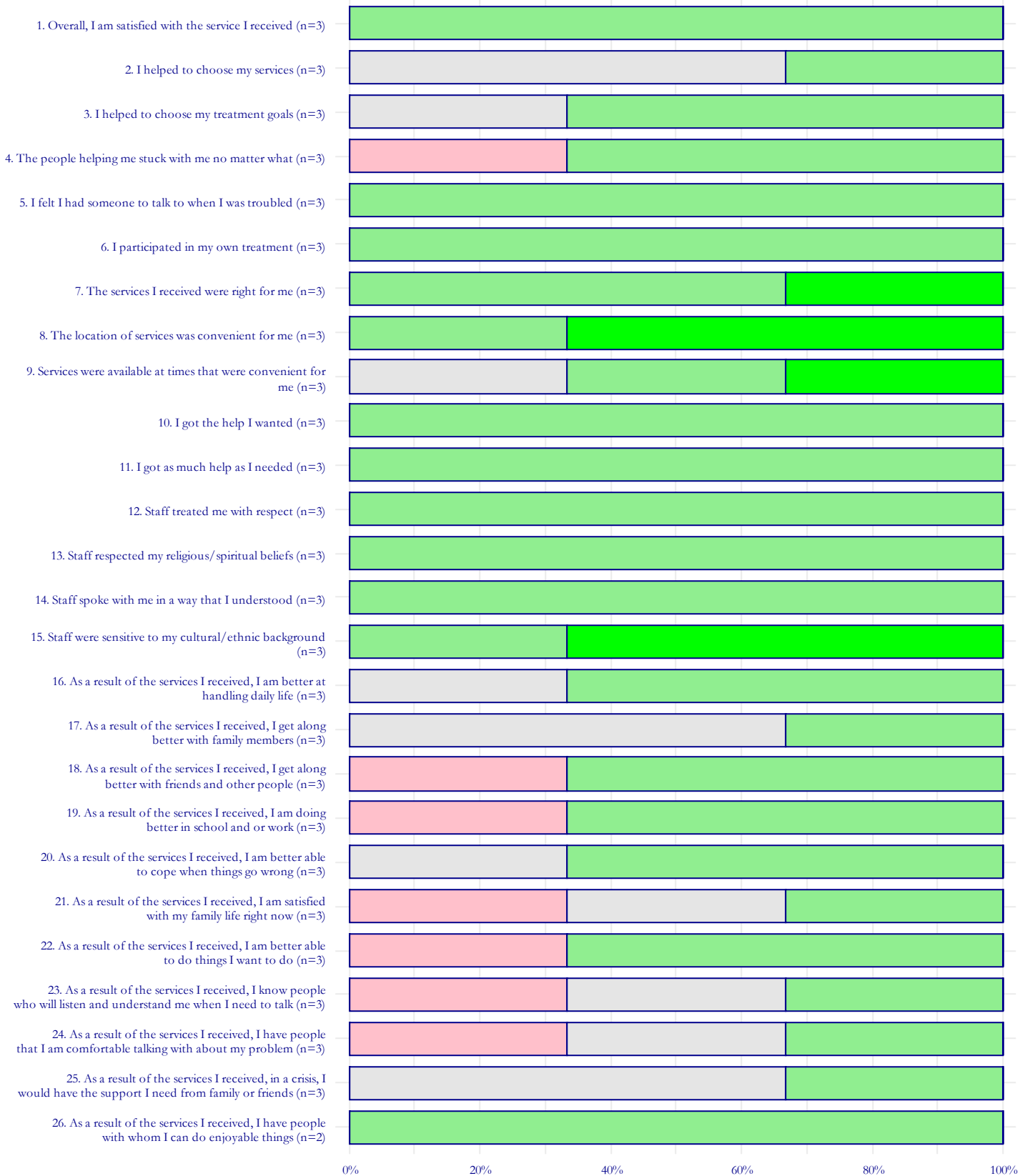
**77.8%** 10. I got the help I wanted

**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.



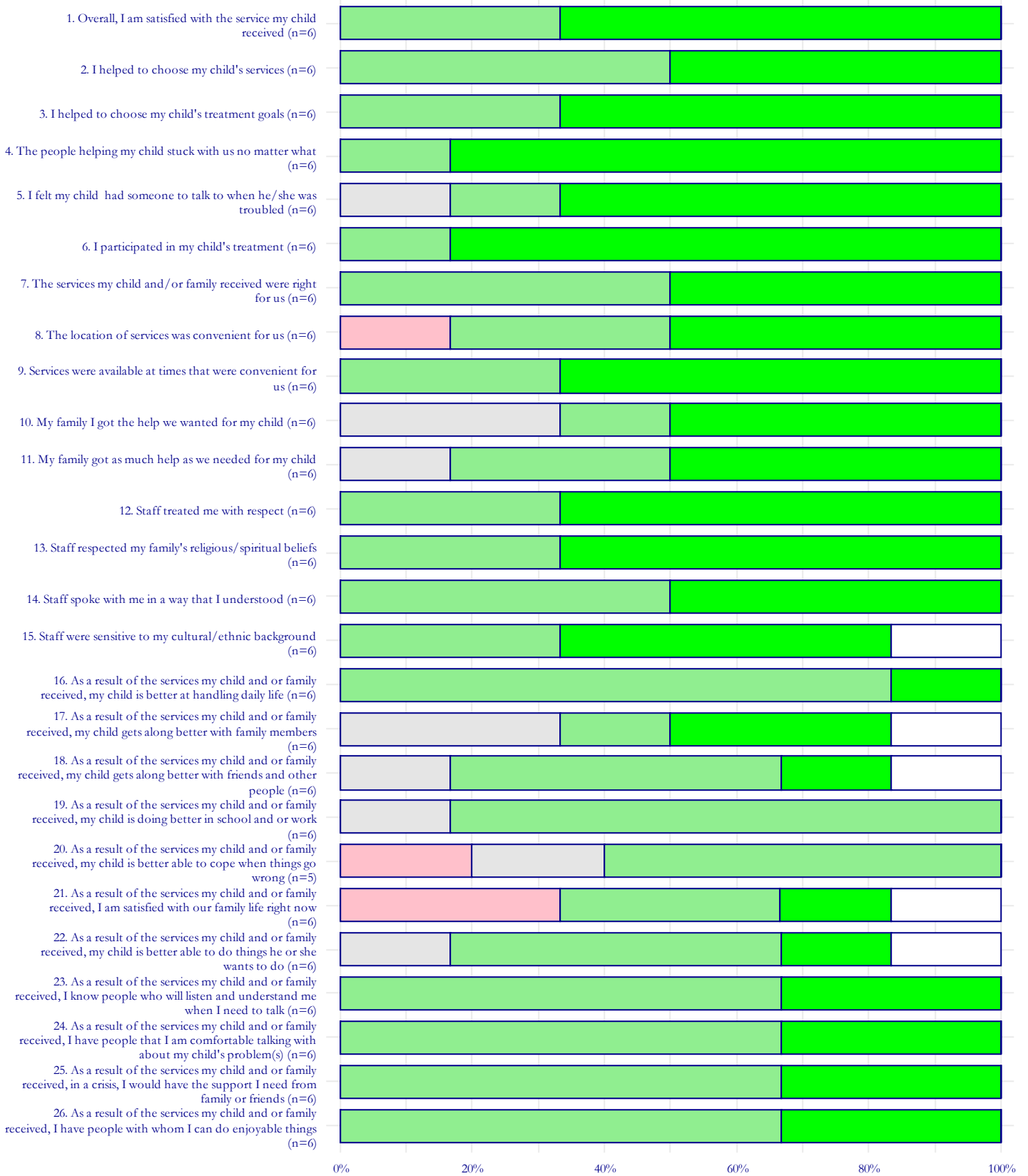
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 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 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 2. I helped to choose my services	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> 3. I helped to choose my treatment goals	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> 4. The people helping me stuck with me no matter what	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> 5. I felt I had someone to talk to when I was troubled	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> 6. I participated in my own treatment	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> 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 %	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 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	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 %	3 100.0 %	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 %	3 100.0 %	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 %	3 100.0 %	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 %	3 100.0 %	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 %	1 33.3 %	2 66.7 %	0 0.0 %	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>33.3 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	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 %	1 33.3 %	0 0.0 %	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 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	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 %	0 0.0 %	1 33.3 %	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	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> 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 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</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 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</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 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</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 %	2 66.7 %	1 33.3 %	0 0.0 %	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 %	2 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %

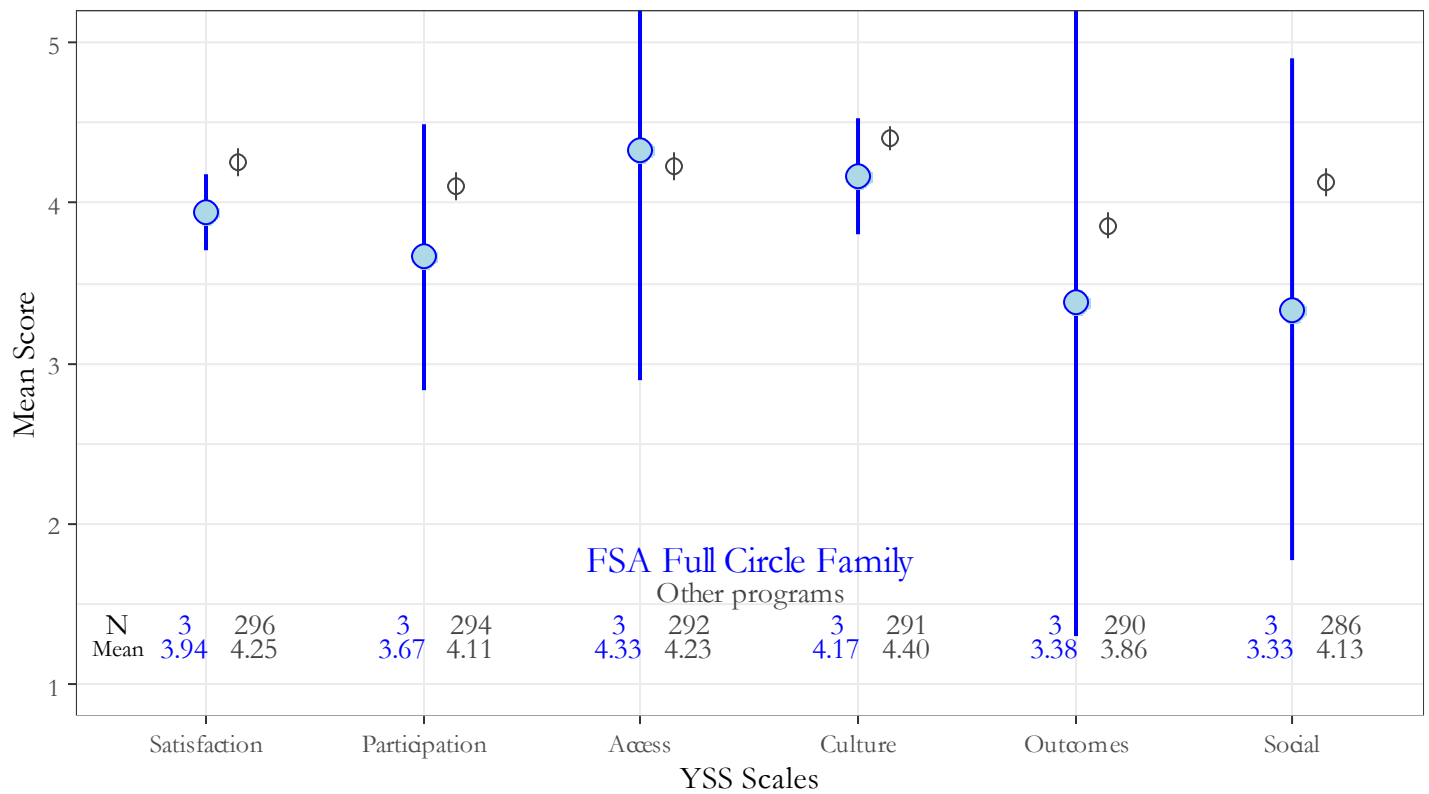
# Youth Services Survey for Families



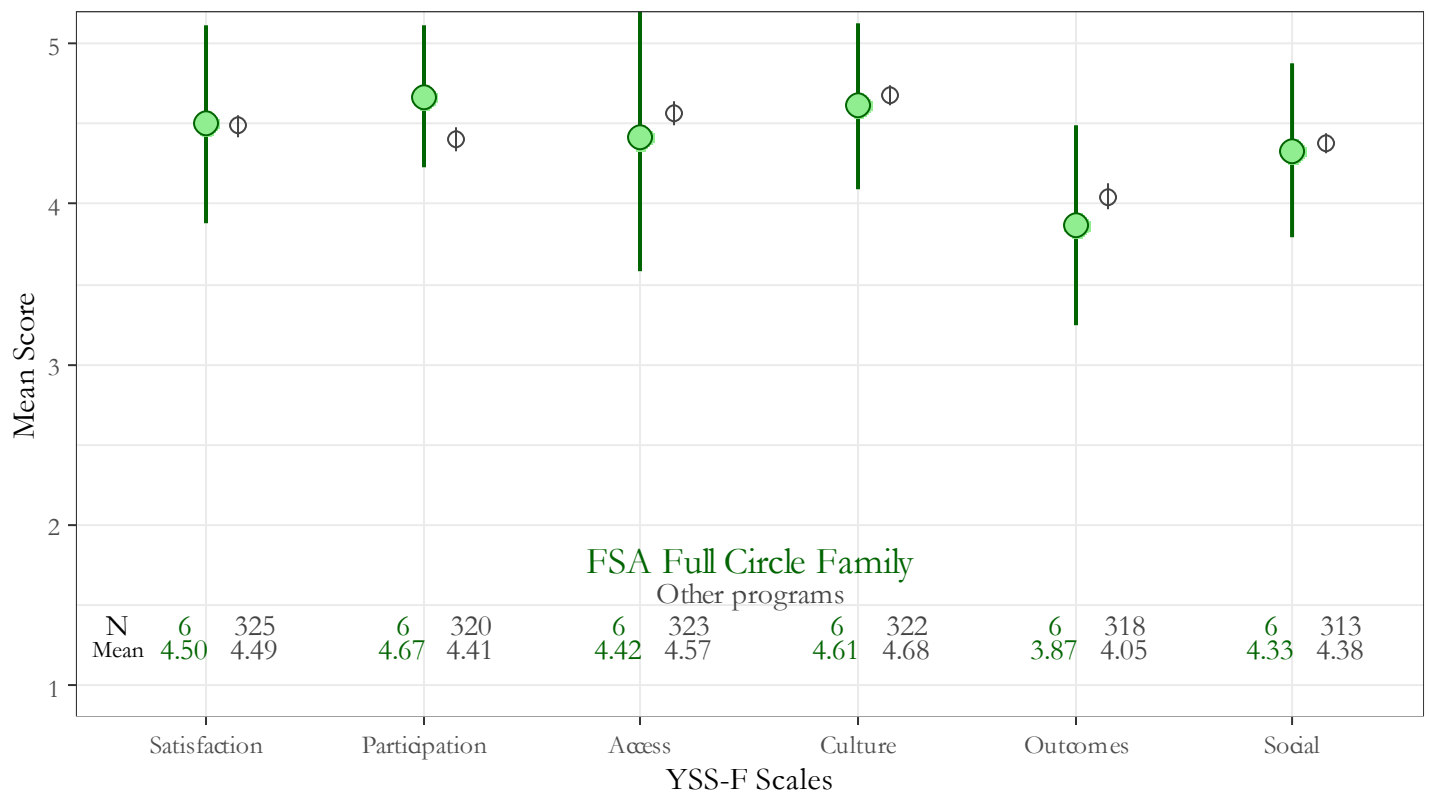
## Youth Services Survey for Families, N = 6

	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 %	2 33.3 %	4 66.7 %	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 %	3 50.0 %	3 50.0 %	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 %	2 33.3 %	4 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 %	1 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 5. I felt my child had someone to talk to when he/she was troubled	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> 6. I participated in my child's treatment	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> 7. The services my child and/or family received were right for us	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> 8. The location of services was convenient for us	0 0.0 %	1 16.7 %	0 0.0 %	2 33.3 %	3 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 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	3 50.0 %	0 0.0 %	0 0.0 %
<b>83.3 %</b> 11. My family got as much help as we needed for my child	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> 12. Staff treated me with respect	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. Staff respected my family's religious/spiritual beliefs	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 spoke with me in a way that I understood	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> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	3 50.0 %	1 16.7 %	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 %	5 83.3 %	1 16.7 %	0 0.0 %	0 0.0 %
<b>60.0 %</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 33.3 %	1 16.7 %	2 33.3 %	1 16.7 %	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 %	1 16.7 %	3 50.0 %	1 16.7 %	1 16.7 %	0 0.0 %
<b>83.3 %</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 %	1 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %	0 0.0 %
<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 16.7 %	1 16.7 %	3 50.0 %	0 0.0 %	0 0.0 %	1 16.7 %
<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 %	2 33.3 %	0 0.0 %	2 33.3 %	1 16.7 %	1 16.7 %	0 0.0 %
<b>80.0 %</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 %	3 50.0 %	1 16.7 %	1 16.7 %	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 66.7 %	2 33.3 %	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 66.7 %	2 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 66.7 %	2 33.3 %	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 %	4 66.7 %	2 33.3 %	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 FSA Full Circle		Total
	Family 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	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 19 clients; surveys were returned for 9 clients ( 9 / 19 = 47.4% ).
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.

**Survey Quality Issues:**

☆ Many survey forms had missing client numbers. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **FSA Geriatric Outpatient Services**

Program Code(s): 38223MH

Overall Satisfaction<sup>1</sup>

**90.9%**

Return Rate<sup>2</sup>

**82.8%**

Overall satisfaction<sup>3</sup> mean score for FSA Geriatric Outpatient Services: **4.30**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

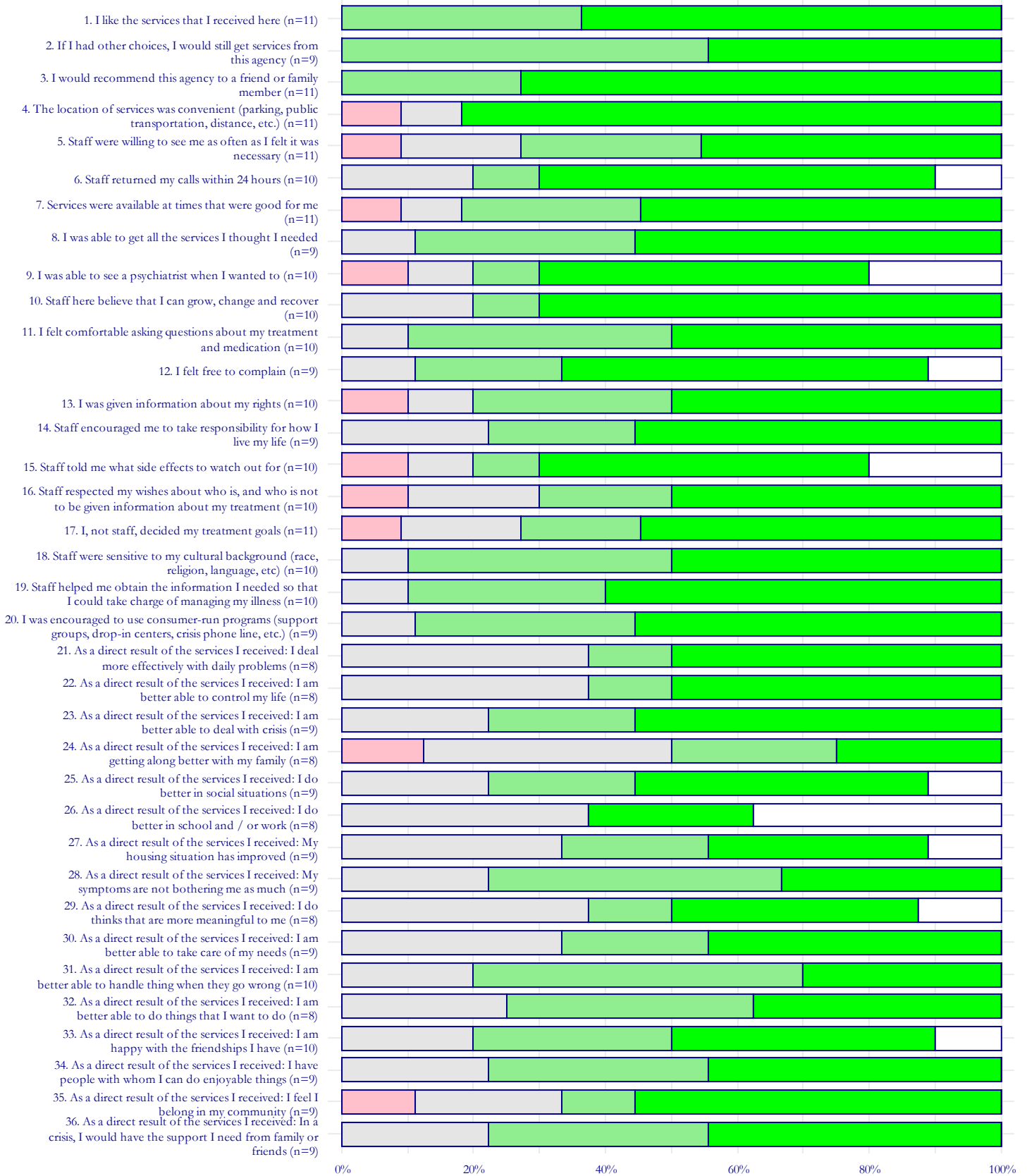
**70.0%** 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

**72.7%** 5. Staff were willing to see me as often as I felt it was necessary

**72.7%** 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, N = 26**

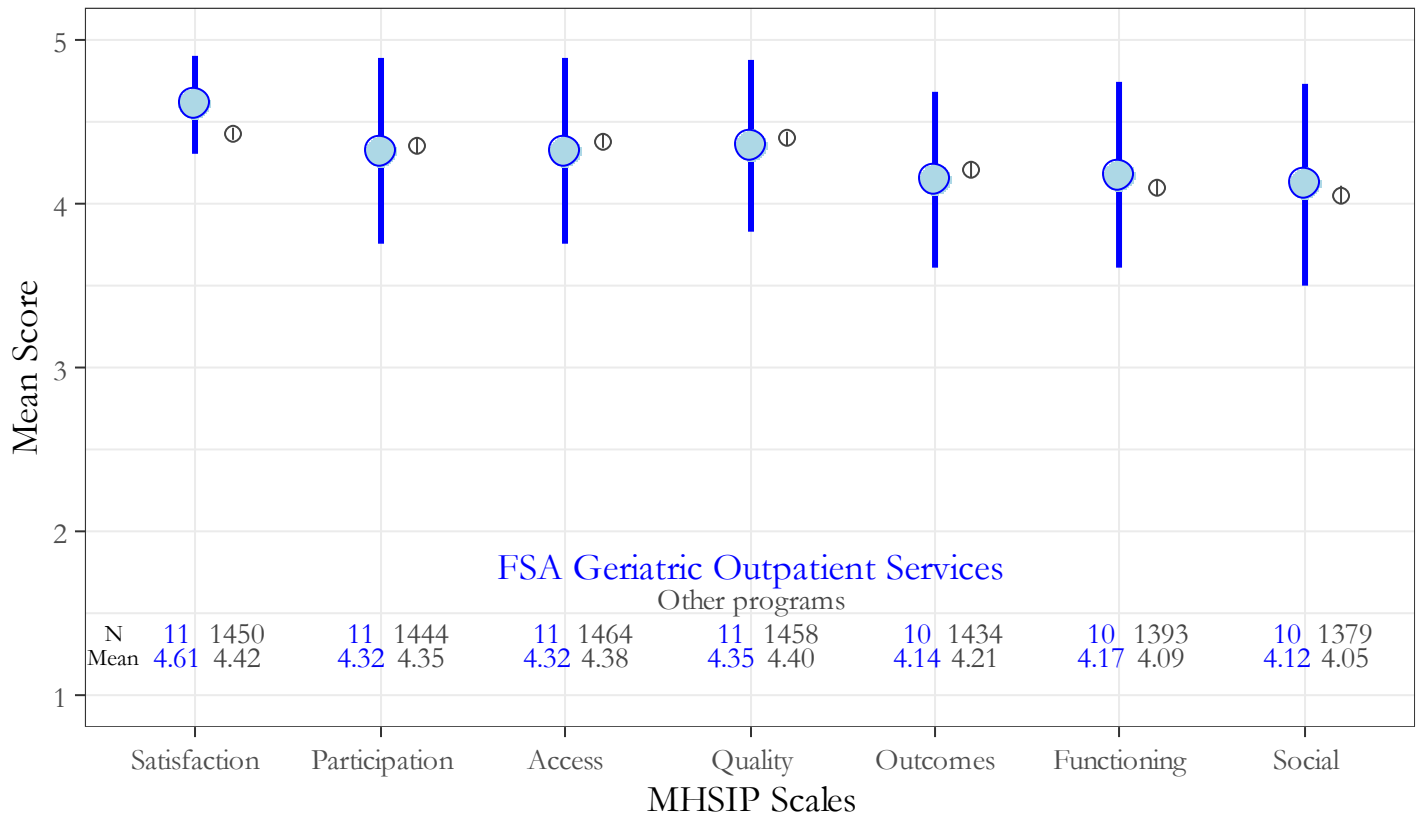
**Percent Agree**

	<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 %	4 15.4 %	7 26.9 %	0 0.0 %	15 57.7 %
<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 %	5 19.2 %	4 15.4 %	0 0.0 %	17 65.4 %
<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 11.5 %	8 30.8 %	0 0.0 %	15 57.7 %
<b>81.8 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 3.8 %	1 3.8 %	0 0.0 %	9 34.6 %	0 0.0 %	15 57.7 %
<b>72.7 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 3.8 %	2 7.7 %	3 11.5 %	5 19.2 %	0 0.0 %	15 57.7 %
<b>77.8 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 7.7 %	1 3.8 %	6 23.1 %	1 3.8 %	16 61.5 %
<b>81.8 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 3.8 %	1 3.8 %	3 11.5 %	6 23.1 %	0 0.0 %	15 57.7 %
<b>88.9 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 3.8 %	3 11.5 %	5 19.2 %	0 0.0 %	17 65.4 %
<b>75.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 3.8 %	1 3.8 %	1 3.8 %	5 19.2 %	2 7.7 %	16 61.5 %
<b>80.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 7.7 %	1 3.8 %	7 26.9 %	0 0.0 %	16 61.5 %
<b>90.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 3.8 %	4 15.4 %	5 19.2 %	0 0.0 %	16 61.5 %
<b>87.5 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 3.8 %	2 7.7 %	5 19.2 %	1 3.8 %	17 65.4 %
<b>80.0 %</b> 13. I was given information about my rights	0 0.0 %	1 3.8 %	1 3.8 %	3 11.5 %	5 19.2 %	0 0.0 %	16 61.5 %
<b>77.8 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 7.7 %	2 7.7 %	5 19.2 %	0 0.0 %	17 65.4 %
<b>75.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 3.8 %	1 3.8 %	1 3.8 %	5 19.2 %	2 7.7 %	16 61.5 %
<b>70.0 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 3.8 %	2 7.7 %	2 7.7 %	5 19.2 %	0 0.0 %	16 61.5 %
<b>72.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 3.8 %	2 7.7 %	2 7.7 %	6 23.1 %	0 0.0 %	15 57.7 %
<b>90.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 3.8 %	4 15.4 %	5 19.2 %	0 0.0 %	16 61.5 %
<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 3.8 %	3 11.5 %	6 23.1 %	0 0.0 %	16 61.5 %
<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 3.8 %	3 11.5 %	5 19.2 %	0 0.0 %	17 65.4 %
<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 11.5 %	1 3.8 %	4 15.4 %	0 0.0 %	18 69.2 %
<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 11.5 %	1 3.8 %	4 15.4 %	0 0.0 %	18 69.2 %
<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 %	0 0.0 %	2 7.7 %	2 7.7 %	5 19.2 %	0 0.0 %	17 65.4 %
<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 3.8 %	3 11.5 %	2 7.7 %	2 7.7 %	0 0.0 %	18 69.2 %
<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 7.7 %	2 7.7 %	4 15.4 %	1 3.8 %	17 65.4 %

**MHSIP Items 26-36, N = 26**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>40.0 %</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 11.5 %	0 0.0 %	2 7.7 %	3 11.5 %	18 69.2 %
<b>62.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 11.5 %	2 7.7 %	3 11.5 %	1 3.8 %	17 65.4 %
<b>77.8 %</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 7.7 %	4 15.4 %	3 11.5 %	0 0.0 %	17 65.4 %
<b>57.1 %</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 %	3 11.5 %	1 3.8 %	3 11.5 %	1 3.8 %	18 69.2 %
<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 %	3 11.5 %	2 7.7 %	4 15.4 %	0 0.0 %	17 65.4 %
<b>80.0 %</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 %	2 7.7 %	5 19.2 %	3 11.5 %	0 0.0 %	16 61.5 %
<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 %	0 0.0 %	2 7.7 %	3 11.5 %	3 11.5 %	0 0.0 %	18 69.2 %
<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 7.7 %	3 11.5 %	4 15.4 %	1 3.8 %	16 61.5 %
<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 7.7 %	3 11.5 %	4 15.4 %	0 0.0 %	17 65.4 %
<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 3.8 %	2 7.7 %	1 3.8 %	5 19.2 %	0 0.0 %	17 65.4 %
<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 7.7 %	3 11.5 %	4 15.4 %	0 0.0 %	17 65.4 %

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 %	10 38.5 %	10 38.5 %
Impaired	0 0 %	4 15.4 %	4 15.4 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	1 3.8 %	1 3.8 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	11 42.3 %	11 42.3 %
<b>Total</b>	0 100 %	26 100 %	26 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 29 clients; surveys were returned for 24 clients (  $24 / 29 = 82.8\%$  ).
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

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**FSA Geriatric Services West**

Program Code(s): 89903 89903MH

Overall Satisfaction<sup>1</sup>

**87.9%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for FSA Geriatric Services West: **4.33**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

**96.7%** 11. I felt comfortable asking questions about my treatment and medication

**93.9%** 1. I like the services that I received here

**93.3%** 10. Staff here believe that I can grow, change and recover

**Lowest Agreement Items**

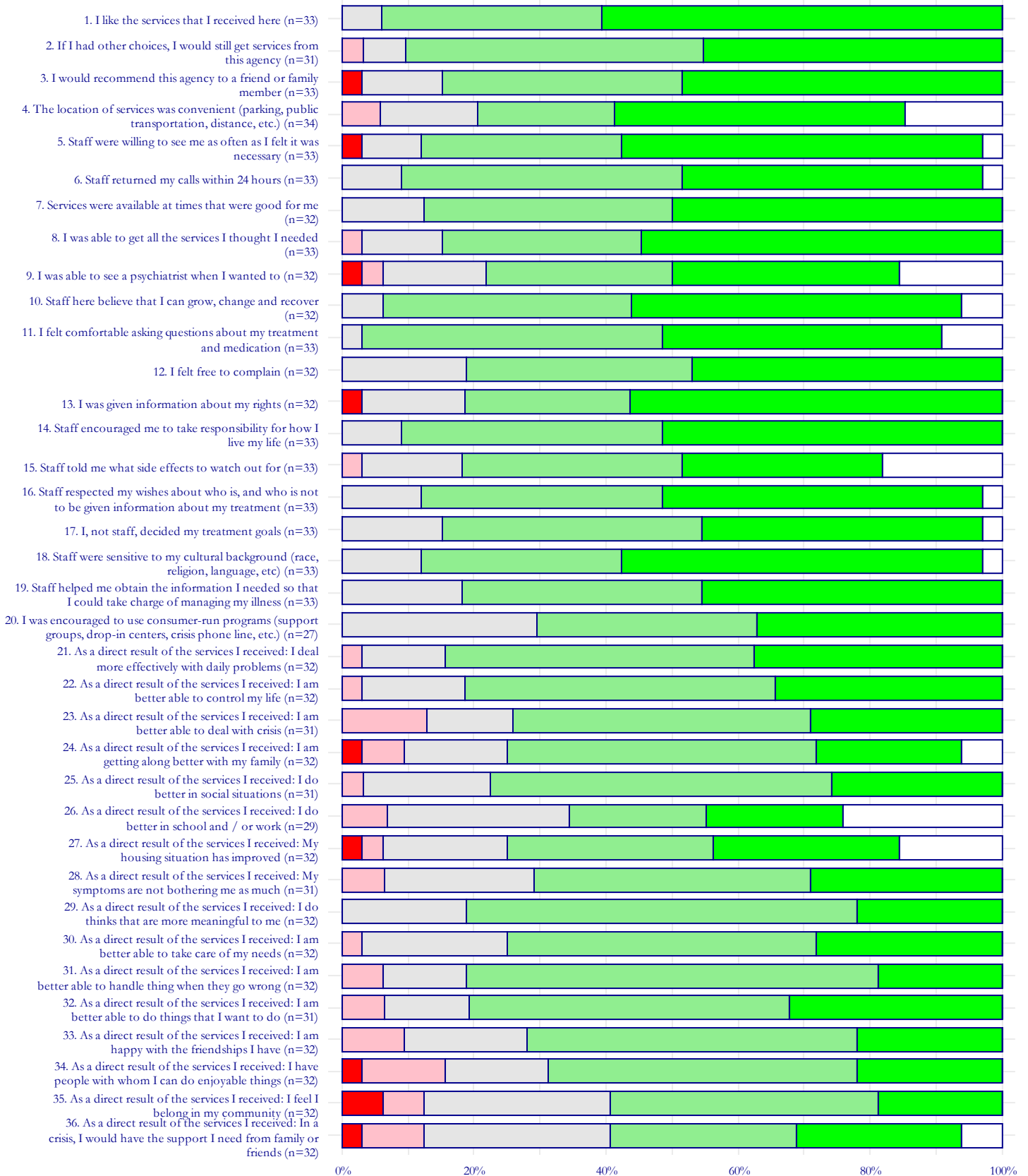
**70.4%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

**74.1%** 9. I was able to see a psychiatrist when I wanted to

**77.8%** 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, N = 53**

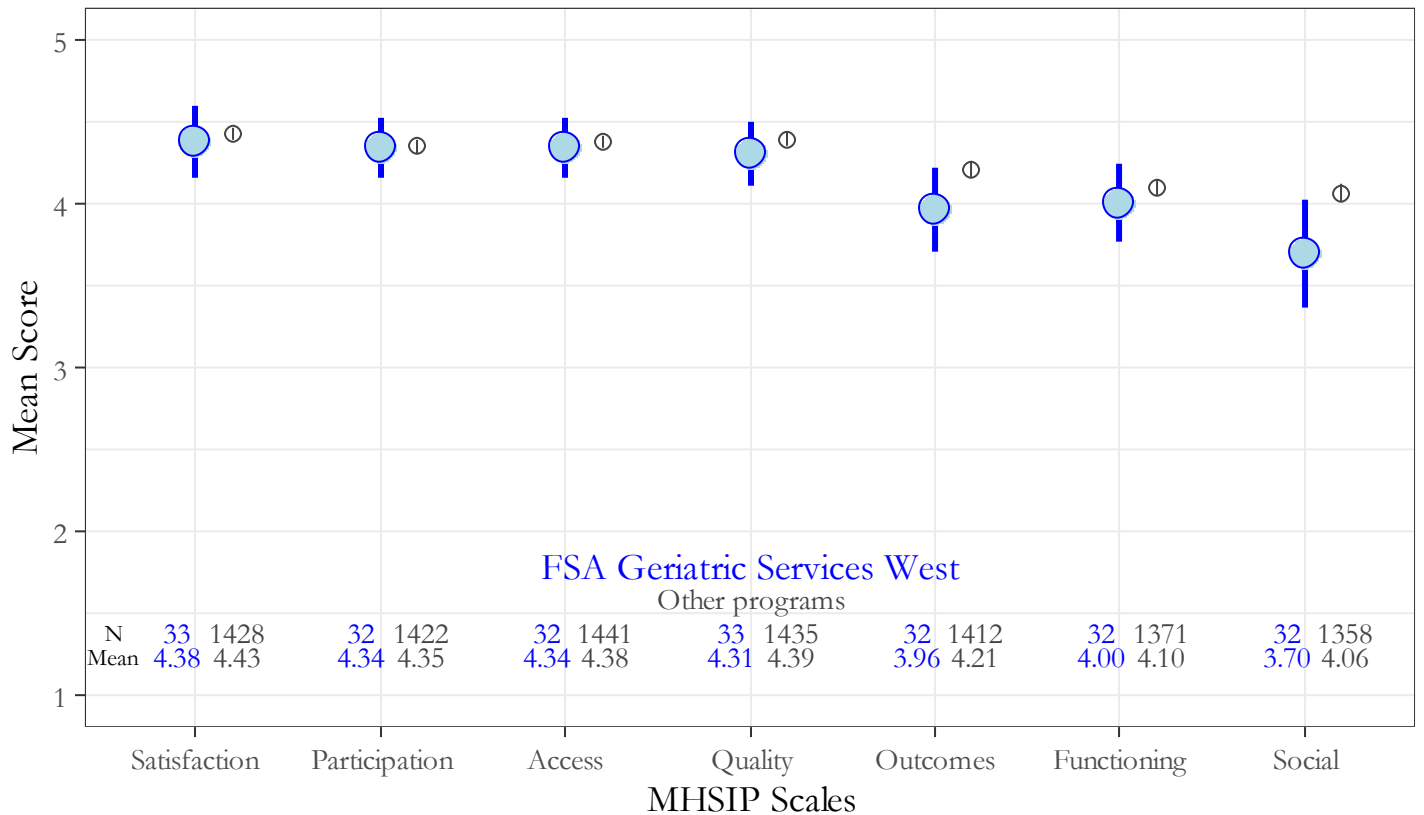
**Percent Agree**

	<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>93.9 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 3.8 %	11 20.8 %	20 37.7 %	0 0.0 %	20 37.7 %
<b>90.3 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 1.9 %	2 3.8 %	14 26.4 %	14 26.4 %	0 0.0 %	22 41.5 %
<b>84.8 %</b> 3. I would recommend this agency to a friend or family member	1 1.9 %	0 0.0 %	4 7.5 %	12 22.6 %	16 30.2 %	0 0.0 %	20 37.7 %
<b>75.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 3.8 %	5 9.4 %	7 13.2 %	15 28.3 %	5 9.4 %	19 35.9 %
<b>87.5 %</b> 5. Staff were willing to see me as often as I felt it was necessary	1 1.9 %	0 0.0 %	3 5.7 %	10 18.9 %	18 34.0 %	1 1.9 %	20 37.7 %
<b>90.6 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	3 5.7 %	14 26.4 %	15 28.3 %	1 1.9 %	20 37.7 %
<b>87.5 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	4 7.5 %	12 22.6 %	16 30.2 %	0 0.0 %	21 39.6 %
<b>84.8 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 1.9 %	4 7.5 %	10 18.9 %	18 34.0 %	0 0.0 %	20 37.7 %
<b>74.1 %</b> 9. I was able to see a psychiatrist when I wanted to	1 1.9 %	1 1.9 %	5 9.4 %	9 17.0 %	11 20.8 %	5 9.4 %	21 39.6 %
<b>93.3 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 3.8 %	12 22.6 %	16 30.2 %	2 3.8 %	21 39.6 %
<b>96.7 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 1.9 %	15 28.3 %	14 26.4 %	3 5.7 %	20 37.7 %
<b>81.2 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	6 11.3 %	11 20.8 %	15 28.3 %	0 0.0 %	21 39.6 %
<b>81.2 %</b> 13. I was given information about my rights	1 1.9 %	0 0.0 %	5 9.4 %	8 15.1 %	18 34.0 %	0 0.0 %	21 39.6 %
<b>90.9 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	3 5.7 %	13 24.5 %	17 32.1 %	0 0.0 %	20 37.7 %
<b>77.8 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 1.9 %	5 9.4 %	11 20.8 %	10 18.9 %	6 11.3 %	20 37.7 %
<b>87.5 %</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 %	4 7.5 %	12 22.6 %	16 30.2 %	1 1.9 %	20 37.7 %
<b>84.4 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	5 9.4 %	13 24.5 %	14 26.4 %	1 1.9 %	20 37.7 %
<b>87.5 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 7.5 %	10 18.9 %	18 34.0 %	1 1.9 %	20 37.7 %
<b>81.8 %</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 %	6 11.3 %	12 22.6 %	15 28.3 %	0 0.0 %	20 37.7 %
<b>70.4 %</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 %	8 15.1 %	9 17.0 %	10 18.9 %	0 0.0 %	26 49.1 %
<b>84.4 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 1.9 %	4 7.5 %	15 28.3 %	12 22.6 %	0 0.0 %	21 39.6 %
<b>81.2 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 1.9 %	5 9.4 %	15 28.3 %	11 20.8 %	0 0.0 %	21 39.6 %
<b>74.2 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	4 7.5 %	4 7.5 %	14 26.4 %	9 17.0 %	0 0.0 %	22 41.5 %
<b>73.3 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 1.9 %	2 3.8 %	5 9.4 %	15 28.3 %	7 13.2 %	2 3.8 %	21 39.6 %
<b>77.4 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 1.9 %	6 11.3 %	16 30.2 %	8 15.1 %	0 0.0 %	22 41.5 %

**MHSIP Items 26-36, N = 53**  
**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	0 0.0 %	2 3.8 %	8 15.1 %	6 11.3 %	6 11.3 %	7 13.2 %	24 45.3 %
<b>70.4 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 1.9 %	1 1.9 %	6 11.3 %	10 18.9 %	9 17.0 %	5 9.4 %	21 39.6 %
<b>71.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 3.8 %	7 13.2 %	13 24.5 %	9 17.0 %	0 0.0 %	22 41.5 %
<b>81.2 %</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 11.3 %	19 35.9 %	7 13.2 %	0 0.0 %	21 39.6 %
<b>75.0 %</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 1.9 %	7 13.2 %	15 28.3 %	9 17.0 %	0 0.0 %	21 39.6 %
<b>81.2 %</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 %	2 3.8 %	4 7.5 %	20 37.7 %	6 11.3 %	0 0.0 %	21 39.6 %
<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 %	2 3.8 %	4 7.5 %	15 28.3 %	10 18.9 %	0 0.0 %	22 41.5 %
<b>71.9 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	3 5.7 %	6 11.3 %	16 30.2 %	7 13.2 %	0 0.0 %	21 39.6 %
<b>68.8 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 1.9 %	4 7.5 %	5 9.4 %	15 28.3 %	7 13.2 %	0 0.0 %	21 39.6 %
<b>59.4 %</b> 35. As a direct result of the services I received: I feel I belong in my community	2 3.8 %	2 3.8 %	9 17.0 %	13 24.5 %	6 11.3 %	0 0.0 %	21 39.6 %
<b>56.7 %</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 1.9 %	3 5.7 %	9 17.0 %	9 17.0 %	8 15.1 %	2 3.8 %	21 39.6 %

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	0 0 %	8 15.1 %	8 15.1 %
Impaired	0 0 %	12 22.6 %	12 22.6 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	1 1.9 %	1 1.9 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	32 60.4 %	32 60.4 %
<b>Total</b>	0 100 %	53 100 %	53 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 33 clients; surveys were returned for 50 clients (  $50 / 33 = 151.5\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **FSA OA Full Service Part Partnership OP**

Program Code(s): 3822G3

Overall Satisfaction<sup>1</sup>

**93.3%**

Return Rate<sup>2</sup>

**91.7%**

Overall satisfaction<sup>3</sup> mean score for FSA OA Full Service Part Partnership OP: **4.14**.

Overall satisfaction mean score for all other programs: **4.37**.

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

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

#### **Lowest Agreement Items**

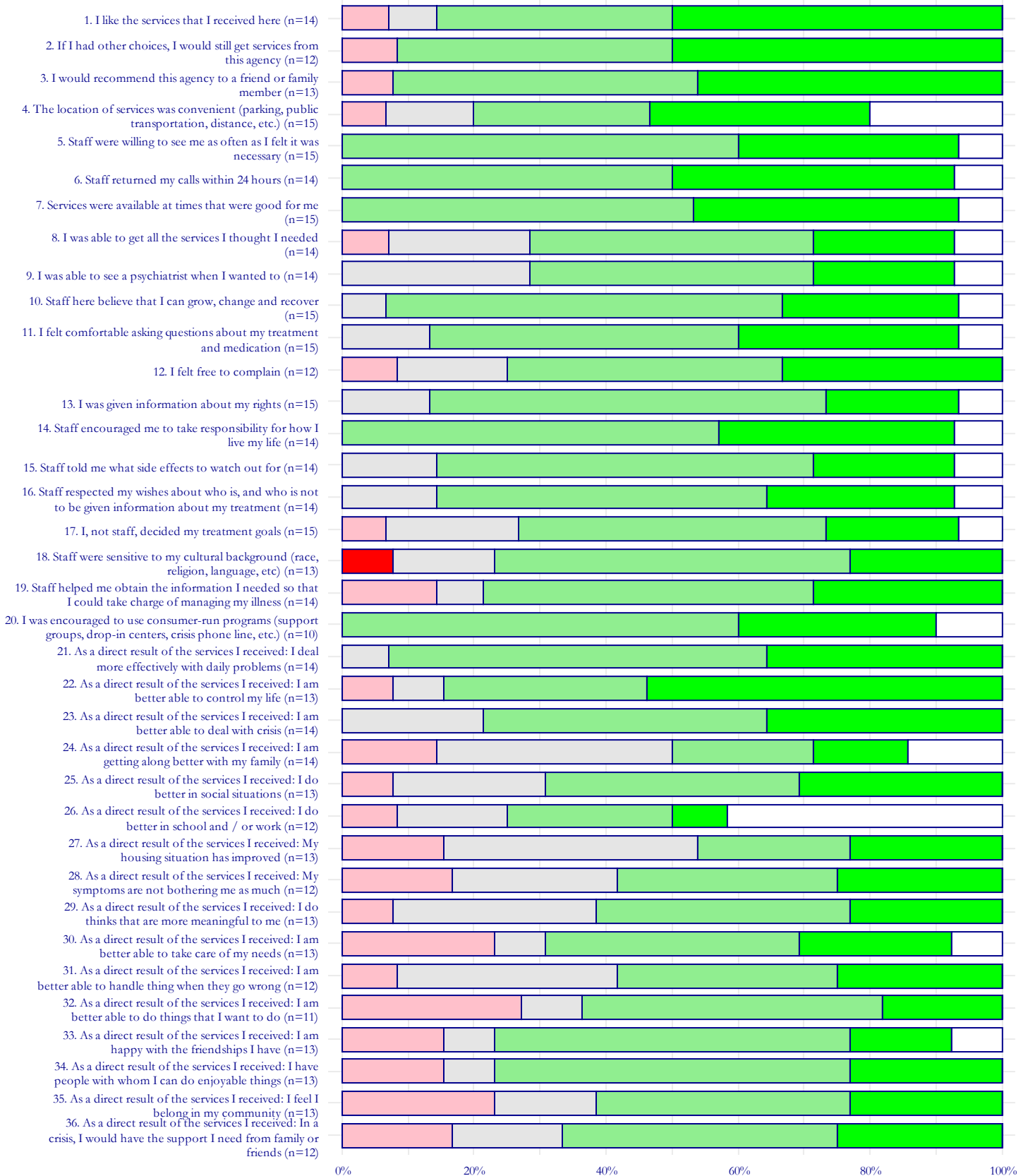
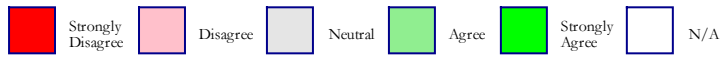
**69.2%** 8. I was able to get all the services I thought I needed

**69.2%** 9. I was able to see a psychiatrist when I wanted to

**71.4%** 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, N = 23**

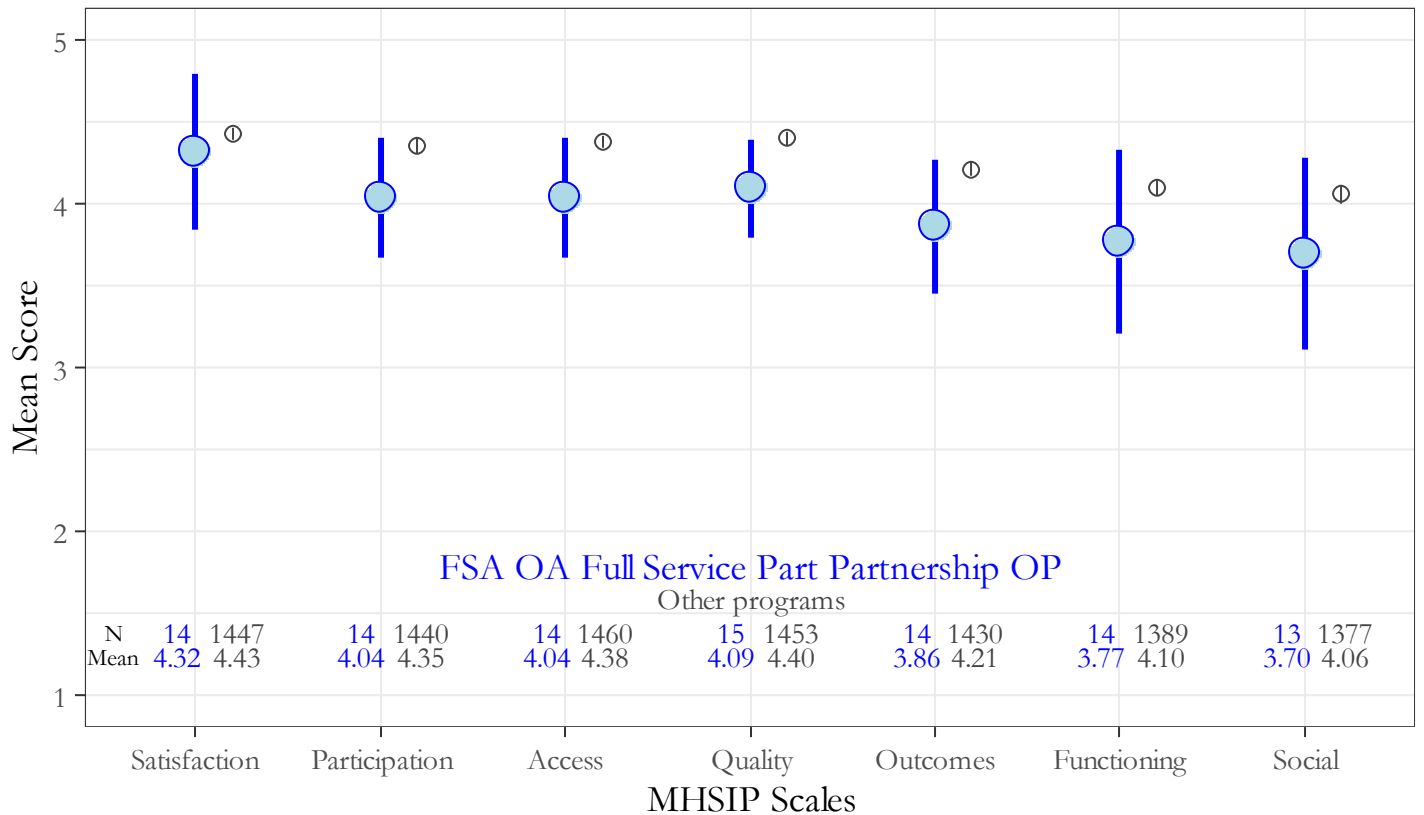
**Percent Agree**

	<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 %	1 4.3 %	1 4.3 %	5 21.7 %	7 30.4 %	0 0.0 %	9 39.1 %
<b>91.7 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 4.3 %	0 0.0 %	5 21.7 %	6 26.1 %	0 0.0 %	11 47.8 %
<b>92.3 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	1 4.3 %	0 0.0 %	6 26.1 %	6 26.1 %	0 0.0 %	10 43.5 %
<b>75.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 4.3 %	2 8.7 %	4 17.4 %	5 21.7 %	3 13.0 %	8 34.8 %
<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 %	9 39.1 %	5 21.7 %	1 4.3 %	8 34.8 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	7 30.4 %	6 26.1 %	1 4.3 %	9 39.1 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	8 34.8 %	6 26.1 %	1 4.3 %	8 34.8 %
<b>69.2 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 4.3 %	3 13.0 %	6 26.1 %	3 13.0 %	1 4.3 %	9 39.1 %
<b>69.2 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	4 17.4 %	6 26.1 %	3 13.0 %	1 4.3 %	9 39.1 %
<b>92.9 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 4.3 %	9 39.1 %	4 17.4 %	1 4.3 %	8 34.8 %
<b>85.7 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 8.7 %	7 30.4 %	5 21.7 %	1 4.3 %	8 34.8 %
<b>75.0 %</b> 12. I felt free to complain	0 0.0 %	1 4.3 %	2 8.7 %	5 21.7 %	4 17.4 %	0 0.0 %	11 47.8 %
<b>85.7 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 8.7 %	9 39.1 %	3 13.0 %	1 4.3 %	8 34.8 %
<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 34.8 %	5 21.7 %	1 4.3 %	9 39.1 %
<b>84.6 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 8.7 %	8 34.8 %	3 13.0 %	1 4.3 %	9 39.1 %
<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 8.7 %	7 30.4 %	4 17.4 %	1 4.3 %	9 39.1 %
<b>71.4 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 4.3 %	3 13.0 %	7 30.4 %	3 13.0 %	1 4.3 %	8 34.8 %
<b>76.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 4.3 %	0 0.0 %	2 8.7 %	7 30.4 %	3 13.0 %	0 0.0 %	10 43.5 %
<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 %	2 8.7 %	1 4.3 %	7 30.4 %	4 17.4 %	0 0.0 %	9 39.1 %
<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 26.1 %	3 13.0 %	1 4.3 %	13 56.5 %
<b>92.9 %</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 4.3 %	8 34.8 %	5 21.7 %	0 0.0 %	9 39.1 %
<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 %	1 4.3 %	1 4.3 %	4 17.4 %	7 30.4 %	0 0.0 %	10 43.5 %
<b>78.6 %</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 13.0 %	6 26.1 %	5 21.7 %	0 0.0 %	9 39.1 %
<b>41.7 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	2 8.7 %	5 21.7 %	3 13.0 %	2 8.7 %	2 8.7 %	9 39.1 %
<b>69.2 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 4.3 %	3 13.0 %	5 21.7 %	4 17.4 %	0 0.0 %	10 43.5 %

**MHSIP Items 26-36, N = 23**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>57.1 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 4.3 %	2 8.7 %	3 13.0 %	1 4.3 %	5 21.7 %	11 47.8 %
<b>46.2 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 8.7 %	5 21.7 %	3 13.0 %	3 13.0 %	0 0.0 %	10 43.5 %
<b>58.3 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 8.7 %	3 13.0 %	4 17.4 %	3 13.0 %	0 0.0 %	11 47.8 %
<b>61.5 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 4.3 %	4 17.4 %	5 21.7 %	3 13.0 %	0 0.0 %	10 43.5 %
<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 %	3 13.0 %	1 4.3 %	5 21.7 %	3 13.0 %	1 4.3 %	10 43.5 %
<b>58.3 %</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 4.3 %	4 17.4 %	4 17.4 %	3 13.0 %	0 0.0 %	11 47.8 %
<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 13.0 %	1 4.3 %	5 21.7 %	2 8.7 %	0 0.0 %	12 52.2 %
<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 8.7 %	1 4.3 %	7 30.4 %	2 8.7 %	1 4.3 %	10 43.5 %
<b>76.9 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	2 8.7 %	1 4.3 %	7 30.4 %	3 13.0 %	0 0.0 %	10 43.5 %
<b>61.5 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	3 13.0 %	2 8.7 %	5 21.7 %	3 13.0 %	0 0.0 %	10 43.5 %
<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 %	2 8.7 %	2 8.7 %	5 21.7 %	3 13.0 %	0 0.0 %	11 47.8 %

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 %	5 21.7 %	5 21.7 %
Impaired	0 0 %	4 17.4 %	4 17.4 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	1 4.3 %	1 4.3 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	13 56.5 %	13 56.5 %
<b>Total</b>	0 100 %	23 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 24 clients; surveys were returned for 22 clients (  $22 / 24 = 91.7\%$  ).
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  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **FSA Older Adult Full Service Partnership SrICM**

Program Code(s): 382213

Overall Satisfaction<sup>1</sup>

**77.8%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for FSA Older Adult Full Service Partnership SrICM: **3.87**.

Overall satisfaction mean score for all other programs: **4.38**.

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

**88.9%** 1. I like the services that I received here

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

#### **Lowest Agreement Items**

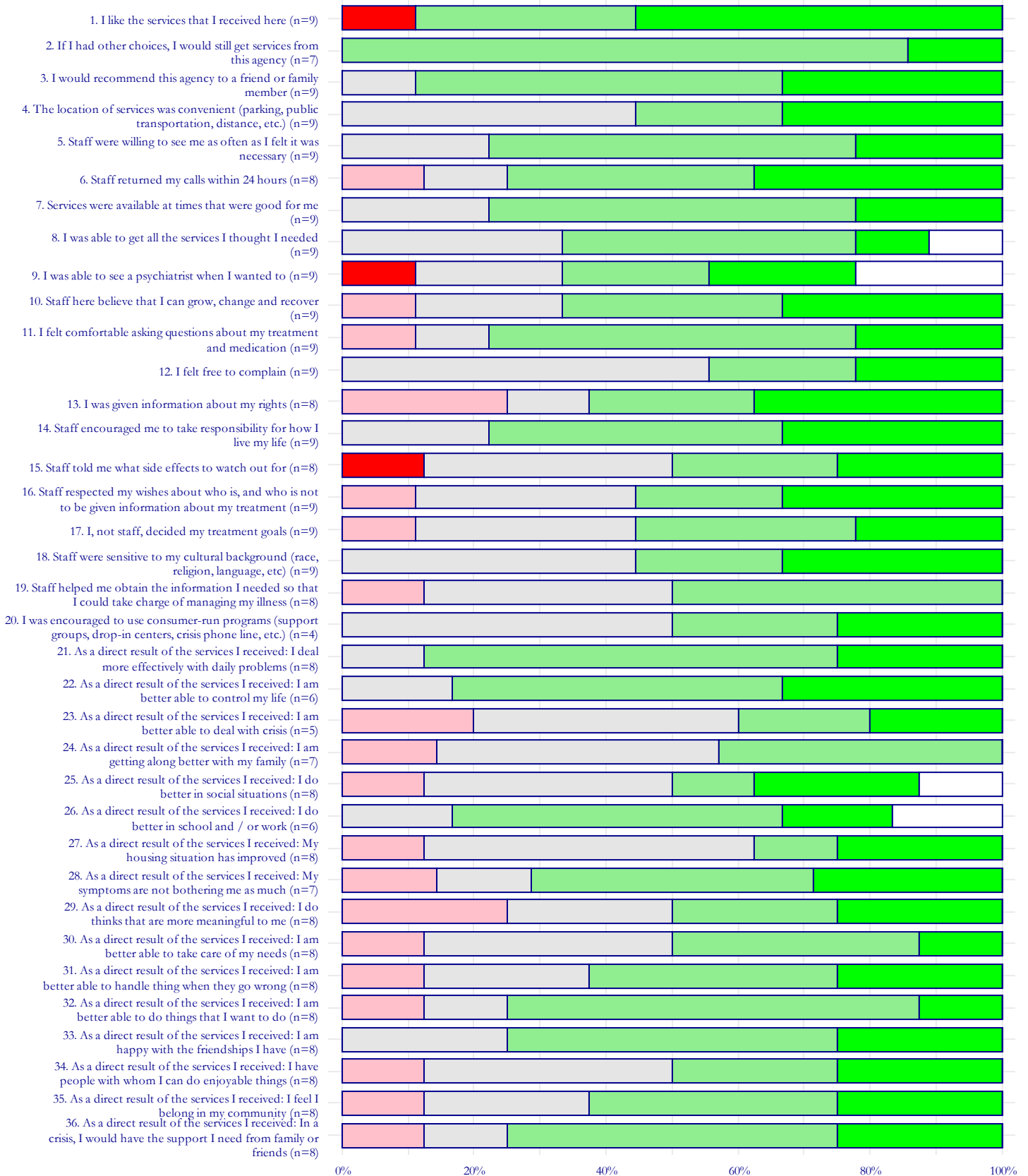
**44.4%** 12. I felt free to complain

**50.0%** 15. Staff told me what side effects to watch out for

**50.0%** 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, N = 23**

**Percent Agree**

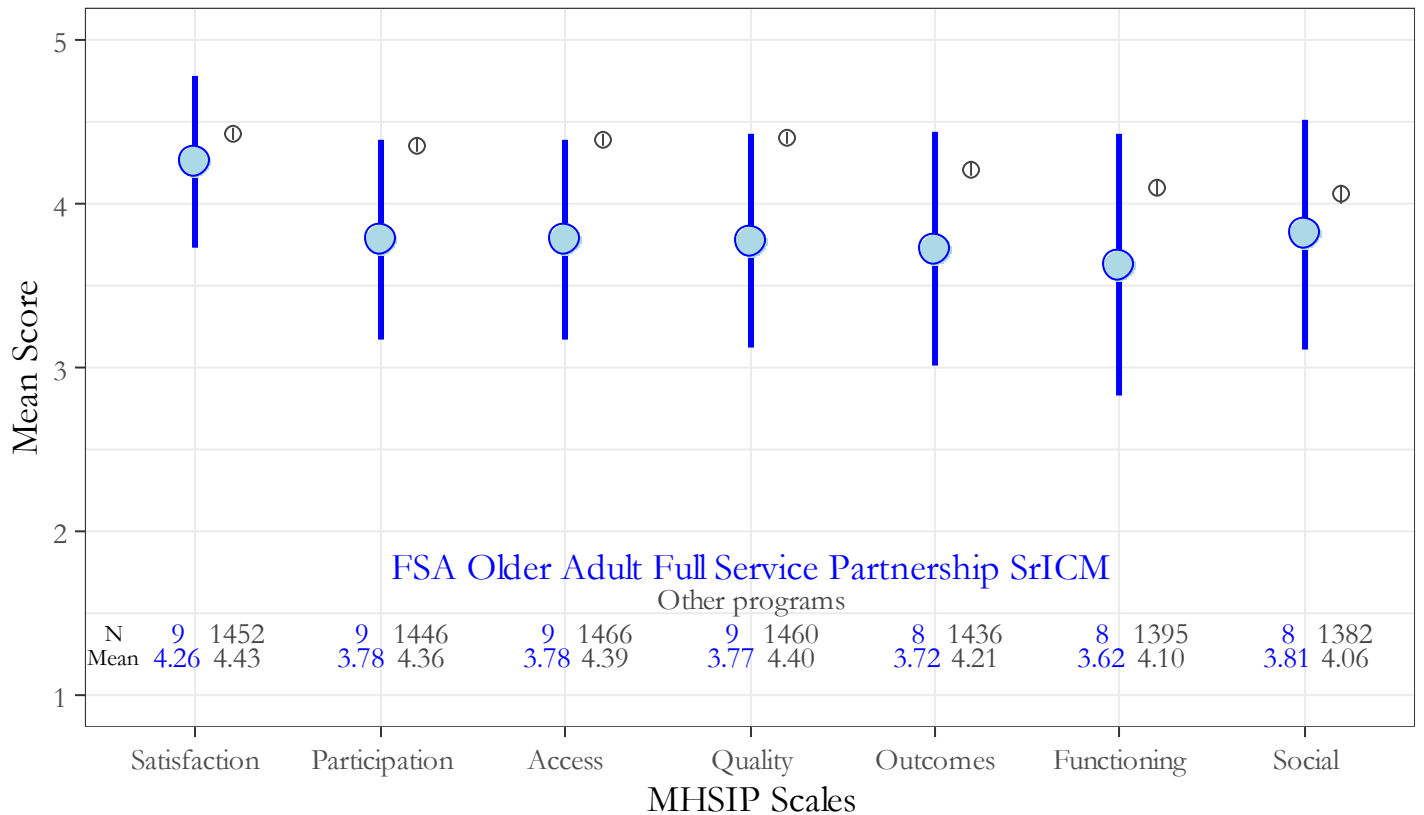
	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>88.9 %</b> 1. I like the services that I received here	1 4.3 %	0 0.0 %	0 0.0 %	3 13.0 %	5 21.7 %	0 0.0 %	14 60.9 %
<b>100.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	6 26.1 %	1 4.3 %	0 0.0 %	16 69.6 %
<b>88.9 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 4.3 %	5 21.7 %	3 13.0 %	0 0.0 %	14 60.9 %
<b>55.6 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	4 17.4 %	2 8.7 %	3 13.0 %	0 0.0 %	14 60.9 %
<b>77.8 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 8.7 %	5 21.7 %	2 8.7 %	0 0.0 %	14 60.9 %
<b>75.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 4.3 %	1 4.3 %	3 13.0 %	3 13.0 %	0 0.0 %	15 65.2 %
<b>77.8 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 8.7 %	5 21.7 %	2 8.7 %	0 0.0 %	14 60.9 %
<b>62.5 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	3 13.0 %	4 17.4 %	1 4.3 %	1 4.3 %	14 60.9 %
<b>57.1 %</b> 9. I was able to see a psychiatrist when I wanted to	1 4.3 %	0 0.0 %	2 8.7 %	2 8.7 %	2 8.7 %	2 8.7 %	14 60.9 %
<b>66.7 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 4.3 %	2 8.7 %	3 13.0 %	3 13.0 %	0 0.0 %	14 60.9 %
<b>77.8 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 4.3 %	1 4.3 %	5 21.7 %	2 8.7 %	0 0.0 %	14 60.9 %
<b>44.4 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	5 21.7 %	2 8.7 %	2 8.7 %	0 0.0 %	14 60.9 %
<b>62.5 %</b> 13. I was given information about my rights	0 0.0 %	2 8.7 %	1 4.3 %	2 8.7 %	3 13.0 %	0 0.0 %	15 65.2 %
<b>77.8 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 8.7 %	4 17.4 %	3 13.0 %	0 0.0 %	14 60.9 %
<b>50.0 %</b> 15. Staff told me what side effects to watch out for	1 4.3 %	0 0.0 %	3 13.0 %	2 8.7 %	2 8.7 %	0 0.0 %	15 65.2 %
<b>55.6 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 4.3 %	3 13.0 %	2 8.7 %	3 13.0 %	0 0.0 %	14 60.9 %
<b>55.6 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 4.3 %	3 13.0 %	3 13.0 %	2 8.7 %	0 0.0 %	14 60.9 %
<b>55.6 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 17.4 %	2 8.7 %	3 13.0 %	0 0.0 %	14 60.9 %
<b>50.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 4.3 %	3 13.0 %	4 17.4 %	0 0.0 %	0 0.0 %	15 65.2 %
<b>50.0 %</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 8.7 %	1 4.3 %	1 4.3 %	0 0.0 %	19 82.6 %
<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 4.3 %	5 21.7 %	2 8.7 %	0 0.0 %	15 65.2 %
<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 %	3 13.0 %	2 8.7 %	0 0.0 %	17 73.9 %
<b>40.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 4.3 %	2 8.7 %	1 4.3 %	1 4.3 %	0 0.0 %	18 78.3 %
<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 4.3 %	3 13.0 %	3 13.0 %	0 0.0 %	0 0.0 %	16 69.6 %
<b>42.9 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 4.3 %	3 13.0 %	1 4.3 %	2 8.7 %	1 4.3 %	15 65.2 %



**MHSIP Items 26-36, N = 23**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>80.0 %</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 %	1 4.3 %	3 13.0 %	1 4.3 %	1 4.3 %	17 73.9 %
<b>37.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 4.3 %	4 17.4 %	1 4.3 %	2 8.7 %	0 0.0 %	15 65.2 %
<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 %	1 4.3 %	1 4.3 %	3 13.0 %	2 8.7 %	0 0.0 %	16 69.6 %
<b>50.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	2 8.7 %	2 8.7 %	2 8.7 %	2 8.7 %	0 0.0 %	15 65.2 %
<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 %	1 4.3 %	3 13.0 %	3 13.0 %	1 4.3 %	0 0.0 %	15 65.2 %
<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 %	1 4.3 %	2 8.7 %	3 13.0 %	2 8.7 %	0 0.0 %	15 65.2 %
<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 4.3 %	1 4.3 %	5 21.7 %	1 4.3 %	0 0.0 %	15 65.2 %
<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 %	0 0.0 %	2 8.7 %	4 17.4 %	2 8.7 %	0 0.0 %	15 65.2 %
<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 4.3 %	3 13.0 %	2 8.7 %	2 8.7 %	0 0.0 %	15 65.2 %
<b>62.5 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 4.3 %	2 8.7 %	3 13.0 %	2 8.7 %	0 0.0 %	15 65.2 %
<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 4.3 %	1 4.3 %	4 17.4 %	2 8.7 %	0 0.0 %	15 65.2 %

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 34.8 %	8 34.8 %
Impaired	0 0 %	3 13 %	3 13 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	2 8.7 %	2 8.7 %
No Data	0 0 %	1 4.3 %	1 4.3 %
Completed Survey	0 0 %	9 39.1 %	9 39.1 %
<b>Total</b>	0 100 %	23 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 19 clients; surveys were returned for 22 clients (  $22 / 19 = 115.8\%$  ).
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.

**Survey Quality Issues:**

☆ Forms were submitted late.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **FSA Prevention & Recovery in Early Psychosis**

Program Code(s): 8990EP

Overall Satisfaction<sup>1</sup>

**92.9%**

Return Rate<sup>2</sup>

**87.5%**

Overall satisfaction<sup>3</sup> mean score for FSA Prevention & Recovery in Early Psychosis: **4.27**.

Overall satisfaction mean score for all other programs: **4.38**.

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**

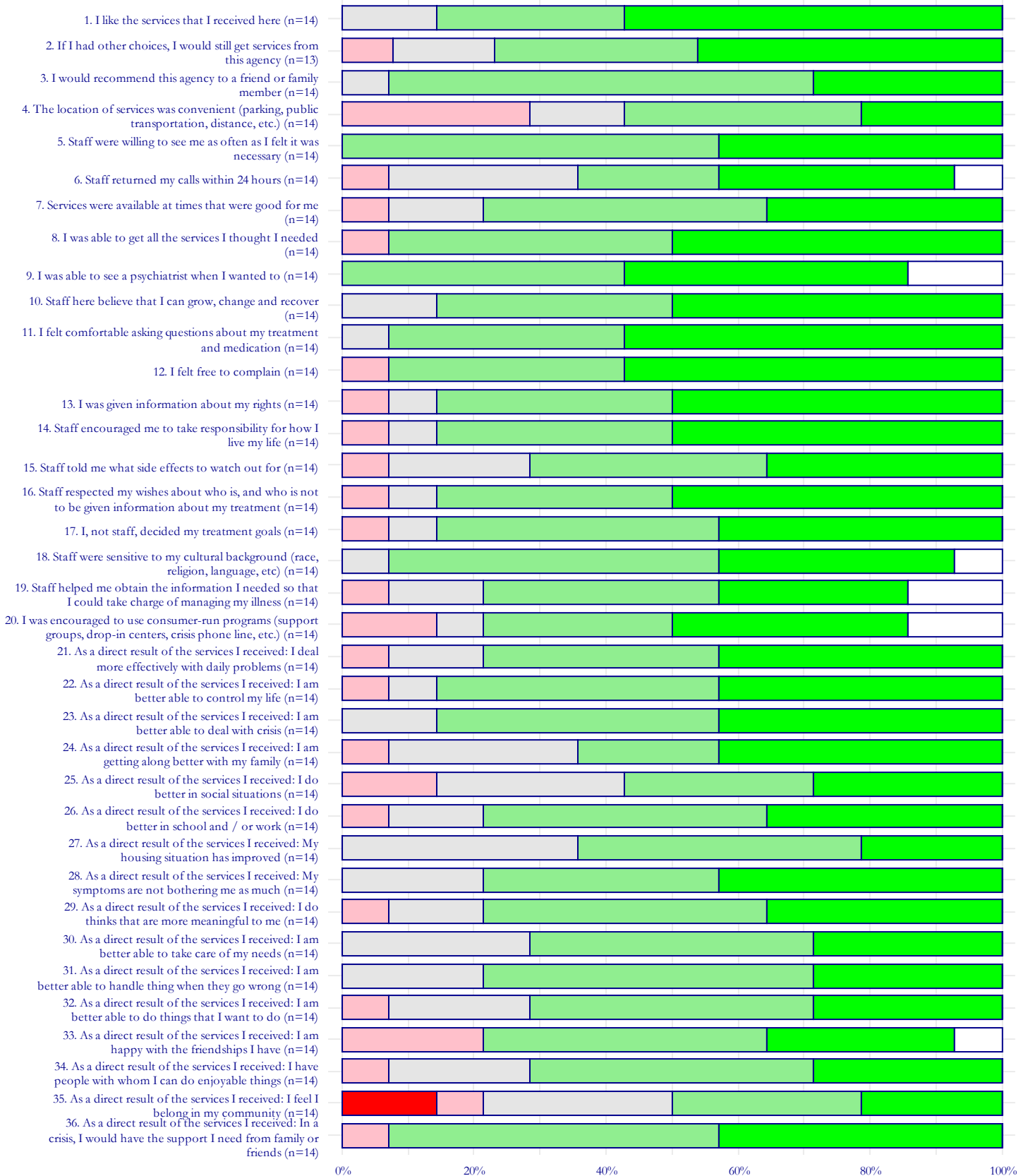
- 100.0% 5. Staff were willing to see me as often as I felt it was necessary
- 100.0% 9. I was able to see a psychiatrist when I wanted to
- 92.9% 3. I would recommend this agency to a friend or family member

#### **Lowest Agreement Items**

- 61.5% 6. Staff returned my calls within 24 hours
- 71.4% 15. Staff told me what side effects to watch out for
- 75.0% 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, N = 15**

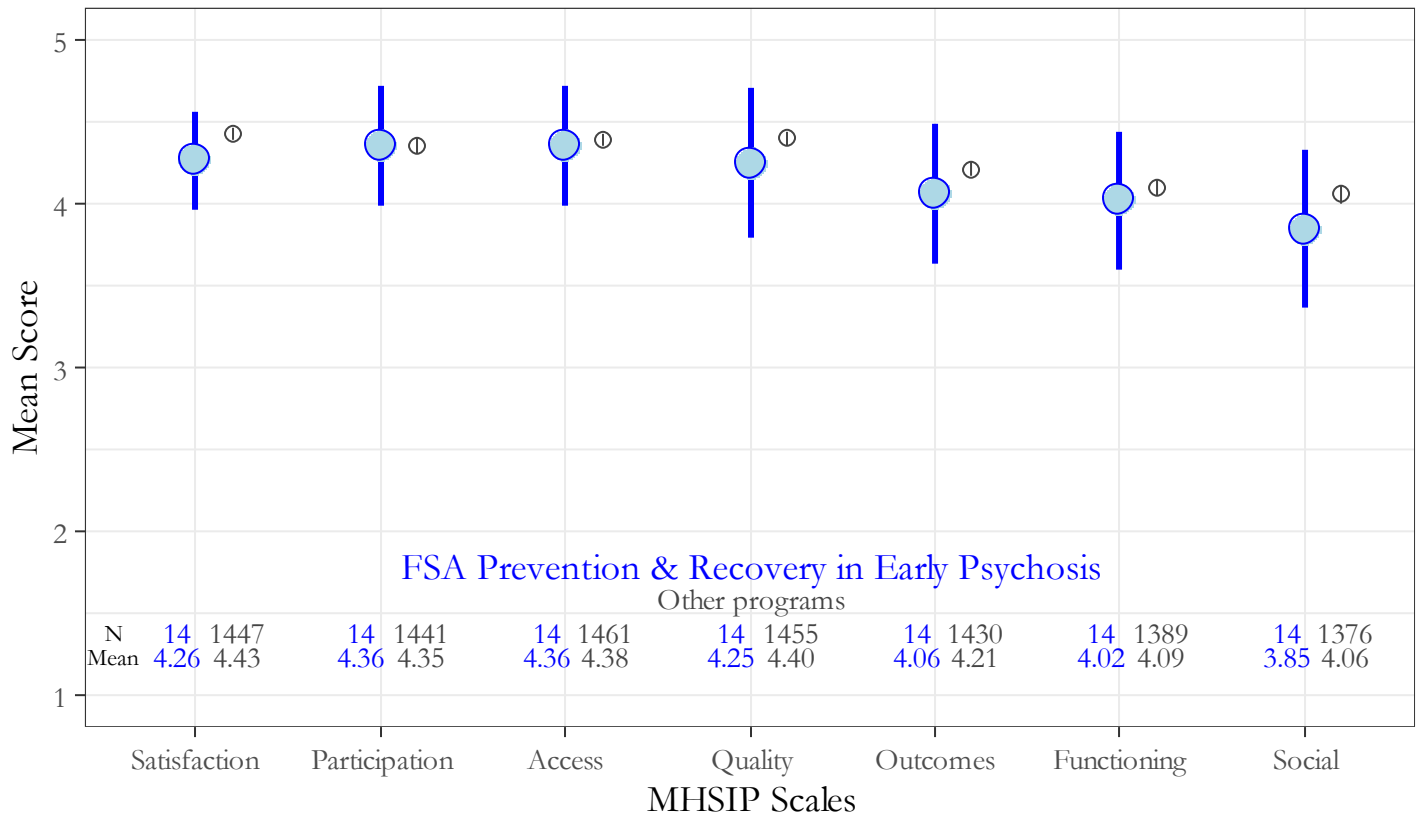
**Percent Agree**

	<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 %	2 13.3 %	4 26.7 %	8 53.3 %	0 0.0 %	1 6.7 %
<b>76.9 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 6.7 %	2 13.3 %	4 26.7 %	6 40.0 %	0 0.0 %	2 13.3 %
<b>92.9 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 6.7 %	9 60.0 %	4 26.7 %	0 0.0 %	1 6.7 %
<b>57.1 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	4 26.7 %	2 13.3 %	5 33.3 %	3 20.0 %	0 0.0 %	1 6.7 %
<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 %	8 53.3 %	6 40.0 %	0 0.0 %	1 6.7 %
<b>61.5 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 6.7 %	4 26.7 %	3 20.0 %	5 33.3 %	1 6.7 %	1 6.7 %
<b>78.6 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 6.7 %	2 13.3 %	6 40.0 %	5 33.3 %	0 0.0 %	1 6.7 %
<b>92.9 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 6.7 %	0 0.0 %	6 40.0 %	7 46.7 %	0 0.0 %	1 6.7 %
<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 %	6 40.0 %	6 40.0 %	2 13.3 %	1 6.7 %
<b>85.7 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 13.3 %	5 33.3 %	7 46.7 %	0 0.0 %	1 6.7 %
<b>92.9 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 6.7 %	5 33.3 %	8 53.3 %	0 0.0 %	1 6.7 %
<b>92.9 %</b> 12. I felt free to complain	0 0.0 %	1 6.7 %	0 0.0 %	5 33.3 %	8 53.3 %	0 0.0 %	1 6.7 %
<b>85.7 %</b> 13. I was given information about my rights	0 0.0 %	1 6.7 %	1 6.7 %	5 33.3 %	7 46.7 %	0 0.0 %	1 6.7 %
<b>85.7 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 6.7 %	1 6.7 %	5 33.3 %	7 46.7 %	0 0.0 %	1 6.7 %
<b>71.4 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 6.7 %	3 20.0 %	5 33.3 %	5 33.3 %	0 0.0 %	1 6.7 %
<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 6.7 %	1 6.7 %	5 33.3 %	7 46.7 %	0 0.0 %	1 6.7 %
<b>85.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 6.7 %	1 6.7 %	6 40.0 %	6 40.0 %	0 0.0 %	1 6.7 %
<b>92.3 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 6.7 %	7 46.7 %	5 33.3 %	1 6.7 %	1 6.7 %
<b>75.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 6.7 %	2 13.3 %	5 33.3 %	4 26.7 %	2 13.3 %	1 6.7 %
<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 %	2 13.3 %	1 6.7 %	4 26.7 %	5 33.3 %	2 13.3 %	1 6.7 %
<b>78.6 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 6.7 %	2 13.3 %	5 33.3 %	6 40.0 %	0 0.0 %	1 6.7 %
<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 %	1 6.7 %	1 6.7 %	6 40.0 %	6 40.0 %	0 0.0 %	1 6.7 %
<b>85.7 %</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 %	2 13.3 %	6 40.0 %	6 40.0 %	0 0.0 %	1 6.7 %
<b>64.3 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 6.7 %	4 26.7 %	3 20.0 %	6 40.0 %	0 0.0 %	1 6.7 %
<b>57.1 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 13.3 %	4 26.7 %	4 26.7 %	4 26.7 %	0 0.0 %	1 6.7 %

**MHSIP Items 26-36, N = 15**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>78.6 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 6.7 %	2 13.3 %	6 40.0 %	5 33.3 %	0 0.0 %	1 6.7 %
<b>64.3 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	5 33.3 %	6 40.0 %	3 20.0 %	0 0.0 %	1 6.7 %
<b>78.6 %</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 %	3 20.0 %	5 33.3 %	6 40.0 %	0 0.0 %	1 6.7 %
<b>78.6 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 6.7 %	2 13.3 %	6 40.0 %	5 33.3 %	0 0.0 %	1 6.7 %
<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 26.7 %	6 40.0 %	4 26.7 %	0 0.0 %	1 6.7 %
<b>78.6 %</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 %	0 0.0 %	3 20.0 %	7 46.7 %	4 26.7 %	0 0.0 %	1 6.7 %
<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 %	1 6.7 %	3 20.0 %	6 40.0 %	4 26.7 %	0 0.0 %	1 6.7 %
<b>76.9 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	3 20.0 %	0 0.0 %	6 40.0 %	4 26.7 %	1 6.7 %	1 6.7 %
<b>71.4 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 6.7 %	3 20.0 %	6 40.0 %	4 26.7 %	0 0.0 %	1 6.7 %
<b>50.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	2 13.3 %	1 6.7 %	4 26.7 %	4 26.7 %	3 20.0 %	0 0.0 %	1 6.7 %
<b>92.9 %</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 %	1 6.7 %	0 0.0 %	7 46.7 %	6 40.0 %	0 0.0 %	1 6.7 %

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	1 6.7 %	0 0 %	1 6.7 %
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	14 93.3 %	0 0 %	14 93.3 %
<b>Total</b>	15 100 %	0 100 %	15 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 16 clients; surveys were returned for 14 clients (  $14 / 16 = 87.5\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **FSA Transitional Age Youth FSP MAP**

Program Code(s): 3822T3

Overall Satisfaction<sup>1</sup>

**50.0%**

Return Rate<sup>2</sup>

**93.3%**

Overall satisfaction<sup>3</sup> mean score for FSA Transitional Age Youth FSP MAP: **4.18**.

Overall satisfaction mean score for all other programs: **4.38**.

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% 5. Staff were willing to see me as often as I felt it was necessary
- 90.0% 9. I was able to see a psychiatrist when I wanted to

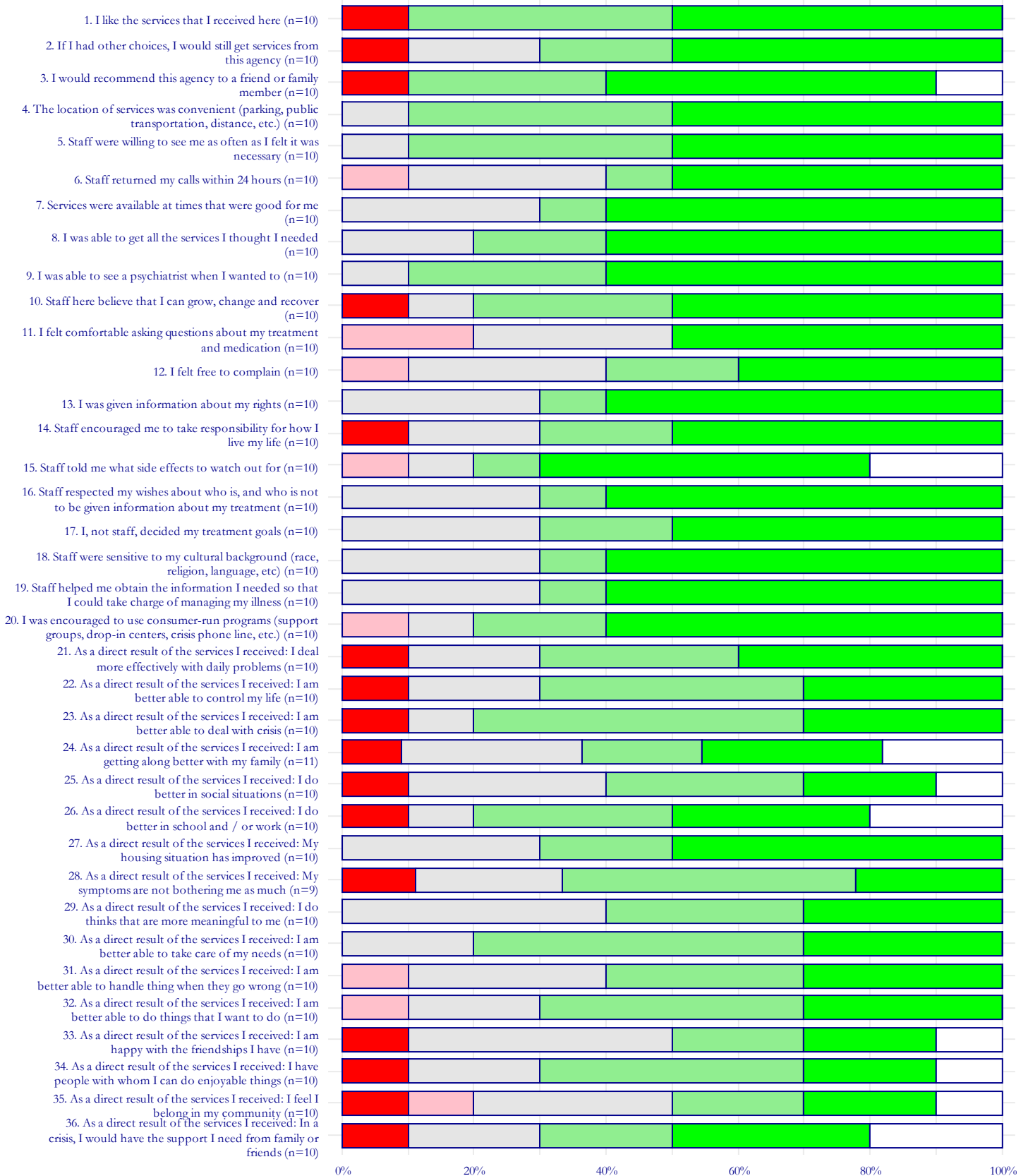
#### **Lowest Agreement Items**

- 50.0% 11. I felt comfortable asking questions about my treatment and medication
- 60.0% 6. Staff returned my calls within 24 hours
- 60.0% 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, N = 14**

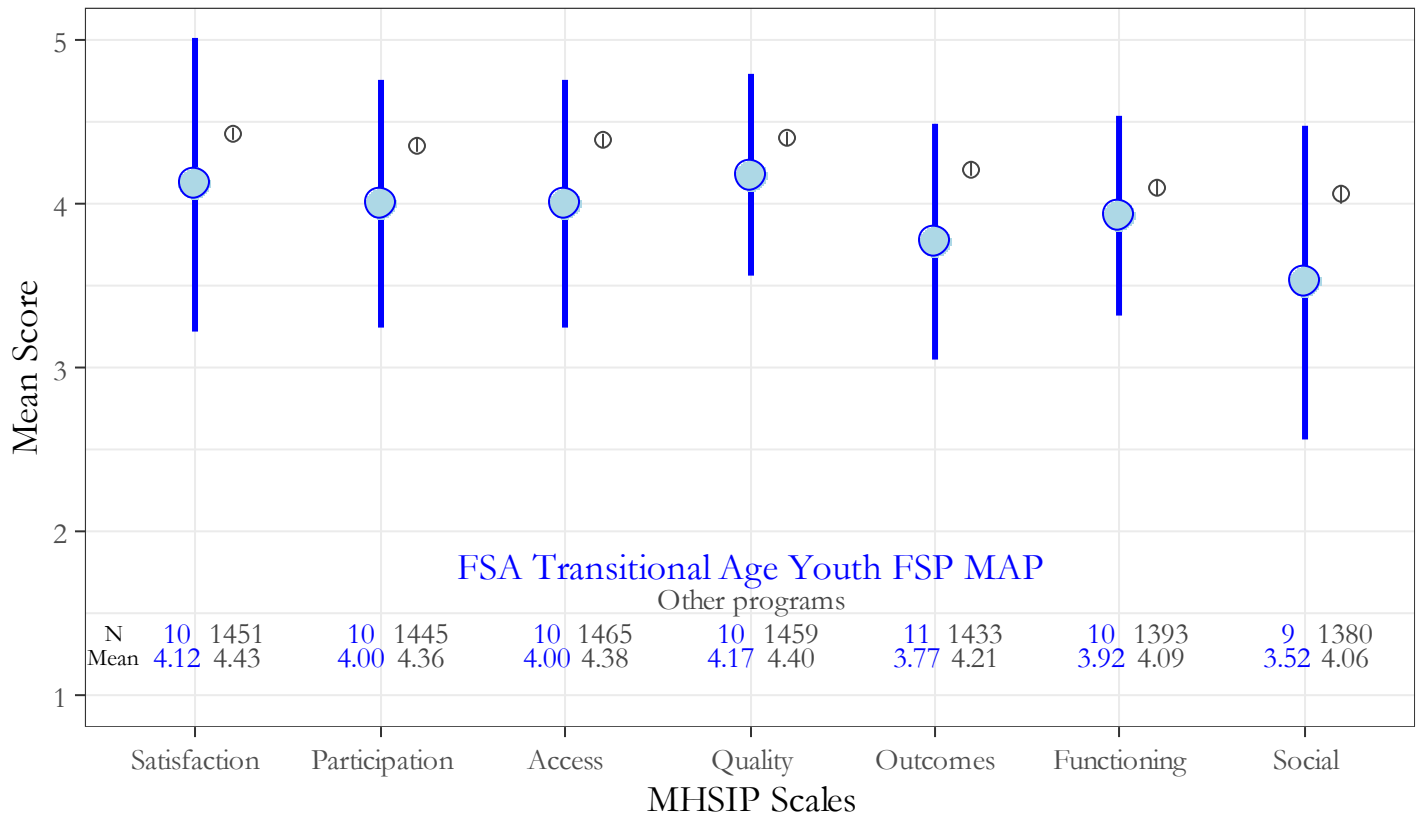
**Percent Agree**

	<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>90.0 %</b> 1. I like the services that I received here	1 7.1 %	0 0.0 %	0 0.0 %	4 28.6 %	5 35.7 %	0 0.0 %	4 28.6 %
<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>88.9 %</b> 3. I would recommend this agency to a friend or family member	1 7.1 %	0 0.0 %	0 0.0 %	3 21.4 %	5 35.7 %	1 7.1 %	4 28.6 %
<b>90.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	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> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>60.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 7.1 %	3 21.4 %	1 7.1 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>70.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	3 21.4 %	1 7.1 %	6 42.9 %	0 0.0 %	4 28.6 %
<b>80.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 14.3 %	2 14.3 %	6 42.9 %	0 0.0 %	4 28.6 %
<b>90.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	6 42.9 %	0 0.0 %	4 28.6 %
<b>80.0 %</b> 10. Staff here believe that I can grow, change and recover	1 7.1 %	0 0.0 %	1 7.1 %	3 21.4 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>50.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	2 14.3 %	3 21.4 %	0 0.0 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>60.0 %</b> 12. I felt free to complain	0 0.0 %	1 7.1 %	3 21.4 %	2 14.3 %	4 28.6 %	0 0.0 %	4 28.6 %
<b>70.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	3 21.4 %	1 7.1 %	6 42.9 %	0 0.0 %	4 28.6 %
<b>70.0 %</b> 14. Staff encouraged me to take responsibility for how I live my life	1 7.1 %	0 0.0 %	2 14.3 %	2 14.3 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>75.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 7.1 %	1 7.1 %	1 7.1 %	5 35.7 %	2 14.3 %	4 28.6 %
<b>70.0 %</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 21.4 %	1 7.1 %	6 42.9 %	0 0.0 %	4 28.6 %
<b>70.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	3 21.4 %	2 14.3 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>70.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 21.4 %	1 7.1 %	6 42.9 %	0 0.0 %	4 28.6 %
<b>70.0 %</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 %	3 21.4 %	1 7.1 %	6 42.9 %	0 0.0 %	4 28.6 %
<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 %	1 7.1 %	1 7.1 %	2 14.3 %	6 42.9 %	0 0.0 %	4 28.6 %
<b>70.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 7.1 %	0 0.0 %	2 14.3 %	3 21.4 %	4 28.6 %	0 0.0 %	4 28.6 %
<b>70.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	1 7.1 %	0 0.0 %	2 14.3 %	4 28.6 %	3 21.4 %	0 0.0 %	4 28.6 %
<b>80.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 7.1 %	0 0.0 %	1 7.1 %	5 35.7 %	3 21.4 %	0 0.0 %	4 28.6 %
<b>55.6 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 7.1 %	0 0.0 %	3 21.4 %	2 14.3 %	3 21.4 %	2 14.3 %	3 21.4 %
<b>55.6 %</b> 25. As a direct result of the services I received: I do better in social situations	1 7.1 %	0 0.0 %	3 21.4 %	3 21.4 %	2 14.3 %	1 7.1 %	4 28.6 %

**MHSIP Items 26-36, N = 14**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>75.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 7.1 %	0 0.0 %	1 7.1 %	3 21.4 %	3 21.4 %	2 14.3 %	4 28.6 %
<b>70.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 21.4 %	2 14.3 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>66.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 7.1 %	0 0.0 %	2 14.3 %	4 28.6 %	2 14.3 %	0 0.0 %	5 35.7 %
<b>60.0 %</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 %	4 28.6 %	3 21.4 %	3 21.4 %	0 0.0 %	4 28.6 %
<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 %	0 0.0 %	2 14.3 %	5 35.7 %	3 21.4 %	0 0.0 %	4 28.6 %
<b>60.0 %</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 %	1 7.1 %	3 21.4 %	3 21.4 %	3 21.4 %	0 0.0 %	4 28.6 %
<b>70.0 %</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 7.1 %	2 14.3 %	4 28.6 %	3 21.4 %	0 0.0 %	4 28.6 %
<b>44.4 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 7.1 %	0 0.0 %	4 28.6 %	2 14.3 %	2 14.3 %	1 7.1 %	4 28.6 %
<b>66.7 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 7.1 %	0 0.0 %	2 14.3 %	4 28.6 %	2 14.3 %	1 7.1 %	4 28.6 %
<b>44.4 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 7.1 %	1 7.1 %	3 21.4 %	2 14.3 %	2 14.3 %	1 7.1 %	4 28.6 %
<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 7.1 %	0 0.0 %	2 14.3 %	2 14.3 %	3 21.4 %	2 14.3 %	4 28.6 %

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 21.4 %	0 0 %	3 21.4 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 7.1 %	0 0 %	1 7.1 %
Completed Survey	10 71.4 %	0 0 %	10 71.4 %
<b>Total</b>	14 100 %	0 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 15 clients; surveys were returned for 14 clients (  $14 / 15 = 93.3\%$  ).
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

## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

### Homeless Children's NW Ma'at

Youth program codes (RUs): 38ASMT

Adult program codes (RUs): 38ASMT

Overall Satisfaction<sup>1</sup>

-- %

Return Rate<sup>2</sup>

**over 100%**

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 4-8 2019 (Avatar billing): 9

People surveyed: 16 (2 youth and 14 adults)

Adult satisfaction mean score: --

Youth satisfaction mean score: - -

Family satisfaction mean score: - -

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

Percent Satisfied by Adult/Youth and Family

No youth surveys contained satisfaction data



## **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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 9 clients; surveys were returned for 16 clients (  $16 / 9 = 177.8\%$  ).
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.

## **Survey Quality Issues:**

- ☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.
- ☆ Some forms were incomplete (missing pages).
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **Homeless Children's NW Ma'at**

Program Code(s): 38ASMT

Overall Satisfaction<sup>1</sup>

-- %

Return Rate<sup>2</sup>

**Unknown, no Avatar billing**

Overall satisfaction<sup>3</sup> mean score for Homeless Children's NW Ma'at: -- .

Overall satisfaction mean score for all other programs: **4.37**.

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 list

#### **Lowest Agreement Items**

Not enough data for low est satisfaction list

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 MHSIP survey data to create a table. N = 0



Not enough MHSIP survey data to create domain means chart. N = 0

## Survey Compliance

### Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	13 92.9 %	0 0 %	13 92.9 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 7.1 %	0 0 %	1 7.1 %
Completed Survey	0 0 %	0 0 %	0 0 %
<b>Total</b>	14 100 %	0 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 0 clients; surveys were returned for 14 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.

### **Survey Quality Issues:**

- ☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.
- ☆ Some forms were incomplete (missing pages).
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Homeless Children's NW Ma'at**  
Program Code(s): 38ASMT

Overall Satisfaction<sup>1</sup>  
-- %

Return Rate<sup>2</sup>  
**22.2%**

Overall satisfaction<sup>3</sup> mean score for Homeless Children's NW Ma'at: No YSS (youth) data for this program, No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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 low est 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 survey data to create a table or bar chart.

Not enough Family survey data to create a table or bar chart.

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

**Survey Compliance**  
**Homeless Children's**  
**NW Ma'at Completion**

Completion Status	by Respondent Type		Total
	Family	Youth	
Refused	0 0 %	1 50 %	1 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 %	1 50 %	1 50 %
Completed Survey	0 0 %	0 0 %	0 0 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 9 clients; surveys were returned for 2 clients ( 2 / 9 = 22.2% ).
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.

**Survey Quality Issues:**

- ☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.
- ☆ Some forms were incomplete (missing pages).
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

### Homeless Childrens Network

Youth program codes (RUs): 38AS3 38AS5

Adult program codes (RUs): 38AS3 38AS4 38AS5 38AS6

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**over 100%**

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 4-8 2019 (Avatar billing): 50

People surveyed: 68 (8 youth and 60 adults)

Adult satisfaction mean score: --

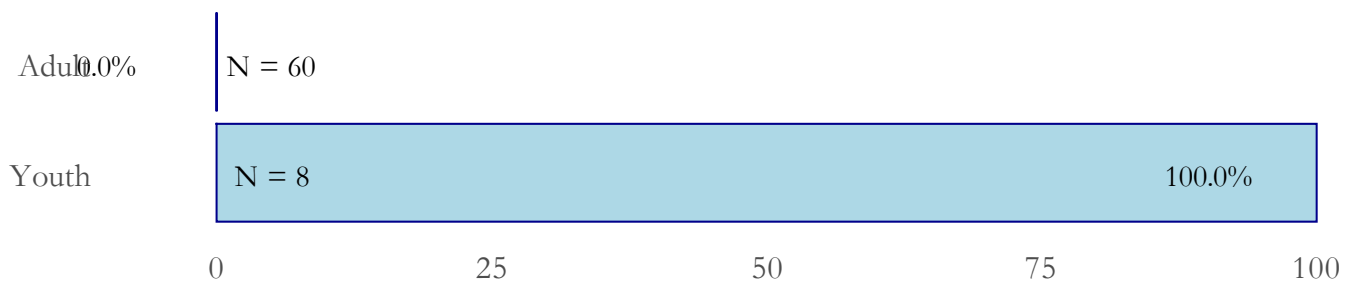
Youth satisfaction mean score: 4.75

Family satisfaction mean score: - -

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

#### Percent Satisfied by Adult/Youth and Family

No adult surveys contained satisfaction data



## **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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 50 clients; surveys were returned for 68 clients (  $68 / 50 = 136.0\%$  ).
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.

## **Survey Quality Issues:**

- ☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.
- ☆ Some forms were incomplete (missing pages).
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **Homeless Childrens Network**

Program Code(s): 38AS3 38AS4 38AS5 38AS6

Overall Satisfaction<sup>1</sup>  
-- %

Return Rate<sup>2</sup>  
**over 100%**

Overall satisfaction<sup>3</sup> mean score for Homeless Childrens Network: -- .

Overall satisfaction mean score for all other programs: **4.37**.

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 list

#### **Lowest Agreement Items**

Not enough data for low est satisfaction list

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 MHSIP survey data to create a table. N = 0

Not enough MHSIP survey data to create domain means chart. N = 0

## Survey Compliance

### Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	52 86.7 %	0 0 %	52 86.7 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	8 13.3 %	0 0 %	8 13.3 %
Completed Survey	0 0 %	0 0 %	0 0 %
<b>Total</b>	60 100 %	0 100 %	60 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 1 clients; surveys were returned for 60 clients (  $60 / 1 = 6000.0\%$  ).
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.

### **Survey Quality Issues:**

- ☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.
- ☆ Some forms were incomplete (missing pages).
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Homeless Childrens Network**  
Program Code(s): 38AS3 38AS5

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

Return Rate<sup>2</sup>  
**16.3%**

Overall satisfaction<sup>3</sup> mean score for Homeless Childrens Network: **4.75** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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

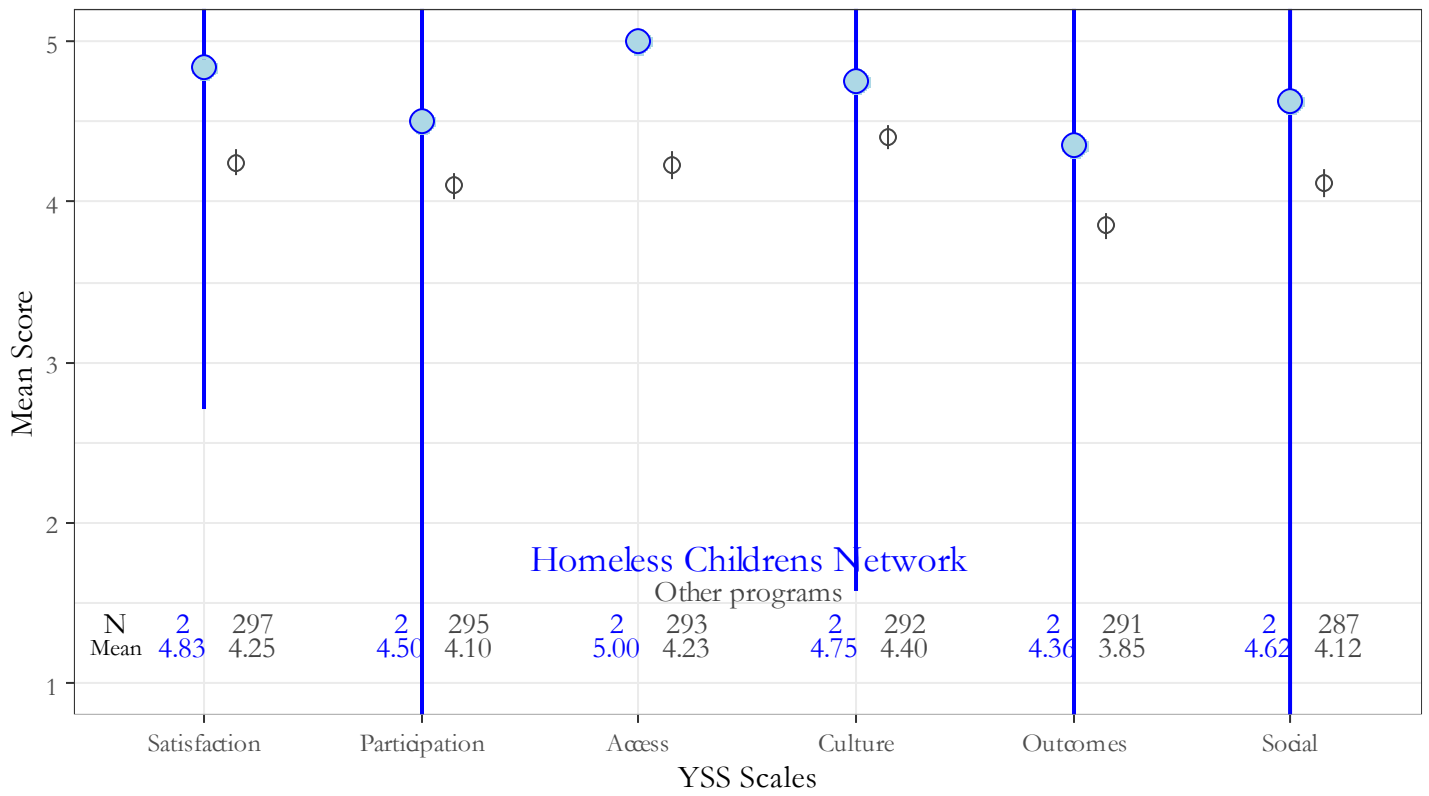


## Youth Services Survey for Youth, N = 8

	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 25.0 %	0 0.0 %	6 75.0 %
<b>100.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
<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 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
<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 12.5 %	0 0.0 %	1 12.5 %	6 75.0 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	0 0.0 %	1 12.5 %	6 75.0 %
<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 %	2 25.0 %	0 0.0 %	6 75.0 %
<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 25.0 %	0 0.0 %	6 75.0 %
<b>100.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	0 0.0 %	6 75.0 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	0 0.0 %	6 75.0 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	0 0.0 %	6 75.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	0 0.0 %	6 75.0 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	0 0.0 %	1 12.5 %	6 75.0 %
<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 %	2 25.0 %	0 0.0 %	6 75.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	0 0.0 %	1 12.5 %	6 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 %	1 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
<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 12.5 %	0 0.0 %	1 12.5 %	0 0.0 %	6 75.0 %
<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 %	1 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
<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 %	1 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
<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 %	1 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
<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 %	2 25.0 %	0 0.0 %	0 0.0 %	6 75.0 %
<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 %	1 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
<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 %	1 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
<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 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
<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 %	1 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
<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 %	2 25.0 %	0 0.0 %	6 75.0 %

Not enough Family survey data to create a table or bar chart.

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



Not enough family survey data to create domain means plot.

**Survey Compliance**  
**Homeless Childrens**  
**Network Completion**

Completion Status	by Respondent Type		Total
	Family	Youth	
Refused	0 0 %	6 75 %	6 75 %
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 25 %	2 25 %
<b>Total</b>	0 100 %	8 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 49 clients; surveys were returned for 8 clients ( 8 / 49 = 16.3% ).
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.

**Survey Quality Issues:**

- ☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.
- ☆ Some forms were incomplete (missing pages).
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.





San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

### IFR Adult Behavioral Health Services

Youth program codes (RUs): 38183

Adult program codes (RUs): 38183

Overall Satisfaction<sup>1</sup>

**93.3%**

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 4-8 2019 (Avatar billing): 36

People surveyed: 36 (1 youth and 35 adults)

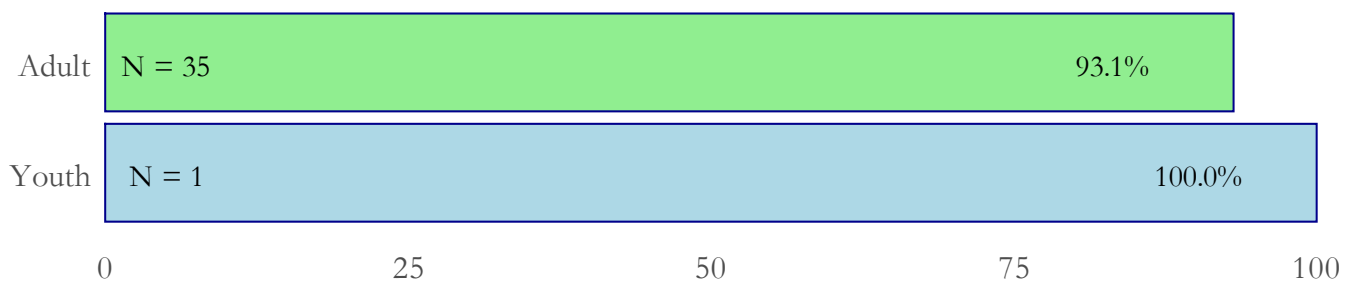
Adult satisfaction mean score: 4.39

Youth satisfaction mean score: 4.21

Family satisfaction mean score: - -

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

#### Percent Satisfied by 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 36 clients; surveys were returned for 36 clients (  $36 / 36 = 100.0\%$  ).
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.

### **Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **IFR Adult Behavioral Health Services**

Program Code(s): 38183

Overall Satisfaction<sup>1</sup>

**93.1%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for IFR Adult Behavioral Health Services: **4.39**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

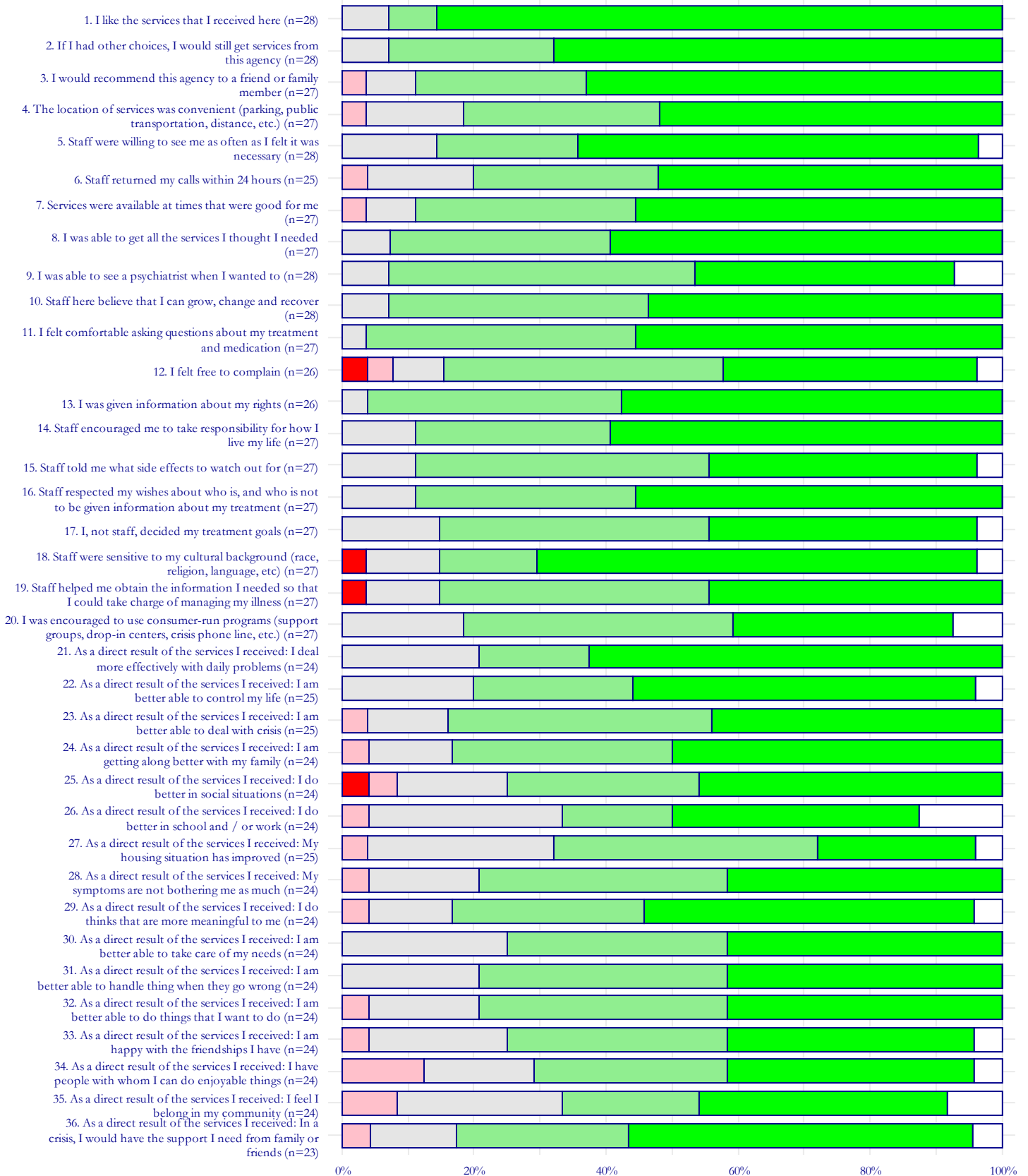
- 96.3%** 11. I felt comfortable asking questions about my treatment and medication
- 96.2%** 13. I was given information about my rights
- 92.9%** 1. I like the services that I received here

#### **Lowest Agreement Items**

- 80.0%** 6. Staff returned my calls within 24 hours
- 80.0%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 84.0%** 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, N = 35**

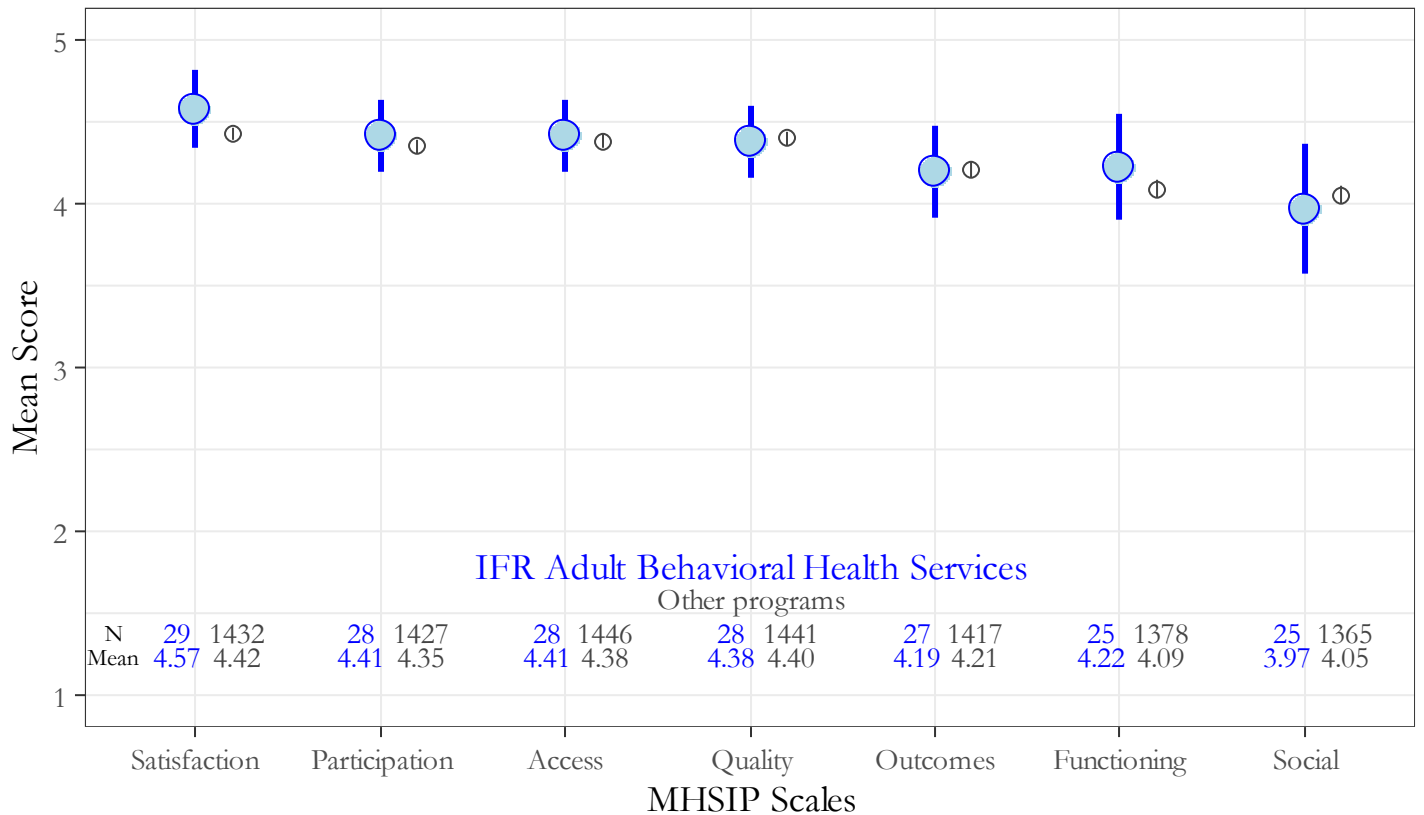
**Percent Agree**

	<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 %	0 0.0 %	2 5.7 %	2 5.7 %	24 68.6 %	0 0.0 %	7 20.0 %
<b>92.9 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 5.7 %	7 20.0 %	19 54.3 %	0 0.0 %	7 20.0 %
<b>88.9 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	1 2.9 %	2 5.7 %	7 20.0 %	17 48.6 %	0 0.0 %	8 22.9 %
<b>81.5 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 2.9 %	4 11.4 %	8 22.9 %	14 40.0 %	0 0.0 %	8 22.9 %
<b>85.2 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	4 11.4 %	6 17.1 %	17 48.6 %	1 2.9 %	7 20.0 %
<b>80.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 2.9 %	4 11.4 %	7 20.0 %	13 37.1 %	0 0.0 %	10 28.6 %
<b>88.9 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 2.9 %	2 5.7 %	9 25.7 %	15 42.9 %	0 0.0 %	8 22.9 %
<b>92.6 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 5.7 %	9 25.7 %	16 45.7 %	0 0.0 %	8 22.9 %
<b>92.3 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 5.7 %	13 37.1 %	11 31.4 %	2 5.7 %	7 20.0 %
<b>92.9 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 5.7 %	11 31.4 %	15 42.9 %	0 0.0 %	7 20.0 %
<b>96.3 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 2.9 %	11 31.4 %	15 42.9 %	0 0.0 %	8 22.9 %
<b>84.0 %</b> 12. I felt free to complain	1 2.9 %	1 2.9 %	2 5.7 %	11 31.4 %	10 28.6 %	1 2.9 %	9 25.7 %
<b>96.2 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 2.9 %	10 28.6 %	15 42.9 %	0 0.0 %	9 25.7 %
<b>88.9 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	3 8.6 %	8 22.9 %	16 45.7 %	0 0.0 %	8 22.9 %
<b>88.5 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	3 8.6 %	12 34.3 %	11 31.4 %	1 2.9 %	8 22.9 %
<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 %	3 8.6 %	9 25.7 %	15 42.9 %	0 0.0 %	8 22.9 %
<b>84.6 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	4 11.4 %	11 31.4 %	11 31.4 %	1 2.9 %	8 22.9 %
<b>84.6 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 2.9 %	0 0.0 %	3 8.6 %	4 11.4 %	18 51.4 %	1 2.9 %	8 22.9 %
<b>85.2 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 2.9 %	0 0.0 %	3 8.6 %	11 31.4 %	12 34.3 %	0 0.0 %	8 22.9 %
<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 %	5 14.3 %	11 31.4 %	9 25.7 %	2 5.7 %	8 22.9 %
<b>79.2 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	5 14.3 %	4 11.4 %	15 42.9 %	0 0.0 %	11 31.4 %
<b>79.2 %</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 %	5 14.3 %	6 17.1 %	13 37.1 %	1 2.9 %	10 28.6 %
<b>84.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 2.9 %	3 8.6 %	10 28.6 %	11 31.4 %	0 0.0 %	10 28.6 %
<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 2.9 %	3 8.6 %	8 22.9 %	12 34.3 %	0 0.0 %	11 31.4 %
<b>75.0 %</b> 25. As a direct result of the services I received: I do better in social situations	1 2.9 %	1 2.9 %	4 11.4 %	7 20.0 %	11 31.4 %	0 0.0 %	11 31.4 %

**MHSIP Items 26-36, N = 35**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>61.9 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 2.9 %	7 20.0 %	4 11.4 %	9 25.7 %	3 8.6 %	11 31.4 %
<b>66.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 2.9 %	7 20.0 %	10 28.6 %	6 17.1 %	1 2.9 %	10 28.6 %
<b>79.2 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 2.9 %	4 11.4 %	9 25.7 %	10 28.6 %	0 0.0 %	11 31.4 %
<b>82.6 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 2.9 %	3 8.6 %	7 20.0 %	12 34.3 %	1 2.9 %	11 31.4 %
<b>75.0 %</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 %	6 17.1 %	8 22.9 %	10 28.6 %	0 0.0 %	11 31.4 %
<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	0 0.0 %	0 0.0 %	5 14.3 %	9 25.7 %	10 28.6 %	0 0.0 %	11 31.4 %
<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	0 0.0 %	1 2.9 %	4 11.4 %	9 25.7 %	10 28.6 %	0 0.0 %	11 31.4 %
<b>73.9 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 2.9 %	5 14.3 %	8 22.9 %	9 25.7 %	1 2.9 %	11 31.4 %
<b>69.6 %</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 8.6 %	4 11.4 %	7 20.0 %	9 25.7 %	1 2.9 %	11 31.4 %
<b>63.6 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	2 5.7 %	6 17.1 %	5 14.3 %	9 25.7 %	2 5.7 %	11 31.4 %
<b>81.8 %</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 2.9 %	3 8.6 %	6 17.1 %	12 34.3 %	1 2.9 %	12 34.3 %

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	5 14.7 %	0 0 %	5 14.3 %
Impaired	1 2.9 %	0 0 %	1 2.9 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 2.9 %	0 0 %	1 2.9 %
Completed Survey	27 79.4 %	1 100 %	28 80 %
<b>Total</b>	<b>34</b> <b>100 %</b>	<b>1</b> <b>100 %</b>	<b>35</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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 35 clients; surveys were returned for 35 clients (  $35 / 35 = 100.0\%$  ).
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.

### **Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
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>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for IFR Adult Behavioral Health Services: **4.21** (youth), **4.50** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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

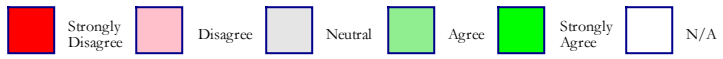
**100.0%** 3. I helped to choose my treatment goals

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 survey data to create a table or bar chart.



# Youth Services Survey for Families

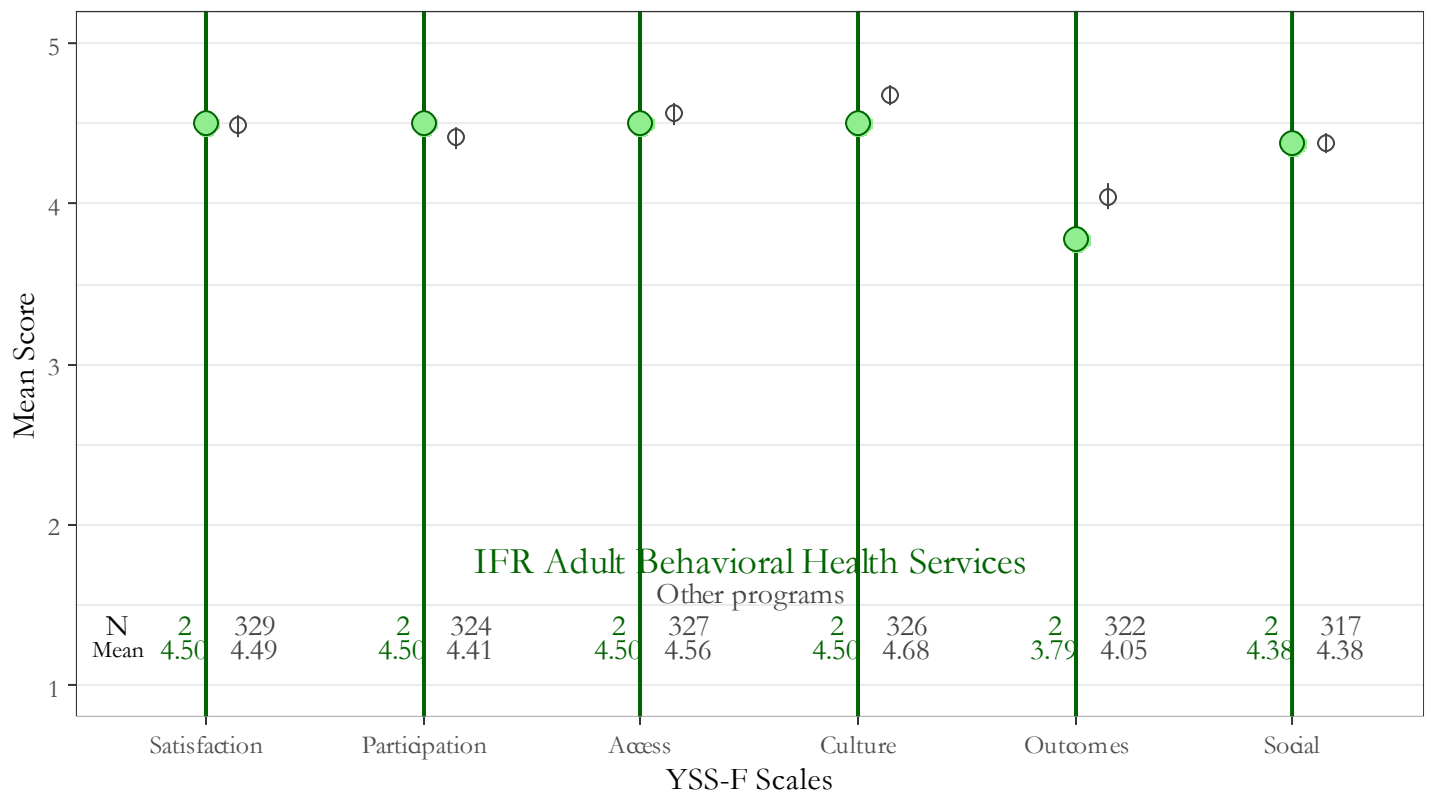


## Youth Services Survey for Families, N = 2

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	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 %	0 0.0 %	1 50.0 %	1 50.0 %	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 %	1 50.0 %	1 50.0 %	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 50.0 %	1 50.0 %	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 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	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 %	1 50.0 %	1 50.0 %	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 50.0 %	1 50.0 %	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 %	1 50.0 %	1 50.0 %	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 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	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 %	1 50.0 %	1 50.0 %	0 0.0 %	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 %	1 50.0 %	1 50.0 %	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 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 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 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 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 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 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 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 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 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 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 50.0 %	1 50.0 %	0 0.0 %	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 50.0 %	1 50.0 %	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 50.0 %	1 50.0 %	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 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 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 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %

Not enough youth survey data to create domain means plot.

# 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		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	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 1 clients; surveys were returned for 3 clients ( 3 / 1 = 300.0% ).
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.

**Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**IFR CYF Behavioral Health Services**

Program Code(s): 38182 38185

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**73.1%**

Overall satisfaction<sup>3</sup> mean score for IFR CYF Behavioral Health Services: **4.39** (youth), **4.49** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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**

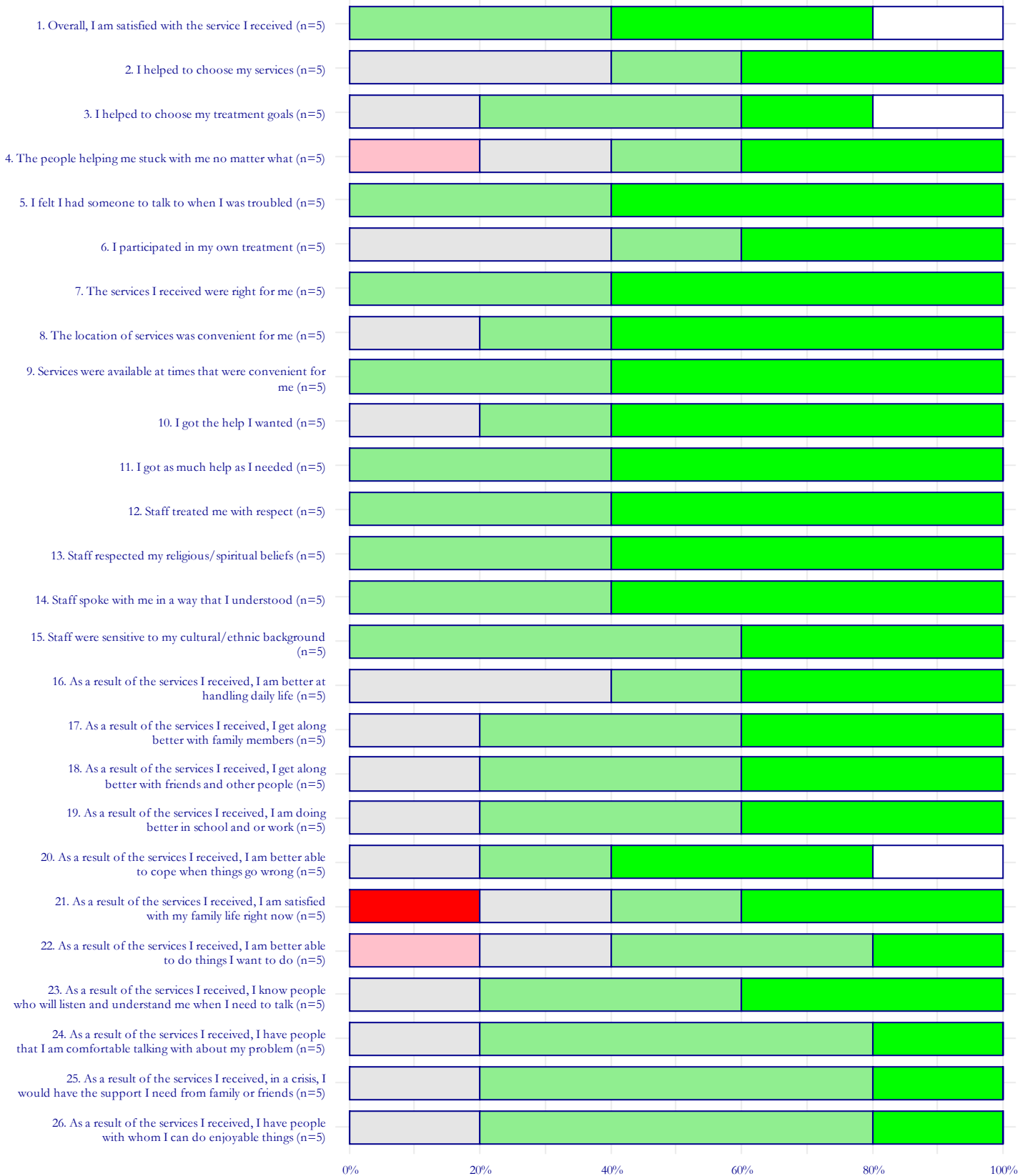
**85.7%** 3. I helped to choose my treatment goals

**86.7%** 2. I helped to choose my services

**86.7%** 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.

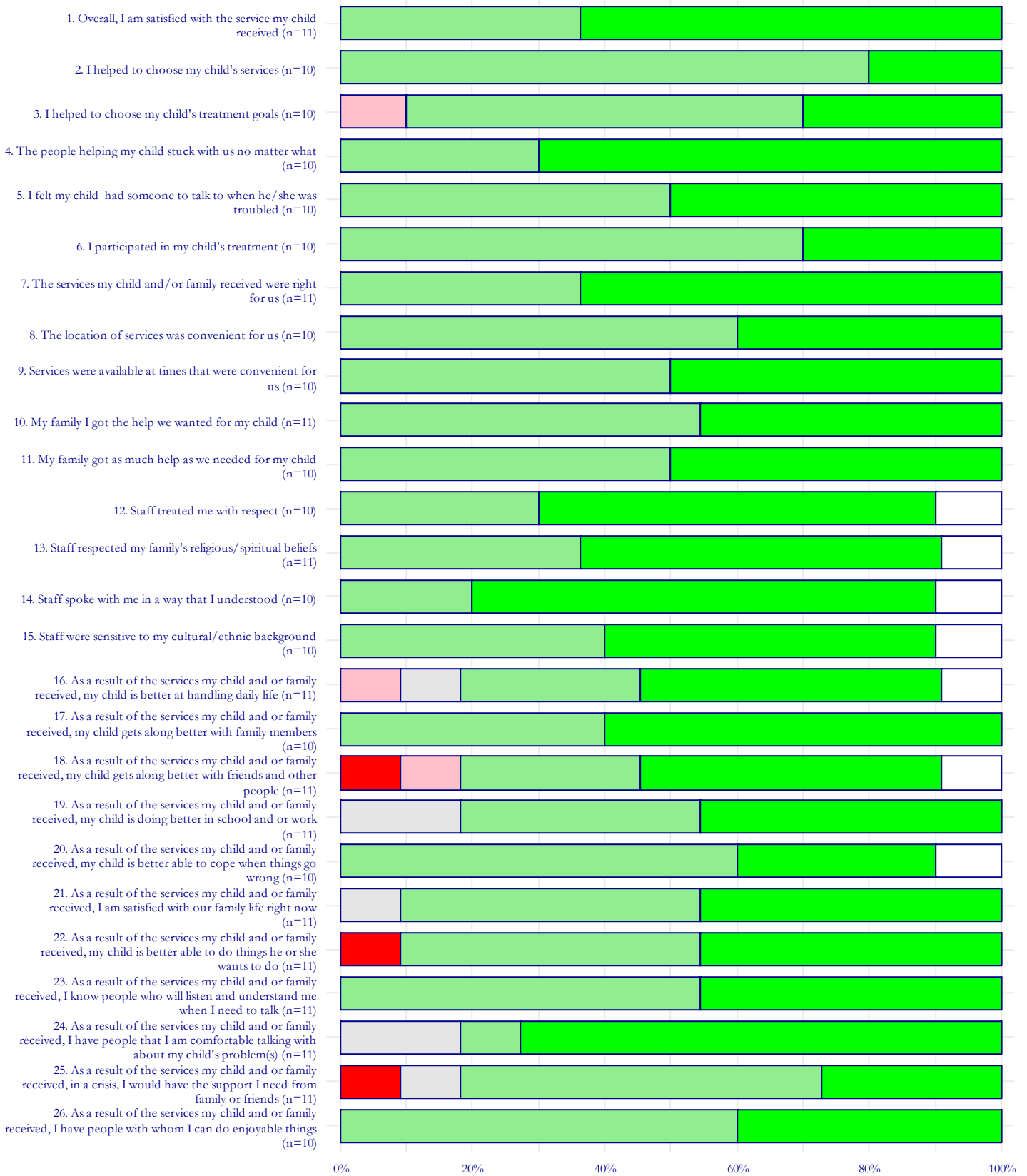
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 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 %	2 40.0 %	1 20.0 %	0 0.0 %
<b>60.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	1 20.0 %	1 20.0 %	0 0.0 %
<b>60.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	2 40.0 %	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>60.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	2 40.0 %	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 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	3 60.0 %	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 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	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 %	2 40.0 %	3 60.0 %	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 40.0 %	3 60.0 %	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 40.0 %	3 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 %	2 40.0 %	3 60.0 %	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 60.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</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 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</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 %	2 40.0 %	0 0.0 %	0 0.0 %
<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 20.0 %	2 40.0 %	2 40.0 %	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	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</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 20.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %
<b>60.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	1 20.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</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 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</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 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<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 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<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 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %

# Youth Services Survey for Families

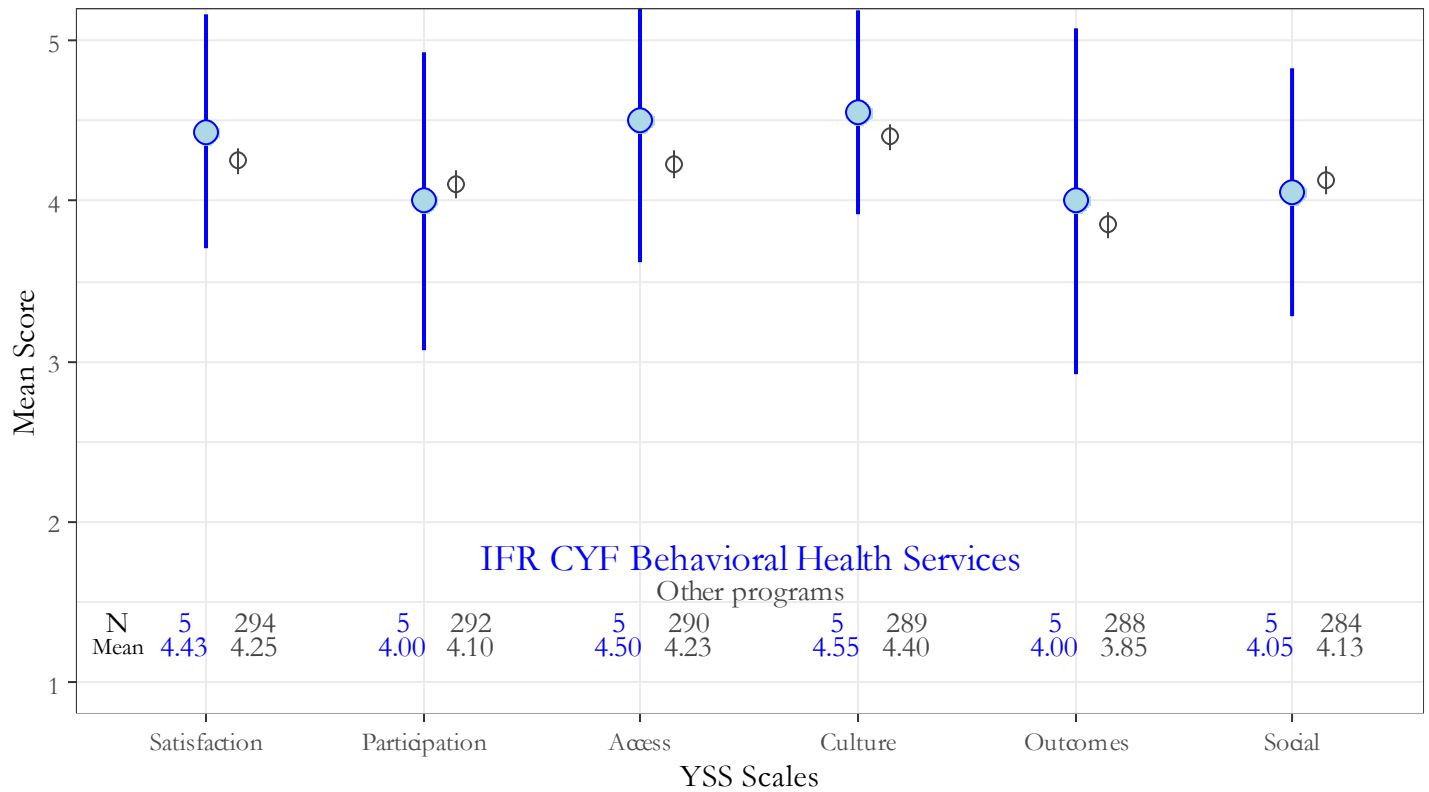




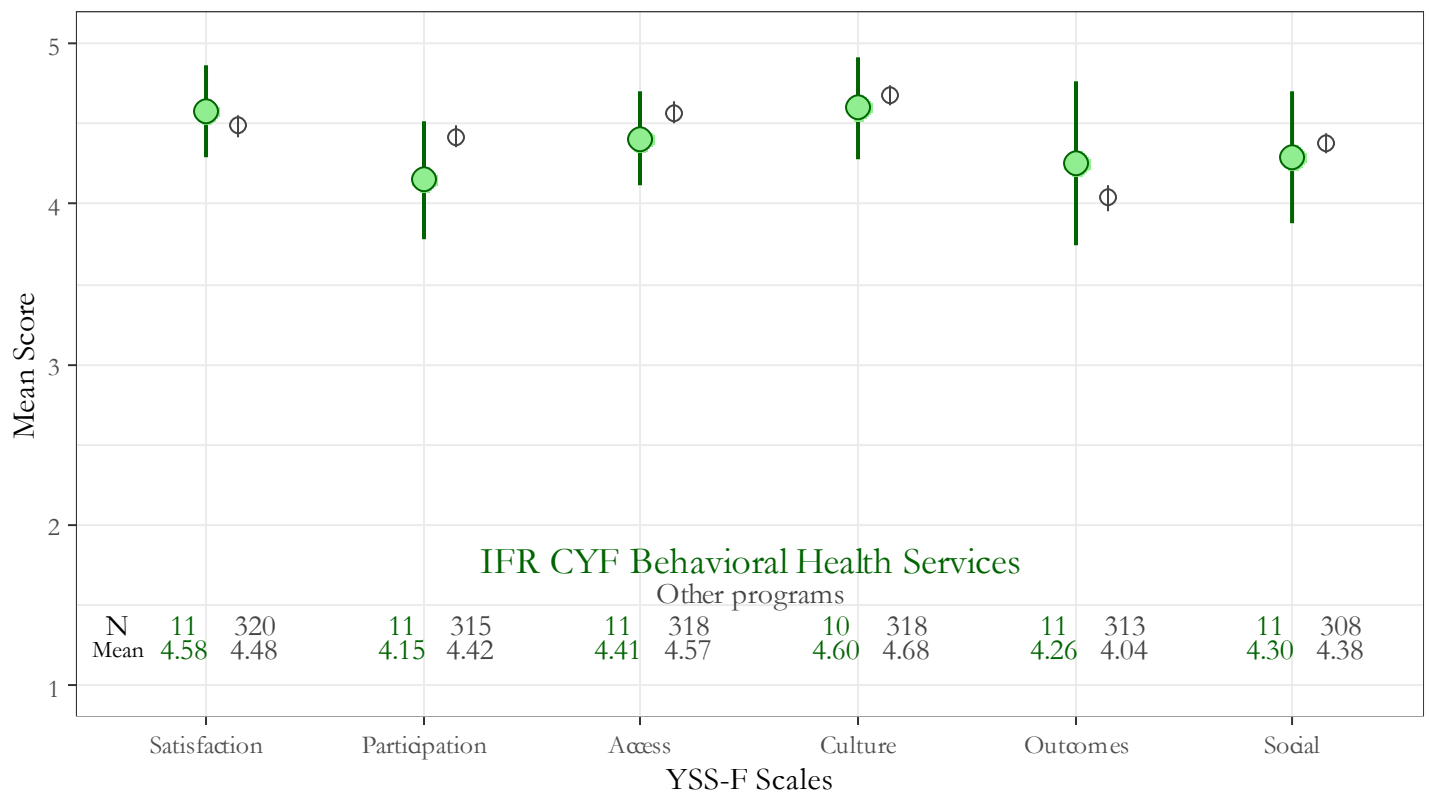
## Youth Services Survey for Families, N = 14

	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 28.6 %	7 50.0 %	0 0.0 %	3 21.4 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	8 57.1 %	2 14.3 %	0 0.0 %	4 28.6 %
<b>90.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	1 7.1 %	0 0.0 %	6 42.9 %	3 21.4 %	0 0.0 %	4 28.6 %
<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 %	3 21.4 %	7 50.0 %	0 0.0 %	4 28.6 %
<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 35.7 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	7 50.0 %	3 21.4 %	0 0.0 %	4 28.6 %
<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 28.6 %	7 50.0 %	0 0.0 %	3 21.4 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	6 42.9 %	4 28.6 %	0 0.0 %	4 28.6 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	5 35.7 %	0 0.0 %	4 28.6 %
<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 %	6 42.9 %	5 35.7 %	0 0.0 %	3 21.4 %
<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 35.7 %	5 35.7 %	0 0.0 %	4 28.6 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	6 42.9 %	1 7.1 %	4 28.6 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	6 42.9 %	1 7.1 %	3 21.4 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	7 50.0 %	1 7.1 %	4 28.6 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	5 35.7 %	1 7.1 %	4 28.6 %
<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 %	1 7.1 %	1 7.1 %	3 21.4 %	5 35.7 %	1 7.1 %	3 21.4 %
<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 28.6 %	6 42.9 %	0 0.0 %	4 28.6 %
<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	1 7.1 %	1 7.1 %	0 0.0 %	3 21.4 %	5 35.7 %	1 7.1 %	3 21.4 %
<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	0 0.0 %	0 0.0 %	2 14.3 %	4 28.6 %	5 35.7 %	0 0.0 %	3 21.4 %
<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 %	6 42.9 %	3 21.4 %	1 7.1 %	4 28.6 %
<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 7.1 %	5 35.7 %	5 35.7 %	0 0.0 %	3 21.4 %
<b>90.9 %</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 7.1 %	0 0.0 %	0 0.0 %	5 35.7 %	5 35.7 %	0 0.0 %	3 21.4 %
<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 %	6 42.9 %	5 35.7 %	0 0.0 %	3 21.4 %
<b>81.8 %</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)	0 0.0 %	0 0.0 %	2 14.3 %	1 7.1 %	8 57.1 %	0 0.0 %	3 21.4 %
<b>81.8 %</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	1 7.1 %	0 0.0 %	1 7.1 %	6 42.9 %	3 21.4 %	0 0.0 %	3 21.4 %
<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 %	6 42.9 %	4 28.6 %	0 0.0 %	4 28.6 %

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 CYF Behavioral**  
**Health Services**

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	2 14.3 %	0 0 %	2 10.5 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 7.1 %	0 0 %	1 5.3 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 78.6 %	5 100 %	16 84.2 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 26 clients; surveys were returned for 19 clients ( 19 / 26 = 73.1% ).
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.

**Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**IFR Early Intervention Program FSP 0-5**

Program Code(s): 3818FSP

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for IFR Early Intervention Program FSP 0-5: No YSS (youth) data for this program, **4.55** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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

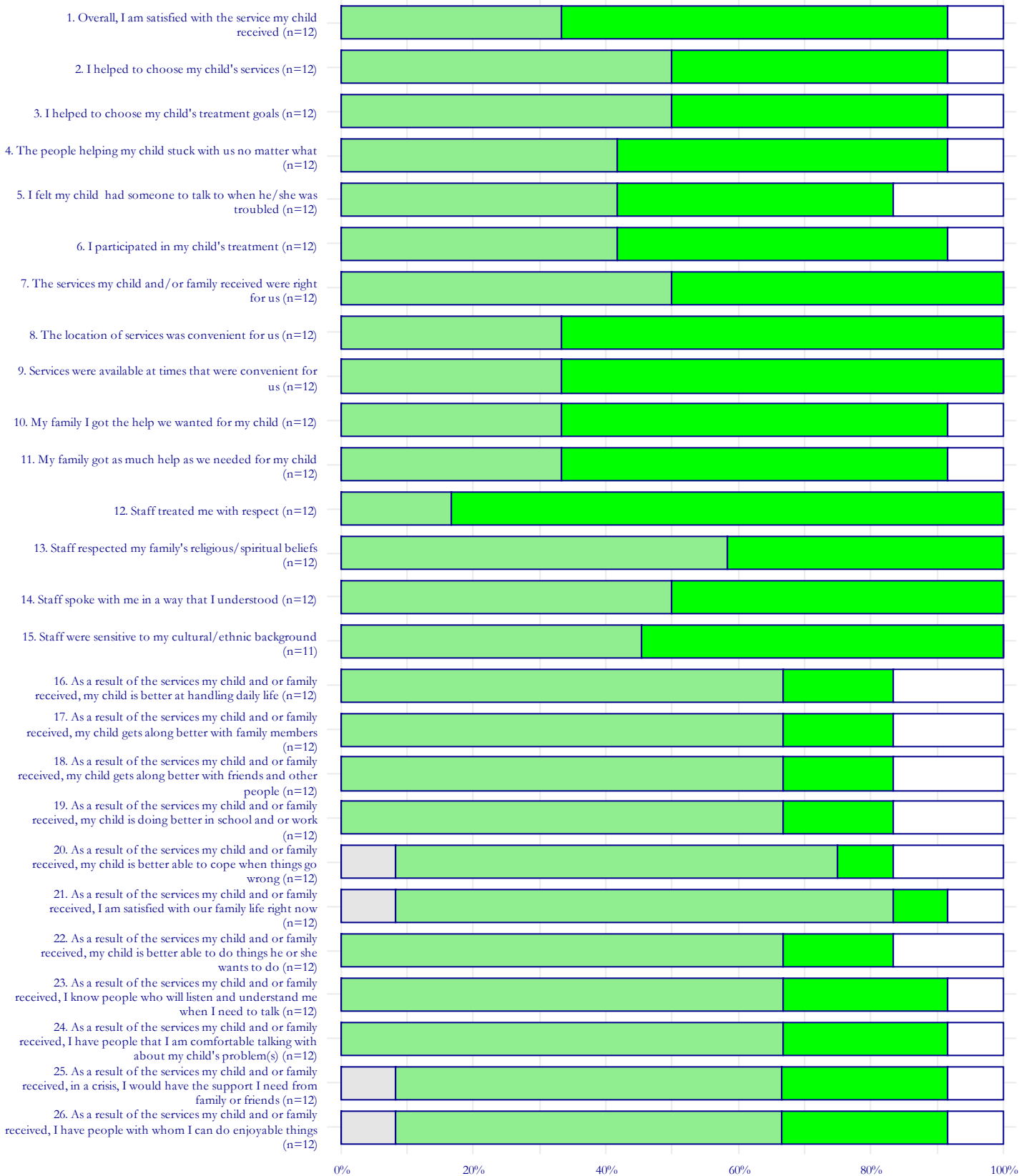
100.0% 2. I helped to choose my services

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 survey data to create a table or bar chart.

### Youth Services Survey for Families

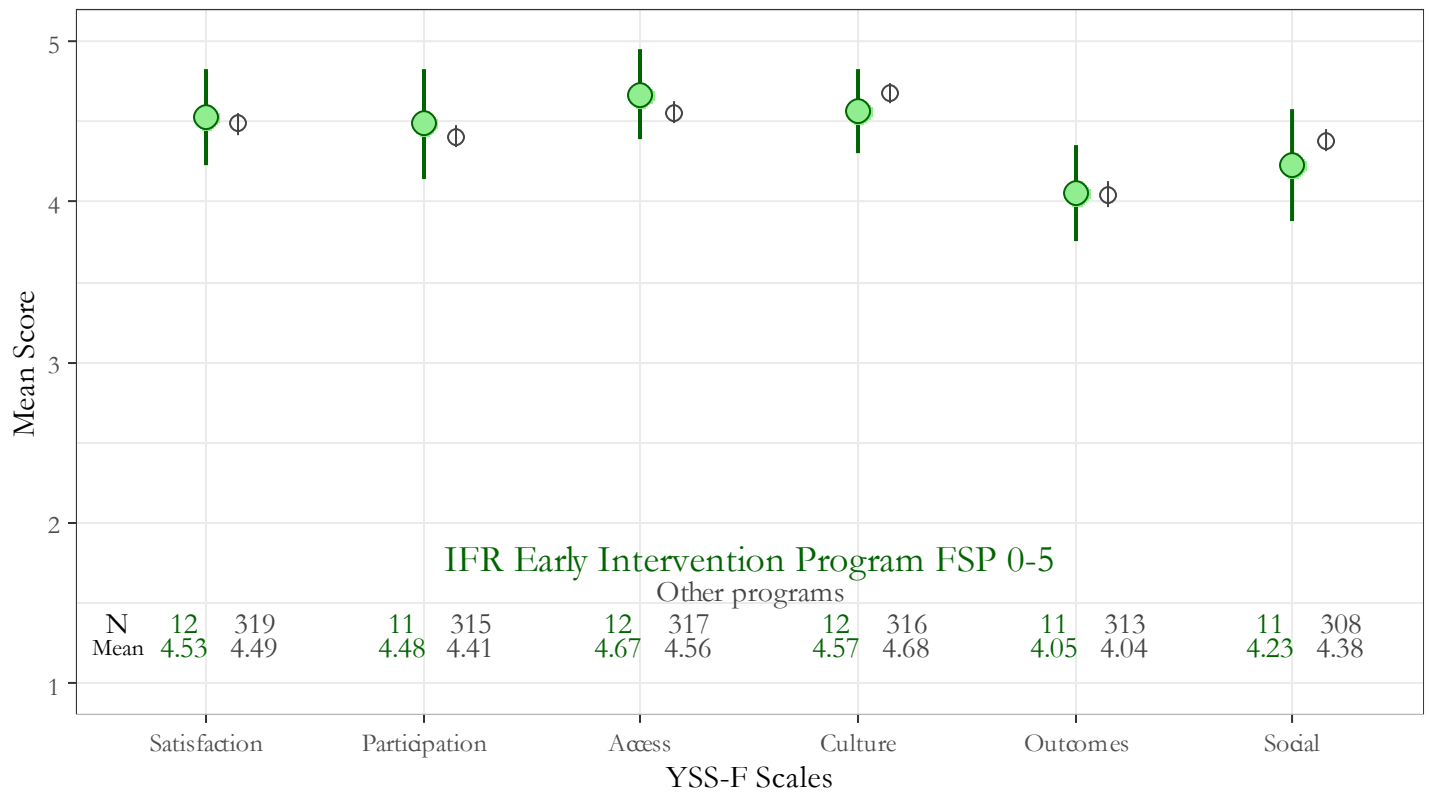


## Youth Services Survey for Families, N = 12

	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 %	4 33.3 %	7 58.3 %	1 8.3 %	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 %	6 50.0 %	5 41.7 %	1 8.3 %	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 %	6 50.0 %	5 41.7 %	1 8.3 %	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 %	5 41.7 %	6 50.0 %	1 8.3 %	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 41.7 %	5 41.7 %	2 16.7 %	0 0.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	6 50.0 %	1 8.3 %	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>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 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 %	4 33.3 %	8 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 %	4 33.3 %	7 58.3 %	1 8.3 %	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 %	4 33.3 %	7 58.3 %	1 8.3 %	0 0.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	10 83.3 %	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 %	7 58.3 %	5 41.7 %	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 %	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 %	5 41.7 %	6 50.0 %	0 0.0 %	1 8.3 %
<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 %	8 66.7 %	2 16.7 %	2 16.7 %	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 %	8 66.7 %	2 16.7 %	2 16.7 %	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 %	8 66.7 %	2 16.7 %	2 16.7 %	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 %	8 66.7 %	2 16.7 %	2 16.7 %	0 0.0 %
<b>90.0 %</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 8.3 %	8 66.7 %	1 8.3 %	2 16.7 %	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 8.3 %	9 75.0 %	1 8.3 %	1 8.3 %	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 %	8 66.7 %	2 16.7 %	2 16.7 %	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 %	8 66.7 %	3 25.0 %	1 8.3 %	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 %	8 66.7 %	3 25.0 %	1 8.3 %	0 0.0 %
<b>90.9 %</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 %	1 8.3 %	7 58.3 %	3 25.0 %	1 8.3 %	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	0 0.0 %	0 0.0 %	1 8.3 %	7 58.3 %	3 25.0 %	1 8.3 %	0 0.0 %

Not enough youth survey data to create domain means plot.

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



**Survey Compliance**  
**IFR Early**  
**Intervention Program**

Completion Status	FSP 0-5 Completion		Total
	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	12 100 %	0 0 %	12 100 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 6 clients; surveys were returned for 12 clients (  $12 / 6 = 200.0\%$  ).
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.

**Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.





San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

### IFR Semillas De Paz

Youth program codes (RUs): 38LASP

Adult program codes (RUs): 38LASP

Overall Satisfaction<sup>1</sup>

**75.0%**

Return Rate<sup>2</sup>

**44.4%**

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 4-8 2019 (Avatar billing): 9

People surveyed: 4 (3 youth and 1 adults)

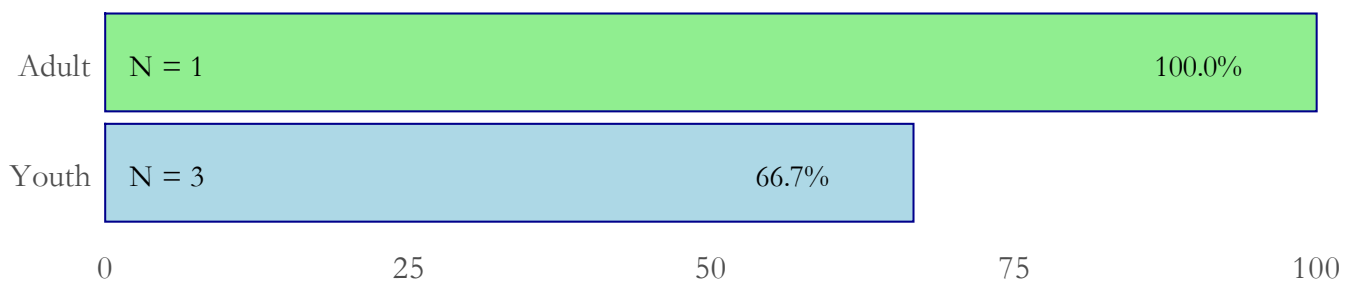
Adult satisfaction mean score: 4.84

Youth satisfaction mean score: 3.36

Family satisfaction mean score: - -

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

### Percent Satisfied by 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 9 clients; surveys were returned for 4 clients (  $4 / 9 = 44.4\%$  ).
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.

## **Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**IFR Semillas De Paz**

Program Code(s): 38LASP

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: **4.84**.

Overall satisfaction mean score for all other programs: **4.37**.

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 list

**Lowest Agreement Items**

Not enough data for low est satisfaction list

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 MHSIP survey data to create a table. N = 1

Not enough MHSIP survey data to create domain means chart. N = 1

## 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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.

### **Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**IFR Semillas De Paz**

Program Code(s): 38LASP

Overall Satisfaction<sup>1</sup>

**75.0%**

Return Rate<sup>2</sup>

**62.5%**

Overall satisfaction<sup>3</sup> mean score for IFR Semillas De Paz: **3.36** (youth), **4.00** (family).

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.53** (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

**75.0%** 5. I felt I had someone to talk to when I was troubled

**Lowest Agreement Items**

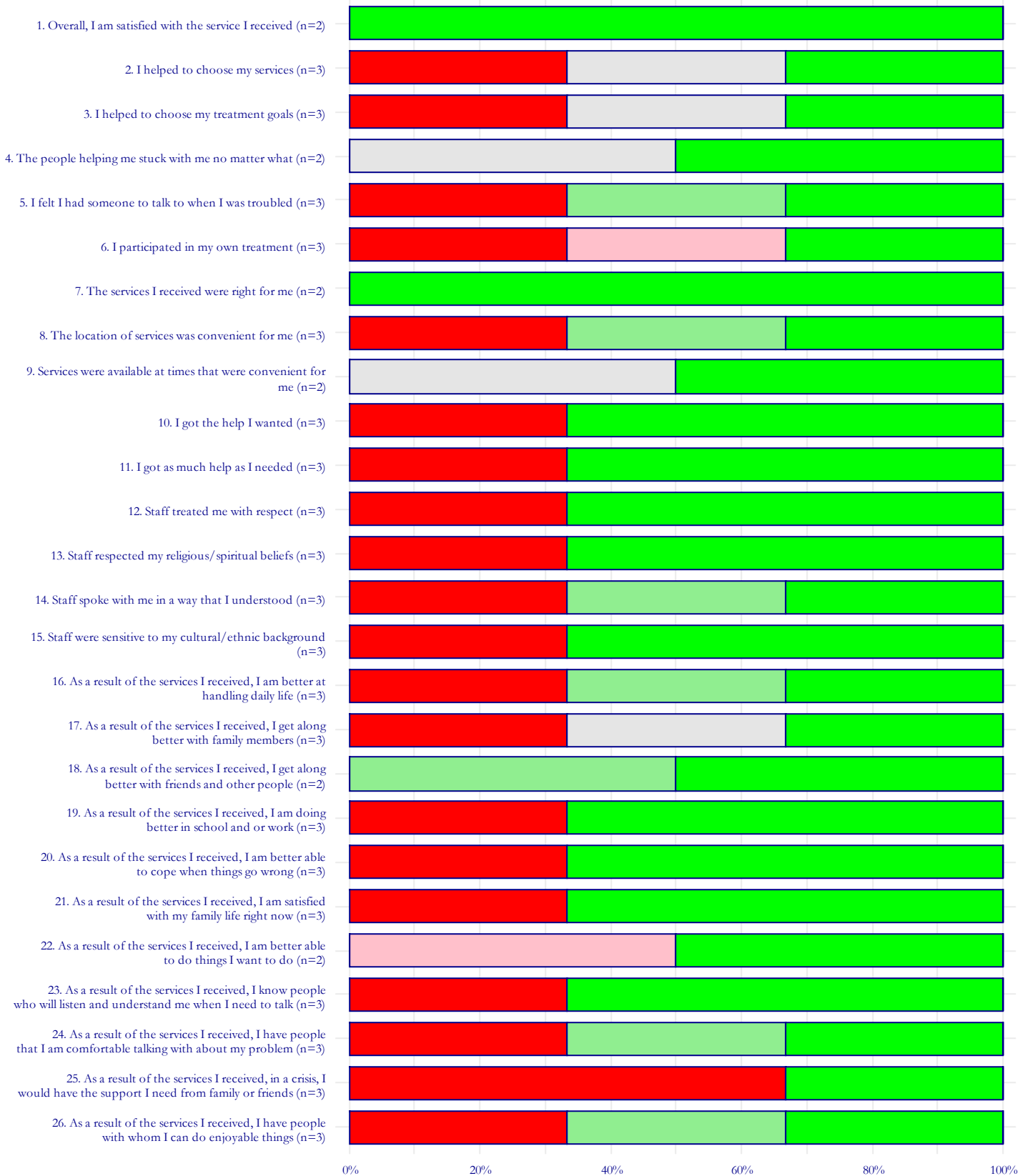
**50.0%** 2. I helped to choose my services

**50.0%** 3. I helped to choose my treatment goals

**50.0%** 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



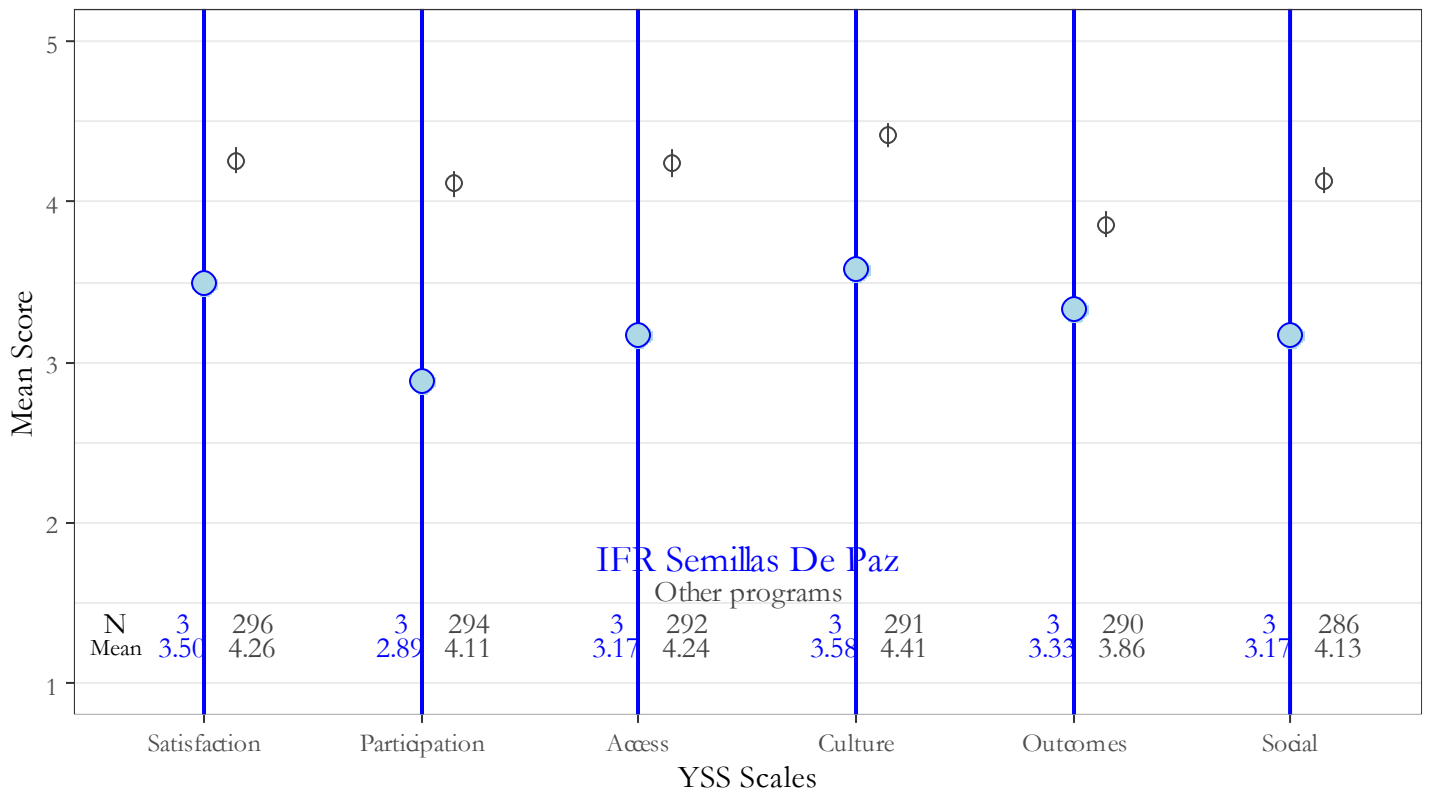


## Youth Services Survey for Youth, N = 3

	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>33.3 %</b> 2. I helped to choose my services	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 3. I helped to choose my treatment goals	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	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 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>66.7 %</b> 5. I felt I had someone to talk to when I was troubled	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 6. I participated in my own treatment	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	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 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
<b>66.7 %</b> 8. The location of services was convenient for me	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>66.7 %</b> 10. I got the help I wanted	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 11. I got as much help as I needed	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 12. Staff treated me with respect	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 13. Staff respected my religious/spiritual beliefs	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 14. Staff spoke with me in a way that I understood	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> 15. Staff were sensitive to my cultural/ethnic background	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 16. As a result of the services I received, I am better at handling daily life	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 17. As a result of the services I received, I get along better with family members	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	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 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
<b>66.7 %</b> 19. As a result of the services I received, I am doing better in school and or work	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	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	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	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	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	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 %	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
<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	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	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	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>33.3 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	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	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %

Not enough Family survey data to create a table or bar chart.

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



Not enough family survey data to create domain means plot.

**Survey Compliance  
IFR Semillas De Paz**

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	2 66.7 %	0 0 %	2 33.3 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 33.3 %	3 100 %	4 66.7 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 8 clients; surveys were returned for 5 clients (  $5 / 8 = 62.5\%$  ).
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.

**Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**IFR TAY Engagement & TR Latino**

Program Code(s): 38LA3

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**33.3%**

Overall satisfaction<sup>3</sup> mean score for IFR TAY Engagement & TR Latino: **5.00** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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 low est 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 survey data to create a table or bar chart.

Not enough Family survey data to create a table or bar chart.

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

**Survey Compliance**  
**IFR TAY Engagement &**  
**TR Latino Completion**

Completion Status	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 %	1 100 %	1 100 %
<b>Total</b>	0 100 %	1 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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.

**Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

### Instituto Families First

Youth program codes (RUs): 38LA10

Adult program codes (RUs): 38LA10

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**66.7%**

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 4-8 2019 (Avatar billing): 3

People surveyed: 2 (1 youth and 1 adults)

Adult satisfaction mean score: 4.32

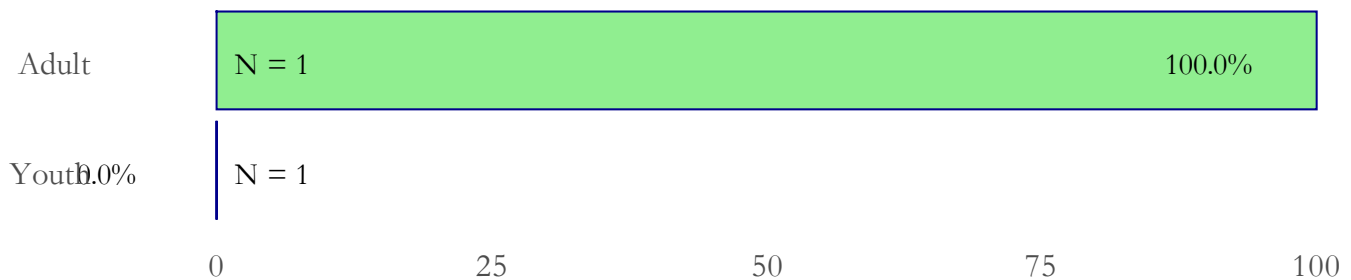
Youth satisfaction mean score: - -

Family satisfaction mean score: - -

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

#### Percent Satisfied by Adult/Youth and Family

No youth surveys contained satisfaction data



### **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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 3 clients; surveys were returned for 2 clients (  $2 / 3 = 66.7\%$  ).
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.

### **Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.





San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**Instituto Families First**

Program Code(s): 38LA10

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for Instituto Families First: **4.32**.

Overall satisfaction mean score for all other programs: **4.38**.

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 list

**Lowest Agreement Items**

Not enough data for low est satisfaction list

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 MHSIP survey data to create a table. N = 1

Not enough MHSIP survey data to create domain means chart. N = 1

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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.

**Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Instituto Families First**  
Program Code(s): 38LA10

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

Return Rate<sup>2</sup>  
**100.0%**

Overall satisfaction<sup>3</sup> mean score for Instituto Families First: No YSS (youth) data for this program, **4.00** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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 low est 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 survey data to create a table or bar chart.

Not enough Family survey data to create a table or bar chart.

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

Completion Status	Survey Compliance Instituto Families		Total
	First Completion by Respondent Type		
	Family	Youth	
Refused	0 0 %	1 100 %	1 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	1 100 %	0 0 %	1 50 %
<b>Total</b>	1 100 %	1 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 2 clients; surveys were returned for 2 clients ( 2 / 2 = 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.

**Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

### Instituto ISCS

Youth program codes (RUs): 38LA2

Adult program codes (RUs): 38LA2

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**80.0%**

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 4-8 2019 (Avatar billing): 5

People surveyed: 4 (3 youth and 1 adults)

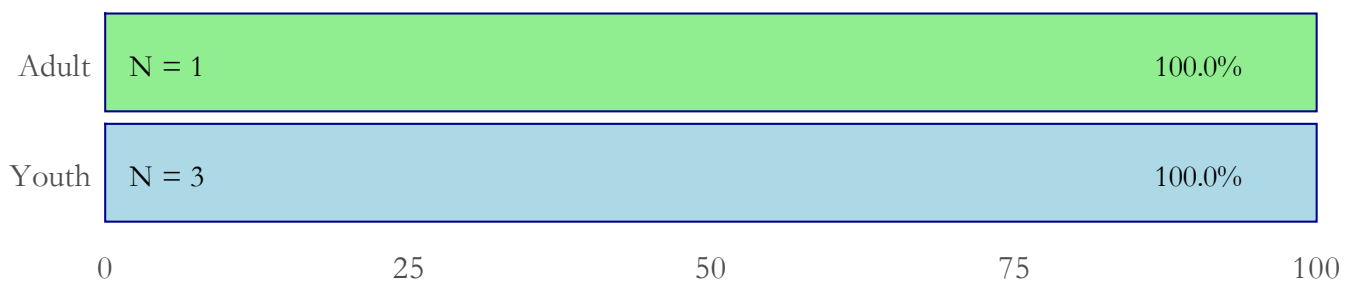
Adult satisfaction mean score: 4.68

Youth satisfaction mean score: 4.09

Family satisfaction mean score: - -

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

### Percent Satisfied by 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 5 clients; surveys were returned for 4 clients (  $4 / 5 = 80.0\%$  ).
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.

## **Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**Instituto ISCS**

Program Code(s): 38LA2

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for Instituto ISCS: **4.68**.

Overall satisfaction mean score for all other programs: **4.37**.

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 list

**Lowest Agreement Items**

Not enough data for low est satisfaction list

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 MHSIP survey data to create a table. N = 1

Not enough MHSIP survey data to create domain means chart. N = 1

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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.

**Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Instituto ISCS**

Program Code(s): 38LA2

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**75.0%**

Overall satisfaction<sup>3</sup> mean score for Instituto ISCS: **4.09** (youth), **4.43** (family).

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.53** (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%** 5. I felt I had someone to talk to when I was troubled

**Lowest Agreement Items**

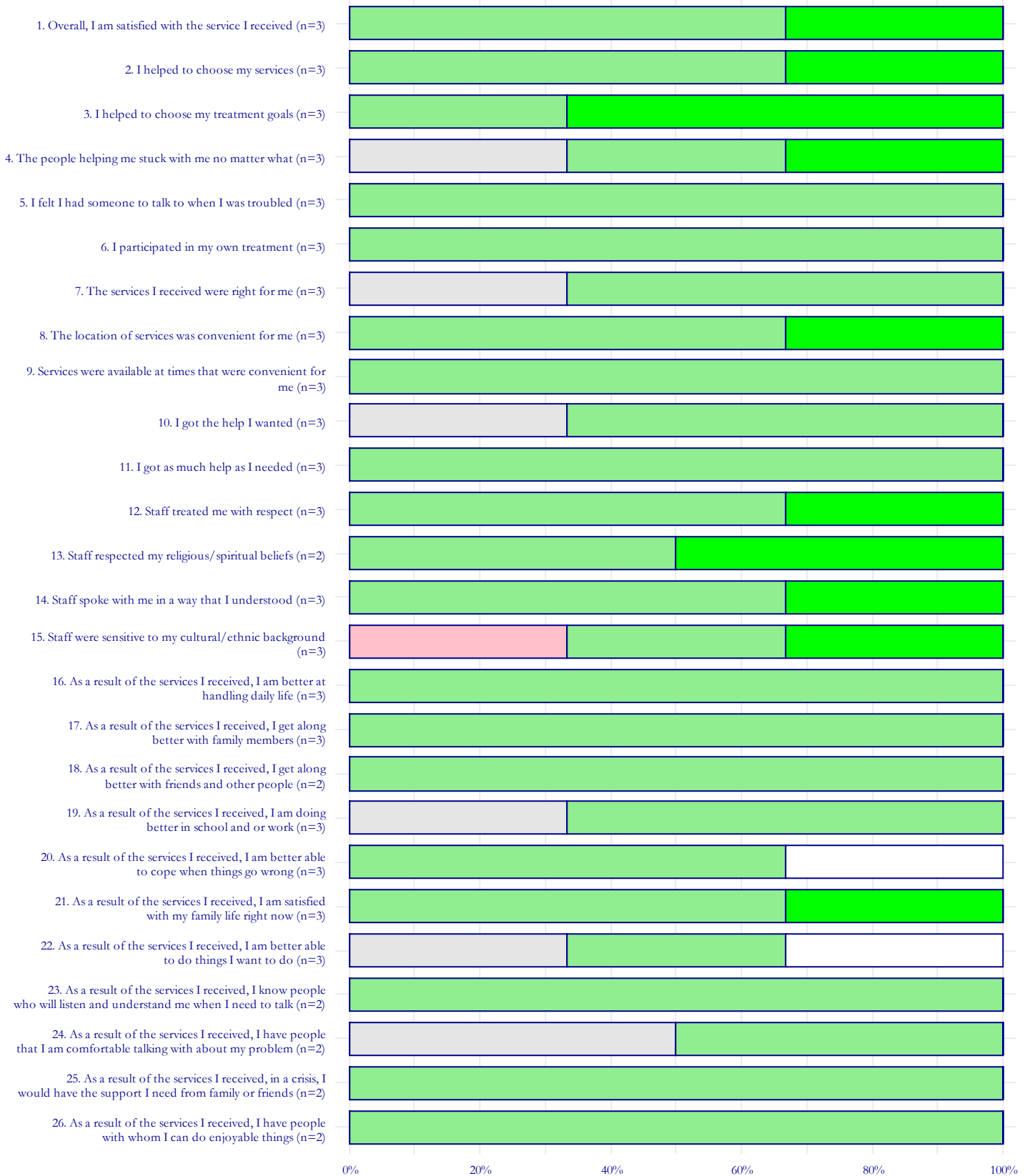
**60.0%** 15. Staff were sensitive to my cultural/ethnic background

**80.0%** 2. I helped to choose my services

**80.0%** 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 = 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 %	2 66.7 %	1 33.3 %	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 66.7 %	1 33.3 %	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 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 4. The people helping me stuck with me no matter what	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. I felt I had someone to talk to when I was troubled	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> 6. I participated in my own treatment	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> 7. The services I received were right for me	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> 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>66.7 %</b> 10. I got the help I wanted	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> 11. I got as much help as I needed	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> 12. Staff treated me with respect	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> 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 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
<b>66.7 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	1 33.3 %	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 %	3 100.0 %	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 %	3 100.0 %	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 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %
<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 %	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 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %
<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 %	2 66.7 %	1 33.3 %	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 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	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 %	0 0.0 %	1 33.3 %
<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>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 66.7 %	0 0.0 %	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 %	2 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %



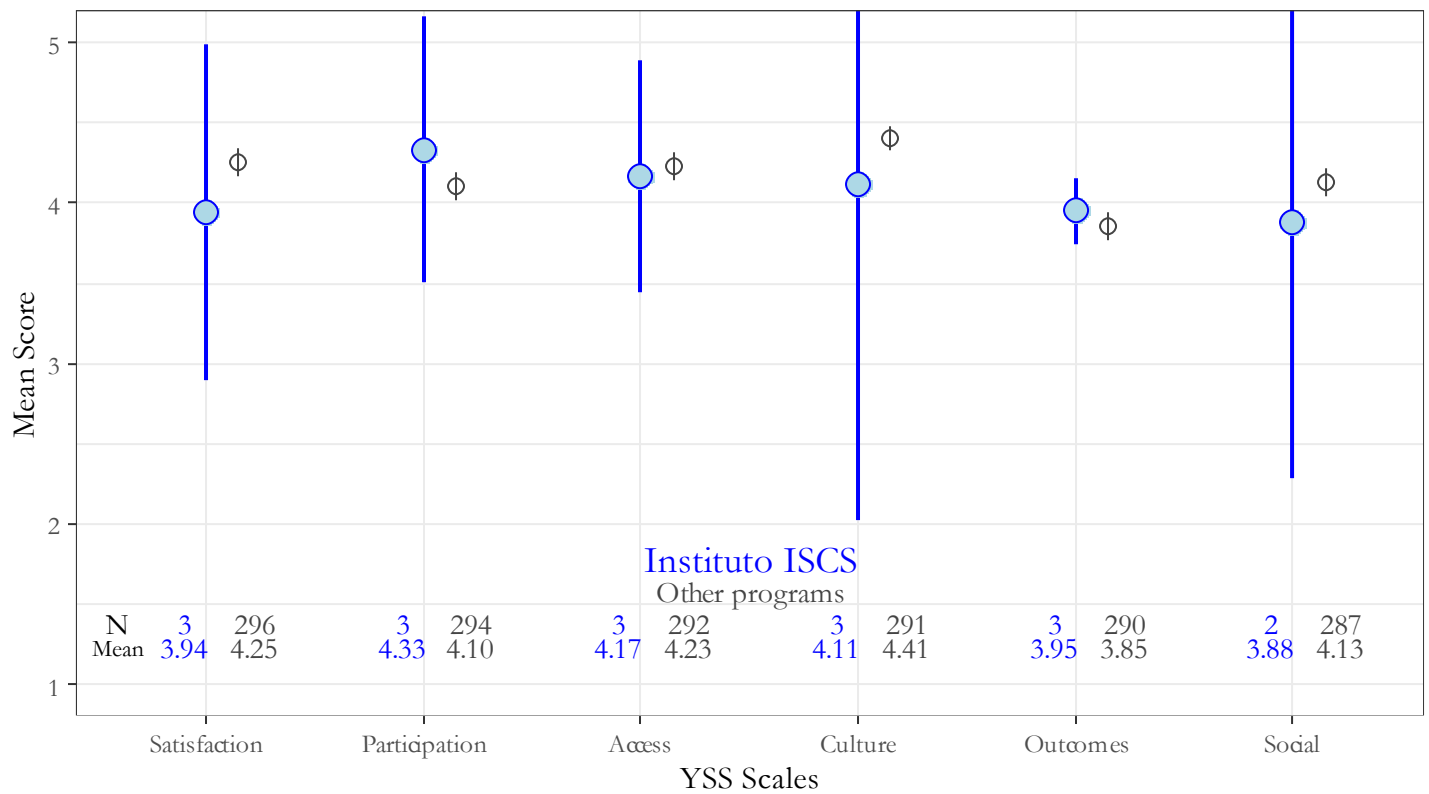
# Youth Services Survey for Families



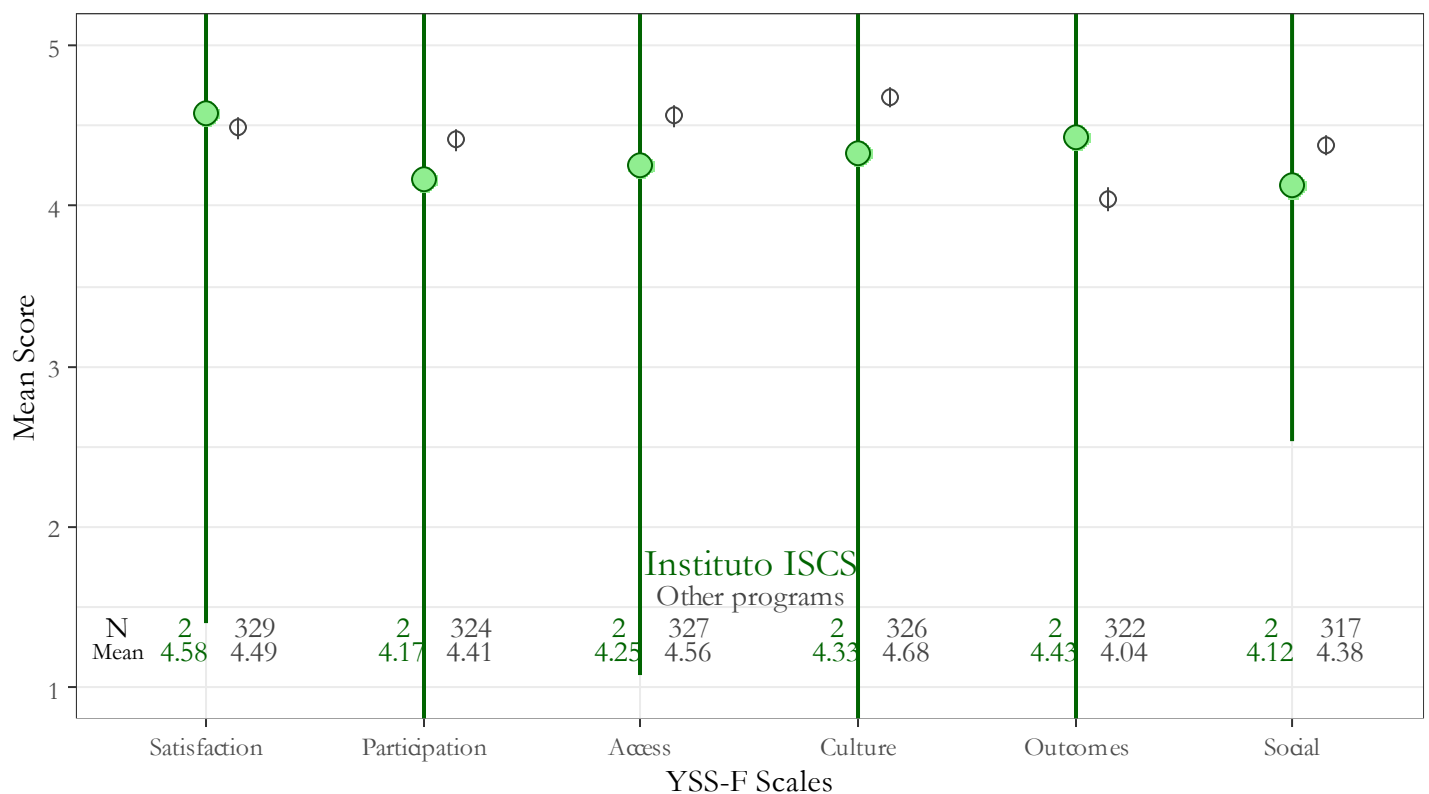
## Youth Services Survey for Families, N = 2

	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 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 2. I helped to choose my child's services	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> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	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 %	1 50.0 %	1 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 %	0 0.0 %	2 100.0 %	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 50.0 %	1 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 %	1 50.0 %	1 50.0 %	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 %	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 us	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 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 %	1 50.0 %	1 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 %	1 50.0 %	1 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 %	1 50.0 %	1 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 %	0 0.0 %	1 50.0 %	1 50.0 %	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 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	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> 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 50.0 %	1 50.0 %	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 %	1 50.0 %	1 50.0 %	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 %	1 50.0 %	1 50.0 %	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 %	1 50.0 %	1 50.0 %	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 %	1 50.0 %	1 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	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> 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 50.0 %	1 50.0 %	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 %	2 100.0 %	0 0.0 %	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 %	2 100.0 %	0 0.0 %	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 %	1 50.0 %	1 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 %	2 100.0 %	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>



**Survey Compliance**  
**Instituto ISCS**

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	2 100 %	3 100 %	5 100 %
<b>Total</b>	2 100 %	3 100 %	5 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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.

**Survey Quality Issues:**

☆ Many forms with client number on only some pages. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
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>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for Jewish Family & Children's Services - Scott: **4.07** (youth), **4.96** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.52** (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**

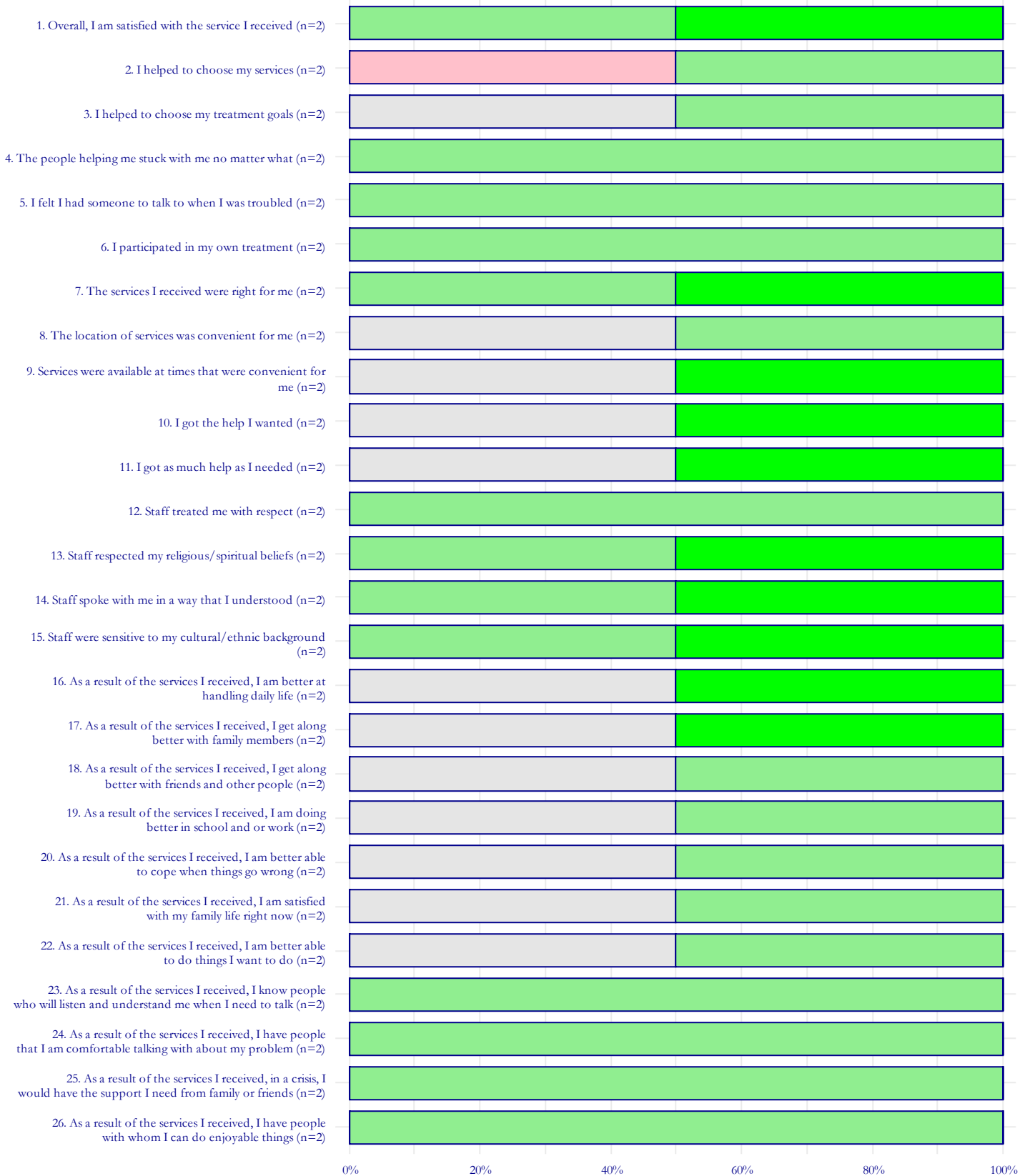
**87.5%** 2. I helped to choose my services

**88.9%** 3. I helped to choose my treatment goals

**88.9%** 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.

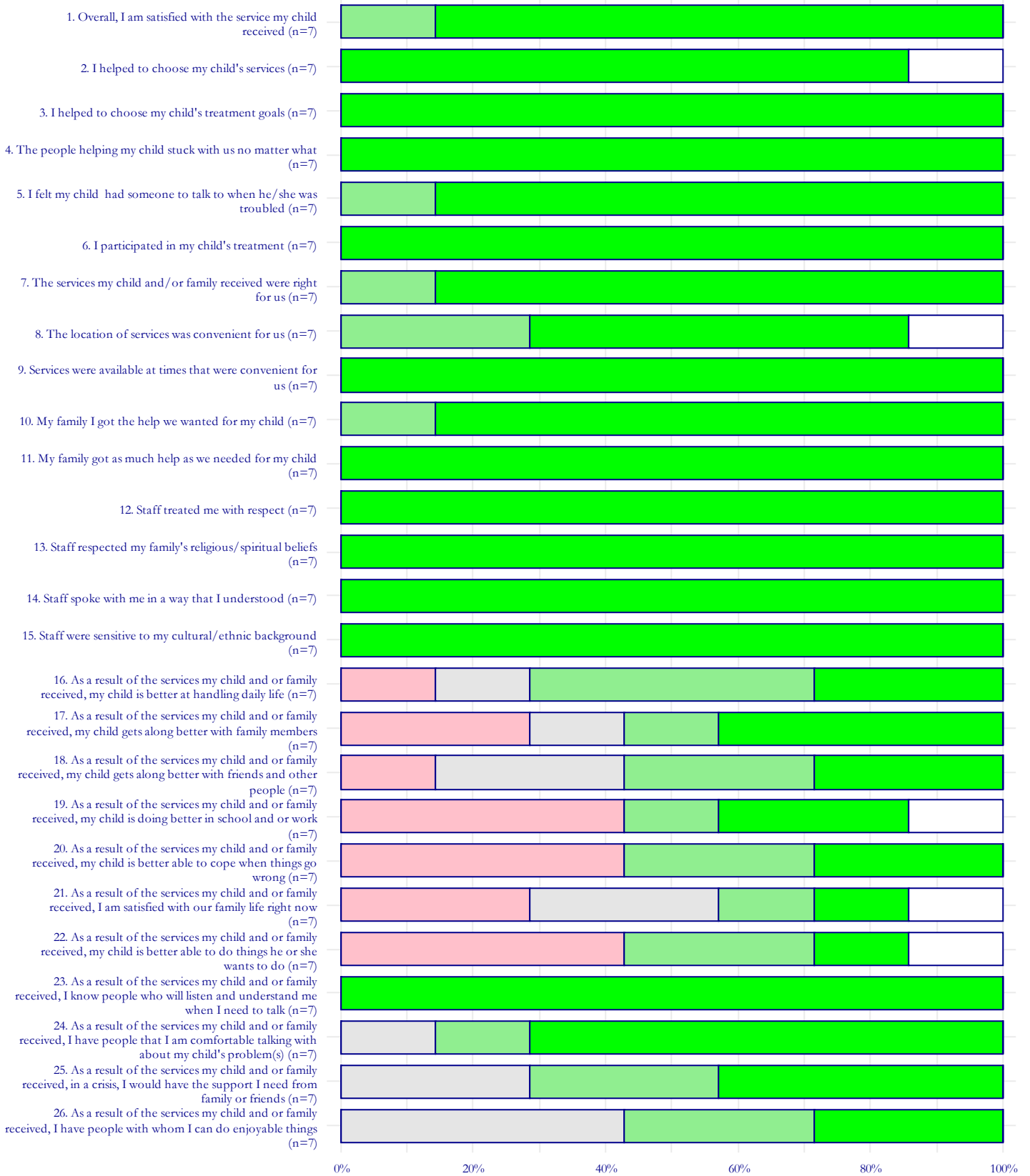
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 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 %	0 0.0 %	1 50.0 %	1 50.0 %	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 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 8. The location of services was convenient for me	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> 9. Services were available at times that were convenient for me	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> 10. I got the help I wanted	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> 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>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 %	1 50.0 %	1 50.0 %	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 %	1 50.0 %	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 %	0 0.0 %	1 50.0 %	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 %	0 0.0 %	1 50.0 %	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 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	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 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	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 %	1 50.0 %	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>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 %	1 50.0 %	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>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 %	2 100.0 %	0 0.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %

# Youth Services Survey for Families

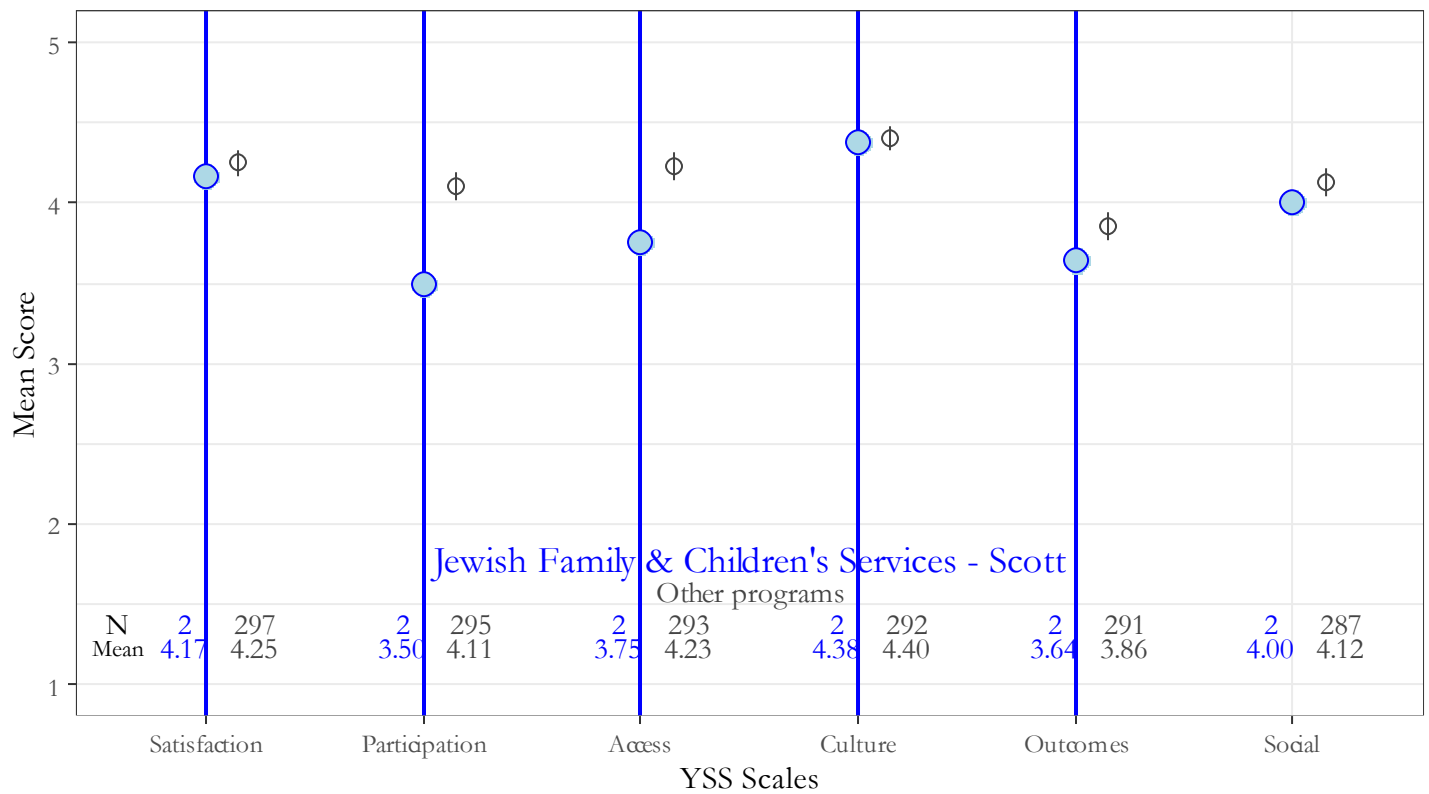




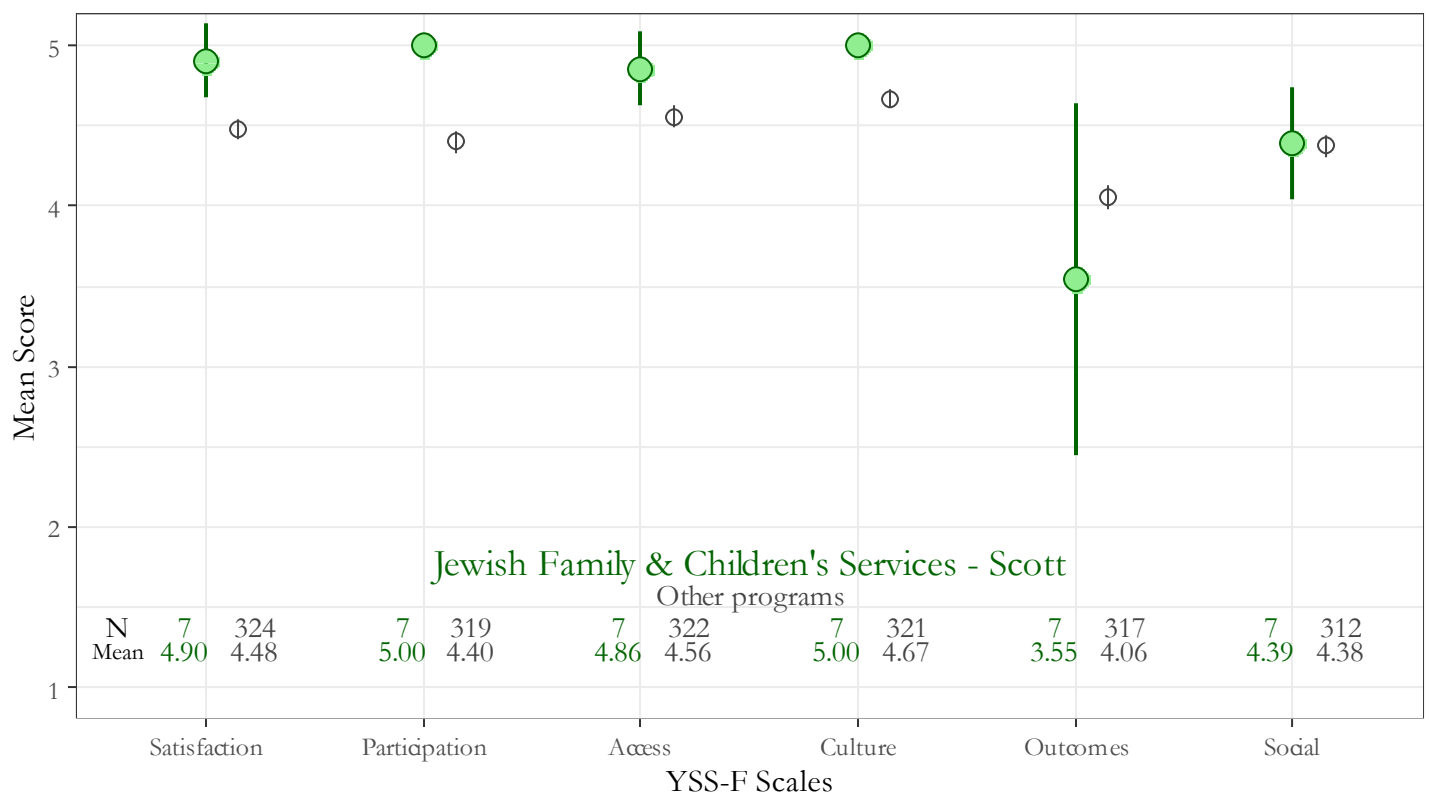
## Youth Services Survey for Families, N = 7

	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 %	1 14.3 %	6 85.7 %	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 %	0 0.0 %	6 85.7 %	1 14.3 %	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 %	0 0.0 %	7 100.0 %	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 %	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 %	6 85.7 %	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 %	0 0.0 %	7 100.0 %	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 14.3 %	6 85.7 %	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 %	2 28.6 %	4 57.1 %	1 14.3 %	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 %	7 100.0 %	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 14.3 %	6 85.7 %	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 %	0 0.0 %	7 100.0 %	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 %	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 %	0 0.0 %	7 100.0 %	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 %	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 %	7 100.0 %	0 0.0 %	0 0.0 %
<b>71.4 %</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 14.3 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>57.1 %</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 %	1 14.3 %	1 14.3 %	3 42.9 %	0 0.0 %	0 0.0 %
<b>57.1 %</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 14.3 %	2 28.6 %	2 28.6 %	2 28.6 %	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 %	3 42.9 %	0 0.0 %	1 14.3 %	2 28.6 %	1 14.3 %	0 0.0 %
<b>57.1 %</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 42.9 %	0 0.0 %	2 28.6 %	2 28.6 %	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 28.6 %	2 28.6 %	1 14.3 %	1 14.3 %	1 14.3 %	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 %	3 42.9 %	0 0.0 %	2 28.6 %	1 14.3 %	1 14.3 %	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 %	7 100.0 %	0 0.0 %	0 0.0 %
<b>85.7 %</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 %	1 14.3 %	1 14.3 %	5 71.4 %	0 0.0 %	0 0.0 %
<b>71.4 %</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 %	0 0.0 %	2 28.6 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %
<b>57.1 %</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 42.9 %	2 28.6 %	2 28.6 %	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>



**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	7 100 %	2 100 %	9 100 %
<b>Total</b>	7 100 %	2 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 8 clients; surveys were returned for 9 clients ( 9 / 8 = 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 2019  
Mental Health Statistical Improvement Program (MHSIP)

**Jewish Family Child Scott Adult**

Program Code(s): 38AEM1

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for Jewish Family Child Scott Adult: **3.56**.

Overall satisfaction mean score for all other programs: **4.38**.

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 list

**Lowest Agreement Items**

Not enough data for low est satisfaction list

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 MHSIP survey data to create a table. N = 1

Not enough MHSIP survey data to create domain means chart. N = 1

## 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **Laguna Honda Hospital SATS**

Program Code(s): 8912ODF

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**9.1%**

Overall satisfaction<sup>3</sup> mean score for Laguna Honda Hospital SATS: **4.84**.

Overall satisfaction mean score for all other programs: **4.37**.

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 list

#### **Lowest Agreement Items**

Not enough data for low est satisfaction list

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 MHSIP survey data to create a table. N = 1

Not enough MHSIP survey data to create domain means chart. N = 1

**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	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 11 clients; surveys were returned for 1 clients ( 1 / 11 = 9.1% ).
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.

**Survey Quality Issues:**

☆ Form was a photocopy. Please print from the supplied PDF using a quality laser printer.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**Mission ACT**

Program Code(s): 3804SP

Overall Satisfaction<sup>1</sup>

**94.4%**

Return Rate<sup>2</sup>

**96.7%**

Overall satisfaction<sup>3</sup> mean score for Mission ACT: **4.05**.

Overall satisfaction mean score for all other programs: **4.38**.

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

**88.9%** 11. I felt comfortable asking questions about my treatment and medication

**88.2%** 1. I like the services that I received here

**Lowest Agreement Items**

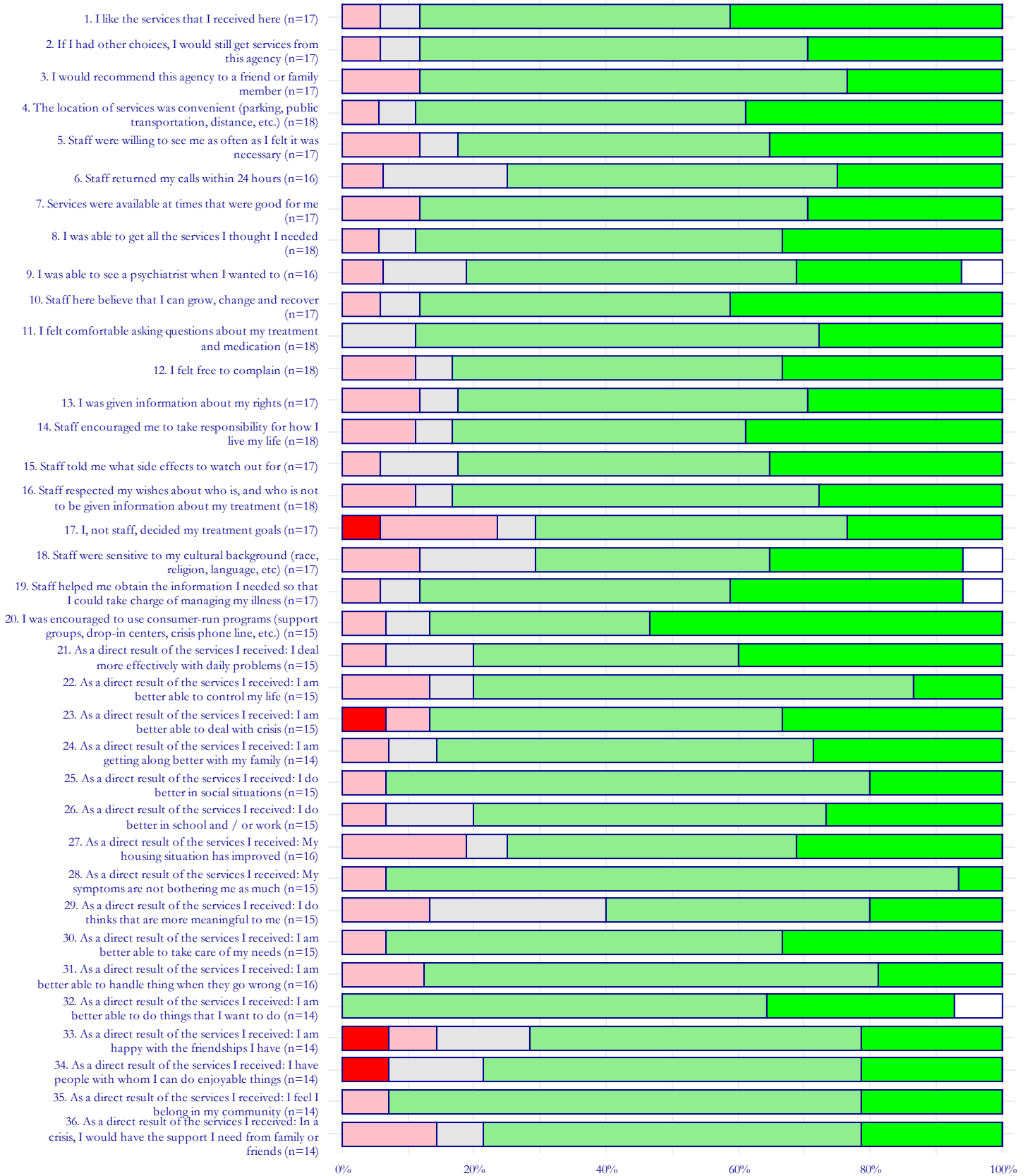
**68.8%** 18. Staff were sensitive to my cultural background (race, religion, language, etc)

**70.6%** 17. I, not staff, decided my treatment goals

**75.0%** 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, N = 34**

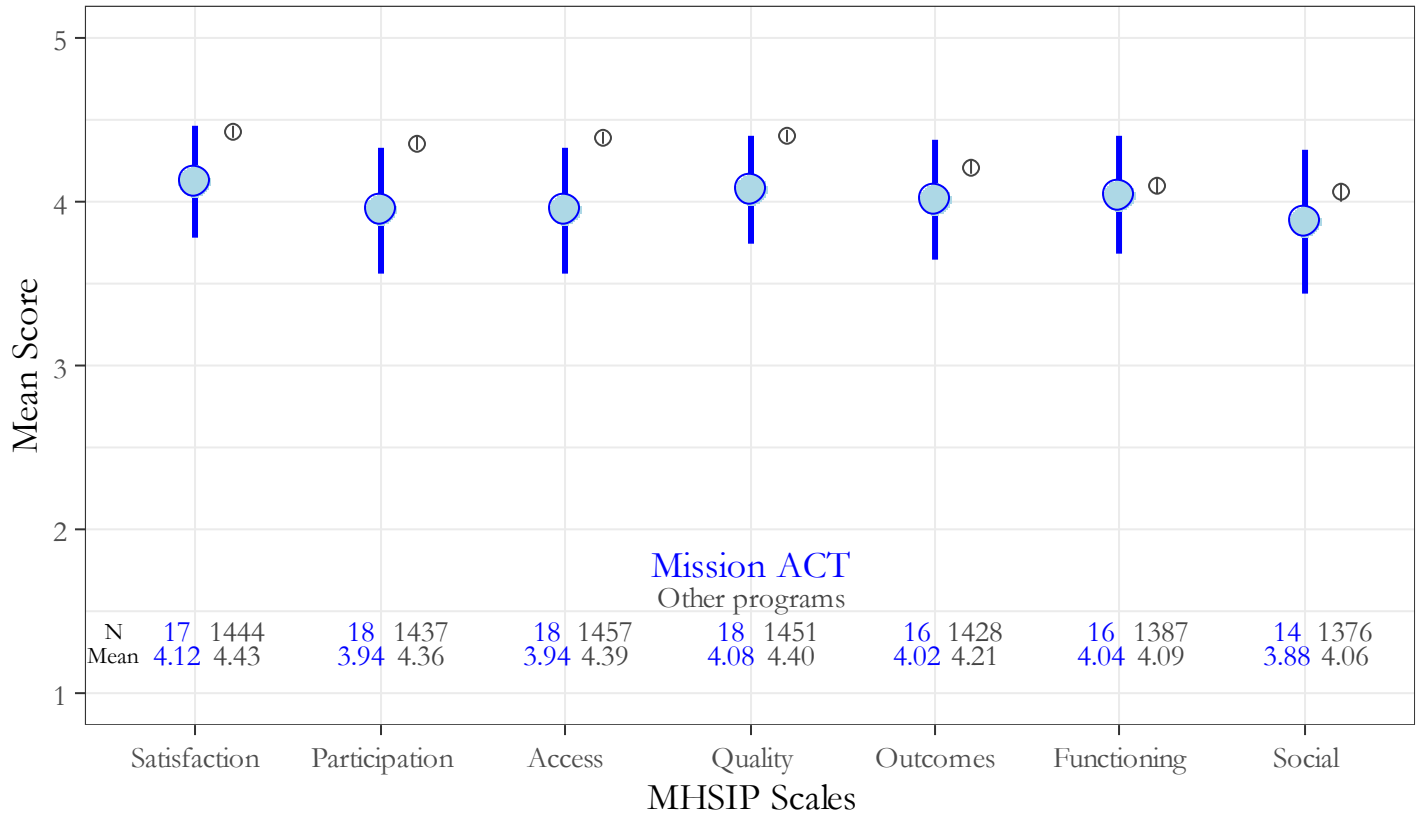
**Percent Agree**

	<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>88.2 %</b> 1. I like the services that I received here	0 0.0 %	1 2.9 %	1 2.9 %	8 23.5 %	7 20.6 %	0 0.0 %	17 50.0 %
<b>88.2 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 2.9 %	1 2.9 %	10 29.4 %	5 14.7 %	0 0.0 %	17 50.0 %
<b>88.2 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	2 5.9 %	0 0.0 %	11 32.4 %	4 11.8 %	0 0.0 %	17 50.0 %
<b>88.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 2.9 %	1 2.9 %	9 26.5 %	7 20.6 %	0 0.0 %	16 47.1 %
<b>82.4 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	2 5.9 %	1 2.9 %	8 23.5 %	6 17.6 %	0 0.0 %	17 50.0 %
<b>75.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 2.9 %	3 8.8 %	8 23.5 %	4 11.8 %	0 0.0 %	18 52.9 %
<b>88.2 %</b> 7. Services were available at times that were good for me	0 0.0 %	2 5.9 %	0 0.0 %	10 29.4 %	5 14.7 %	0 0.0 %	17 50.0 %
<b>88.9 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 2.9 %	1 2.9 %	10 29.4 %	6 17.6 %	0 0.0 %	16 47.1 %
<b>80.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 2.9 %	2 5.9 %	8 23.5 %	4 11.8 %	1 2.9 %	18 52.9 %
<b>88.2 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 2.9 %	1 2.9 %	8 23.5 %	7 20.6 %	0 0.0 %	17 50.0 %
<b>88.9 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 5.9 %	11 32.4 %	5 14.7 %	0 0.0 %	16 47.1 %
<b>83.3 %</b> 12. I felt free to complain	0 0.0 %	2 5.9 %	1 2.9 %	9 26.5 %	6 17.6 %	0 0.0 %	16 47.1 %
<b>82.4 %</b> 13. I was given information about my rights	0 0.0 %	2 5.9 %	1 2.9 %	9 26.5 %	5 14.7 %	0 0.0 %	17 50.0 %
<b>83.3 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	2 5.9 %	1 2.9 %	8 23.5 %	7 20.6 %	0 0.0 %	16 47.1 %
<b>82.4 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 2.9 %	2 5.9 %	8 23.5 %	6 17.6 %	0 0.0 %	17 50.0 %
<b>83.3 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	2 5.9 %	1 2.9 %	10 29.4 %	5 14.7 %	0 0.0 %	16 47.1 %
<b>70.6 %</b> 17. I, not staff, decided my treatment goals	1 2.9 %	3 8.8 %	1 2.9 %	8 23.5 %	4 11.8 %	0 0.0 %	17 50.0 %
<b>68.8 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 5.9 %	3 8.8 %	6 17.6 %	5 14.7 %	1 2.9 %	17 50.0 %
<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 %	1 2.9 %	1 2.9 %	8 23.5 %	6 17.6 %	1 2.9 %	17 50.0 %
<b>86.7 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 2.9 %	1 2.9 %	5 14.7 %	8 23.5 %	0 0.0 %	19 55.9 %
<b>80.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 2.9 %	2 5.9 %	6 17.6 %	6 17.6 %	0 0.0 %	19 55.9 %
<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 %	2 5.9 %	1 2.9 %	10 29.4 %	2 5.9 %	0 0.0 %	19 55.9 %
<b>86.7 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 2.9 %	1 2.9 %	0 0.0 %	8 23.5 %	5 14.7 %	0 0.0 %	19 55.9 %
<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 %	1 2.9 %	1 2.9 %	8 23.5 %	4 11.8 %	0 0.0 %	20 58.8 %
<b>93.3 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 2.9 %	0 0.0 %	11 32.4 %	3 8.8 %	0 0.0 %	19 55.9 %

**MHSIP Items 26-36, N = 34**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>80.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 2.9 %	2 5.9 %	8 23.5 %	4 11.8 %	0 0.0 %	19 55.9 %
<b>75.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	3 8.8 %	1 2.9 %	7 20.6 %	5 14.7 %	0 0.0 %	18 52.9 %
<b>93.3 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 2.9 %	0 0.0 %	13 38.2 %	1 2.9 %	0 0.0 %	19 55.9 %
<b>60.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	2 5.9 %	4 11.8 %	6 17.6 %	3 8.8 %	0 0.0 %	19 55.9 %
<b>93.3 %</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 2.9 %	0 0.0 %	9 26.5 %	5 14.7 %	0 0.0 %	19 55.9 %
<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 %	2 5.9 %	0 0.0 %	11 32.4 %	3 8.8 %	0 0.0 %	18 52.9 %
<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 %	9 26.5 %	4 11.8 %	1 2.9 %	20 58.8 %
<b>71.4 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 2.9 %	1 2.9 %	2 5.9 %	7 20.6 %	3 8.8 %	0 0.0 %	20 58.8 %
<b>78.6 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 2.9 %	0 0.0 %	2 5.9 %	8 23.5 %	3 8.8 %	0 0.0 %	20 58.8 %
<b>92.9 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 2.9 %	0 0.0 %	10 29.4 %	3 8.8 %	0 0.0 %	20 58.8 %
<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 %	2 5.9 %	1 2.9 %	8 23.5 %	3 8.8 %	0 0.0 %	20 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	13 38.2 %	0 0 %	13 38.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	2 5.9 %	0 0 %	2 5.9 %
No Data	2 5.9 %	0 0 %	2 5.9 %
Completed Survey	17 50 %	0 0 %	17 50 %
<b>Total</b>	34 100 %	0 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 30 clients; surveys were returned for 29 clients (  $29 / 30 = 96.7\%$  ).
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

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Mission Family Center**

Program Code(s): 38016

Overall Satisfaction<sup>1</sup>

**94.3%**

Return Rate<sup>2</sup>

**89.2%**

Overall satisfaction<sup>3</sup> mean score for Mission Family Center: **4.41** (youth), **4.36** (family).

Overall satisfaction mean score for all other programs: **4.24** (youth), **4.56** (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**

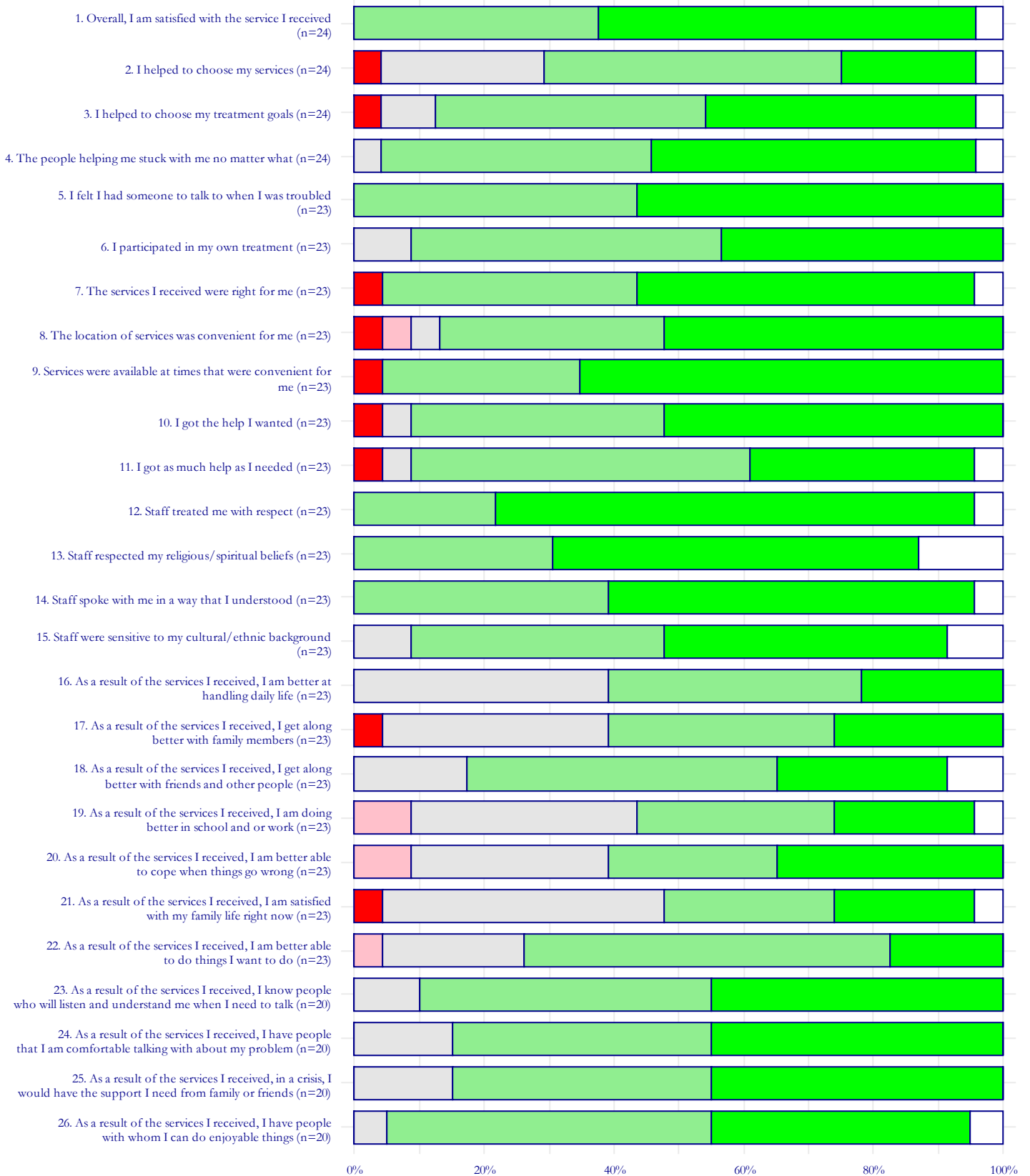
- 97.1% 12. Staff treated me with respect
- 97.1% 14. Staff spoke with me in a way that I understood
- 96.8% 13. Staff respected my religious/spiritual beliefs

**Lowest Agreement Items**

- 78.5% 2. I helped to choose my services
- 89.4% 11. I got as much help as I needed
- 90.3% 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.

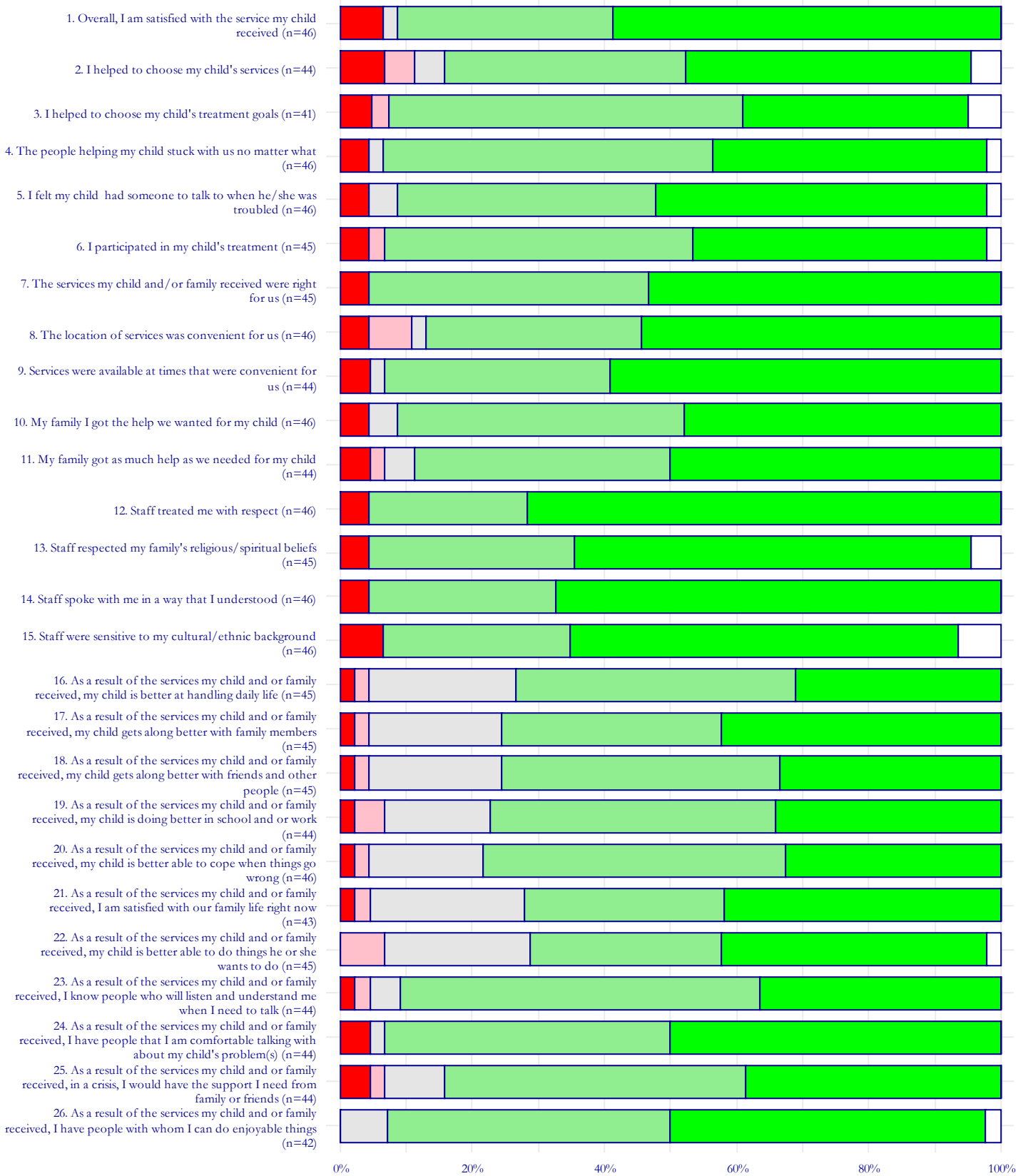
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 31

	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 %	9 29.0 %	14 45.2 %	1 3.2 %	7 22.6 %
<b>69.6 %</b> 2. I helped to choose my services	1 3.2 %	0 0.0 %	6 19.4 %	11 35.5 %	5 16.1 %	1 3.2 %	7 22.6 %
<b>87.0 %</b> 3. I helped to choose my treatment goals	1 3.2 %	0 0.0 %	2 6.4 %	10 32.3 %	10 32.3 %	1 3.2 %	7 22.6 %
<b>95.7 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 3.2 %	10 32.3 %	12 38.7 %	1 3.2 %	7 22.6 %
<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 %	10 32.3 %	13 41.9 %	0 0.0 %	8 25.8 %
<b>91.3 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	2 6.4 %	11 35.5 %	10 32.3 %	0 0.0 %	8 25.8 %
<b>95.5 %</b> 7. The services I received were right for me	1 3.2 %	0 0.0 %	0 0.0 %	9 29.0 %	12 38.7 %	1 3.2 %	8 25.8 %
<b>87.0 %</b> 8. The location of services was convenient for me	1 3.2 %	1 3.2 %	1 3.2 %	8 25.8 %	12 38.7 %	0 0.0 %	8 25.8 %
<b>95.7 %</b> 9. Services were available at times that were convenient for me	1 3.2 %	0 0.0 %	0 0.0 %	7 22.6 %	15 48.4 %	0 0.0 %	8 25.8 %
<b>91.3 %</b> 10. I got the help I wanted	1 3.2 %	0 0.0 %	1 3.2 %	9 29.0 %	12 38.7 %	0 0.0 %	8 25.8 %
<b>90.9 %</b> 11. I got as much help as I needed	1 3.2 %	0 0.0 %	1 3.2 %	12 38.7 %	8 25.8 %	1 3.2 %	8 25.8 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 16.1 %	17 54.8 %	1 3.2 %	8 25.8 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	7 22.6 %	13 41.9 %	3 9.7 %	8 25.8 %
<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 29.0 %	13 41.9 %	1 3.2 %	8 25.8 %
<b>90.5 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 6.4 %	9 29.0 %	10 32.3 %	2 6.4 %	8 25.8 %
<b>60.9 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	9 29.0 %	9 29.0 %	5 16.1 %	0 0.0 %	8 25.8 %
<b>60.9 %</b> 17. As a result of the services I received, I get along better with family members	1 3.2 %	0 0.0 %	8 25.8 %	8 25.8 %	6 19.4 %	0 0.0 %	8 25.8 %
<b>81.0 %</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 %	4 12.9 %	11 35.5 %	6 19.4 %	2 6.4 %	8 25.8 %
<b>54.5 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	2 6.4 %	8 25.8 %	7 22.6 %	5 16.1 %	1 3.2 %	8 25.8 %
<b>60.9 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	2 6.4 %	7 22.6 %	6 19.4 %	8 25.8 %	0 0.0 %	8 25.8 %
<b>50.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	1 3.2 %	0 0.0 %	10 32.3 %	6 19.4 %	5 16.1 %	1 3.2 %	8 25.8 %
<b>73.9 %</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 %	5 16.1 %	13 41.9 %	4 12.9 %	0 0.0 %	8 25.8 %
<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 %	2 6.4 %	9 29.0 %	9 29.0 %	0 0.0 %	11 35.5 %
<b>85.0 %</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 %	3 9.7 %	8 25.8 %	9 29.0 %	0 0.0 %	11 35.5 %
<b>85.0 %</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 9.7 %	8 25.8 %	9 29.0 %	0 0.0 %	11 35.5 %
<b>94.7 %</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 3.2 %	10 32.3 %	8 25.8 %	1 3.2 %	11 35.5 %

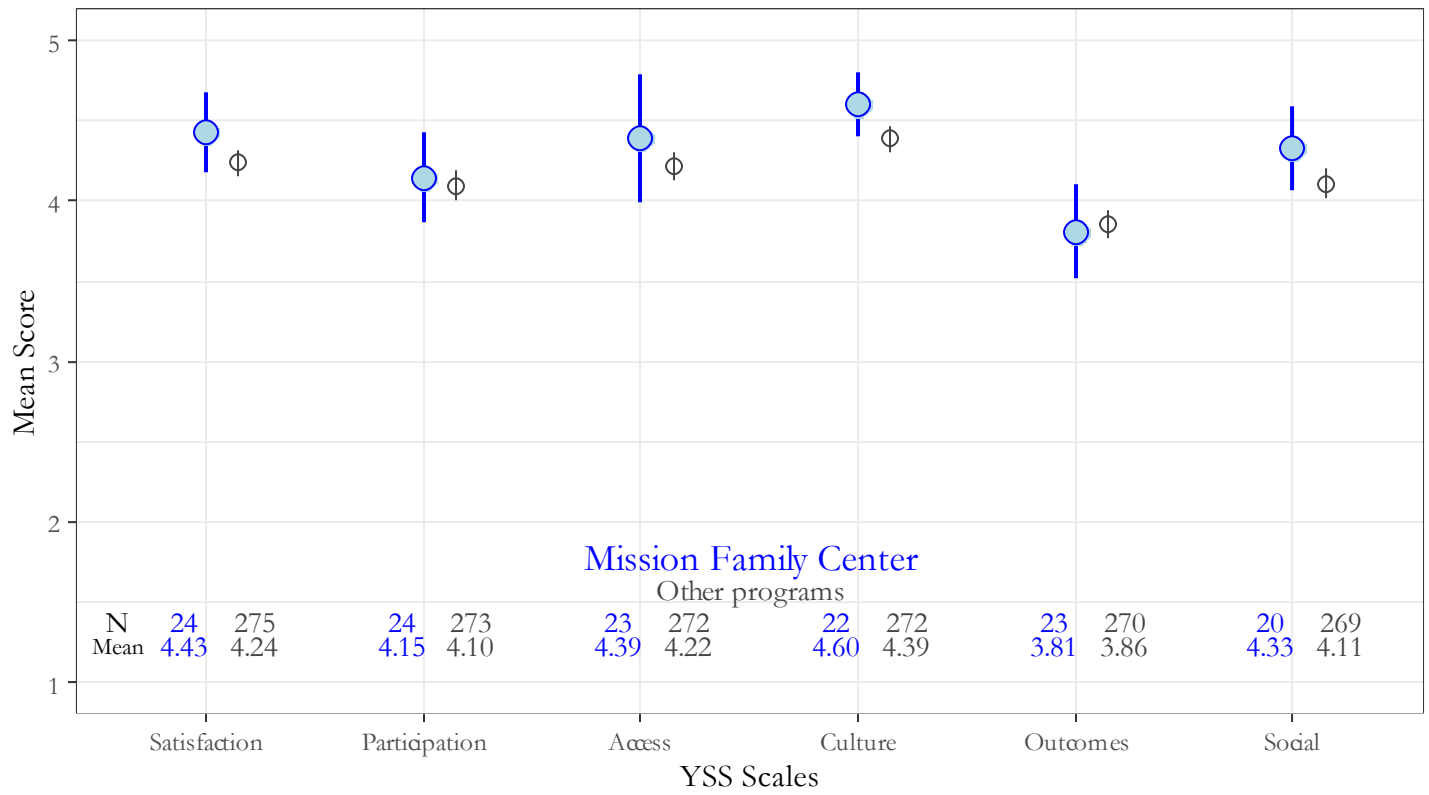
# Youth Services Survey for Families



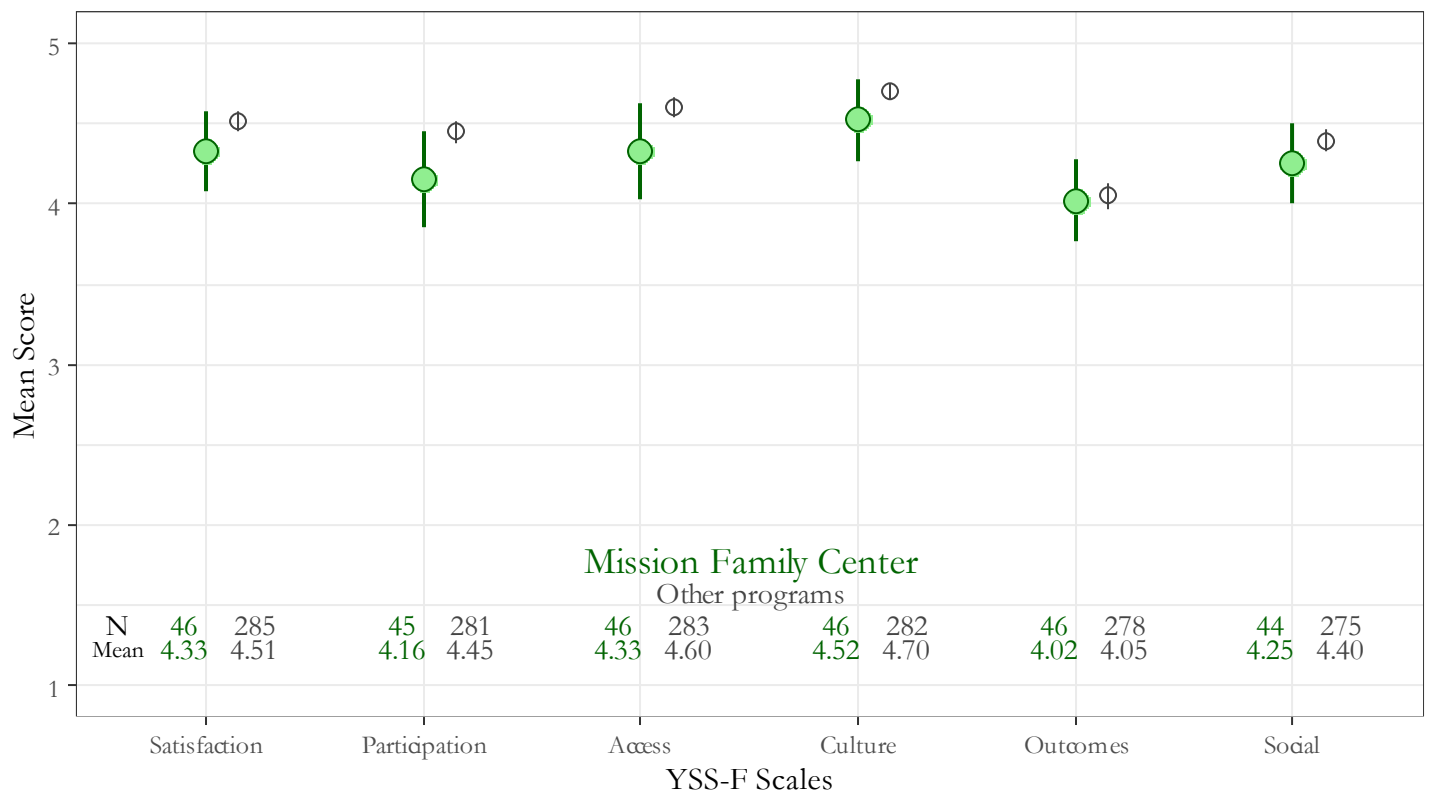
## Youth Services Survey for Families, N = 54

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>91.3 %</b> 1. Overall, I am satisfied with the service my child received	3 5.6 %	0 0.0 %	1 1.8 %	15 27.8 %	27 50.0 %	0 0.0 %	8 14.8 %
<b>83.3 %</b> 2. I helped to choose my child's services	3 5.6 %	2 3.7 %	2 3.7 %	16 29.6 %	19 35.2 %	2 3.7 %	10 18.5 %
<b>92.3 %</b> 3. I helped to choose my child's treatment goals	2 3.7 %	1 1.8 %	0 0.0 %	22 40.7 %	14 25.9 %	2 3.7 %	13 24.1 %
<b>93.3 %</b> 4. The people helping my child stuck with us no matter what	2 3.7 %	0 0.0 %	1 1.8 %	23 42.6 %	19 35.2 %	1 1.8 %	8 14.8 %
<b>91.1 %</b> 5. I felt my child had someone to talk to when he/she was troubled	2 3.7 %	0 0.0 %	2 3.7 %	18 33.3 %	23 42.6 %	1 1.8 %	8 14.8 %
<b>93.2 %</b> 6. I participated in my child's treatment	2 3.7 %	1 1.8 %	0 0.0 %	21 38.9 %	20 37.0 %	1 1.8 %	9 16.7 %
<b>95.6 %</b> 7. The services my child and/or family received were right for us	2 3.7 %	0 0.0 %	0 0.0 %	19 35.2 %	24 44.4 %	0 0.0 %	9 16.7 %
<b>87.0 %</b> 8. The location of services was convenient for us	2 3.7 %	3 5.6 %	1 1.8 %	15 27.8 %	25 46.3 %	0 0.0 %	8 14.8 %
<b>93.2 %</b> 9. Services were available at times that were convenient for us	2 3.7 %	0 0.0 %	1 1.8 %	15 27.8 %	26 48.1 %	0 0.0 %	10 18.5 %
<b>91.3 %</b> 10. My family I got the help we wanted for my child	2 3.7 %	0 0.0 %	2 3.7 %	20 37.0 %	22 40.7 %	0 0.0 %	8 14.8 %
<b>88.6 %</b> 11. My family got as much help as we needed for my child	2 3.7 %	1 1.8 %	2 3.7 %	17 31.5 %	22 40.7 %	0 0.0 %	10 18.5 %
<b>95.7 %</b> 12. Staff treated me with respect	2 3.7 %	0 0.0 %	0 0.0 %	11 20.4 %	33 61.1 %	0 0.0 %	8 14.8 %
<b>95.3 %</b> 13. Staff respected my family's religious/spiritual beliefs	2 3.7 %	0 0.0 %	0 0.0 %	14 25.9 %	27 50.0 %	2 3.7 %	9 16.7 %
<b>95.7 %</b> 14. Staff spoke with me in a way that I understood	2 3.7 %	0 0.0 %	0 0.0 %	13 24.1 %	31 57.4 %	0 0.0 %	8 14.8 %
<b>93.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	3 5.6 %	0 0.0 %	0 0.0 %	13 24.1 %	27 50.0 %	3 5.6 %	8 14.8 %
<b>73.3 %</b> 16. As a result of the services my child and or family received, my child is better at handling daily life	1 1.8 %	1 1.8 %	10 18.5 %	19 35.2 %	14 25.9 %	0 0.0 %	9 16.7 %
<b>75.6 %</b> 17. As a result of the services my child and or family received, my child gets along better with family members	1 1.8 %	1 1.8 %	9 16.7 %	15 27.8 %	19 35.2 %	0 0.0 %	9 16.7 %
<b>75.6 %</b> 18. As a result of the services my child and or family received, my child gets along better with friends and other people	1 1.8 %	1 1.8 %	9 16.7 %	19 35.2 %	15 27.8 %	0 0.0 %	9 16.7 %
<b>77.3 %</b> 19. As a result of the services my child and or family received, my child is doing better in school and or work	1 1.8 %	2 3.7 %	7 13.0 %	19 35.2 %	15 27.8 %	0 0.0 %	10 18.5 %
<b>78.3 %</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	1 1.8 %	1 1.8 %	8 14.8 %	21 38.9 %	15 27.8 %	0 0.0 %	8 14.8 %
<b>72.1 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 1.8 %	1 1.8 %	10 18.5 %	13 24.1 %	18 33.3 %	0 0.0 %	11 20.4 %
<b>70.5 %</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 %	3 5.6 %	10 18.5 %	13 24.1 %	18 33.3 %	1 1.8 %	9 16.7 %
<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	1 1.8 %	1 1.8 %	2 3.7 %	24 44.4 %	16 29.6 %	0 0.0 %	10 18.5 %
<b>93.2 %</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)	2 3.7 %	0 0.0 %	1 1.8 %	19 35.2 %	22 40.7 %	0 0.0 %	10 18.5 %
<b>84.1 %</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	2 3.7 %	1 1.8 %	4 7.4 %	20 37.0 %	17 31.5 %	0 0.0 %	10 18.5 %
<b>92.7 %</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 %	3 5.6 %	18 33.3 %	20 37.0 %	1 1.8 %	12 22.2 %

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>



Completion Status	Survey Compliance Mission Family Center Completion by		Total
	Respondent Type		
	Family	Youth	
Refused	7 13 %	5 16.1 %	12 14.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 1.9 %	2 6.5 %	3 3.5 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	46 85.2 %	24 77.4 %	70 82.4 %
<b>Total</b>	54 100 %	31 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 74 clients; surveys were returned for 66 clients (  $66 / 74 = 89.2\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

**Mission Mental Health Team I**

Program Code(s): 38043

Overall Satisfaction<sup>1</sup>

**94.0%**

Return Rate<sup>2</sup>

**70.9%**

Overall satisfaction<sup>3</sup> mean score for Mission Mental Health Team I: **4.45**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

**97.0%** 1. I like the services that I received here

**94.9%** 7. Services were available at times that were good for me

**93.0%** 11. I felt comfortable asking questions about my treatment and medication

**Lowest Agreement Items**

**78.9%** 17. I, not staff, decided my treatment goals

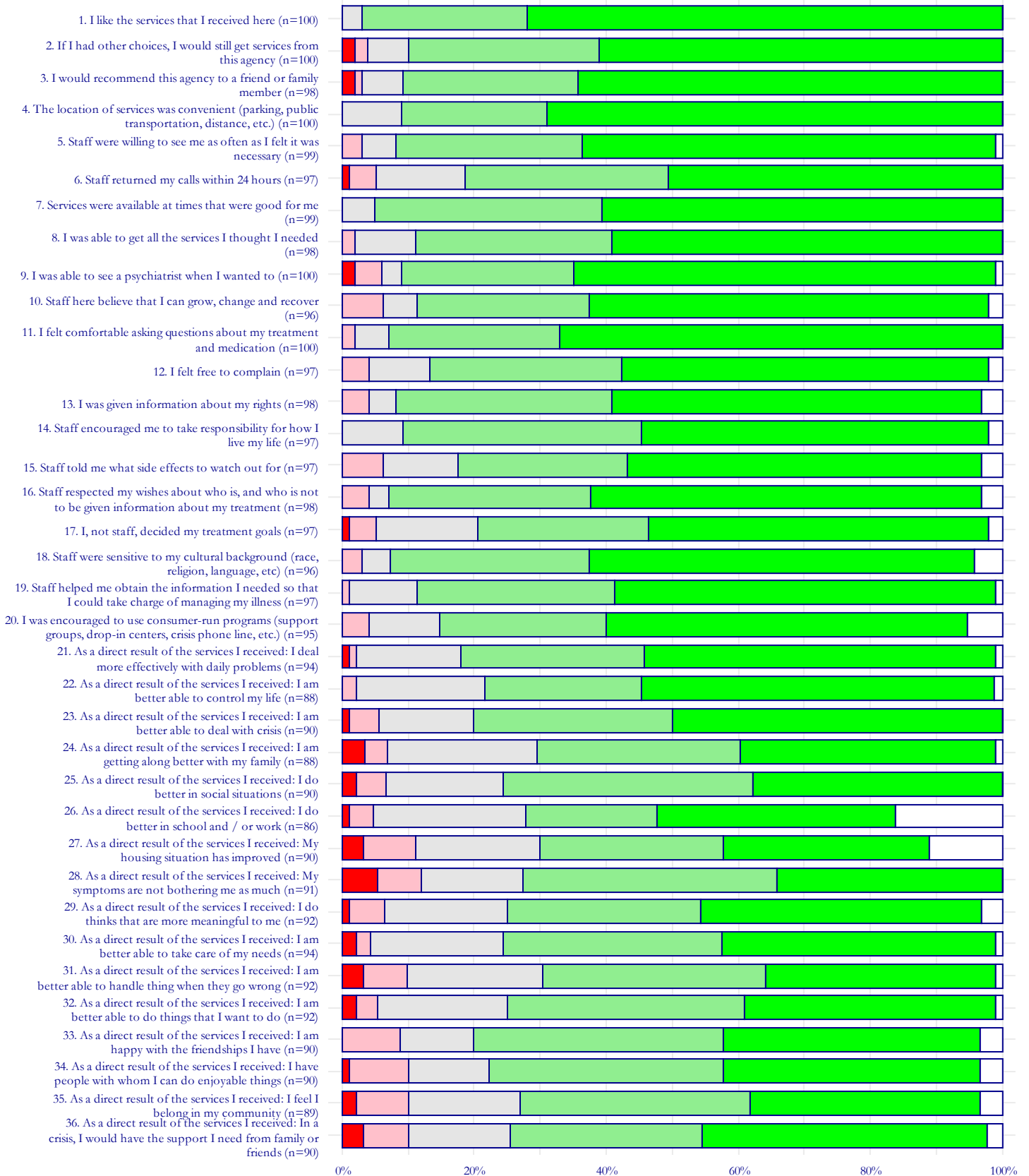
**81.4%** 6. Staff returned my calls within 24 hours

**81.9%** 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, N = 185**

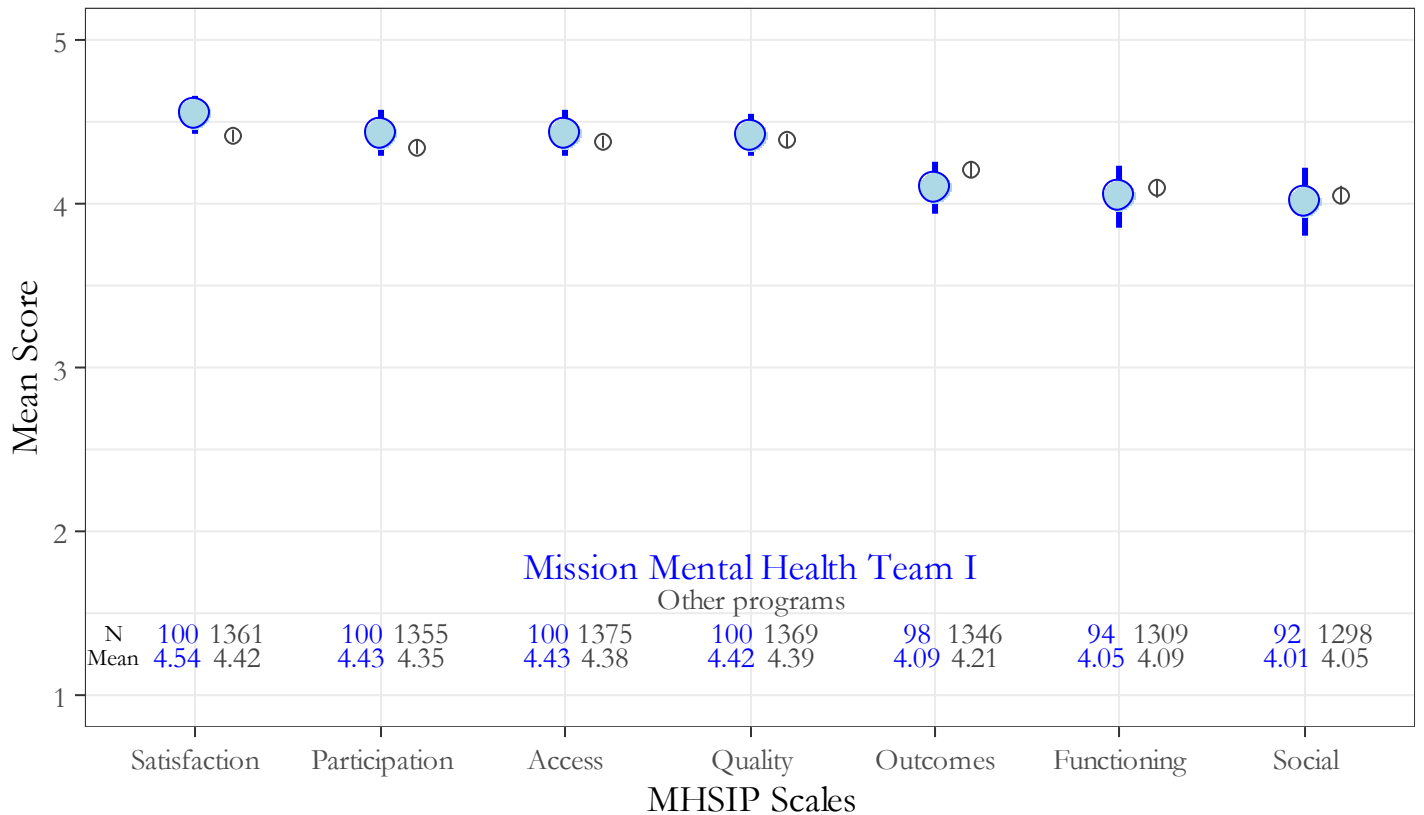
**Percent Agree**

	<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>97.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	3 1.6 %	25 13.5 %	72 38.9 %	0 0.0 %	85 46.0 %
<b>90.0 %</b> 2. If I had other choices, I would still get services from this agency	2 1.1 %	2 1.1 %	6 3.2 %	29 15.7 %	61 33.0 %	0 0.0 %	85 46.0 %
<b>90.8 %</b> 3. I would recommend this agency to a friend or family member	2 1.1 %	1 0.5 %	6 3.2 %	26 14.1 %	63 34.1 %	0 0.0 %	87 47.0 %
<b>91.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	9 4.9 %	22 11.9 %	69 37.3 %	0 0.0 %	85 46.0 %
<b>91.8 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	3 1.6 %	5 2.7 %	28 15.1 %	62 33.5 %	1 0.5 %	86 46.5 %
<b>81.4 %</b> 6. Staff returned my calls within 24 hours	1 0.5 %	4 2.2 %	13 7.0 %	30 16.2 %	49 26.5 %	0 0.0 %	88 47.6 %
<b>94.9 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	5 2.7 %	34 18.4 %	60 32.4 %	0 0.0 %	86 46.5 %
<b>88.8 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	2 1.1 %	9 4.9 %	29 15.7 %	58 31.4 %	0 0.0 %	87 47.0 %
<b>90.9 %</b> 9. I was able to see a psychiatrist when I wanted to	2 1.1 %	4 2.2 %	3 1.6 %	26 14.1 %	64 34.6 %	1 0.5 %	85 46.0 %
<b>88.3 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	6 3.2 %	5 2.7 %	25 13.5 %	58 31.4 %	2 1.1 %	89 48.1 %
<b>93.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	2 1.1 %	5 2.7 %	26 14.1 %	67 36.2 %	0 0.0 %	85 46.0 %
<b>86.3 %</b> 12. I felt free to complain	0 0.0 %	4 2.2 %	9 4.9 %	28 15.1 %	54 29.2 %	2 1.1 %	88 47.6 %
<b>91.6 %</b> 13. I was given information about my rights	0 0.0 %	4 2.2 %	4 2.2 %	32 17.3 %	55 29.7 %	3 1.6 %	87 47.0 %
<b>90.5 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	9 4.9 %	35 18.9 %	51 27.6 %	2 1.1 %	88 47.6 %
<b>81.9 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	6 3.2 %	11 5.9 %	25 13.5 %	52 28.1 %	3 1.6 %	88 47.6 %
<b>92.6 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	4 2.2 %	3 1.6 %	30 16.2 %	58 31.4 %	3 1.6 %	87 47.0 %
<b>78.9 %</b> 17. I, not staff, decided my treatment goals	1 0.5 %	4 2.2 %	15 8.1 %	25 13.5 %	50 27.0 %	2 1.1 %	88 47.6 %
<b>92.4 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	3 1.6 %	4 2.2 %	29 15.7 %	56 30.3 %	4 2.2 %	89 48.1 %
<b>88.5 %</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 %	10 5.4 %	29 15.7 %	56 30.3 %	1 0.5 %	88 47.6 %
<b>84.4 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	4 2.2 %	10 5.4 %	24 13.0 %	52 28.1 %	5 2.7 %	90 48.6 %
<b>81.7 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 0.5 %	1 0.5 %	15 8.1 %	26 14.1 %	50 27.0 %	1 0.5 %	91 49.2 %
<b>78.2 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 1.1 %	17 9.2 %	21 11.3 %	47 25.4 %	1 0.5 %	97 52.4 %
<b>80.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 0.5 %	4 2.2 %	13 7.0 %	27 14.6 %	45 24.3 %	0 0.0 %	95 51.3 %
<b>70.1 %</b> 24. As a direct result of the services I received: I am getting along better with my family	3 1.6 %	3 1.6 %	20 10.8 %	27 14.6 %	34 18.4 %	1 0.5 %	97 52.4 %
<b>75.6 %</b> 25. As a direct result of the services I received: I do better in social situations	2 1.1 %	4 2.2 %	16 8.6 %	34 18.4 %	34 18.4 %	0 0.0 %	95 51.3 %

**MHSIP Items 26-36, N = 185**  
**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 0.5 %	3 1.6 %	20 10.8 %	17 9.2 %	31 16.8 %	14 7.6 %	99 53.5 %
<b>66.2 %</b> 27. As a direct result of the services I received: My housing situation has improved	3 1.6 %	7 3.8 %	17 9.2 %	25 13.5 %	28 15.1 %	10 5.4 %	95 51.3 %
<b>72.5 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	5 2.7 %	6 3.2 %	14 7.6 %	35 18.9 %	31 16.8 %	0 0.0 %	94 50.8 %
<b>74.2 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 0.5 %	5 2.7 %	17 9.2 %	27 14.6 %	39 21.1 %	3 1.6 %	93 50.3 %
<b>75.3 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	2 1.1 %	2 1.1 %	19 10.3 %	31 16.8 %	39 21.1 %	1 0.5 %	91 49.2 %
<b>69.2 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	3 1.6 %	6 3.2 %	19 10.3 %	31 16.8 %	32 17.3 %	1 0.5 %	93 50.3 %
<b>74.7 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	2 1.1 %	3 1.6 %	18 9.7 %	33 17.8 %	35 18.9 %	1 0.5 %	93 50.3 %
<b>79.3 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	8 4.3 %	10 5.4 %	34 18.4 %	35 18.9 %	3 1.6 %	95 51.3 %
<b>77.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 0.5 %	8 4.3 %	11 5.9 %	32 17.3 %	35 18.9 %	3 1.6 %	95 51.3 %
<b>72.1 %</b> 35. As a direct result of the services I received: I feel I belong in my community	2 1.1 %	7 3.8 %	15 8.1 %	31 16.8 %	31 16.8 %	3 1.6 %	96 51.9 %
<b>73.9 %</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	3 1.6 %	6 3.2 %	14 7.6 %	26 14.1 %	39 21.1 %	2 1.1 %	95 51.3 %

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	76 41.1 %	0 0 %	76 41.1 %
Impaired	2 1.1 %	0 0 %	2 1.1 %
Language	1 0.5 %	0 0 %	1 0.5 %
Other	1 0.5 %	0 0 %	1 0.5 %
No Data	9 4.9 %	0 0 %	9 4.9 %
Completed Survey	96 51.9 %	0 0 %	96 51.9 %
<b>Total</b>	185 100 %	0 100 %	185 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 258 clients; surveys were returned for 183 clients (  $183 / 258 = 70.9\%$  ).
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.

### **Survey Quality Issues:**

- ☆ Print quality was poor and difficult to scan due to faint printing.
- ☆ Client number and reporting unit not clearly written or illegible. Please use computer entry.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
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>

**100.0%**

Return Rate<sup>2</sup>

**70.0%**

Overall satisfaction<sup>3</sup> mean score for MSJ Epiphany Family Treatment Center: No YSS (youth) data for this program, **4.95** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.52** (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

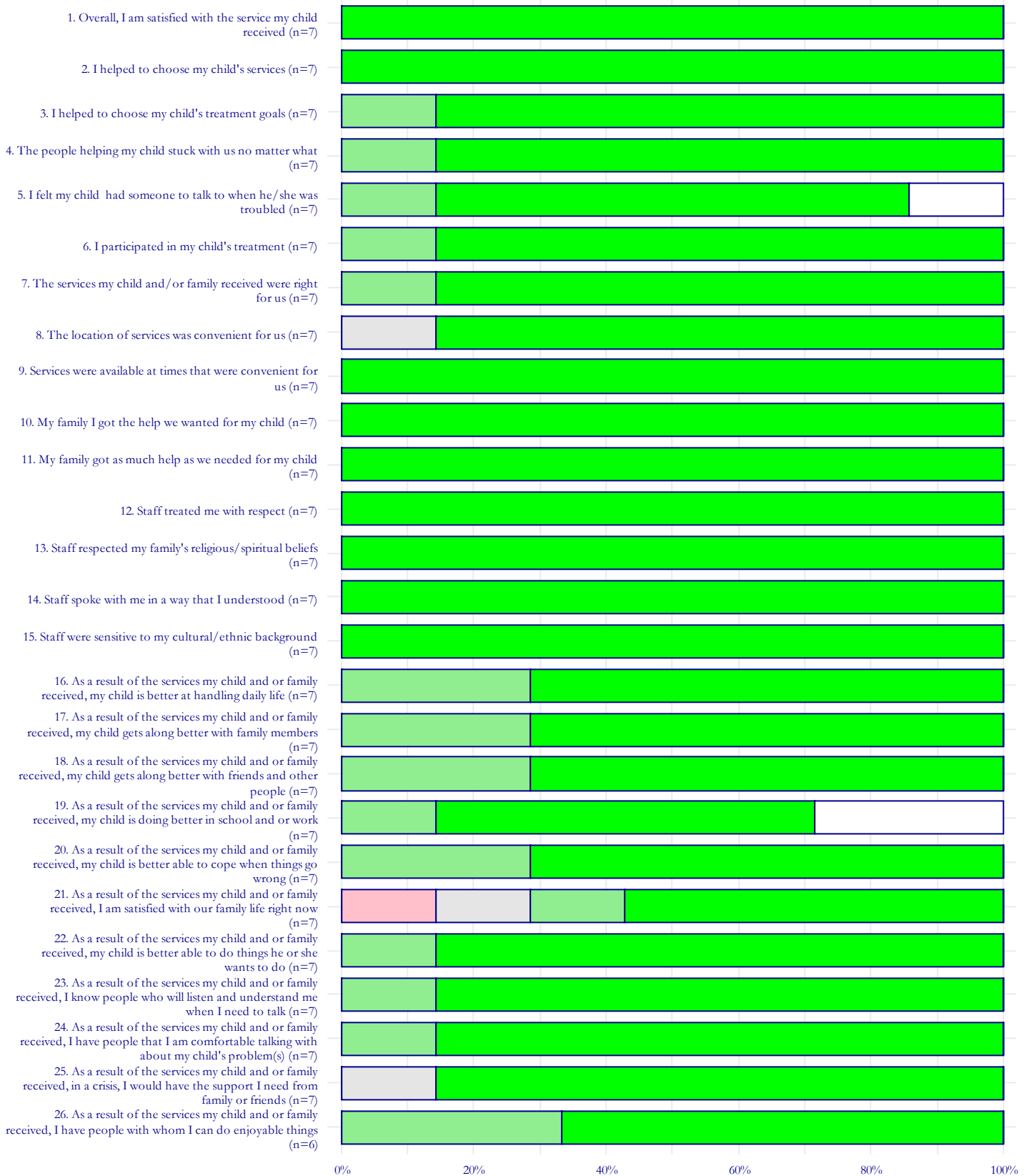
100.0% 2. I helped to choose my services

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 survey data to create a table or bar chart.

### Youth Services Survey for Families

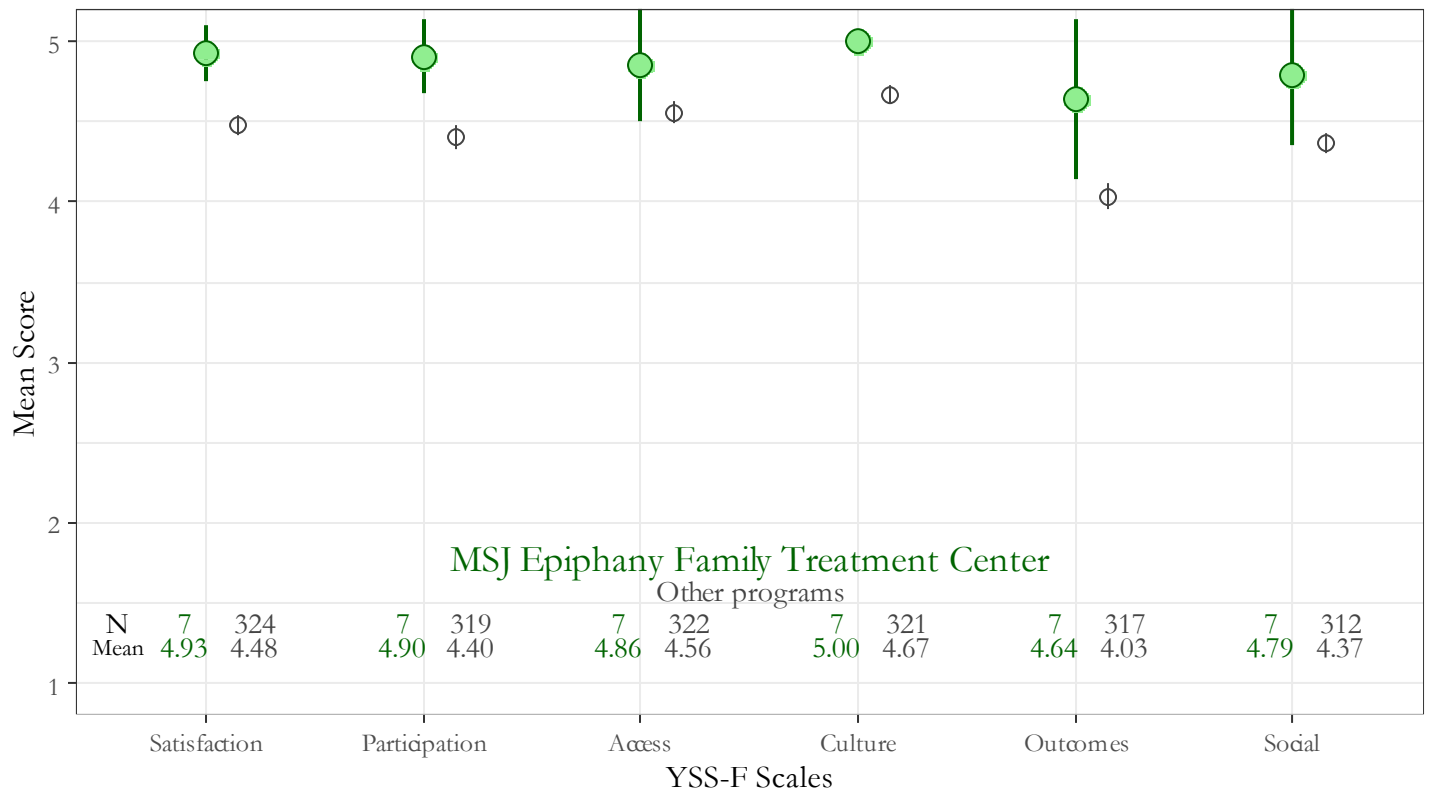


## Youth Services Survey for Families, N = 7

	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 %	0 0.0 %	7 100.0 %	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 %	7 100.0 %	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 %	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 %	1 14.3 %	6 85.7 %	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 %	1 14.3 %	6 85.7 %	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 %	1 14.3 %	6 85.7 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	6 85.7 %	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 %	0 0.0 %	7 100.0 %	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 %	0 0.0 %	7 100.0 %	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 %	0 0.0 %	7 100.0 %	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 %	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 %	0 0.0 %	7 100.0 %	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 %	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 %	7 100.0 %	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 %	2 28.6 %	5 71.4 %	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 28.6 %	5 71.4 %	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 28.6 %	5 71.4 %	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 %	1 14.3 %	4 57.1 %	2 28.6 %	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 %	2 28.6 %	5 71.4 %	0 0.0 %	0 0.0 %
<b>71.4 %</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 %	1 14.3 %	1 14.3 %	4 57.1 %	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 %	1 14.3 %	6 85.7 %	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>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 %	1 14.3 %	0 0.0 %	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 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %

Not enough youth survey data to create domain means plot.

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





**Survey Compliance**  
**MSJ Epiphany Family**  
**Treatment Center**

<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	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 10 clients; surveys were returned for 7 clients ( 7 / 10 = 70.0% ).
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 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Oakes Children's Center**  
Program Code(s): 88593 8859SD

Overall Satisfaction<sup>1</sup>  
**81.2%**

Return Rate<sup>2</sup>  
**34.5%**

Overall satisfaction<sup>3</sup> mean score for Oakes Children's Center: **3.64** (youth), **4.41** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.53** (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**

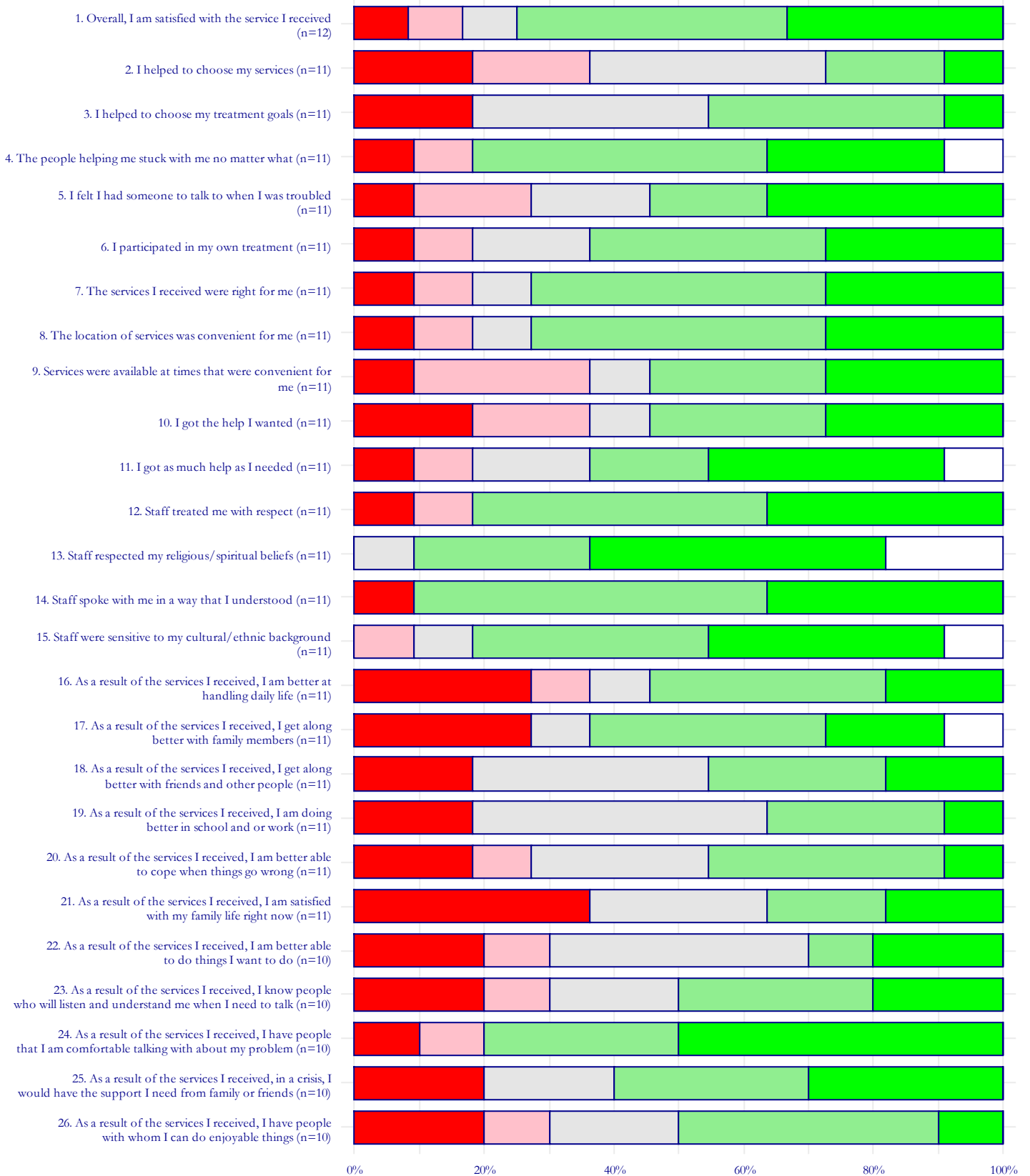
- 93.3% 14. Staff spoke with me in a way that I understood
- 90.0% 13. Staff respected my religious/spiritual beliefs
- 86.7% 12. Staff treated me with respect

**Lowest Agreement Items**

- 33.3% 2. I helped to choose my services
- 53.3% 3. I helped to choose my treatment goals
- 60.0% 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.

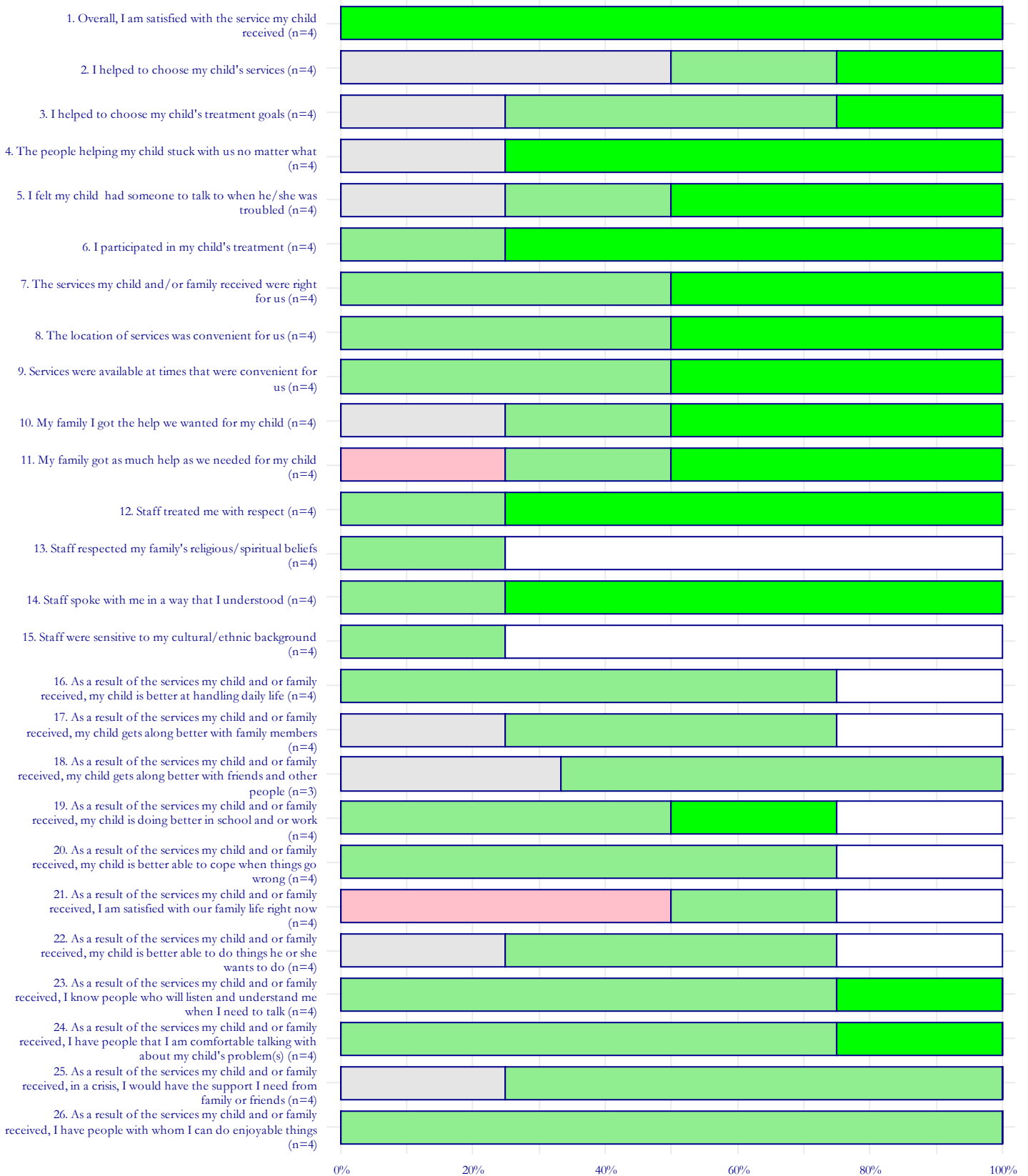
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 24

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>75.0 %</b> 1. Overall, I am satisfied with the service I received	1 4.2 %	1 4.2 %	1 4.2 %	5 20.8 %	4 16.7 %	0 0.0 %	12 50.0 %
<b>27.3 %</b> 2. I helped to choose my services	2 8.3 %	2 8.3 %	4 16.7 %	2 8.3 %	1 4.2 %	0 0.0 %	13 54.2 %
<b>45.5 %</b> 3. I helped to choose my treatment goals	2 8.3 %	0 0.0 %	4 16.7 %	4 16.7 %	1 4.2 %	0 0.0 %	13 54.2 %
<b>80.0 %</b> 4. The people helping me stuck with me no matter what	1 4.2 %	1 4.2 %	0 0.0 %	5 20.8 %	3 12.5 %	1 4.2 %	13 54.2 %
<b>54.5 %</b> 5. I felt I had someone to talk to when I was troubled	1 4.2 %	2 8.3 %	2 8.3 %	2 8.3 %	4 16.7 %	0 0.0 %	13 54.2 %
<b>63.6 %</b> 6. I participated in my own treatment	1 4.2 %	1 4.2 %	2 8.3 %	4 16.7 %	3 12.5 %	0 0.0 %	13 54.2 %
<b>72.7 %</b> 7. The services I received were right for me	1 4.2 %	1 4.2 %	1 4.2 %	5 20.8 %	3 12.5 %	0 0.0 %	13 54.2 %
<b>72.7 %</b> 8. The location of services was convenient for me	1 4.2 %	1 4.2 %	1 4.2 %	5 20.8 %	3 12.5 %	0 0.0 %	13 54.2 %
<b>54.5 %</b> 9. Services were available at times that were convenient for me	1 4.2 %	3 12.5 %	1 4.2 %	3 12.5 %	3 12.5 %	0 0.0 %	13 54.2 %
<b>54.5 %</b> 10. I got the help I wanted	2 8.3 %	2 8.3 %	1 4.2 %	3 12.5 %	3 12.5 %	0 0.0 %	13 54.2 %
<b>60.0 %</b> 11. I got as much help as I needed	1 4.2 %	1 4.2 %	2 8.3 %	2 8.3 %	4 16.7 %	1 4.2 %	13 54.2 %
<b>81.8 %</b> 12. Staff treated me with respect	1 4.2 %	1 4.2 %	0 0.0 %	5 20.8 %	4 16.7 %	0 0.0 %	13 54.2 %
<b>88.9 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 4.2 %	3 12.5 %	5 20.8 %	2 8.3 %	13 54.2 %
<b>90.9 %</b> 14. Staff spoke with me in a way that I understood	1 4.2 %	0 0.0 %	0 0.0 %	6 25.0 %	4 16.7 %	0 0.0 %	13 54.2 %
<b>80.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 4.2 %	1 4.2 %	4 16.7 %	4 16.7 %	1 4.2 %	13 54.2 %
<b>54.5 %</b> 16. As a result of the services I received, I am better at handling daily life	3 12.5 %	1 4.2 %	1 4.2 %	4 16.7 %	2 8.3 %	0 0.0 %	13 54.2 %
<b>60.0 %</b> 17. As a result of the services I received, I get along better with family members	3 12.5 %	0 0.0 %	1 4.2 %	4 16.7 %	2 8.3 %	1 4.2 %	13 54.2 %
<b>45.5 %</b> 18. As a result of the services I received, I get along better with friends and other people	2 8.3 %	0 0.0 %	4 16.7 %	3 12.5 %	2 8.3 %	0 0.0 %	13 54.2 %
<b>36.4 %</b> 19. As a result of the services I received, I am doing better in school and or work	2 8.3 %	0 0.0 %	5 20.8 %	3 12.5 %	1 4.2 %	0 0.0 %	13 54.2 %
<b>45.5 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	2 8.3 %	1 4.2 %	3 12.5 %	4 16.7 %	1 4.2 %	0 0.0 %	13 54.2 %
<b>36.4 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	4 16.7 %	0 0.0 %	3 12.5 %	2 8.3 %	2 8.3 %	0 0.0 %	13 54.2 %
<b>30.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	2 8.3 %	1 4.2 %	4 16.7 %	1 4.2 %	2 8.3 %	0 0.0 %	14 58.3 %
<b>50.0 %</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 8.3 %	1 4.2 %	2 8.3 %	3 12.5 %	2 8.3 %	0 0.0 %	14 58.3 %
<b>80.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	1 4.2 %	1 4.2 %	0 0.0 %	3 12.5 %	5 20.8 %	0 0.0 %	14 58.3 %
<b>60.0 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	2 8.3 %	0 0.0 %	2 8.3 %	3 12.5 %	3 12.5 %	0 0.0 %	14 58.3 %
<b>50.0 %</b> 26. As a result of the services I received, I have people with whom I can do enjoyable things	2 8.3 %	1 4.2 %	2 8.3 %	4 16.7 %	1 4.2 %	0 0.0 %	14 58.3 %

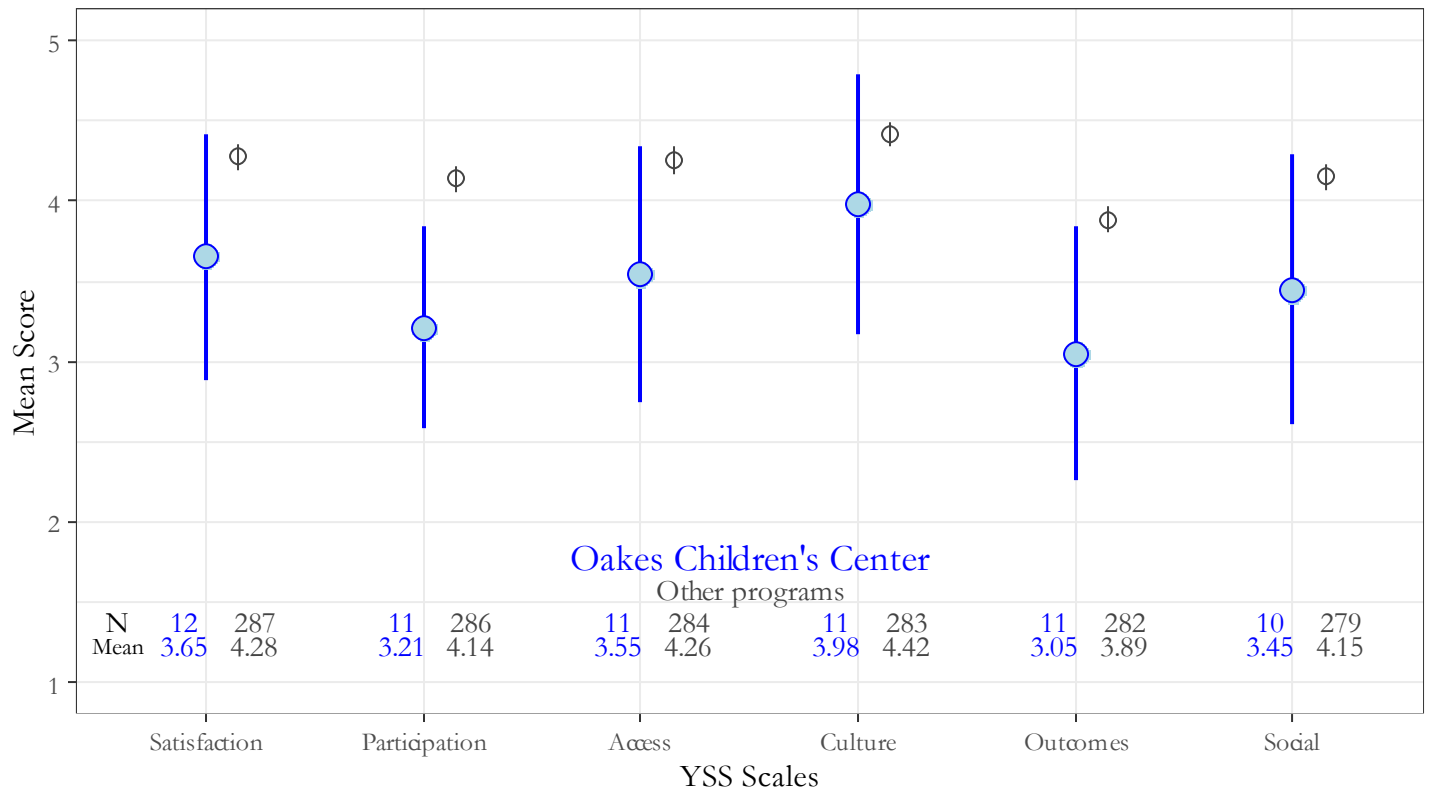
# Youth Services Survey for Families



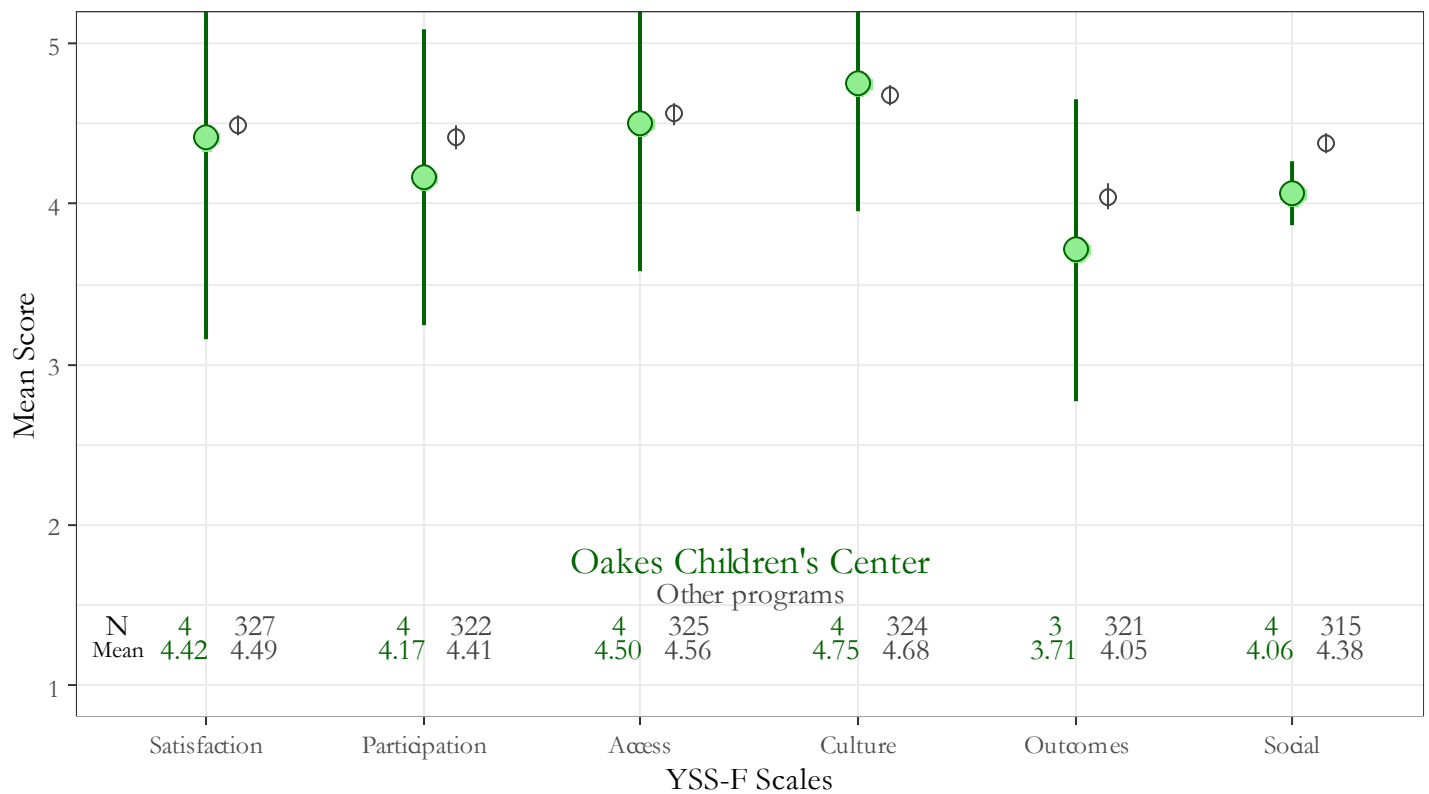
## Youth Services Survey for Families, N = 16

	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 25.0 %	0 0.0 %	12 75.0 %
<b>50.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	2 12.5 %	1 6.2 %	1 6.2 %	0 0.0 %	12 75.0 %
<b>75.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 6.2 %	2 12.5 %	1 6.2 %	0 0.0 %	12 75.0 %
<b>75.0 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 6.2 %	0 0.0 %	3 18.8 %	0 0.0 %	12 75.0 %
<b>75.0 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 6.2 %	1 6.2 %	2 12.5 %	0 0.0 %	12 75.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 6.2 %	3 18.8 %	0 0.0 %	12 75.0 %
<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 12.5 %	2 12.5 %	0 0.0 %	12 75.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 12.5 %	2 12.5 %	0 0.0 %	12 75.0 %
<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 12.5 %	2 12.5 %	0 0.0 %	12 75.0 %
<b>75.0 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 6.2 %	1 6.2 %	2 12.5 %	0 0.0 %	12 75.0 %
<b>75.0 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	1 6.2 %	0 0.0 %	1 6.2 %	2 12.5 %	0 0.0 %	12 75.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 6.2 %	3 18.8 %	0 0.0 %	12 75.0 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 6.2 %	0 0.0 %	3 18.8 %	12 75.0 %
<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 6.2 %	3 18.8 %	0 0.0 %	12 75.0 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 6.2 %	0 0.0 %	3 18.8 %	12 75.0 %
<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 18.8 %	0 0.0 %	1 6.2 %	12 75.0 %
<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 6.2 %	2 12.5 %	0 0.0 %	1 6.2 %	12 75.0 %
<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 6.2 %	2 12.5 %	0 0.0 %	0 0.0 %	13 81.2 %
<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 %	2 12.5 %	1 6.2 %	1 6.2 %	12 75.0 %
<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 18.8 %	0 0.0 %	1 6.2 %	12 75.0 %
<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 12.5 %	0 0.0 %	1 6.2 %	0 0.0 %	1 6.2 %	12 75.0 %
<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 6.2 %	2 12.5 %	0 0.0 %	1 6.2 %	12 75.0 %
<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 %	3 18.8 %	1 6.2 %	0 0.0 %	12 75.0 %
<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 18.8 %	1 6.2 %	0 0.0 %	12 75.0 %
<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 6.2 %	3 18.8 %	0 0.0 %	0 0.0 %	12 75.0 %
<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 25.0 %	0 0.0 %	0 0.0 %	12 75.0 %

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		Total
	Respondent Type		
	Family	Youth	
Refused	10 62.5 %	10 41.7 %	20 50 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	2 12.5 %	2 8.3 %	4 10 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	4 25 %	12 50 %	16 40 %
<b>Total</b>	16 100 %	24 100 %	40 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 113 clients; surveys were returned for 39 clients ( 39 / 113 = 34.5% ).
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.

**Survey Quality Issues:**

- ☆ Forms turned in late.
- ☆ Many forms (24) missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ A parent filled out a youth form.
- ☆ Some forms had different client numbers on the pages of one form.
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.





San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### **Occupational Therapy Training Program**

Program Code(s): 38KZ2

Overall Satisfaction<sup>1</sup>

**92.3%**

Return Rate<sup>2</sup>

**40.4%**

Overall satisfaction<sup>3</sup> mean score for Occupational Therapy Training Program: **4.51** (youth), **4.65** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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**

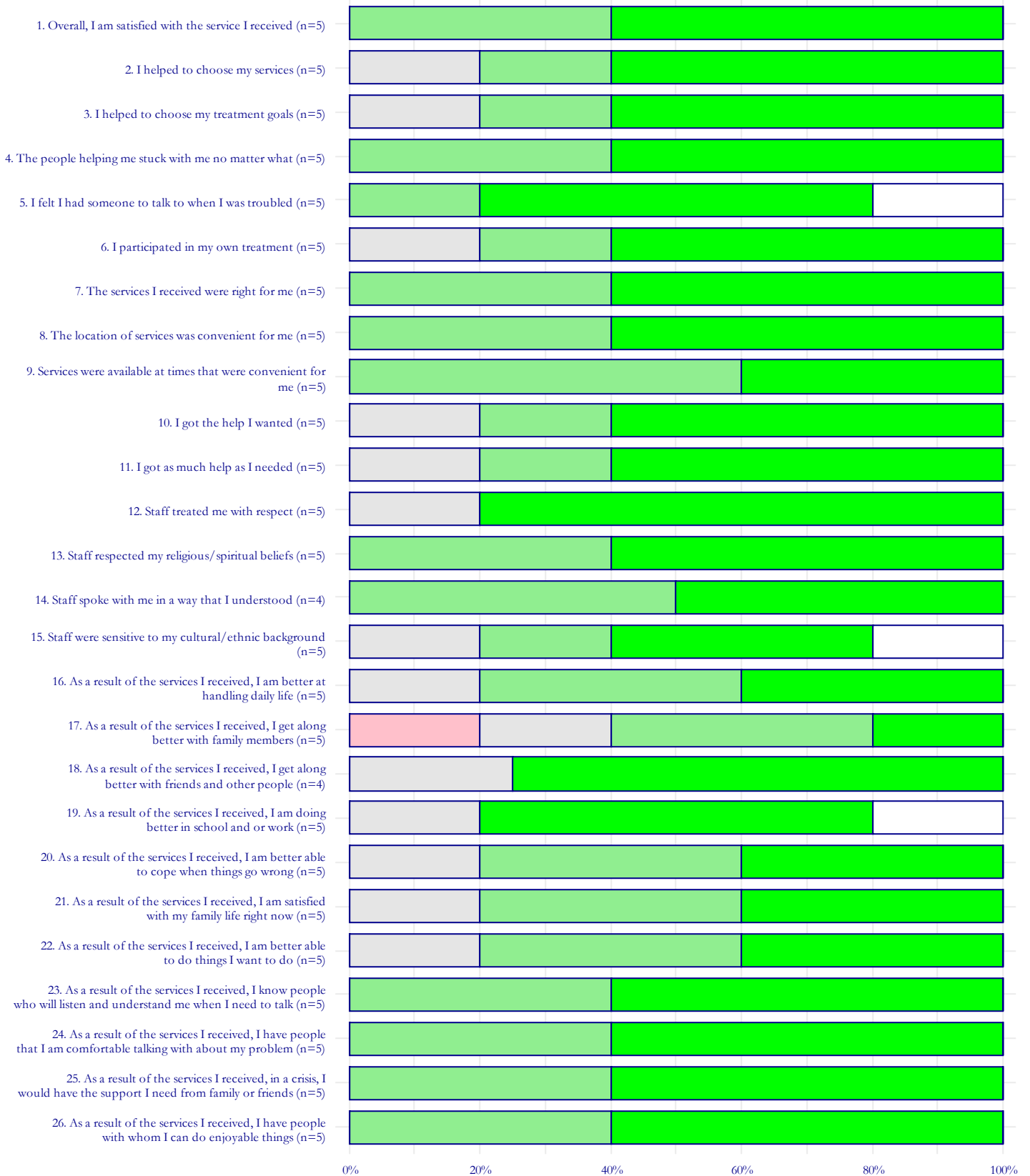
**84.6%** 6. I participated in my own treatment

**91.7%** 15. Staff were sensitive to my cultural/ethnic background

**92.3%** 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.

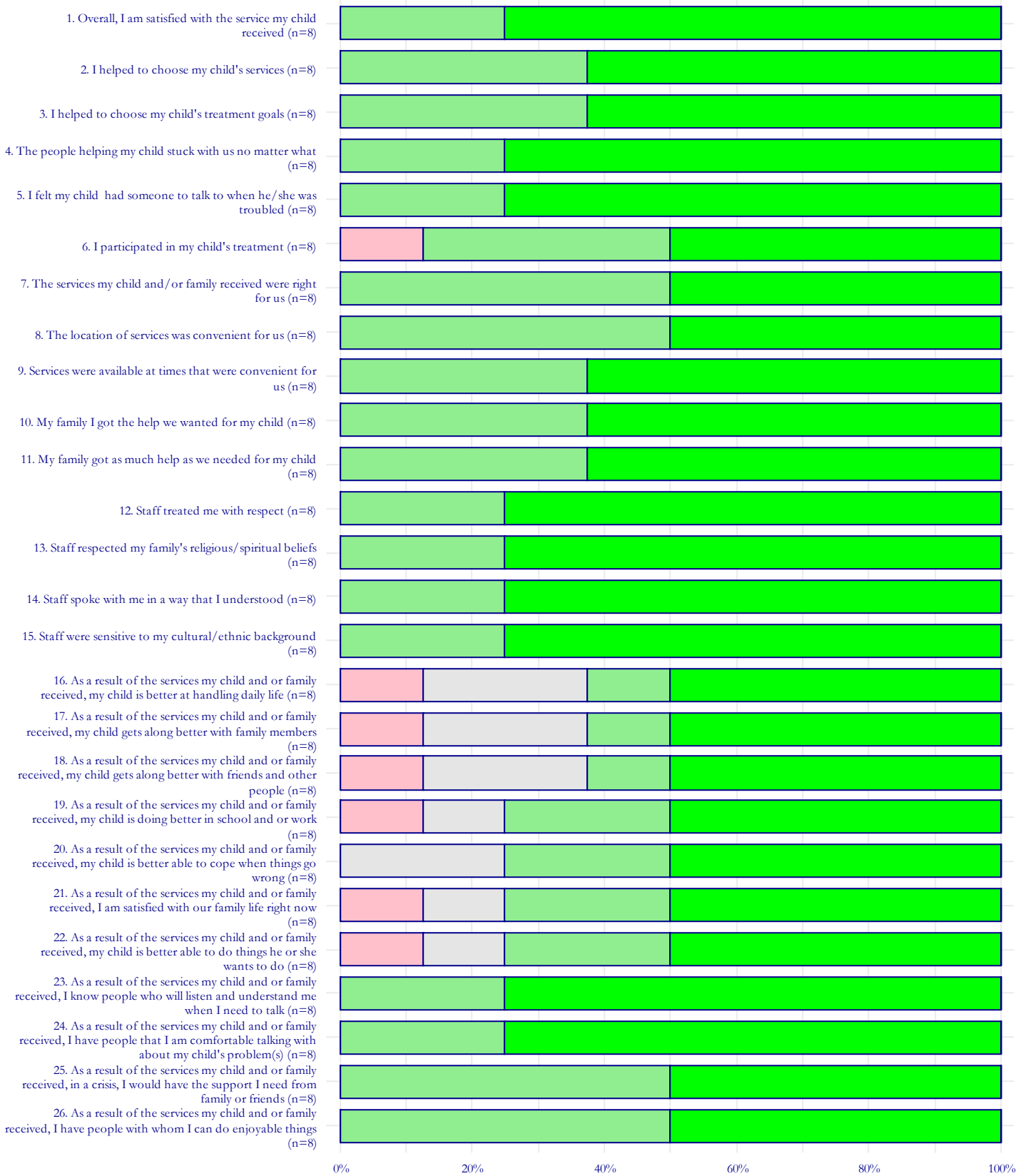
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 8

	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 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
<b>80.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	0 0.0 %	3 37.5 %
<b>80.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	0 0.0 %	3 37.5 %
<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 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
<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 12.5 %	3 37.5 %	1 12.5 %	3 37.5 %
<b>80.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	0 0.0 %	3 37.5 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
<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 37.5 %	2 25.0 %	0 0.0 %	3 37.5 %
<b>80.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	0 0.0 %	3 37.5 %
<b>80.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	0 0.0 %	3 37.5 %
<b>80.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 12.5 %	0 0.0 %	4 50.0 %	0 0.0 %	3 37.5 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	0 0.0 %	4 50.0 %
<b>75.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	2 25.0 %	1 12.5 %	3 37.5 %
<b>80.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	2 25.0 %	0 0.0 %	3 37.5 %
<b>60.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 12.5 %	1 12.5 %	2 25.0 %	1 12.5 %	0 0.0 %	3 37.5 %
<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 12.5 %	0 0.0 %	3 37.5 %	0 0.0 %	4 50.0 %
<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 %	0 0.0 %	1 12.5 %	0 0.0 %	3 37.5 %	1 12.5 %	3 37.5 %
<b>80.0 %</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 12.5 %	2 25.0 %	2 25.0 %	0 0.0 %	3 37.5 %
<b>80.0 %</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 12.5 %	2 25.0 %	2 25.0 %	0 0.0 %	3 37.5 %
<b>80.0 %</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 12.5 %	2 25.0 %	2 25.0 %	0 0.0 %	3 37.5 %
<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 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
<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 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
<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 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
<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 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %

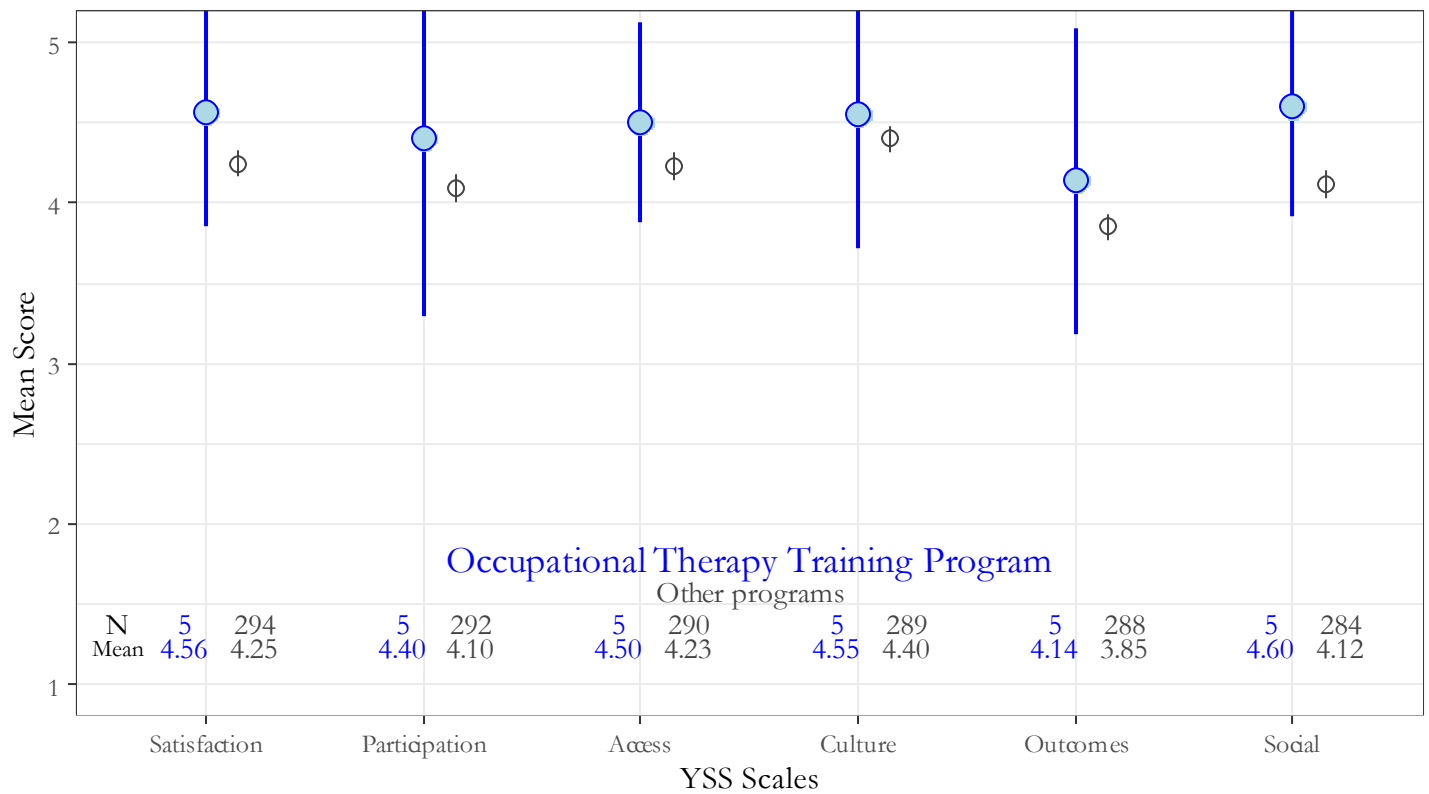
# Youth Services Survey for Families



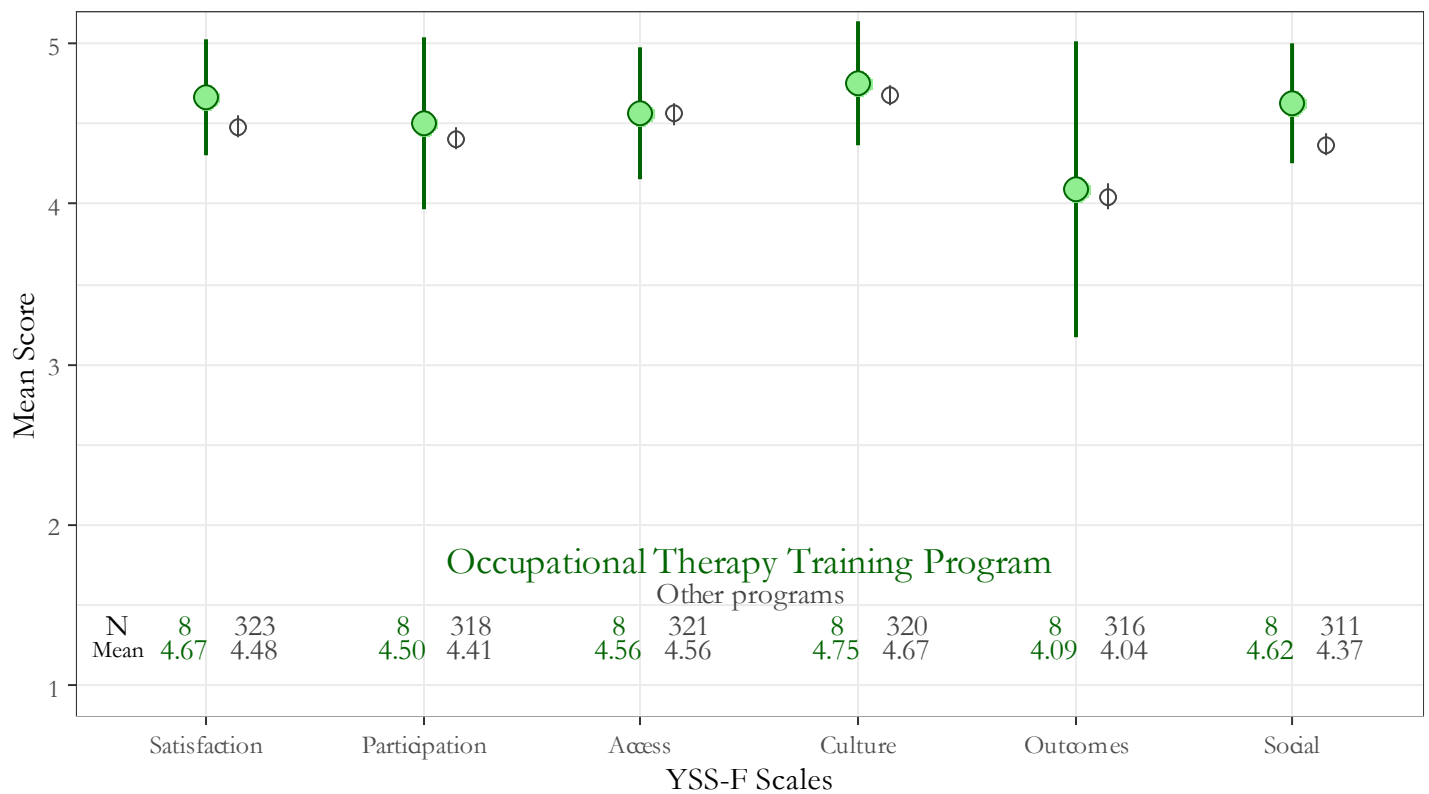
## Youth Services Survey for Families, N = 18

	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 11.1 %	6 33.3 %	0 0.0 %	10 55.6 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	3 16.7 %	5 27.8 %	0 0.0 %	10 55.6 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 16.7 %	5 27.8 %	0 0.0 %	10 55.6 %
<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 %	2 11.1 %	6 33.3 %	0 0.0 %	10 55.6 %
<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 11.1 %	6 33.3 %	0 0.0 %	10 55.6 %
<b>87.5 %</b> 6. I participated in my child's treatment	0 0.0 %	1 5.6 %	0 0.0 %	3 16.7 %	4 22.2 %	0 0.0 %	10 55.6 %
<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 22.2 %	4 22.2 %	0 0.0 %	10 55.6 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	4 22.2 %	4 22.2 %	0 0.0 %	10 55.6 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 16.7 %	5 27.8 %	0 0.0 %	10 55.6 %
<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 %	3 16.7 %	5 27.8 %	0 0.0 %	10 55.6 %
<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 %	3 16.7 %	5 27.8 %	0 0.0 %	10 55.6 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 11.1 %	6 33.3 %	0 0.0 %	10 55.6 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 11.1 %	6 33.3 %	0 0.0 %	10 55.6 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 11.1 %	6 33.3 %	0 0.0 %	10 55.6 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 11.1 %	6 33.3 %	0 0.0 %	10 55.6 %
<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	0 0.0 %	1 5.6 %	2 11.1 %	1 5.6 %	4 22.2 %	0 0.0 %	10 55.6 %
<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 5.6 %	2 11.1 %	1 5.6 %	4 22.2 %	0 0.0 %	10 55.6 %
<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 %	1 5.6 %	2 11.1 %	1 5.6 %	4 22.2 %	0 0.0 %	10 55.6 %
<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 5.6 %	1 5.6 %	2 11.1 %	4 22.2 %	0 0.0 %	10 55.6 %
<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 11.1 %	2 11.1 %	4 22.2 %	0 0.0 %	10 55.6 %
<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 5.6 %	1 5.6 %	2 11.1 %	4 22.2 %	0 0.0 %	10 55.6 %
<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 %	1 5.6 %	1 5.6 %	2 11.1 %	4 22.2 %	0 0.0 %	10 55.6 %
<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 %	2 11.1 %	6 33.3 %	0 0.0 %	10 55.6 %
<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 %	2 11.1 %	6 33.3 %	0 0.0 %	10 55.6 %
<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 22.2 %	4 22.2 %	0 0.0 %	10 55.6 %
<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 %	4 22.2 %	4 22.2 %	0 0.0 %	10 55.6 %

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**

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	10 55.6 %	2 25 %	12 46.2 %
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 %	1 12.5 %	1 3.8 %
Completed Survey	8 44.4 %	5 62.5 %	13 50 %
<b>Total</b>	18 100 %	8 100 %	26 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 52 clients; surveys were returned for 21 clients ( 21 / 52 = 40.4% ).
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.

**Survey Quality Issues:**

- ☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ Odd print with dark circles for choices that would not scan. Please use a different quality printer.
- ☆ Forms with missing pages, incomplete forms.
- ☆ Different client numbers on the same form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

### OMI Family Center

Youth program codes (RUs): 38805  
Adult program codes (RUs): 38803 38805

Overall Satisfaction<sup>1</sup>  
**87.1%**

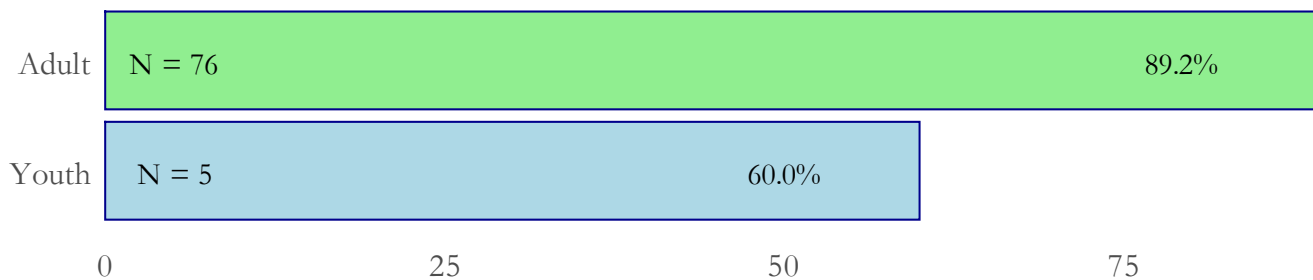
Return Rate<sup>2</sup>  
**60.0%**

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 4-8 2019 (Avatar billing): 135  
People surveyed: 81 (5 youth and 76 adults)

Adult satisfaction mean score: 4.35  
Youth satisfaction mean score: 4.00  
Family satisfaction mean score: - -  
*Means are based on a one to five Likert scale.*

#### Percent Satisfied by 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 135 clients; surveys were returned for 81 clients (  $81 / 135 = 60.0\%$  ).
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.

## **Survey Quality Issues:**

- ☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ Forms appear to be photocopied. Poor print quality and skewed printing. Please print from the PDF using a quality laser printer.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**OMI Family Center**

Program Code(s): 38803 38805

Overall Satisfaction<sup>1</sup>  
**89.2%**

Return Rate<sup>2</sup>  
**63.9%**

Overall satisfaction<sup>3</sup> mean score for OMI Family Center: **4.35**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

**92.9%** 14. Staff encouraged me to take responsibility for how I live my life

**91.9%** 13. I was given information about my rights

**91.9%** 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

**Lowest Agreement Items**

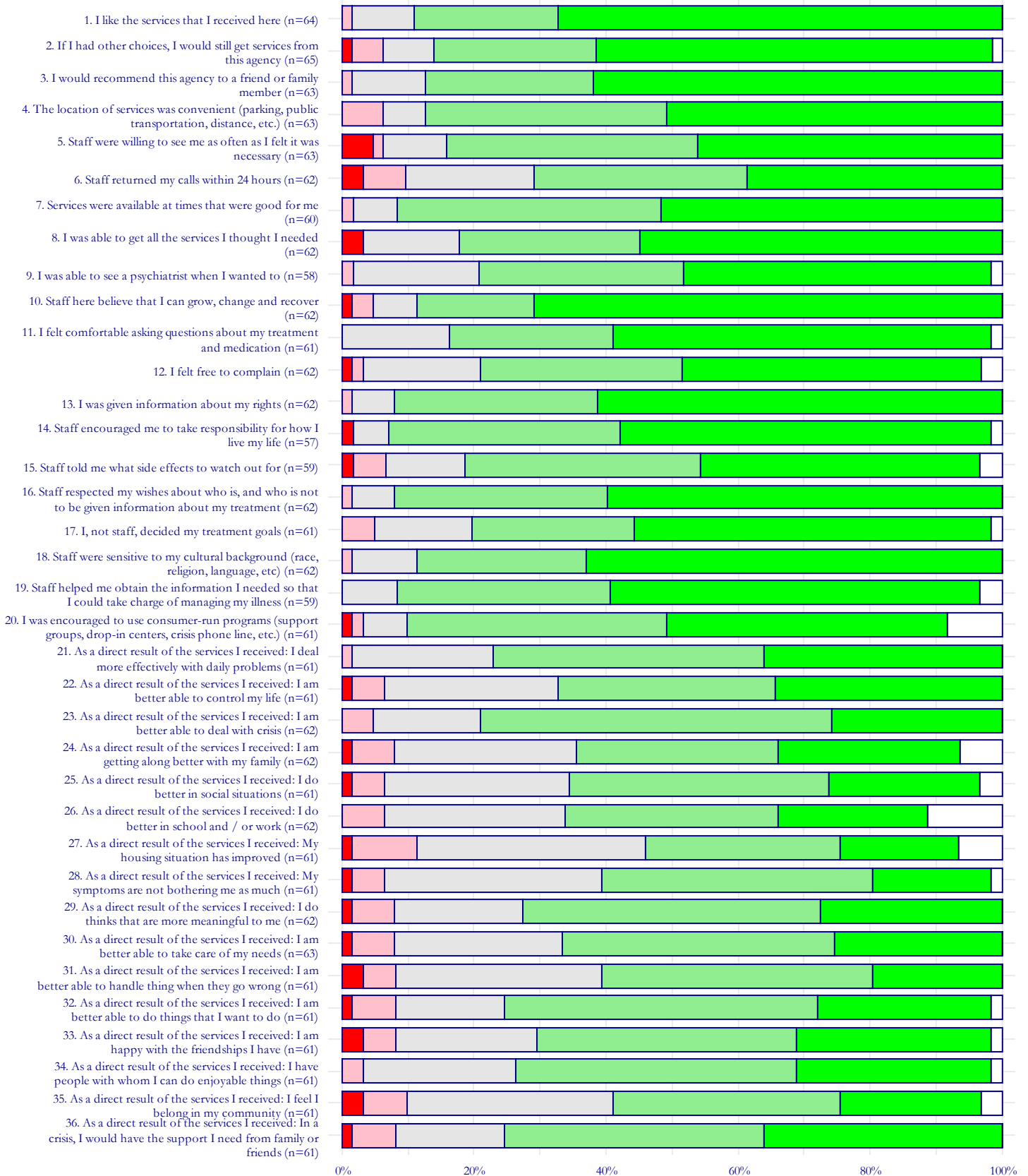
**71.0%** 6. Staff returned my calls within 24 hours

**78.3%** 12. I felt free to complain

**78.9%** 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, N = 76**

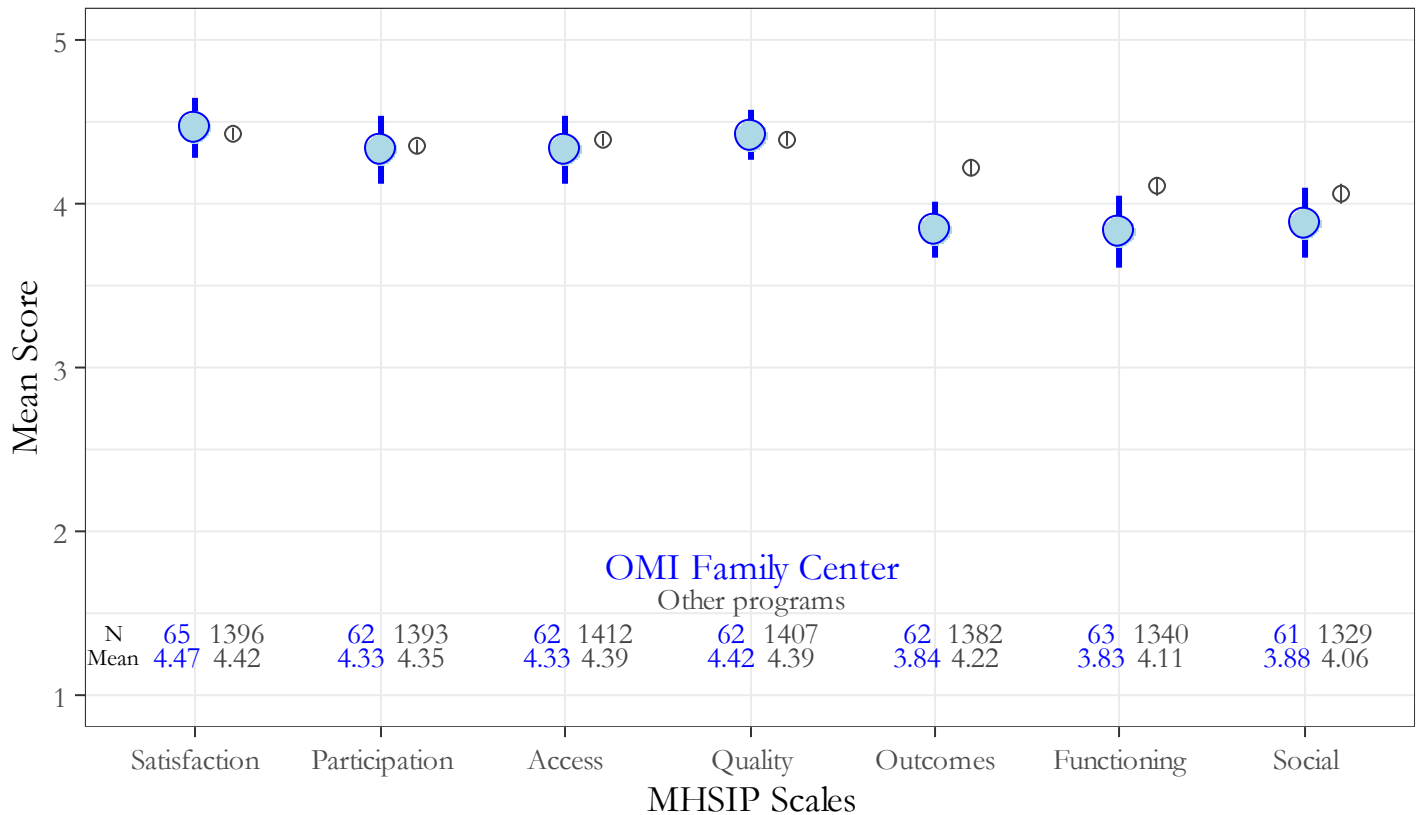
**Percent Agree**

	<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>89.1 %</b> 1. I like the services that I received here	0 0.0 %	1 1.3 %	6 7.9 %	14 18.4 %	43 56.6 %	0 0.0 %	12 15.8 %
<b>85.9 %</b> 2. If I had other choices, I would still get services from this agency	1 1.3 %	3 4.0 %	5 6.6 %	16 21.1 %	39 51.3 %	1 1.3 %	11 14.5 %
<b>87.3 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	1 1.3 %	7 9.2 %	16 21.1 %	39 51.3 %	0 0.0 %	13 17.1 %
<b>87.3 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	4 5.3 %	4 5.3 %	23 30.3 %	32 42.1 %	0 0.0 %	13 17.1 %
<b>84.1 %</b> 5. Staff were willing to see me as often as I felt it was necessary	3 4.0 %	1 1.3 %	6 7.9 %	24 31.6 %	29 38.2 %	0 0.0 %	13 17.1 %
<b>71.0 %</b> 6. Staff returned my calls within 24 hours	2 2.6 %	4 5.3 %	12 15.8 %	20 26.3 %	24 31.6 %	0 0.0 %	14 18.4 %
<b>91.7 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 1.3 %	4 5.3 %	24 31.6 %	31 40.8 %	0 0.0 %	16 21.1 %
<b>82.3 %</b> 8. I was able to get all the services I thought I needed	2 2.6 %	0 0.0 %	9 11.8 %	17 22.4 %	34 44.7 %	0 0.0 %	14 18.4 %
<b>78.9 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 1.3 %	11 14.5 %	18 23.7 %	27 35.5 %	1 1.3 %	18 23.7 %
<b>88.7 %</b> 10. Staff here believe that I can grow, change and recover	1 1.3 %	2 2.6 %	4 5.3 %	11 14.5 %	44 57.9 %	0 0.0 %	14 18.4 %
<b>83.3 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	10 13.2 %	15 19.7 %	35 46.1 %	1 1.3 %	15 19.7 %
<b>78.3 %</b> 12. I felt free to complain	1 1.3 %	1 1.3 %	11 14.5 %	19 25.0 %	28 36.8 %	2 2.6 %	14 18.4 %
<b>91.9 %</b> 13. I was given information about my rights	0 0.0 %	1 1.3 %	4 5.3 %	19 25.0 %	38 50.0 %	0 0.0 %	14 18.4 %
<b>92.9 %</b> 14. Staff encouraged me to take responsibility for how I live my life	1 1.3 %	0 0.0 %	3 4.0 %	20 26.3 %	32 42.1 %	1 1.3 %	19 25.0 %
<b>80.7 %</b> 15. Staff told me what side effects to watch out for	1 1.3 %	3 4.0 %	7 9.2 %	21 27.6 %	25 32.9 %	2 2.6 %	17 22.4 %
<b>91.9 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 1.3 %	4 5.3 %	20 26.3 %	37 48.7 %	0 0.0 %	14 18.4 %
<b>80.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	3 4.0 %	9 11.8 %	15 19.7 %	33 43.4 %	1 1.3 %	15 19.7 %
<b>88.7 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 1.3 %	6 7.9 %	16 21.1 %	39 51.3 %	0 0.0 %	14 18.4 %
<b>91.2 %</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 %	5 6.6 %	19 25.0 %	33 43.4 %	2 2.6 %	17 22.4 %
<b>89.3 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 1.3 %	1 1.3 %	4 5.3 %	24 31.6 %	26 34.2 %	5 6.6 %	15 19.7 %
<b>77.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 1.3 %	13 17.1 %	25 32.9 %	22 28.9 %	0 0.0 %	15 19.7 %
<b>67.2 %</b> 22. As a direct result of the services I received: I am better able to control my life	1 1.3 %	3 4.0 %	16 21.1 %	20 26.3 %	21 27.6 %	0 0.0 %	15 19.7 %
<b>79.0 %</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 %	10 13.2 %	33 43.4 %	16 21.1 %	0 0.0 %	14 18.4 %
<b>62.1 %</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 %	17 22.4 %	19 25.0 %	17 22.4 %	4 5.3 %	14 18.4 %
<b>64.4 %</b> 25. As a direct result of the services I received: I do better in social situations	1 1.3 %	3 4.0 %	17 22.4 %	24 31.6 %	14 18.4 %	2 2.6 %	15 19.7 %

**MHSIP Items 26-36, N = 76**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>61.8 %</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 %	17 22.4 %	20 26.3 %	14 18.4 %	7 9.2 %	14 18.4 %
<b>50.9 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 1.3 %	6 7.9 %	21 27.6 %	18 23.7 %	11 14.5 %	4 5.3 %	15 19.7 %
<b>60.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 1.3 %	3 4.0 %	20 26.3 %	25 32.9 %	11 14.5 %	1 1.3 %	15 19.7 %
<b>72.6 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 1.3 %	4 5.3 %	12 15.8 %	28 36.8 %	17 22.4 %	0 0.0 %	14 18.4 %
<b>66.7 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	1 1.3 %	4 5.3 %	16 21.1 %	26 34.2 %	16 21.1 %	0 0.0 %	13 17.1 %
<b>60.7 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 2.6 %	3 4.0 %	19 25.0 %	25 32.9 %	12 15.8 %	0 0.0 %	15 19.7 %
<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 1.3 %	4 5.3 %	10 13.2 %	29 38.2 %	16 21.1 %	1 1.3 %	15 19.7 %
<b>70.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	2 2.6 %	3 4.0 %	13 17.1 %	24 31.6 %	18 23.7 %	1 1.3 %	15 19.7 %
<b>73.3 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	2 2.6 %	14 18.4 %	26 34.2 %	18 23.7 %	1 1.3 %	15 19.7 %
<b>57.6 %</b> 35. As a direct result of the services I received: I feel I belong in my community	2 2.6 %	4 5.3 %	19 25.0 %	21 27.6 %	13 17.1 %	2 2.6 %	15 19.7 %
<b>75.4 %</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 1.3 %	4 5.3 %	10 13.2 %	24 31.6 %	22 28.9 %	0 0.0 %	15 19.7 %

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	8 10.5 %	0 0 %	8 10.5 %
Impaired	2 2.6 %	0 0 %	2 2.6 %
Language	1 1.3 %	0 0 %	1 1.3 %
Other	0 0 %	0 0 %	0 0 %
No Data	4 5.3 %	0 0 %	4 5.3 %
Completed Survey	61 80.3 %	0 0 %	61 80.3 %
<b>Total</b>	<b>76</b> <b>100 %</b>	<b>0</b> <b>100 %</b>	<b>76</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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 119 clients; surveys were returned for 76 clients (  $76 / 119 = 63.9\%$  ).
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.

### **Survey Quality Issues:**

☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.

☆ Forms appear to be photocopied. Poor print quality and skewed printing. Please print from the PDF using a quality laser printer.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**OMI Family Center**  
Program Code(s): 38805

Overall Satisfaction<sup>1</sup>  
**60.0%**

Return Rate<sup>2</sup>  
**31.2%**

Overall satisfaction<sup>3</sup> mean score for OMI Family Center: **4.00** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.53** (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%** 14. Staff spoke with me in a way that I understood

**Lowest Agreement Items**

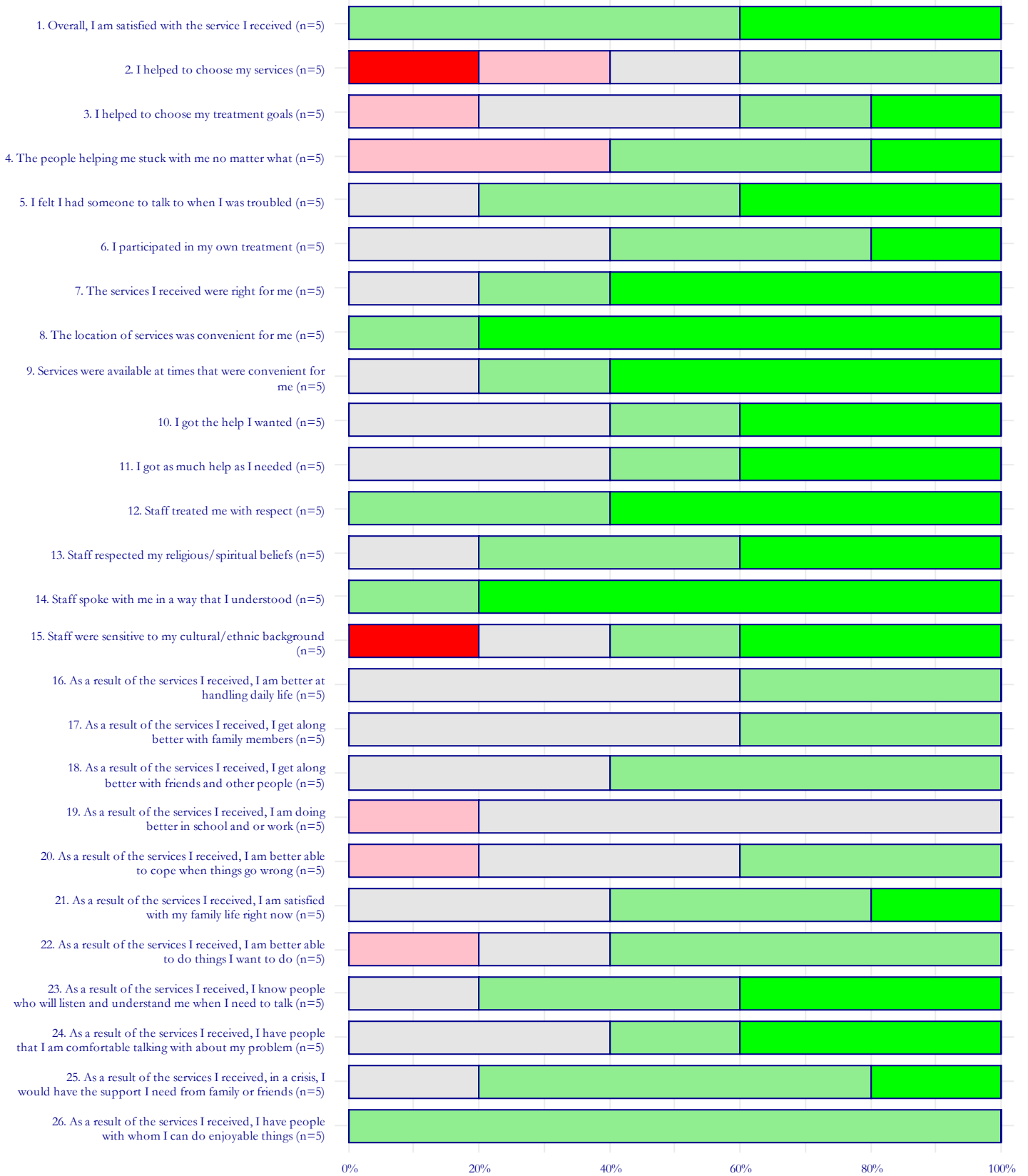
**40.0%** 2. I helped to choose my services

**40.0%** 3. I helped to choose my treatment goals

**60.0%** 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



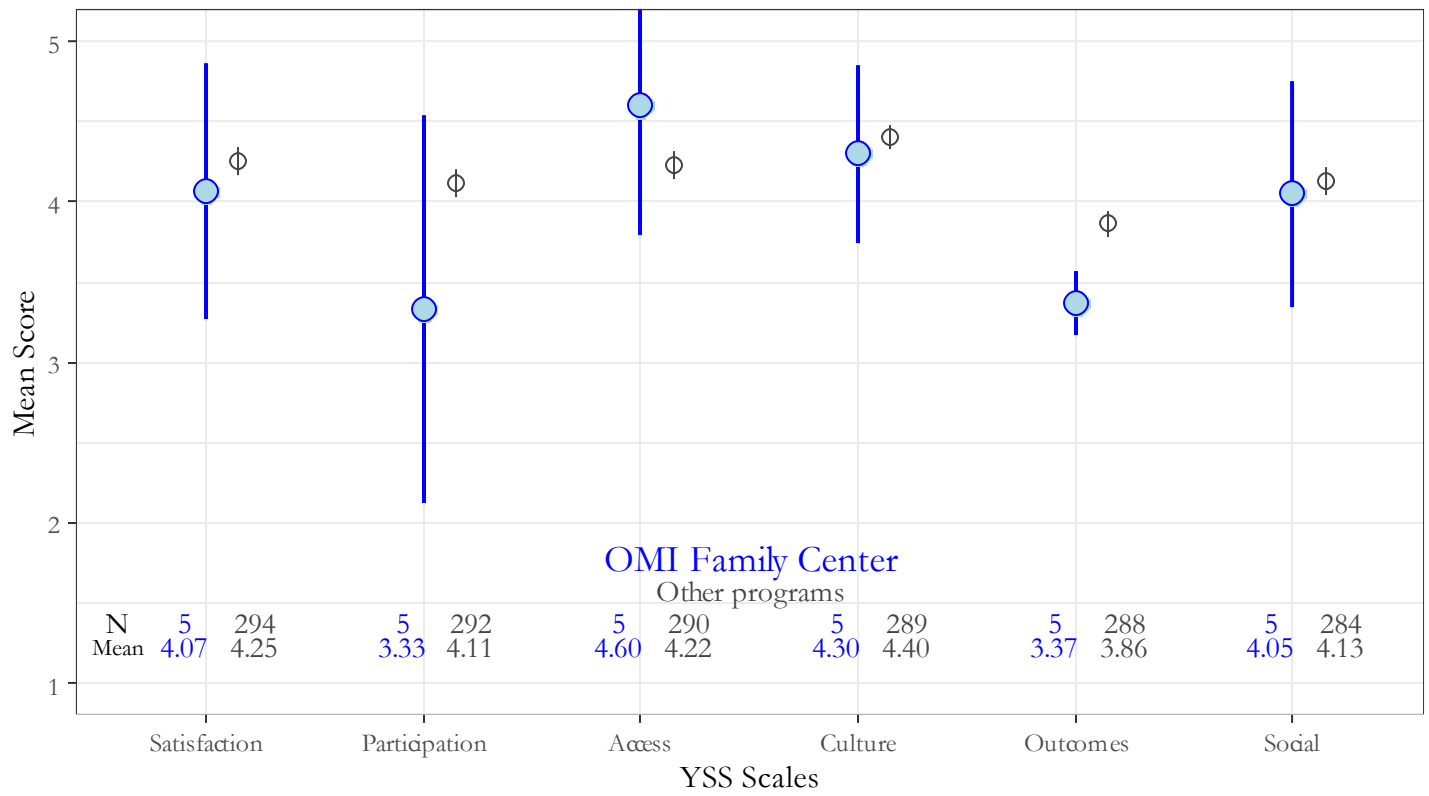


## Youth Services Survey for Youth, N = 5

	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 %	3 60.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<b>40.0 %</b> 2. I helped to choose my services	1 20.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>40.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	1 20.0 %	2 40.0 %	1 20.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	2 40.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	3 60.0 %	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 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	2 40.0 %	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 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	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 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	1 20.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<b>40.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>40.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	0 0.0 %	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 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<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 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>40.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<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 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 20.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</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 20.0 %	2 40.0 %	2 40.0 %	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 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %
<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 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	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 %	5 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %

Not enough Family survey data to create a table or bar chart.

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



Not enough family survey data to create domain means plot.

**Survey Compliance**  
**OMI Family Center**

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 %	5 100 %	5 100 %
<b>Total</b>	0 100 %	5 100 %	5 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 16 clients; surveys were returned for 5 clients ( 5 / 16 = 31.2% ).
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.

**Survey Quality Issues:**

☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.

☆ Forms appear to be photocopied. Poor print quality and skewed printing. Please print from the PDF using a quality laser printer.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
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: **4.30**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

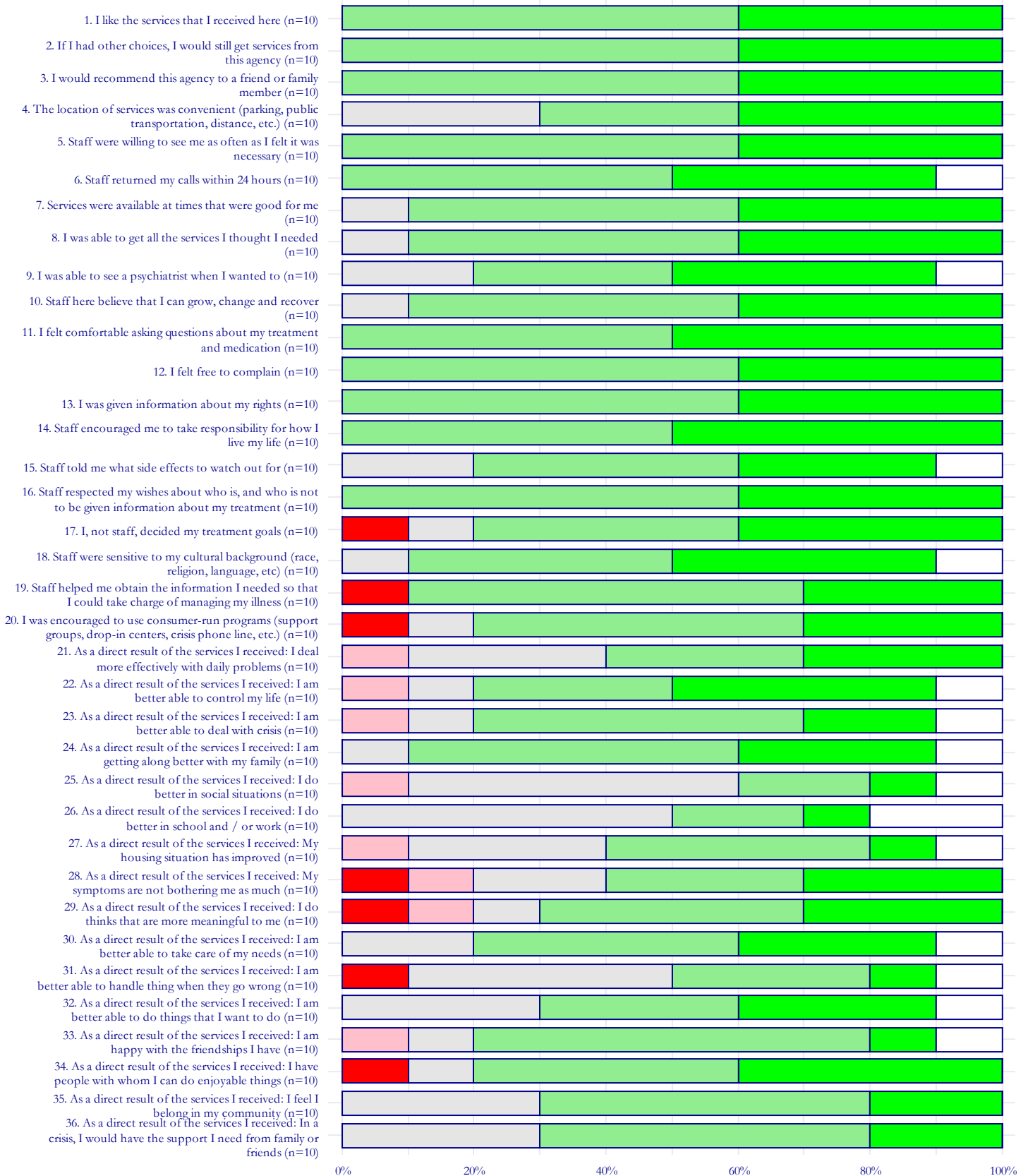
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

**Lowest Agreement Items**

- 77.8% 9. I was able to see a psychiatrist when I wanted to
- 77.8% 15. Staff told me what side effects to watch out for
- 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, N = 10**

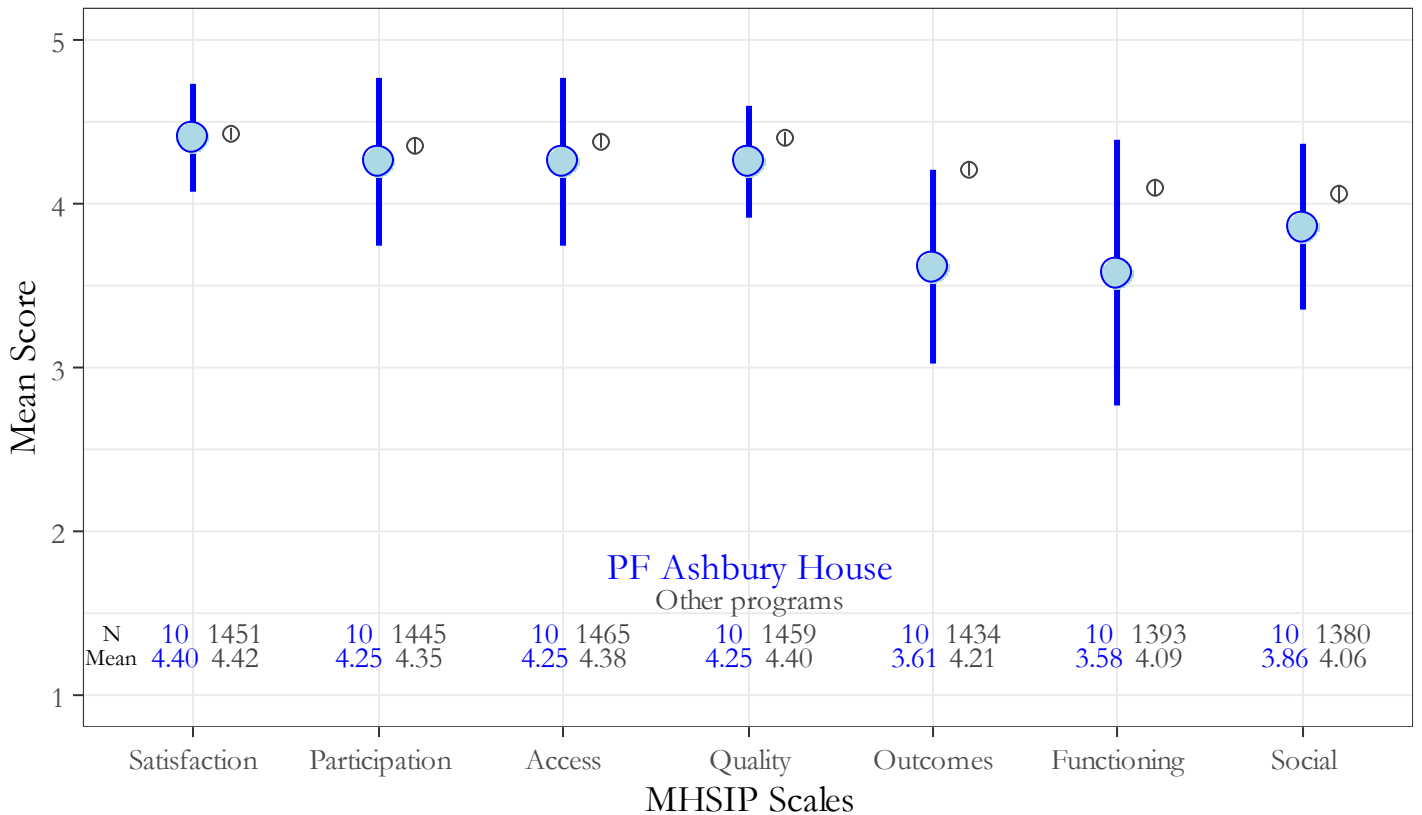
**Percent Agree**

	<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 %	6 60.0 %	4 40.0 %	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 %	6 60.0 %	4 40.0 %	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 %	6 60.0 %	4 40.0 %	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 %	0 0.0 %	3 30.0 %	3 30.0 %	4 40.0 %	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 %	6 60.0 %	4 40.0 %	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 %	5 50.0 %	4 40.0 %	1 10.0 %	0 0.0 %
<b>90.0 %</b> 7. Services were available at times that were good for me	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> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	4 40.0 %	1 10.0 %	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 %	5 50.0 %	4 40.0 %	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 %	5 50.0 %	5 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 %	6 60.0 %	4 40.0 %	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 %	6 60.0 %	4 40.0 %	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 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	3 30.0 %	1 10.0 %	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 60.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 17. I, not staff, decided my treatment goals	1 10.0 %	0 0.0 %	1 10.0 %	4 40.0 %	4 40.0 %	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 %	4 40.0 %	4 40.0 %	1 10.0 %	0 0.0 %
<b>90.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 10.0 %	0 0.0 %	0 0.0 %	6 60.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 10.0 %	0 0.0 %	1 10.0 %	5 50.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 10.0 %	3 30.0 %	3 30.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<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 %	1 10.0 %	1 10.0 %	3 30.0 %	4 40.0 %	1 10.0 %	0 0.0 %
<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 10.0 %	1 10.0 %	5 50.0 %	2 20.0 %	1 10.0 %	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 10.0 %	5 50.0 %	3 30.0 %	1 10.0 %	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 %	1 10.0 %	5 50.0 %	2 20.0 %	1 10.0 %	1 10.0 %	0 0.0 %

**MHSIP Items 26-36, N = 10**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>37.5 %</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 %	5 50.0 %	2 20.0 %	1 10.0 %	2 20.0 %	0 0.0 %
<b>55.6 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 10.0 %	3 30.0 %	4 40.0 %	1 10.0 %	1 10.0 %	0 0.0 %
<b>60.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 10.0 %	1 10.0 %	2 20.0 %	3 30.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 10.0 %	1 10.0 %	1 10.0 %	4 40.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<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 %	0 0.0 %	2 20.0 %	4 40.0 %	3 30.0 %	1 10.0 %	0 0.0 %
<b>44.4 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 10.0 %	0 0.0 %	4 40.0 %	3 30.0 %	1 10.0 %	1 10.0 %	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 %	3 30.0 %	3 30.0 %	3 30.0 %	1 10.0 %	0 0.0 %
<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 %	1 10.0 %	1 10.0 %	6 60.0 %	1 10.0 %	1 10.0 %	0 0.0 %
<b>80.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 10.0 %	0 0.0 %	1 10.0 %	4 40.0 %	4 40.0 %	0 0.0 %	0 0.0 %
<b>70.0 %</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 30.0 %	5 50.0 %	2 20.0 %	0 0.0 %	0 0.0 %
<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 %	0 0.0 %	3 30.0 %	5 50.0 %	2 20.0 %	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	10 100 %	0 0 %	10 100 %
<b>Total</b>	10 100 %	0 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 10 clients; surveys were returned for 10 clients (  $10 / 10 = 100.0\%$  ).
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.

### Survey Quality Issues:

☆ Poor print quality. Very light printing that the scanner could not process. Please use a quality laser printer and print from the supplied PDFs.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.





San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**PF Avenues**

Program Code(s): 38A41

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**90.9%**

Overall satisfaction<sup>3</sup> mean score for PF Avenues: **4.67**.

Overall satisfaction mean score for all other programs: **4.37**.

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

**Lowest Agreement Items**

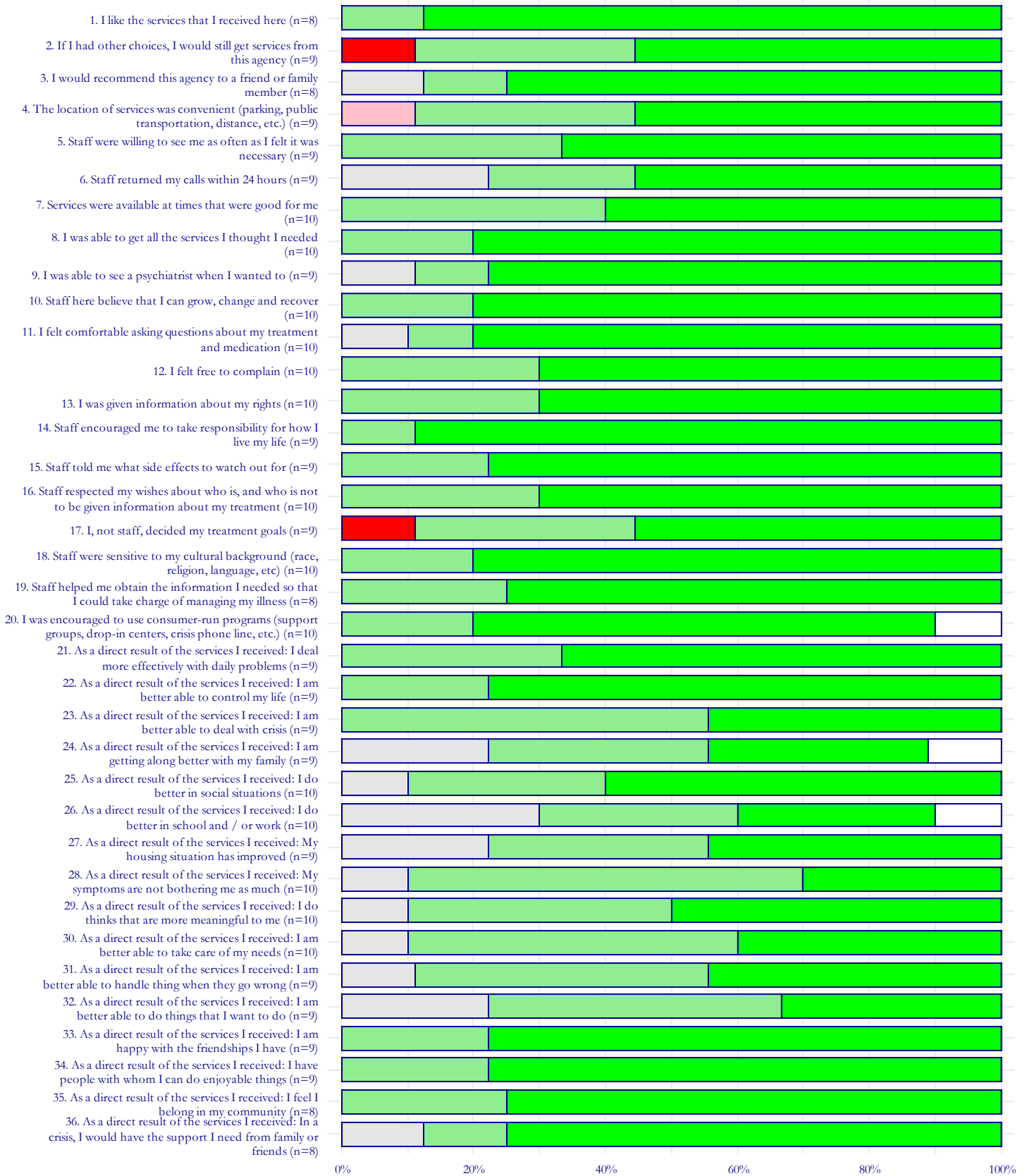
**77.8%** 6. Staff returned my calls within 24 hours

**87.5%** 3. I would recommend this agency to a friend or family member

**88.9%** 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, N = 10**

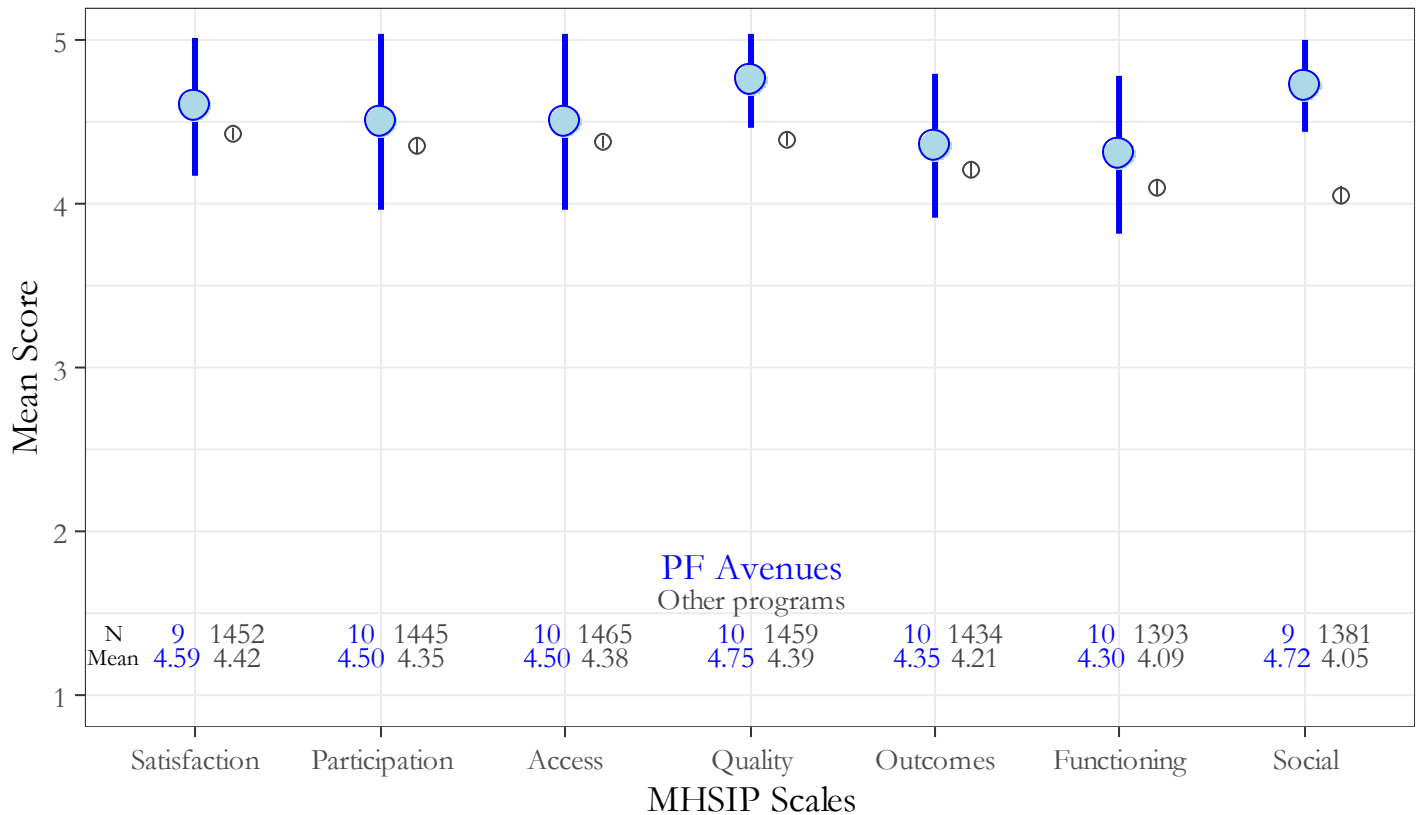
**Percent Agree**

	<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 10.0 %	7 70.0 %	0 0.0 %	2 20.0 %
<b>88.9 %</b> 2. If I had other choices, I would still get services from this agency	1 10.0 %	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
<b>87.5 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 10.0 %	1 10.0 %	6 60.0 %	0 0.0 %	2 20.0 %
<b>88.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	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> 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 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
<b>77.8 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 20.0 %	2 20.0 %	5 50.0 %	0 0.0 %	1 10.0 %
<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 40.0 %	6 60.0 %	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 %	2 20.0 %	8 80.0 %	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 10.0 %	1 10.0 %	7 70.0 %	0 0.0 %	1 10.0 %
<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 20.0 %	8 80.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 10.0 %	1 10.0 %	8 80.0 %	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 30.0 %	7 70.0 %	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 30.0 %	7 70.0 %	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 10.0 %	8 80.0 %	0 0.0 %	1 10.0 %
<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 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
<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 30.0 %	7 70.0 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 17. I, not staff, decided my treatment goals	1 10.0 %	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
<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 20.0 %	8 80.0 %	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 20.0 %	6 60.0 %	0 0.0 %	2 20.0 %
<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 20.0 %	7 70.0 %	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 %	3 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
<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 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
<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 50.0 %	4 40.0 %	0 0.0 %	1 10.0 %
<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 %	0 0.0 %	2 20.0 %	3 30.0 %	3 30.0 %	1 10.0 %	1 10.0 %
<b>90.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36, N = 10**  
**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 %	3 30.0 %	3 30.0 %	3 30.0 %	1 10.0 %	0 0.0 %
<b>77.8 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	4 40.0 %	0 0.0 %	1 10.0 %
<b>90.0 %</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 10.0 %	6 60.0 %	3 30.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</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 %	1 10.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
<b>90.0 %</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 %	1 10.0 %	5 50.0 %	4 40.0 %	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 things when they go wrong	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	4 40.0 %	0 0.0 %	1 10.0 %
<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 20.0 %	4 40.0 %	3 30.0 %	0 0.0 %	1 10.0 %
<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 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
<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 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
<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 20.0 %	6 60.0 %	0 0.0 %	2 20.0 %
<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 %	0 0.0 %	1 10.0 %	1 10.0 %	6 60.0 %	0 0.0 %	2 20.0 %

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	10 100 %	0 0 %	10 100 %
<b>Total</b>	10 100 %	0 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **PF Carroll House Residential Seniors Program**

Program Code(s): 38541

Overall Satisfaction<sup>1</sup>

**85.7%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for PF Carroll House Residential Seniors Program: **4.28**.

Overall satisfaction mean score for all other programs: **4.37**.

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

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

#### **Lowest Agreement Items**

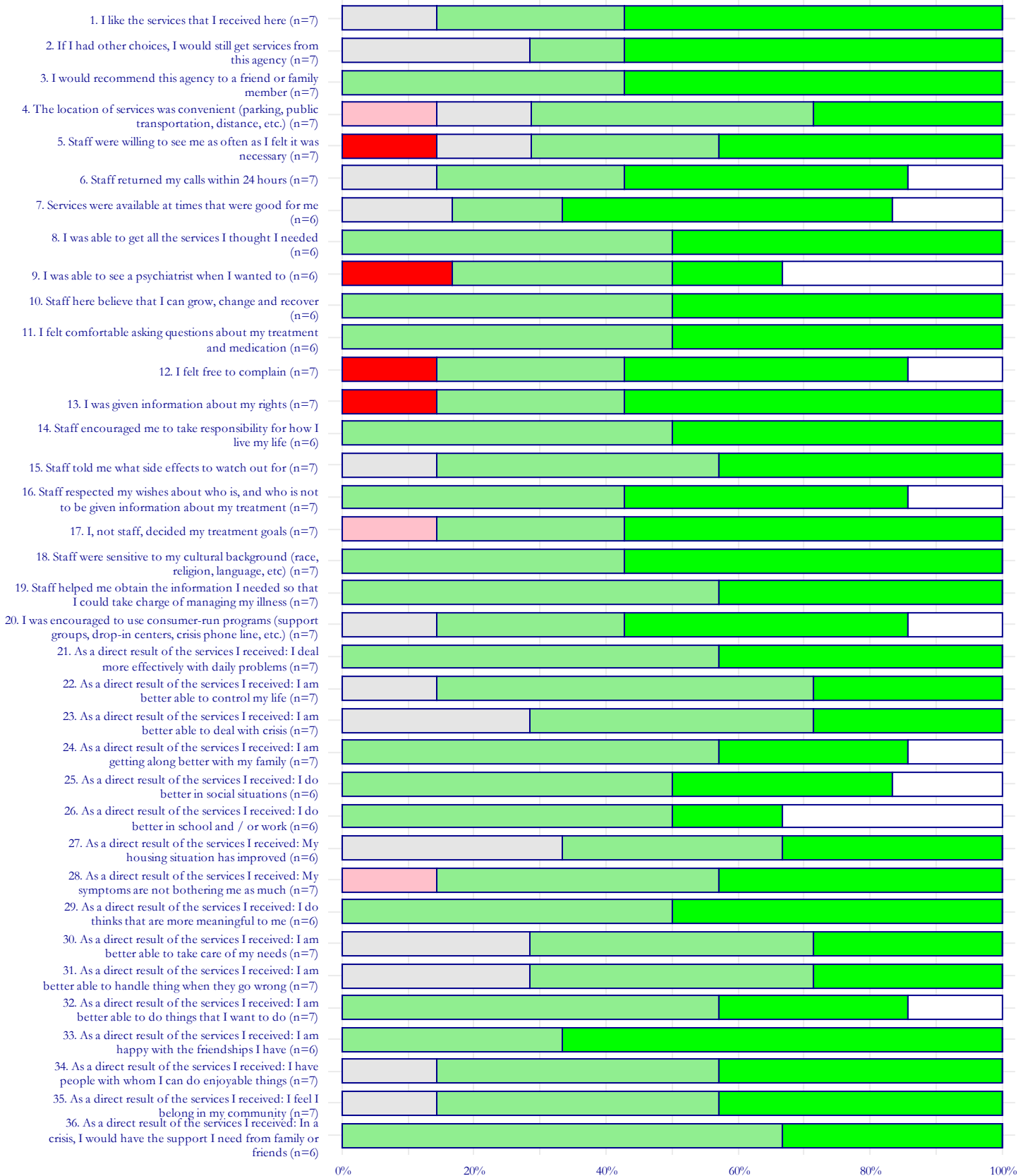
**71.4%** 2. If I had other choices, I would still get services from this agency

**71.4%** 5. Staff were willing to see me as often as I felt it was necessary

**75.0%** 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, N = 7**

**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 14.3 %	2 28.6 %	4 57.1 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	4 57.1 %	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 42.9 %	4 57.1 %	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 %	1 14.3 %	1 14.3 %	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	1 14.3 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	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 14.3 %	2 28.6 %	3 42.9 %	1 14.3 %	0 0.0 %
<b>80.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	1 14.3 %	1 14.3 %
<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 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>75.0 %</b> 9. I was able to see a psychiatrist when I wanted to	1 14.3 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	2 28.6 %	1 14.3 %
<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 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>83.3 %</b> 12. I felt free to complain	1 14.3 %	0 0.0 %	0 0.0 %	2 28.6 %	3 42.9 %	1 14.3 %	0 0.0 %
<b>85.7 %</b> 13. I was given information about my rights	1 14.3 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	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 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
<b>85.7 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	3 42.9 %	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 42.9 %	3 42.9 %	1 14.3 %	0 0.0 %
<b>85.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 14.3 %	0 0.0 %	2 28.6 %	4 57.1 %	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 42.9 %	4 57.1 %	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 %	4 57.1 %	3 42.9 %	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 %	1 14.3 %	2 28.6 %	3 42.9 %	1 14.3 %	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 57.1 %	3 42.9 %	0 0.0 %	0 0.0 %
<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 14.3 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %
<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 %	2 28.6 %	3 42.9 %	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 %	4 57.1 %	2 28.6 %	1 14.3 %	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 %	3 42.9 %	2 28.6 %	1 14.3 %	1 14.3 %

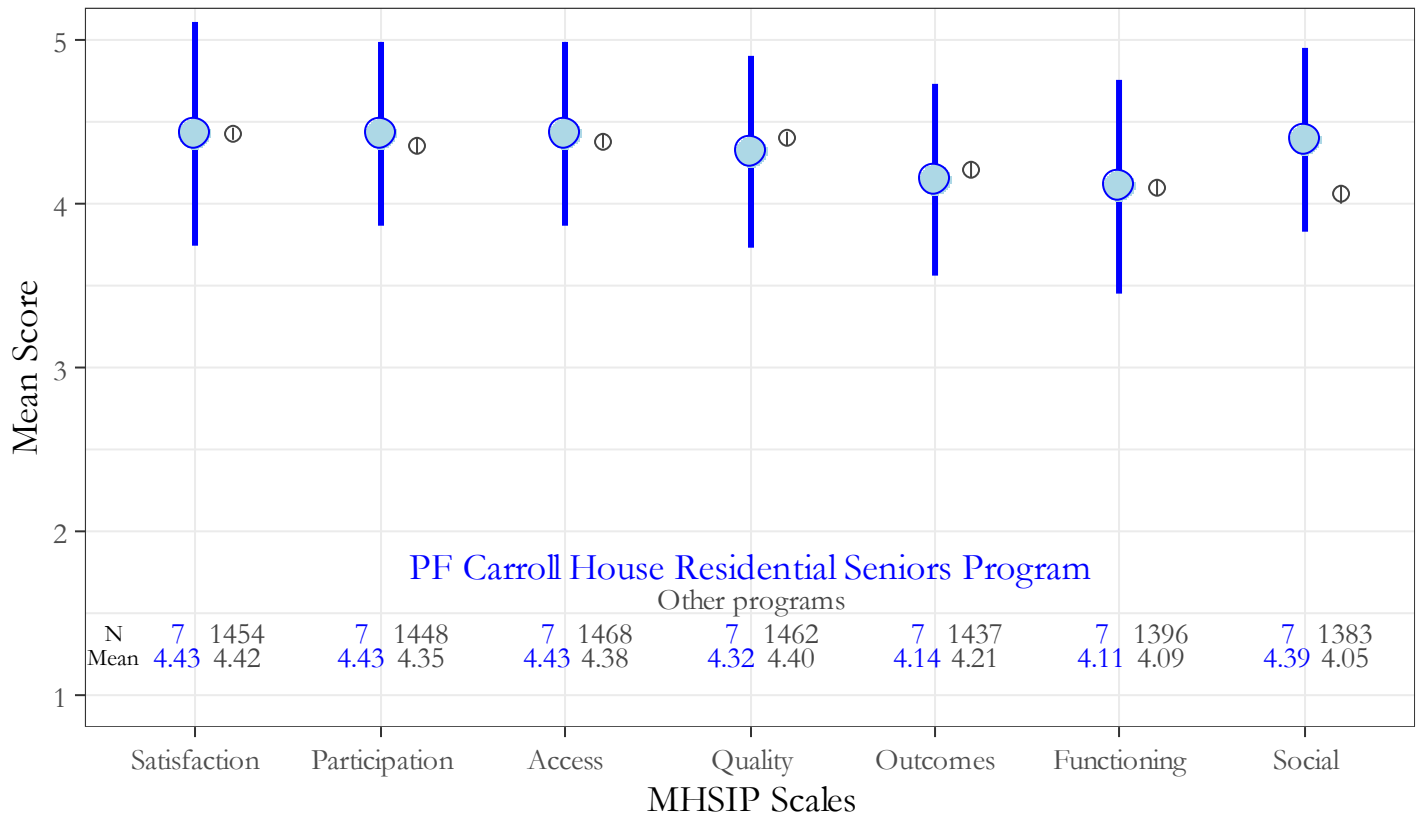


**MHSIP Items 26-36, N = 7**

**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 42.9 %	1 14.3 %	2 28.6 %	1 14.3 %
<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 28.6 %	2 28.6 %	2 28.6 %	0 0.0 %	1 14.3 %
<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 %	1 14.3 %	0 0.0 %	3 42.9 %	3 42.9 %	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 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
<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 28.6 %	3 42.9 %	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 things 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>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 %	4 57.1 %	2 28.6 %	1 14.3 %	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 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %
<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 %	3 42.9 %	3 42.9 %	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 %	3 42.9 %	3 42.9 %	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 %	4 57.1 %	2 28.6 %	0 0.0 %	1 14.3 %

**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	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 %	4 100 %	7 100 %
<b>Total</b>	3 100 %	4 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 6 clients; surveys were returned for 7 clients (  $7 / 6 = 116.7\%$  ).
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  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**PF Clay Street Residential**

Program Code(s): 89851

Overall Satisfaction<sup>1</sup>

**83.3%**

Return Rate<sup>2</sup>

**92.9%**

Overall satisfaction<sup>3</sup> mean score for PF Clay Street Residential: **4.15**.

Overall satisfaction mean score for all other programs: **4.38**.

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

**91.7%** 5. Staff were willing to see me as often as I felt it was necessary

**Lowest Agreement Items**

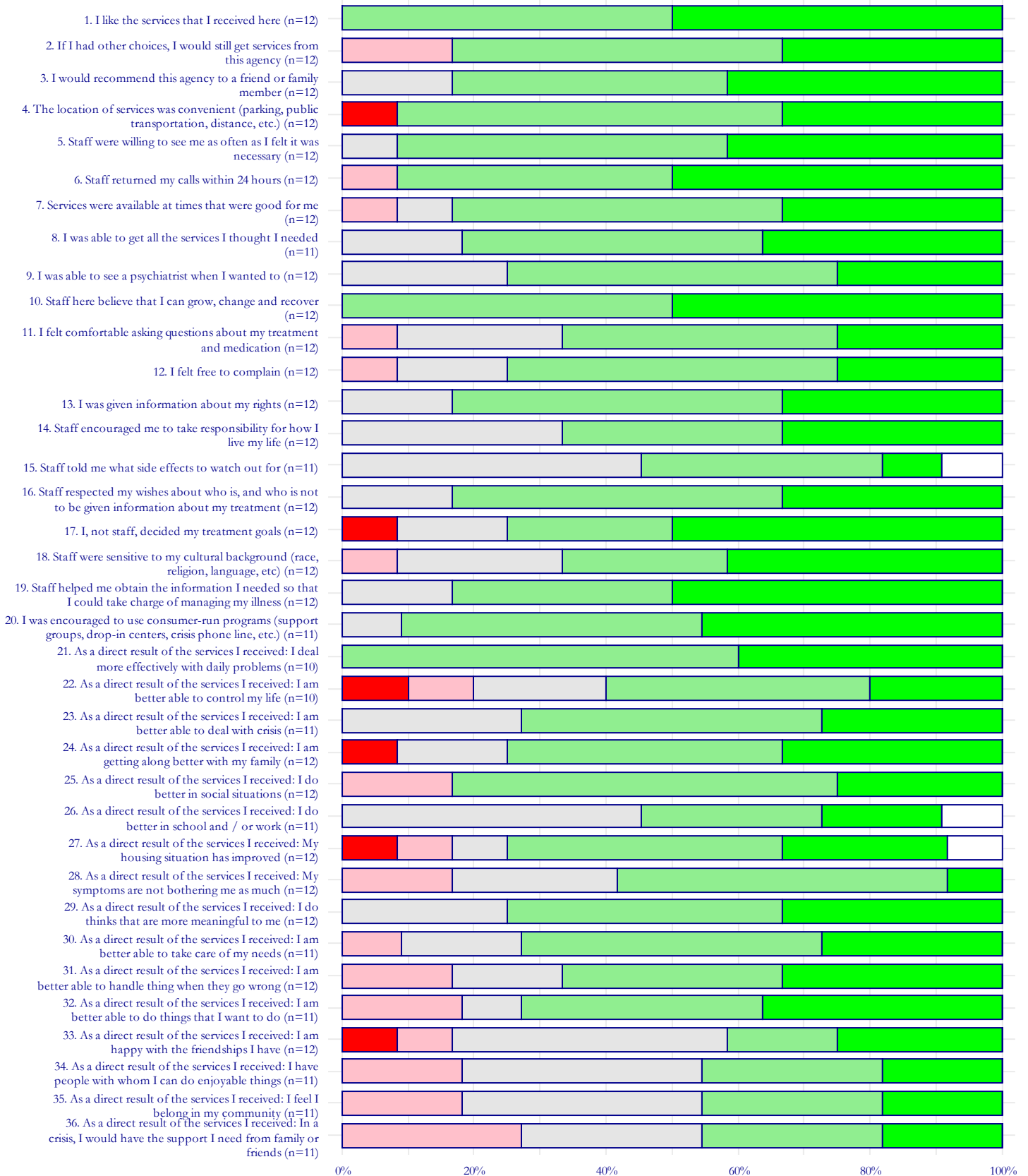
**50.0%** 15. Staff told me what side effects to watch out for

**66.7%** 11. I felt comfortable asking questions about my treatment and medication

**66.7%** 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, N = 13**

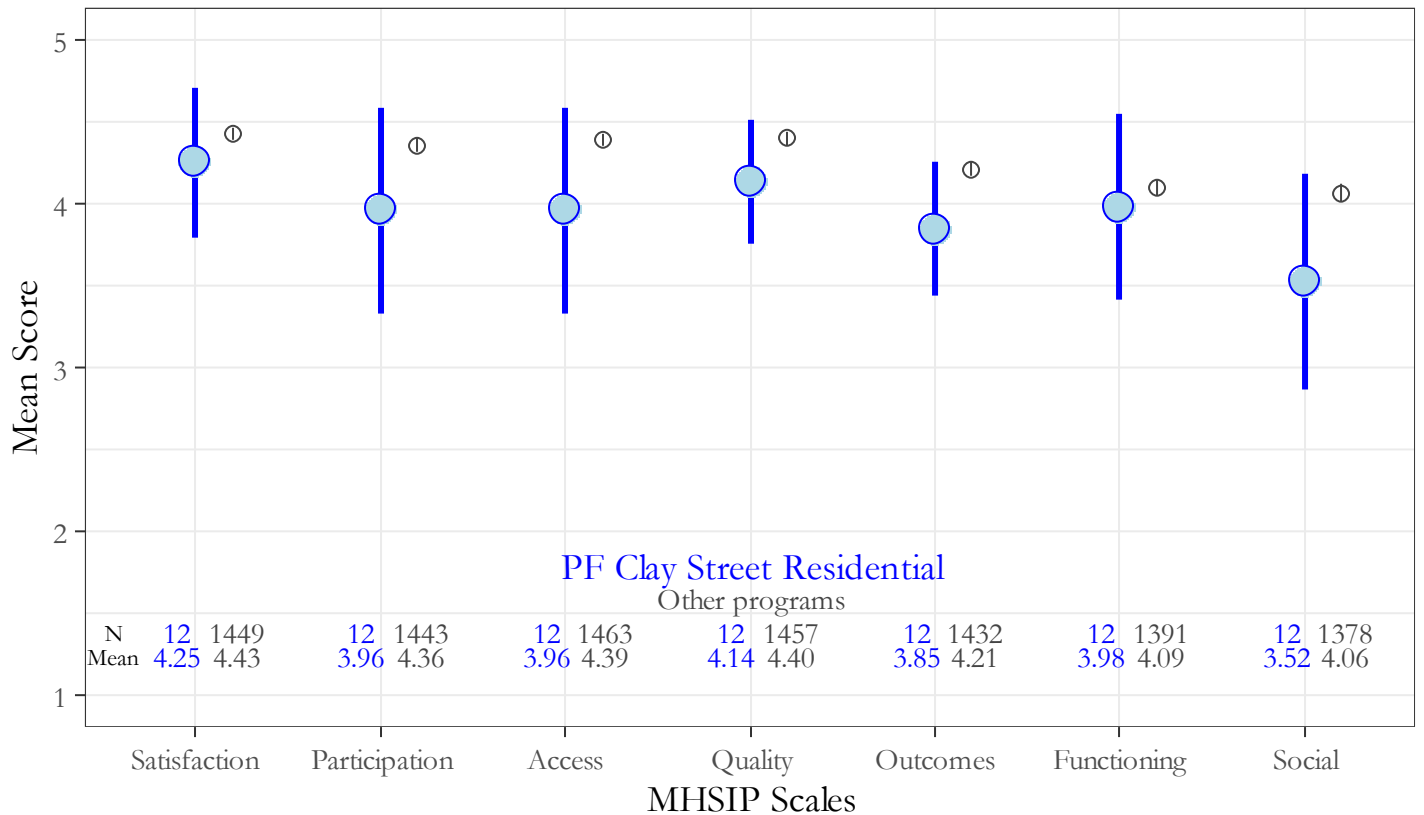
**Percent Agree**

	<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 %	6 46.2 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>83.3 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	2 15.4 %	0 0.0 %	6 46.2 %	4 30.8 %	0 0.0 %	1 7.7 %
<b>83.3 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 15.4 %	5 38.5 %	5 38.5 %	0 0.0 %	1 7.7 %
<b>91.7 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 7.7 %	0 0.0 %	0 0.0 %	7 53.8 %	4 30.8 %	0 0.0 %	1 7.7 %
<b>91.7 %</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 %	6 46.2 %	5 38.5 %	0 0.0 %	1 7.7 %
<b>91.7 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 7.7 %	0 0.0 %	5 38.5 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>83.3 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 7.7 %	1 7.7 %	6 46.2 %	4 30.8 %	0 0.0 %	1 7.7 %
<b>81.8 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 15.4 %	5 38.5 %	4 30.8 %	0 0.0 %	2 15.4 %
<b>75.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	3 23.1 %	6 46.2 %	3 23.1 %	0 0.0 %	1 7.7 %
<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 46.2 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>66.7 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 7.7 %	3 23.1 %	5 38.5 %	3 23.1 %	0 0.0 %	1 7.7 %
<b>75.0 %</b> 12. I felt free to complain	0 0.0 %	1 7.7 %	2 15.4 %	6 46.2 %	3 23.1 %	0 0.0 %	1 7.7 %
<b>83.3 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 15.4 %	6 46.2 %	4 30.8 %	0 0.0 %	1 7.7 %
<b>66.7 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	4 30.8 %	4 30.8 %	4 30.8 %	0 0.0 %	1 7.7 %
<b>50.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	5 38.5 %	4 30.8 %	1 7.7 %	1 7.7 %	2 15.4 %
<b>83.3 %</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 15.4 %	6 46.2 %	4 30.8 %	0 0.0 %	1 7.7 %
<b>75.0 %</b> 17. I, not staff, decided my treatment goals	1 7.7 %	0 0.0 %	2 15.4 %	3 23.1 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>66.7 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	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> 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 15.4 %	4 30.8 %	6 46.2 %	0 0.0 %	1 7.7 %
<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 7.7 %	5 38.5 %	5 38.5 %	0 0.0 %	2 15.4 %
<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 46.2 %	4 30.8 %	0 0.0 %	3 23.1 %
<b>60.0 %</b> 22. As a direct result of the services I received: I am better able to control my life	1 7.7 %	1 7.7 %	2 15.4 %	4 30.8 %	2 15.4 %	0 0.0 %	3 23.1 %
<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 23.1 %	5 38.5 %	3 23.1 %	0 0.0 %	2 15.4 %
<b>75.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 7.7 %	0 0.0 %	2 15.4 %	5 38.5 %	4 30.8 %	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 %	7 53.8 %	3 23.1 %	0 0.0 %	1 7.7 %

**MHSIP Items 26-36, N = 13**  
**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 38.5 %	3 23.1 %	2 15.4 %	1 7.7 %	2 15.4 %
<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 %	5 38.5 %	3 23.1 %	1 7.7 %	1 7.7 %
<b>58.3 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 15.4 %	3 23.1 %	6 46.2 %	1 7.7 %	0 0.0 %	1 7.7 %
<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 %	3 23.1 %	5 38.5 %	4 30.8 %	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 %	1 7.7 %	2 15.4 %	5 38.5 %	3 23.1 %	0 0.0 %	2 15.4 %
<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 %	2 15.4 %	2 15.4 %	4 30.8 %	4 30.8 %	0 0.0 %	1 7.7 %
<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	0 0.0 %	2 15.4 %	1 7.7 %	4 30.8 %	4 30.8 %	0 0.0 %	2 15.4 %
<b>41.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 7.7 %	1 7.7 %	5 38.5 %	2 15.4 %	3 23.1 %	0 0.0 %	1 7.7 %
<b>45.5 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	2 15.4 %	4 30.8 %	3 23.1 %	2 15.4 %	0 0.0 %	2 15.4 %
<b>45.5 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	2 15.4 %	4 30.8 %	3 23.1 %	2 15.4 %	0 0.0 %	2 15.4 %
<b>45.5 %</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 %	3 23.1 %	3 23.1 %	3 23.1 %	2 15.4 %	0 0.0 %	2 15.4 %

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	1 9.1 %	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	10 90.9 %	2 100 %	12 92.3 %
<b>Total</b>	11 100 %	2 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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 2019  
Mental Health Statistical Improvement Program (MHSIP)

**PF Cortland House Residential**

Program Code(s): 38631

Overall Satisfaction<sup>1</sup>

**88.9%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for PF Cortland House Residential: **4.33**.

Overall satisfaction mean score for all other programs: **4.38**.

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

**100.0%** 14. Staff encouraged me to take responsibility for how I live my life

**Lowest Agreement Items**

**62.5%** 15. Staff told me what side effects to watch out for

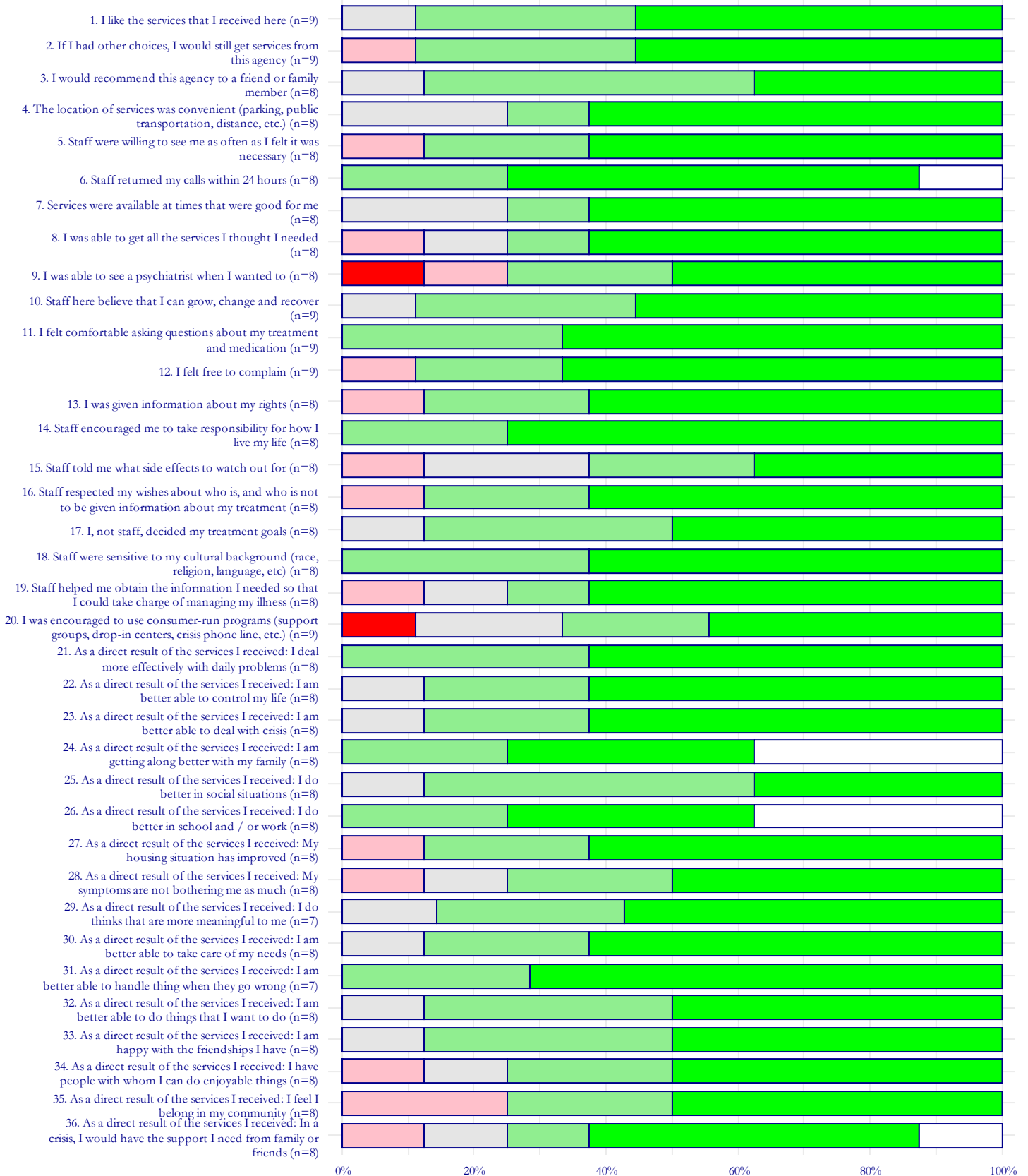
**66.7%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

**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, N = 9**

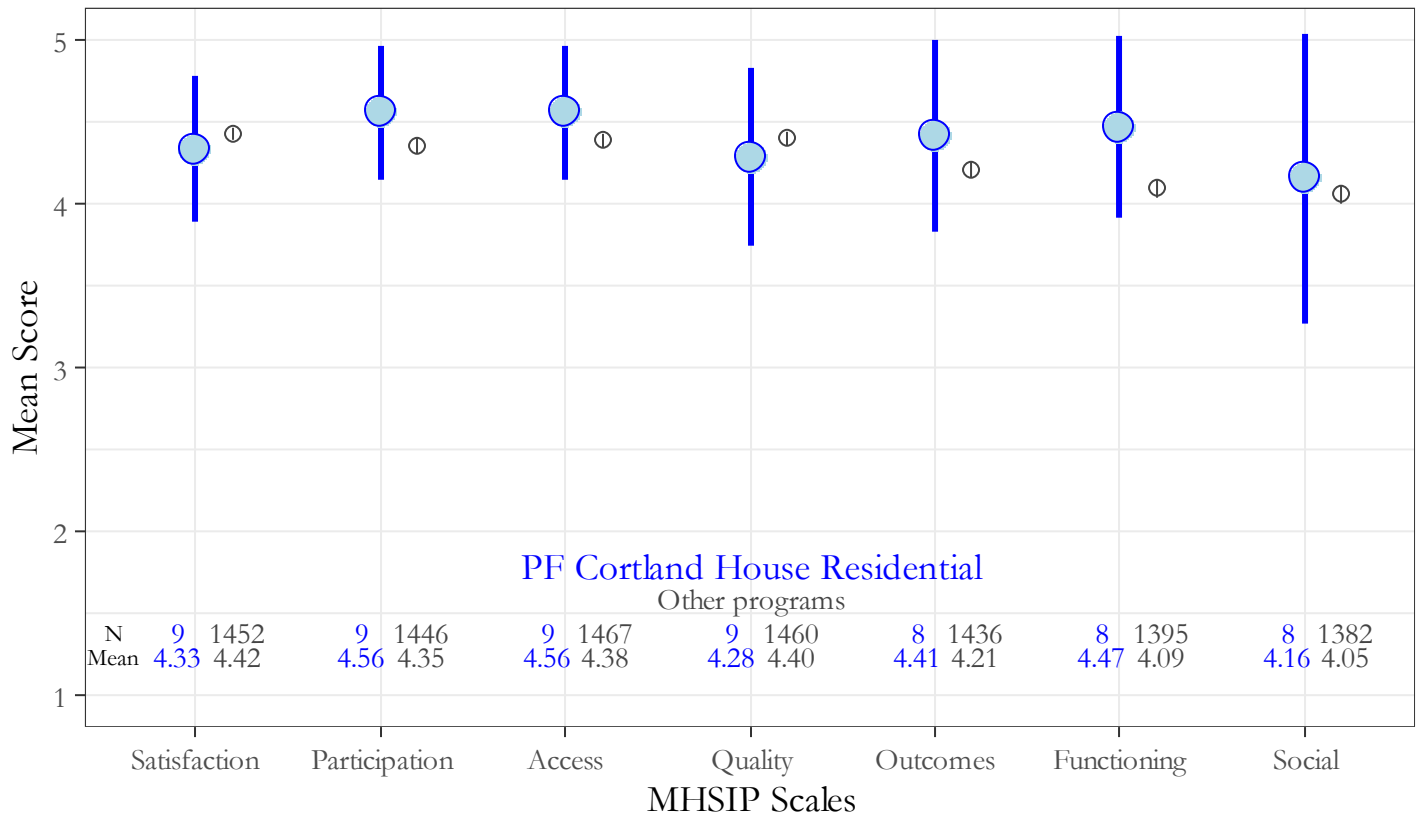
**Percent Agree**

	<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>88.9 %</b> 1. I like the services that I received here	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. If I had other choices, I would still get services from this agency	0 0.0 %	1 11.1 %	0 0.0 %	3 33.3 %	5 55.6 %	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 11.1 %	4 44.4 %	3 33.3 %	0 0.0 %	1 11.1 %
<b>75.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 22.2 %	1 11.1 %	5 55.6 %	0 0.0 %	1 11.1 %
<b>87.5 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	5 55.6 %	0 0.0 %	1 11.1 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	1 11.1 %	1 11.1 %
<b>75.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 22.2 %	1 11.1 %	5 55.6 %	0 0.0 %	1 11.1 %
<b>75.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 11.1 %	1 11.1 %	1 11.1 %	5 55.6 %	0 0.0 %	1 11.1 %
<b>75.0 %</b> 9. I was able to see a psychiatrist when I wanted to	1 11.1 %	1 11.1 %	0 0.0 %	2 22.2 %	4 44.4 %	0 0.0 %	1 11.1 %
<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>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	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> 12. I felt free to complain	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>87.5 %</b> 13. I was given information about my rights	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	5 55.6 %	0 0.0 %	1 11.1 %
<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 22.2 %	6 66.7 %	0 0.0 %	1 11.1 %
<b>62.5 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	3 33.3 %	0 0.0 %	1 11.1 %
<b>87.5 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	5 55.6 %	0 0.0 %	1 11.1 %
<b>87.5 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	4 44.4 %	0 0.0 %	1 11.1 %
<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 %	3 33.3 %	5 55.6 %	0 0.0 %	1 11.1 %
<b>75.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 11.1 %	1 11.1 %	1 11.1 %	5 55.6 %	0 0.0 %	1 11.1 %
<b>66.7 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 11.1 %	0 0.0 %	2 22.2 %	2 22.2 %	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 %	3 33.3 %	5 55.6 %	0 0.0 %	1 11.1 %
<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 11.1 %	2 22.2 %	5 55.6 %	0 0.0 %	1 11.1 %
<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 %	2 22.2 %	5 55.6 %	0 0.0 %	1 11.1 %
<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 22.2 %	3 33.3 %	3 33.3 %	1 11.1 %
<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 11.1 %	4 44.4 %	3 33.3 %	0 0.0 %	1 11.1 %

**MHSIP Items 26-36, N = 9**  
**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 22.2 %	3 33.3 %	3 33.3 %	1 11.1 %
<b>87.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	5 55.6 %	0 0.0 %	1 11.1 %
<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 %	1 11.1 %	1 11.1 %	2 22.2 %	4 44.4 %	0 0.0 %	1 11.1 %
<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 %	1 11.1 %	2 22.2 %	4 44.4 %	0 0.0 %	2 22.2 %
<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 11.1 %	2 22.2 %	5 55.6 %	0 0.0 %	1 11.1 %
<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 %	2 22.2 %	5 55.6 %	0 0.0 %	2 22.2 %
<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 11.1 %	3 33.3 %	4 44.4 %	0 0.0 %	1 11.1 %
<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 11.1 %	3 33.3 %	4 44.4 %	0 0.0 %	1 11.1 %
<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 %	1 11.1 %	1 11.1 %	2 22.2 %	4 44.4 %	0 0.0 %	1 11.1 %
<b>75.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	2 22.2 %	0 0.0 %	2 22.2 %	4 44.4 %	0 0.0 %	1 11.1 %
<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 %	1 11.1 %	1 11.1 %	1 11.1 %	4 44.4 %	1 11.1 %	1 11.1 %

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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 9 clients; surveys were returned for 9 clients (  $9 / 9 = 100.0\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **PF Dore House Crisis Residential and Outpatient**

Program Code(s): 38GM1

Overall Satisfaction<sup>1</sup>

**90.9%**

Return Rate<sup>2</sup>

**80.0%**

Overall satisfaction<sup>3</sup> mean score for PF Dore House Crisis Residential and Outpatient: **4.32**.

Overall satisfaction mean score for all other programs: **4.37**.

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

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

**90.9%** 10. Staff here believe that I can grow, change and recover

#### **Lowest Agreement Items**

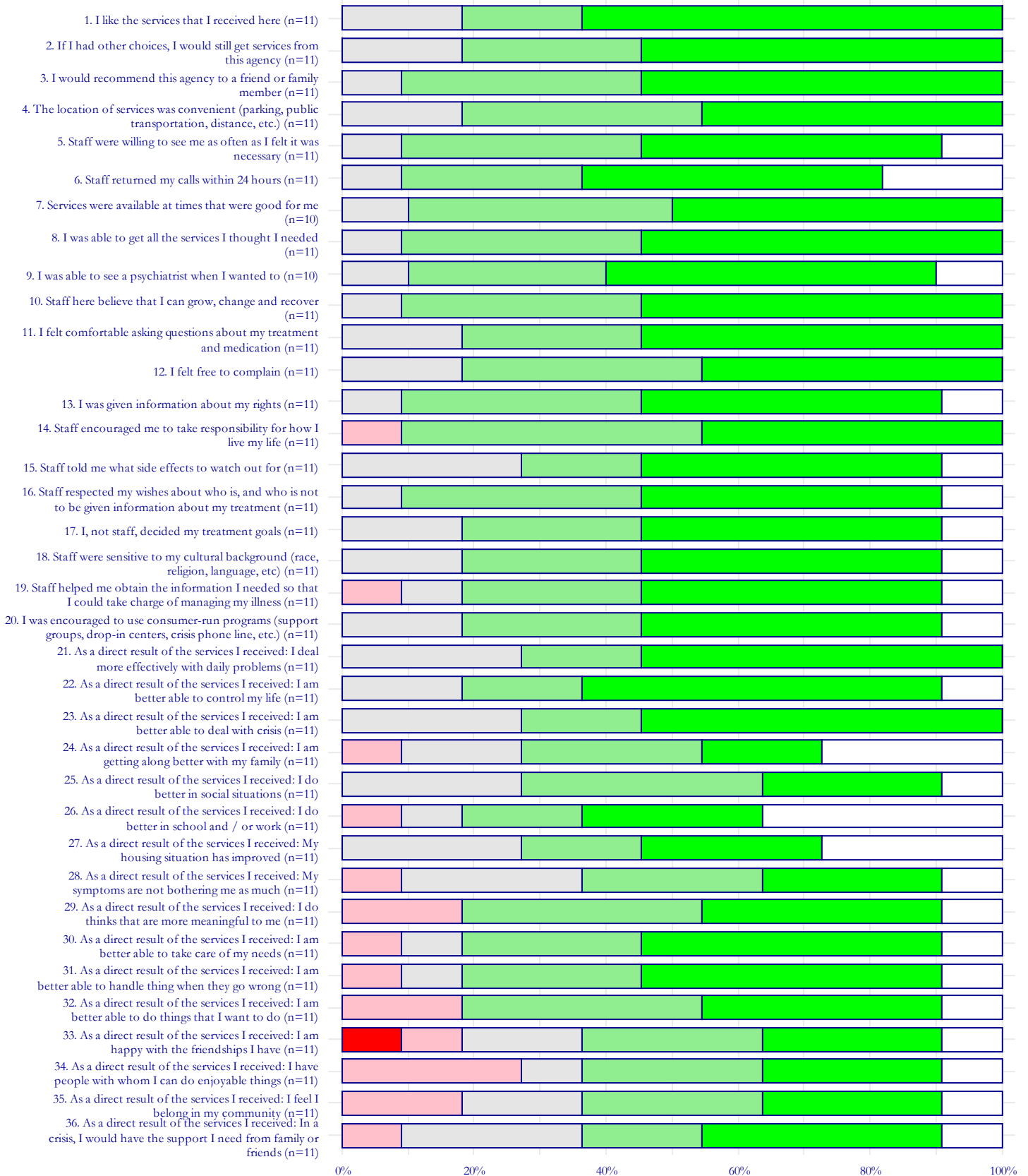
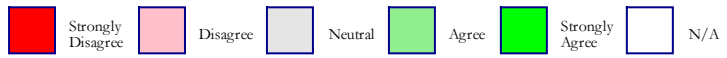
**70.0%** 15. Staff told me what side effects to watch out for

**80.0%** 17. I, not staff, decided my treatment goals

**80.0%** 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, N = 12**

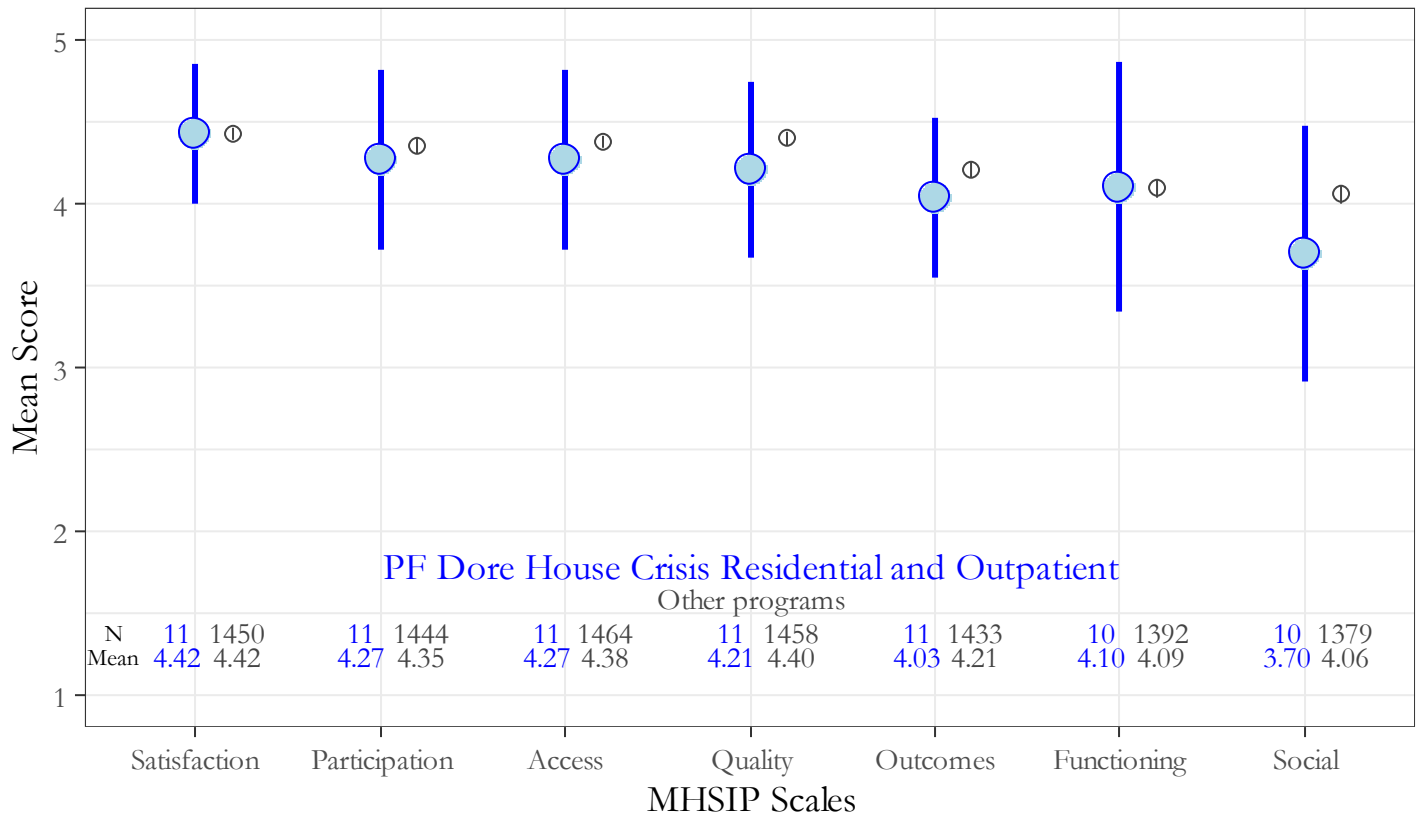
**Percent Agree**

	<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>81.8 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 16.7 %	2 16.7 %	7 58.3 %	0 0.0 %	1 8.3 %
<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 16.7 %	3 25.0 %	6 50.0 %	0 0.0 %	1 8.3 %
<b>90.9 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	6 50.0 %	0 0.0 %	1 8.3 %
<b>81.8 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	5 41.7 %	0 0.0 %	1 8.3 %
<b>90.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	5 41.7 %	1 8.3 %	1 8.3 %
<b>88.9 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 8.3 %	3 25.0 %	5 41.7 %	2 16.7 %	1 8.3 %
<b>90.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	5 41.7 %	0 0.0 %	2 16.7 %
<b>90.9 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	6 50.0 %	0 0.0 %	1 8.3 %
<b>88.9 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 8.3 %	3 25.0 %	5 41.7 %	1 8.3 %	2 16.7 %
<b>90.9 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	6 50.0 %	0 0.0 %	1 8.3 %
<b>81.8 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	6 50.0 %	0 0.0 %	1 8.3 %
<b>81.8 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	5 41.7 %	0 0.0 %	1 8.3 %
<b>90.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	5 41.7 %	1 8.3 %	1 8.3 %
<b>90.9 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 8.3 %	0 0.0 %	5 41.7 %	5 41.7 %	0 0.0 %	1 8.3 %
<b>70.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	3 25.0 %	2 16.7 %	5 41.7 %	1 8.3 %	1 8.3 %
<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 8.3 %	4 33.3 %	5 41.7 %	1 8.3 %	1 8.3 %
<b>80.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	5 41.7 %	1 8.3 %	1 8.3 %
<b>80.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	5 41.7 %	1 8.3 %	1 8.3 %
<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 %	1 8.3 %	1 8.3 %	3 25.0 %	5 41.7 %	1 8.3 %	1 8.3 %
<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 %	3 25.0 %	5 41.7 %	1 8.3 %	1 8.3 %
<b>72.7 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	3 25.0 %	2 16.7 %	6 50.0 %	0 0.0 %	1 8.3 %
<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 16.7 %	2 16.7 %	6 50.0 %	1 8.3 %	1 8.3 %
<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 25.0 %	2 16.7 %	6 50.0 %	0 0.0 %	1 8.3 %
<b>62.5 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 8.3 %	2 16.7 %	3 25.0 %	2 16.7 %	3 25.0 %	1 8.3 %
<b>70.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	3 25.0 %	4 33.3 %	3 25.0 %	1 8.3 %	1 8.3 %

**MHSIP Items 26-36, N = 12**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>71.4 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 8.3 %	1 8.3 %	2 16.7 %	3 25.0 %	4 33.3 %	1 8.3 %
<b>62.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 25.0 %	2 16.7 %	3 25.0 %	3 25.0 %	1 8.3 %
<b>60.0 %</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 %	3 25.0 %	3 25.0 %	1 8.3 %	1 8.3 %
<b>80.0 %</b> 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	2 16.7 %	0 0.0 %	4 33.3 %	4 33.3 %	1 8.3 %	1 8.3 %
<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 %	1 8.3 %	1 8.3 %	3 25.0 %	5 41.7 %	1 8.3 %	1 8.3 %
<b>80.0 %</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 %	1 8.3 %	1 8.3 %	3 25.0 %	5 41.7 %	1 8.3 %	1 8.3 %
<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 %	2 16.7 %	0 0.0 %	4 33.3 %	4 33.3 %	1 8.3 %	1 8.3 %
<b>60.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 8.3 %	1 8.3 %	2 16.7 %	3 25.0 %	3 25.0 %	1 8.3 %	1 8.3 %
<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 %	3 25.0 %	1 8.3 %	3 25.0 %	3 25.0 %	1 8.3 %	1 8.3 %
<b>60.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	2 16.7 %	2 16.7 %	3 25.0 %	3 25.0 %	1 8.3 %	1 8.3 %
<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	0 0.0 %	1 8.3 %	3 25.0 %	2 16.7 %	4 33.3 %	1 8.3 %	1 8.3 %

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	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	1 8.3 %	0 0 %	1 8.3 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 91.7 %	0 0 %	11 91.7 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**PF Dorine Loso House**

Program Code(s): 38GH1

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**81.8%**

Overall satisfaction<sup>3</sup> mean score for PF Dorine Loso House: **4.55**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

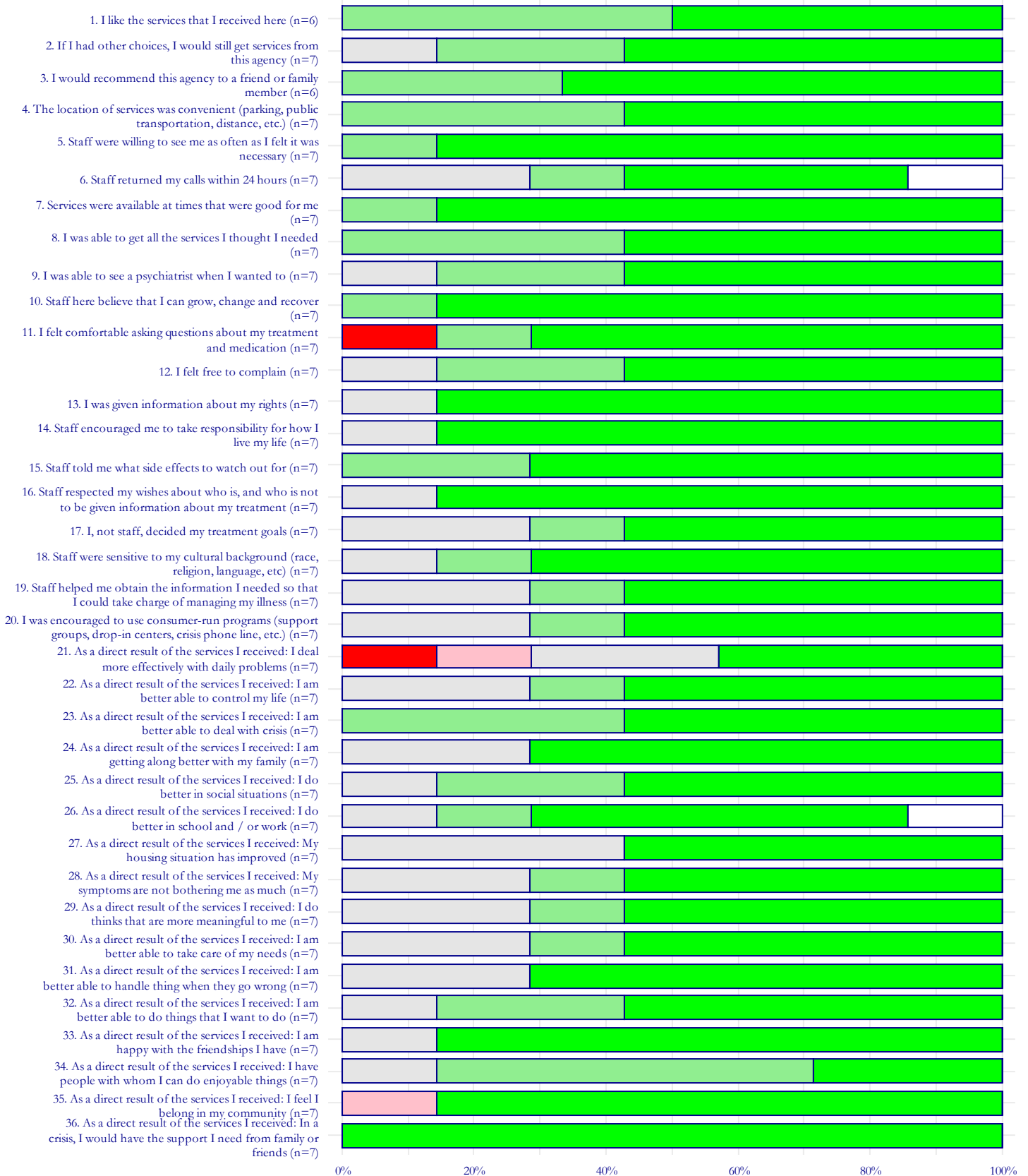
66.7% 6. Staff returned my calls within 24 hours

71.4% 17. I, not staff, decided my treatment goals

71.4% 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, N = 9**

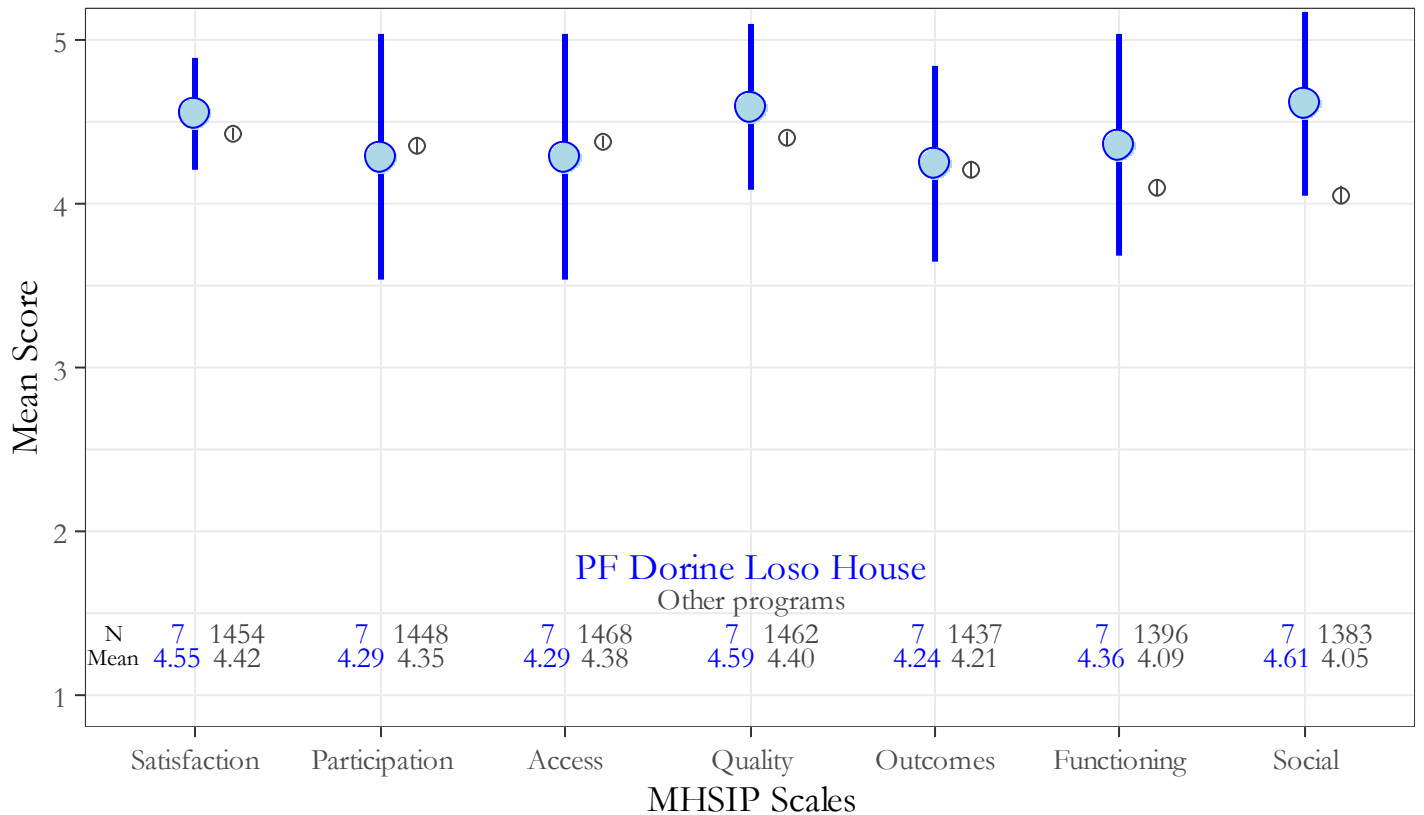
**Percent Agree**

	<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 %	3 33.3 %	3 33.3 %	0 0.0 %	3 33.3 %
<b>85.7 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	4 44.4 %	0 0.0 %	2 22.2 %
<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 22.2 %	4 44.4 %	0 0.0 %	3 33.3 %
<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 33.3 %	4 44.4 %	0 0.0 %	2 22.2 %
<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 11.1 %	6 66.7 %	0 0.0 %	2 22.2 %
<b>66.7 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 22.2 %	1 11.1 %	3 33.3 %	1 11.1 %	2 22.2 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	6 66.7 %	0 0.0 %	2 22.2 %
<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 33.3 %	4 44.4 %	0 0.0 %	2 22.2 %
<b>85.7 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	4 44.4 %	0 0.0 %	2 22.2 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	6 66.7 %	0 0.0 %	2 22.2 %
<b>85.7 %</b> 11. I felt comfortable asking questions about my treatment and medication	1 11.1 %	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	0 0.0 %	2 22.2 %
<b>85.7 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	4 44.4 %	0 0.0 %	2 22.2 %
<b>85.7 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 11.1 %	0 0.0 %	6 66.7 %	0 0.0 %	2 22.2 %
<b>85.7 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 11.1 %	0 0.0 %	6 66.7 %	0 0.0 %	2 22.2 %
<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 22.2 %	5 55.6 %	0 0.0 %	2 22.2 %
<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 11.1 %	0 0.0 %	6 66.7 %	0 0.0 %	2 22.2 %
<b>71.4 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 22.2 %	1 11.1 %	4 44.4 %	0 0.0 %	2 22.2 %
<b>85.7 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	5 55.6 %	0 0.0 %	2 22.2 %
<b>71.4 %</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 22.2 %	1 11.1 %	4 44.4 %	0 0.0 %	2 22.2 %
<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 22.2 %	1 11.1 %	4 44.4 %	0 0.0 %	2 22.2 %
<b>42.9 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 11.1 %	1 11.1 %	2 22.2 %	0 0.0 %	3 33.3 %	0 0.0 %	2 22.2 %
<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 22.2 %	1 11.1 %	4 44.4 %	0 0.0 %	2 22.2 %
<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 %	3 33.3 %	4 44.4 %	0 0.0 %	2 22.2 %
<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 22.2 %	0 0.0 %	5 55.6 %	0 0.0 %	2 22.2 %
<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 11.1 %	2 22.2 %	4 44.4 %	0 0.0 %	2 22.2 %

**MHSIP Items 26-36, N = 9**  
**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 11.1 %	1 11.1 %	4 44.4 %	1 11.1 %	2 22.2 %
<b>57.1 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 33.3 %	0 0.0 %	4 44.4 %	0 0.0 %	2 22.2 %
<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 22.2 %	1 11.1 %	4 44.4 %	0 0.0 %	2 22.2 %
<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 22.2 %	1 11.1 %	4 44.4 %	0 0.0 %	2 22.2 %
<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 22.2 %	1 11.1 %	4 44.4 %	0 0.0 %	2 22.2 %
<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 22.2 %	0 0.0 %	5 55.6 %	0 0.0 %	2 22.2 %
<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 11.1 %	2 22.2 %	4 44.4 %	0 0.0 %	2 22.2 %
<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 11.1 %	0 0.0 %	6 66.7 %	0 0.0 %	2 22.2 %
<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 11.1 %	4 44.4 %	2 22.2 %	0 0.0 %	2 22.2 %
<b>85.7 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 11.1 %	0 0.0 %	0 0.0 %	6 66.7 %	0 0.0 %	2 22.2 %
<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 %	0 0.0 %	7 77.8 %	0 0.0 %	2 22.2 %

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 33.3 %	0 0 %	3 33.3 %
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	6 66.7 %	0 0 %	6 66.7 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 11 clients; surveys were returned for 9 clients (  $9 / 11 = 81.8\%$  ).
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

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**PF La Amistad**

Program Code(s): 38091

Overall Satisfaction<sup>1</sup>

**85.7%**

Return Rate<sup>2</sup>

**53.8%**

Overall satisfaction<sup>3</sup> mean score for PF La Amistad: **4.06**.

Overall satisfaction mean score for all other programs: **4.37**.

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% 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

**Lowest Agreement Items**

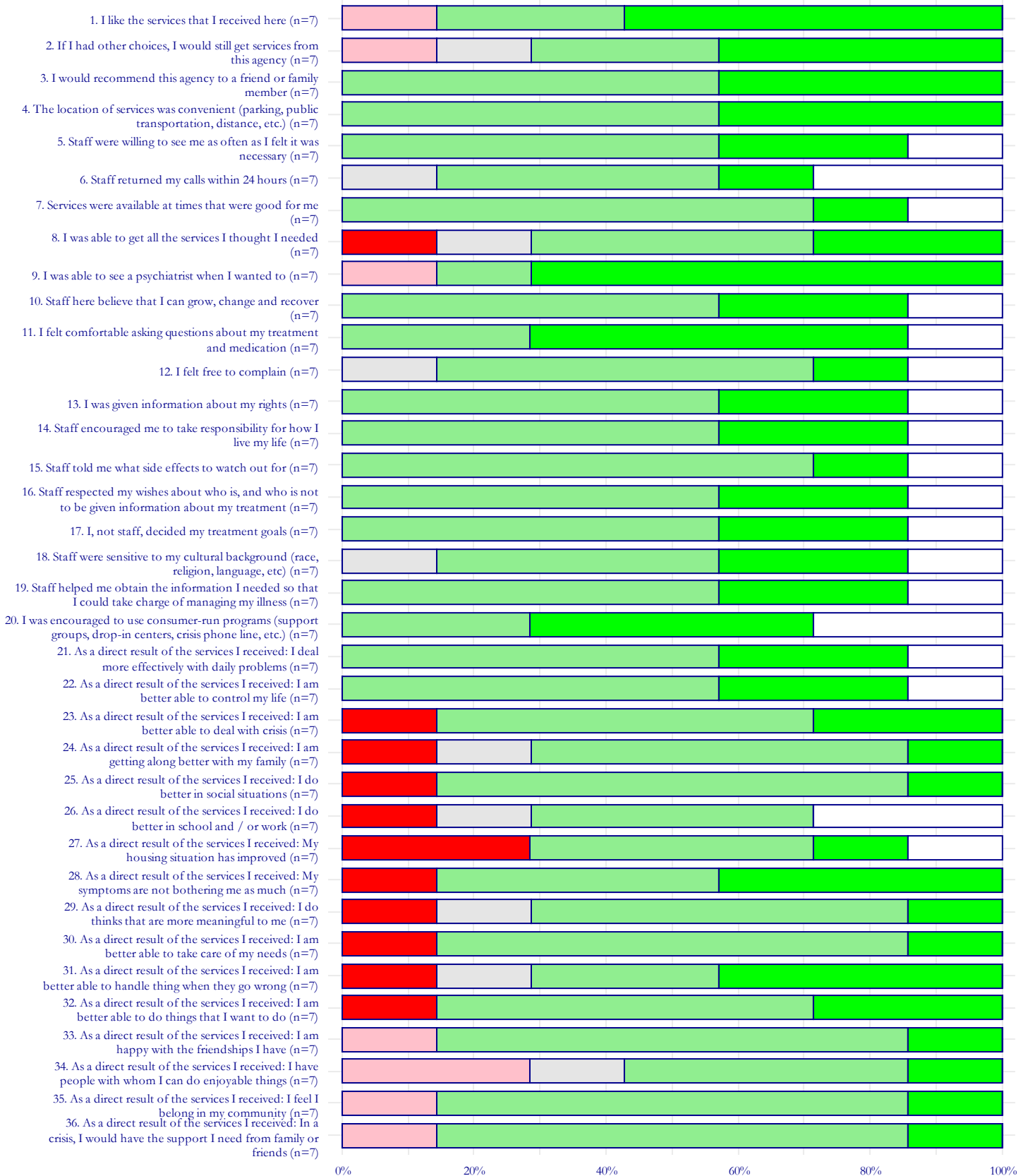
71.4% 2. If I had other choices, I would still get services from this agency

71.4% 8. I was able to get all the services I thought I needed

80.0% 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, N = 7**

**Percent Agree**

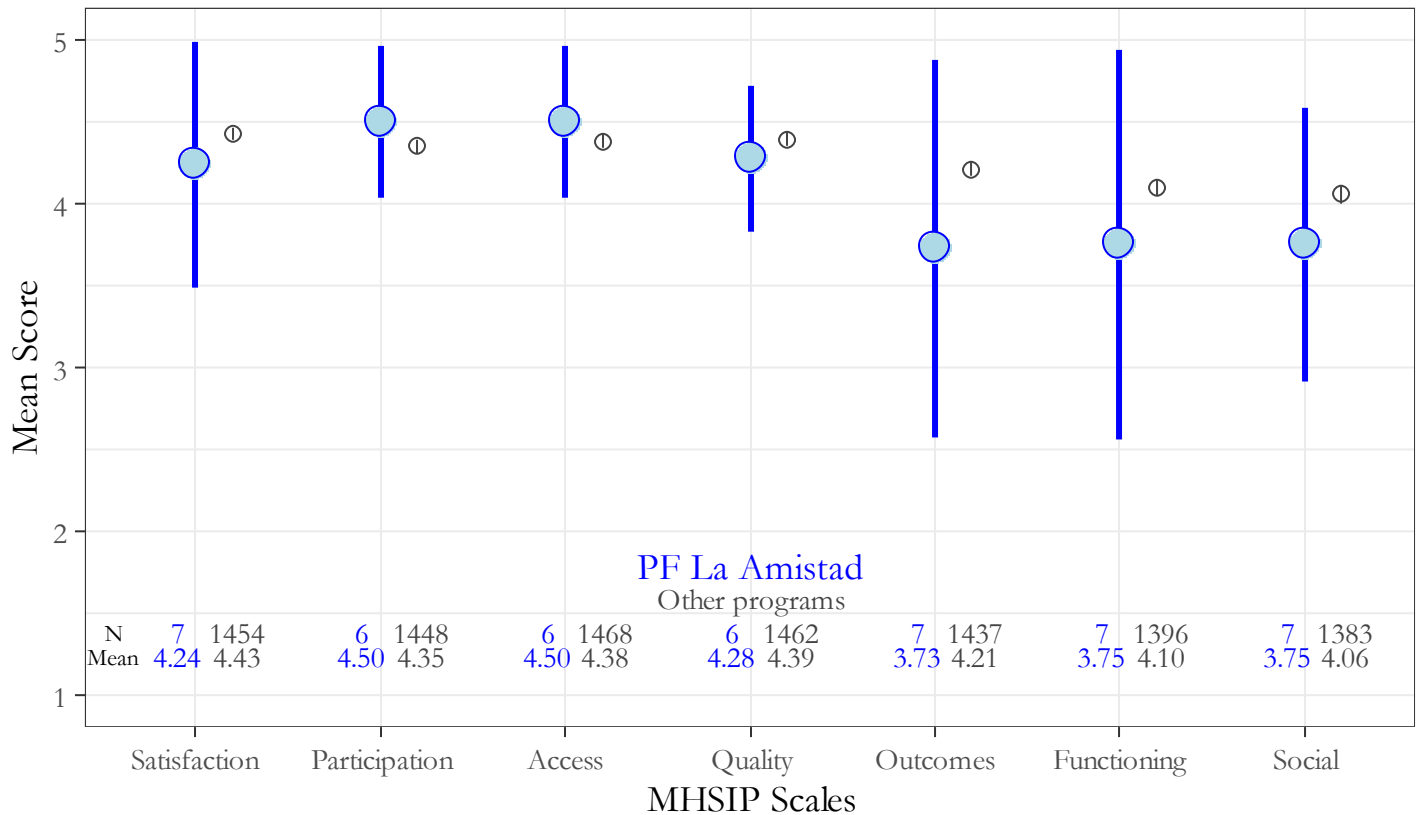
	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>85.7 %</b> 1. I like the services that I received here	0 0.0 %	1 14.3 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 14.3 %	1 14.3 %	2 28.6 %	3 42.9 %	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 57.1 %	3 42.9 %	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 %	4 57.1 %	3 42.9 %	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 %	4 57.1 %	2 28.6 %	1 14.3 %	0 0.0 %
<b>80.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	1 14.3 %	2 28.6 %	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 %	5 71.4 %	1 14.3 %	1 14.3 %	0 0.0 %
<b>71.4 %</b> 8. I was able to get all the services I thought I needed	1 14.3 %	0 0.0 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 14.3 %	0 0.0 %	1 14.3 %	5 71.4 %	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 %	4 57.1 %	2 28.6 %	1 14.3 %	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 28.6 %	4 57.1 %	1 14.3 %	0 0.0 %
<b>83.3 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	1 14.3 %	1 14.3 %	0 0.0 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	1 14.3 %	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 57.1 %	2 28.6 %	1 14.3 %	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 %	5 71.4 %	1 14.3 %	1 14.3 %	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 57.1 %	2 28.6 %	1 14.3 %	0 0.0 %
<b>100.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	1 14.3 %	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 %	1 14.3 %	3 42.9 %	2 28.6 %	1 14.3 %	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 %	4 57.1 %	2 28.6 %	1 14.3 %	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 28.6 %	3 42.9 %	2 28.6 %	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 57.1 %	2 28.6 %	1 14.3 %	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 %	4 57.1 %	2 28.6 %	1 14.3 %	0 0.0 %
<b>85.7 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 14.3 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 14.3 %	0 0.0 %	1 14.3 %	4 57.1 %	1 14.3 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 25. As a direct result of the services I received: I do better in social situations	1 14.3 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36, N = 7**

**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	1 14.3 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	2 28.6 %	0 0.0 %
<b>66.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	2 28.6 %	0 0.0 %	0 0.0 %	3 42.9 %	1 14.3 %	1 14.3 %	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	1 14.3 %	0 0.0 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	0 0.0 %
<b>71.4 %</b> 29. As a direct result of the services I received: I do think that are more meaningful to me	1 14.3 %	0 0.0 %	1 14.3 %	4 57.1 %	1 14.3 %	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	1 14.3 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	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 things when they go wrong	1 14.3 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %
<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	1 14.3 %	0 0.0 %	0 0.0 %	4 57.1 %	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 %	1 14.3 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	0 0.0 %
<b>57.1 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	2 28.6 %	1 14.3 %	3 42.9 %	1 14.3 %	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 %	1 14.3 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	0 0.0 %
<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 %	1 14.3 %	0 0.0 %	5 71.4 %	1 14.3 %	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	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 13 clients; surveys were returned for 7 clients ( 7 / 13 = 53.8% ).
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.

**Survey Quality Issues:**

☆ Poor print quality. Very light printing that the scanner could not process. Please use a quality laser printer and print from the supplied PDFs.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**PF La Posada Residential Adult**

Program Code(s): 38081

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**81.8%**

Overall satisfaction<sup>3</sup> mean score for PF La Posada Residential Adult: **4.42**.

Overall satisfaction mean score for all other programs: **4.37**.

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

**Lowest Agreement Items**

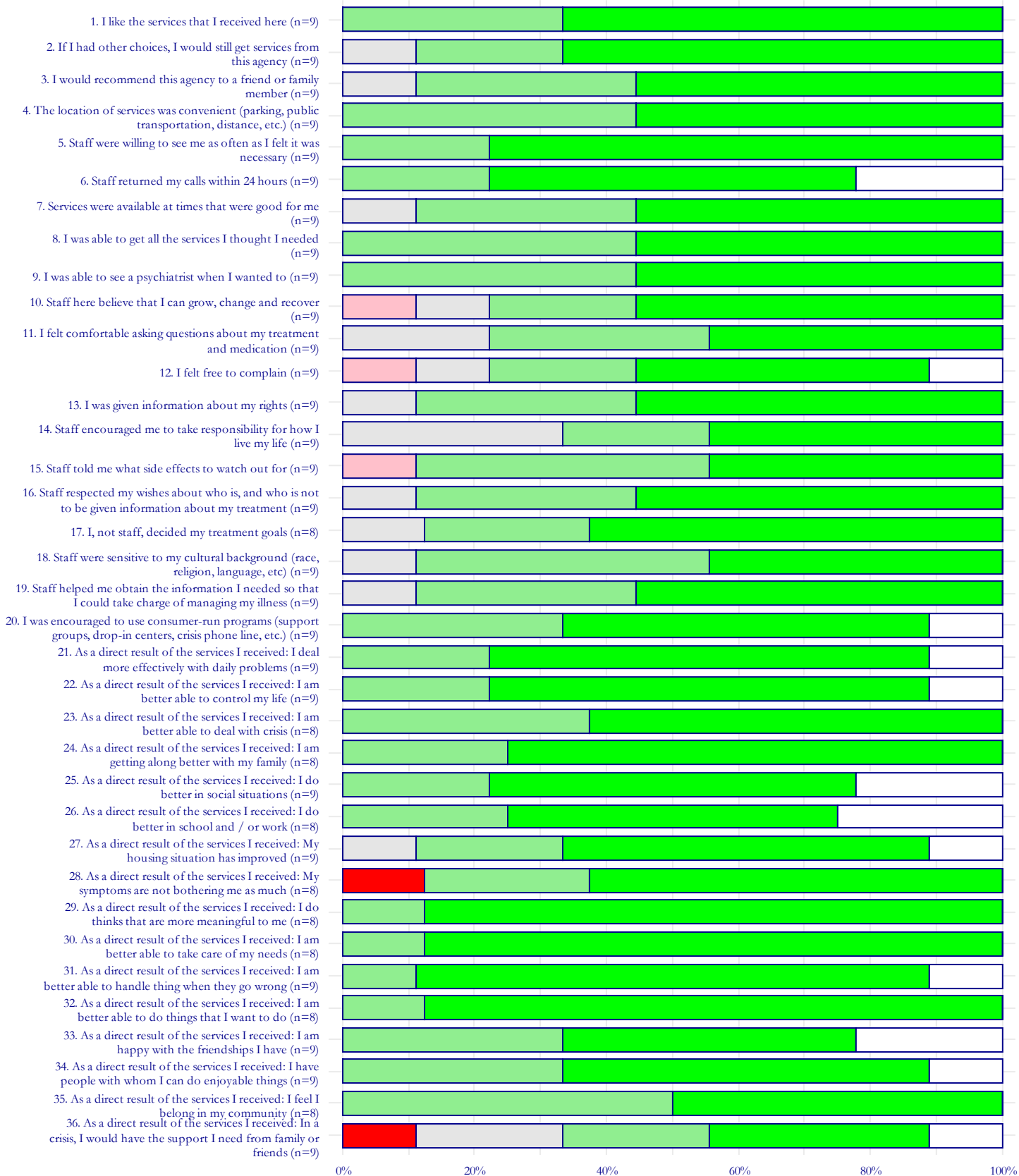
**66.7%** 14. Staff encouraged me to take responsibility for how I live my life

**75.0%** 12. I felt free to complain

**77.8%** 10. Staff here believe that I can grow, change and recover

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, N = 9**

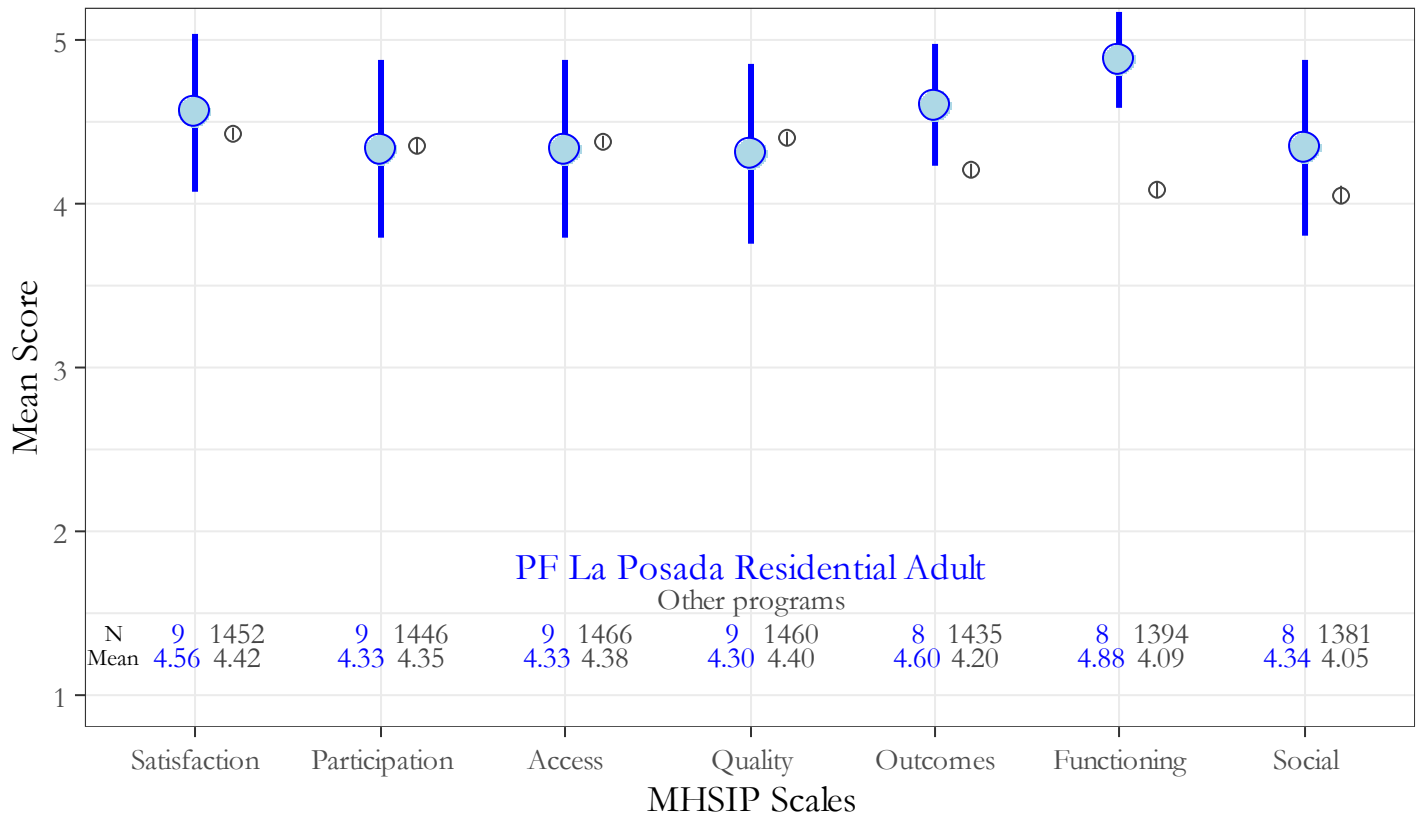
**Percent Agree**

	<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 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
<b>88.9 %</b> 2. If I had other choices, I would still get services from this agency	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> 3. I would recommend this agency to a friend or family member	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> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	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>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	2 22.2 %	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>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 44.4 %	5 55.6 %	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 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
<b>77.8 %</b> 10. Staff here believe that I can grow, change and recover	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> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 12. I felt free to complain	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	4 44.4 %	1 11.1 %	0 0.0 %
<b>88.9 %</b> 13. I was given information about my rights	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> 14. Staff encouraged me to take responsibility for how I live my life	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> 15. Staff told me what side effects to watch out for	0 0.0 %	1 11.1 %	0 0.0 %	4 44.4 %	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 %	3 33.3 %	5 55.6 %	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 11.1 %	2 22.2 %	5 55.6 %	0 0.0 %	1 11.1 %
<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 %	3 33.3 %	5 55.6 %	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 %	3 33.3 %	5 55.6 %	1 11.1 %	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 %	6 66.7 %	1 11.1 %	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 22.2 %	6 66.7 %	1 11.1 %	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 33.3 %	5 55.6 %	0 0.0 %	1 11.1 %
<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 22.2 %	6 66.7 %	0 0.0 %	1 11.1 %
<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 22.2 %	5 55.6 %	2 22.2 %	0 0.0 %

**MHSIP Items 26-36, N = 9**  
**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 22.2 %	4 44.4 %	2 22.2 %	1 11.1 %
<b>87.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	5 55.6 %	1 11.1 %	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 11.1 %	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	0 0.0 %	1 11.1 %
<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 %	1 11.1 %	7 77.8 %	0 0.0 %	1 11.1 %
<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 %	1 11.1 %	7 77.8 %	0 0.0 %	1 11.1 %
<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 %	1 11.1 %	7 77.8 %	1 11.1 %	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 %	1 11.1 %	7 77.8 %	0 0.0 %	1 11.1 %
<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 %	3 33.3 %	4 44.4 %	2 22.2 %	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 33.3 %	5 55.6 %	1 11.1 %	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 %	4 44.4 %	4 44.4 %	0 0.0 %	1 11.1 %
<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 11.1 %	0 0.0 %	2 22.2 %	2 22.2 %	3 33.3 %	1 11.1 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 11 clients; surveys were returned for 9 clients (  $9 / 11 = 81.8\%$  ).
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

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**PF Progress House**

Program Code(s): 38371MH

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for PF Progress House: **4.60**.

Overall satisfaction mean score for all other programs: **4.37**.

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% 6. Staff returned my calls within 24 hours

**Lowest Agreement Items**

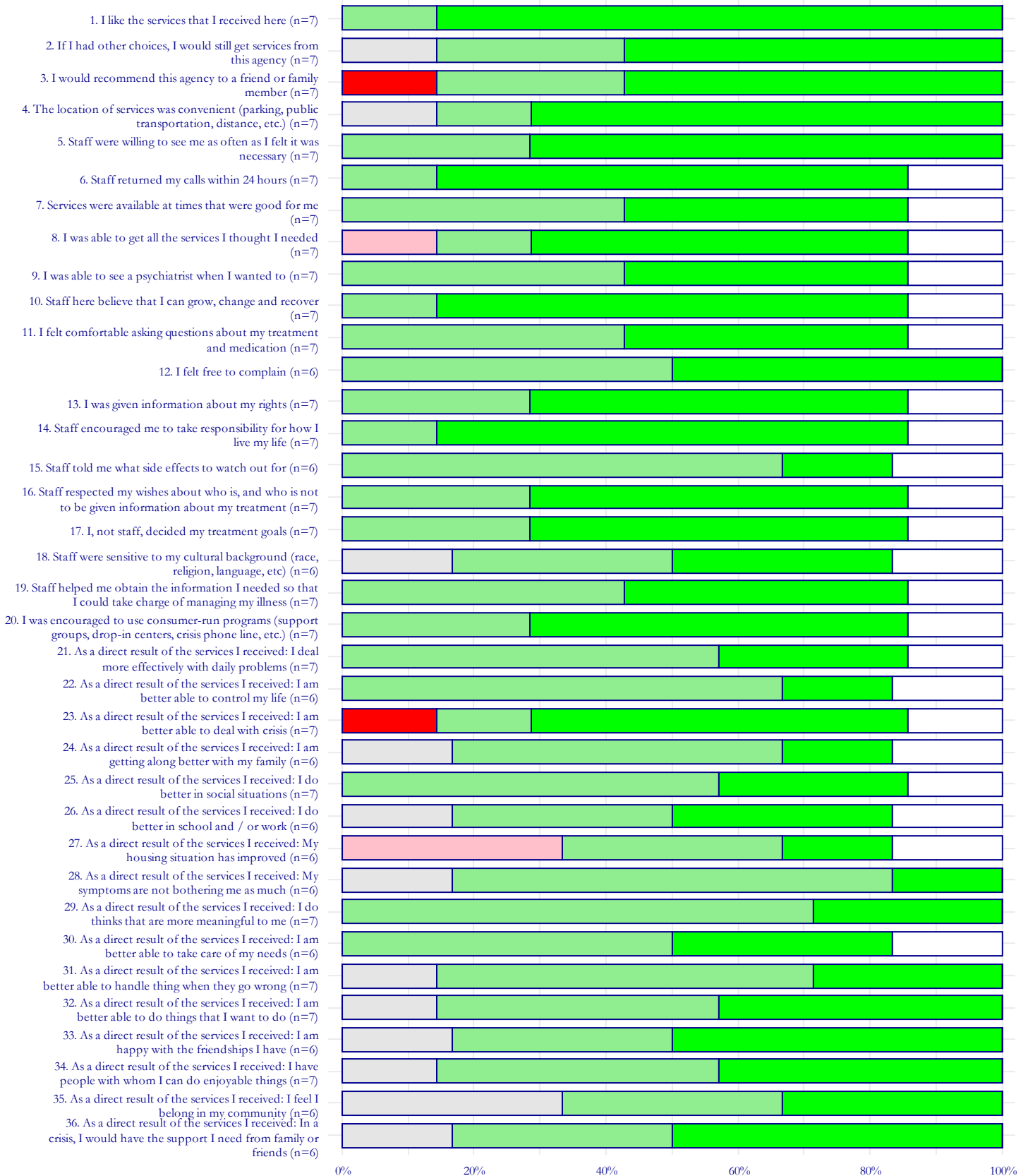
80.0% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

83.3% 8. I was able to get all the services I thought I needed

85.7% 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, N = 7**

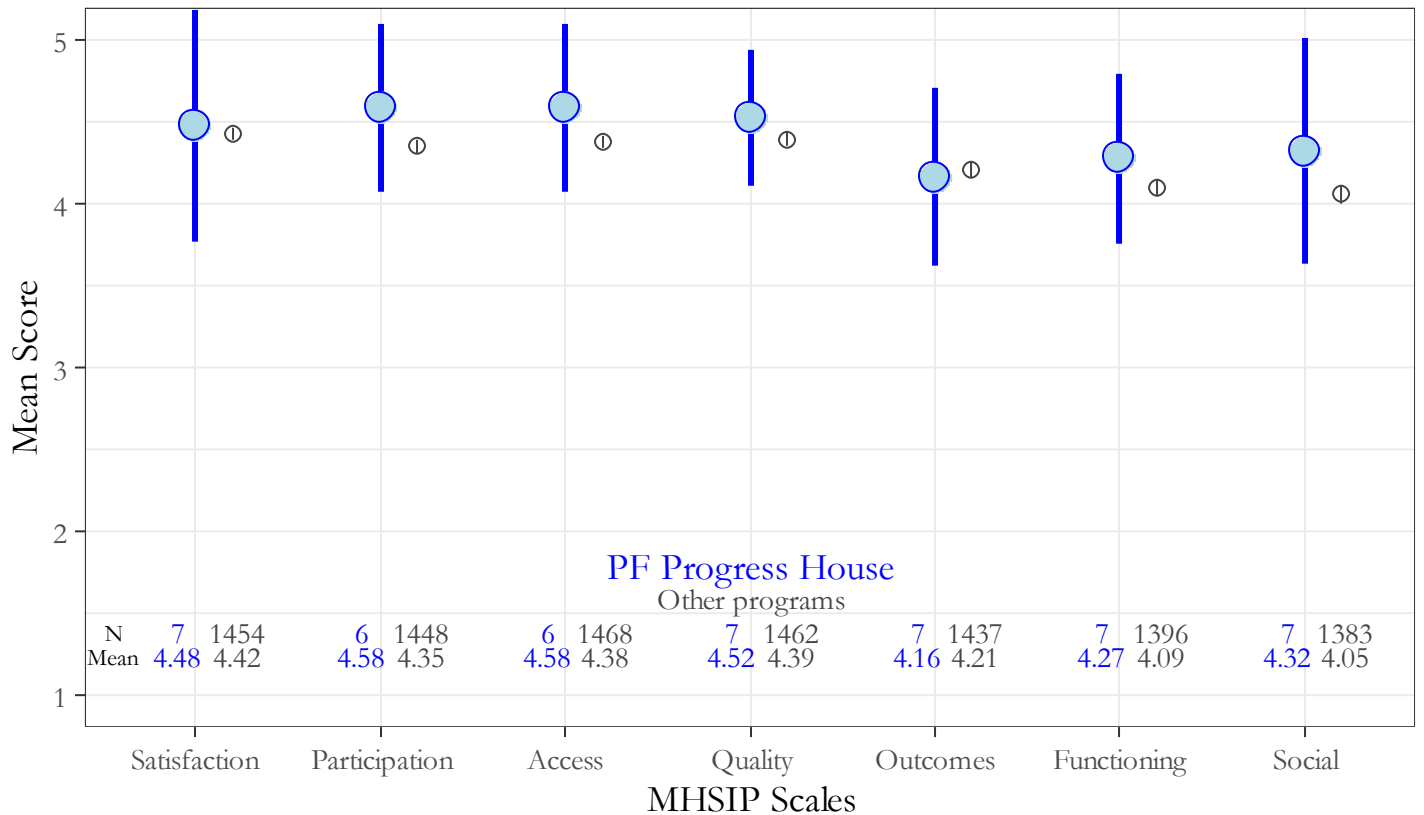
**Percent Agree**

	<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 14.3 %	6 85.7 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	4 57.1 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 3. I would recommend this agency to a friend or family member	1 14.3 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	0 0.0 %
<b>85.7 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %	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 %	2 28.6 %	5 71.4 %	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 %	1 14.3 %	5 71.4 %	1 14.3 %	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 %	3 42.9 %	3 42.9 %	1 14.3 %	0 0.0 %
<b>83.3 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 14.3 %	0 0.0 %	1 14.3 %	4 57.1 %	1 14.3 %	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 42.9 %	3 42.9 %	1 14.3 %	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 14.3 %	5 71.4 %	1 14.3 %	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 42.9 %	3 42.9 %	1 14.3 %	0 0.0 %
<b>100.0 %</b> 12. I felt free to complain	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. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	1 14.3 %	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 14.3 %	5 71.4 %	1 14.3 %	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 %	4 57.1 %	1 14.3 %	1 14.3 %	1 14.3 %
<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 28.6 %	4 57.1 %	1 14.3 %	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 28.6 %	4 57.1 %	1 14.3 %	0 0.0 %
<b>80.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	2 28.6 %	1 14.3 %	1 14.3 %
<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 42.9 %	3 42.9 %	1 14.3 %	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 28.6 %	4 57.1 %	1 14.3 %	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 57.1 %	2 28.6 %	1 14.3 %	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 %	4 57.1 %	1 14.3 %	1 14.3 %	1 14.3 %
<b>83.3 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 14.3 %	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	1 14.3 %	0 0.0 %
<b>80.0 %</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 %	1 14.3 %	3 42.9 %	1 14.3 %	1 14.3 %	1 14.3 %
<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 57.1 %	2 28.6 %	1 14.3 %	0 0.0 %

**MHSIP Items 26-36, N = 7**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>80.0 %</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 %	1 14.3 %	2 28.6 %	2 28.6 %	1 14.3 %	1 14.3 %
<b>60.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 28.6 %	0 0.0 %	2 28.6 %	1 14.3 %	1 14.3 %	1 14.3 %
<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 14.3 %	4 57.1 %	1 14.3 %	0 0.0 %	1 14.3 %
<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 %	5 71.4 %	2 28.6 %	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 42.9 %	2 28.6 %	1 14.3 %	1 14.3 %
<b>85.7 %</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 14.3 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %
<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 14.3 %	3 42.9 %	3 42.9 %	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 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
<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 %	3 42.9 %	3 42.9 %	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 %	2 28.6 %	2 28.6 %	2 28.6 %	0 0.0 %	1 14.3 %
<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 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %

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	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 7 clients; surveys were returned for 7 clients (  $7 / 7 = 100.0\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **PF Progress Supportive Living Program**

Program Code(s): 3838OP

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for PF Progress Supportive Living Program: **4.48**.

Overall satisfaction mean score for all other programs: **4.37**.

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

**97.6%** 8. I was able to get all the services I thought I needed

#### **Lowest Agreement Items**

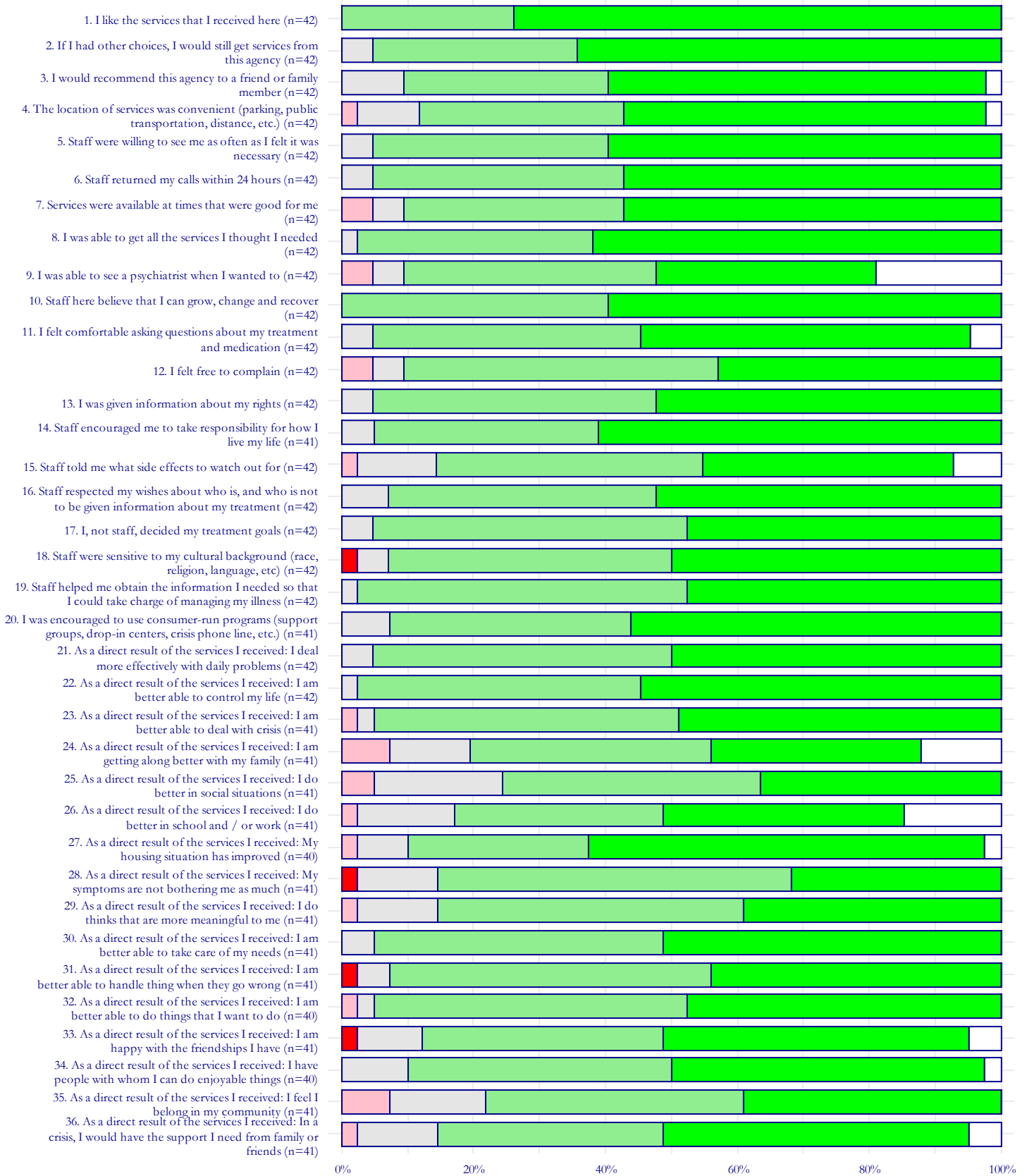
**84.6%** 15. Staff told me what side effects to watch out for

**88.2%** 9. I was able to see a psychiatrist when I wanted to

**90.2%** 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, N = 54**  
**Percent Agree**

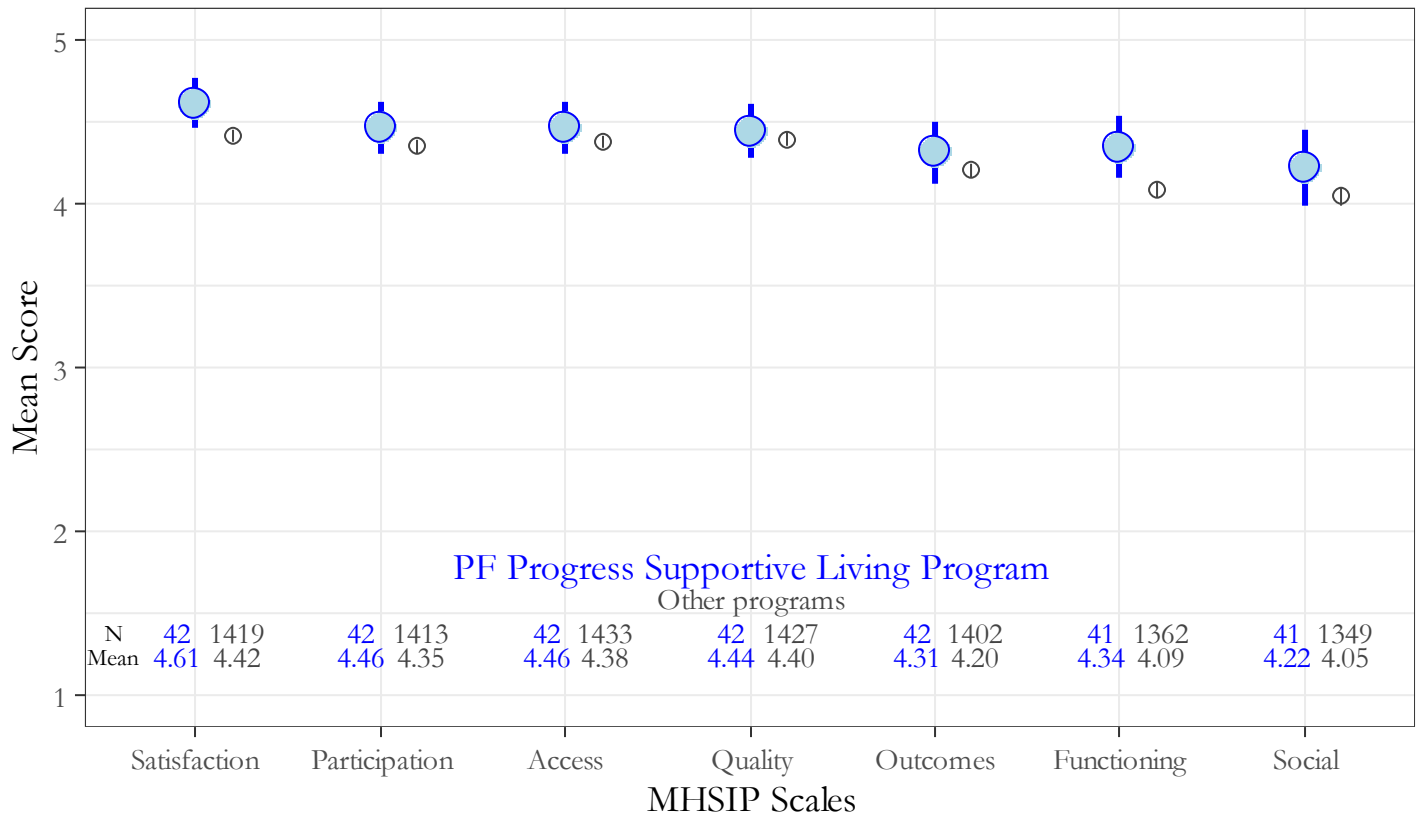
	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	11 20.4 %	31 57.4 %	0 0.0 %	12 22.2 %
<b>95.2 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 3.7 %	13 24.1 %	27 50.0 %	0 0.0 %	12 22.2 %
<b>90.2 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	4 7.4 %	13 24.1 %	24 44.4 %	1 1.8 %	12 22.2 %
<b>87.8 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 1.8 %	4 7.4 %	13 24.1 %	23 42.6 %	1 1.8 %	12 22.2 %
<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 %	2 3.7 %	15 27.8 %	25 46.3 %	0 0.0 %	12 22.2 %
<b>95.2 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 3.7 %	16 29.6 %	24 44.4 %	0 0.0 %	12 22.2 %
<b>90.5 %</b> 7. Services were available at times that were good for me	0 0.0 %	2 3.7 %	2 3.7 %	14 25.9 %	24 44.4 %	0 0.0 %	12 22.2 %
<b>97.6 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 1.8 %	15 27.8 %	26 48.1 %	0 0.0 %	12 22.2 %
<b>88.2 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	2 3.7 %	2 3.7 %	16 29.6 %	14 25.9 %	8 14.8 %	12 22.2 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	17 31.5 %	25 46.3 %	0 0.0 %	12 22.2 %
<b>95.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 3.7 %	17 31.5 %	21 38.9 %	2 3.7 %	12 22.2 %
<b>90.5 %</b> 12. I felt free to complain	0 0.0 %	2 3.7 %	2 3.7 %	20 37.0 %	18 33.3 %	0 0.0 %	12 22.2 %
<b>95.2 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 3.7 %	18 33.3 %	22 40.7 %	0 0.0 %	12 22.2 %
<b>95.1 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 3.7 %	14 25.9 %	25 46.3 %	0 0.0 %	13 24.1 %
<b>84.6 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 1.8 %	5 9.3 %	17 31.5 %	16 29.6 %	3 5.6 %	12 22.2 %
<b>92.9 %</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 %	3 5.6 %	17 31.5 %	22 40.7 %	0 0.0 %	12 22.2 %
<b>95.2 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 3.7 %	20 37.0 %	20 37.0 %	0 0.0 %	12 22.2 %
<b>92.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.8 %	0 0.0 %	2 3.7 %	18 33.3 %	21 38.9 %	0 0.0 %	12 22.2 %
<b>97.6 %</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 %	1 1.8 %	21 38.9 %	20 37.0 %	0 0.0 %	12 22.2 %
<b>92.7 %</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 5.6 %	15 27.8 %	23 42.6 %	0 0.0 %	13 24.1 %
<b>95.2 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 3.7 %	19 35.2 %	21 38.9 %	0 0.0 %	12 22.2 %
<b>97.6 %</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 %	1 1.8 %	18 33.3 %	23 42.6 %	0 0.0 %	12 22.2 %
<b>95.1 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 1.8 %	1 1.8 %	19 35.2 %	20 37.0 %	0 0.0 %	13 24.1 %
<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 %	3 5.6 %	5 9.3 %	15 27.8 %	13 24.1 %	5 9.3 %	13 24.1 %
<b>75.6 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 3.7 %	8 14.8 %	16 29.6 %	15 27.8 %	0 0.0 %	13 24.1 %



**MHSIP Items 26-36, N = 54**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>80.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 1.8 %	6 11.1 %	13 24.1 %	15 27.8 %	6 11.1 %	13 24.1 %
<b>89.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 1.8 %	3 5.6 %	11 20.4 %	24 44.4 %	1 1.8 %	14 25.9 %
<b>85.4 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 1.8 %	0 0.0 %	5 9.3 %	22 40.7 %	13 24.1 %	0 0.0 %	13 24.1 %
<b>85.4 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 1.8 %	5 9.3 %	19 35.2 %	16 29.6 %	0 0.0 %	13 24.1 %
<b>95.1 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	2 3.7 %	18 33.3 %	21 38.9 %	0 0.0 %	13 24.1 %
<b>92.7 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 1.8 %	0 0.0 %	2 3.7 %	20 37.0 %	18 33.3 %	0 0.0 %	13 24.1 %
<b>95.0 %</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 1.8 %	1 1.8 %	19 35.2 %	19 35.2 %	0 0.0 %	14 25.9 %
<b>87.2 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 1.8 %	0 0.0 %	4 7.4 %	15 27.8 %	19 35.2 %	2 3.7 %	13 24.1 %
<b>89.7 %</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 7.4 %	16 29.6 %	19 35.2 %	1 1.8 %	14 25.9 %
<b>78.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	3 5.6 %	6 11.1 %	16 29.6 %	16 29.6 %	0 0.0 %	13 24.1 %
<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	0 0.0 %	1 1.8 %	5 9.3 %	14 25.9 %	19 35.2 %	2 3.7 %	13 24.1 %

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 10.5 %	0 0 %	4 7.4 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	5 13.2 %	3 18.8 %	8 14.8 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	29 76.3 %	13 81.2 %	42 77.8 %
<b>Total</b>	38 100 %	16 100 %	54 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 49 clients; surveys were returned for 53 clients (  $53 / 49 = 108.2\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

**PF Shrader House**  
Program Code(s): 89661

Overall Satisfaction<sup>1</sup>  
**81.8%**

Return Rate<sup>2</sup>  
**over 100%**

Overall satisfaction<sup>3</sup> mean score for PF Shrader House: **4.31**.

Overall satisfaction mean score for all other programs: **4.38**.

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% 6. Staff returned my calls within 24 hours

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

**Lowest Agreement Items**

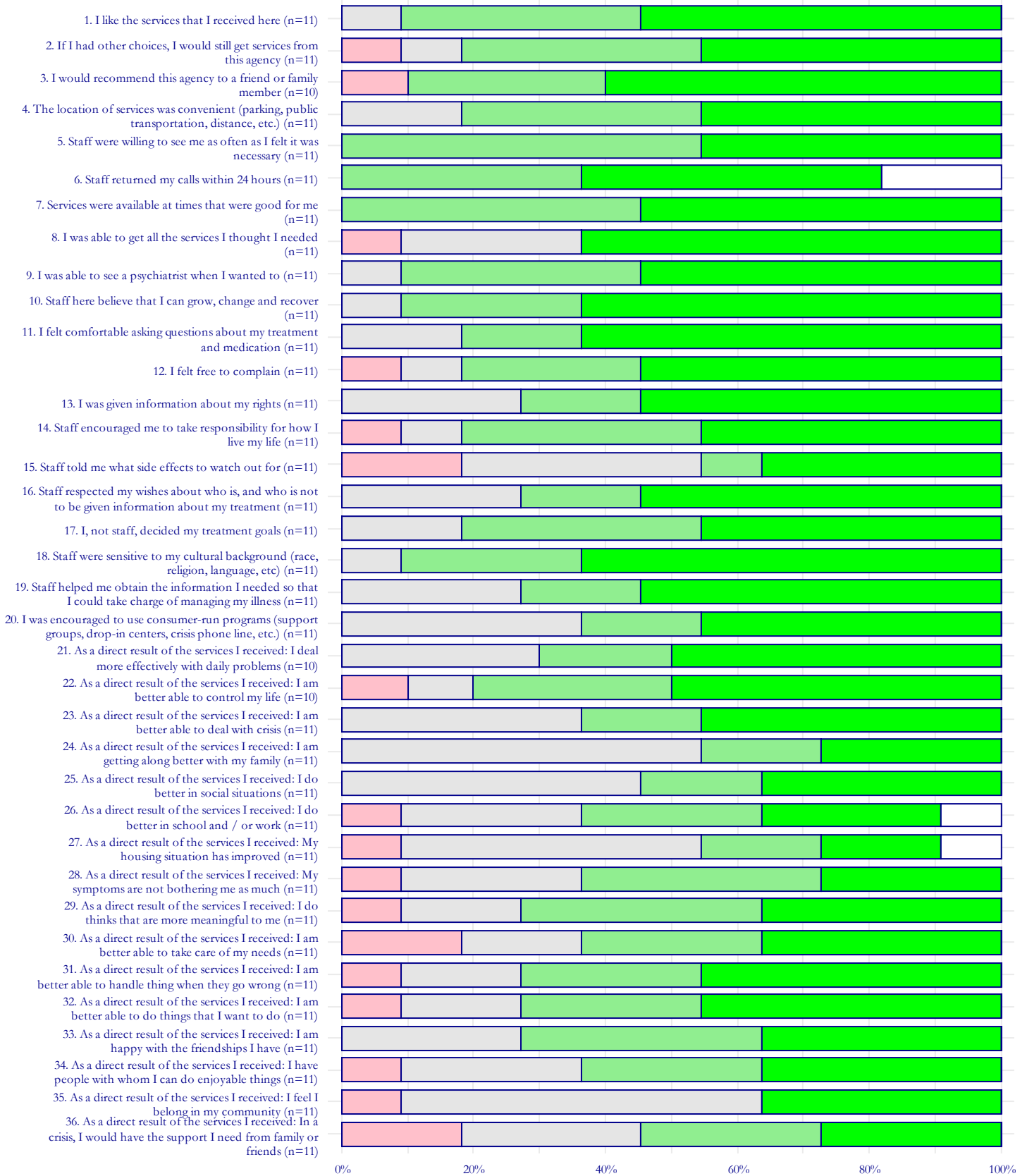
45.5% 15. Staff told me what side effects to watch out for

63.6% 8. I was able to get all the services I thought I needed

63.6% 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



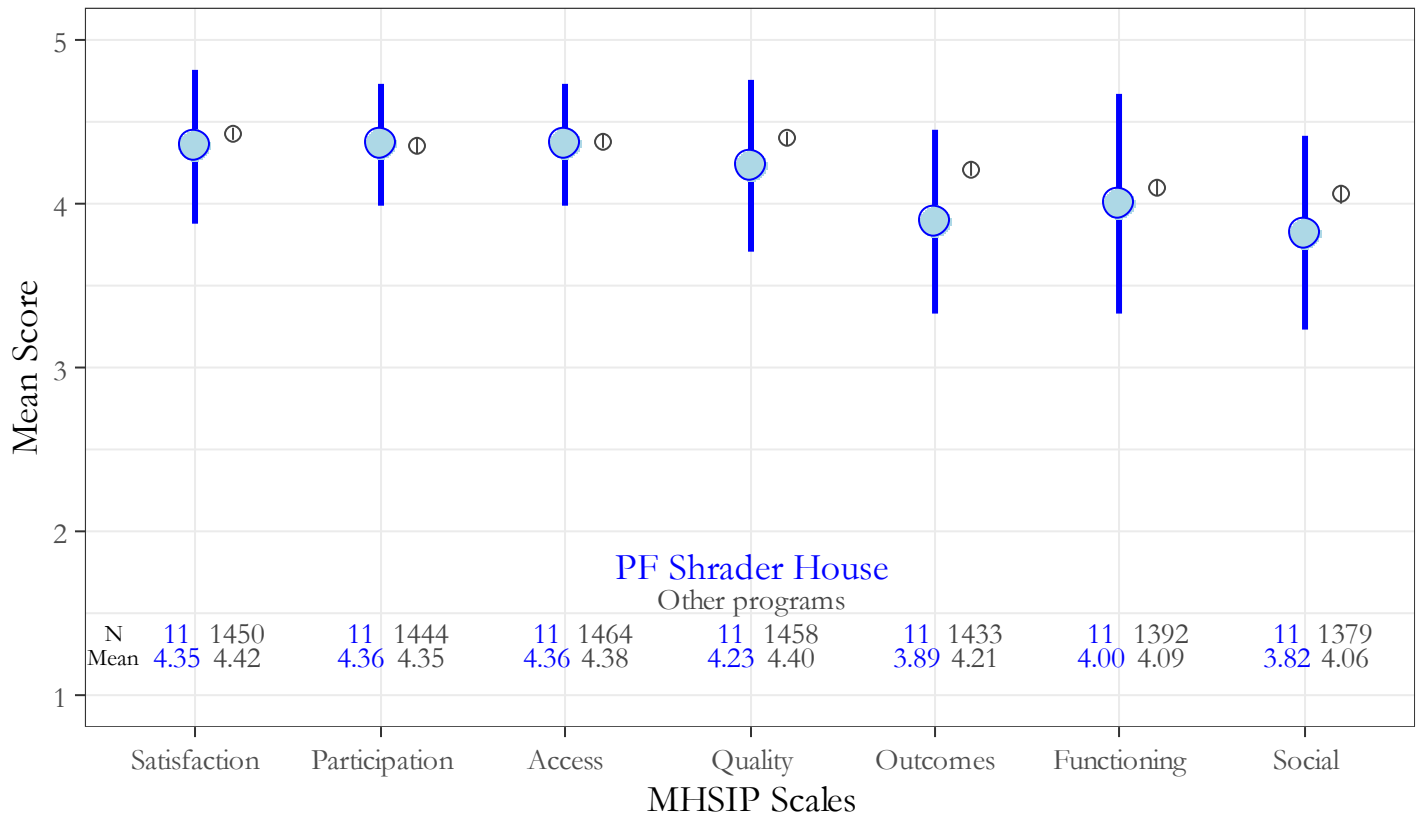
**MHSIP Items 1-25, N = 14**  
**Percent Agree**

	<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>90.9 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	6 42.9 %	0 0.0 %	3 21.4 %
<b>81.8 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 7.1 %	1 7.1 %	4 28.6 %	5 35.7 %	0 0.0 %	3 21.4 %
<b>90.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	1 7.1 %	0 0.0 %	3 21.4 %	6 42.9 %	0 0.0 %	4 28.6 %
<b>81.8 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 14.3 %	4 28.6 %	5 35.7 %	0 0.0 %	3 21.4 %
<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 %	6 42.9 %	5 35.7 %	0 0.0 %	3 21.4 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	5 35.7 %	2 14.3 %	3 21.4 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	6 42.9 %	0 0.0 %	3 21.4 %
<b>63.6 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 7.1 %	3 21.4 %	0 0.0 %	7 50.0 %	0 0.0 %	3 21.4 %
<b>90.9 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	6 42.9 %	0 0.0 %	3 21.4 %
<b>90.9 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	7 50.0 %	0 0.0 %	3 21.4 %
<b>81.8 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 14.3 %	2 14.3 %	7 50.0 %	0 0.0 %	3 21.4 %
<b>81.8 %</b> 12. I felt free to complain	0 0.0 %	1 7.1 %	1 7.1 %	3 21.4 %	6 42.9 %	0 0.0 %	3 21.4 %
<b>72.7 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	3 21.4 %	2 14.3 %	6 42.9 %	0 0.0 %	3 21.4 %
<b>81.8 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 7.1 %	1 7.1 %	4 28.6 %	5 35.7 %	0 0.0 %	3 21.4 %
<b>45.5 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	2 14.3 %	4 28.6 %	1 7.1 %	4 28.6 %	0 0.0 %	3 21.4 %
<b>72.7 %</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 %	3 21.4 %	2 14.3 %	6 42.9 %	0 0.0 %	3 21.4 %
<b>81.8 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 14.3 %	4 28.6 %	5 35.7 %	0 0.0 %	3 21.4 %
<b>90.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	7 50.0 %	0 0.0 %	3 21.4 %
<b>72.7 %</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 %	3 21.4 %	2 14.3 %	6 42.9 %	0 0.0 %	3 21.4 %
<b>63.6 %</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 28.6 %	2 14.3 %	5 35.7 %	0 0.0 %	3 21.4 %
<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 21.4 %	2 14.3 %	5 35.7 %	0 0.0 %	4 28.6 %
<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 7.1 %	1 7.1 %	3 21.4 %	5 35.7 %	0 0.0 %	4 28.6 %
<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 %	0 0.0 %	4 28.6 %	2 14.3 %	5 35.7 %	0 0.0 %	3 21.4 %
<b>45.5 %</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 %	6 42.9 %	2 14.3 %	3 21.4 %	0 0.0 %	3 21.4 %
<b>54.5 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	5 35.7 %	2 14.3 %	4 28.6 %	0 0.0 %	3 21.4 %

**MHSIP Items 26-36, N = 14**  
**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 %	1 7.1 %	3 21.4 %	3 21.4 %	3 21.4 %	1 7.1 %	3 21.4 %
<b>40.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 7.1 %	5 35.7 %	2 14.3 %	2 14.3 %	1 7.1 %	3 21.4 %
<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 %	1 7.1 %	3 21.4 %	4 28.6 %	3 21.4 %	0 0.0 %	3 21.4 %
<b>72.7 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 7.1 %	2 14.3 %	4 28.6 %	4 28.6 %	0 0.0 %	3 21.4 %
<b>63.6 %</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 14.3 %	2 14.3 %	3 21.4 %	4 28.6 %	0 0.0 %	3 21.4 %
<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 %	1 7.1 %	2 14.3 %	3 21.4 %	5 35.7 %	0 0.0 %	3 21.4 %
<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	0 0.0 %	1 7.1 %	2 14.3 %	3 21.4 %	5 35.7 %	0 0.0 %	3 21.4 %
<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 %	0 0.0 %	3 21.4 %	4 28.6 %	4 28.6 %	0 0.0 %	3 21.4 %
<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 %	1 7.1 %	3 21.4 %	3 21.4 %	4 28.6 %	0 0.0 %	3 21.4 %
<b>36.4 %</b> 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 7.1 %	6 42.9 %	0 0.0 %	4 28.6 %	0 0.0 %	3 21.4 %
<b>54.5 %</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 %	2 14.3 %	3 21.4 %	3 21.4 %	3 21.4 %	0 0.0 %	3 21.4 %

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 21.4 %	0 0 %	3 21.4 %
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 78.6 %	0 0 %	11 78.6 %
<b>Total</b>	14 100 %	0 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 11 clients; surveys were returned for 13 clients (  $13 / 11 = 118.2\%$  ).
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

## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

### RAMS Child, Youth & Family Services

Youth program codes (RUs): 38946 38947 3894SD

Adult program codes (RUs): 3894SD

Overall Satisfaction<sup>1</sup>

**85.3%**

Return Rate<sup>2</sup>

**67.9%**

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 4-8 2019 (Avatar billing): 109

People surveyed: 74 (73 youth and 1 adults)

Adult satisfaction mean score: --

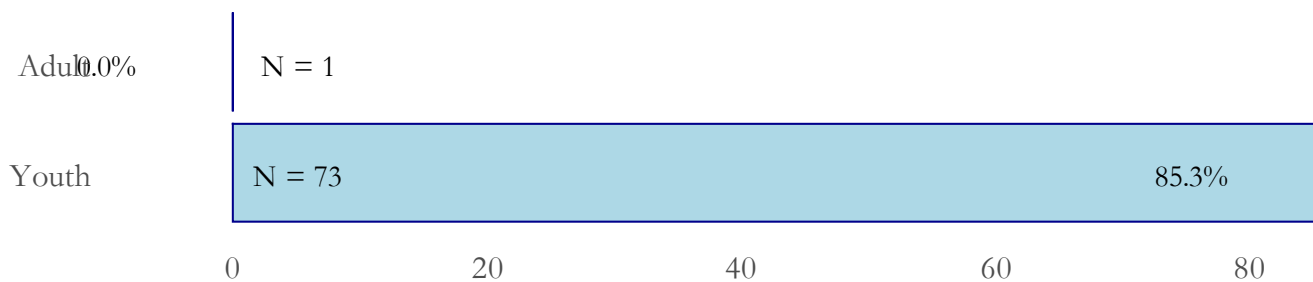
Youth satisfaction mean score: 4.18

Family satisfaction mean score: 4.22

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

#### Percent Satisfied by Adult/Youth and Family

No adult surveys contained satisfaction data





## **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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 109 clients; surveys were returned for 74 clients (  $74 / 109 = 67.9\%$ ).
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.

## **Survey Quality Issues:**

- ☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **RAMS Child, Youth & Family Services**

Program Code(s): 3894SD

Overall Satisfaction<sup>1</sup>

-- %

Return Rate<sup>2</sup>

**33.3%**

Overall satisfaction<sup>3</sup> mean score for RAMS Child, Youth & Family Services: -- .

Overall satisfaction mean score for all other programs: **4.37**.

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 list

#### **Lowest Agreement Items**

Not enough data for low est satisfaction list

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 MHSIP survey data to create a table. N = 0

Not enough MHSIP survey data to create domain means chart. N = 0

## 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	1 100 %	0 0 %	1 100 %
Completed Survey	0 0 %	0 0 %	0 0 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 3 clients; surveys were returned for 1 clients (  $1 / 3 = 33.3\%$  ).
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.

### **Survey Quality Issues:**

- ☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**RAMS Child, Youth & Family Services**  
Program Code(s): 38946 38947 3894SD

Overall Satisfaction<sup>1</sup>  
**85.3%**

Return Rate<sup>2</sup>  
**68.9%**

Overall satisfaction<sup>3</sup> mean score for RAMS Child, Youth & Family Services: **4.18** (youth), **4.22** (family).

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.55** (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**

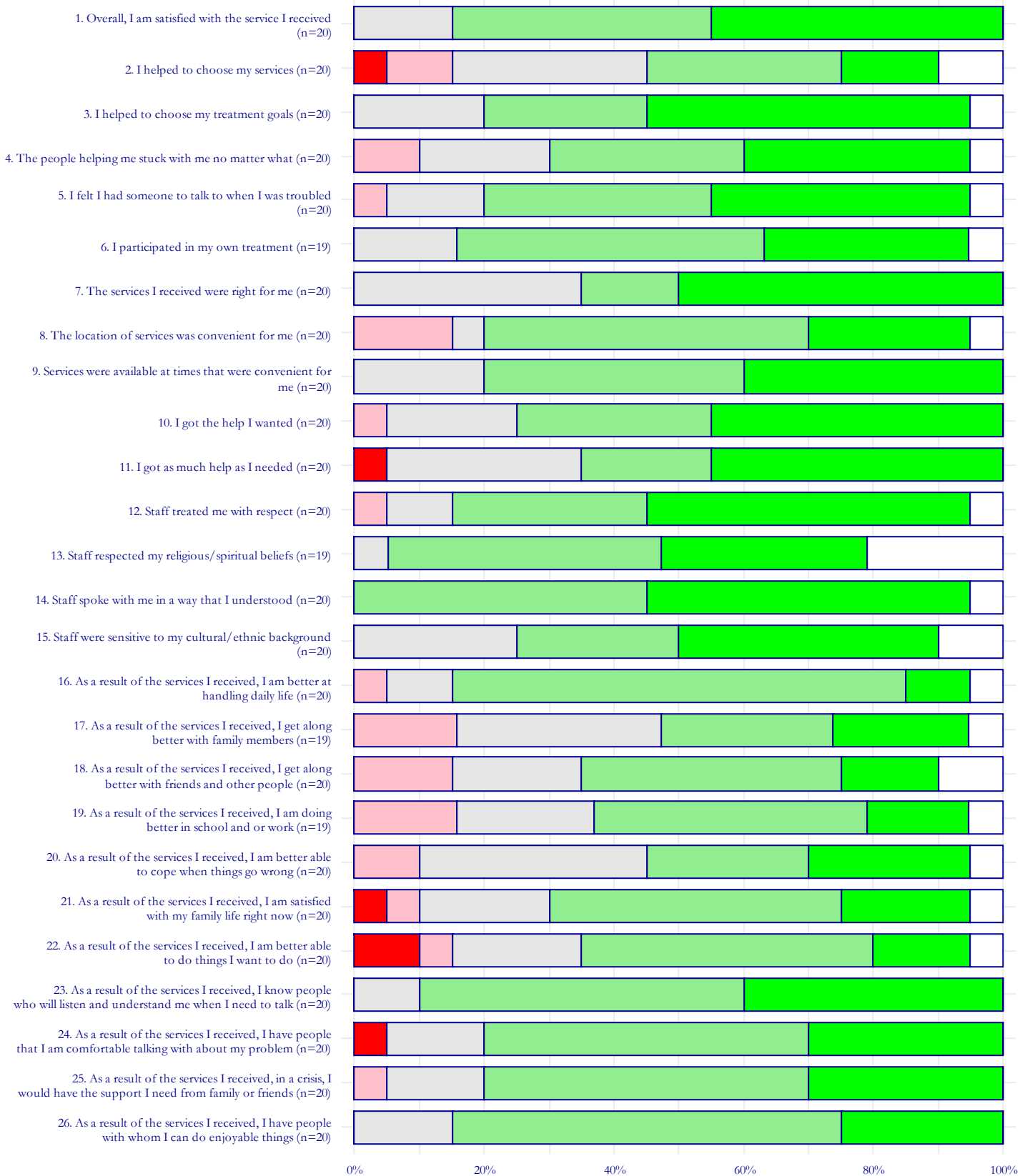
- 100.0% 14. Staff spoke with me in a way that I understood
- 96.3% 13. Staff respected my religious/spiritual beliefs
- 90.9% 12. Staff treated me with respect

**Lowest Agreement Items**

- 67.7% 2. I helped to choose my services
- 70.6% 11. I got as much help as I needed
- 76.5% 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

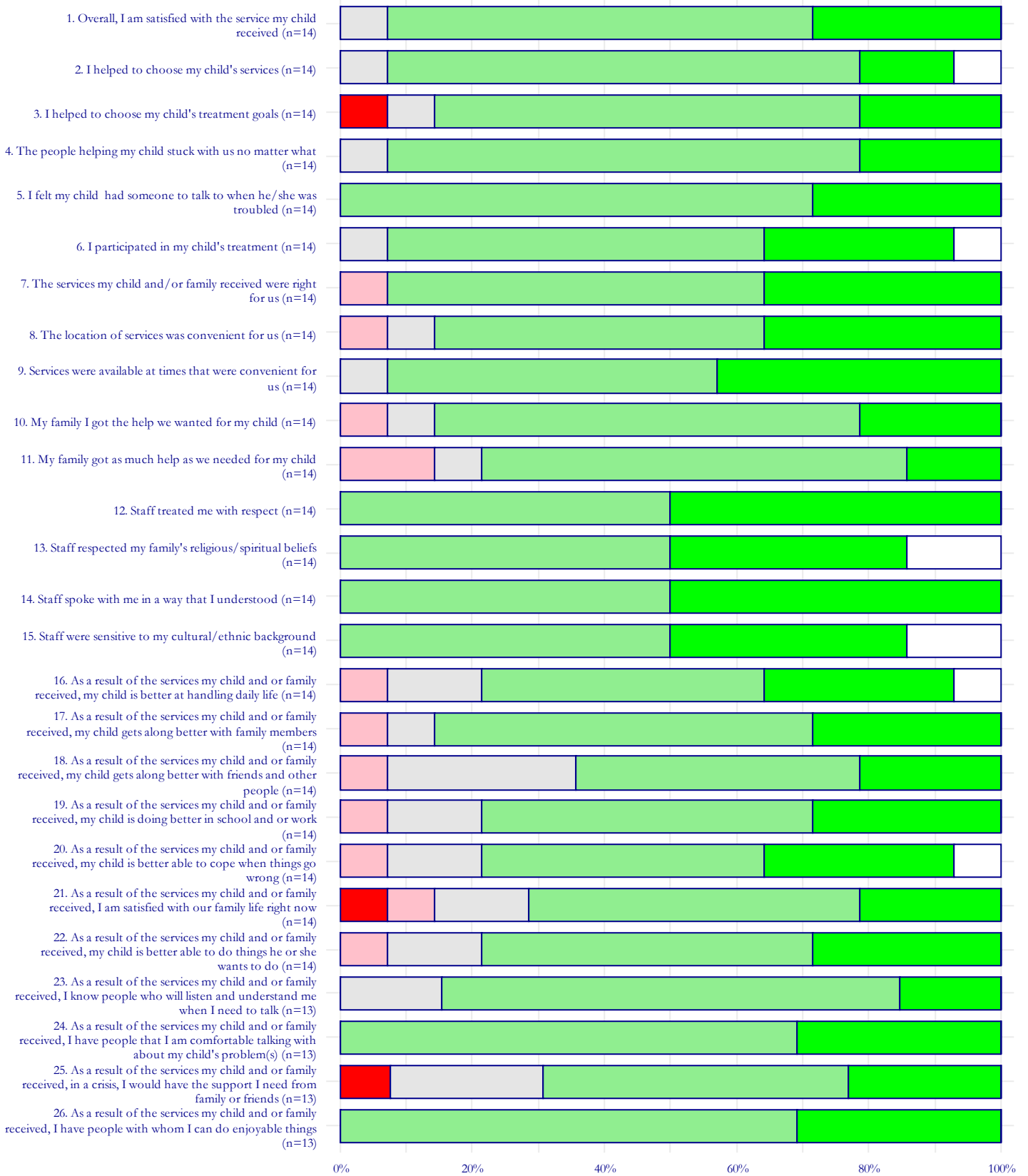


## Youth Services Survey for Youth, N = 58

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>85.0 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	3 5.2 %	8 13.8 %	9 15.5 %	0 0.0 %	38 65.5 %
<b>50.0 %</b> 2. I helped to choose my services	1 1.7 %	2 3.4 %	6 10.3 %	6 10.3 %	3 5.2 %	2 3.4 %	38 65.5 %
<b>78.9 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	4 6.9 %	5 8.6 %	10 17.2 %	1 1.7 %	38 65.5 %
<b>68.4 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	2 3.4 %	4 6.9 %	6 10.3 %	7 12.1 %	1 1.7 %	38 65.5 %
<b>78.9 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 1.7 %	3 5.2 %	7 12.1 %	8 13.8 %	1 1.7 %	38 65.5 %
<b>83.3 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	3 5.2 %	9 15.5 %	6 10.3 %	1 1.7 %	39 67.2 %
<b>65.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	7 12.1 %	3 5.2 %	10 17.2 %	0 0.0 %	38 65.5 %
<b>78.9 %</b> 8. The location of services was convenient for me	0 0.0 %	3 5.2 %	1 1.7 %	10 17.2 %	5 8.6 %	1 1.7 %	38 65.5 %
<b>80.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	4 6.9 %	8 13.8 %	8 13.8 %	0 0.0 %	38 65.5 %
<b>75.0 %</b> 10. I got the help I wanted	0 0.0 %	1 1.7 %	4 6.9 %	6 10.3 %	9 15.5 %	0 0.0 %	38 65.5 %
<b>65.0 %</b> 11. I got as much help as I needed	1 1.7 %	0 0.0 %	6 10.3 %	4 6.9 %	9 15.5 %	0 0.0 %	38 65.5 %
<b>84.2 %</b> 12. Staff treated me with respect	0 0.0 %	1 1.7 %	2 3.4 %	6 10.3 %	10 17.2 %	1 1.7 %	38 65.5 %
<b>93.3 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 1.7 %	8 13.8 %	6 10.3 %	4 6.9 %	39 67.2 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	9 15.5 %	10 17.2 %	1 1.7 %	38 65.5 %
<b>72.2 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	5 8.6 %	5 8.6 %	8 13.8 %	2 3.4 %	38 65.5 %
<b>84.2 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 1.7 %	2 3.4 %	14 24.1 %	2 3.4 %	1 1.7 %	38 65.5 %
<b>50.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	3 5.2 %	6 10.3 %	5 8.6 %	4 6.9 %	1 1.7 %	39 67.2 %
<b>61.1 %</b> 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	3 5.2 %	4 6.9 %	8 13.8 %	3 5.2 %	2 3.4 %	38 65.5 %
<b>61.1 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	3 5.2 %	4 6.9 %	8 13.8 %	3 5.2 %	1 1.7 %	39 67.2 %
<b>52.6 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	2 3.4 %	7 12.1 %	5 8.6 %	5 8.6 %	1 1.7 %	38 65.5 %
<b>68.4 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	1 1.7 %	1 1.7 %	4 6.9 %	9 15.5 %	4 6.9 %	1 1.7 %	38 65.5 %
<b>63.2 %</b> 22. As a result of the services I received, I am better able to do things I want to do	2 3.4 %	1 1.7 %	4 6.9 %	9 15.5 %	3 5.2 %	1 1.7 %	38 65.5 %
<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 %	2 3.4 %	10 17.2 %	8 13.8 %	0 0.0 %	38 65.5 %
<b>80.0 %</b> 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	1 1.7 %	0 0.0 %	3 5.2 %	10 17.2 %	6 10.3 %	0 0.0 %	38 65.5 %
<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 1.7 %	3 5.2 %	10 17.2 %	6 10.3 %	0 0.0 %	38 65.5 %
<b>85.0 %</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 5.2 %	12 20.7 %	5 8.6 %	0 0.0 %	38 65.5 %



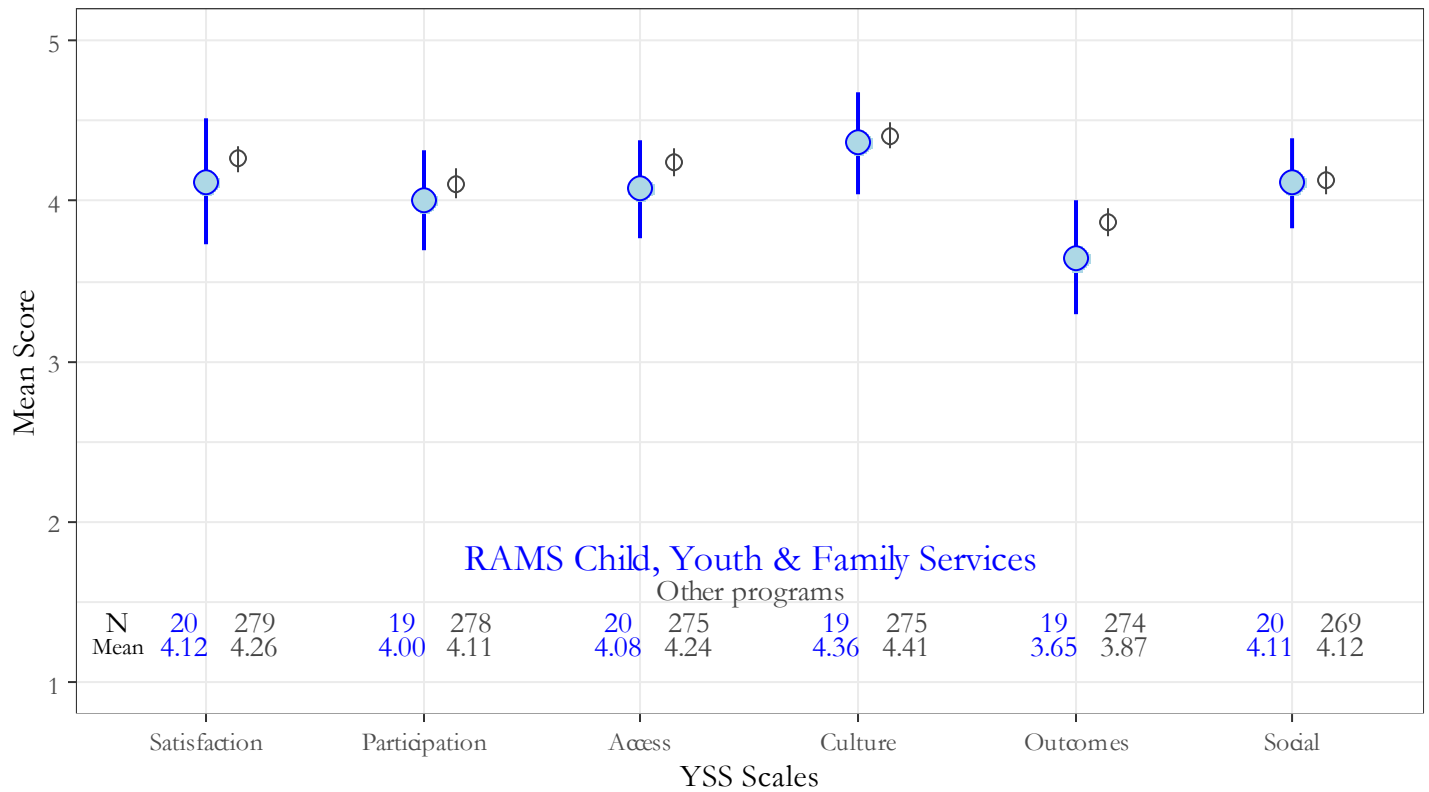
# Youth Services Survey for Families



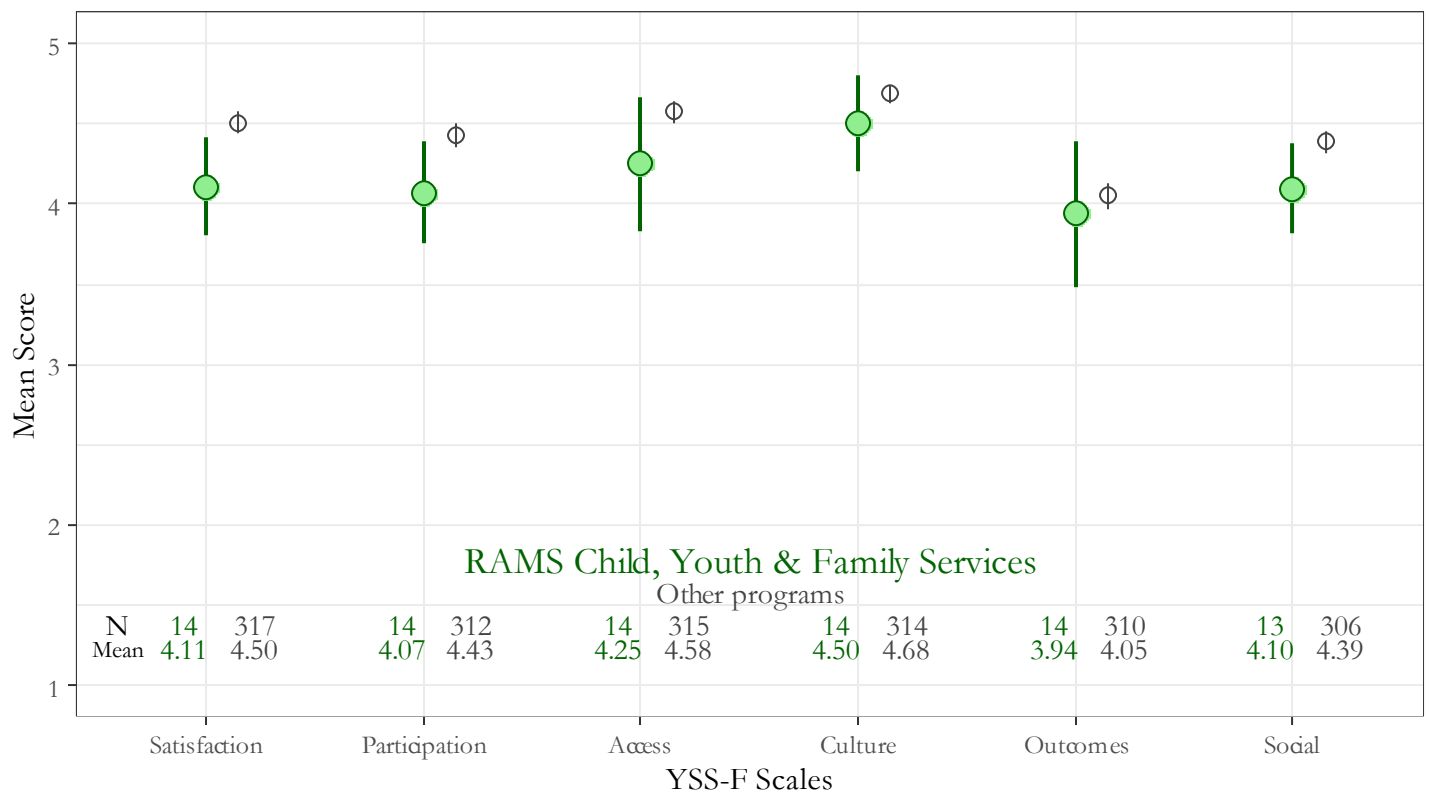
## Youth Services Survey for Families, N = 21

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>92.9 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	1 4.8 %	9 42.9 %	4 19.1 %	0 0.0 %	7 33.3 %
<b>92.3 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 4.8 %	10 47.6 %	2 9.5 %	1 4.8 %	7 33.3 %
<b>85.7 %</b> 3. I helped to choose my child's treatment goals	1 4.8 %	0 0.0 %	1 4.8 %	9 42.9 %	3 14.3 %	0 0.0 %	7 33.3 %
<b>92.9 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 4.8 %	10 47.6 %	3 14.3 %	0 0.0 %	7 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 %	10 47.6 %	4 19.1 %	0 0.0 %	7 33.3 %
<b>92.3 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 4.8 %	8 38.1 %	4 19.1 %	1 4.8 %	7 33.3 %
<b>92.9 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	1 4.8 %	0 0.0 %	8 38.1 %	5 23.8 %	0 0.0 %	7 33.3 %
<b>85.7 %</b> 8. The location of services was convenient for us	0 0.0 %	1 4.8 %	1 4.8 %	7 33.3 %	5 23.8 %	0 0.0 %	7 33.3 %
<b>92.9 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 4.8 %	7 33.3 %	6 28.6 %	0 0.0 %	7 33.3 %
<b>85.7 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	1 4.8 %	1 4.8 %	9 42.9 %	3 14.3 %	0 0.0 %	7 33.3 %
<b>78.6 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	2 9.5 %	1 4.8 %	9 42.9 %	2 9.5 %	0 0.0 %	7 33.3 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	7 33.3 %	7 33.3 %	0 0.0 %	7 33.3 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	7 33.3 %	5 23.8 %	2 9.5 %	7 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 %	7 33.3 %	7 33.3 %	0 0.0 %	7 33.3 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	7 33.3 %	5 23.8 %	2 9.5 %	7 33.3 %
<b>76.9 %</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 4.8 %	2 9.5 %	6 28.6 %	4 19.1 %	1 4.8 %	7 33.3 %
<b>85.7 %</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 4.8 %	1 4.8 %	8 38.1 %	4 19.1 %	0 0.0 %	7 33.3 %
<b>64.3 %</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 4.8 %	4 19.1 %	6 28.6 %	3 14.3 %	0 0.0 %	7 33.3 %
<b>78.6 %</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 %	1 4.8 %	2 9.5 %	7 33.3 %	4 19.1 %	0 0.0 %	7 33.3 %
<b>76.9 %</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 4.8 %	2 9.5 %	6 28.6 %	4 19.1 %	1 4.8 %	7 33.3 %
<b>71.4 %</b> 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 4.8 %	1 4.8 %	2 9.5 %	7 33.3 %	3 14.3 %	0 0.0 %	7 33.3 %
<b>78.6 %</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 4.8 %	2 9.5 %	7 33.3 %	4 19.1 %	0 0.0 %	7 33.3 %
<b>84.6 %</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 9.5 %	9 42.9 %	2 9.5 %	0 0.0 %	8 38.1 %
<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 %	9 42.9 %	4 19.1 %	0 0.0 %	8 38.1 %
<b>69.2 %</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 4.8 %	0 0.0 %	3 14.3 %	6 28.6 %	3 14.3 %	0 0.0 %	8 38.1 %
<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 %	9 42.9 %	4 19.1 %	0 0.0 %	8 38.1 %

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>



**Survey Compliance  
RAMS Child, Youth &  
Family Services**

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	6 28.6 %	31 53.4 %	37 46.8 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 4.8 %	3 5.2 %	4 5.1 %
No Data	0 0 %	4 6.9 %	4 5.1 %
Completed Survey	14 66.7 %	20 34.5 %	34 43 %
<b>Total</b>	21 100 %	58 100 %	79 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 106 clients; surveys were returned for 73 clients (  $73 / 106 = 68.9\%$  ).
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.

**Survey Quality Issues:**

- ☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

## Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

### RAMS Outpatient Services

Youth program codes (RUs): 38943

Adult program codes (RUs): 38943

Overall Satisfaction<sup>1</sup>

**95.4%**

Return Rate<sup>2</sup>

**50.8%**

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 4-8 2019 (Avatar billing): 195

People surveyed: 99 (1 youth and 98 adults)

Adult satisfaction mean score: 4.36

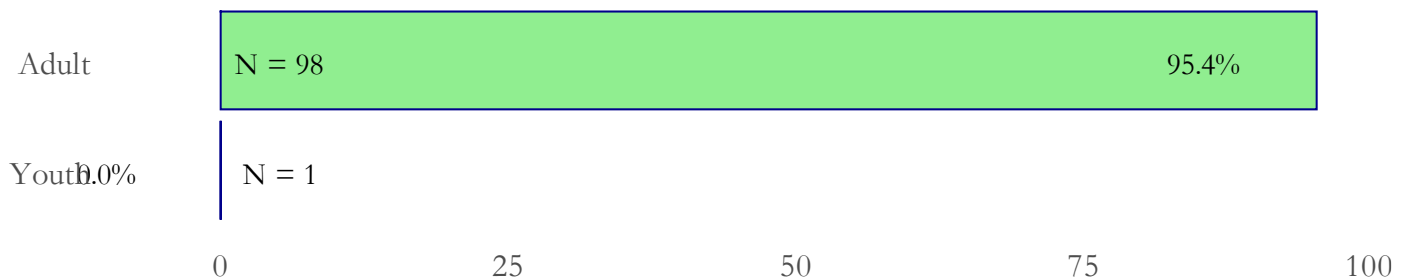
Youth satisfaction mean score: - -

Family satisfaction mean score: - -

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

#### Percent Satisfied by Adult/Youth and Family

No youth surveys contained satisfaction data



### **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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 195 clients; surveys were returned for 99 clients (  $99 / 195 = 50.8\%$ ).
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.

### **Survey Quality Issues:**

☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**RAMS Outpatient Services**

Program Code(s): 38943

Overall Satisfaction<sup>1</sup>

**95.4%**

Return Rate<sup>2</sup>

**52.4%**

Overall satisfaction<sup>3</sup> mean score for RAMS Outpatient Services: **4.36**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

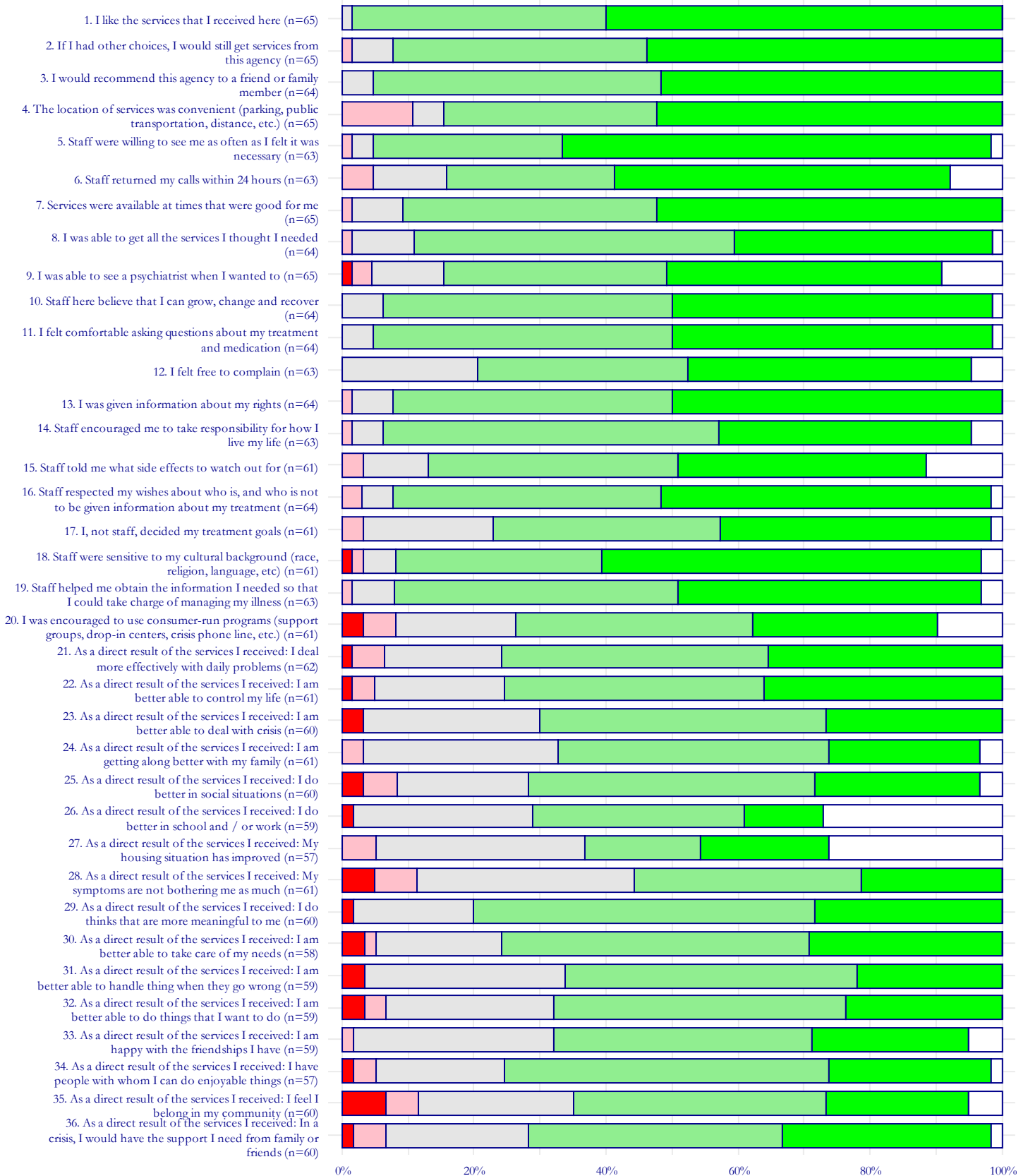
- 98.5% 1. I like the services that I received here
- 95.3% 3. I would recommend this agency to a friend or family member
- 95.2% 11. I felt comfortable asking questions about my treatment and medication

**Lowest Agreement Items**

- 70.9% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 76.7% 17. I, not staff, decided my treatment goals
- 78.3% 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, N = 100**

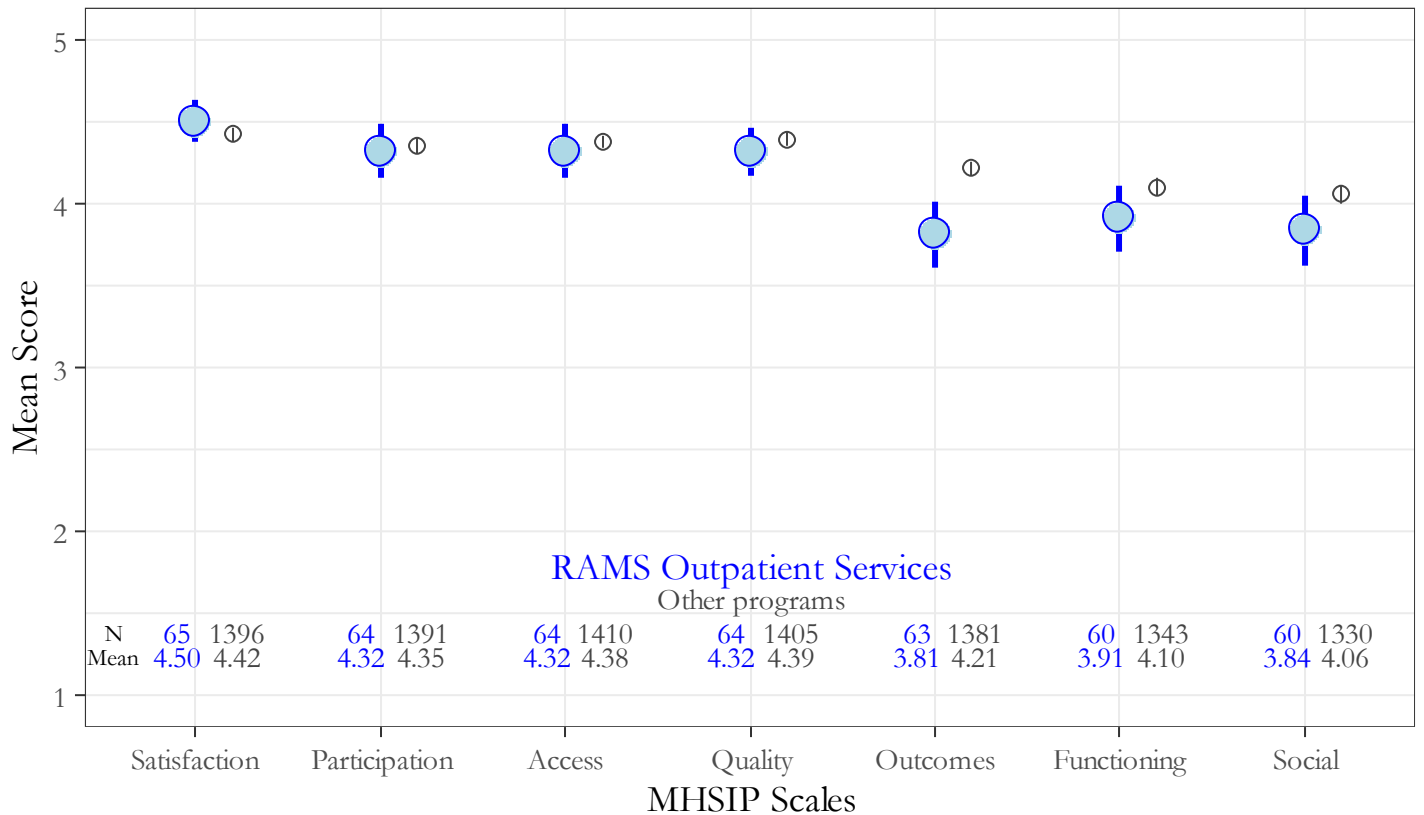
**Percent Agree**

	<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>98.5 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 1.0 %	25 25.0 %	39 39.0 %	0 0.0 %	35 35.0 %
<b>92.3 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 1.0 %	4 4.0 %	25 25.0 %	35 35.0 %	0 0.0 %	35 35.0 %
<b>95.3 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 3.0 %	28 28.0 %	33 33.0 %	0 0.0 %	36 36.0 %
<b>84.6 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	7 7.0 %	3 3.0 %	21 21.0 %	34 34.0 %	0 0.0 %	35 35.0 %
<b>95.2 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 1.0 %	2 2.0 %	18 18.0 %	41 41.0 %	1 1.0 %	37 37.0 %
<b>82.8 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	3 3.0 %	7 7.0 %	16 16.0 %	32 32.0 %	5 5.0 %	37 37.0 %
<b>90.8 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 1.0 %	5 5.0 %	25 25.0 %	34 34.0 %	0 0.0 %	35 35.0 %
<b>88.9 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	1 1.0 %	6 6.0 %	31 31.0 %	25 25.0 %	1 1.0 %	36 36.0 %
<b>83.1 %</b> 9. I was able to see a psychiatrist when I wanted to	1 1.0 %	2 2.0 %	7 7.0 %	22 22.0 %	27 27.0 %	6 6.0 %	35 35.0 %
<b>93.7 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	4 4.0 %	28 28.0 %	31 31.0 %	1 1.0 %	36 36.0 %
<b>95.2 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	3 3.0 %	29 29.0 %	31 31.0 %	1 1.0 %	36 36.0 %
<b>78.3 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	13 13.0 %	20 20.0 %	27 27.0 %	3 3.0 %	37 37.0 %
<b>92.2 %</b> 13. I was given information about my rights	0 0.0 %	1 1.0 %	4 4.0 %	27 27.0 %	32 32.0 %	0 0.0 %	36 36.0 %
<b>93.3 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 1.0 %	3 3.0 %	32 32.0 %	24 24.0 %	3 3.0 %	37 37.0 %
<b>85.2 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	2 2.0 %	6 6.0 %	23 23.0 %	23 23.0 %	7 7.0 %	39 39.0 %
<b>92.1 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	2 2.0 %	3 3.0 %	26 26.0 %	32 32.0 %	1 1.0 %	36 36.0 %
<b>76.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	2 2.0 %	12 12.0 %	21 21.0 %	25 25.0 %	1 1.0 %	39 39.0 %
<b>91.5 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.0 %	1 1.0 %	3 3.0 %	19 19.0 %	35 35.0 %	2 2.0 %	39 39.0 %
<b>91.8 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 1.0 %	4 4.0 %	27 27.0 %	29 29.0 %	2 2.0 %	37 37.0 %
<b>70.9 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 2.0 %	3 3.0 %	11 11.0 %	22 22.0 %	17 17.0 %	6 6.0 %	39 39.0 %
<b>75.8 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 1.0 %	3 3.0 %	11 11.0 %	25 25.0 %	22 22.0 %	0 0.0 %	38 38.0 %
<b>75.4 %</b> 22. As a direct result of the services I received: I am better able to control my life	1 1.0 %	2 2.0 %	12 12.0 %	24 24.0 %	22 22.0 %	0 0.0 %	39 39.0 %
<b>70.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	2 2.0 %	0 0.0 %	16 16.0 %	26 26.0 %	16 16.0 %	0 0.0 %	40 40.0 %
<b>66.1 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	2 2.0 %	18 18.0 %	25 25.0 %	14 14.0 %	2 2.0 %	39 39.0 %
<b>70.7 %</b> 25. As a direct result of the services I received: I do better in social situations	2 2.0 %	3 3.0 %	12 12.0 %	26 26.0 %	15 15.0 %	2 2.0 %	40 40.0 %

**MHSIP Items 26-36, N = 100**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>60.5 %</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 %	16 16.0 %	19 19.0 %	7 7.0 %	16 16.0 %	41 41.0 %
<b>50.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	3 3.0 %	18 18.0 %	10 10.0 %	11 11.0 %	15 15.0 %	43 43.0 %
<b>55.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	3 3.0 %	4 4.0 %	20 20.0 %	21 21.0 %	13 13.0 %	0 0.0 %	39 39.0 %
<b>80.0 %</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 %	11 11.0 %	31 31.0 %	17 17.0 %	0 0.0 %	40 40.0 %
<b>75.9 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	2 2.0 %	1 1.0 %	11 11.0 %	27 27.0 %	17 17.0 %	0 0.0 %	42 42.0 %
<b>66.1 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 2.0 %	0 0.0 %	18 18.0 %	26 26.0 %	13 13.0 %	0 0.0 %	41 41.0 %
<b>67.8 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	2 2.0 %	2 2.0 %	15 15.0 %	26 26.0 %	14 14.0 %	0 0.0 %	41 41.0 %
<b>66.1 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 1.0 %	18 18.0 %	23 23.0 %	14 14.0 %	3 3.0 %	41 41.0 %
<b>75.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 1.0 %	2 2.0 %	11 11.0 %	28 28.0 %	14 14.0 %	1 1.0 %	43 43.0 %
<b>63.2 %</b> 35. As a direct result of the services I received: I feel I belong in my community	4 4.0 %	3 3.0 %	14 14.0 %	23 23.0 %	13 13.0 %	3 3.0 %	40 40.0 %
<b>71.2 %</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	1 1.0 %	3 3.0 %	13 13.0 %	23 23.0 %	19 19.0 %	1 1.0 %	40 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	9 10 %	1 10 %	10 10 %
Impaired	7 7.8 %	1 10 %	8 8 %
Language	2 2.2 %	0 0 %	2 2 %
Other	11 12.2 %	1 10 %	12 12 %
No Data	2 2.2 %	1 10 %	3 3 %
Completed Survey	59 65.6 %	6 60 %	65 65 %
<b>Total</b>	90 100 %	10 100 %	100 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 187 clients; surveys were returned for 98 clients (  $98 / 187 = 52.4\%$  ).
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.

### **Survey Quality Issues:**

☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**RAMS Outpatient Services**

Program Code(s): 38943

Overall Satisfaction<sup>1</sup>

-- %

Return Rate<sup>2</sup>

**12.5%**

Overall satisfaction<sup>3</sup> mean score for RAMS Outpatient Services: No YSS (youth) data for this program, No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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 low est 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 survey data to create a table or bar chart.

Not enough Family survey data to create a table or bar chart.

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

**Survey Compliance**  
**RAMS Outpatient**  
**Services Completion**

Completion Status	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 %	1 100 %	1 100 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	0 0 %	0 0 %
<b>Total</b>	0 100 %	1 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 8 clients; surveys were returned for 1 clients ( 1 / 8 = 12.5% ).
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.

**Survey Quality Issues:**

- ☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Safe and Sound**

Program Code(s): 38HR0P

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for Safe and Sound: No YSS (youth) data for this program, **4.58** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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% 4. The people helping me stuck with me no matter what

**Lowest Agreement Items**

66.7% 1. Overall, I am satisfied with the service I received

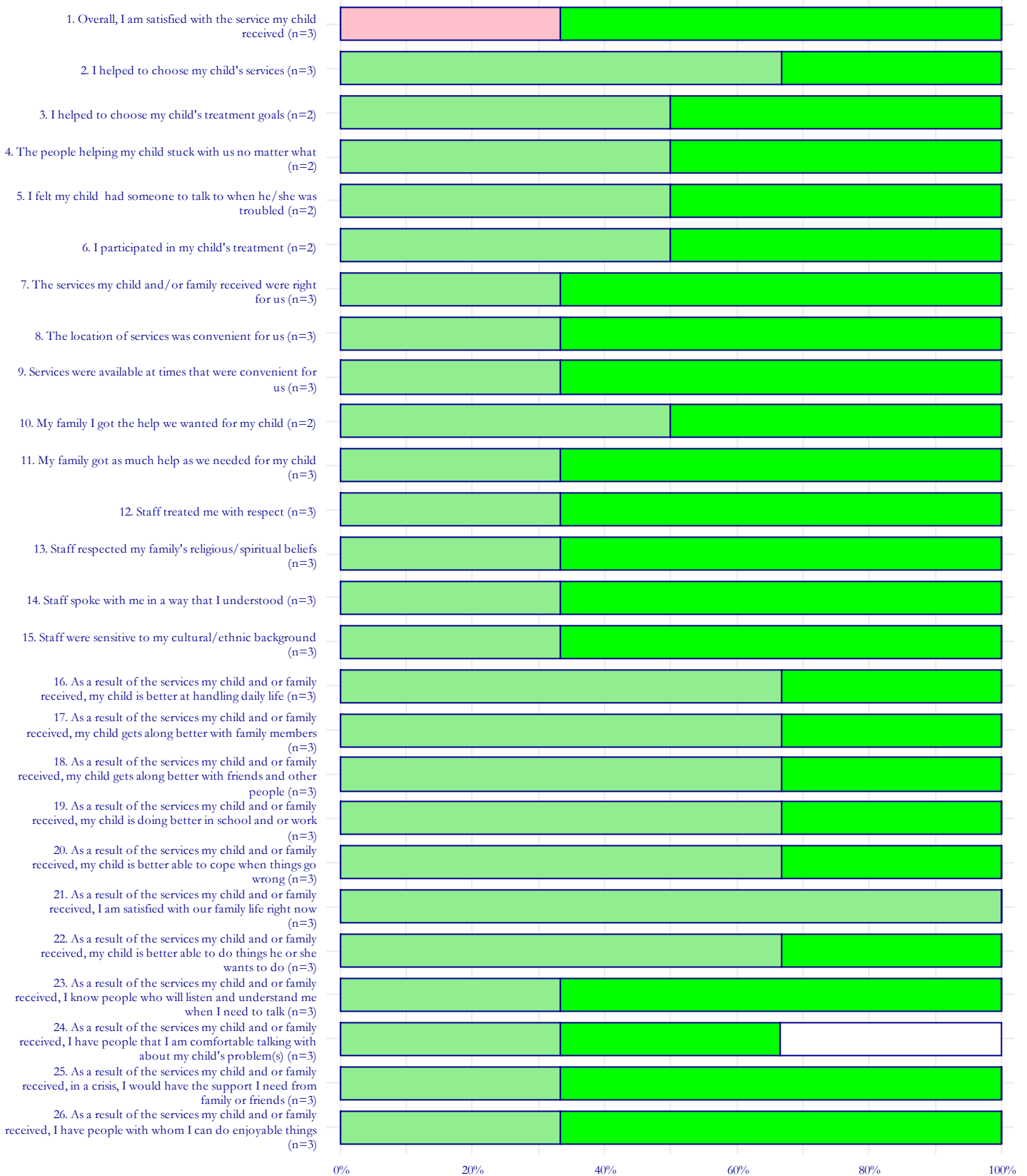
100.0% 2. I helped to choose my services

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 survey data to create a table or bar chart.

### Youth Services Survey for Families



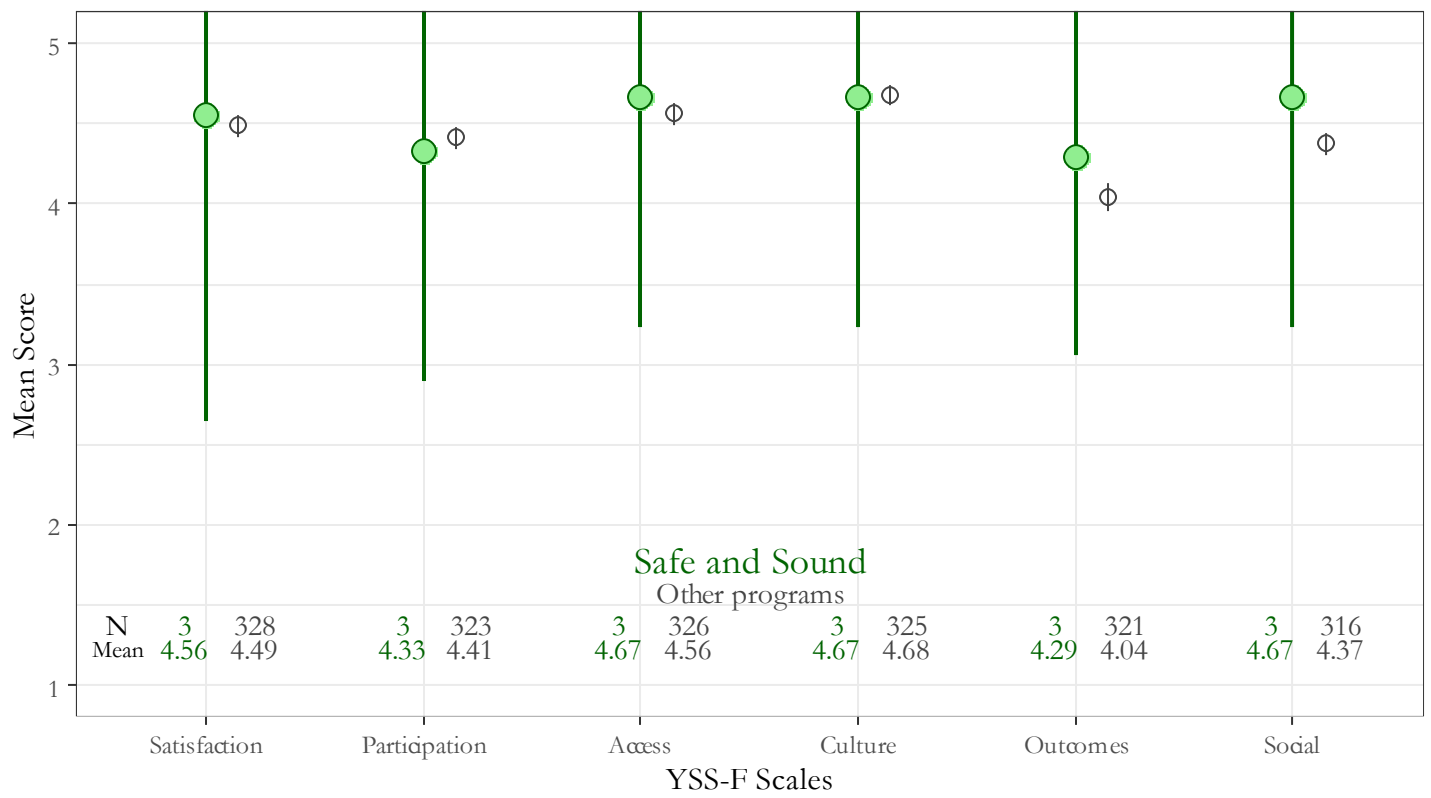


## Youth Services Survey for Families, N = 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
66.7 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	1 12.5 %	0 0.0 %	0 0.0 %	2 25.0 %	0 0.0 %	5 62.5 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	0 0.0 %	5 62.5 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
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 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	0 0.0 %	5 62.5 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	0 0.0 %	5 62.5 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	0 0.0 %	5 62.5 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	0 0.0 %	6 75.0 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	0 0.0 %	5 62.5 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	0 0.0 %	5 62.5 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	0 0.0 %	5 62.5 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	0 0.0 %	5 62.5 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	0 0.0 %	5 62.5 %
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 %	2 25.0 %	1 12.5 %	0 0.0 %	5 62.5 %
100.0 % 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 %	0 0.0 %	2 25.0 %	1 12.5 %	0 0.0 %	5 62.5 %
100.0 % 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 %	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	0 0.0 %	5 62.5 %
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 25.0 %	1 12.5 %	0 0.0 %	5 62.5 %
100.0 % 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 %	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	0 0.0 %	5 62.5 %
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 %	3 37.5 %	0 0.0 %	0 0.0 %	5 62.5 %
100.0 % 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 25.0 %	1 12.5 %	0 0.0 %	5 62.5 %
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 12.5 %	2 25.0 %	0 0.0 %	5 62.5 %
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 12.5 %	1 12.5 %	1 12.5 %	5 62.5 %
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 12.5 %	2 25.0 %	0 0.0 %	5 62.5 %
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 %	1 12.5 %	2 25.0 %	0 0.0 %	5 62.5 %

Not enough youth survey data to create domain means plot.

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



<b>Survey Compliance</b>			
<b>Safe and Sound</b>			
<b>Completion Status</b>	<b>Completion by Respondent Type</b>		<b>Total</b>
	Family	Youth	
Refused	5 62.5 %	0 0 %	5 62.5 %
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	3 37.5 %	0 0 %	3 37.5 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 6 clients; surveys were returned for 8 clients ( 8 / 6 = 133.3% ).
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.

☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
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>

**66.7%**

Overall satisfaction<sup>3</sup> mean score for Seneca Connections Placement: **4.04** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.53** (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**

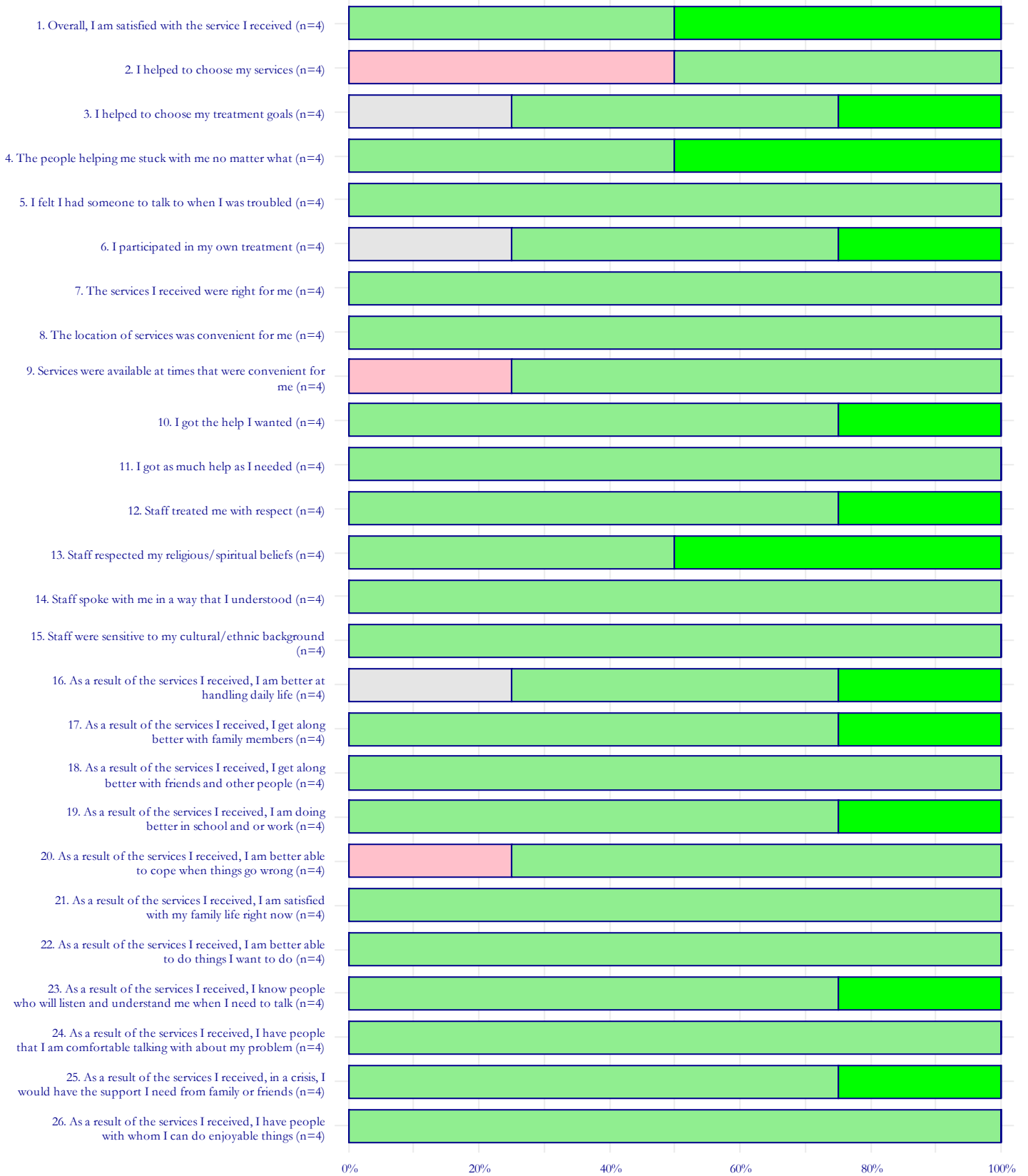
**50.0%** 2. I helped to choose my services

**75.0%** 3. I helped to choose my treatment goals

**75.0%** 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

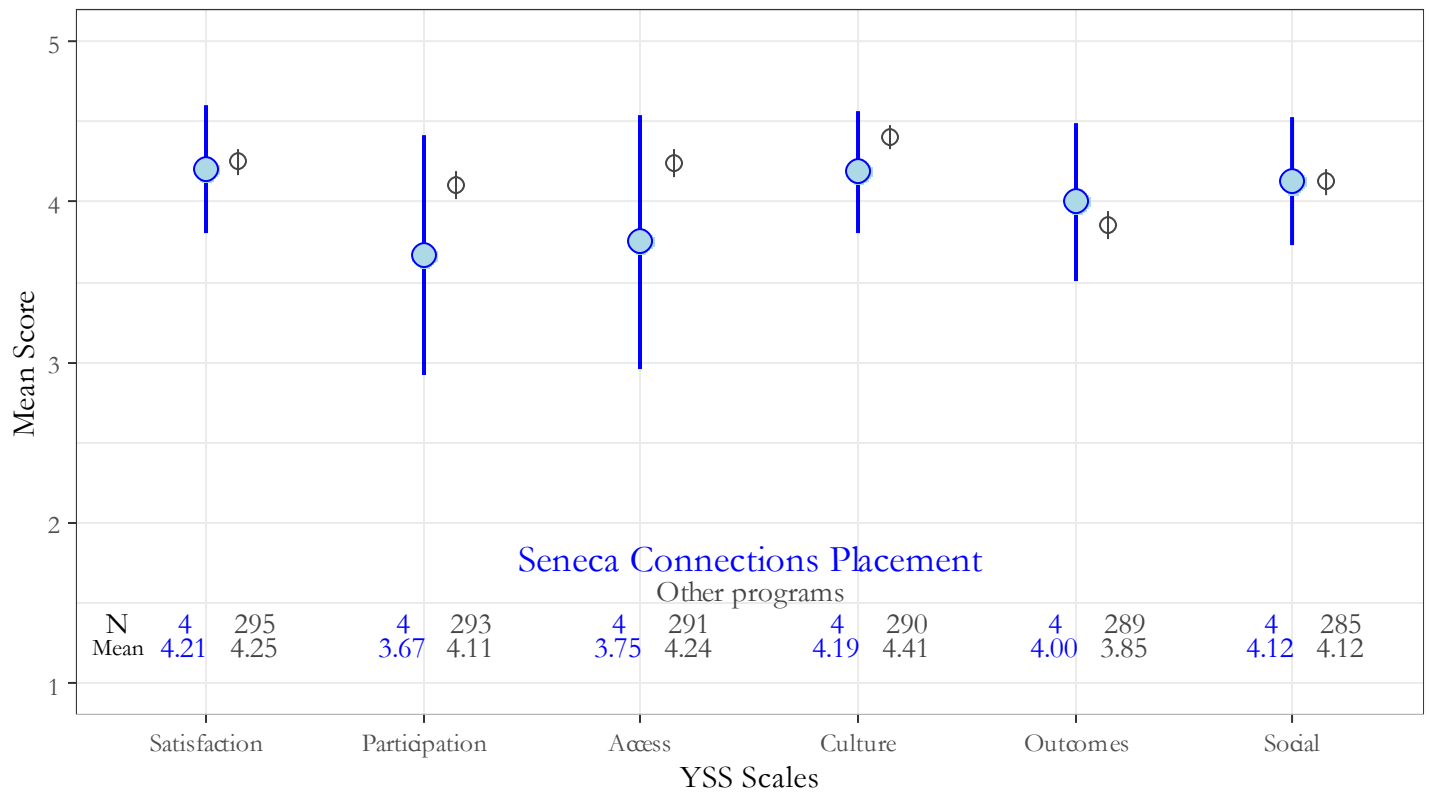


## Youth Services Survey for Youth, N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>100.0 %</b> 1. Overall, I am satisfied with the service I received	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> 2. I helped to choose my services	0 0.0 %	2 50.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 3. I helped to choose my 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 me stuck with me 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 I had someone to talk to when I was troubled	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> 6. I participated in my own treatment	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> 7. The services I received were right for me	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> 8. The location of services was convenient for me	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> 9. Services were available at times that were convenient for me	0 0.0 %	1 25.0 %	0 0.0 %	3 75.0 %	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 75.0 %	1 25.0 %	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 %	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 %	3 75.0 %	1 25.0 %	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 %	2 50.0 %	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 %	4 100.0 %	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 %	4 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<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 25.0 %	2 50.0 %	1 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 %	3 75.0 %	1 25.0 %	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 %	4 100.0 %	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 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 25.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<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 %	4 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<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 %	4 100.0 %	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 %	3 75.0 %	1 25.0 %	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 %	4 100.0 %	0 0.0 %	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 %	4 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %

Not enough Family survey data to create a table or bar chart.

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



Not enough family survey data to create domain means plot.

Completion Status	Survey Compliance Seneca Connections Placement Completion by Respondent Type		Total
	Family	Youth	
	Refused	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 %	4 100 %	4 100 %
<b>Total</b>	0 100 %	4 100 %	4 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 6 clients; surveys were returned for 4 clients ( 4 / 6 = 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

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Seneca Connections Wraparound**

Program Code(s): 38CQ4

Overall Satisfaction<sup>1</sup>

**89.5%**

Return Rate<sup>2</sup>

**78.6%**

Overall satisfaction<sup>3</sup> mean score for Seneca Connections Wraparound: **4.28** (youth), **4.46** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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% 12. Staff treated me with respect

100.0% 13. Staff respected my religious/spiritual beliefs

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

**Lowest Agreement Items**

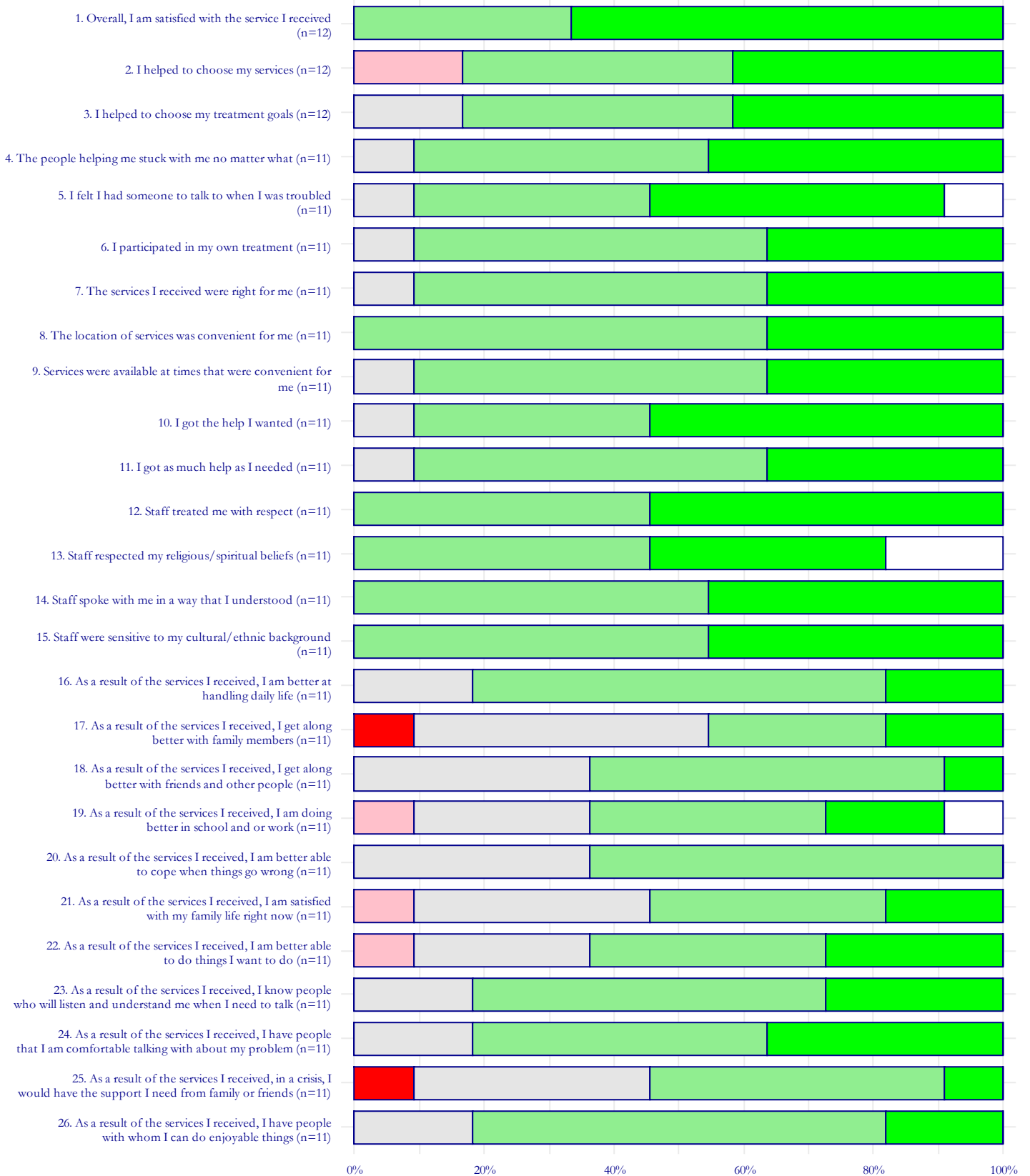
77.8% 11. I got as much help as I needed

83.3% 2. I helped to choose my services

83.3% 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.

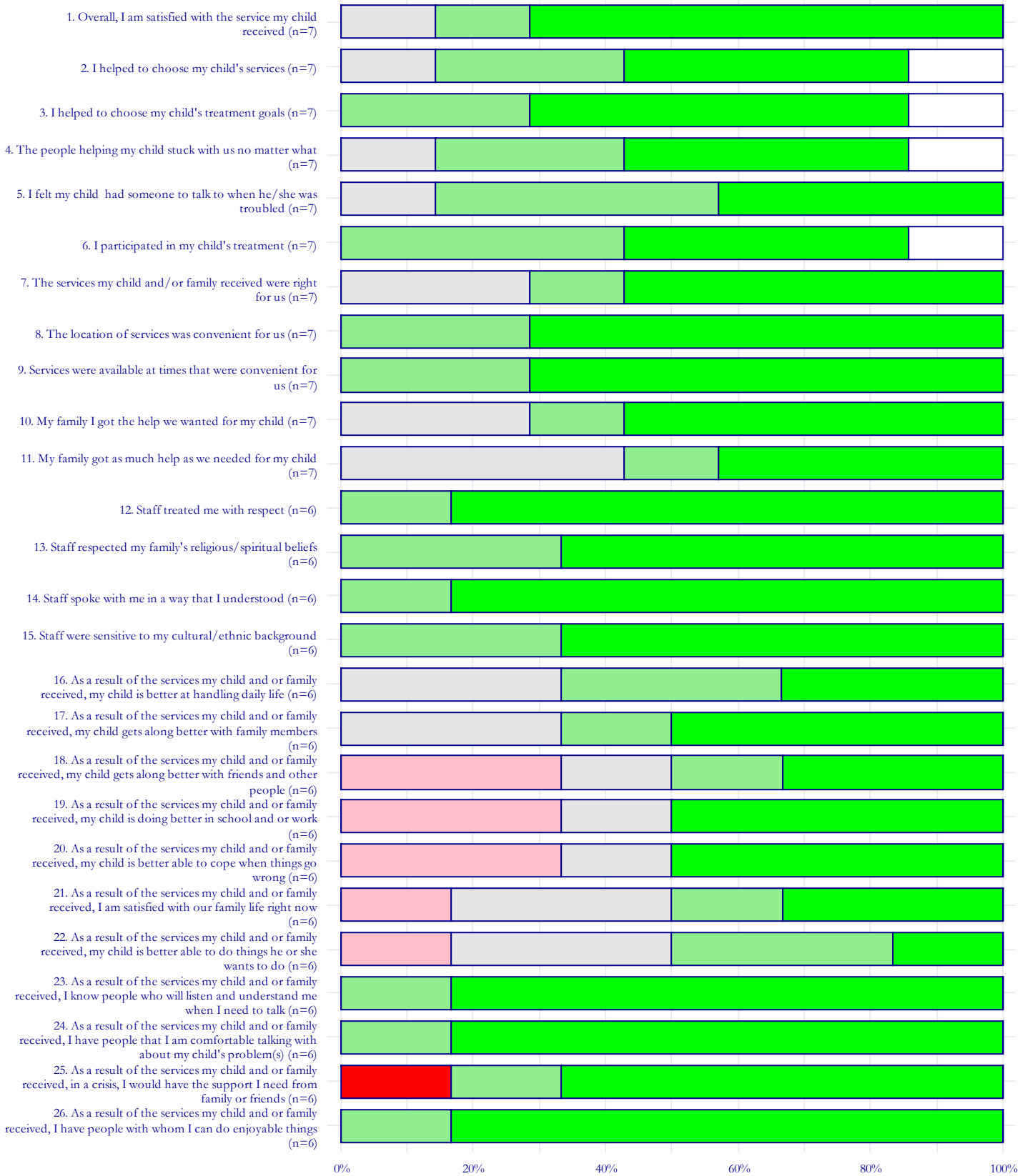
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 24

	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 16.7 %	8 33.3 %	0 0.0 %	12 50.0 %
<b>83.3 %</b> 2. I helped to choose my services	0 0.0 %	2 8.3 %	0 0.0 %	5 20.8 %	5 20.8 %	0 0.0 %	12 50.0 %
<b>83.3 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	2 8.3 %	5 20.8 %	5 20.8 %	0 0.0 %	12 50.0 %
<b>90.9 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 4.2 %	5 20.8 %	5 20.8 %	0 0.0 %	13 54.2 %
<b>90.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 4.2 %	4 16.7 %	5 20.8 %	1 4.2 %	13 54.2 %
<b>90.9 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 4.2 %	6 25.0 %	4 16.7 %	0 0.0 %	13 54.2 %
<b>90.9 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 4.2 %	6 25.0 %	4 16.7 %	0 0.0 %	13 54.2 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	7 29.2 %	4 16.7 %	0 0.0 %	13 54.2 %
<b>90.9 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 4.2 %	6 25.0 %	4 16.7 %	0 0.0 %	13 54.2 %
<b>90.9 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 4.2 %	4 16.7 %	6 25.0 %	0 0.0 %	13 54.2 %
<b>90.9 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 4.2 %	6 25.0 %	4 16.7 %	0 0.0 %	13 54.2 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 20.8 %	6 25.0 %	0 0.0 %	13 54.2 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	5 20.8 %	4 16.7 %	2 8.3 %	13 54.2 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	6 25.0 %	5 20.8 %	0 0.0 %	13 54.2 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	6 25.0 %	5 20.8 %	0 0.0 %	13 54.2 %
<b>81.8 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 8.3 %	7 29.2 %	2 8.3 %	0 0.0 %	13 54.2 %
<b>45.5 %</b> 17. As a result of the services I received, I get along better with family members	1 4.2 %	0 0.0 %	5 20.8 %	3 12.5 %	2 8.3 %	0 0.0 %	13 54.2 %
<b>63.6 %</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 16.7 %	6 25.0 %	1 4.2 %	0 0.0 %	13 54.2 %
<b>60.0 %</b> 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 4.2 %	3 12.5 %	4 16.7 %	2 8.3 %	1 4.2 %	13 54.2 %
<b>63.6 %</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 16.7 %	7 29.2 %	0 0.0 %	0 0.0 %	13 54.2 %
<b>54.5 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 4.2 %	4 16.7 %	4 16.7 %	2 8.3 %	0 0.0 %	13 54.2 %
<b>63.6 %</b> 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 4.2 %	3 12.5 %	4 16.7 %	3 12.5 %	0 0.0 %	13 54.2 %
<b>81.8 %</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 8.3 %	6 25.0 %	3 12.5 %	0 0.0 %	13 54.2 %
<b>81.8 %</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 8.3 %	5 20.8 %	4 16.7 %	0 0.0 %	13 54.2 %
<b>54.5 %</b> 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 4.2 %	0 0.0 %	4 16.7 %	5 20.8 %	1 4.2 %	0 0.0 %	13 54.2 %
<b>81.8 %</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 8.3 %	7 29.2 %	2 8.3 %	0 0.0 %	13 54.2 %

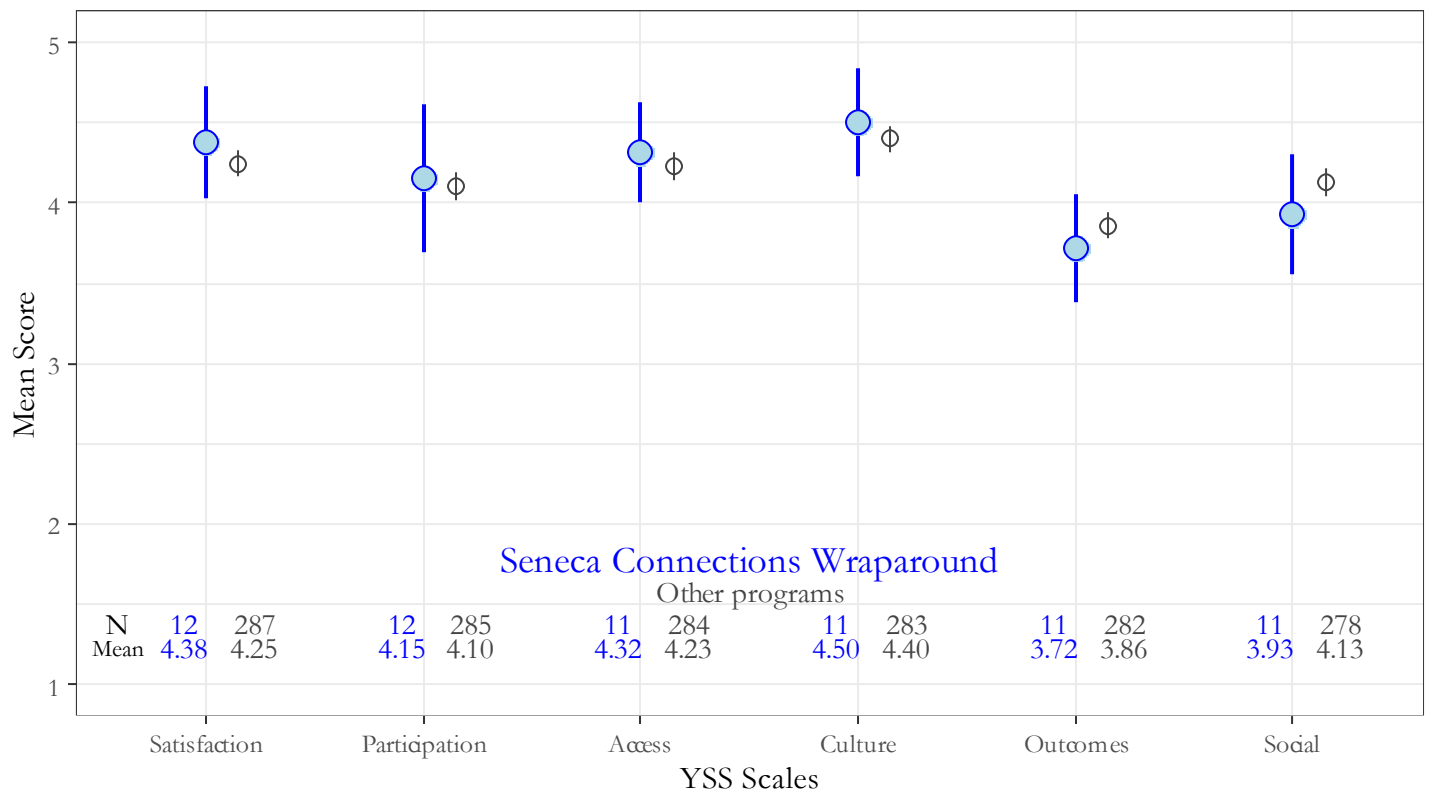
# Youth Services Survey for Families



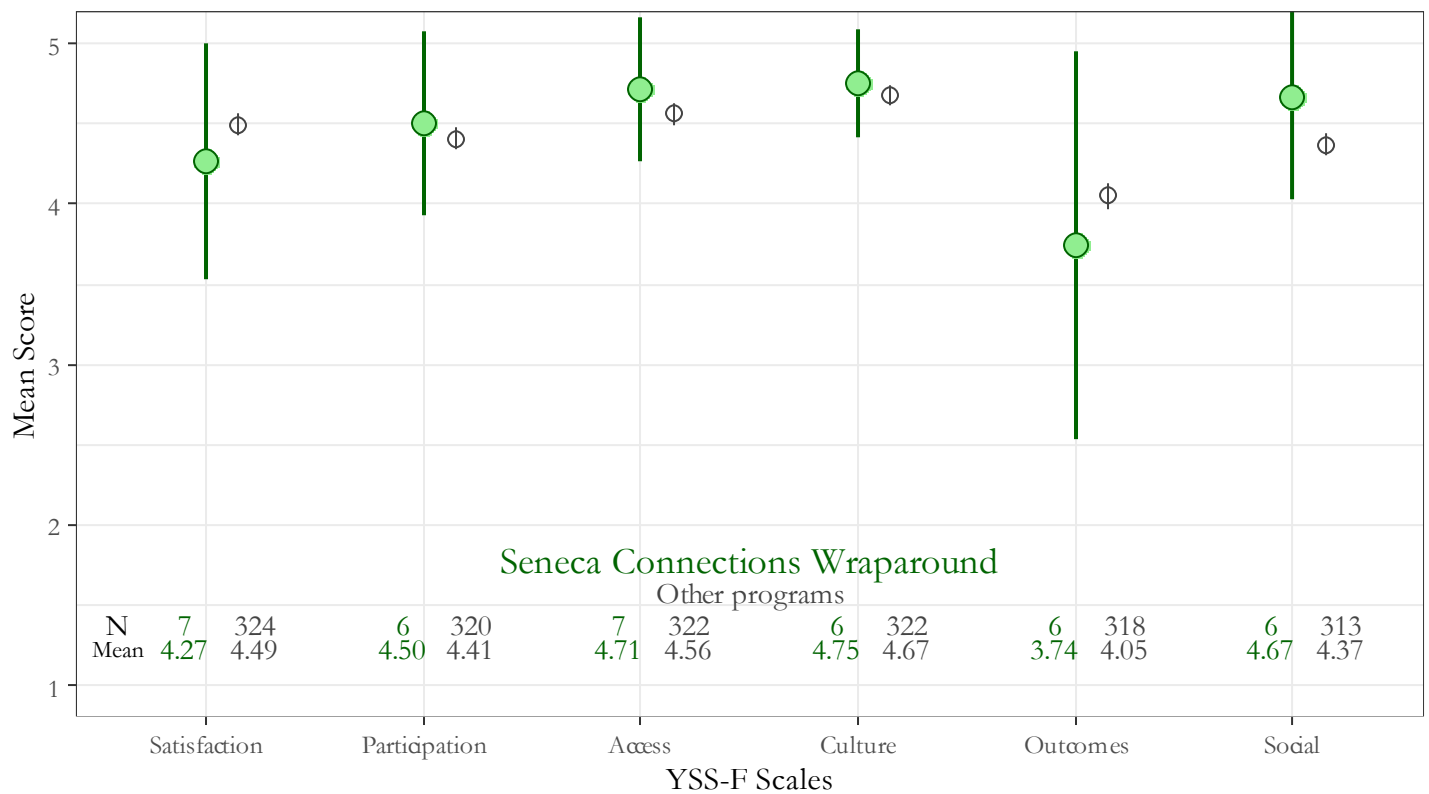
## Youth Services Survey for Families, N = 17

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>85.7 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	1 5.9 %	1 5.9 %	5 29.4 %	0 0.0 %	10 58.8 %
<b>83.3 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	3 17.6 %	1 5.9 %	10 58.8 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	1 5.9 %	10 58.8 %
<b>83.3 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	3 17.6 %	1 5.9 %	10 58.8 %
<b>85.7 %</b> 5. I felt my child had someone to talk to when he/she was troubled	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> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	3 17.6 %	1 5.9 %	10 58.8 %
<b>71.4 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	2 11.8 %	1 5.9 %	4 23.5 %	0 0.0 %	10 58.8 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	5 29.4 %	0 0.0 %	10 58.8 %
<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 11.8 %	5 29.4 %	0 0.0 %	10 58.8 %
<b>71.4 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	2 11.8 %	1 5.9 %	4 23.5 %	0 0.0 %	10 58.8 %
<b>57.1 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	3 17.6 %	1 5.9 %	3 17.6 %	0 0.0 %	10 58.8 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	0 0.0 %	11 64.7 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	0 0.0 %	11 64.7 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	0 0.0 %	11 64.7 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	0 0.0 %	11 64.7 %
<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 %	2 11.8 %	2 11.8 %	2 11.8 %	0 0.0 %	11 64.7 %
<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 %	2 11.8 %	1 5.9 %	3 17.6 %	0 0.0 %	11 64.7 %
<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 %	2 11.8 %	1 5.9 %	1 5.9 %	2 11.8 %	0 0.0 %	11 64.7 %
<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 %	2 11.8 %	1 5.9 %	0 0.0 %	3 17.6 %	0 0.0 %	11 64.7 %
<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 11.8 %	1 5.9 %	0 0.0 %	3 17.6 %	0 0.0 %	11 64.7 %
<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 %	1 5.9 %	2 11.8 %	1 5.9 %	2 11.8 %	0 0.0 %	11 64.7 %
<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 %	1 5.9 %	2 11.8 %	2 11.8 %	1 5.9 %	0 0.0 %	11 64.7 %
<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 5.9 %	5 29.4 %	0 0.0 %	11 64.7 %
<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 5.9 %	5 29.4 %	0 0.0 %	11 64.7 %
<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 5.9 %	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	0 0.0 %	11 64.7 %
<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 5.9 %	5 29.4 %	0 0.0 %	11 64.7 %

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	5 29.4 %	9 37.5 %	14 34.1 %
Impaired	2 11.8 %	0 0 %	2 4.9 %
Language	1 5.9 %	0 0 %	1 2.4 %
Other	2 11.8 %	3 12.5 %	5 12.2 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	7 41.2 %	12 50 %	19 46.3 %
<b>Total</b>	17 100 %	24 100 %	41 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 42 clients; surveys were returned for 33 clients (  $33 / 42 = 78.6\%$  ).
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

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

### Seneca San Francisco Connections DBT

Program Code(s): 38KTDT

Overall Satisfaction<sup>1</sup>

**92.9%**

Return Rate<sup>2</sup>

**50.0%**

Overall satisfaction<sup>3</sup> mean score for Seneca San Francisco Connections DBT: **4.48** (youth), **4.58** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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% 6. I participated in my own treatment

100.0% 12. Staff treated me with respect

#### Lowest Agreement Items

78.6% 2. I helped to choose my services

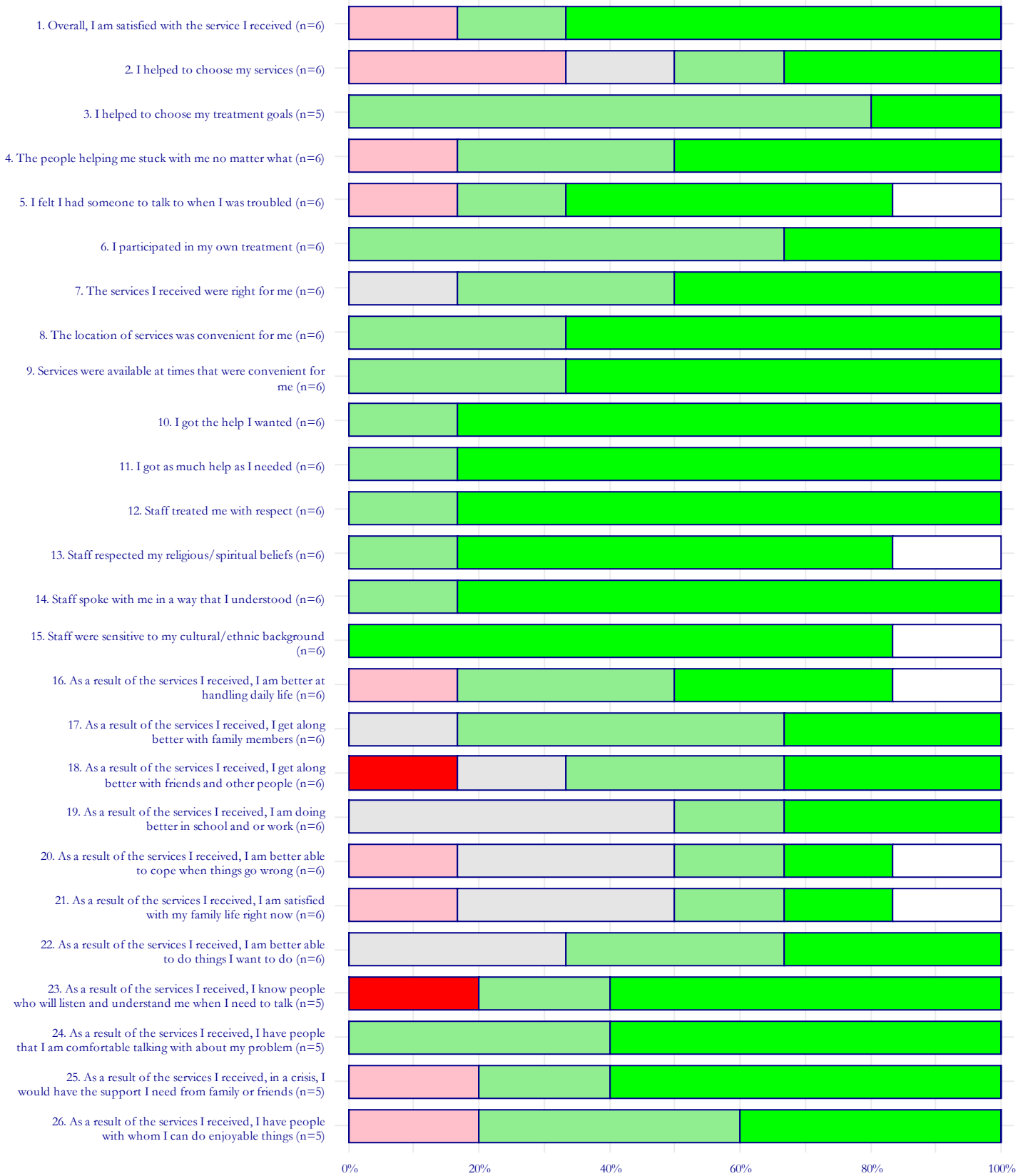
84.6% 5. I felt I had someone to talk to when I was troubled

85.7% 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.



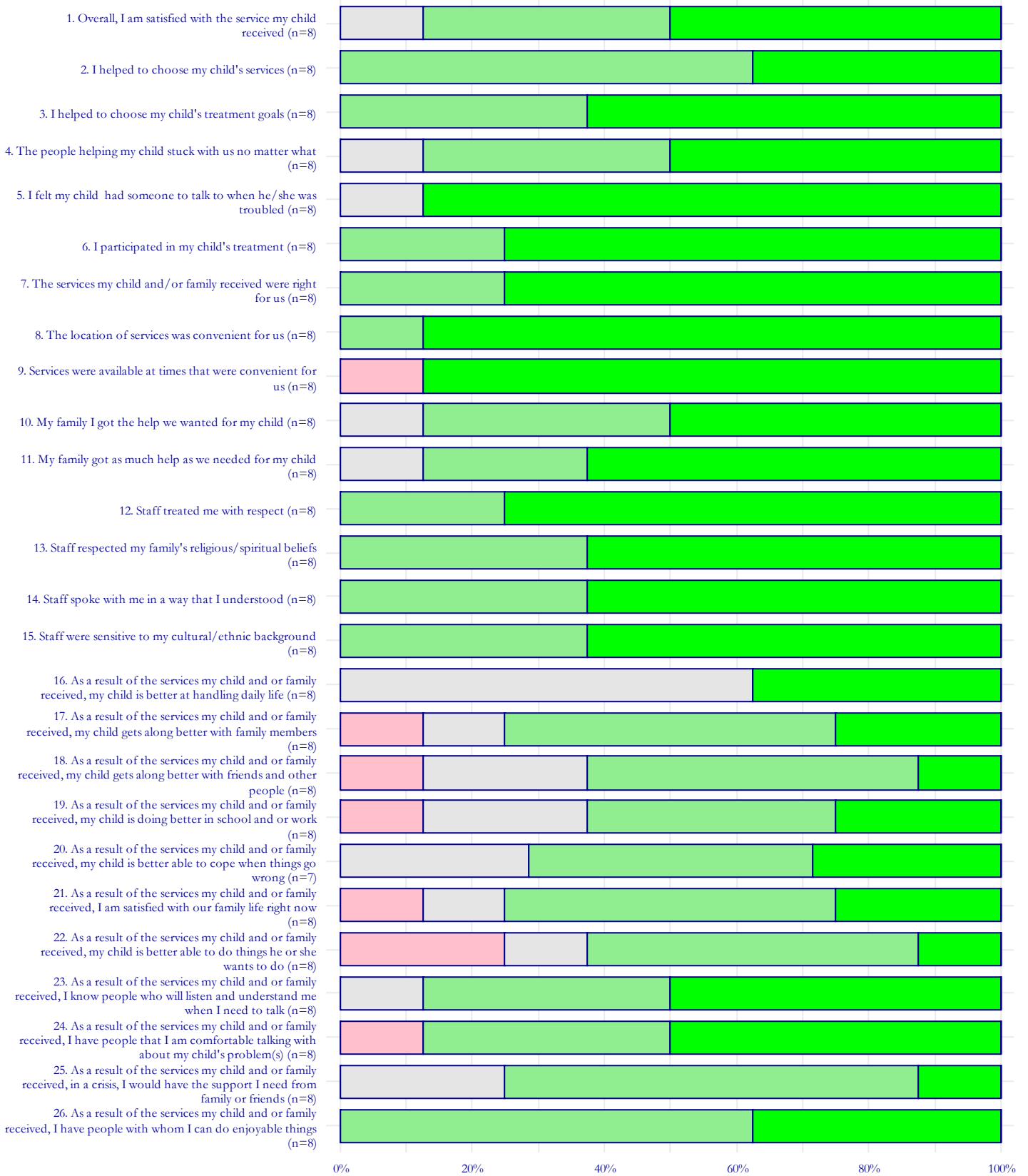
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 17

	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 %	1 5.9 %	0 0.0 %	1 5.9 %	4 23.5 %	0 0.0 %	11 64.7 %
<b>50.0 %</b> 2. I helped to choose my services	0 0.0 %	2 11.8 %	1 5.9 %	1 5.9 %	2 11.8 %	0 0.0 %	11 64.7 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	1 5.9 %	0 0.0 %	12 70.6 %
<b>83.3 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	1 5.9 %	0 0.0 %	2 11.8 %	3 17.6 %	0 0.0 %	11 64.7 %
<b>80.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 5.9 %	0 0.0 %	1 5.9 %	3 17.6 %	1 5.9 %	11 64.7 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	2 11.8 %	0 0.0 %	11 64.7 %
<b>83.3 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	3 17.6 %	0 0.0 %	11 64.7 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	0 0.0 %	11 64.7 %
<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 11.8 %	4 23.5 %	0 0.0 %	11 64.7 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	0 0.0 %	11 64.7 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	0 0.0 %	11 64.7 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	0 0.0 %	11 64.7 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	1 5.9 %	11 64.7 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	0 0.0 %	11 64.7 %
<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 %	5 29.4 %	1 5.9 %	11 64.7 %
<b>80.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 5.9 %	0 0.0 %	2 11.8 %	2 11.8 %	1 5.9 %	11 64.7 %
<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 5.9 %	3 17.6 %	2 11.8 %	0 0.0 %	11 64.7 %
<b>66.7 %</b> 18. As a result of the services I received, I get along better with friends and other people	1 5.9 %	0 0.0 %	1 5.9 %	2 11.8 %	2 11.8 %	0 0.0 %	11 64.7 %
<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 17.6 %	1 5.9 %	2 11.8 %	0 0.0 %	11 64.7 %
<b>40.0 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 5.9 %	2 11.8 %	1 5.9 %	1 5.9 %	1 5.9 %	11 64.7 %
<b>40.0 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 5.9 %	2 11.8 %	1 5.9 %	1 5.9 %	1 5.9 %	11 64.7 %
<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 %	2 11.8 %	2 11.8 %	2 11.8 %	0 0.0 %	11 64.7 %
<b>80.0 %</b> 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	1 5.9 %	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	0 0.0 %	12 70.6 %
<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 %	2 11.8 %	3 17.6 %	0 0.0 %	12 70.6 %
<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 5.9 %	0 0.0 %	1 5.9 %	3 17.6 %	0 0.0 %	12 70.6 %
<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 5.9 %	0 0.0 %	2 11.8 %	2 11.8 %	0 0.0 %	12 70.6 %

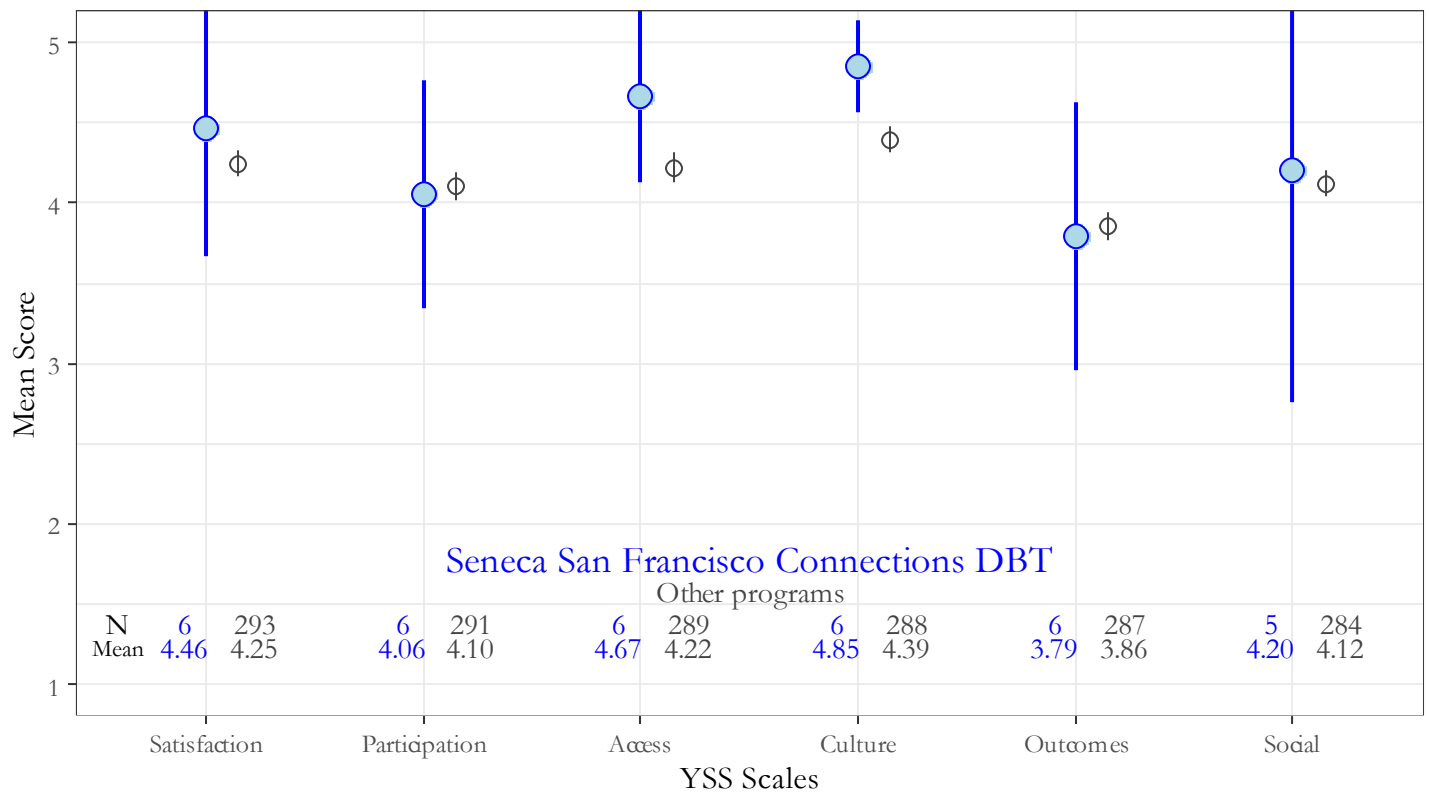
# Youth Services Survey for Families



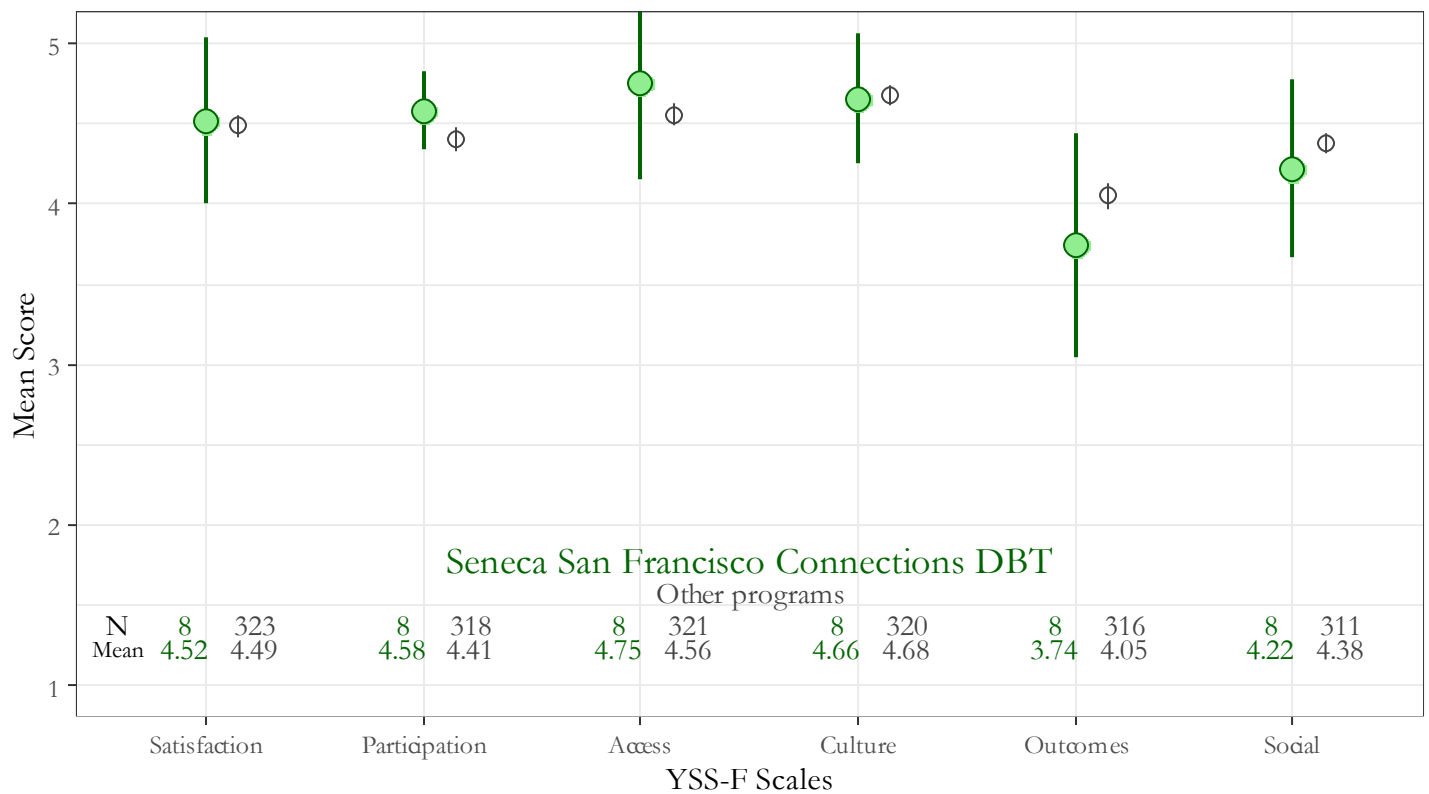
## Youth Services Survey for Families, N = 17

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.5 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	4 23.5 %	0 0.0 %	9 52.9 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	3 17.6 %	0 0.0 %	9 52.9 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	5 29.4 %	0 0.0 %	9 52.9 %
87.5 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	4 23.5 %	0 0.0 %	9 52.9 %
87.5 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 5.9 %	0 0.0 %	7 41.2 %	0 0.0 %	9 52.9 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	6 35.3 %	0 0.0 %	9 52.9 %
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 11.8 %	6 35.3 %	0 0.0 %	9 52.9 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	7 41.2 %	0 0.0 %	9 52.9 %
87.5 % 9. Services were available at times that were convenient for us	0 0.0 %	1 5.9 %	0 0.0 %	0 0.0 %	7 41.2 %	0 0.0 %	9 52.9 %
87.5 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	4 23.5 %	0 0.0 %	9 52.9 %
87.5 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	5 29.4 %	0 0.0 %	9 52.9 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	6 35.3 %	0 0.0 %	9 52.9 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	5 29.4 %	0 0.0 %	9 52.9 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	5 29.4 %	0 0.0 %	9 52.9 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	5 29.4 %	0 0.0 %	9 52.9 %
37.5 % 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 29.4 %	0 0.0 %	3 17.6 %	0 0.0 %	9 52.9 %
75.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 5.9 %	1 5.9 %	4 23.5 %	2 11.8 %	0 0.0 %	9 52.9 %
62.5 % 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 5.9 %	2 11.8 %	4 23.5 %	1 5.9 %	0 0.0 %	9 52.9 %
62.5 % 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 5.9 %	2 11.8 %	3 17.6 %	2 11.8 %	0 0.0 %	9 52.9 %
71.4 % 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 11.8 %	3 17.6 %	2 11.8 %	0 0.0 %	10 58.8 %
75.0 % 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 %	1 5.9 %	1 5.9 %	4 23.5 %	2 11.8 %	0 0.0 %	9 52.9 %
62.5 % 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 11.8 %	1 5.9 %	4 23.5 %	1 5.9 %	0 0.0 %	9 52.9 %
87.5 % 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 5.9 %	3 17.6 %	4 23.5 %	0 0.0 %	9 52.9 %
87.5 % 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 5.9 %	0 0.0 %	3 17.6 %	4 23.5 %	0 0.0 %	9 52.9 %
75.0 % 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 %	2 11.8 %	5 29.4 %	1 5.9 %	0 0.0 %	9 52.9 %
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 %	5 29.4 %	3 17.6 %	0 0.0 %	9 52.9 %

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**  
**Seneca San Francisco**  
**Connections DBT**

<b>Completion Status</b>	<b>Completion by Respondent Type</b>		<b>Total</b>
	Family	Youth	
Refused	7 41.2 %	7 41.2 %	14 41.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	2 11.8 %	3 17.6 %	5 14.7 %
No Data	0 0 %	1 5.9 %	1 2.9 %
Completed Survey	8 47.1 %	6 35.3 %	14 41.2 %
<b>Total</b>	17 100 %	17 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 46 clients; surveys were returned for 23 clients ( 23 / 46 = 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.

☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **Seneca TAY Full Service Partnership**

Program Code(s): 38CQFSP

Overall Satisfaction<sup>1</sup>

**50.0%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for Seneca TAY Full Service Partnership: **4.06**.

Overall satisfaction mean score for all other programs: **4.38**.

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 list

#### **Lowest Agreement Items**

Not enough data for low est satisfaction list

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 MHSIP survey data to create a table. N = 2



Not enough MHSIP survey data to create domain means chart. N = 2

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

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	1 25 %	0 0 %	1 25 %
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 25 %
Completed Survey	2 50 %	0 0 %	2 50 %
<b>Total</b>	4 100 %	0 100 %	4 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 4 clients; surveys were returned for 4 clients ( 4 / 4 = 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.

**Survey Quality Issues:**

☆ Forms tuned in late.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Seneca Youth Transitional Services**

Program Code(s): 38CQMST

Overall Satisfaction<sup>1</sup>

-- %

Return Rate<sup>2</sup>

**33.3%**

Overall satisfaction<sup>3</sup> mean score for Seneca Youth Transitional Services: No YSS (youth) data for this program, No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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 low est 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 survey data to create a table or bar chart.

Not enough Family survey data to create a table or bar chart.

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

**Survey Compliance**  
**Seneca Youth**  
**Transitional**  
**Completion Status Services Completion Total**  
**by Respondent Type**

	Family	Youth	Total
Refused	0 0 %	1 100 %	1 100 %
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 %	1 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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.
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### South Van Ness HIV and Gender Services

Program Code(s): 38BH02 38BH08

Overall Satisfaction<sup>1</sup>

**96.3%**

Return Rate<sup>2</sup>

**81.1%**

Overall satisfaction<sup>3</sup> mean score for South Van Ness HIV and Gender Services: **4.51**.

Overall satisfaction mean score for all other programs: **4.37**.

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

**96.3%** 13. I was given information about my rights

#### Lowest Agreement Items

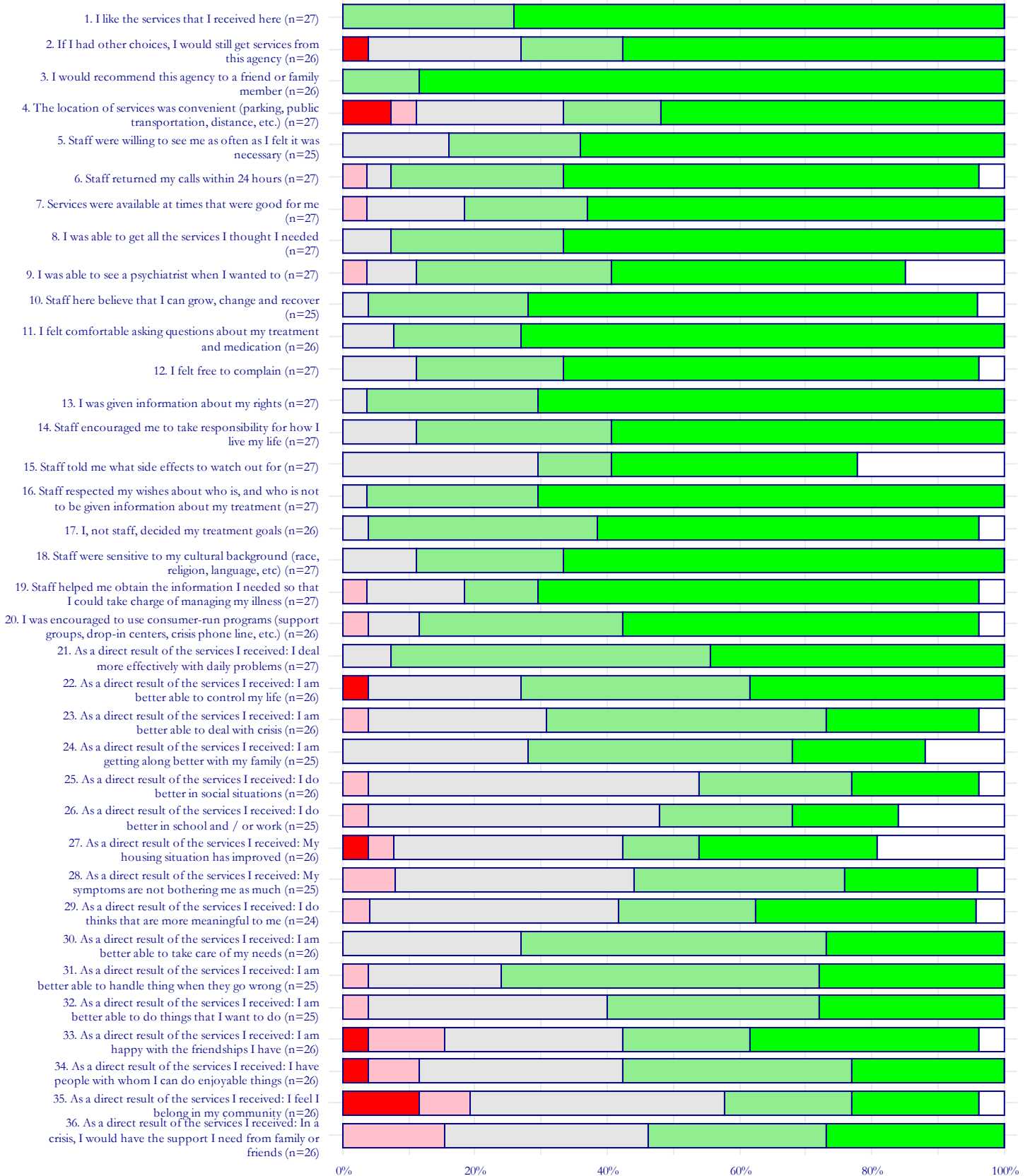
**61.9%** 15. Staff told me what side effects to watch out for

**73.1%** 2. If I had other choices, I would still get services from this agency

**80.8%** 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, N = 30**  
**Percent Agree**

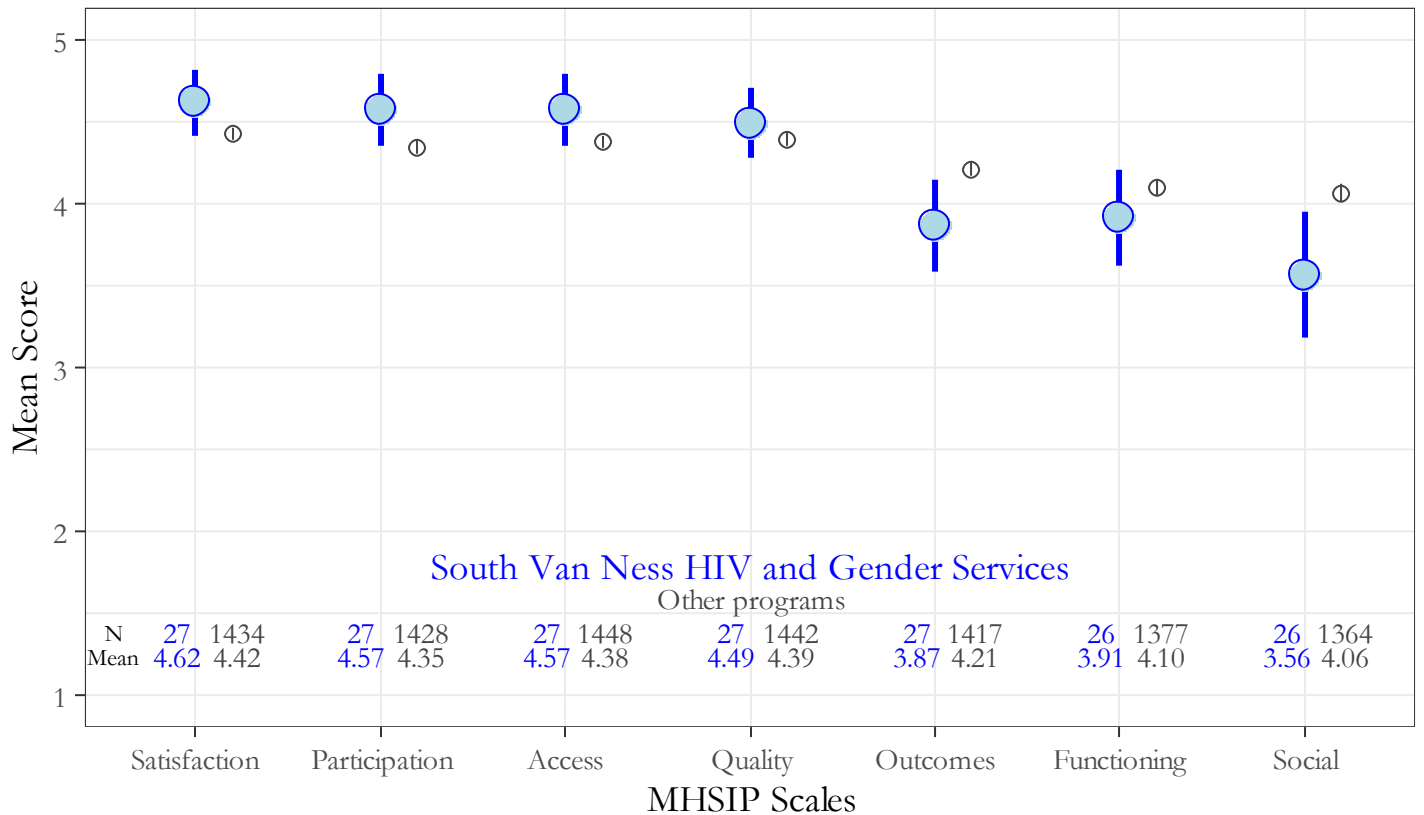
	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>100.0 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	7 23.3 %	20 66.7 %	0 0.0 %	3 10.0 %
<b>73.1 %</b> 2. If I had other choices, I would still get services from this agency	1 3.3 %	0 0.0 %	6 20.0 %	4 13.3 %	15 50.0 %	0 0.0 %	4 13.3 %
<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 %	3 10.0 %	23 76.7 %	0 0.0 %	4 13.3 %
<b>66.7 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	2 6.7 %	1 3.3 %	6 20.0 %	4 13.3 %	14 46.7 %	0 0.0 %	3 10.0 %
<b>84.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	4 13.3 %	5 16.7 %	16 53.3 %	0 0.0 %	5 16.7 %
<b>92.3 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 3.3 %	1 3.3 %	7 23.3 %	17 56.7 %	1 3.3 %	3 10.0 %
<b>81.5 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 3.3 %	4 13.3 %	5 16.7 %	17 56.7 %	0 0.0 %	3 10.0 %
<b>92.6 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 6.7 %	7 23.3 %	18 60.0 %	0 0.0 %	3 10.0 %
<b>87.0 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 3.3 %	2 6.7 %	8 26.7 %	12 40.0 %	4 13.3 %	3 10.0 %
<b>95.8 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 3.3 %	6 20.0 %	17 56.7 %	1 3.3 %	5 16.7 %
<b>92.3 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 6.7 %	5 16.7 %	19 63.3 %	0 0.0 %	4 13.3 %
<b>88.5 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	3 10.0 %	6 20.0 %	17 56.7 %	1 3.3 %	3 10.0 %
<b>96.3 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 3.3 %	7 23.3 %	19 63.3 %	0 0.0 %	3 10.0 %
<b>88.9 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	3 10.0 %	8 26.7 %	16 53.3 %	0 0.0 %	3 10.0 %
<b>61.9 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	8 26.7 %	3 10.0 %	10 33.3 %	6 20.0 %	3 10.0 %
<b>96.3 %</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 %	1 3.3 %	7 23.3 %	19 63.3 %	0 0.0 %	3 10.0 %
<b>96.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 3.3 %	9 30.0 %	15 50.0 %	1 3.3 %	4 13.3 %
<b>88.9 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 10.0 %	6 20.0 %	18 60.0 %	0 0.0 %	3 10.0 %
<b>80.8 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 3.3 %	4 13.3 %	3 10.0 %	18 60.0 %	1 3.3 %	3 10.0 %
<b>88.0 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 3.3 %	2 6.7 %	8 26.7 %	14 46.7 %	1 3.3 %	4 13.3 %
<b>92.6 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 6.7 %	13 43.3 %	12 40.0 %	0 0.0 %	3 10.0 %
<b>73.1 %</b> 22. As a direct result of the services I received: I am better able to control my life	1 3.3 %	0 0.0 %	6 20.0 %	9 30.0 %	10 33.3 %	0 0.0 %	4 13.3 %
<b>68.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 3.3 %	7 23.3 %	11 36.7 %	6 20.0 %	1 3.3 %	4 13.3 %
<b>68.2 %</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 %	7 23.3 %	10 33.3 %	5 16.7 %	3 10.0 %	5 16.7 %
<b>44.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 3.3 %	13 43.3 %	6 20.0 %	5 16.7 %	1 3.3 %	4 13.3 %



**MHSIP Items 26-36, N = 30**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>42.9 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 3.3 %	11 36.7 %	5 16.7 %	4 13.3 %	4 13.3 %	5 16.7 %
<b>47.6 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 3.3 %	1 3.3 %	9 30.0 %	3 10.0 %	7 23.3 %	5 16.7 %	4 13.3 %
<b>54.2 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 6.7 %	9 30.0 %	8 26.7 %	5 16.7 %	1 3.3 %	5 16.7 %
<b>56.5 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 3.3 %	9 30.0 %	5 16.7 %	8 26.7 %	1 3.3 %	6 20.0 %
<b>73.1 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	7 23.3 %	12 40.0 %	7 23.3 %	0 0.0 %	4 13.3 %
<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	0 0.0 %	1 3.3 %	5 16.7 %	12 40.0 %	7 23.3 %	0 0.0 %	5 16.7 %
<b>60.0 %</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 3.3 %	9 30.0 %	8 26.7 %	7 23.3 %	0 0.0 %	5 16.7 %
<b>56.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 3.3 %	3 10.0 %	7 23.3 %	5 16.7 %	9 30.0 %	1 3.3 %	4 13.3 %
<b>57.7 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 3.3 %	2 6.7 %	8 26.7 %	9 30.0 %	6 20.0 %	0 0.0 %	4 13.3 %
<b>40.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	3 10.0 %	2 6.7 %	10 33.3 %	5 16.7 %	5 16.7 %	1 3.3 %	4 13.3 %
<b>53.8 %</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 %	4 13.3 %	8 26.7 %	7 23.3 %	7 23.3 %	0 0.0 %	4 13.3 %

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	2 6.7 %	0 0 %	2 6.7 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 3.3 %	0 0 %	1 3.3 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	27 90 %	0 0 %	27 90 %
<b>Total</b>	30 100 %	0 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 37 clients; surveys were returned for 30 clients (  $30 / 37 = 81.1\%$  ).
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

Child Youth and Family Consumer Experience Report - Fall 2019  
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>

**100.0%**

Return Rate<sup>2</sup>

**36.0%**

Overall satisfaction<sup>3</sup> mean score for Southeast Child and Family Therapy 1: **4.61** (youth), **4.48** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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**

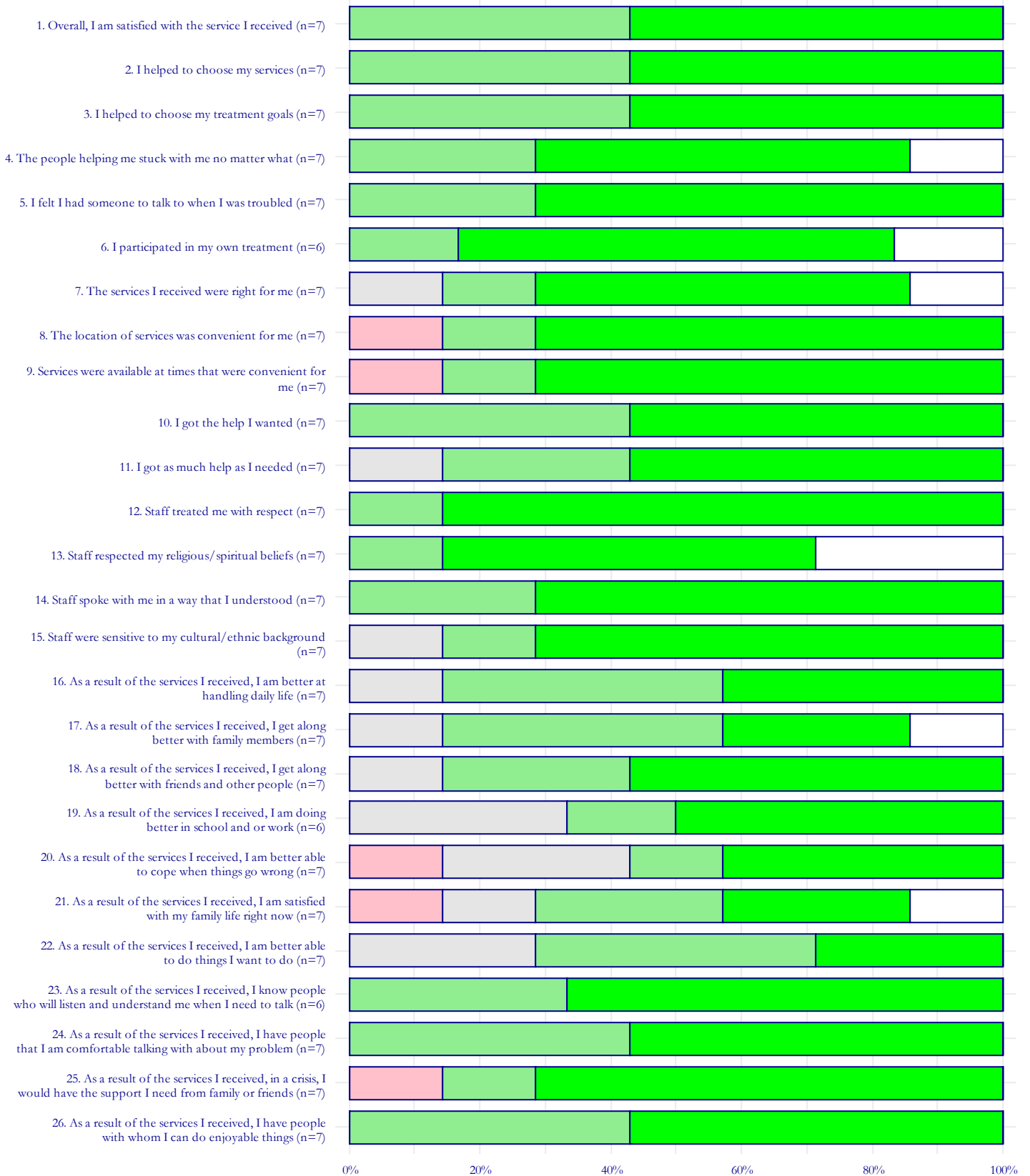
**88.2%** 7. The services I received were right for me

**88.9%** 11. I got as much help as I needed

**94.1%** 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.

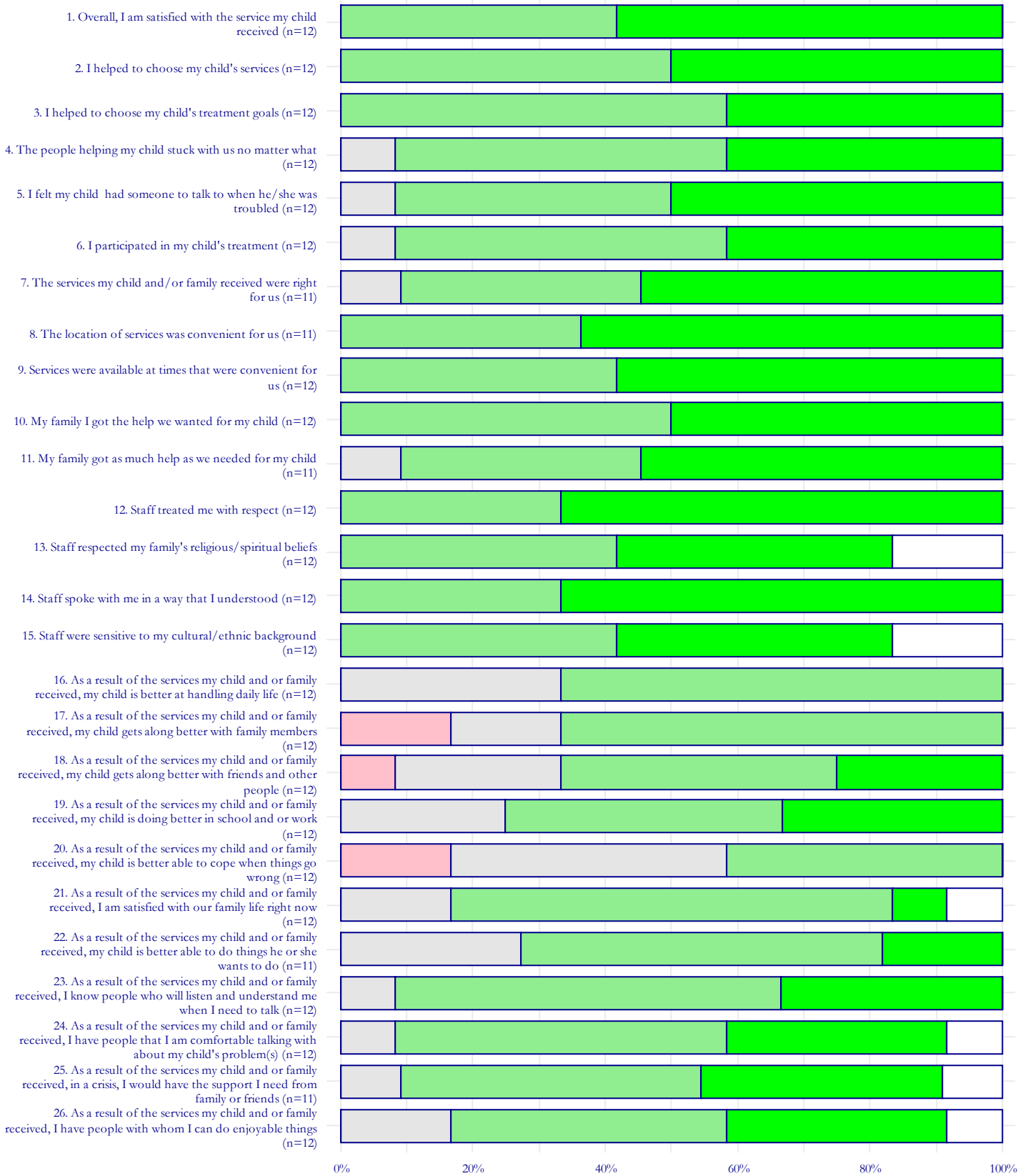
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 8

	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 37.5 %	4 50.0 %	0 0.0 %	1 12.5 %
<b>100.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	4 50.0 %	0 0.0 %	1 12.5 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	4 50.0 %	0 0.0 %	1 12.5 %
<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 25.0 %	4 50.0 %	1 12.5 %	1 12.5 %
<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 25.0 %	5 62.5 %	0 0.0 %	1 12.5 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	1 12.5 %	2 25.0 %
<b>83.3 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	4 50.0 %	1 12.5 %	1 12.5 %
<b>85.7 %</b> 8. The location of services was convenient for me	0 0.0 %	1 12.5 %	0 0.0 %	1 12.5 %	5 62.5 %	0 0.0 %	1 12.5 %
<b>85.7 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	1 12.5 %	0 0.0 %	1 12.5 %	5 62.5 %	0 0.0 %	1 12.5 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	4 50.0 %	0 0.0 %	1 12.5 %
<b>85.7 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	0 0.0 %	1 12.5 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	6 75.0 %	0 0.0 %	1 12.5 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	2 25.0 %	1 12.5 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	0 0.0 %	1 12.5 %
<b>85.7 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	5 62.5 %	0 0.0 %	1 12.5 %
<b>85.7 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	3 37.5 %	0 0.0 %	1 12.5 %
<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 12.5 %	3 37.5 %	2 25.0 %	1 12.5 %	1 12.5 %
<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 12.5 %	2 25.0 %	4 50.0 %	0 0.0 %	1 12.5 %
<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 25.0 %	1 12.5 %	3 37.5 %	0 0.0 %	2 25.0 %
<b>57.1 %</b> 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 12.5 %	2 25.0 %	1 12.5 %	3 37.5 %	0 0.0 %	1 12.5 %
<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 12.5 %	1 12.5 %	2 25.0 %	2 25.0 %	1 12.5 %	1 12.5 %
<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 25.0 %	3 37.5 %	2 25.0 %	0 0.0 %	1 12.5 %
<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 25.0 %	4 50.0 %	0 0.0 %	2 25.0 %
<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 37.5 %	4 50.0 %	0 0.0 %	1 12.5 %
<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 %	1 12.5 %	0 0.0 %	1 12.5 %	5 62.5 %	0 0.0 %	1 12.5 %
<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 37.5 %	4 50.0 %	0 0.0 %	1 12.5 %

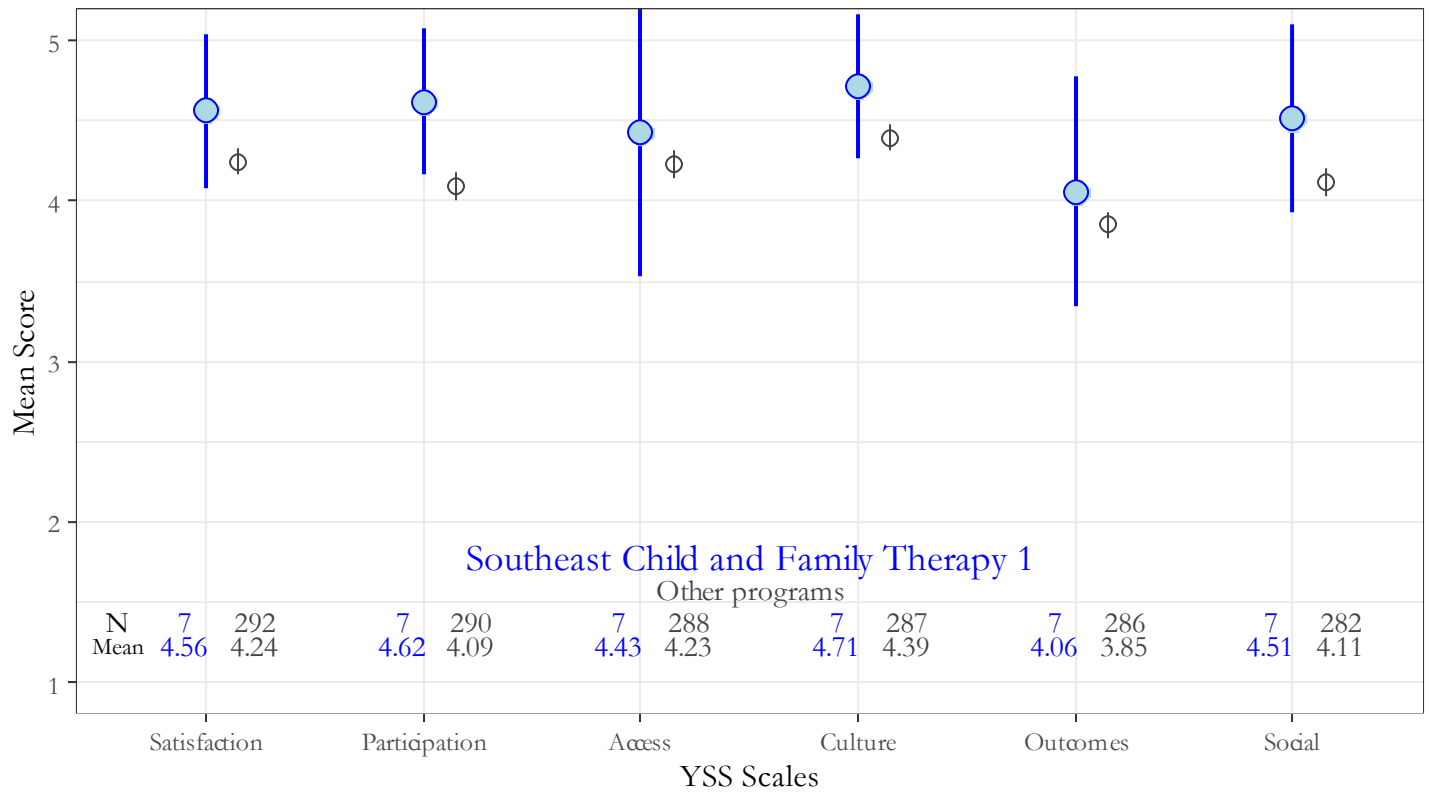
# Youth Services Survey for Families



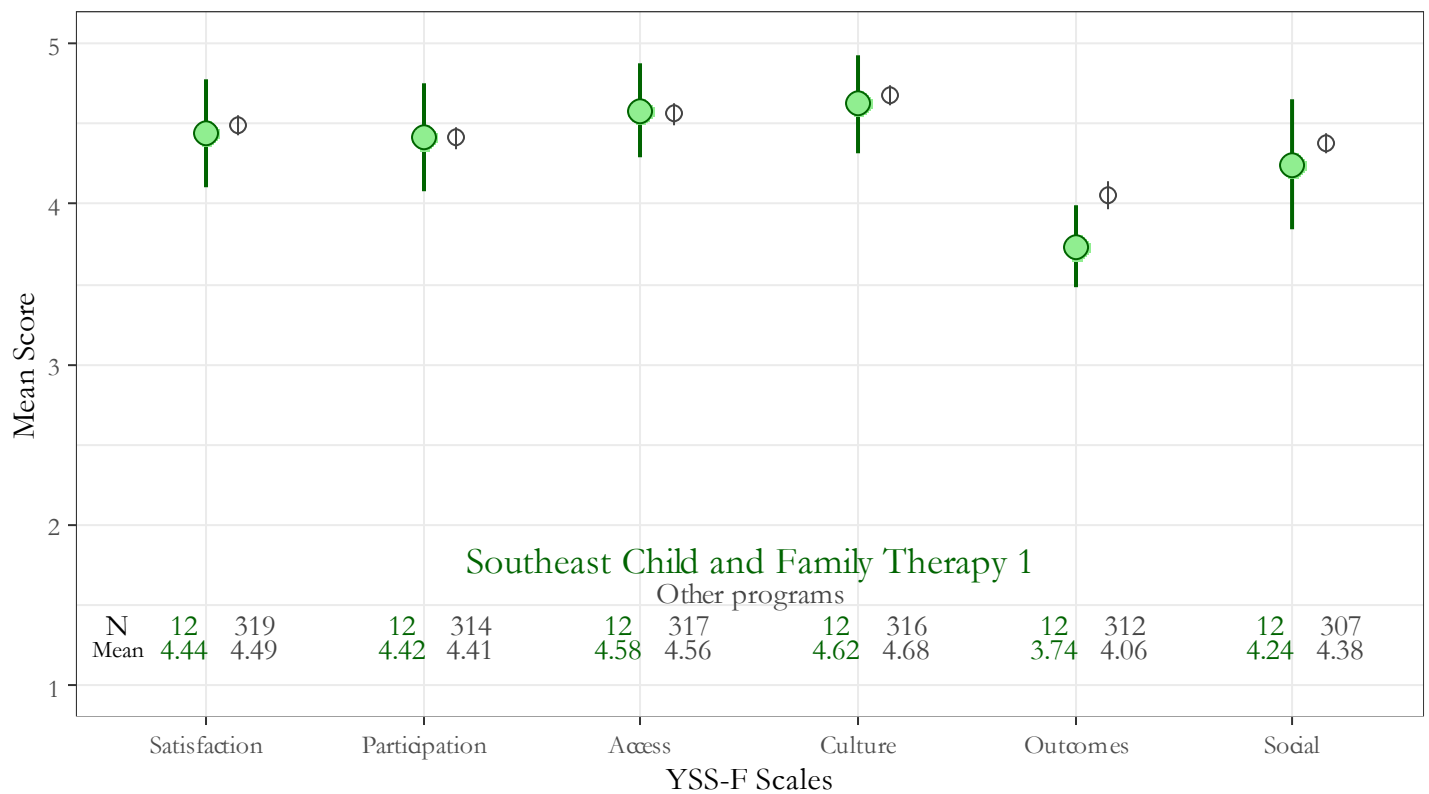
## Youth Services Survey for Families, N = 13

	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 38.5 %	7 53.8 %	0 0.0 %	1 7.7 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	7 53.8 %	5 38.5 %	0 0.0 %	1 7.7 %
<b>91.7 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	5 38.5 %	0 0.0 %	1 7.7 %
<b>91.7 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>91.7 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	5 38.5 %	0 0.0 %	1 7.7 %
<b>90.9 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	6 46.2 %	0 0.0 %	2 15.4 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	7 53.8 %	0 0.0 %	2 15.4 %
<b>100.0 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	7 53.8 %	0 0.0 %	1 7.7 %
<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 46.2 %	6 46.2 %	0 0.0 %	1 7.7 %
<b>90.9 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	6 46.2 %	0 0.0 %	2 15.4 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	8 61.5 %	0 0.0 %	1 7.7 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	5 38.5 %	2 15.4 %	1 7.7 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	8 61.5 %	0 0.0 %	1 7.7 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	5 38.5 %	2 15.4 %	1 7.7 %
<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 %	4 30.8 %	8 61.5 %	0 0.0 %	0 0.0 %	1 7.7 %
<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 15.4 %	2 15.4 %	8 61.5 %	0 0.0 %	0 0.0 %	1 7.7 %
<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 %	1 7.7 %	3 23.1 %	5 38.5 %	3 23.1 %	0 0.0 %	1 7.7 %
<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 %	0 0.0 %	3 23.1 %	5 38.5 %	4 30.8 %	0 0.0 %	1 7.7 %
<b>41.7 %</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 15.4 %	5 38.5 %	5 38.5 %	0 0.0 %	0 0.0 %	1 7.7 %
<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	0 0.0 %	0 0.0 %	2 15.4 %	8 61.5 %	1 7.7 %	1 7.7 %	1 7.7 %
<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 %	0 0.0 %	3 23.1 %	6 46.2 %	2 15.4 %	0 0.0 %	2 15.4 %
<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 %	1 7.7 %	7 53.8 %	4 30.8 %	0 0.0 %	1 7.7 %
<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 7.7 %	6 46.2 %	4 30.8 %	1 7.7 %	1 7.7 %
<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	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	4 30.8 %	1 7.7 %	2 15.4 %
<b>81.8 %</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 15.4 %	5 38.5 %	4 30.8 %	1 7.7 %	1 7.7 %

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>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	1 7.7 %	1 12.5 %	2 9.5 %
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	12 92.3 %	7 87.5 %	19 90.5 %
<b>Total</b>	13 100 %	8 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 50 clients; surveys were returned for 18 clients (  $18 / 50 = 36.0\%$  ).
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 2019  
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>

**47.4%**

Overall satisfaction<sup>3</sup> mean score for Southeast Child and Family Therapy Center 2: **4.55** (youth), **4.76** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.52** (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%** 10. I got the help I wanted

**Lowest Agreement Items**

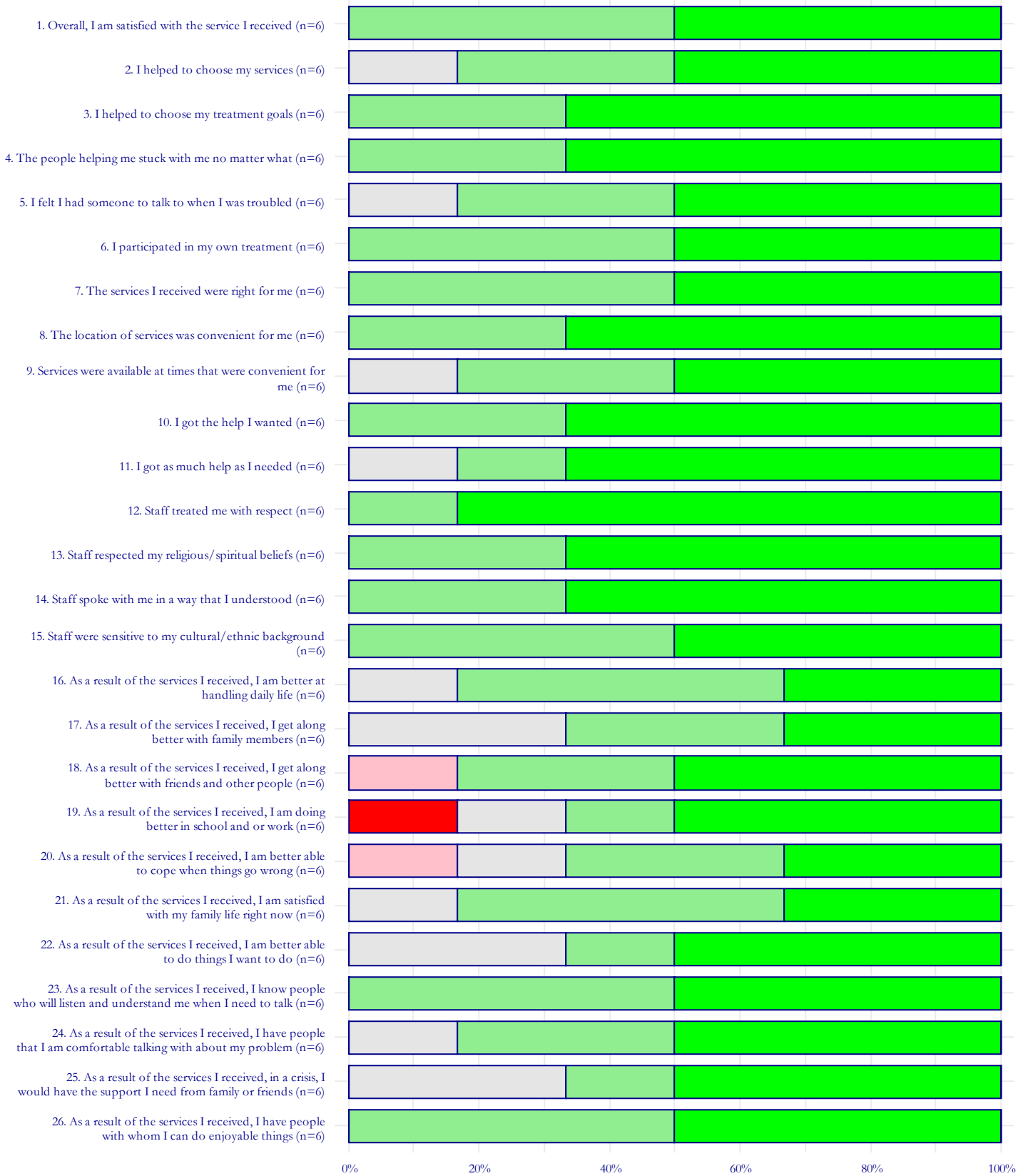
**90.0%** 3. I helped to choose my treatment goals

**90.0%** 11. I got as much help as I needed

**94.7%** 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.

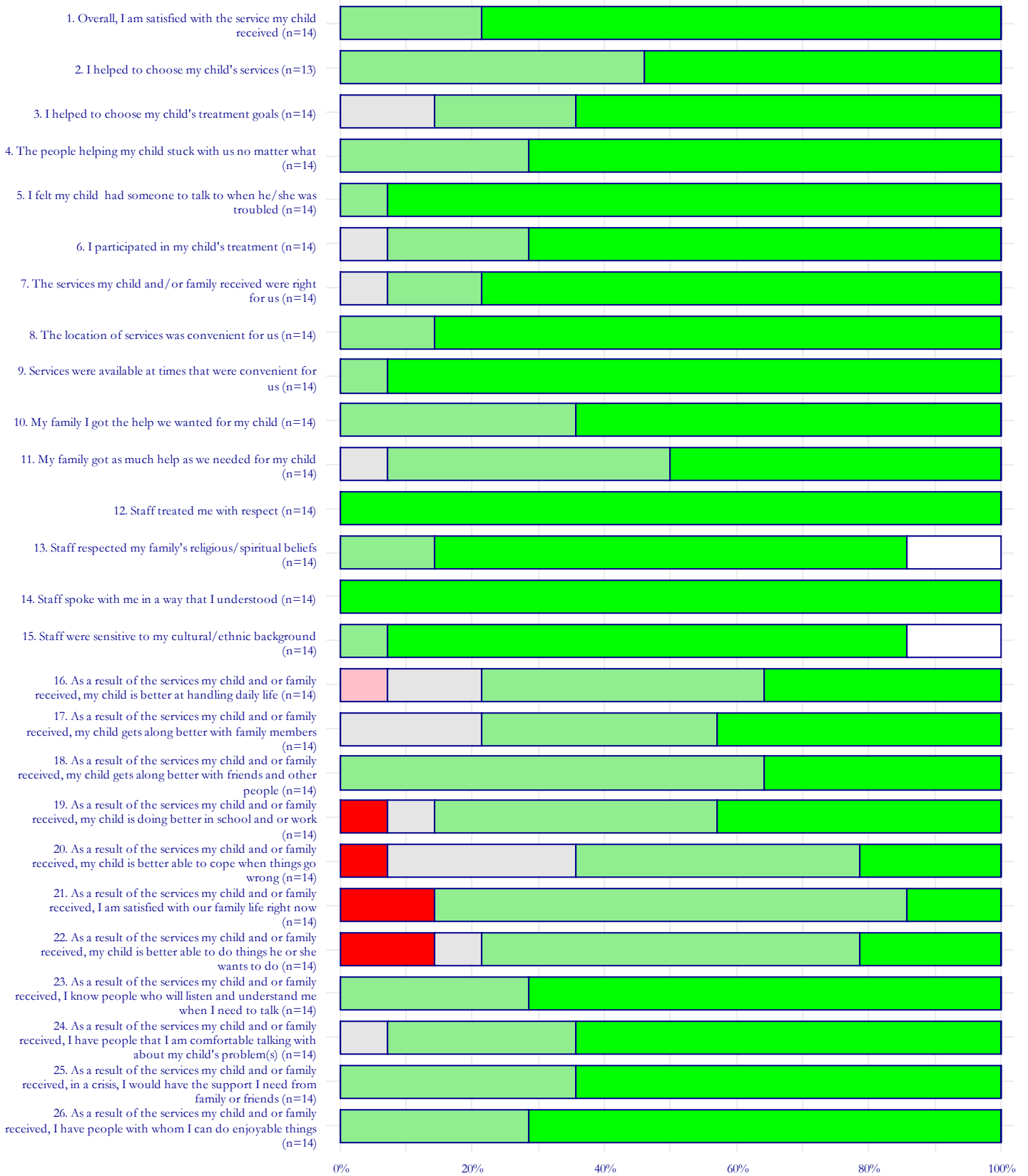
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 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 %	3 42.9 %	3 42.9 %	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>100.0 %</b> 3. I helped to choose my treatment goals	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> 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 %	2 28.6 %	4 57.1 %	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>100.0 %</b> 10. I got the help I wanted	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> 11. I got as much help as I needed	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> 12. Staff treated me with respect	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> 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 %	3 42.9 %	3 42.9 %	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 %	3 42.9 %	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 %	1 14.3 %	0 0.0 %	2 28.6 %	3 42.9 %	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	1 14.3 %	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	0 0.0 %	1 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 %	1 14.3 %	1 14.3 %	2 28.6 %	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 %	3 42.9 %	2 28.6 %	0 0.0 %	1 14.3 %
<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 %	2 28.6 %	1 14.3 %	3 42.9 %	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>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 %	2 28.6 %	1 14.3 %	3 42.9 %	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 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %

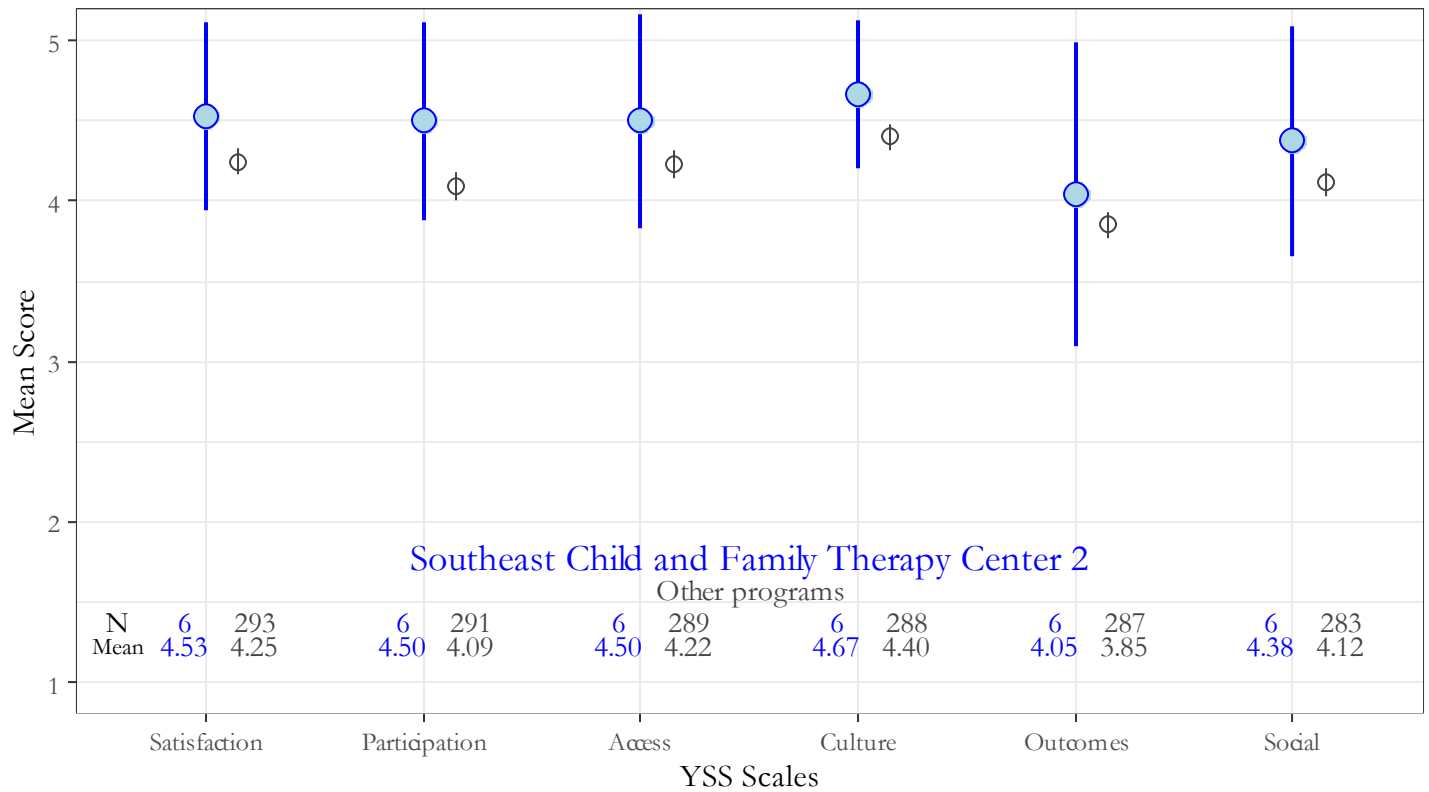
# Youth Services Survey for Families



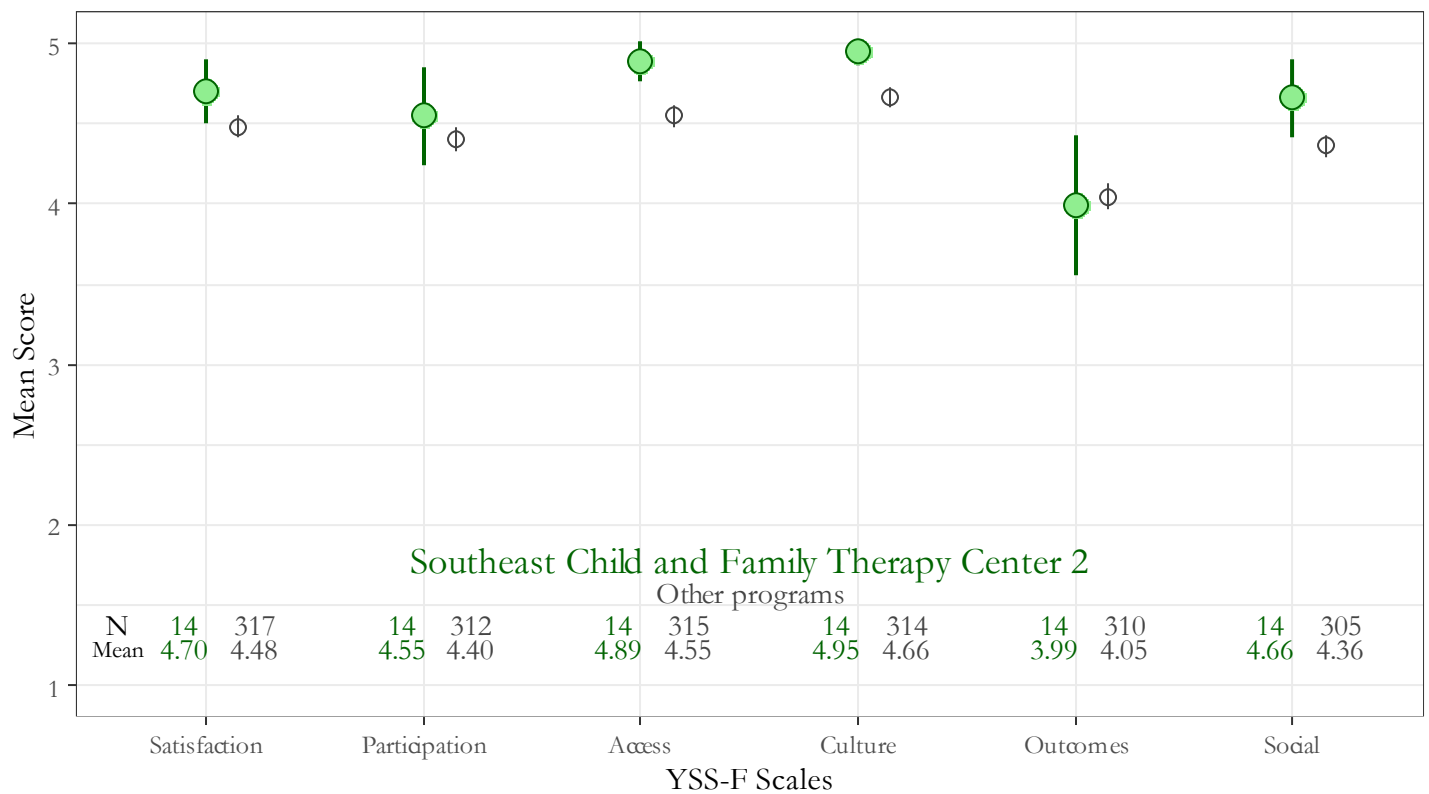
## Youth Services Survey for Families, N = 14

	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 21.4 %	11 78.6 %	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 %	6 42.9 %	7 50.0 %	0 0.0 %	1 7.1 %
<b>85.7 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	2 14.3 %	3 21.4 %	9 64.3 %	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 %	4 28.6 %	10 71.4 %	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 7.1 %	13 92.9 %	0 0.0 %	0 0.0 %
<b>92.9 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	10 71.4 %	0 0.0 %	0 0.0 %
<b>92.9 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 7.1 %	2 14.3 %	11 78.6 %	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 %	2 14.3 %	12 85.7 %	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 7.1 %	13 92.9 %	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 35.7 %	9 64.3 %	0 0.0 %	0 0.0 %
<b>92.9 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 7.1 %	6 42.9 %	7 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 %	14 100.0 %	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 14.3 %	10 71.4 %	2 14.3 %	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 %	14 100.0 %	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 %	1 7.1 %	11 78.6 %	2 14.3 %	0 0.0 %
<b>78.6 %</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 %	1 7.1 %	2 14.3 %	6 42.9 %	5 35.7 %	0 0.0 %	0 0.0 %
<b>78.6 %</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 %	3 21.4 %	5 35.7 %	6 42.9 %	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 %	9 64.3 %	5 35.7 %	0 0.0 %	0 0.0 %
<b>85.7 %</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 7.1 %	0 0.0 %	1 7.1 %	6 42.9 %	6 42.9 %	0 0.0 %	0 0.0 %
<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	1 7.1 %	0 0.0 %	4 28.6 %	6 42.9 %	3 21.4 %	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	2 14.3 %	0 0.0 %	0 0.0 %	10 71.4 %	2 14.3 %	0 0.0 %	0 0.0 %
<b>78.6 %</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 14.3 %	0 0.0 %	1 7.1 %	8 57.1 %	3 21.4 %	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 28.6 %	10 71.4 %	0 0.0 %	0 0.0 %
<b>92.9 %</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 7.1 %	4 28.6 %	9 64.3 %	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 %	5 35.7 %	9 64.3 %	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 %	4 28.6 %	10 71.4 %	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	Total
Refused	0 0 %	1 14.3 %	1 4.8 %
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	14 100 %	6 85.7 %	20 95.2 %
<b>Total</b>	14 100 %	7 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 38 clients; surveys were returned for 18 clients ( 18 / 38 = 47.4% ).
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

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **Southeast Mission Geriatric Services**

Program Code(s): 38483

Overall Satisfaction<sup>1</sup>

**96.9%**

Return Rate<sup>2</sup>

**90.9%**

Overall satisfaction<sup>3</sup> mean score for Southeast Mission Geriatric Services: **4.60**.

Overall satisfaction mean score for all other programs: **4.37**.

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%** 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**

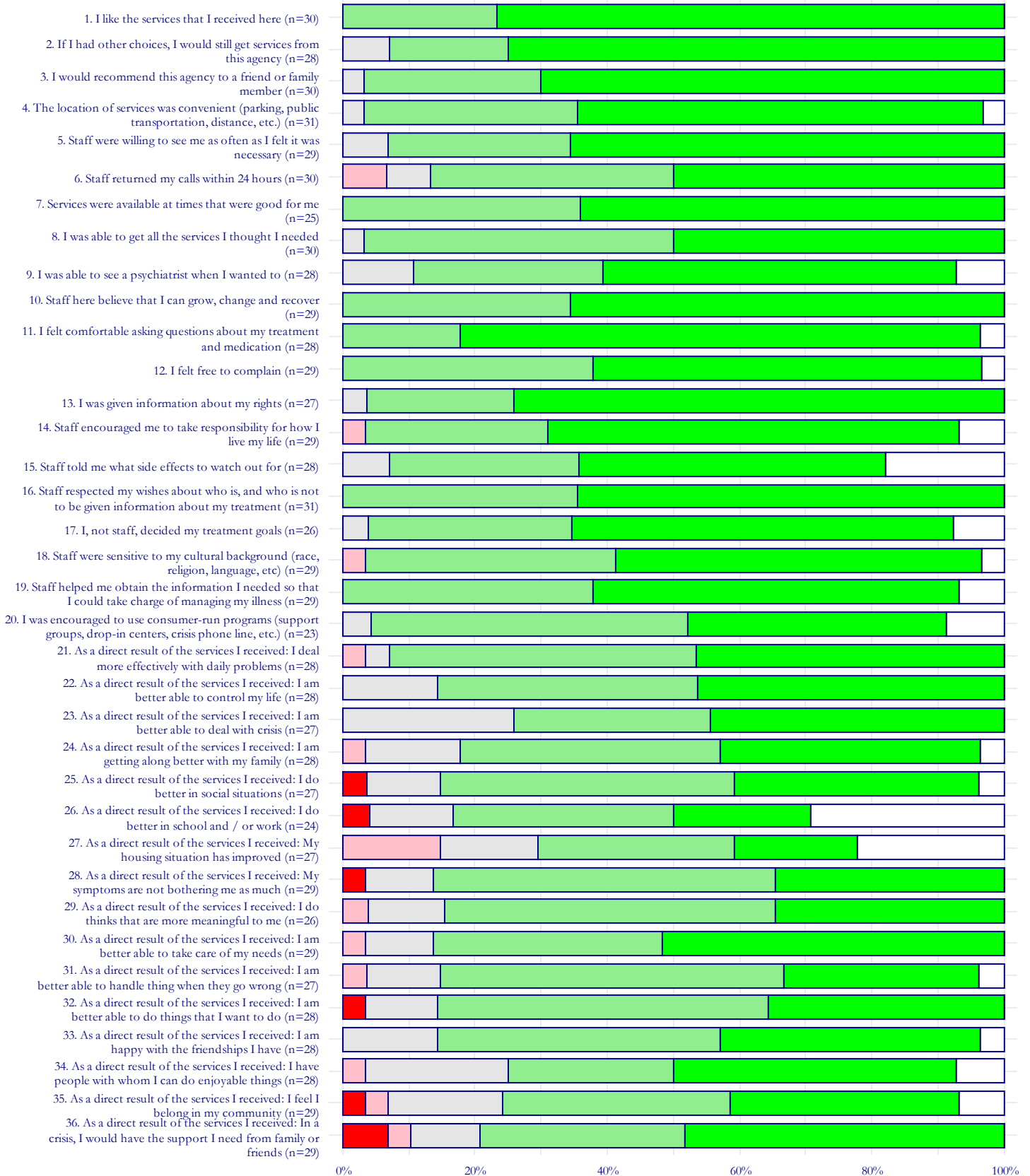
**86.7%** 6. Staff returned my calls within 24 hours

**88.5%** 9. I was able to see a psychiatrist when I wanted to

**91.3%** 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, N = 50**

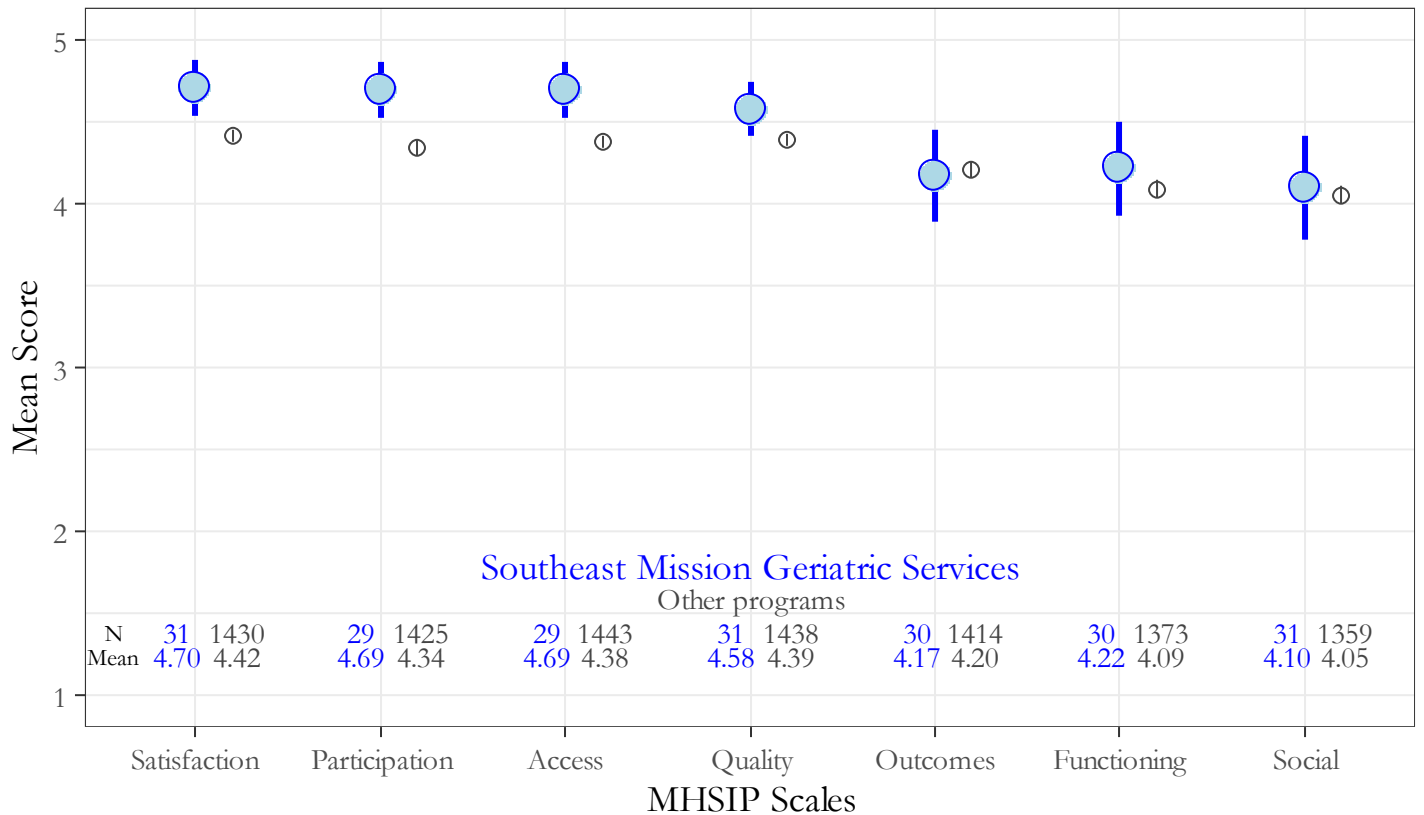
**Percent Agree**

	<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 %	7 14.0 %	23 46.0 %	0 0.0 %	20 40.0 %
<b>92.9 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 4.0 %	5 10.0 %	21 42.0 %	0 0.0 %	22 44.0 %
<b>96.7 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 2.0 %	8 16.0 %	21 42.0 %	0 0.0 %	20 40.0 %
<b>96.7 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 2.0 %	10 20.0 %	19 38.0 %	1 2.0 %	19 38.0 %
<b>93.1 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 4.0 %	8 16.0 %	19 38.0 %	0 0.0 %	21 42.0 %
<b>86.7 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	2 4.0 %	2 4.0 %	11 22.0 %	15 30.0 %	0 0.0 %	20 40.0 %
<b>100.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	9 18.0 %	16 32.0 %	0 0.0 %	25 50.0 %
<b>96.7 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 2.0 %	14 28.0 %	15 30.0 %	0 0.0 %	20 40.0 %
<b>88.5 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	3 6.0 %	8 16.0 %	15 30.0 %	2 4.0 %	22 44.0 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	10 20.0 %	19 38.0 %	0 0.0 %	21 42.0 %
<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 10.0 %	22 44.0 %	1 2.0 %	22 44.0 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	11 22.0 %	17 34.0 %	1 2.0 %	21 42.0 %
<b>96.3 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 2.0 %	6 12.0 %	20 40.0 %	0 0.0 %	23 46.0 %
<b>96.3 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 2.0 %	0 0.0 %	8 16.0 %	18 36.0 %	2 4.0 %	21 42.0 %
<b>91.3 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 4.0 %	8 16.0 %	13 26.0 %	5 10.0 %	22 44.0 %
<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 %	11 22.0 %	20 40.0 %	0 0.0 %	19 38.0 %
<b>95.8 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 2.0 %	8 16.0 %	15 30.0 %	2 4.0 %	24 48.0 %
<b>96.4 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 2.0 %	0 0.0 %	11 22.0 %	16 32.0 %	1 2.0 %	21 42.0 %
<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 %	11 22.0 %	16 32.0 %	2 4.0 %	21 42.0 %
<b>95.2 %</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 %	1 2.0 %	11 22.0 %	9 18.0 %	2 4.0 %	27 54.0 %
<b>92.9 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 2.0 %	1 2.0 %	13 26.0 %	13 26.0 %	0 0.0 %	22 44.0 %
<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 %	4 8.0 %	11 22.0 %	13 26.0 %	0 0.0 %	22 44.0 %
<b>74.1 %</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 %	7 14.0 %	8 16.0 %	12 24.0 %	0 0.0 %	23 46.0 %
<b>81.5 %</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 8.0 %	11 22.0 %	11 22.0 %	1 2.0 %	22 44.0 %
<b>84.6 %</b> 25. As a direct result of the services I received: I do better in social situations	1 2.0 %	0 0.0 %	3 6.0 %	12 24.0 %	10 20.0 %	1 2.0 %	23 46.0 %

**MHSIP Items 26-36, N = 50**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>76.5 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 2.0 %	0 0.0 %	3 6.0 %	8 16.0 %	5 10.0 %	7 14.0 %	26 52.0 %
<b>61.9 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	4 8.0 %	4 8.0 %	8 16.0 %	5 10.0 %	6 12.0 %	23 46.0 %
<b>86.2 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 2.0 %	0 0.0 %	3 6.0 %	15 30.0 %	10 20.0 %	0 0.0 %	21 42.0 %
<b>84.6 %</b> 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	1 2.0 %	3 6.0 %	13 26.0 %	9 18.0 %	0 0.0 %	24 48.0 %
<b>86.2 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 2.0 %	3 6.0 %	10 20.0 %	15 30.0 %	0 0.0 %	21 42.0 %
<b>84.6 %</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 %	1 2.0 %	3 6.0 %	14 28.0 %	8 16.0 %	1 2.0 %	23 46.0 %
<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	1 2.0 %	0 0.0 %	3 6.0 %	14 28.0 %	10 20.0 %	0 0.0 %	22 44.0 %
<b>85.2 %</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 8.0 %	12 24.0 %	11 22.0 %	1 2.0 %	22 44.0 %
<b>73.1 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 2.0 %	6 12.0 %	7 14.0 %	12 24.0 %	2 4.0 %	22 44.0 %
<b>74.1 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 2.0 %	1 2.0 %	5 10.0 %	10 20.0 %	10 20.0 %	2 4.0 %	21 42.0 %
<b>79.3 %</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	2 4.0 %	1 2.0 %	3 6.0 %	9 18.0 %	14 28.0 %	0 0.0 %	21 42.0 %

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 %	5 10 %	5 10 %
Impaired	0 0 %	12 24 %	12 24 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	2 4 %	2 4 %
Completed Survey	0 0 %	31 62 %	31 62 %
<b>Total</b>	0 100 %	50 100 %	50 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 55 clients; surveys were returned for 50 clients (  $50 / 55 = 90.9\%$  ).
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

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **Sunset Mental Health Services Adult**

Program Code(s): 38823

Overall Satisfaction<sup>1</sup>

**86.5%**

Return Rate<sup>2</sup>

**84.3%**

Overall satisfaction<sup>3</sup> mean score for Sunset Mental Health Services Adult: **4.31**.

Overall satisfaction mean score for all other programs: **4.38**.

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**

**96.1%** 1. I like the services that I received here

**88.0%** 7. Services were available at times that were good for me

**87.8%** 18. Staff were sensitive to my cultural background (race, religion, language, etc)

#### **Lowest Agreement Items**

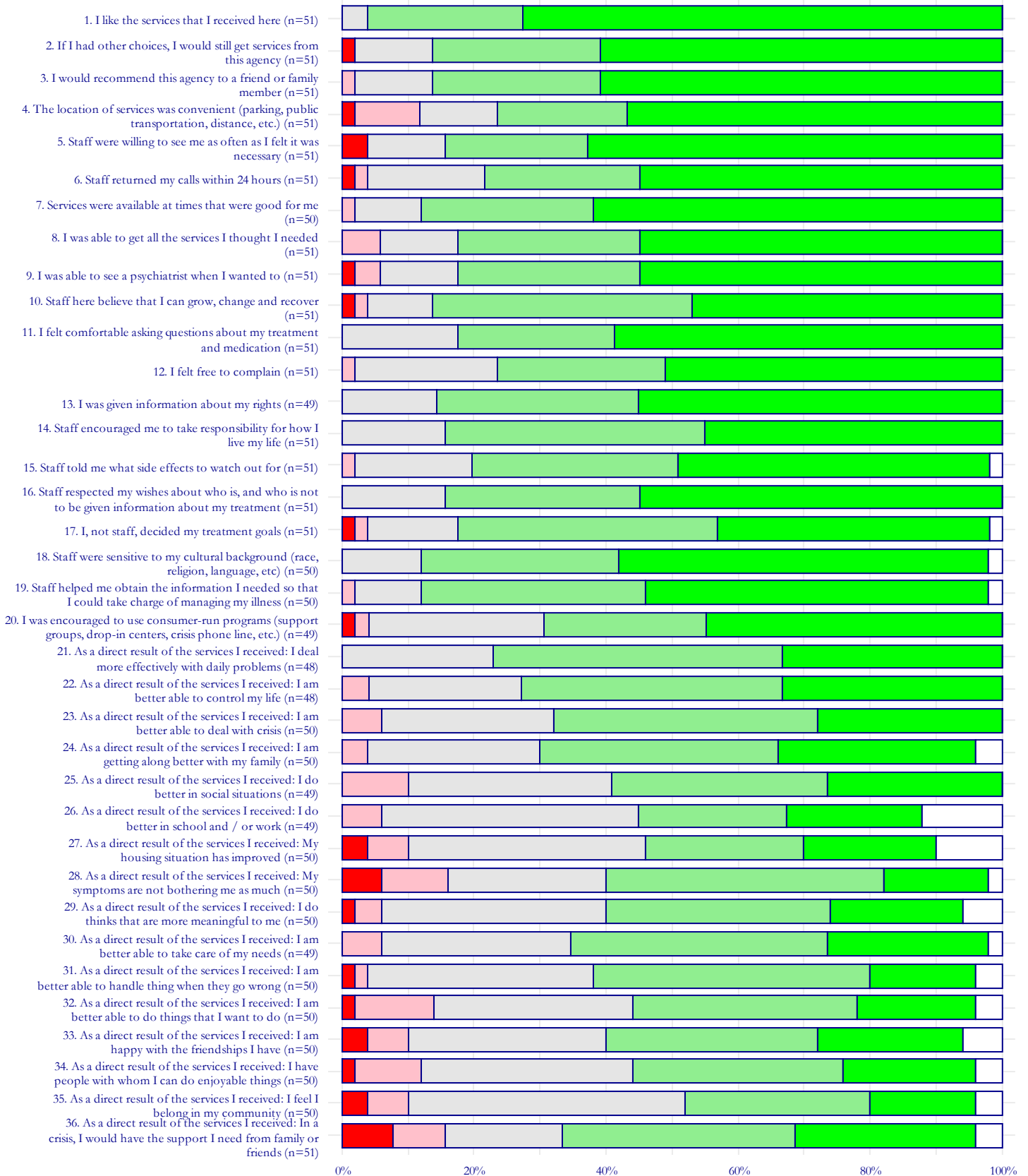
**69.4%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

**76.5%** 12. I felt free to complain

**78.4%** 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, N = 117**  
**Percent Agree**

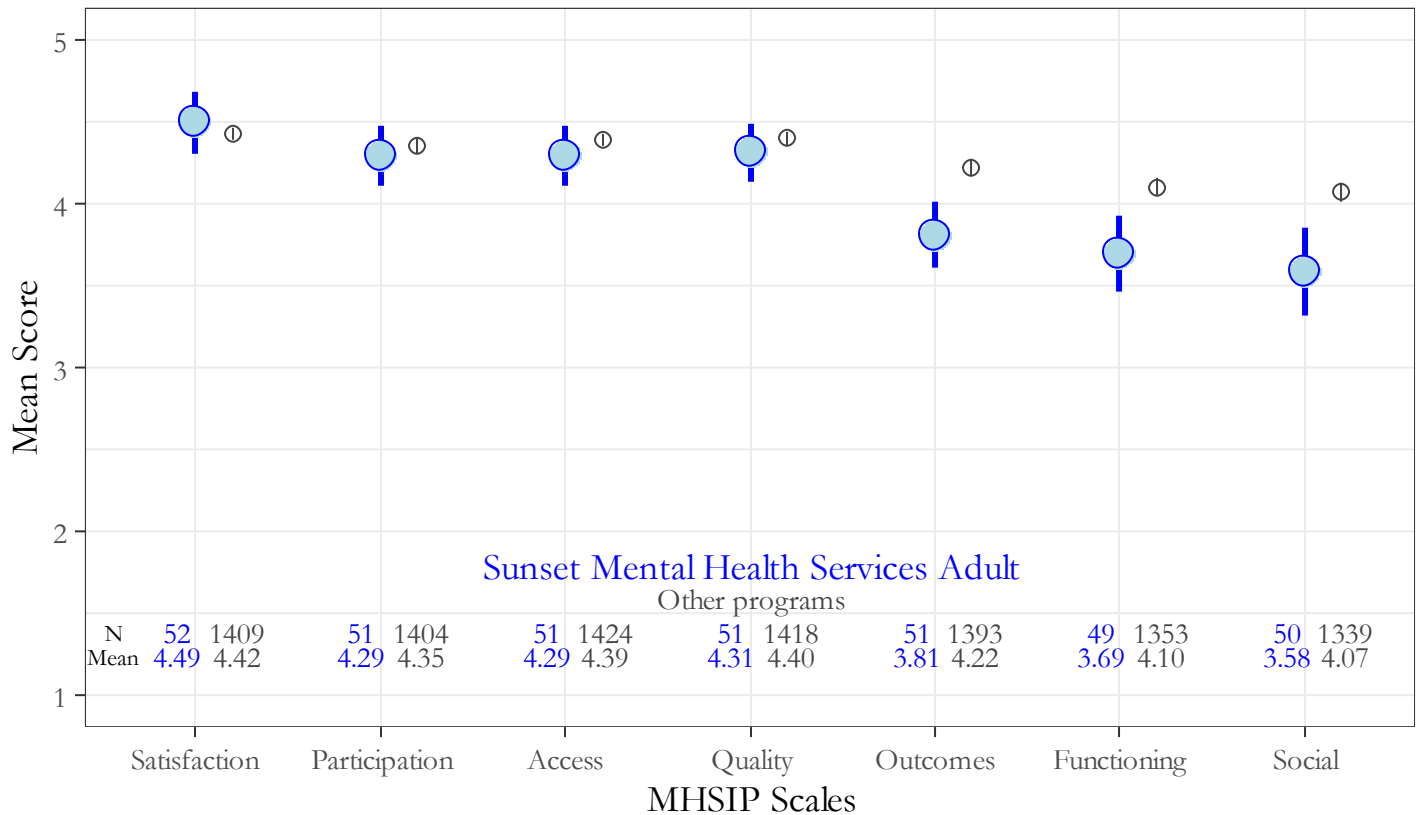
	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>96.1 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 1.7 %	12 10.3 %	37 31.6 %	0 0.0 %	66 56.4 %
<b>86.3 %</b> 2. If I had other choices, I would still get services from this agency	1 0.8 %	0 0.0 %	6 5.1 %	13 11.1 %	31 26.5 %	0 0.0 %	66 56.4 %
<b>86.3 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	1 0.8 %	6 5.1 %	13 11.1 %	31 26.5 %	0 0.0 %	66 56.4 %
<b>76.5 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 0.8 %	5 4.3 %	6 5.1 %	10 8.6 %	29 24.8 %	0 0.0 %	66 56.4 %
<b>84.3 %</b> 5. Staff were willing to see me as often as I felt it was necessary	2 1.7 %	0 0.0 %	6 5.1 %	11 9.4 %	32 27.4 %	0 0.0 %	66 56.4 %
<b>78.4 %</b> 6. Staff returned my calls within 24 hours	1 0.8 %	1 0.8 %	9 7.7 %	12 10.3 %	28 23.9 %	0 0.0 %	66 56.4 %
<b>88.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 0.8 %	5 4.3 %	13 11.1 %	31 26.5 %	0 0.0 %	67 57.3 %
<b>82.4 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	3 2.6 %	6 5.1 %	14 12.0 %	28 23.9 %	0 0.0 %	66 56.4 %
<b>82.4 %</b> 9. I was able to see a psychiatrist when I wanted to	1 0.8 %	2 1.7 %	6 5.1 %	14 12.0 %	28 23.9 %	0 0.0 %	66 56.4 %
<b>86.3 %</b> 10. Staff here believe that I can grow, change and recover	1 0.8 %	1 0.8 %	5 4.3 %	20 17.1 %	24 20.5 %	0 0.0 %	66 56.4 %
<b>82.4 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	9 7.7 %	12 10.3 %	30 25.6 %	0 0.0 %	66 56.4 %
<b>76.5 %</b> 12. I felt free to complain	0 0.0 %	1 0.8 %	11 9.4 %	13 11.1 %	26 22.2 %	0 0.0 %	66 56.4 %
<b>85.7 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	7 6.0 %	15 12.8 %	27 23.1 %	0 0.0 %	68 58.1 %
<b>84.3 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	8 6.8 %	20 17.1 %	23 19.7 %	0 0.0 %	66 56.4 %
<b>80.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 0.8 %	9 7.7 %	16 13.7 %	24 20.5 %	1 0.8 %	66 56.4 %
<b>84.3 %</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 %	8 6.8 %	15 12.8 %	28 23.9 %	0 0.0 %	66 56.4 %
<b>82.0 %</b> 17. I, not staff, decided my treatment goals	1 0.8 %	1 0.8 %	7 6.0 %	20 17.1 %	21 17.9 %	1 0.8 %	66 56.4 %
<b>87.8 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	6 5.1 %	15 12.8 %	28 23.9 %	1 0.8 %	67 57.3 %
<b>87.8 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 0.8 %	5 4.3 %	17 14.5 %	26 22.2 %	1 0.8 %	67 57.3 %
<b>69.4 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 0.8 %	1 0.8 %	13 11.1 %	12 10.3 %	22 18.8 %	0 0.0 %	68 58.1 %
<b>77.1 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	11 9.4 %	21 17.9 %	16 13.7 %	0 0.0 %	69 59.0 %
<b>72.9 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 1.7 %	11 9.4 %	19 16.2 %	16 13.7 %	0 0.0 %	69 59.0 %
<b>68.0 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	3 2.6 %	13 11.1 %	20 17.1 %	14 12.0 %	0 0.0 %	67 57.3 %
<b>68.8 %</b> 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	2 1.7 %	13 11.1 %	18 15.4 %	15 12.8 %	2 1.7 %	67 57.3 %
<b>59.2 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	5 4.3 %	15 12.8 %	16 13.7 %	13 11.1 %	0 0.0 %	68 58.1 %



**MHSIP Items 26-36, N = 117**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>48.8 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	3 2.6 %	19 16.2 %	11 9.4 %	10 8.6 %	6 5.1 %	68 58.1 %
<b>48.9 %</b> 27. As a direct result of the services I received: My housing situation has improved	2 1.7 %	3 2.6 %	18 15.4 %	12 10.3 %	10 8.6 %	5 4.3 %	67 57.3 %
<b>59.2 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	3 2.6 %	5 4.3 %	12 10.3 %	21 17.9 %	8 6.8 %	1 0.8 %	67 57.3 %
<b>57.4 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 0.8 %	2 1.7 %	17 14.5 %	17 14.5 %	10 8.6 %	3 2.6 %	67 57.3 %
<b>64.6 %</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 2.6 %	14 12.0 %	19 16.2 %	12 10.3 %	1 0.8 %	68 58.1 %
<b>60.4 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 0.8 %	1 0.8 %	17 14.5 %	21 17.9 %	8 6.8 %	2 1.7 %	67 57.3 %
<b>54.2 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	1 0.8 %	6 5.1 %	15 12.8 %	17 14.5 %	9 7.7 %	2 1.7 %	67 57.3 %
<b>57.4 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	2 1.7 %	3 2.6 %	15 12.8 %	16 13.7 %	11 9.4 %	3 2.6 %	67 57.3 %
<b>54.2 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 0.8 %	5 4.3 %	16 13.7 %	16 13.7 %	10 8.6 %	2 1.7 %	67 57.3 %
<b>45.8 %</b> 35. As a direct result of the services I received: I feel I belong in my community	2 1.7 %	3 2.6 %	21 17.9 %	14 12.0 %	8 6.8 %	2 1.7 %	67 57.3 %
<b>65.3 %</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	4 3.4 %	4 3.4 %	9 7.7 %	18 15.4 %	14 12.0 %	2 1.7 %	66 56.4 %

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	28 28.6 %	5 26.3 %	33 28.2 %
Impaired	21 21.4 %	5 26.3 %	26 22.2 %
Language	3 3.1 %	2 10.5 %	5 4.3 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 1 %	1 5.3 %	2 1.7 %
Completed Survey	45 45.9 %	6 31.6 %	51 43.6 %
<b>Total</b>	98 100 %	19 100 %	117 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 134 clients; surveys were returned for 113 clients (  $113 / 134 = 84.3\%$  ).
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 2019  
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>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for Sunset Mental Health Services CYF: **4.52** (youth), **4.56** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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%** 7. The services I received were right for me

**Lowest Agreement Items**

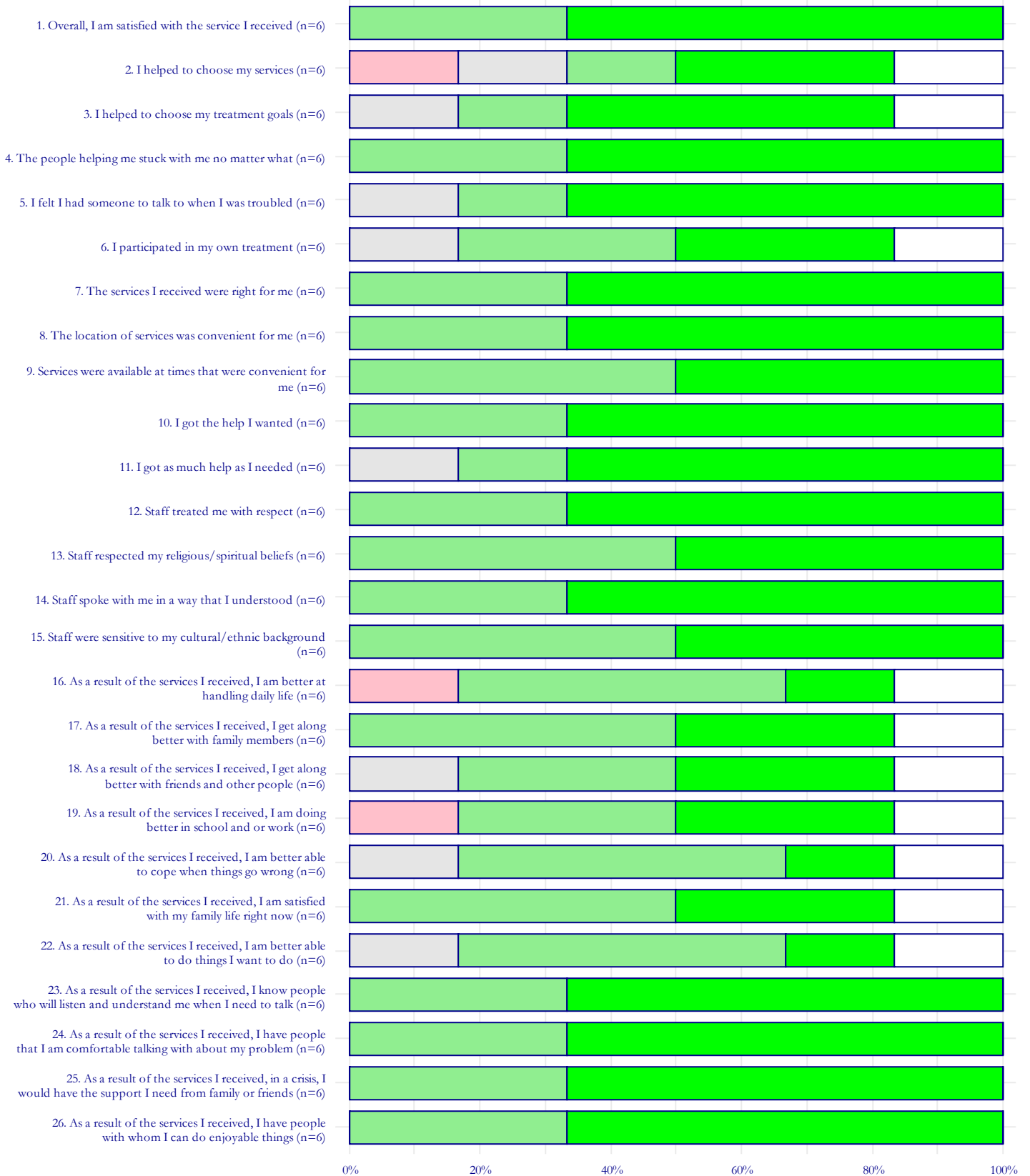
**85.7%** 2. I helped to choose my services

**92.9%** 3. I helped to choose my treatment goals

**92.9%** 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.

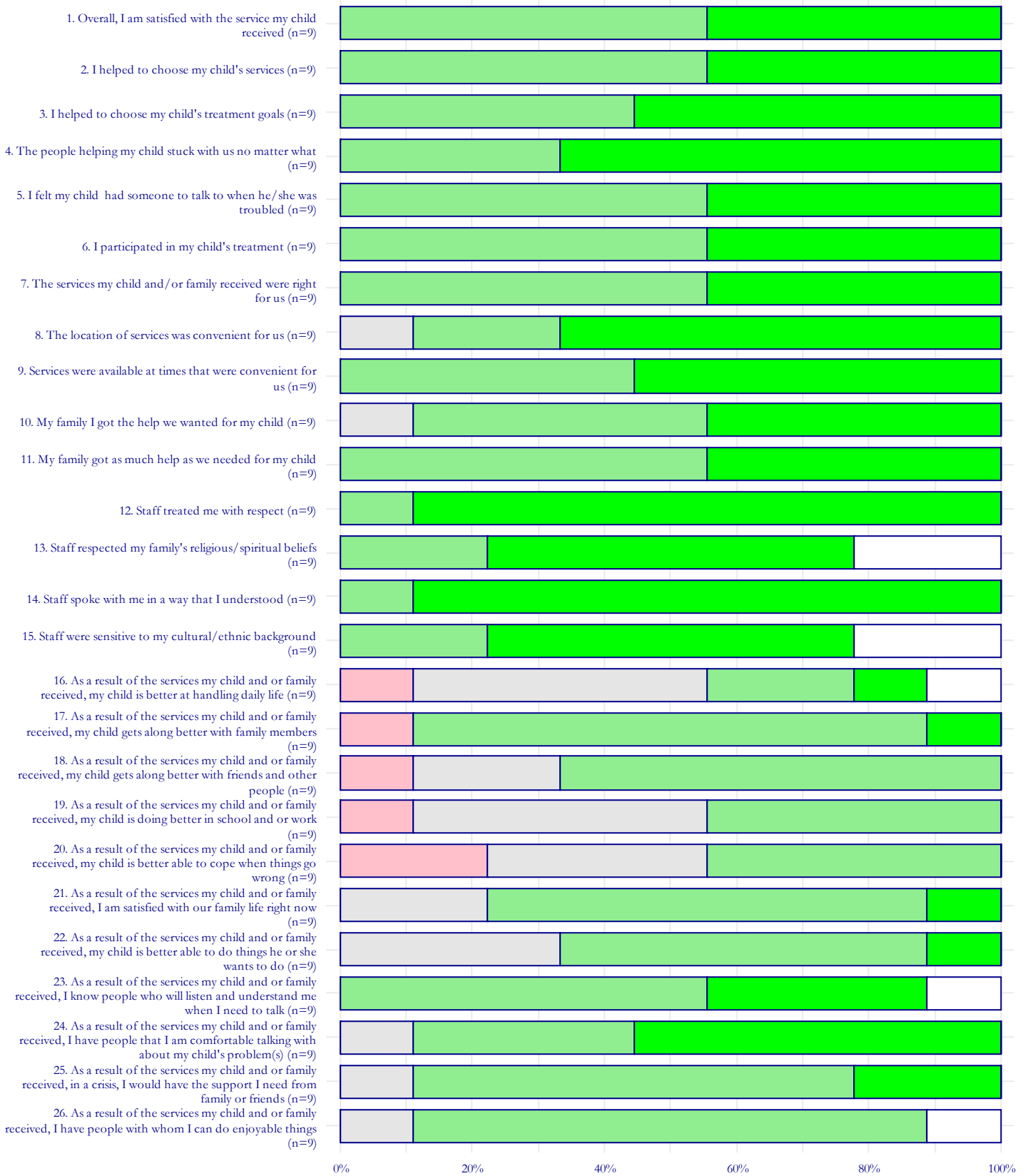
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 11

	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 18.2 %	4 36.4 %	0 0.0 %	5 45.5 %
<b>60.0 %</b> 2. I helped to choose my services	0 0.0 %	1 9.1 %	1 9.1 %	1 9.1 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>80.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 9.1 %	1 9.1 %	3 27.3 %	1 9.1 %	5 45.5 %
<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 18.2 %	4 36.4 %	0 0.0 %	5 45.5 %
<b>83.3 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 9.1 %	1 9.1 %	4 36.4 %	0 0.0 %	5 45.5 %
<b>80.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	4 36.4 %	0 0.0 %	5 45.5 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	4 36.4 %	0 0.0 %	5 45.5 %
<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 27.3 %	3 27.3 %	0 0.0 %	5 45.5 %
<b>100.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	4 36.4 %	0 0.0 %	5 45.5 %
<b>83.3 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 9.1 %	1 9.1 %	4 36.4 %	0 0.0 %	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 %	4 36.4 %	0 0.0 %	5 45.5 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	3 27.3 %	0 0.0 %	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 %	2 18.2 %	4 36.4 %	0 0.0 %	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 %	3 27.3 %	0 0.0 %	5 45.5 %
<b>80.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 9.1 %	0 0.0 %	3 27.3 %	1 9.1 %	1 9.1 %	5 45.5 %
<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 %	3 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<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 9.1 %	2 18.2 %	2 18.2 %	1 9.1 %	5 45.5 %
<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 9.1 %	0 0.0 %	2 18.2 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>80.0 %</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 9.1 %	3 27.3 %	1 9.1 %	1 9.1 %	5 45.5 %
<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 27.3 %	2 18.2 %	1 9.1 %	5 45.5 %
<b>80.0 %</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 9.1 %	3 27.3 %	1 9.1 %	1 9.1 %	5 45.5 %
<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 18.2 %	4 36.4 %	0 0.0 %	5 45.5 %
<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 18.2 %	4 36.4 %	0 0.0 %	5 45.5 %
<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 18.2 %	4 36.4 %	0 0.0 %	5 45.5 %
<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 18.2 %	4 36.4 %	0 0.0 %	5 45.5 %

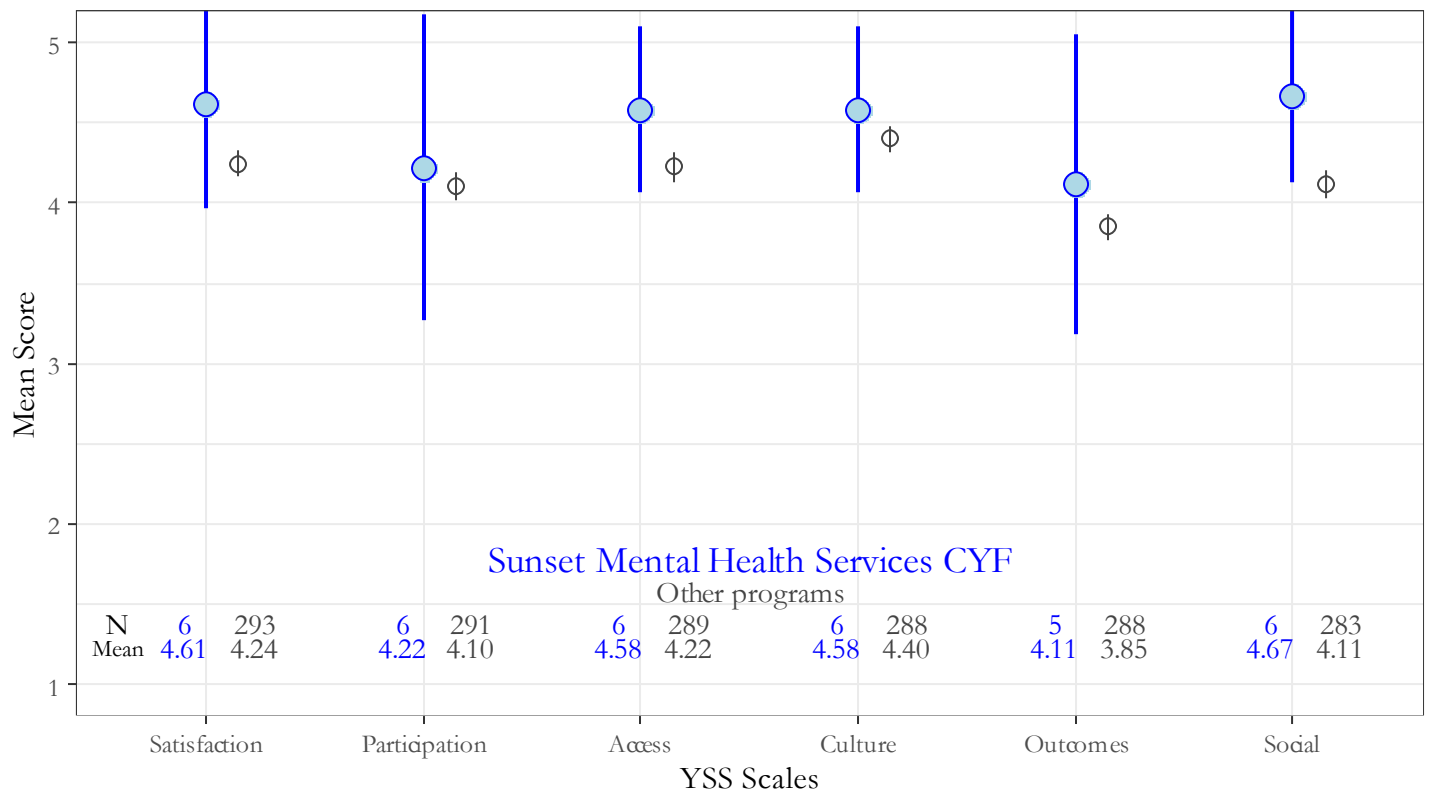
# Youth Services Survey for Families



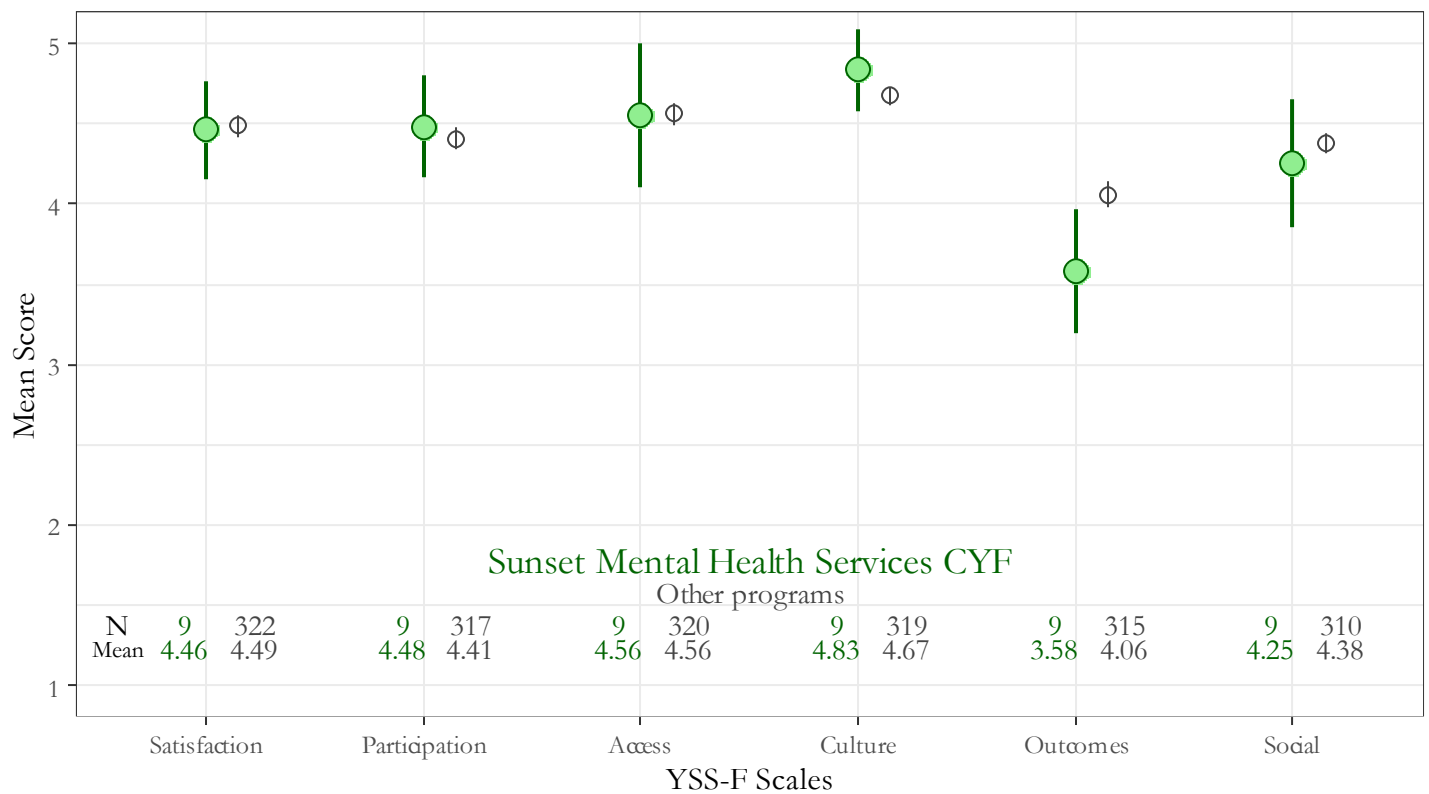
## Youth Services Survey for Families, N = 14

	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 35.7 %	4 28.6 %	0 0.0 %	5 35.7 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	4 28.6 %	0 0.0 %	5 35.7 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	5 35.7 %	0 0.0 %	5 35.7 %
<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 21.4 %	6 42.9 %	0 0.0 %	5 35.7 %
<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 35.7 %	4 28.6 %	0 0.0 %	5 35.7 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	4 28.6 %	0 0.0 %	5 35.7 %
<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 35.7 %	4 28.6 %	0 0.0 %	5 35.7 %
<b>88.9 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	1 7.1 %	2 14.3 %	6 42.9 %	0 0.0 %	5 35.7 %
<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 28.6 %	5 35.7 %	0 0.0 %	5 35.7 %
<b>88.9 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	4 28.6 %	0 0.0 %	5 35.7 %
<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 35.7 %	4 28.6 %	0 0.0 %	5 35.7 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	8 57.1 %	0 0.0 %	5 35.7 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	2 14.3 %	5 35.7 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	8 57.1 %	0 0.0 %	5 35.7 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	2 14.3 %	5 35.7 %
<b>37.5 %</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 %	1 7.1 %	4 28.6 %	2 14.3 %	1 7.1 %	1 7.1 %	5 35.7 %
<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 %	1 7.1 %	0 0.0 %	7 50.0 %	1 7.1 %	0 0.0 %	5 35.7 %
<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 %	1 7.1 %	2 14.3 %	6 42.9 %	0 0.0 %	0 0.0 %	5 35.7 %
<b>44.4 %</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 7.1 %	4 28.6 %	4 28.6 %	0 0.0 %	0 0.0 %	5 35.7 %
<b>44.4 %</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 %	2 14.3 %	3 21.4 %	4 28.6 %	0 0.0 %	0 0.0 %	5 35.7 %
<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	0 0.0 %	0 0.0 %	2 14.3 %	6 42.9 %	1 7.1 %	0 0.0 %	5 35.7 %
<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 21.4 %	5 35.7 %	1 7.1 %	0 0.0 %	5 35.7 %
<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 35.7 %	3 21.4 %	1 7.1 %	5 35.7 %
<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)	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	5 35.7 %	0 0.0 %	5 35.7 %
<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 %	1 7.1 %	6 42.9 %	2 14.3 %	0 0.0 %	5 35.7 %
<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 %	1 7.1 %	7 50.0 %	0 0.0 %	1 7.1 %	5 35.7 %

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  
Sunset Mental Health  
Services CYF**

<b>Completion Status</b>	<b>Completion by Respondent Type</b>		<b>Total</b>
	Family	Youth	
Refused	3 21.4 %	4 36.4 %	7 28 %
Impaired	2 14.3 %	1 9.1 %	3 12 %
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 64.3 %	6 54.5 %	15 60 %
<b>Total</b>	14 100 %	11 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 12 clients; surveys were returned for 16 clients (  $16 / 12 = 133.3\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

**Sunset Mental Health Team II**

Program Code(s): 38I9OP

Overall Satisfaction<sup>1</sup>

**94.7%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for Sunset Mental Health Team II: **4.55**.

Overall satisfaction mean score for all other programs: **4.37**.

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

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

**Lowest Agreement Items**

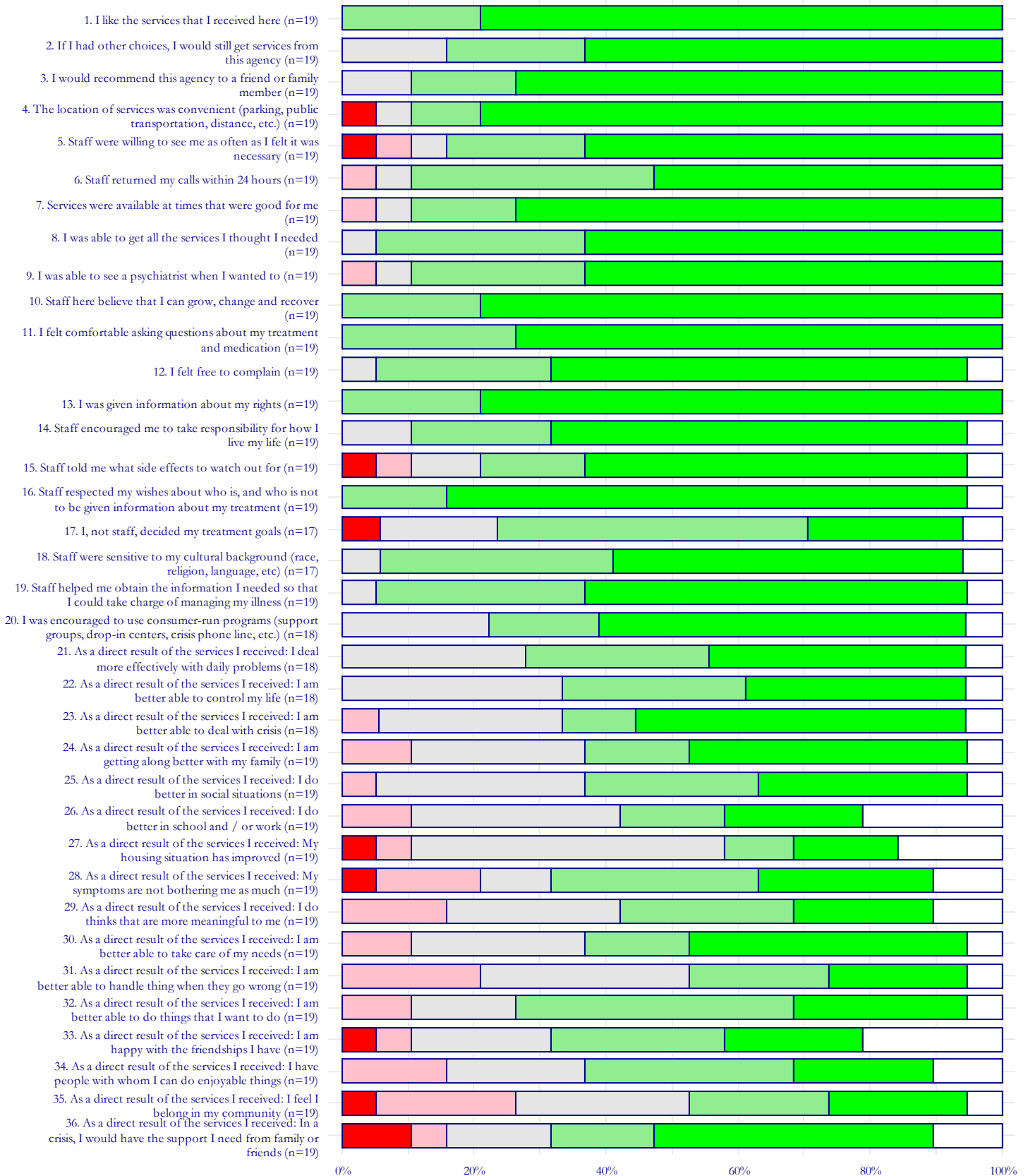
**75.0%** 17. I, not staff, decided my treatment goals

**76.5%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

**77.8%** 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, N = 28**

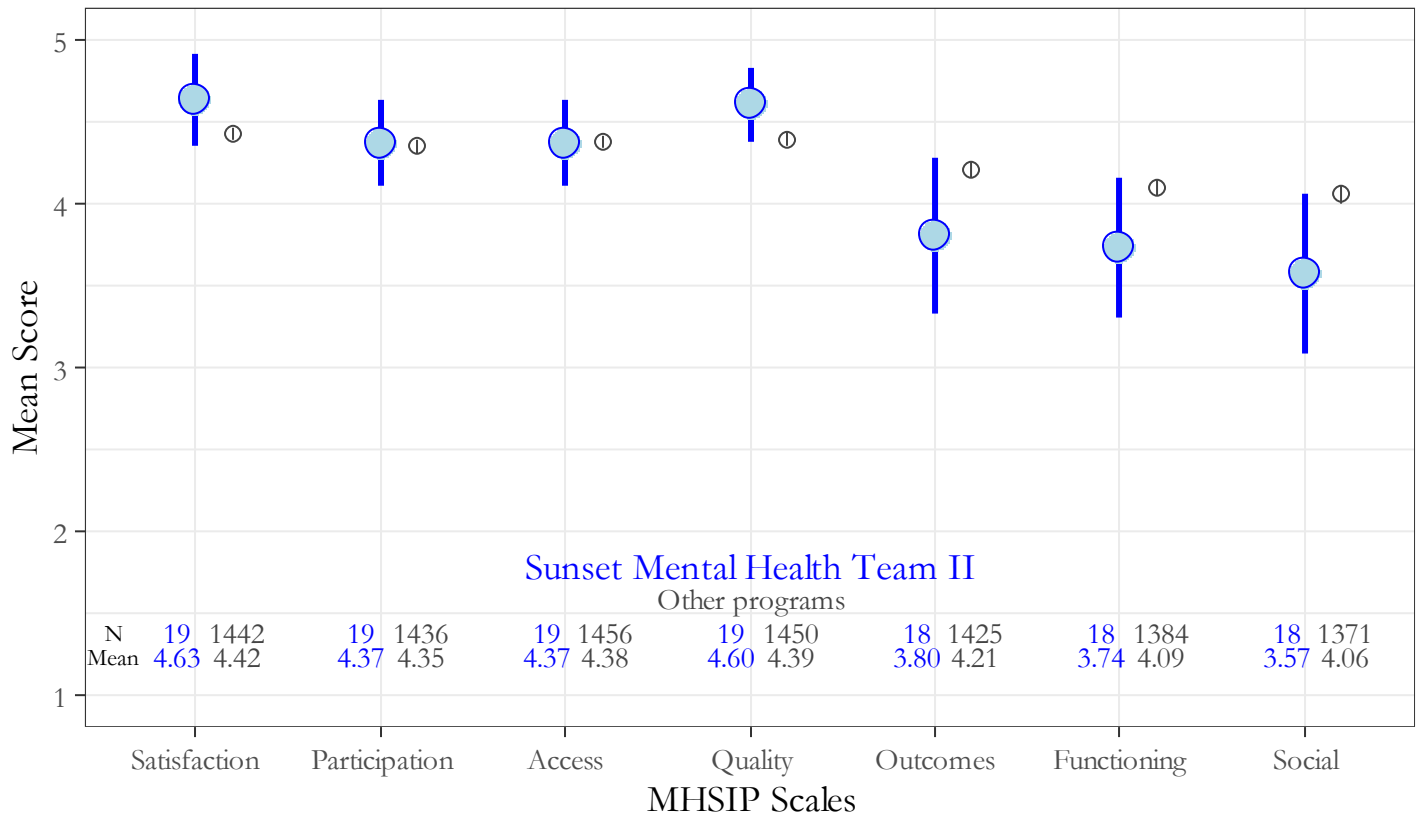
**Percent Agree**

	<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 %	4 14.3 %	15 53.6 %	0 0.0 %	9 32.1 %
<b>84.2 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	3 10.7 %	4 14.3 %	12 42.9 %	0 0.0 %	9 32.1 %
<b>89.5 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 7.1 %	3 10.7 %	14 50.0 %	0 0.0 %	9 32.1 %
<b>89.5 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 3.6 %	0 0.0 %	1 3.6 %	2 7.1 %	15 53.6 %	0 0.0 %	9 32.1 %
<b>84.2 %</b> 5. Staff were willing to see me as often as I felt it was necessary	1 3.6 %	1 3.6 %	1 3.6 %	4 14.3 %	12 42.9 %	0 0.0 %	9 32.1 %
<b>89.5 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 3.6 %	1 3.6 %	7 25.0 %	10 35.7 %	0 0.0 %	9 32.1 %
<b>89.5 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 3.6 %	1 3.6 %	3 10.7 %	14 50.0 %	0 0.0 %	9 32.1 %
<b>94.7 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 3.6 %	6 21.4 %	12 42.9 %	0 0.0 %	9 32.1 %
<b>89.5 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 3.6 %	1 3.6 %	5 17.9 %	12 42.9 %	0 0.0 %	9 32.1 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	4 14.3 %	15 53.6 %	0 0.0 %	9 32.1 %
<b>100.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	5 17.9 %	14 50.0 %	0 0.0 %	9 32.1 %
<b>94.4 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 3.6 %	5 17.9 %	12 42.9 %	1 3.6 %	9 32.1 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	4 14.3 %	15 53.6 %	0 0.0 %	9 32.1 %
<b>88.9 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 7.1 %	4 14.3 %	12 42.9 %	1 3.6 %	9 32.1 %
<b>77.8 %</b> 15. Staff told me what side effects to watch out for	1 3.6 %	1 3.6 %	2 7.1 %	3 10.7 %	11 39.3 %	1 3.6 %	9 32.1 %
<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 %	3 10.7 %	15 53.6 %	1 3.6 %	9 32.1 %
<b>75.0 %</b> 17. I, not staff, decided my treatment goals	1 3.6 %	0 0.0 %	3 10.7 %	8 28.6 %	4 14.3 %	1 3.6 %	11 39.3 %
<b>93.8 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 3.6 %	6 21.4 %	9 32.1 %	1 3.6 %	11 39.3 %
<b>94.4 %</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 3.6 %	6 21.4 %	11 39.3 %	1 3.6 %	9 32.1 %
<b>76.5 %</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 %	4 14.3 %	3 10.7 %	10 35.7 %	1 3.6 %	10 35.7 %
<b>70.6 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	5 17.9 %	5 17.9 %	7 25.0 %	1 3.6 %	10 35.7 %
<b>64.7 %</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 %	6 21.4 %	5 17.9 %	6 21.4 %	1 3.6 %	10 35.7 %
<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 3.6 %	5 17.9 %	2 7.1 %	9 32.1 %	1 3.6 %	10 35.7 %
<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 %	2 7.1 %	5 17.9 %	3 10.7 %	8 28.6 %	1 3.6 %	9 32.1 %
<b>61.1 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 3.6 %	6 21.4 %	5 17.9 %	6 21.4 %	1 3.6 %	9 32.1 %

**MHSIP Items 26-36, N = 28**  
**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	0 0.0 %	2 7.1 %	6 21.4 %	3 10.7 %	4 14.3 %	4 14.3 %	9 32.1 %
<b>31.2 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 3.6 %	1 3.6 %	9 32.1 %	2 7.1 %	3 10.7 %	3 10.7 %	9 32.1 %
<b>64.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 3.6 %	3 10.7 %	2 7.1 %	6 21.4 %	5 17.9 %	2 7.1 %	9 32.1 %
<b>52.9 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	3 10.7 %	5 17.9 %	5 17.9 %	4 14.3 %	2 7.1 %	9 32.1 %
<b>61.1 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	2 7.1 %	5 17.9 %	3 10.7 %	8 28.6 %	1 3.6 %	9 32.1 %
<b>44.4 %</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 %	4 14.3 %	6 21.4 %	4 14.3 %	4 14.3 %	1 3.6 %	9 32.1 %
<b>72.2 %</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 %	2 7.1 %	3 10.7 %	8 28.6 %	5 17.9 %	1 3.6 %	9 32.1 %
<b>60.0 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 3.6 %	1 3.6 %	4 14.3 %	5 17.9 %	4 14.3 %	4 14.3 %	9 32.1 %
<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 %	3 10.7 %	4 14.3 %	6 21.4 %	4 14.3 %	2 7.1 %	9 32.1 %
<b>44.4 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 3.6 %	4 14.3 %	5 17.9 %	4 14.3 %	4 14.3 %	1 3.6 %	9 32.1 %
<b>64.7 %</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	2 7.1 %	1 3.6 %	3 10.7 %	3 10.7 %	8 28.6 %	2 7.1 %	9 32.1 %

**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	8 32 %	1 33.3 %	9 32.1 %
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	17 68 %	2 66.7 %	19 67.9 %
<b>Total</b>	25 100 %	3 100 %	28 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 18 clients; surveys were returned for 27 clients (  $27 / 18 = 150.0\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

**Swords To Plowshares**

Program Code(s): 8925OP

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for Swords To Plowshares: **4.46**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

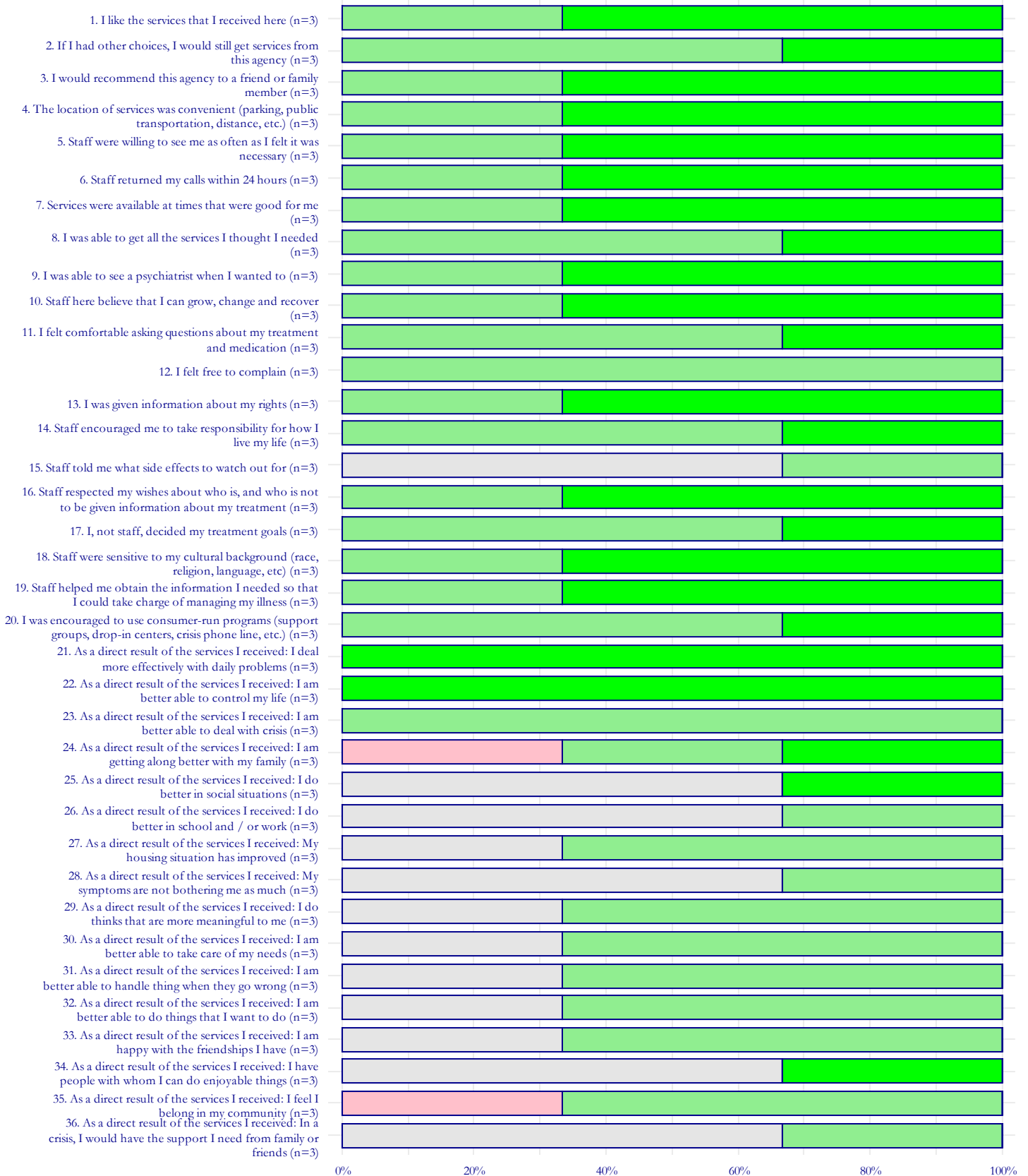
33.3% 15. Staff told me what side effects to watch out for

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, N = 3**

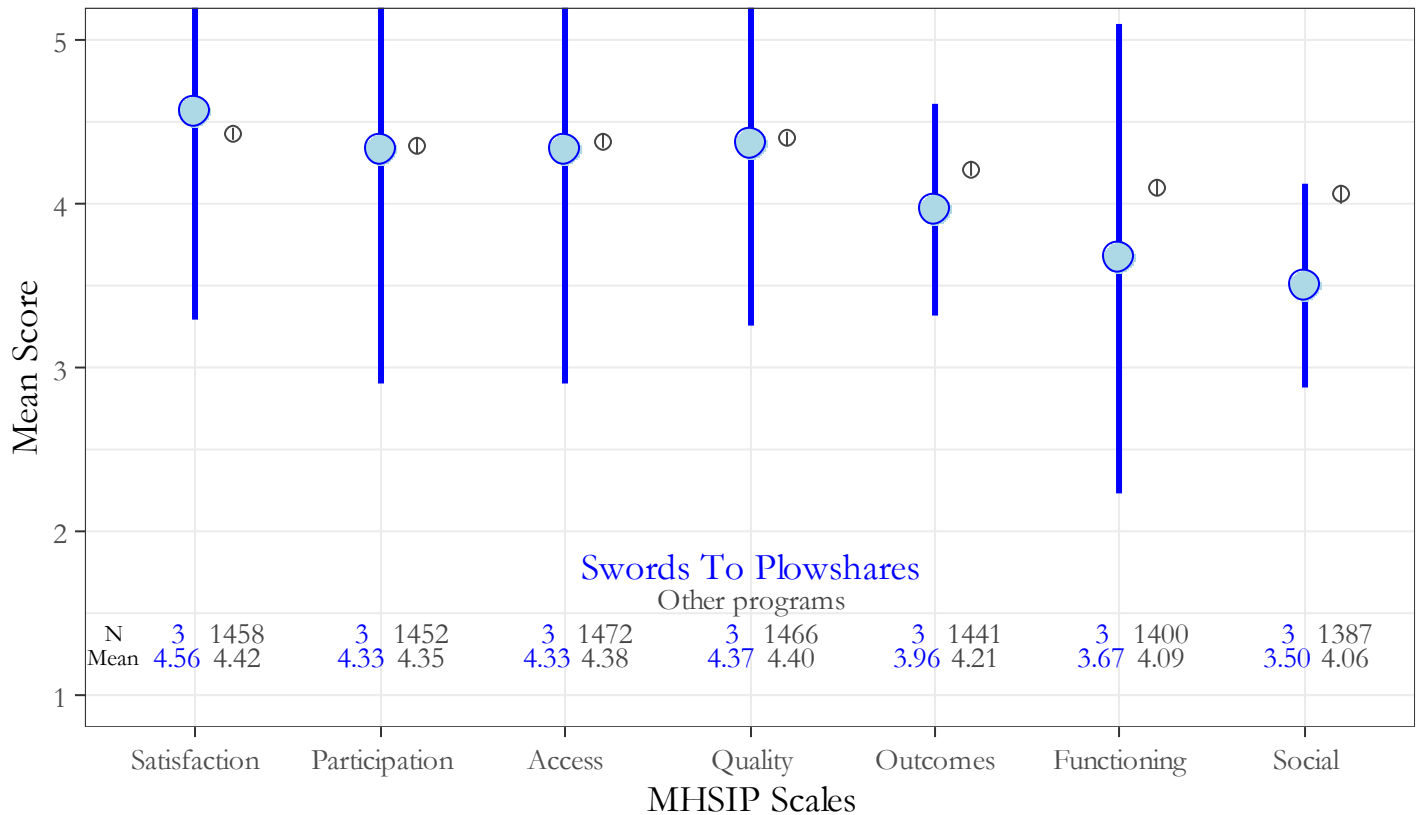
**Percent Agree**

	<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 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 %	2 66.7 %	1 33.3 %	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 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 %	1 33.3 %	2 66.7 %	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 %	2 66.7 %	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 %	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 %	1 33.3 %	2 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 %	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 %	3 100.0 %	0 0.0 %	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>33.3 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	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 %	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 %	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 %	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 %	2 66.7 %	1 33.3 %	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 %	0 0.0 %	3 100.0 %	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 %	0 0.0 %	3 100.0 %	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 %	3 100.0 %	0 0.0 %	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 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36, N = 3**  
**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>66.7 %</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 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</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 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	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 %	2 66.7 %	0 0.0 %	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 %	2 66.7 %	0 0.0 %	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 %	2 66.7 %	0 0.0 %	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 %	2 66.7 %	0 0.0 %	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 %	0 0.0 %	1 33.3 %	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 %	0 0.0 %	2 66.7 %	0 0.0 %	1 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 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>33.3 %</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 %	2 66.7 %	1 33.3 %	0 0.0 %	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	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 2 clients; surveys were returned for 3 clients (  $3 / 2 = 150.0\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **Transitional Age Youth Service FSP**

Program Code(s): 38BH4 38BHT3

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for Transitional Age Youth Service FSP: **4.52**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

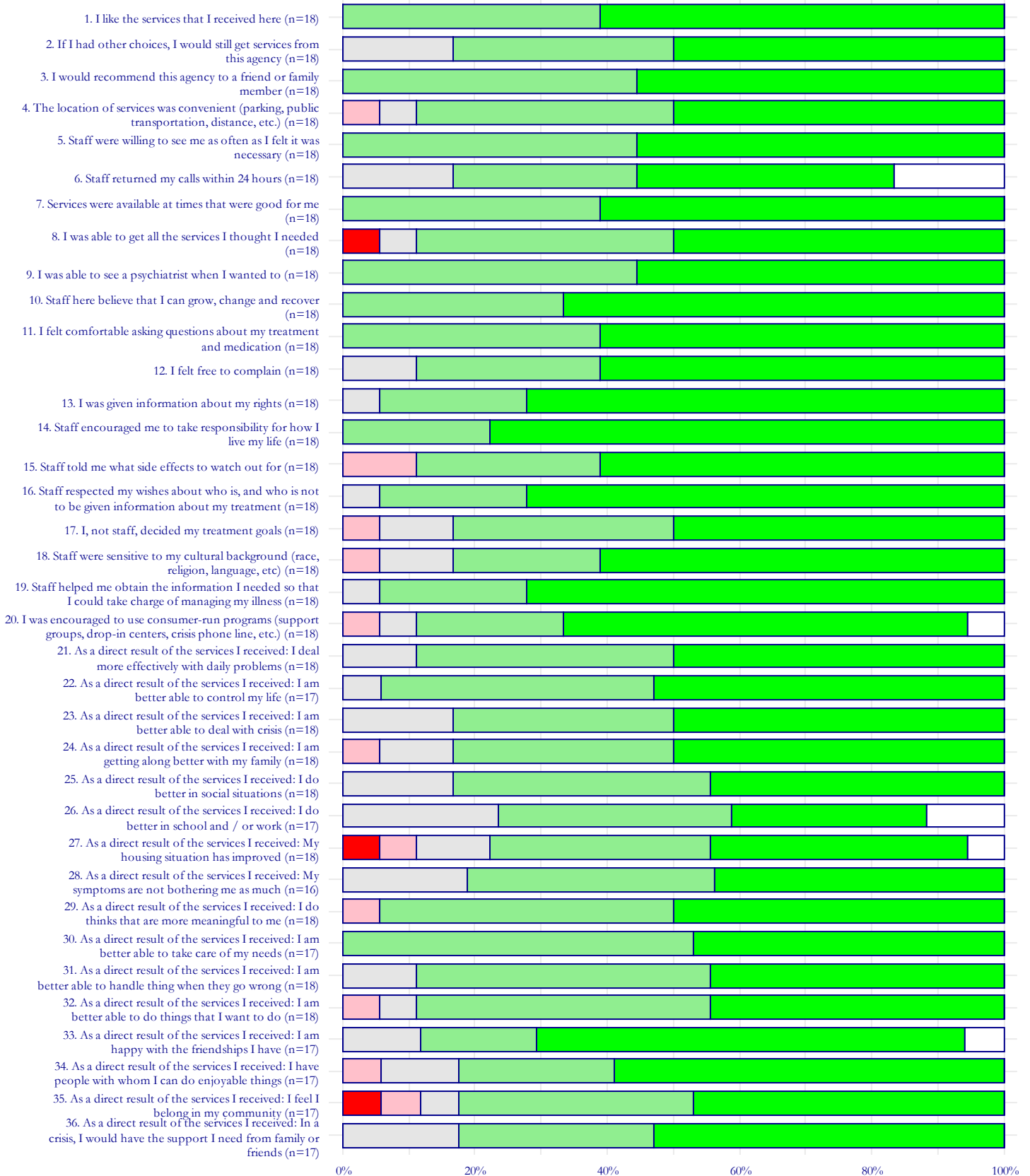
**80.0%** 6. Staff returned my calls within 24 hours

**83.3%** 2. If I had other choices, I would still get services from this agency

**83.3%** 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, N = 19**

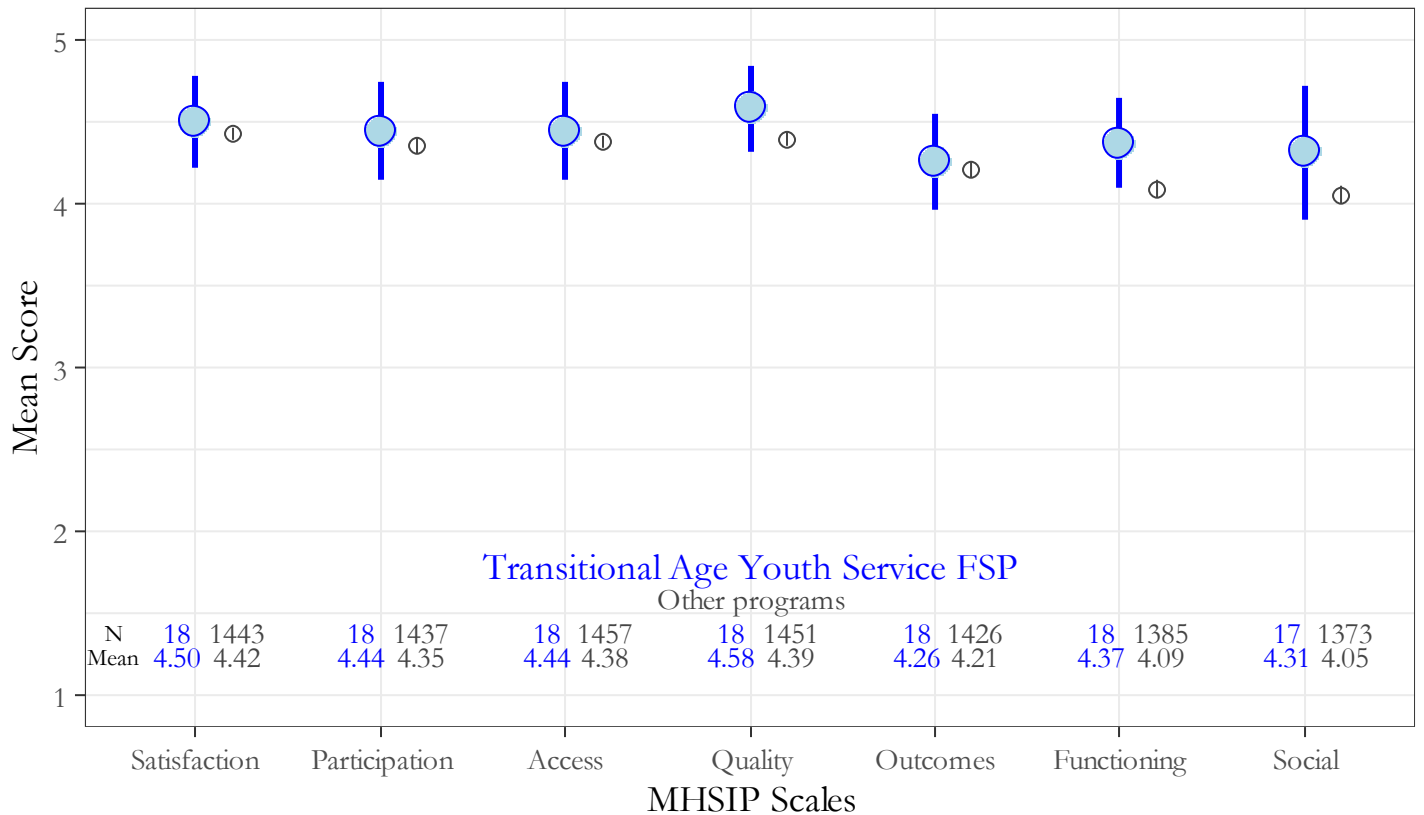
**Percent Agree**

	<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 %	7 36.8 %	11 57.9 %	0 0.0 %	1 5.3 %
<b>83.3 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	3 15.8 %	6 31.6 %	9 47.4 %	0 0.0 %	1 5.3 %
<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 %	8 42.1 %	10 52.6 %	0 0.0 %	1 5.3 %
<b>88.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 5.3 %	1 5.3 %	7 36.8 %	9 47.4 %	0 0.0 %	1 5.3 %
<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 %	8 42.1 %	10 52.6 %	0 0.0 %	1 5.3 %
<b>80.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	3 15.8 %	5 26.3 %	7 36.8 %	3 15.8 %	1 5.3 %
<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 36.8 %	11 57.9 %	0 0.0 %	1 5.3 %
<b>88.9 %</b> 8. I was able to get all the services I thought I needed	1 5.3 %	0 0.0 %	1 5.3 %	7 36.8 %	9 47.4 %	0 0.0 %	1 5.3 %
<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 %	8 42.1 %	10 52.6 %	0 0.0 %	1 5.3 %
<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 31.6 %	12 63.2 %	0 0.0 %	1 5.3 %
<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 36.8 %	11 57.9 %	0 0.0 %	1 5.3 %
<b>88.9 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	2 10.5 %	5 26.3 %	11 57.9 %	0 0.0 %	1 5.3 %
<b>94.4 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 5.3 %	4 21.1 %	13 68.4 %	0 0.0 %	1 5.3 %
<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 21.1 %	14 73.7 %	0 0.0 %	1 5.3 %
<b>88.9 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	2 10.5 %	0 0.0 %	5 26.3 %	11 57.9 %	0 0.0 %	1 5.3 %
<b>94.4 %</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 5.3 %	4 21.1 %	13 68.4 %	0 0.0 %	1 5.3 %
<b>83.3 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 5.3 %	2 10.5 %	6 31.6 %	9 47.4 %	0 0.0 %	1 5.3 %
<b>83.3 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 5.3 %	2 10.5 %	4 21.1 %	11 57.9 %	0 0.0 %	1 5.3 %
<b>94.4 %</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 5.3 %	4 21.1 %	13 68.4 %	0 0.0 %	1 5.3 %
<b>88.2 %</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 %	1 5.3 %	4 21.1 %	11 57.9 %	1 5.3 %	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 %	0 0.0 %	2 10.5 %	7 36.8 %	9 47.4 %	0 0.0 %	1 5.3 %
<b>94.1 %</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 5.3 %	7 36.8 %	9 47.4 %	0 0.0 %	2 10.5 %
<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 %	0 0.0 %	3 15.8 %	6 31.6 %	9 47.4 %	0 0.0 %	1 5.3 %
<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 5.3 %	2 10.5 %	6 31.6 %	9 47.4 %	0 0.0 %	1 5.3 %
<b>83.3 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	3 15.8 %	7 36.8 %	8 42.1 %	0 0.0 %	1 5.3 %

**MHSIP Items 26-36, N = 19**  
**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 %	0 0.0 %	4 21.1 %	6 31.6 %	5 26.3 %	2 10.5 %	2 10.5 %
<b>76.5 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 5.3 %	1 5.3 %	2 10.5 %	6 31.6 %	7 36.8 %	1 5.3 %	1 5.3 %
<b>81.2 %</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 15.8 %	6 31.6 %	7 36.8 %	0 0.0 %	3 15.8 %
<b>94.4 %</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 %	0 0.0 %	8 42.1 %	9 47.4 %	0 0.0 %	1 5.3 %
<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 %	9 47.4 %	8 42.1 %	0 0.0 %	2 10.5 %
<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 %	2 10.5 %	8 42.1 %	8 42.1 %	0 0.0 %	1 5.3 %
<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>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 %	2 10.5 %	3 15.8 %	11 57.9 %	1 5.3 %	2 10.5 %
<b>82.4 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 5.3 %	2 10.5 %	4 21.1 %	10 52.6 %	0 0.0 %	2 10.5 %
<b>82.4 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 5.3 %	1 5.3 %	1 5.3 %	6 31.6 %	8 42.1 %	0 0.0 %	2 10.5 %
<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 %	0 0.0 %	3 15.8 %	5 26.3 %	9 47.4 %	0 0.0 %	2 10.5 %

**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	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **UCSF Alliance Health Project IFSO**

Program Code(s): 38A33

Overall Satisfaction<sup>1</sup>

**90.6%**

Return Rate<sup>2</sup>

**88.6%**

Overall satisfaction<sup>3</sup> mean score for UCSF Alliance Health Project IFSO: **4.32**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

**95.3%** 13. I was given information about my rights

**95.2%** 1. I like the services that I received here

**93.5%** 2. If I had other choices, I would still get services from this agency

#### **Lowest Agreement Items**

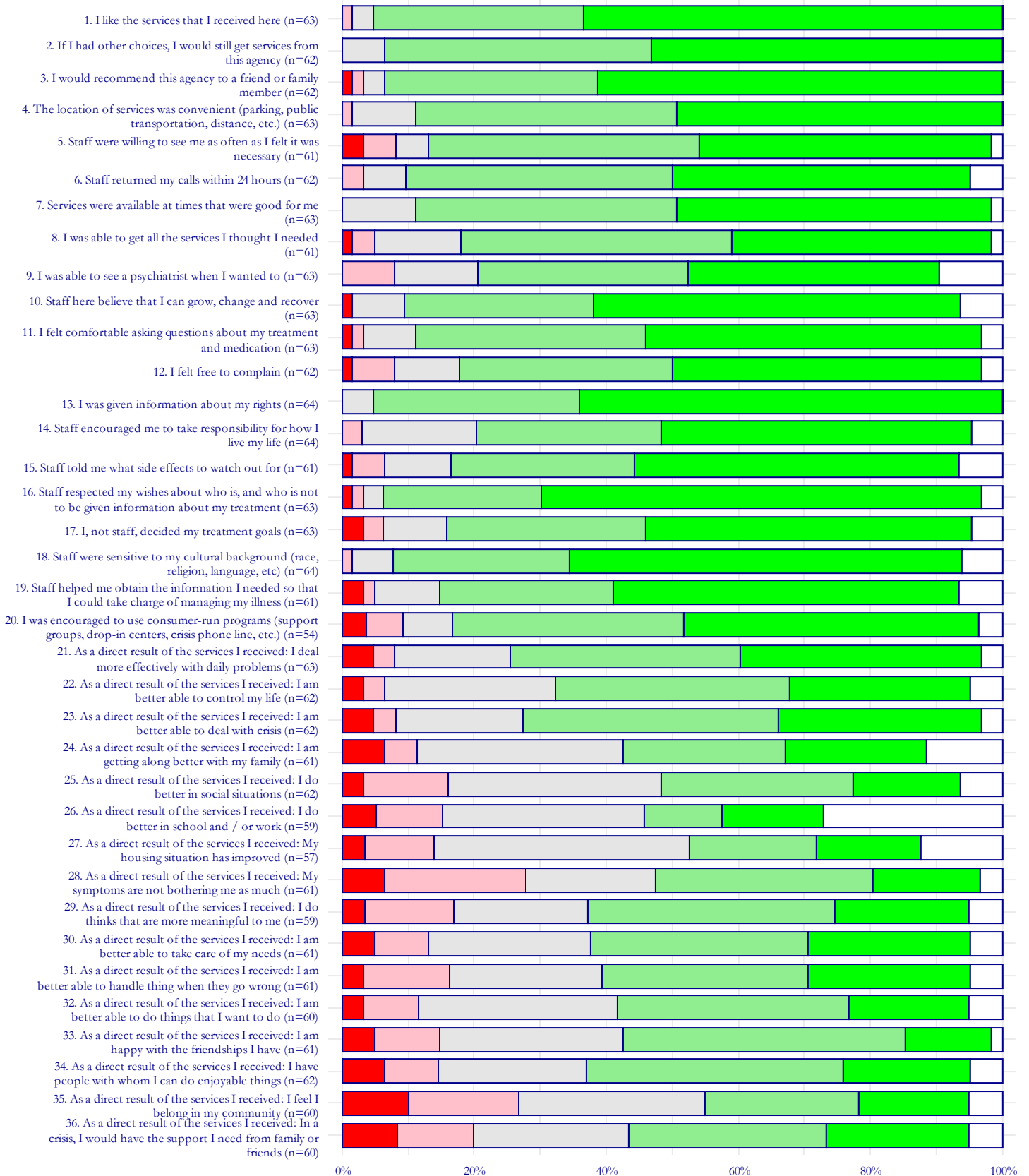
**77.2%** 9. I was able to see a psychiatrist when I wanted to

**78.7%** 14. Staff encouraged me to take responsibility for how I live my life

**81.7%** 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, N = 65**

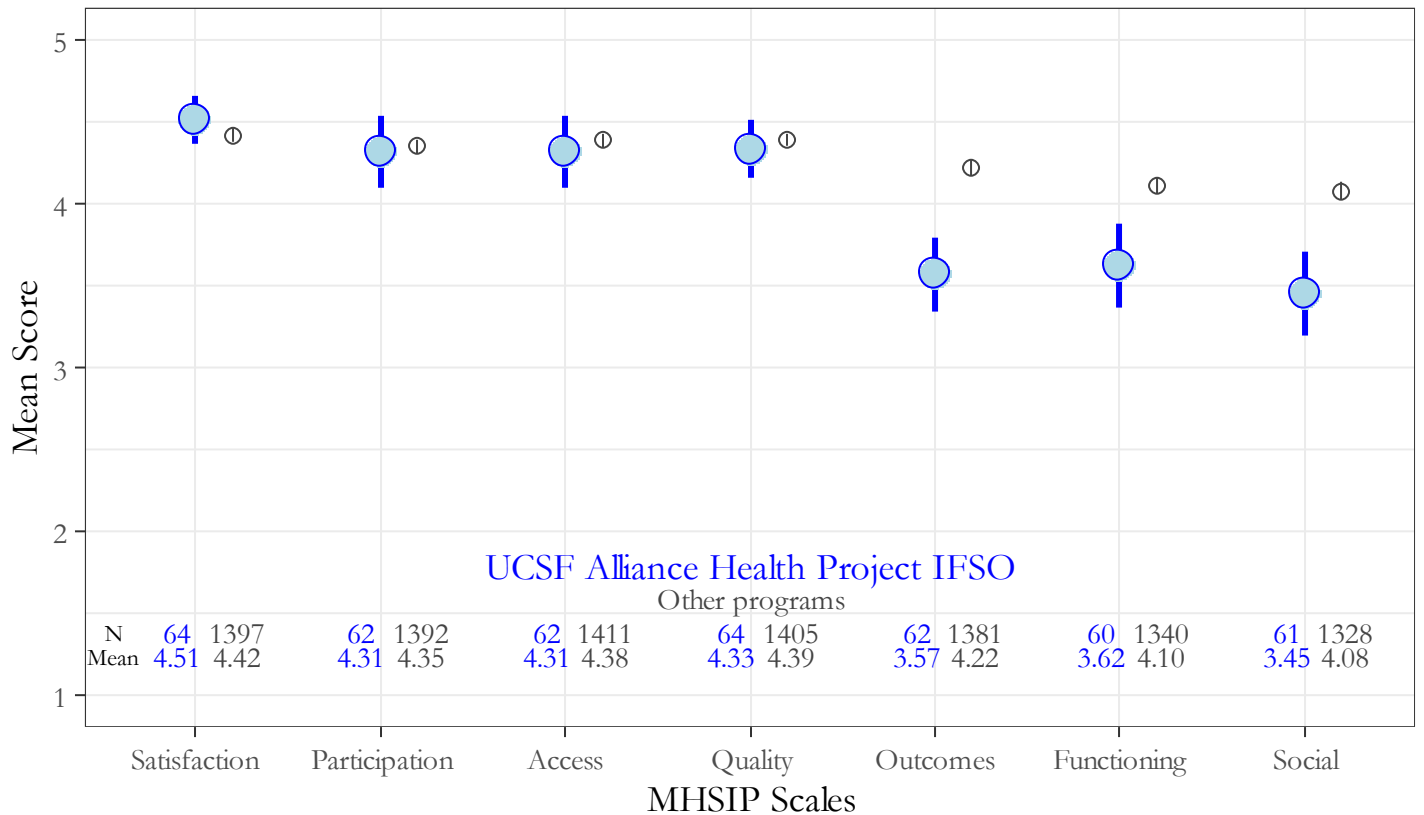
**Percent Agree**

	<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>95.2 %</b> 1. I like the services that I received here	0 0.0 %	1 1.5 %	2 3.1 %	20 30.8 %	40 61.5 %	0 0.0 %	2 3.1 %
<b>93.5 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	4 6.2 %	25 38.5 %	33 50.8 %	0 0.0 %	3 4.6 %
<b>93.5 %</b> 3. I would recommend this agency to a friend or family member	1 1.5 %	1 1.5 %	2 3.1 %	20 30.8 %	38 58.5 %	0 0.0 %	3 4.6 %
<b>88.9 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 1.5 %	6 9.2 %	25 38.5 %	31 47.7 %	0 0.0 %	2 3.1 %
<b>86.7 %</b> 5. Staff were willing to see me as often as I felt it was necessary	2 3.1 %	3 4.6 %	3 4.6 %	25 38.5 %	27 41.5 %	1 1.5 %	4 6.2 %
<b>89.8 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	2 3.1 %	4 6.2 %	25 38.5 %	28 43.1 %	3 4.6 %	3 4.6 %
<b>88.7 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	7 10.8 %	25 38.5 %	30 46.2 %	1 1.5 %	2 3.1 %
<b>81.7 %</b> 8. I was able to get all the services I thought I needed	1 1.5 %	2 3.1 %	8 12.3 %	25 38.5 %	24 36.9 %	1 1.5 %	4 6.2 %
<b>77.2 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	5 7.7 %	8 12.3 %	20 30.8 %	24 36.9 %	6 9.2 %	2 3.1 %
<b>89.8 %</b> 10. Staff here believe that I can grow, change and recover	1 1.5 %	0 0.0 %	5 7.7 %	18 27.7 %	35 53.8 %	4 6.2 %	2 3.1 %
<b>88.5 %</b> 11. I felt comfortable asking questions about my treatment and medication	1 1.5 %	1 1.5 %	5 7.7 %	22 33.9 %	32 49.2 %	2 3.1 %	2 3.1 %
<b>81.7 %</b> 12. I felt free to complain	1 1.5 %	4 6.2 %	6 9.2 %	20 30.8 %	29 44.6 %	2 3.1 %	3 4.6 %
<b>95.3 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	3 4.6 %	20 30.8 %	41 63.1 %	0 0.0 %	1 1.5 %
<b>78.7 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	2 3.1 %	11 16.9 %	18 27.7 %	30 46.2 %	3 4.6 %	1 1.5 %
<b>82.5 %</b> 15. Staff told me what side effects to watch out for	1 1.5 %	3 4.6 %	6 9.2 %	17 26.2 %	30 46.2 %	4 6.2 %	4 6.2 %
<b>93.4 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 1.5 %	1 1.5 %	2 3.1 %	15 23.1 %	42 64.6 %	2 3.1 %	2 3.1 %
<b>83.3 %</b> 17. I, not staff, decided my treatment goals	2 3.1 %	2 3.1 %	6 9.2 %	19 29.2 %	31 47.7 %	3 4.6 %	2 3.1 %
<b>91.7 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 1.5 %	4 6.2 %	17 26.2 %	38 58.5 %	4 6.2 %	1 1.5 %
<b>84.2 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	2 3.1 %	1 1.5 %	6 9.2 %	16 24.6 %	32 49.2 %	4 6.2 %	4 6.2 %
<b>82.7 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 3.1 %	3 4.6 %	4 6.2 %	19 29.2 %	24 36.9 %	2 3.1 %	11 16.9 %
<b>73.8 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	3 4.6 %	2 3.1 %	11 16.9 %	22 33.9 %	23 35.4 %	2 3.1 %	2 3.1 %
<b>66.1 %</b> 22. As a direct result of the services I received: I am better able to control my life	2 3.1 %	2 3.1 %	16 24.6 %	22 33.9 %	17 26.2 %	3 4.6 %	3 4.6 %
<b>71.7 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	3 4.6 %	2 3.1 %	12 18.5 %	24 36.9 %	19 29.2 %	2 3.1 %	3 4.6 %
<b>51.9 %</b> 24. As a direct result of the services I received: I am getting along better with my family	4 6.2 %	3 4.6 %	19 29.2 %	15 23.1 %	13 20.0 %	7 10.8 %	4 6.2 %
<b>48.3 %</b> 25. As a direct result of the services I received: I do better in social situations	2 3.1 %	8 12.3 %	20 30.8 %	18 27.7 %	10 15.4 %	4 6.2 %	3 4.6 %

**MHSIP Items 26-36, N = 65**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>37.2 %</b> 26. As a direct result of the services I received: I do better in school and / or work	3 4.6 %	6 9.2 %	18 27.7 %	7 10.8 %	9 13.9 %	16 24.6 %	6 9.2 %
<b>40.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	2 3.1 %	6 9.2 %	22 33.9 %	11 16.9 %	9 13.9 %	7 10.8 %	8 12.3 %
<b>50.8 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	4 6.2 %	13 20.0 %	12 18.5 %	20 30.8 %	10 15.4 %	2 3.1 %	4 6.2 %
<b>60.7 %</b> 29. As a direct result of the services I received: I do think that are more meaningful to me	2 3.1 %	8 12.3 %	12 18.5 %	22 33.9 %	12 18.5 %	3 4.6 %	6 9.2 %
<b>60.3 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	3 4.6 %	5 7.7 %	15 23.1 %	20 30.8 %	15 23.1 %	3 4.6 %	4 6.2 %
<b>58.6 %</b> 31. As a direct result of the services I received: I am better able to handle things when they go wrong	2 3.1 %	8 12.3 %	14 21.5 %	19 29.2 %	15 23.1 %	3 4.6 %	4 6.2 %
<b>56.1 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	2 3.1 %	5 7.7 %	18 27.7 %	21 32.3 %	11 16.9 %	3 4.6 %	5 7.7 %
<b>56.7 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	3 4.6 %	6 9.2 %	17 26.2 %	26 40.0 %	8 12.3 %	1 1.5 %	4 6.2 %
<b>61.0 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	4 6.2 %	5 7.7 %	14 21.5 %	24 36.9 %	12 18.5 %	3 4.6 %	3 4.6 %
<b>42.1 %</b> 35. As a direct result of the services I received: I feel I belong in my community	6 9.2 %	10 15.4 %	17 26.2 %	14 21.5 %	10 15.4 %	3 4.6 %	5 7.7 %
<b>54.4 %</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	5 7.7 %	7 10.8 %	14 21.5 %	18 27.7 %	13 20.0 %	3 4.6 %	5 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 %	1 1.5 %	1 1.5 %
Impaired	0 0 %	1 1.5 %	1 1.5 %
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 %	63 96.9 %	63 96.9 %
<b>Total</b>	0 100 %	65 100 %	65 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 70 clients; surveys were returned for 62 clients (  $62 / 70 = 88.6\%$  ).
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.

**Survey Quality Issues:**

☆ No problems. Thanks for using computer entry for client numbers and reporting units (program codes). 😊

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
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>

**96.4%**

Return Rate<sup>2</sup>

**58.8%**

Overall satisfaction<sup>3</sup> mean score for UCSF Child and Adolescent Services- CAS: **4.20** (youth), **4.59** (family).

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.53** (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% 6. I participated in my own treatment

100.0% 12. Staff treated me with respect

**Lowest Agreement Items**

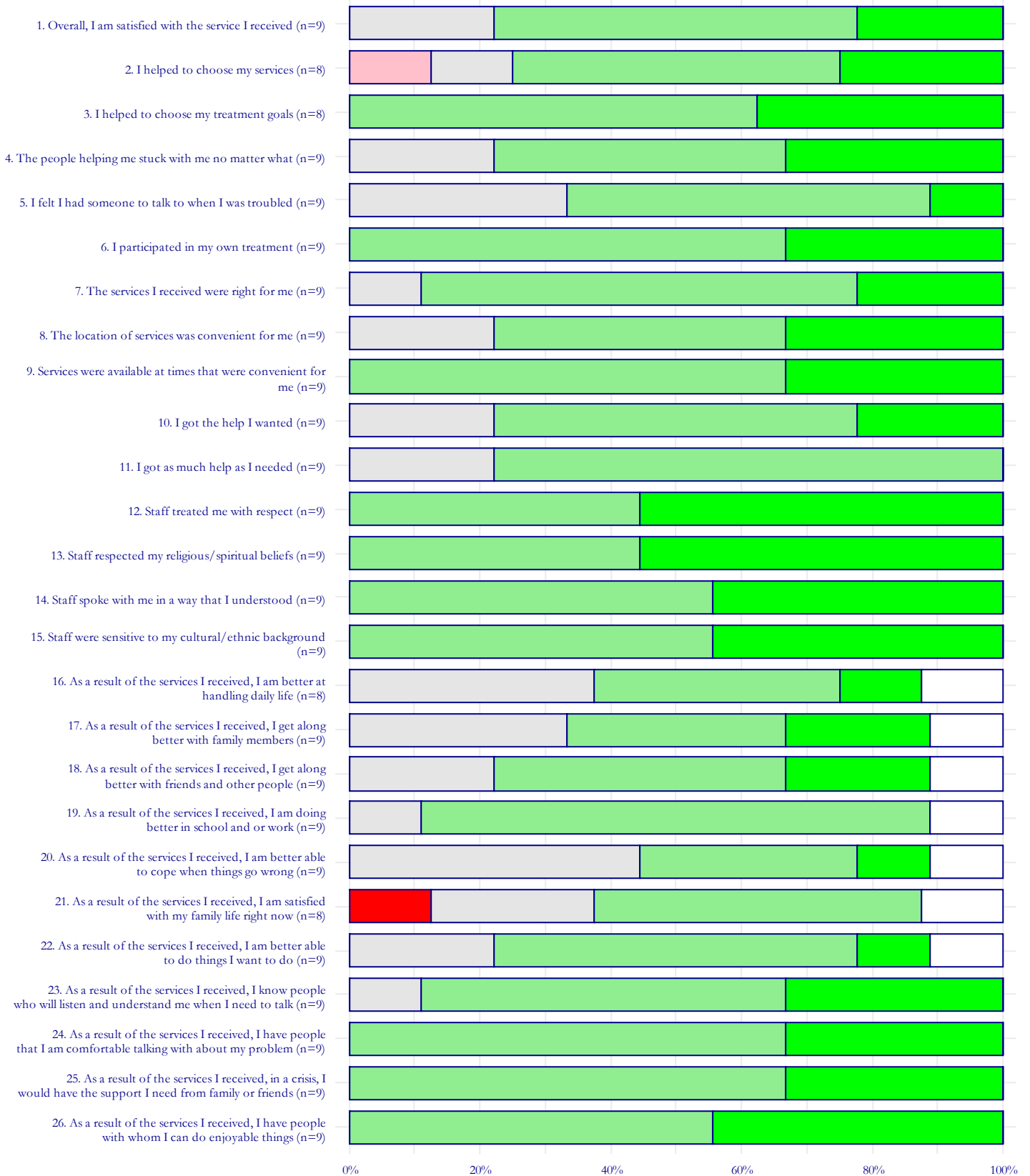
80.0% 2. I helped to choose my services

84.6% 5. I felt I had someone to talk to when I was troubled

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.

# Youth Services Survey for Youth

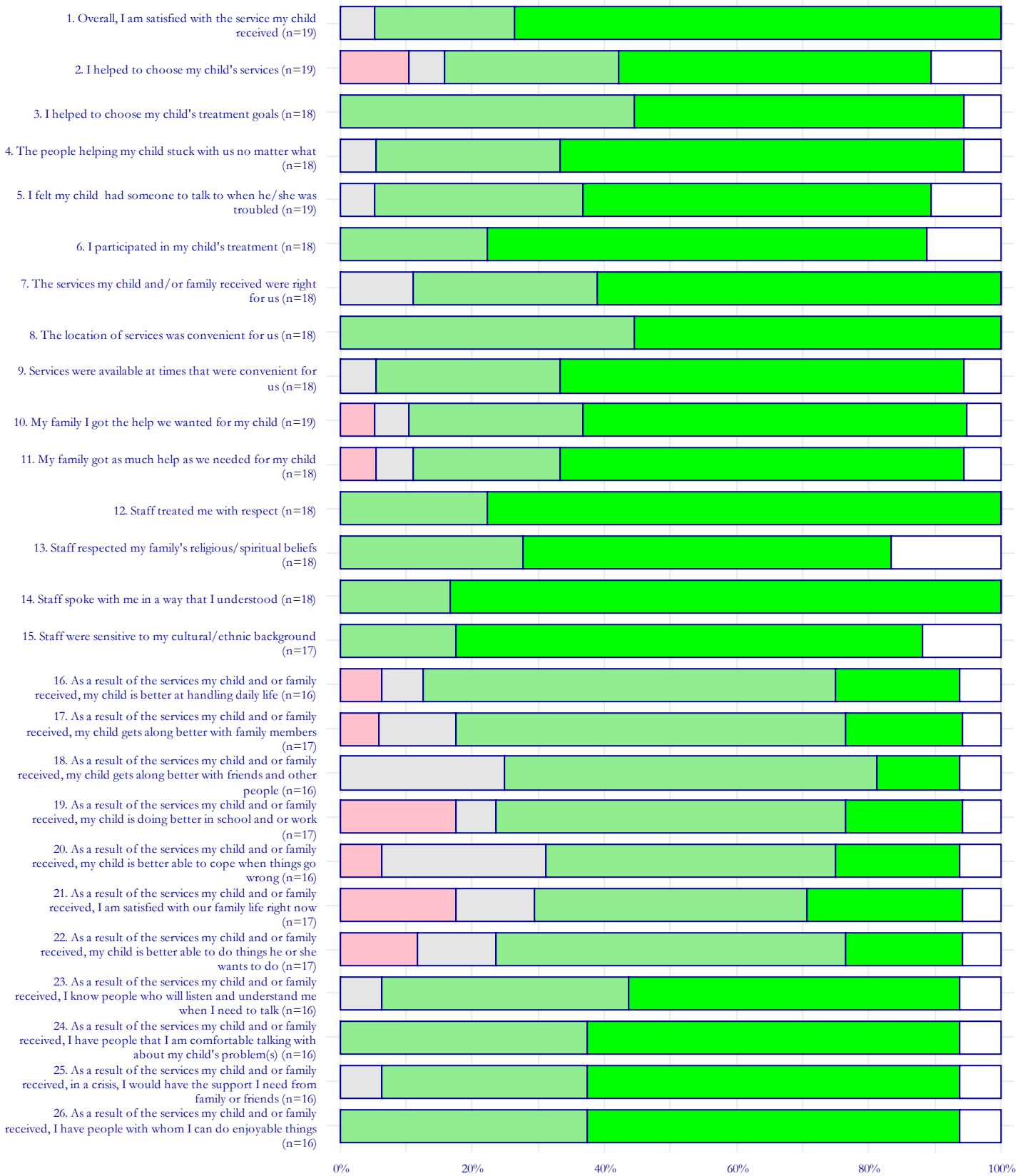


## Youth Services Survey for Youth, N = 13

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>77.8 %</b> 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	2 15.4 %	5 38.5 %	2 15.4 %	0 0.0 %	4 30.8 %
<b>75.0 %</b> 2. I helped to choose my services	0 0.0 %	1 7.7 %	1 7.7 %	4 30.8 %	2 15.4 %	0 0.0 %	5 38.5 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	3 23.1 %	0 0.0 %	5 38.5 %
<b>77.8 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	3 23.1 %	0 0.0 %	4 30.8 %
<b>66.7 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	3 23.1 %	5 38.5 %	1 7.7 %	0 0.0 %	4 30.8 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	3 23.1 %	0 0.0 %	4 30.8 %
<b>88.9 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	2 15.4 %	0 0.0 %	4 30.8 %
<b>77.8 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	3 23.1 %	0 0.0 %	4 30.8 %
<b>100.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	3 23.1 %	0 0.0 %	4 30.8 %
<b>77.8 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	2 15.4 %	5 38.5 %	2 15.4 %	0 0.0 %	4 30.8 %
<b>77.8 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 15.4 %	7 53.8 %	0 0.0 %	0 0.0 %	4 30.8 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	5 38.5 %	0 0.0 %	4 30.8 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	5 38.5 %	0 0.0 %	4 30.8 %
<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 38.5 %	4 30.8 %	0 0.0 %	4 30.8 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	4 30.8 %	0 0.0 %	4 30.8 %
<b>57.1 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	1 7.7 %	1 7.7 %	5 38.5 %
<b>62.5 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	2 15.4 %	1 7.7 %	4 30.8 %
<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 %	2 15.4 %	4 30.8 %	2 15.4 %	1 7.7 %	4 30.8 %
<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 7.7 %	7 53.8 %	0 0.0 %	1 7.7 %	4 30.8 %
<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 %	4 30.8 %	3 23.1 %	1 7.7 %	1 7.7 %	4 30.8 %
<b>57.1 %</b> 21. As a result of the services I received, I am satisfied with my family life right now	1 7.7 %	0 0.0 %	2 15.4 %	4 30.8 %	0 0.0 %	1 7.7 %	5 38.5 %
<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 %	2 15.4 %	5 38.5 %	1 7.7 %	1 7.7 %	4 30.8 %
<b>88.9 %</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 7.7 %	5 38.5 %	3 23.1 %	0 0.0 %	4 30.8 %
<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 46.2 %	3 23.1 %	0 0.0 %	4 30.8 %
<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 46.2 %	3 23.1 %	0 0.0 %	4 30.8 %
<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 38.5 %	4 30.8 %	0 0.0 %	4 30.8 %



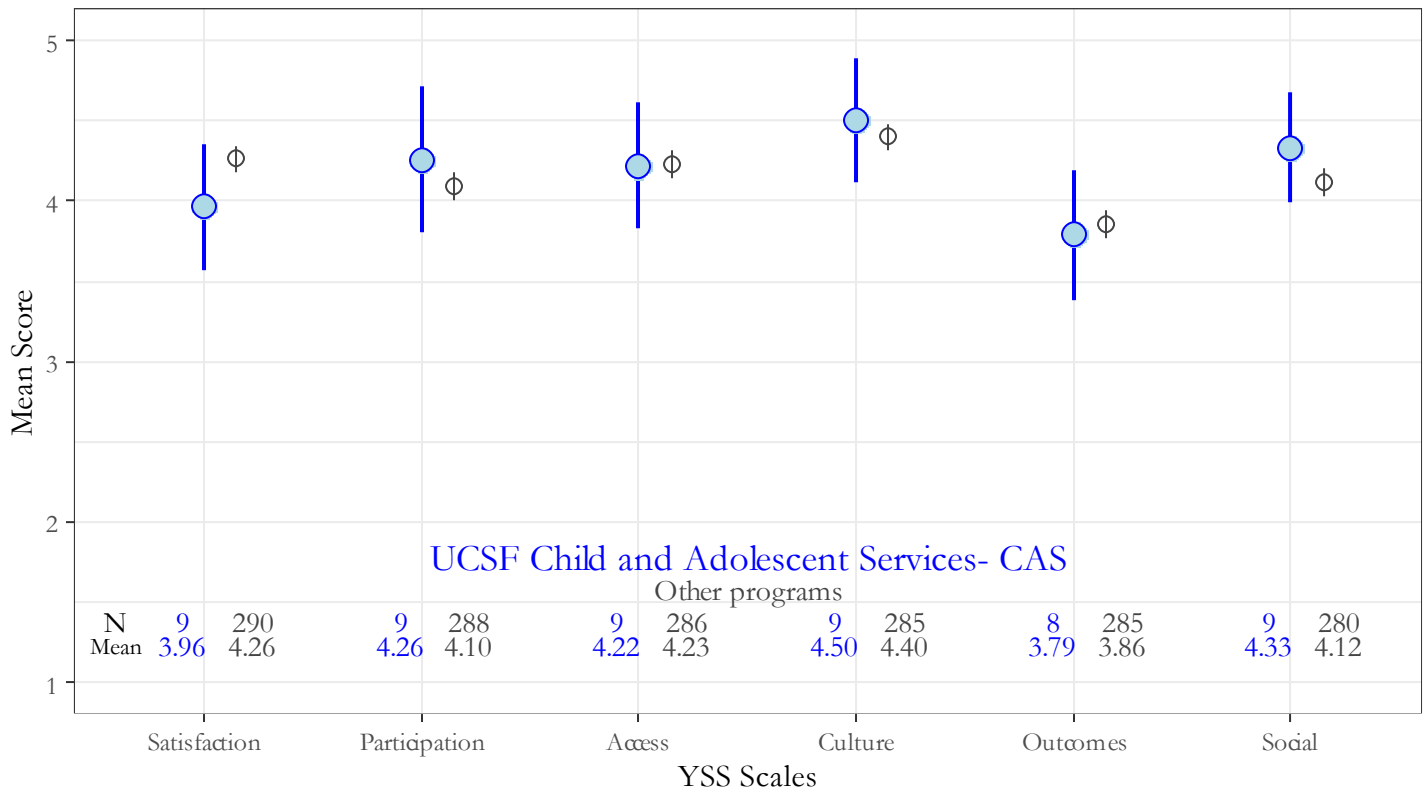
# Youth Services Survey for Families



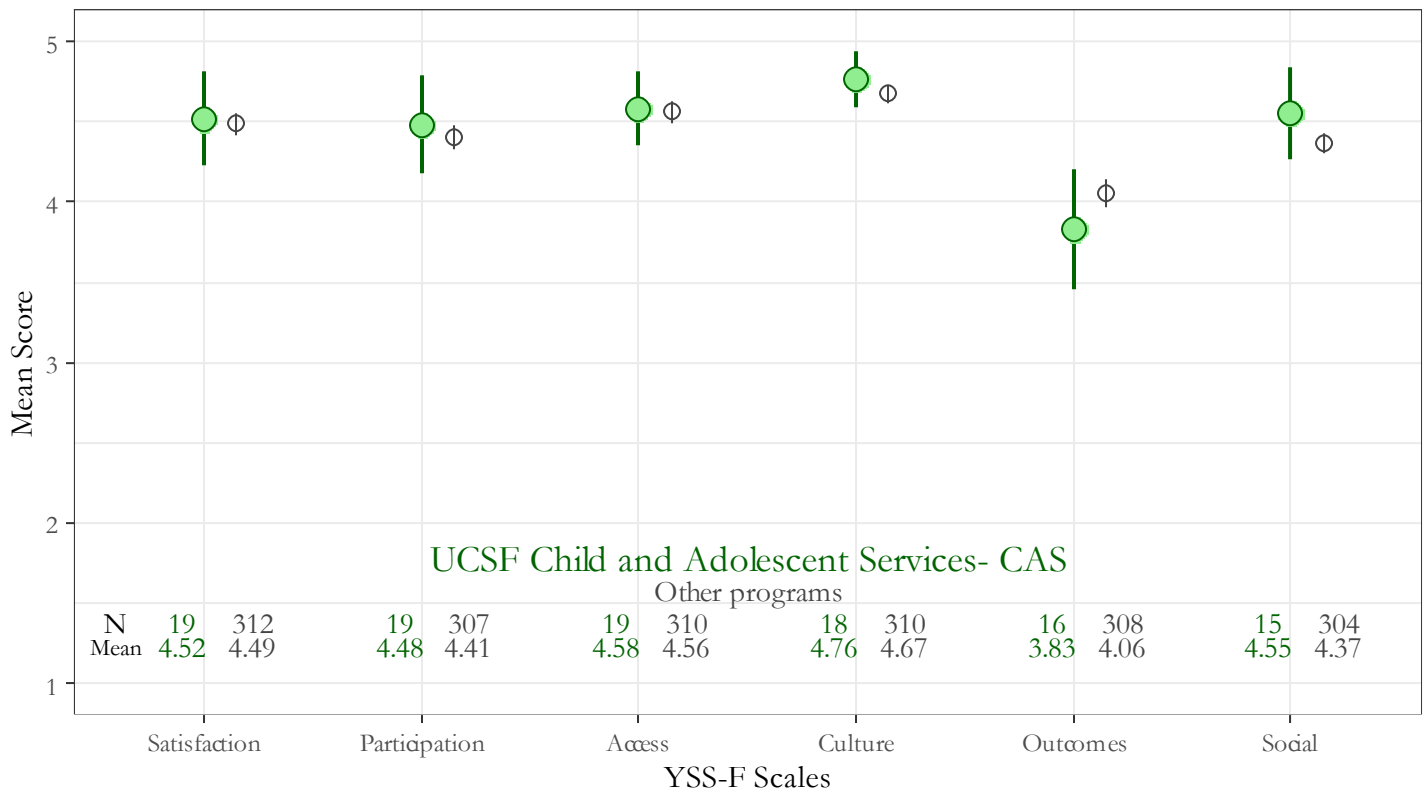
## Youth Services Survey for Families, N = 22

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>94.7 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	1 4.5 %	4 18.2 %	14 63.6 %	0 0.0 %	3 13.6 %
<b>82.4 %</b> 2. I helped to choose my child's services	0 0.0 %	2 9.1 %	1 4.5 %	5 22.7 %	9 40.9 %	2 9.1 %	3 13.6 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	8 36.4 %	9 40.9 %	1 4.5 %	4 18.2 %
<b>94.1 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 4.5 %	5 22.7 %	11 50.0 %	1 4.5 %	4 18.2 %
<b>94.1 %</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 %	6 27.3 %	10 45.5 %	2 9.1 %	3 13.6 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	4 18.2 %	12 54.5 %	2 9.1 %	4 18.2 %
<b>88.9 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	2 9.1 %	5 22.7 %	11 50.0 %	0 0.0 %	4 18.2 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	8 36.4 %	10 45.5 %	0 0.0 %	4 18.2 %
<b>94.1 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 4.5 %	5 22.7 %	11 50.0 %	1 4.5 %	4 18.2 %
<b>88.9 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	1 4.5 %	1 4.5 %	5 22.7 %	11 50.0 %	1 4.5 %	3 13.6 %
<b>88.2 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	1 4.5 %	1 4.5 %	4 18.2 %	11 50.0 %	1 4.5 %	4 18.2 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 18.2 %	14 63.6 %	0 0.0 %	4 18.2 %
<b>100.0 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	5 22.7 %	10 45.5 %	3 13.6 %	4 18.2 %
<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 13.6 %	15 68.2 %	0 0.0 %	4 18.2 %
<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 %	12 54.5 %	2 9.1 %	5 22.7 %
<b>86.7 %</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 %	1 4.5 %	1 4.5 %	10 45.5 %	3 13.6 %	1 4.5 %	6 27.3 %
<b>81.2 %</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 4.5 %	2 9.1 %	10 45.5 %	3 13.6 %	1 4.5 %	5 22.7 %
<b>73.3 %</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 %	4 18.2 %	9 40.9 %	2 9.1 %	1 4.5 %	6 27.3 %
<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 %	3 13.6 %	1 4.5 %	9 40.9 %	3 13.6 %	1 4.5 %	5 22.7 %
<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 %	1 4.5 %	4 18.2 %	7 31.8 %	3 13.6 %	1 4.5 %	6 27.3 %
<b>68.8 %</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 13.6 %	2 9.1 %	7 31.8 %	4 18.2 %	1 4.5 %	5 22.7 %
<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 %	2 9.1 %	2 9.1 %	9 40.9 %	3 13.6 %	1 4.5 %	5 22.7 %
<b>93.3 %</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 %	0 0.0 %	1 4.5 %	6 27.3 %	8 36.4 %	1 4.5 %	6 27.3 %
<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 %	6 27.3 %	9 40.9 %	1 4.5 %	6 27.3 %
<b>93.3 %</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 4.5 %	5 22.7 %	9 40.9 %	1 4.5 %	6 27.3 %
<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 %	6 27.3 %	9 40.9 %	1 4.5 %	6 27.3 %

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	3 13.6 %	4 30.8 %	7 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	19 86.4 %	9 69.2 %	28 80 %
<b><i>Total</i></b>	<b>22</b> <b>100 %</b>	<b>13</b> <b>100 %</b>	<b>35</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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 51 clients; surveys were returned for 30 clients ( 30 / 51 = 58.8% ).
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 2019  
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>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for UCSF Citywide Case Management - NOVA: **4.51**.

Overall satisfaction mean score for all other programs: **4.37**.

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

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

#### **Lowest Agreement Items**

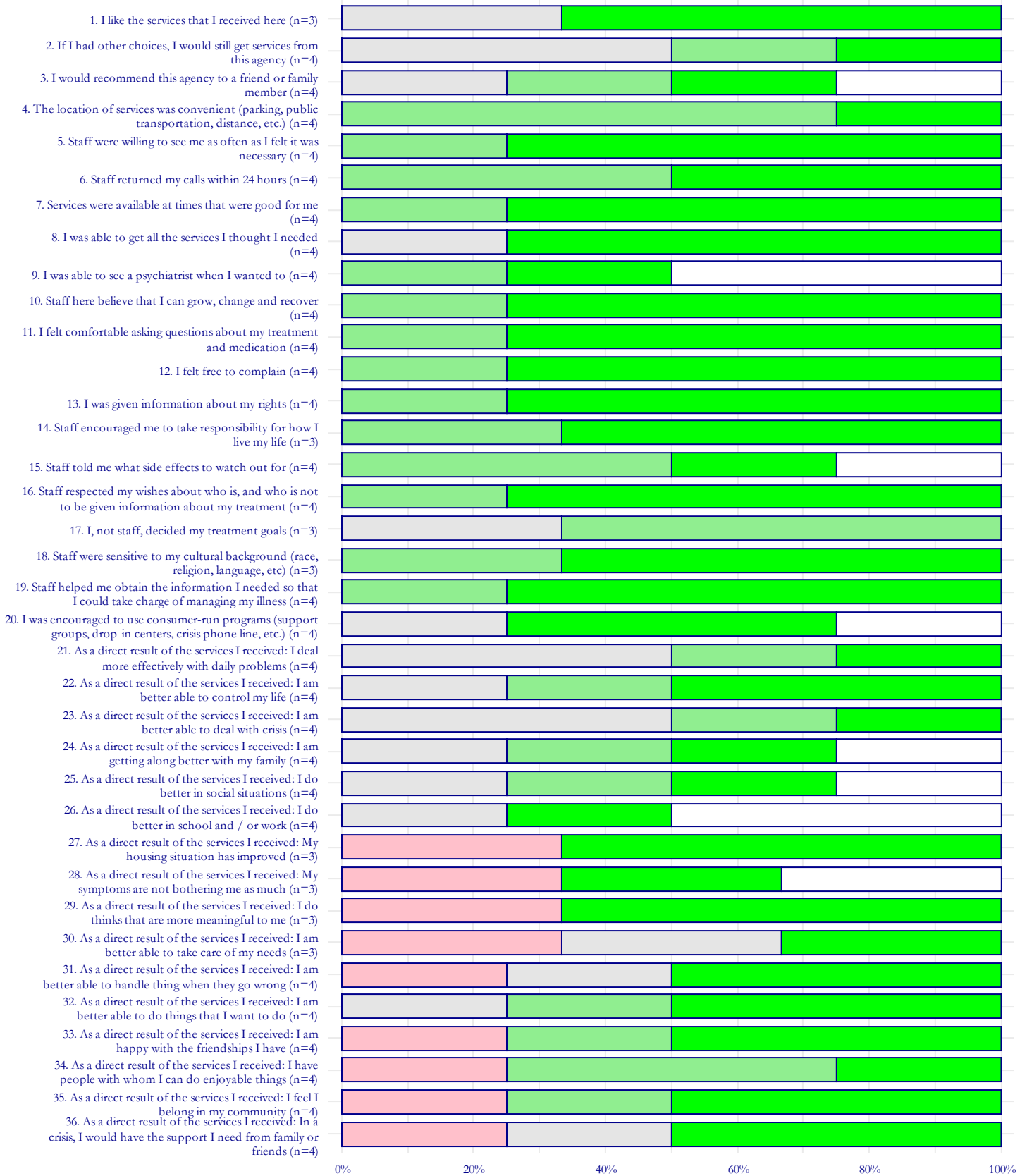
**50.0%** 2. If I had other choices, I would still get services from this agency

**66.7%** 1. I like the services that I received here

**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, N = 11**

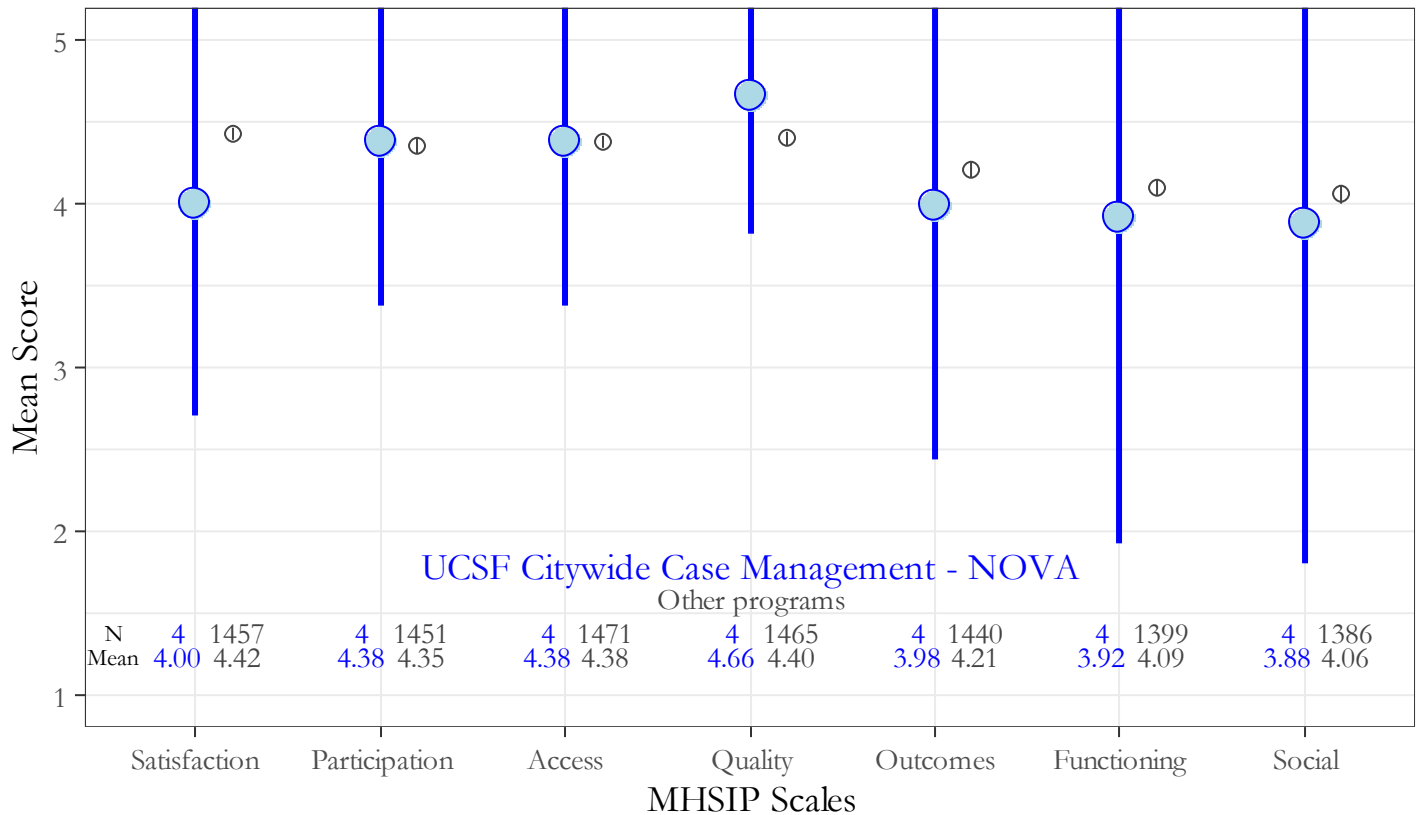
**Percent Agree**

	<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>66.7 %</b> 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 9.1 %	0 0.0 %	2 18.2 %	0 0.0 %	8 72.7 %
<b>50.0 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 18.2 %	1 9.1 %	1 9.1 %	0 0.0 %	7 63.6 %
<b>66.7 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 9.1 %	1 9.1 %	1 9.1 %	1 9.1 %	7 63.6 %
<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 %	1 9.1 %	0 0.0 %	7 63.6 %
<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 9.1 %	3 27.3 %	0 0.0 %	7 63.6 %
<b>100.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	2 18.2 %	0 0.0 %	7 63.6 %
<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 9.1 %	3 27.3 %	0 0.0 %	7 63.6 %
<b>75.0 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 9.1 %	0 0.0 %	3 27.3 %	0 0.0 %	7 63.6 %
<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 %	1 9.1 %	1 9.1 %	2 18.2 %	7 63.6 %
<b>100.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	0 0.0 %	7 63.6 %
<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 9.1 %	3 27.3 %	0 0.0 %	7 63.6 %
<b>100.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	0 0.0 %	7 63.6 %
<b>100.0 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	0 0.0 %	7 63.6 %
<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 9.1 %	2 18.2 %	0 0.0 %	8 72.7 %
<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 18.2 %	1 9.1 %	1 9.1 %	7 63.6 %
<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 9.1 %	3 27.3 %	0 0.0 %	7 63.6 %
<b>66.7 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	0 0.0 %	0 0.0 %	8 72.7 %
<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 9.1 %	2 18.2 %	0 0.0 %	8 72.7 %
<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 9.1 %	3 27.3 %	0 0.0 %	7 63.6 %
<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 %	0 0.0 %	1 9.1 %	0 0.0 %	2 18.2 %	1 9.1 %	7 63.6 %
<b>50.0 %</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 18.2 %	1 9.1 %	1 9.1 %	0 0.0 %	7 63.6 %
<b>75.0 %</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 9.1 %	1 9.1 %	2 18.2 %	0 0.0 %	7 63.6 %
<b>50.0 %</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 %	2 18.2 %	1 9.1 %	1 9.1 %	0 0.0 %	7 63.6 %
<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 %	1 9.1 %	1 9.1 %	1 9.1 %	1 9.1 %	7 63.6 %
<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 9.1 %	1 9.1 %	1 9.1 %	1 9.1 %	7 63.6 %

**MHSIP Items 26-36, N = 11**  
**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 %	1 9.1 %	0 0.0 %	1 9.1 %	2 18.2 %	7 63.6 %
<b>66.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 9.1 %	0 0.0 %	0 0.0 %	2 18.2 %	0 0.0 %	8 72.7 %
<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 %	1 9.1 %	0 0.0 %	0 0.0 %	1 9.1 %	1 9.1 %	8 72.7 %
<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 9.1 %	0 0.0 %	0 0.0 %	2 18.2 %	0 0.0 %	8 72.7 %
<b>33.3 %</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 9.1 %	1 9.1 %	0 0.0 %	1 9.1 %	0 0.0 %	8 72.7 %
<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	0 0.0 %	1 9.1 %	1 9.1 %	0 0.0 %	2 18.2 %	0 0.0 %	7 63.6 %
<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 %	1 9.1 %	1 9.1 %	2 18.2 %	0 0.0 %	7 63.6 %
<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 9.1 %	0 0.0 %	1 9.1 %	2 18.2 %	0 0.0 %	7 63.6 %
<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 9.1 %	0 0.0 %	2 18.2 %	1 9.1 %	0 0.0 %	7 63.6 %
<b>75.0 %</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 %	1 9.1 %	2 18.2 %	0 0.0 %	7 63.6 %
<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	0 0.0 %	1 9.1 %	1 9.1 %	0 0.0 %	2 18.2 %	0 0.0 %	7 63.6 %

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	1 9.1 %	0 0 %	1 9.1 %
Impaired	1 9.1 %	0 0 %	1 9.1 %
Language	0 0 %	0 0 %	0 0 %
Other	4 36.4 %	0 0 %	4 36.4 %
No Data	1 9.1 %	0 0 %	1 9.1 %
Completed Survey	4 36.4 %	0 0 %	4 36.4 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 2 clients; surveys were returned for 11 clients (  $11 / 2 = 550.0\%$  ).
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.

### **Survey Quality Issues:**

- ☆ Some forms had different client number on the pages of a form. All forms must have a unique client number and it must be the same on each page of the form.
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**UCSF Citywide Focus**

Program Code(s): 89113

Overall Satisfaction<sup>1</sup>

**84.7%**

Return Rate<sup>2</sup>

**58.1%**

Overall satisfaction<sup>3</sup> mean score for UCSF Citywide Focus: **4.19**.

Overall satisfaction mean score for all other programs: **4.38**.

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

**86.9%** 1. I like the services that I received here

**85.2%** 7. Services were available at times that were good for me

**Lowest Agreement Items**

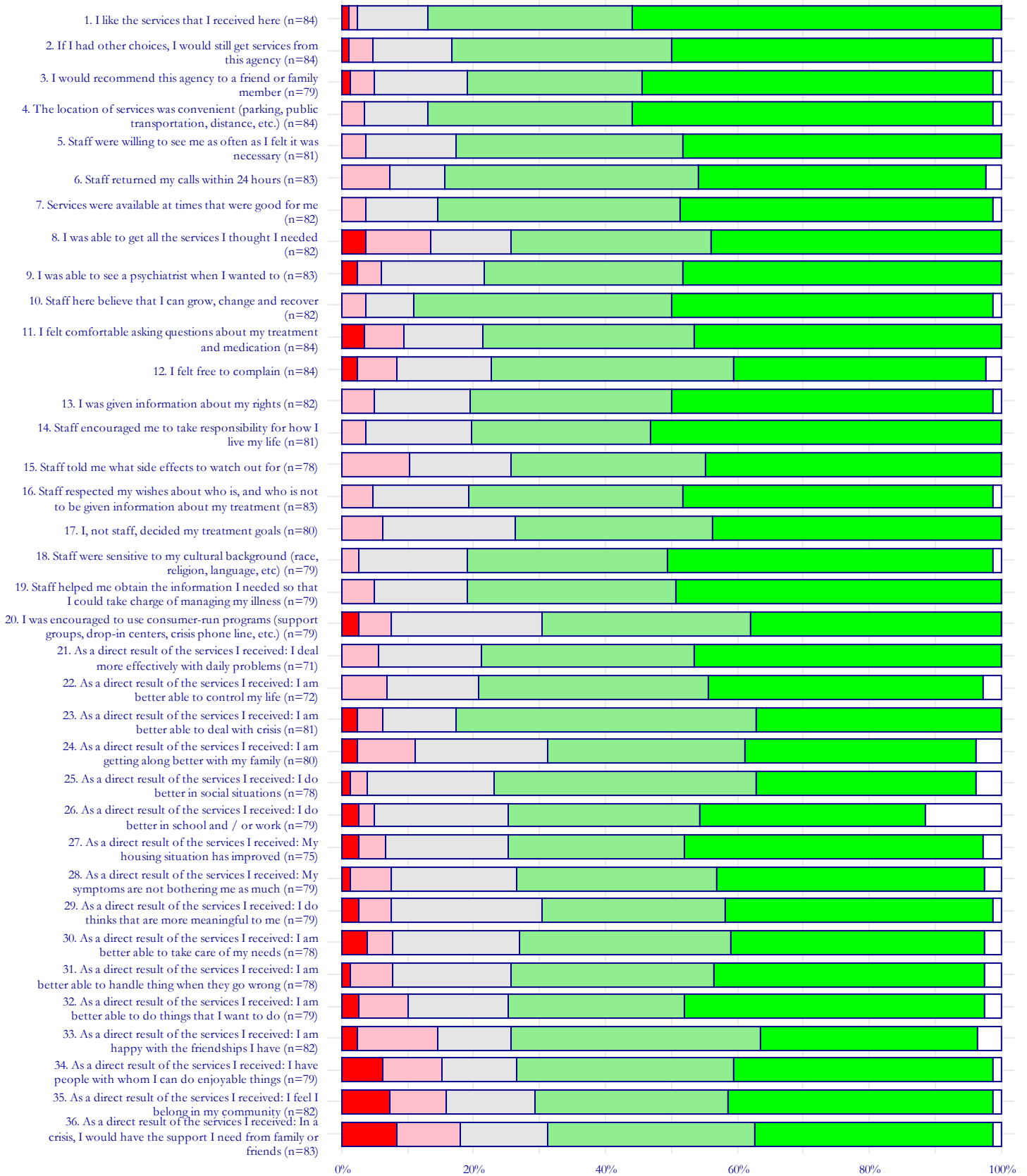
**69.6%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

**73.8%** 17. I, not staff, decided my treatment goals

**74.4%** 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, N = 142**

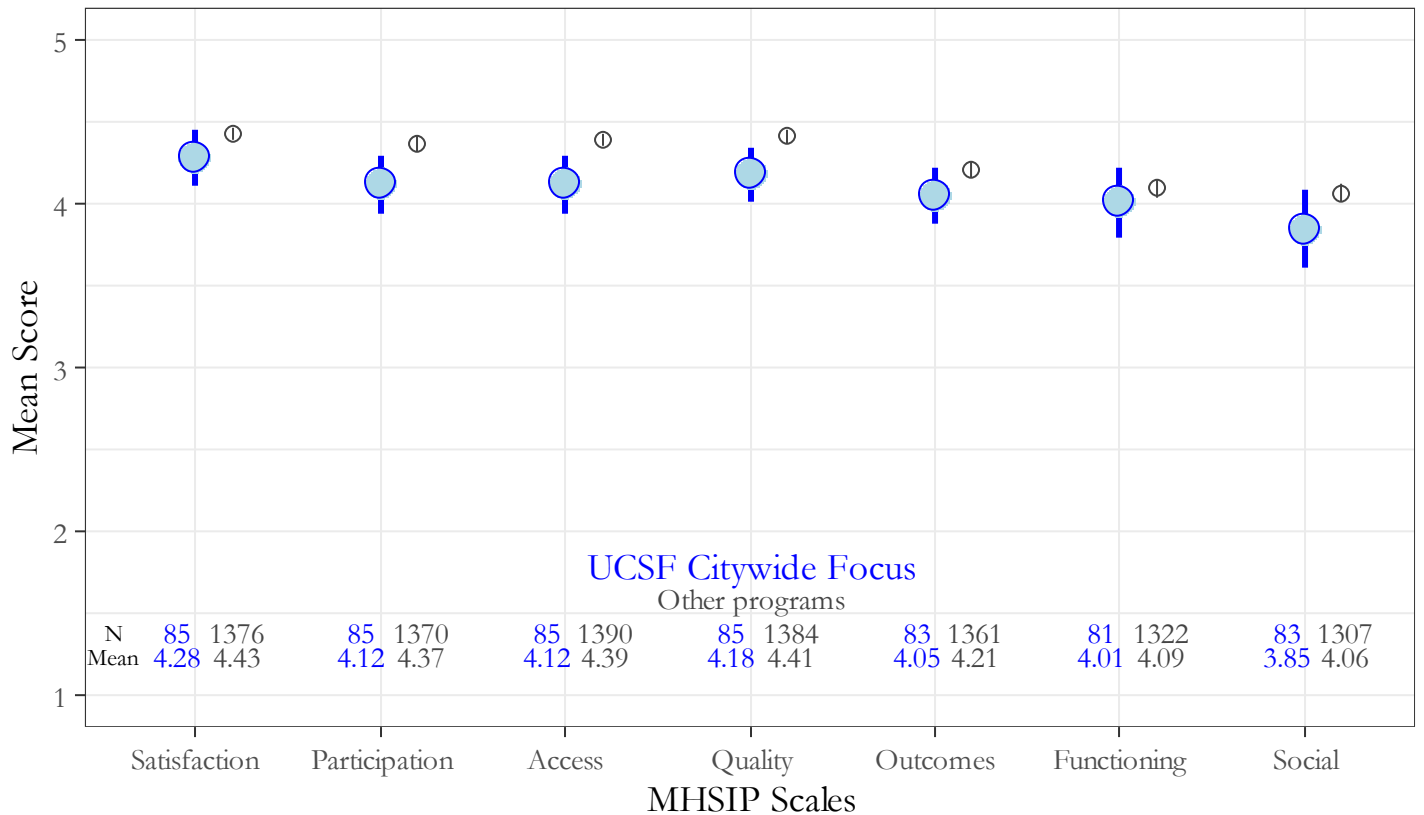
**Percent Agree**

	<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>86.9 %</b> 1. I like the services that I received here	1 0.7 %	1 0.7 %	9 6.3 %	26 18.3 %	47 33.1 %	0 0.0 %	58 40.8 %
<b>83.1 %</b> 2. If I had other choices, I would still get services from this agency	1 0.7 %	3 2.1 %	10 7.0 %	28 19.7 %	41 28.9 %	1 0.7 %	58 40.8 %
<b>80.8 %</b> 3. I would recommend this agency to a friend or family member	1 0.7 %	3 2.1 %	11 7.8 %	21 14.8 %	42 29.6 %	1 0.7 %	63 44.4 %
<b>86.7 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	3 2.1 %	8 5.6 %	26 18.3 %	46 32.4 %	1 0.7 %	58 40.8 %
<b>82.7 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	3 2.1 %	11 7.8 %	28 19.7 %	39 27.5 %	0 0.0 %	61 43.0 %
<b>84.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	6 4.2 %	7 4.9 %	32 22.5 %	36 25.4 %	2 1.4 %	59 41.5 %
<b>85.2 %</b> 7. Services were available at times that were good for me	0 0.0 %	3 2.1 %	9 6.3 %	30 21.1 %	39 27.5 %	1 0.7 %	60 42.2 %
<b>74.4 %</b> 8. I was able to get all the services I thought I needed	3 2.1 %	8 5.6 %	10 7.0 %	25 17.6 %	36 25.4 %	0 0.0 %	60 42.2 %
<b>78.3 %</b> 9. I was able to see a psychiatrist when I wanted to	2 1.4 %	3 2.1 %	13 9.2 %	25 17.6 %	40 28.2 %	0 0.0 %	59 41.5 %
<b>88.9 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	3 2.1 %	6 4.2 %	32 22.5 %	40 28.2 %	1 0.7 %	60 42.2 %
<b>78.6 %</b> 11. I felt comfortable asking questions about my treatment and medication	3 2.1 %	5 3.5 %	10 7.0 %	27 19.0 %	39 27.5 %	0 0.0 %	58 40.8 %
<b>76.8 %</b> 12. I felt free to complain	2 1.4 %	5 3.5 %	12 8.5 %	31 21.8 %	32 22.5 %	2 1.4 %	58 40.8 %
<b>80.2 %</b> 13. I was given information about my rights	0 0.0 %	4 2.8 %	12 8.5 %	25 17.6 %	40 28.2 %	1 0.7 %	60 42.2 %
<b>80.2 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	3 2.1 %	13 9.2 %	22 15.5 %	43 30.3 %	0 0.0 %	61 43.0 %
<b>74.4 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	8 5.6 %	12 8.5 %	23 16.2 %	35 24.6 %	0 0.0 %	64 45.1 %
<b>80.5 %</b> 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	4 2.8 %	12 8.5 %	27 19.0 %	39 27.5 %	1 0.7 %	59 41.5 %
<b>73.8 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	5 3.5 %	16 11.3 %	24 16.9 %	35 24.6 %	0 0.0 %	62 43.7 %
<b>80.8 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 1.4 %	13 9.2 %	24 16.9 %	39 27.5 %	1 0.7 %	63 44.4 %
<b>81.0 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	4 2.8 %	11 7.8 %	25 17.6 %	39 27.5 %	0 0.0 %	63 44.4 %
<b>69.6 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 1.4 %	4 2.8 %	18 12.7 %	25 17.6 %	30 21.1 %	0 0.0 %	63 44.4 %
<b>78.9 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	4 2.8 %	11 7.8 %	23 16.2 %	33 23.2 %	0 0.0 %	71 50.0 %
<b>78.6 %</b> 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	5 3.5 %	10 7.0 %	25 17.6 %	30 21.1 %	2 1.4 %	70 49.3 %
<b>82.7 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	2 1.4 %	3 2.1 %	9 6.3 %	37 26.1 %	30 21.1 %	0 0.0 %	61 43.0 %
<b>67.5 %</b> 24. As a direct result of the services I received: I am getting along better with my family	2 1.4 %	7 4.9 %	16 11.3 %	24 16.9 %	28 19.7 %	3 2.1 %	62 43.7 %
<b>76.0 %</b> 25. As a direct result of the services I received: I do better in social situations	1 0.7 %	2 1.4 %	15 10.6 %	31 21.8 %	26 18.3 %	3 2.1 %	64 45.1 %

**MHSIP Items 26-36, N = 142**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>71.4 %</b> 26. As a direct result of the services I received: I do better in school and / or work	2 1.4 %	2 1.4 %	16 11.3 %	23 16.2 %	27 19.0 %	9 6.3 %	63 44.4 %
<b>74.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	2 1.4 %	3 2.1 %	14 9.9 %	20 14.1 %	34 23.9 %	2 1.4 %	67 47.2 %
<b>72.7 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 0.7 %	5 3.5 %	15 10.6 %	24 16.9 %	32 22.5 %	2 1.4 %	63 44.4 %
<b>69.2 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	2 1.4 %	4 2.8 %	18 12.7 %	22 15.5 %	32 22.5 %	1 0.7 %	63 44.4 %
<b>72.4 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	3 2.1 %	3 2.1 %	15 10.6 %	25 17.6 %	30 21.1 %	2 1.4 %	64 45.1 %
<b>73.7 %</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 %	5 3.5 %	14 9.9 %	24 16.9 %	32 22.5 %	2 1.4 %	64 45.1 %
<b>74.0 %</b> 32. As a direct result of the services I received: I am better able to do things that I want to do	2 1.4 %	6 4.2 %	12 8.5 %	21 14.8 %	36 25.4 %	2 1.4 %	63 44.4 %
<b>73.4 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	2 1.4 %	10 7.0 %	9 6.3 %	31 21.8 %	27 19.0 %	3 2.1 %	60 42.2 %
<b>73.1 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	5 3.5 %	7 4.9 %	9 6.3 %	26 18.3 %	31 21.8 %	1 0.7 %	63 44.4 %
<b>70.4 %</b> 35. As a direct result of the services I received: I feel I belong in my community	6 4.2 %	7 4.9 %	11 7.8 %	24 16.9 %	33 23.2 %	1 0.7 %	60 42.2 %
<b>68.3 %</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	7 4.9 %	8 5.6 %	11 7.8 %	26 18.3 %	30 21.1 %	1 0.7 %	59 41.5 %

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	31 21.8 %	0 0 %	31 21.8 %
Impaired	11 7.7 %	0 0 %	11 7.7 %
Language	0 0 %	0 0 %	0 0 %
Other	5 3.5 %	0 0 %	5 3.5 %
No Data	11 7.7 %	0 0 %	11 7.7 %
Completed Survey	84 59.2 %	0 0 %	84 59.2 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 236 clients; surveys were returned for 137 clients (  $137 / 236 = 58.1\%$  ).
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.

### **Survey Quality Issues:**

☆ Some forms had different client number on the pages of a form. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **UCSF Citywide Forensics - FSP**

Program Code(s): 89119

Overall Satisfaction<sup>1</sup>

**82.1%**

Return Rate<sup>2</sup>

**100.0%**

Overall satisfaction<sup>3</sup> mean score for UCSF Citywide Forensics - FSP: **4.10**.

Overall satisfaction mean score for all other programs: **4.38**.

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

89.5% 1. I like the services that I received here

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

#### **Lowest Agreement Items**

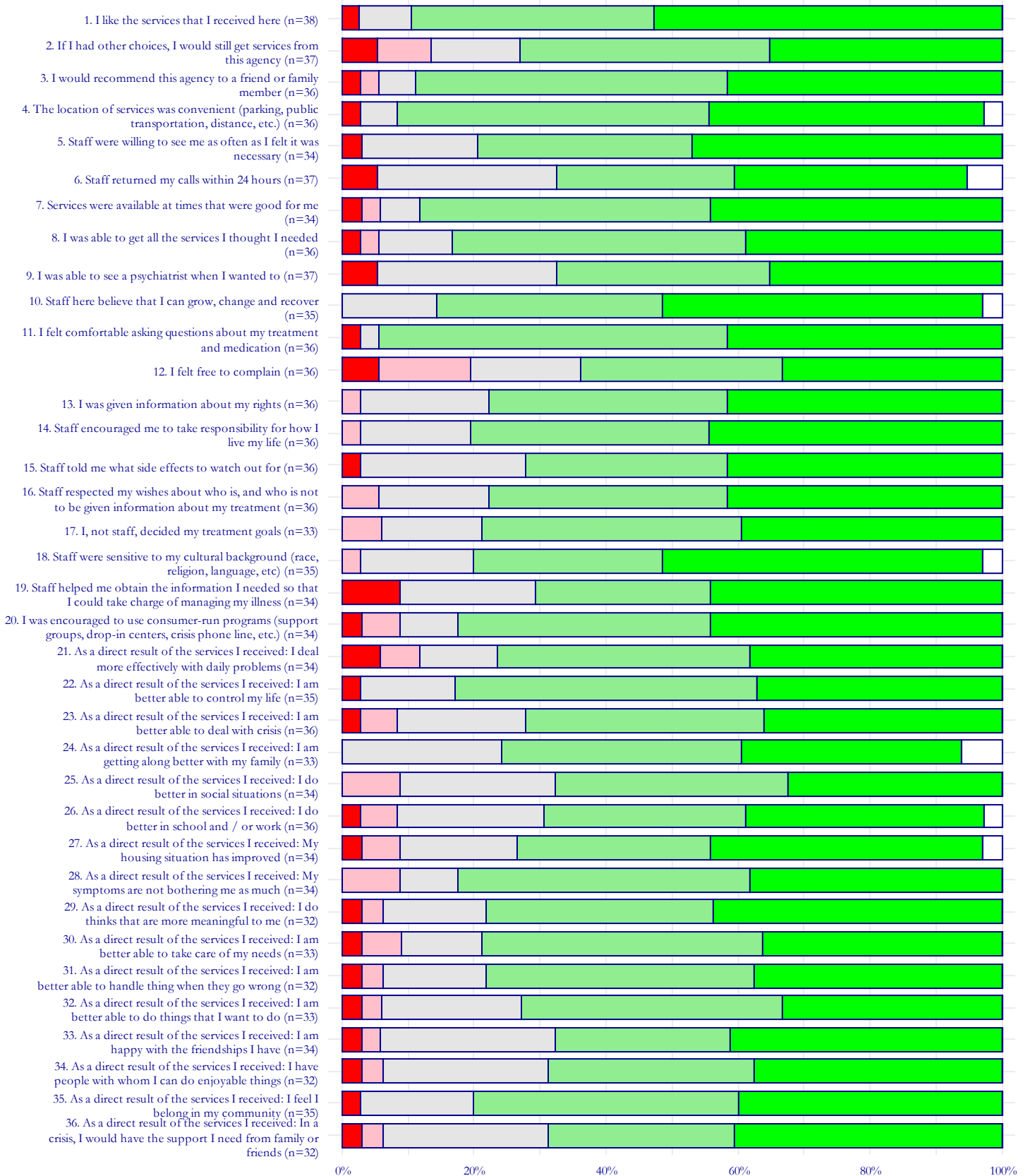
63.9% 12. I felt free to complain

65.7% 6. Staff returned my calls within 24 hours

67.6% 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, N = 88**

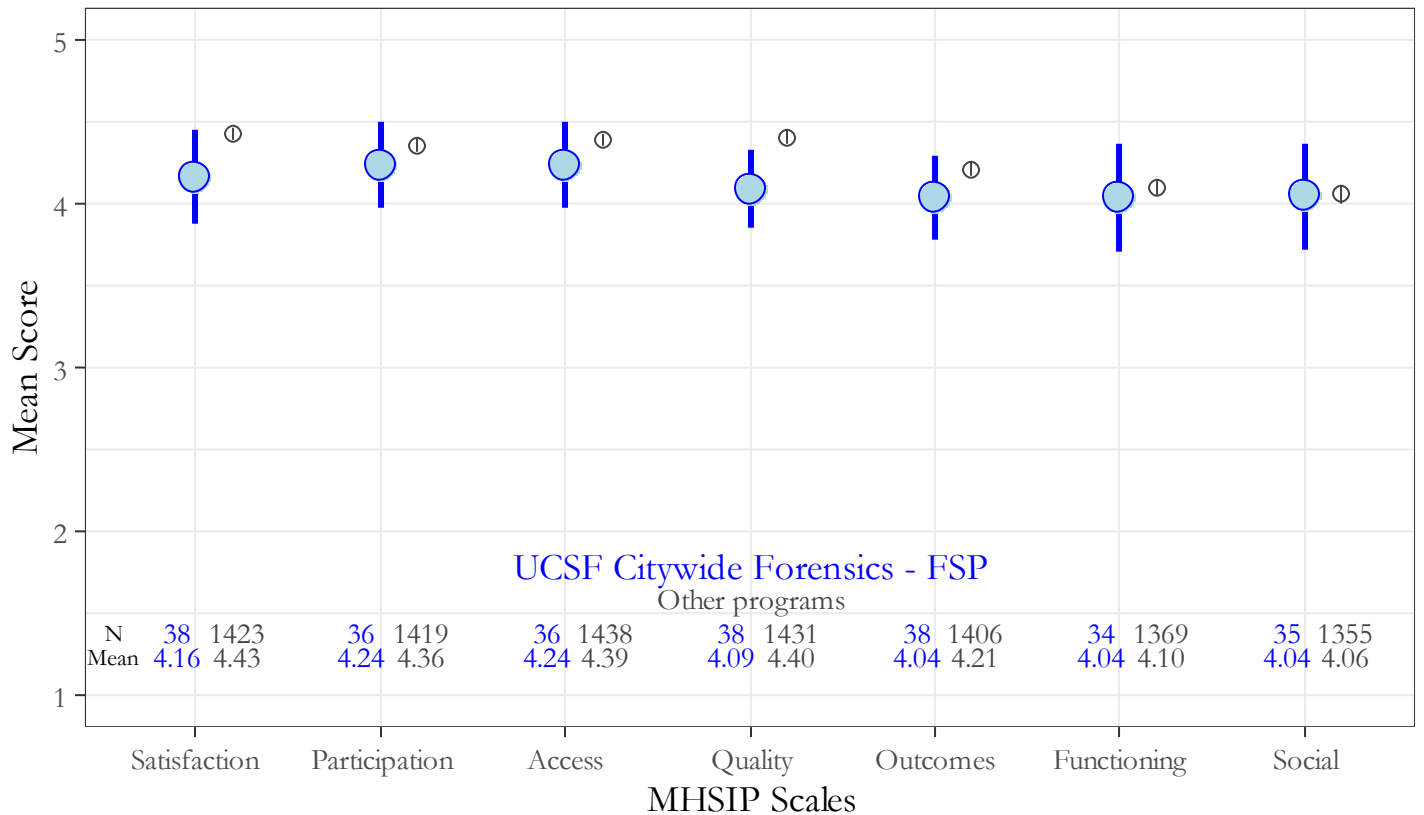
**Percent Agree**

	<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>89.5 %</b> 1. I like the services that I received here	1 1.1 %	0 0.0 %	3 3.4 %	14 15.9 %	20 22.7 %	0 0.0 %	50 56.8 %
<b>73.0 %</b> 2. If I had other choices, I would still get services from this agency	2 2.3 %	3 3.4 %	5 5.7 %	14 15.9 %	13 14.8 %	0 0.0 %	51 58.0 %
<b>88.9 %</b> 3. I would recommend this agency to a friend or family member	1 1.1 %	1 1.1 %	2 2.3 %	17 19.3 %	15 17.1 %	0 0.0 %	52 59.1 %
<b>91.4 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 1.1 %	0 0.0 %	2 2.3 %	17 19.3 %	15 17.1 %	1 1.1 %	52 59.1 %
<b>79.4 %</b> 5. Staff were willing to see me as often as I felt it was necessary	1 1.1 %	0 0.0 %	6 6.8 %	11 12.5 %	16 18.2 %	0 0.0 %	54 61.4 %
<b>65.7 %</b> 6. Staff returned my calls within 24 hours	2 2.3 %	0 0.0 %	10 11.4 %	10 11.4 %	13 14.8 %	2 2.3 %	51 58.0 %
<b>88.2 %</b> 7. Services were available at times that were good for me	1 1.1 %	1 1.1 %	2 2.3 %	15 17.1 %	15 17.1 %	0 0.0 %	54 61.4 %
<b>83.3 %</b> 8. I was able to get all the services I thought I needed	1 1.1 %	1 1.1 %	4 4.5 %	16 18.2 %	14 15.9 %	0 0.0 %	52 59.1 %
<b>67.6 %</b> 9. I was able to see a psychiatrist when I wanted to	2 2.3 %	0 0.0 %	10 11.4 %	12 13.6 %	13 14.8 %	0 0.0 %	51 58.0 %
<b>85.3 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	5 5.7 %	12 13.6 %	17 19.3 %	1 1.1 %	53 60.2 %
<b>94.4 %</b> 11. I felt comfortable asking questions about my treatment and medication	1 1.1 %	0 0.0 %	1 1.1 %	19 21.6 %	15 17.1 %	0 0.0 %	52 59.1 %
<b>63.9 %</b> 12. I felt free to complain	2 2.3 %	5 5.7 %	6 6.8 %	11 12.5 %	12 13.6 %	0 0.0 %	52 59.1 %
<b>77.8 %</b> 13. I was given information about my rights	0 0.0 %	1 1.1 %	7 8.0 %	13 14.8 %	15 17.1 %	0 0.0 %	52 59.1 %
<b>80.6 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 1.1 %	6 6.8 %	13 14.8 %	16 18.2 %	0 0.0 %	52 59.1 %
<b>72.2 %</b> 15. Staff told me what side effects to watch out for	1 1.1 %	0 0.0 %	9 10.2 %	11 12.5 %	15 17.1 %	0 0.0 %	52 59.1 %
<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 %	2 2.3 %	6 6.8 %	13 14.8 %	15 17.1 %	0 0.0 %	52 59.1 %
<b>78.8 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	2 2.3 %	5 5.7 %	13 14.8 %	13 14.8 %	0 0.0 %	55 62.5 %
<b>79.4 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 1.1 %	6 6.8 %	10 11.4 %	17 19.3 %	1 1.1 %	53 60.2 %
<b>70.6 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	3 3.4 %	0 0.0 %	7 8.0 %	9 10.2 %	15 17.1 %	0 0.0 %	54 61.4 %
<b>82.4 %</b> 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 1.1 %	2 2.3 %	3 3.4 %	13 14.8 %	15 17.1 %	0 0.0 %	54 61.4 %
<b>76.5 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	2 2.3 %	2 2.3 %	4 4.5 %	13 14.8 %	13 14.8 %	0 0.0 %	54 61.4 %
<b>82.9 %</b> 22. As a direct result of the services I received: I am better able to control my life	1 1.1 %	0 0.0 %	5 5.7 %	16 18.2 %	13 14.8 %	0 0.0 %	53 60.2 %
<b>72.2 %</b> 23. As a direct result of the services I received: I am better able to deal with crisis	1 1.1 %	2 2.3 %	7 8.0 %	13 14.8 %	13 14.8 %	0 0.0 %	52 59.1 %
<b>74.2 %</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 %	8 9.1 %	12 13.6 %	11 12.5 %	2 2.3 %	55 62.5 %
<b>67.6 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	3 3.4 %	8 9.1 %	12 13.6 %	11 12.5 %	0 0.0 %	54 61.4 %

**MHSIP Items 26-36, N = 88**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>68.6 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 1.1 %	2 2.3 %	8 9.1 %	11 12.5 %	13 14.8 %	1 1.1 %	52 59.1 %
<b>72.7 %</b> 27. As a direct result of the services I received: My housing situation has improved	1 1.1 %	2 2.3 %	6 6.8 %	10 11.4 %	14 15.9 %	1 1.1 %	54 61.4 %
<b>82.4 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	3 3.4 %	3 3.4 %	15 17.1 %	13 14.8 %	0 0.0 %	54 61.4 %
<b>78.1 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 1.1 %	1 1.1 %	5 5.7 %	11 12.5 %	14 15.9 %	0 0.0 %	56 63.6 %
<b>78.8 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	1 1.1 %	2 2.3 %	4 4.5 %	14 15.9 %	12 13.6 %	0 0.0 %	55 62.5 %
<b>78.1 %</b> 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 1.1 %	1 1.1 %	5 5.7 %	13 14.8 %	12 13.6 %	0 0.0 %	56 63.6 %
<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 1.1 %	1 1.1 %	7 8.0 %	13 14.8 %	11 12.5 %	0 0.0 %	55 62.5 %
<b>67.6 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	1 1.1 %	1 1.1 %	9 10.2 %	9 10.2 %	14 15.9 %	0 0.0 %	54 61.4 %
<b>68.8 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 1.1 %	1 1.1 %	8 9.1 %	10 11.4 %	12 13.6 %	0 0.0 %	56 63.6 %
<b>80.0 %</b> 35. As a direct result of the services I received: I feel I belong in my community	1 1.1 %	0 0.0 %	6 6.8 %	14 15.9 %	14 15.9 %	0 0.0 %	53 60.2 %
<b>68.8 %</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	1 1.1 %	1 1.1 %	8 9.1 %	9 10.2 %	13 14.8 %	0 0.0 %	56 63.6 %

**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	26 29.5 %	0 0 %	26 29.5 %
Impaired	10 11.4 %	0 0 %	10 11.4 %
Language	1 1.1 %	0 0 %	1 1.1 %
Other	9 10.2 %	0 0 %	9 10.2 %
No Data	5 5.7 %	0 0 %	5 5.7 %
Completed Survey	37 42 %	0 0 %	37 42 %
<b>Total</b>	88 100 %	0 100 %	88 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 86 clients; surveys were returned for 86 clients (  $86 / 86 = 100.0\%$  ).
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.

### **Survey Quality Issues:**

☆ Some forms had different client number on the pages of a form. All forms must have a unique client number and it must be the same on each page of the form.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**UCSF Infant Parent Program**

Program Code(s): 38C84

Overall Satisfaction<sup>1</sup>

**94.7%**

Return Rate<sup>2</sup>

**over 100%**

Overall satisfaction<sup>3</sup> mean score for UCSF Infant Parent Program: No YSS (youth) data for this program, **4.45** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.54** (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% 13. Staff respected my religious/spiritual beliefs
- 94.4% 7. The services I received were right for me
- 94.4% 9. Services were available at times that were convenient for me

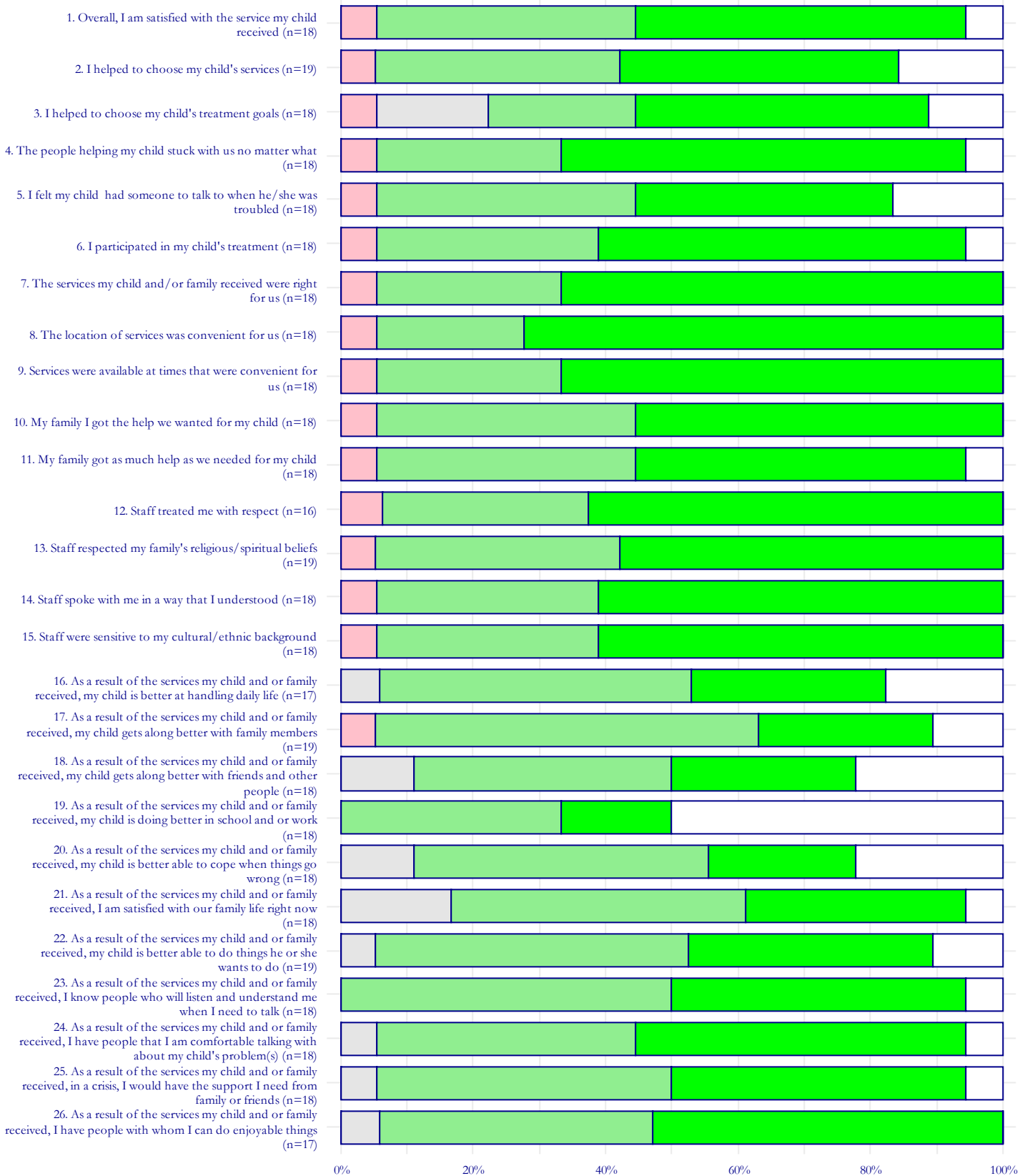
**Lowest Agreement Items**

- 75.0% 3. I helped to choose my treatment goals
- 93.3% 5. I felt I had someone to talk to when I was troubled
- 93.8% 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.

Not enough Youth survey data to create a table or bar chart.

### Youth Services Survey for Families

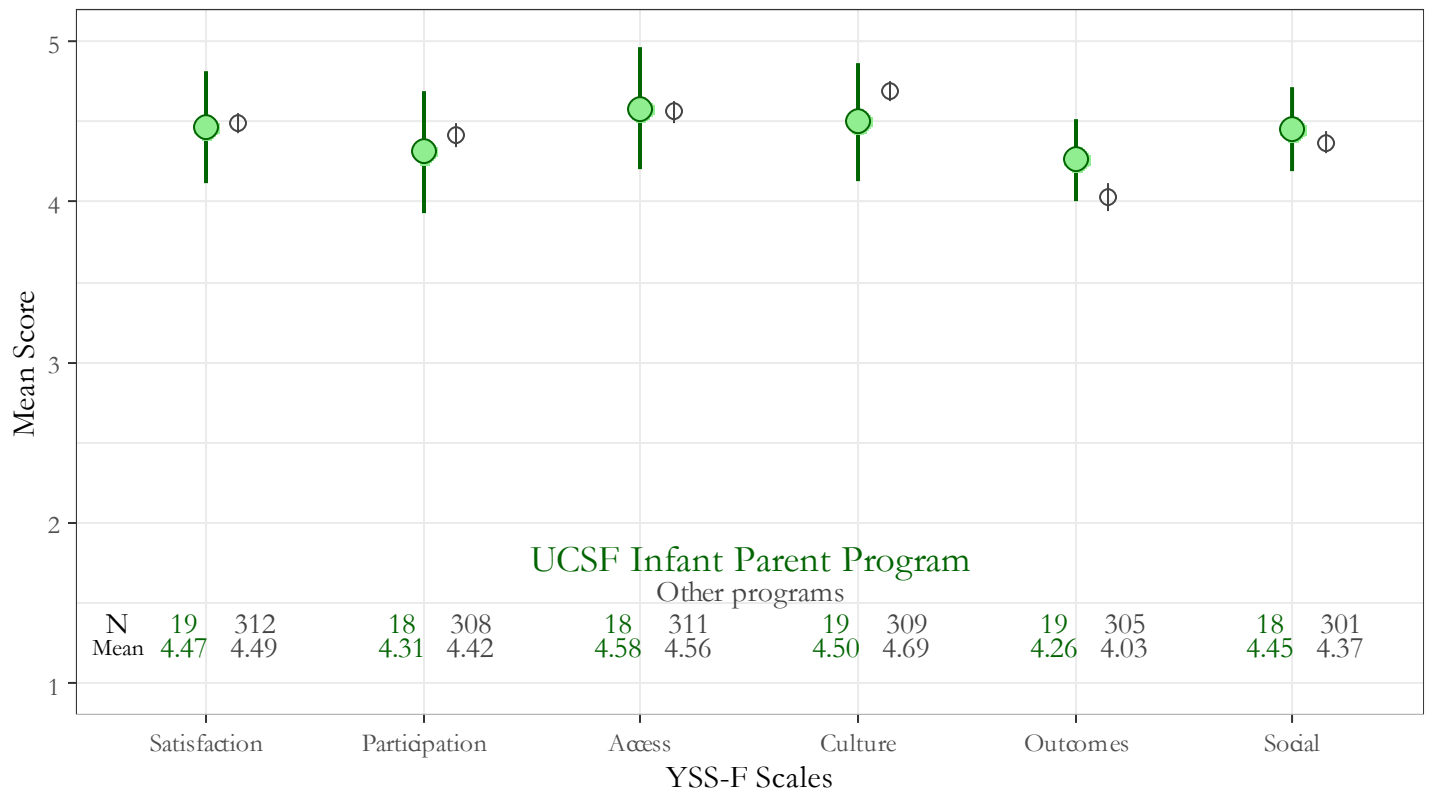


## Youth Services Survey for Families, N = 24

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>94.1 %</b> 1. Overall, I am satisfied with the service my child received	0 0.0 %	1 4.2 %	0 0.0 %	7 29.2 %	9 37.5 %	1 4.2 %	6 25.0 %
<b>93.8 %</b> 2. I helped to choose my child's services	0 0.0 %	1 4.2 %	0 0.0 %	7 29.2 %	8 33.3 %	3 12.5 %	5 20.8 %
<b>75.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	1 4.2 %	3 12.5 %	4 16.7 %	8 33.3 %	2 8.3 %	6 25.0 %
<b>94.1 %</b> 4. The people helping my child stuck with us no matter what	0 0.0 %	1 4.2 %	0 0.0 %	5 20.8 %	11 45.8 %	1 4.2 %	6 25.0 %
<b>93.3 %</b> 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	1 4.2 %	0 0.0 %	7 29.2 %	7 29.2 %	3 12.5 %	6 25.0 %
<b>94.1 %</b> 6. I participated in my child's treatment	0 0.0 %	1 4.2 %	0 0.0 %	6 25.0 %	10 41.7 %	1 4.2 %	6 25.0 %
<b>94.4 %</b> 7. The services my child and/or family received were right for us	0 0.0 %	1 4.2 %	0 0.0 %	5 20.8 %	12 50.0 %	0 0.0 %	6 25.0 %
<b>94.4 %</b> 8. The location of services was convenient for us	0 0.0 %	1 4.2 %	0 0.0 %	4 16.7 %	13 54.2 %	0 0.0 %	6 25.0 %
<b>94.4 %</b> 9. Services were available at times that were convenient for us	0 0.0 %	1 4.2 %	0 0.0 %	5 20.8 %	12 50.0 %	0 0.0 %	6 25.0 %
<b>94.4 %</b> 10. My family I got the help we wanted for my child	0 0.0 %	1 4.2 %	0 0.0 %	7 29.2 %	10 41.7 %	0 0.0 %	6 25.0 %
<b>94.1 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	1 4.2 %	0 0.0 %	7 29.2 %	9 37.5 %	1 4.2 %	6 25.0 %
<b>93.8 %</b> 12. Staff treated me with respect	0 0.0 %	1 4.2 %	0 0.0 %	5 20.8 %	10 41.7 %	0 0.0 %	8 33.3 %
<b>94.7 %</b> 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	1 4.2 %	0 0.0 %	7 29.2 %	11 45.8 %	0 0.0 %	5 20.8 %
<b>94.4 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	1 4.2 %	0 0.0 %	6 25.0 %	11 45.8 %	0 0.0 %	6 25.0 %
<b>94.4 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 4.2 %	0 0.0 %	6 25.0 %	11 45.8 %	0 0.0 %	6 25.0 %
<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 %	0 0.0 %	1 4.2 %	8 33.3 %	5 20.8 %	3 12.5 %	7 29.2 %
<b>94.1 %</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 4.2 %	0 0.0 %	11 45.8 %	5 20.8 %	2 8.3 %	5 20.8 %
<b>85.7 %</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 %	2 8.3 %	7 29.2 %	5 20.8 %	4 16.7 %	6 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 %	6 25.0 %	3 12.5 %	9 37.5 %	6 25.0 %
<b>85.7 %</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 %	2 8.3 %	8 33.3 %	4 16.7 %	4 16.7 %	6 25.0 %
<b>82.4 %</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 12.5 %	8 33.3 %	6 25.0 %	1 4.2 %	6 25.0 %
<b>94.1 %</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 4.2 %	9 37.5 %	7 29.2 %	2 8.3 %	5 20.8 %
<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 37.5 %	8 33.3 %	1 4.2 %	6 25.0 %
<b>94.1 %</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 4.2 %	7 29.2 %	9 37.5 %	1 4.2 %	6 25.0 %
<b>94.1 %</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 4.2 %	8 33.3 %	8 33.3 %	1 4.2 %	6 25.0 %
<b>94.1 %</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 4.2 %	7 29.2 %	9 37.5 %	0 0.0 %	7 29.2 %

Not enough youth survey data to create domain means plot.

# 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	4 16.7 %	0 0 %	4 16.7 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 4.2 %	0 0 %	1 4.2 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	19 79.2 %	0 0 %	19 79.2 %
<b>Total</b>	<b>24</b> <b>100 %</b>	<b>0</b> <b>100 %</b>	<b>24</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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 14 clients; surveys were returned for 24 clients ( 24 / 14 = 171.4% ).
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 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Unity Care Group**

Program Code(s): 38LFOP

Overall Satisfaction<sup>1</sup>

**100.0%**

Return Rate<sup>2</sup>

**Unknown, no Avatar billing**

Overall satisfaction<sup>3</sup> mean score for Unity Care Group: **4.39** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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**

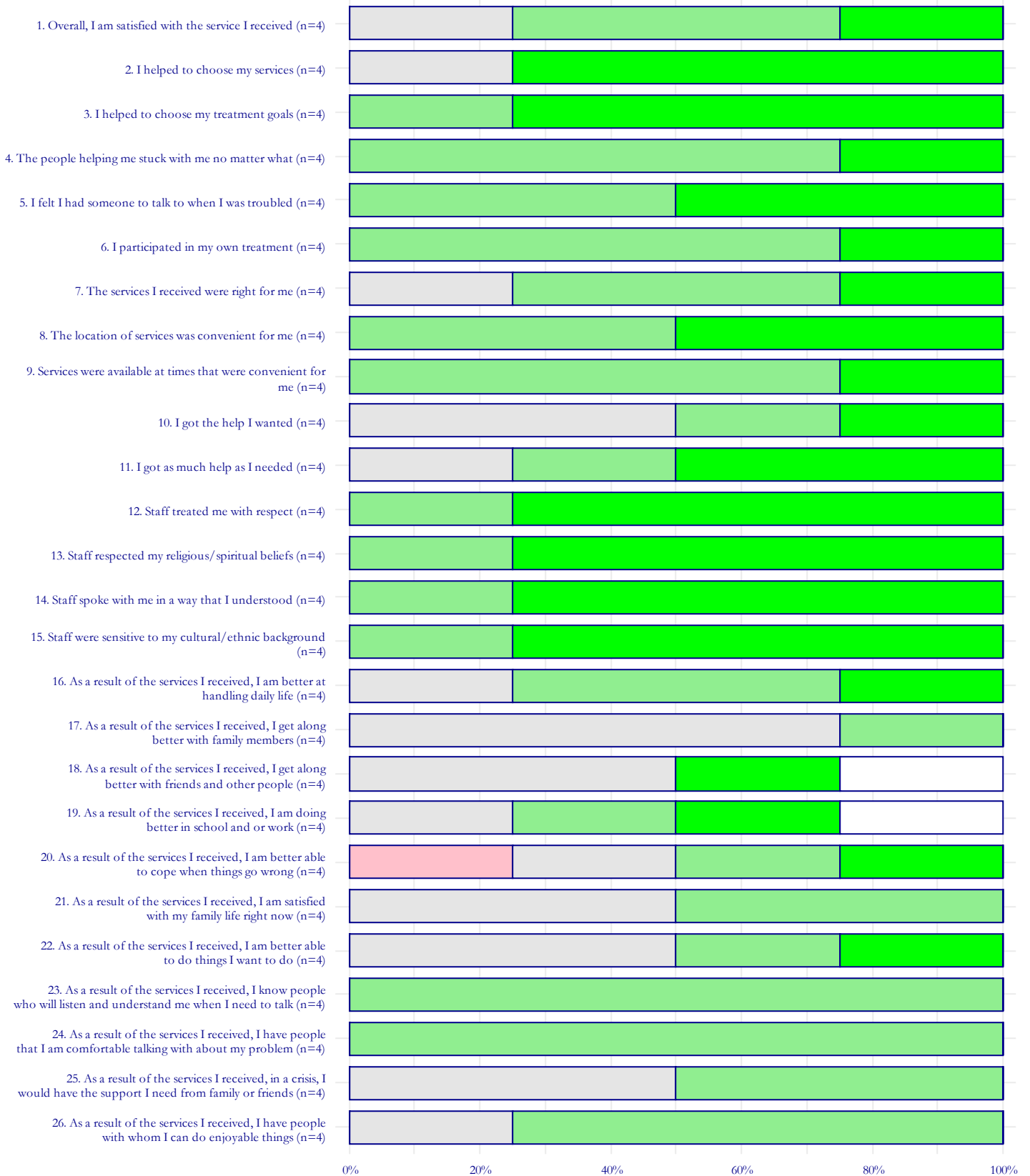
50.0% 10. I got the help I wanted

75.0% 1. Overall, I am satisfied with the service I received

75.0% 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

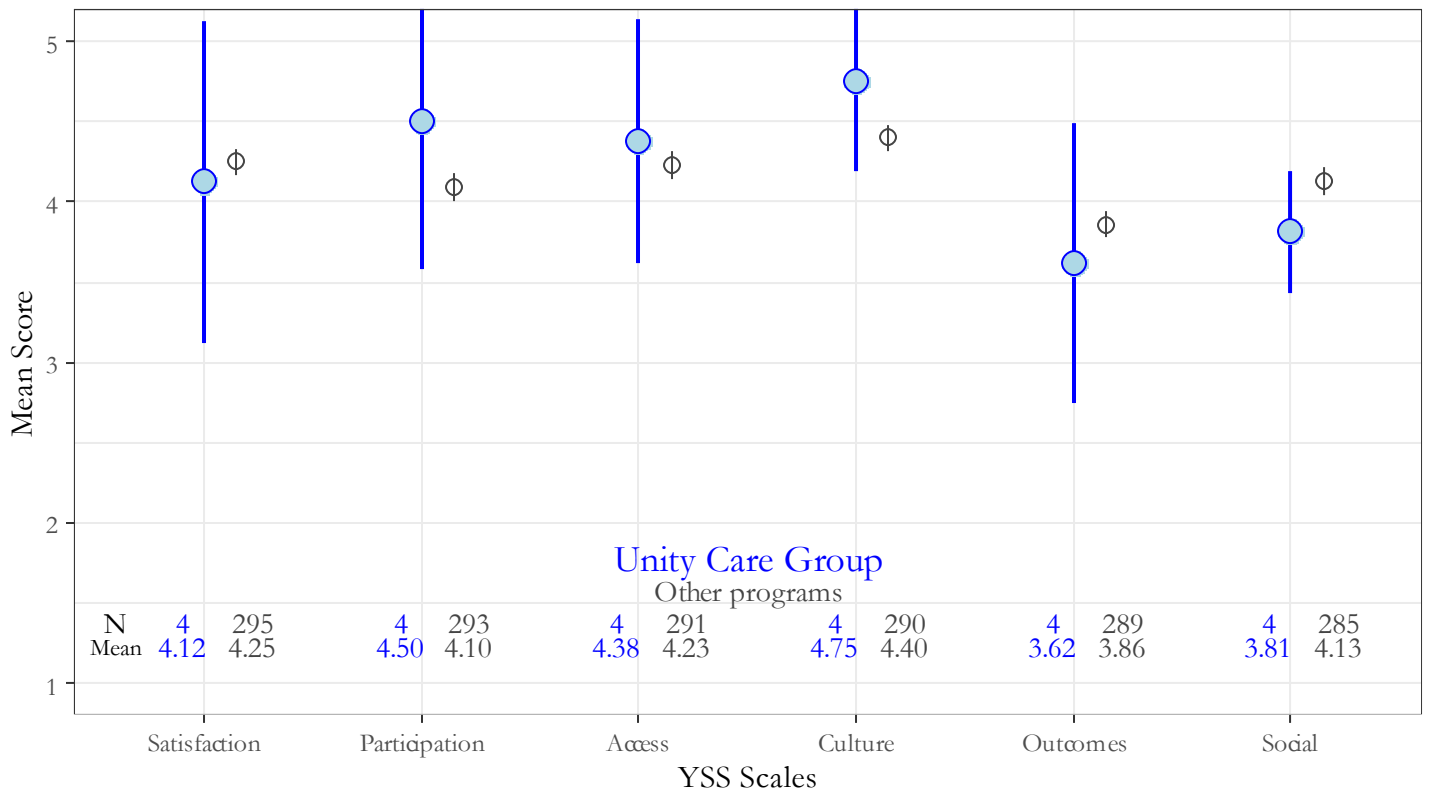


**Youth Services Survey for Youth, N = 4**

	<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. Overall, I am satisfied with the service I received	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> 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	3 75.0 %	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 25.0 %	3 75.0 %	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 %	3 75.0 %	1 25.0 %	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 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 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>75.0 %</b> 7. The services I received were right for me	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> 8. The location of services was convenient for me	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> 9. Services were available at times that were convenient for me	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> 10. I got the help I wanted	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	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 %	1 25.0 %	1 25.0 %	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 %	1 25.0 %	3 75.0 %	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 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 %	1 25.0 %	3 75.0 %	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>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 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
<b>25.0 %</b> 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %	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 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %	1 25.0 %	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 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %	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 %	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %	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 %	2 50.0 %	2 50.0 %	0 0.0 %	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 %	2 50.0 %	1 25.0 %	1 25.0 %	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 %	4 100.0 %	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 %	4 100.0 %	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 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<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 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %	0 0.0 %

Not enough Family survey data to create a table or bar chart.

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



Not enough family survey data to create domain means plot.

<b>Survey Compliance</b>			
<b>Unity Care Group</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	0 0 %	4 100 %	4 100 %
<b>Total</b>	0 100 %	4 100 %	4 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 0 clients; surveys were returned for 4 clients.
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.

**Survey Quality Issues:**

☆ Many forms missing reporting unit (program code). Reporting units are necessary to give credit for participation to the correct program.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**Westcoast Childrens Clinic**

Program Code(s): 38AU2

Overall Satisfaction<sup>1</sup>

-- %

Return Rate<sup>2</sup>

**44.4%**

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: **4.25** (youth), **4.53** (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 low est 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 survey data to create a table or bar chart.

Not enough Family survey data to create a table or bar chart.

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

**Survey Compliance**  
**Westcoast Childrens**  
**Clinic Completion by**

Completion Status	Respondent Type		Total
	Family	Youth	
Refused	1 100 %	4 100 %	5 100 %
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>	1 100 %	4 100 %	5 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 9 clients; surveys were returned for 4 clients ( 4 / 9 = 44.4% ).
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.

**Survey Quality Issues:**

- ☆ **All** forms were marked refused. Please make additional effort to encourage youth to participate.
- ☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.

**Please address these issues for the next survey.** Such problems reduce both the timeliness and accuracy of reports.





San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

**Westside ACT**

Program Code(s): 8976SP

Overall Satisfaction<sup>1</sup>

**85.7%**

Return Rate<sup>2</sup>

**34.8%**

Overall satisfaction<sup>3</sup> mean score for Westside ACT: **4.29**.

Overall satisfaction mean score for all other programs: **4.38**.

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

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

**Lowest Agreement Items**

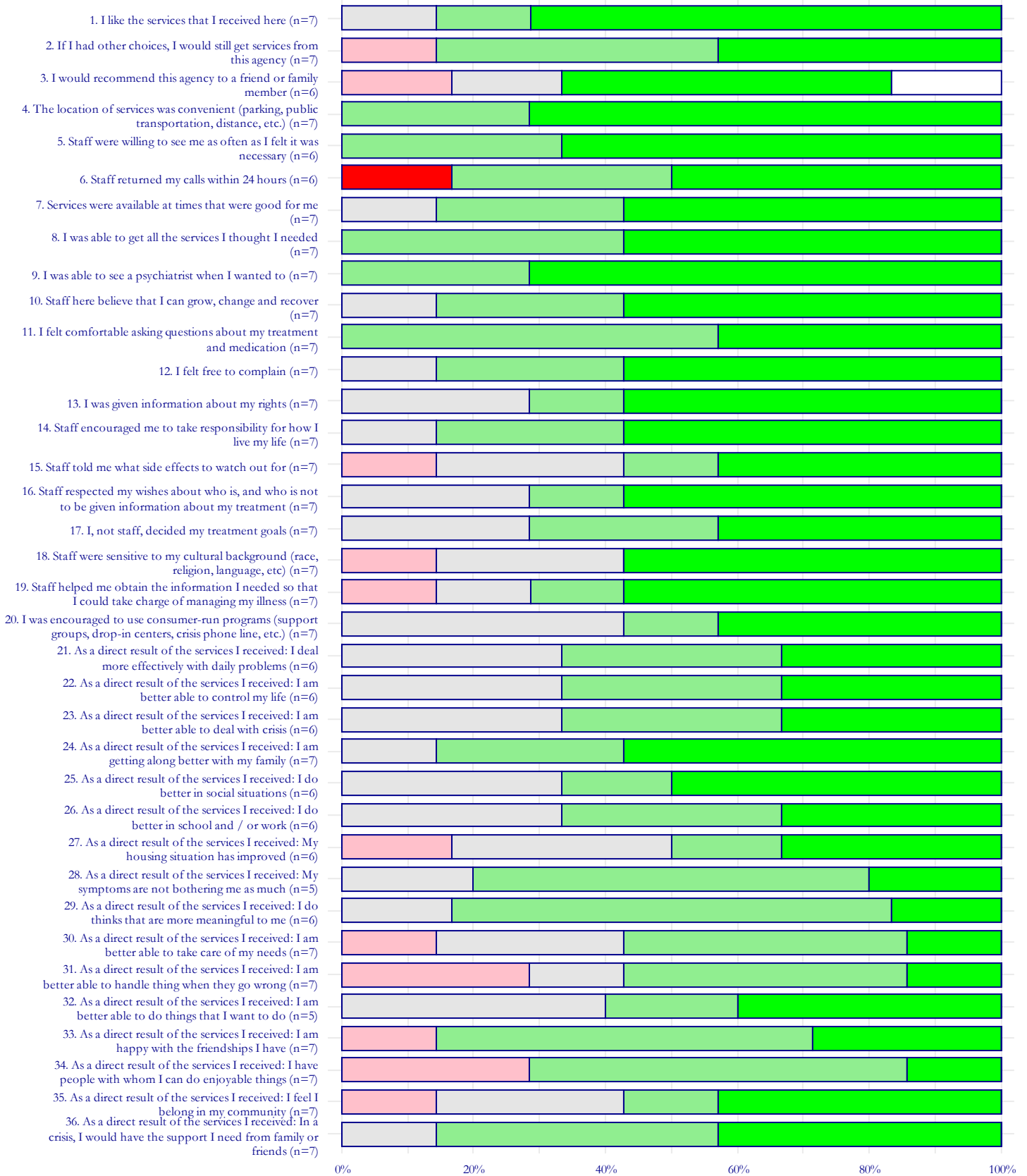
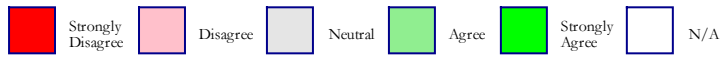
57.1% 15. Staff told me what side effects to watch out for

57.1% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

57.1% 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, N = 8**

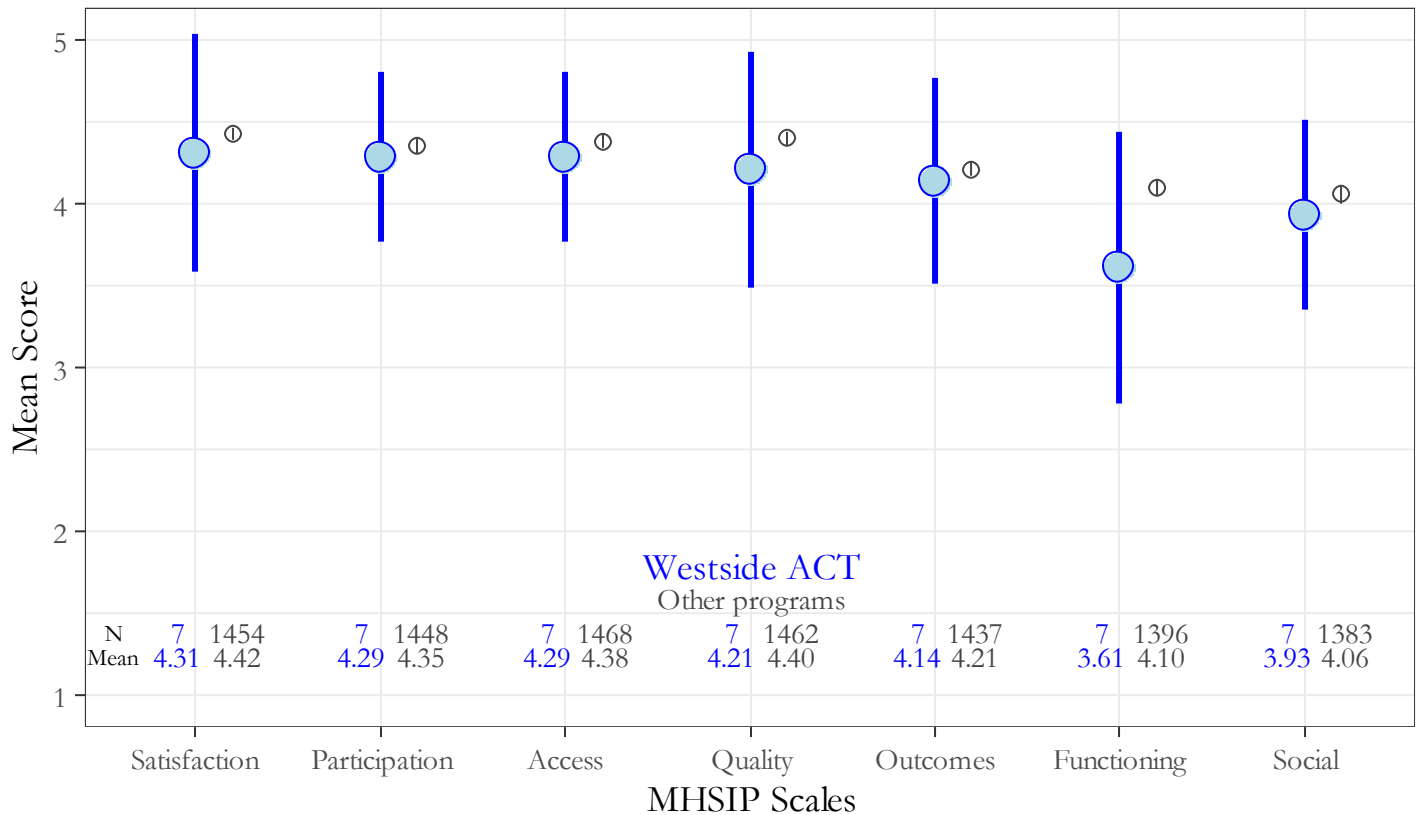
**Percent Agree**

	<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 12.5 %	1 12.5 %	5 62.5 %	0 0.0 %	1 12.5 %
<b>85.7 %</b> 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 12.5 %	0 0.0 %	3 37.5 %	3 37.5 %	0 0.0 %	1 12.5 %
<b>60.0 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	1 12.5 %	1 12.5 %	0 0.0 %	3 37.5 %	1 12.5 %	2 25.0 %
<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 %	5 62.5 %	0 0.0 %	1 12.5 %
<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 %	4 50.0 %	0 0.0 %	2 25.0 %
<b>83.3 %</b> 6. Staff returned my calls within 24 hours	1 12.5 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	2 25.0 %
<b>85.7 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	0 0.0 %	1 12.5 %
<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 %	4 50.0 %	0 0.0 %	1 12.5 %
<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 %	5 62.5 %	0 0.0 %	1 12.5 %
<b>85.7 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	0 0.0 %	1 12.5 %
<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 %	3 37.5 %	0 0.0 %	1 12.5 %
<b>85.7 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	0 0.0 %	1 12.5 %
<b>71.4 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	4 50.0 %	0 0.0 %	1 12.5 %
<b>85.7 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	0 0.0 %	1 12.5 %
<b>57.1 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	1 12.5 %	2 25.0 %	1 12.5 %	3 37.5 %	0 0.0 %	1 12.5 %
<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 %	0 0.0 %	2 25.0 %	1 12.5 %	4 50.0 %	0 0.0 %	1 12.5 %
<b>71.4 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	3 37.5 %	0 0.0 %	1 12.5 %
<b>57.1 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 12.5 %	2 25.0 %	0 0.0 %	4 50.0 %	0 0.0 %	1 12.5 %
<b>71.4 %</b> 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 12.5 %	1 12.5 %	1 12.5 %	4 50.0 %	0 0.0 %	1 12.5 %
<b>57.1 %</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 37.5 %	1 12.5 %	3 37.5 %	0 0.0 %	1 12.5 %
<b>66.7 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	2 25.0 %	0 0.0 %	2 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 %	2 25.0 %	2 25.0 %	2 25.0 %	0 0.0 %	2 25.0 %
<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 %	2 25.0 %	2 25.0 %	2 25.0 %	0 0.0 %	2 25.0 %
<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 %	0 0.0 %	1 12.5 %
<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 %	2 25.0 %	1 12.5 %	3 37.5 %	0 0.0 %	2 25.0 %

**MHSIP Items 26-36, N = 8**  
**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 25.0 %	2 25.0 %	2 25.0 %	0 0.0 %	2 25.0 %
<b>50.0 %</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 %	2 25.0 %	0 0.0 %	2 25.0 %
<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 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
<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 12.5 %	4 50.0 %	1 12.5 %	0 0.0 %	2 25.0 %
<b>57.1 %</b> 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 12.5 %	2 25.0 %	3 37.5 %	1 12.5 %	0 0.0 %	1 12.5 %
<b>57.1 %</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 25.0 %	1 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	1 12.5 %
<b>60.0 %</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 %	1 12.5 %	2 25.0 %	0 0.0 %	3 37.5 %
<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 12.5 %	0 0.0 %	4 50.0 %	2 25.0 %	0 0.0 %	1 12.5 %
<b>71.4 %</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 25.0 %	0 0.0 %	4 50.0 %	1 12.5 %	0 0.0 %	1 12.5 %
<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 12.5 %	2 25.0 %	1 12.5 %	3 37.5 %	0 0.0 %	1 12.5 %
<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 12.5 %	3 37.5 %	3 37.5 %	0 0.0 %	1 12.5 %

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	1 12.5 %	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 %	0 0 %	0 0 %
Completed Survey	7 87.5 %	0 0 %	7 87.5 %
<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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 23 clients; surveys were returned for 8 clients (  $8 / 23 = 34.8\%$  ).
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

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **Westside Community Crisis & Outpatient Clinic**

Program Code(s): 89763 89764

Overall Satisfaction<sup>1</sup>

**91.5%**

Return Rate<sup>2</sup>

**57.7%**

Overall satisfaction<sup>3</sup> mean score for Westside Community Crisis & Outpatient Clinic: **4.37**.

Overall satisfaction mean score for all other programs: **4.37**.

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**

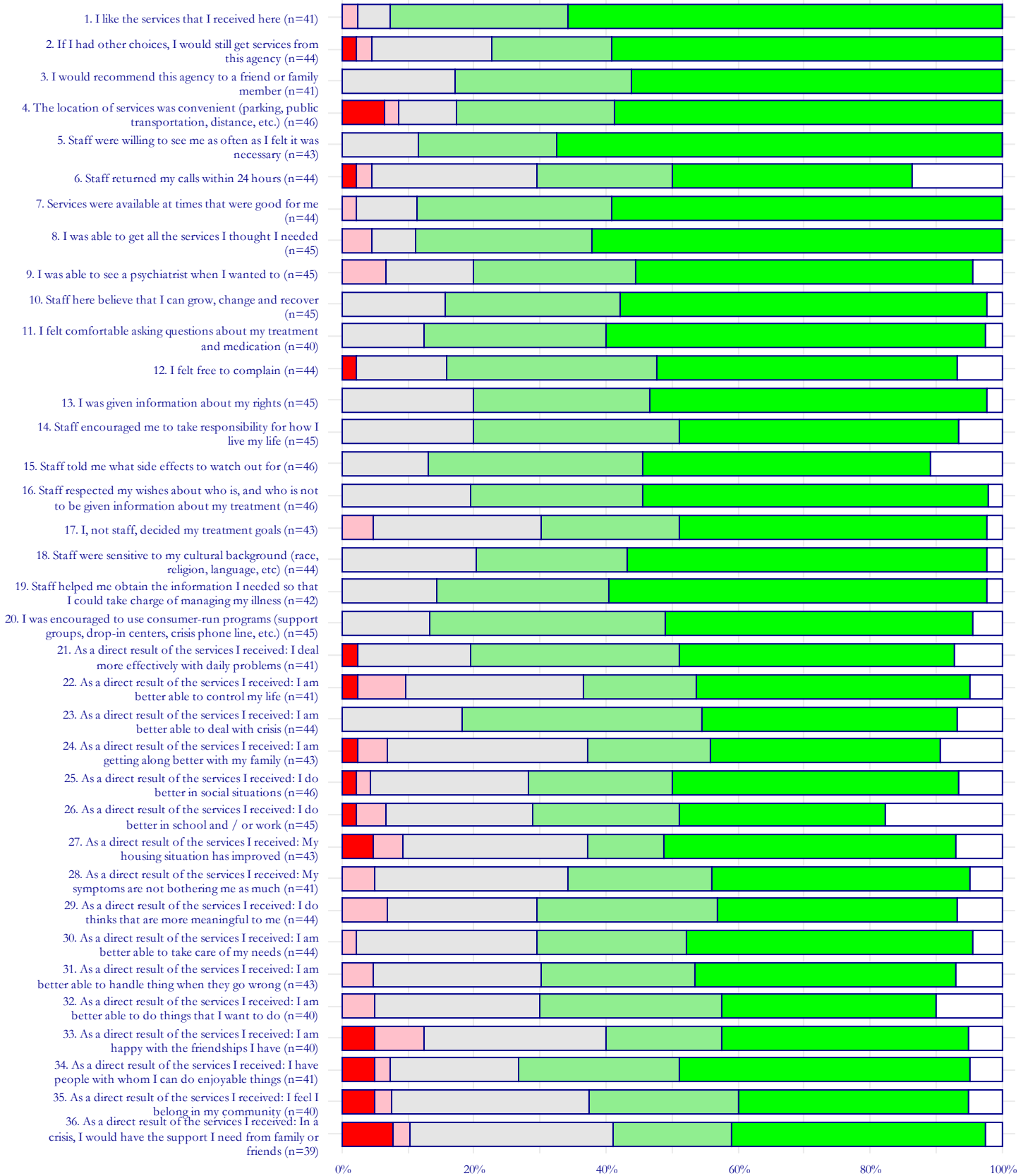
- 92.7% 1. I like the services that I received here
- 88.9% 8. I was able to get all the services I thought I needed
- 88.6% 7. Services were available at times that were good for me

#### **Lowest Agreement Items**

- 65.8% 6. Staff returned my calls within 24 hours
- 69.0% 17. I, not staff, decided my treatment goals
- 77.3% 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, N = 57**

**Percent Agree**

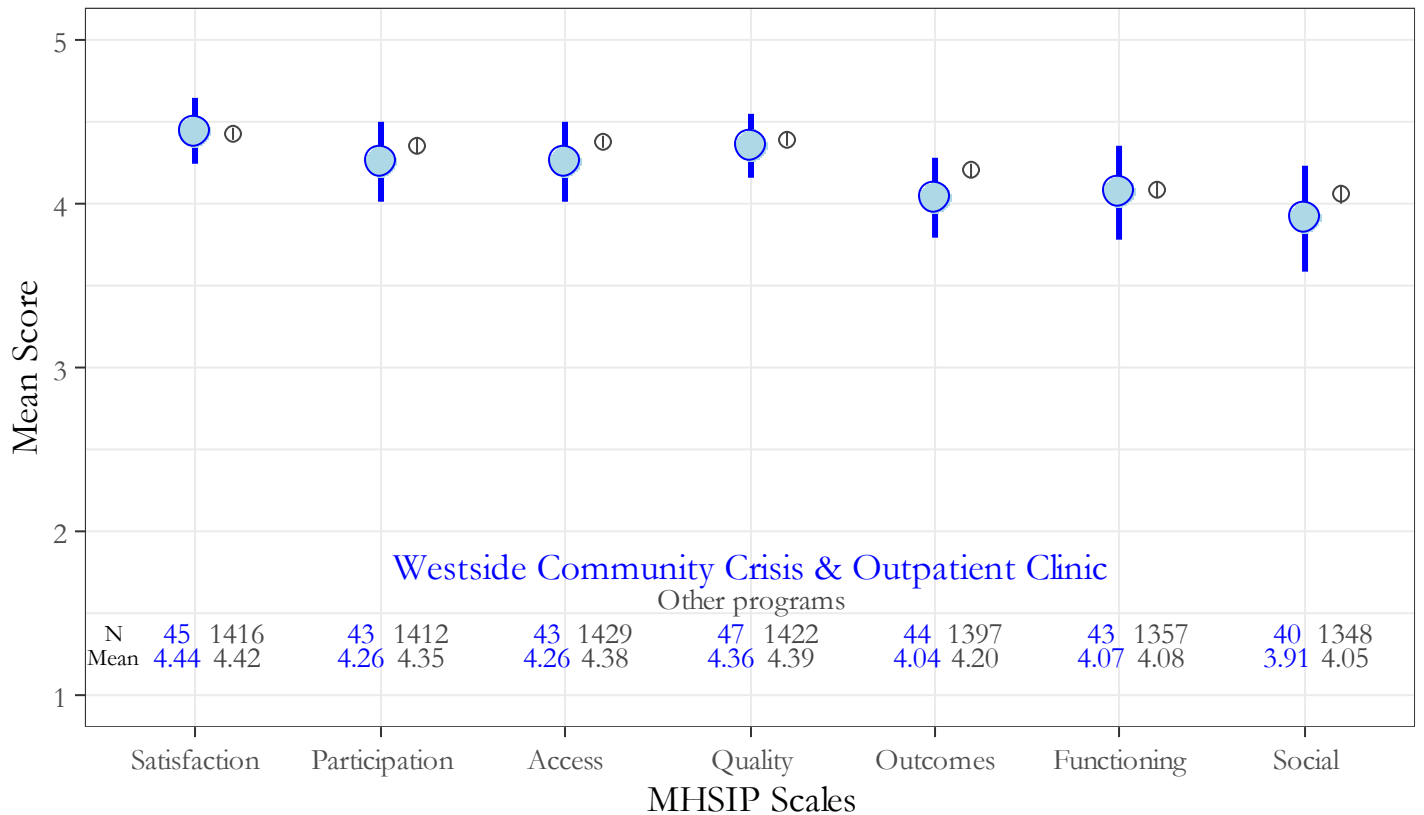
	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Missing</b>
<b>92.7 %</b> 1. I like the services that I received here	0 0.0 %	1 1.8 %	2 3.5 %	11 19.3 %	27 47.4 %	0 0.0 %	16 28.1 %
<b>77.3 %</b> 2. If I had other choices, I would still get services from this agency	1 1.8 %	1 1.8 %	8 14.0 %	8 14.0 %	26 45.6 %	0 0.0 %	13 22.8 %
<b>82.9 %</b> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	7 12.3 %	11 19.3 %	23 40.4 %	0 0.0 %	16 28.1 %
<b>82.6 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	3 5.3 %	1 1.8 %	4 7.0 %	11 19.3 %	27 47.4 %	0 0.0 %	11 19.3 %
<b>88.4 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	5 8.8 %	9 15.8 %	29 50.9 %	0 0.0 %	14 24.6 %
<b>65.8 %</b> 6. Staff returned my calls within 24 hours	1 1.8 %	1 1.8 %	11 19.3 %	9 15.8 %	16 28.1 %	6 10.5 %	13 22.8 %
<b>88.6 %</b> 7. Services were available at times that were good for me	0 0.0 %	1 1.8 %	4 7.0 %	13 22.8 %	26 45.6 %	0 0.0 %	13 22.8 %
<b>88.9 %</b> 8. I was able to get all the services I thought I needed	0 0.0 %	2 3.5 %	3 5.3 %	12 21.1 %	28 49.1 %	0 0.0 %	12 21.1 %
<b>79.1 %</b> 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	3 5.3 %	6 10.5 %	11 19.3 %	23 40.4 %	2 3.5 %	12 21.1 %
<b>84.1 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	7 12.3 %	12 21.1 %	25 43.9 %	1 1.8 %	12 21.1 %
<b>87.2 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	5 8.8 %	11 19.3 %	23 40.4 %	1 1.8 %	17 29.8 %
<b>82.9 %</b> 12. I felt free to complain	1 1.8 %	0 0.0 %	6 10.5 %	14 24.6 %	20 35.1 %	3 5.3 %	13 22.8 %
<b>79.5 %</b> 13. I was given information about my rights	0 0.0 %	0 0.0 %	9 15.8 %	12 21.1 %	23 40.4 %	1 1.8 %	12 21.1 %
<b>78.6 %</b> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	9 15.8 %	14 24.6 %	19 33.3 %	3 5.3 %	12 21.1 %
<b>85.4 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	6 10.5 %	15 26.3 %	20 35.1 %	5 8.8 %	11 19.3 %
<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 %	9 15.8 %	12 21.1 %	24 42.1 %	1 1.8 %	11 19.3 %
<b>69.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	2 3.5 %	11 19.3 %	9 15.8 %	20 35.1 %	1 1.8 %	14 24.6 %
<b>79.1 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	9 15.8 %	10 17.5 %	24 42.1 %	1 1.8 %	13 22.8 %
<b>85.4 %</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 10.5 %	11 19.3 %	24 42.1 %	1 1.8 %	15 26.3 %
<b>86.0 %</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 %	6 10.5 %	16 28.1 %	21 36.8 %	2 3.5 %	12 21.1 %
<b>78.9 %</b> 21. As a direct result of the services I received: I deal more effectively with daily problems	1 1.8 %	0 0.0 %	7 12.3 %	13 22.8 %	17 29.8 %	3 5.3 %	16 28.1 %
<b>61.5 %</b> 22. As a direct result of the services I received: I am better able to control my life	1 1.8 %	3 5.3 %	11 19.3 %	7 12.3 %	17 29.8 %	2 3.5 %	16 28.1 %
<b>80.5 %</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 %	8 14.0 %	16 28.1 %	17 29.8 %	3 5.3 %	13 22.8 %
<b>59.0 %</b> 24. As a direct result of the services I received: I am getting along better with my family	1 1.8 %	2 3.5 %	13 22.8 %	8 14.0 %	15 26.3 %	4 7.0 %	14 24.6 %
<b>69.8 %</b> 25. As a direct result of the services I received: I do better in social situations	1 1.8 %	1 1.8 %	11 19.3 %	10 17.5 %	20 35.1 %	3 5.3 %	11 19.3 %



**MHSIP Items 26-36, N = 57**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>64.9 %</b> 26. As a direct result of the services I received: I do better in school and / or work	1 1.8 %	2 3.5 %	10 17.5 %	10 17.5 %	14 24.6 %	8 14.0 %	12 21.1 %
<b>60.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	2 3.5 %	2 3.5 %	12 21.1 %	5 8.8 %	19 33.3 %	3 5.3 %	14 24.6 %
<b>64.1 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 3.5 %	12 21.1 %	9 15.8 %	16 28.1 %	2 3.5 %	16 28.1 %
<b>68.3 %</b> 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	3 5.3 %	10 17.5 %	12 21.1 %	16 28.1 %	3 5.3 %	13 22.8 %
<b>69.0 %</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 1.8 %	12 21.1 %	10 17.5 %	19 33.3 %	2 3.5 %	13 22.8 %
<b>67.5 %</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 %	2 3.5 %	11 19.3 %	10 17.5 %	17 29.8 %	3 5.3 %	14 24.6 %
<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 %	2 3.5 %	10 17.5 %	11 19.3 %	13 22.8 %	4 7.0 %	17 29.8 %
<b>57.9 %</b> 33. As a direct result of the services I received: I am happy with the friendships I have	2 3.5 %	3 5.3 %	11 19.3 %	7 12.3 %	15 26.3 %	2 3.5 %	17 29.8 %
<b>71.8 %</b> 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 3.5 %	1 1.8 %	8 14.0 %	10 17.5 %	18 31.6 %	2 3.5 %	16 28.1 %
<b>60.5 %</b> 35. As a direct result of the services I received: I feel I belong in my community	2 3.5 %	1 1.8 %	12 21.1 %	9 15.8 %	14 24.6 %	2 3.5 %	17 29.8 %
<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	3 5.3 %	1 1.8 %	12 21.1 %	7 12.3 %	15 26.3 %	1 1.8 %	18 31.6 %

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	7 13.2 %	2 50 %	9 15.8 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 1.9 %	0 0 %	1 1.8 %
Completed Survey	45 84.9 %	2 50 %	47 82.5 %
<b>Total</b>	53 100 %	4 100 %	57 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 97 clients; surveys were returned for 56 clients (  $56 / 97 = 57.7\%$  ).
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 2019  
Mental Health Statistical Improvement Program (MHSIP)

### **YMCA OMI Excelsior Youth Center**

Program Code(s): 38531

Overall Satisfaction<sup>1</sup>

**80.0%**

Return Rate<sup>2</sup>

**Unknown, no Avatar billing**

Overall satisfaction<sup>3</sup> mean score for YMCA OMI Excelsior Youth Center: **3.86**.

Overall satisfaction mean score for all other programs: **4.38**.

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**

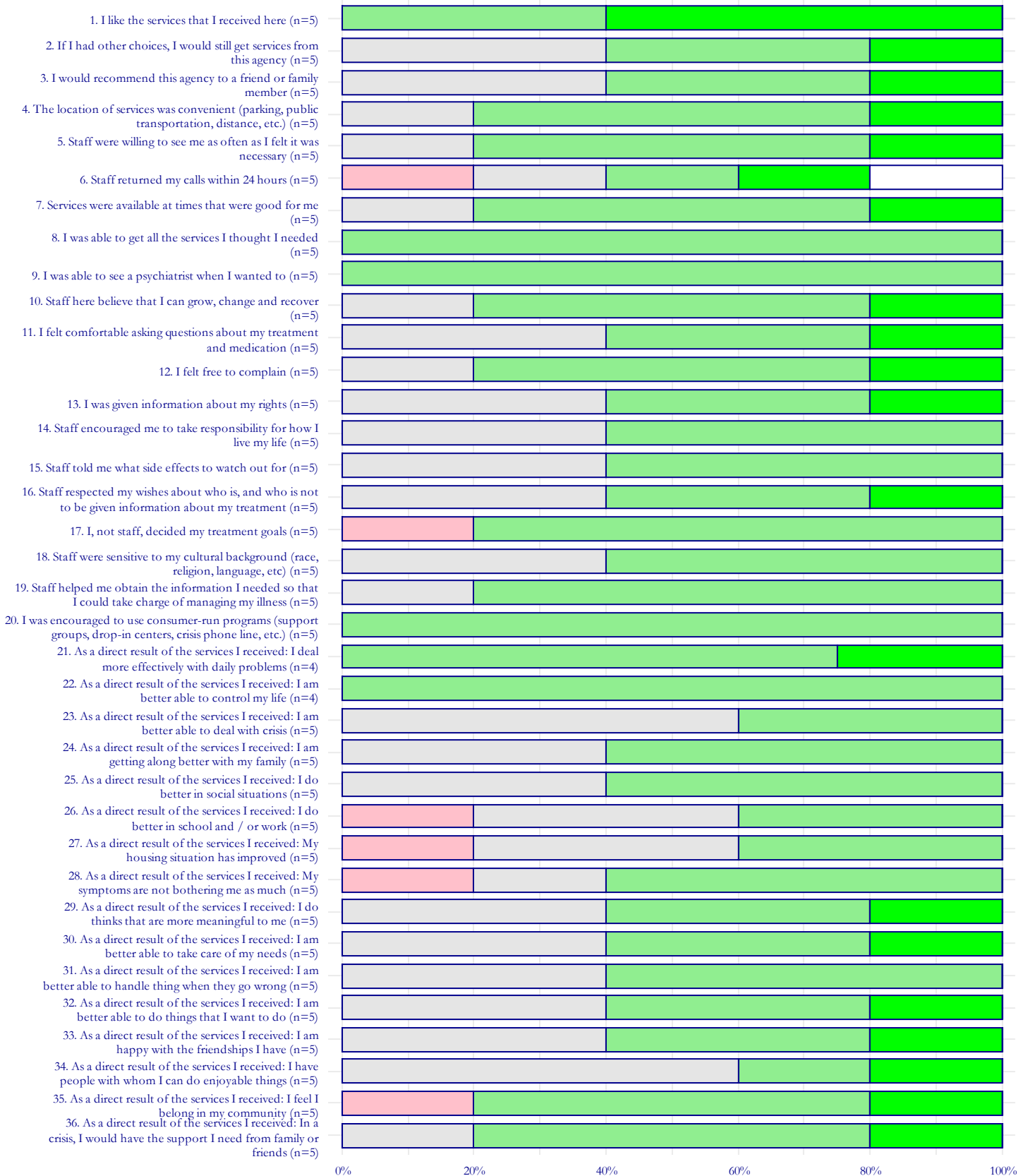
- 100.0% 1. I like the services that I received here
- 100.0% 8. I was able to get all the services I thought I needed
- 100.0% 9. I was able to see a psychiatrist when I wanted to

#### **Lowest Agreement Items**

- 50.0% 6. Staff returned my calls within 24 hours
- 60.0% 2. If I had other choices, I would still get services from this agency
- 60.0% 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, N = 5**

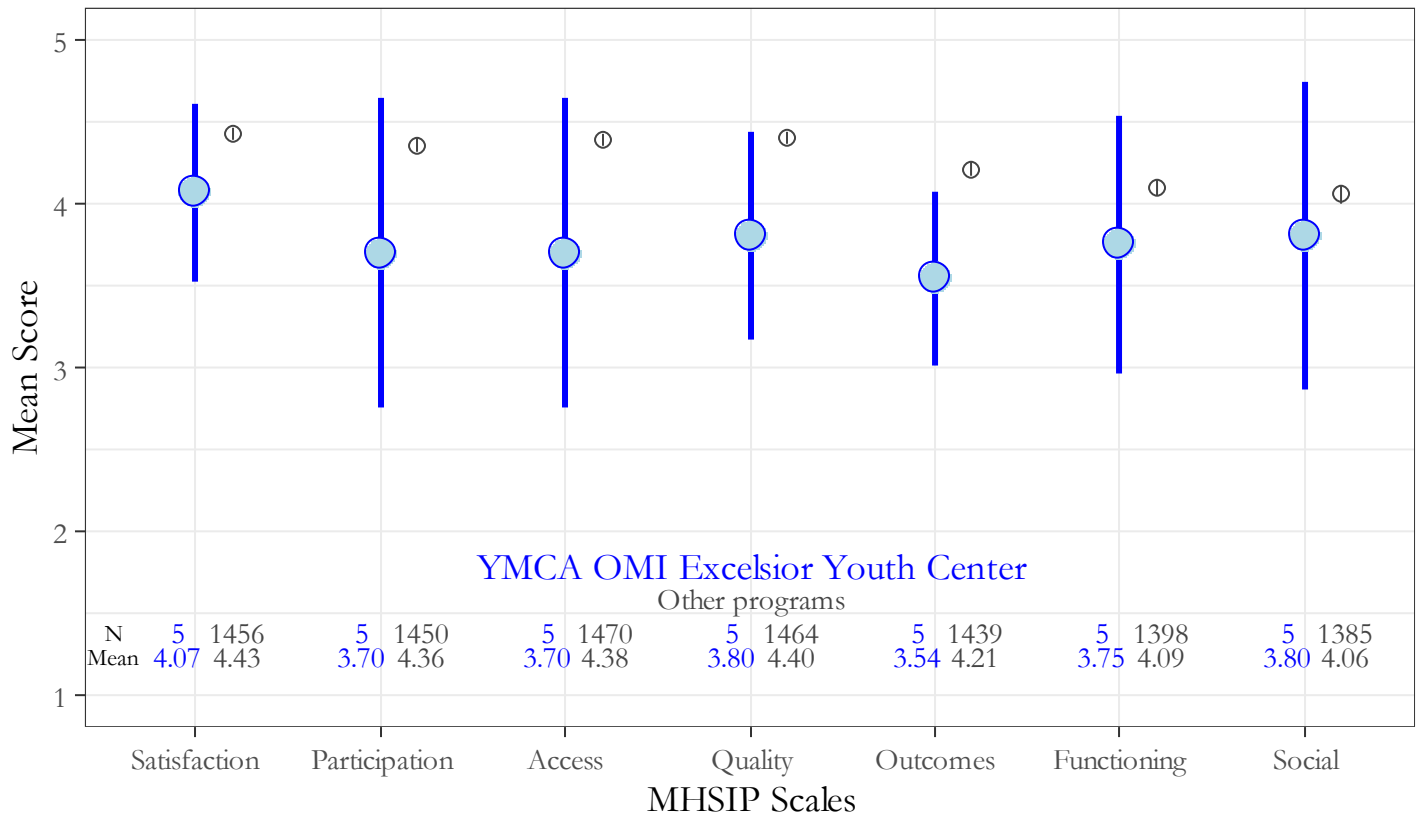
**Percent Agree**

	<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 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 2. If I had other choices, I would still get services from this agency	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> 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>50.0 %</b> 6. Staff returned my calls within 24 hours	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	1 20.0 %	1 20.0 %	0 0.0 %
<b>80.0 %</b> 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	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 %	5 100.0 %	0 0.0 %	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 %	5 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 12. I felt free to complain	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 13. I was given information about my rights	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> 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</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 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>80.0 %</b> 17. I, not staff, decided my treatment goals	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<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 20.0 %	4 80.0 %	0 0.0 %	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 %	5 100.0 %	0 0.0 %	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 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
<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 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
<b>40.0 %</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 60.0 %	2 40.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</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 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %

**MHSIP Items 26-36, N = 5**  
**Percent Agree**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
<b>40.0 %</b> 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>40.0 %</b> 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</b> 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 20.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</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 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</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 %	2 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<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 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
<b>60.0 %</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 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<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 %	0 0.0 %	2 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
<b>40.0 %</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 60.0 %	1 20.0 %	1 20.0 %	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 20.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	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 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	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	3 100 %	2 100 %	5 100 %
<b>Total</b>	3 100 %	2 100 %	5 100 %

### 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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 0 clients; surveys were returned for 5 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  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2019  
Youth Services Survey for Youth and Families (YSS and YSS-F)

**YMCA PASS Program**  
Program Code(s): 38BVC3

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

Return Rate<sup>2</sup>  
**91.7%**

Overall satisfaction<sup>3</sup> mean score for YMCA PASS Program: **4.42** (youth), **4.71** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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% 12. Staff treated me with respect
- 100.0% 13. Staff respected my religious/spiritual beliefs
- 100.0% 14. Staff spoke with me in a way that I understood

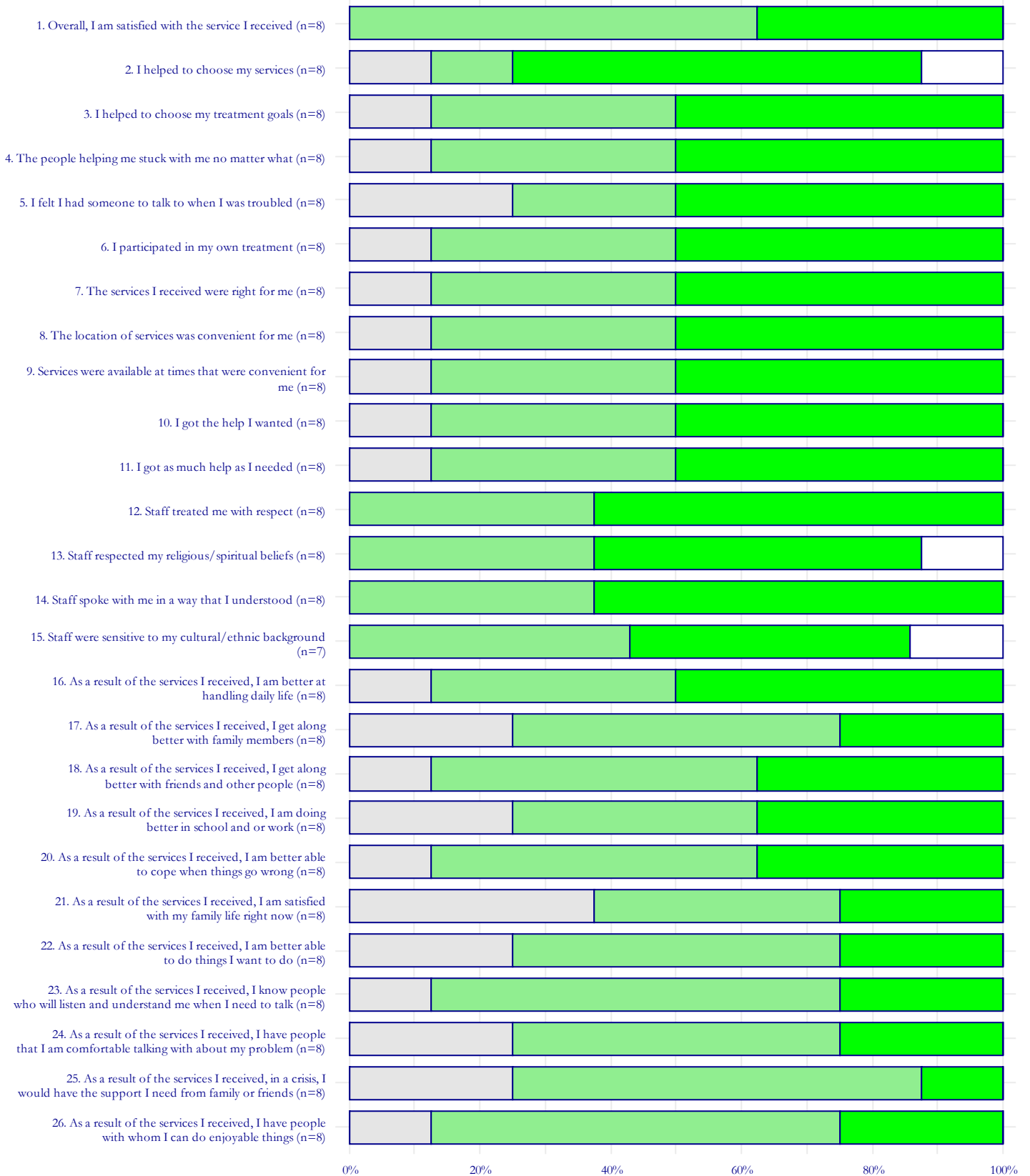
**Lowest Agreement Items**

- 77.8% 5. I felt I had someone to talk to when I was troubled
- 87.5% 2. I helped to choose my services
- 88.9% 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

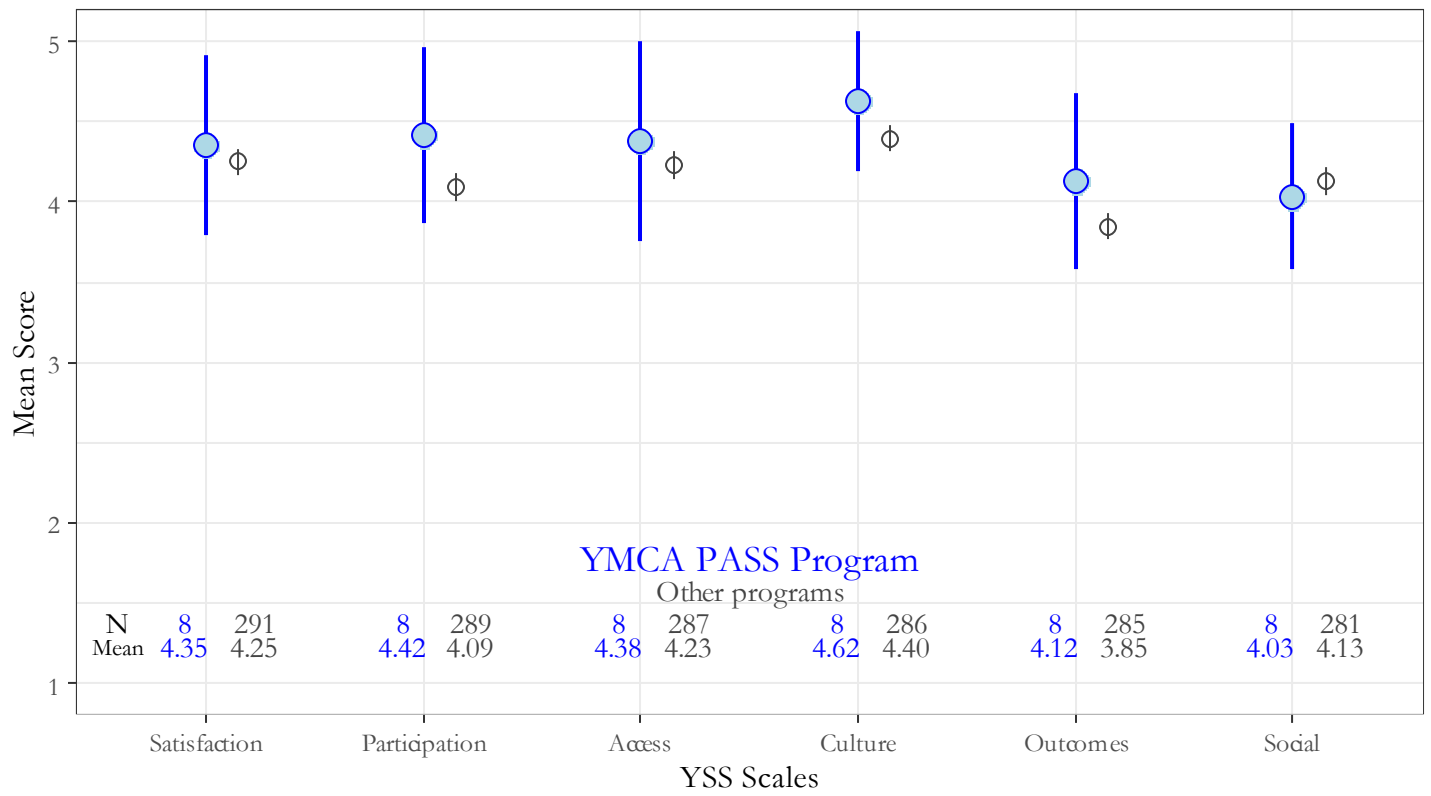


## Youth Services Survey for Youth, N = 10

	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 50.0 %	3 30.0 %	0 0.0 %	2 20.0 %
<b>85.7 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 10.0 %	1 10.0 %	5 50.0 %	1 10.0 %	2 20.0 %
<b>87.5 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	4 40.0 %	0 0.0 %	2 20.0 %
<b>87.5 %</b> 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	4 40.0 %	0 0.0 %	2 20.0 %
<b>75.0 %</b> 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	2 20.0 %	2 20.0 %	4 40.0 %	0 0.0 %	2 20.0 %
<b>87.5 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	4 40.0 %	0 0.0 %	2 20.0 %
<b>87.5 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	4 40.0 %	0 0.0 %	2 20.0 %
<b>87.5 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	4 40.0 %	0 0.0 %	2 20.0 %
<b>87.5 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	4 40.0 %	0 0.0 %	2 20.0 %
<b>87.5 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	4 40.0 %	0 0.0 %	2 20.0 %
<b>87.5 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	4 40.0 %	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 %	5 50.0 %	0 0.0 %	2 20.0 %
<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 %	1 10.0 %	2 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 %	3 30.0 %	5 50.0 %	0 0.0 %	2 20.0 %
<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 %	3 30.0 %	1 10.0 %	3 30.0 %
<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 10.0 %	3 30.0 %	4 40.0 %	0 0.0 %	2 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 %	2 20.0 %	4 40.0 %	2 20.0 %	0 0.0 %	2 20.0 %
<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 10.0 %	4 40.0 %	3 30.0 %	0 0.0 %	2 20.0 %
<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 %	0 0.0 %	2 20.0 %	3 30.0 %	3 30.0 %	0 0.0 %	2 20.0 %
<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 10.0 %	4 40.0 %	3 30.0 %	0 0.0 %	2 20.0 %
<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 %	0 0.0 %	3 30.0 %	3 30.0 %	2 20.0 %	0 0.0 %	2 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 %	2 20.0 %	4 40.0 %	2 20.0 %	0 0.0 %	2 20.0 %
<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 10.0 %	5 50.0 %	2 20.0 %	0 0.0 %	2 20.0 %
<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 %	2 20.0 %	4 40.0 %	2 20.0 %	0 0.0 %	2 20.0 %
<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 20.0 %	5 50.0 %	1 10.0 %	0 0.0 %	2 20.0 %
<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 %	1 10.0 %	5 50.0 %	2 20.0 %	0 0.0 %	2 20.0 %

Not enough Family survey data to create a table or bar chart.

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



Not enough family survey data to create domain means plot.

**Survey Compliance  
YMCA PASS Program**

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	5 83.3 %	2 20 %	7 43.8 %
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	1 16.7 %	8 80 %	9 56.2 %
<b>Total</b>	6 100 %	10 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) 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

Child Youth and Family Consumer Experience Report - Fall 2019  
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>  
**100.0%**

Return Rate<sup>2</sup>  
**73.6%**

Overall satisfaction<sup>3</sup> mean score for YMCA Urban Services MH: **4.61** (youth), **4.66** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.53** (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**

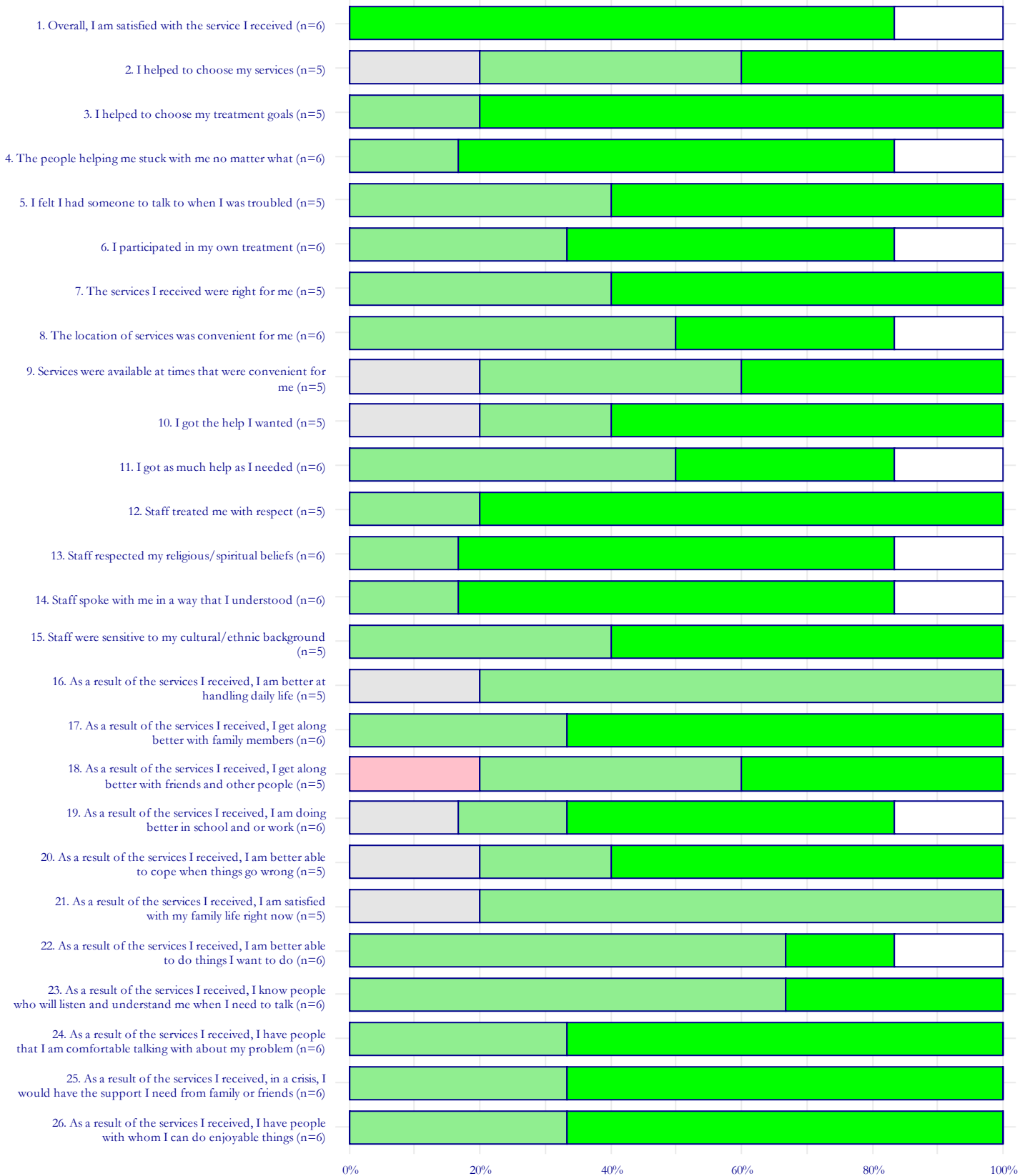
- 100.0% 1. Overall, I am satisfied with the service I received
- 100.0% 3. I helped to choose my treatment goals
- 100.0% 4. The people helping me stuck with me no matter what

**Lowest Agreement Items**

- 90.9% 2. I helped to choose my services
- 91.7% 9. Services were available at times that were convenient for me
- 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.

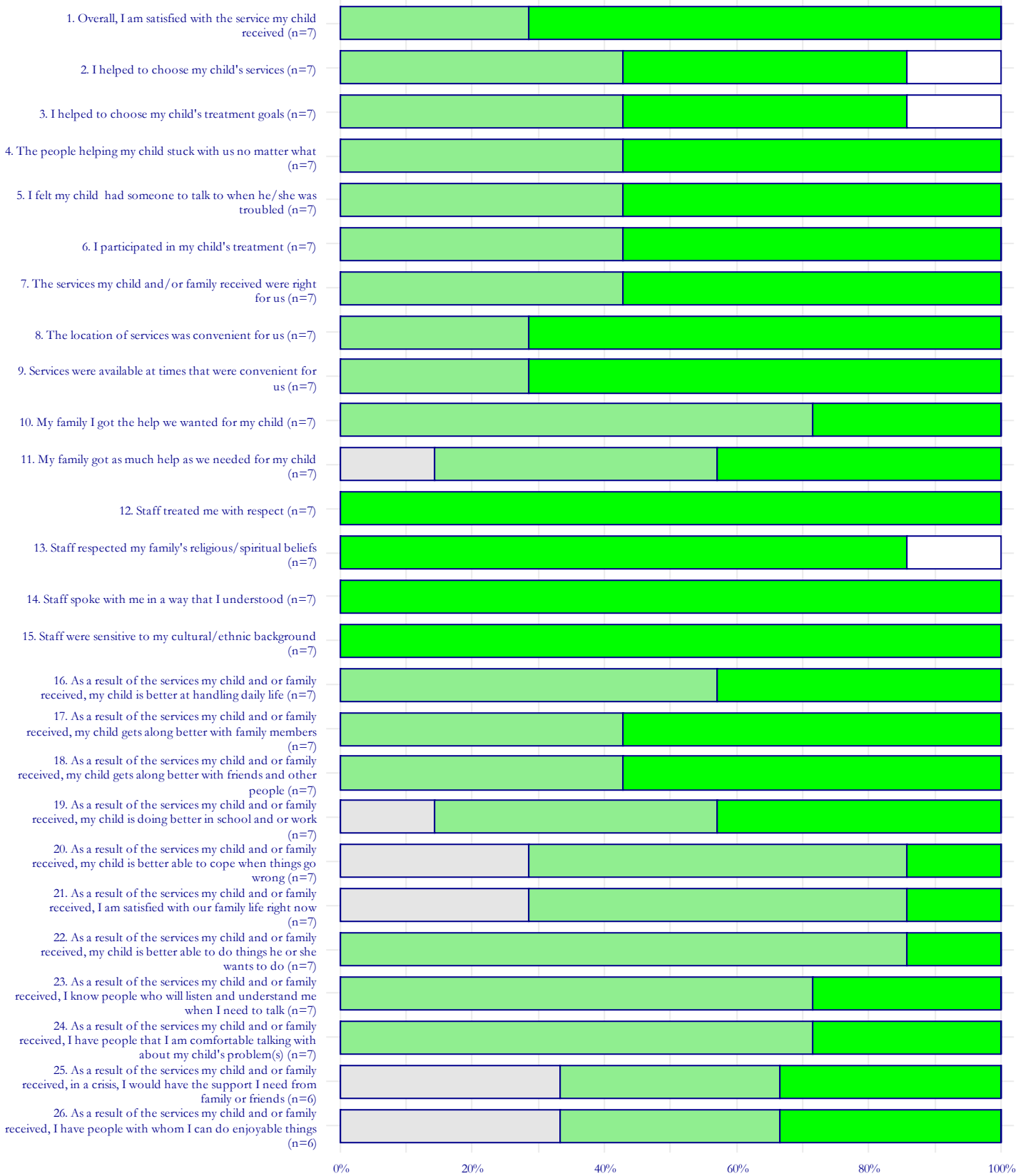
# Youth Services Survey for Youth



## Youth Services Survey for Youth, N = 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 %	0 0.0 %	5 29.4 %	1 5.9 %	11 64.7 %
<b>80.0 %</b> 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	2 11.8 %	0 0.0 %	12 70.6 %
<b>100.0 %</b> 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	0 0.0 %	12 70.6 %
<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 5.9 %	4 23.5 %	1 5.9 %	11 64.7 %
<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 11.8 %	3 17.6 %	0 0.0 %	12 70.6 %
<b>100.0 %</b> 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	3 17.6 %	1 5.9 %	11 64.7 %
<b>100.0 %</b> 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	3 17.6 %	0 0.0 %	12 70.6 %
<b>100.0 %</b> 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	2 11.8 %	1 5.9 %	11 64.7 %
<b>80.0 %</b> 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	2 11.8 %	0 0.0 %	12 70.6 %
<b>80.0 %</b> 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 5.9 %	1 5.9 %	3 17.6 %	0 0.0 %	12 70.6 %
<b>100.0 %</b> 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	2 11.8 %	1 5.9 %	11 64.7 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	0 0.0 %	12 70.6 %
<b>100.0 %</b> 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	1 5.9 %	11 64.7 %
<b>100.0 %</b> 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	1 5.9 %	11 64.7 %
<b>100.0 %</b> 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	3 17.6 %	0 0.0 %	12 70.6 %
<b>80.0 %</b> 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	0 0.0 %	0 0.0 %	12 70.6 %
<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 11.8 %	4 23.5 %	0 0.0 %	11 64.7 %
<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 %	1 5.9 %	0 0.0 %	2 11.8 %	2 11.8 %	0 0.0 %	12 70.6 %
<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 %	1 5.9 %	1 5.9 %	3 17.6 %	1 5.9 %	11 64.7 %
<b>80.0 %</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 5.9 %	1 5.9 %	3 17.6 %	0 0.0 %	12 70.6 %
<b>80.0 %</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 5.9 %	4 23.5 %	0 0.0 %	0 0.0 %	12 70.6 %
<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 %	4 23.5 %	1 5.9 %	1 5.9 %	11 64.7 %
<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 23.5 %	2 11.8 %	0 0.0 %	11 64.7 %
<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 11.8 %	4 23.5 %	0 0.0 %	11 64.7 %
<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 11.8 %	4 23.5 %	0 0.0 %	11 64.7 %
<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 11.8 %	4 23.5 %	0 0.0 %	11 64.7 %

# Youth Services Survey for Families

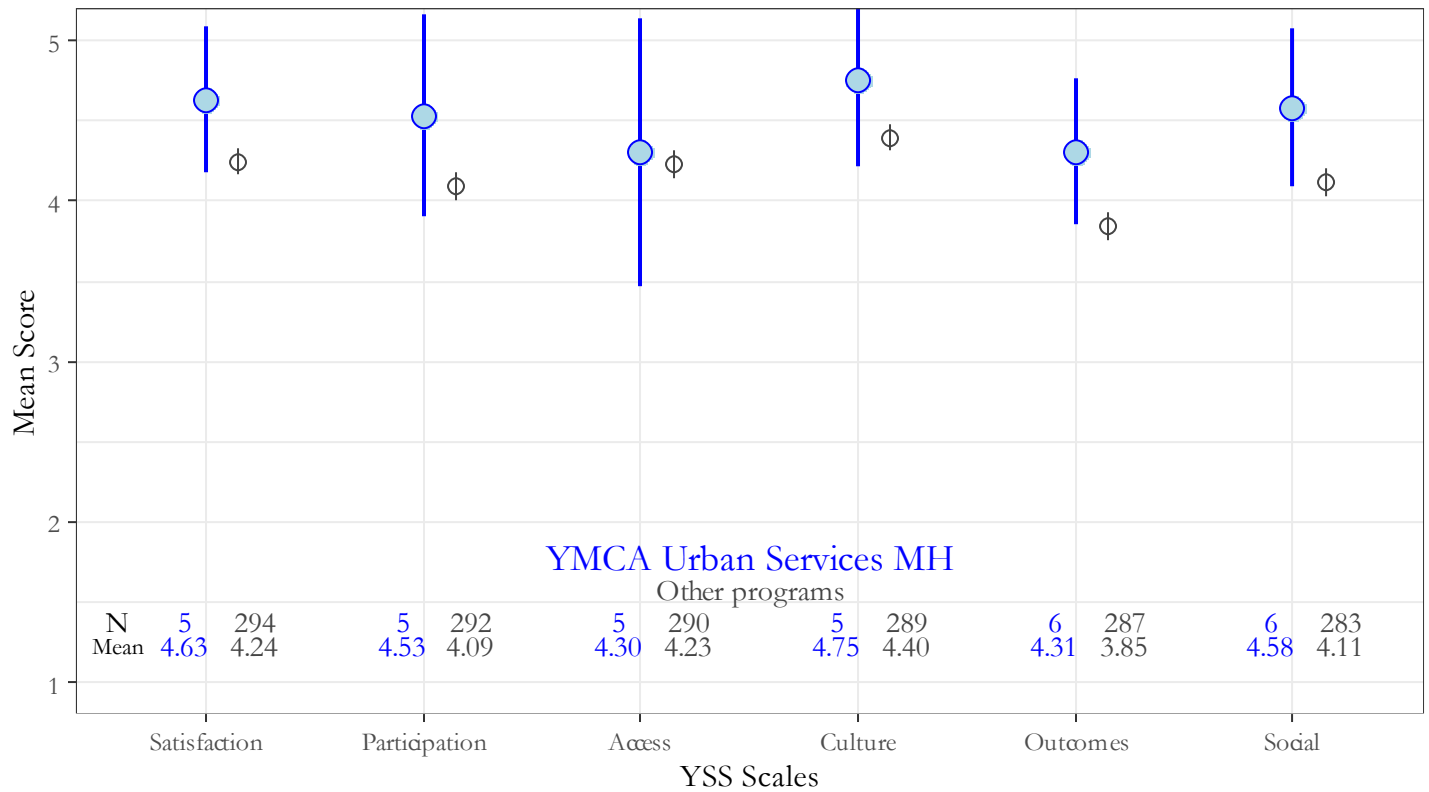




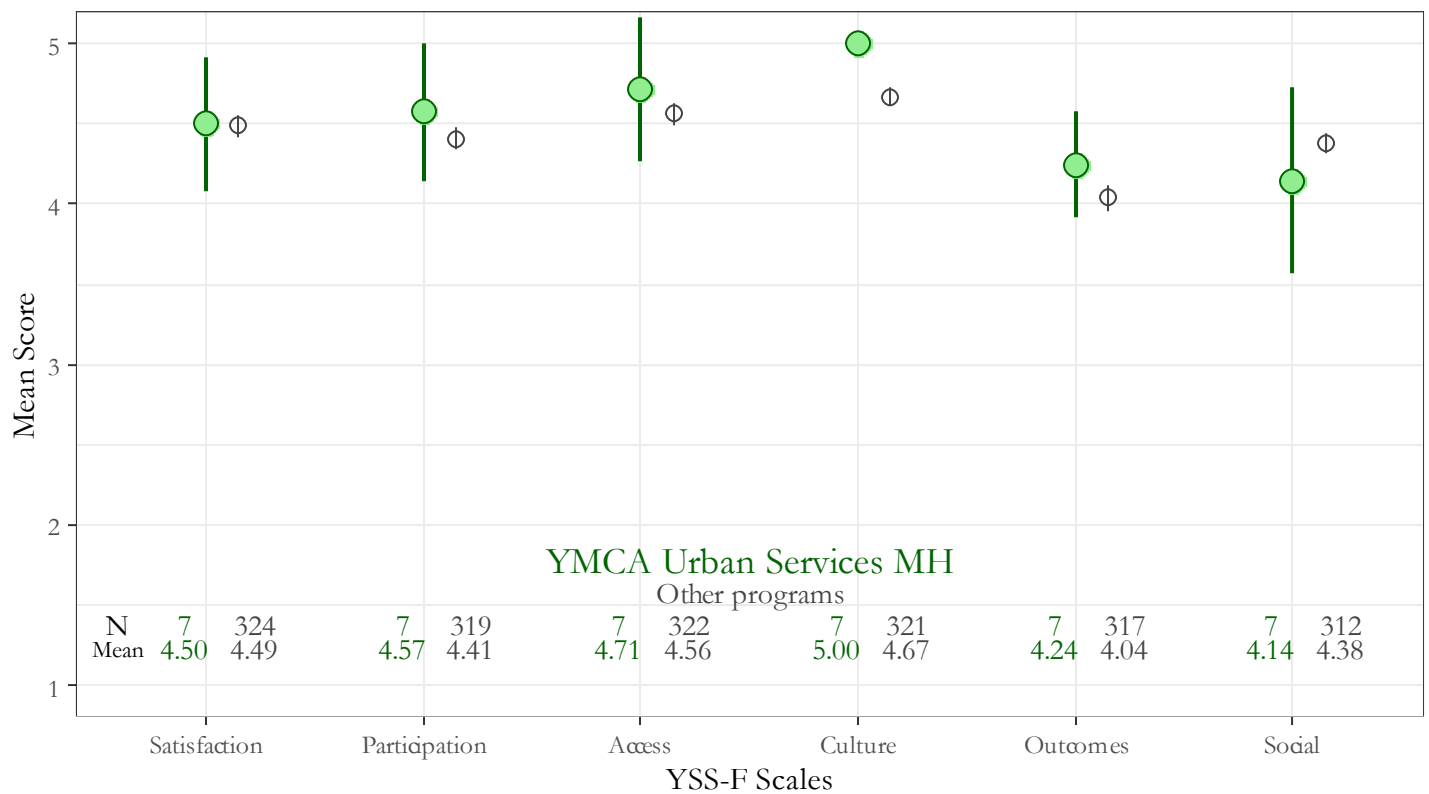
## Youth Services Survey for Families, N = 35

	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 5.7 %	5 14.3 %	0 0.0 %	28 80.0 %
<b>100.0 %</b> 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	3 8.6 %	3 8.6 %	1 2.9 %	28 80.0 %
<b>100.0 %</b> 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 8.6 %	3 8.6 %	1 2.9 %	28 80.0 %
<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 8.6 %	4 11.4 %	0 0.0 %	28 80.0 %
<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 8.6 %	4 11.4 %	0 0.0 %	28 80.0 %
<b>100.0 %</b> 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 8.6 %	4 11.4 %	0 0.0 %	28 80.0 %
<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 8.6 %	4 11.4 %	0 0.0 %	28 80.0 %
<b>100.0 %</b> 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 5.7 %	5 14.3 %	0 0.0 %	28 80.0 %
<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 5.7 %	5 14.3 %	0 0.0 %	28 80.0 %
<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 14.3 %	2 5.7 %	0 0.0 %	28 80.0 %
<b>85.7 %</b> 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 2.9 %	3 8.6 %	3 8.6 %	0 0.0 %	28 80.0 %
<b>100.0 %</b> 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	7 20.0 %	0 0.0 %	28 80.0 %
<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 %	6 17.1 %	1 2.9 %	28 80.0 %
<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 20.0 %	0 0.0 %	28 80.0 %
<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 %	7 20.0 %	0 0.0 %	28 80.0 %
<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 11.4 %	3 8.6 %	0 0.0 %	28 80.0 %
<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 8.6 %	4 11.4 %	0 0.0 %	28 80.0 %
<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 %	3 8.6 %	4 11.4 %	0 0.0 %	28 80.0 %
<b>85.7 %</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 2.9 %	3 8.6 %	3 8.6 %	0 0.0 %	28 80.0 %
<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 5.7 %	4 11.4 %	1 2.9 %	0 0.0 %	28 80.0 %
<b>71.4 %</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 5.7 %	4 11.4 %	1 2.9 %	0 0.0 %	28 80.0 %
<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 %	6 17.1 %	1 2.9 %	0 0.0 %	28 80.0 %
<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 14.3 %	2 5.7 %	0 0.0 %	28 80.0 %
<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 14.3 %	2 5.7 %	0 0.0 %	28 80.0 %
<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 %	2 5.7 %	2 5.7 %	2 5.7 %	0 0.0 %	29 82.9 %
<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 5.7 %	2 5.7 %	2 5.7 %	0 0.0 %	29 82.9 %

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**  
**YMCA Urban Services**

Completion Status	MH Completion by Respondent Type		Total
	Family	Youth	
Refused	28 80 %	10 58.8 %	38 73.1 %
Impaired	0 0 %	1 5.9 %	1 1.9 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	1 5.9 %	1 1.9 %
Completed Survey	7 20 %	5 29.4 %	12 23.1 %
<b>Total</b>	35 100 %	17 100 %	52 100 %

**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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 4th - 8th, 2019) your program billed services for 53 clients; surveys were returned for 39 clients (  $39 / 53 = 73.6\%$  ).
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.

☆ More than half of survey forms submitted were refusals or blank. Please explore ways to encourage meaningful feedback from clients.