

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

All Mental Health Programs

Overall Satisfaction¹ **88.1%**

Return Rate² **74.0%**

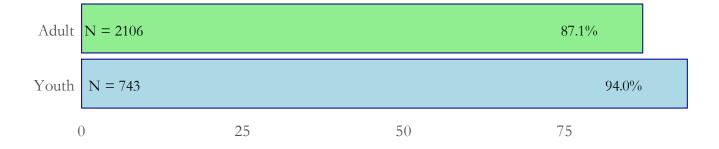
Mental Health programs collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. This integrated report combines the data from all survey types to produce overall satisfaction results for Mental Health programs. Please review the separate Adult and Youth reports for item-level detail 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 DEPARTMENT OF PUBLIC HEALTH

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

All Mental Health Programs

Overall Satisfaction¹ **87.0%**

Return Rate² **89.9%**

Overall satisfaction³ 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

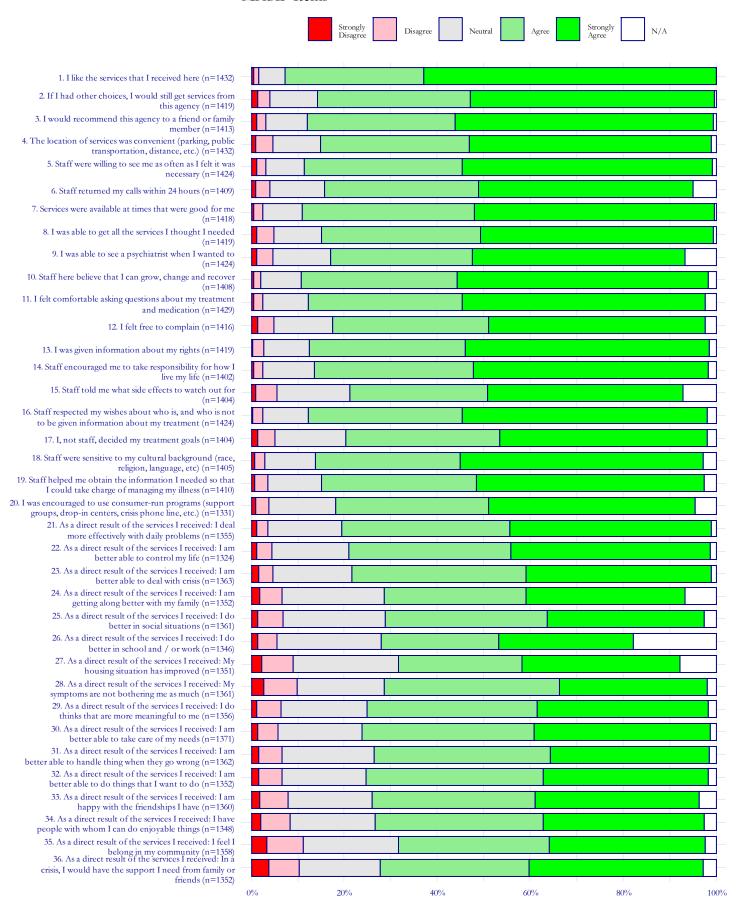
77.0% 15. Staff told me what side effects to watch out for

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



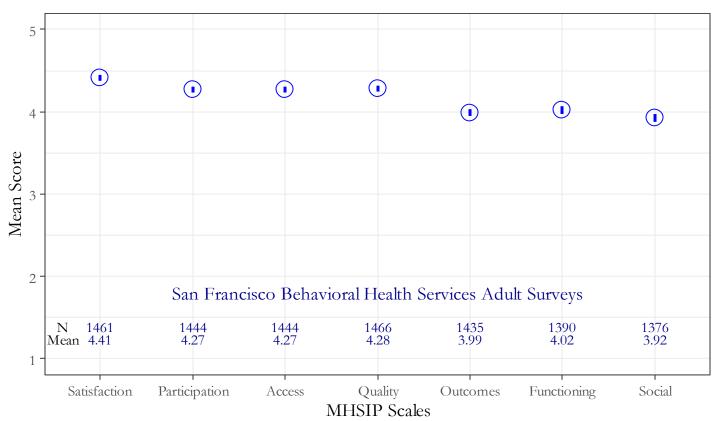
MHSIP Items 1-25, N = 2159 Percent Agree

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

MHSIP Items 26-36, N = 2159 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
65.9 % 26. As a direct result of the services I received: I do better in school and		57	302	338	391	240	813
/ or work	0.8 %	2.6 %	14.0 %	15.7 %	18.1 %	11.1 %	37.7 %
65.5 % 27. As a direct result of the services I received: My housing situation	32	91	306	356	459	107	808
has improved	1.5 %	4.2 %	14.2 %	16.5 %	21.3 %	5.0 %	37.4 %
70.8 % 28. As a direct result of the services I received: My symptoms are not	37	99	253	513	432	27	798
bothering me as much	1.7 %	4.6 %	11.7 %	23.8 %	20.0 %	1.2 %	37.0 %
74.7 % 29. As a direct result of the services I received: I do thinks that are more	17	71	249	497	498	24	803
meaningful to me	0.8 %	3.3 %	11.5 %	23.0 %	23.1 %	1.1 %	37.2 %
75.9 % 30. As a direct result of the services I received: I am better able to take	20	59	247	507	520	18	788
care of my needs	0.9 %	2.7 %	11.4 %	23.5 %	24.1 %	0.8 %	36.5 %
73.1 % 31. As a direct result of the services I received: I am better able to	21	70	269	517	463	22	797
handle thing when they go wrong	1.0 %	3.2 %	12.5 %	23.9 %	21.4 %	1.0 %	36.9 %
74.8 % 32. As a direct result of the services I received: I am better able to do	23	68	244	515	478	24	807
things that I want to do	1.1 %	3.1 %	11.3 %	23.8 %	22.1 %	1.1 %	37.4 %
73.1 % 33. As a direct result of the services I received: I am happy with the	25	82	246	476	481	50	799
friendships I have	1.2 %	3.8 %	11.4 %	22.1 %	22.3 %	2.3 %	37.0 %
72.6 % 34. As a direct result of the services I received: I have people with	28	85	247	487	466	35	811
whom I can do enjoyable things	1.3 %	3.9 %	11.4 %	22.6 %	21.6 %	1.6 %	37.6 %
67.5 % 35. As a direct result of the services I received: I feel I belong in my	47	105	279	440	454	33	801
community	2.2 %	4.9 %	12.9 %	20.4 %	21.0 %	1.5 %	37.1 %
71.5 % 36. As a direct result of the services I received: In a crisis, I would have	51	88	235	433	507	38	807
the support I need from family or friends	2.4 %	4.1 %	10.9 %	20.1 %	23.5 %	1.8 %	37.4 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult **Total** Adult Older Adult 369 74 443 Refused 22.1 % 15 % 20.5 % 81 62 143 **Impaired** 4.9 % 12.6 % 6.6 % 2 10 12 Language 0.4 % 0.6 % 0.6 % 47 63 16 Other 2.8 % 3.3 % 2.9 % 54 7 61 No Data 3.2 % 1.4 % 2.8 % 331 1437 1106 Completed Survey 66.3 % 67.3 % 66.6 % 492 1667 2159 **Total** 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) 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.



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 Satisfaction¹ **94.1%**

Return Rate² **60.4%**

Overall satisfaction³ 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

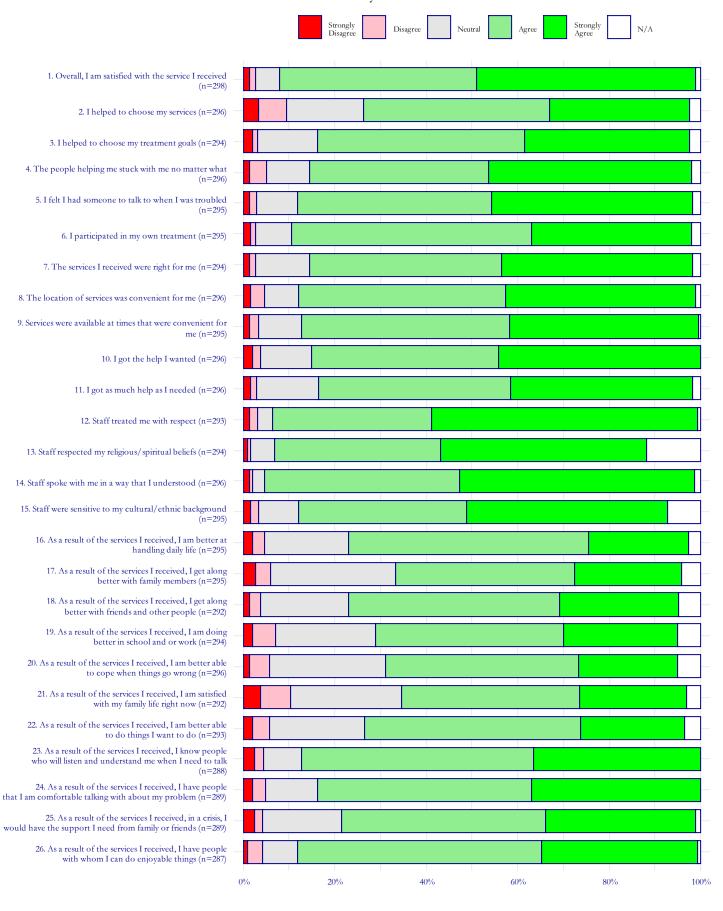
82.2% 2. I helped to choose my services

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

88.4% 10. I got the help I wanted

bvccfds 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.

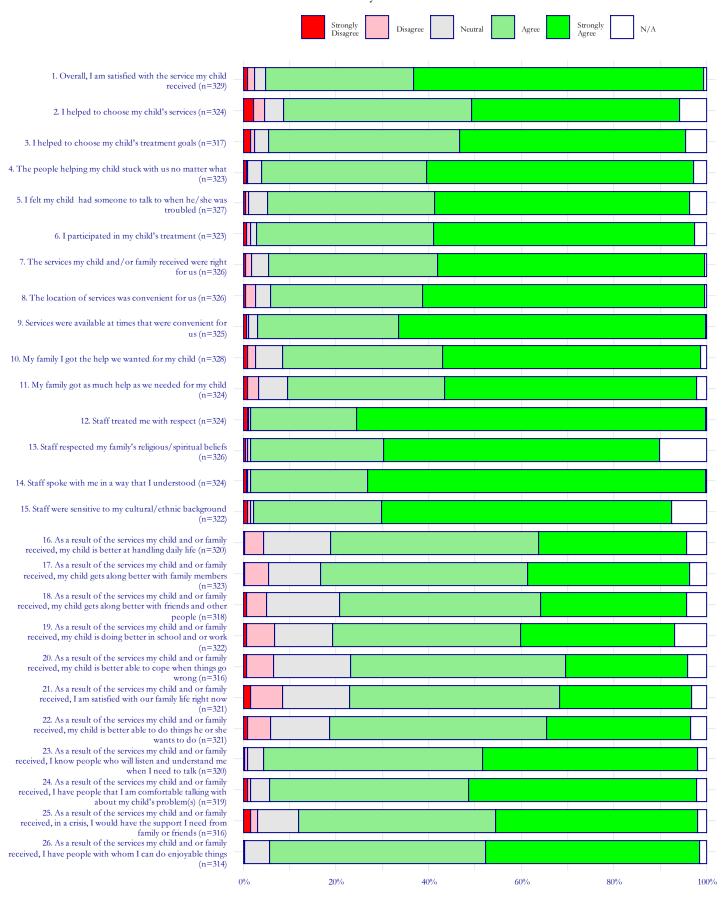
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 435

Touth Services Survey for Touth, IN = 433							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
91.9 % 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 %
73.0 % 2. I helped to choose my services	10 2.3 %	18 4.1 %	50 11.5 %	120 27.6 %	91 20.9 %	7	139 31.9 %
83.3 % 3. I helped to choose my treatment goals	6	3	39	133	106	7	141
	1.4 %	0.7 %	9.0 % 28	30.6 % 116	24.4 %	1.6 %	32.4 % 139
85.2 % 4. The people helping me stuck with me no matter what	0.9 %	2.5 %	6.4 %	26.7 %	30.1 %	1.4 %	31.9 %
87.9 % 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 %
89.3 % 6. I participated in my own treatment	5 1.1 %	3 0.7 %	23 5.3 %	155 35.6 %	103 23.7 %	6	140 32.2 %
85.1 % 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	141 32.4 %
87.7 % 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	139 31.9 %
87.1 % 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	140 32.2 %
85.1 % 10. I got the help I wanted	6 1.4 %	5 1.1 %	33 7.6 %	121 27.8 %	131 30.1 %	0	139 31.9 %
83.2 % 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	139 31.9 %
93.5 % 12. Staff treated me with respect	4 0.9 %	5 1.1 %	10 2.3 %	102 23.4 %	170 39.1 %	2	142 32.6 %
92.3 % 13. Staff respected my religious/spiritual beliefs	3 0.7 %	2 0.5 %	15 3.4 %	107 24.6 %	132 30.3 %	35	141 32.4 %
95.2 % 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 %
86.9 % 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 %
76.3 % 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 %
65.4 % 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 %
75.9 % 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 %
69.5 % 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 %
67.3 % 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	139 31.9 %
64.3 % 21. As a result of the services I received, I am satisfied with my family	11	19	71	114	68	9	143
life right now 72.4 % 22. As a result of the services I received, I am better able to do things I	2.5 % 6	4.4 % 11	16.3 % 61	26.2 % 138	15.6 % 67	2.1 %	32.9 % 142
want to do	1.4 %	2.5 %	14.0 %	31.7 %	15.4 %	2.3 %	32.6 %
87.2 % 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 %
83.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	6	8	33	135	107	0	146
78.3 % 25. As a result of the services I received, in a crisis, I would have the	1.4 % 7	1.8 %	7.6 % 50	31.0 % 129	24.6 % 95	3	33.6 % 146
support I need from family or friends	1.6 %	1.1 % 9	11.5 % 22	29.7 % 153	21.8 % 98	0.7 %	33.6 % 148
88.1 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0.7 %	2.1 %	5.1 %	35.2 %	22.5 %		34.0 %

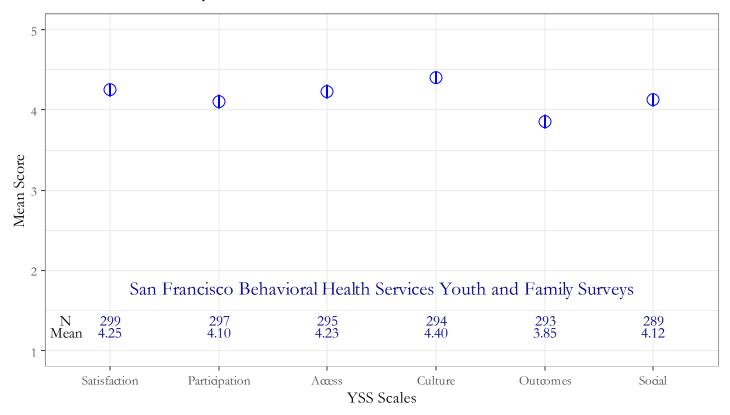
Youth Services Survey for Families



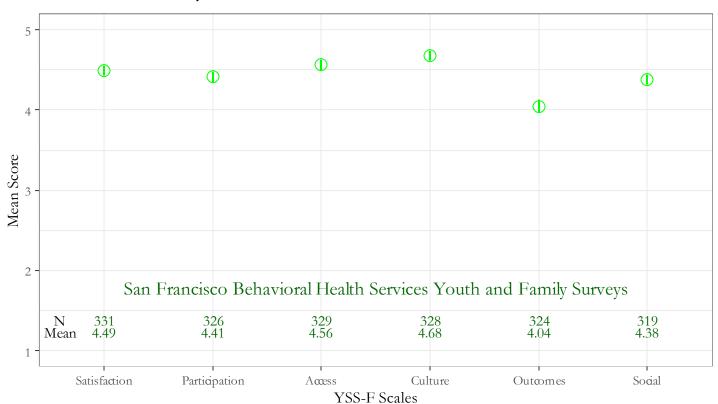
Youth Services Survey for Families, N = 470

1 outil Services Survey for Families, 11 – 470							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
95.1 % 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 %
90.8 % 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 %
94.4 % 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	153 32.6 %
95.9 % 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	147 31.3 %
94.6 % 5. I felt my child had someone to talk to when he/she was troubled	2	2	13	118	180	12	143
97.1 % 6. I participated in my child's treatment	0.4 %	0.4 %	2.8 % 4	25.1 % 124	38.3 % 182	8	30.4 % 147
94.5 % 7. The services my child and/or family received were right for us	0.4 %	0.6 % 4	0.8 %	26.4 % 119	38.7 % 188	1.7 %	31.3 % 144
	0.4 %	0.8 % 7	2.5 % 10	25.3 % 107	40.0 % 199	0.2 %	30.6 % 144
94.2 % 8. The location of services was convenient for us	0.4 %	1.5 %	2.1 %	22.8 %	42.3 %	0.2 %	30.6 %
96.9 % 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 %
91.4 % 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 %
90.2 % 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	146 31.1 %
98.5 % 12. Staff treated me with respect	3 0.6 %	1 0.2 %	1 0.2 %	74 15.7 %	244 51.9 %	1	146 31.1 %
98.3 % 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 %
98.5 % 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 %
97.7 % 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 %
80.4 % 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 %
82.6 % 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	147 31.3 %
78.3 % 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	152 32.3 %
79.3 % 19. As a result of the services my child and or family received, my child	2	20	40	131	107	22	148
is doing better in school and or work	0.4 %	4.3 %	8.5 %	27.9 %	22.8 %		31.5 %
75.9 % 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 %
76.2 % 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 %
80.6 % 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	149 31.7 %
95.5 % 23. As a result of the services my child and or family received, I know	1	2	11	151	149	6	150
people who will listen and understand me when I need to talk	0.2 %	0.4 %	2.3 %	32.1 %	31.7 %		31.9 %
94.2 % 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 %
87.7 % 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 %
94.2 % 26. As a result of the services my child and or family received, I have	0	1	17	146	145	5	156
people with whom I can do enjoyable things	0.0 %	0.2 %	3.6 %	31.1 %	30.9 %	1.1 %	33.2 %

Youth Services Survey Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Mental Health Completion Status Programs Completion by Respondent Type

	Family	Youth	
Refused	117	112	229
	24.9 %	25.7 %	25.3 %
Impaired	7	2	9
	1.5 %	0.5 %	1 %
Language	2	0	2
	0.4 %	0 %	0.2 %
Other	11	14	25
	2.3 %	3.2 %	2.8 %
No Data	2	8	10
	0.4 %	1.8 %	1.1 %
Completed Survey	331	299	630
	70.4 %	68.7 %	69.6 %
Total	470	435	905
	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) 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.



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

African American Alternatives Program

Program Code(s): 38047

Overall Satisfaction¹ **85.0%**

Return Rate² **over 100%**

Overall satisfaction³ 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

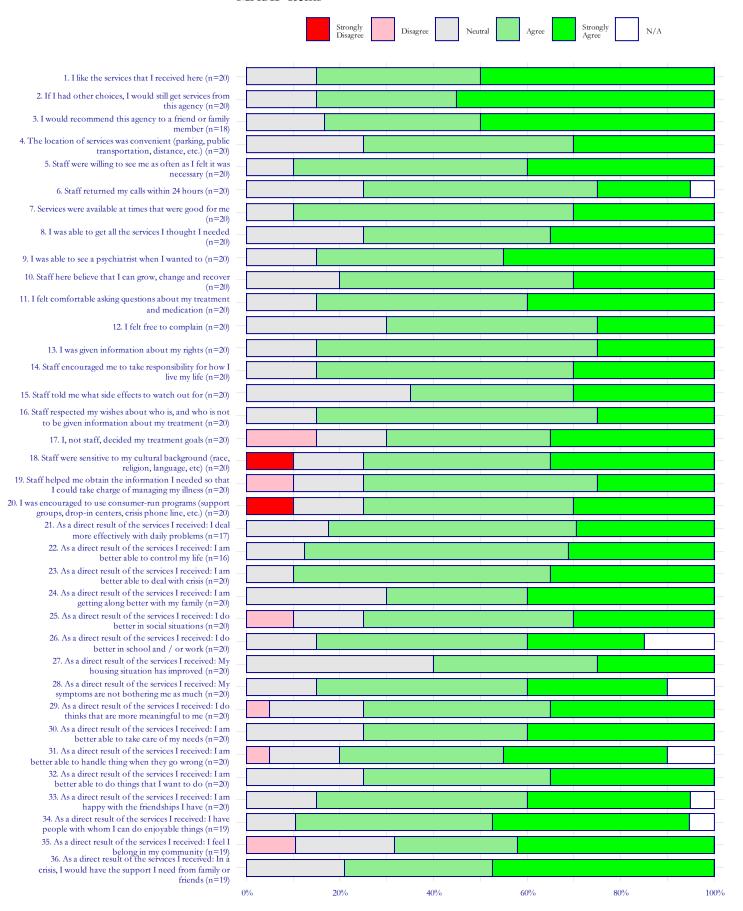
65.0% 15. Staff told me what side effects to watch out for

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



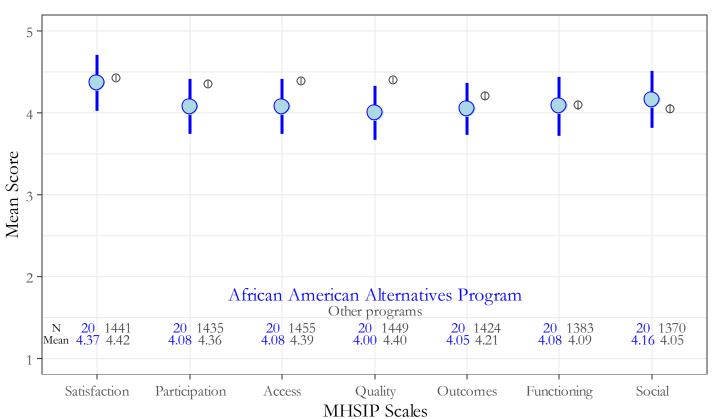
MHSIP Items 1-25, N = 23 Percent Agree

Toront rigitor	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.0 % 1. I like the services that I received here	0	0	3	7	10	0	3
05.0 /0 1.1 like the services that I received here	0.0 %	0.0 %	13.0 %	30.4 %	43.5 %		13.0 %
85.0 % 2. If I had other choices, I would still get services from this agency	0	0	3	6	11	0	3
	0.0 %	0.0 %	13.0 %	26.1 %	47.8 %	0.0 %	13.0 %
83.3 % 3. I would recommend this agency to a friend or family member	0	0	3	6	9	0	5
	0.0 %	0.0 %	13.0 %	26.1 %	39.1 %	0.0 %	21.7 %
75.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	5	9	6	0	3
	0.0 %	0.0 %	21.7 %	39.1 %	26.1 %	0.0 %	13.0 %
90.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	2	10	8	0	3
	0.0 %	0.0 %	8.7 %	43.5 %	34.8 %	0.0 %	13.0 %
73.7 % 6. Staff returned my calls within 24 hours	0	0	5	10	4	1	3
	0.0 %	0.0 %	21.7 %	43.5 %	17.4 %	4.3 %	13.0 %
90.0 % 7. Services were available at times that were good for me	0	0	2	12	6	0	3
	0.0 %	0.0 %	8.7 %	52.2 %	26.1 %	0.0 %	13.0 %
75.0 % 8. I was able to get all the services I thought I needed	0	0	5	8	7	0	3
	0.0 %	0.0 %	21.7 %	34.8 %	30.4 %	0.0 %	13.0 %
85.0 % 9. I was able to see a psychiatrist when I wanted to	0	0	3	8	9	0	3
	0.0 %	0.0 %	13.0 %	34.8 %	39.1 %	0.0 %	13.0 %
80.0 % 10. Staff here believe that I can grow, change and recover	0	0	4	10	6	0	3
	0.0 %	0.0 %	17.4 %	43.5 %	26.1 %	0.0 %	13.0 %
85.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	3	9	8	0	3
	0.0 %	0.0 %	13.0 %	39.1 %	34.8 %	0.0 %	13.0 %
70.0 % 12. I felt free to complain	0	0	6	9	5	0	3
	0.0 %	0.0 %	26.1 %	39.1 %	21.7 %	0.0 %	13.0 %
85.0 % 13. I was given information about my rights	0	0	3	12	5	0	3
	0.0 %	0.0 %	13.0 %	52.2 %	21.7 %	0.0 %	13.0 %
85.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	3	11	6	0	3
	0.0 %	0.0 %	13.0 %	47.8 %	26.1 %	0.0 %	13.0 %
65.0 % 15. Staff told me what side effects to watch out for	0	0	7	7	6	0	3
	0.0 %	0.0 %	30.4 %	30.4 %	26.1 %	0.0 %	13.0 %
85.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	3	12	5	0	3
	0.0 %	0.0 %	13.0 %	52.2 %	21.7 %	0.0 %	13.0 %
70.0 % 17. I, not staff, decided my treatment goals	0	3	3	7	7	0	3
	0.0 %	13.0 %	13.0 %	30.4 %	30.4 %	0.0 %	13.0 %
75.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	2	0	3	8	7	0	3
	8.7 %	0.0 %	13.0 %	34.8 %	30.4 %	0.0 %	13.0 %
75.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	2	3	10	5	0	3
	0.0 %	8.7 %	13.0 %	43.5 %	21.7 %	0.0 %	13.0 %
75.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2	0	3	9	6	0	3
	8.7 %	0.0 %	13.0 %	39.1 %	26.1 %	0.0 %	13.0 %
82.4 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	3	9	5	0	6
	0.0 %	0.0 %	13.0 %	39.1 %	21.7 %	0.0 %	26.1 %
87.5 % 22. As a direct result of the services I received: I am better able to contro my life		0 0.0 %	2 8.7 %	9 39.1 %	5 21.7 %	0	7 30.4 %
90.0 % 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	3 13.0 %
70.0 % 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	3 13.0 %
75.0 % 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	0	3 13.0 %

MHSIP Items 26-36, N = 23 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
82.4 % 26. As a direct result of the services I received: I do better in school and		0	3	9	5	3	3
/ or work	0.0 %	0.0 %	13.0 %	39.1 %	21.7 %	13.0 %	
60.0 % 27. As a direct result of the services I received: My housing situation	0	0	8	7	5	0	3
has improved	0.0 %	0.0 %	34.8 %	30.4 %	21.7 %	0.0 %	13.0 %
83.3 % 28. As a direct result of the services I received: My symptoms are not	0	0	3	9	6	2	3
bothering me as much	0.0 %	0.0 %	13.0 %	39.1 %	26.1 %	8.7 %	13.0 %
75.0 % 29. As a direct result of the services I received: I do thinks that are more	0	1	4	8	7	0	3
meaningful to me	0.0 %	4.3 %	17.4 %	34.8 %	30.4 %	0.0 %	13.0 %
75.0 % 30. As a direct result of the services I received: I am better able to take	0	0	5	7	8	0	3
care of my needs	0.0 %	0.0 %	21.7 %	30.4 %	34.8 %	0.0 %	13.0 %
77.8 % 31. As a direct result of the services I received: I am better able to	0	1	3	7	7	2	3
handle thing when they go wrong	0.0 %	4.3 %	13.0 %	30.4 %	30.4 %	8.7 %	13.0 %
75.0 % 32. As a direct result of the services I received: I am better able to do	0	0	5	8	7	0	3
things that I want to do	0.0 %	0.0 %	21.7 %	34.8 %	30.4 %	0.0 %	13.0 %
84.2 % 33. As a direct result of the services I received: I am happy with the	0	0	3	9	7	1	3
friendships I have	0.0 %	0.0 %	13.0 %	39.1 %	30.4 %	4.3 %	13.0 %
88.9 % 34. As a direct result of the services I received: I have people with	0	0	2	8	8	1	4
whom I can do enjoyable things	0.0 %	0.0 %	8.7 %	34.8 %	34.8 %	4.3 %	17.4 %
68.4 % 35. As a direct result of the services I received: I feel I belong in my	0	2	4	5	8	0	4
community	0.0 %	8.7 %	17.4 %	21.7 %	34.8 %	0.0 %	17.4 %
78.9 % 36. As a direct result of the services I received: In a crisis, I would have	0	0	4	6	9	0	4
the support I need from family or friends	0.0 %	0.0 %	17.4 %	26.1 %	39.1 %	0.0 %	17.4 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	Adult/	Older Adult	Total
	Adult	Older Adult	
Refused	3	0	3
	13 %	0 %	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	0	20
	87 %	0 %	87 %
Total	23	0	23
	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 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.



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 SFProgram Code(s): 38GS01 38GSOP

Overall Satisfaction¹ 100.0%

Return Rate²

Overall satisfaction³ 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

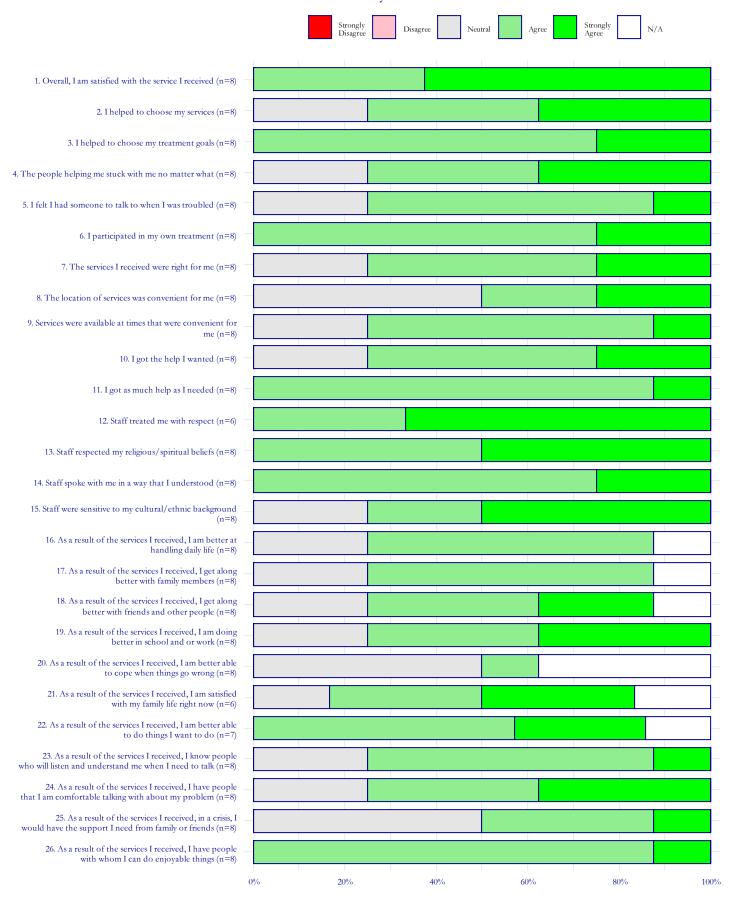
43.8% 2. I helped to choose my services

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.

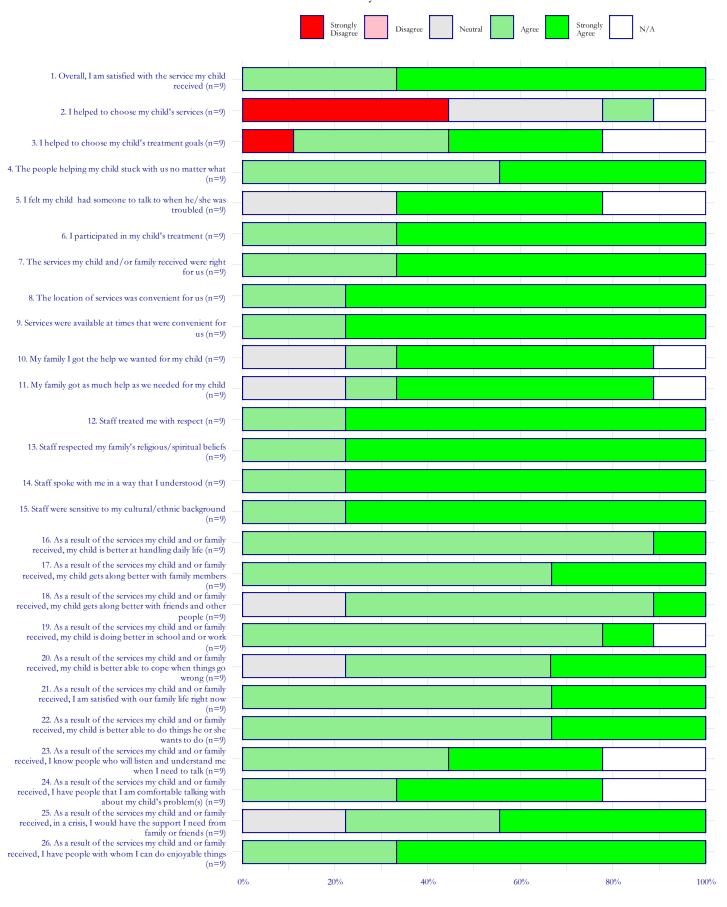
Youth Services Survey for Youth



Youth Services Survey for Youth, N=8

Four Services Survey for Fouri, $N = \delta$	a				a. •		
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
75.0 % 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 %
100.0 % 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 %
75.0 % 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 %
75.0 % 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 %
100.0 % 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 %
75.0 % 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 %
50.0 % 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 %
75.0 % 9. Services were available at times that were convenient for me	0	0	2 25.0 %	5 62.5 %	1 12.5 %	0 0.0 %	0
75.0 % 10. I got the help I wanted	0	0	2 25.0 %	4 50.0 %	2 25.0 %	0 0.0 %	0 0.0 %
100.0 % 11. I got as much help as I needed	0	0	0 0.0 %	7 87.5 %	1 12.5 %	0 0.0 %	0
100.0 % 12. Staff treated me with respect	0	0 0.0 %	0 0.0 %	2 25.0 %	4 50.0 %	0 0.0 %	2 25.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0	0	0	4 50.0 %	4 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 %	6 75.0 %	2 25.0 %	0.0 %	0 0.0 %
75.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	2 25.0 %	2 25.0 %	4 50.0 %	0 0.0 %	0
71.4 % 16. As a result of the services I received, I am better at handling daily life	0	0 0.0 %	2 25.0 %	5 62.5 %	0 0.0 %	1 12.5 %	0
71.4 % 17. As a result of the services I received, I get along better with family members	0	0	2 25.0 %	5 62.5 %	0	1 12.5 %	0
71.4 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0	2 25.0 %	3 37.5 %	2	1 12.5 %	0 0.0 %
75.0 % 19. As a result of the services I received, I am doing better in school and or work		0	2 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0
20.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0	4 50.0 %	1 12.5 %	0 0.0 %	3 37.5 %	0
80.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	2 25.0 %	1 12.5 %	2
100.0 % 22. As a result of the services I received, I am better able to do things I want to do		0 0.0 %	0 0.0 %	4 50.0 %	2 25.0 %	1	1 12.5 %
75.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	1 12.5 %	0 0.0 %	0 0.0 %
75.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	3 37.5 %	0.0 %	0 0.0 %
50.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0.0 %	0.0 %	4 50.0 %	37.5 % 3 37.5 %	1 12.5 %	0.0 %	0.0 % 0 0.0 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0.0 %	0 0.0 %	7 87.5 %	1 1 12.5 %	0.0 %	0 0.0 %

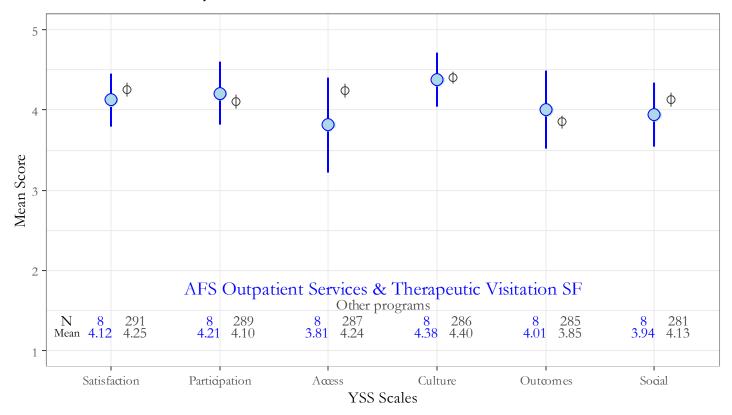
Youth Services Survey for Families



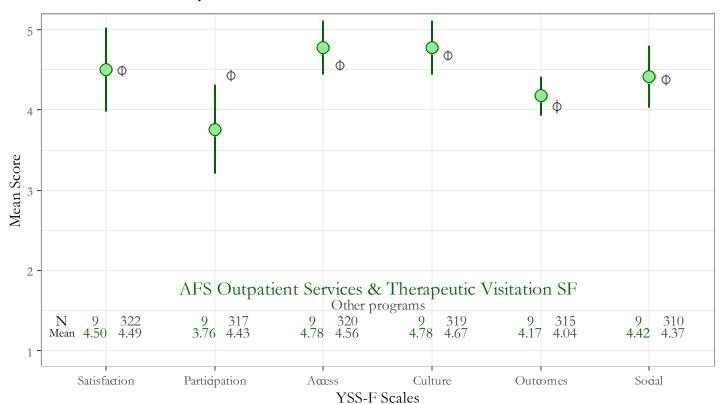
Youth Services Survey for Families, N = 9

Four Services Survey for Families, $N = 9$							
	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	3	6	0	0
	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %	0.0 %
12.5 % 2. I helped to choose my child's services	4	0	3	1	0	1	0
	44.4 %	0.0 %	33.3 %	11.1 %	0.0 %	11.1 %	0.0 %
85.7 % 3. I helped to choose my child's treatment goals	1	0	0	3	3	2	0
	11.1 %	0.0 %	0.0 %	33.3 %	33.3 %	22.2 %	0.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0	0	0	5	4	0	0
	0.0 %	0.0 %	0.0 %	55.6 %	44.4 %	0.0 %	0.0 %
57.1 % 5. I felt my child had someone to talk to when he/she was troubled	0	0	3	0	4	2	0
	0.0 %	0.0 %	33.3 %	0.0 %	44.4 %	22.2 %	0.0 %
100.0 % 6. I participated in my child's treatment	0	0	0	3	6	0	0
	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %	0.0 %
100.0 % 7. The services my child and/or family received were right for us	0	0	0	3	6	0	0
	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %	0.0 %
100.0 % 8. The location of services was convenient for us	0	0	0	2	7	0	0
	0.0 %	0.0 %	0.0 %	22.2 %	77.8 %	0.0 %	0.0 %
100.0 % 9. Services were available at times that were convenient for us	0	0	0	2	7	0	0
	0.0 %	0.0 %	0.0 %	22.2 %	77.8 %	0.0 %	0.0 %
75.0 % 10. My family I got the help we wanted for my child	0	0	2	1	5	1	0
	0.0 %	0.0 %	22.2 %	11.1 %	55.6 %	11.1 %	0.0 %
75.0 % 11. My family got as much help as we needed for my child	0	0	2	1	5	1	0
	0.0 %	0.0 %	22.2 %	11.1 %	55.6 %	11.1 %	0.0 %
100.0 % 12. Staff treated me with respect	0	0	0	2	7	0	0
	0.0 %	0.0 %	0.0 %	22.2 %	77.8 %	0.0 %	0.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0	0	0	2	7	0	0
	0.0 %	0.0 %	0.0 %	22.2 %	77.8 %	0.0 %	0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0	2	7	0	0
	0.0 %	0.0 %	0.0 %	22.2 %	77.8 %	0.0 %	0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	2	7	0	0
	0.0 %	0.0 %	0.0 %	22.2 %	77.8 %	0.0 %	0.0 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0	0	0	8	1	0	0
	0.0 %	0.0 %	0.0 %	88.9 %	11.1 %	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	6	3	0	0
	0.0 %	0.0 %	0.0 %	66.7 %	33.3 %	0.0 %	0.0 %
77.8 % 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 %	2 22.2 %	6 66.7 %	1 11.1 %	0 0.0 %	0 0.0 %
100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0	0	0	7	1	1	0
	0.0 %	0.0 %	0.0 %	77.8 %	11.1 %	11.1 %	0.0 %
77.8 % 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 %	4 44.4 %	3 33.3 %	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	6	3	0	0
	0.0 %	0.0 %	0.0 %	66.7 %	33.3 %	0.0 %	0.0 %
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	6	3	0	0
	0.0 %	0.0 %	0.0 %	66.7 %	33.3 %	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	4 44.4 %	3 33.3 %	2 22.2 %	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 %	3 33.3 %	4 44.4 %	2 22.2 %	0 0.0 %
77.8 % 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	2 22.2 %	33.3 %	44.4 % 4 44.4 %	0 0.0 %	0
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0.0 % 0 0.0 %	0.0 % 0 0.0 %	0 0.0 %	33.3 % 33.3 %	6 66.7 %	0.0 %	0.0 % 0 0.0 %
people with whom I can do enjoyable timigs	0.0 /0	0.0 /0	0.0 /0	55.5 /0	00.7 70	0.0 /0	0.0 /0

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance
AFS Outpatient
Services &

Therapeutic Completion Status Visitation SF

Visitation SF Total 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	8	17
	100 %	100 %	100 %
Total	9	8	17
	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 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.



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

BAART Community Health Care

Program Code(s): 38J8OP

Overall Satisfaction¹ **90.9%**

Return Rate² 81.5%

Overall satisfaction³ 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

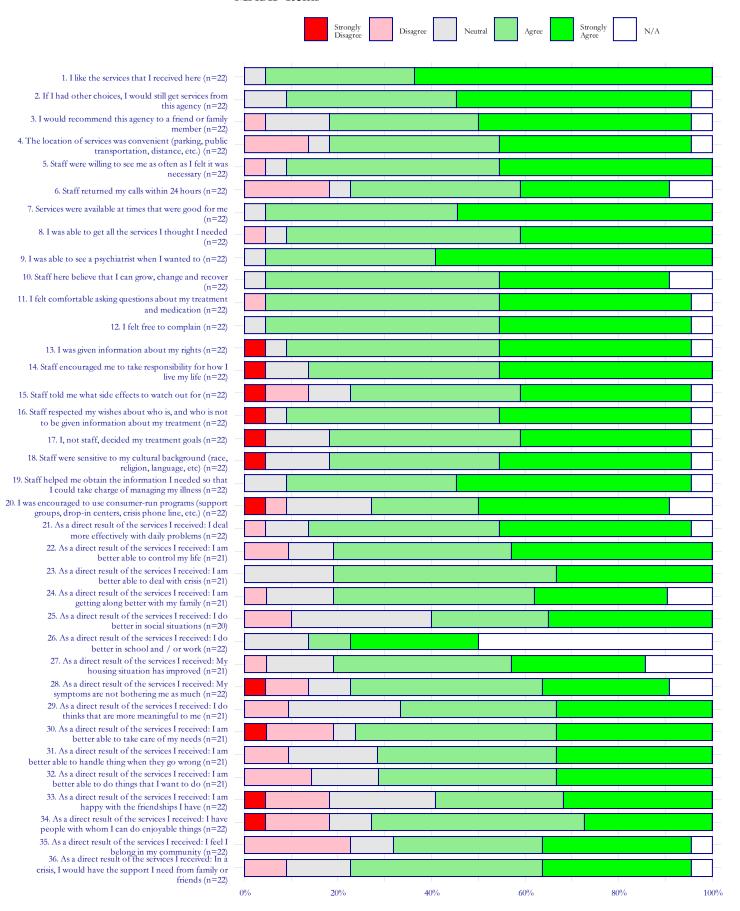
70.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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



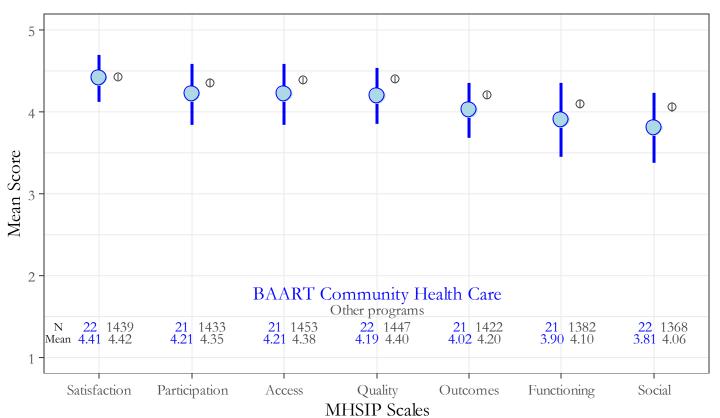
MHSIP Items 1-25, N = 22 Percent Agree

e e e e e e e e e e e e e e e e e e e	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
95.5 % 1. I like the services that I received here	0	0	1	7	14	0	0
	0.0 %	0.0 %	4.5 %	31.8 %	63.6 %	0.0 %	0.0 %
90.5 % 2. If I had other choices, I would still get services from this agency	0	0	2	8	11	1	0
	0.0 %	0.0 %	9.1 %	36.4 %	50.0 %	4.5 %	0.0 %
81.0 % 3. I would recommend this agency to a friend or family member	0	1	3	7	10	1	0
	0.0 %	4.5 %	13.6 %	31.8 %	45.5 %	4.5 %	0.0 %
81.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	3	1	8	9	1	0
	0.0 %	13.6 %	4.5 %	36.4 %	40.9 %	4.5 %	0.0 %
90.9 % 5. Staff were willing to see me as often as I felt it was necessary	0	1	1	10	10	0	0
	0.0 %	4.5 %	4.5 %	45.5 %	45.5 %	0.0 %	0.0 %
75.0 % 6. Staff returned my calls within 24 hours	0	4	1	8	7	2	0
	0.0 %	18.2 %	4.5 %	36.4 %	31.8 %	9.1 %	0.0 %
95.5 % 7. Services were available at times that were good for me	0	0	1	9	12	0	0
	0.0 %	0.0 %	4.5 %	40.9 %	54.5 %	0.0 %	0.0 %
90.9 % 8. I was able to get all the services I thought I needed	0	1	1	11	9	0	0
	0.0 %	4.5 %	4.5 %	50.0 %	40.9 %	0.0 %	0.0 %
95.5 % 9. I was able to see a psychiatrist when I wanted to	0	0	1	8	13	0	0
	0.0 %	0.0 %	4.5 %	36.4 %	59.1 %	0.0 %	0.0 %
95.0 % 10. Staff here believe that I can grow, change and recover	0	0	1	11	8	2	0
	0.0 %	0.0 %	4.5 %	50.0 %	36.4 %	9.1 %	0.0 %
95.2 % 11. I felt comfortable asking questions about my treatment and medication	0	1	0	11	9	1	0
	0.0 %	4.5 %	0.0 %	50.0 %	40.9 %	4.5 %	0.0 %
95.2 % 12. I felt free to complain	0	0	1	11	9	1	0
	0.0 %	0.0 %	4.5 %	50.0 %	40.9 %	4.5 %	0.0 %
90.5 % 13. I was given information about my rights	1	0	1	10	9	1	0
	4.5 %	0.0 %	4.5 %	45.5 %	40.9 %	4.5 %	0.0 %
86.4 % 14. Staff encouraged me to take responsibility for how I live my life	1	0	2	9	10	0	0
	4.5 %	0.0 %	9.1 %	40.9 %	45.5 %	0.0 %	0.0 %
76.2 % 15. Staff told me what side effects to watch out for	1	2	2	8	8	1	0
	4.5 %	9.1 %	9.1 %	36.4 %	36.4 %	4.5 %	0.0 %
90.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1	0	1	10	9	1	0
	4.5 %	0.0 %	4.5 %	45.5 %	40.9 %	4.5 %	0.0 %
81.0 % 17. I, not staff, decided my treatment goals	1	0	3	9	8	1	0
	4.5 %	0.0 %	13.6 %	40.9 %	36.4 %	4.5 %	0.0 %
81.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1	0	3	8	9	1	0
	4.5 %	0.0 %	13.6 %	36.4 %	40.9 %	4.5 %	0.0 %
90.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	2	8	11	1	0
	0.0 %	0.0 %	9.1 %	36.4 %	50.0 %	4.5 %	0.0 %
70.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1	1	4	5	9	2	0
	4.5 %	4.5 %	18.2 %	22.7 %	40.9 %	9.1 %	0.0 %
85.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	1	2	9	9	1	0
	0.0 %	4.5 %	9.1 %	40.9 %	40.9 %	4.5 %	0.0 %
81.0 % 22. As a direct result of the services I received: I am better able to control my life	0.0 %	2 9.1 %	2 9.1 %	8 36.4 %	9 40.9 %	0 0.0 %	1 4.5 %
81.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	4	10	7	0	1
	0.0 %	0.0 %	18.2 %	45.5 %	31.8 %	0.0 %	4.5 %
78.9 % 24. As a direct result of the services I received: I am getting along better with my family	0	1	3	9	6	2	1
	0.0 %	4.5 %	13.6 %	40.9 %	27.3 %	9.1 %	4.5 %
60.0 % 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

MHSIP Items 26-36, N = 22 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
72.7 % 26. As a direct result of the services I received: I do better in school and / or work	0	0	3	2	6	11	0
	0.0 %	0.0 %	13.6 %	9.1 %	27.3 %	50.0 %	0.0 %
77.8 % 27. As a direct result of the services I received: My housing situation has improved	0.0 %	1 4.5 %	3 13.6 %	8 36.4 %	6 27.3 %	3 13.6 %	1
75.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1	2	2	9	6	2	0
	4.5 %	9.1 %	9.1 %	40.9 %	27.3 %	9.1 %	0.0 %
66.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0.0 %	2 9.1 %	5 22.7 %	7 31.8 %	7 31.8 %	0 0.0 %	1 4.5 %
76.2 % 30. As a direct result of the services I received: I am better able to take care of my needs	1	3	1	9	7	0	1
	4.5 %	13.6 %	4.5 %	40.9 %	31.8 %	0.0 %	4.5 %
71.4 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	2	4	8	7	0	1
	0.0 %	9.1 %	18.2 %	36.4 %	31.8 %	0.0 %	4.5 %
71.4 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	3	3	8	7	0	1
	0.0 %	13.6 %	13.6 %	36.4 %	31.8 %	0.0 %	4.5 %
59.1 % 33. As a direct result of the services I received: I am happy with the friendships I have	1	3	5	6	7	0	0
	4.5 %	13.6 %	22.7 %	27.3 %	31.8 %	0.0 %	0.0 %
72.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1	3	2	10	6	0	0
	4.5 %	13.6 %	9.1 %	45.5 %	27.3 %	0.0 %	0.0 %
66.7 % 35. As a direct result of the services I received: I feel I belong in my community	0	5	2	7	7	1	0
	0.0 %	22.7 %	9.1 %	31.8 %	31.8 %	4.5 %	0.0 %
76.2 % 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	2	3	9	7	1	0
	0.0 %	9.1 %	13.6 %	40.9 %	31.8 %	4.5 %	0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by

Completion Status	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	20	2	22	
	100 %	100 %	100 %	
Total	20	2	22	
	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 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.



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 Satisfaction¹ **70.0%**

Return Rate² **over 100%**

Overall satisfaction³ 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

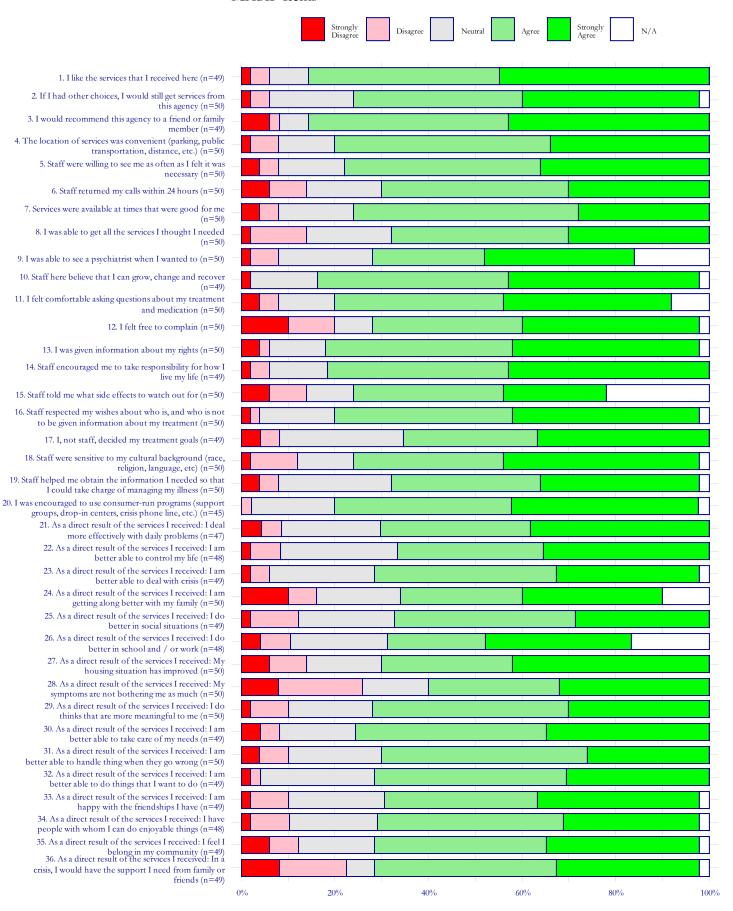
65.3% 17. I, not staff, decided my treatment goals

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



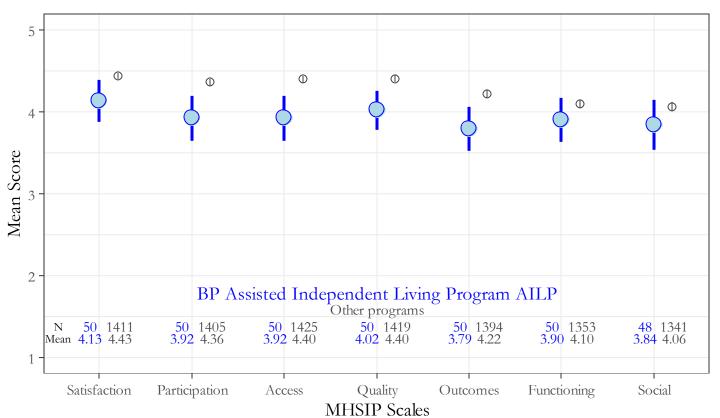
MHSIP Items 1-25, N = 50Percent Agree

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

MHSIP Items 26-36, N = 50 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
62.5 % 26. As a direct result of the services I received: I do better in school and		3	10	10	15	8	2
/ or work	4.0 %	6.0 %	20.0 %	20.0 %	30.0 %	16.0 %	4.0 %
70.0 % 27. As a direct result of the services I received: My housing situation	3	4	8	14	21	0	0
has improved	6.0 %	8.0 %	16.0 %	28.0 %	42.0 %	0.0 %	0.0 %
60.0 % 28. As a direct result of the services I received: My symptoms are not	4	9	7	14	16	0	0
bothering me as much	8.0 %	18.0 %	14.0 %	28.0 %	32.0 %	0.0 %	0.0 %
72.0 % 29. As a direct result of the services I received: I do thinks that are more	1	4	9	21	15	0	0
meaningful to me	2.0 %	8.0 %	18.0 %	42.0 %	30.0 %	0.0 %	0.0 %
75.5 % 30. As a direct result of the services I received: I am better able to take	2	2	8	20	17	0	1
care of my needs	4.0 %	4.0 %	16.0 %	40.0 %	34.0 %	0.0 %	2.0 %
70.0 % 31. As a direct result of the services I received: I am better able to	2	3	10	22	13	0	0
handle thing when they go wrong	4.0 %	6.0 %	20.0 %	44.0 %	26.0 %	0.0 %	0.0 %
71.4 % 32. As a direct result of the services I received: I am better able to do	1	1	12	20	15	0	1
things that I want to do	2.0 %	2.0 %	24.0 %	40.0 %	30.0 %	0.0 %	2.0 %
68.8 % 33. As a direct result of the services I received: I am happy with the	1	4	10	16	17	1	1
friendships I have	2.0 %	8.0 %	20.0 %	32.0 %	34.0 %	2.0 %	2.0 %
70.2 % 34. As a direct result of the services I received: I have people with	1	4	9	19	14	1	2
whom I can do enjoyable things	2.0 %	8.0 %	18.0 %	38.0 %	28.0 %	2.0 %	4.0 %
70.8 % 35. As a direct result of the services I received: I feel I belong in my	3	3	8	18	16	1	1
community	6.0 %	6.0 %	16.0 %	36.0 %	32.0 %	2.0 %	2.0 %
70.8 % 36. As a direct result of the services I received: In a crisis, I would have	4	7	3	19	15	1	1
the support I need from family or friends	8.0 %	14.0 %	6.0 %	38.0 %	30.0 %	2.0 %	2.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	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	13	50
	100 %	100 %	100 %
Total	37	13	50
	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 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.



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

BP Baker Street House

Program Code(s): 38391

Overall Satisfaction¹
100.0%

Return Rate² **100.0%**

Overall satisfaction³ 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

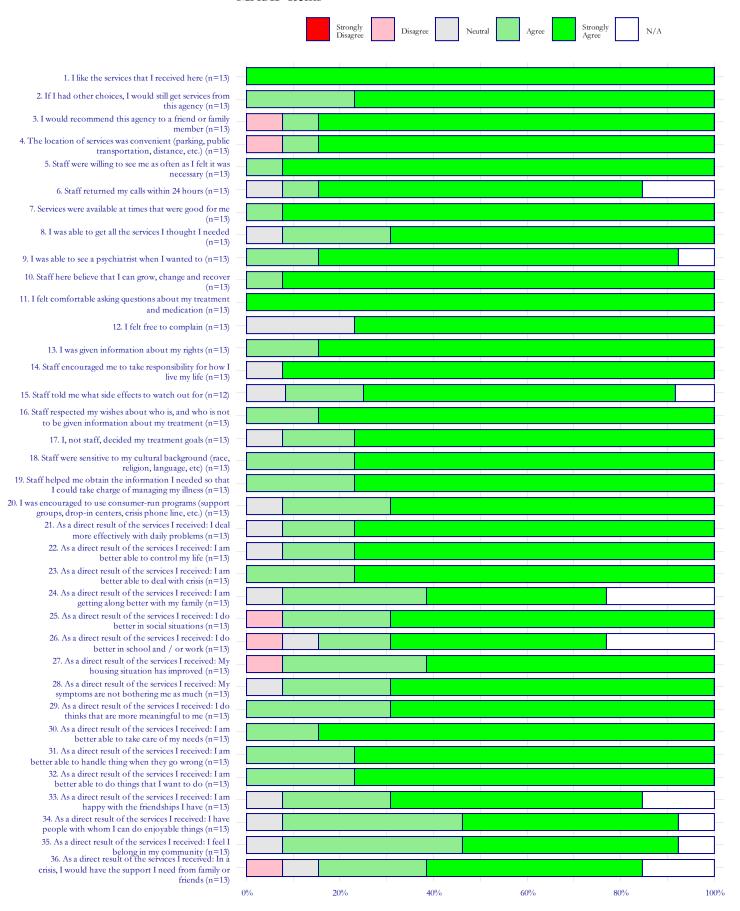
Lowest Agreement Items

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

MHSIP Items



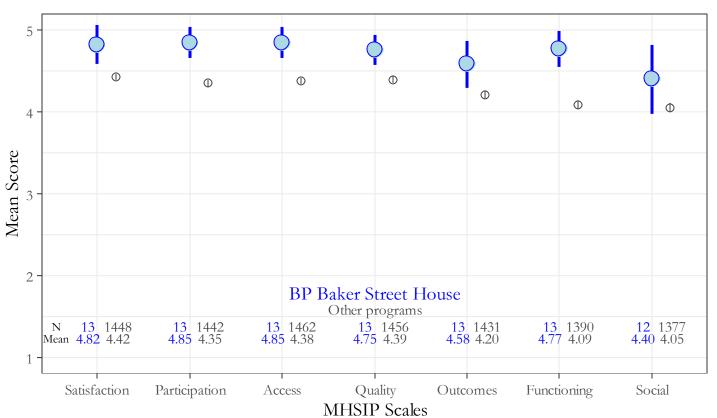
MHSIP Items 1-25, N = 13 Percent Agree

g	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	0	13	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 2. If I had other choices, I would still get services from this agency	0	0	0	3	10	0	0
	0.0 %	0.0 %	0.0 %	23.1 %	76.9 %	0.0 %	0.0 %
92.3 % 3. I would recommend this agency to a friend or family member	0	1	0	1	11	0	0
	0.0 %	7.7 %	0.0 %	7.7 %	84.6 %	0.0 %	0.0 %
92.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	1	0	1	11	0	0
	0.0 %	7.7 %	0.0 %	7.7 %	84.6 %	0.0 %	0.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	1	12	0	0
	0.0 %	0.0 %	0.0 %	7.7 %	92.3 %	0.0 %	0.0 %
90.9 % 6. Staff returned my calls within 24 hours	0	0	1	1	9	2	0
	0.0 %	0.0 %	7.7 %	7.7 %	69.2 %	15.4 %	0.0 %
100.0 % 7. Services were available at times that were good for me	0	0	0	1	12	0	0
	0.0 %	0.0 %	0.0 %	7.7 %	92.3 %	0.0 %	0.0 %
92.3 % 8. I was able to get all the services I thought I needed	0	0	1	3	9	0	0
	0.0 %	0.0 %	7.7 %	23.1 %	69.2 %	0.0 %	0.0 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0	0	0	2	10	1	0
	0.0 %	0.0 %	0.0 %	15.4 %	76.9 %	7.7 %	0.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0	0	0	1	12	0	0
	0.0 %	0.0 %	0.0 %	7.7 %	92.3 %	0.0 %	0.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	0	0	13	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
76.9 % 12. I felt free to complain	0	0	3	0	10	0	0
	0.0 %	0.0 %	23.1 %	0.0 %	76.9 %	0.0 %	0.0 %
100.0 % 13. I was given information about my rights	0	0	0	2	11	0	0
	0.0 %	0.0 %	0.0 %	15.4 %	84.6 %	0.0 %	0.0 %
92.3 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	1	0	12	0	0
	0.0 %	0.0 %	7.7 %	0.0 %	92.3 %	0.0 %	0.0 %
90.9 % 15. Staff told me what side effects to watch out for	0	0	1	2	8	1	1
	0.0 %	0.0 %	7.7 %	15.4 %	61.5 %	7.7 %	7.7 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	0	2	11	0	0
	0.0 %	0.0 %	0.0 %	15.4 %	84.6 %	0.0 %	0.0 %
92.3 % 17. I, not staff, decided my treatment goals	0	0	1	2	10	0	0
	0.0 %	0.0 %	7.7 %	15.4 %	76.9 %	0.0 %	0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	0	3	10	0	0
	0.0 %	0.0 %	0.0 %	23.1 %	76.9 %	0.0 %	0.0 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	0	3	10	0	0
	0.0 %	0.0 %	0.0 %	23.1 %	76.9 %	0.0 %	0.0 %
92.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	1	3	9	0	0
	0.0 %	0.0 %	7.7 %	23.1 %	69.2 %	0.0 %	0.0 %
92.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	1	2	10	0	0
	0.0 %	0.0 %	7.7 %	15.4 %	76.9 %	0.0 %	0.0 %
92.3 % 22. As a direct result of the services I received: I am better able to control my life	0	0	1	2	10	0	0
	0.0 %	0.0 %	7.7 %	15.4 %	76.9 %	0.0 %	0.0 %
100.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	0	3	10	0	0
	0.0 %	0.0 %	0.0 %	23.1 %	76.9 %	0.0 %	0.0 %
90.0 % 24. As a direct result of the services I received: I am getting along better with my family	0	0	1	4	5	3	0
	0.0 %	0.0 %	7.7 %	30.8 %	38.5 %	23.1 %	0.0 %
92.3 % 25. As a direct result of the services I received: I do better in social situations	0	1	0	3	9	0	0
	0.0 %	7.7 %	0.0 %	23.1 %	69.2 %	0.0 %	0.0 %

MHSIP Items 26-36, N = 13 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
80.0 % 26. As a direct result of the services I received: I do better in school and	0 0.0 %	1 7.7 %	1 7.7 %	2 15.4 %	6	3 23.1 %	0 0.0 %
/ or work		1.7 %			46.2 %		
92.3 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	7.7 %	0 0.0 %	4 30.8 %	8 61.5 %	0 0.0 %	0 0.0 %
92.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0	0	1	3	9	0	0
	0.0 %	0.0 %	7.7 %	23.1 %	69.2 %	0.0 %	0.0 %
100.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0	0	0	4	9	0	0
	0.0 %	0.0 %	0.0 %	30.8 %	69.2 %	0.0 %	0.0 %
100.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	0	0	2	11	0	0
	0.0 %	0.0 %	0.0 %	15.4 %	84.6 %	0.0 %	0.0 %
100.0 % 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	10	0	0
	0.0 %	0.0 %	0.0 %	23.1 %	76.9 %	0.0 %	0.0 %
100.0 % 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	10	0	0
	0.0 %	0.0 %	0.0 %	23.1 %	76.9 %	0.0 %	0.0 %
90.9 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	0	1	3	7	2	0
	0.0 %	0.0 %	7.7 %	23.1 %	53.8 %	15.4 %	0.0 %
91.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	0	1	5	6	1	0
	0.0 %	0.0 %	7.7 %	38.5 %	46.2 %	7.7 %	0.0 %
91.7 % 35. As a direct result of the services I received: I feel I belong in my community	0	0	1	5	6	1	0
	0.0 %	0.0 %	7.7 %	38.5 %	46.2 %	7.7 %	0.0 %
81.8 % 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	1	1	3	6	2	0
	0.0 %	7.7 %	7.7 %	23.1 %	46.2 %	15.4 %	0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by

Completion Status	Adult/	Total	
	Adult	dult Older Adult	
Refused	0	0	0
	0 %	0 %	0 %
Impaired	1	0	1
	7.7 %	0 %	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	0	12
	92.3 %	0 %	92.3 %
Total	13	0	13
	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 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.



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

BP Grove Street House

Program Code(s): 89781

Overall Satisfaction¹ **87.5%**

Return Rate² **80.0%**

Overall satisfaction³ 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

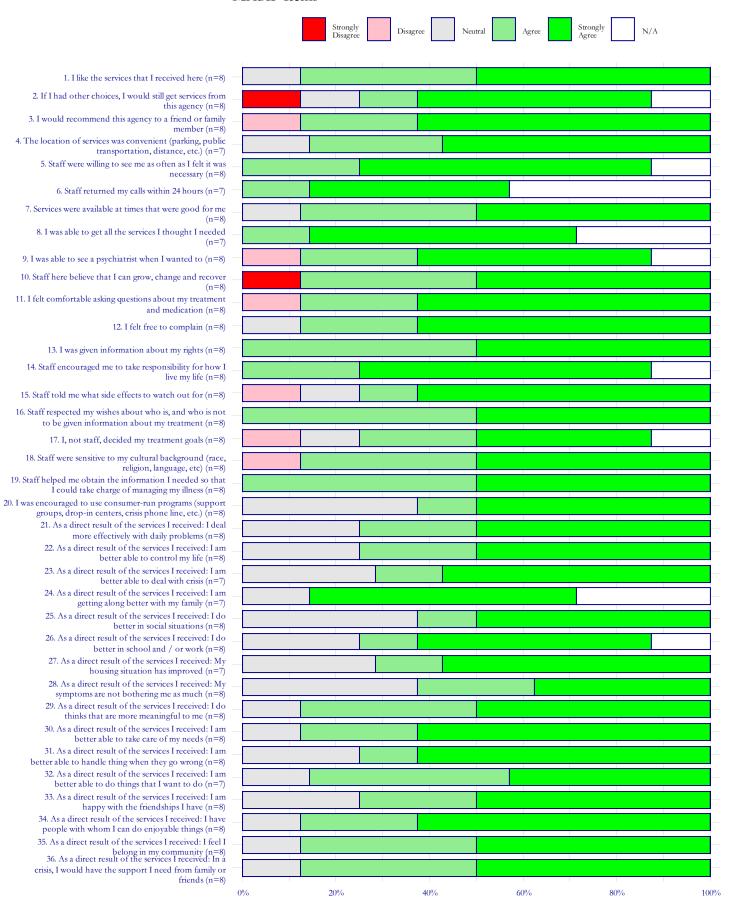
Lowest Agreement Items

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

MHSIP Items



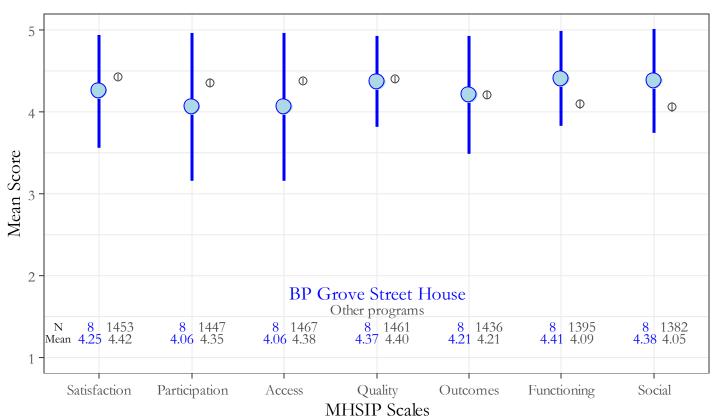
MHSIP Items 1-25, N = 8Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.5 % 1. I like the services that I received here	0	0	1	3	4	0	0
07.5 /0 1.1 like the services that I received here	0.0 %	0.0 %	12.5 %	37.5 %	50.0 %	0.0 %	0.0 %
71.4 % 2. If I had other choices, I would still get services from this agency	1	0	1	1	4	1	0
7217 70 27 17 1 mad outlet encloses, 1 would stain get services from this agency	12.5 %	0.0 %	12.5 %	12.5 %	50.0 %	12.5 %	0.0 %
87.5 % 3. I would recommend this agency to a friend or family member	0	1	0	2	5	0	0
<u> </u>	0.0 %	12.5 %	0.0 %	25.0 %	62.5 %	0.0 %	0.0 %
85.7 % 4. The location of services was convenient (parking, public	0	0	1250	25.0.0	4	0	12.5 0
transportation, distance, etc.)	0.0 %	0.0 %	12.5 %	25.0 %	50.0 %		12.5 %
100.0 % 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 %
100.0 % 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 %	12.5.0/
87.5 % 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 %
	0.0 %	0.0 %	0	1	4	2	1
100.0 % 8. I was able to get all the services I thought I needed	0.0 %	0.0 %	0.0 %	12.5 %	50.0 %		12.5 %
	0.0 70	1	0.0 70	2	4	1	0
85.7 % 9. I was able to see a psychiatrist when I wanted to	0.0 %	12.5 %	0.0 %	25.0 %	50.0 %	12.5 %	0.0 %
	1	0	0.0 70	3	4	0	0.0 70
87.5 % 10. Staff here believe that I can grow, change and recover	12.5 %	0.0 %	0.0 %	37.5 %	50.0 %	0.0 %	0.0 %
87.5 % 11. I felt comfortable asking questions about my treatment and	0	1	0.0 70	2	5	0.0 70	0.0 70
medication	0.0 %	12.5 %	0.0 %	25.0 %	62.5 %	0.0 %	0.0 %
	0	0	1	2	5	0	0
87.5 % 12. I felt free to complain	0.0 %	0.0 %	12.5 %	25.0 %	62.5 %	0.0 %	0.0 %
100.00/ 10.7	0	0	0	4	4	0	0
100.0 % 13. I was given information about my rights	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
100.00/ 14.0000	0	0	0	2	5	1	0
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0.0 %	0.0 %	0.0 %	25.0 %	62.5 %	12.5 %	0.0 %
75.0.0 / 15.0/ 00/ 11 1 1 1 1 00 1 1 1 00	0	1	1	1	5	0	0
75.0 % 15. Staff told me what side effects to watch out for	0.0 %	12.5 %	12.5 %	12.5 %	62.5 %	0.0 %	0.0 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given	0	0	0	4	4	0	0
information about my treatment	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
71.4 % 17. I, not staff, decided my treatment goals	0	1	1	2	3	1	0
71.4 70 17.1, not starr, decided my treatment goals	0.0 %	12.5 %	12.5 %	25.0 %	37.5 %	12.5 %	0.0 %
87.5 % 18. Staff were sensitive to my cultural background (race, religion,	0	1	0	3	4	0	0
language, etc)	0.0 %	12.5 %	0.0 %	37.5 %	50.0 %	0.0 %	0.0 %
100.0 % 19. Staff helped me obtain the information I needed so that I could	0	0	0	4	4	0	0
take charge of managing my illness	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
62.5 % 20. I was encouraged to use consumer-run programs (support groups,	0	0	3	1	4	0	0
drop-in centers, crisis phone line, etc.)	0.0 %	0.0 %	37.5 %	12.5 %	50.0 %	0.0 %	0.0 %
75.0 % 21. As a direct result of the services I received: I deal more effectively	0	0	2	2	4	0	0
with daily problems	0.0 %	0.0 %	25.0 %	25.0 %	50.0 %	0.0 %	0.0 %
75.0 % 22. As a direct result of the services I received: I am better able to	0	0	2	25.0.00	4	0	0
control my life	0.0 %	0.0 %	25.0 %	25.0 %	50.0 %	0.0 %	0.0 %
71.4 % 23. As a direct result of the services I received: I am better able to deal	0	0	2	10.5 %	4	0	12.5.0
with crisis	0.0 %	0.0 %	25.0 %	12.5 %	50.0 %	0.0 %	12.5 %
80.0 % 24. As a direct result of the services I received: I am getting along better with my family		0	1250	0	4 50.00/	25.0.0	1250
with my family	0.0 %	0.0 %	12.5 %	0.0 %	50.0 %		12.5 %
62.5 % 25. As a direct result of the services I received: I do better in social	0	0	3	1250	4 50.00/	0	0
situations	0.0 %	0.0 %	37.5 %	12.5 %	50.0 %	0.0 %	0.0 %

MHSIP Items 26-36, N = 8 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
71.4 % 26. As a direct result of the services I received: I do better in school and		0	2	1	4	1	0
/ or work	0.0 %	0.0 %	25.0 %	12.5 %	50.0 %	12.5 %	0.0 %
71.4 % 27. As a direct result of the services I received: My housing situation	0	0	2	1	4	0	1
has improved	0.0 %	0.0 %	25.0 %	12.5 %	50.0 %	0.0 %	12.5 %
62.5 % 28. As a direct result of the services I received: My symptoms are not	0	0	3	2	3	0	0
bothering me as much	0.0 %	0.0 %	37.5 %	25.0 %	37.5 %	0.0 %	0.0 %
87.5 % 29. As a direct result of the services I received: I do thinks that are more	0	0	1	3	4	0	0
meaningful to me	0.0 %	0.0 %	12.5 %	37.5 %	50.0 %	0.0 %	0.0 %
87.5 % 30. As a direct result of the services I received: I am better able to take	0	0	1	2	5	0	0
care of my needs	0.0 %	0.0 %	12.5 %	25.0 %	62.5 %	0.0 %	0.0 %
75.0 % 31. As a direct result of the services I received: I am better able to	0	0	2	1	5	0	0
handle thing when they go wrong	0.0 %	0.0 %	25.0 %	12.5 %	62.5 %	0.0 %	0.0 %
85.7 % 32. As a direct result of the services I received: I am better able to do	0	0	1	3	3	0	1
things that I want to do	0.0 %	0.0 %	12.5 %	37.5 %	37.5 %	0.0 %	12.5 %
75.0 % 33. As a direct result of the services I received: I am happy with the	0	0	2	2	4	0	0
friendships I have	0.0 %	0.0 %	25.0 %	25.0 %	50.0 %	0.0 %	0.0 %
87.5 % 34. As a direct result of the services I received: I have people with	0	0	1	2	5	0	0
whom I can do enjoyable things	0.0 %	0.0 %	12.5 %	25.0 %	62.5 %	0.0 %	0.0 %
87.5 % 35. As a direct result of the services I received: I feel I belong in my	0	0	1	3	4	0	0
community	0.0 %	0.0 %	12.5 %	37.5 %	50.0 %	0.0 %	0.0 %
87.5 % 36. As a direct result of the services I received: In a crisis, I would have	0	0	1	3	4	0	0
the support I need from family or friends	0.0 %	0.0 %	12.5 %	37.5 %	50.0 %	0.0 %	0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by ompletion Status Adult/Older Adult Total

Completion Status	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	0	8
	100 %	0 %	100 %
Total	8	0	8
	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 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.



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

BP Jo Ruffin Place

Program Code(s): 89911

Overall Satisfaction¹ **70.0%**

Return Rate² 83.3%

Overall satisfaction³ 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

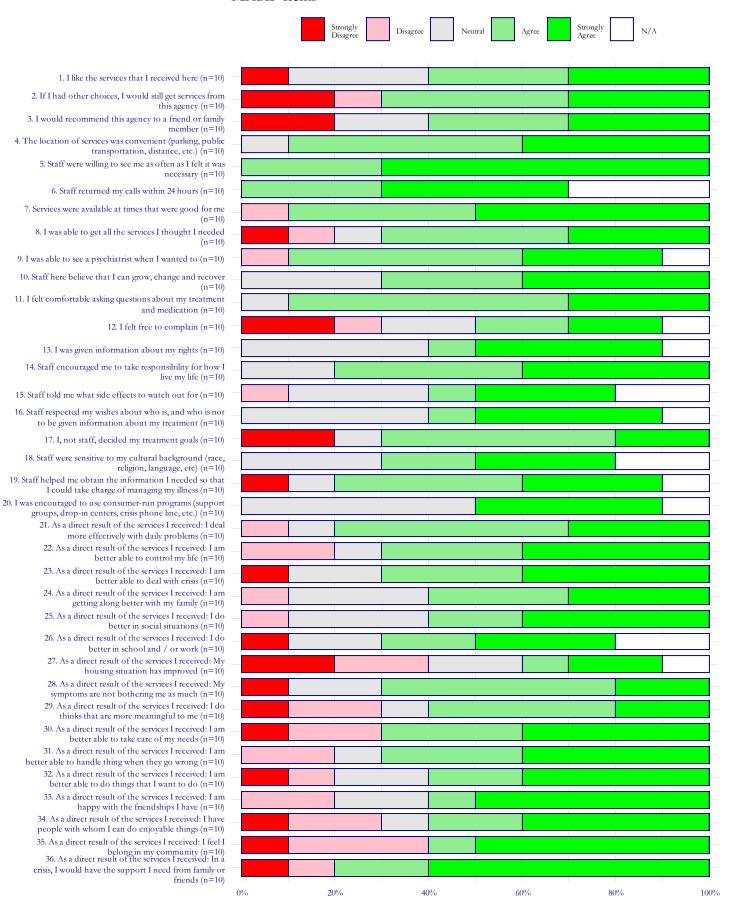
Lowest Agreement Items

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

MHSIP Items



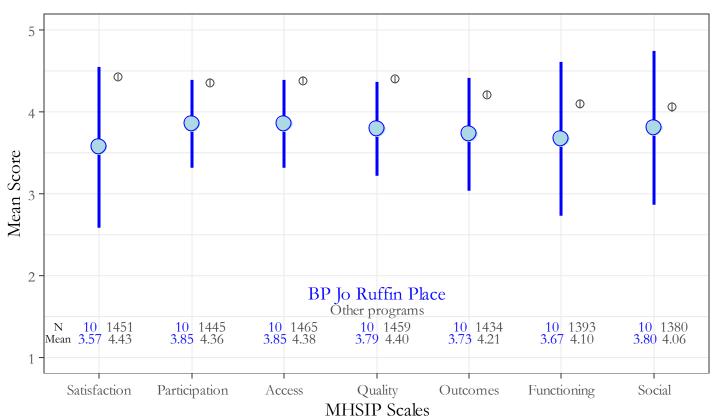
$\begin{array}{ll} MHSIP\ Items\ 1\text{-}25, & N=10\\ Percent\ Agree & \end{array}$

g	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
60.0 % 1. I like the services that I received here	1	0	3	3	3	0	0
	10.0 %	0.0 %	30.0 %	30.0 %	30.0 %	0.0 %	0.0 %
70.0 % 2. If I had other choices, I would still get services from this agency	2	1	0	4	3	0	0
	20.0 %	10.0 %	0.0 %	40.0 %	30.0 %	0.0 %	0.0 %
60.0 % 3. I would recommend this agency to a friend or family member	2	0	2	3	3	0	0
	20.0 %	0.0 %	20.0 %	30.0 %	30.0 %	0.0 %	0.0 %
90.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	1	5	4	0	0
	0.0 %	0.0 %	10.0 %	50.0 %	40.0 %	0.0 %	0.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	3	7	0	0
	0.0 %	0.0 %	0.0 %	30.0 %	70.0 %	0.0 %	0.0 %
100.0 % 6. Staff returned my calls within 24 hours	0	0	0	3	4	3	0
	0.0 %	0.0 %	0.0 %	30.0 %	40.0 %	30.0 %	0.0 %
90.0 % 7. Services were available at times that were good for me	0	1	0	4	5	0	0
	0.0 %	10.0 %	0.0 %	40.0 %	50.0 %	0.0 %	0.0 %
70.0 % 8. I was able to get all the services I thought I needed	1	1	1	4	3	0	0
	10.0 %	10.0 %	10.0 %	40.0 %	30.0 %	0.0 %	0.0 %
88.9 % 9. I was able to see a psychiatrist when I wanted to	0	1	0	5	3	1	0
	0.0 %	10.0 %	0.0 %	50.0 %	30.0 %	10.0 %	0.0 %
70.0 % 10. Staff here believe that I can grow, change and recover	0	0	3	3	4	0	0
	0.0 %	0.0 %	30.0 %	30.0 %	40.0 %	0.0 %	0.0 %
90.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	1	6	3	0	0
	0.0 %	0.0 %	10.0 %	60.0 %	30.0 %	0.0 %	0.0 %
44.4 % 12. I felt free to complain	2	1	2	2	2	1	0
	20.0 %	10.0 %	20.0 %	20.0 %	20.0 %	10.0 %	0.0 %
55.6 % 13. I was given information about my rights	0	0	4	1	4	1	0
	0.0 %	0.0 %	40.0 %	10.0 %	40.0 %	10.0 %	0.0 %
80.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	2	4	4	0	0
	0.0 %	0.0 %	20.0 %	40.0 %	40.0 %	0.0 %	0.0 %
50.0 % 15. Staff told me what side effects to watch out for	0	1	3	1	3	2	0
	0.0 %	10.0 %	30.0 %	10.0 %	30.0 %	20.0 %	0.0 %
55.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	4	1	4	1	0
	0.0 %	0.0 %	40.0 %	10.0 %	40.0 %	10.0 %	0.0 %
70.0 % 17. I, not staff, decided my treatment goals	2	0	1	5	2	0	0
	20.0 %	0.0 %	10.0 %	50.0 %	20.0 %	0.0 %	0.0 %
62.5 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	3	2	3	2	0
	0.0 %	0.0 %	30.0 %	20.0 %	30.0 %	20.0 %	0.0 %
77.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1	0	1	4	3	1	0
	10.0 %	0.0 %	10.0 %	40.0 %	30.0 %	10.0 %	0.0 %
44.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	5	0	4	1	0
	0.0 %	0.0 %	50.0 %	0.0 %	40.0 %	10.0 %	0.0 %
80.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	1	1	5	3	0	0
	0.0 %	10.0 %	10.0 %	50.0 %	30.0 %	0.0 %	0.0 %
70.0 % 22. As a direct result of the services I received: I am better able to control my life	0	2	1	3	4	0	0
	0.0 %	20.0 %	10.0 %	30.0 %	40.0 %	0.0 %	0.0 %
70.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	1	0	2	3	4	0	0
	10.0 %	0.0 %	20.0 %	30.0 %	40.0 %	0.0 %	0.0 %
60.0 % 24. As a direct result of the services I received: I am getting along better with my family	0	1	3	3	3	0	0
	0.0 %	10.0 %	30.0 %	30.0 %	30.0 %	0.0 %	0.0 %
60.0 % 25. As a direct result of the services I received: I do better in social situations	0	1	3	2	4	0	0
	0.0 %	10.0 %	30.0 %	20.0 %	40.0 %	0.0 %	0.0 %

MHSIP Items 26-36, N = 10 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
62.5 % 26. As a direct result of the services I received: I do better in school and / or work	1	0	2	2	3	2	0
	10.0 %	0.0 %	20.0 %	20.0 %	30.0 %	20.0 %	0.0 %
33.3 % 27. As a direct result of the services I received: My housing situation has improved	2	2	2	1	2	1	0
	20.0 %	20.0 %	20.0 %	10.0 %	20.0 %	10.0 %	0.0 %
70.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1	0	2	5	2	0	0
	10.0 %	0.0 %	20.0 %	50.0 %	20.0 %	0.0 %	0.0 %
60.0% 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1	2	1	4	2	0	0
	10.0 %	20.0 %	10.0 %	40.0 %	20.0 %	0.0 %	0.0 %
70.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	1	2	0	3	4	0	0
	10.0 %	20.0 %	0.0 %	30.0 %	40.0 %	0.0 %	0.0 %
70.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	2	1	3	4	0	0
	0.0 %	20.0 %	10.0 %	30.0 %	40.0 %	0.0 %	0.0 %
60.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1	1	2	2	4	0	0
	10.0 %	10.0 %	20.0 %	20.0 %	40.0 %	0.0 %	0.0 %
60.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	2	2	1	5	0	0
	0.0 %	20.0 %	20.0 %	10.0 %	50.0 %	0.0 %	0.0 %
60.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1	2	1	2	4	0	0
	10.0 %	20.0 %	10.0 %	20.0 %	40.0 %	0.0 %	0.0 %
60.0 % 35. As a direct result of the services I received: I feel I belong in my community	1	3	0	1	5	0	0
	10.0 %	30.0 %	0.0 %	10.0 %	50.0 %	0.0 %	0.0 %
80.0 % 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	2	6	0	0
	10.0 %	10.0 %	0.0 %	20.0 %	60.0 %	0.0 %	0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	Auuiu	Oluci Auuli	10iui
	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	0	10
	100 %	0 %	100 %
Total	10	0	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 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.



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

BP Odyssey House

Program Code(s): 3840OP

Overall Satisfaction¹ **90.0%**

Return Rate² **100.0%**

Overall satisfaction³ 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

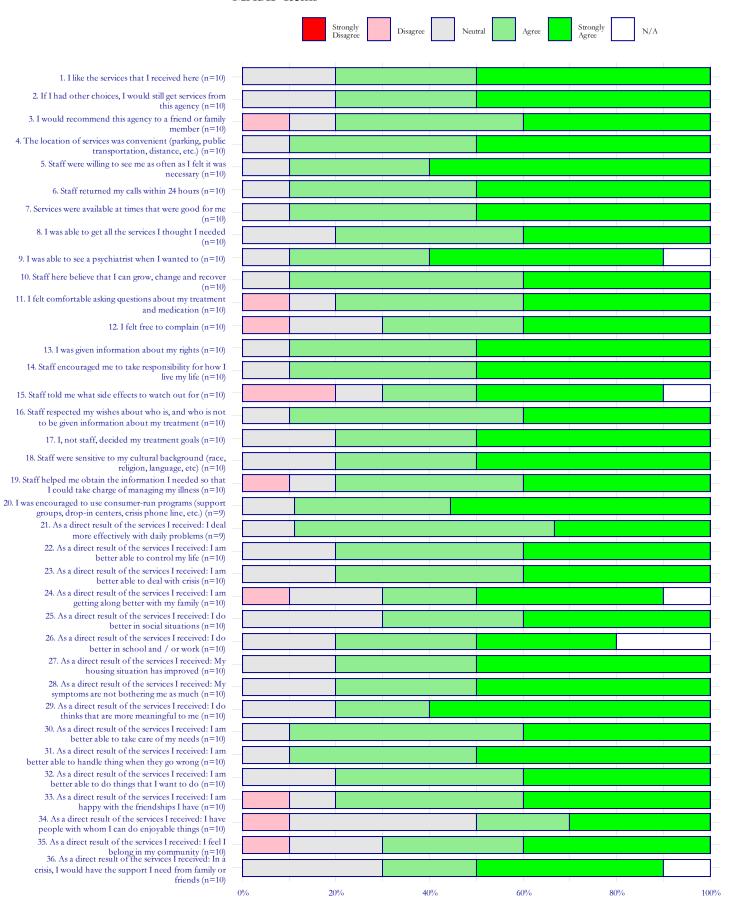
Lowest Agreement Items

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

MHSIP Items



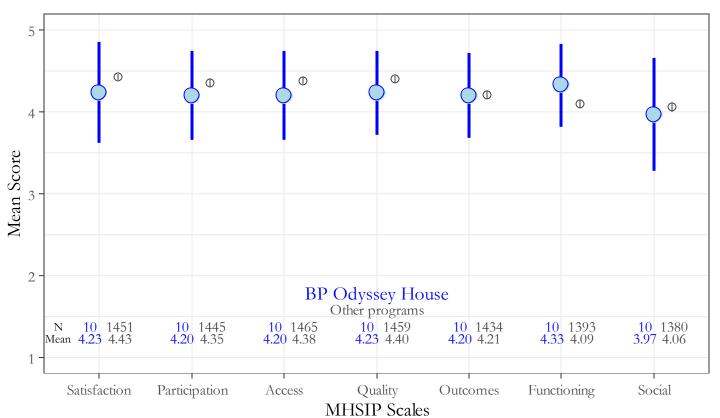
$\begin{array}{ll} MHSIP\ Items\ 1\text{-}25, & N=10\\ Percent\ Agree & \end{array}$

g	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
80.0 % 1. I like the services that I received here	0	0	2	3	5	0	0
	0.0 %	0.0 %	20.0 %	30.0 %	50.0 %	0.0 %	0.0 %
80.0 % 2. If I had other choices, I would still get services from this agency	0	0	2	3	5	0	0
	0.0 %	0.0 %	20.0 %	30.0 %	50.0 %	0.0 %	0.0 %
80.0 % 3. I would recommend this agency to a friend or family member	0	1	1	4	4	0	0
	0.0 %	10.0 %	10.0 %	40.0 %	40.0 %	0.0 %	0.0 %
90.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	1	4	5	0	0
	0.0 %	0.0 %	10.0 %	40.0 %	50.0 %	0.0 %	0.0 %
90.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	1	3	6	0	0
	0.0 %	0.0 %	10.0 %	30.0 %	60.0 %	0.0 %	0.0 %
90.0 % 6. Staff returned my calls within 24 hours	0	0	1	4	5	0	0
	0.0 %	0.0 %	10.0 %	40.0 %	50.0 %	0.0 %	0.0 %
90.0 % 7. Services were available at times that were good for me	0	0	1	4	5	0	0
	0.0 %	0.0 %	10.0 %	40.0 %	50.0 %	0.0 %	0.0 %
80.0 % 8. I was able to get all the services I thought I needed	0	0	2	4	4	0	0
	0.0 %	0.0 %	20.0 %	40.0 %	40.0 %	0.0 %	0.0 %
88.9 % 9. I was able to see a psychiatrist when I wanted to	0	0	1	3	5	1	0
	0.0 %	0.0 %	10.0 %	30.0 %	50.0 %	10.0 %	0.0 %
90.0 % 10. Staff here believe that I can grow, change and recover	0	0	1	5	4	0	0
	0.0 %	0.0 %	10.0 %	50.0 %	40.0 %	0.0 %	0.0 %
80.0 % 11. I felt comfortable asking questions about my treatment and medication	0	1	1	4	4	0	0
	0.0 %	10.0 %	10.0 %	40.0 %	40.0 %	0.0 %	0.0 %
70.0 % 12. I felt free to complain	0	1	2	3	4	0	0
	0.0 %	10.0 %	20.0 %	30.0 %	40.0 %	0.0 %	0.0 %
90.0 % 13. I was given information about my rights	0	0	1	4	5	0	0
	0.0 %	0.0 %	10.0 %	40.0 %	50.0 %	0.0 %	0.0 %
90.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	1	4	5	0	0
	0.0 %	0.0 %	10.0 %	40.0 %	50.0 %	0.0 %	0.0 %
66.7 % 15. Staff told me what side effects to watch out for	0	2	1	2	4	1	0
	0.0 %	20.0 %	10.0 %	20.0 %	40.0 %	10.0 %	0.0 %
90.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	1	5	4	0	0
	0.0 %	0.0 %	10.0 %	50.0 %	40.0 %	0.0 %	0.0 %
80.0 % 17. I, not staff, decided my treatment goals	0	0	2	3	5	0	0
	0.0 %	0.0 %	20.0 %	30.0 %	50.0 %	0.0 %	0.0 %
80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	2	3	5	0	0
	0.0 %	0.0 %	20.0 %	30.0 %	50.0 %	0.0 %	0.0 %
80.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	1	1	4	4	0	0
	0.0 %	10.0 %	10.0 %	40.0 %	40.0 %	0.0 %	0.0 %
88.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	1	3	5	0	1
	0.0 %	0.0 %	10.0 %	30.0 %	50.0 %	0.0 %	10.0 %
88.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	1	5	3	0	1
	0.0 %	0.0 %	10.0 %	50.0 %	30.0 %	0.0 %	10.0 %
80.0 % 22. As a direct result of the services I received: I am better able to control my life	0	0	2	4	4	0	0
	0.0 %	0.0 %	20.0 %	40.0 %	40.0 %	0.0 %	0.0 %
80.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	2	4	4	0	0
	0.0 %	0.0 %	20.0 %	40.0 %	40.0 %	0.0 %	0.0 %
66.7 % 24. As a direct result of the services I received: I am getting along better with my family	0	1	2	2	4	1	0
	0.0 %	10.0 %	20.0 %	20.0 %	40.0 %	10.0 %	0.0 %
70.0 % 25. As a direct result of the services I received: I do better in social situations	0	0	3	3	4	0	0
	0.0 %	0.0 %	30.0 %	30.0 %	40.0 %	0.0 %	0.0 %

MHSIP Items 26-36, N = 10 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
75.0 % 26. As a direct result of the services I received: I do better in school and	0	0	2	3	3	2	0
/ or work	0.0 %	0.0 %	20.0 %	30.0 %	30.0 %	20.0 %	0.0 %
80.0 % 27. As a direct result of the services I received: My housing situation	0	0	2	3	5	0	0
has improved	0.0 %	0.0 %	20.0 %	30.0 %	50.0 %	0.0 %	0.0 %
80.0 % 28. As a direct result of the services I received: My symptoms are not	0	0	2	3	5	0	0
bothering me as much	0.0 %	0.0 %	20.0 %	30.0 %	50.0 %	0.0 %	0.0 %
80.0 % 29. As a direct result of the services I received: I do thinks that are more	0	0	2	2	6	0	0
meaningful to me	0.0 %	0.0 %	20.0 %	20.0 %	60.0 %	0.0 %	0.0 %
90.0 % 30. As a direct result of the services I received: I am better able to take	0	0	1	5	4	0	0
care of my needs	0.0 %	0.0 %	10.0 %	50.0 %	40.0 %	0.0 %	0.0 %
90.0 % 31. As a direct result of the services I received: I am better able to	0	0	1	4	5	0	0
handle thing when they go wrong	0.0 %	0.0 %	10.0 %	40.0 %	50.0 %	0.0 %	0.0 %
80.0 % 32. As a direct result of the services I received: I am better able to do	0	0	2	4	4	0	0
things that I want to do	0.0 %	0.0 %	20.0 %	40.0 %	40.0 %	0.0 %	0.0 %
80.0 % 33. As a direct result of the services I received: I am happy with the	0	1	1	4	4	0	0
friendships I have	0.0 %	10.0 %	10.0 %	40.0 %	40.0 %	0.0 %	0.0 %
50.0 % 34. As a direct result of the services I received: I have people with	0	1	4	2	3	0	0
whom I can do enjoyable things	0.0 %	10.0 %	40.0 %	20.0 %	30.0 %	0.0 %	0.0 %
70.0 % 35. As a direct result of the services I received: I feel I belong in my	0	1	2	3	4	0	0
community	0.0 %	10.0 %	20.0 %	30.0 %	40.0 %	0.0 %	0.0 %
66.7 % 36. As a direct result of the services I received: In a crisis, I would have	0	0	3	2	4	1	0
the support I need from family or friends	0.0 %	0.0 %	30.0 %	20.0 %	40.0 %	10.0 %	0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	Older Adult	1 otat	
	Adult	Older Adult	
Refused	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	6	10
	100 %	100 %	100 %
Total	4	6	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 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.



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

BP Robertson Place

Program Code(s): 38851

Overall Satisfaction¹ **77.8%**

Return Rate² **81.8%**

Overall satisfaction³ 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

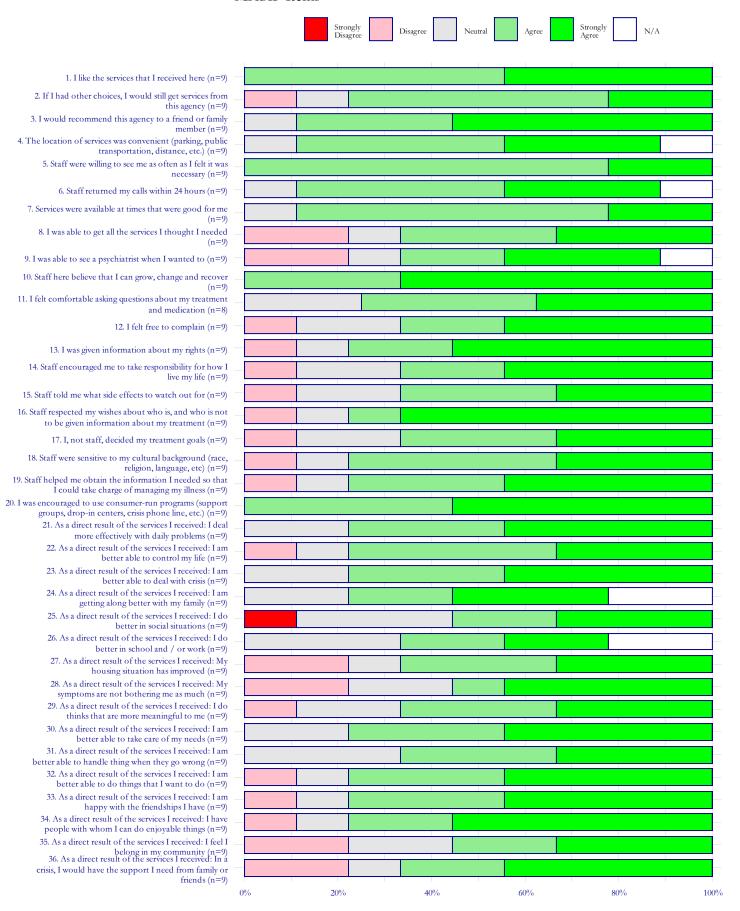
Lowest Agreement Items

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

MHSIP Items



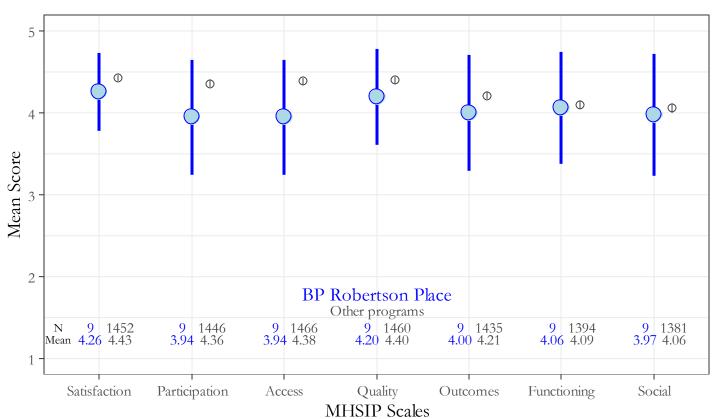
MHSIP Items 1-25, N = 9Percent Agree

To real rigide	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	5	4	0	0
	0.0 %	0.0 %	0.0 %	55.6 %	44.4 %	0.0 %	0.0 %
77.8 % 2. If I had other choices, I would still get services from this agency	0	1	1	5	2	0	0
	0.0 %	11.1 %	11.1 %	55.6 %	22.2 %	0.0 %	0.0 %
88.9 % 3. I would recommend this agency to a friend or family member	0	0	1	3	5	0	0
	0.0 %	0.0 %	11.1 %	33.3 %	55.6 %	0.0 %	0.0 %
87.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	1	4	3	1	0
	0.0 %	0.0 %	11.1 %	44.4 %	33.3 %	11.1 %	0.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	7	2	0	0
	0.0 %	0.0 %	0.0 %	77.8 %	22.2 %	0.0 %	0.0 %
87.5 % 6. Staff returned my calls within 24 hours	0	0	1	4	3	1	0
	0.0 %	0.0 %	11.1 %	44.4 %	33.3 %	11.1 %	0.0 %
88.9 % 7. Services were available at times that were good for me	0	0	1	6	2	0	0
	0.0 %	0.0 %	11.1 %	66.7 %	22.2 %	0.0 %	0.0 %
66.7 % 8. I was able to get all the services I thought I needed	0	2	1	3	3	0	0
	0.0 %	22.2 %	11.1 %	33.3 %	33.3 %	0.0 %	0.0 %
62.5 % 9. I was able to see a psychiatrist when I wanted to	0	2	1	2	3	1	0
	0.0 %	22.2 %	11.1 %	22.2 %	33.3 %	11.1 %	0.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0	0	0	3	6	0	0
	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %	0.0 %
75.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	2	3	3	0	1
	0.0 %	0.0 %	22.2 %	33.3 %	33.3 %	0.0 %	11.1 %
66.7 % 12. I felt free to complain	0	1	2	2	4	0	0
	0.0 %	11.1 %	22.2 %	22.2 %	44.4 %	0.0 %	0.0 %
77.8 % 13. I was given information about my rights	0	1	1	2	5	0	0
	0.0 %	11.1 %	11.1 %	22.2 %	55.6 %	0.0 %	0.0 %
66.7 % 14. Staff encouraged me to take responsibility for how I live my life	0	1	2	2	4	0	0
	0.0 %	11.1 %	22.2 %	22.2 %	44.4 %	0.0 %	0.0 %
66.7 % 15. Staff told me what side effects to watch out for	0	1	2	3	3	0	0
	0.0 %	11.1 %	22.2 %	33.3 %	33.3 %	0.0 %	0.0 %
77.8 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	1	1	1	6	0	0
	0.0 %	11.1 %	11.1 %	11.1 %	66.7 %	0.0 %	0.0 %
66.7 % 17. I, not staff, decided my treatment goals	0	1	2	3	3	0	0
	0.0 %	11.1 %	22.2 %	33.3 %	33.3 %	0.0 %	0.0 %
77.8 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	1	1	4	3	0	0
	0.0 %	11.1 %	11.1 %	44.4 %	33.3 %	0.0 %	0.0 %
77.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	1	1	3	4	0	0
	0.0 %	11.1 %	11.1 %	33.3 %	44.4 %	0.0 %	0.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	0	4	5	0	0
	0.0 %	0.0 %	0.0 %	44.4 %	55.6 %	0.0 %	0.0 %
77.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	2	3	4	0	0
	0.0 %	0.0 %	22.2 %	33.3 %	44.4 %	0.0 %	0.0 %
77.8 % 22. As a direct result of the services I received: I am better able to control my life	0	1	1	4	3	0	0
	0.0 %	11.1 %	11.1 %	44.4 %	33.3 %	0.0 %	0.0 %
77.8 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	2	3	4	0	0
	0.0 %	0.0 %	22.2 %	33.3 %	44.4 %	0.0 %	0.0 %
71.4 % 24. As a direct result of the services I received: I am getting along better with my family	0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	3 33.3 %	2 22.2 %	0 0.0 %
55.6 % 25. As a direct result of the services I received: I do better in social situations	1	0	3	2	3	0	0
	11.1 %	0.0 %	33.3 %	22.2 %	33.3 %	0.0 %	0.0 %

MHSIP Items 26-36, N = 9 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
57.1 % 26. As a direct result of the services I received: I do better in school and	0	0	3	2	2	2	0
/ or work	0.0 %	0.0 %	33.3 %	22.2 %	22.2 %	22.2 %	0.0 %
66.7 % 27. As a direct result of the services I received: My housing situation	0	2	1	3	3	0	0
has improved	0.0 %	22.2 %	11.1 %	33.3 %	33.3 %	0.0 %	0.0 %
55.6 % 28. As a direct result of the services I received: My symptoms are not	0	2	2	1	4	0	0
bothering me as much	0.0 %	22.2 %	22.2 %	11.1 %	44.4 %	0.0 %	0.0 %
66.7 % 29. As a direct result of the services I received: I do thinks that are more	0	1	2	3	3	0	0
meaningful to me	0.0 %	11.1 %	22.2 %	33.3 %	33.3 %	0.0 %	0.0 %
77.8 % 30. As a direct result of the services I received: I am better able to take	0	0	2	3	4	0	0
care of my needs	0.0 %	0.0 %	22.2 %	33.3 %	44.4 %	0.0 %	0.0 %
66.7 % 31. As a direct result of the services I received: I am better able to	0	0	3	3	3	0	0
handle thing when they go wrong	0.0 %	0.0 %	33.3 %	33.3 %	33.3 %	0.0 %	0.0 %
77.8 % 32. As a direct result of the services I received: I am better able to do	0	1	1	3	4	0	0
things that I want to do	0.0 %	11.1 %	11.1 %	33.3 %	44.4 %	0.0 %	0.0 %
77.8 % 33. As a direct result of the services I received: I am happy with the	0	1	1	3	4	0	0
friendships I have	0.0 %	11.1 %	11.1 %	33.3 %	44.4 %	0.0 %	0.0 %
77.8 % 34. As a direct result of the services I received: I have people with	0	1	1	2	5	0	0
whom I can do enjoyable things	0.0 %	11.1 %	11.1 %	22.2 %	55.6 %	0.0 %	0.0 %
55.6 % 35. As a direct result of the services I received: I feel I belong in my	0	2	2	2	3	0	0
community	0.0 %	22.2 %	22.2 %	22.2 %	33.3 %	0.0 %	0.0 %
66.7 % 36. As a direct result of the services I received: In a crisis, I would have	0	2	1	2	4	0	0
the support I need from family or friends	0.0 %	22.2 %	11.1 %	22.2 %	44.4 %	0.0 %	0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult To

Completion Status	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	1	9
	100 %	100 %	100 %
Total	8	1	9
	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 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.



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

BP San Jose Place

Program Code(s): 38BS1

Overall Satisfaction¹
100.0%

Return Rate² **63.6%**

Overall satisfaction³ 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

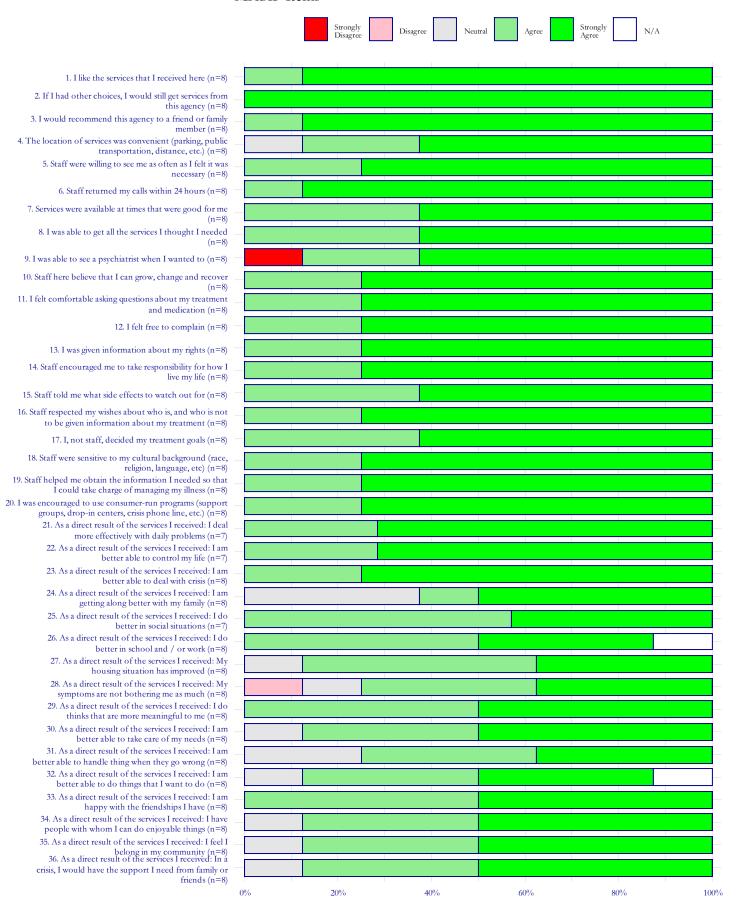
Lowest Agreement Items

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

MHSIP Items



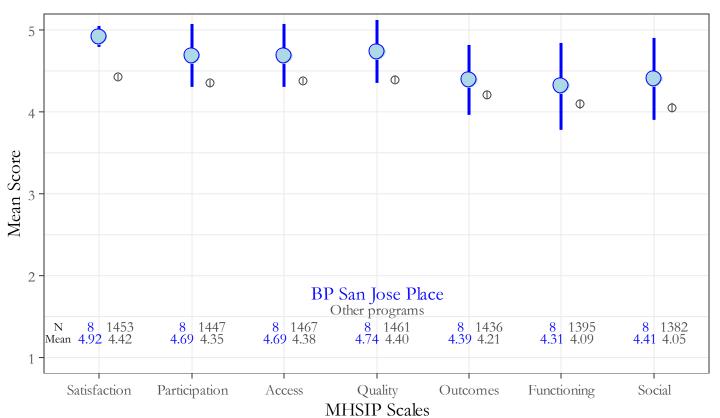
MHSIP Items 1-25, N = 8 Percent Agree

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

MHSIP Items 26-36, N = 8 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 26. As a direct result of the services I received: I do better in school and / or work	0	0	0	4	3	1	0
	0.0 %	0.0 %	0.0 %	50.0 %	37.5 %	12.5 %	0.0 %
87.5 % 27. As a direct result of the services I received: My housing situation has improved	0	0	1	4	3	0	0
	0.0 %	0.0 %	12.5 %	50.0 %	37.5 %	0.0 %	0.0 %
75.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0	1	1	3	3	0	0
	0.0 %	12.5 %	12.5 %	37.5 %	37.5 %	0.0 %	0.0 %
100.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0	0	0	4	4	0	0
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
87.5 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	0	1	3	4	0	0
	0.0 %	0.0 %	12.5 %	37.5 %	50.0 %	0.0 %	0.0 %
75.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	0	2	3	3	0	0
	0.0 %	0.0 %	25.0 %	37.5 %	37.5 %	0.0 %	0.0 %
85.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	0	1	3	3	1	0
	0.0 %	0.0 %	12.5 %	37.5 %	37.5 %	12.5 %	0.0 %
100.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	0	0	4	4	0	0
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
87.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	0	1	3	4	0	0
	0.0 %	0.0 %	12.5 %	37.5 %	50.0 %	0.0 %	0.0 %
87.5 % 35. As a direct result of the services I received: I feel I belong in my community	0	0	1	3	4	0	0
	0.0 %	0.0 %	12.5 %	37.5 %	50.0 %	0.0 %	0.0 %
87.5 % 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	1	3	4	0	0
	0.0 %	0.0 %	12.5 %	37.5 %	50.0 %	0.0 %	0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult To

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	0	0	0
	0 %	0 %	0 %
Impaired	0	0	0
	0 %	0 %	0 %
Language	0	0	0
	0 %	0 %	0 %
Other	0	0	0
	0 %	0 %	0 %
No Data	0	0	0
	0 %	0 %	0 %
Completed Survey	6	2	8
	100 %	100 %	100 %
Total	6	2	8
	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 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.



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

BVHP Integrated Behavioral Health Program

Program Code(s): 38513

Overall Satisfaction¹ **97.1%**

Return Rate² **89.7%**

Overall satisfaction³ 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

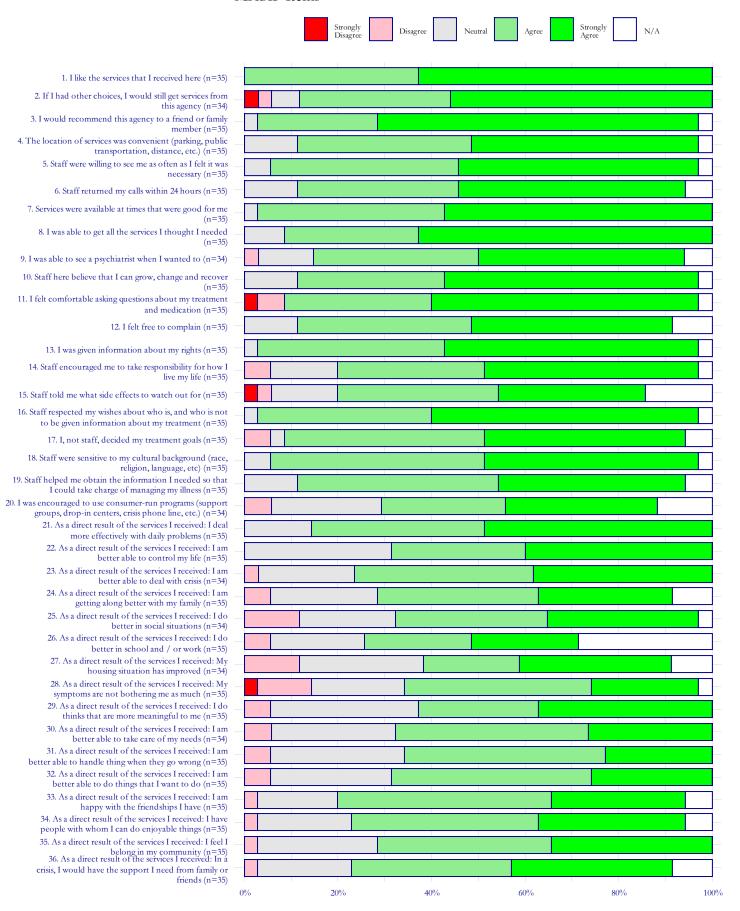
Lowest Agreement Items

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

MHSIP Items



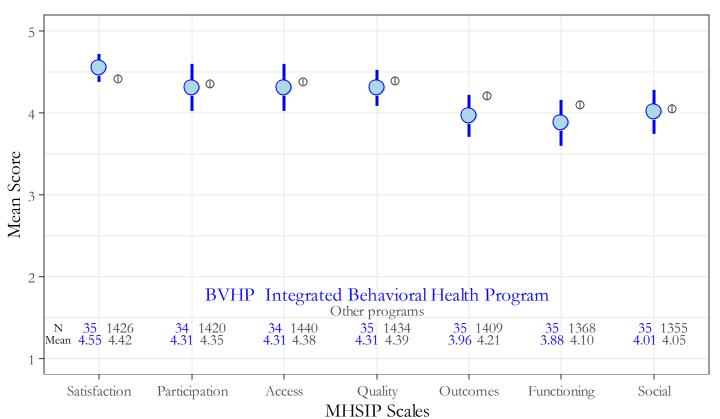
MHSIP Items 1-25, N = 35 Percent Agree

•	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	13	22	0	0
	0.0 %	0.0 %	0.0 %	37.1 %	62.9 %	0.0 %	0.0 %
88.2 % 2. If I had other choices, I would still get services from this agency	1	1	2	11	19	0	1
	2.9 %	2.9 %	5.7 %	31.4 %	54.3 %	0.0 %	2.9 %
97.1 % 3. I would recommend this agency to a friend or family member	0	0	1	9	24	1	0
	0.0 %	0.0 %	2.9 %	25.7 %	68.6 %	2.9 %	0.0 %
88.2 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	4	13	17	1	0
	0.0 %	0.0 %	11.4 %	37.1 %	48.6 %	2.9 %	0.0 %
94.1 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	2	14	18	1	0
	0.0 %	0.0 %	5.7 %	40.0 %	51.4 %	2.9 %	0.0 %
87.9 % 6. Staff returned my calls within 24 hours	0	0	4	12	17	2	0
	0.0 %	0.0 %	11.4 %	34.3 %	48.6 %	5.7 %	0.0 %
97.1 % 7. Services were available at times that were good for me	0	0	1 2.9 %	14 40.0 %	20 57.1 %	0 0.0 %	0 0.0 %
91.4 % 8. I was able to get all the services I thought I needed	0	0	3	10	22	0	0
	0.0 %	0.0 %	8.6 %	28.6 %	62.9 %	0.0 %	0.0 %
84.4 % 9. I was able to see a psychiatrist when I wanted to	0	1	4	12	15	2	1
	0.0 %	2.9 %	11.4 %	34.3 %	42.9 %	5.7 %	2.9 %
88.2 % 10. Staff here believe that I can grow, change and recover	0	0	4	11	19	1	0
	0.0 %	0.0 %	11.4 %	31.4 %	54.3 %	2.9 %	0.0 %
91.2 % 11. I felt comfortable asking questions about my treatment and medication	1	2	0	11	20	1	0
	2.9 %	5.7 %	0.0 %	31.4 %	57.1 %	2.9 %	0.0 %
87.5 % 12. I felt free to complain	0	0	4	13	15	3	0
	0.0 %	0.0 %	11.4 %	37.1 %	42.9 %	8.6 %	0.0 %
97.1 % 13. I was given information about my rights	0	0	1	14	19	1	0
	0.0 %	0.0 %	2.9 %	40.0 %	54.3 %	2.9 %	0.0 %
79.4 % 14. Staff encouraged me to take responsibility for how I live my life	0	2	5	11	16	1	0
	0.0 %	5.7 %	14.3 %	31.4 %	45.7 %	2.9 %	0.0 %
76.7 % 15. Staff told me what side effects to watch out for	1	1	5	12	11	5	0
	2.9 %	2.9 %	14.3 %	34.3 %	31.4 %	14.3 %	0.0 %
97.1 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	1	13	20	1	0
	0.0 %	0.0 %	2.9 %	37.1 %	57.1 %	2.9 %	0.0 %
90.9 % 17. I, not staff, decided my treatment goals	0	2	1	15	15	2	0
	0.0 %	5.7 %	2.9 %	42.9 %	42.9 %	5.7 %	0.0 %
94.1 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	2	16	16	1	0
	0.0 %	0.0 %	5.7 %	45.7 %	45.7 %	2.9 %	0.0 %
87.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	4	15	14	2	0
	0.0 %	0.0 %	11.4 %	42.9 %	40.0 %	5.7 %	0.0 %
66.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	2	8	9	11	4	1
	0.0 %	5.7 %	22.9 %	25.7 %	31.4 %	11.4 %	2.9 %
85.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	5	13	17	0	0
	0.0 %	0.0 %	14.3 %	37.1 %	48.6 %	0.0 %	0.0 %
68.6 % 22. As a direct result of the services I received: I am better able to control my life	0	0	11	10	14	0	0
	0.0 %	0.0 %	31.4 %	28.6 %	40.0 %	0.0 %	0.0 %
76.5 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	1	7	13	13	0	1
	0.0 %	2.9 %	20.0 %	37.1 %	37.1 %	0.0 %	2.9 %
68.8 % 24. As a direct result of the services I received: I am getting along better with my family	0.0 %	2 5.7 %	8 22.9 %	12 34.3 %	10 28.6 %	3 8.6 %	0 0.0 %
66.7 % 25. As a direct result of the services I received: I do better in social situations	0	4	7	11	11	1	1
	0.0 %	11.4 %	20.0 %	31.4 %	31.4 %	2.9 %	2.9 %

MHSIP Items 26-36, N = 35 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
64.0 % 26. As a direct result of the services I received: I do better in school and / or work	0	2	7	8	8	10	0
	0.0 %	5.7 %	20.0 %	22.9 %	22.9 %	28.6 %	0.0 %
58.1 % 27. As a direct result of the services I received: My housing situation has improved	0.0 %	4 11.4 %	9 25.7 %	7 20.0 %	11 31.4 %	3 8.6 %	1 2.9 %
64.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1	4	7	14	8	1	0
	2.9 %	11.4 %	20.0 %	40.0 %	22.9 %	2.9 %	0.0 %
62.9 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0.0 %	2 5.7 %	11 31.4 %	9 25.7 %	13 37.1 %	0 0.0 %	0 0.0 %
67.6 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	2	9	14	9	0	1
	0.0 %	5.7 %	25.7 %	40.0 %	25.7 %	0.0 %	2.9 %
65.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	2	10	15	8	0	0
	0.0 %	5.7 %	28.6 %	42.9 %	22.9 %	0.0 %	0.0 %
68.6 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	2	9	15	9	0	0
	0.0 %	5.7 %	25.7 %	42.9 %	25.7 %	0.0 %	0.0 %
78.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	1	6	16	10	2	0
	0.0 %	2.9 %	17.1 %	45.7 %	28.6 %	5.7 %	0.0 %
75.8 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	1	7	14	11	2	0
	0.0 %	2.9 %	20.0 %	40.0 %	31.4 %	5.7 %	0.0 %
71.4 % 35. As a direct result of the services I received: I feel I belong in my community	0	1	9	13	12	0	0
	0.0 %	2.9 %	25.7 %	37.1 %	34.3 %	0.0 %	0.0 %
75.0 % 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	1	7	12	12	3	0
	0.0 %	2.9 %	20.0 %	34.3 %	34.3 %	8.6 %	0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by ompletion Status Adult/Older Adult Tate

Completion Status	ompletion Status Adult/Older A					
	Adult	Older Adult				
Refused	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	7	35			
	100 %	100 %	100 %			
Total	28	7	35			
	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 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.



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 Satisfaction¹ **90.0%**

Return Rate² 55.6%

Overall satisfaction³ 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

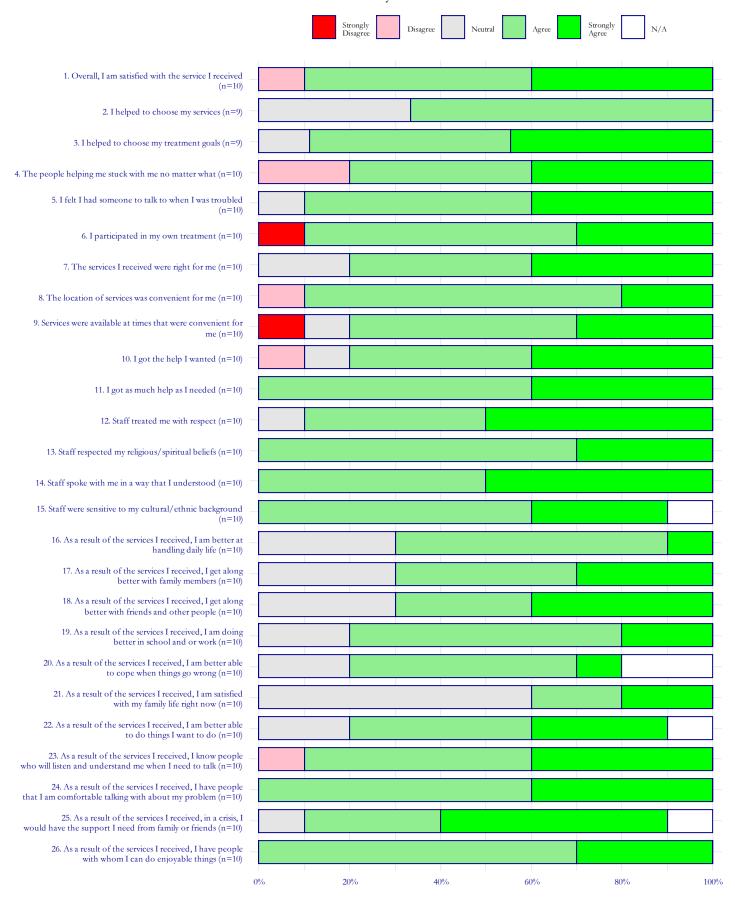
Lowest Agreement Items

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

Youth Services Survey for Youth

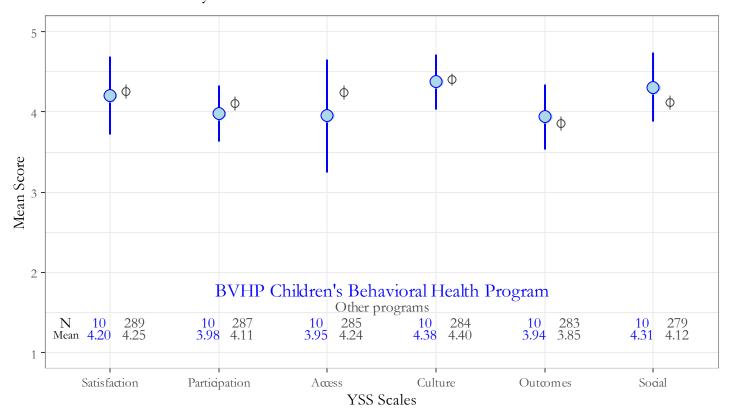


Youth Services Survey for Youth, N = 10

routh Services Survey for routh, N = 10							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.0 % 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 %
66.7 % 2. I helped to choose my services	0	0 0.0 %	3 30.0 %	6 60.0 %	0	0	1 10.0 %
88.9 % 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 %
20.0.0/ 4. The magnic halming magety with magne motter what	0.0 %	2	0	40.0 %	40.0 %	0.0 %	0
80.0 % 4. The people helping me stuck with me no matter what	0.0 %	20.0 %	0.0 %	40.0 %	40.0 %	0.0 %	0.0 %
90.0 % 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 %
90.0 % 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 %
80.0 % 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 %
90.0 % 8. The location of services was convenient for me	0.0 70	1	0	7	2	0.0 70	0.0 70
70.0 76 8. The location of services was convenient for the	0.0 %	10.0 %	0.0 %	70.0 %	20.0 %	0.0 %	0.0 %
80.0 % 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 %
80.0 % 10. I got the help I wanted	0	1	1	4	4	0	0
000 /0 10/1 got and notp 1 mande	0.0 %	10.0 %	10.0 %	40.0 % 6	40.0 %	0.0 %	0.0 %
100.0 % 11. I got as much help as I needed	0.0 %	0.0 %	0.0 %	60.0 %	40.0 %	0.0 %	0.0 %
90.0 % 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 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
70.0 % 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 %
70.0 % 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 %
70.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	3 30.0 %	3 30.0 %	4 40.0 %	0 0.0 %	0 0.0 %
80.0 % 19. As a result of the services I received, I am doing better in school ar		0.0 70	2	6	2	0.0 70	0.0 %
or work	0.0 %	0.0 %	20.0 %	60.0 %	20.0 %	0.0 %	0.0 %
75.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	1 10.0 %	2 20.0 %	0 0.0 %
40.0 % 21. As a result of the services I received, I am satisfied with my family	0	0	6	2	2	0	0
life right now	0.0 %	0.0 %	60.0 %	20.0 %	20.0 %	0.0 %	0.0 %
77.8 % 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 %	2 20.0 %	4 40.0 %	30.0 %	1 10.0 %	0 0.0 %
90.0 % 23. As a result of the services I received, I know people who will lister		1	0	5	4	0	0
and understand me when I need to talk 100.0 % 24. As a result of the services I received, I have people that I am	0.0 %	10.0 % 0	0.0 %	50.0 % 6	40.0 %	0.0 %	0.0 %
comfortable talking with about my problem	0.0 %	0.0 %	0.0 %	60.0 %	40.0 %	0.0 %	0.0 %
88.9 % 25. As a result of the services I received, in a crisis, I would have the	0	0	1000	3	5 50.0 %	1	0
support I need from family or friends 100.0 % 26. As a result of the services I received, I have people with whom I	0.0 %	0.0 %	10.0 %	30.0 % 7	50.0 %	10.0 %	0.0 %
can do enjoyable things	0.0 %	0.0 %	0.0 %	70.0 %	30.0 %	0.0 %	0.0 %

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

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



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	
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	10	10
	0 %	100 %	100 %
Total	0	10	10
	100 %	100 %	100 %

- 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 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 Satisfaction¹ **87.5%**

Return Rate² **42.9%**

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. 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.

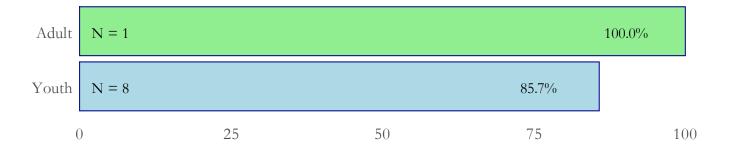
People served November 4-8 2019 (Avatar billing): 21

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



- 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 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 Satisfaction¹ **100.0%**

Return Rate² **100.0%**

Overall satisfaction³ 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

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

Completion Status	Adult	Older Adult	1 otat
	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	0	1
	100 %	0 %	100 %
Total	1	0	1
	100 %	100 %	100 %

- 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.



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 Satisfaction¹ **94.1%**

Return Rate² **80.0%**

Overall satisfaction³ 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

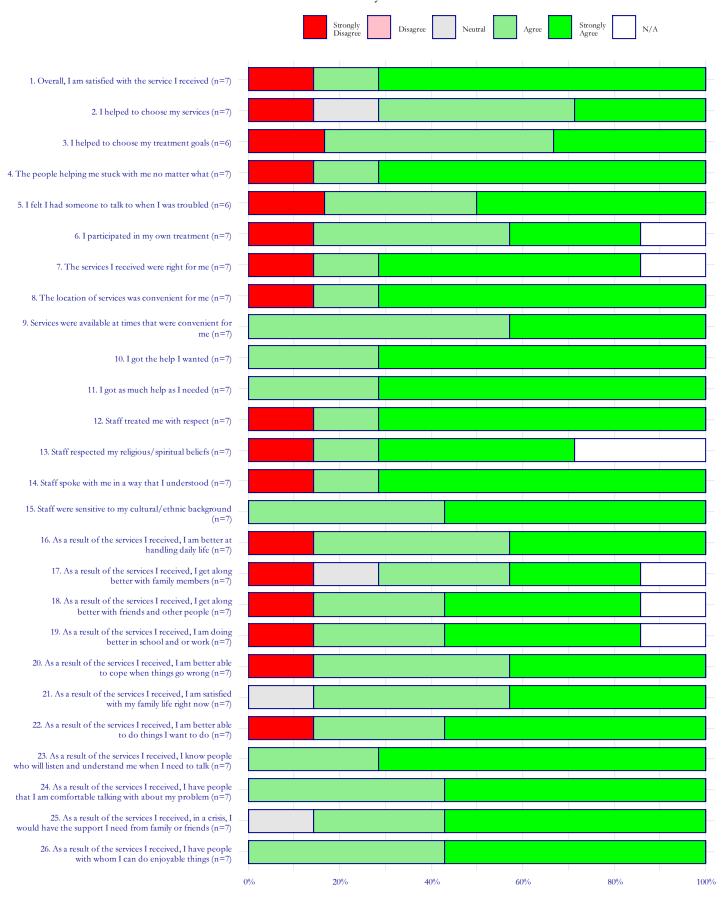
Lowest Agreement Items

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

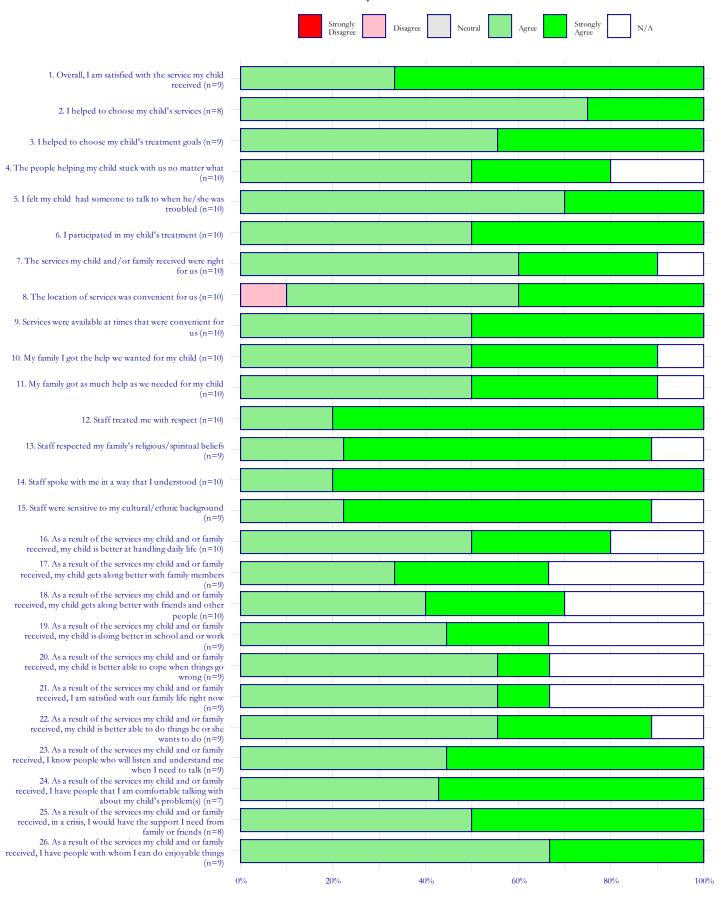
Youth Services Survey for Youth



Youth Services Survey for Youth, N=8

10um Services Survey for 10um, N = 0							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 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 %
71.4 % 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 %
83.3 % 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 %
85.7 % 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 %
83.3 % 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 %
83.3 % 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
83.3 % 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
85.7 % 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	1 12.5 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0	0	4 50.0 %	3 37.5 %	0 0.0 %	1 12.5 %
100.0 % 10. I got the help I wanted	0 0.0 %	0	0	2 25.0 %	5 62.5 %	0	1 12.5 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0	0	2 25.0 %	5 62.5 %	0 0.0 %	1 12.5 %
85.7 % 12. Staff treated me with respect	1 12.5 %	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	0.0 %	1 12.5 %
80.0 % 13. Staff respected my religious/spiritual beliefs	1 1 12.5 %	0 0.0 %	0 0.0 %	1 1 12.5 %	3 37.5 %	2 25.0 %	1
85.7 % 14. Staff spoke with me in a way that I understood	1	0	0	1	5 62.5 %	0	1
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0.0 %	0.0 %	12.5 % 3	4	0	12.5 %
85.7 % 16. As a result of the services I received, I am better at handling daily	0.0 %	0.0 %	0.0 %	37.5 %	50.0 %	0	12.5 %
66.7 % 17. As a result of the services I received, I get along better with family	12.5 %	0.0 %	0.0 %	37.5 %	37.5 %	1	12.5 %
members 83.3 % 18. As a result of the services I received, I get along better with friends	12.5 %	0.0 %	12.5 %	25.0 %	25.0 %	12.5 %	1
and other people 83.3 % 19. As a result of the services I received, I am doing better in school and		0.0 %	0.0 %	25.0 %	37.5 %	1	1
or work 85.7 % 20. As a result of the services I received, I am better able to cope when	12.5 % 1	0.0 %	0.0 % 0	25.0 %	37.5 %	0	12.5 %
things go wrong 85.7 % 21. As a result of the services I received, I am satisfied with my family	12.5 % 0	0.0 %	0.0 %	37.5 %	37.5 %	0.0 %	12.5 %
life right now 85.7 % 22. As a result of the services I received, I am better able to do things I	0.0 % 1	0.0 %	12.5 %	37.5 % 2	37.5 % 4	0.0 %	12.5 %
want to do 100.0 % 23. As a result of the services I received, I know people who will listen	12.5 %	0.0 %	0.0 %	25.0 % 2	50.0 % 5	0.0 %	12.5 %
and understand me when I need to talk 100.0 % 24. As a result of the services I received, I have people that I am	0.0 %	0.0 %	0.0 %	25.0 % 3	62.5 % 4	0.0 %	12.5 %
comfortable talking with about my problem 85.7 % 25. As a result of the services I received, in a crisis, I would have the	0.0 %	0.0 %	0.0 %	37.5 %	50.0 % 4		12.5 %
support I need from family or friends	0.0 %	0.0 %	12.5 %	25.0 %	50.0 %		12.5 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	37.5 %	50.0 %	0.0 %	12.5 %

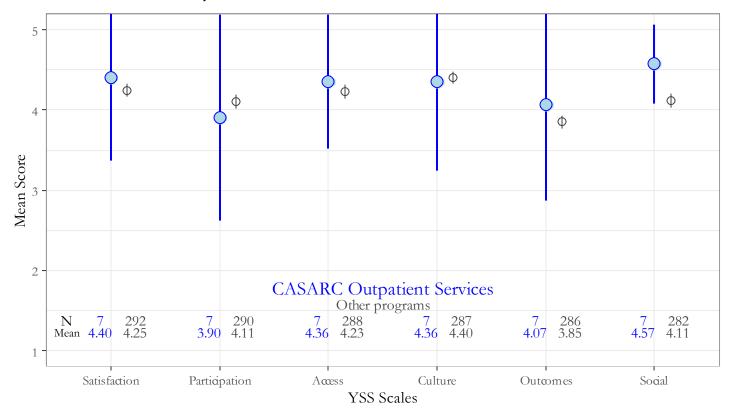
Youth Services Survey for Families



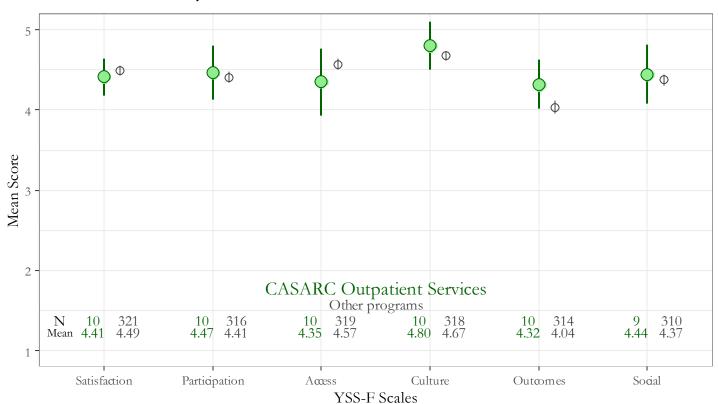
Youth Services Survey for Families, N = 10

Touch Services Survey for Families, 11 – 10	Strongly				Strongly		
	Disagree	Disagree	Neutral	Agree	Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0	0	0	3	6	0	1
1. Overall, I all satisfied with the service my clinic received	0.0 %	0.0 %	0.0 %	30.0 %	60.0 %	0.0 %	10.0 %
100.0 % 2. I helped to choose my child's services	0	0	0	6	20.00	0	20.00
	0.0 %	0.0 %	0.0 %	60.0 %	20.0 %	0.0 %	20.0 %
100.0 % 3. I helped to choose my child's treatment goals	0.0 %	0.0 %	0.0 %	50.0 %	40.0 %	0.0 %	1 10.0 %
	0	0	0	5	3	2	0
100.0 % 4. The people helping my child stuck with us no matter what	0.0 %	0.0 %	0.0 %	50.0 %	30.0 %	20.0 %	0.0 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0	0	0	7	3	0	0
100.0 /0 3.1 left my child had someone to talk to when he/she was troubled	0.0 %	0.0 %	0.0 %	70.0 %	30.0 %	0.0 %	0.0 %
100.0 % 6. I participated in my child's treatment	0	0	0	5	5	0	0
1 1	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	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 %	10.0 %	0 0.0 %
	0.0 70	1	0.0 70	5	4	0	0.0 70
90.0 % 8. The location of services was convenient for us	0.0 %	10.0 %	0.0 %	50.0 %	40.0 %	0.0 %	0.0 %
100 0 0/ 0. Sarriage ware evallable at times that were convenient for us	0	0	0	5	5	0	0
100.0 % 9. Services were available at times that were convenient for us	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
100.0 % 10. My family I got the help we wanted for my child	0	0	0	5	4	1	0
20000 70 107 Mainly 1 got the help we wanted for my emile	0.0 %	0.0 %	0.0 %	50.0 %	40.0 %	10.0 %	
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 %
	0.0 %	0.0 %	0.0 %	2	40.0 %	0	0.0 %
100.0 % 12. Staff treated me with respect	0.0 %	0.0 %	0.0 %	20.0 %	80.0 %	0.0 %	0.0 %
	0	0	0.0 70	2	6	1	1
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0.0 %	0.0 %	0.0 %	20.0 %	60.0 %	10.0 %	10.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0	2	8	0	0
100.0 70 14. Start spoke with the in a way that I understood	0.0 %	0.0 %	0.0 %	20.0 %	80.0 %	0.0 %	0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	2	6	1	1
<u> </u>	0.0 %	0.0 %	0.0 %	20.0 %	60.0 %		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	0.0 %	0.0 %	0.0 %	30.0 %	30.0 %	3	1
child gets along better with family members	0.0 %	0.0 %	0.0 %	30.0 %	30.0 %		10.0 %
100.0 % 18. As a result of the services my child and or family received, my	0	0	0	4	3	3	0
child gets along better with friends and other people	0.0 %	0.0 %	0.0 %	40.0 %	30.0 %	30.0 %	0.0 %
100.0 % 19. As a result of the services my child and or family received, my	0	0	0	4	2	3	1
child is doing better in school and or work	0.0 %	0.0 %	0.0 %	40.0 %	20.0 %		10.0 %
100.0 % 20. As a result of the services my child and or family received, my	0	0	0	5	10.00	3	1000
child is better able to cope when things go wrong 100.0 % 21. As a result of the services my child and or family received, I am	0.0 %	0.0 %	0.0 %	50.0 % 5	10.0 %	30.0 %	10.0 %
satisfied with our family life right now	0.0 %	0.0 %	0.0 %	50.0 %	10.0 %		10.0 %
100.0 % 22. As a result of the services my child and or family received, my	0	0	0.0 70	5	3	1	1
child is better able to do things he or she wants to do	0.0 %	0.0 %	0.0 %	50.0 %	30.0 %	10.0 %	10.0 %
100.0 % 23. As a result of the services my child and or family received, I know	0	0	0	4	5	0	1
people who will listen and understand me when I need to talk	0.0 %	0.0 %	0.0 %	40.0 %	50.0 %	0.0 %	10.0 %
100.0 % 24. As a result of the services my child and or family received, I have	0	0	0	3	4	0	3
people that I am comfortable talking with about my child's problem(s)	0.0 %	0.0 %	0.0 %	30.0 %	40.0 %	0.0 %	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	0.0 %	0.0 %	0.0 %	6	3	0.0 %	1
people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	60.0 %	30.0 %	0.0 %	10.0 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance CASARC Outpatient Services Completion by Respondent Type

	Family	Youth	
Refused	0	1	1
	0 %	12.5 %	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	7	17
	100 %	87.5 %	94.4 %
Total	10	8	18
	100 %	100 %	100 %

- 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.



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): 80083

Program Code(s): 89983

Overall Satisfaction¹
100.0%

Return Rate² **20.0%**

Overall satisfaction³ 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

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 Catholic Charities CYO SF Boys and Girls Home - Euclid House 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	1	1
	0 %	100 %	100 %
Total	0	1	1
	100 %	100 %	100 %

- 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.



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

$\ \, \textbf{Catholic Charities CYO SF Boys and Girls Home - Shelter} \\$

Program Code(s): 38GC3

Overall Satisfaction¹ **66.7%**

Return Rate² **85.7%**

Overall satisfaction³ 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

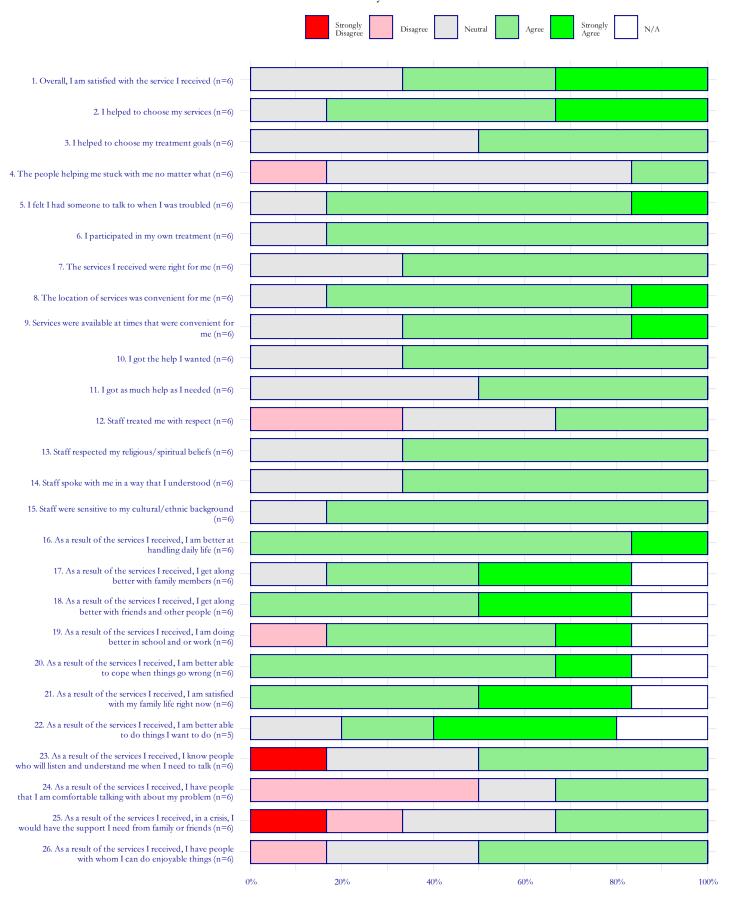
Lowest Agreement Items

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

Youth Services Survey for Youth

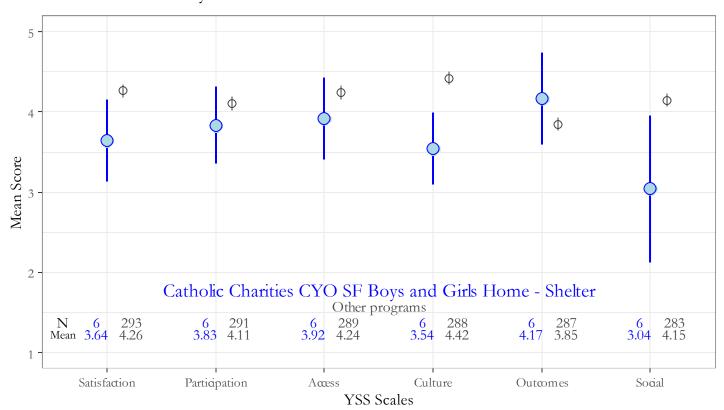


Youth Services Survey for Youth, N = 6

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
66.7 % 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 %
83.3 % 2. I helped to choose my services	0	0	1	3	2	0	0
50.0 % 3. I helped to choose my treatment goals	0.0 %	0.0 %	16.7 % 3	50.0 %	33.3 %	0.0 %	0.0 %
3. Therped to choose my treatment goals	0.0 %	0.0 %	50.0 % 4	50.0 %	0.0 %	0.0 %	0.0 %
16.7 % 4. The people helping me stuck with me no matter what	0.0 %	16.7 %	66.7 %	16.7 %	0.0 %	0.0 %	0.0 %
83.3 % 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 %
83.3 % 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 %
66.7 % 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 %
83.3 % 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 %
66.7 % 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 %
66.7 % 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 %
50.0 % 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 %
33.3 % 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 %
66.7 % 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 %
66.7 % 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 %
83.3 % 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 %
100.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	5 83.3 %	1 16.7 %	0 0.0 %	0 0.0 %
80.0 % 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 %
100.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	2 33.3 %	1	0 0.0 %
80.0 % 19. As a result of the services I received, I am doing better in school and or work		1 16.7 %	0 0.0 %	3 50.0 %	1	1 16.7 %	0 0.0 %
100.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	1 16.7 %	1 16.7 %	0 0.0 %
100.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0.0 %	0.0 %	0.0 %	3 50.0 %	2 33.3 %	1 16.7 %	0 0.0 %
75.0 % 22. As a result of the services I received, I am better able to do things I want to do	0.0 %	0.0 %	1 16.7 %	1 16.7 %	2 33.3 %	1 16.7 %	1
50.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	1 16.7 %	0.0 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
33.3 % 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 %
33.3 % 25. As a result of the services I received, in a crisis, I would have the	1	1	2	2	0	0	0
support I need from family or friends 50.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	16.7 % 0 0.0 %	16.7 % 1 16.7 %	33.3 % 2 33.3 %	33.3 % 3 50.0 %	0.0 % 0 0.0 %	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% ConfidenceIntervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance
Catholic Charities
CYO SF Boys and
Cirls Home Shelter

Completion Status Girls Home - Shelter 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	6	6
	0 %	100 %	100 %
Total	0	6	6
	100 %	100 %	100 %

- 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.



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 Satisfaction¹ **50.0%**

Return Rate² **40.0%**

Overall satisfaction³ 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

Youth Services Survey for Youth

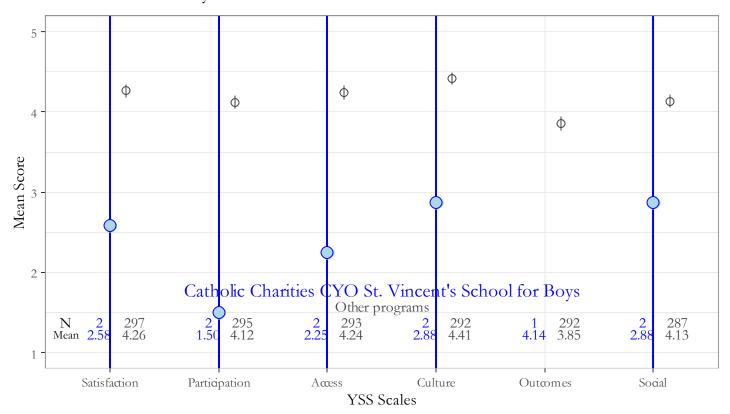


Youth Services Survey for Youth, N = 2

Four Services Survey for Fourily, $N = 2$							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
50.0 % 1. Overall, I am satisfied with the service I received	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 2. I helped to choose my services	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 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 %
50.0 % 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 %
50.0 % 5. I felt I had someone to talk to when I was troubled	1 50.0 %	0	0	1 50.0 %	0	0 0.0 %	0
0.0 % 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 %
0.0 % 7. The services I received were right for me	1 50.0 %	0	1 50.0 %	0	0	0 0.0 %	0 0.0 %
50.0 % 8. The location of services was convenient for me	1 50.0 %	0	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 9. Services were available at times that were convenient for me	1 50.0 %	0	1 50.0 %	0 0.0 %	0	0 0.0 %	0 0.0 %
50.0 % 10. I got the help I wanted	1 50.0 %	0	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 11. I got as much help as I needed	1 50.0 %	0	0	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 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 %
50.0 % 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 %
50.0 % 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 %
50.0 % 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 %
100.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0
100.0 % 17. As a result of the services I received, I get along better with family members	0	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %
100.0 % 18. As a result of the services I received, I get along better with friends and other people		0 0.0 %	0 0.0 %	0 0.0 %	1	1 50.0 %	0 0.0 %
100.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %
0.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0
100.0 % 21. As a result of the services I received, I am satisfied with my family life right now		0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0
100.0 % 22. As a result of the services I received, I am better able to do things I want to do		0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %
50.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0	0	1 50.0 %	0 0.0 %	1 50.0 %	0
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 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% ConfidenceIntervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance
Catholic Charities
CYO St. Vincent's

School for Boys
Completion by
Respondent Type
Family Youth

Refused

0 0 0 0
0 %
0 %
0 %
0 %

	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	2	2
	0 %	100 %	100 %
Total	0	2	2
	100 %	100 %	100 %

- 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.



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

CATS A Woman's Place

Program Code(s): 38BKOP

Overall Satisfaction¹
100.0%

Return Rate² **68.8%**

Overall satisfaction³ 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

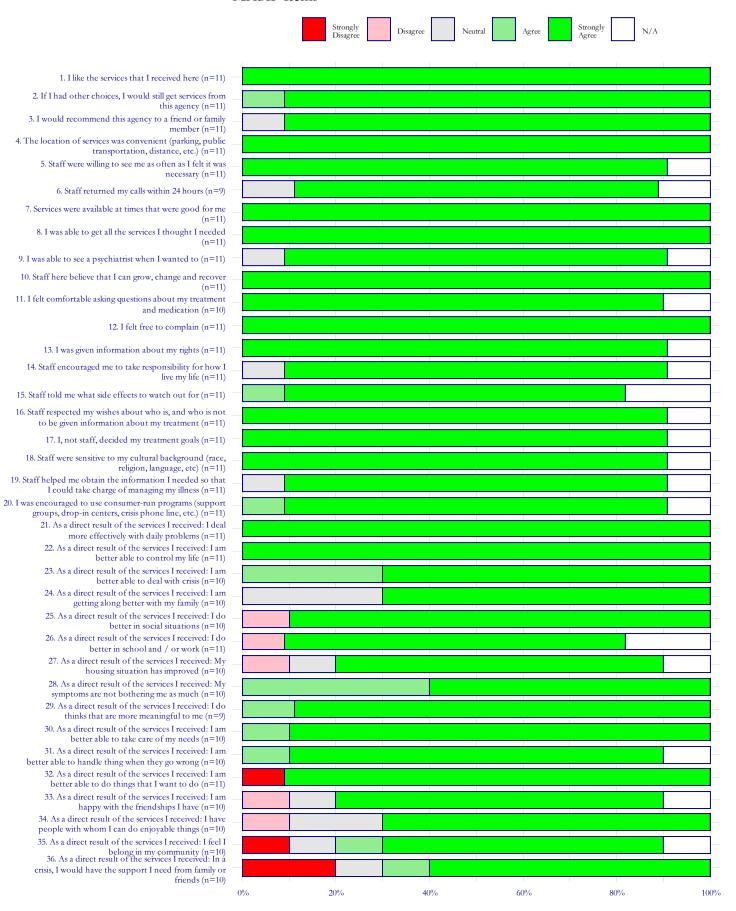
Lowest Agreement Items

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

MHSIP Items



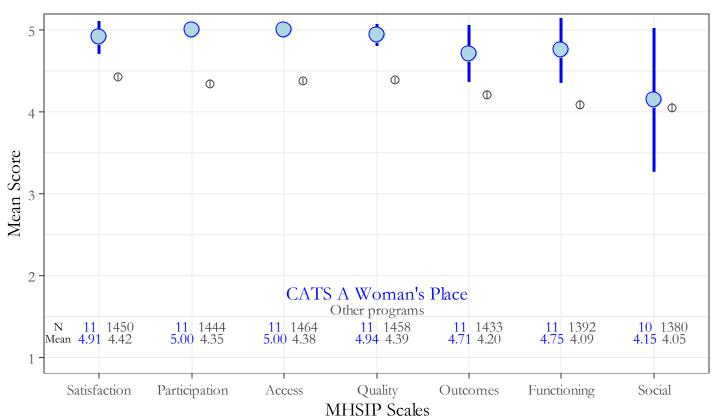
$\begin{array}{ll} \textbf{MHSIP Items 1-25,} & \textbf{N} = \textbf{11} \\ \textbf{Percent Agree} \end{array}$

To real rigide	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	0	11	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 2. If I had other choices, I would still get services from this agency	0	0	0	1	10	0	0
	0.0 %	0.0 %	0.0 %	9.1 %	90.9 %	0.0 %	0.0 %
90.9 % 3. I would recommend this agency to a friend or family member	0	0	1	0	10	0	0
	0.0 %	0.0 %	9.1 %	0.0 %	90.9 %	0.0 %	0.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	0	0	11	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	0	10	1	0
	0.0 %	0.0 %	0.0 %	0.0 %	90.9 %	9.1 %	0.0 %
87.5 % 6. Staff returned my calls within 24 hours	0	0	1	0	7	1	2
	0.0 %	0.0 %	9.1 %	0.0 %	63.6 %	9.1 %	18.2 %
100.0 % 7. Services were available at times that were good for me	0	0	0	0	11	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 8. I was able to get all the services I thought I needed	0	0	0	0	11	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
90.0 % 9. I was able to see a psychiatrist when I wanted to	0	0	1	0	9	1	0
	0.0 %	0.0 %	9.1 %	0.0 %	81.8 %	9.1 %	0.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0	0	0	0	11	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	0	0	9	1	1
	0.0 %	0.0 %	0.0 %	0.0 %	81.8 %	9.1 %	9.1 %
100.0 % 12. I felt free to complain	0	0	0	0	11	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 13. I was given information about my rights	0	0	0	0	10	1	0
	0.0 %	0.0 %	0.0 %	0.0 %	90.9 %	9.1 %	0.0 %
90.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	1	0	9	1	0
	0.0 %	0.0 %	9.1 %	0.0 %	81.8 %	9.1 %	0.0 %
100.0 % 15. Staff told me what side effects to watch out for	0	0	0	1	8	2	0
	0.0 %	0.0 %	0.0 %	9.1 %	72.7 %	18.2 %	0.0 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	0	0	10	1	0
	0.0 %	0.0 %	0.0 %	0.0 %	90.9 %	9.1 %	0.0 %
100.0 % 17. I, not staff, decided my treatment goals	0	0	0	0	10	1	0
	0.0 %	0.0 %	0.0 %	0.0 %	90.9 %	9.1 %	0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	0	0	10	1	0
	0.0 %	0.0 %	0.0 %	0.0 %	90.9 %	9.1 %	0.0 %
90.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	1	0	9	1	0
	0.0 %	0.0 %	9.1 %	0.0 %	81.8 %	9.1 %	0.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	0	1	9	1	0
	0.0 %	0.0 %	0.0 %	9.1 %	81.8 %	9.1 %	0.0 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	0	0	11	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 22. As a direct result of the services I received: I am better able to control my life	0	0	0	0	11	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 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 27.3 %	7 63.6 %	0 0.0 %	1 9.1 %
70.0 % 24. As a direct result of the services I received: I am getting along better with my family		0 0.0 %	3 27.3 %	0 0.0 %	7 63.6 %	0 0.0 %	1 9.1 %
90.0 % 25. As a direct result of the services I received: I do better in social situations	0	1	0	0	9	0	1
	0.0 %	9.1 %	0.0 %	0.0 %	81.8 %	0.0 %	9.1 %

MHSIP Items 26-36, N = 11 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.9 % 26. As a direct result of the services I received: I do better in school and / or work	0	1	0	0	8	2	0
	0.0 %	9.1 %	0.0 %	0.0 %	72.7 %	18.2 %	0.0 %
77.8 % 27. As a direct result of the services I received: My housing situation has improved	0	1	1	0	7	1	1
	0.0 %	9.1 %	9.1 %	0.0 %	63.6 %	9.1 %	9.1 %
100.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0	0	0	4	6	0	1
	0.0 %	0.0 %	0.0 %	36.4 %	54.5 %	0.0 %	9.1 %
100.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0	0	0	1	8	0	2
	0.0 %	0.0 %	0.0 %	9.1 %	72.7 %	0.0 %	18.2 %
100.0 % 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	0	1
	0.0 %	0.0 %	0.0 %	9.1 %	81.8 %	0.0 %	9.1 %
100.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	0	0	1	8	1	1
	0.0 %	0.0 %	0.0 %	9.1 %	72.7 %	9.1 %	9.1 %
90.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1	0	0	0	10	0	0
	9.1 %	0.0 %	0.0 %	0.0 %	90.9 %	0.0 %	0.0 %
77.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	1	1	0	7	1	1
	0.0 %	9.1 %	9.1 %	0.0 %	63.6 %	9.1 %	9.1 %
70.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	1	2	0	7	0	1
	0.0 %	9.1 %	18.2 %	0.0 %	63.6 %	0.0 %	9.1 %
77.8 % 35. As a direct result of the services I received: I feel I belong in my community	1	0	1	1	6	1	1
	9.1 %	0.0 %	9.1 %	9.1 %	54.5 %	9.1 %	9.1 %
70.0 % 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	0	1	1	6	0	1
	18.2 %	0.0 %	9.1 %	9.1 %	54.5 %	0.0 %	9.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	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	2	11	
	100 %	100 %	100 %	
Total	9	2	11	
	100 %	100 %	100 %	

- 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.



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 Satisfaction¹

Return Rate² **100.0%**

Overall satisfaction³ 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

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 by Respondent Type

	Family	Youth	
Refused	1	2	3
	50 %	100 %	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	0	1
	50 %	0 %	25 %
Completed Survey	0	0	0
	0 %	0 %	0 %
Total	2	2	4
	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 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.



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 Satisfaction¹
100.0%

Return Rate² over 100%

Overall satisfaction³ 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.

Youth Services Survey for Families

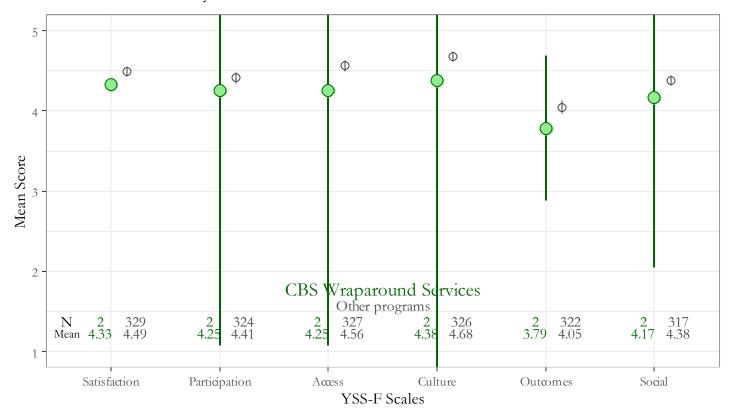


Youth Services Survey for Families, N = 2

1 outil Services Survey for Families, 11 – 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	2	0	0	0
100.0 / 1. Overall, I all satisfied with the service my child received	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 2. I helped to choose my child's services	0	0	0	2	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0	1 50.0 %
			0.0 %	0	2	0.0 %	
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0.0 %	0.0 %	100.0 %		0 0.0 %
	0.0 70	0.0 70	0.0 70	1	100.0 /0	0.0 70	0.0 70
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
	0	0	0	1	1	0	0
100.0 % 6. I participated in my child's treatment	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
100.007 77 77	0	0	0	2	0	0	0
100.0 % 7. The services my child and/or family received were right for us	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 8. The location of services was convenient for us	0	0	0	1	1	0	0
100.0 % 8. The location of services was convenient for us	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
100.0 % 9. Services were available at times that were convenient for us	0	0	0	2	0	0	0
100.0 %). Services were available at times that were convenient for us	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 10. My family I got the help we wanted for my child	0	0	0	1	1	0	0
10010 /0 10. HIJ laining I got the help we wanted for my emid	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
100.0 % 11. My family got as much help as we needed for my child	0	0	0	2	0	0	0
, and a second s	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 12. Staff treated me with respect	0	0	0	0	1	0	1
·	0.0 %	0.0 %	0.0 %	0.0 %	50.0 %		50.0 %
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 %
	0.0 %	0.0 %	0.0 %	1	30.0 %	0.0 %	0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
	0.0 70	0.0 /0	0.0 70	2	0	0.0 70	0.0 70
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
50.0 % 16. As a result of the services my child and or family received, my child	0	0	1	1	0	0	0
is better at handling daily life	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %	0.0 %
100.0 % 17. As a result of the services my child and or family received, my child	. 0	0	0	2	0	0	0
gets along better with family members	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 18. As a result of the services my child and or family received, my child	0	0	0	2	0	0	0
gets along better with friends and other people	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 19. As a result of the services my child and or family received, my child		0	0	2	0	0	0
is doing better in school and or work	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 20. As a result of the services my child and or family received, my child		0	0	2	0	0	0
is better able to cope when things go wrong	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
50.0 % 21. As a result of the services my child and or family received, I am	0	0	1	1	0	0	0
satisfied with our family life right now	0.0 %	0.0 %	50.0 %	50.0 %	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	0.0 %	0.0 %	0	2	0.0 %	0.0 %	0.0 %
people who will listen and understand me when I need to talk	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 24. As a result of the services my child and or family received, I have	0	0	0.0 7.0	2	0.0 /0	0.0 70	0.0 70
people that I am comfortable talking with about my child's problem(s)	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 25. As a result of the services my child and or family received, in a	0	0	0	1	0	0	1
crisis, I would have the support I need from family or friends	0.0 %	0.0 %	0.0 %	50.0 %	0.0 %		50.0 %
100.0 % 26. As a result of the services my child and or family received, I have	0	0	0	1	1	0	0
people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance CBS Wraparound Services Completion by Respondent Type

	Family	Youth	
Refused	0	1	1
	0 %	50 %	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	1	3
	100 %	50 %	75 %
Total	2	2	4
	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 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.



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

Central City Behavioral Health Services

Program Code(s): 89073

Overall Satisfaction¹
100.0%

Return Rate² **20.0%**

Overall satisfaction³ 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

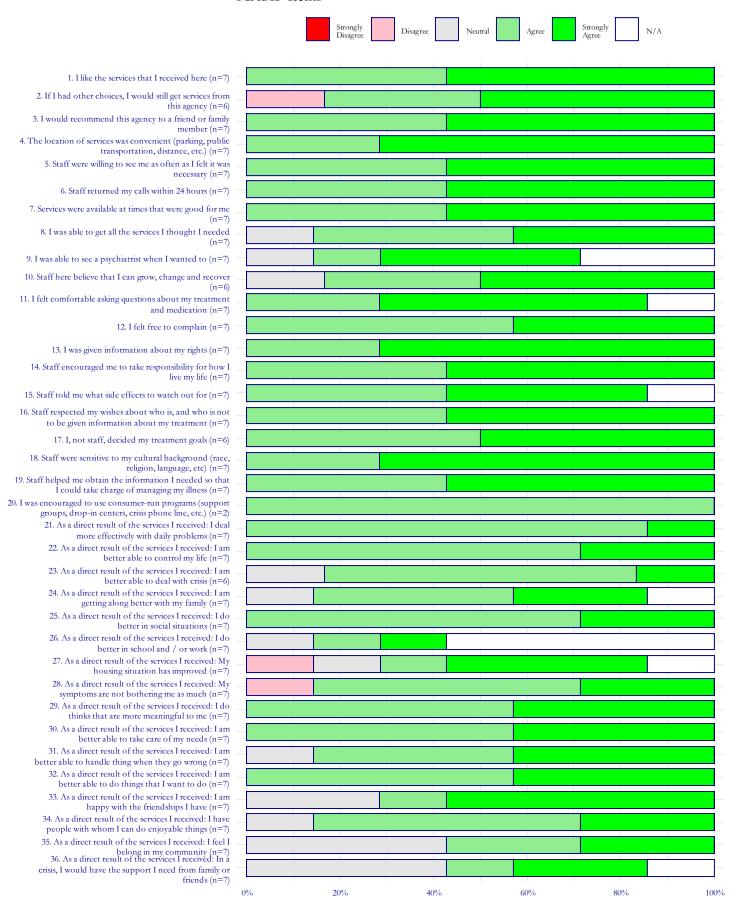
80.0% 9. I was able to see a psychiatrist when I wanted to

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



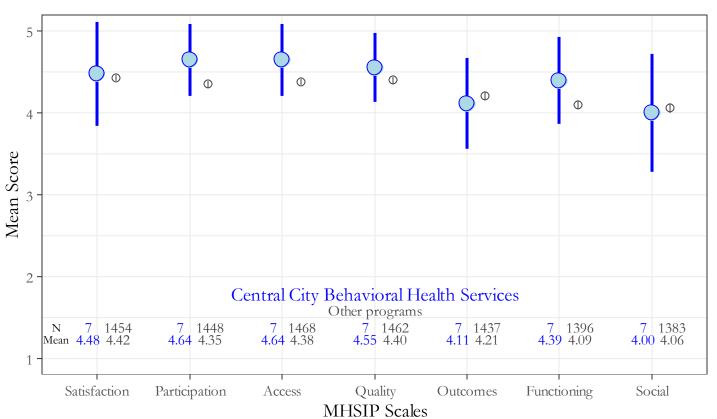
MHSIP Items 1-25, N = 7 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	3	4	0	0
	0.0 %	0.0 %	0.0 %	42.9 %	57.1 %	0.0 %	0.0 %
83.3 % 2. If I had other choices, I would still get services from this agency	0	1	0	2	3	0	1
	0.0 %	14.3 %	0.0 %	28.6 %	42.9 %	0.0 %	14.3 %
100.0 % 3. I would recommend this agency to a friend or family member	0	0	0	3	4	0	0
	0.0 %	0.0 %	0.0 %	42.9 %	57.1 %	0.0 %	0.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	0	2	5	0	0
	0.0 %	0.0 %	0.0 %	28.6 %	71.4 %	0.0 %	0.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	3	4	0	0
	0.0 %	0.0 %	0.0 %	42.9 %	57.1 %	0.0 %	0.0 %
100.0 % 6. Staff returned my calls within 24 hours	0	0	0	3	4	0	0
	0.0 %	0.0 %	0.0 %	42.9 %	57.1 %	0.0 %	0.0 %
100.0 % 7. Services were available at times that were good for me	0	0	0	3	4	0	0
	0.0 %	0.0 %	0.0 %	42.9 %	57.1 %	0.0 %	0.0 %
85.7 % 8. I was able to get all the services I thought I needed	0	0	1	3	3	0	0
	0.0 %	0.0 %	14.3 %	42.9 %	42.9 %	0.0 %	0.0 %
80.0 % 9. I was able to see a psychiatrist when I wanted to	0	0	1	1	3	2	0
	0.0 %	0.0 %	14.3 %	14.3 %	42.9 %	28.6 %	0.0 %
83.3 % 10. Staff here believe that I can grow, change and recover	0	0	1	2	3	0	1
	0.0 %	0.0 %	14.3 %	28.6 %	42.9 %	0.0 %	14.3 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	0	2	4	1	0
	0.0 %	0.0 %	0.0 %	28.6 %	57.1 %	14.3 %	0.0 %
100.0 % 12. I felt free to complain	0	0	0	4	3	0	0
	0.0 %	0.0 %	0.0 %	57.1 %	42.9 %	0.0 %	0.0 %
100.0 % 13. I was given information about my rights	0	0	0	2	5	0	0
	0.0 %	0.0 %	0.0 %	28.6 %	71.4 %	0.0 %	0.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	0	3	4	0	0
	0.0 %	0.0 %	0.0 %	42.9 %	57.1 %	0.0 %	0.0 %
100.0 % 15. Staff told me what side effects to watch out for	0	0	0	3	3	1	0
	0.0 %	0.0 %	0.0 %	42.9 %	42.9 %	14.3 %	0.0 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	0	3	4	0	0
	0.0 %	0.0 %	0.0 %	42.9 %	57.1 %	0.0 %	0.0 %
100.0 % 17. I, not staff, decided my treatment goals	0	0	0	3	3	0	1
	0.0 %	0.0 %	0.0 %	42.9 %	42.9 %	0.0 %	14.3 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	0	2	5	0	0
	0.0 %	0.0 %	0.0 %	28.6 %	71.4 %	0.0 %	0.0 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	0	3	4	0	0
	0.0 %	0.0 %	0.0 %	42.9 %	57.1 %	0.0 %	0.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	0	2	0	0	5
	0.0 %	0.0 %	0.0 %	28.6 %	0.0 %	0.0 %	71.4 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	0	6	1	0	0
	0.0 %	0.0 %	0.0 %	85.7 %	14.3 %	0.0 %	0.0 %
100.0 % 22. As a direct result of the services I received: I am better able to control my life	0	0	0	5	2	0	0
	0.0 %	0.0 %	0.0 %	71.4 %	28.6 %	0.0 %	0.0 %
83.3 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	1	4	1	0	1
	0.0 %	0.0 %	14.3 %	57.1 %	14.3 %	0.0 %	14.3 %
83.3 % 24. As a direct result of the services I received: I am getting along better with my family	0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	2 28.6 %	1 14.3 %	0 0.0 %
100.0 % 25. As a direct result of the services I received: I do better in social situations	0	0	0	5	2	0	0
	0.0 %	0.0 %	0.0 %	71.4 %	28.6 %	0.0 %	0.0 %

MHSIP Items 26-36, N = 7 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
66.7 % 26. As a direct result of the services I received: I do better in school and	0	0	1	1	1	4	0
/ or work	0.0 %	0.0 %	14.3 %	14.3 %	14.3 %	57.1 %	0.0 %
66.7 % 27. As a direct result of the services I received: My housing situation	0	1	1	1	3	1	0
has improved	0.0 %	14.3 %	14.3 %	14.3 %	42.9 %	14.3 %	0.0 %
85.7 % 28. As a direct result of the services I received: My symptoms are not	0	1	0	4	2	0	0
bothering me as much	0.0 %	14.3 %	0.0 %	57.1 %	28.6 %	0.0 %	0.0 %
100.0 % 29. As a direct result of the services I received: I do thinks that are	0	0	0	4	3	0	0
more meaningful to me	0.0 %	0.0 %	0.0 %	57.1 %	42.9 %	0.0 %	0.0 %
100.0 % 30. As a direct result of the services I received: I am better able to take	0	0	0	4	3	0	0
care of my needs	0.0 %	0.0 %	0.0 %	57.1 %	42.9 %	0.0 %	0.0 %
85.7 % 31. As a direct result of the services I received: I am better able to	0	0	1	3	3	0	0
handle thing when they go wrong	0.0 %	0.0 %	14.3 %	42.9 %	42.9 %	0.0 %	0.0 %
100.0 % 32. As a direct result of the services I received: I am better able to do	0	0	0	4	3	0	0
things that I want to do	0.0 %	0.0 %	0.0 %	57.1 %	42.9 %	0.0 %	0.0 %
71.4 % 33. As a direct result of the services I received: I am happy with the	0	0	2	1	4	0	0
friendships I have	0.0 %	0.0 %	28.6 %	14.3 %	57.1 %	0.0 %	0.0 %
85.7 % 34. As a direct result of the services I received: I have people with	0	0	1	4	2	0	0
whom I can do enjoyable things	0.0 %	0.0 %	14.3 %	57.1 %	28.6 %	0.0 %	0.0 %
57.1 % 35. As a direct result of the services I received: I feel I belong in my	0	0	3	2	2	0	0
community	0.0 %	0.0 %	42.9 %	28.6 %	28.6 %	0.0 %	0.0 %
50.0 % 36. As a direct result of the services I received: In a crisis, I would have	0	0	3	1	2	1	0
the support I need from family or friends	0.0 %	0.0 %	42.9 %	14.3 %	28.6 %	14.3 %	0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	Aduit/	Older Adult	un <i>Total</i>			
	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	7	7			
	0 %	100 %	100 %			
Total	0	7	7			
	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 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.



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 Satisfaction¹
100.0%

Return Rate² **46.1%**

Overall satisfaction³ 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

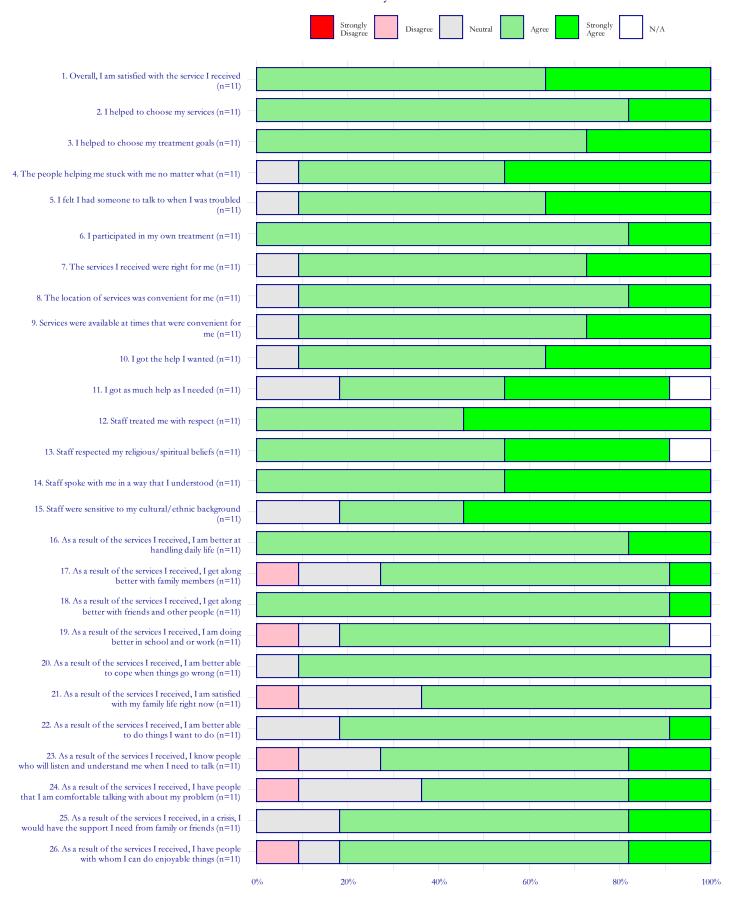
94.1% 15. Staff were sensitive to my cultural/ethnic background

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.

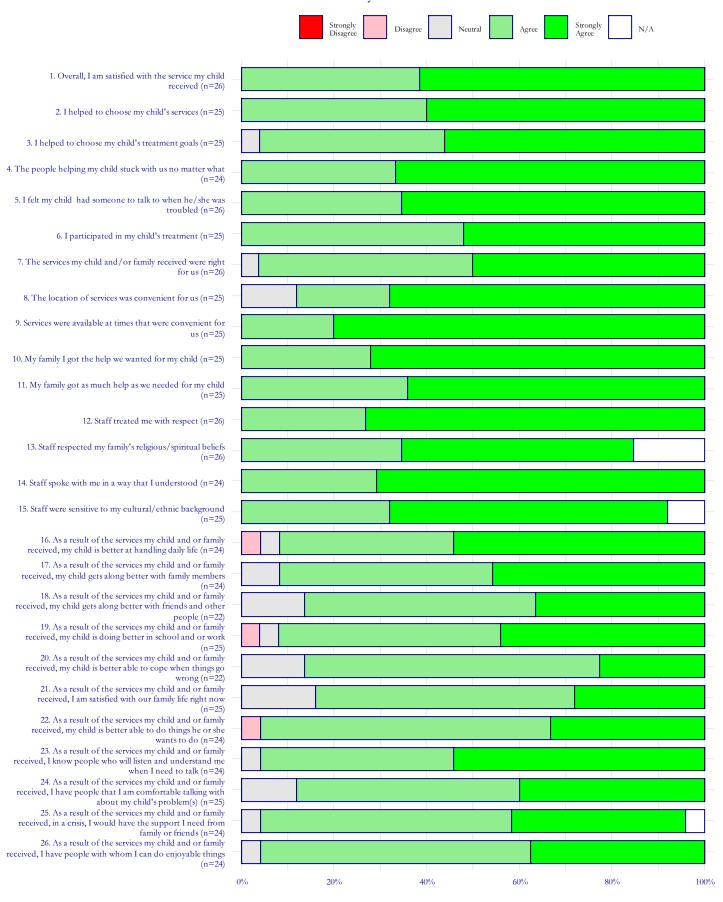
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 11

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0	0	0	7	4	0	0
	0.0 %	0.0 %	0.0 %	63.6 %	36.4 %	0.0 %	0.0 %
100.0 % 2. I helped to choose my services	0	0	0	9	2	0	0
2. The spect to choose my services	0.0 %	0.0 %	0.0 %	81.8 %	18.2 %	0.0 %	0.0 %
100.0 % 3. I helped to choose my treatment goals	0.0 %	0.0 %	0.0 %	72.7 %	27.3 %	0.0 %	0.0 %
90.9 % 4. The people helping me stuck with me no matter what	0	0	1	5	5	0	0
	0.0 %	0.0 %	9.1 %	45.5 %	45.5 %	0.0 %	0.0 %
90.9 % 5. I felt I had someone to talk to when I was troubled	0	0	1	6	4	0	0
	0.0 %	0.0 %	9.1 %	54.5 %	36.4 %	0.0 %	0.0 %
100.0 % 6. I participated in my own treatment	0	0	0	9	2	0	0
	0.0 %	0.0 %	0.0 %	81.8 %	18.2 %	0.0 %	0.0 %
90.9 % 7. The services I received were right for me	0	0	1	7	3	0	0
	0.0 %	0.0 %	9.1 %	63.6 %	27.3 %	0.0 %	0.0 %
90.9 % 8. The location of services was convenient for me	0	0	1	8	2	0	0
	0.0 %	0.0 %	9.1 %	72.7 %	18.2 %	0.0 %	0.0 %
90.9 % 9. Services were available at times that were convenient for me	0	0	1	7	3	0	0
	0.0 %	0.0 %	9.1 %	63.6 %	27.3 %	0.0 %	0.0 %
90.9 % 10. I got the help I wanted	0	0	1	6	4	0	0
	0.0 %	0.0 %	9.1 %	54.5 %	36.4 %	0.0 %	0.0 %
80.0 % 11. I got as much help as I needed	0	0	2	4	4	1	0
	0.0 %	0.0 %	18.2 %	36.4 %	36.4 %	9.1 %	0.0 %
100.0 % 12. Staff treated me with respect	0	0	0	5	6	0	0
	0.0 %	0.0 %	0.0 %	45.5 %	54.5 %	0.0 %	0.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0	0	0	6	4	1	0
	0.0 %	0.0 %	0.0 %	54.5 %	36.4 %	9.1 %	0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0	6	5	0	0
	0.0 %	0.0 %	0.0 %	54.5 %	45.5 %	0.0 %	0.0 %
81.8 % 15. Staff were sensitive to my cultural/ethnic background	0	0	2	3	6	0	0
	0.0 %	0.0 %	18.2 %	27.3 %	54.5 %	0.0 %	0.0 %
100.0 % 16. As a result of the services I received, I am better at handling daily life	0	0	0	9	2	0	0
	0.0 %	0.0 %	0.0 %	81.8 %	18.2 %	0.0 %	0.0 %
72.7 % 17. As a result of the services I received, I get along better with family members	0	1	2	7	1	0	0
	0.0 %	9.1 %	18.2 %	63.6 %	9.1 %	0.0 %	0.0 %
100.0 % 18. As a result of the services I received, I get along better with friends and other people	0	0	0	10	1	0	0
	0.0 %	0.0 %	0.0 %	90.9 %	9.1 %	0.0 %	0.0 %
80.0 % 19. As a result of the services I received, I am doing better in school and or work	0	1	1	8	0	1	0
	0.0 %	9.1 %	9.1 %	72.7 %	0.0 %	9.1 %	0.0 %
90.9 % 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
63.6 % 21. As a result of the services I received, I am satisfied with my family life right now	0	1 9.1 %	3 27.3 %	7 63.6 %	0	0 0.0 %	0 0.0 %
81.8 % 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 %
72.7 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	1 9.1 %	2 18.2 %	6 54.5 %	2 18.2 %	0 0.0 %	0 0.0 %
63.6 % 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 %
81.8 % 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 %	2 18.2 %	7 63.6 %	2 18.2 %	0 0.0 %	0.0 %
81.8 % 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 % 1 9.1 %	18.2 % 1 9.1 %	7 63.6 %	18.2 % 2 18.2 %	0	0

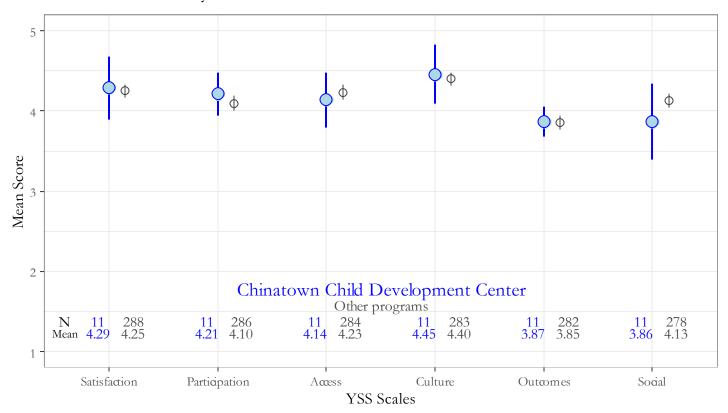
Youth Services Survey for Families



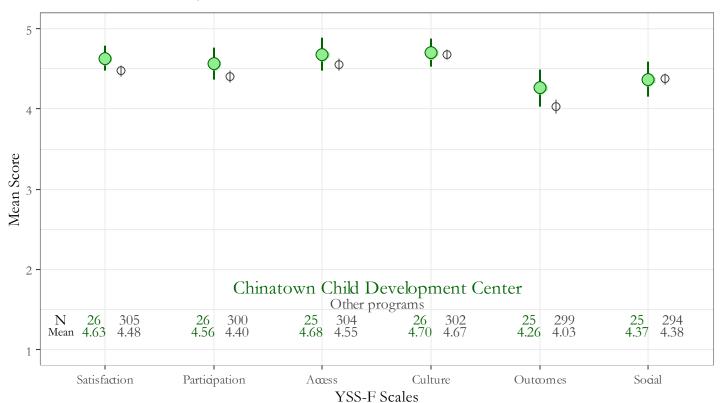
Youth Services Survey for Families, N = 26

Fourth Services Survey for Families, $N = 20$							
	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 %	10 38.5 %	16 61.5 %	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 %	10 38.5 %	15 57.7 %	0 0.0 %	1 3.8 %
96.0 % 3. I helped to choose my child's treatment goals	0	0 0.0 %	1 3.8 %	10 38.5 %	14 53.8 %	0 0.0 %	1 3.8 %
100.0 % 4. The people helping my child stuck with us no matter what	0	0	0	8	16	0	2
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0.0 %	0.0 %	0.0 %	30.8 %	61.5 % 17	0.0 %	7.7 % 0
	0.0 %	0.0 %	0.0 %	34.6 % 12	65.4 % 13	0.0 %	0.0 %
100.0 % 6. I participated in my child's treatment	0.0 %	0.0 %	0.0 % 1	46.2 % 12	50.0 % 13	0.0 %	3.8 %
96.2 % 7. The services my child and/or family received were right for us	0.0 %	0.0 %	3.8 %	46.2 %	50.0 %	0.0 %	0.0 %
88.0 % 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 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
100.0 % 12. Staff treated me with respect	0	0	0	7	19	0	0
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0.0 %	0.0 %	0.0 %	26.9 %	73.1 %	0.0 %	0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0.0 %	0.0 %	0.0 %	34.6 % 7	50.0 % 17	15.4 %	0.0 %
	0.0 %	0.0 %	0.0 %	26.9 % 8	65.4 % 15	0.0 %	7.7 % 1
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0.0 %	0.0 %	0.0 %	30.8 %	57.7 %	7.7 %	3.8 %
91.7 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0.0 %	1 3.8 %	1 3.8 %	9 34.6 %	13 50.0 %	0 0.0 %	2 7.7 %
91.7 % 17. As a result of the services my child and or family received, my child gets along better with family members	0.0 %	0 0.0 %	2 7.7 %	11 42.3 %	11 42.3 %	0 0.0 %	2 7.7 %
86.4 % 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 %	3 11.5 %	11 42.3 %	8 30.8 %	0	4 15.4 %
92.0 % 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 3.8 %	12	11 42.3 %	0	1
86.4 % 20. As a result of the services my child and or family received, my child	. 0	3.8 %	3	46.2 % 14	5	0.0 %	3.8 %
is better able to cope when things go wrong	0.0 %	0.0 %	11.5 %	53.8 %	19.2 %		15.4 %
84.0 % 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 %	4 15.4 %	14 53.8 %	7 26.9 %	0 0.0 %	1 3.8 %
95.8 % 22. As a result of the services my child and or family received, my child	0.0 %	1	0	15	8	0	2
is better able to do things he or she wants to do 95.8 % 23. As a result of the services my child and or family received, I know	0.0 %	3.8 %	0.0 %	57.7 % 10	30.8 %	0.0 %	7.7 %
people who will listen and understand me when I need to talk	0.0 %	0.0 %	3.8 %	38.5 %	50.0 %	0.0 %	7.7 %
88.0 % 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 %	3 11.5 %	12 46.2 %	10 38.5 %	0 0.0 %	1 3.8 %
95.7 % 25. As a result of the services my child and or family received, in a	0.0 %	0.0 70	11.5 %	13	9	1	2
crisis, I would have the support I need from family or friends	0.0 %	0.0 %	3.8 %	50.0 %	34.6 %	3.8 %	7.7 %
95.8 % 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% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Chinatown Child Development Center Completion Status Completion by Total Respondent Type Family Youth 0 0 0 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 % 26 11 37 Completed Survey 100 % 100 % 100 % 26 11 37 **Total** 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 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.



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 Satisfaction¹ 55.1%

Return Rate² 81.8%

Overall satisfaction³ 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

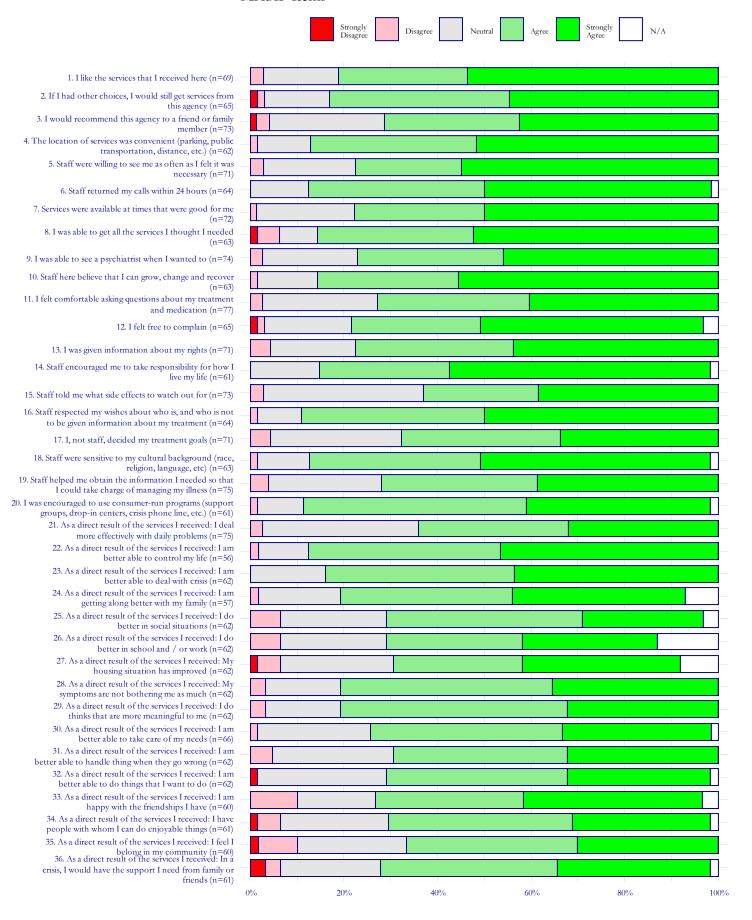
63.0% 15. Staff told me what side effects to watch out for

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



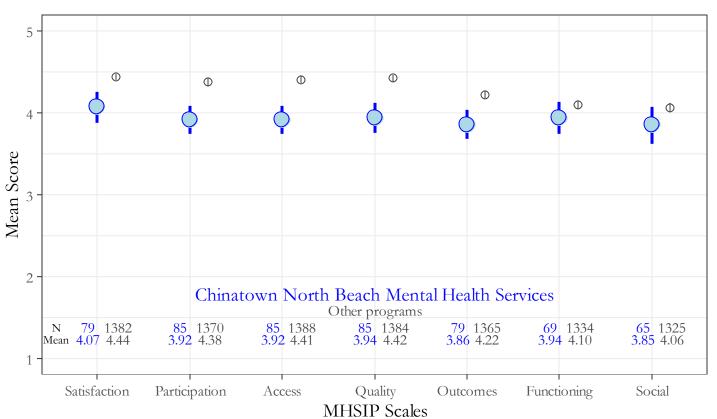
MHSIP Items 1-25, N = 180 Percent Agree

e e e e e e e e e e e e e e e e e e e	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
81.2 % 1. I like the services that I received here	0	2	11	19	37	0	111
	0.0 %	1.1 %	6.1 %	10.6 %	20.6 %	0.0 %	61.7 %
83.1 % 2. If I had other choices, I would still get services from this agency	1	1	9	25	29	0	115
	0.6 %	0.6 %	5.0 %	13.9 %	16.1 %	0.0 %	63.9 %
71.2 % 3. I would recommend this agency to a friend or family member	1	2	18	21	31	0	107
	0.6 %	1.1 %	10.0 %	11.7 %	17.2 %	0.0 %	59.4 %
87.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	1	7	22	32	0	118
	0.0 %	0.6 %	3.9 %	12.2 %	17.8 %	0.0 %	65.6 %
77.5 % 5. Staff were willing to see me as often as I felt it was necessary	0	2	14	16	39	0	109
	0.0 %	1.1 %	7.8 %	8.9 %	21.7 %	0.0 %	60.6 %
87.3 % 6. Staff returned my calls within 24 hours	0	0	8	24	31	1	116
	0.0 %	0.0 %	4.4 %	13.3 %	17.2 %	0.6 %	64.4 %
77.8 % 7. Services were available at times that were good for me	0	1	15	20	36	0	108
	0.0 %	0.6 %	8.3 %	11.1 %	20.0 %	0.0 %	60.0 %
85.7 % 8. I was able to get all the services I thought I needed	1	3	5	21	33	0	117
	0.6 %	1.7 %	2.8 %	11.7 %	18.3 %	0.0 %	65.0 %
77.0 % 9. I was able to see a psychiatrist when I wanted to	0	2	15	23	34	0	106
	0.0 %	1.1 %	8.3 %	12.8 %	18.9 %	0.0 %	58.9 %
85.7 % 10. Staff here believe that I can grow, change and recover	0	1	8	19	35	0	117
	0.0 %	0.6 %	4.4 %	10.6 %	19.4 %	0.0 %	65.0 %
72.7 % 11. I felt comfortable asking questions about my treatment and medication	0	2	19	25	31	0	103
	0.0 %	1.1 %	10.6 %	13.9 %	17.2 %	0.0 %	57.2 %
77.8 % 12. I felt free to complain	1	1	12	18	31	2	115
	0.6 %	0.6 %	6.7 %	10.0 %	17.2 %	1.1 %	63.9 %
77.5 % 13. I was given information about my rights	0	3	13	24	31	0	109
	0.0 %	1.7 %	7.2 %	13.3 %	17.2 %	0.0 %	60.6 %
85.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	9	17	34	1	119
	0.0 %	0.0 %	5.0 %	9.4 %	18.9 %	0.6 %	66.1 %
63.0 % 15. Staff told me what side effects to watch out for	0	2	25	18	28	0	107
	0.0 %	1.1 %	13.9 %	10.0 %	15.6 %	0.0 %	59.4 %
89.1 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	1	6	25	32	0	116
	0.0 %	0.6 %	3.3 %	13.9 %	17.8 %	0.0 %	64.4 %
67.6 % 17. I, not staff, decided my treatment goals	0	3	20	24	24	0	109
	0.0 %	1.7 %	11.1 %	13.3 %	13.3 %	0.0 %	60.6 %
87.1 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	1	7	23	31	1	117
	0.0 %	0.6 %	3.9 %	12.8 %	17.2 %	0.6 %	65.0 %
72.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	3	18	25	29	0	105
	0.0 %	1.7 %	10.0 %	13.9 %	16.1 %	0.0 %	58.3 %
88.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	1	6	29	24	1	119
	0.0 %	0.6 %	3.3 %	16.1 %	13.3 %	0.6 %	66.1 %
64.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	2	25	24	24	0	105
	0.0 %	1.1 %	13.9 %	13.3 %	13.3 %	0.0 %	58.3 %
87.5 % 22. As a direct result of the services I received: I am better able to control my life	0	1	6	23	26	0	124
	0.0 %	0.6 %	3.3 %	12.8 %	14.4 %	0.0 %	68.9 %
83.9 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	10	25	27	0	118
	0.0 %	0.0 %	5.6 %	13.9 %	15.0 %	0.0 %	65.6 %
79.2 % 24. As a direct result of the services I received: I am getting along better with my family	0	1	10	21	21	4	123
	0.0 %	0.6 %	5.6 %	11.7 %	11.7 %	2.2 %	68.3 %
70.0 % 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	118 65.6 %

MHSIP Items 26-36, N = 180 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
66.7 % 26. As a direct result of the services I received: I do better in school and		4	14	18	18	8	118
or work	0.0 %	2.2 %	7.8 %	10.0 %	10.0 %	4.4 %	65.6 %
66.7 % 27. As a direct result of the services I received: My housing situation has	1	3	15	17	21	5	118
improved	0.6 %	1.7 %	8.3 %	9.4 %	11.7 %	2.8 %	65.6 %
80.6 % 28. As a direct result of the services I received: My symptoms are not	0	2	10	28	22	0	118
bothering me as much	0.0 %	1.1 %	5.6 %	15.6 %	12.2 %	0.0 %	65.6 %
80.6 % 29. As a direct result of the services I received: I do thinks that are more	0	2	10	30	20	0	118
meaningful to me	0.0 %	1.1 %	5.6 %	16.7 %	11.1 %	0.0 %	65.6 %
73.8 % 30. As a direct result of the services I received: I am better able to take	0	1	16	27	21	1	114
care of my needs	0.0 %	0.6 %	8.9 %	15.0 %	11.7 %	0.6 %	63.3 %
69.4 % 31. As a direct result of the services I received: I am better able to handle	0	3	16	23	20	0	118
thing when they go wrong	0.0 %	1.7 %	8.9 %	12.8 %	11.1 %	0.0 %	65.6 %
70.5 % 32. As a direct result of the services I received: I am better able to do	1	0	17	24	19	1	118
things that I want to do	0.6 %	0.0 %	9.4 %	13.3 %	10.6 %	0.6 %	65.6 %
72.4 % 33. As a direct result of the services I received: I am happy with the	0	6	10	19	23	2	120
friendships I have	0.0 %	3.3 %	5.6 %	10.6 %	12.8 %	1.1 %	66.7 %
70.0 % 34. As a direct result of the services I received: I have people with whom	1	3	14	24	18	1	119
I can do enjoyable things	0.6 %	1.7 %	7.8 %	13.3 %	10.0 %	0.6 %	66.1 %
66.7 % 35. As a direct result of the services I received: I feel I belong in my	1	5	14	22	18	0	120
community	0.6 %	2.8 %	7.8 %	12.2 %	10.0 %	0.0 %	66.7 %
71.7 % 36. As a direct result of the services I received: In a crisis, I would have	2	2	13	23	20	1	119
the support I need from family or friends	1.1 %	1.1 %	7.2 %	12.8 %	11.1 %	0.6 %	66.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by

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



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

CHP Essex House

Program Code(s): 38IDOP

Overall Satisfaction¹
100.0%

Return Rate² over 100%

Overall satisfaction³ 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



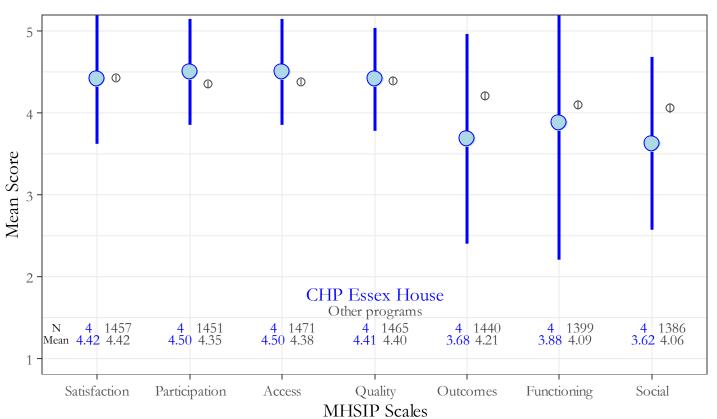
MHSIP Items 1-25, N = 4Percent Agree

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

MHSIP Items 26-36, N = 4 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 26. As a direct result of the services I received: I do better in school and / or work	0	0	0	1	0	3	0
	0.0 %	0.0 %	0.0 %	25.0 %	0.0 %	75.0 %	0.0 %
33.3 % 27. As a direct result of the services I received: My housing situation has improved	0	1	1	0	1	1	0
	0.0 %	25.0 %	25.0 %	0.0 %	25.0 %	25.0 %	0.0 %
75.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1	0	0	3	0	0	0
	25.0 %	0.0 %	0.0 %	75.0 %	0.0 %	0.0 %	0.0 %
75.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
75.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	1	0	1	2	0	0
	0.0 %	25.0 %	0.0 %	25.0 %	50.0 %	0.0 %	0.0 %
75.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	0	1	2	1	0	0
	0.0 %	0.0 %	25.0 %	50.0 %	25.0 %	0.0 %	0.0 %
50.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	1	1	1	1	0	0
	0.0 %	25.0 %	25.0 %	25.0 %	25.0 %	0.0 %	0.0 %
75.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	1	0	2	1	0	0
	0.0 %	25.0 %	0.0 %	50.0 %	25.0 %	0.0 %	0.0 %
75.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	0	1	3	0	0	0
	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %	0.0 %	0.0 %
75.0 % 35. As a direct result of the services I received: I feel I belong in my community	0	0	1	3	0	0	0
	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %	0.0 %	0.0 %
50.0 % 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	1	1	2	0	0	0
	0.0 %	25.0 %	25.0 %	50.0 %	0.0 %	0.0 %	0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Ompletion Status Adult/Older Adult To

Completion Status	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	0	4
	100 %	0 %	100 %
Total	4	0	4
	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 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.



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 Satisfaction¹ **91.5%**

Return Rate² over 100%

Overall satisfaction³ 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

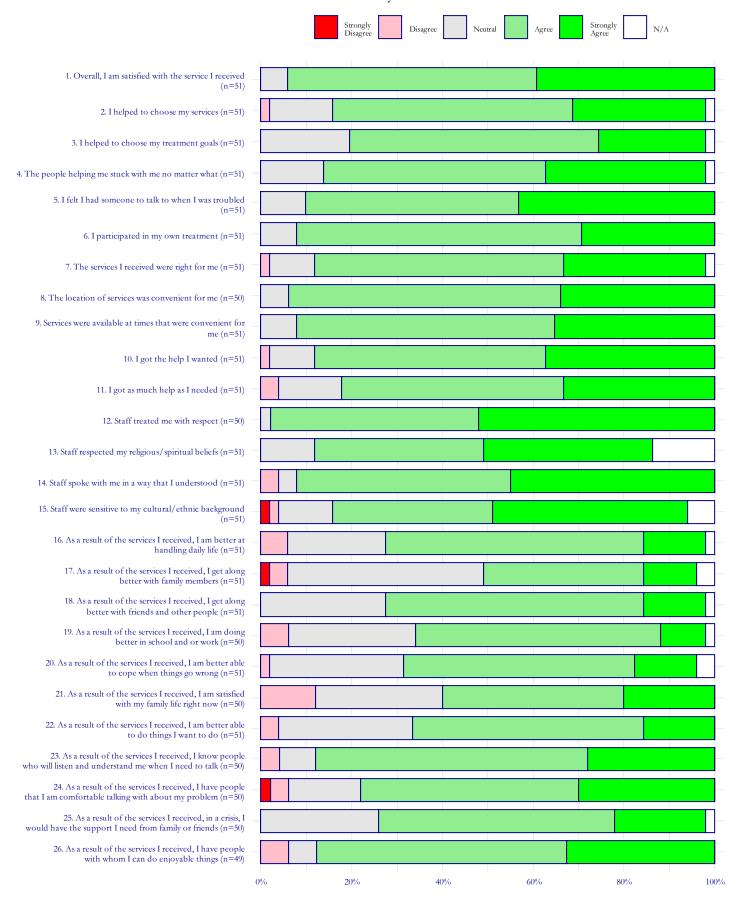
82.5% 3. I helped to choose my treatment goals

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.

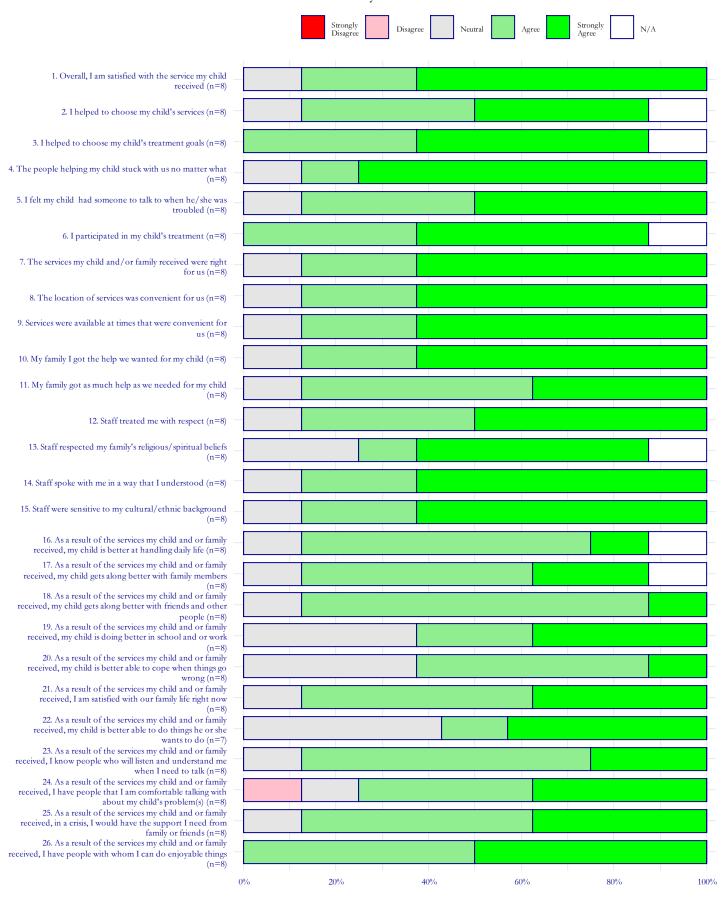
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 52

Four Services Survey for Fouri, $N = 52$							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
94.1 % 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 %
84.0 % 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 %
80.0 % 3. I helped to choose my treatment goals	0	0	10 19.2 %	28 53.8 %	12 23.1 %	1 1.9 %	1
86.0 % 4. The people helping me stuck with me no matter what	0	0	7	25	18	1	1.9 %
	0.0 %	0.0 %	13.5 %	48.1 % 24	34.6 % 22	1.9 %	1.9 % 1
90.2 % 5. I felt I had someone to talk to when I was troubled	0.0 %	0.0 %	9.6 % 4	46.2 % 32	42.3 % 15	0.0 %	1.9 % 1
92.2 % 6. I participated in my own treatment	0.0 %	0.0 %	7.7 %	61.5 %	28.8 %	0.0 %	1.9 %
88.0 % 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 %
94.0 % 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 %
92.2 % 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 %
88.2 % 10. I got the help I wanted	0	1	5 9.6 %	26 50.0 %	19 36.5 %	0	1
82.4 % 11. I got as much help as I needed	0	1.9 %	7	25	17	0.0 %	1.9 %
98.0 % 12. Staff treated me with respect	0.0 %	3.8 %	13.5 % 1	48.1 %	32.7 % 26	0.0 %	1.9 %
	0.0 %	0.0 %	1.9 % 6	44.2 % 19	50.0 % 19	0.0 % 7	3.8 %
86.4 % 13. Staff respected my religious/spiritual beliefs	0.0 %	0.0 %	11.5 %	36.5 %	36.5 %	13.5 %	1.9 %
92.2 % 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 %
83.3 % 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 %
72.0 % 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 %
49.0 % 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 %
72.0 % 18. As a result of the services I received, I get along better with friends	0	0	14	29	7	1	1
and other people 65.3 % 19. As a result of the services I received, I am doing better in school and	0.0 % d 0	0.0 %	26.9 % 14	55.8 % 27	13.5 %	1.9 %	1.9 %
or work 67.3 % 20. As a result of the services I received, I am better able to cope when	0.0 %	5.8 % 1	26.9 % 15	51.9 % 26	9.6 % 7	1.9 %	3.8 %
things go wrong	0.0 %	1.9 %	28.8 %	50.0 %	13.5 %	3.8 %	1.9 %
60.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	6 11.5 %	26.9 %	38.5 %	19.2 %	0 0.0 %	2 3.8 %
66.7 % 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 %
88.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	2 3.8 %	4 7.7 %	30 57.7 %	14 26.9 %	0 0.0 %	2 3.8 %
78.0 % 24. As a result of the services I received, I have people that I am	1	2	8	24	15	0	2
comfortable talking with about my problem 73.5 % 25. As a result of the services I received, in a crisis, I would have the	1.9 % 0	3.8 %	15.4 % 13	46.2 % 26	28.8 % 10	0.0 %	3.8 %
support I need from family or friends 87.8 % 26. As a result of the services I received, I have people with whom I can	0.0 % n 0	0.0 %	25.0 % 3	50.0 % 27	19.2 % 16	1.9 %	3.8 %
do enjoyable things	0.0 %	5.8 %	5.8 %	51.9 %	30.8 %	0.0 %	5.8 %

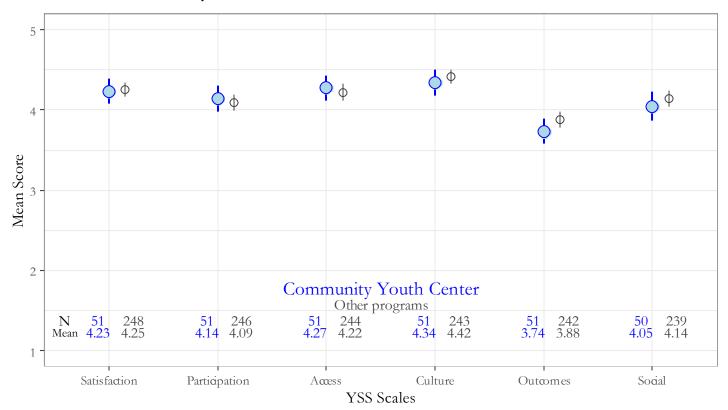
Youth Services Survey for Families



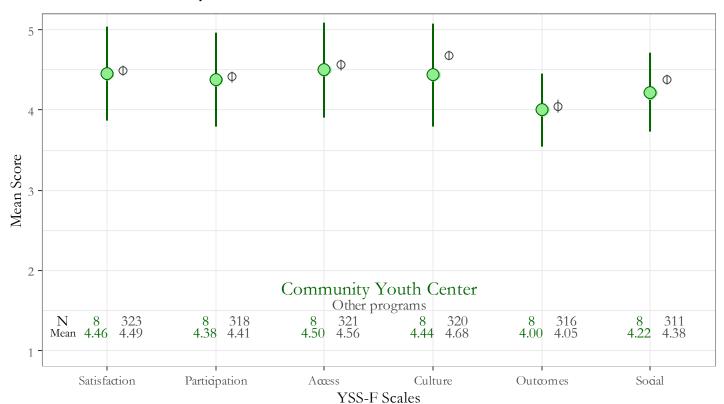
Youth Services Survey for Families, N=8

·	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 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
85.7 % 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 %
100.0 % 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 %
87.5 % 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 %
87.5 % 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 %
100.0 % 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 %
87.5 % 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 %
87.5 % 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 %
87.5 % 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 %
87.5 % 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 %
87.5 % 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 %
87.5 % 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 %
71.4 % 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 %
87.5 % 14. Staff spoke with me in a way that I understood	0	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
87.5 % 15. Staff were sensitive to my cultural/ethnic background	0	0	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
85.7 % 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 12.5 %	5 62.5 %	1 12.5 %	1 12.5 %	0 0.0 %
85.7 % 17. As a result of the services my child and or family received, my child gets along better with family members		0 0.0 %	1 12.5 %	4 50.0 %	2 25.0 %	1 12.5 %	0 0.0 %
87.5 % 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 %	1 1 12.5 %	6 75.0 %	1 12.5 %	0 0.0 %	0 0 0.0 %
62.5 % 19. As a result of the services my child and or family received, my child	0	0	3 37.5 %	2 25.0 %	3	0	0
is doing better in school and or work 62.5 % 20. As a result of the services my child and or family received, my child		0.0 %	3	4	37.5 %	0.0 %	0.0 %
87.5 % 21. As a result of the services my child and or family received, I am	0.0 %	0.0 %	37.5 %	50.0 %	12.5 %	0.0 %	0.0 %
satisfied with our family life right now 57.1 % 22. As a result of the services my child and or family received, my child		0.0 %	12.5 %	50.0 %	37.5 %	0.0 %	0.0 %
is better able to do things he or she wants to do 87.5 % 23. As a result of the services my child and or family received, I know	0.0 %	0.0 %	37.5 %	12.5 %	37.5 %	0.0 %	0
people who will listen and understand me when I need to talk 75.0 % 24. As a result of the services my child and or family received, I have	0.0 %	0.0 %	12.5 %	62.5 %	25.0 %	0.0 %	0.0 %
people that I am comfortable talking with about my child's problem(s) 87.5 % 25. As a result of the services my child and or family received, in a	0.0 %	12.5 %	12.5 %	37.5 %	37.5 %	0.0 %	0.0 %
crisis, I would have the support I need from family or friends 100.0 % 26. As a result of the services my child and or family received, I have	0.0 %	0.0 % 0	12.5 %	50.0 % 4	37.5 % 4	0.0 %	0.0 %
people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Community Youth Completion Status Center Completion by Page and Total **Respondent Type** Family Youth 1 1 Refused 0 % 1.9 % 1.7 % 0 0 0 Impaired 0 % 0 % 0 % 0 0 0 Language 0 % 0 % 0 % 0 Other 0 % 0 % 0 % 0 0 0 No Data 0 % 0 % 0 % 59 8 51 Completed Survey 100 % 98.1 % 98.3 % 8 52 60 Total 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."

100 %

100 %

- 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.



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

Conard House Outpatient Services

Program Code(s): 89492

Overall Satisfaction¹ **80.3%**

Return Rate² **71.9%**

Overall satisfaction³ 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

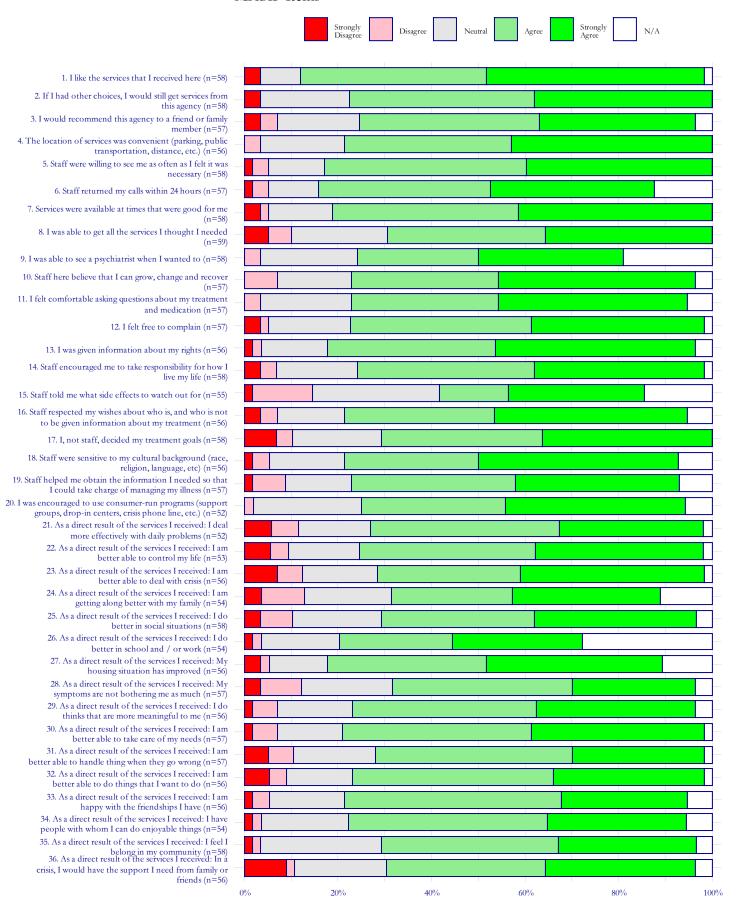
Lowest Agreement Items

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

MHSIP Items



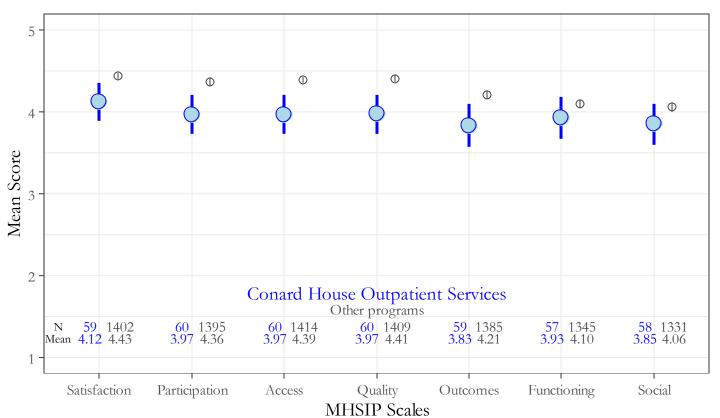
MHSIP Items 1-25, N = 69 Percent Agree

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

MHSIP Items 26-36, N = 69 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
71.8% 26. As a direct result of the services I received: I do better in school and / or work	1	1	9	13	15	15	15
	1.4 %	1.4 %	13.0 %	18.8 %	21.7 %	21.7 %	21.7 %
80.0 % 27. As a direct result of the services I received: My housing situation has improved	2	1	7	19	21	6	13
	2.9 %	1.4 %	10.1 %	27.5 %	30.4 %	8.7 %	18.8 %
67.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	2	5	11	22	15	2	12
	2.9 %	7.2 %	15.9 %	31.9 %	21.7 %	2.9 %	17.4 %
75.9 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1.4 %	3 4.3 %	9 13.0 %	22 31.9 %	19 27.5 %	2 2.9 %	13 18.8 %
78.6 % 30. As a direct result of the services I received: I am better able to take care of my needs	1	3	8	23	21	1	12
	1.4 %	4.3 %	11.6 %	33.3 %	30.4 %	1.4 %	17.4 %
71.4 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	3	3	10	24	16	1	12
	4.3 %	4.3 %	14.5 %	34.8 %	23.2 %	1.4 %	17.4 %
76.4 % 32. As a direct result of the services I received: I am better able to do things that I want to do	3	2	8	24	18	1	13
	4.3 %	2.9 %	11.6 %	34.8 %	26.1 %	1.4 %	18.8 %
77.4 % 33. As a direct result of the services I received: I am happy with the friendships I have	1	2	9	26	15	3	13
	1.4 %	2.9 %	13.0 %	37.7 %	21.7 %	4.3 %	18.8 %
76.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1	1	10	23	16	3	15
	1.4 %	1.4 %	14.5 %	33.3 %	23.2 %	4.3 %	21.7 %
69.6 % 35. As a direct result of the services I received: I feel I belong in my community	1	1	15	22	17	2	11
	1.4 %	1.4 %	21.7 %	31.9 %	24.6 %	2.9 %	15.9 %
68.5 % 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	1	11	19	18	2	13
	7.2 %	1.4 %	15.9 %	27.5 %	26.1 %	2.9 %	18.8 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by ompletion Status Adult/Older Adult Total

Completion Status	Adult/	Older Adult	Total
	Adult	Older Adult	
Refused	7	0	7
	13.5 %	0 %	10.1 %
Impaired	1	0	1
	1.9 %	0 %	1.4 %
Language	0	0	0
	0 %	0 %	0 %
Other	1	0	1
	1.9 %	0 %	1.4 %
No Data	0	0	0
	0 %	0 %	0 %
Completed Survey	43	17	60
	82.7 %	100 %	87 %
Total	52	17	69
	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 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.



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

Conard Rep Payee

Program Code(s): 8949RP

Overall Satisfaction¹
91.4%

Return Rate² Unknown, no Avatar billing

Overall satisfaction³ 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

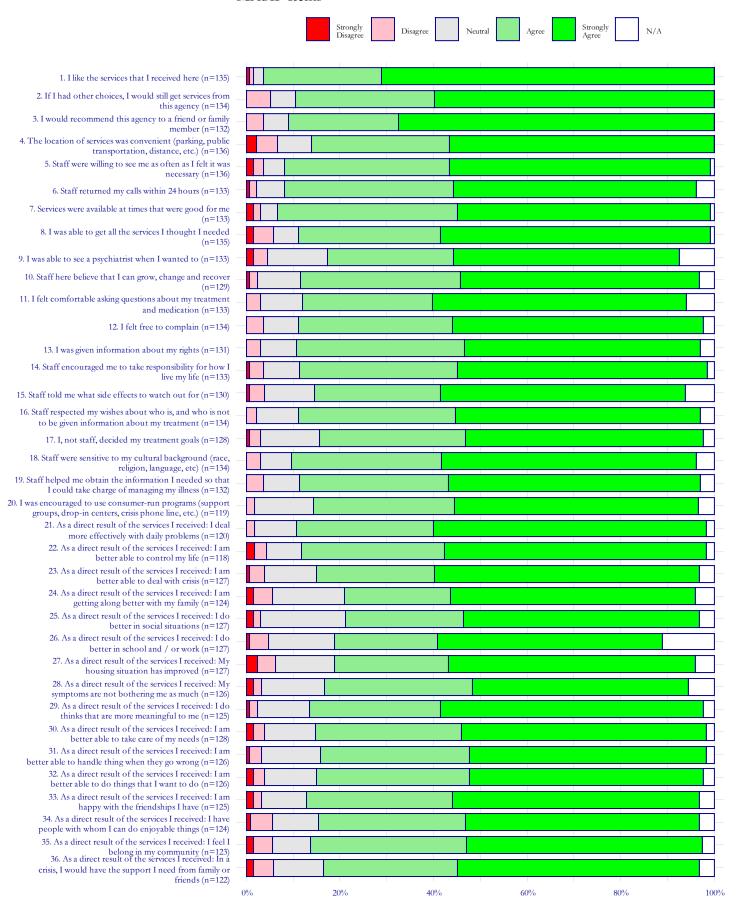
Lowest Agreement Items

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

MHSIP Items



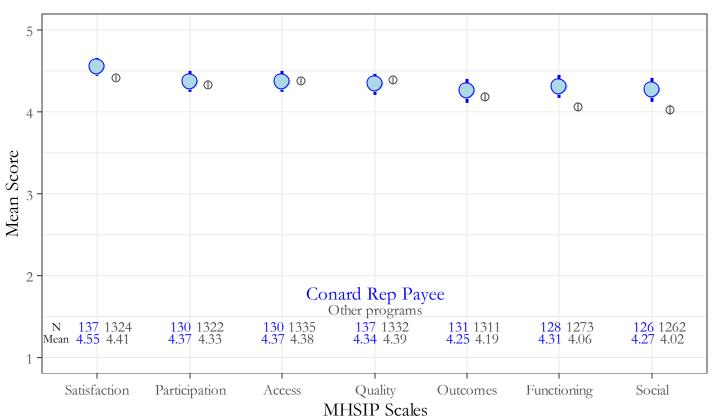
MHSIP Items 1-25, N = 168 Percent Agree

Toront rigitor	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
96.3 % 1. I like the services that I received here	1	1	3	34	96	0	33
	0.6 %	0.6 %	1.8 %	20.2 %	57.1 %	0.0 %	19.6 %
89.6 % 2. If I had other choices, I would still get services from this agency	0	7	7	40	80	0	34
	0.0 %	4.2 %	4.2 %	23.8 %	47.6 %	0.0 %	20.2 %
90.9 % 3. I would recommend this agency to a friend or family member	0	5	7	31	89	0	36
	0.0 %	3.0 %	4.2 %	18.4 %	53.0 %	0.0 %	21.4 %
86.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	3	6	10	40	77	0	32
	1.8 %	3.6 %	5.9 %	23.8 %	45.8 %	0.0 %	19.1 %
91.9 % 5. Staff were willing to see me as often as I felt it was necessary	2	3	6	48	76	1	32
	1.2 %	1.8 %	3.6 %	28.6 %	45.2 %	0.6 %	19.1 %
91.4 % 6. Staff returned my calls within 24 hours	1	2	8	48	69	5	35
	0.6 %	1.2 %	4.8 %	28.6 %	41.1 %	3.0 %	20.8 %
93.2 % 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	35 20.8 %
88.8 % 8. I was able to get all the services I thought I needed	2	6	7	41	78	1	33
	1.2 %	3.6 %	4.2 %	24.4 %	46.4 %	0.6 %	19.6 %
81.3 % 9. I was able to see a psychiatrist when I wanted to	2	4	17	36	64	10	35
	1.2 %	2.4 %	10.1 %	21.4 %	38.1 %	5.9 %	20.8 %
88.0 % 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	39 23.2 %
87.2 % 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	35 20.8 %
88.5 % 12. I felt free to complain	0 0.0 %	5 3.0 %	10 5.9 %	44 26.2 %	72 42.9 %	3	34 20.2 %
89.0 % 13. I was given information about my rights	0 0.0 %	4 2.4 %	10 5.9 %	47 28.0 %	66 39.3 %	4	37 22.0 %
88.5 % 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	35 20.8 %
84.4 % 15. Staff told me what side effects to watch out for	1	4	14	35	68	8	38
	0.6 %	2.4 %	8.3 %	20.8 %	40.5 %	4.8 %	22.6 %
88.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	3	12	45	70	4	34
	0.0 %	1.8 %	7.1 %	26.8 %	41.7 %	2.4 %	20.2 %
84.0 % 17. I, not staff, decided my treatment goals	1	3	16	40	65	3	40
	0.6 %	1.8 %	9.5 %	23.8 %	38.7 %	1.8 %	23.8 %
89.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	4	9	43	73	5	34
	0.0 %	2.4 %	5.4 %	25.6 %	43.5 %	3.0 %	20.2 %
88.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	5	10	42	71	4	36
	0.0 %	3.0 %	5.9 %	25.0 %	42.3 %	2.4 %	21.4 %
85.2 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	2	15	36	62	4	49
	0.0 %	1.2 %	8.9 %	21.4 %	36.9 %	2.4 %	29.2 %
89.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	2	11	35	70	2	48
	0.0 %	1.2 %	6.6 %	20.8 %	41.7 %	1.2 %	28.6 %
87.9 % 22. As a direct result of the services I received: I am better able to contro my life	1 2	3	9	36	66	2	50
	1.2 %	1.8 %	5.4 %	21.4 %	39.3 %	1.2 %	29.8 %
84.6 % 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	41 24.4 %
78.2 % 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	44 26.2 %
78.0 % 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	41 24.4 %

MHSIP Items 26-36, N = 168 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
78.8 % 26. As a direct result of the services I received: I do better in school and / or work	1	5	18	28	61	14	41
	0.6 %	3.0 %	10.7 %	16.7 %	36.3 %	8.3 %	24.4 %
80.3 % 27. As a direct result of the services I received: My housing situation has improved	3	5	16	31	67	5	41
	1.8 %	3.0 %	9.5 %	18.4 %	39.9 %	3.0 %	24.4 %
82.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	2	2	17	40	58	7	42
	1.2 %	1.2 %	10.1 %	23.8 %	34.5 %	4.2 %	25.0 %
86.1 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1	2	14	35	70	3	43
	0.6 %	1.2 %	8.3 %	20.8 %	41.7 %	1.8 %	25.6 %
84.9 % 30. As a direct result of the services I received: I am better able to take care of my needs	2	3	14	40	67	2	40
	1.2 %	1.8 %	8.3 %	23.8 %	39.9 %	1.2 %	23.8 %
83.9 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1	3	16	40	64	2	42
	0.6 %	1.8 %	9.5 %	23.8 %	38.1 %	1.2 %	25.0 %
84.6 % 32. As a direct result of the services I received: I am better able to do things that I want to do	2	3	14	41	63	3	42
	1.2 %	1.8 %	8.3 %	24.4 %	37.5 %	1.8 %	25.0 %
86.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	2	2	12	39	66	4	43
	1.2 %	1.2 %	7.1 %	23.2 %	39.3 %	2.4 %	25.6 %
84.2 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1	6	12	39	62	4	44
	0.6 %	3.6 %	7.1 %	23.2 %	36.9 %	2.4 %	26.2 %
85.8 % 35. As a direct result of the services I received: I feel I belong in my community	2	5	10	41	62	3	45
	1.2 %	3.0 %	5.9 %	24.4 %	36.9 %	1.8 %	26.8 %
83.1 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	2	5	13	35	63	4	46
	1.2 %	3.0 %	7.7 %	20.8 %	37.5 %	2.4 %	27.4 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by
ompletion Status Adult/Older Adult T

Completion Status	Adult/	Older Adult	Total
	Adult	Older Adult	
Refused	8	5	13
	8.6 %	6.7 %	7.7 %
Impaired	7	9	16
	7.5 %	12 %	9.5 %
Language	0	0	0
	0 %	0 %	0 %
Other	0	0	0
	0 %	0 %	0 %
No Data	0	2	2
	0 %	2.7 %	1.2 %
Completed Survey	78	59	137
	83.9 %	78.7 %	81.5 %
Total	93	75	168
	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 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.



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 Satisfaction¹ **95.6%**

Return Rate² over 100%

Overall satisfaction³ 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

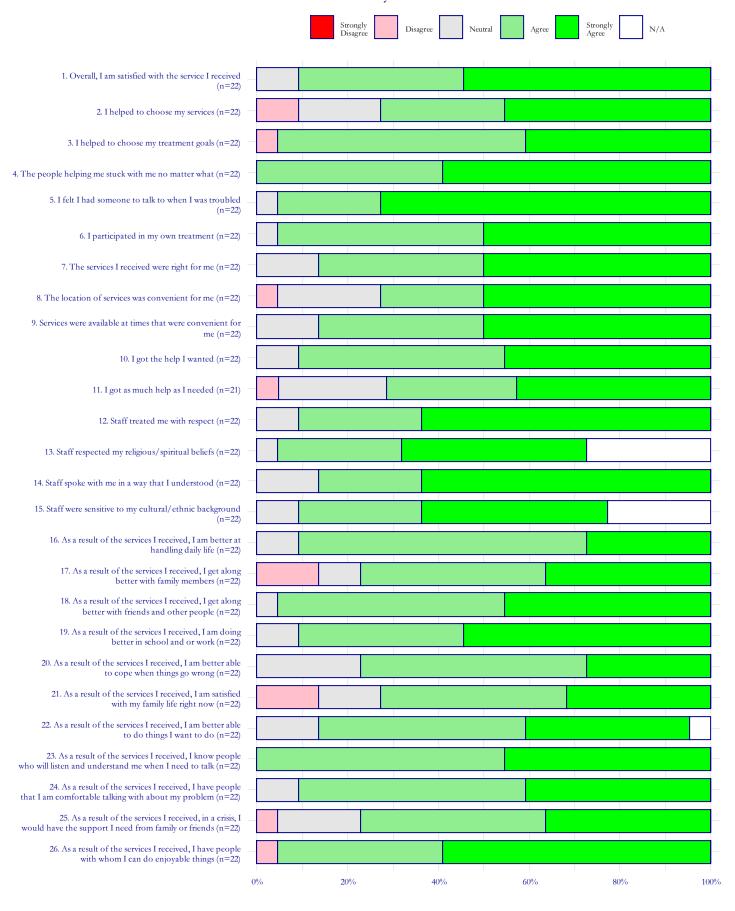
Lowest Agreement Items

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

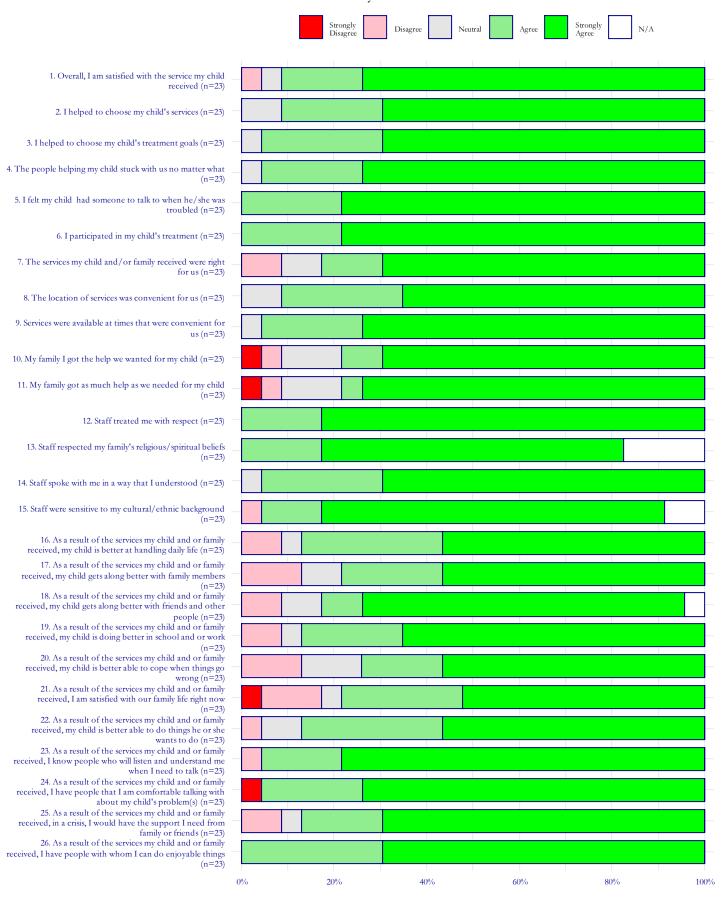
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 24

Touch Services Survey for Touch, IV = 24	a. •				~. ·		
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.9 % 1. Overall, I am satisfied with the service I received	0	0	2	8	12	0	2
70.9 76 1. Overall, I alli satisfied with the service Heceived	0.0 %	0.0 %	8.3 %	33.3 %	50.0 %	0.0 %	8.3 %
72.7 % 2. I helped to choose my services	0	2	4	6	10	0	2
12.1 /0 2.1 helped to choose my services	0.0 %	8.3 %	16.7 %	25.0 %	41.7 %	0.0 %	8.3 %
95.5 % 3. I helped to choose my treatment goals	0	1	0	12	9	0	2
year year of the pear to encose my meanment goals	0.0 %	4.2 %	0.0 %	50.0 %	37.5 %	0.0 %	8.3 %
100.0 % 4. The people helping me stuck with me no matter what	0	0	0	9	13	0	2
1 1 0	0.0 %	0.0 %	0.0 %	37.5 %	54.2 %	0.0 %	8.3 %
95.5 % 5. I felt I had someone to talk to when I was troubled	0	0	1	5	16	0	2
	0.0 %	0.0 %	4.2 %	20.8 %	66.7 %	0.0 %	8.3 %
95.5 % 6. I participated in my own treatment	0 0.0 %	0	1	10	11 45.8 %	0	2
		0.0 %	4.2 %	41.7 %	43.8 %	0.0 %	8.3 %
86.4 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	3 12.5 %	8 33.3 %	45.8 %	0 0.0 %	2 8.3 %
	0.0 %	1	5	5	11	0.0 70	2
72.7 % 8. The location of services was convenient for me	0.0 %	4.2 %	20.8 %	20.8 %	45.8 %	0.0 %	8.3 %
	0.0 70	0	3	8	11	0.0 70	2
86.4 % 9. Services were available at times that were convenient for me	0.0 %	0.0 %	12.5 %	33.3 %	45.8 %	0.0 %	8.3 %
	0	0	2	10	10	0	2
90.9 % 10. I got the help I wanted	0.0 %	0.0 %	8.3 %	41.7 %	41.7 %	0.0 %	8.3 %
F1 4.0/ 11 T	0	1	5	6	9	0	3
71.4 % 11. I got as much help as I needed	0.0 %	4.2 %	20.8 %	25.0 %	37.5 %	0.0 %	12.5 %
00 0 0/ 12 Staff tweated me with respect	0	0	2	6	14	0	2
90.9 % 12. Staff treated me with respect	0.0 %	0.0 %	8.3 %	25.0 %	58.3 %	0.0 %	8.3 %
93.8 % 13. Staff respected my religious/spiritual beliefs	0	0	1	6	9	6	2
93.6 76 13. Staff respected my rengious/spiritual benefit	0.0 %	0.0 %	4.2 %	25.0 %	37.5 %	25.0 %	8.3 %
86.4 % 14. Staff spoke with me in a way that I understood	0	0	3	5	14	0	2
14. Start spoke with the first way that I understood	0.0 %	0.0 %	12.5 %	20.8 %	58.3 %	0.0 %	8.3 %
88.2 % 15. Staff were sensitive to my cultural/ethnic background	0	0	2	6	9	5	2
	0.0 %	0.0 %	8.3 %	25.0 %	37.5 %	20.8 %	8.3 %
90.9 % 16. As a result of the services I received, I am better at handling daily	0	0	2	14	6	0	2
life	0.0 %	0.0 %	8.3 %	58.3 %	25.0 %	0.0 %	8.3 %
77.3 % 17. As a result of the services I received, I get along better with family	0	3 12 5 0/	2	9 27.5 W	8	0	2
members	0.0 %	12.5 %	8.3 %	37.5 %	33.3 %	0.0 %	8.3 %
95.5 % 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 %
90.9 % 19. As a result of the services I received, I am doing better in school and		0.0 %	2	8	12	0.0 %	2
or work	0.0 %	0.0 %	8.3 %	33.3 %	50.0 %	0.0 %	8.3 %
77.3 % 20. As a result of the services I received, I am better able to cope when	0.0 /0	0	5	11	6	0.0 70	2
things go wrong	0.0 %	0.0 %	20.8 %	45.8 %	25.0 %	0.0 %	8.3 %
72.7% 21. As a result of the services I received, I am satisfied with my family	0	3	3	9	7	0	2
life right now	0.0 %	12.5 %	12.5 %	37.5 %	29.2 %	0.0 %	8.3 %
85.7 % 22. As a result of the services I received, I am better able to do things I	0	0	3	10	8	1	2
want to do	0.0 %	0.0 %	12.5 %	41.7 %	33.3 %	4.2 %	8.3 %
100.0 % 23. As a result of the services I received, I know people who will listen	0	0	0	12	10	0	2
and understand me when I need to talk	0.0 %	0.0 %	0.0 %	50.0 %	41.7 %	0.0 %	8.3 %
90.9 % 24. As a result of the services I received, I have people that I am	0	0	2	11	9	0	2
comfortable talking with about my problem	0.0 %	0.0 %	8.3 %	45.8 %	37.5 %	0.0 %	8.3 %
77.3 % 25. As a result of the services I received, in a crisis, I would have the	0	1	4	9	8	0	2
support I need from family or friends	0.0 %	4.2 %	16.7 %	37.5 %	33.3 %	0.0 %	8.3 %
95.5 % 26. As a result of the services I received, I have people with whom I can	0	1	0	8	13	0	2
do enjoyable things	0.0 %	4.2 %	0.0 %	33.3 %	54.2 %	0.0 %	8.3 %

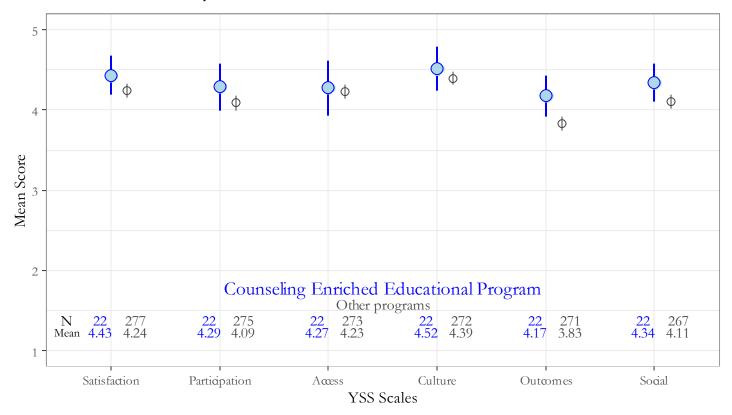
Youth Services Survey for Families



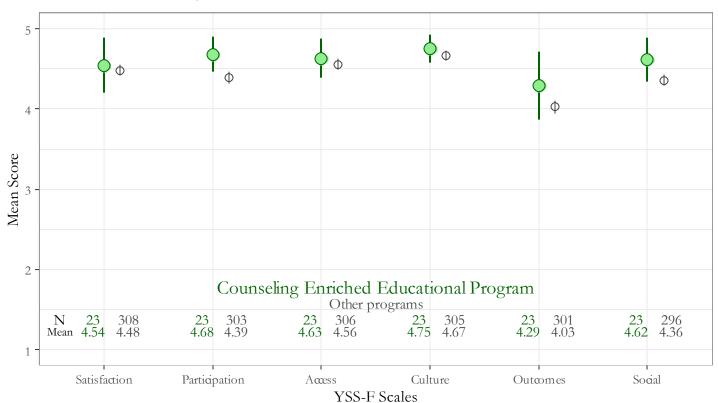
Youth Services Survey for Families, N = 25

Touth Services Survey for Fammies, 11 – 23	Ctuomaler				Ctuom also		
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
	0	1	1	4	17	0	2
91.3 % 1. Overall, I am satisfied with the service my child received	0.0 %	4.0 %	4.0 %	16.0 %	68.0 %	0.0 %	8.0 %
	0	0	2	5	16	0	2
91.3 % 2. I helped to choose my child's services	0.0 %	0.0 %	8.0 %	20.0 %	64.0 %	0.0 %	8.0 %
	0.0 70	0.0 70	1	6	16	0.0 70	2
95.7 % 3. I helped to choose my child's treatment goals	0.0 %	0.0 %	4.0 %	24.0 %		0.0 %	8.0 %
					64.0 %		
95.7 % 4. The people helping my child stuck with us no matter what	0	0	1	5	17	0	2
	0.0 %	0.0 %	4.0 %	20.0 %	68.0 %	0.0 %	8.0 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0	0	0	5	18	0	2
100.0 /0 5.1 left my clind had someone to tark to when he/she was troubled	0.0 %	0.0 %	0.0 %	20.0 %	72.0 %	0.0 %	8.0 %
100.0.07	0	0	0	5	18	0	2
100.0 % 6. I participated in my child's treatment	0.0 %	0.0 %	0.0 %	20.0 %	72.0 %	0.0 %	8.0 %
	0	2	2	3	16	0	2
82.6 % 7. The services my child and/or family received were right for us	0.0 %	8.0 %	8.0 %	12.0 %	64.0 %	0.0 %	8.0 %
91.3 % 8. The location of services was convenient for us	0	0	2	6	15	0	2
	0.0 %	0.0 %	8.0 %	24.0 %	60.0 %	0.0 %	8.0 %
95.7 % 9. Services were available at times that were convenient for us	0	0	1	5	17	0	2
75.7 /6 7. Services were available at times that were convenient for as	0.0 %	0.0 %	4.0 %	20.0 %	68.0 %	0.0 %	8.0 %
70.2.0/ 10 Mar familia I and the halo was second of familia.	1	1	3	2	16	0	2
78.3 % 10. My family I got the help we wanted for my child	4.0 %	4.0 %	12.0 %	8.0 %	64.0 %	0.0 %	8.0 %
	1	1	3	1	17	0	2
78.3 % 11. My family got as much help as we needed for my child	4.0 %	4.0 %	12.0 %	4.0 %	68.0 %	0.0 %	8.0 %
					19	0.0 70	2
100.0 % 12. Staff treated me with respect	0	0	0	4			
·	0.0 %	0.0 %	0.0 %	16.0 %	76.0 %	0.0 %	8.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0	0	0	4	15	4	2
1000 / 10. Stall respected my falling stonglous, spiritual seriors	0.0 %	0.0 %	0.0 %	16.0 %	60.0 %	16.0 %	8.0 %
05.7.9/ 1/4 Staff spake with main a way that Lundarstood	0	0	1	6	16	0	2
95.7 % 14. Staff spoke with me in a way that I understood	0.0 %	0.0 %	4.0 %	24.0 %	64.0 %	0.0 %	8.0 %
	0	1	0	3	17	2	2
95.2 % 15. Staff were sensitive to my cultural/ethnic background	0.0 %	4.0 %	0.0 %	12.0 %	68.0 %	8.0 %	8.0 %
87.0 % 16. As a result of the services my child and or family received, my child		2	1	7	13	0	2
is better at handling daily life	0.0 %	8.0 %		28.0 %	52.0 %		
•			4.0 %			0.0 %	8.0 %
78.3 % 17. As a result of the services my child and or family received, my child		3	2	5	13	0	2
gets along better with family members	0.0 %	12.0 %	8.0 %	20.0 %	52.0 %	0.0 %	8.0 %
81.8 % 18. As a result of the services my child and or family received, my child		2	2	2	16	1	2
gets along better with friends and other people	0.0 %	8.0 %	8.0 %	8.0 %	64.0 %	4.0 %	8.0 %
87.0 % 19. As a result of the services my child and or family received, my child	. 0	2	1	5	15	0	2
is doing better in school and or work	0.0 %	8.0 %	4.0 %	20.0 %	60.0 %	0.0 %	8.0 %
73.9 % 20. As a result of the services my child and or family received, my child	0	3	3	4	13	0	2
is better able to cope when things go wrong	0.0 %	12.0 %	12.0 %	16.0 %	52.0 %	0.0 %	8.0 %
78.3 % 21. As a result of the services my child and or family received, I am	1	3	1	6	12	0.0 70	2
satisfied with our family life right now		12.0 %			48.0 %		
• •	4.0 %		4.0 %	24.0 %		0.0 %	8.0 %
87.0 % 22. As a result of the services my child and or family received, my child		1	2	7	13	0	2
is better able to do things he or she wants to do	0.0 %	4.0 %	8.0 %	28.0 %	52.0 %	0.0 %	8.0 %
95.7 % 23. As a result of the services my child and or family received, I know	0	1	0	4	18	0	2
people who will listen and understand me when I need to talk	0.0 %	4.0 %	0.0 %	16.0 %	72.0 %	0.0 %	8.0 %
95.7 % 24. As a result of the services my child and or family received, I have	1	0	0	5	17	0	2
people that I am comfortable talking with about my child's problem(s)	4.0 %	0.0 %	0.0 %	20.0 %	68.0 %	0.0 %	8.0 %
87.0 % 25. As a result of the services my child and or family received, in a	0	2	1	4	16	0	2
crisis, I would have the support I need from family or friends	0.0 %	8.0 %	4.0 %	16.0 %	64.0 %	0.0 %	8.0 %
100.0 % 26. As a result of the services my child and or family received, I have	0	0	0	7	16	0	2
people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	28.0 %	64.0 %	0.0 %	8.0 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Counseling Enriched Educational Program Completion by Total Completion Status Respondent Type Family Youth 1 2 3 Refused 4 % 8.3 % 6.1 % 0 1 1 Impaired 4 % 0 % 2 % 0 0 0 Language 0 % 0 % 0 % 0 0 0 Other 0 % 0 % 0 % 0 0 0 No Data 0 % 0 % 0 % 23 22 45 Completed Survey 92 % 91.7 % 91.8 %

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."

25

100 %

24

100 %

49

100 %

- 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.

Total

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.



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

Curry Senior Center MH

Program Code(s): 38ISBH

Overall Satisfaction¹
100.0%

Return Rate² **100.0%**

Overall satisfaction³ 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

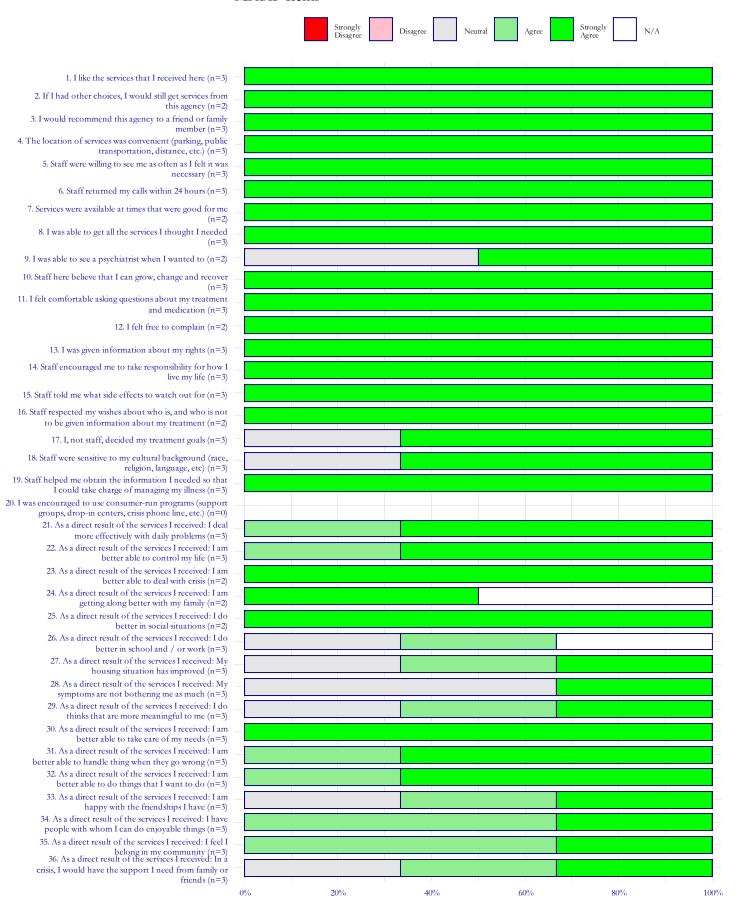
Lowest Agreement Items

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)

MHSIP Items



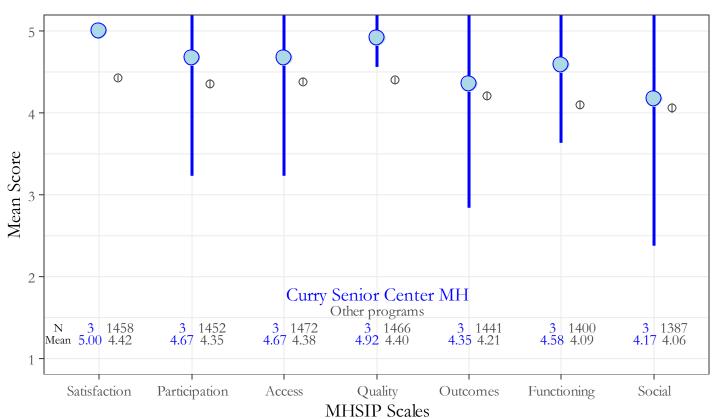
MHSIP Items 1-25, N = 3Percent Agree

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

MHSIP Items 26-36, N = 3 Percent Agree

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

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Compression States				
	Adult	Older Adult		
Refused	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	3	3	
	0 %	100 %	100 %	
Total	0	3	3	
	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 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.



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

DSAAM Howard Street OBIC

Program Code(s): 8921HS-OP

Overall Satisfaction¹
100.0%

Return Rate² **53.8%**

Overall satisfaction³ 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

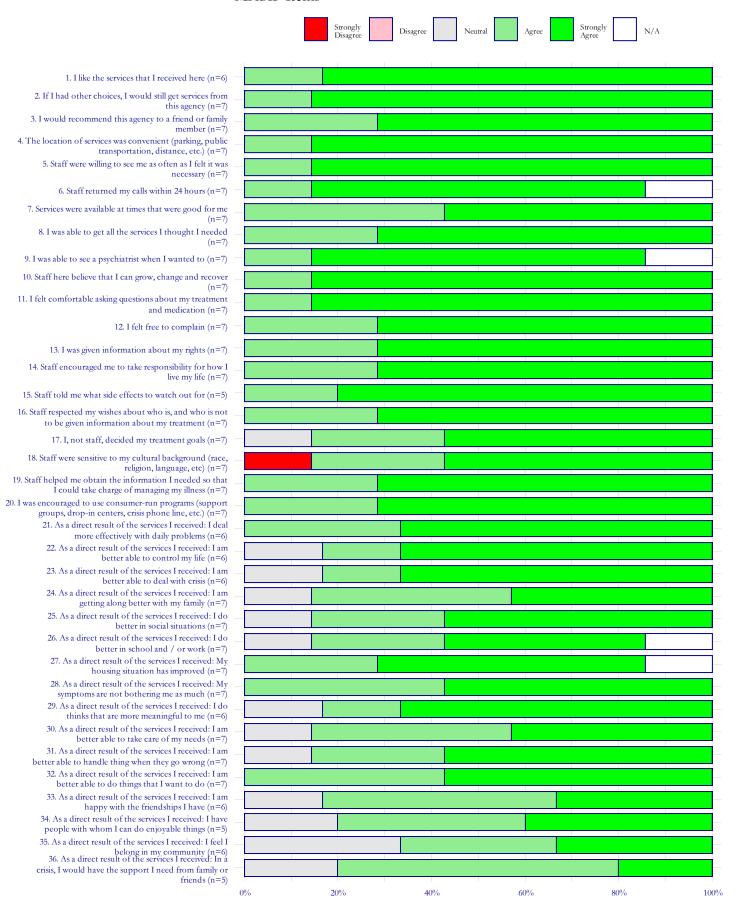
Lowest Agreement Items

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

MHSIP Items



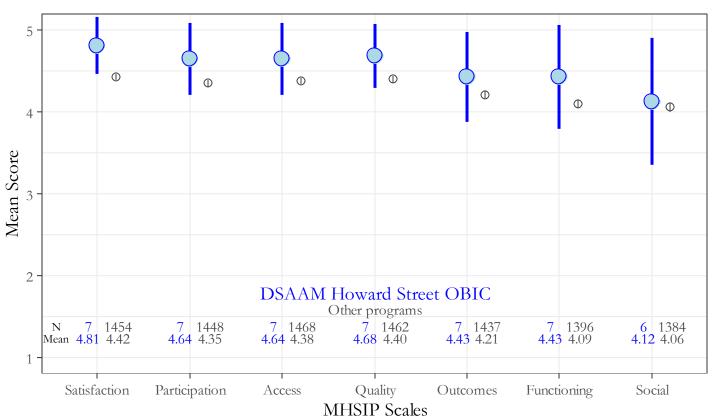
MHSIP Items 1-25, N = 7Percent Agree

g	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 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 %
100.0 % 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 %
100.0 % 3. I would recommend this agency to a friend or family member	0	0	0	2 28.6 %	5 71.4 %	0 0.0 %	0 0.0 %
100.0 % 4. The location of services was convenient (parking, public	0	0	0	1	6	0	0
transportation, distance, etc.) 100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0.0 %	0.0 %	0.0 %	14.3 %	85.7 % 6	0.0 %	0.0 %
-	0.0 %	0.0 %	0.0 %	14.3 %	85.7 % 5	0.0 %	0.0 %
100.0 % 6. Staff returned my calls within 24 hours	0.0 %	0.0 %	0.0 %	14.3 %	71.4 % 4	14.3 % 0	0.0 %
100.0 % 7. Services were available at times that were good for me	0.0 %	0.0 %	0.0 %	42.9 %	57.1 %	0.0 %	0.0 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
100.0 % 12. I felt free to complain	0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	5 71.4 %	0 0.0 %	0 0.0 %
100.0 % 13. I was given information about my rights	0.0 %	0.0 %	0 0.0 %	2 28.6 %	5 71.4 %	0 0.0 %	0 0.0 %
100.0 % 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 %
100.0 % 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 %
$100.0\ \%\ \ 16.$ 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 %
85.7 % 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 %
85.7 % 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 %
100.0 % 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 %
100.0 % 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 %
100.0 % 21. As a direct result of the services I received: I deal more effectively	0	0	0	2	4	0	1
with daily problems 83.3 % 22. As a direct result of the services I received: I am better able to	0.0 %	0.0 % 0	0.0 % 1	28.6 %	57.1 % 4	0	14.3 %
control my life 83.3 % 23. As a direct result of the services I received: I am better able to deal	0.0 %	0.0 %	14.3 % 1	14.3 %	57.1 % 4	0.0 %	14.3 %
with crisis 85.7 % 24. As a direct result of the services I received: I am getting along better	0.0 %	0.0 %	14.3 % 1	14.3 %	57.1 % 3	0.0 %	14.3 %
with my family	0.0 %	0.0 %	14.3 %	42.9 %	42.9 %	0.0 %	0.0 %
85.7 % 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 %

MHSIP Items 26-36, N = 7 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
83.3 % 26. As a direct result of the services I received: I do better in school and	0	0	1	2	3	1	0
/ or work	0.0 %	0.0 %	14.3 %	28.6 %	42.9 %	14.3 %	0.0 %
100.0 % 27. As a direct result of the services I received: My housing situation	0	0	0	2	4	1	0
has improved	0.0 %	0.0 %	0.0 %	28.6 %	57.1 %	14.3 %	0.0 %
100.0 % 28. As a direct result of the services I received: My symptoms are not	0	0	0	3	4	0	0
bothering me as much	0.0 %	0.0 %	0.0 %	42.9 %	57.1 %	0.0 %	0.0 %
83.3 % 29. As a direct result of the services I received: I do thinks that are more	0	0	1	1	4	0	1
meaningful to me	0.0 %	0.0 %	14.3 %	14.3 %	57.1 %	0.0 %	14.3 %
85.7 % 30. As a direct result of the services I received: I am better able to take	0	0	1	3	3	0	0
care of my needs	0.0 %	0.0 %	14.3 %	42.9 %	42.9 %	0.0 %	0.0 %
85.7 % 31. As a direct result of the services I received: I am better able to	0	0	1	2	4	0	0
handle thing when they go wrong	0.0 %	0.0 %	14.3 %	28.6 %	57.1 %	0.0 %	0.0 %
100.0 % 32. As a direct result of the services I received: I am better able to do	0	0	0	3	4	0	0
things that I want to do	0.0 %	0.0 %	0.0 %	42.9 %	57.1 %	0.0 %	0.0 %
83.3 % 33. As a direct result of the services I received: I am happy with the	0	0	1	3	2	0	1
friendships I have	0.0 %	0.0 %	14.3 %	42.9 %	28.6 %	0.0 %	14.3 %
80.0 % 34. As a direct result of the services I received: I have people with	0	0	1	2	2	0	2
whom I can do enjoyable things	0.0 %	0.0 %	14.3 %	28.6 %	28.6 %	0.0 %	28.6 %
66.7 % 35. As a direct result of the services I received: I feel I belong in my	0	0	2	2	2	0	1
community	0.0 %	0.0 %	28.6 %	28.6 %	28.6 %	0.0 %	14.3 %
80.0 % 36. As a direct result of the services I received: In a crisis, I would have	0	0	1	3	1	0	2
the support I need from family or friends	0.0 %	0.0 %	14.3 %	42.9 %	14.3 %	0.0 %	28.6 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	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	0	7
	100 %	0 %	100 %
Total	7	0	7
	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 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.



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

ECS SF START

Program Code(s): 8961OP

Overall Satisfaction¹ **85.7%**

Return Rate² **over 100%**

Overall satisfaction³ 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

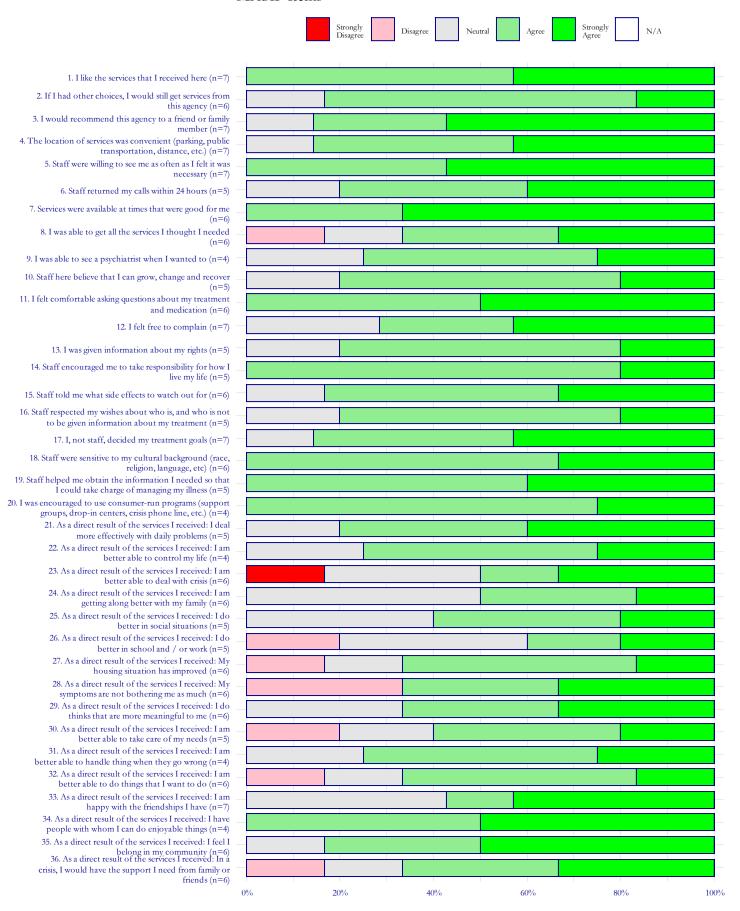
Lowest Agreement Items

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

MHSIP Items



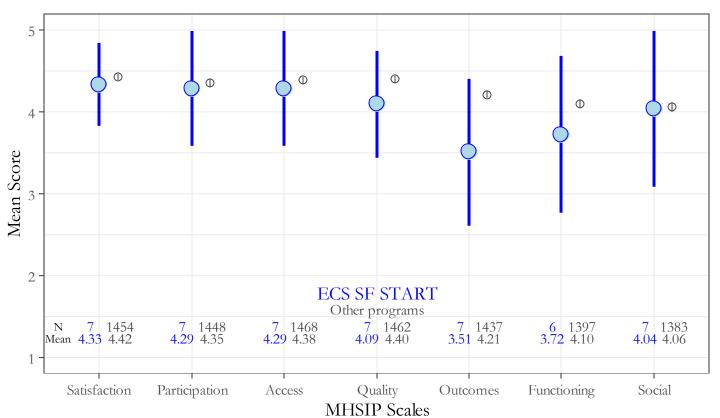
MHSIP Items 1-25, N = 9Percent Agree

Toront rigitor	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	4	3	0	2
	0.0 %	0.0 %	0.0 %	44.4 %	33.3 %	0.0 %	22.2 %
83.3 % 2. If I had other choices, I would still get services from this agency	0	0	1	4	1	0	3
	0.0 %	0.0 %	11.1 %	44.4 %	11.1 %	0.0 %	33.3 %
85.7 % 3. I would recommend this agency to a friend or family member	0	0	1	2	4	0	2
	0.0 %	0.0 %	11.1 %	22.2 %	44.4 %	0.0 %	22.2 %
85.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	1	3	3	0	2
	0.0 %	0.0 %	11.1 %	33.3 %	33.3 %	0.0 %	22.2 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	3	4	0	2
	0.0 %	0.0 %	0.0 %	33.3 %	44.4 %	0.0 %	22.2 %
80.0 % 6. Staff returned my calls within 24 hours	0	0	1	2	2	0	4
	0.0 %	0.0 %	11.1 %	22.2 %	22.2 %	0.0 %	44.4 %
100.0 % 7. Services were available at times that were good for me	0	0	0	2	4	0	3
	0.0 %	0.0 %	0.0 %	22.2 %	44.4 %	0.0 %	33.3 %
66.7 % 8. I was able to get all the services I thought I needed	0	1	1	2	2	0	3
	0.0 %	11.1 %	11.1 %	22.2 %	22.2 %	0.0 %	33.3 %
75.0 % 9. I was able to see a psychiatrist when I wanted to	0	0	1	2	1	0	5
	0.0 %	0.0 %	11.1 %	22.2 %	11.1 %	0.0 %	55.6 %
80.0 % 10. Staff here believe that I can grow, change and recover	0	0	1	3	1	0	4
	0.0 %	0.0 %	11.1 %	33.3 %	11.1 %	0.0 %	44.4 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	0	3	3	0	3
	0.0 %	0.0 %	0.0 %	33.3 %	33.3 %	0.0 %	33.3 %
71.4 % 12. I felt free to complain	0	0	2	2	3	0	2
	0.0 %	0.0 %	22.2 %	22.2 %	33.3 %	0.0 %	22.2 %
80.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	1 11.1 %	0	4 44.4 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	0	4	1	0	4
	0.0 %	0.0 %	0.0 %	44.4 %	11.1 %	0.0 %	44.4 %
83.3 % 15. Staff told me what side effects to watch out for	0	0	1	3	2	0	3
	0.0 %	0.0 %	11.1 %	33.3 %	22.2 %	0.0 %	33.3 %
80.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	1	3	1	0	4
	0.0 %	0.0 %	11.1 %	33.3 %	11.1 %	0.0 %	44.4 %
85.7 % 17. I, not staff, decided my treatment goals	0	0	1	3	3	0	2
	0.0 %	0.0 %	11.1 %	33.3 %	33.3 %	0.0 %	22.2 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	0	4	2	0	3
	0.0 %	0.0 %	0.0 %	44.4 %	22.2 %	0.0 %	33.3 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	0	3	2	0	4
	0.0 %	0.0 %	0.0 %	33.3 %	22.2 %	0.0 %	44.4 %
100.0 % 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	5 55.6 %
80.0 % 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	4 44.4 %
75.0 % 22. As a direct result of the services I received: I am better able to control my life	0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	1 11.1 %	0 0.0 %	5 55.6 %
50.0 % 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	3 33.3 %
50.0 % 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	3 33.3 %
60.0 % 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	0	4 44.4 %

MHSIP Items 26-36, N = 9 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
40.0 % 26. As a direct result of the services I received: I do better in school and		1	2	1	1	0	4
or work	0.0 %	11.1 %	22.2 %	11.1 %	11.1 %	0.0 %	44.4 %
66.7 % 27. As a direct result of the services I received: My housing situation has		1	1	3	1	0	3
improved	0.0 %	11.1 %	11.1 %	33.3 %	11.1 %	0.0 %	33.3 %
66.7 % 28. As a direct result of the services I received: My symptoms are not	0	2	0	2	2	0	3
bothering me as much	0.0 %	22.2 %	0.0 %	22.2 %	22.2 %	0.0 %	33.3 %
66.7 % 29. As a direct result of the services I received: I do thinks that are more	0	0	2	2	2	0	3
meaningful to me	0.0 %	0.0 %	22.2 %	22.2 %	22.2 %	0.0 %	33.3 %
60.0 % 30. As a direct result of the services I received: I am better able to take	0	1	1	2	1	0	4
care of my needs	0.0 %	11.1 %	11.1 %	22.2 %	11.1 %	0.0 %	44.4 %
75.0 % 31. As a direct result of the services I received: I am better able to handle	0	0	1	2	1	0	5
thing when they go wrong	0.0 %	0.0 %	11.1 %	22.2 %	11.1 %	0.0 %	55.6 %
66.7 % 32. As a direct result of the services I received: I am better able to do	0	1	1	3	1	0	3
things that I want to do	0.0 %	11.1 %	11.1 %	33.3 %	11.1 %	0.0 %	33.3 %
57.1 % 33. As a direct result of the services I received: I am happy with the	0	0	3	1	3	0	2
friendships I have	0.0 %	0.0 %	33.3 %	11.1 %	33.3 %	0.0 %	22.2 %
100.0 % 34. As a direct result of the services I received: I have people with	0	0	0	2	2	0	5
whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	22.2 %	22.2 %	0.0 %	55.6 %
83.3 % 35. As a direct result of the services I received: I feel I belong in my	0	0	1	2	3	0	3
community	0.0 %	0.0 %	11.1 %	22.2 %	33.3 %	0.0 %	33.3 %
66.7 % 36. As a direct result of the services I received: In a crisis, I would have	0	1	1	2	2	0	3
the support I need from family or friends	0.0 %	11.1 %	11.1 %	22.2 %	22.2 %	0.0 %	33.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	0	0	0
	0 %	0 %	0 %
Impaired	1	0	1
	11.1 %	0 %	11.1 %
Language	0	0	0
	0 %	0 %	0 %
Other	1	0	1
	11.1 %	0 %	11.1 %
No Data	0	0	0
	0 %	0 %	0 %
Completed Survey	7	0	7
	77.8 %	0 %	77.8 %
Total	9	0	9
	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 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.



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 Satisfaction¹ **87.5%**

Return Rate²
13.2%

Overall satisfaction³ 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

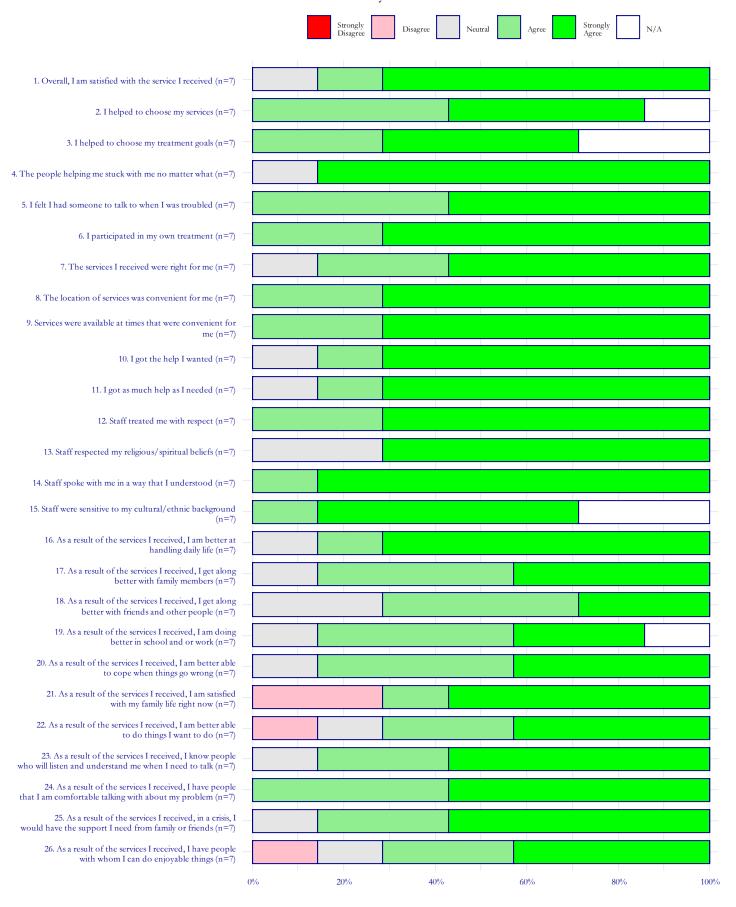
Lowest Agreement Items

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

Youth Services Survey for Youth

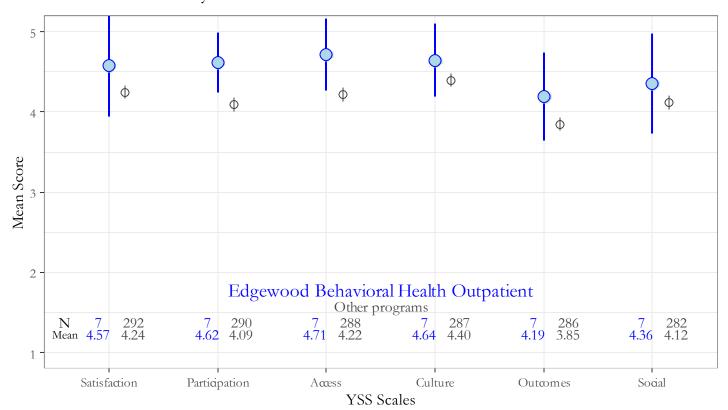


Youth Services Survey for Youth, N = 7

10um Services Survey for 10um, N = 7							
	Strongly Disagree	Ü	Neutral	Agree	Strongly Agree		Missing
85.7 % 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 %
100.0 % 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 %
100.0 % 3. I helped to choose my treatment goals	0	0 0.0 %	0 0.0 %	2 28.6 %	3 42.9 %	2 28.6 %	0 0.0 %
85.7 % 4. The people helping me stuck with me no matter what	0	0	1	0	6	0	0
100.0 % 5. I felt I had someone to talk to when I was troubled	0.0 %	0.0 %	14.3 %	0.0 %	85.7 % 4	0.0 %	0.0 %
	0.0 %	0.0 %	0.0 %	42.9 %	57.1 % 5	0.0 %	0.0 %
100.0 % 6. I participated in my own treatment	0.0 %	0.0 %	0.0 %	28.6 %	71.4 %	0.0 %	0.0 %
85.7 % 7. The services I received were right for me	0.0 %	0.0 %	14.3 %	28.6 %	57.1 %	0.0 %	0.0 %
100.0 % 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 %
100.0 % 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 %
85.7 % 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 %
85.7 % 11. I got as much help as I needed	0	0	1	1	5	0	0
100.0 % 12. Staff treated me with respect	0.0 %	0.0 %	14.3 % 0	14.3 %	71.4 %	0.0 %	0.0 %
	0.0 %	0.0 %	0.0 %	28.6 %	71.4 % 5	0.0 %	0.0 %
71.4 % 13. Staff respected my religious/spiritual beliefs	0.0 %	0.0 %	28.6 %	0.0 %	71.4 % 6	0.0 %	0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0.0 %	0.0 %	0.0 %	14.3 %	85.7 %	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 14.3 %	4 57.1 %	2 28.6 %	0 0.0 %
85.7 % 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 %
85.7 % 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 %
71.4 % 18. As a result of the services I received, I get along better with friends	0	0	2	3	2	0	0
and other people 83.3 % 19. As a result of the services I received, I am doing better in school and		0.0 %	28.6 %	42.9 %	28.6 %	0.0 %	0.0 %
or work 85.7 % 20. As a result of the services I received, I am better able to cope when	0.0 %	0.0 %	14.3 %	42.9 %	28.6 %	14.3 %	0.0 %
things go wrong 71.4 % 21. As a result of the services I received, I am satisfied with my family	0.0 %	0.0 % 2	14.3 % 0	42.9 % 1	42.9 % 4	0.0 %	0.0 %
life right now	0.0 %	28.6 %	0.0 %	14.3 %	57.1 %	0.0 %	0.0 %
71.4 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 14.3 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %
85.7 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	4 57.1 %	0 0.0 %	0 0.0 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	4 57.1 %	0 0.0 %	0 0.0 %
85.7 % 25. As a result of the services I received, in a crisis, I would have the	0	0	1	2	4	0	0
support I need from family or friends 71.4 % 26. As a result of the services I received, I have people with whom I can		0.0 % 1	14.3 % 1	28.6 %	57.1 %	0.0 %	0.0 %
do enjoyable things	0.0 %	14.3 %	14.3 %	28.6 %	42.9 %	0.0 %	0.0 %

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

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance Edgewood Behavioral Health Outpatient Completion Status Completion by Total Respondent Type Family Youth 0 0 0 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 % 1 7 8 Completed Survey 100 % 100 % 100 % 7 8 **Total** 100 % 100 % 100 %

- 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.



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 Satisfaction¹ **50.0%**

Return Rate² **Unknown, no Avatar billing**

Overall satisfaction³ 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

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

	Family	Youth	
Refused	0	0	0
	0 %	0 %	0 %
Impaired	0	0	0
	0 %	0 %	0 %
Language	0	0	0
	0 %	0 %	0 %
Other	0	0	0
	0 %	0 %	0 %
No Data	0	0	0
	0 %	0 %	0 %
Completed Survey	1	1	2
	100 %	100 %	100 %
Total	1	1	2
	100 %	100 %	100 %

- 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 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 Satisfaction¹ **87.5%**

Return Rate² **47.1%**

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. 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.

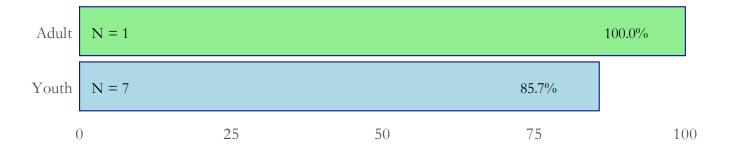
People served November 4-8 2019 (Avatar billing): 17

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



- 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 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 Satisfaction¹ **100.0%**

Return Rate² **100.0%**

Overall satisfaction³ 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

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

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	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	0	1
	100 %	0 %	100 %
Total	1	0	1
	100 %	100 %	100 %

- 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.



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 Satisfaction¹ **90.9%**

Return Rate² **56.2%**

Overall satisfaction³ 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

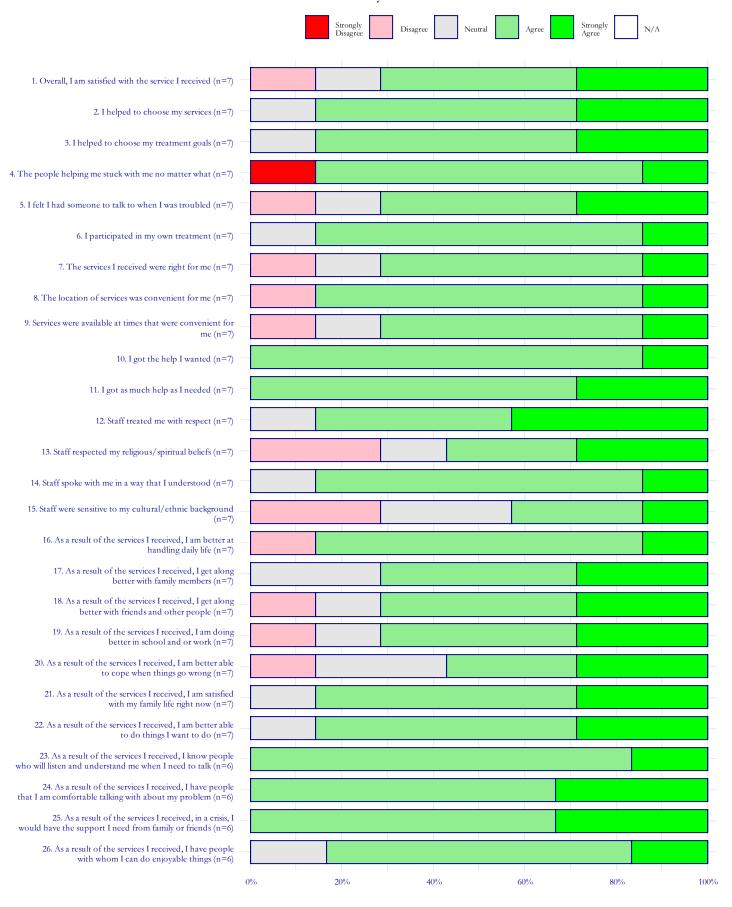
Lowest Agreement Items

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

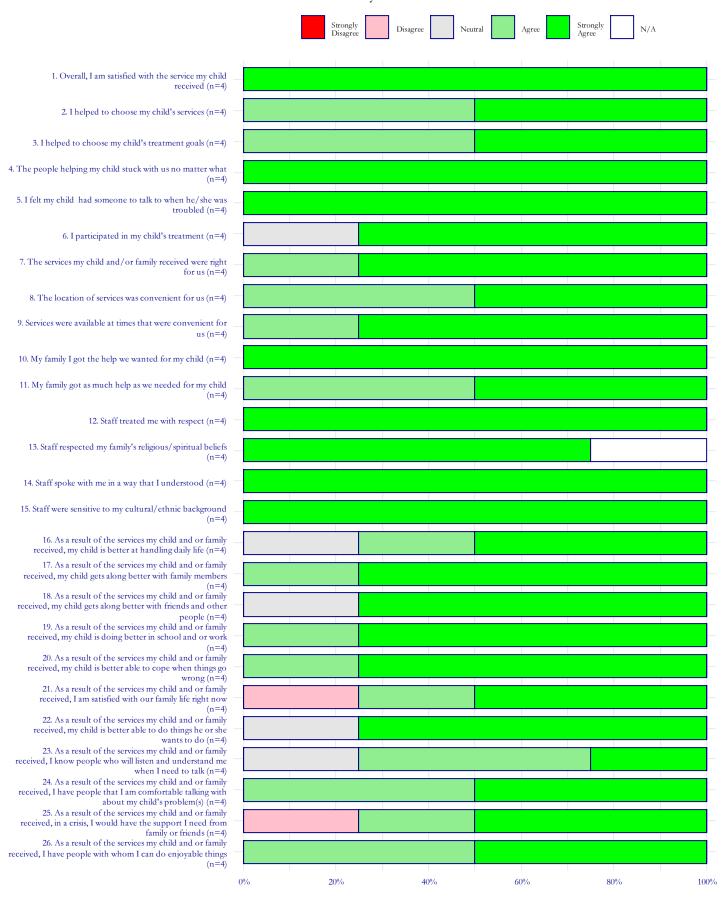
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 7

Touth Services Survey for Touth, TY = 7	Strongly				Strongly		
	Disagree	Disagree	Neutral	Agree	Agree	N/A	Missing
71.4 % 1. Overall, I am satisfied with the service I received	0	1	1	3	2	0	0
71.4 /0 1. Overall, I am satisfied with the service Freezewa	0.0 %	14.3 %	14.3 %	42.9 %	28.6 %	0.0 %	0.0 %
85.7 % 2. I helped to choose my services	0	0	1	4	20.60	0	0
	0.0 %	0.0 %	14.3 % 1	57.1 %	28.6 %	0.0 %	0.0 %
85.7 % 3. I helped to choose my treatment goals	0.0 %	0.0 %	14.3 %	57.1 %	28.6 %	0.0 %	0.0 %
	1	0.0 /0	0	5	1	0.0 70	0.0 70
85.7 % 4. The people helping me stuck with me no matter what	14.3 %	0.0 %	0.0 %	71.4 %	14.3 %	0.0 %	
71.4 % 5. I felt I had someone to talk to when I was troubled	0	1	1	3	2	0	0
71.4 /0 3.1 left I flad someone to talk to when I was floubled	0.0 %	14.3 %	14.3 %	42.9 %	28.6 %	0.0 %	0.0 %
85.7 % 6. I participated in my own treatment	0	0	1	5	1	0	0
	0.0 %	0.0 %	14.3 %	71.4 %	14.3 %	0.0 %	0.0 %
71.4 % 7. The services I received were right for me	0 0.0 %	1 14.3 %	14.3 %	4 57.1 %	14.3 %	0.0 %	0 0.0 %
	0.0 70	1	0	5	1	0.0 70	0.0 70
85.7 % 8. The location of services was convenient for me	0.0 %	14.3 %	0.0 %	71.4 %	14.3 %	0.0 %	0.0 %
71.4.9/ O. Sarriago years available at times that years convenient for ma	0	1	1	4	1	0	0
71.4 % 9. Services were available at times that were convenient for me	0.0 %	14.3 %	14.3 %	57.1 %	14.3 %	0.0 %	0.0 %
100.0 % 10. I got the help I wanted	0	0	0	6	1	0	0
	0.0 %	0.0 %	0.0 %	85.7 %	14.3 %	0.0 %	0.0 %
100.0 % 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 %
	0.0 %	0.0 70	1	3	3	0.0 %	0.0 %
85.7 % 12. Staff treated me with respect	0.0 %	0.0 %	14.3 %	42.9 %	42.9 %	0.0 %	0.0 %
FR 1 0/ 12 Ct CC	0	2	1	2	2	0	0
57.1 % 13. Staff respected my religious/spiritual beliefs	0.0 %	28.6 %	14.3 %	28.6 %	28.6 %	0.0 %	0.0 %
85.7 % 14. Staff spoke with me in a way that I understood	0	0	1	5	1	0	0
oev /o 1 i built spoile will inte in a way that I and isoso	0.0 %	0.0 %	14.3 %	71.4 %	14.3 %	0.0 %	0.0 %
42.9 % 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 %
	Λ	1	0	5	14.5 %	0.0 %	0.0 %
85.7 % 16. As a result of the services I received, I am better at handling daily life	0.0 %	14.3 %	0.0 %	71.4 %	14.3 %	0.0 %	0.0 %
71.4 % 17. As a result of the services I received, I get along better with family	0	0	2	3	2	0	0
members	0.0 %	0.0 %	28.6 %	42.9 %	28.6 %	0.0 %	0.0 %
71.4 % 18. As a result of the services I received, I get along better with friends	0	1	1	3	2	0	0
and other people	0.0 %	14.3 %	14.3 %	42.9 %	28.6 %		
71.4 % 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 %
57.1 % 20. As a result of the services I received, I am better able to cope when	0.0 %	14.5 /0	2	2	28.0 %	0.0 %	0.0 %
things go wrong	0.0 %	14.3 %	28.6 %	28.6 %	28.6 %	0.0 %	0.0 %
85.7 % 21. As a result of the services I received, I am satisfied with my family	0	0	1	4	2	0	0
life right now	0.0 %	0.0 %	14.3 %	57.1 %	28.6 %	0.0 %	0.0 %
85.7 % 22. As a result of the services I received, I am better able to do things I	0	0	1	4	2	0	0
want to do	0.0 %	0.0 %	14.3 %	57.1 %	28.6 %	0.0 %	
100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0	1 14.3 %
100.0 % 24. As a result of the services I received, I have people that I am	0.0 %	0.0 %	0.0 %	4	2	0.0 %	1
comfortable talking with about my problem	0.0 %	0.0 %	0.0 %	57.1 %	28.6 %		14.3 %
100.0 % 25. As a result of the services I received, in a crisis, I would have the	0	0	0	4	2	0	1
support I need from family or friends	0.0 %	0.0 %	0.0 %	57.1 %	28.6 %	0.0 %	14.3 %
83.3 % 26. As a result of the services I received, I have people with whom I can	0	0	1	4	1	0	1
do enjoyable things	0.0 %	0.0 %	14.3 %	57.1 %	14.3 %	0.0 %	14.3 %

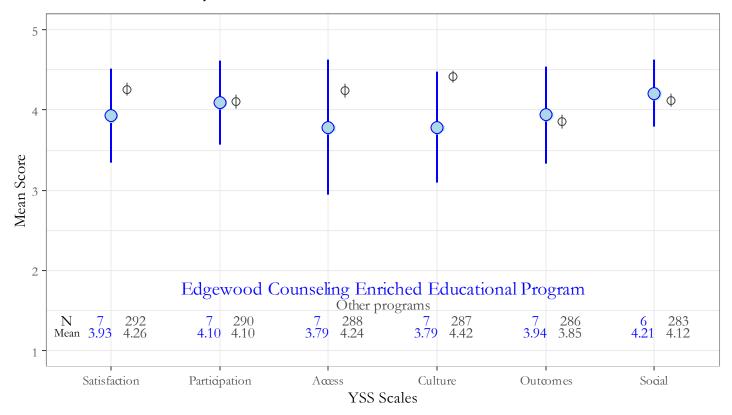
Youth Services Survey for Families



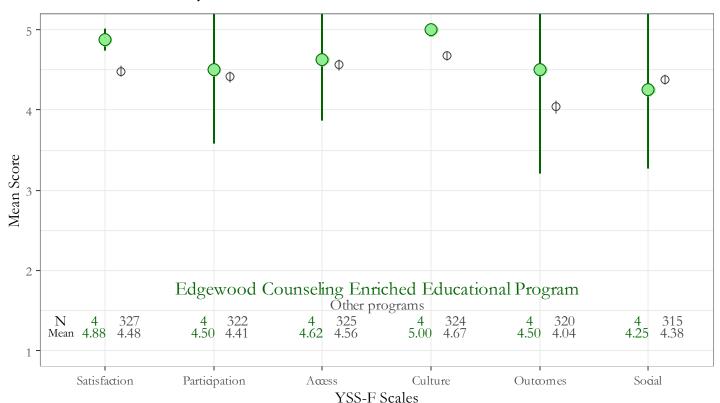
Youth Services Survey for Families, N=4

1 outil Services Survey for Families, $N=4$							
	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 %	0 0.0 %	4 100.0 %	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 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
100.0 % 3. I helped to choose my child's treatment goals	0	0	0	2	2	0	0
100.0 % 4. The people helping my child stuck with us no matter what	0.0 %	0.0 %	0.0 %	50.0 %	50.0 % 4	0.0 %	0.0 %
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	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 %	100.0 %	0.0 %	0.0 %
75.0 % 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 %
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 25.0 %	3 75.0 %	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 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
100.0 % 9. Services were available at times that were convenient for us	0	0	0	1	3	0	0
	0.0 %	0.0 %	0.0 %	25.0 %	75.0 % 4	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 %	100.0 %	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 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	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 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %
75.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	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 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
75.0 % 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 %	1 25.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %
100.0 % 19. As a result of the services my child and or family received, my	0	0	0	1	3	0	0
child is doing better in school and or work 100.0 % 20. As a result of the services my child and or family received, my	0.0 %	0.0 %	0.0 %	25.0 %	75.0 % 3	0.0 %	0.0 %
child is better able to cope when things go wrong	0.0 %	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %	0.0 %
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 25.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
75.0 % 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 %	1 25.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %
75.0 % 23. As a result of the services my child and or family received, I know	0	0	1	2	1	0	0
people who will listen and understand me when I need to talk 100.0 % 24. As a result of the services my child and or family received, I have	0.0 %	0.0 %	25.0 % 0	50.0 %	25.0 %	0.0 %	0.0 %
people that I am comfortable talking with about my child's problem(s)	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
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 %	1 25.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
100.0 % 26. As a result of the services my child and or family received, I have	0	0	0	2	2	0	0
people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Edgewood Counseling Enriched Educational Completion Status Program 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	4	7	11
	100 %	100 %	100 %
Total	4	7	11
	100 %	100 %	100 %

- 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.



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 Satisfaction¹ **83.3%**

Return Rate² **58.8%**

Overall satisfaction³ 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

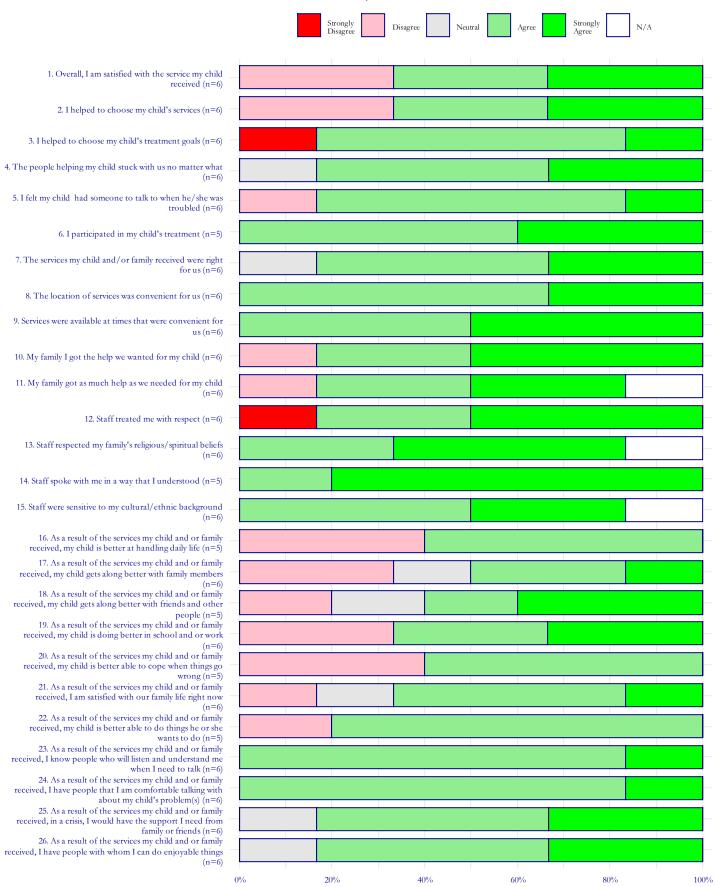
Lowest Agreement Items

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

Youth Services Survey for Families

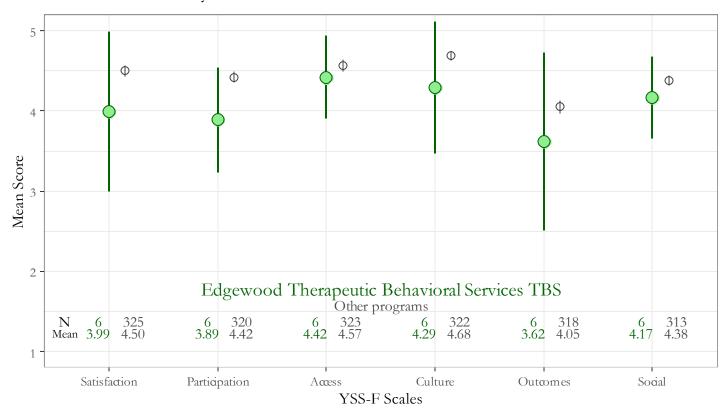


Youth Services Survey for Families, N = 9

	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 %	2 22.2 %	0 0.0 %	2 22.2 %	2 22.2 %	0 0.0 %	3 33.3 %
66.7 % 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 %
83.3 % 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 %
83.3 % 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 %
83.3 % 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 %
100.0 % 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 %
83.3 % 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 %
100.0 % 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 %
100.0 % 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 %
83.3 % 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	3 33.3 %
80.0 % 11. My family got as much help as we needed for my child	0 0.0 %	1 11.1 %	0	2 22.2 %	2 22.2 %	1	3 33.3 %
83.3 % 12. Staff treated me with respect	1 11.1 %	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	0	3 33.3 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0	2 22.2 %	3 33.3 %	1	3 33.3 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	0	4 44.4 %
100.0 % 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	3 33.3 %
60.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life		2 22.2 %	0 0.0 %	3 33.3 %	0 0.0 %	0 0.0 %	4 44.4 %
50.0 % 17. As a result of the services my child and or family received, my child gets along better with family members		2 22.2 %	1 11.1 %	2 22.2 %	1 11.1 %	0 0.0 %	3 33.3 %
60.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people		1 11.1 %	1 11.1 %	1 11.1 %	2 22.2 %	0	4 44.4 %
66.7 % 19. As a result of the services my child and or family received, my child is doing better in school and or work		2 22.2 %	0 0.0 %	2 22.2 %	2 22.2 %	0 0.0 %	3 33.3 %
60.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong		2 22.2 %	0 0.0 %	3 33.3 %	0 0.0 %	0	4 44.4 %
66.7 % 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 %
80.0 % 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		1 11.1 %	0 0.0 %	4 44.4 %	0 0.0 %	0 0.0 %	4 44.4 %
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 %	5 55.6 %	1 11.1 %	0 0.0 %	3 33.3 %
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 %	5 55.6 %	1 11.1 %	0 0.0 %	3 33.3 %
83.3 % 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	1 11.1 %	3 33.3 %	2 22.2 %	0 0.0 %	3 33.3 %
83.3 % 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	3 33.3 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Edgewood Therapeutic Behavioral Services Completion Status TBS Completion by **Total Respondent Type** Family Youth 2 2 4 Refused 22.2 % 100 % 36.4 % 0 0 0 Impaired 0 % 0 % 0 % 0 1 1 Language 11.1 % 0 % 9.1 % 0 0 0 Other 0 % 0 % 0 % 0 0 0 No Data 0 % 0 % 0 % 6 0 6 Completed Survey 66.7 % 0 % 54.5 % 9 2 11 **Total** 100 % 100 % 100 %

- 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 DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Fall 2019

Edgewood Wraparaound WRAP

Youth program codes (RUs): 885819 Adult program codes (RUs): 885819

Overall Satisfaction¹
100.0%

Return Rate² **46.7%**

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. 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.

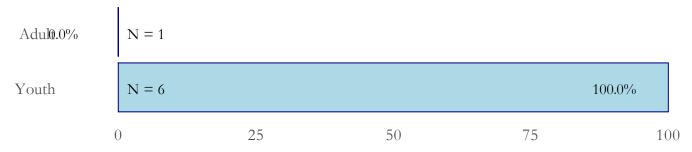
People served November 4-8 2019 (Avatar billing): 15

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



- 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 DEPARTMENT OF PUBLIC HEALTH

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

Edgewood Wraparaound WRAP

Program Code(s): 885819

Overall Satisfaction¹

Return Rate² **100.0%**

Overall satisfaction³ mean score for Edgewood Wraparaound 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

Not enough MHSIP survey data to create a table. N=0

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

Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	Auuiu	Oluci Auuit	Ioiai
	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	0	1
	100 %	0 %	100 %
Completed Survey	0	0	0
	0 %	0 %	0 %
Total	1	0	1
	100 %	100 %	100 %

- 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.



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

Edgewood Wraparaound WRAP

Program Code(s): 885819

Overall Satisfaction¹ **100.0%**

Return Rate² **100.0%**

Overall satisfaction³ mean score for Edgewood Wraparaound 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

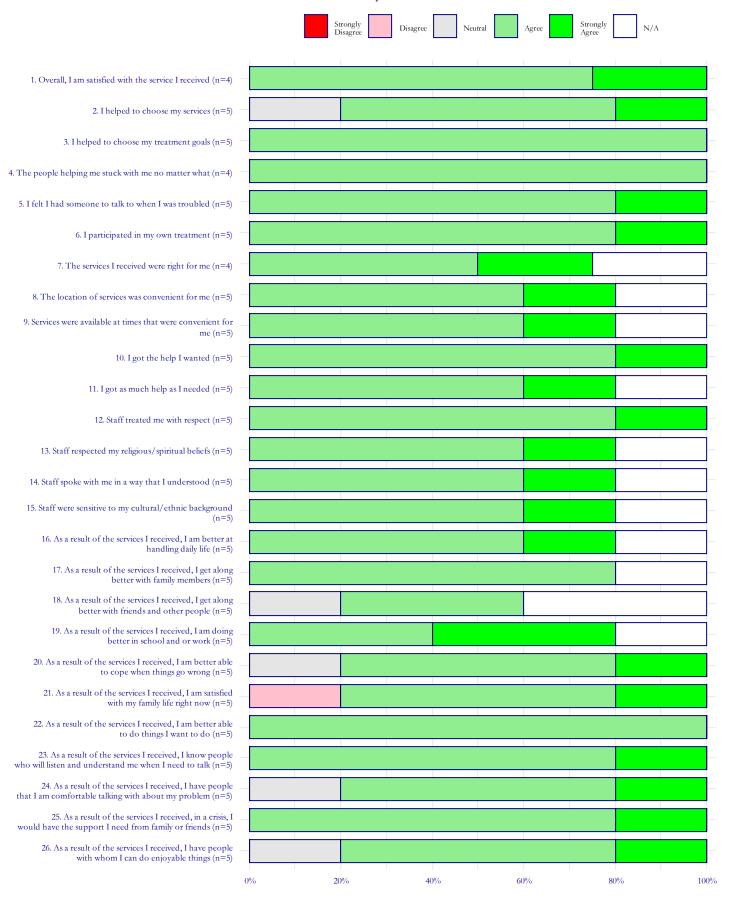
Lowest Agreement Items

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

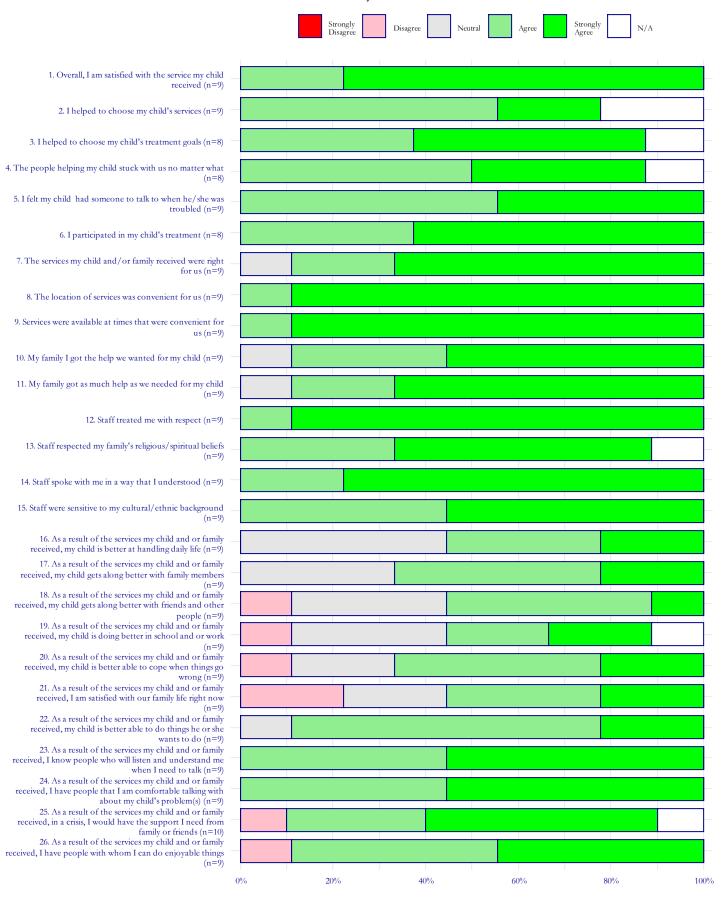
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 6

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	1 16.7 %	0 0.0 %	2 33.3 %
80.0 % 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 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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
100.0 % 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	1 16.7 %
100.0 % 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	1 16.7 %
100.0 % 10. I got the help I wanted	0	0	0 0.0 %	4 66.7 %	1 16.7 %	0	1 16.7 %
100.0 % 11. I got as much help as I needed	0	0	0	3 50.0 %	1 16.7 %	1 16.7 %	1
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0	4 66.7 %	1 16.7 %	0	1 16.7 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0	0	0	3 50.0 %	1 16.7 %	1	1 16.7 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	1	1	1 16.7 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	3 50.0 %	1 16.7 %	1	1 16.7 %
100.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	1 16.7 %	1	1 16.7 %
100.0 % 17. As a result of the services I received, I get along better with family members	0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	0 0.0 %	1	1 16.7 %
66.7 % 18. As a result of the services I received, I get along better with friends and other people	0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0.0 %	2	1 16.7 %
100.0 % 19. As a result of the services I received, I am doing better in school and or work	0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	1	1 16.7 %
80.0 % 20. As a result of the services I received, I am better able to cope when	0.0 %	0.0 %	1 16.7 %	3 50.0 %	1 16.7 %	0	1 16.7 %
things go wrong 80.0 % 21. As a result of the services I received, I am satisfied with my family	0.0 %	1 16.7 %	0 0.0 %	3 50.0 %	1 1 16.7 %	0.0 %	1 1 16.7 %
life right now 100.0 % 22. As a result of the services I received, I am better able to do things I want to do	0.0 %	0 0.0 %	0.0 %	5 83.3 %	0 0.0 %	0	1 1 16.7 %
100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0	0	0	4 66.7 %	1 16.7 %	0	1
80.0 % 24. As a result of the services I received, I have people that I am	0.0 %	0.0 %	0.0 %	3	1	0.0 %	16.7 %
comfortable talking with about my problem 100.0 % 25. As a result of the services I received, in a crisis, I would have the	0.0 %	0.0 %	16.7 %	50.0 %	16.7 %	0	16.7 %
support I need from family or friends 80.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0.0 % 0 0.0 %	0.0 % 0 0.0 %	0.0 % 1 16.7 %	66.7 % 3 50.0 %	16.7 % 1 16.7 %	0	16.7 % 1 16.7 %
ao enjoyaote uningo	0.0 70	0.0 70	10.7 70	JU.U 70	10.7 70	0.0 70	10.7 70

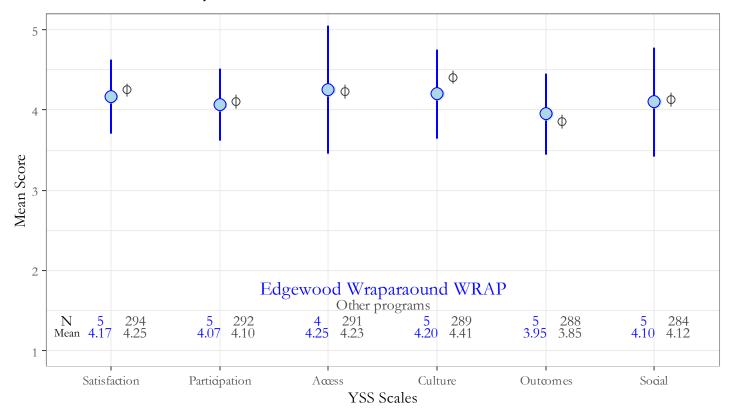
Youth Services Survey for Families



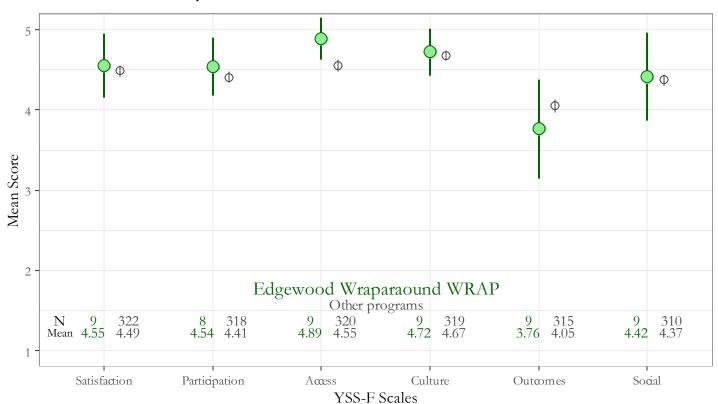
Youth Services Survey for Families, N = 13

100.0 % 1. Overall, I am satisfied with the service my child received 0.0 % 0.
100.0 % 1. Overall, I am satisfied with the service my child received 0.0 % 0.0 % 0.0 % 15.4 % 53.8 % 0.0 % 30.8 % 100.0 % 2. I helped to choose my child's services 0.0 % 0.0 % 0.0 % 0.0 % 38.5 % 15.4 % 15.4 % 30.8 % 100.0 % 3. I helped to choose my child's treatment goals 0.0 % 0.0 % 0.0 % 23.1 % 30.8 % 7.7 % 38.5 % 100.0 % 4. The people helping my child stuck with us no matter what 0.0 % 0.0 % 0.0 % 30.8 % 23.1 % 7.7 % 38.5 % 100.0 % 5. I felt my child had someone to talk to when he/she was troubled 0.0 % 0.0 % 0.0 % 30.8 % 23.1 % 7.7 % 38.5 % 100.0 % 6. I participated in my child's treatment 0.0 % 0.0 % 0.0 % 33.8 % 30.8 % 0.0 % 30.8 % 100.0 % 8. The location of services my child and/or family received were right for us 0.0 % 0.0 % 0.0 % 0.0 % 7.7 % 15.4 % 46.2 % 0.0 % 30.8 % 100.0 % 9. Services were available at times that were convenient for us 0.0 % 0.0 % 0.0 % 0.0 % 7.7 % 61.5 % 0.0 % 30.8 % 100.0 % 9. Services were available at times that were convenient for us 0.0 % 0.0 % 0.0 % 7.7 % 23.1 % 38.5 % 0.0 % 30.8 % 100.0 % 10.0 % 10.0 % 0.0 % 7.7 % 23.1 % 38.5 % 0.0 % 30.8 % 100.0 % 10.0
100.0 % 2.1 helped to choose my child's treatment goals 0.0 % 0.0 % 0.0 % 38.5 % 15.4 % 15.4 % 30.8 % 0.0 % 3.1 helped to choose my child's treatment goals 0.0 % 0.0 % 0.0 % 23.1 % 30.8 % 7.7 % 38.5 % 100.0 % 4. The people helping my child stuck with us no matter what 0.0 % 0.0 % 0.0 % 30.8 % 23.1 % 7.7 % 38.5 % 100.0 % 5. I felt my child had someone to talk to when he/she was troubled 0.0 % 0.0 % 0.0 % 30.8 % 23.1 % 7.7 % 38.5 % 100.0 % 5. I felt my child had someone to talk to when he/she was troubled 0.0 % 0.0 % 0.0 % 38.5 % 30.8 % 0.0 % 30.8 % 100.0 % 30.8 % 100.0 % 30.8 % 100.0 % 10.0 % 30.8 % 100.0 % 10.0 % 30.8 % 100.0 % 10.0
100.0 % 3.1 helped to choose my child's treatment goals 100.0 % 0.0 % 0.0 % 0.0 % 23.1 % 30.8 % 7.7 % 38.5 % 100.0 % 4. The people helping my child stuck with us no matter what 100.0 % 0.0 % 0.0 % 0.0 % 30.8 % 23.1 % 7.7 % 38.5 % 100.0 % 5. I felt my child had someone to talk to when he/she was troubled 100.0 % 0.0 % 0.0 % 0.0 % 38.5 % 30.8 % 0.0 % 30.8 % 100.0 % 30.8 % 100.0 % 0.0 % 0.0 % 0.0 % 38.5 % 30.8 % 0.0 % 30.8 % 100.0 % 6. I participated in my child's treatment 100.0 % 0.0 % 0.0 % 0.0 % 23.1 % 38.5 % 0.0 % 38.5 % 30.8 % 0.0 % 38.5 % 100.0 % 8. The location of services was convenient for us 100.0 % 8. The location of services was convenient for us 100.0 % 9. Services were available at times that were convenient for us 100.0 % 0.0 % 0.0 % 7.7 % 61.5 % 0.0 % 30.8 % 100.0 % 9. Services were available at times that were convenient for us 100.0 % 0.0 % 0.0 % 7.7 % 23.1 % 38.5 % 0.0 % 30.8 % 100.0 % 100.0 % 7.7 % 61.5 % 0.0 % 30.8 % 100.0 %
100.0 % 4. The people helping my child stuck with us no matter what 0 0 0 4 3 1 5 100.0 % 5. I felt my child had someone to talk to when he/she was troubled 0 0 0 0 5 4 0 4 100.0 % 5. I felt my child had someone to talk to when he/she was troubled 0 0 0 0 5 4 0 4 100.0 % 6. I participated in my child's treatment 0 0 0 0 3 5 0 5 5 88.9 % 7. The services my child and/or family received were right for us 0 0 0 0 3 5 0 5 6 0 4 100.0 % 8. The location of services was convenient for us 0 0 0 0 1 2 6 0 4 100.0 % 9. Services were available at times that were convenient for us 0 0 0 0 1 8 0 4 88.9 % 10. My family I got the help we wanted for my child 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 5 4 0 4 100.0 % 5. I felt my child had someone to talk to when he/she was troubled 0 0.0 % 0.0 % 0.0 % 38.5 % 30.8 % 0.0 % 30.8 % 100.0 % 6. I participated in my child's treatment 0 0 0 0 3 5 0 5 88.9 % 7. The services my child and/or family received were right for us 0 0 0 1 2 6 0 4 100.0 % 8. The location of services was convenient for us 0 0 0 1 8 0 4 100.0 % 9. Services were available at times that were convenient for us 0 0 0 1 8 0 4 88.9 % 10. My family I got the help we wanted for my child 0 0 0 1 3 5 0 4 10.0 % 0.0 % 0.0 % 7.7 % 23.1 % 38.5 % 0.0 %
100.0 % 6. I participated in my child's treatment 0 0 0 3 5 0 5 88.9 % 7. The services my child and/or family received were right for us 0 0 1 2 6 0 4 100.0 % 8. The location of services was convenient for us 0 0 0 0 1 8 0 4 100.0 % 9. Services were available at times that were convenient for us 0 0 0 0 1 8 0 4 88.9 % 10. My family I got the help we wanted for my child 0 0 0 0 1 3 5 0 4 88.9 % 11. My family got as much help as we needed for my child 0 0 0 1 3 5 0 4 0.0 % 0.0 % 0.0 % 7.7 % 23.1 % 38.5 % 0.0 % 30.8 %
88.9 % 7. The services my child and/or family received were right for us 0 0 0 1 2 6 0 4 0.0 % 15.4 % 46.2 % 0.0 % 30.8 % 100.0 % 8. The location of services was convenient for us 0 0 0 0 1 8 0.5 % 0.0 % 30.8 % 100.0 % 9. Services were available at times that were convenient for us 0 0 0 0 1 8 0.5 % 0.0 % 30.8 % 100.0 % 0.0 % 0.0 % 7.7 % 61.5 % 0.0 % 30.8 % 88.9 % 10. My family I got the help we wanted for my child 0 0 0 1 3 5 0 4 0.0 % 0.0 % 7.7 % 23.1 % 38.5 % 0.0 % 30.8 % 88.9 % 11. My family got as much help as we needed for my child 0 0 0 1 2 6 0 4 0.0 % 0.0 % 7.7 % 15.4 % 46.2 % 0.0 % 30.8 %
100.0 % 8. The location of services was convenient for us 0 0 0 0 1 8 0 4 100.0 % 9. Services were available at times that were convenient for us 0 0 0 0 1 8 0 4 88.9 % 10. My family I got the help we wanted for my child 0 0 0 1 3 5 0 4 88.9 % 11. My family got as much help as we needed for my child 0 0 1 2 6 0 4 0.0 % 0.0 % 7.7 % 15.4 % 46.2 % 0.0 % 30.8 %
100.0 % 9. Services were available at times that were convenient for us 0 0 0 0 1 8 0 4 88.9 % 10. My family I got the help we wanted for my child 0 0 1 3 5 0 4 88.9 % 11. My family got as much help as we needed for my child 0 0 1 2 6 0 4 0.0 % 0.0 % 7.7 % 15.4 % 46.2 % 0.0 % 30.8 %
88.9 % 10. My family I got the help we wanted for my child 0 0 1 3 5 0 4 0.0 % 0.0 % 7.7 % 23.1 % 38.5 % 0.0 % 30.8 % 88.9 % 11. My family got as much help as we needed for my child 0 0 1 2 6 0 4 0.0 % 0.0 % 7.7 % 15.4 % 46.2 % 0.0 % 30.8 %
88.9 % 11. My family got as much help as we needed for my child 0.0 % 0.0 % 7.7 % 15.4 % 46.2 % 0.0 % 30.8 %
0.0 % 0.0 % 7.7 % 15.4 % 40.2 % 0.0 % 30.8 %
100.0 % 12. Staff treated me with respect 0 0 0 1 8 0 4
100.0 % 13 Stoff respected my family's religious/enirityal beliefs 0 0 0 3 5 1 4
100 0 % 14 Staff spoke with me in a way that Lunderstood 0 0 0 2 7 0 4
100.0 % 15 Staff were sensitive to my cultural/ethnic background 0 0 0 4 5 0 4
55.6 % 16. As a result of the services my child and or family received, my child 0 0 4 3 2 0 4
is better at handling daily life 0.0 % 0.0 % 30.8 % 23.1 % 15.4 % 0.0 % 30.8 % 66.7 % 17. As a result of the services my child and or family received, my child 0 0 3 4 2 0 4
gets along better with family members 0.0 % 0.0 % 23.1 % 30.8 % 15.4 % 0.0 % 30.8 % 55.6 % 18. As a result of the services my child and or family received, my child 0 1 3 4 1 0 4
gets along better with friends and other people 0.0 % 7.7 % 23.1 % 30.8 % 7.7 % 0.0 % 30.8 % 50.0 % 19. As a result of the services my child and or family received, my child 0 1 3 2 2 1 4
is doing better in school and or work 0.0 % 7.7 % 23.1 % 15.4 % 7.7 % 30.8 % 66.7 % 20. As a result of the services my child and or family received, my child 0 1 2 4 2 0 4
is better able to cope when things go wrong 0.0 % 7.7 % 15.4 % 30.8 % 15.4 % 0.0 % 30.8 % 55.6 % 21. As a result of the services my child and or family received, I am 0 2 2 3 4
satisfied with our family life right now 0.0 % 15.4 % 23.1 % 15.4 % 0.0 % 30.8 % 88.9 % 22. As a result of the services my child and or family received, my child 0 0 1 6 2 0 4
is better able to do things he or she wants to do 0.0 % 0.0 % 7.7 % 46.2 % 15.4 % 0.0 % 30.8 %
people who will listen and understand me when I need to talk 0.0 % 0.0 % 30.8 % 38.5 % 0.0 % 30.8 %
100.0 % 24. As a result of the services my child and or family received, I have 0 0 0 4 5 0 4 people that I am comfortable talking with about my child's problem(s) 0.0 % 0.0 % 30.8 % 38.5 % 0.0 % 30.8 %
88.9 % 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 % 7.7 % 0.0 % 23.1 % 38.5 % 7.7 % 23.1 %
88.9 %26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things01044040.0 %7.7 %0.0 %30.8 %30.8 %0.0 %30.8 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Edgewood Wraparaound

Completion Status	WRAP Con Respond	Total		
	Family	Youth		
Refused	3	1	4	
	23.1 %	16.7 %	21.1 %	
Impaired	0	0	0	
	0 %	0 %	0 %	
Language	0	0	0	
	0 %	0 %	0 %	
Other	1	0	1	
	7.7 %	0 %	5.3 %	
No Data	0	0	0	
	0 %	0 %	0 %	
Completed Survey	9	5	14	
	69.2 %	83.3 %	73.7 %	
Total	13	6	19	
	100 %	100 %	100 %	

- 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.



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 Satisfaction¹
100.0%

Return Rate² **28.6%**

Overall satisfaction³ 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

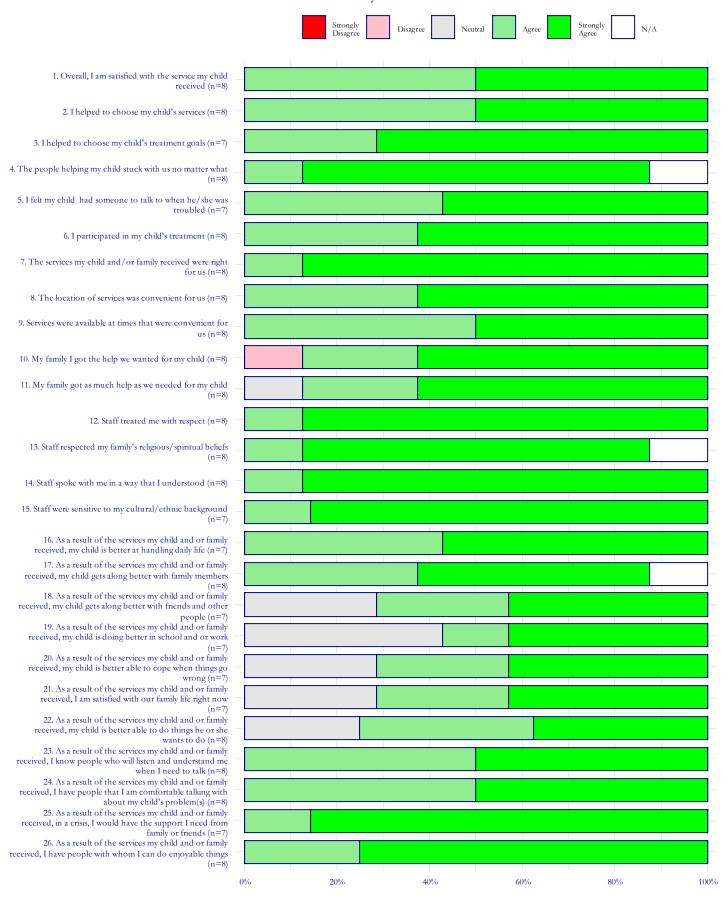
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 5

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

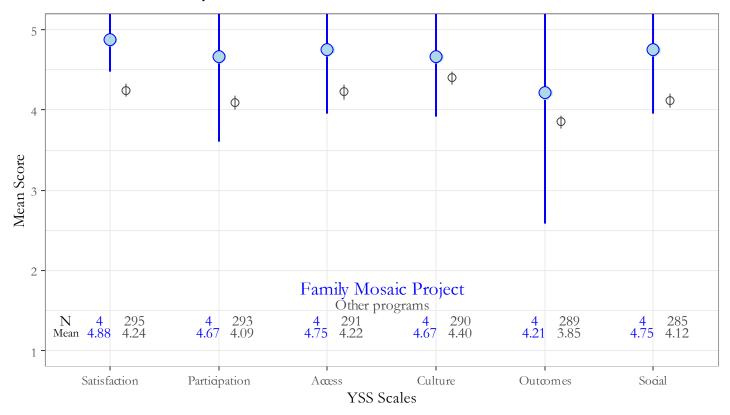
Youth Services Survey for Families



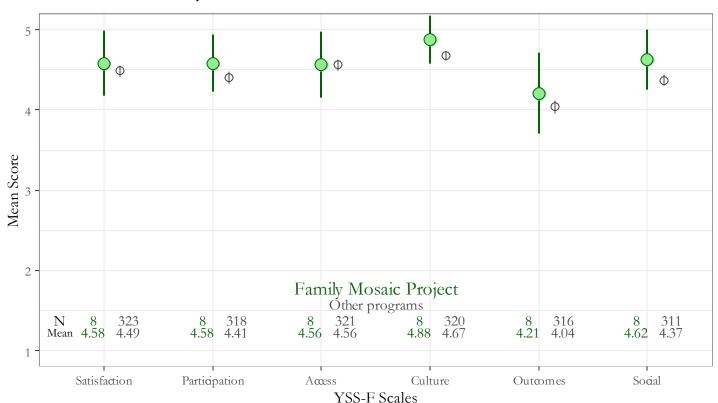
Youth Services Survey for Families, N=9

routh Services Survey for Families, N = 9							
	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 %	4 44.4 %	4 44.4 %	0 0.0 %	1 11.1 %
100.0 % 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 %
100.0 % 3. I helped to choose my child's treatment goals	0	0	0	2	5	0	2
100.0 % 4. The people helping my child stuck with us no matter what	0.0 %	0.0 %	0.0 %	22.2 %	55.6 % 6	0.0 %	22.2 %
	0.0 %	0.0 %	0.0 %	11.1 %	66.7 % 4	11.1 %	11.1 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0.0 %	0.0 %	0.0 %	33.3 %	44.4 %	0.0 %	22.2 %
100.0 % 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 %
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 11.1 %	7 77.8 %	0 0.0 %	1 11.1 %
100.0 % 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 %
100.0 % 9. Services were available at times that were convenient for us	0	0	0	4	4	0	1
	0.0 %	0.0 %	0.0 %	44.4 %	44.4 % 5	0.0 %	11.1 %
87.5 % 10. My family I got the help we wanted for my child	0.0 %	11.1 % 0	0.0 % 1	22.2 %	55.6 % 5	0.0 %	11.1 %
87.5 % 11. My family got as much help as we needed for my child	0.0 %	0.0 %	11.1 %	22.2 %	55.6 %	0.0 %	11.1 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
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 %	3 33.3 %	4 44.4 %	0 0.0 %	2 22.2 %
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 33.3 %	4 44.4 %	1 11.1 %	1 11.1 %
71.4 % 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 %	2 22.2 %	2 22.2 %	3 33.3 %	0 0.0 %	2 22.2 %
57.1 % 19. As a result of the services my child and or family received, my child is doing better in school and or work		0	3 33.3 %	1 11.1 %	3 33.3 %	0	2 22.2 %
71.4 % 20. As a result of the services my child and or family received, my child	. 0	0.0 %	2	2	3	0.0 %	2
is better able to cope when things go wrong 71.4 % 21. As a result of the services my child and or family received, I am	0.0 %	0.0 %	22.2 %	22.2 %	33.3 %	0.0 %	22.2 %
satisfied with our family life right now	0.0 %	0.0 %	22.2 %	22.2 %	33.3 %	0.0 %	22.2 %
75.0 % 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 %	2 22.2 %	33.3 %	33.3 %	0 0.0 %	1 11.1 %
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 44.4 %	4 44.4 %	0 0.0 %	1 11.1 %
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 %	4 44.4 %	4 44.4 %	0 0.0 %	1 11.1 %
100.0 % 25. As a result of the services my child and or family received, in a	0	0	0	1	6	0	2
crisis, I would have the support I need from family or friends 100.0 % 26. As a result of the services my child and or family received, I have	0.0 %	0.0 %	0.0 %	11.1 %	66.7 % 6	0.0 %	22.2 %
people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	22.2 %	66.7 %	0.0 %	11.1 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Family Mosaic Project Completion by Respondent Type

	Family	Youth	
Refused	1	1	2
	11.1 %	20 %	14.3 %
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	8	4	12
	88.9 %	80 %	85.7 %
Total	9	5	14
	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 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.



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 Satisfaction¹
100.0%

Return Rate² **46.7%**

Overall satisfaction³ 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
100.0 % 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 %
100.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0	2 40.0 %
66.7 % 3. I helped to choose my treatment goals	0	0	1	0	2	0	2
	0.0 %	0.0 %	20.0 %	0.0 %	40.0 %	0.0 %	40.0 %
100.0 % 4. The people helping me stuck with me no matter what	0.0 %	0.0 %	0.0 %	0.0 %	60.0 %	0.0 %	40.0 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0.0 %	0.0 %	0.0 %	20.0 %	40.0 %	0.0 %	40.0 %
100.0 % 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 %
66.7 % 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 %
100.0 % 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 %
100.0 % 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	2 40.0 %
100.0 % 10. I got the help I wanted	0.0 %	0	0	1 20.0 %	2 40.0 %	0	2 40.0 %
66.7 % 11. I got as much help as I needed	0.0 %	0.0 %	0.0 % 1	0	2	0.0 %	2
00.7 / 11. I got as much help as I needed	0.0 %	0.0 %	20.0 %	0.0 %	40.0 %	0.0 %	40.0 %
100.0 % 12. Staff treated me with respect	0.0 %	0.0 %	0.0 %	20.0 %	40.0 %		40.0 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
33.3 % 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 %
100.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0	2 40.0 %
33.3 % 18. As a result of the services I received, I get along better with friends	0	0	2	1	0	0	2
and other people 66.7 % 19. As a result of the services I received, I am doing better in school and	0.0 %	0.0 %	40.0 %	20.0 %	0.0 %	0.0 %	40.0 %
or work	0.0 %	0.0 %	20.0 %	40.0 %	0.0 %		40.0 %
66.7 % 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	2 40.0 %
0.0% 21. As a result of the services I received, I am satisfied with my family life	1	0.0 70	20.0 /0	0	0.0 70	0.0 %	2
right now	20.0 %	0.0 %	40.0 %	0.0 %	0.0 %		40.0 %
100.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	0 0.0 %	0.0 %	2 40.0 %
100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0	2 40.0 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0	2 40.0 %
100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0	0	0	1 20.0 %	2 40.0 %	0	2 40.0 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0.0 % 0.0 %	0 0.0 %	0.0 % 0.0 %	2 40.0 %	1 20.0 %	0	2

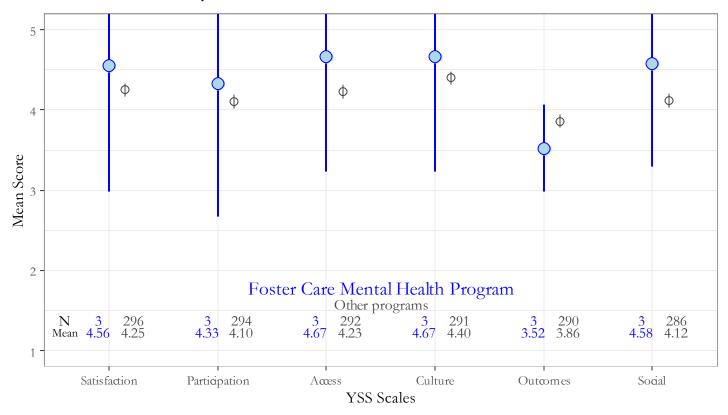
Youth Services Survey for Families



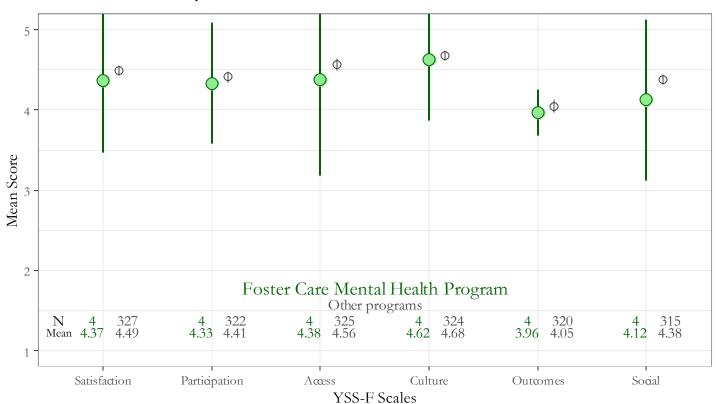
Youth Services Survey for Families, N = 17

Touth Services Survey for Families, 11 – 17	Strongly	D.	N T 4 1		Strongly	3 7/4	3.61
	Disagree	Disagree		Agree	Agree		Missing
100.0 % 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 %
	0.0 %	0.0 %	0.0 %	2	11.6 70	1	13
100.0 % 2. I helped to choose my child's services	0.0 %	0.0 %	0.0 %	11.8 %	5.9 %	_	76.5 %
100.0 % 3. I helped to choose my child's treatment goals	0	0	0	3	1	0	13
	0.0 %	0.0 %	0.0 %	17.6 %	5.9 % 2	0.0 %	76.5 % 13
100.0 % 4. The people helping my child stuck with us no matter what	0.0 %	0.0 %	0.0 %	11.8 %	11.8 %		76.5 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0	0	0	2	1	1	13
3. First my clind had someone to dark to when horsite was doubted	0.0 %	0.0 %	0.0 %	11.8 %	5.9 %		76.5 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	0	13 76.5 %
100 0 0 / 7 The amine was hill and/or family an aircle family	0	0	0	3	1	0	13
100.0 % 7. The services my child and/or family received were right for us	0.0 %	0.0 %	0.0 %	17.6 %	5.9 %		76.5 %
100.0 % 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	13 76.5 %
	0.0 %	0.0 %	1	11.8 %	2	0.0 %	13
75.0 % 9. Services were available at times that were convenient for us	0.0 %	0.0 %	5.9 %	5.9 %	11.8 %	0.0 %	76.5 %
75.0 % 10. My family I got the help we wanted for my child	0	0	1	1	2	0	13
	0.0 %	0.0 %	5.9 % 0	5.9 %	11.8 %	0.0 %	76.5 % 13
100.0 % 11. My family got as much help as we needed for my child	0.0 %	0.0 %	0.0 %	11.8 %	11.8 %	-	76.5 %
100.0 % 12. Staff treated me with respect	0	0	0	2	2	0	13
10000 / V 12. Built dealed the Will respect	0.0 %	0.0 %	0.0 %	11.8 %	11.8 %		76.5 %
100.0 % 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 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0	1	3	0	13
100.0 76 14. Stan spoke with the in a way that I understood	0.0 %	0.0 %	0.0 %	5.9 %	17.6 %		76.5 %
100.0 % 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	13 76.5 %
100.0 % 16. As a result of the services my child and or family received, my child		0.0 70	0.0 70	3.7 /0	17.0 70	0.0 /0	13
is better at handling daily life	0.0 %	0.0 %	0.0 %	17.6 %	5.9 %	0.0 %	76.5 %
100.0 % 17. As a result of the services my child and or family received, my child		0	0	4	0	0	13
gets along better with family members 100.0 % 18. As a result of the services my child and or family received, my child	0.0 %	0.0 %	0.0 %	23.5 %	0.0 %	0.0 %	76.5 % 13
gets along better with friends and other people	0.0 %	0.0 %	0.0 %	23.5 %	0.0 %		76.5 %
66.7 % 19. As a result of the services my child and or family received, my child	0	0	1	2	0	1	13
is doing better in school and or work	0.0 %	0.0 %	5.9 %	11.8 %	0.0 %	5.9 %	76.5 %
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 %	4 23.5 %	0 0.0 %	0 0.0 %	13 76.5 %
75.0 % 21. As a result of the services my child and or family received, I am	0	0	1	2	1	0	13
satisfied with our family life right now	0.0 %	0.0 %	5.9 %	11.8 %	5.9 %		76.5 %
66.7 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	0 0.0 %	1 5 9 %	13 76.5 %
75.0 % 23. As a result of the services my child and or family received, I know	0.0 70	0.0 70	1	2	1	0	13
people who will listen and understand me when I need to talk	0.0 %	0.0 %	5.9 %	11.8 %	5.9 %		76.5 %
75.0 % 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	1	2	1 5 0 %	0	13
100.0 % 25. As a result of the services my child and or family received, in a	0.0 %	0.0 %	5.9 % 0	11.8 %	5.9 % 1	0.0 %	76.5 % 13
crisis, I would have the support I need from family or friends	0.0 %	0.0 %	0.0 %	17.6 %	5.9 %		76.5 %
100.0 % 26. As a result of the services my child and or family received, I have	0	0	0	3	1	0	13
people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	17.6 %	5.9 %	0.0 %	76.5 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey	Complia	nce	
	Foster Ca	re Menta	l
	Health P	rogram	
Completion Status	Comple	_	Total
	Responde	ent Type	
	Family	Youth	
Refused	12	2	14
ROTUBOU	70.6 %	40 %	63.6 %
Impaired	0	0	0
	0 %	0 %	0 %
Language	0	0	0
Language	0 %	0 %	0 %
Other	0	0	0
Other	0 %	0 %	0 %
No Data	1	0	1
No Data	5.9 %	0 %	4.5 %
Completed Survey	4	3	7
Completed Survey	23.5 %	60 %	31.8 %
Total	17	5	22
10141	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 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.



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 Satisfaction¹ **81.0%**

Return Rate² over 100%

Overall satisfaction³ 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

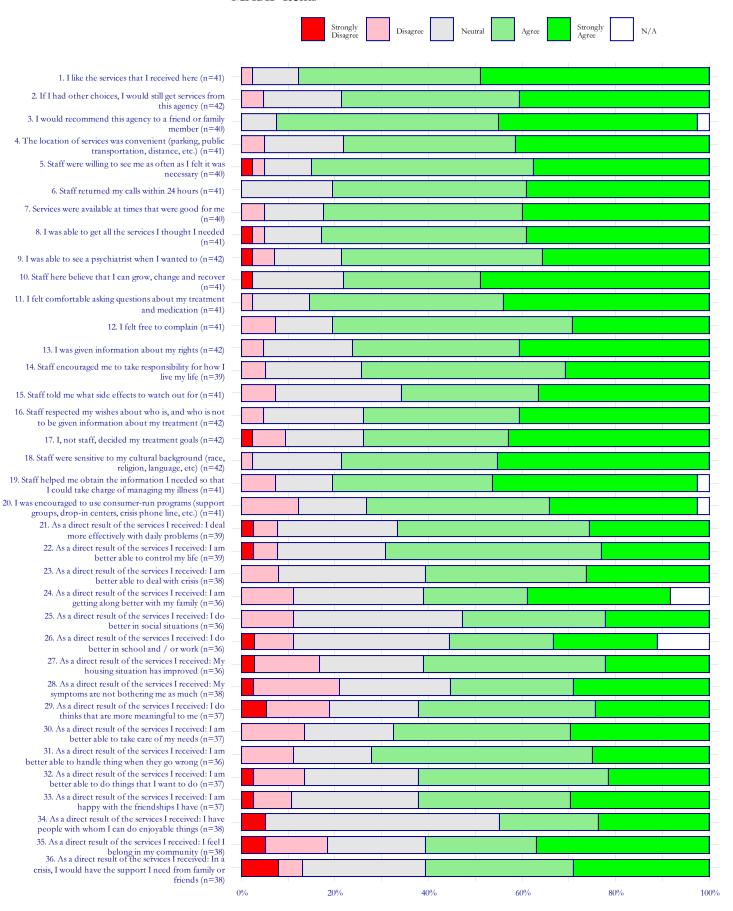
65.9% 15. Staff told me what side effects to watch out for

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



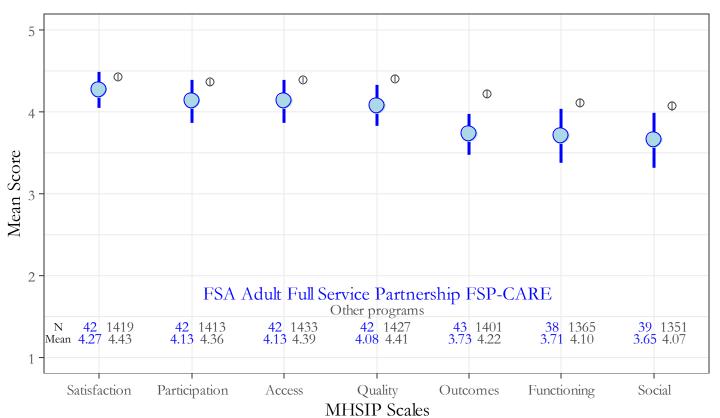
MHSIP Items 1-25, N = 51 Percent Agree

ğ	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.8 % 1. I like the services that I received here	0	1	4	16	20	0	10
	0.0 %	2.0 %	7.8 %	31.4 %	39.2 %	0.0 %	19.6 %
78.6 % 2. If I had other choices, I would still get services from this agency	0	2	7	16	17	0	9
	0.0 %	3.9 %	13.7 %	31.4 %	33.3 %	0.0 %	17.6 %
92.3 % 3. I would recommend this agency to a friend or family member	0	0	3	19	17	1	11
	0.0 %	0.0 %	5.9 %	37.2 %	33.3 %	2.0 %	21.6 %
78.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	2	7	15	17	0	10
	0.0 %	3.9 %	13.7 %	29.4 %	33.3 %	0.0 %	19.6 %
85.0 % 5. Staff were willing to see me as often as I felt it was necessary	1	1	4	19	15	0	11
	2.0 %	2.0 %	7.8 %	37.2 %	29.4 %	0.0 %	21.6 %
80.5 % 6. Staff returned my calls within 24 hours	0	0	8	17	16	0	10
	0.0 %	0.0 %	15.7 %	33.3 %	31.4 %	0.0 %	19.6 %
82.5 % 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	11 21.6 %
82.9 % 8. I was able to get all the services I thought I needed	1	1	5	18	16	0	10
	2.0 %	2.0 %	9.8 %	35.3 %	31.4 %	0.0 %	19.6 %
78.6 % 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	9 17.6 %
78.0 % 10. Staff here believe that I can grow, change and recover	1	0	8	12	20	0	10
	2.0 %	0.0 %	15.7 %	23.5 %	39.2 %	0.0 %	19.6 %
85.4 % 11. I felt comfortable asking questions about my treatment and medication	0	1	5	17	18	0	10
	0.0 %	2.0 %	9.8 %	33.3 %	35.3 %	0.0 %	19.6 %
80.5 % 12. I felt free to complain	0	3	5	21	12	0	10
	0.0 %	5.9 %	9.8 %	41.2 %	23.5 %	0.0 %	19.6 %
76.2 % 13. I was given information about my rights	0 0.0 %	2 3.9 %	8 15.7 %	15 29.4 %	17 33.3 %	0	9 17.6 %
74.4 % 14. Staff encouraged me to take responsibility for how I live my life	0	2	8	17	12	0	12
	0.0 %	3.9 %	15.7 %	33.3 %	23.5 %	0.0 %	23.5 %
65.9 % 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	10 19.6 %
73.8 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	2	9	14	17	0	9
	0.0 %	3.9 %	17.6 %	27.5 %	33.3 %	0.0 %	17.6 %
73.8 % 17. I, not staff, decided my treatment goals	1 2.0 %	3 5.9 %	7 13.7 %	13 25.5 %	18 35.3 %	0	9 17.6 %
78.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	1	8	14	19	0	9
	0.0 %	2.0 %	15.7 %	27.5 %	37.2 %	0.0 %	17.6 %
80.0 % 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	10 19.6 %
72.5 % 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	10 19.6 %
66.7 % 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	12 23.5 %
69.2 % 22. As a direct result of the services I received: I am better able to control my life		2 3.9 %	9 17.6 %	18 35.3 %	9 17.6 %	0	12 23.5 %
60.5 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	3 5.9 %	12 23.5 %	13 25.5 %	10 19.6 %	0 0.0 %	13 25.5 %
57.6 % 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	15 29.4 %
52.8 % 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	15 29.4 %

MHSIP Items 26-36, N = 51 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
50.0 % 26. As a direct result of the services I received: I do better in school and		3	12	8	8	4	15
or work	2.0 %	5.9 %	23.5 %	15.7 %	15.7 %	7.8 %	29.4 %
61.1 % 27. As a direct result of the services I received: My housing situation has	1	5	8	14	8	0	15
improved	2.0 %	9.8 %	15.7 %	27.5 %	15.7 %	0.0 %	29.4 %
55.3 % 28. As a direct result of the services I received: My symptoms are not	1	7	9	10	11	0	13
bothering me as much	2.0 %	13.7 %	17.6 %	19.6 %	21.6 %	0.0 %	25.5 %
62.2 % 29. As a direct result of the services I received: I do thinks that are more	2	5	7	14	9	0	14
meaningful to me	3.9 %	9.8 %	13.7 %	27.5 %	17.6 %	0.0 %	27.5 %
67.6 % 30. As a direct result of the services I received: I am better able to take	0	5	7	14	11	0	14
care of my needs	0.0 %	9.8 %	13.7 %	27.5 %	21.6 %	0.0 %	27.5 %
72.2 % 31. As a direct result of the services I received: I am better able to handle	0	4	6	17	9	0	15
thing when they go wrong	0.0 %	7.8 %	11.8 %	33.3 %	17.6 %	0.0 %	29.4 %
62.2 % 32. As a direct result of the services I received: I am better able to do	1	4	9	15	8	0	14
things that I want to do	2.0 %	7.8 %	17.6 %	29.4 %	15.7 %	0.0 %	27.5 %
62.2 % 33. As a direct result of the services I received: I am happy with the	1	3	10	12	11	0	14
friendships I have	2.0 %	5.9 %	19.6 %	23.5 %	21.6 %	0.0 %	27.5 %
44.7 % 34. As a direct result of the services I received: I have people with whom	2	0	19	8	9	0	13
I can do enjoyable things	3.9 %	0.0 %	37.2 %	15.7 %	17.6 %	0.0 %	25.5 %
60.5 % 35. As a direct result of the services I received: I feel I belong in my	2	5	8	9	14	0	13
community	3.9 %	9.8 %	15.7 %	17.6 %	27.5 %	0.0 %	25.5 %
60.5 % 36. As a direct result of the services I received: In a crisis, I would have	3	2	10	12	11	0	13
the support I need from family or friends	5.9 %	3.9 %	19.6 %	23.5 %	21.6 %	0.0 %	25.5 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by ompletion Status Adult/Older Adult To

Completion Status	Adult/	Older Adult	Total
	Adult	Older Adult	
Refused	7	0	7
	13.7 %	0 %	13.7 %
Impaired	1	0	1
	2 %	0 %	2 %
Language	0	0	0
	0 %	0 %	0 %
Other	0	0	0
	0 %	0 %	0 %
No Data	1	0	1
	2 %	0 %	2 %
Completed Survey	42	0	42
	82.4 %	0 %	82.4 %
Total	51	0	51
	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 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.



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

FSA Deaf Community Counseling Services

Program Code(s): 3822DC

Overall Satisfaction¹ **80.0%**

Return Rate² **100.0%**

Overall satisfaction³ 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

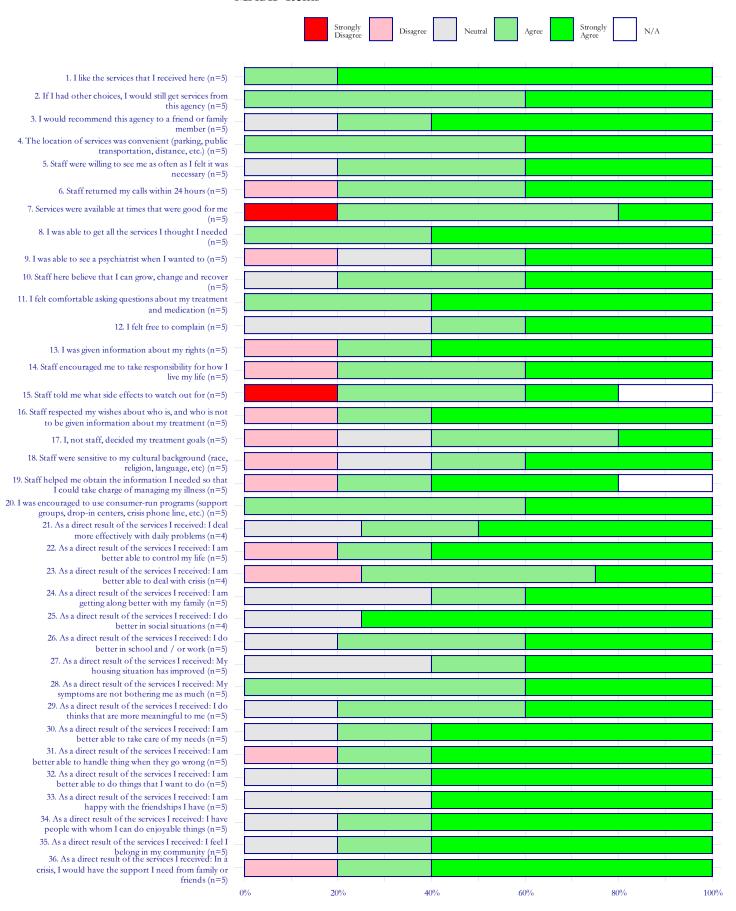
60.0% 9. I was able to see a psychiatrist when I wanted to

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



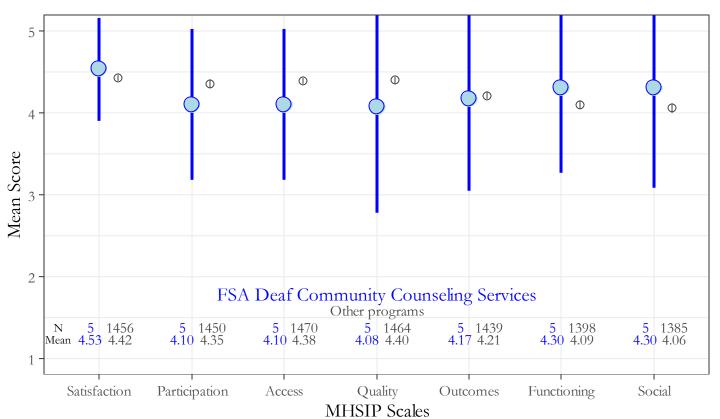
MHSIP Items 1-25, N = 7 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	1	4	0	2
100.0 /0 1.1 like the services that I received here	0.0 %	0.0 %	0.0 %	14.3 %	57.1 %	0.0 %	28.6 %
100.0 % 2. If I had other choices, I would still get services from this agency	0	0	0	3	2	0	2
2000 70 27 11 1 mad outer enotees, 1 would sain get services from this agency	0.0 %	0.0 %	0.0 %	42.9 %	28.6 %	0.0 %	28.6 %
80.0 % 3. I would recommend this agency to a friend or family member	0	0	1	1	3	0	2
	0.0 %	0.0 %	14.3 %	14.3 %	42.9 %	0.0 %	28.6 %
100.0 % 4. The location of services was convenient (parking, public	0	0	0	3	20.60	0	2
transportation, distance, etc.)	0.0 %	0.0 %	0.0 %	42.9 %	28.6 %	0.0 %	28.6 %
80.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	1	28.6.0/	28.60/	0 0.0 %	28 6 0/
	0.0 %	0.0 %	14.3 %	28.6 %	28.6 %		28.6 %
80.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 14.3 %	0 0.0 %	2 28.6 %	28.60/	0	28 6 0/
					28.6 %		28.6 %
80.0 % 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 %
	0		0.0 %	2	3	0.0 %	28.0 %
100.0 % 8. I was able to get all the services I thought I needed	0.0 %	0 0.0 %	0.0 %	28.6 %	42.9 %	0.0 %	28.6 %
	0.0 70	1	1	1	2	0.0 70	2
60.0 % 9. I was able to see a psychiatrist when I wanted to	0.0 %	14.3 %	14.3 %	14.3 %	28.6 %	0.0 %	28.6 %
	0.0 70	0	1	2	2	0.0 70	2
80.0 % 10. Staff here believe that I can grow, change and recover	0.0 %	0.0 %	14.3 %	28.6 %	28.6 %	0.0 %	28.6 %
100.0 % 11. I felt comfortable asking questions about my treatment and	0.0 70	0.0 70	0	2	3	0.0 70	2
medication	0.0 %	0.0 %	0.0 %	28.6 %	42.9 %	0.0 %	28.6 %
	0	0	2	1	2	0	2
60.0 % 12. I felt free to complain	0.0 %	0.0 %	28.6 %	14.3 %	28.6 %	0.0 %	28.6 %
	0	1	0	1	3	0	2
80.0 % 13. I was given information about my rights	0.0 %	14.3 %	0.0 %	14.3 %	42.9 %	0.0 %	28.6 %
	0	1	0	2	2	0	2
80.0 % 14. Staff encouraged me to take responsibility for how I live my life	0.0 %	14.3 %	0.0 %	28.6 %	28.6 %	0.0 %	28.6 %
75.0.0 / 15.5/ 55/ 11 1 1 1 1 55 4 4 4 1 4 5	1	0	0	2	1	1	2
75.0 % 15. Staff told me what side effects to watch out for	14.3 %	0.0 %	0.0 %	28.6 %	14.3 %	14.3 %	28.6 %
80.0 % 16. Staff respected my wishes about who is, and who is not to be given	0	1	0	1	3	0	2
information about my treatment	0.0 %	14.3 %	0.0 %	14.3 %	42.9 %	0.0 %	28.6 %
60.0 % 17. I, not staff, decided my treatment goals	0	1	1	2	1	0	2
00.0 70 17.1, not starr, decided my treatment goals	0.0 %	14.3 %	14.3 %	28.6 %	14.3 %	0.0 %	28.6 %
60.0 % 18. Staff were sensitive to my cultural background (race, religion,	0	1	1	1	2	0	2
language, etc)	0.0 %	14.3 %	14.3 %	14.3 %	28.6 %	0.0 %	28.6 %
75.0% 19. Staff helped me obtain the information I needed so that I could take	0	1	0	1	2	1	2
charge of managing my illness	0.0 %	14.3 %	0.0 %	14.3 %			28.6 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups,	0	0	0	3	2	0	2
drop-in centers, crisis phone line, etc.)	0.0 %	0.0 %	0.0 %	42.9 %	28.6 %		28.6 %
75.0 % 21. As a direct result of the services I received: I deal more effectively	0	0	1	1	2	0	3
with daily problems	0.0 %	0.0 %	14.3 %	14.3 %	28.6 %	0.0 %	42.9 %
80.0 % 22. As a direct result of the services I received: I am better able to	0	1	0	1	3	0	2
control my life	0.0 %	14.3 %	0.0 %	14.3 %	42.9 %	0.0 %	28.6 %
75.0 % 23. As a direct result of the services I received: I am better able to deal	0	1	0	20.60	1	0	3
with crisis	0.0 %	14.3 %	0.0 %	28.6 %	14.3 %	0.0 %	42.9 %
60.0 % 24. As a direct result of the services I received: I am getting along better with my family		0	2	1	28.60/	0	28.60
with my family	0.0 %	0.0 %	28.6 %	14.3 %	28.6 %		28.6 %
75.0 % 25. As a direct result of the services I received: I do better in social	0	0	1	0	3	0	3
situations	0.0 %	0.0 %	14.3 %	0.0 %	42.9 %	0.0 %	42.9 %

MHSIP Items 26-36, N = 7 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
80.0 % 26. As a direct result of the services I received: I do better in school and /		0	1	2	2	0	2
or work	0.0 %	0.0 %	14.3 %	28.6 %	28.6 %	0.0 %	28.6 %
60.0 % 27. As a direct result of the services I received: My housing situation has		0	2	1	2	0	2
improved	0.0 %	0.0 %	28.6 %	14.3 %	28.6 %	0.0 %	28.6 %
100.0 % 28. As a direct result of the services I received: My symptoms are not	0	0	0	3	2	0	2
bothering me as much	0.0 %	0.0 %	0.0 %	42.9 %	28.6 %	0.0 %	28.6 %
80.0 % 29. As a direct result of the services I received: I do thinks that are more	0	0	1	2	2	0	2
meaningful to me	0.0 %	0.0 %	14.3 %	28.6 %	28.6 %	0.0 %	28.6 %
80.0 % 30. As a direct result of the services I received: I am better able to take	0	0	1	1	3	0	2
care of my needs	0.0 %	0.0 %	14.3 %	14.3 %	42.9 %	0.0 %	28.6 %
80.0 % 31. As a direct result of the services I received: I am better able to handle	0	1	0	1	3	0	2
thing when they go wrong	0.0 %	14.3 %	0.0 %	14.3 %	42.9 %	0.0 %	28.6 %
80.0 % 32. As a direct result of the services I received: I am better able to do	0	0	1	1	3	0	2
things that I want to do	0.0 %	0.0 %	14.3 %	14.3 %	42.9 %	0.0 %	28.6 %
60.0 % 33. As a direct result of the services I received: I am happy with the	0	0	2	0	3	0	2
friendships I have	0.0 %	0.0 %	28.6 %	0.0 %	42.9 %	0.0 %	28.6 %
80.0 % 34. As a direct result of the services I received: I have people with whom	0	0	1	1	3	0	2.
I can do enjoyable things	0.0 %	0.0 %	14.3 %	14.3 %	42.9 %	0.0 %	28.6 %
80.0 % 35. As a direct result of the services I received: I feel I belong in my	0	0	1	1	3	0	2.
community	0.0 %	0.0 %	14.3 %	14.3 %	42.9 %	0.0 %	28.6 %
80.0 % 36. As a direct result of the services I received: In a crisis, I would have	0	1	0	1	3	0	2
the support I need from family or friends	0.0 %	14.3 %	0.0 %	14.3 %	42.9 %	0.0 %	28.6 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult *Tot*

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	1	0	1
	14.3 %	0 %	14.3 %
Impaired	1	0	1
	14.3 %	0 %	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	0	5
	71.4 %	0 %	71.4 %
Total	7	0	7
	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 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.



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 Satisfaction¹ 100.0%

Return Rate² **47.4%**

Overall satisfaction³ 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

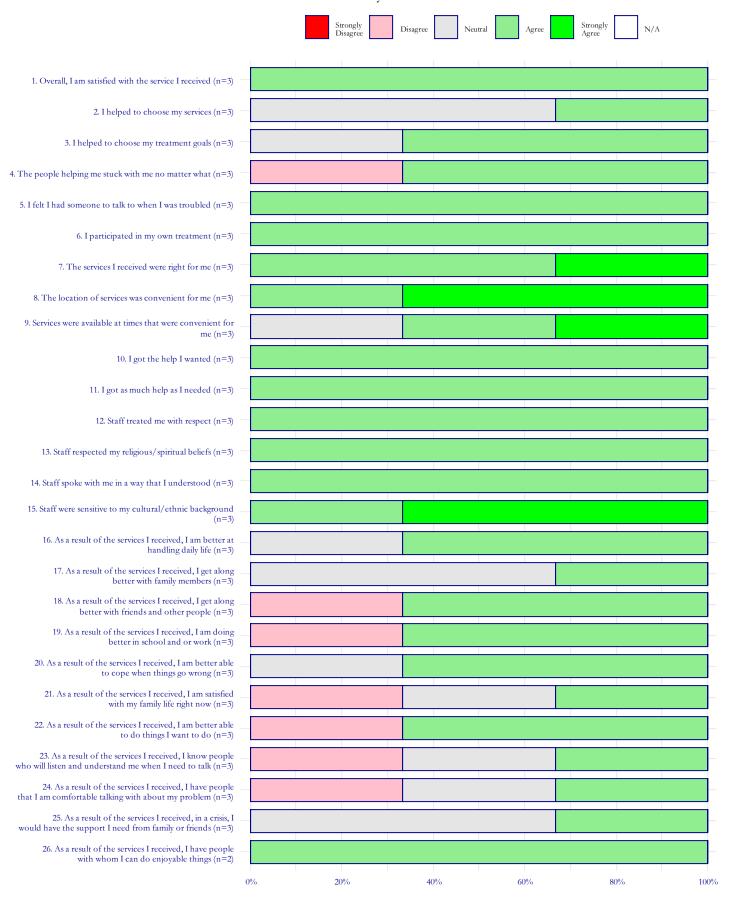
77.8% 2. I helped to choose my services

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.

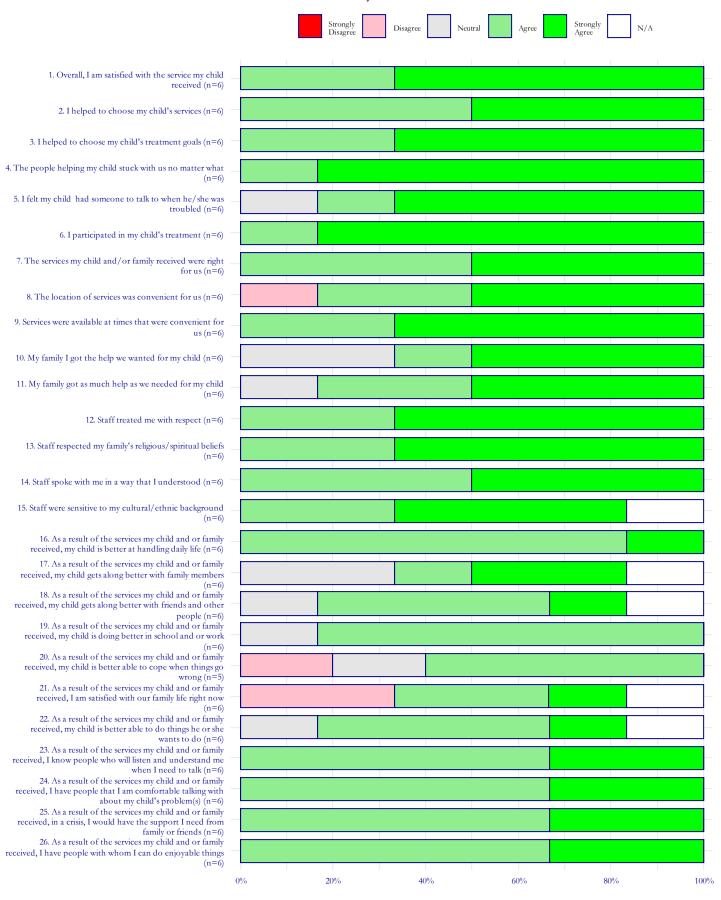
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 3

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

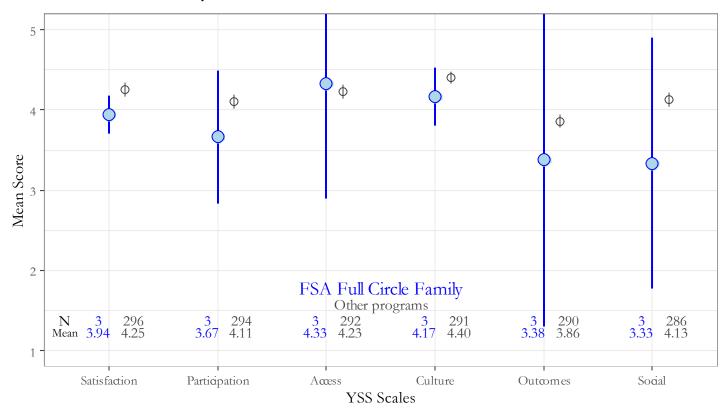
Youth Services Survey for Families



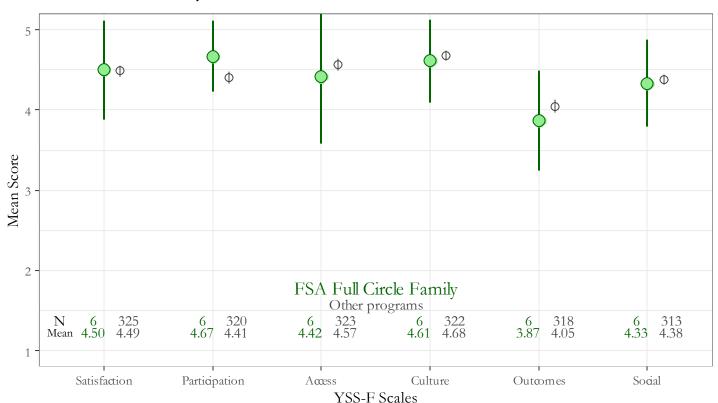
Youth Services Survey for Families, N = 6

Fourth Services Survey for Families, $N = 0$							
	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	2	4	0	0
	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %	0.0 %
100.0 % 2. I helped to choose my child's services	0	0	0	3	3	0	0
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
100.0 % 3. I helped to choose my child's treatment goals	0	0	0	2	4	0	0
	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	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 %	1 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %
83.3 % 5. I felt my child had someone to talk to when he/she was troubled	0	0	1	1	4	0	0
	0.0 %	0.0 %	16.7 %	16.7 %	66.7 %	0.0 %	0.0 %
100.0 % 6. I participated in my child's treatment	0	0	0	1	5	0	0
	0.0 %	0.0 %	0.0 %	16.7 %	83.3 %	0.0 %	0.0 %
100.0 % 7. The services my child and/or family received were right for us	0	0	0	3	3	0	0
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
83.3 % 8. The location of services was convenient for us	0	1	0	2	3	0	0
	0.0 %	16.7 %	0.0 %	33.3 %	50.0 %	0.0 %	0.0 %
100.0 % 9. Services were available at times that were convenient for us	0	0	0	2	4	0	0
	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %	0.0 %
66.7 % 10. My family I got the help we wanted for my child	0	0	2	1	3	0	0
	0.0 %	0.0 %	33.3 %	16.7 %	50.0 %	0.0 %	0.0 %
83.3 % 11. My family got as much help as we needed for my child	0	0	1	2	3	0	0
	0.0 %	0.0 %	16.7 %	33.3 %	50.0 %	0.0 %	0.0 %
100.0 % 12. Staff treated me with respect	0	0	0	2	4	0	0
	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %	0.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0	0	0	2	4	0	0
	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %	0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0	3	3	0	0
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	2	3	1	0
	0.0 %	0.0 %	0.0 %	33.3 %	50.0 %	16.7 %	0.0 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0	0	0	5	1	0	0
	0.0 %	0.0 %	0.0 %	83.3 %	16.7 %	0.0 %	0.0 %
60.0 % 17. As a result of the services my child and or family received, my child gets along better with family members		0 0.0 %	2 33.3 %	1 16.7 %	2 33.3 %	1 16.7 %	0
80.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people		0 0.0 %	1 16.7 %	3 50.0 %	1	1 16.7 %	0
83.3 % 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 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %	0 0.0 %
60.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong		1 16.7 %	1 16.7 %	3 50.0 %	0 0.0 %	0	1 16.7 %
60.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0	2 33.3 %	0 0.0 %	2 33.3 %	1 16.7 %	1 16.7 %	0
80.0 % 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 %	1 16.7 %	3 50.0 %	1 1 16.7 %	1 1 16.7 %	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 0.0 %	4 66.7 %	2 33.3 %	0 0.0 %	0 0.0 %
100.0 % 24. As a result of the services my child and or family received, I have	0	0	0	4	2	0	0
people that I am comfortable talking with about my child's problem(s) 100.0 % 25. As a result of the services my child and or family received, in a	0.0 %	0.0 %	0.0 %	66.7 % 4	33.3 %	0.0 %	0.0 %
crisis, I would have the support I need from family or friends 100.0 % 26. As a result of the services my child and or family received, I have	0.0 %	0.0 %	0.0 %	66.7 %	33.3 %	0.0 %	0.0 %
people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	66.7 %	33.3 %	0.0 %	0.0 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance FSA Full Circle

Completion Status 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	3	9			
	100 %	100 %	100 %			
Total	6	3	9			
	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 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.



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

FSA Geriatric Outpatient Services

Program Code(s): 38223MH

Overall Satisfaction¹ **90.9%**

Return Rate² **82.8%**

Overall satisfaction³ 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

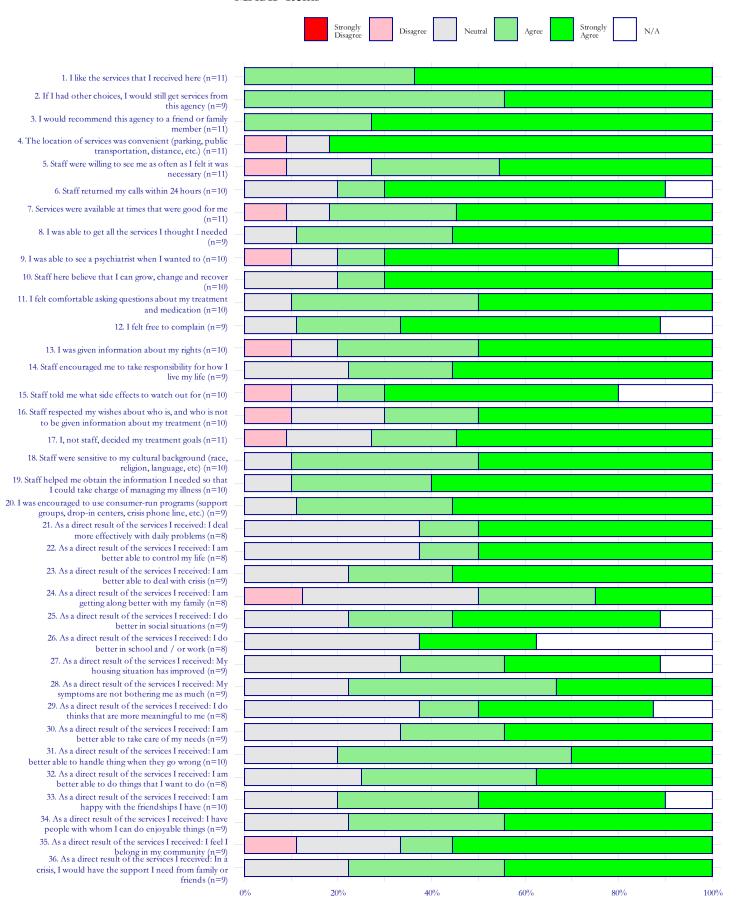
70.0% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

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



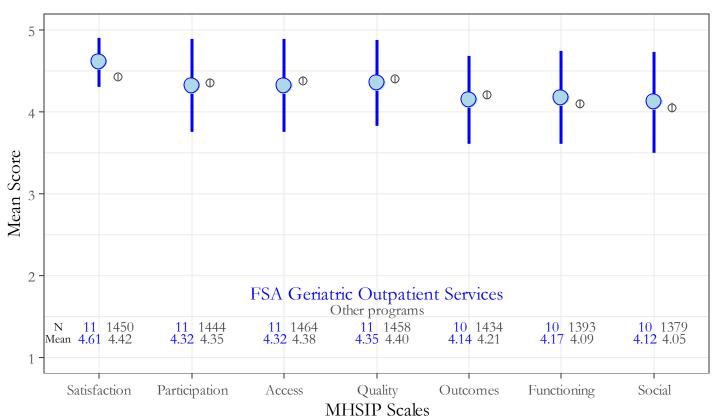
MHSIP Items 1-25, N = 26 Percent Agree

Toront rigido	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	4	7	0	15
	0.0 %	0.0 %	0.0 %	15.4 %	26.9 %	0.0 %	57.7 %
100.0 % 2. If I had other choices, I would still get services from this agency	0	0	0	5	4	0	17
	0.0 %	0.0 %	0.0 %	19.2 %	15.4 %	0.0 %	65.4 %
100.0 % 3. I would recommend this agency to a friend or family member	0	0	0	3	8	0	15
	0.0 %	0.0 %	0.0 %	11.5 %	30.8 %	0.0 %	57.7 %
81.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	1	1	0	9	0	15
	0.0 %	3.8 %	3.8 %	0.0 %	34.6 %	0.0 %	57.7 %
72.7 % 5. Staff were willing to see me as often as I felt it was necessary	0	1	2	3	5	0	15
	0.0 %	3.8 %	7.7 %	11.5 %	19.2 %	0.0 %	57.7 %
77.8 % 6. Staff returned my calls within 24 hours	0	0	2	1	6	1	16
	0.0 %	0.0 %	7.7 %	3.8 %	23.1 %	3.8 %	61.5 %
81.8 % 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	15 57.7 %
88.9 % 8. I was able to get all the services I thought I needed	0	0	1	3	5	0	17
	0.0 %	0.0 %	3.8 %	11.5 %	19.2 %	0.0 %	65.4 %
75.0 % 9. I was able to see a psychiatrist when I wanted to	0	1	1	1	5	2	16
	0.0 %	3.8 %	3.8 %	3.8 %	19.2 %	7.7 %	61.5 %
80.0 % 10. Staff here believe that I can grow, change and recover	0	0	2	1	7	0	16
	0.0 %	0.0 %	7.7 %	3.8 %	26.9 %	0.0 %	61.5 %
90.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	1	4	5	0	16
	0.0 %	0.0 %	3.8 %	15.4 %	19.2 %	0.0 %	61.5 %
87.5 % 12. I felt free to complain	0	0	1	2	5	1	17
	0.0 %	0.0 %	3.8 %	7.7 %	19.2 %	3.8 %	65.4 %
80.0 % 13. I was given information about my rights	0 0.0 %	1 3.8 %	1 3.8 %	3 11.5 %	5 19.2 %	0	16 61.5 %
77.8 % 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	17 65.4 %
75.0 % 15. Staff told me what side effects to watch out for	0	1	1	1	5	2	16
	0.0 %	3.8 %	3.8 %	3.8 %	19.2 %	7.7 %	61.5 %
70.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	1	2	2	5	0	16
	0.0 %	3.8 %	7.7 %	7.7 %	19.2 %	0.0 %	61.5 %
72.7 % 17. I, not staff, decided my treatment goals	0	1	2	2	6	0	15
	0.0 %	3.8 %	7.7 %	7.7 %	23.1 %	0.0 %	57.7 %
90.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	1	4	5	0	16
	0.0 %	0.0 %	3.8 %	15.4 %	19.2 %	0.0 %	61.5 %
90.0 % 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	16 61.5 %
88.9 % 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	17 65.4 %
62.5 % 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	18 69.2 %
62.5 % 22. As a direct result of the services I received: I am better able to contromy life		0 0.0 %	3 11.5 %	1 3.8 %	4 15.4 %	0	18 69.2 %
77.8 % 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	17 65.4 %
50.0 % 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	18 69.2 %
75.0 % 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	17 65.4 %

MHSIP Items 26-36, N = 26 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
40.0 % 26. As a direct result of the services I received: I do better in school and		0	3	0	2	3	18
/ or work	0.0 %	0.0 %	11.5 %	0.0 %	7.7 %	11.5 %	69.2 %
62.5 % 27. As a direct result of the services I received: My housing situation	0	0	3	2	3	1	17
has improved	0.0 %	0.0 %	11.5 %	7.7 %	11.5 %	3.8 %	65.4 %
77.8 % 28. As a direct result of the services I received: My symptoms are not	0	0	2	4	3	0	17
bothering me as much	0.0 %	0.0 %	7.7 %	15.4 %	11.5 %	0.0 %	65.4 %
57.1 % 29. As a direct result of the services I received: I do thinks that are more	0	0	3	1	3	1	18
meaningful to me	0.0 %	0.0 %	11.5 %	3.8 %	11.5 %	3.8 %	69.2 %
66.7 % 30. As a direct result of the services I received: I am better able to take	0	0	3	2	4	0	17
care of my needs	0.0 %	0.0 %	11.5 %	7.7 %	15.4 %	0.0 %	65.4 %
80.0 % 31. As a direct result of the services I received: I am better able to	0	0	2	5	3	0	16
handle thing when they go wrong	0.0 %	0.0 %	7.7 %	19.2 %	11.5 %	0.0 %	61.5 %
75.0 % 32. As a direct result of the services I received: I am better able to do	0	0	2	3	3	0	18
things that I want to do	0.0 %	0.0 %	7.7 %	11.5 %	11.5 %	0.0 %	69.2 %
77.8 % 33. As a direct result of the services I received: I am happy with the	0	0	2.	3	4	1	16
friendships I have	0.0 %	0.0 %	7.7 %	11.5 %	15.4 %	3.8 %	61.5 %
77.8 % 34. As a direct result of the services I received: I have people with	0	0	2	3	4	0	17
whom I can do enjoyable things	0.0 %	0.0 %	7.7 %	11.5 %	15.4 %	0.0 %	65.4 %
66.7 % 35. As a direct result of the services I received: I feel I belong in my	0.0 70	1	2	1	5	0.0 70	17
community	0.0 %	3.8 %	7.7 %	3.8 %	19.2 %	0.0 %	65.4 %
77.8 % 36. As a direct result of the services I received: In a crisis, I would have	,.	0	2	3.0 70	4	0.0 70	17
the support I need from family or friends	0.0 %	0.0 %	7.7 %	11.5 %	15.4 %	0.0 %	65.4 %
the support I need from family of friends	0.0 /0	0.0 /0	7.7 /0	11.5 /0	13.7 /0	0.0 /0	03.7 /0

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by
Completion Status Adult/Older Adult Total

Completion Status	Adult/	Total		
	Adult	Older Adult		
Refused	0	10	10	
	0 %	38.5 %	38.5 %	
Impaired	0	4	4	
	0 %	15.4 %	15.4 %	
Language	0	0	0	
	0 %	0 %	0 %	
Other	0	1	1	
	0 %	3.8 %	3.8 %	
No Data	0	0	0	
	0 %	0 %	0 %	
Completed Survey	0	11	11	
	0 %	42.3 %	42.3 %	
Total	0	26	26	
	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 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.



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

FSA Geriatric Services West

Program Code(s): 89903 89903MH

Overall Satisfaction¹ **87.9%**

Return Rate² **over 100%**

Overall satisfaction³ 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

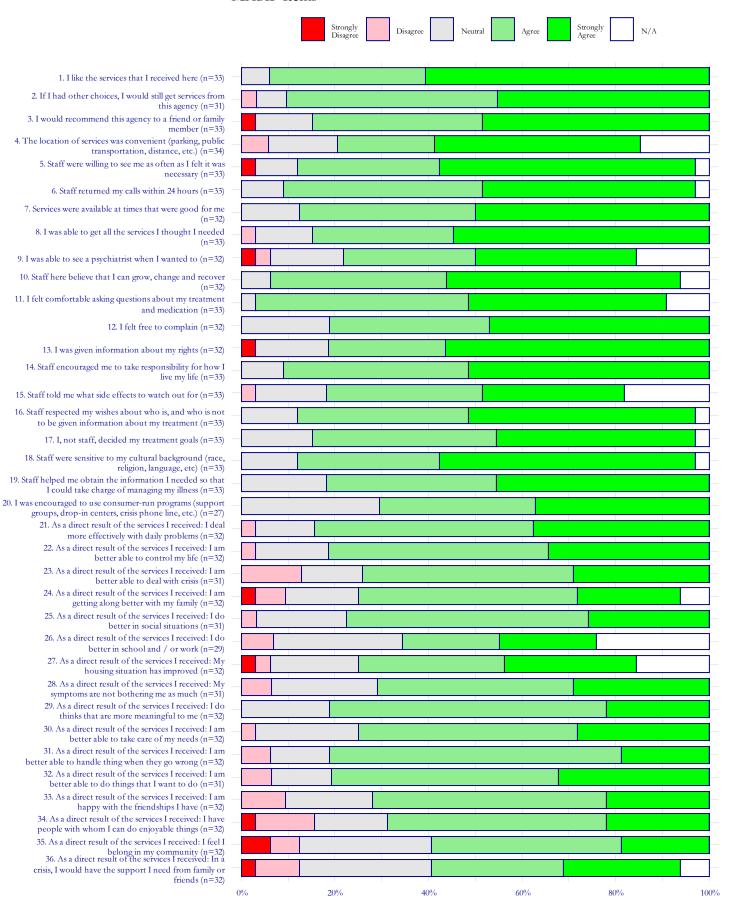
70.4% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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



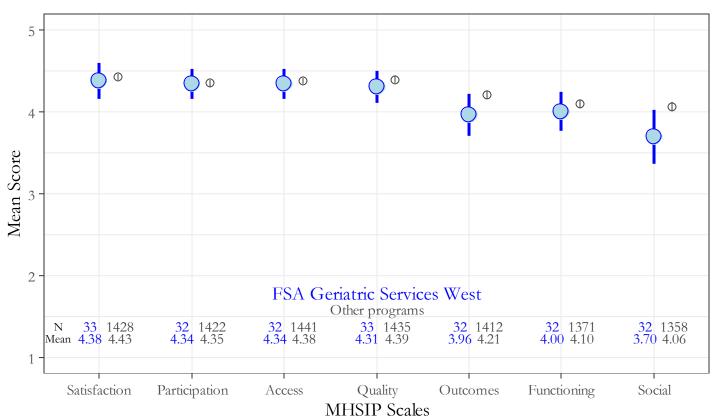
MHSIP Items 1-25, N = 53 Percent Agree

To real rigide	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
93.9 % 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 %
90.3 % 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 %
84.8 % 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 %
75.9 % 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 %
87.5 % 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 %
90.6 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	3 5.7 %	14 26.4 %	15 28.3 %	1	20 37.7 %
87.5 % 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 %
84.8 % 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 %
74.1 % 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 %
93.3 % 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 %
96.7 % 11. I felt comfortable asking questions about my treatment and medication	0	0	1 1.9 %	15 28.3 %	14 26.4 %	3	20 37.7 %
81.2 % 12. I felt free to complain	0	0 0.0 %	6 11.3 %	11 20.8 %	15 28.3 %	0 0.0 %	21 39.6 %
81.2 % 13. I was given information about my rights	1 1.9 %	0	5 9.4 %	8 15.1 %	18 34.0 %	0 0.0 %	21 39.6 %
90.9 % 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
77.8 % 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	20 37.7 %
87.5 % 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 %
84.4 % 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 %
87.5 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	4 7.5 %	10 18.9 %	18 34.0 %	1	20 37.7 %
81.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	6 11.3 %	12 22.6 %	15 28.3 %	0 0.0 %	20 37.7 %
70.4% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0	8 15.1 %	9 17.0 %	10 18.9 %	0.0 %	26 49.1 %
84.4 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	1 1.9 %	4 7.5 %	15 28.3 %	12 22.6 %	0 0.0 %	21 39.6 %
81.2 % 22. As a direct result of the services I received: I am better able to control my life	0	1 1.9 %	5 9.4 %	15 28.3 %	11 20.8 %	0	21 39.6 %
74.2 % 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 %	22 41.5 %
73.3 % 24. As a direct result of the services I received: I am getting along better with my family		2 3.8 %	5 9.4 %	15 28.3 %	7 13.2 %	2 3.8 %	21 39.6 %
77.4 % 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

MHSIP Items 26-36, N = 53 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
54.5 % 26. As a direct result of the services I received: I do better in school and / or work	0	2	8	6	6	7	24
	0.0 %	3.8 %	15.1 %	11.3 %	11.3 %	13.2 %	45.3 %
70.4 % 27. As a direct result of the services I received: My housing situation has improved	1	1	6	10	9	5	21
	1.9 %	1.9 %	11.3 %	18.9 %	17.0 %	9.4 %	39.6 %
71.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0	2	7	13	9	0	22
	0.0 %	3.8 %	13.2 %	24.5 %	17.0 %	0.0 %	41.5 %
81.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0.0 %	0 0.0 %	6 11.3 %	19 35.9 %	7 13.2 %	0 0.0 %	21 39.6 %
75.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	1	7	15	9	0	21
	0.0 %	1.9 %	13.2 %	28.3 %	17.0 %	0.0 %	39.6 %
81.2 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	2	4	20	6	0	21
	0.0 %	3.8 %	7.5 %	37.7 %	11.3 %	0.0 %	39.6 %
80.6 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	2	4	15	10	0	22
	0.0 %	3.8 %	7.5 %	28.3 %	18.9 %	0.0 %	41.5 %
71.9 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	3	6	16	7	0	21
	0.0 %	5.7 %	11.3 %	30.2 %	13.2 %	0.0 %	39.6 %
68.8 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1	4	5	15	7	0	21
	1.9 %	7.5 %	9.4 %	28.3 %	13.2 %	0.0 %	39.6 %
59.4 % 35. As a direct result of the services I received: I feel I belong in my community	2	2	9	13	6	0	21
	3.8 %	3.8 %	17.0 %	24.5 %	11.3 %	0.0 %	39.6 %
56.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1	3	9	9	8	2	21
	1.9 %	5.7 %	17.0 %	17.0 %	15.1 %	3.8 %	39.6 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by
Completion Status Adult/Older Adult Total

•	Adult	Older Adult	
Refused	0	8	8
	0 %	15.1 %	15.1 %
Impaired	0	12	12
	0 %	22.6 %	22.6 %
Language	0	0	0
	0 %	0 %	0 %
Other	0	1	1
	0 %	1.9 %	1.9 %
No Data	0	0	0
	0 %	0 %	0 %
Completed Survey	0	32	32
	0 %	60.4 %	60.4 %
Total	0	53	53
	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 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.



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 Satisfaction¹ **93.3%**

Return Rate² **91.7%**

Overall satisfaction³ 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

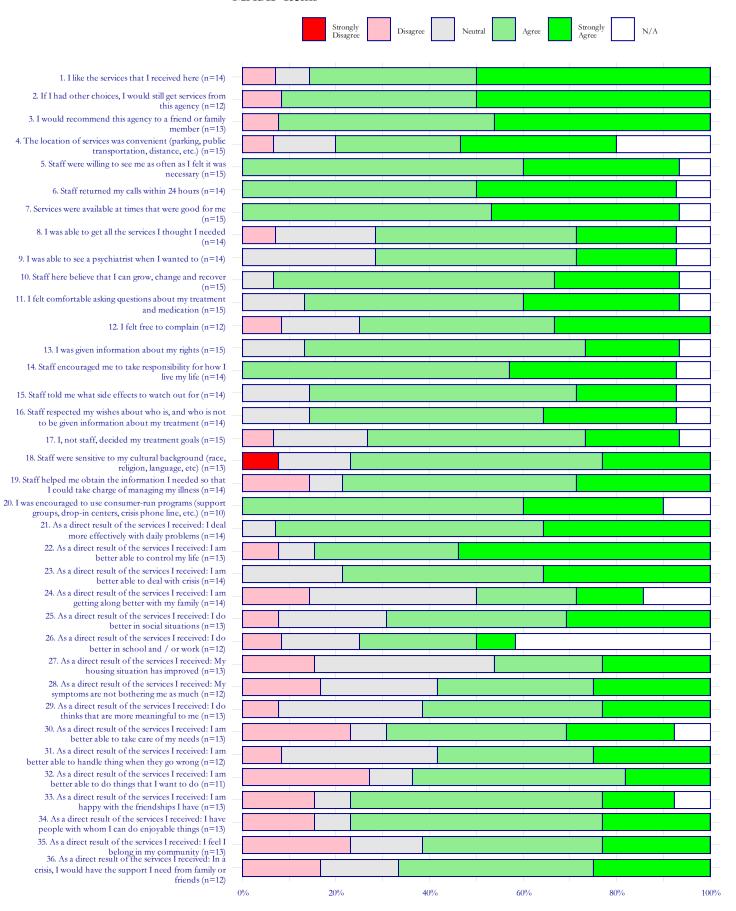
69.2% 8. I was able to get all the services I thought I needed

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



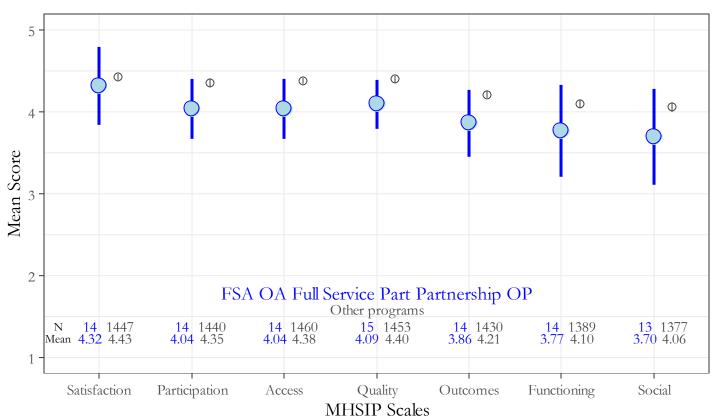
MHSIP Items 1-25, N = 23 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 1. I like the services that I received here	0	1	1	5	7	0	9
	0.0 %	4.3 %	4.3 %	21.7 %	30.4 %	0.0 %	39.1 %
91.7 % 2. If I had other choices, I would still get services from this agency	0.0 70	1	0	5	6	0	11
2. If I had other choices, I would still get services from this agency	0.0 %	4.3 %	0.0 %	21.7 %	26.1 %		47.8 %
92.3 % 3. I would recommend this agency to a friend or family member	0	1	0	6	6	0	10
	0.0 %	4.3 %	0.0 %	26.1 %	26.1 %	0.0 %	43.5 %
75.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	1	2	4	5	3	8
	0.0 %	4.3 %	8.7 %	17.4 %	21.7 %	13.0 %	34.8 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	9	5	1	8
	0.0 %	0.0 %	0.0 %	39.1 %	21.7 %	4.3 %	34.8 %
100.0 % 6. Staff returned my calls within 24 hours	0	0	0	7	6	1	9
	0.0 %	0.0 %	0.0 %	30.4 %	26.1 %	4.3 %	39.1 %
100.0 % 7. Services were available at times that were good for me	0	0	0	8	6	1	8
	0.0 %	0.0 %	0.0 %	34.8 %	26.1 %	4.3 %	34.8 %
69.2 % 8. I was able to get all the services I thought I needed	0	1	3	6	3	1	9
	0.0 %	4.3 %	13.0 %	26.1 %	13.0 %	4.3 %	39.1 %
69.2 % 9. I was able to see a psychiatrist when I wanted to	0	0	4	6	3	1	9
	0.0 %	0.0 %	17.4 %	26.1 %	13.0 %	4.3 %	39.1 %
92.9 % 10. Staff here believe that I can grow, change and recover	0	0	1	9	4	1	8
	0.0 %	0.0 %	4.3 %	39.1 %	17.4 %	4.3 %	34.8 %
85.7 % 11. I felt comfortable asking questions about my treatment and medication	0	0	2	7	5	1	8
	0.0 %	0.0 %	8.7 %	30.4 %	21.7 %	4.3 %	34.8 %
75.0 % 12. I felt free to complain	0	1	2	5	4	0	11
	0.0 %	4.3 %	8.7 %	21.7 %	17.4 %	0.0 %	47.8 %
85.7 % 13. I was given information about my rights	0	0	2	9	3	1	8
	0.0 %	0.0 %	8.7 %	39.1 %	13.0 %	4.3 %	34.8 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	0	8	5	1	9
	0.0 %	0.0 %	0.0 %	34.8 %	21.7 %	4.3 %	39.1 %
84.6 % 15. Staff told me what side effects to watch out for	0	0	2	8	3	1	9
	0.0 %	0.0 %	8.7 %	34.8 %	13.0 %	4.3 %	39.1 %
84.6% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	2	7	4	1	9
	0.0 %	0.0 %	8.7 %	30.4 %	17.4 %	4.3 %	39.1 %
71.4 % 17. I, not staff, decided my treatment goals	0	1	3	7	3	1	8
	0.0 %	4.3 %	13.0 %	30.4 %	13.0 %	4.3 %	34.8 %
76.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1	0	2	7	3	0	10
	4.3 %	0.0 %	8.7 %	30.4 %	13.0 %	0.0 %	43.5 %
78.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	2	1	7	4	0	9
	0.0 %	8.7 %	4.3 %	30.4 %	17.4 %	0.0 %	39.1 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	0	6	3	1	13
	0.0 %	0.0 %	0.0 %	26.1 %	13.0 %	4.3 %	56.5 %
92.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	1	8	5	0	9
	0.0 %	0.0 %	4.3 %	34.8 %	21.7 %	0.0 %	39.1 %
84.6 % 22. As a direct result of the services I received: I am better able to control my life	0	1	1	4	7	0	10
	0.0 %	4.3 %	4.3 %	17.4 %	30.4 %	0.0 %	43.5 %
78.6 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	3	6	5	0	9
	0.0 %	0.0 %	13.0 %	26.1 %	21.7 %	0.0 %	39.1 %
41.7 % 24. As a direct result of the services I received: I am getting along better with my family	0.0 %	2 8.7 %	5 21.7 %	3 13.0 %	2 8.7 %	2 8.7 %	9 39.1 %
69.2 % 25. As a direct result of the services I received: I do better in social situations	0	1	3	5	4	0	10
	0.0 %	4.3 %	13.0 %	21.7 %	17.4 %	0.0 %	43.5 %

MHSIP Items 26-36, N = 23 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
57.1 % 26. As a direct result of the services I received: I do better in school and / or work	0	1	2	3	1	5	11
	0.0 %	4.3 %	8.7 %	13.0 %	4.3 %	21.7 %	47.8 %
46.2 % 27. As a direct result of the services I received: My housing situation has improved	0	2	5	3	3	0	10
	0.0 %	8.7 %	21.7 %	13.0 %	13.0 %	0.0 %	43.5 %
58.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0	2	3	4	3	0	11
	0.0 %	8.7 %	13.0 %	17.4 %	13.0 %	0.0 %	47.8 %
61.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0.0 %	1 4.3 %	4 17.4 %	5 21.7 %	3 13.0 %	0 0.0 %	10 43.5 %
66.7 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	3	1	5	3	1	10
	0.0 %	13.0 %	4.3 %	21.7 %	13.0 %	4.3 %	43.5 %
58.3 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	1	4	4	3	0	11
	0.0 %	4.3 %	17.4 %	17.4 %	13.0 %	0.0 %	47.8 %
63.6 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	3	1	5	2	0	12
	0.0 %	13.0 %	4.3 %	21.7 %	8.7 %	0.0 %	52.2 %
75.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	2	1	7	2	1	10
	0.0 %	8.7 %	4.3 %	30.4 %	8.7 %	4.3 %	43.5 %
76.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	2	1	7	3	0	10
	0.0 %	8.7 %	4.3 %	30.4 %	13.0 %	0.0 %	43.5 %
61.5 % 35. As a direct result of the services I received: I feel I belong in my community	0	3	2	5	3	0	10
	0.0 %	13.0 %	8.7 %	21.7 %	13.0 %	0.0 %	43.5 %
66.7 % 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	2	2	5	3	0	11
	0.0 %	8.7 %	8.7 %	21.7 %	13.0 %	0.0 %	47.8 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



	Adult	Older Adult	
Refused	0	5	5
	0 %	21.7 %	21.7 %
Impaired	0	4	4
	0 %	17.4 %	17.4 %
Language	0	0	0
	0 %	0 %	0 %
Other	0	1	1
	0 %	4.3 %	4.3 %
No Data	0	0	0
	0 %	0 %	0 %
Completed Survey	0	13	13
	0 %	56.5 %	56.5 %
Total	0	23	23
	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 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.



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 Satisfaction¹ **77.8%**

Return Rate² over 100%

Overall satisfaction³ 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

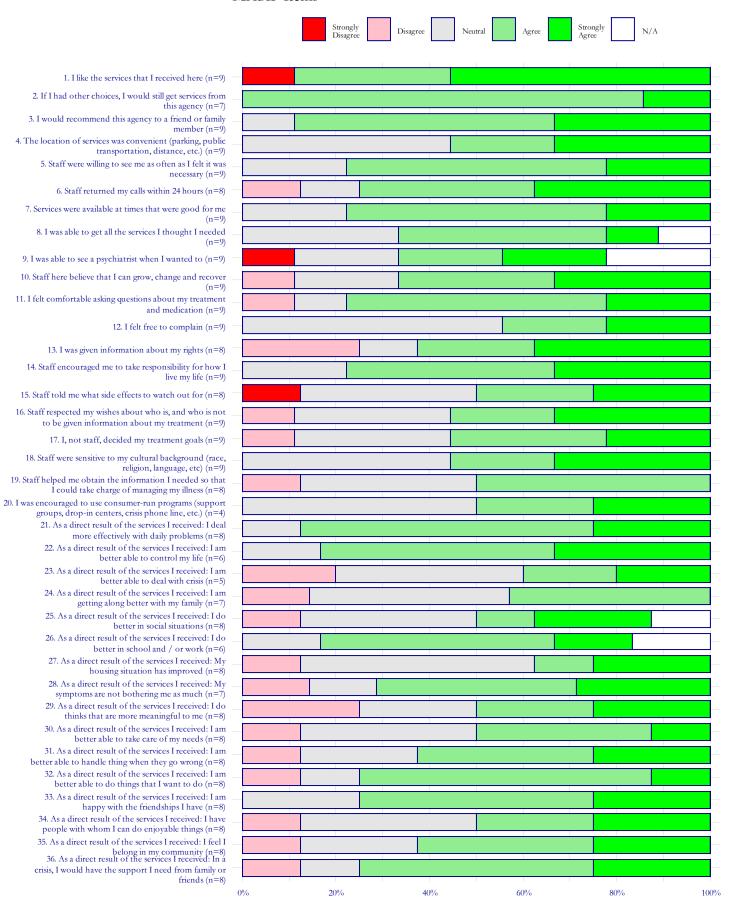
44.4% 12. I felt free to complain

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



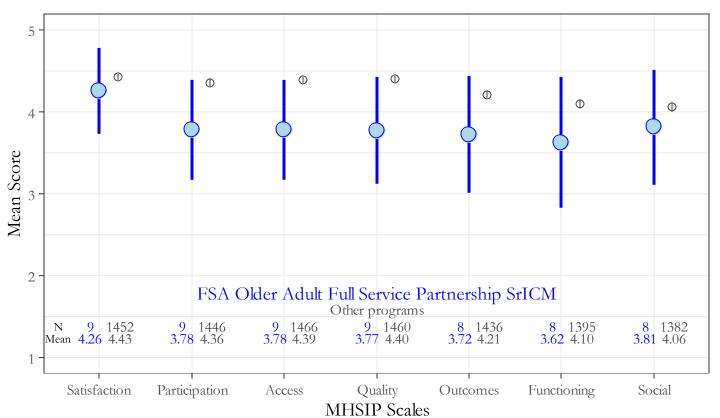
MHSIP Items 1-25, N = 23 Percent Agree

g .	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.9 % 1. I like the services that I received here	1	0	0	3	5	0	14
	4.3 %	0.0 %	0.0 %	13.0 %	21.7 %	0.0 %	60.9 %
100.0 % 2. If I had other choices, I would still get services from this agency	0	0	0	6	1	0	16
	0.0 %	0.0 %	0.0 %	26.1 %	4.3 %	0.0 %	69.6 %
88.9 % 3. I would recommend this agency to a friend or family member	0	0	1	5	3	0	14
	0.0 %	0.0 %	4.3 %	21.7 %	13.0 %	0.0 %	60.9 %
55.6 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	4	2	3	0	14
	0.0 %	0.0 %	17.4 %	8.7 %	13.0 %	0.0 %	60.9 %
77.8 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	2	5	2	0	14
	0.0 %	0.0 %	8.7 %	21.7 %	8.7 %	0.0 %	60.9 %
75.0 % 6. Staff returned my calls within 24 hours	0	1	1	3	3	0	15
	0.0 %	4.3 %	4.3 %	13.0 %	13.0 %	0.0 %	65.2 %
77.8 % 7. Services were available at times that were good for me	0	0	2	5	2	0	14
	0.0 %	0.0 %	8.7 %	21.7 %	8.7 %	0.0 %	60.9 %
62.5 % 8. I was able to get all the services I thought I needed	0	0	3	4	1	1	14
	0.0 %	0.0 %	13.0 %	17.4 %	4.3 %	4.3 %	60.9 %
57.1 % 9. I was able to see a psychiatrist when I wanted to	1	0	2	2	2	2	14
	4.3 %	0.0 %	8.7 %	8.7 %	8.7 %	8.7 %	60.9 %
66.7 % 10. Staff here believe that I can grow, change and recover	0	1	2	3	3	0	14
	0.0 %	4.3 %	8.7 %	13.0 %	13.0 %	0.0 %	60.9 %
77.8 % 11. I felt comfortable asking questions about my treatment and medication	0	1	1	5	2	0	14
	0.0 %	4.3 %	4.3 %	21.7 %	8.7 %	0.0 %	60.9 %
44.4 % 12. I felt free to complain	0	0	5	2	2	0	14
	0.0 %	0.0 %	21.7 %	8.7 %	8.7 %	0.0 %	60.9 %
62.5 % 13. I was given information about my rights	0	2	1	2	3	0	15
	0.0 %	8.7 %	4.3 %	8.7 %	13.0 %	0.0 %	65.2 %
77.8 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	2	4	3	0	14
	0.0 %	0.0 %	8.7 %	17.4 %	13.0 %	0.0 %	60.9 %
50.0 % 15. Staff told me what side effects to watch out for	1	0	3	2	2	0	15
	4.3 %	0.0 %	13.0 %	8.7 %	8.7 %	0.0 %	65.2 %
55.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	1	3	2	3	0	14
	0.0 %	4.3 %	13.0 %	8.7 %	13.0 %	0.0 %	60.9 %
55.6 % 17. I, not staff, decided my treatment goals	0	1	3	3	2	0	14
	0.0 %	4.3 %	13.0 %	13.0 %	8.7 %	0.0 %	60.9 %
55.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	4	2	3	0	14
	0.0 %	0.0 %	17.4 %	8.7 %	13.0 %	0.0 %	60.9 %
50.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	1	3	4	0	0	15
	0.0 %	4.3 %	13.0 %	17.4 %	0.0 %	0.0 %	65.2 %
50.0 % 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	19 82.6 %
87.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	1	5	2	0	15
	0.0 %	0.0 %	4.3 %	21.7 %	8.7 %	0.0 %	65.2 %
83.3 % 22. As a direct result of the services I received: I am better able to control my life	0.0 %	0 0.0 %	1 4.3 %	3 13.0 %	2 8.7 %	0 0.0 %	17 73.9 %
40.0 % 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	18 78.3 %
42.9 % 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	16 69.6 %
42.9 % 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	15 65.2 %

MHSIP Items 26-36, N = 23 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
80.0 % 26. As a direct result of the services I received: I do better in school and / or work	0.0 %	0 0.0 %	1 4.3 %	3 13.0 %	1 4.3 %	1 4.3 %	17 73.9 %
37.5 % 27. As a direct result of the services I received: My housing situation has	0	1	4	1	2	0	15
71.4 % 28. As a direct result of the services I received: My symptoms are not	0.0 %	4.3 %	17.4 %	4.3 %	8.7 %	0.0 %	65.2 %
bothering me as much	0.0 %	4.3 %	4.3 %	13.0 %	8.7 %	•	69.6 %
50.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0	2	2	2	2	0	15
	0.0 %	8.7 %	8.7 %	8.7 %	8.7 %	0.0 %	65.2 %
50.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	1	3	3	1	0	15
	0.0 %	4.3 %	13.0 %	13.0 %	4.3 %	0.0 %	65.2 %
62.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	1	2	3	2	0	15
	0.0 %	4.3 %	8.7 %	13.0 %	8.7 %	0.0 %	65.2 %
75.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	1	1	5	1	0	15
	0.0 %	4.3 %	4.3 %	21.7 %	4.3 %	0.0 %	65.2 %
75.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	0	2	4	2	0	15
	0.0 %	0.0 %	8.7 %	17.4 %	8.7 %	0.0 %	65.2 %
50.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	1	3	2	2	0	15
	0.0 %	4.3 %	13.0 %	8.7 %	8.7 %	0.0 %	65.2 %
62.5 % 35. As a direct result of the services I received: I feel I belong in my community	0	1	2	3	2	0	15
	0.0 %	4.3 %	8.7 %	13.0 %	8.7 %	0.0 %	65.2 %
75.0 % 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	1	1	4	2	0	15
	0.0 %	4.3 %	4.3 %	17.4 %	8.7 %	0.0 %	65.2 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by ompletion Status Adult/Older Adult Total

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	0	8	8
	0 %	34.8 %	34.8 %
Impaired	0	3	3
	0 %	13 %	13 %
Language	0	0	0
	0 %	0 %	0 %
Other	0	2	2
	0 %	8.7 %	8.7 %
No Data	0	1	1
	0 %	4.3 %	4.3 %
Completed Survey	0	9	9
	0 %	39.1 %	39.1 %
Total	0	23	23
	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 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.



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 Satisfaction¹ **92.9%**

Return Rate² **87.5%**

Overall satisfaction³ 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

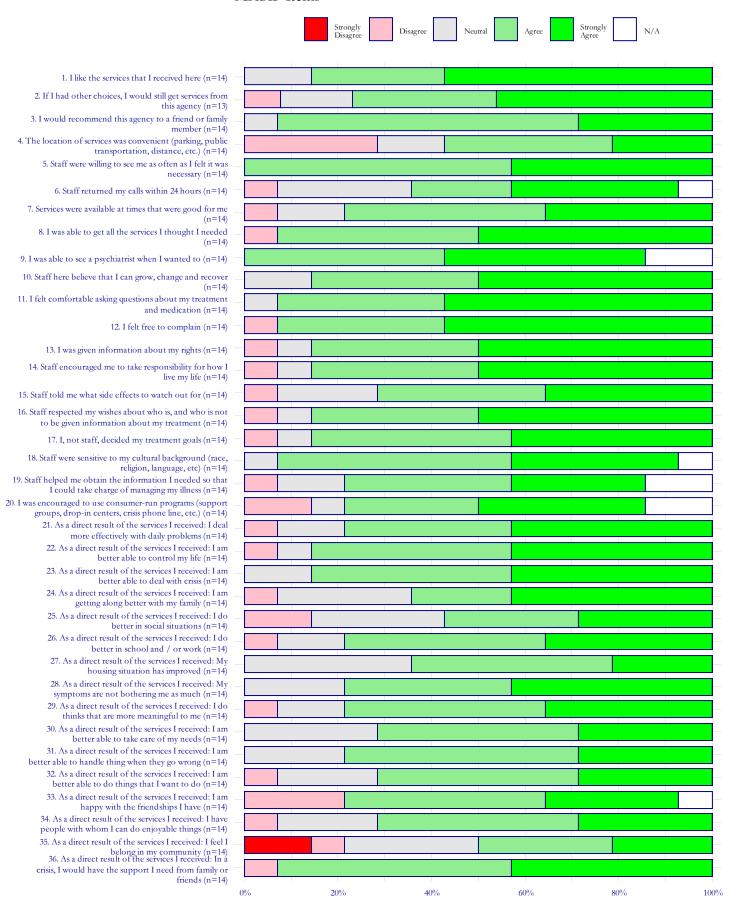
61.5% 6. Staff returned my calls within 24 hours

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



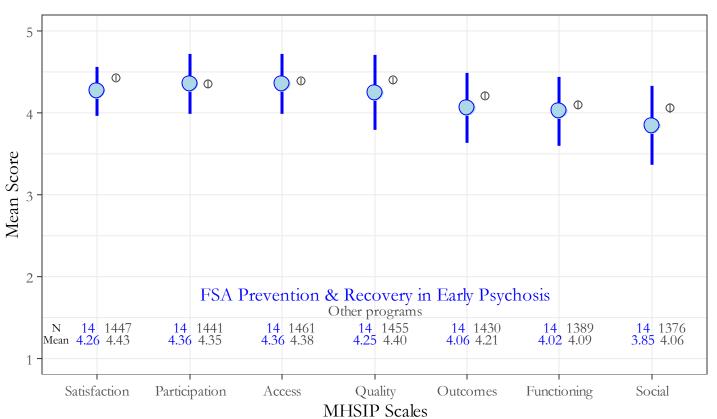
MHSIP Items 1-25, N = 15 Percent Agree

•	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 1. I like the services that I received here	0	0	2	4	8	0	1
	0.0 %	0.0 %	13.3 %	26.7 %	53.3 %	0.0 %	6.7 %
76.9 % 2. If I had other choices, I would still get services from this agency	0	1	2	4	6	0	2
	0.0 %	6.7 %	13.3 %	26.7 %	40.0 %	0.0 %	13.3 %
92.9 % 3. I would recommend this agency to a friend or family member	0	0	1	9	4	0	1
	0.0 %	0.0 %	6.7 %	60.0 %	26.7 %	0.0 %	6.7 %
57.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	4	2	5	3	0	1
	0.0 %	26.7 %	13.3 %	33.3 %	20.0 %	0.0 %	6.7 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	8	6	0	1
	0.0 %	0.0 %	0.0 %	53.3 %	40.0 %	0.0 %	6.7 %
61.5 % 6. Staff returned my calls within 24 hours	0	1	4	3	5	1	1
	0.0 %	6.7 %	26.7 %	20.0 %	33.3 %	6.7 %	6.7 %
78.6 % 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 %
92.9 % 8. I was able to get all the services I thought I needed	0	1	0	6	7	0	1
	0.0 %	6.7 %	0.0 %	40.0 %	46.7 %	0.0 %	6.7 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0	0	0	6	6	2	1
	0.0 %	0.0 %	0.0 %	40.0 %	40.0 %	13.3 %	6.7 %
85.7 % 10. Staff here believe that I can grow, change and recover	0	0	2	5	7	0	1
	0.0 %	0.0 %	13.3 %	33.3 %	46.7 %	0.0 %	6.7 %
92.9 % 11. I felt comfortable asking questions about my treatment and medication	0	0	1	5	8	0	1
	0.0 %	0.0 %	6.7 %	33.3 %	53.3 %	0.0 %	6.7 %
92.9 % 12. I felt free to complain	0	1	0	5	8	0	1
	0.0 %	6.7 %	0.0 %	33.3 %	53.3 %	0.0 %	6.7 %
85.7 % 13. I was given information about my rights	0	1	1	5	7	0	1
	0.0 %	6.7 %	6.7 %	33.3 %	46.7 %	0.0 %	6.7 %
85.7 % 14. Staff encouraged me to take responsibility for how I live my life	0	1	1	5	7	0	1
	0.0 %	6.7 %	6.7 %	33.3 %	46.7 %	0.0 %	6.7 %
71.4 % 15. Staff told me what side effects to watch out for	0	1	3	5	5	0	1
	0.0 %	6.7 %	20.0 %	33.3 %	33.3 %	0.0 %	6.7 %
85.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	1	1	5	7	0	1
	0.0 %	6.7 %	6.7 %	33.3 %	46.7 %	0.0 %	6.7 %
85.7 % 17. I, not staff, decided my treatment goals	0	1	1	6	6	0	1
	0.0 %	6.7 %	6.7 %	40.0 %	40.0 %	0.0 %	6.7 %
92.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	1	7	5	1	1
	0.0 %	0.0 %	6.7 %	46.7 %	33.3 %	6.7 %	6.7 %
75.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	1	2	5	4	2	1
	0.0 %	6.7 %	13.3 %	33.3 %	26.7 %	13.3 %	6.7 %
75.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	2	1	4	5	2	1
	0.0 %	13.3 %	6.7 %	26.7 %	33.3 %	13.3 %	6.7 %
78.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	1	2	5	6	0	1
	0.0 %	6.7 %	13.3 %	33.3 %	40.0 %	0.0 %	6.7 %
85.7 % 22. As a direct result of the services I received: I am better able to control my life	0	1	1	6	6	0	1
	0.0 %	6.7 %	6.7 %	40.0 %	40.0 %	0.0 %	6.7 %
85.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	2	6	6	0	1
	0.0 %	0.0 %	13.3 %	40.0 %	40.0 %	0.0 %	6.7 %
64.3 % 24. As a direct result of the services I received: I am getting along better with my family		1 6.7 %	4 26.7 %	3 20.0 %	6 40.0 %	0 0.0 %	1 6.7 %
57.1 % 25. As a direct result of the services I received: I do better in social situations	0	2	4	4	4	0	1
	0.0 %	13.3 %	26.7 %	26.7 %	26.7 %	0.0 %	6.7 %

MHSIP Items 26-36, N = 15 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
78.6 % 26. As a direct result of the services I received: I do better in school and / or work	0	1	2	6	5	0	1
	0.0 %	6.7 %	13.3 %	40.0 %	33.3 %	0.0 %	6.7 %
64.3 % 27. As a direct result of the services I received: My housing situation has improved		0 0.0 %	5 33.3 %	6 40.0 %	3 20.0 %	0 0.0 %	1
78.6 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0	0	3	5	6	0	1
	0.0 %	0.0 %	20.0 %	33.3 %	40.0 %	0.0 %	6.7 %
78.6 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0	1	2	6	5	0	1
	0.0 %	6.7 %	13.3 %	40.0 %	33.3 %	0.0 %	6.7 %
71.4 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	0	4	6	4	0	1
	0.0 %	0.0 %	26.7 %	40.0 %	26.7 %	0.0 %	6.7 %
78.6 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	0	3	7	4	0	1
	0.0 %	0.0 %	20.0 %	46.7 %	26.7 %	0.0 %	6.7 %
71.4 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	1	3	6	4	0	1
	0.0 %	6.7 %	20.0 %	40.0 %	26.7 %	0.0 %	6.7 %
76.9 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	3	0	6	4	1	1
	0.0 %	20.0 %	0.0 %	40.0 %	26.7 %	6.7 %	6.7 %
71.4 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	1	3	6	4	0	1
	0.0 %	6.7 %	20.0 %	40.0 %	26.7 %	0.0 %	6.7 %
50.0 % 35. As a direct result of the services I received: I feel I belong in my community	2	1	4	4	3	0	1
	13.3 %	6.7 %	26.7 %	26.7 %	20.0 %	0.0 %	6.7 %
92.9 % 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	1	0	7	6	0	1
	0.0 %	6.7 %	0.0 %	46.7 %	40.0 %	0.0 %	6.7 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

completion status	1 2 6 6 6 7 6 7	01001 110010	10000
	Adult	Older Adult	
Refused	1	0	1
	6.7 %	0 %	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	0	14
	93.3 %	0 %	93.3 %
Total	15	0	15
	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 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.



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 Satisfaction¹ **50.0%**

Return Rate² **93.3%**

Overall satisfaction³ 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

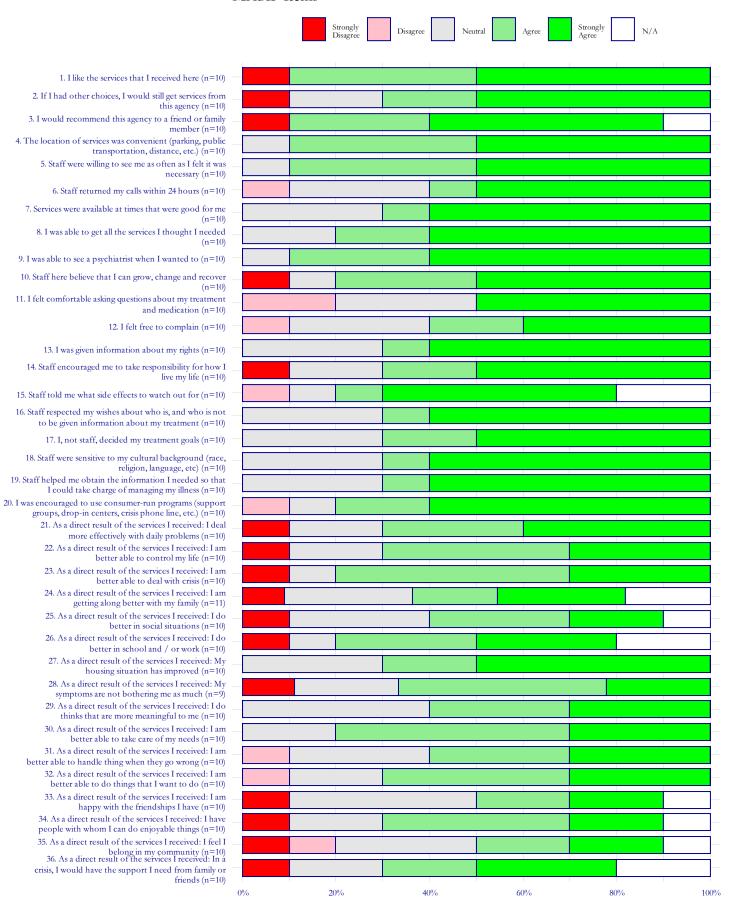
50.0% 11. I felt comfortable asking questions about my treatment and medication

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



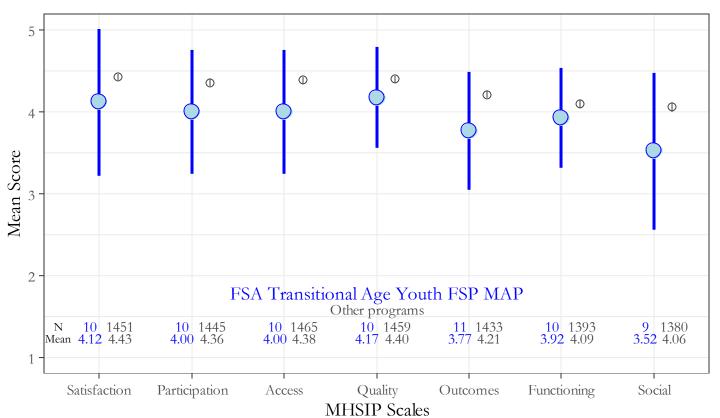
$\begin{array}{ll} \textbf{MHSIP Items 1-25,} & \textbf{N} = \textbf{14} \\ \textbf{Percent Agree} \end{array}$

To real rigide	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.0 % 1. I like the services that I received here	1	0	0	4	5	0	4
	7.1 %	0.0 %	0.0 %	28.6 %	35.7 %	0.0 %	28.6 %
70.0 % 2. If I had other choices, I would still get services from this agency	1	0	2	2	5	0	4
	7.1 %	0.0 %	14.3 %	14.3 %	35.7 %	0.0 %	28.6 %
88.9 % 3. I would recommend this agency to a friend or family member	1	0	0	3	5	1	4
	7.1 %	0.0 %	0.0 %	21.4 %	35.7 %	7.1 %	28.6 %
90.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	1	4	5	0	4
	0.0 %	0.0 %	7.1 %	28.6 %	35.7 %	0.0 %	28.6 %
90.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	1	4	5	0	4
	0.0 %	0.0 %	7.1 %	28.6 %	35.7 %	0.0 %	28.6 %
60.0 % 6. Staff returned my calls within 24 hours	0	1	3	1	5	0	4
	0.0 %	7.1 %	21.4 %	7.1 %	35.7 %	0.0 %	28.6 %
70.0 % 7. Services were available at times that were good for me	0	0	3	1	6	0	4
	0.0 %	0.0 %	21.4 %	7.1 %	42.9 %	0.0 %	28.6 %
80.0 % 8. I was able to get all the services I thought I needed	0	0	2	2	6	0	4
	0.0 %	0.0 %	14.3 %	14.3 %	42.9 %	0.0 %	28.6 %
90.0 % 9. I was able to see a psychiatrist when I wanted to	0	0	1	3	6	0	4
	0.0 %	0.0 %	7.1 %	21.4 %	42.9 %	0.0 %	28.6 %
80.0 % 10. Staff here believe that I can grow, change and recover	1	0	1	3	5	0	4
	7.1 %	0.0 %	7.1 %	21.4 %	35.7 %	0.0 %	28.6 %
50.0 % 11. I felt comfortable asking questions about my treatment and medication	0	2	3	0	5	0	4
	0.0 %	14.3 %	21.4 %	0.0 %	35.7 %	0.0 %	28.6 %
60.0 % 12. I felt free to complain	0	1	3	2	4	0	4
	0.0 %	7.1 %	21.4 %	14.3 %	28.6 %	0.0 %	28.6 %
70.0 % 13. I was given information about my rights	0	0	3	1	6	0	4
	0.0 %	0.0 %	21.4 %	7.1 %	42.9 %	0.0 %	28.6 %
70.0 % 14. Staff encouraged me to take responsibility for how I live my life	1	0	2	2	5	0	4
	7.1 %	0.0 %	14.3 %	14.3 %	35.7 %	0.0 %	28.6 %
75.0 % 15. Staff told me what side effects to watch out for	0	1	1	1	5	2	4
	0.0 %	7.1 %	7.1 %	7.1 %	35.7 %	14.3 %	28.6 %
70.0% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	3	1	6	0	4
	0.0 %	0.0 %	21.4 %	7.1 %	42.9 %	0.0 %	28.6 %
70.0 % 17. I, not staff, decided my treatment goals	0	0	3	2	5	0	4
	0.0 %	0.0 %	21.4 %	14.3 %	35.7 %	0.0 %	28.6 %
70.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	3	1	6	0	4
	0.0 %	0.0 %	21.4 %	7.1 %	42.9 %	0.0 %	28.6 %
70.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	3	1	6	0	4
	0.0 %	0.0 %	21.4 %	7.1 %	42.9 %	0.0 %	28.6 %
80.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	1	1	2	6	0	4
	0.0 %	7.1 %	7.1 %	14.3 %	42.9 %	0.0 %	28.6 %
70.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1	0	2	3	4	0	4
	7.1 %	0.0 %	14.3 %	21.4 %	28.6 %	0.0 %	28.6 %
70.0 % 22. As a direct result of the services I received: I am better able to control my life	1	0	2	4	3	0	4
	7.1 %	0.0 %	14.3 %	28.6 %	21.4 %	0.0 %	28.6 %
80.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	1	0	1	5	3	0	4
	7.1 %	0.0 %	7.1 %	35.7 %	21.4 %	0.0 %	28.6 %
55.6 % 24. As a direct result of the services I received: I am getting along bette with my family		0 0.0 %	3 21.4 %	2 14.3 %	3 21.4 %	2	3 21.4 %
55.6 % 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
75.0 % 26. As a direct result of the services I received: I do better in school and / or work	1	0	1	3	3	2	4
	7.1 %	0.0 %	7.1 %	21.4 %	21.4 %	14.3 %	28.6 %
70.0 % 27. As a direct result of the services I received: My housing situation has improved	0	0	3	2	5	0	4
	0.0 %	0.0 %	21.4 %	14.3 %	35.7 %	0.0 %	28.6 %
66.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1	0	2	4	2	0	5
	7.1 %	0.0 %	14.3 %	28.6 %	14.3 %	0.0 %	35.7 %
60.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0.0 %	0 0.0 %	4 28.6 %	3 21.4 %	3 21.4 %	0 0.0 %	4 28.6 %
80.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	0	2	5	3	0	4
	0.0 %	0.0 %	14.3 %	35.7 %	21.4 %	0.0 %	28.6 %
60.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	1	3	3	3	0	4
	0.0 %	7.1 %	21.4 %	21.4 %	21.4 %	0.0 %	28.6 %
70.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	1	2	4	3	0	4
	0.0 %	7.1 %	14.3 %	28.6 %	21.4 %	0.0 %	28.6 %
44.4 % 33. As a direct result of the services I received: I am happy with the friendships I have	1	0	4	2	2	1	4
	7.1 %	0.0 %	28.6 %	14.3 %	14.3 %	7.1 %	28.6 %
66.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1	0	2	4	2	1	4
	7.1 %	0.0 %	14.3 %	28.6 %	14.3 %	7.1 %	28.6 %
44.4 % 35. As a direct result of the services I received: I feel I belong in my community	1	1	3	2	2	1	4
	7.1 %	7.1 %	21.4 %	14.3 %	14.3 %	7.1 %	28.6 %
62.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1	0	2	2	3	2	4
	7.1 %	0.0 %	14.3 %	14.3 %	21.4 %	14.3 %	28.6 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	3	0	3
	21.4 %	0 %	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	0	1
	7.1 %	0 %	7.1 %
Completed Survey	10	0	10
	71.4 %	0 %	71.4 %
Total	14	0	14
	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 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 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 Satisfaction¹
-- %

Return Rate² over 100%

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. 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.
- \Rightarrow 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 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 Satisfaction¹

Return Rate² **Unknown, no Avatar billing**

Overall satisfaction³ 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 ompletion Status Adult/Older Adult To

Completion Status	Adult/	Total		
	Adult	Older Adult		
Refused	13	0	13	
	92.9 %	0 %	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	0	1	
	7.1 %	0 %	7.1 %	
Completed Survey	0	0	0	
	0 %	0 %	0 %	
Total	14	0	14	
	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 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.



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 Satisfaction¹

Return Rate² 22.2%

Overall satisfaction³ 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 by Respondent Type

	Family	Youth	
Refused	0	1	1
	0 %	50 %	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	1	1
	0 %	50 %	50 %
Completed Survey	0	0	0
	0 %	0 %	0 %
Total	0	2	2
	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 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.
- \Rightarrow 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 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 Satisfaction¹ **100.0%**

Return Rate² over 100%

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. 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.

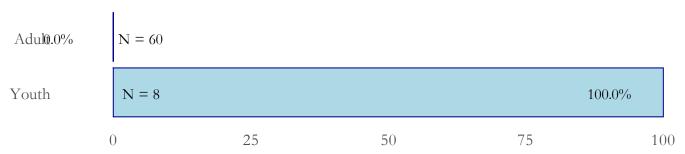
People served November 4-8 2019 (Avatar billing): 50

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.
- \Rightarrow 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 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 Satisfaction¹
-- %

Return Rate² over 100%

Overall satisfaction³ 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 To

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	52	0	52
	86.7 %	0 %	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	0	8
	13.3 %	0 %	13.3 %
Completed Survey	0	0	0
	0 %	0 %	0 %
Total	60	0	60
	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 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.



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 Satisfaction¹ **100.0%**

Return Rate² **16.3%**

Overall satisfaction³ 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

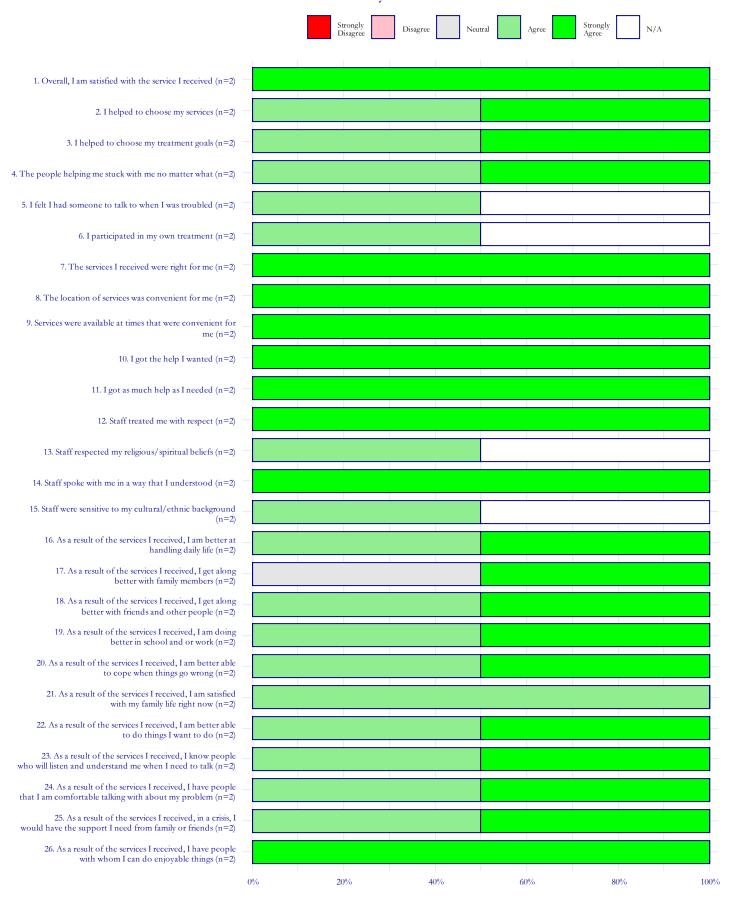
100.0% 1. Overall, I am satisfied with the service I received

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

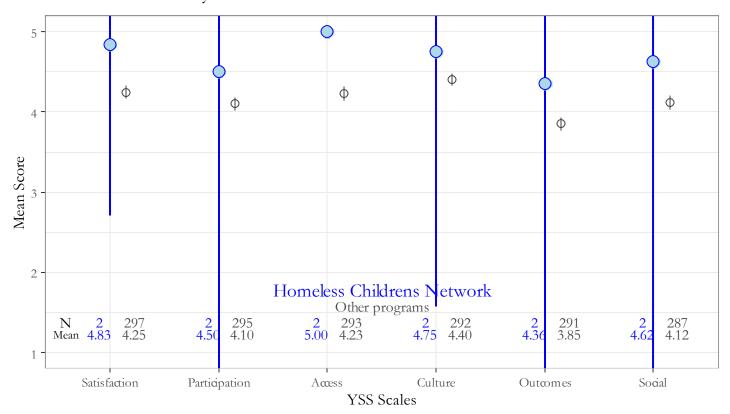


Youth Services Survey for Youth, N = 8

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

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

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance Homeless Childrens Network Completion by Respondent Type

	Family	Youth	
Refused	0	6	6
	0 %	75 %	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	2	2
	0 %	25 %	25 %
Total	0	8	8
	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 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.
- \Rightarrow 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.



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 Satisfaction¹ 93.3%

Return Rate² **100.0%**

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. 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.

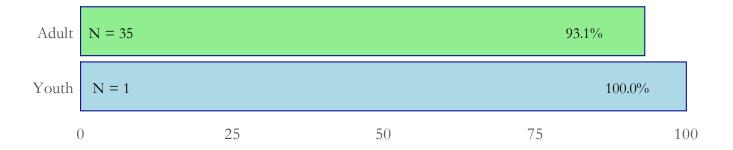
People served November 4-8 2019 (Avatar billing): 36

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:

 \Rightarrow 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.



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 Satisfaction¹ **93.1%**

Return Rate² **100.0%**

Overall satisfaction³ 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

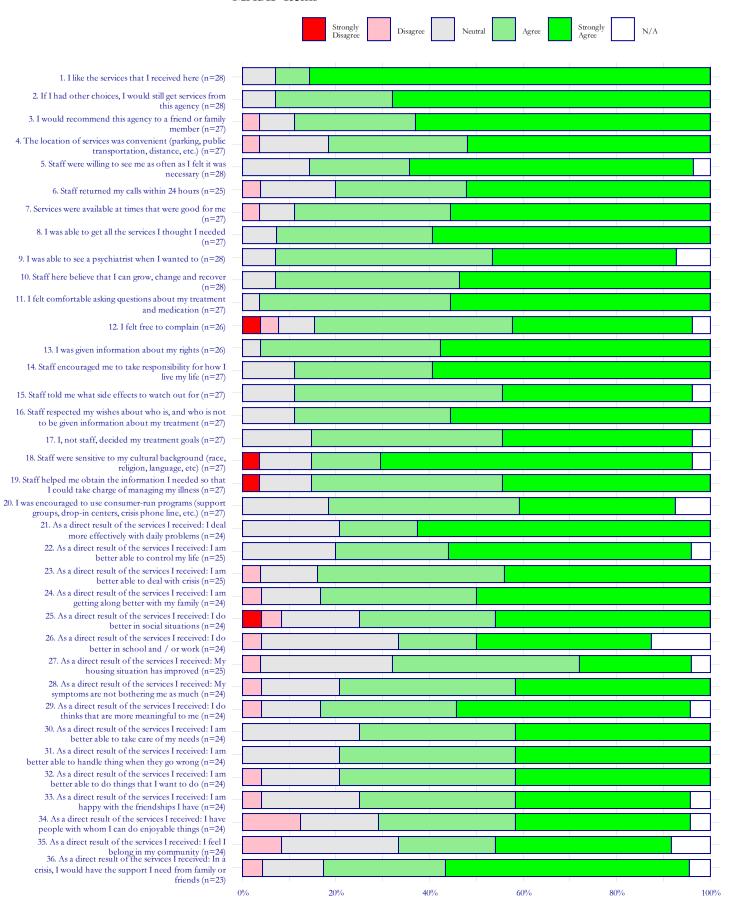
80.0% 6. Staff returned my calls within 24 hours

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



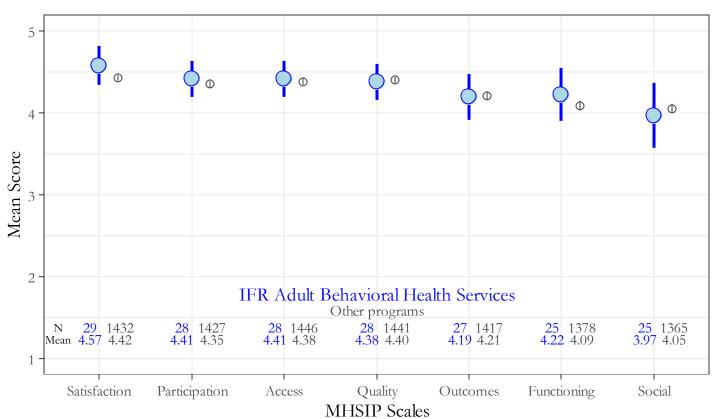
MHSIP Items 1-25, N = 35 Percent Agree

ğ	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
92.9 % 1. I like the services that I received here	0	0	2	2	24	0	7
	0.0 %	0.0 %	5.7 %	5.7 %	68.6 %	0.0 %	20.0 %
92.9 % 2. If I had other choices, I would still get services from this agency	0	0	2	7	19	0	7
	0.0 %	0.0 %	5.7 %	20.0 %	54.3 %	0.0 %	20.0 %
88.9 % 3. I would recommend this agency to a friend or family member	0	1	2	7	17	0	8
	0.0 %	2.9 %	5.7 %	20.0 %	48.6 %	0.0 %	22.9 %
81.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	1	4	8	14	0	8
	0.0 %	2.9 %	11.4 %	22.9 %	40.0 %	0.0 %	22.9 %
85.2 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	4	6	17	1	7
	0.0 %	0.0 %	11.4 %	17.1 %	48.6 %	2.9 %	20.0 %
80.0 % 6. Staff returned my calls within 24 hours	0	1	4	7	13	0	10
	0.0 %	2.9 %	11.4 %	20.0 %	37.1 %	0.0 %	28.6 %
88.9 % 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 %		8 22.9 %
92.6 % 8. I was able to get all the services I thought I needed	0	0	2	9	16	0	8
	0.0 %	0.0 %	5.7 %	25.7 %	45.7 %	0.0 %	22.9 %
92.3 % 9. I was able to see a psychiatrist when I wanted to	0	0	2	13	11	2	7
	0.0 %	0.0 %	5.7 %	37.1 %	31.4 %	5.7 %	20.0 %
92.9 % 10. Staff here believe that I can grow, change and recover	0	0	2	11	15	0	7
	0.0 %	0.0 %	5.7 %	31.4 %	42.9 %	0.0 %	20.0 %
96.3 % 11. I felt comfortable asking questions about my treatment and medication	0	0	1	11	15	0	8
	0.0 %	0.0 %	2.9 %	31.4 %	42.9 %	0.0 %	22.9 %
84.0 % 12. I felt free to complain	1	1	2	11	10	1	9
	2.9 %	2.9 %	5.7 %	31.4 %	28.6 %	2.9 %	25.7 %
96.2 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 2.9 %	10 28.6 %	15 42.9 %	0	9 25.7 %
88.9 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	3	8	16	0	8
	0.0 %	0.0 %	8.6 %	22.9 %	45.7 %	0.0 %	22.9 %
88.5 % 15. Staff told me what side effects to watch out for	0	0	3	12	11	1	8
	0.0 %	0.0 %	8.6 %	34.3 %	31.4 %	2.9 %	22.9 %
88.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	3	9	15	0	8
	0.0 %	0.0 %	8.6 %	25.7 %	42.9 %	0.0 %	22.9 %
84.6 % 17. I, not staff, decided my treatment goals	0	0	4	11	11	1	8
	0.0 %	0.0 %	11.4 %	31.4 %	31.4 %	2.9 %	22.9 %
84.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1	0	3	4	18	1	8
	2.9 %	0.0 %	8.6 %	11.4 %	51.4 %	2.9 %	22.9 %
85.2 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1	0	3	11	12	0	8
	2.9 %	0.0 %	8.6 %	31.4 %	34.3 %	0.0 %	22.9 %
80.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	5	11	9	2	8
	0.0 %	0.0 %	14.3 %	31.4 %	25.7 %	5.7 %	22.9 %
79.2 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	5	4	15	0	11
	0.0 %	0.0 %	14.3 %	11.4 %	42.9 %	0.0 %	31.4 %
79.2 % 22. As a direct result of the services I received: I am better able to control my life	0.0 %	0 0.0 %	5 14.3 %	6 17.1 %	13 37.1 %	1 2.9 %	10 28.6 %
84.0 % 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
83.3 % 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	11 31.4 %
75.0 % 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	11 31.4 %

MHSIP Items 26-36, N = 35 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
61.9 % 26. As a direct result of the services I received: I do better in school and		1	7	4	9	3	11
or work	0.0 %	2.9 %	20.0 %	11.4 %	25.7 %	8.6 %	
66.7 % 27. As a direct result of the services I received: My housing situation has		1	7	10	6	1	10
improved	0.0 %	2.9 %	20.0 %	28.6 %	17.1 %	2.9 %	28.6 %
79.2 % 28. As a direct result of the services I received: My symptoms are not	0	1	4	9	10	0	11
bothering me as much	0.0 %	2.9 %	11.4 %	25.7 %	28.6 %	0.0 %	31.4 %
82.6 % 29. As a direct result of the services I received: I do thinks that are more	0	1	3	7	12	1	11
meaningful to me	0.0 %	2.9 %	8.6 %	20.0 %	34.3 %	2.9 %	31.4 %
75.0 % 30. As a direct result of the services I received: I am better able to take	0	0	6	8	10	0	11
care of my needs	0.0 %	0.0 %	17.1 %	22.9 %	28.6 %	0.0 %	31.4 %
79.2 % 31. As a direct result of the services I received: I am better able to handle	0	0	5	9	10	0	11
thing when they go wrong	0.0 %	0.0 %	14.3 %	25.7 %	28.6 %	0.0 %	31.4 %
79.2 % 32. As a direct result of the services I received: I am better able to do	0	1	4	9	10	0	11
things that I want to do	0.0 %	2.9 %	11.4 %	25.7 %	28.6 %	0.0 %	31.4 %
73.9 % 33. As a direct result of the services I received: I am happy with the	0	1	5	8	9	1	11
friendships I have	0.0 %	2.9 %	14.3 %	22.9 %	25.7 %	2.9 %	31.4 %
69.6 % 34. As a direct result of the services I received: I have people with whom	0	3	4	7	9	1	11
I can do enjoyable things	0.0 %	8.6 %	11.4 %	20.0 %	25.7 %	2.9 %	31.4 %
63.6 % 35. As a direct result of the services I received: I feel I belong in my	0	2	6	5	9	2.	11
community	0.0 %	5.7 %	17.1 %	14.3 %	25.7 %	_	31.4 %
81.8 % 36. As a direct result of the services I received: In a crisis, I would have	0	1	3	6	12	1	12
the support I need from family or friends	0.0 %	2.9 %	8.6 %	17.1 %	34.3 %	2.9 %	34.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	1 I water	Older Hadit	1 oiui
	Adult	Older Adult	
Refused	5	0	5
	14.7 %	0 %	14.3 %
Impaired	1	0	1
	2.9 %	0 %	2.9 %
Language	0	0	0
	0 %	0 %	0 %
Other	0	0	0
	0 %	0 %	0 %
No Data	1	0	1
	2.9 %	0 %	2.9 %
Completed Survey	27	1	28
	79.4 %	100 %	80 %
Total	34	1	35
	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 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.



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 Satisfaction¹ **100.0%**

Return Rate² over 100%

Overall satisfaction³ 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

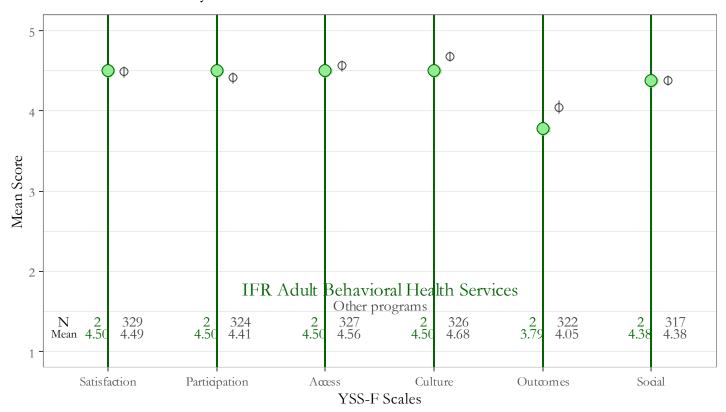


Youth Services Survey for Families, N = 2

Fourth 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	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	1	1	0	0
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	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 %	50.0 %	50.0 %	0.0 %	0.0 %
100.0 % 6. I participated in my child's treatment	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	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	1	1	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 %	50.0 %	50.0 %	0	0.0 %
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	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 %	50.0 %	50.0 %	0.0 %
100.0 % 12. Staff treated me with respect	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	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 %	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 %	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 %	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	. 0	0	1	0	1	0	0
is doing better in school and or work 100.0 % 20. As a result of the services my child and or family received, my	0.0 %	0.0 %	50.0 %	0.0 %	50.0 %	0.0 %	0.0 %
child is better able to cope when things go wrong 100.0 % 21. As a result of the services my child and or family received, I am	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
satisfied with our family life right now	0.0 %	0.0 %	0.0 %	100.0 %	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 %	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	0	0	0	1	1	0	0
people that I am comfortable talking with about my child's problem(s) 100.0 % 25. As a result of the services my child and or family received, in a	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
crisis, I would have the support I need from family or friends 50.0 % 26. As a result of the services my child and or family received, I have	0.0 %	0.0 %	0.0 %	50.0 % 0	50.0 % 1	0.0 %	0.0 %
people with whom I can do enjoyable things	0.0 %	0.0 %	50.0 %	0.0 %	50.0 %	0.0 %	0.0 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance IFR Adult Behavioral **Health Services Completion Status Completion by Total** Respondent Type Family Youth 0 0 0 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 % 2 1 3 Completed Survey 100 % 100 % 100 % 2 3 1 **Total** 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 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:

 \Rightarrow 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.



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 Satisfaction¹
100.0%

Return Rate² **73.1%**

Overall satisfaction³ 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.

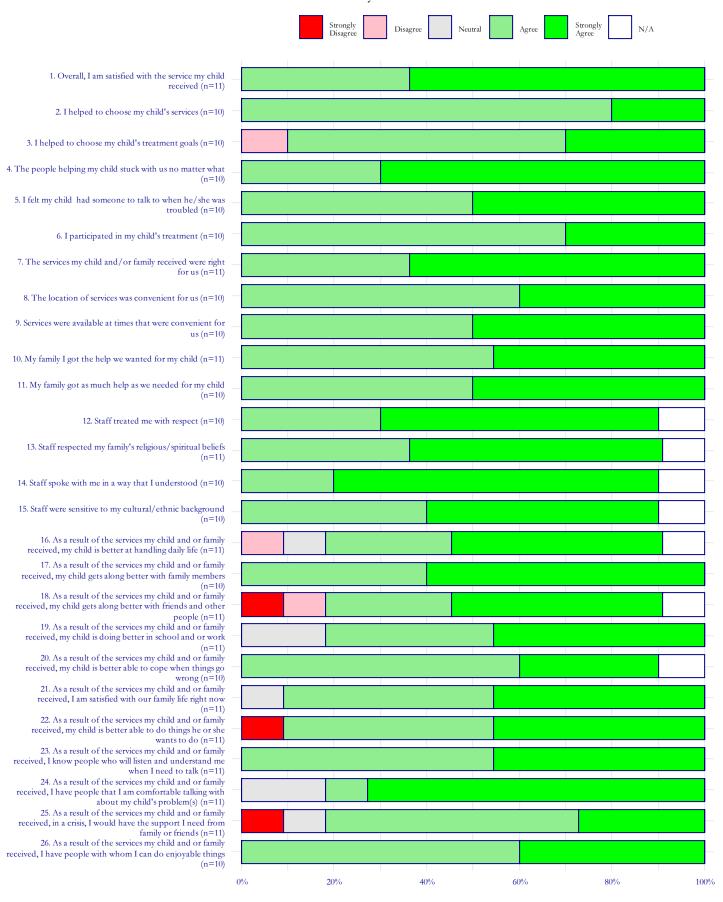
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 5

Four Services Survey for Fourity $N = 5$	G. 1				G. 1		
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %
60.0 % 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 %
75.0 % 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 %
60.0 % 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 %
100.0 % 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 %
60.0 % 6. I participated in my own treatment	0	0 0.0 %	2 40.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %
100.0 % 7. The services I received were right for me	0	0	0	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
80.0 % 8. The location of services was convenient for me	0	0	1 20.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %
100.0 % 9. Services were available at times that were convenient for me	0	0	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
80.0 % 10. I got the help I wanted	0 0.0 %	0	1 20.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %
100.0 % 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 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0.0 %	0.0 %	2 40.0 %	3 60.0 %	0.0 %	0 0.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	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 %	2 40.0 %	3 60.0 %	0.0 %	0 0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0.0 %	0.0 %	0.0 %	3 60.0 %	2 40.0 %	0.0 %	0 0 0.0 %
60.0 % 16. As a result of the services I received, I am better at handling daily life	0.0 %	0.0 %	2 40.0 %	1 20.0 %	2 40.0 %	0.0 %	0.0 %
80.0 % 17. As a result of the services I received, I get along better with family members	0.0 %	0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0.0 %	0.0 % 0 0.0 %
80.0 % 18. As a result of the services I received, I get along better with friends	0.0 %	0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0.0 %	0 0.0 %
and other people80.0 % 19. As a result of the services I received, I am doing better in school and or work		0	1 20.0 %	2 40.0 %	2 40.0 %	0.0 %	0.0 % 0 0.0 %
75.0 % 20. As a result of the services I received, I am better able to cope when	0	0.0 %	1	1	2	1	0
things go wrong 60.0 % 21. As a result of the services I received, I am satisfied with my family	0.0 %	0.0 %	20.0 %	20.0 %	40.0 %	20.0 %	0
life right now 60.0 % 22. As a result of the services I received, I am better able to do things I	20.0 %	0.0 %	20.0 %	20.0 %	40.0 %	0.0 %	0.0 %
want to do 80.0 % 23. As a result of the services I received, I know people who will listen	0.0 %	20.0 %	20.0 %	40.0 %	20.0 %	0.0 %	0.0 %
and understand me when I need to talk 80.0 % 24. As a result of the services I received, I have people that I am	0.0 %	0.0 %	20.0 %	40.0 %	40.0 %	0.0 %	0.0 %
comfortable talking with about my problem 80.0 % 25. As a result of the services I received, in a crisis, I would have the	0.0 %	0.0 %	20.0 %	60.0 %	20.0 %	0.0 %	0.0 %
support I need from family or friends80.0 % 26. As a result of the services I received, I have people with whom I can	0.0 %	0.0 %	20.0 %	60.0 %	20.0 %	0.0 %	0.0 %
do enjoyable things	0.0 %	0.0 %	20.0 %	60.0 %	20.0 %	0.0 %	0.0 %

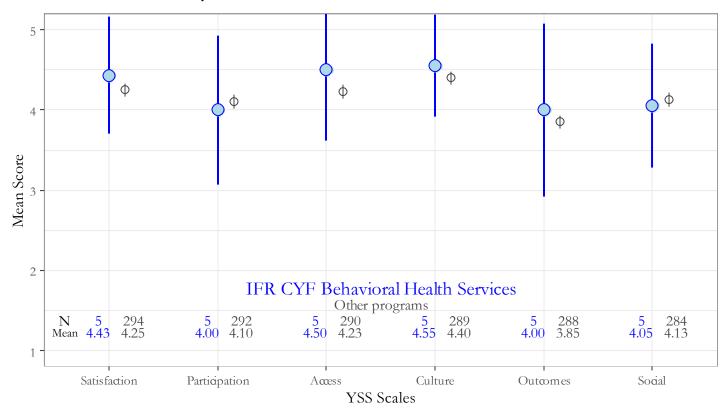
Youth Services Survey for Families



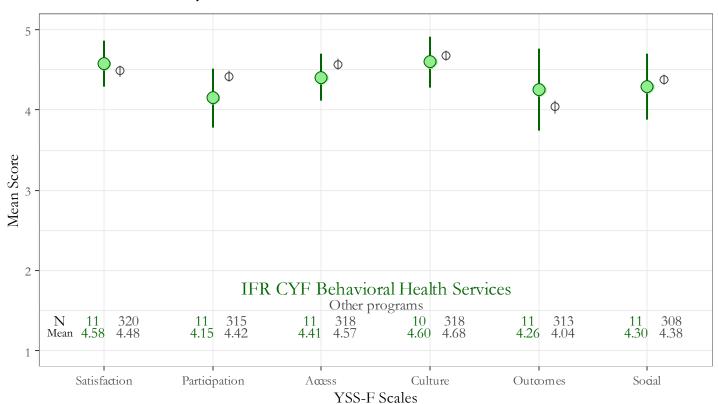
Youth Services Survey for Families, N = 14

Touth Services Survey for Paninies, 11 – 14	Strongly	Disagree	Neutral	Agree	Strongly	N/A	Missing
	Disagree			Ü	Agree		_
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	50.0 %	0	3 21.4 %
	0.0 70	0.0 70	0.0 70	8	2	0.0 /0	4
100.0 % 2. I helped to choose my child's services	0.0 %	0.0 %	0.0 %	57.1 %	14.3 %		28.6 %
90.0 % 3. I helped to choose my child's treatment goals	0	1	0	6	3	0	4
your 70 0.1 nespect to enouse my omics deciment godin	0.0 %	7.1 %	0.0 %	42.9 %	21.4 %		28.6 %
100.0 % 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	4 28.6 %
	0.0 70	0.0 70	0.0 70	5	5	0.0 70	4
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0.0 %	0.0 %	0.0 %	35.7 %	35.7 %	0.0 %	28.6 %
100.0 % 6. I participated in my child's treatment	0	0	0	7	3	0	4
	0.0 %	0.0 %	0.0 %	50.0 %	21.4 %		28.6 %
100.0 % 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 %	50.0 %	0	3 21.4 %
100.004 0.771 1 1 1 1 1 1 1 1 1	0.0 70	0	0.0 70	6	4	0.0 70	4
100.0 % 8. The location of services was convenient for us	0.0 %	0.0 %	0.0 %	42.9 %	28.6 %	0.0 %	28.6 %
100.0 % 9. Services were available at times that were convenient for us	0	0	0	5	5	0	4
	0.0 %	0.0 %	0.0 %	35.7 %	35.7 %		28.6 %
100.0 % 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	3 21.4 %
	0.0 70	0.0 70	0.0 70	5	5	0.0 70	4
100.0 % 11. My family got as much help as we needed for my child	0.0 %	0.0 %	0.0 %	35.7 %	35.7 %	0.0 %	28.6 %
100.0 % 12. Staff treated me with respect	0	0	0	3	6	1	4
10010 /0 12. Stall dedied life with respect	0.0 %	0.0 %	0.0 %	21.4 %	42.9 %	7.1 %	28.6 %
100.0 % 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 %
	0.0 %	0.0 %	0.0 %	28.0 %	7	1.1 70	4
100.0 % 14. Staff spoke with me in a way that I understood	0.0 %	0.0 %	0.0 %	14.3 %	50.0 %	7.1 %	28.6 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	4	5	1	4
	0.0 %	0.0 %	0.0 %	28.6 %	35.7 %		28.6 %
80.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	1 7.1 %	1 7.1 %	3 21.4 %	5 35.7 %	7 1 04	3 21.4 %
100.0 % 17. As a result of the services my child and or family received, my chil		0	0	4	6	0	4
gets along better with family members	0.0 %	0.0 %	0.0 %	28.6 %	42.9 %		28.6 %
80.0 % 18. As a result of the services my child and or family received, my child	1	1	0	3	5	1	3
gets along better with friends and other people	7.1 %	7.1 %	0.0 %	21.4 %			21.4 %
81.8 % 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 %
100.0 % 20. As a result of the services my child and or family received, my chil		0.0 70	0	6	33.7 70	1	4
is better able to cope when things go wrong	0.0 %	0.0 %	0.0 %	42.9 %	21.4 %	7.1 %	28.6 %
90.9 % 21. As a result of the services my child and or family received, I am	0	0	1	5	5	0	3
satisfied with our family life right now	0.0 %	0.0 %	7.1 %	35.7 %	35.7 %		21.4 %
90.9 % 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	3 21.4 %
100.0 % 23. As a result of the services my child and or family received, I know	0	0.0 70	0.0 70	6	5	0.0 70	3
people who will listen and understand me when I need to talk	0.0 %	0.0 %	0.0 %	42.9 %	35.7 %		21.4 %
81.8 % 24. As a result of the services my child and or family received, I have	0	0	2	1	8	0	3
people that I am comfortable talking with about my child's problem(s)	0.0 %	0.0 %	14.3 %	7.1 %	57.1 %		21.4 %
81.8 % 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	s, 1 7.1 %	0 0.0 %	1 7.1 %	6 42.9 %	3 21.4 %	0	3 21.4 %
100.0 % 26. As a result of the services my child and or family received, I have	0	0.0 %	0	42.9 %	4	0.0 %	4
people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	42.9 %	28.6 %		28.6 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance IFR CYF Behavioral **Health Services Completion Status Completion by Total Respondent Type** Family Youth 2 0 2 Refused 14.3 % 0 % 10.5 % 0 0 0 Impaired 0 % 0 % 0 % 0 0 0 Language 0 % 0 % 0 % 1 0 Other 7.1 % 0 % 5.3 % 0 0 0 No Data 0 % 0 % 0 % 11 5 16 Completed Survey 78.6 % 100 % 84.2 % 5 19 14 **Total** 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 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:

 \Rightarrow 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.



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 Satisfaction¹
100.0%

Return Rate² over 100%

Overall satisfaction³ 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

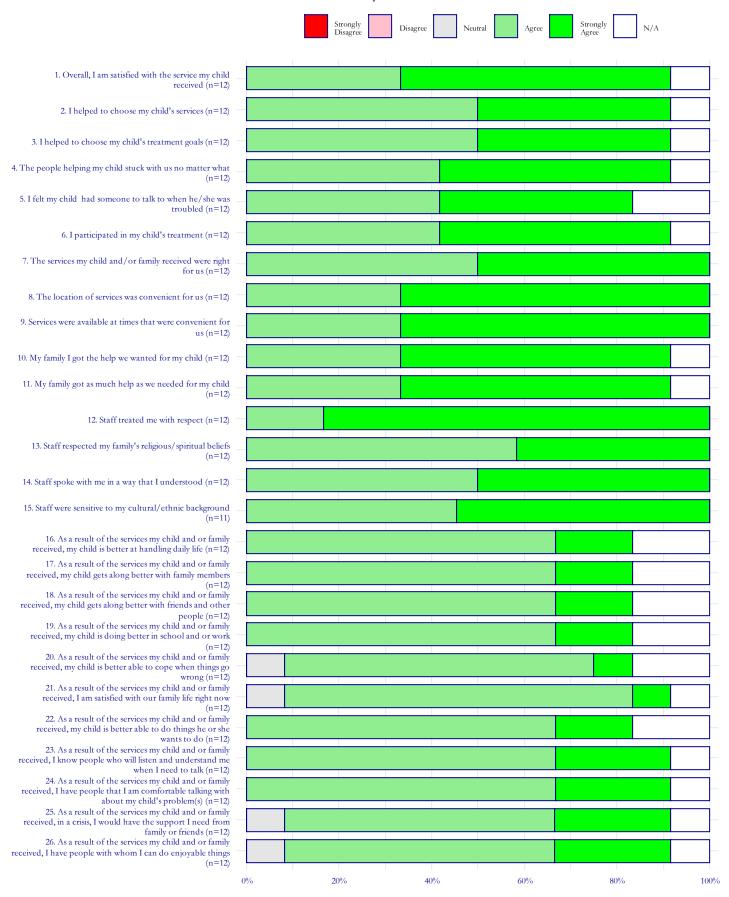
100.0% 1. Overall, I am satisfied with the service I received

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.

Youth Services Survey for Families

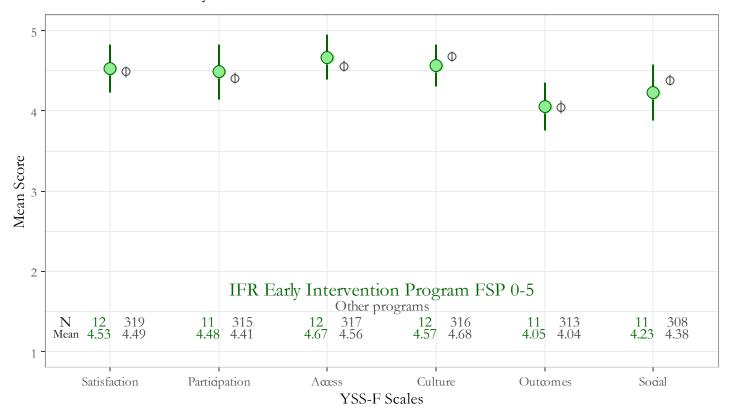


Youth Services Survey for Families, N = 12

Four Services Survey for Families, $N = 12$							
	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	4	7	1	0
	0.0 %	0.0 %	0.0 %	33.3 %	58.3 %	8.3 %	0.0 %
100.0 % 2. I helped to choose my child's services	0	0	0	6	5	1	0
	0.0 %	0.0 %	0.0 %	50.0 %	41.7 %	8.3 %	0.0 %
100.0 % 3. I helped to choose my child's treatment goals	0	0	0	6	5	1	0
	0.0 %	0.0 %	0.0 %	50.0 %	41.7 %	8.3 %	0.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0	0	0	5 41.7 %	6 50.0 %	1 8.3 %	0
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0	0.0 %	0.0 %	5	5	2	0.0 %
100.0 % 6. I participated in my child's treatment	0.0 %	0.0 %	0.0 %	41.7 % 5	41.7 %	16.7 % 1	0.0 %
	0.0 %	0.0 %	0.0 %	41.7 % 6	50.0 %	8.3 %	0.0 %
100.0 % 7. The services my child and/or family received were right for us	0.0 %	0.0 %	0.0 %	50.0 % 4	50.0 % 8	0.0 %	0.0 %
100.0 % 8. The location of services was convenient for us	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %	0.0 %
100.0 % 9. Services were available at times that were convenient for us	0	0	0	4	8	0	0
	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %	0.0 %
100.0 % 10. My family I got the help we wanted for my child	0	0	0	4	7	1	0
	0.0 %	0.0 %	0.0 %	33.3 %	58.3 %	8.3 %	0.0 %
100.0 % 11. My family got as much help as we needed for my child	0	0	0	4	7	1	0
	0.0 %	0.0 %	0.0 %	33.3 %	58.3 %	8.3 %	0.0 %
100.0 % 12. Staff treated me with respect	0	0	0	2	10	0	0
	0.0 %	0.0 %	0.0 %	16.7 %	83.3 %	0.0 %	0.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0	0	0	7	5	0	0
	0.0 %	0.0 %	0.0 %	58.3 %	41.7 %	0.0 %	0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0	6	6	0	0
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	5	6	0	1
	0.0 %	0.0 %	0.0 %	41.7 %	50.0 %	0.0 %	8.3 %
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	8	2	2	0
	0.0 %	0.0 %	0.0 %	66.7 %	16.7 %	16.7 %	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	8	2	2	0
	0.0 %	0.0 %	0.0 %	66.7 %	16.7 %	16.7 %	0.0 %
100.0 % 18. As a result of the services my child and or family received, my	0	0	0	8	2	2	0
child gets along better with friends and other people 100.0 % 19. As a result of the services my child and or family received, my	0.0 %	0.0 %	0.0 %	66.7 % 8	2	16.7 %	0.0 %
child is doing better in school and or work 90.0 % 20. As a result of the services my child and or family received, my child	0.0 %	0.0 %	0.0 %	66.7 % 8	16.7 % 1	16.7 % 2	0.0 %
is better able to cope when things go wrong	0.0 %	0.0 %	8.3 %	66.7 %	8.3 %	16.7 %	
90.9 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0	0	1	9	1	1	0
	0.0 %	0.0 %	8.3 %	75.0 %	8.3 %	8.3 %	0.0 %
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	8	2	2	0
	0.0 %	0.0 %	0.0 %	66.7 %	16.7 %	16.7 %	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	8	3	1	0
	0.0 %	0.0 %	0.0 %	66.7 %	25.0 %	8.3 %	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	8	3	1	0
	0.0 %	0.0 %	0.0 %	66.7 %	25.0 %	8.3 %	0.0 %
90.9 % 25. As a result of the services my child and or family received, in a	0	0	1	7	3	1	0
crisis, I would have the support I need from family or friends 90.9 % 26. As a result of the services my child and or family received, I have	0.0 %	0.0 %	8.3 % 1	58.3 % 7	25.0 % 3	8.3 %	0.0 %
people with whom I can do enjoyable things	0.0 %	0.0 %	8.3 %	58.3 %	25.0 %	8.3 %	0.0 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



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	0	12
	100 %	0 %	100 %
Total	12	0	12
	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 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:

 \Rightarrow 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.



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 Satisfaction¹ **75.0%**

Return Rate²
44.4%

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. 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.

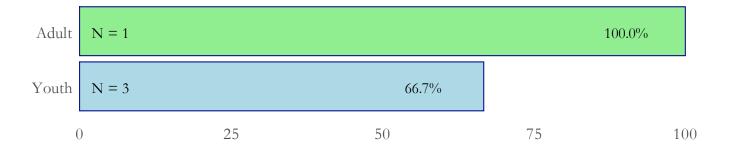
People served November 4-8 2019 (Avatar billing): 9

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.



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 Satisfaction¹ **100.0%**

Return Rate² **100.0%**

Overall satisfaction³ 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 Tate

Completion Status	mpletion Status - Adult/Older Adu				
	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	0	1		
	100 %	0 %	100 %		
Total	1	0	1		
	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 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.



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 Satisfaction¹ **75.0%**

Return Rate² **62.5%**

Overall satisfaction³ 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

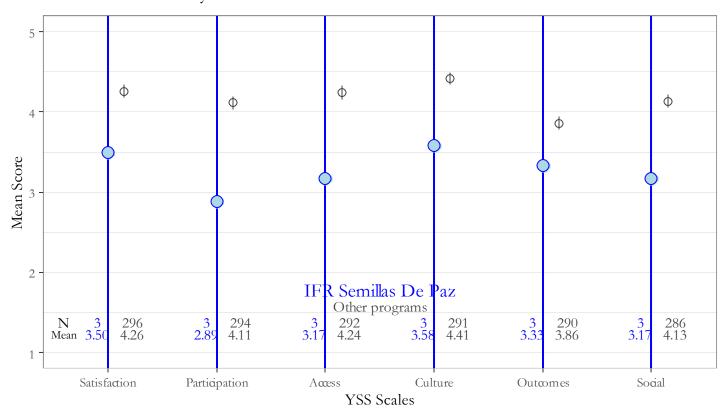


Youth Services Survey for Youth, N = 3

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0	1 33.3 %
33.3 % 2. I helped to choose my services	1 33.3 %	0	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
33.3 % 3. I helped to choose my treatment goals	1	0	1	0	1	0	0
	33.3 %	0.0 %	33.3 %	0.0 %	33.3 %	0.0 %	0.0 %
50.0 % 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	1 33.3 %
66.7 % 5. I felt I had someone to talk to when I was troubled	1	0	0	1	1	0	0
	33.3 %	0.0 %	0.0 %	33.3 %	33.3 %	0.0 %	0.0 %
33.3 % 6. I participated in my own treatment	1	1	0	0	1	0	0
	33.3 %	33.3 %	0.0 %	0.0 %	33.3 %	0.0 %	0.0 %
100.0 % 7. The services I received were right for me	0	0	0	0	2	0	1
	0.0 %	0.0 %	0.0 %	0.0 %	66.7 %	0.0 %	33.3 %
66.7 % 8. The location of services was convenient for me	1	0	0	1	1	0	0
	33.3 %	0.0 %	0.0 %	33.3 %	33.3 %	0.0 %	0.0 %
50.0 % 9. Services were available at times that were convenient for me	0	0	1	0	1	0	1
	0.0 %	0.0 %	33.3 %	0.0 %	33.3 %	0.0 %	33.3 %
66.7 % 10. I got the help I wanted	1	0	0	0	2	0	0
	33.3 %	0.0 %	0.0 %	0.0 %	66.7 %	0.0 %	0.0 %
66.7 % 11. I got as much help as I needed	1	0	0	0	2	0	0
	33.3 %	0.0 %	0.0 %	0.0 %	66.7 %	0.0 %	0.0 %
66.7 % 12. Staff treated me with respect	1	0	0	0	2	0	0
	33.3 %	0.0 %	0.0 %	0.0 %	66.7 %	0.0 %	0.0 %
66.7 % 13. Staff respected my religious/spiritual beliefs	1	0	0	0	2	0	0
	33.3 %	0.0 %	0.0 %	0.0 %	66.7 %	0.0 %	0.0 %
66.7 % 14. Staff spoke with me in a way that I understood	1	0	0	1	1	0	0
	33.3 %	0.0 %	0.0 %	33.3 %	33.3 %	0.0 %	0.0 %
66.7 % 15. Staff were sensitive to my cultural/ethnic background	1	0	0	0	2	0	0
	33.3 %	0.0 %	0.0 %	0.0 %	66.7 %	0.0 %	0.0 %
66.7 % 16. As a result of the services I received, I am better at handling daily life	1	0	0	1	1	0	0
	33.3 %	0.0 %	0.0 %	33.3 %	33.3 %	0.0 %	0.0 %
33.3 % 17. As a result of the services I received, I get along better with family members	1	0	1	0	1	0	0
	33.3 %	0.0 %	33.3 %	0.0 %	33.3 %	0.0 %	0.0 %
100.0 % 18. As a result of the services I received, I get along better with friends and other people	0	0	0	1	1	0	1
	0.0 %	0.0 %	0.0 %	33.3 %	33.3 %	0.0 %	33.3 %
66.7 % 19. As a result of the services I received, I am doing better in school and or work	1	0	0	0	2	0	0
	33.3 %	0.0 %	0.0 %	0.0 %	66.7 %	0.0 %	0.0 %
66.7 % 20. As a result of the services I received, I am better able to cope when things go wrong	1	0	0	0	2	0	0
	33.3 %	0.0 %	0.0 %	0.0 %	66.7 %	0.0 %	0.0 %
66.7 % 21. As a result of the services I received, I am satisfied with my family life right now	1	0	0	0	2	0	0
	33.3 %	0.0 %	0.0 %	0.0 %	66.7 %	0.0 %	0.0 %
50.0 % 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	1 33.3 %
66.7 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	1	0	0	0	2	0	0
	33.3 %	0.0 %	0.0 %	0.0 %	66.7 %	0.0 %	0.0 %
66.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	1	0	0	1	1	0	0
	33.3 %	0.0 %	0.0 %	33.3 %	33.3 %	0.0 %	0.0 %
33.3 % 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	0 0.0 %	0 0.0 %
66.7 % 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

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

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance IFR Semillas De Paz Completion by **Completion Status Total Respondent Type** Family Youth 0 0 Refused 0 % 0 % 0 % 2 0 2 Impaired 66.7 % 0 % 33.3 % 0 0 0 Language 0 % 0 % 0 % 0 0 0 Other 0 % 0 % 0 % 0 0 0 No Data 0 % 0 % 0 % 3 4 1 Completed Survey 33.3 % 100 % 66.7 % 3 3 6 **Total** 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 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.



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 Satisfaction¹ **100.0%**

Return Rate² 33.3%

Overall satisfaction³ 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 &

Completion Status	TR Latino (Total	
Completion Status	by Respon	dent Type	1 otat
	Family	Youth	
Refused	0	0	0
reruseu	0 %	0 %	0 %
Impaired	0	0	0
Impanea	0 %	0 %	0 %
Languaga	0	0	0
Language	0 %	0 %	0 %
Other	0	0	0
Other	ner 0 %		0 %
No Data	0	0	0
No Data	0 %	0 %	0 %
C11 C	0	1	1
Completed Survey	0 %	100 %	100 %
T-4-1	0	1	1
Total	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 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.



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 Satisfaction¹
100.0%

Return Rate² **66.7%**

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. 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.

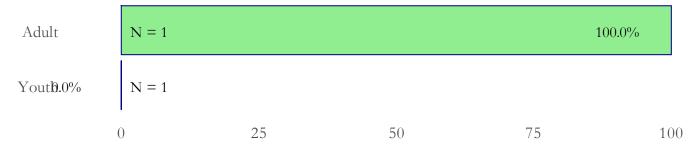
People served November 4-8 2019 (Avatar billing): 3

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.



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 Satisfaction¹ **100.0%**

Return Rate² **100.0%**

Overall satisfaction³ 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

Completion Status	npletion Status Adult/Older Adu				
	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	0	1		
	100 %	0 %	100 %		
Total	1	0	1		
	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 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.



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 Satisfaction¹ **100.0%**

Return Rate² **100.0%**

Overall satisfaction³ 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.

Survey Compliance Instituto Families Completion Status First Completion by Respondent Type

	Family	Youth	
Refused	0	1	1
	0 %	100 %	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	0	1
	100 %	0 %	50 %
Total	1	1	2
	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 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.



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 Satisfaction¹
100.0%

Return Rate² **80.0%**

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. 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.

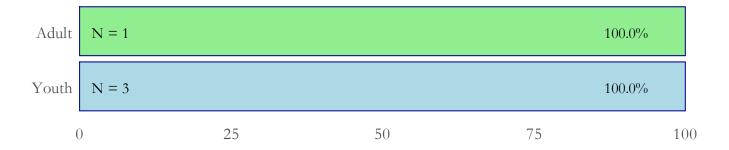
People served November 4-8 2019 (Avatar billing): 5

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.



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 Satisfaction¹ **100.0%**

Return Rate² **100.0%**

Overall satisfaction³ 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

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	0	1
	100 %	0 %	100 %
Total	1	0	1
	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 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.



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 Satisfaction¹ **100.0%**

Return Rate² 75.0%

Overall satisfaction³ 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

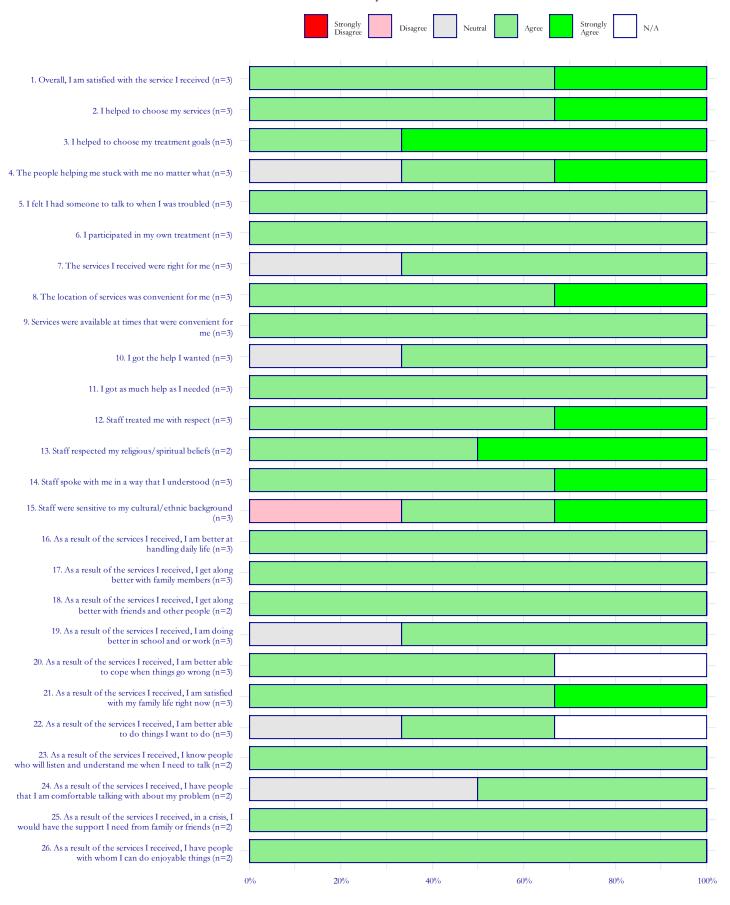
60.0% 15. Staff were sensitive to my cultural/ethnic background

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.

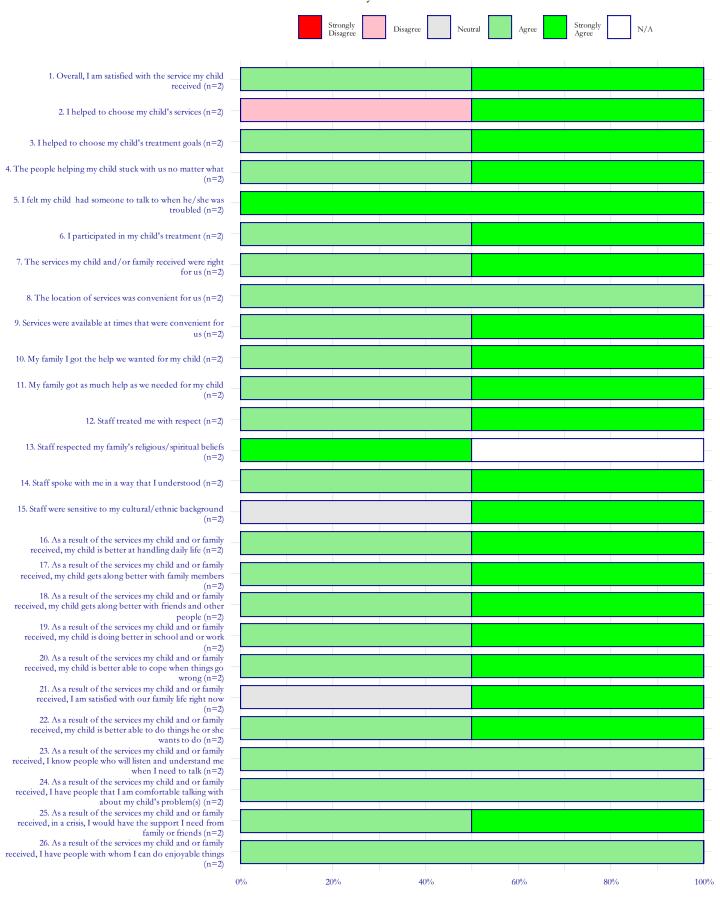
Youth Services Survey for Youth



Youth Services Survey for Youth, N=3

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

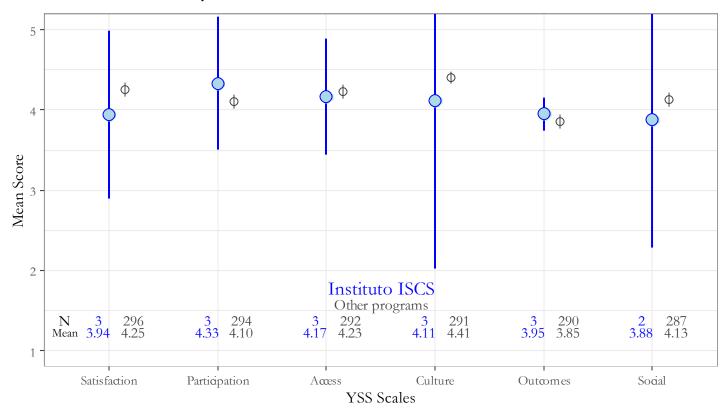
Youth Services Survey for Families



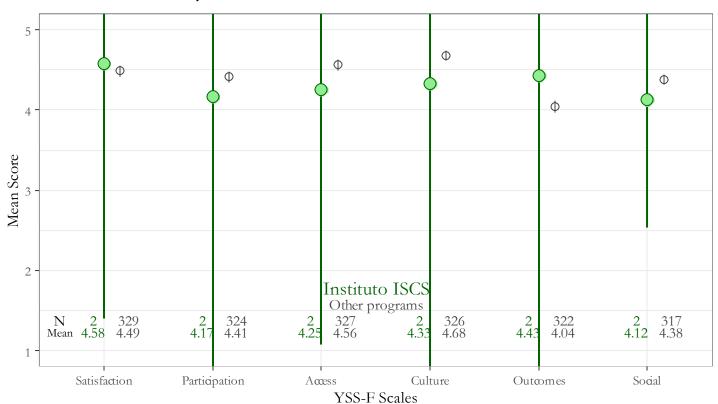
Youth Services Survey for Families, N=2

Four 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 %
50.0 % 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 %
100.0 % 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 %
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 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
100.0 % 6. I participated in my child's treatment	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 %	1 50.0 %	1 50.0 %	0 0.0 %	0
100.0 % 8. The location of services was convenient for us	0	0	0 0.0 %	2 100.0 %	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 %	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 %	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 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	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 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	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 %	1 50.0 %	1 50.0 %	0 0.0 %	0.0 %
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 %	1 50.0 %	1 50.0 %	0 0.0 %	0.0 %
100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0.0 %	0.0 %	0	1 50.0 %	1 50.0 %	0	0.0 %
100.0 % 20. As a result of the services my child and or family received, my	0	0	0.0 %	1	1	0.0 %	0
child is better able to cope when things go wrong 50.0 % 21. As a result of the services my child and or family received, I am	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
satisfied with our family life right now 100.0 % 22. As a result of the services my child and or family received, my	0.0 %	0.0 %	50.0 %	0.0 %	50.0 %	0.0 %	0.0 %
child is better able to do things he or she wants to do 100.0 % 23. As a result of the services my child and or family received, I know	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
people who will listen and understand me when I need to talk 100.0 % 24. As a result of the services my child and or family received, I have	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
people that I am comfortable talking with about my child's problem(s) 100.0 % 25. As a result of the services my child and or family received, in a	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
crisis, I would have the support I need from family or friends 100.0 % 26. As a result of the services my child and or family received, I have	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



	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	3	5
	100 %	100 %	100 %
Total	2	3	5
	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 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.



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

$\ \ \, \textbf{Jewish Family \& Children's Services - Scott} \\$

Program Code(s): 38AE3

Overall Satisfaction¹ **100.0%**

Return Rate² over 100%

Overall satisfaction³ 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.

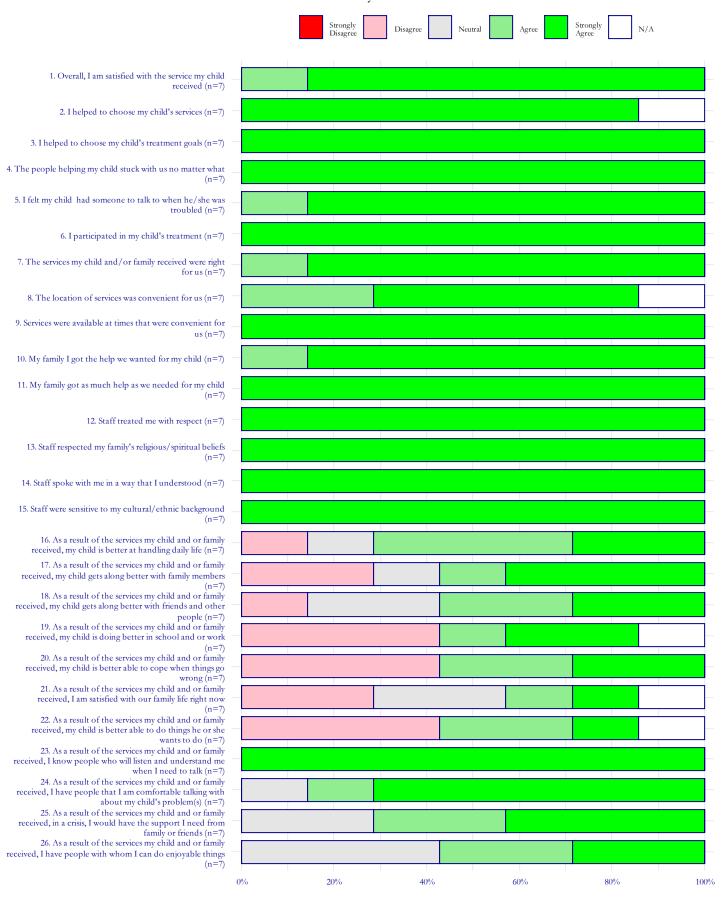
Youth Services Survey for Youth



Youth Services Survey for Youth, N=2

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

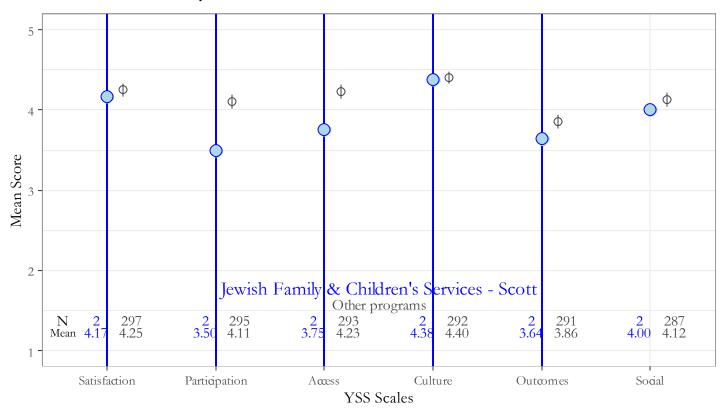
Youth Services Survey for Families



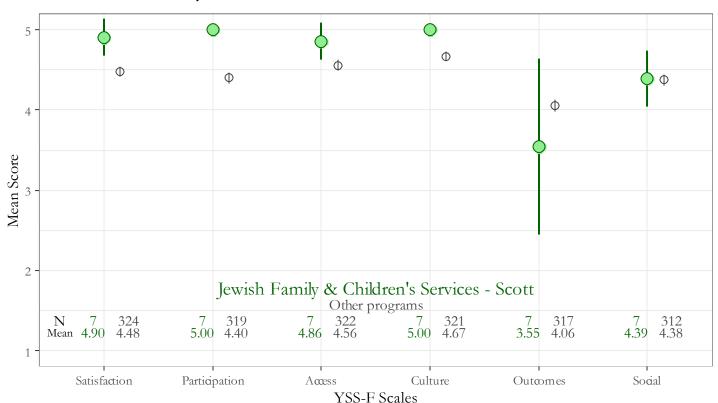
Youth Services Survey for Families, N = 7

Four Services Survey for Families, $N = 7$							
	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	1	6	0	0
	0.0 %	0.0 %	0.0 %	14.3 %	85.7 %	0.0 %	0.0 %
100.0 % 2. I helped to choose my child's services	0	0	0	0	6	1	0
	0.0 %	0.0 %	0.0 %	0.0 %	85.7 %	14.3 %	0.0 %
100.0 % 3. I helped to choose my child's treatment goals	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0	0	0	1	6	0	0
	0.0 %	0.0 %	0.0 %	14.3 %	85.7 %	0.0 %	0.0 %
100.0 % 6. I participated in my child's treatment	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 7. The services my child and/or family received were right for us	0	0	0	1	6	0	0
	0.0 %	0.0 %	0.0 %	14.3 %	85.7 %	0.0 %	0.0 %
100.0 % 8. The location of services was convenient for us	0	0	0	2	4	1	0
	0.0 %	0.0 %	0.0 %	28.6 %	57.1 %	14.3 %	0.0 %
100.0 % 9. Services were available at times that were convenient for us	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 10. My family I got the help we wanted for my child	0	0	0	1	6	0	0
	0.0 %	0.0 %	0.0 %	14.3 %	85.7 %	0.0 %	0.0 %
100.0 % 11. My family got as much help as we needed for my child	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 12. Staff treated me with respect	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	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 %	0 0.0 %	7 100.0 %	0	0 0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
71.4 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %	0 0.0 %
57.1 % 17. As a result of the services my child and or family received, my child gets along better with family members	0.0 %	2 28.6 %	1 14.3 %	1 14.3 %	3 42.9 %	0 0.0 %	0 0.0 %
57.1 % 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 %	1 14.3 %	2 28.6 %	2 28.6 %	2 28.6 %	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 %	3 42.9 %	0 0.0 %	1 14.3 %	2 28.6 %	1 14.3 %	0 0.0 %
57.1 % 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 %	3 42.9 %	0 0.0 %	2 28.6 %	2 28.6 %	0 0.0 %	0 0.0 %
33.3 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0	2	2	1	1	1	0
	0.0 %	28.6 %	28.6 %	14.3 %	14.3 %	14.3 %	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		3 42.9 %	0 0.0 %	2 28.6 %	1	1 14.3 %	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 0.0 %	7 100.0 %	0	0 0.0 %
85.7 % 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	1 14.3 %	1 14.3 %	5 71.4 %	0 0.0 %	0 0.0 %
71.4 % 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	2 28.6 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %
57.1 % 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 %	3 42.9 %	2 28.6 %	2 28.6 %	0 0.0 %	0 0.0 %
1 1 1	0.0 /0	0.0 /0	, /0	_0.0 /0	_0.0 /0	0.0 /0	3.3 70

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Jewish Family & Children's Services Completion Status - Scott 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	7	2	9
	100 %	100 %	100 %
Total	7	2	9
	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 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.



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

Jewish Family Child Scott Adult

Program Code(s): 38AEM1

Overall Satisfaction¹
100.0%

Return Rate² **100.0%**

Overall satisfaction³ 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

Completion Status	Adult	1 otat	
	Adult	Older Adult	
Refused	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	0	1
	100 %	0 %	100 %
Total	1	0	1
	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 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.



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

Laguna Honda Hospital SATS

Program Code(s): 8912ODF

Overall Satisfaction¹
100.0%

Return Rate²

Overall satisfaction³ 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 ompletion Status Adult/Older Adult Total

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	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	0	1
	100 %	0 %	100 %
Total	1	0	1
	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 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.



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

Mission ACT

Program Code(s): 3804SP

Overall Satisfaction¹
94.4%

Return Rate² **96.7%**

Overall satisfaction³ 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

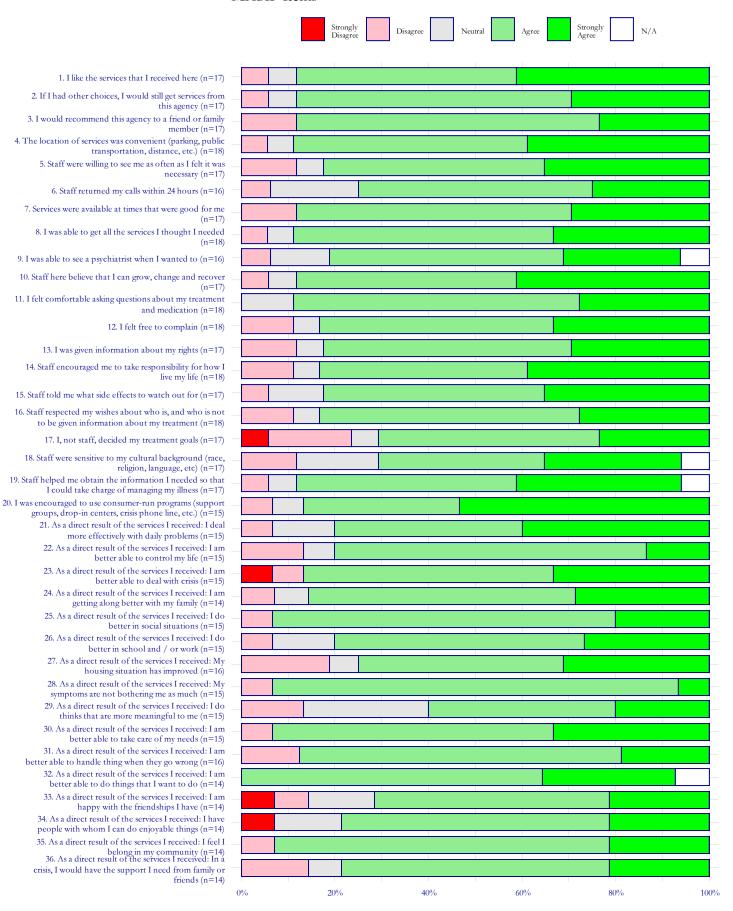
68.8% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

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



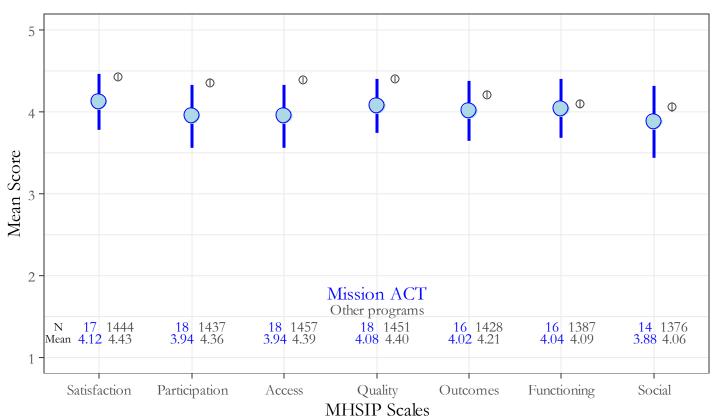
MHSIP Items 1-25, N = 34 Percent Agree

ğ	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.2 % 1. I like the services that I received here	0	1	1	8	7	0	17
	0.0 %	2.9 %	2.9 %	23.5 %	20.6 %	0.0 %	50.0 %
88.2 % 2. If I had other choices, I would still get services from this agency	0	1	1	10	5	0	17
	0.0 %	2.9 %	2.9 %	29.4 %	14.7 %	0.0 %	50.0 %
88.2 % 3. I would recommend this agency to a friend or family member	0	2	0	11	4	0	17
	0.0 %	5.9 %	0.0 %	32.4 %	11.8 %	0.0 %	50.0 %
88.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	1	1	9	7	0	16
	0.0 %	2.9 %	2.9 %	26.5 %	20.6 %	0.0 %	47.1 %
82.4 % 5. Staff were willing to see me as often as I felt it was necessary	0	2	1	8	6	0	17
	0.0 %	5.9 %	2.9 %	23.5 %	17.6 %	0.0 %	50.0 %
75.0 % 6. Staff returned my calls within 24 hours	0	1	3	8	4	0	18
	0.0 %	2.9 %	8.8 %	23.5 %	11.8 %	0.0 %	52.9 %
88.2 % 7. Services were available at times that were good for me	0	2	0	10	5	0	17
	0.0 %	5.9 %	0.0 %	29.4 %	14.7 %	0.0 %	50.0 %
88.9 % 8. I was able to get all the services I thought I needed	0	1	1	10	6	0	16
	0.0 %	2.9 %	2.9 %	29.4 %	17.6 %	0.0 %	47.1 %
80.0 % 9. I was able to see a psychiatrist when I wanted to	0	1	2	8	4	1	18
	0.0 %	2.9 %	5.9 %	23.5 %	11.8 %	2.9 %	52.9 %
88.2 % 10. Staff here believe that I can grow, change and recover	0	1	1	8	7	0	17
	0.0 %	2.9 %	2.9 %	23.5 %	20.6 %	0.0 %	50.0 %
88.9 % 11. I felt comfortable asking questions about my treatment and medication	0	0	2	11	5	0	16
	0.0 %	0.0 %	5.9 %	32.4 %	14.7 %	0.0 %	47.1 %
83.3 % 12. I felt free to complain	0	2	1	9	6	0	16
	0.0 %	5.9 %	2.9 %	26.5 %	17.6 %	0.0 %	47.1 %
82.4 % 13. I was given information about my rights	0	2	1	9	5	0	17
	0.0 %	5.9 %	2.9 %	26.5 %	14.7 %	0.0 %	50.0 %
83.3 % 14. Staff encouraged me to take responsibility for how I live my life	0	2	1	8	7	0	16
	0.0 %	5.9 %	2.9 %	23.5 %	20.6 %	0.0 %	47.1 %
82.4 % 15. Staff told me what side effects to watch out for	0	1	2	8	6	0	17
	0.0 %	2.9 %	5.9 %	23.5 %	17.6 %	0.0 %	50.0 %
83.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	2	1	10	5	0	16
	0.0 %	5.9 %	2.9 %	29.4 %	14.7 %	0.0 %	47.1 %
70.6 % 17. I, not staff, decided my treatment goals	1	3	1	8	4	0	17
	2.9 %	8.8 %	2.9 %	23.5 %	11.8 %	0.0 %	50.0 %
68.8 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	2	3	6	5	1	17
	0.0 %	5.9 %	8.8 %	17.6 %	14.7 %	2.9 %	50.0 %
87.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	1	1	8	6	1	17
	0.0 %	2.9 %	2.9 %	23.5 %	17.6 %	2.9 %	50.0 %
86.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	1	1	5	8	0	19
	0.0 %	2.9 %	2.9 %	14.7 %	23.5 %	0.0 %	55.9 %
80.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	1	2	6	6	0	19
	0.0 %	2.9 %	5.9 %	17.6 %	17.6 %	0.0 %	55.9 %
80.0 % 22. As a direct result of the services I received: I am better able to control my life	0.0 %	2 5.9 %	1 2.9 %	10 29.4 %	2 5.9 %	0 0.0 %	19 55.9 %
86.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	1	1	0	8	5	0	19
	2.9 %	2.9 %	0.0 %	23.5 %	14.7 %	0.0 %	55.9 %
85.7 % 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	20 58.8 %
93.3 % 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	19 55.9 %

MHSIP Items 26-36, N = 34 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
80.0 % 26. As a direct result of the services I received: I do better in school and		1	2	8	4	0	19
or work	0.0 %	2.9 %	5.9 %	23.5 %	11.8 %	0.0 %	55.9 %
75.0 % 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	18 52.9 %
•	0.0 70	1	0	13	1-7.7 /0	0.0 70	19
93.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0.0 %	2.9 %	0.0 %	38.2 %	2.9 %	•	55.9 %
60.0 % 29. As a direct result of the services I received: I do thinks that are more	0	2	4	6	3	0	19
meaningful to me	0.0 %	5.9 %	11.8 %	17.6 %	8.8 %	0.0 %	55.9 %
93.3 % 30. As a direct result of the services I received: I am better able to take	0	1	0	9	5	0	19
care of my needs	0.0 %	2.9 %	0.0 %	26.5 %	14.7 %	0.0 %	55.9 %
87.5 % 31. As a direct result of the services I received: I am better able to handle	0	2	0	11	3	0	18
thing when they go wrong	0.0 %	5.9 %	0.0 %	32.4 %	8.8 %	0.0 %	52.9 %
100.0 % 32. As a direct result of the services I received: I am better able to do	0	0	0	9	4	1	20
things that I want to do	0.0 %	0.0 %	0.0 %	26.5 %	11.8 %	2.9 %	58.8 %
71.4 % 33. As a direct result of the services I received: I am happy with the	1	1	2	7	3	0	20
friendships I have	2.9 %	2.9 %	5.9 %	20.6 %	8.8 %	0.0 %	58.8 %
78.6 % 34. As a direct result of the services I received: I have people with whom	1	0	2	8	3	0	20
I can do enjoyable things	2.9 %	0.0 %	5.9 %	23.5 %	8.8 %	0.0 %	58.8 %
92.9 % 35. As a direct result of the services I received: I feel I belong in my	0	1	0	10	3	0	20
community	0.0 %	2.9 %	0.0 %	29.4 %	8.8 %	0.0 %	58.8 %
78.6 % 36. As a direct result of the services I received: In a crisis, I would have	0	2	1	8	3	0	20
the support I need from family or friends	0.0 %	5.9 %	2.9 %	23.5 %	8.8 %	0.0 %	58.8 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	13	0	13
	38.2 %	0 %	38.2 %
Impaired	0	0	0
	0 %	0 %	0 %
Language	0	0	0
	0 %	0 %	0 %
Other	2	0	2
	5.9 %	0 %	5.9 %
No Data	2	0	2
	5.9 %	0 %	5.9 %
Completed Survey	17	0	17
	50 %	0 %	50 %
Total	34	0	34
	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 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.



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 Satisfaction¹ **94.3%**

Return Rate² **89.2%**

Overall satisfaction³ 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

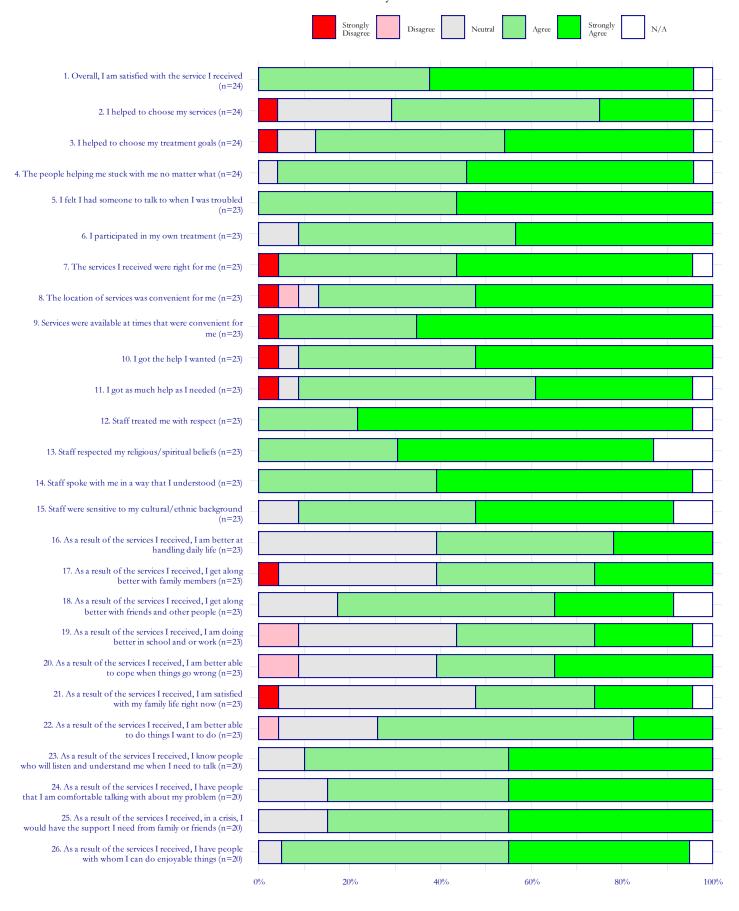
78.5% 2. I helped to choose my services

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.

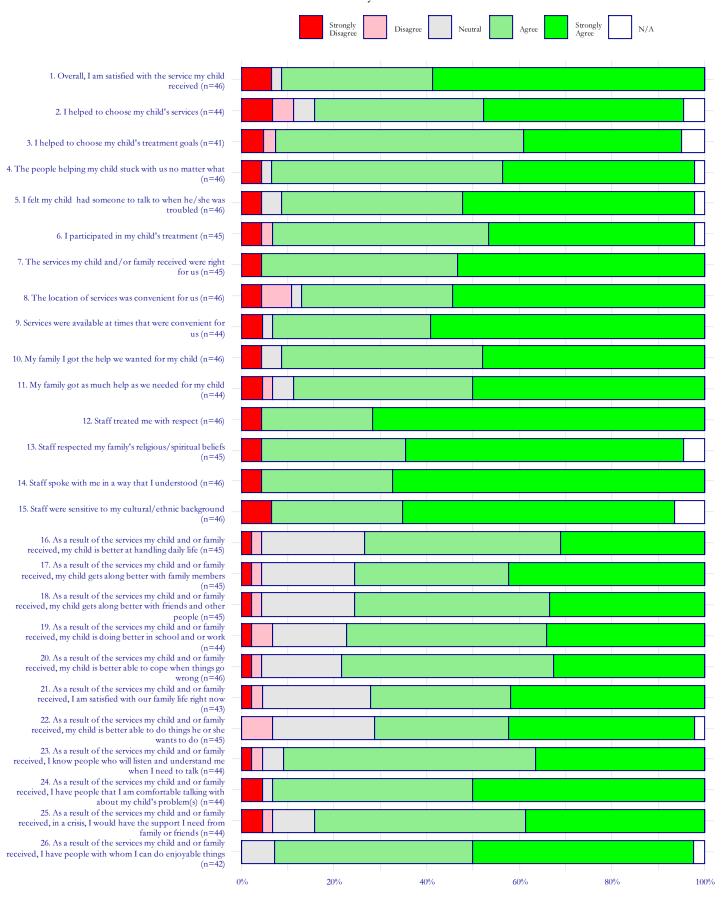
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 31

•	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 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 %
	1	0.0 %	6	29.0 %	43.2 %	1	7
69.6 % 2. I helped to choose my services	3.2 %	0.0 %	19.4 %	35.5 %	16.1 %	3.2 %	22.6 %
87.0 % 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 %
95.7 % 4. The people helping me stuck with me no matter what	0	0	1	10	12	1	7
75.7 76 4. The people helping me stuck with the no matter what	0.0 %	0.0 %	3.2 %	32.3 %	38.7 %		22.6 %
100.0 % 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 %
91.3 % 6. I participated in my own treatment	0	0	2	11	10	0	8
7 to 70 of 1 paraospaces in inj of in accumulation	0.0 %	0.0 %	6.4 %	35.5 % 9	32.3 % 12	0.0 %	25.8 %
95.5 % 7. The services I received were right for me	3.2 %	0.0 %	0.0 %	29.0 %	38.7 %		25.8 %
87.0 % 8. The location of services was convenient for me	1	1	1	8	12	0	8
	3.2 %	3.2 %	3.2 %	25.8 % 7	38.7 % 15	0.0 %	25.8 %
95.7 % 9. Services were available at times that were convenient for me	3.2 %	0.0 %	0.0 %	22.6 %	48.4 %		25.8 %
91.3 % 10. I got the help I wanted	1	0	1	9	12	0	8
	3.2 %	0.0 %	3.2 %	29.0 % 12	38.7 %	0.0 %	25.8 %
90.9 % 11. I got as much help as I needed	3.2 %	0.0 %	3.2 %	38.7 %	25.8 %	3.2 %	25.8 %
100.0 % 12. Staff treated me with respect	0	0	0	5	17	1	8
	0.0 %	0.0 %	0.0 %	16.1 % 7	54.8 % 13	3.2 %	25.8 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0.0 %	0.0 %	0.0 %	22.6 %	41.9 %		25.8 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0	9	13	1	8
	0.0 %	0.0 %	0.0 %	29.0 % 9	41.9 % 10	3.2 %	25.8 %
90.5 % 15. Staff were sensitive to my cultural/ethnic background	0.0 %	0.0 %	6.4 %	29.0 %	32.3 %		25.8 %
60.9 % 16. As a result of the services I received, I am better at handling daily life	0	0	9	9	5	0	8
60.9 % 17. As a result of the services I received, I get along better with family	0.0 %	0.0 %	29.0 % 8	29.0 %	16.1 %	0.0 %	25.8 %
members	3.2 %	0.0 %	25.8 %	25.8 %	19.4 %		25.8 %
81.0 % 18. As a result of the services I received, I get along better with friends	0	0	4	11	6	2	8
and other people 54.5 % 19. As a result of the services I received, I am doing better in school and	0.0 %	0.0 %	12.9 %	35.5 % 7	19.4 % 5	1	8
or work	0.0 %	6.4 %	25.8 %	22.6 %	16.1 %		25.8 %
60.9 % 20. As a result of the services I received, I am better able to cope when	0 0.0 %	2	7 22.6 %	6 19.4 %	8 25.8 %	0	8
things go wrong 50.0 % 21. As a result of the services I received, I am satisfied with my family	1	6.4 %	10	19.4 %	23.8 %	1	8
life right now	3.2 %	0.0 %	32.3 %	19.4 %	16.1 %	3.2 %	25.8 %
73.9 % 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	8 25.8 %
90.0 % 23. As a result of the services I received, I know people who will listen	0.0 %	0	2	9	9	0.0 %	11
and understand me when I need to talk	0.0 %	0.0 %	6.4 %	29.0 %	29.0 %		35.5 %
85.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	3 9.7 %	8 25.8 %	9 29.0 %	0 0.0 %	11 35.5 %
85.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0	0	3	8 25.8 %	9 20.0 %	0	11 35.5 %
94.7 % 26. As a result of the services I received, I have people with whom I can	0.0 %	0.0 %	9.7 % 1	25.8 %	29.0 %	0.0 %	35.5 % 11
do enjoyable things	0.0 %	0.0 %	3.2 %	32.3 %	25.8 %	3.2 %	

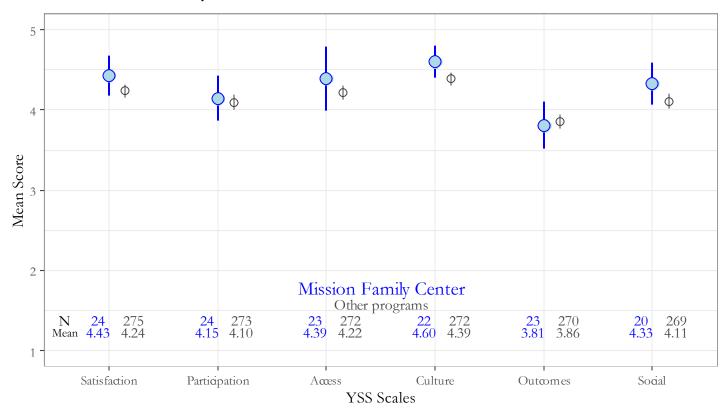
Youth Services Survey for Families



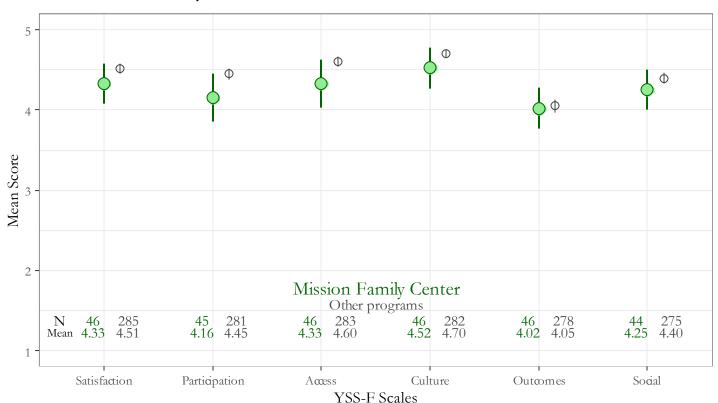
Youth Services Survey for Families, N = 54

Touch Services Survey for Families, 11 – 34	Strongly	Disagree	Neutral	Agree	Strongly	N/A	Missing
	Disagree	C		Ü	Agree		_
91.3 % 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	8 14.8 %
	3.0 %	2	1.8 %	16	19	2	10
83.3 % 2. I helped to choose my child's services	5.6 %	3.7 %	3.7 %	29.6 %	35.2 %	_	18.5 %
	2	1	0	22	14	2	13
92.3 % 3. I helped to choose my child's treatment goals	3.7 %	1.8 %	0.0 %	40.7 %	25.9 %		24.1 %
93.3 % 4. The people helping my child stuck with us no matter what	2	0	1	23	19	1	8
93.3 76 4. The people helping my chind stuck with us no matter what	3.7 %	0.0 %	1.8 %	42.6 %	35.2 %	1.8 %	14.8 %
91.1 % 5. I felt my child had someone to talk to when he/she was troubled	2	0	2	18	23	1	8
212 /V Colling come and someone to make to make as the date of	3.7 %	0.0 %	3.7 %	33.3 %	42.6 %		14.8 %
93.2 % 6. I participated in my child's treatment	2 7 0/	1 0 0/	0	21	20	1 0 0/	9
	3.7 %	1.8 %	0.0 %	38.9 % 19	37.0 % 24	1.8 %	16.7 % 9
95.6 % 7. The services my child and/or family received were right for us	3.7 %	0.0 %	0.0 %	35.2 %	44.4 %	-	16.7 %
0 7 0 0 1 0 0 7 1 1 1 0 0 1	2	3	1	15	25	0	8
87.0 % 8. The location of services was convenient for us	3.7 %	5.6 %	1.8 %	27.8 %	46.3 %	0.0 %	14.8 %
02.2.9/ 0. Sarvigas wars available at times that were convenient for us	2	0	1	15	26	0	10
93.2 % 9. Services were available at times that were convenient for us	3.7 %	0.0 %	1.8 %	27.8 %	48.1 %	0.0 %	18.5 %
91.3 % 10. My family I got the help we wanted for my child	2	0	2	20	22	0	8
y to 10, 11, mining a good to not provide the my office	3.7 %	0.0 %	3.7 %	37.0 %	40.7 %		14.8 %
88.6 % 11. My family got as much help as we needed for my child	2 7 0/	1	2 7 0/	17	22	0	10
	3.7 %	1.8 %	3.7 %	31.5 %	40.7 % 33	0.0 %	18.5 %
95.7 % 12. Staff treated me with respect	3.7 %	0.0 %	0.0 %	20.4 %	61.1 %		14.8 %
	2	0	0.0 70	14	27	2	9
95.3 % 13. Staff respected my family's religious/spiritual beliefs	3.7 %	0.0 %	0.0 %	25.9 %	50.0 %		16.7 %
05 7 0/ 14 Staff analys with making way that I understood	2	0	0	13	31	0	8
95.7 % 14. Staff spoke with me in a way that I understood	3.7 %	0.0 %	0.0 %	24.1 %	57.4 %	0.0 %	14.8 %
93.0 % 15. Staff were sensitive to my cultural/ethnic background	3	0	0	13	27	3	8
· · ·	5.6 %	0.0 %	0.0 %	24.1 %	50.0 %		14.8 %
73.3 % 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	19 35.2 %	14 25.9 %	0	9 16.7 %
75.6 % 17. As a result of the services my child and or family received, my child	1.8 70	1.8 70	18.5 % 9	15	19	0.0 %	9
gets along better with family members	1.8 %	1.8 %	16.7 %	27.8 %	35.2 %		16.7 %
75.6 % 18. As a result of the services my child and or family received, my child	1	1	9	19	15	0	9
gets along better with friends and other people	1.8 %	1.8 %	16.7 %	35.2 %	27.8 %	0.0 %	16.7 %
77.3 % 19. As a result of the services my child and or family received, my child	1	2	7	19	15	0	10
is doing better in school and or work	1.8 %	3.7 %	13.0 %	35.2 %	27.8 %		18.5 %
78.3 % 20. As a result of the services my child and or family received, my child	1	1	8	21	15	0	8
is better able to cope when things go wrong	1.8 %	1.8 %	14.8 %	38.9 %	27.8 %		14.8 %
72.1 % 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	11 20.4 %
70.5 % 22. As a result of the services my child and or family received, my child	0	3	10.5 %	13	18	1	9
is better able to do things he or she wants to do	0.0 %	5.6 %	18.5 %	24.1 %	33.3 %		16.7 %
90.9 % 23. As a result of the services my child and or family received, I know	1	1	2	24	16	0	10
people who will listen and understand me when I need to talk	1.8 %	1.8 %	3.7 %	44.4 %	29.6 %		18.5 %
93.2 % 24. As a result of the services my child and or family received, I have	2	0	1	19	22	0	10
people that I am comfortable talking with about my child's problem(s)	3.7 %	0.0 %	1.8 %	35.2 %	40.7 %		18.5 %
84.1 % 25. As a result of the services my child and or family received, in a crisis,		1	4 7.4.0/	20	17	0	10
I would have the support I need from family or friends	3.7 %	1.8 %	7.4 %	37.0 %	31.5 %		18.5 %
92.7 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	3 5.6 %	18 33.3 %	20 37.0 %	1 1 8 %	12 22.2 %
rr	0.0 /0	0.0 /0	5.0 70	55.5 /0	37.0 /0	1.0 /0	22.2 /0

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Mission Family Completion Status Center Completion by Total **Respondent Type** Family Youth 5 12 Refused 13 % 16.1 % 14.1 % 0 0 0 Impaired 0 % 0 % 0 % 0 0 0 Language 0 % 0 % 0 % 1 2 3 Other 1.9 % 6.5 % 3.5 % 0 0 0 No Data 0 % 0 % 0 % 24 70 46 Completed Survey 85.2 % 77.4 % 82.4 %

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."

54

100 %

31

100 %

85

100 %

- 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.

Total

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.



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

Mission Mental Health Team I

Program Code(s): 38043

Overall Satisfaction¹ **94.0%**

Return Rate² **70.9%**

Overall satisfaction³ 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

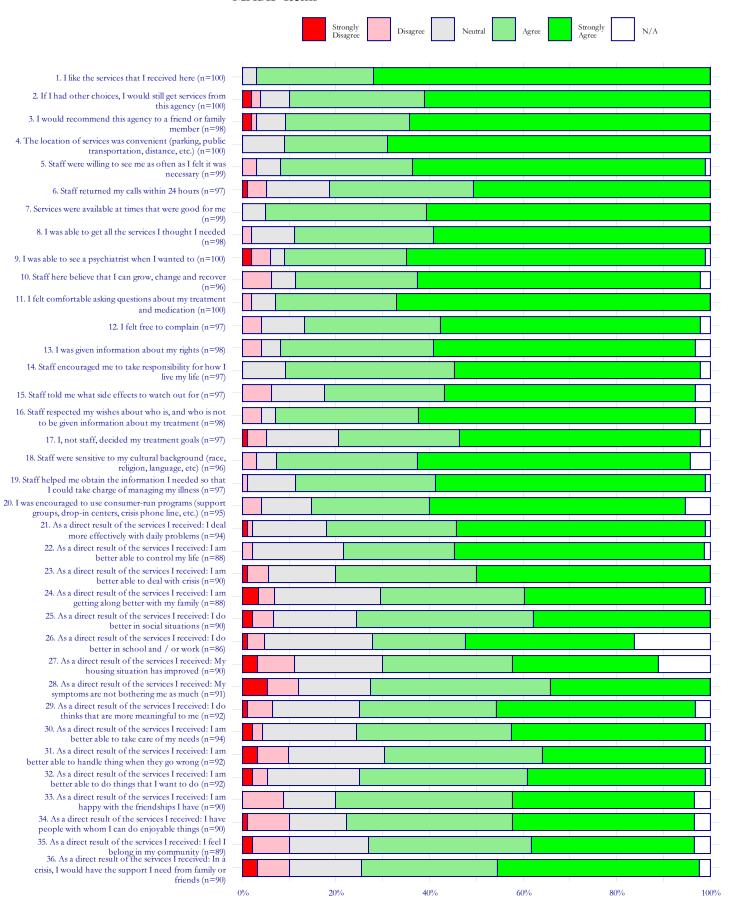
78.9% 17. I, not staff, decided my treatment goals

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



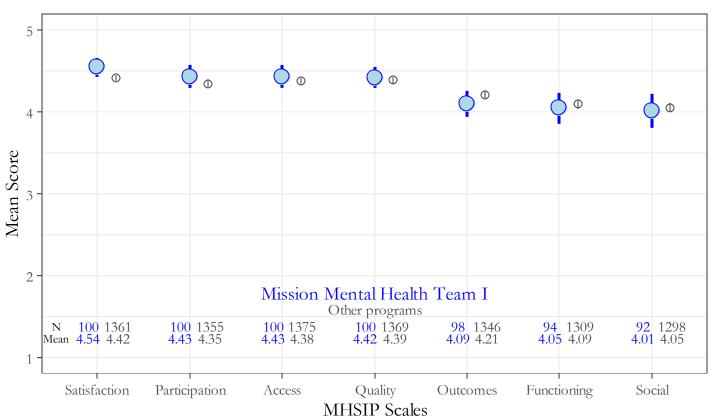
MHSIP Items 1-25, N = 185 Percent Agree

Toront rigido	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
97.0 % 1. I like the services that I received here	0	0	3	25	72	0	85
	0.0 %	0.0 %	1.6 % 6	13.5 % 29	38.9 % 61	0.0 %	46.0 % 85
90.0 % 2. If I had other choices, I would still get services from this agency	1.1 %	1.1 %	3.2 %	15.7 %	33.0 %		46.0 %
90.8 % 3. I would recommend this agency to a friend or family member	2	1	6	26	63	0	87
91.0 % 4. The location of services was convenient (parking, public	1.1 %	0.5 %	3.2 %	14.1 %	34.1 % 69	0.0 %	47.0 % 85
transportation, distance, etc.)	0.0 %	0.0 %	4.9 %	11.9 %	37.3 %		46.0 %
91.8 % 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 %
81.4 % 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 %
94.9 % 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	86 46.5 %
88.8 % 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	87 47.0 %
90.9 % 9. I was able to see a psychiatrist when I wanted to	2	4	3	26	64	1	85
90.9 % 9. I was able to see a psychiatrist when I wanted to	1.1 %	2.2 %	1.6 %	14.1 %	34.6 %		46.0 %
88.3 % 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 %
93.0 % 11. I felt comfortable asking questions about my treatment and	0	2	5	26	67	0	85
medication	0.0 %	1.1 %	2.7 %	14.1 %	36.2 %		46.0 %
86.3 % 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 %
91.6 % 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 %
90.5 % 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 %
81.9 % 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 %
92.6 % 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 %
78.9 % 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 %
92.4 % 18. Staff were sensitive to my cultural background (race, religion,	0	3	4	29	56	4	89
language, etc) 88.5 % 19. Staff helped me obtain the information I needed so that I could take	0.0 %	1.6 %	2.2 %	15.7 % 29	30.3 % 56	2.2 %	48.1 %
charge of managing my illness	0.0 %	0.5 %	5.4 %	15.7 %	30.3 %		47.6 %
84.4 % 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 %
81.7 % 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	91 49.2 %
78.2 % 22. As a direct result of the services I received: I am better able to contro my life		2 1.1 %	17 9.2 %	21 11.3 %	47 25.4 %	1	97 52.4 %
80.0 % 23. As a direct result of the services I received: I am better able to deal	1	4	13	27	45	0	95
with crisis 70.1 % 24. As a direct result of the services I received: I am getting along better	0.5 %	2.2 %	7.0 % 20	14.6 % 27	24.3 % 34	0.0 %	51.3 % 97
with my family	1.6 %	1.6 %	10.8 %	14.6 %	18.4 %		52.4 %
75.6 % 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
66.7 % 26. As a direct result of the services I received: I do better in school and		3	20	17	31	14	99
or work	0.5 %	1.6 %	10.8 %	9.2 %	16.8 %	7.6 %	53.5 %
66.2 % 27. As a direct result of the services I received: My housing situation has	3	7	17	25	28	10	95
improved	1.6 %	3.8 %	9.2 %	13.5 %	15.1 %	5.4 %	51.3 %
72.5 % 28. As a direct result of the services I received: My symptoms are not	5	6	14	35	31	0	94
bothering me as much	2.7 %	3.2 %	7.6 %	18.9 %	16.8 %	0.0 %	50.8 %
74.2 % 29. As a direct result of the services I received: I do thinks that are more	1	5	17	27	39	3	93
meaningful to me	0.5 %	2.7 %	9.2 %	14.6 %	21.1 %	1.6 %	50.3 %
75.3 % 30. As a direct result of the services I received: I am better able to take	2	2	19	31	39	1	91
care of my needs	1.1 %	1.1 %	10.3 %	16.8 %	21.1 %	0.5 %	49.2 %
69.2 % 31. As a direct result of the services I received: I am better able to handle	3	6	19	31	32	1	93
thing when they go wrong	1.6 %	3.2 %	10.3 %	16.8 %	17.3 %	0.5 %	50.3 %
74.7 % 32. As a direct result of the services I received: I am better able to do	2	3	18	33	35	1	93
things that I want to do	1.1 %	1.6 %	9.7 %	17.8 %	18.9 %	0.5 %	50.3 %
79.3 % 33. As a direct result of the services I received: I am happy with the	0	8	10	34	35	3	95
friendships I have	0.0 %	4.3 %	5.4 %	18.4 %	18.9 %	1.6 %	51.3 %
77.0 % 34. As a direct result of the services I received: I have people with whom	. 1	8	11	32	35	3	95
I can do enjoyable things	0.5 %	4.3 %	5.9 %	17.3 %	18.9 %	1.6 %	51.3 %
72.1 % 35. As a direct result of the services I received: I feel I belong in my	2	7	15	31	31	3	96
community	1.1 %	3.8 %	8.1 %	16.8 %	16.8 %	1.6 %	51.9 %
73.9 % 36. As a direct result of the services I received: In a crisis, I would have	3	6	14	26	39	2	95
the support I need from family or friends	1.6 %	3.2 %	7.6 %	14.1 %	21.1 %	1.1 %	51.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by ompletion Status Adult/Older Adult To

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	76	0	76
	41.1 %	0 %	41.1 %
Impaired	2	0	2
	1.1 %	0 %	1.1 %
Language	1	0	1
	0.5 %	0 %	0.5 %
Other	1	0	1
	0.5 %	0 %	0.5 %
No Data	9	0	9
	4.9 %	0 %	4.9 %
Completed Survey	96	0	96
	51.9 %	0 %	51.9 %
Total	185	0	185
	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 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.



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 Satisfaction¹ 100.0%

> Return Rate² 70.0%

Overall satisfaction³ 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

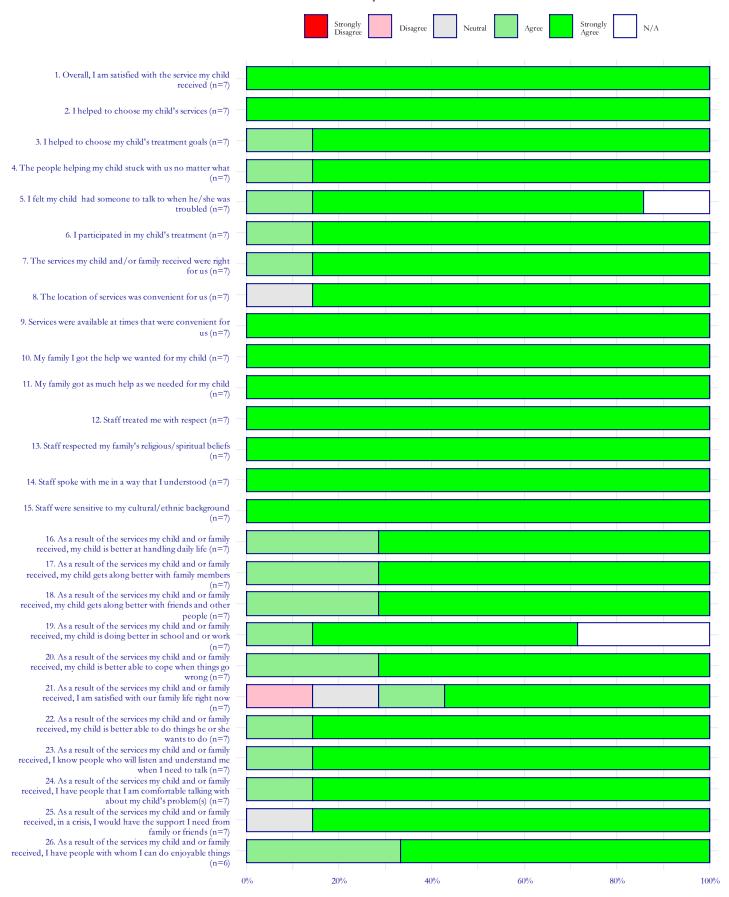
100.0% 1. Overall, I am satisfied with the service I received

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 itemlevel 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 Families

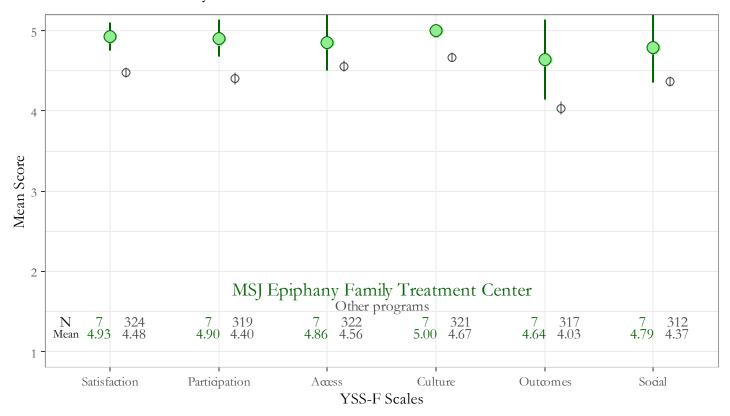


Youth Services Survey for Families, N = 7

	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	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	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 %	7 100.0 %	0	0
100.0 % 3. I helped to choose my child's treatment goals	0.0 %	0.0 %	0	1	6	0.0 %	0.0 %
	0.0 %	0.0 %	0.0 %	14.3 %	85.7 % 6	0.0 %	0.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0.0 %	0.0 %	0.0 %	14.3 %	85.7 %	0.0 %	0.0 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0	0	0	1	5	1	0
	0.0 %	0.0 %	0.0 %	14.3 %	71.4 %	14.3 %	0.0 %
100.0 % 6. I participated in my child's treatment	0	0	0	1	6	0	0
	0.0 %	0.0 %	0.0 %	14.3 %	85.7 %	0.0 %	0.0 %
100.0 % 7. The services my child and/or family received were right for us	0	0	0	1	6	0	0
	0.0 %	0.0 %	0.0 %	14.3 %	85.7 %	0.0 %	0.0 %
85.7 % 8. The location of services was convenient for us	0	0	1	0	6	0	0
	0.0 %	0.0 %	14.3 %	0.0 %	85.7 %	0.0 %	0.0 %
100.0 % 9. Services were available at times that were convenient for us	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 10. My family I got the help we wanted for my child	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 11. My family got as much help as we needed for my child	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 12. Staff treated me with respect	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	0	7	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0	0	0	2	5	0	0
	0.0 %	0.0 %	0.0 %	28.6 %	71.4 %	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	2	5	0	0
	0.0 %	0.0 %	0.0 %	28.6 %	71.4 %	0.0 %	0.0 %
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	2	5	0	0
	0.0 %	0.0 %	0.0 %	28.6 %	71.4 %	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	1	4	2	0
	0.0 %	0.0 %	0.0 %	14.3 %	57.1 %	28.6 %	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	2	5	0	0
	0.0 %	0.0 %	0.0 %	28.6 %	71.4 %	0.0 %	0.0 %
71.4 % 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 %
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 %	1 14.3 %	6 85.7 %	0 0.0 %	0 0.0 %
100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0	0	0	1 14.3 %	6 85.7 %	0 0.0 %	0 0.0 %
100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %	0 0.0 %
85.7 % 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 %	1 14.3 %	0 0.0 %	6 85.7 %	0 0.0 %	0 0.0 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0.0 %	0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0.0 %	1 14.3 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance MSJ Epiphany Family Treatment Center Completion Status Completion by Total Respondent Type Family Youth 0 0 0 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 % 7 0 7 Completed Survey 100 % 0 % 100 % 7 7 0 **Total** 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 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.



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 Satisfaction¹ **81.2%**

Return Rate² **34.5%**

Overall satisfaction³ 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

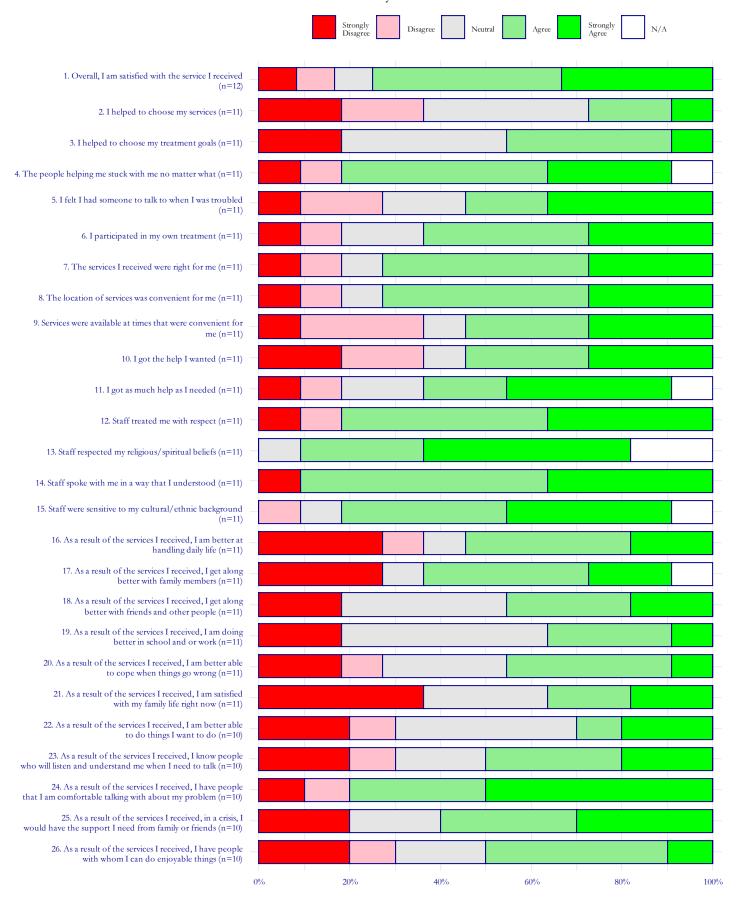
33.3% 2. I helped to choose my services

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.

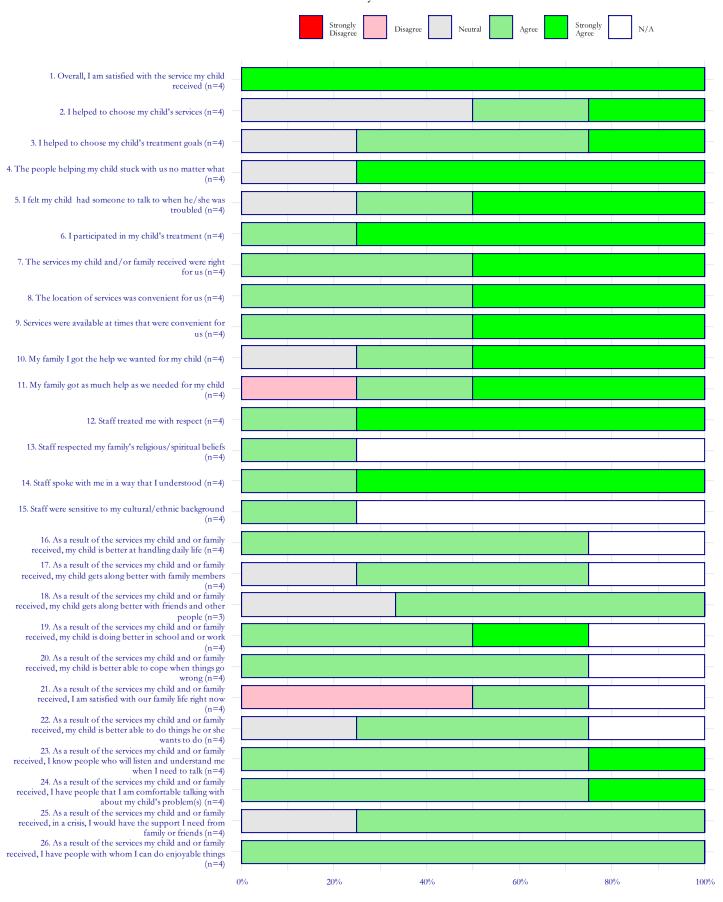
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 24

Touth Services Survey for Touth, N = 24							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
75.0 % 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 %
27.3 % 2. I helped to choose my services	2 8.3 %	2 8.3 %	4 16.7 %	2 8.3 %	1 4.2 %	0	13 54.2 %
45.5 % 3. I helped to choose my treatment goals	2 8.3 %	0	4 16.7 %	4 16.7 %	1 4.2 %	0	13 54.2 %
80.0 % 4. The people helping me stuck with me no matter what	1	1	0	5	3	1	13
54.5 % 5. I felt I had someone to talk to when I was troubled	4.2 %	4.2 %	0.0 %	20.8 %	12.5 %	4.2 %	54.2 % 13
	4.2 %	8.3 %	8.3 %	8.3 %	16.7 %	0.0 %	54.2 % 13
63.6 % 6. I participated in my own treatment	4.2 % 1	4.2 % 1	8.3 % 1	16.7 % 5	12.5 %	0.0 %	54.2 % 13
72.7 % 7. The services I received were right for me	4.2 %	4.2 %	4.2 %	20.8 %	12.5 %	0.0 %	54.2 %
72.7 % 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 %
54.5 % 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 %
54.5 % 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 %
60.0 % 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	13 54.2 %
81.8 % 12. Staff treated me with respect	1 4.2 %	1 4.2 %	0 0.0 %	5 20.8 %	4 16.7 %	0	13 54.2 %
88.9 % 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 %
90.9 % 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 %
80.0 % 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 %
54.5 % 16. As a result of the services I received, I am better at handling daily li	fe 3 12.5 %	1 4.2 %	1 4.2 %	4 16.7 %	2 8.3 %	0 0.0 %	13 54.2 %
60.0 % 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 %
45.5 % 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 %
36.4 % 19. As a result of the services I received, I am doing better in school and or work		0 0.0 %	5 20.8 %	3 12.5 %	1 4.2 %	0	13 54.2 %
45.5 % 20. As a result of the services I received, I am better able to cope when	2	1	3	4	1	0	13
things go wrong 36.4 % 21. As a result of the services I received, I am satisfied with my family	8.3 % 4	4.2 % 0	12.5 %	16.7 %	4.2 %	0	54.2 % 13
life right now 30.0 % 22. As a result of the services I received, I am better able to do things I	16.7 % 2	0.0 %	12.5 % 4	8.3 %	8.3 %	0.0 %	54.2 % 14
want to do	8.3 %	4.2 %	16.7 %	4.2 %	8.3 %		58.3 %
50.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	2 8.3 %	1 4.2 %	2 8.3 %	3 12.5 %	2 8.3 %	0 0.0 %	14 58.3 %
80.0 % 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 %
60.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	2 8.3 %	0 0.0 %	2 8.3 %	3 12.5 %	3 12.5 %	0 0.0 %	14 58.3 %
50.0 % 26. As a result of the services I received, I have people with whom I car do enjoyable things		1 4.2 %	2 8.3 %	4 16.7 %	1 4.2 %	0	14 58.3 %

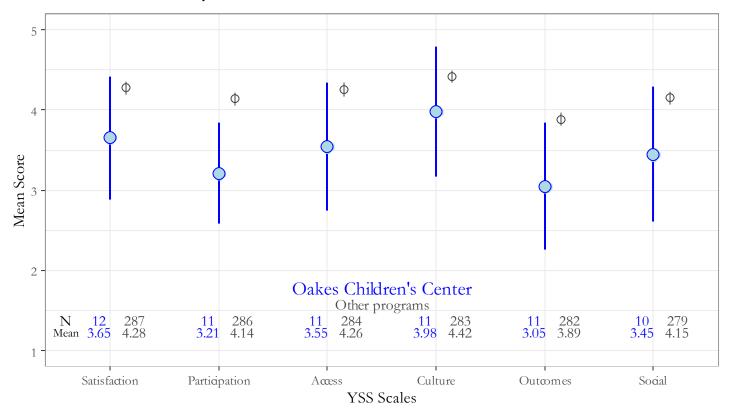
Youth Services Survey for Families



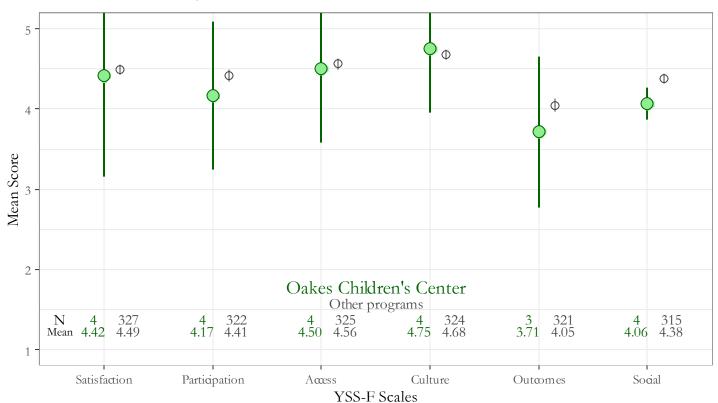
Youth Services Survey for Families, N = 16

Touch Services Survey for Families, 17 = 10	G ₄ 1				C4 1		
	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	4	0	12
2000 / 0 11 3 / 5 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	0.0 %	0.0 %	0.0 %	0.0 %	25.0 %	0.0 %	75.0 %
50.0 % 2. I helped to choose my child's services	0	0	2	1	1	0	12
i ,	0.0 %	0.0 %	12.5 %	6.2 %	6.2 %	0.0 %	75.0 %
75.0 % 3. I helped to choose my child's treatment goals	0	0	1	2	1	0	12
·	0.0 %	0.0 %	6.2 %	12.5 %	6.2 %	0.0 %	75.0 %
75.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1	0	3	0	12 75.0 %
			6.2 %	0.0 %	18.8 %		75.0 %
75.0 % 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 %
		0.0 %	0.2 %	1	3	0.0 %	12
100.0 % 6. I participated in my child's treatment	0 0.0 %	0.0 %	0.0 %	6.2 %	18.8 %	0.0 %	75.0 %
	0.0 70	0.0 /0	0.0 70	2	2	0.0 70	12
100.0 % 7. The services my child and/or family received were right for us	0.0 %	0.0 %	0.0 %	12.5 %	12.5 %	0.0 %	75.0 %
	0.0 70	0.0 70	0.0 70	2	2	0.0 70	12
100.0 % 8. The location of services was convenient for us	0.0 %	0.0 %	0.0 %	12.5 %	12.5 %	0.0 %	75.0 %
	0	0	0	2	2	0	12
100.0 % 9. Services were available at times that were convenient for us	0.0 %	0.0 %	0.0 %	12.5 %	12.5 %	0.0 %	75.0 %
	0	0	1	1	2	0	12
75.0 % 10. My family I got the help we wanted for my child	0.0 %	0.0 %	6.2 %	6.2 %	12.5 %	0.0 %	75.0 %
	0	1	0	1	2	0	12
75.0 % 11. My family got as much help as we needed for my child	0.0 %	6.2 %	0.0 %	6.2 %	12.5 %	0.0 %	75.0 %
100 0 0/ 10 G CC 11 11	0	0	0	1	3	0	12
100.0 % 12. Staff treated me with respect	0.0 %	0.0 %	0.0 %	6.2 %	18.8 %	0.0 %	75.0 %
100.00/ 12.0000	0	0	0	1	0	3	12
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0.0 %	0.0 %	0.0 %	6.2 %	0.0 %	18.8 %	75.0 %
100 0 0/ 14 Stoff analys with main a way that I understood	0	0	0	1	3	0	12
100.0 % 14. Staff spoke with me in a way that I understood	0.0 %	0.0 %	0.0 %	6.2 %	18.8 %	0.0 %	75.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	1	0	3	12
100.0 /0 13. Stait were sensitive to my cultural/culture background	0.0 %	0.0 %	0.0 %	6.2 %	0.0 %	18.8 %	75.0 %
100.0 % 16. As a result of the services my child and or family received, my	0	0	0	3	0	1	12
child is better at handling daily life	0.0 %	0.0 %	0.0 %	18.8 %	0.0 %	6.2 %	75.0 %
66.7 % 17. As a result of the services my child and or family received, my child		0	1	2	0	1	12
gets along better with family members	0.0 %	0.0 %	6.2 %	12.5 %	0.0 %	6.2 %	75.0 %
66.7 % 18. As a result of the services my child and or family received, my child		0	1	2	0	0	13
gets along better with friends and other people	0.0 %	0.0 %	6.2 %	12.5 %	0.0 %		81.2 %
100.0 % 19. As a result of the services my child and or family received, my	0	0	0	2	1	1	12
child is doing better in school and or work	0.0 %	0.0 %	0.0 %	12.5 %	6.2 %	6.2 %	75.0 %
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 %	3 18.8 %	0 0.0 %	1 6.2 %	12 75.0 %
33.3 % 21. As a result of the services my child and or family received, I am		0.0 %					
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 %
66.7 % 22. As a result of the services my child and or family received, my child		0	1	2	0.0 70	1	12
is better able to do things he or she wants to do	0.0 %	0.0 %	6.2 %	12.5 %	0.0 %		75.0 %
100.0 % 23. As a result of the services my child and or family received, I know	0.0 70	0.0 70	0.2 70	3	1	0.2 70	12
people who will listen and understand me when I need to talk	0.0 %	0.0 %	0.0 %	18.8 %	6.2 %	0.0 %	75.0 %
100.0 % 24. As a result of the services my child and or family received, I have	0	0	0	3	1	0	12
people that I am comfortable talking with about my child's problem(s)	0.0 %	0.0 %	0.0 %	18.8 %	6.2 %	0.0 %	75.0 %
75.0 % 25. As a result of the services my child and or family received, in a	0	0	1	3	0	0	12
crisis, I would have the support I need from family or friends	0.0 %	0.0 %	6.2 %	18.8 %	0.0 %	0.0 %	75.0 %
100.0 % 26. As a result of the services my child and or family received, I have	0	0	0	4	0	0	12
people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	25.0 %	0.0 %	0.0 %	75.0 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Oakes Children's Completion Status Center Completion by Total **Respondent Type** Family Youth 10 10 20 Refused 62.5 % 41.7 % 50 % 0 0 0 Impaired 0 % 0 % 0 % 0 0 0 Language 0 % 0 % 0 % 2 2 Other 12.5 % 8.3 % 10 % 0 0 0 No Data 0 % 0 % 0 % 4 12 16 Completed Survey 25 % 50 % 40 % 24 40 16 Total

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."

100 %

100 %

100 %

- 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.



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 Satisfaction¹ **92.3%**

Return Rate²
40.4%

Overall satisfaction³ 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

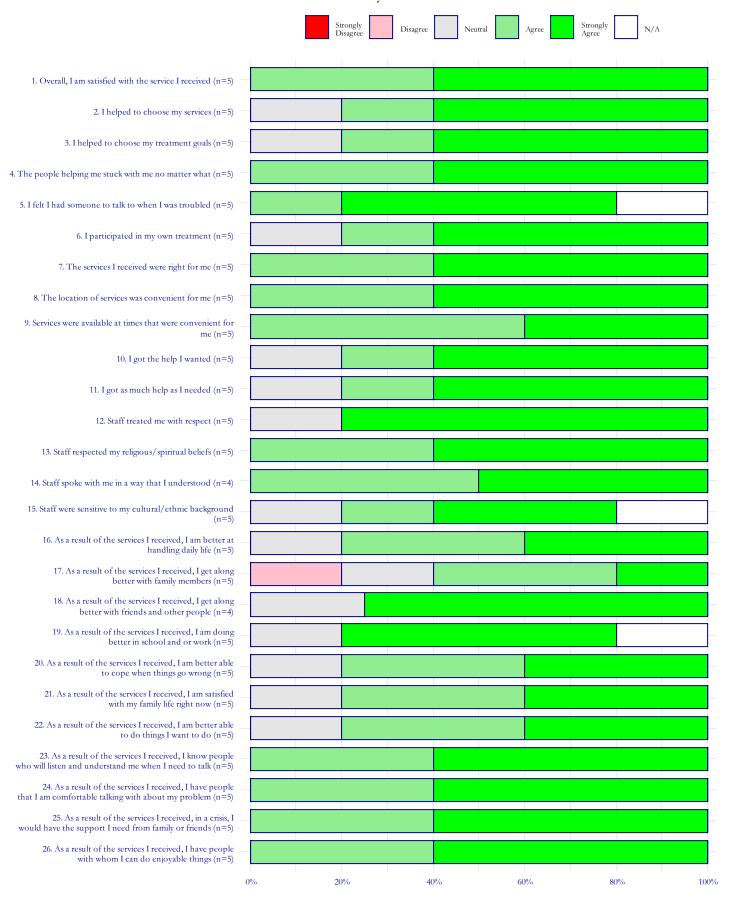
84.6% 6. I participated in my own treatment

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.

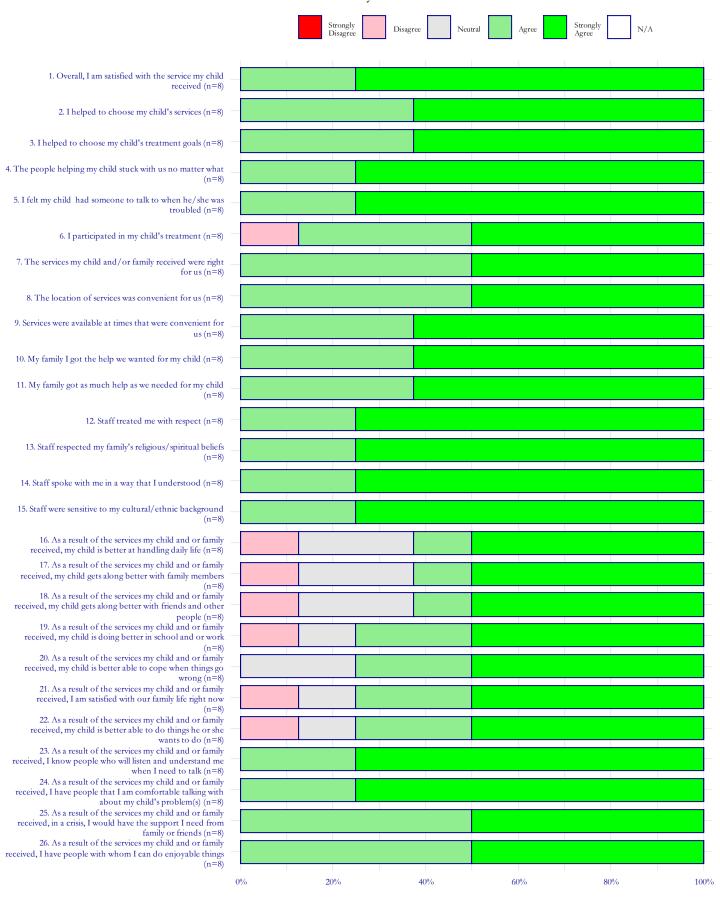
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 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 %
80.0 % 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 %
80.0 % 3. I helped to choose my treatment goals	0	0	1	1	3	0	3
	0.0 %	0.0 %	12.5 %	12.5 %	37.5 %	0.0 %	37.5 %
100.0 % 4. The people helping me stuck with me no matter what	0.0 %	0.0 %	0.0 %	25.0 %	37.5 %	0.0 %	37.5 %
100.0 % 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 %
80.0 % 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 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
80.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	0	3 37.5 %
80.0 % 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 %
80.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 12.5 %	0 0.0 %	4 50.0 %	0	3 37.5 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0	0	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
100.0 % 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	4 50.0 %
75.0 % 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	3 37.5 %
80.0 % 16. As a result of the services I received, I am better at handling daily life	0	0	1 12.5 %	2 25.0 %	2 25.0 %	0	3 37.5 %
60.0 % 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 %
75.0 % 18. As a result of the services I received, I get along better with friends	0	0	1	0	3	0	4
and other people 75.0 % 19. As a result of the services I received, I am doing better in school and	0.0 %	0.0 %	12.5 % 1	0.0 %	37.5 %	0.0 %	50.0 %
or work	0.0 %	0.0 %	12.5 %	0.0 %	37.5 %	12.5 %	37.5 %
80.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	2 25.0 %	0 0.0 %	3 37.5 %
80.0 % 21. As a result of the services I received, I am satisfied with my family	0	0	1	2	2	0	3
life right now 80.0 % 22. As a result of the services I received, I am better able to do things I	0.0 %	0.0 %	12.5 % 1	25.0 %	25.0 %	0.0 %	37.5 %
want to do	0.0 %	0.0 %	12.5 %	25.0 %	25.0 %	0.0 %	37.5 %
100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0	3 37.5 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0	3 37.5 %

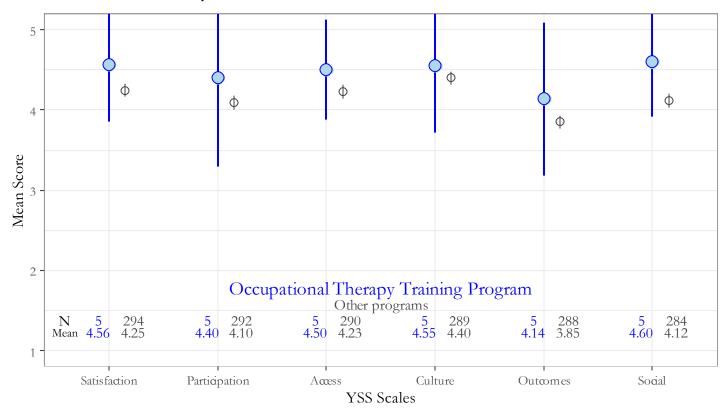
Youth Services Survey for Families



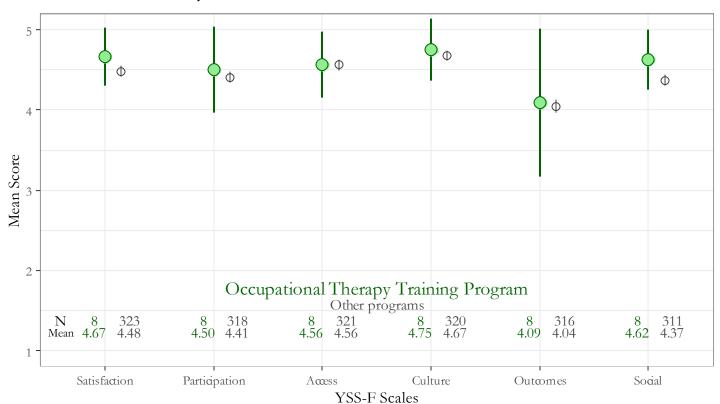
Youth Services Survey for Families, N = 18

1 outil Services Survey for Families, 11 – 10	a				a		
	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 %	2 11.1 %	6 33.3 %	0	10 55.6 %
100.0.0/ 2.11 1.1/ 1.11 1.11 1.11	0.0 70	0.0 %	0.0 %	3	5	0.0 %	10
100.0 % 2. I helped to choose my child's services	0.0 %	0.0 %	0.0 %	16.7 %	27.8 %		55.6 %
100.0 % 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	10 55.6 %
100.007 4.77 1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.	0.0 70	0.0 70	0.0 70	2	6	0.0 70	10
100.0 % 4. The people helping my child stuck with us no matter what	0.0 %	0.0 %	0.0 %	11.1 %	33.3 %		55.6 %
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 %	2 11.1 %	6 33.3 %	0 0.0 %	10 55.6 %
87.5 % 6. I participated in my child's treatment	0	1	0	3	4	0	10
67.5 70 0. 1 participated in my child's deathern	0.0 %	5.6 %	0.0 %	16.7 %	22.2 %		55.6 %
100.0 % 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 %
100.0 % 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	10 55.6 %
100.00%	0.0 %	0.0 %	0.0 %	3	5	0.0 %	10
100.0 % 9. Services were available at times that were convenient for us	0.0 %	0.0 %	0.0 %	16.7 %	27.8 %	0.0 %	55.6 %
100.0 % 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	10 55.6 %
	0.0 %	0.0 %	0.0 %	3	5	0.0 %	10
100.0 % 11. My family got as much help as we needed for my child	0.0 %	0.0 %	0.0 %	16.7 %	27.8 %	0.0 %	55.6 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 11.1 %	6 33.3 %	0	10 55.6 %
100.0.0/ 12 Staff	0	0	0.0 70	2	6	0.0 70	10
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0.0 %	0.0 %	0.0 %	11.1 %	33.3 %		55.6 %
100.0 % 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 %
100.0 % 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 %
62.5 % 16. As a result of the services my child and or family received, my child	0	1	2	1	4	0.0 70	10
is better at handling daily life	0.0 %	5.6 %	11.1 %	5.6 %	22.2 %	0.0 %	55.6 %
62.5 % 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	10 55.6 %
62.5 % 18. As a result of the services my child and or family received, my child	0.0 %	1	2	1	4	0.0 %	10
gets along better with friends and other people	0.0 %	5.6 %	11.1 %	5.6 %	22.2 %	0.0 %	55.6 %
75.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	1 5.6 %	1 5.6 %	2 11.1 %	4 22.2 %	0	10 55.6 %
75.0 % 20. As a result of the services my child and or family received, my child	0.0 70	0	2	2	4	0.0 %	10
is better able to cope when things go wrong	0.0 %	0.0 %	11.1 %	11.1 %	22.2 %		55.6 %
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 5.6 %	1 5.6 %	2 11.1 %	4 22.2 %	0	10 55.6 %
75.0 % 22. As a result of the services my child and or family received, my child	0.0 %	1	1	2	4	0.0 %	10
is better able to do things he or she wants to do	0.0 %	5.6 %	5.6 %	11.1 %	22.2 %		55.6 %
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 %	2 11.1 %	6 33.3 %	0 0.0 %	10 55.6 %
100.0 % 24. As a result of the services my child and or family received, I have	0	0	0	2	6	0	10
people that I am comfortable talking with about my child's problem(s)	0.0 %	0.0 %	0.0 %	11.1 %	33.3 %		55.6 %
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 22.2 %	4 22.2 %	0 0.0 %	10 55.6 %
100.0 % 26. As a result of the services my child and or family received, I have	0.0 70	0.0 70	0.0 70	4	4	0.0 %	10
people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	22.2 %	22.2 %	0.0 %	55.6 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Occupational Therapy Training Program Completion by Completion Status Total Respondent Type Family Youth 10 2 12 Refused 55.6 % 25 % 46.2 % 0 0 0 Impaired 0 % 0 % 0 % 0 0 0 Language 0 % 0 % 0 % 0 0 0 Other 0 % 0 % 0 % 0 1 1 No Data 0 % 12.5 % 3.8 % 8 5 13 Completed Survey 44.4 % 62.5 % 50 % 18 8 26 **Total** 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 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 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 Satisfaction¹ **87.1%**

Return Rate² **60.0%**

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. 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.

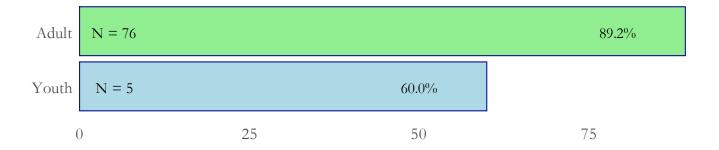
People served November 4-8 2019 (Avatar billing): 135

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 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 Satisfaction¹ **89.2%**

Return Rate² **63.9%**

Overall satisfaction³ 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

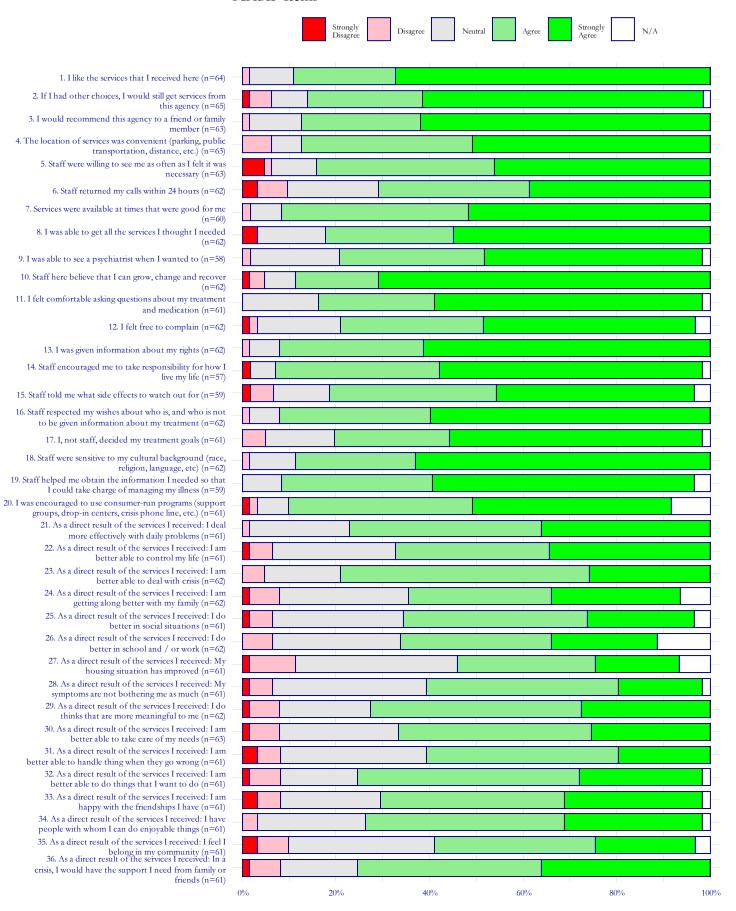
- 92.9% 14. Staff encouraged me to take responsibility for how I live my life
- 91.9% 13. I was given information about my rights
- 91.9% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

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



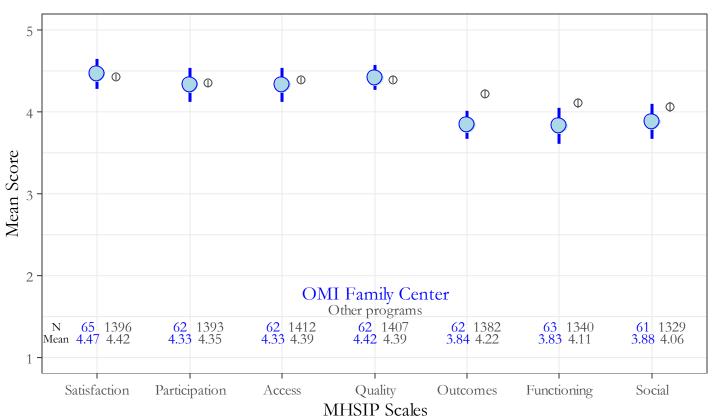
MHSIP Items 1-25, N = 76 Percent Agree

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

MHSIP Items 26-36, N = 76 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
61.8 % 26. As a direct result of the services I received: I do better in school and		4	17	20	14	7	14
or work	0.0 %	5.3 %	22.4 %	26.3 %	18.4 %	9.2 %	18.4 %
50.9 % 27. As a direct result of the services I received: My housing situation has		6	21	18	11	4	15
improved	1.3 %	7.9 %	27.6 %	23.7 %	14.5 %	5.3 %	19.7 %
60.0 % 28. As a direct result of the services I received: My symptoms are not	1	3	20	25	11	1	15
bothering me as much	1.3 %	4.0 %	26.3 %	32.9 %	14.5 %	1.3 %	19.7 %
72.6 % 29. As a direct result of the services I received: I do thinks that are more	1	4	12	28	17	0	14
meaningful to me	1.3 %	5.3 %	15.8 %	36.8 %	22.4 %	0.0 %	18.4 %
66.7 % 30. As a direct result of the services I received: I am better able to take	1	4	16	26	16	0	13
care of my needs	1.3 %	5.3 %	21.1 %	34.2 %	21.1 %	0.0%	17.1 %
60.7 % 31. As a direct result of the services I received: I am better able to handle	2	3	19	25	12	0	15
thing when they go wrong	2.6 %	4.0 %	25.0 %	32.9 %	15.8 %	0.0 %	19.7 %
75.0 % 32. As a direct result of the services I received: I am better able to do	1	4	10	29	16	1	15
things that I want to do	1.3 %	5.3 %	13.2 %	38.2 %	21.1 %	1.3 %	19.7 %
70.0 % 33. As a direct result of the services I received: I am happy with the	2	3	13	24	18	1	15
friendships I have	2.6 %	4.0 %	17.1 %	31.6 %	23.7 %	1.3 %	19.7 %
73.3 % 34. As a direct result of the services I received: I have people with whom	0	2	14	26	18	1	15
I can do enjoyable things	0.0 %	2.6 %	18.4 %	34.2 %	23.7 %	1.3 %	19.7 %
57.6 % 35. As a direct result of the services I received: I feel I belong in my	2	4	19	21	13	2	15
community	2.6 %	5.3 %	25.0 %	27.6 %	17.1 %	2.6 %	19.7 %
75.4 % 36. As a direct result of the services I received: In a crisis, I would have	1	4	10	24	22	0	15
the support I need from family or friends	1.3 %	5.3 %	13.2 %	31.6 %	28.9 %	0.0 %	19.7 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by ompletion Status Adult/Older Adult To

Completion Status	Adult/	Older Adult	Total
	Adult	Older Adult	
Refused	8	0	8
	10.5 %	0 %	10.5 %
Impaired	2	0	2
	2.6 %	0 %	2.6 %
Language	1	0	1
	1.3 %	0 %	1.3 %
Other	0	0	0
	0 %	0 %	0 %
No Data	4	0	4
	5.3 %	0 %	5.3 %
Completed Survey	61	0	61
	80.3 %	0 %	80.3 %
Total	76	0	76
	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 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.



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 Satisfaction¹ **60.0%**

Return Rate² 31.2%

Overall satisfaction³ 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

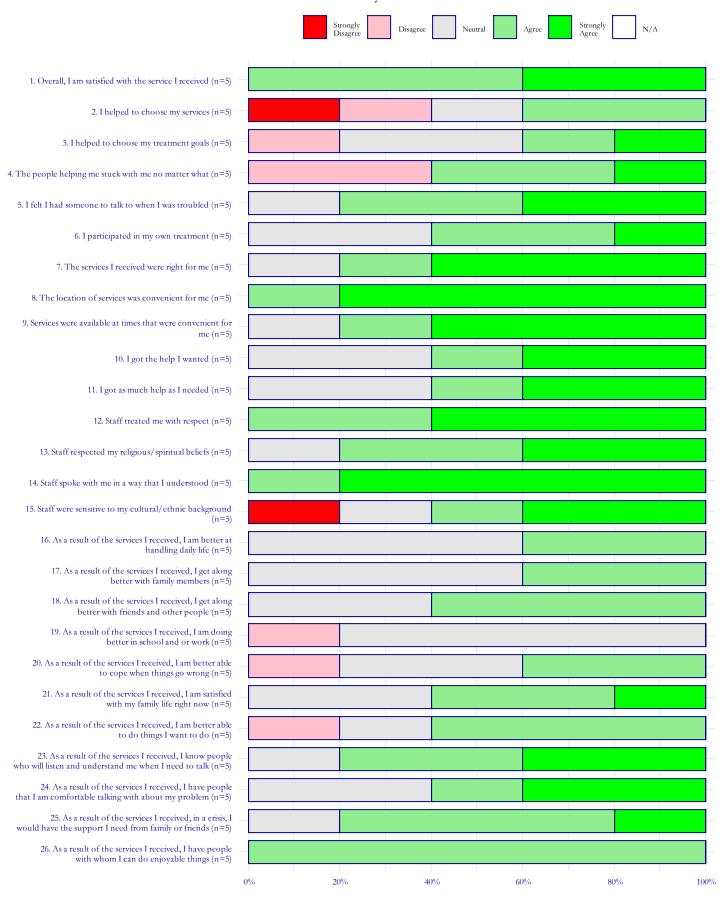
40.0% 2. I helped to choose my services

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

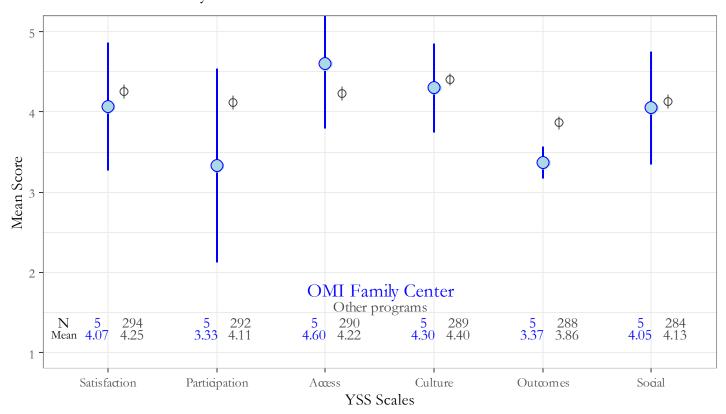


Youth Services Survey for Youth, N = 5

Touth Services Survey for Youth, N = 5	Ctuomalu				Ctuomalu		
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	0 0.0 %	0 0.0 %
40.0 % 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 %
40.0 % 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 %
60.0 % 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 %
80.0 % 5. I felt I had someone to talk to when I was troubled	0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0.0 %
60.0 % 6. I participated in my own treatment	0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0
80.0 % 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 %
100.0 % 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 %
80.0 % 9. Services were available at times that were convenient for me	0	0	1 20.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %
60.0 % 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 %
60.0 % 11. I got as much help as I needed	0	0	2 40.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %
100.0 % 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 %
80.0 % 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 %
100.0 % 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 %
60.0 % 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 %
40.0 % 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 %
40.0 % 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 %
60.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 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 %
40.0 % 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
60.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
60.0 % 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 %
80.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0
60.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0.0 % 0 0.0 %
80.0 % 25. As a result of the services I received, in a crisis, I would have the	0	0	1	3	1	0	0
support I need from family or friends 100.0 % 26. As a result of the services I received, I have people with whom I can		0.0 %	20.0 %	60.0 %	20.0 %	0.0 %	0
do enjoyable things	0.0 %	0.0 %	0.0 %	100.0 %	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% ConfidenceIntervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance OMI Family Center Completion by Completion Status Total Respondent Type Family Youth 0 0 Refused 0 % 0 % 0 % 0 0 0 Impaired 0 % 0 % 0 % 0 0 0 Language 0 % 0 % 0 % 0 0 Other 0 % 0 % 0 % 0 0 0 No Data 0 % 0 % 0 % 5 5 0 Completed Survey 100 % 0 % 100 % 0 5 5 Total 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 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.



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

PF Ashbury House

Program Code(s): 89841

Overall Satisfaction¹
100.0%

Return Rate²

Overall satisfaction³ 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

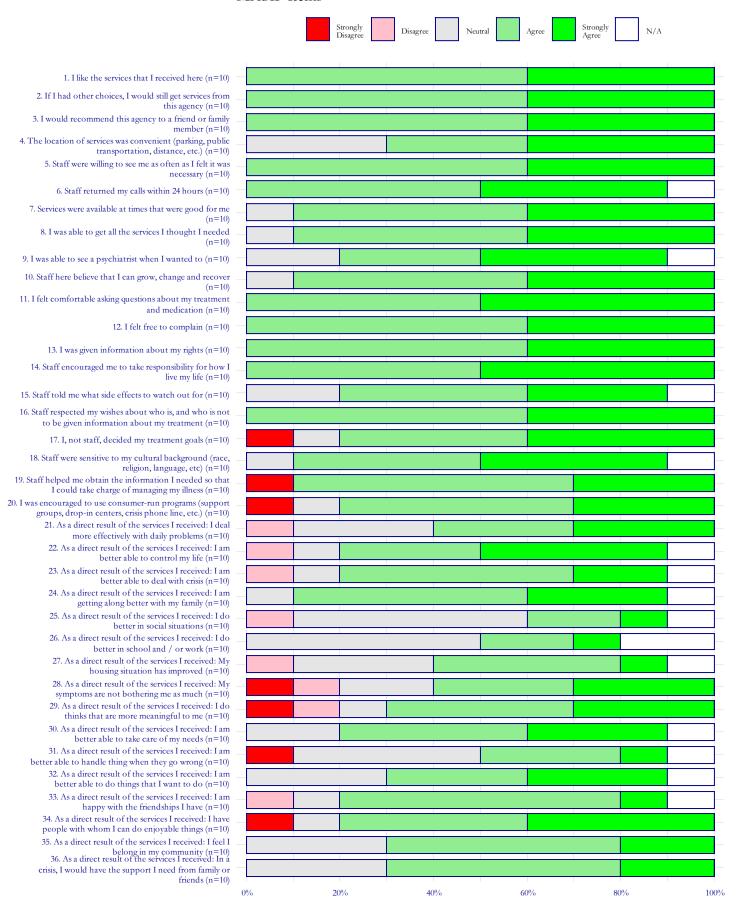
77.8% 9. I was able to see a psychiatrist when I wanted to

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



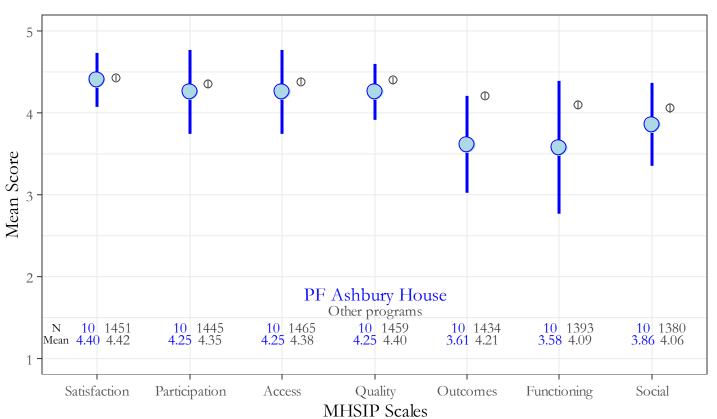
$\begin{array}{ll} MHSIP\ Items\ 1\text{-}25, & N=10\\ Percent\ Agree \end{array}$

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	6	4	0	0
	0.0 %	0.0 %	0.0 %	60.0 %	40.0 %	0.0 %	0.0 %
100.0 % 2. If I had other choices, I would still get services from this agency	0	0	0	6	4	0	0
	0.0 %	0.0 %	0.0 %	60.0 %	40.0 %	0.0 %	0.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0	0	0	6	4	0	0
	0.0 %	0.0 %	0.0 %	60.0 %	40.0 %	0.0 %	0.0 %
70.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0 0.0 %	3 30.0 %	3 30.0 %	4 40.0 %	0 0.0 %	0 0.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0.0 %	0.0 %	0 0.0 %	6 60.0 %	40.0 %	0.0 %	0 0.0 %
100.0 % 6. Staff returned my calls within 24 hours	0	0	0	5	4	1	0
90.0 % 7. Services were available at times that were good for me	0.0 %	0.0 %	0.0 %	50.0 %	40.0 %	10.0 %	0.0 %
90.0 % 8. I was able to get all the services I thought I needed	0.0 %	0.0 % 0	10.0 % 1	50.0 % 5	40.0 % 4	0.0 %	0.0 %
	0.0 %	0.0 %	10.0 %	50.0 %	40.0 % 4	0.0 %	0.0 %
77.8 % 9. I was able to see a psychiatrist when I wanted to	0.0 %	0.0 %	20.0 %	30.0 % 5	40.0 % 4	10.0 %	0.0 %
90.0 % 10. Staff here believe that I can grow, change and recover	0.0 %	0.0 %	10.0 %	50.0 %	40.0 %	0.0 %	0.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	0	5	5	0	0
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
100.0 % 12. I felt free to complain	0	0	0	6	4	0	0
	0.0 %	0.0 %	0.0 %	60.0 %	40.0 %	0.0 %	0.0 %
100.0 % 13. I was given information about my rights	0	0	0	6	4	0	0
	0.0 %	0.0 %	0.0 %	60.0 %	40.0 %	0.0 %	0.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	0	5	5	0	0
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
77.8 % 15. Staff told me what side effects to watch out for	0	0	2	4	3	1	0
	0.0 %	0.0 %	20.0 %	40.0 %	30.0 %	10.0 %	0.0 %
100.0 % 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 %	6 60.0 %	4 40.0 %	0 0.0 %	0 0.0 %
80.0 % 17. I, not staff, decided my treatment goals	1	0	1	4	4	0	0
	10.0 %	0.0 %	10.0 %	40.0 %	40.0 %	0.0 %	0.0 %
88.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	1	4	4	1	0
	0.0 %	0.0 %	10.0 %	40.0 %	40.0 %	10.0 %	0.0 %
90.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1	0	0	6	3	0	0
	10.0 %	0.0 %	0.0 %	60.0 %	30.0 %	0.0 %	0.0 %
80.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1	0	1	5	3	0	0
	10.0 %	0.0 %	10.0 %	50.0 %	30.0 %	0.0 %	0.0 %
60.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	1	3	3	3	0	0
	0.0 %	10.0 %	30.0 %	30.0 %	30.0 %	0.0 %	0.0 %
77.8 % 22. As a direct result of the services I received: I am better able to control my life	0	1 10.0 %	1 10.0 %	3 30.0 %	4 40.0 %	1 10.0 %	0
77.8 % 23. As a direct result of the services I received: I am better able to deal with crisis	0.0 %	1 10.0 %	1 1 10.0 %	5 50.0 %	2 20.0 %	1 10.0 %	0 0.0 %
88.9 % 24. As a direct result of the services I received: I am getting along better	0	0	1	5	3	1	0
with my family 33.3 % 25. As a direct result of the services I received: I do better in social situations	0.0 %	0.0 %	10.0 %	50.0 %	30.0 %	10.0 %	0.0 %
	0	1	5	2	1	1	0
	0.0 %	10.0 %	50.0 %	20.0 %	10.0 %	10.0 %	0.0 %

MHSIP Items 26-36, N = 10 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
37.5 % 26. As a direct result of the services I received: I do better in school and		0	5	2	1	2	0
/ or work	0.0 %	0.0 %	50.0 %	20.0 %	10.0 %	20.0 %	0.0 %
55.6 % 27. As a direct result of the services I received: My housing situation	0	1	3	4	1	1	0
has improved	0.0 %	10.0 %	30.0 %	40.0 %	10.0 %	10.0 %	0.0 %
60.0 % 28. As a direct result of the services I received: My symptoms are not	1	1	2	3	3	0	0
bothering me as much	10.0 %	10.0 %	20.0 %	30.0 %	30.0 %	0.0 %	0.0 %
70.0 % 29. As a direct result of the services I received: I do thinks that are more	1	1	1	4	3	0	0
meaningful to me	10.0 %	10.0 %	10.0 %	40.0 %	30.0 %	0.0 %	0.0 %
77.8 % 30. As a direct result of the services I received: I am better able to take	0	0	2	4	3	1	0
care of my needs	0.0 %	0.0 %	20.0 %	40.0 %	30.0 %	10.0 %	0.0 %
44.4 % 31. As a direct result of the services I received: I am better able to	1	0	4	3	1	1	0
handle thing when they go wrong	10.0 %	0.0 %	40.0 %	30.0 %	10.0 %	10.0 %	0.0 %
66.7 % 32. As a direct result of the services I received: I am better able to do	0	0	3	3	3	1	0
things that I want to do	0.0 %	0.0 %	30.0 %	30.0 %	30.0 %	10.0 %	0.0 %
77.8 % 33. As a direct result of the services I received: I am happy with the	0	1	1	6	1	1	0
friendships I have	0.0 %	10.0 %	10.0 %	60.0 %	10.0 %	10.0 %	0.0 %
80.0 % 34. As a direct result of the services I received: I have people with	1	0	1	4	4	0	0
whom I can do enjoyable things	10.0 %	0.0 %	10.0 %	40.0 %	40.0 %	0.0 %	0.0 %
70.0 % 35. As a direct result of the services I received: I feel I belong in my	0	0	3	5	2	0	0
community	0.0 %	0.0 %	30.0 %	50.0 %	20.0 %	0.0 %	0.0 %
70.0 % 36. As a direct result of the services I received: In a crisis, I would have	0	0	3	5	2	0	0
the support I need from family or friends	0.0 %	0.0 %	30.0 %	50.0 %	20.0 %	0.0 %	0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

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	0	10
	100 %	0 %	100 %
Total	10	0	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 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.



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

PF Avenues

Program Code(s): 38A41

Overall Satisfaction¹
100.0%

Return Rate² **90.9%**

Overall satisfaction³ 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

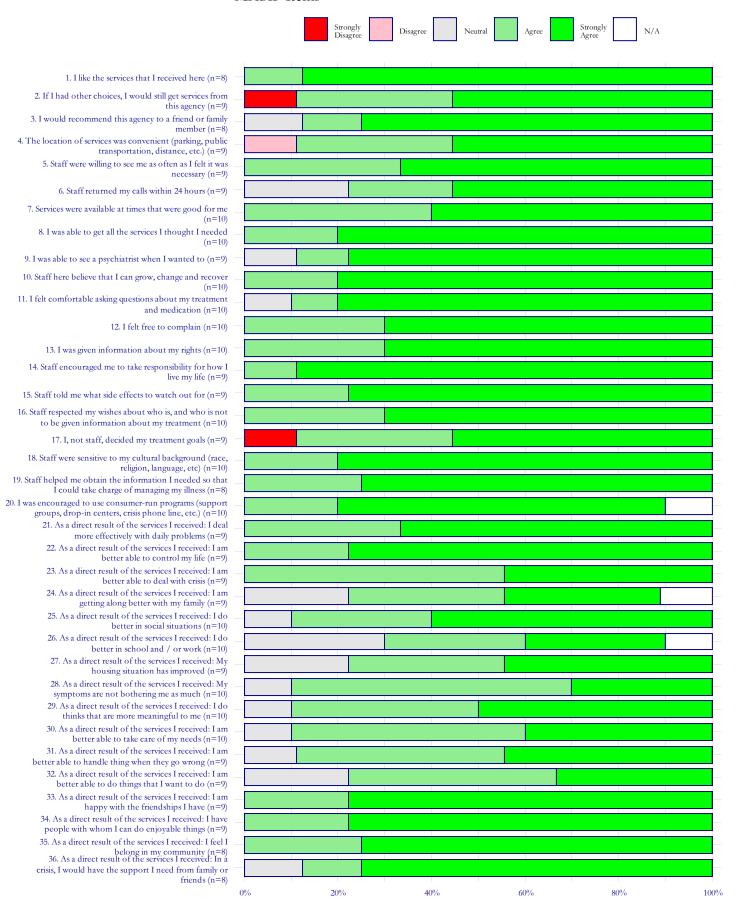
77.8% 6. Staff returned my calls within 24 hours

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



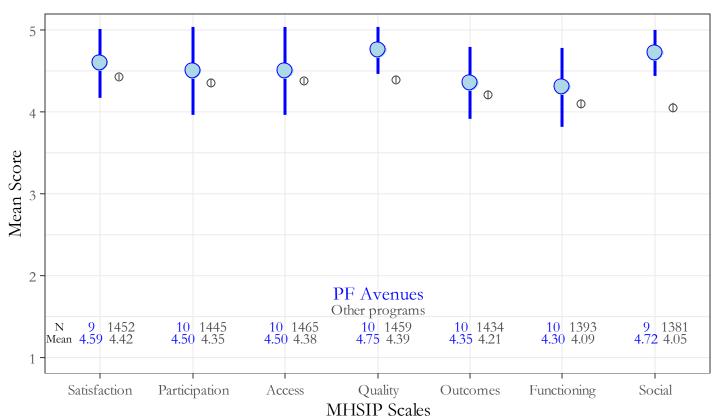
$\begin{array}{ll} MHSIP\ Items\ 1\text{-}25, & N=10\\ Percent\ Agree \end{array}$

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	1	7	0	2
	0.0 %	0.0 %	0.0 %	10.0 %	70.0 %	0.0 %	20.0 %
88.9 % 2. If I had other choices, I would still get services from this agency	1	0	0	3	5	0	1
	10.0 %	0.0 %	0.0 %	30.0 %	50.0 %	0.0 %	10.0 %
87.5 % 3. I would recommend this agency to a friend or family member	0	0	1	1	6	0	2
	0.0 %	0.0 %	10.0 %	10.0 %	60.0 %	0.0 %	20.0 %
88.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	1	0	3	5	0	1
	0.0 %	10.0 %	0.0 %	30.0 %	50.0 %	0.0 %	10.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	3	6	0	1
	0.0 %	0.0 %	0.0 %	30.0 %	60.0 %	0.0 %	10.0 %
77.8 % 6. Staff returned my calls within 24 hours	0	0	2	2	5	0	1
	0.0 %	0.0 %	20.0 %	20.0 %	50.0 %	0.0 %	10.0 %
100.0 % 7. Services were available at times that were good for me	0	0	0	4	6	0	0
	0.0 %	0.0 %	0.0 %	40.0 %	60.0 %	0.0 %	0.0 %
100.0 % 8. I was able to get all the services I thought I needed	0	0	0	2	8	0	0
	0.0 %	0.0 %	0.0 %	20.0 %	80.0 %	0.0 %	0.0 %
88.9 % 9. I was able to see a psychiatrist when I wanted to	0	0	1	1	7	0	1
	0.0 %	0.0 %	10.0 %	10.0 %	70.0 %	0.0 %	10.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0	0	0	2	8	0	0
	0.0 %	0.0 %	0.0 %	20.0 %	80.0 %	0.0 %	0.0 %
90.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	1	1	8	0	0
	0.0 %	0.0 %	10.0 %	10.0 %	80.0 %	0.0 %	0.0 %
100.0 % 12. I felt free to complain	0	0	0	3	7	0	0
	0.0 %	0.0 %	0.0 %	30.0 %	70.0 %	0.0 %	0.0 %
100.0 % 13. I was given information about my rights	0	0	0	3	7	0	0
	0.0 %	0.0 %	0.0 %	30.0 %	70.0 %	0.0 %	0.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	0	1	8	0	1
	0.0 %	0.0 %	0.0 %	10.0 %	80.0 %	0.0 %	10.0 %
100.0 % 15. Staff told me what side effects to watch out for	0	0	0	2	7	0	1
	0.0 %	0.0 %	0.0 %	20.0 %	70.0 %	0.0 %	10.0 %
100.0 % 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 %	3 30.0 %	7 70.0 %	0 0.0 %	0 0.0 %
88.9 % 17. I, not staff, decided my treatment goals	1	0	0	3	5	0	1
	10.0 %	0.0 %	0.0 %	30.0 %	50.0 %	0.0 %	10.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	0	2	8	0	0
	0.0 %	0.0 %	0.0 %	20.0 %	80.0 %	0.0 %	0.0 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	0	2	6	0	2
	0.0 %	0.0 %	0.0 %	20.0 %	60.0 %	0.0 %	20.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	0	2	7	1	0
	0.0 %	0.0 %	0.0 %	20.0 %	70.0 %	10.0 %	0.0 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	0	3	6	0	1
	0.0 %	0.0 %	0.0 %	30.0 %	60.0 %	0.0 %	10.0 %
100.0 % 22. As a direct result of the services I received: I am better able to control my life	0	0	0	2	7	0	1
	0.0 %	0.0 %	0.0 %	20.0 %	70.0 %	0.0 %	10.0 %
100.0 % 23. As a direct result of the services I received: I am better able to deal with crisis		0 0.0 %	0 0.0 %	5 50.0 %	4 40.0 %	0 0.0 %	1 10.0 %
75.0 % 24. As a direct result of the services I received: I am getting along better with my family	0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	3 30.0 %	1	1 10.0 %
90.0 % 25. As a direct result of the services I received: I do better in social situations	0	0	1	3	6	0	0
	0.0 %	0.0 %	10.0 %	30.0 %	60.0 %	0.0 %	0.0 %

MHSIP Items 26-36, N = 10 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
66.7 % 26. As a direct result of the services I received: I do better in school and / or work	0	0	3	3	3	1	0
	0.0 %	0.0 %	30.0 %	30.0 %	30.0 %	10.0 %	0.0 %
77.8 % 27. As a direct result of the services I received: My housing situation has improved	0	0	2	3	4	0	1
	0.0 %	0.0 %	20.0 %	30.0 %	40.0 %	0.0 %	10.0 %
90.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0	0	1	6	3	0	0
	0.0 %	0.0 %	10.0 %	60.0 %	30.0 %	0.0 %	0.0 %
90.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
90.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	0	1	5	4	0	0
	0.0 %	0.0 %	10.0 %	50.0 %	40.0 %	0.0 %	0.0 %
88.9 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	0	1	4	4	0	1
	0.0 %	0.0 %	10.0 %	40.0 %	40.0 %	0.0 %	10.0 %
77.8 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	0	2	4	3	0	1
	0.0 %	0.0 %	20.0 %	40.0 %	30.0 %	0.0 %	10.0 %
100.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	0	0	2	7	0	1
	0.0 %	0.0 %	0.0 %	20.0 %	70.0 %	0.0 %	10.0 %
100.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	0	0	2	7	0	1
	0.0 %	0.0 %	0.0 %	20.0 %	70.0 %	0.0 %	10.0 %
100.0 % 35. As a direct result of the services I received: I feel I belong in my community	0	0	0	2	6	0	2
	0.0 %	0.0 %	0.0 %	20.0 %	60.0 %	0.0 %	20.0 %
87.5 % 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	1	1	6	0	2
	0.0 %	0.0 %	10.0 %	10.0 %	60.0 %	0.0 %	20.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Tate

Completion Status	Adult/	Total			
	Adult	Older Adult			
Refused	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	0	10		
	100 %	0 %	100 %		
Total	10	0	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 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.



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 Satisfaction¹ **85.7%**

Return Rate² over 100%

Overall satisfaction³ 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

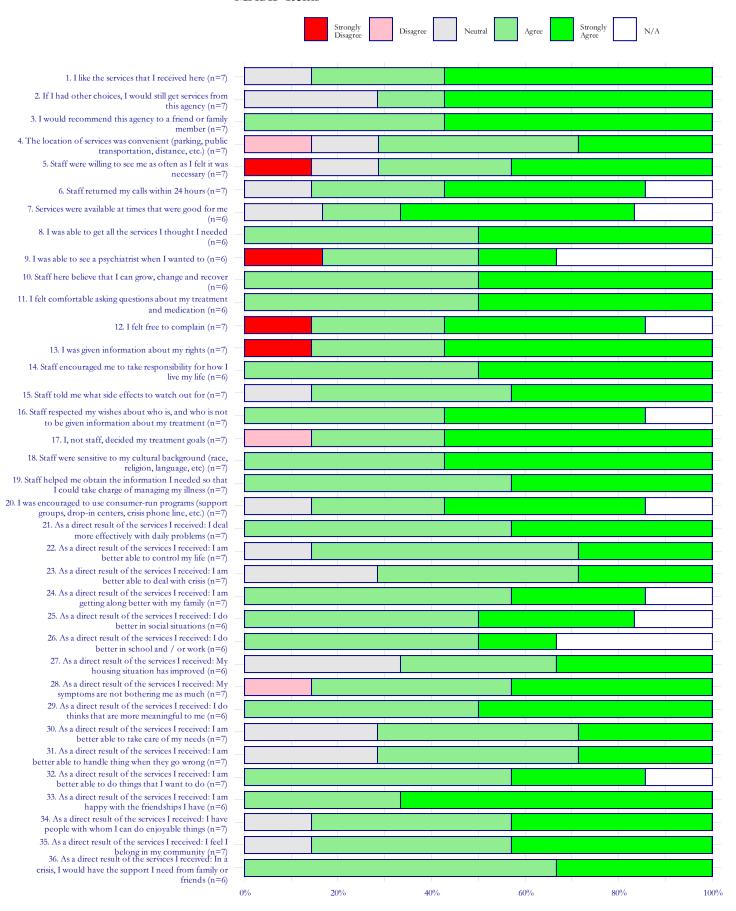
71.4% 2. If I had other choices, I would still get services from this agency

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



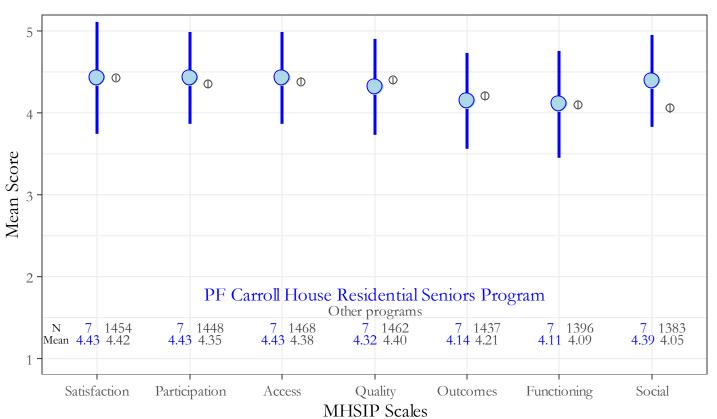
MHSIP Items 1-25, N = 7Percent Agree

Toront rigide	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 1. I like the services that I received here	0	0	1	2	4	0	0
	0.0 %	0.0 %	14.3 %	28.6 %	57.1 %	0.0 %	0.0 %
71.4 % 2. If I had other choices, I would still get services from this agency	0	0	2	1	4	0	0
	0.0 %	0.0 %	28.6 %	14.3 %	57.1 %	0.0 %	0.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0	0	0	3	4	0	0
	0.0 %	0.0 %	0.0 %	42.9 %	57.1 %	0.0 %	0.0 %
71.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	1	1	3	2	0	0
	0.0 %	14.3 %	14.3 %	42.9 %	28.6 %	0.0 %	0.0 %
71.4 % 5. Staff were willing to see me as often as I felt it was necessary	1	0	1	2	3	0	0
	14.3 %	0.0 %	14.3 %	28.6 %	42.9 %	0.0 %	0.0 %
83.3 % 6. Staff returned my calls within 24 hours	0	0	1	2	3	1	0
	0.0 %	0.0 %	14.3 %	28.6 %	42.9 %	14.3 %	0.0 %
80.0 % 7. Services were available at times that were good for me	0	0	1	1	3	1	1
	0.0 %	0.0 %	14.3 %	14.3 %	42.9 %	14.3 %	14.3 %
100.0 % 8. I was able to get all the services I thought I needed	0	0	0	3	3	0	1
	0.0 %	0.0 %	0.0 %	42.9 %	42.9 %	0.0 %	14.3 %
75.0 % 9. I was able to see a psychiatrist when I wanted to	1	0	0	2	1	2	1
	14.3 %	0.0 %	0.0 %	28.6 %	14.3 %	28.6 %	14.3 %
100.0 % 10. Staff here believe that I can grow, change and recover	0	0	0	3	3	0	1
	0.0 %	0.0 %	0.0 %	42.9 %	42.9 %	0.0 %	14.3 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	0	3	3	0	1
	0.0 %	0.0 %	0.0 %	42.9 %	42.9 %	0.0 %	14.3 %
83.3 % 12. I felt free to complain	1	0	0	2	3	1	0
	14.3 %	0.0 %	0.0 %	28.6 %	42.9 %	14.3 %	0.0 %
85.7 % 13. I was given information about my rights	1	0	0	2	4	0	0
	14.3 %	0.0 %	0.0 %	28.6 %	57.1 %	0.0 %	0.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	0	3	3	0	1
	0.0 %	0.0 %	0.0 %	42.9 %	42.9 %	0.0 %	14.3 %
85.7 % 15. Staff told me what side effects to watch out for	0	0	1	3	3	0	0
	0.0 %	0.0 %	14.3 %	42.9 %	42.9 %	0.0 %	0.0 %
100.0 % 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 %	3 42.9 %	3 42.9 %	1 14.3 %	0 0.0 %
85.7 % 17. I, not staff, decided my treatment goals	0	1	0	2	4	0	0
	0.0 %	14.3 %	0.0 %	28.6 %	57.1 %	0.0 %	0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	0	3	4	0	0
	0.0 %	0.0 %	0.0 %	42.9 %	57.1 %	0.0 %	0.0 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	0	4	3	0	0
	0.0 %	0.0 %	0.0 %	57.1 %	42.9 %	0.0 %	0.0 %
83.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	1	2	3	1	0
	0.0 %	0.0 %	14.3 %	28.6 %	42.9 %	14.3 %	0.0 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	0	4	3	0	0
	0.0 %	0.0 %	0.0 %	57.1 %	42.9 %	0.0 %	0.0 %
85.7 % 22. As a direct result of the services I received: I am better able to control my life	0	0	1	4	2	0	0
	0.0 %	0.0 %	14.3 %	57.1 %	28.6 %	0.0 %	0.0 %
71.4 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	2	3	2	0	0
	0.0 %	0.0 %	28.6 %	42.9 %	28.6 %	0.0 %	0.0 %
100.0 % 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
100.0 % 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

MHSIP Items 26-36, N = 7 Percent Agree

To contrigio	Strongly				Strongly		
	Disagree	Disagree	Neutral	Agree	Agree	N/A	Missing
100.0 % 26. As a direct result of the services I received: I do better in school	0	0	0	3	1	2	1
and / or work	0.0 %	0.0 %	0.0 %	42.9 %	14.3 %		14.3 %
66.7 % 27. As a direct result of the services I received: My housing situation has improved	0	0	2	2	2	0	1
	0.0 %	0.0 %	28.6 %	28.6 %	28.6 %	0.0 %	14.3 %
85.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0	1	0	3	3	0	0
	0.0 %	14.3 %	0.0 %	42.9 %	42.9 %	0.0 %	0.0 %
100.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0	0	0	3	3	0	1
	0.0 %	0.0 %	0.0 %	42.9 %	42.9 %	0.0 %	14.3 %
71.4 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	0	2	3	2	0	0
	0.0 %	0.0 %	28.6 %	42.9 %	28.6 %	0.0 %	0.0 %
71.4 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	0	2	3	2	0	0
	0.0 %	0.0 %	28.6 %	42.9 %	28.6 %	0.0 %	0.0 %
100.0% 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	4	2	1	0
	0.0 %	0.0 %	0.0 %	57.1 %	28.6 %	14.3 %	0.0 %
100.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	0	0	2	4	0	1
	0.0 %	0.0 %	0.0 %	28.6 %	57.1 %	0.0 %	14.3 %
85.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	0	1	3	3	0	0
	0.0 %	0.0 %	14.3 %	42.9 %	42.9 %	0.0 %	0.0 %
85.7 % 35. As a direct result of the services I received: I feel I belong in my community	0	0	1	3	3	0	0
	0.0 %	0.0 %	14.3 %	42.9 %	42.9 %	0.0 %	0.0 %
100.0 % 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	2	0	1
	0.0 %	0.0 %	0.0 %	57.1 %	28.6 %	0.0 %	14.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult To

Completion Status	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	4	7
	100 %	100 %	100 %
Total	3	4	7
	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 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.



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

PF Clay Street Residential

Program Code(s): 89851

Overall Satisfaction¹ 83.3%

Return Rate² **92.9%**

Overall satisfaction³ 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

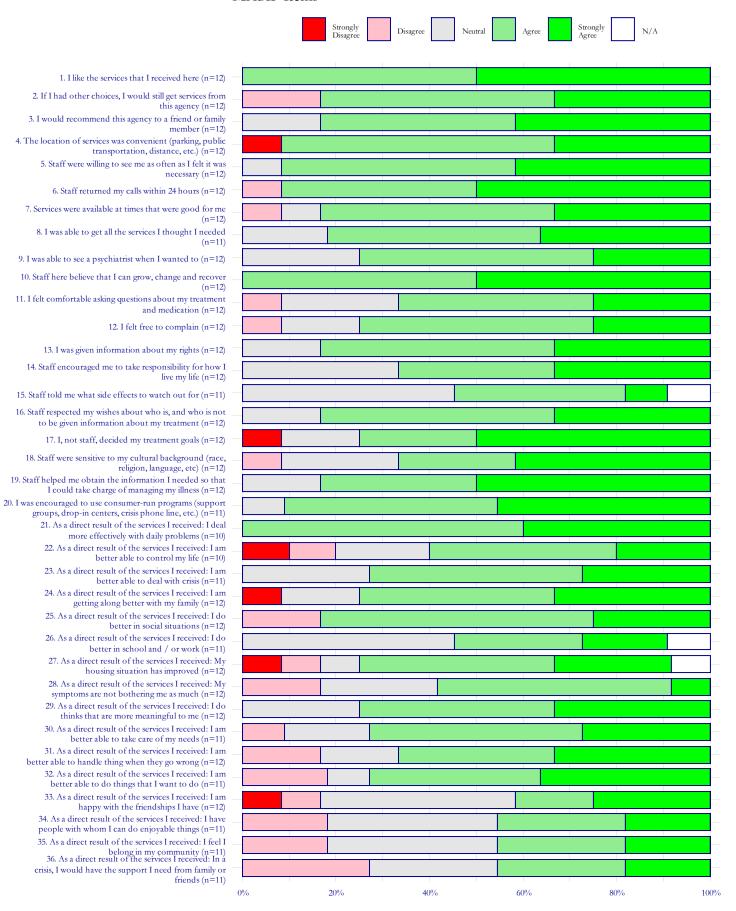
50.0% 15. Staff told me what side effects to watch out for

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



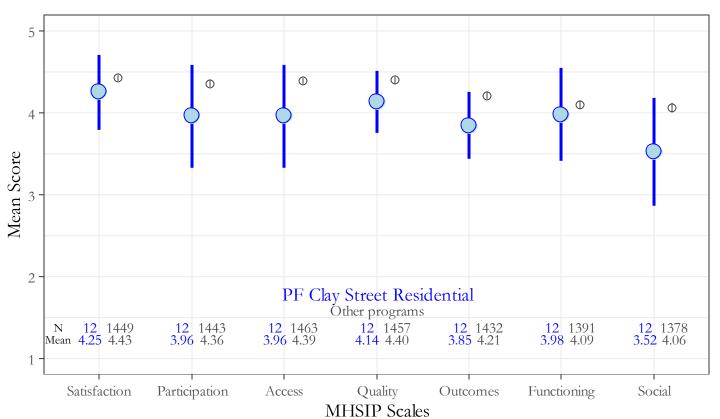
MHSIP Items 1-25, N = 13 Percent Agree

Toront rigido	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	6	6	0	1
	0.0 %	0.0 %	0.0 %	46.2 %	46.2 %	0.0 %	7.7 %
83.3 % 2. If I had other choices, I would still get services from this agency	0	2	0	6	4	0	1
	0.0 %	15.4 %	0.0 %	46.2 %	30.8 %	0.0 %	7.7 %
83.3 % 3. I would recommend this agency to a friend or family member	0	0	2	5	5	0	1
	0.0 %	0.0 %	15.4 %	38.5 %	38.5 %	0.0 %	7.7 %
91.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1	0	0	7	4	0	1
	7.7 %	0.0 %	0.0 %	53.8 %	30.8 %	0.0 %	7.7 %
91.7 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	1	6	5	0	1
	0.0 %	0.0 %	7.7 %	46.2 %	38.5 %	0.0 %	7.7 %
91.7 % 6. Staff returned my calls within 24 hours	0	1	0	5	6	0	1
	0.0 %	7.7 %	0.0 %	38.5 %	46.2 %	0.0 %	7.7 %
83.3 % 7. Services were available at times that were good for me	0	1	1	6	4	0	1
	0.0 %	7.7 %	7.7 %	46.2 %	30.8 %	0.0 %	7.7 %
81.8 % 8. I was able to get all the services I thought I needed	0	0	2	5	4	0	2
	0.0 %	0.0 %	15.4 %	38.5 %	30.8 %	0.0 %	15.4 %
75.0 % 9. I was able to see a psychiatrist when I wanted to	0	0	3	6	3	0	1
	0.0 %	0.0 %	23.1 %	46.2 %	23.1 %	0.0 %	7.7 %
100.0 % 10. Staff here believe that I can grow, change and recover	0	0	0	6	6	0	1
	0.0 %	0.0 %	0.0 %	46.2 %	46.2 %	0.0 %	7.7 %
66.7 % 11. I felt comfortable asking questions about my treatment and medication	0	1	3	5	3	0	1
	0.0 %	7.7 %	23.1 %	38.5 %	23.1 %	0.0 %	7.7 %
75.0 % 12. I felt free to complain	0	1	2	6	3	0	1
	0.0 %	7.7 %	15.4 %	46.2 %	23.1 %	0.0 %	7.7 %
83.3 % 13. I was given information about my rights	0	0	2	6	4	0	1
	0.0 %	0.0 %	15.4 %	46.2 %	30.8 %	0.0 %	7.7 %
66.7 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	4	4	4	0	1
	0.0 %	0.0 %	30.8 %	30.8 %	30.8 %	0.0 %	7.7 %
50.0 % 15. Staff told me what side effects to watch out for	0	0	5	4	1	1	2
	0.0 %	0.0 %	38.5 %	30.8 %	7.7 %	7.7 %	15.4 %
83.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	2	6	4	0	1
	0.0 %	0.0 %	15.4 %	46.2 %	30.8 %	0.0 %	7.7 %
75.0 % 17. I, not staff, decided my treatment goals	1	0	2	3	6	0	1
	7.7 %	0.0 %	15.4 %	23.1 %	46.2 %	0.0 %	7.7 %
66.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	1	3	3	5	0	1
	0.0 %	7.7 %	23.1 %	23.1 %	38.5 %	0.0 %	7.7 %
83.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	2	4	6	0	1
	0.0 %	0.0 %	15.4 %	30.8 %	46.2 %	0.0 %	7.7 %
90.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	1	5	5	0	2
	0.0 %	0.0 %	7.7 %	38.5 %	38.5 %	0.0 %	15.4 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	0	6	4	0	3
	0.0 %	0.0 %	0.0 %	46.2 %	30.8 %	0.0 %	23.1 %
60.0 % 22. As a direct result of the services I received: I am better able to contromy life	1 1	1	2	4	2	0	3
	7.7 %	7.7 %	15.4 %	30.8 %	15.4 %	0.0 %	23.1 %
72.7 % 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	2 15.4 %
75.0 % 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
83.3 % 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	1

MHSIP Items 26-36, N = 13 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
50.0 % 26. As a direct result of the services I received: I do better in school and or work	0.0 %	0 0.0 %	5 38.5 %	3 23.1 %	2 15.4 %	1 7.7 %	2 15.4 %
72.7 % 27. As a direct result of the services I received: My housing situation has improved	1	1	1	5	3	1	1
	7.7 %	7.7 %	7.7 %	38.5 %	23.1 %	7.7 %	7.7 %
58.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0	2	3	6	1	0	1
	0.0 %	15.4 %	23.1 %	46.2 %	7.7 %	0.0 %	7.7 %
75.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0	0	3	5	4	0	1
	0.0 %	0.0 %	23.1 %	38.5 %	30.8 %	0.0 %	7.7 %
72.7 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	1	2	5	3	0	2
	0.0 %	7.7 %	15.4 %	38.5 %	23.1 %	0.0 %	15.4 %
66.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0.0 %	2 15.4 %	2 15.4 %	4 30.8 %	4 30.8 %	0 0.0 %	1 7.7 %
72.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	2	1	4	4	0	2
	0.0 %	15.4 %	7.7 %	30.8 %	30.8 %	0.0 %	15.4 %
41.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	1	1	5	2	3	0	1
	7.7 %	7.7 %	38.5 %	15.4 %	23.1 %	0.0 %	7.7 %
45.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0.0 %	2 15.4 %	4 30.8 %	3 23.1 %	2 15.4 %	0 0.0 %	2 15.4 %
45.5 % 35. As a direct result of the services I received: I feel I belong in my community	0	2	4	3	2	0	2
	0.0 %	15.4 %	30.8 %	23.1 %	15.4 %	0.0 %	15.4 %
45.5 % 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	3	3	3	2	0	2
	0.0 %	23.1 %	23.1 %	23.1 %	15.4 %	0.0 %	15.4 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	1	0	1
	9.1 %	0 %	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	2	12
	90.9 %	100 %	92.3 %
Total	11	2	13
	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 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.



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

PF Cortland House Residential

Program Code(s): 38631

Overall Satisfaction¹ **88.9**%

Return Rate² **100.0%**

Overall satisfaction³ 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

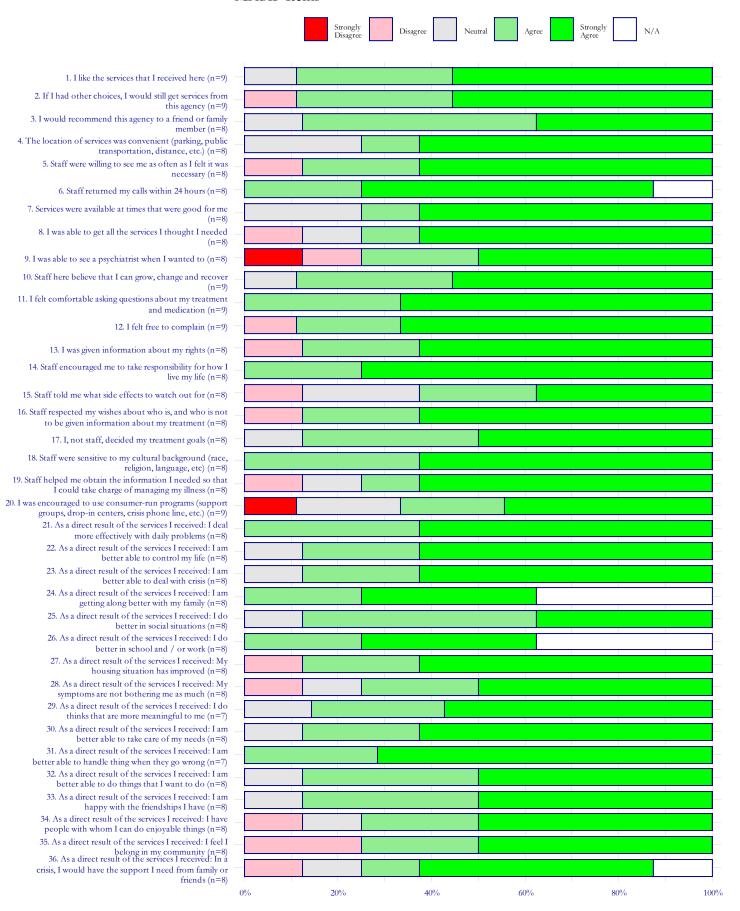
62.5% 15. Staff told me what side effects to watch out for

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



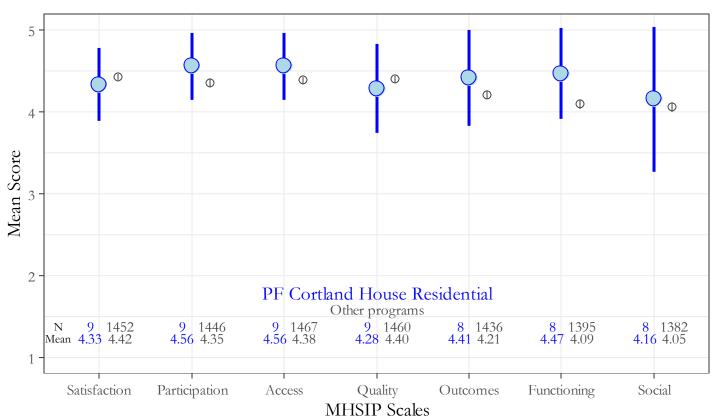
MHSIP Items 1-25, N = 9Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.9 % 1. I like the services that I received here	0	0	1	3	5	0	0
	0.0 %	0.0 %	11.1 %	33.3 %	55.6 %	0.0 %	0.0 %
88.9 % 2. If I had other choices, I would still get services from this agency	0	1	0	3	5	0	0
	0.0 %	11.1 %	0.0 %	33.3 %	55.6 %	0.0 %	0.0 %
87.5 % 3. I would recommend this agency to a friend or family member	0	0	1	4	3	0	1
	0.0 %	0.0 %	11.1 %	44.4 %	33.3 %	0.0 %	11.1 %
75.0 % 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	1 11.1 %
87.5 % 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 1 11.1 %
100.0 % 6. Staff returned my calls within 24 hours	0	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	1	1 11.1 %
75.0 % 7. Services were available at times that were good for me	0	0	2	1	5	0	1
	0.0 %	0.0 %	22.2 %	11.1 %	55.6 %	0.0 %	11.1 %
75.0 % 8. I was able to get all the services I thought I needed	0	1	1	1	5	0	1
	0.0 %	11.1 %	11.1 %	11.1 %	55.6 %	0.0 %	11.1 %
75.0 % 9. I was able to see a psychiatrist when I wanted to	1	1	0	2	4	0	1
	11.1 %	11.1 %	0.0 %	22.2 %	44.4 %	0.0 %	11.1 %
88.9 % 10. Staff here believe that I can grow, change and recover	0	0	1	3	5	0	0
	0.0 %	0.0 %	11.1 %	33.3 %	55.6 %	0.0 %	0.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	0	3	6	0	0
	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %	0.0 %
88.9 % 12. I felt free to complain	0	1	0	2	6	0	0
	0.0 %	11.1 %	0.0 %	22.2 %	66.7 %	0.0 %	0.0 %
87.5 % 13. I was given information about my rights	0	1	0	2	5	0	1
	0.0 %	11.1 %	0.0 %	22.2 %	55.6 %	0.0 %	11.1 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	0	2	6	0	1
	0.0 %	0.0 %	0.0 %	22.2 %	66.7 %	0.0 %	11.1 %
62.5 % 15. Staff told me what side effects to watch out for	0	1	2	2	3	0	1
	0.0 %	11.1 %	22.2 %	22.2 %	33.3 %	0.0 %	11.1 %
87.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	1	0	2	5	0	1
	0.0 %	11.1 %	0.0 %	22.2 %	55.6 %	0.0 %	11.1 %
87.5 % 17. I, not staff, decided my treatment goals	0	0	1	3	4	0	1
	0.0 %	0.0 %	11.1 %	33.3 %	44.4 %	0.0 %	11.1 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	0	3	5	0	1
	0.0 %	0.0 %	0.0 %	33.3 %	55.6 %	0.0 %	11.1 %
75.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	1	1	1	5	0	1
	0.0 %	11.1 %	11.1 %	11.1 %	55.6 %	0.0 %	11.1 %
66.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1	0	2	2	4	0	0
	11.1 %	0.0 %	22.2 %	22.2 %	44.4 %	0.0 %	0.0 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	0	3	5	0	1
	0.0 %	0.0 %	0.0 %	33.3 %	55.6 %	0.0 %	11.1 %
87.5 % 22. As a direct result of the services I received: I am better able to control my life	0	0	1	2	5	0	1
	0.0 %	0.0 %	11.1 %	22.2 %	55.6 %	0.0 %	11.1 %
87.5 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	1	2	5	0	1
	0.0 %	0.0 %	11.1 %	22.2 %	55.6 %	0.0 %	11.1 %
100.0 % 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	1 11.1 %
87.5 % 25. As a direct result of the services I received: I do better in social situations	0 0 0.0 %	0.0 % 0 0.0 %	1 11.1 %	4 44.4 %	3 33.3 %	0	1 11.1 %

MHSIP Items 26-36, N = 9 Percent Agree

To come rigido	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
$100.0\ \%\ 26.$ As a direct result of the services I received: I do better in school and / or work	0	0	0	2	3	3	1
	0.0 %	0.0 %	0.0 %	22.2 %	33.3 %	33.3 %	11.1 %
87.5 % 27. As a direct result of the services I received: My housing situation has improved	0	1	0	2	5	0	1
	0.0 %	11.1 %	0.0 %	22.2 %	55.6 %	0.0 %	11.1 %
75.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0	1	1	2	4	0	1
	0.0 %	11.1 %	11.1 %	22.2 %	44.4 %	0.0 %	11.1 %
85.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	4 44.4 %	0 0.0 %	2 22.2 %
87.5 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	0	1	2	5	0	1
	0.0 %	0.0 %	11.1 %	22.2 %	55.6 %	0.0 %	11.1 %
100.0 % 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	0	2
	0.0 %	0.0 %	0.0 %	22.2 %	55.6 %	0.0 %	22.2 %
87.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	0	1	3	4	0	1
	0.0 %	0.0 %	11.1 %	33.3 %	44.4 %	0.0 %	11.1 %
87.5 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	0	1	3	4	0	1
	0.0 %	0.0 %	11.1 %	33.3 %	44.4 %	0.0 %	11.1 %
75.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	1	1	2	4	0	1
	0.0 %	11.1 %	11.1 %	22.2 %	44.4 %	0.0 %	11.1 %
75.0 % 35. As a direct result of the services I received: I feel I belong in my community	0	2	0	2	4	0	1
	0.0 %	22.2 %	0.0 %	22.2 %	44.4 %	0.0 %	11.1 %
71.4 % 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	1	1	1	4	1	1
	0.0 %	11.1 %	11.1 %	11.1 %	44.4 %	11.1 %	11.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by ompletion Status - Adult/Older Adult - Tate

Completion Status	Adult/	dult/Older Adult			
	Adult	Older Adult			
Refused	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	0	9		
	100 %	0 %	100 %		
Total	9	0	9		
	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 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.



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 Satisfaction¹ **90.9%**

Return Rate² **80.0%**

Overall satisfaction³ 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

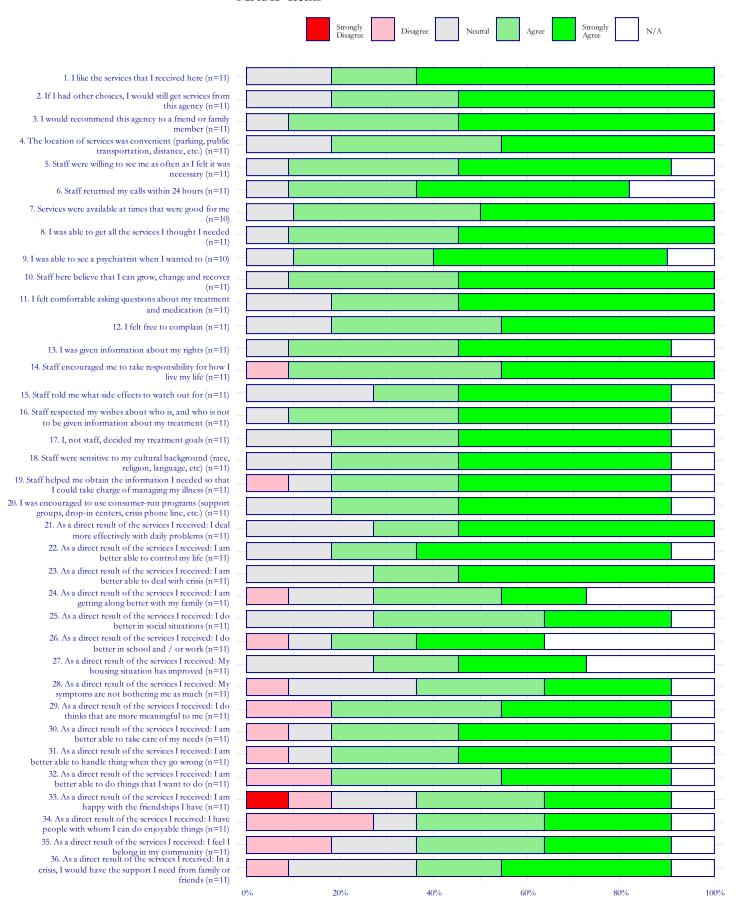
70.0% 15. Staff told me what side effects to watch out for

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



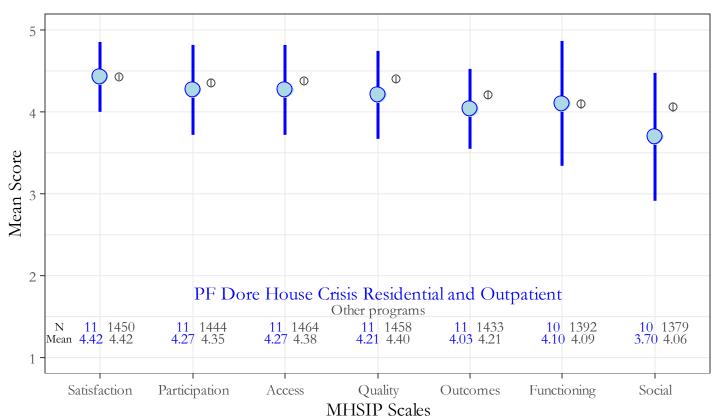
$\begin{array}{ll} \textbf{MHSIP Items 1-25,} & \textbf{N} = \textbf{12} \\ \textbf{Percent Agree} \end{array}$

g	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
81.8 % 1. I like the services that I received here	0	0	2	2	7	0	1
	0.0 %	0.0 %	16.7 %	16.7 %	58.3 %	0.0 %	8.3 %
81.8 % 2. If I had other choices, I would still get services from this agency	0	0	2	3	6	0	1
	0.0 %	0.0 %	16.7 %	25.0 %	50.0 %	0.0 %	8.3 %
90.9 % 3. I would recommend this agency to a friend or family member	0	0	1	4	6	0	1
	0.0 %	0.0 %	8.3 %	33.3 %	50.0 %	0.0 %	8.3 %
81.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	2	4	5	0	1
	0.0 %	0.0 %	16.7 %	33.3 %	41.7 %	0.0 %	8.3 %
90.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	1	4	5	1	1
	0.0 %	0.0 %	8.3 %	33.3 %	41.7 %	8.3 %	8.3 %
88.9 % 6. Staff returned my calls within 24 hours	0	0	1	3	5	2	1
	0.0 %	0.0 %	8.3 %	25.0 %	41.7 %	16.7 %	8.3 %
90.0 % 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 %
90.9 % 8. I was able to get all the services I thought I needed	0	0	1	4	6	0	1
	0.0 %	0.0 %	8.3 %	33.3 %	50.0 %	0.0 %	8.3 %
88.9 % 9. I was able to see a psychiatrist when I wanted to	0	0	1	3	5	1	2
	0.0 %	0.0 %	8.3 %	25.0 %	41.7 %	8.3 %	16.7 %
90.9 % 10. Staff here believe that I can grow, change and recover	0	0	1	4	6	0	1
	0.0 %	0.0 %	8.3 %	33.3 %	50.0 %	0.0 %	8.3 %
81.8 % 11. I felt comfortable asking questions about my treatment and medication	0	0	2 16.7 %	3 25.0 %	6 50.0 %	0 0.0 %	1 8.3 %
81.8 % 12. I felt free to complain	0	0 0.0 %	2 16.7 %	4 33.3 %	5 41.7 %	0 0.0 %	1 8.3 %
90.0 % 13. I was given information about my rights	0	0	1	4	5	1	1
	0.0 %	0.0 %	8.3 %	33.3 %	41.7 %	8.3 %	8.3 %
90.9 % 14. Staff encouraged me to take responsibility for how I live my life	0	1	0	5	5	0	1
	0.0 %	8.3 %	0.0 %	41.7 %	41.7 %	0.0 %	8.3 %
70.0 % 15. Staff told me what side effects to watch out for	0	0	3	2	5	1	1
	0.0 %	0.0 %	25.0 %	16.7 %	41.7 %	8.3 %	8.3 %
90.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	1	4	5	1	1
	0.0 %	0.0 %	8.3 %	33.3 %	41.7 %	8.3 %	8.3 %
80.0 % 17. I, not staff, decided my treatment goals	0	0	2	3	5	1	1
	0.0 %	0.0 %	16.7 %	25.0 %	41.7 %	8.3 %	8.3 %
80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	2	3	5	1	1
	0.0 %	0.0 %	16.7 %	25.0 %	41.7 %	8.3 %	8.3 %
80.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	1	1	3	5	1	1
	0.0 %	8.3 %	8.3 %	25.0 %	41.7 %	8.3 %	8.3 %
80.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	2	3	5	1	1
	0.0 %	0.0 %	16.7 %	25.0 %	41.7 %	8.3 %	8.3 %
72.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	3	2	6	0	1
	0.0 %	0.0 %	25.0 %	16.7 %	50.0 %	0.0 %	8.3 %
80.0 % 22. As a direct result of the services I received: I am better able to control my life	0	0	2	2	6	1	1
	0.0 %	0.0 %	16.7 %	16.7 %	50.0 %	8.3 %	8.3 %
72.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	3	2	6	0	1
	0.0 %	0.0 %	25.0 %	16.7 %	50.0 %	0.0 %	8.3 %
62.5 % 24. As a direct result of the services I received: I am getting along better with my family		1 8.3 %	2 16.7 %	3 25.0 %	2 16.7 %	3 25.0 %	1
70.0 % 25. As a direct result of the services I received: I do better in social situations	0	0	3	4	3	1	1
	0.0 %	0.0 %	25.0 %	33.3 %	25.0 %	8.3 %	8.3 %

MHSIP Items 26-36, N = 12 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
71.4 % 26. As a direct result of the services I received: I do better in school and / or work	0	1	1	2	3	4	1
	0.0 %	8.3 %	8.3 %	16.7 %	25.0 %	33.3 %	8.3 %
62.5 % 27. As a direct result of the services I received: My housing situation has improved	0	0	3	2	3	3	1
	0.0 %	0.0 %	25.0 %	16.7 %	25.0 %	25.0 %	8.3 %
60.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0	1	3	3	3	1	1
	0.0 %	8.3 %	25.0 %	25.0 %	25.0 %	8.3 %	8.3 %
80.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0.0 %	2 16.7 %	0 0.0 %	4 33.3 %	4 33.3 %	1 8.3 %	1 8.3 %
80.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	1	1	3	5	1	1
	0.0 %	8.3 %	8.3 %	25.0 %	41.7 %	8.3 %	8.3 %
80.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	1	1	3	5	1	1
	0.0 %	8.3 %	8.3 %	25.0 %	41.7 %	8.3 %	8.3 %
80.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	2	0	4	4	1	1
	0.0 %	16.7 %	0.0 %	33.3 %	33.3 %	8.3 %	8.3 %
60.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	1	1	2	3	3	1	1
	8.3 %	8.3 %	16.7 %	25.0 %	25.0 %	8.3 %	8.3 %
60.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	3	1	3	3	1	1
	0.0 %	25.0 %	8.3 %	25.0 %	25.0 %	8.3 %	8.3 %
60.0 % 35. As a direct result of the services I received: I feel I belong in my community	0	2	2	3	3	1	1
	0.0 %	16.7 %	16.7 %	25.0 %	25.0 %	8.3 %	8.3 %
60.0 % 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	1	3	2	4	1	1
	0.0 %	8.3 %	25.0 %	16.7 %	33.3 %	8.3 %	8.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	0	0	0
	0 %	0 %	0 %
Impaired	0	0	0
	0 %	0 %	0 %
Language	1	0	1
	8.3 %	0 %	8.3 %
Other	0	0	0
	0 %	0 %	0 %
No Data	0	0	0
	0 %	0 %	0 %
Completed Survey	11	0	11
	91.7 %	0 %	91.7 %
Total	12	0	12
	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 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.



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

PF Dorine Loso House

Program Code(s): 38GH1

Overall Satisfaction¹
100.0%

Return Rate² **81.8%**

Overall satisfaction³ 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

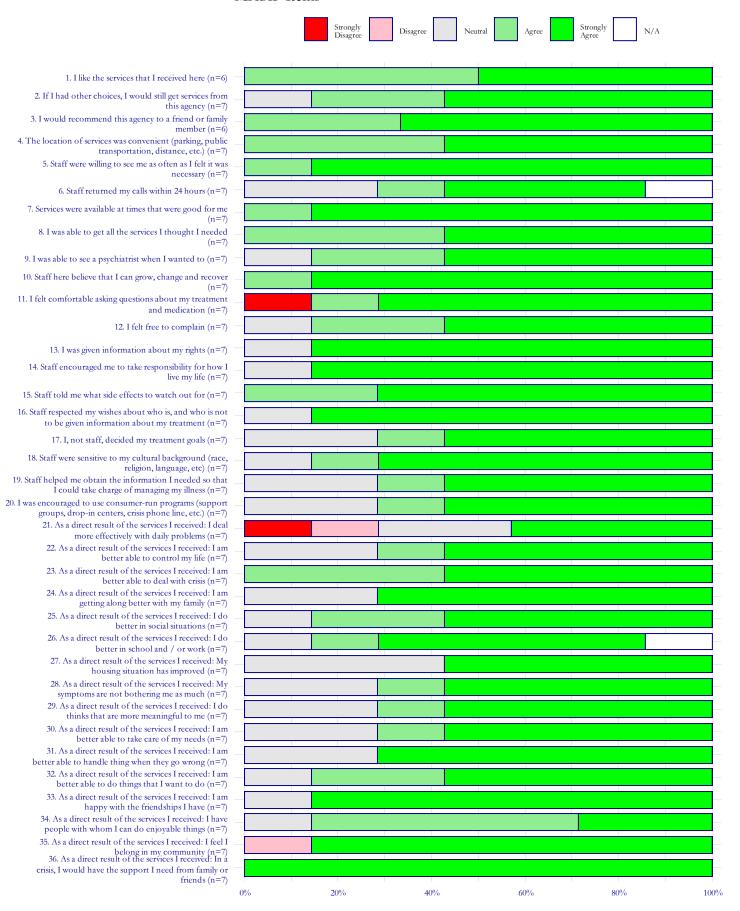
66.7% 6. Staff returned my calls within 24 hours

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



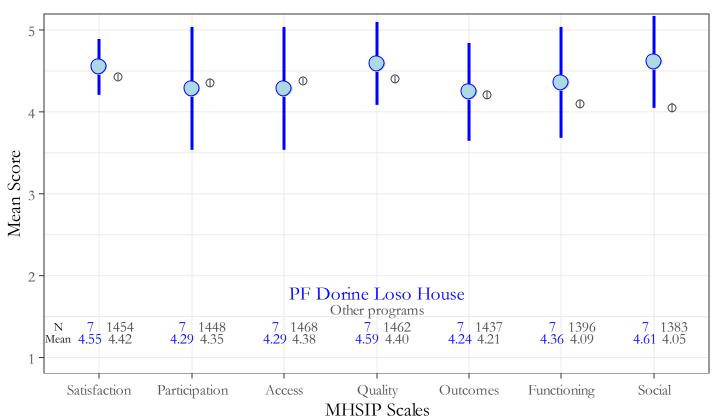
MHSIP Items 1-25, N = 9Percent Agree

To real rigide	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	3	3	0	3
	0.0 %	0.0 %	0.0 %	33.3 %	33.3 %	0.0 %	33.3 %
85.7 % 2. If I had other choices, I would still get services from this agency	0	0	1	2	4	0	2
	0.0 %	0.0 %	11.1 %	22.2 %	44.4 %	0.0 %	22.2 %
100.0 % 3. I would recommend this agency to a friend or family member	0	0	0	2	4	0	3
	0.0 %	0.0 %	0.0 %	22.2 %	44.4 %	0.0 %	33.3 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	0	3	4	0	2
	0.0 %	0.0 %	0.0 %	33.3 %	44.4 %	0.0 %	22.2 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	1	6	0	2
	0.0 %	0.0 %	0.0 %	11.1 %	66.7 %	0.0 %	22.2 %
66.7 % 6. Staff returned my calls within 24 hours	0	0	2	1	3	1	2
	0.0 %	0.0 %	22.2 %	11.1 %	33.3 %	11.1 %	22.2 %
100.0 % 7. Services were available at times that were good for me	0	0	0	1	6	0	2
	0.0 %	0.0 %	0.0 %	11.1 %	66.7 %	0.0 %	22.2 %
100.0 % 8. I was able to get all the services I thought I needed	0	0	0	3	4	0	2
	0.0 %	0.0 %	0.0 %	33.3 %	44.4 %	0.0 %	22.2 %
85.7 % 9. I was able to see a psychiatrist when I wanted to	0	0	1	2	4	0	2
	0.0 %	0.0 %	11.1 %	22.2 %	44.4 %	0.0 %	22.2 %
100.0 % 10. Staff here believe that I can grow, change and recover	0	0	0	1	6	0	2
	0.0 %	0.0 %	0.0 %	11.1 %	66.7 %	0.0 %	22.2 %
85.7 % 11. I felt comfortable asking questions about my treatment and medication	1	0	0	1	5	0	2
	11.1 %	0.0 %	0.0 %	11.1 %	55.6 %	0.0 %	22.2 %
85.7 % 12. I felt free to complain	0	0	1	2	4	0	2
	0.0 %	0.0 %	11.1 %	22.2 %	44.4 %	0.0 %	22.2 %
85.7 % 13. I was given information about my rights	0	0	1	0	6	0	2
	0.0 %	0.0 %	11.1 %	0.0 %	66.7 %	0.0 %	22.2 %
85.7 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	1	0	6	0	2
	0.0 %	0.0 %	11.1 %	0.0 %	66.7 %	0.0 %	22.2 %
100.0 % 15. Staff told me what side effects to watch out for	0	0	0	2	5	0	2
	0.0 %	0.0 %	0.0 %	22.2 %	55.6 %	0.0 %	22.2 %
85.7% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	1	0	6	0	2
	0.0 %	0.0 %	11.1 %	0.0 %	66.7 %	0.0 %	22.2 %
71.4 % 17. I, not staff, decided my treatment goals	0	0	2	1	4	0	2
	0.0 %	0.0 %	22.2 %	11.1 %	44.4 %	0.0 %	22.2 %
85.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	1	1	5	0	2
	0.0 %	0.0 %	11.1 %	11.1 %	55.6 %	0.0 %	22.2 %
71.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	2	1	4	0	2
	0.0 %	0.0 %	22.2 %	11.1 %	44.4 %	0.0 %	22.2 %
71.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	2	1	4	0	2
	0.0 %	0.0 %	22.2 %	11.1 %	44.4 %	0.0 %	22.2 %
42.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1	1	2	0	3	0	2
	11.1 %	11.1 %	22.2 %	0.0 %	33.3 %	0.0 %	22.2 %
71.4 % 22. As a direct result of the services I received: I am better able to control my life	0	0	2	1	4	0	2
	0.0 %	0.0 %	22.2 %	11.1 %	44.4 %	0.0 %	22.2 %
100.0 % 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 33.3 %	4 44.4 %	0 0.0 %	2 22.2 %
71.4% 24. As a direct result of the services I received: I am getting along better with my family		0	2 22.2 %	0 0.0 %	5 55.6 %	0 0.0 %	2 22.2 %
85.7 % 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
83.3 % 26. As a direct result of the services I received: I do better in school and	0	0	1	1	4	1	2
/ or work	0.0 %	0.0 %	11.1 %	11.1 %	44.4 %	11.1 %	22.2 %
57.1 % 27. As a direct result of the services I received: My housing situation	0	0	3	0	4	0	2
has improved	0.0 %	0.0 %	33.3 %	0.0 %	44.4 %	0.0 %	22.2 %
71.4 % 28. As a direct result of the services I received: My symptoms are not	0	0	2	1	4	0	2
bothering me as much	0.0 %	0.0 %	22.2 %	11.1 %	44.4 %	0.0 %	22.2 %
71.4 % 29. As a direct result of the services I received: I do thinks that are more	0	0	2	1	4	0	2
meaningful to me	0.0 %	0.0 %	22.2 %	11.1 %	44.4 %	0.0 %	22.2 %
71.4 % 30. As a direct result of the services I received: I am better able to take	0	0	2	1	4	0	2
care of my needs	0.0 %	0.0 %	22.2 %	11.1 %	44.4 %	0.0 %	22.2 %
71.4 % 31. As a direct result of the services I received: I am better able to	0	0	2	0	5	0	2
handle thing when they go wrong	0.0 %	0.0 %	22.2 %	0.0 %	55.6 %	0.0 %	22.2 %
85.7 % 32. As a direct result of the services I received: I am better able to do	0	0	1	2	4	0	2
things that I want to do	0.0 %	0.0 %	11.1 %	22.2 %	44.4 %	0.0 %	22.2 %
85.7 % 33. As a direct result of the services I received: I am happy with the	0	0	1	0	6	0	2
friendships I have	0.0 %	0.0 %	11.1 %	0.0 %	66.7 %	0.0 %	22.2 %
85.7 % 34. As a direct result of the services I received: I have people with	0	0	1	4	2	0	2
whom I can do enjoyable things	0.0 %	0.0 %	11.1 %	44.4 %	22.2 %	0.0 %	22.2 %
85.7 % 35. As a direct result of the services I received: I feel I belong in my	0	1	0	0	6	0	2
community	0.0 %	11.1 %	0.0 %	0.0 %	66.7 %	0.0 %	22.2 %
100.0 % 36. As a direct result of the services I received: In a crisis, I would	0	0	0	0	7	0	2
have the support I need from family or friends	0.0 %	0.0 %	0.0 %	0.0 %	77.8 %	0.0 %	22.2 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	Auuiu	10iai	
	Adult	Older Adult	
Refused	3	0	3
	33.3 %	0 %	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	0	6
	66.7 %	0 %	66.7 %
Total	9	0	9
	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 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.



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

PF La Amistad

Program Code(s): 38091

Overall Satisfaction¹ **85.7%**

Return Rate² **53.8%**

Overall satisfaction³ 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

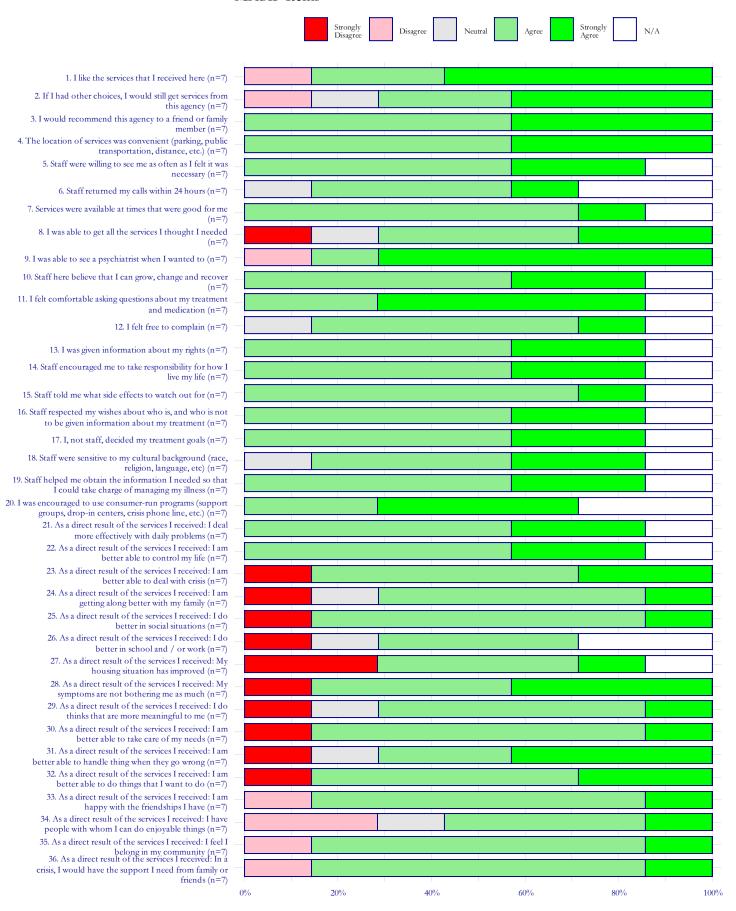
71.4% 2. If I had other choices, I would still get services from this agency

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



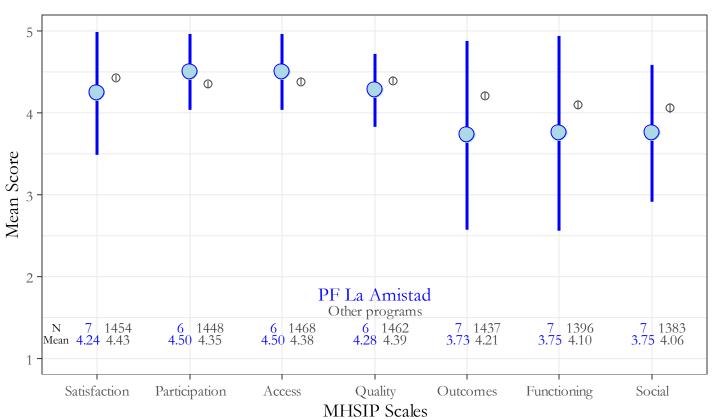
MHSIP Items 1-25, N = 7Percent Agree

g	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 1. I like the services that I received here	0	1	0	2	4	0	0
	0.0 %	14.3 %	0.0 %	28.6 %	57.1 %	0.0 %	0.0 %
71.4 % 2. If I had other choices, I would still get services from this agency	0	1	1	2	3	0	0
	0.0 %	14.3 %	14.3 %	28.6 %	42.9 %	0.0 %	0.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0	0	0	4	3	0	0
	0.0 %	0.0 %	0.0 %	57.1 %	42.9 %	0.0 %	0.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	0	4	3	0	0
	0.0 %	0.0 %	0.0 %	57.1 %	42.9 %	0.0 %	0.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	4	2	1	0
	0.0 %	0.0 %	0.0 %	57.1 %	28.6 %	14.3 %	0.0 %
80.0 % 6. Staff returned my calls within 24 hours	0	0	1	3	1	2	0
	0.0 %	0.0 %	14.3 %	42.9 %	14.3 %	28.6 %	0.0 %
100.0 % 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 %
71.4 % 8. I was able to get all the services I thought I needed	1	0	1	3	2	0	0
	14.3 %	0.0 %	14.3 %	42.9 %	28.6 %	0.0 %	0.0 %
85.7 % 9. I was able to see a psychiatrist when I wanted to	0	1	0	1	5	0	0
	0.0 %	14.3 %	0.0 %	14.3 %	71.4 %	0.0 %	0.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0	0	0	4	2	1	0
	0.0 %	0.0 %	0.0 %	57.1 %	28.6 %	14.3 %	0.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	0	2	4	1	0
	0.0 %	0.0 %	0.0 %	28.6 %	57.1 %	14.3 %	0.0 %
83.3 % 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
100.0 % 13. I was given information about my rights	0	0	0	4	2	1	0
	0.0 %	0.0 %	0.0 %	57.1 %	28.6 %	14.3 %	0.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	0	4	2	1	0
	0.0 %	0.0 %	0.0 %	57.1 %	28.6 %	14.3 %	0.0 %
100.0 % 15. Staff told me what side effects to watch out for	0	0	0	5	1	1	0
	0.0 %	0.0 %	0.0 %	71.4 %	14.3 %	14.3 %	0.0 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	0	4	2	1	0
	0.0 %	0.0 %	0.0 %	57.1 %	28.6 %	14.3 %	0.0 %
100.0 % 17. I, not staff, decided my treatment goals	0	0	0	4	2	1	0
	0.0 %	0.0 %	0.0 %	57.1 %	28.6 %	14.3 %	0.0 %
83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	1	3	2	1	0
	0.0 %	0.0 %	14.3 %	42.9 %	28.6 %	14.3 %	0.0 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	0	4	2	1	0
	0.0 %	0.0 %	0.0 %	57.1 %	28.6 %	14.3 %	0.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	0	2	3	2	0
	0.0 %	0.0 %	0.0 %	28.6 %	42.9 %	28.6 %	0.0 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	0	4	2	1	0
	0.0 %	0.0 %	0.0 %	57.1 %	28.6 %	14.3 %	0.0 %
100.0 % 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	1 14.3 %	0 0.0 %
85.7 % 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 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %
71.4 % 24. As a direct result of the services I received: I am getting along better with my family		0	1 14.3 %	4 57.1 %	1 14.3 %	0 0.0 %	0 0.0 %
85.7 % 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
60.0 % 26. As a direct result of the services I received: I do better in school and		0	1	3	0	2	0
/ or work	14.3 %	0.0 %	14.3 %	42.9 %	0.0 %	28.6 %	0.0 %
66.7 % 27. As a direct result of the services I received: My housing situation	2	0	0	3	1	1	0
has improved	28.6 %	0.0 %	0.0 %	42.9 %	14.3 %	14.3 %	0.0 %
85.7 % 28. As a direct result of the services I received: My symptoms are not	1	0	0	3	3	0	0
bothering me as much	14.3 %	0.0 %	0.0 %	42.9 %	42.9 %	0.0 %	0.0 %
71.4 % 29. As a direct result of the services I received: I do thinks that are more	1	0	1	4	1	0	0
meaningful to me	14.3 %	0.0 %	14.3 %	57.1 %	14.3 %	0.0 %	0.0 %
85.7 % 30. As a direct result of the services I received: I am better able to take	1	0	0	5	1	0	0
care of my needs	14.3 %	0.0 %	0.0 %	71.4 %	14.3 %	0.0 %	0.0 %
71.4 % 31. As a direct result of the services I received: I am better able to	1	0	1	2	3	0	0
handle thing when they go wrong	14.3 %	0.0 %	14.3 %	28.6 %	42.9 %	0.0 %	0.0 %
85.7 % 32. As a direct result of the services I received: I am better able to do	1	0	0	4	2	0	0
things that I want to do	14.3 %	0.0 %	0.0 %	57.1 %	28.6 %	0.0 %	0.0 %
85.7 % 33. As a direct result of the services I received: I am happy with the	0	1	0	5	1	0	0
friendships I have	0.0 %	14.3 %	0.0 %	71.4 %	14.3 %	0.0 %	0.0 %
57.1 % 34. As a direct result of the services I received: I have people with	0	2	1	3	1	0	0
whom I can do enjoyable things	0.0 %	28.6 %	14.3 %	42.9 %	14.3 %	0.0 %	0.0 %
85.7 % 35. As a direct result of the services I received: I feel I belong in my	0	1	0	5	1	0	0
community	0.0 %	14.3 %	0.0 %	71.4 %	14.3 %	0.0 %	0.0 %
85.7 % 36. As a direct result of the services I received: In a crisis, I would have	0	1	0	5	1	0	0
the support I need from family or friends	0.0 %	14.3 %	0.0 %	71.4 %	14.3 %	0.0 %	0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status		01001 110011	10000
	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	0	7
	100 %	0 %	100 %
Total	7	0	7
	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 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.



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

PF La Posada Residential Adult

Program Code(s): 38081

Overall Satisfaction¹
100.0%

Return Rate² **81.8%**

Overall satisfaction³ 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

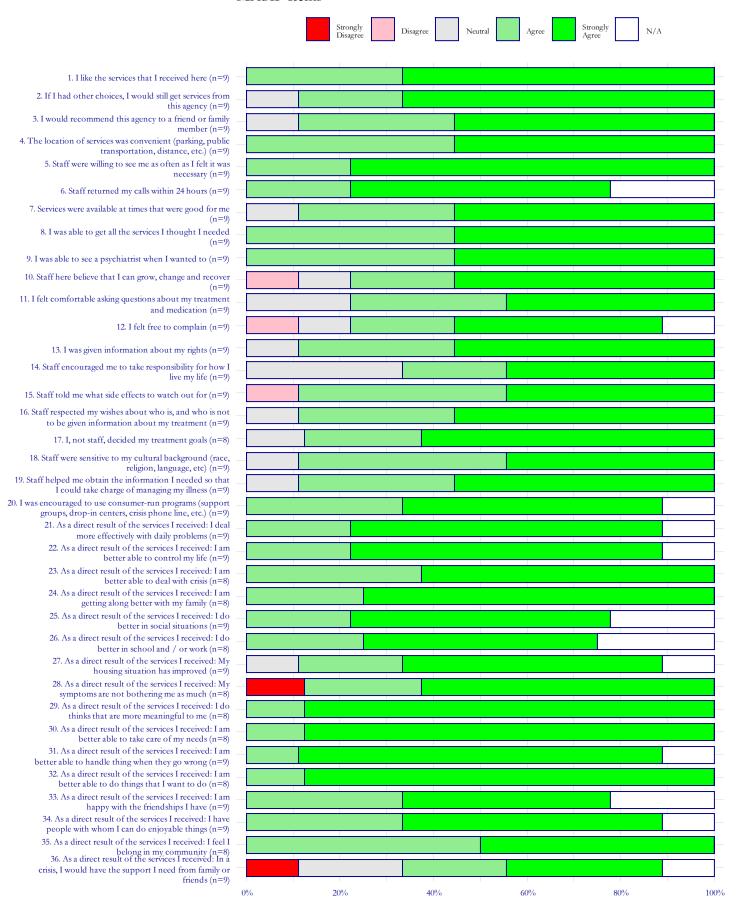
66.7% 14. Staff encouraged me to take responsibility for how I live my life

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



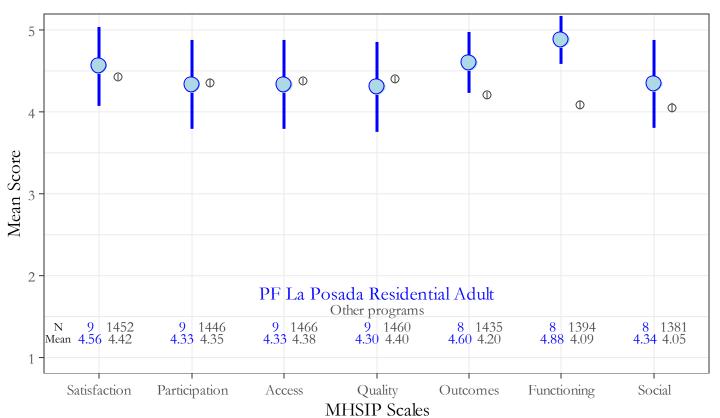
MHSIP Items 1-25, N = 9 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	3	6	0	0
	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %	0.0 %
88.9 % 2. If I had other choices, I would still get services from this agency	0	0	1	2	6	0	0
	0.0 %	0.0 %	11.1 %	22.2 %	66.7 %	0.0 %	0.0 %
88.9 % 3. I would recommend this agency to a friend or family member	0	0	1	3	5	0	0
	0.0 %	0.0 %	11.1 %	33.3 %	55.6 %	0.0 %	0.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	0	4	5	0	0
	0.0 %	0.0 %	0.0 %	44.4 %	55.6 %	0.0 %	0.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	2	7	0	0
	0.0 %	0.0 %	0.0 %	22.2 %	77.8 %	0.0 %	0.0 %
100.0 % 6. Staff returned my calls within 24 hours	0	0	0	2	5	2	0
	0.0 %	0.0 %	0.0 %	22.2 %	55.6 %	22.2 %	0.0 %
88.9 % 7. Services were available at times that were good for me	0	0	1	3	5	0	0
	0.0 %	0.0 %	11.1 %	33.3 %	55.6 %	0.0 %	0.0 %
100.0 % 8. I was able to get all the services I thought I needed	0	0	0	4	5	0	0
	0.0 %	0.0 %	0.0 %	44.4 %	55.6 %	0.0 %	0.0 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0	0	0	4	5	0	0
	0.0 %	0.0 %	0.0 %	44.4 %	55.6 %	0.0 %	0.0 %
77.8 % 10. Staff here believe that I can grow, change and recover	0	1	1	2	5	0	0
	0.0 %	11.1 %	11.1 %	22.2 %	55.6 %	0.0 %	0.0 %
77.8 % 11. I felt comfortable asking questions about my treatment and medication	0	0	2	3	4	0	0
	0.0 %	0.0 %	22.2 %	33.3 %	44.4 %	0.0 %	0.0 %
75.0 % 12. I felt free to complain	0	1	1	2	4	1	0
	0.0 %	11.1 %	11.1 %	22.2 %	44.4 %	11.1 %	0.0 %
88.9 % 13. I was given information about my rights	0	0	1	3	5	0	0
	0.0 %	0.0 %	11.1 %	33.3 %	55.6 %	0.0 %	0.0 %
66.7 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	3	2	4	0	0
	0.0 %	0.0 %	33.3 %	22.2 %	44.4 %	0.0 %	0.0 %
88.9 % 15. Staff told me what side effects to watch out for	0	1	0	4	4	0	0
	0.0 %	11.1 %	0.0 %	44.4 %	44.4 %	0.0 %	0.0 %
88.9% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	1	3	5	0	0
	0.0 %	0.0 %	11.1 %	33.3 %	55.6 %	0.0 %	0.0 %
87.5 % 17. I, not staff, decided my treatment goals	0	0	1	2	5	0	1
	0.0 %	0.0 %	11.1 %	22.2 %	55.6 %	0.0 %	11.1 %
88.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	1	4	4	0	0
	0.0 %	0.0 %	11.1 %	44.4 %	44.4 %	0.0 %	0.0 %
88.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	1	3	5	0	0
	0.0 %	0.0 %	11.1 %	33.3 %	55.6 %	0.0 %	0.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	0	3	5	1	0
	0.0 %	0.0 %	0.0 %	33.3 %	55.6 %	11.1 %	0.0 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	0	2	6	1	0
	0.0 %	0.0 %	0.0 %	22.2 %	66.7 %	11.1 %	0.0 %
100.0 % 22. As a direct result of the services I received: I am better able to control my life	0	0	0	2	6	1	0
	0.0 %	0.0 %	0.0 %	22.2 %	66.7 %	11.1 %	0.0 %
100.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	0	3	5	0	1
	0.0 %	0.0 %	0.0 %	33.3 %	55.6 %	0.0 %	11.1 %
100.0 % 24. As a direct result of the services I received: I am getting along better with my family	0	0	0	2	6	0	1
	0.0 %	0.0 %	0.0 %	22.2 %	66.7 %	0.0 %	11.1 %
100.0 % 25. As a direct result of the services I received: I do better in social situations	0	0	0	2	5	2	0
	0.0 %	0.0 %	0.0 %	22.2 %	55.6 %	22.2 %	0.0 %

MHSIP Items 26-36, N = 9 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
$100.0\ \%\ 26.$ As a direct result of the services I received: I do better in school and / or work	0	0	0	2	4	2	1
	0.0 %	0.0 %	0.0 %	22.2 %	44.4 %	22.2 %	11.1 %
87.5 % 27. As a direct result of the services I received: My housing situation has improved	0	0	1	2	5	1	0
	0.0 %	0.0 %	11.1 %	22.2 %	55.6 %	11.1 %	0.0 %
87.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1	0	0	2	5	0	1
	11.1 %	0.0 %	0.0 %	22.2 %	55.6 %	0.0 %	11.1 %
100.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0	0	0	1	7	0	1
	0.0 %	0.0 %	0.0 %	11.1 %	77.8 %	0.0 %	11.1 %
100.0 % 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	0	1
	0.0 %	0.0 %	0.0 %	11.1 %	77.8 %	0.0 %	11.1 %
100.0 % 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	0
	0.0 %	0.0 %	0.0 %	11.1 %	77.8 %	11.1 %	0.0 %
100.0 % 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	0	1
	0.0 %	0.0 %	0.0 %	11.1 %	77.8 %	0.0 %	11.1 %
100.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	0	0	3	4	2	0
	0.0 %	0.0 %	0.0 %	33.3 %	44.4 %	22.2 %	0.0 %
100.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	0	0	3	5	1	0
	0.0 %	0.0 %	0.0 %	33.3 %	55.6 %	11.1 %	0.0 %
100.0 % 35. As a direct result of the services I received: I feel I belong in my community	0	0	0	4	4	0	1
	0.0 %	0.0 %	0.0 %	44.4 %	44.4 %	0.0 %	11.1 %
62.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1	0	2	2	3	1	0
	11.1 %	0.0 %	22.2 %	22.2 %	33.3 %	11.1 %	0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	ompletion Status Adult/Older A				
	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	0	9		
	100 %	0 %	100 %		
Total	9	0	9		
	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 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.



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

PF Progress House

Program Code(s): 38371MH

Overall Satisfaction¹
100.0%

Return Rate² **100.0%**

Overall satisfaction³ 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

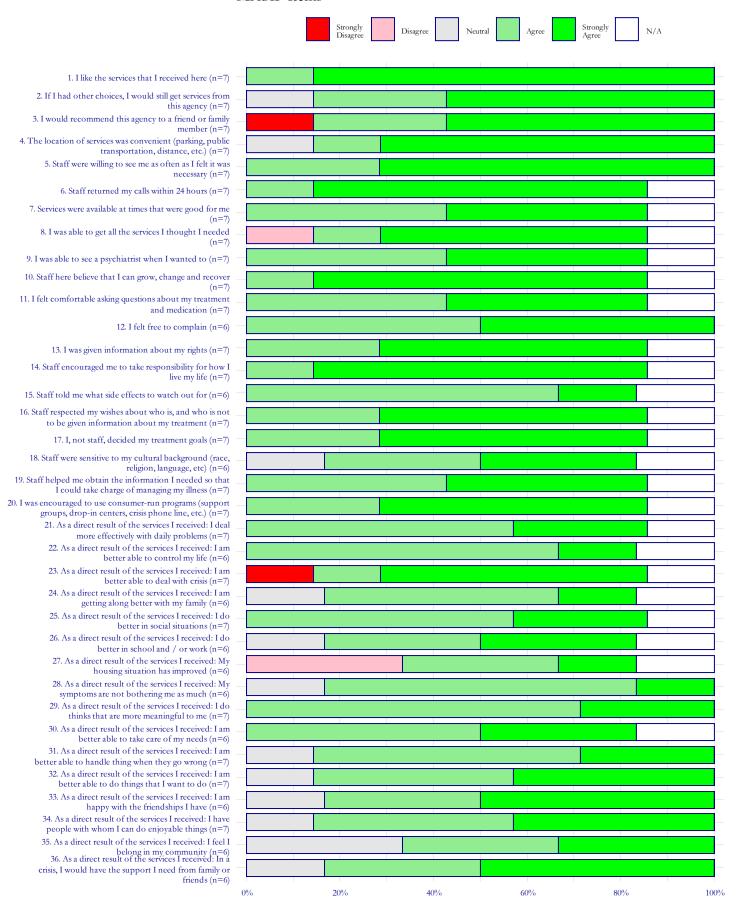
80.0% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

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



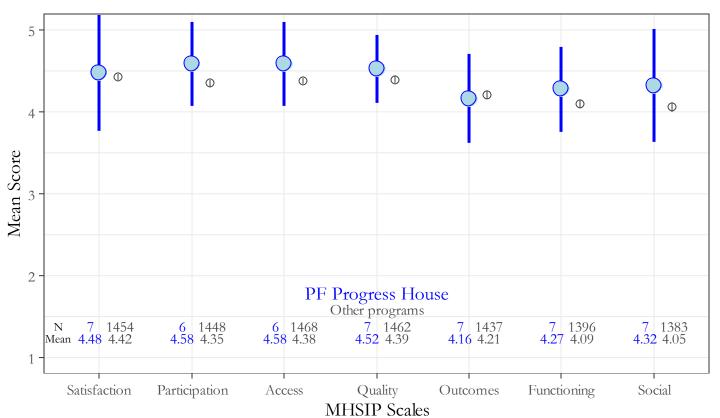
MHSIP Items 1-25, N = 7Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	1	6	0	0
	0.0 %	0.0 %	0.0 %	14.3 %	85.7 %	0.0 %	0.0 %
85.7 % 2. If I had other choices, I would still get services from this agency	0	0	1	2	4	0	0
	0.0 %	0.0 %	14.3 %	28.6 %	57.1 %	0.0 %	0.0 %
85.7 % 3. I would recommend this agency to a friend or family member	1	0	0	2	4	0	0
	14.3 %	0.0 %	0.0 %	28.6 %	57.1 %	0.0 %	0.0 %
85.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	1	1	5	0	0
	0.0 %	0.0 %	14.3 %	14.3 %	71.4 %	0.0 %	0.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	2	5	0	0
	0.0 %	0.0 %	0.0 %	28.6 %	71.4 %	0.0 %	0.0 %
100.0 % 6. Staff returned my calls within 24 hours	0	0	0	1	5	1	0
	0.0 %	0.0 %	0.0 %	14.3 %	71.4 %	14.3 %	0.0 %
100.0 % 7. Services were available at times that were good for me	0	0	0	3	3	1	0
	0.0 %	0.0 %	0.0 %	42.9 %	42.9 %	14.3 %	0.0 %
83.3 % 8. I was able to get all the services I thought I needed	0	1	0	1	4	1	0
	0.0 %	14.3 %	0.0 %	14.3 %	57.1 %	14.3 %	0.0 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0	0	0	3	3	1	0
	0.0 %	0.0 %	0.0 %	42.9 %	42.9 %	14.3 %	0.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0	0	0	1	5	1	0
	0.0 %	0.0 %	0.0 %	14.3 %	71.4 %	14.3 %	0.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	0	3	3	1	0
	0.0 %	0.0 %	0.0 %	42.9 %	42.9 %	14.3 %	0.0 %
100.0 % 12. I felt free to complain	0	0	0	3	3	0	1
	0.0 %	0.0 %	0.0 %	42.9 %	42.9 %	0.0 %	14.3 %
100.0 % 13. I was given information about my rights	0	0	0	2	4	1	0
	0.0 %	0.0 %	0.0 %	28.6 %	57.1 %	14.3 %	0.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	0	1	5	1	0
	0.0 %	0.0 %	0.0 %	14.3 %	71.4 %	14.3 %	0.0 %
100.0 % 15. Staff told me what side effects to watch out for	0	0	0	4	1	1	1
	0.0 %	0.0 %	0.0 %	57.1 %	14.3 %	14.3 %	14.3 %
100.0 % 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 %	2 28.6 %	4 57.1 %	1 14.3 %	0 0.0 %
100.0 % 17. I, not staff, decided my treatment goals	0	0	0	2	4	1	0
	0.0 %	0.0 %	0.0 %	28.6 %	57.1 %	14.3 %	0.0 %
80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	1	2	2	1	1
	0.0 %	0.0 %	14.3 %	28.6 %	28.6 %	14.3 %	14.3 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	0	3	3	1	0
	0.0 %	0.0 %	0.0 %	42.9 %	42.9 %	14.3 %	0.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	0	2	4	1	0
	0.0 %	0.0 %	0.0 %	28.6 %	57.1 %	14.3 %	0.0 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	0	4	2	1	0
	0.0 %	0.0 %	0.0 %	57.1 %	28.6 %	14.3 %	0.0 %
100.0 % 22. As a direct result of the services I received: I am better able to control my life	0	0	0	4	1	1	1
	0.0 %	0.0 %	0.0 %	57.1 %	14.3 %	14.3 %	14.3 %
83.3 % 23. As a direct result of the services I received: I am better able to deal with crisis	1	0	0	1	4	1	0
	14.3 %	0.0 %	0.0 %	14.3 %	57.1 %	14.3 %	0.0 %
80.0 % 24. As a direct result of the services I received: I am getting along better with my family	0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	1 14.3 %	1 14.3 %	1 14.3 %
100.0 % 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	1 14.3 %	0

MHSIP Items 26-36, N = 7 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
80.0 % 26. As a direct result of the services I received: I do better in school and	0	0	1	2	2	1	1
/ or work	0.0 %	0.0 %	14.3 %	28.6 %	28.6 %	14.3 %	14.3 %
60.0 % 27. As a direct result of the services I received: My housing situation	0	2	0	2	1	1	1
has improved	0.0 %	28.6 %	0.0 %	28.6 %	14.3 %	14.3 %	14.3 %
83.3 % 28. As a direct result of the services I received: My symptoms are not	0	0	1	4	1	0	1
bothering me as much	0.0 %	0.0 %	14.3 %	57.1 %	14.3 %	0.0 %	14.3 %
100.0 % 29. As a direct result of the services I received: I do thinks that are	0	0	0	5	2	0	0
more meaningful to me	0.0 %	0.0 %	0.0 %	71.4 %	28.6 %	0.0 %	0.0 %
100.0 % 30. As a direct result of the services I received: I am better able to take	0	0	0	3	2	1	1
care of my needs	0.0 %	0.0 %	0.0 %	42.9 %	28.6 %	14.3 %	14.3 %
85.7 % 31. As a direct result of the services I received: I am better able to	0	0	1	4	2	0	0
handle thing when they go wrong	0.0 %	0.0 %	14.3 %	57.1 %	28.6 %	0.0 %	0.0 %
85.7 % 32. As a direct result of the services I received: I am better able to do	0	0	1	3	3	0	0
things that I want to do	0.0 %	0.0 %	14.3 %	42.9 %	42.9 %	0.0 %	0.0 %
83.3 % 33. As a direct result of the services I received: I am happy with the	0	0	1	2	3	0	1
friendships I have	0.0 %	0.0 %	14.3 %	28.6 %	42.9 %	0.0 %	14.3 %
85.7 % 34. As a direct result of the services I received: I have people with	0	0	1	3	3	0	0
whom I can do enjoyable things	0.0 %	0.0 %	14.3 %	42.9 %	42.9 %	0.0 %	0.0 %
66.7 % 35. As a direct result of the services I received: I feel I belong in my	0	0	2	2	2	0	1
community	0.0 %	0.0 %	28.6 %	28.6 %	28.6 %	0.0 %	14.3 %
83.3 % 36. As a direct result of the services I received: In a crisis, I would have	0	0	1	2	3	0	1
the support I need from family or friends	0.0 %	0.0 %	14.3 %	28.6 %	42.9 %	0.0 %	14.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Ompletion Status Adult/Older Adult To

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	0	7
	100 %	0 %	100 %
Total	7	0	7
	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 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.



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

PF Progress Supportive Living Program

Program Code(s): 3838OP

Overall Satisfaction¹
100.0%

Return Rate² over 100%

Overall satisfaction³ 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

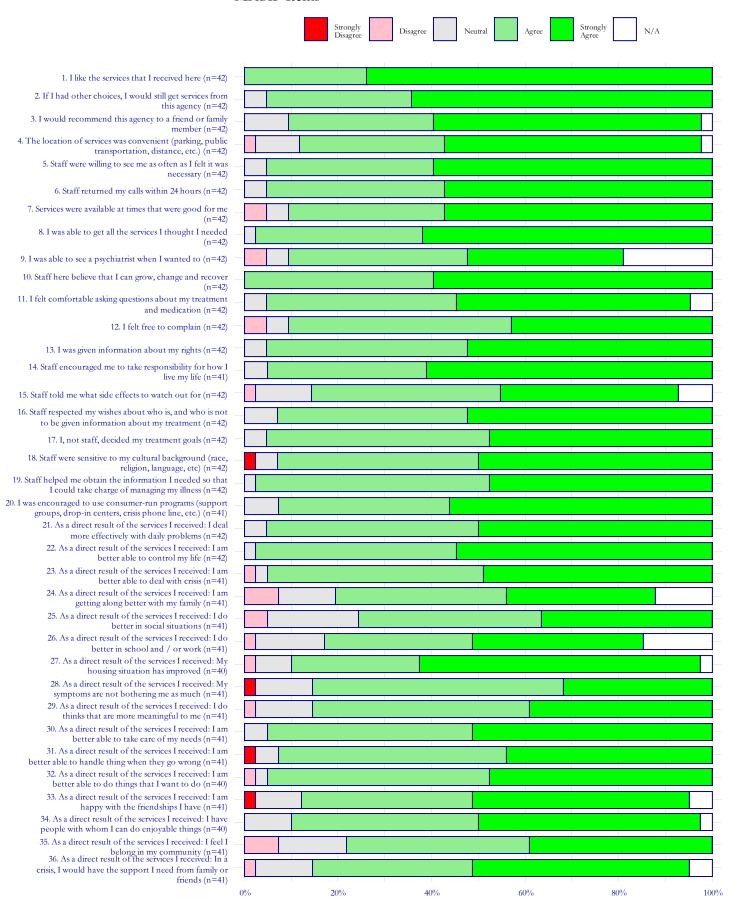
84.6% 15. Staff told me what side effects to watch out for

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



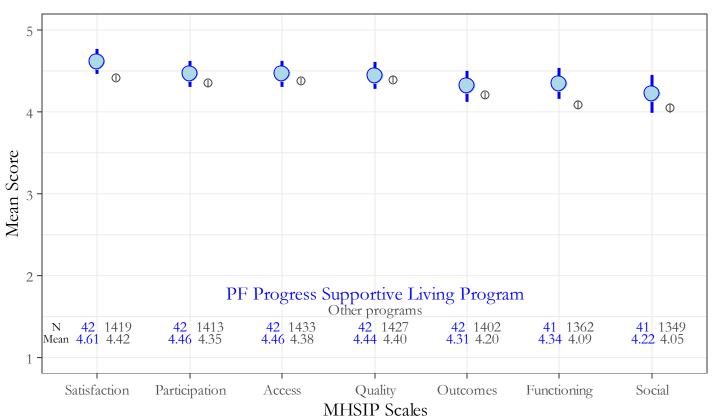
MHSIP Items 1-25, N = 54 Percent Agree

•	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	11	31	0	12
	0.0 %	0.0 %	0.0 %	20.4 %	57.4 %	0.0 %	22.2 %
95.2 % 2. If I had other choices, I would still get services from this agency	0	0	2	13	27	0	12
	0.0 %	0.0 %	3.7 %	24.1 %	50.0 %	0.0 %	22.2 %
90.2 % 3. I would recommend this agency to a friend or family member	0	0	4	13	24	1	12
	0.0 %	0.0 %	7.4 %	24.1 %	44.4 %	1.8 %	22.2 %
87.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	1	4	13	23	1	12
	0.0 %	1.8 %	7.4 %	24.1 %	42.6 %	1.8 %	22.2 %
95.2 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	2	15	25	0	12
	0.0 %	0.0 %	3.7 %	27.8 %	46.3 %	0.0 %	22.2 %
95.2 % 6. Staff returned my calls within 24 hours	0	0	2	16	24	0	12
	0.0 %	0.0 %	3.7 %	29.6 %	44.4 %	0.0 %	22.2 %
90.5 % 7. Services were available at times that were good for me	0	2	2	14	24	0	12
	0.0 %	3.7 %	3.7 %	25.9 %	44.4 %	0.0 %	22.2 %
97.6 % 8. I was able to get all the services I thought I needed	0	0	1	15	26	0	12
	0.0 %	0.0 %	1.8 %	27.8 %	48.1 %	0.0 %	22.2 %
88.2 % 9. I was able to see a psychiatrist when I wanted to	0	2	2	16	14	8	12
	0.0 %	3.7 %	3.7 %	29.6 %	25.9 %	14.8 %	22.2 %
100.0 % 10. Staff here believe that I can grow, change and recover	0	0	0	17	25	0	12
	0.0 %	0.0 %	0.0 %	31.5 %	46.3 %	0.0 %	22.2 %
95.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	2	17	21	2	12
	0.0 %	0.0 %	3.7 %	31.5 %	38.9 %	3.7 %	22.2 %
90.5 % 12. I felt free to complain	0	2	2	20	18	0	12
	0.0 %	3.7 %	3.7 %	37.0 %	33.3 %	0.0 %	22.2 %
95.2 % 13. I was given information about my rights	0	0	2	18	22	0	12
	0.0 %	0.0 %	3.7 %	33.3 %	40.7 %	0.0 %	22.2 %
95.1 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	2	14	25	0	13
	0.0 %	0.0 %	3.7 %	25.9 %	46.3 %	0.0 %	24.1 %
84.6 % 15. Staff told me what side effects to watch out for	0	1	5	17	16	3	12
	0.0 %	1.8 %	9.3 %	31.5 %	29.6 %	5.6 %	22.2 %
92.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	3	17	22	0	12
	0.0 %	0.0 %	5.6 %	31.5 %	40.7 %	0.0 %	22.2 %
95.2 % 17. I, not staff, decided my treatment goals	0	0	2	20	20	0	12
	0.0 %	0.0 %	3.7 %	37.0 %	37.0 %	0.0 %	22.2 %
92.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1	0	2	18	21	0	12
	1.8 %	0.0 %	3.7 %	33.3 %	38.9 %	0.0 %	22.2 %
97.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	1	21	20	0	12
	0.0 %	0.0 %	1.8 %	38.9 %	37.0 %	0.0 %	22.2 %
92.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	3	15	23	0	13
	0.0 %	0.0 %	5.6 %	27.8 %	42.6 %	0.0 %	24.1 %
95.2 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	2	19	21	0	12
	0.0 %	0.0 %	3.7 %	35.2 %	38.9 %	0.0 %	22.2 %
97.6 % 22. As a direct result of the services I received: I am better able to control my life	0	0	1	18	23	0	12
	0.0 %	0.0 %	1.8 %	33.3 %	42.6 %	0.0 %	22.2 %
95.1 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	1	1	19	20	0	13
	0.0 %	1.8 %	1.8 %	35.2 %	37.0 %	0.0 %	24.1 %
77.8 % 24. As a direct result of the services I received: I am getting along better with my family	0	3	5	15	13	5	13
	0.0 %	5.6 %	9.3 %	27.8 %	24.1 %	9.3 %	24.1 %
75.6 % 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

MHSIP Items 26-36, N = 54 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
80.0% 26. As a direct result of the services I received: I do better in school and / or work	0	1	6	13	15	6	13
	0.0 %	1.8 %	11.1 %	24.1 %	27.8 %	11.1 %	24.1 %
89.7 % 27. As a direct result of the services I received: My housing situation has improved	0	1	3	11	24	1	14
	0.0 %	1.8 %	5.6 %	20.4 %	44.4 %	1.8 %	25.9 %
85.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1	0	5	22	13	0	13
	1.8 %	0.0 %	9.3 %	40.7 %	24.1 %	0.0 %	24.1 %
85.4 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0.0 %	1 1.8 %	5 9.3 %	19 35.2 %	16 29.6 %	0 0.0 %	13 24.1 %
95.1 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	0	2	18	21	0	13
	0.0 %	0.0 %	3.7 %	33.3 %	38.9 %	0.0 %	24.1 %
92.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1	0	2	20	18	0	13
	1.8 %	0.0 %	3.7 %	37.0 %	33.3 %	0.0 %	24.1 %
95.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	1	1	19	19	0	14
	0.0 %	1.8 %	1.8 %	35.2 %	35.2 %	0.0 %	25.9 %
87.2 % 33. As a direct result of the services I received: I am happy with the friendships I have	1	0	4	15	19	2	13
	1.8 %	0.0 %	7.4 %	27.8 %	35.2 %	3.7 %	24.1 %
89.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	0	4	16	19	1	14
	0.0 %	0.0 %	7.4 %	29.6 %	35.2 %	1.8 %	25.9 %
78.0 % 35. As a direct result of the services I received: I feel I belong in my community	0	3	6	16	16	0	13
	0.0 %	5.6 %	11.1 %	29.6 %	29.6 %	0.0 %	24.1 %
84.6 % 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	1	5	14	19	2	13
	0.0 %	1.8 %	9.3 %	25.9 %	35.2 %	3.7 %	24.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by ompletion Status Adult/Older Adult To

Completion Status	Adult/	Older Adult	Total
	Adult	Older Adult	
Refused	4	0	4
	10.5 %	0 %	7.4 %
Impaired	0	0	0
	0 %	0 %	0 %
Language	0	0	0
	0 %	0 %	0 %
Other	5	3	8
	13.2 %	18.8 %	14.8 %
No Data	0	0	0
	0 %	0 %	0 %
Completed Survey	29	13	42
	76.3 %	81.2 %	77.8 %
Total	38	16	54
	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 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.



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

PF Shrader House

Program Code(s): 89661

Overall Satisfaction¹ **81.8%**

Return Rate² over 100%

Overall satisfaction³ 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

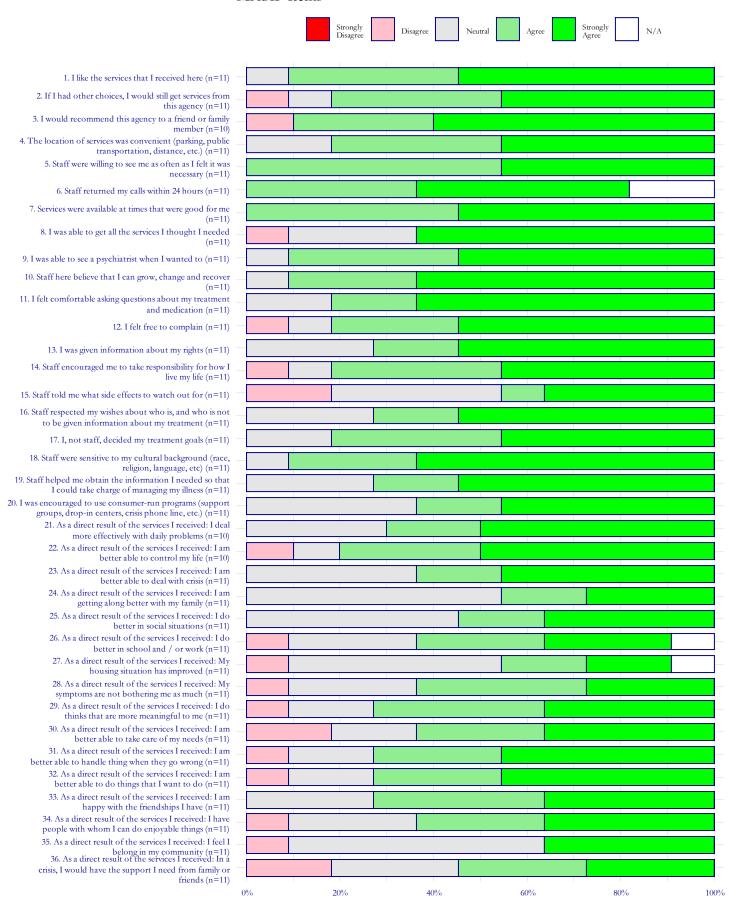
45.5% 15. Staff told me what side effects to watch out for

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



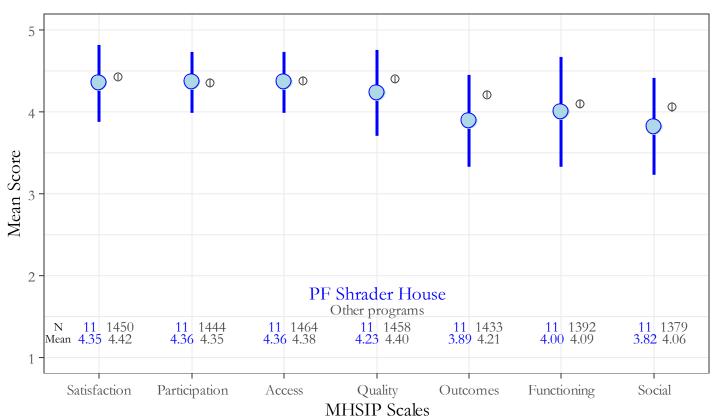
MHSIP Items 1-25, N = 14 Percent Agree

•	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.9 % 1. I like the services that I received here	0	0	1	4	6	0	3
	0.0 %	0.0 %	7.1 %	28.6 %	42.9 %	0.0 %	21.4 %
81.8 % 2. If I had other choices, I would still get services from this agency	0	1	1	4	5	0	3
	0.0 %	7.1 %	7.1 %	28.6 %	35.7 %	0.0 %	21.4 %
90.0 % 3. I would recommend this agency to a friend or family member	0	1	0	3	6	0	4
	0.0 %	7.1 %	0.0 %	21.4 %	42.9 %	0.0 %	28.6 %
81.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	2	4	5	0	3
	0.0 %	0.0 %	14.3 %	28.6 %	35.7 %	0.0 %	21.4 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	6	5	0	3
	0.0 %	0.0 %	0.0 %	42.9 %	35.7 %	0.0 %	21.4 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	5 35.7 %	2	3 21.4 %
100.0 % 7. Services were available at times that were good for me	0	0 0.0 %	0 0.0 %	5 35.7 %	6 42.9 %	0 0.0 %	3 21.4 %
63.6 % 8. I was able to get all the services I thought I needed	0	1	3	0	7	0	3
	0.0 %	7.1 %	21.4 %	0.0 %	50.0 %	0.0 %	21.4 %
90.9 % 9. I was able to see a psychiatrist when I wanted to	0	0	1	4	6	0	3
	0.0 %	0.0 %	7.1 %	28.6 %	42.9 %	0.0 %	21.4 %
90.9 % 10. Staff here believe that I can grow, change and recover	0	0	1	3	7	0	3
	0.0 %	0.0 %	7.1 %	21.4 %	50.0 %	0.0 %	21.4 %
81.8 % 11. I felt comfortable asking questions about my treatment and medication	0	0	2	2	7	0	3
	0.0 %	0.0 %	14.3 %	14.3 %	50.0 %	0.0 %	21.4 %
81.8 % 12. I felt free to complain	0 0.0 %	1 7.1 %	1 7.1 %	3 21.4 %	6 42.9 %	0	3 21.4 %
72.7 % 13. I was given information about my rights	0	0	3	2	6	0	3
	0.0 %	0.0 %	21.4 %	14.3 %	42.9 %	0.0 %	21.4 %
81.8 % 14. Staff encouraged me to take responsibility for how I live my life	0	1	1	4	5	0	3
	0.0 %	7.1 %	7.1 %	28.6 %	35.7 %	0.0 %	21.4 %
45.5 % 15. Staff told me what side effects to watch out for	0	2	4	1	4	0	3
	0.0 %	14.3 %	28.6 %	7.1 %	28.6 %	0.0 %	21.4 %
72.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	3	2	6	0	3
	0.0 %	0.0 %	21.4 %	14.3 %	42.9 %	0.0 %	21.4 %
81.8 % 17. I, not staff, decided my treatment goals	0	0	2	4	5	0	3
	0.0 %	0.0 %	14.3 %	28.6 %	35.7 %	0.0 %	21.4 %
90.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	1	3	7	0	3
	0.0 %	0.0 %	7.1 %	21.4 %	50.0 %	0.0 %	21.4 %
72.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	3	2	6	0	3
	0.0 %	0.0 %	21.4 %	14.3 %	42.9 %	0.0 %	21.4 %
63.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	4	2	5	0	3
	0.0 %	0.0 %	28.6 %	14.3 %	35.7 %	0.0 %	21.4 %
70.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	3	2	5	0	4
	0.0 %	0.0 %	21.4 %	14.3 %	35.7 %	0.0 %	28.6 %
80.0 % 22. As a direct result of the services I received: I am better able to control my life	0	1	1	3	5	0	4
	0.0 %	7.1 %	7.1 %	21.4 %	35.7 %	0.0 %	28.6 %
63.6 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	4	2	5	0	3
	0.0 %	0.0 %	28.6 %	14.3 %	35.7 %	0.0 %	21.4 %
45.5 % 24. As a direct result of the services I received: I am getting along better with my family		0 0.0 %	6 42.9 %	2 14.3 %	3 21.4 %	0 0.0 %	3 21.4 %
54.5 % 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	3 21.4 %

MHSIP Items 26-36, N = 14 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
60.0 % 26. As a direct result of the services I received: I do better in school and /		1	3	3	3	1	3
or work	0.0 %	7.1 %	21.4 %	21.4 %	21.4 %	7.1 %	21.4 %
40.0 % 27. As a direct result of the services I received: My housing situation has		1	5	2	2	1	3
improved	0.0 %	7.1 %	35.7 %	14.3 %	14.3 %	7.1 %	21.4 %
63.6 % 28. As a direct result of the services I received: My symptoms are not	0	1	3	4	3	0	3
bothering me as much	0.0 %	7.1 %	21.4 %	28.6 %	21.4 %	0.0 %	21.4 %
72.7 % 29. As a direct result of the services I received: I do thinks that are more	0	1	2	4	4	0	3
meaningful to me	0.0 %	7.1 %	14.3 %	28.6 %	28.6 %	0.0 %	21.4 %
63.6 % 30. As a direct result of the services I received: I am better able to take	0	2	2	3	4	0	3
care of my needs	0.0 %	14.3 %	14.3 %	21.4 %	28.6 %	0.0 %	21.4 %
72.7 % 31. As a direct result of the services I received: I am better able to handle	0	1	2	3	5	0	3
thing when they go wrong	0.0 %	7.1 %	14.3 %	21.4 %	35.7 %	0.0 %	21.4 %
72.7 % 32. As a direct result of the services I received: I am better able to do	0	1	2	3	5	0	3
things that I want to do	0.0 %	7.1 %	14.3 %	21.4 %	35.7 %	0.0 %	21.4 %
72.7 % 33. As a direct result of the services I received: I am happy with the	0	0	3	4	4	0	3
friendships I have	0.0 %	0.0 %	21.4 %	28.6 %	28.6 %	0.0 %	21.4 %
63.6 % 34. As a direct result of the services I received: I have people with whom	0	1	3	3	4	0	3
I can do enjoyable things	0.0 %	7.1 %	21.4 %	21.4 %	28.6 %	0.0 %	21.4 %
36.4 % 35. As a direct result of the services I received: I feel I belong in my	0	1	6	0	4	0	3
community	0.0 %	7.1 %	42.9 %	0.0 %	28.6 %	0.0 %	21.4 %
54.5 % 36. As a direct result of the services I received: In a crisis, I would have	0	2	3	3	3	0	3
the support I need from family or friends	0.0 %	14.3 %	21.4 %	21.4 %	21.4 %	0.0 %	21.4 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	Adult/	Older Adult	Total
	Adult	Older Adult	
Refused	3	0	3
	21.4 %	0 %	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	0	11
	78.6 %	0 %	78.6 %
Total	14	0	14
	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 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 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 Satisfaction¹ **85.3%**

Return Rate² **67.9%**

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. 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.

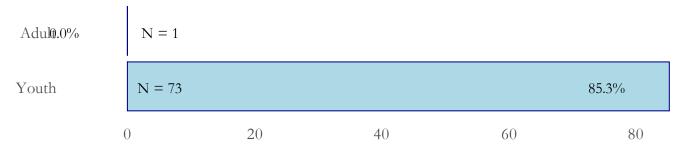
People served November 4-8 2019 (Avatar billing): 109

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 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 Satisfaction¹

Return Rate² 33.3%

Overall satisfaction³ 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 - Tate

Completion Status	tion Status Adult/Older				
	Adult	Older Adult			
Refused	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	0	1		
	100 %	0 %	100 %		
Completed Survey	0	0	0		
	0 %	0 %	0 %		
Total	1	0	1		
	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 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.



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 Satisfaction¹ **85.3%**

Return Rate² **68.9%**

Overall satisfaction³ 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

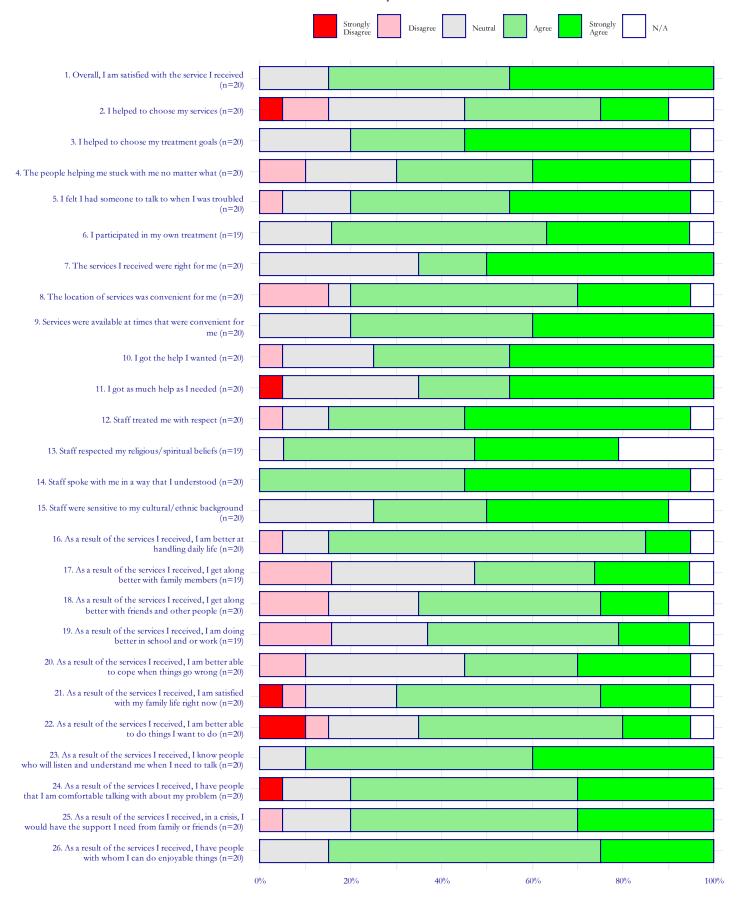
67.7% 2. I helped to choose my services

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.

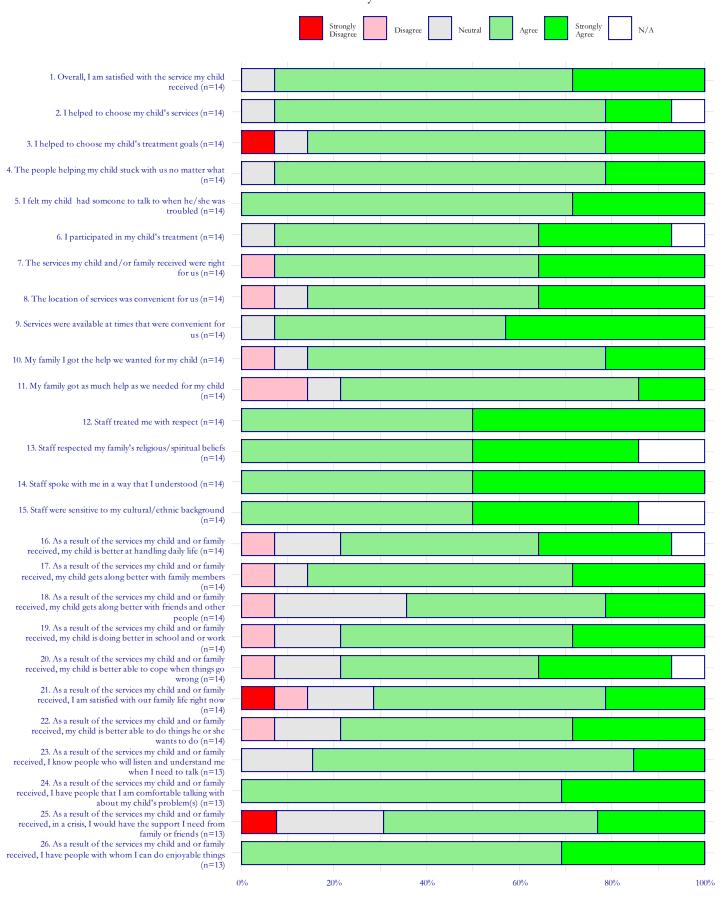
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 58

Touch services survey for Touch, IN = 30	a. •				~· •		
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.0 % 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 %
50.0 % 2. I helped to choose my services	1 1.7 %	2 3.4 %	6 10.3 %	6 10.3 %	3 5.2 %	2 2 4 94	38 65.5 %
78.9 % 3. I helped to choose my treatment goals	0	0	4	5	10	1	38
	0.0 %	0.0 %	6.9 % 4	8.6 %	17.2 % 7	1.7 %	65.5 % 38
68.4 % 4. The people helping me stuck with me no matter what	0.0 %	3.4 %	6.9 %	10.3 %	12.1 %		65.5 %
78.9 % 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 %
83.3 % 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 %
65.0 % 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 %
78.9 % 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 %
80.0 % 9. Services were available at times that were convenient for me	0	0	4 6.9 %	8 13.8 %	8 13.8 %	0	38 65.5 %
75.0 % 10. I got the help I wanted	0 0.0 %	1 1.7 %	4 6.9 %	6 10.3 %	9 15.5 %	0	38 65.5 %
65.0 % 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	38 65.5 %
84.2 % 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 %
93.3 % 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 %
100.0 % 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 %
72.2 % 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 %
84.2 % 16. As a result of the services I received, I am better at handling daily life	0.0 %	1 1.7 %	2 3.4 %	14 24.1 %	2 3.4 %	1 1.7 %	38 65.5 %
50.0 % 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 %
61.1 % 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 %
61.1 % 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 %
52.6 % 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	38 65.5 %
68.4 % 21. As a result of the services I received, I am satisfied with my family	1	1	4	9	4	1	38
life right now 63.2 % 22. As a result of the services I received, I am better able to do things I	1.7 %	1.7 % 1	6.9 % 4	15.5 % 9	6.9 %	1.7 %	65.5 % 38
want to do	3.4 %	1.7 %	6.9 %	15.5 %	5.2 %		65.5 %
90.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 3.4 %	10 17.2 %	8 13.8 %	0 0.0 %	38 65.5 %
80.0 % 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 %
80.0 % 25. As a result of the services I received, in a crisis, I would have the	0	1	3	10	6	0	38
support I need from family or friends 85.0 % 26. As a result of the services I received, I have people with whom I can	0.0 %	1.7 % 0	5.2 %	17.2 % 12	10.3 %	0.0 %	65.5 % 38
do enjoyable things	0.0 %	0.0 %	5.2 %	20.7 %	8.6 %		65.5 %

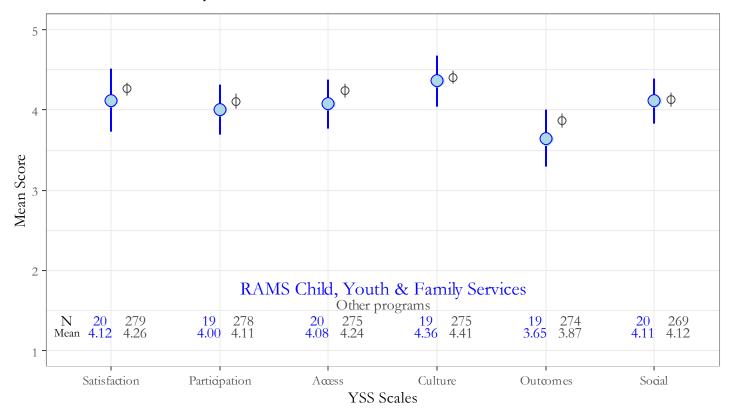
Youth Services Survey for Families



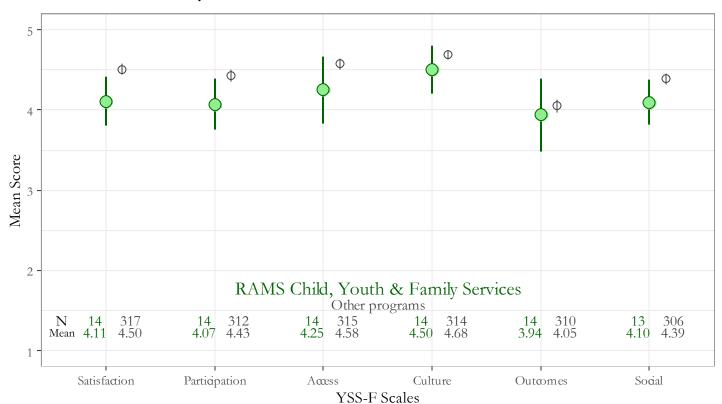
Youth Services Survey for Families, N = 21

Touch Services Survey for Families, 11 – 21	Strongly				Strongly		
	Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
	0	0	1	9	4	0	7
92.9 % 1. Overall, I am satisfied with the service my child received	0.0 %	0.0 %	4.8 %	42.9 %	19.1 %	0.0 %	33.3 %
00.2.0/ 0.11 1 1/ 1 1/11	0	0	1	10	2	1	7
92.3 % 2. I helped to choose my child's services	0.0 %	0.0 %	4.8 %	47.6 %	9.5 %	4.8 %	33.3 %
0770/ 2 11 1 1/ 1 1 1 1 1 1 1	1	0	1	9	3	0	7
85.7 % 3. I helped to choose my child's treatment goals	4.8 %	0.0 %	4.8 %	42.9 %	14.3 %	0.0 %	33.3 %
00.00/ 4.771 1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1	0	0	1	10	3	0	7
92.9 % 4. The people helping my child stuck with us no matter what	0.0 %	0.0 %	4.8 %	47.6 %	14.3 %	0.0 %	33.3 %
400.00/ 5.10/ 1911 1	0	0	0	10	4	0	7
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0.0 %	0.0 %	0.0 %	47.6 %	19.1 %	0.0 %	33.3 %
	0	0	1	8	4	1	7
92.3 % 6. I participated in my child's treatment	0.0 %	0.0 %	4.8 %	38.1 %	19.1 %	4.8 %	33.3 %
0000/ T TT	0	1	0	8	5	0	7
92.9 % 7. The services my child and/or family received were right for us	0.0 %	4.8 %	0.0 %	38.1 %	23.8 %	0.0 %	33.3 %
2-2/ 2-3/ 1	0	1	1	7	5	0	7
85.7 % 8. The location of services was convenient for us	0.0 %	4.8 %	4.8 %	33.3 %	23.8 %	0.0 %	33.3 %
	0	0	1	7	6	0	7
92.9 % 9. Services were available at times that were convenient for us	0.0 %	0.0 %	4.8 %	33.3 %	28.6 %	-	33.3 %
	0	1	1	9	3	0	7
85.7 % 10. My family I got the help we wanted for my child	0.0 %	4.8 %	4.8 %	42.9 %	14.3 %		33.3 %
	0	2	1	9	2	0	7
78.6 % 11. My family got as much help as we needed for my child	0.0 %	9.5 %	4.8 %	42.9 %	9.5 %	-	33.3 %
	0	0	0	7	7	0	7
100.0 % 12. Staff treated me with respect	0.0 %	0.0 %	0.0 %	33.3 %	33.3 %		33.3 %
	0	0	0.0 70	7	5	2	7
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0.0 %	0.0 %	0.0 %	33.3 %	23.8 %		33.3 %
	0.0 70	0.0 70	0.0 70	7	7	0	7
100.0 % 14. Staff spoke with me in a way that I understood	0.0 %	0.0 %	0.0 %	33.3 %	33.3 %		33.3 %
	0.0 70	0.0 70	0.0 70	7	5	2	7
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0.0 %	0.0 %	0.0 %	33.3 %	23.8 %		33.3 %
76.9 % 16. As a result of the services my child and or family received, my child	0.0 70	1	2	6	4	1	7
is better at handling daily life	0.0 %	4.8 %	9.5 %	28.6 %	19.1 %	_	33.3 %
85.7 % 17. As a result of the services my child and or family received, my child	0.0 70	1	1	8	4	0	7
gets along better with family members	0.0 %	4.8 %	4.8 %	38.1 %	19.1 %		33.3 %
64.3 % 18. As a result of the services my child and or family received, my child	0.0 70	1	4.0 70	6	3	0.0 70	7
gets along better with friends and other people	0.0 %	4.8 %	19.1 %	28.6 %	14.3 %		
78.6 % 19. As a result of the services my child and or family received, my child	0.0 70	1	2	7	4	0.0 70	7
is doing better in school and or work	0.0 %	4.8 %	9.5 %	33.3 %	19.1 %		33.3 %
76.9 % 20. As a result of the services my child and or family received, my child	0.0 70	1.0 70	2	6	4	1	7
is better able to cope when things go wrong	0.0 %	4.8 %	9.5 %	28.6 %	19.1 %		33.3 %
71.4 % 21. As a result of the services my child and or family received, I am		1	2	7	3	0	7
satisfied with our family life right now	1 4.8 %	4.8 %	9.5 %	33.3 %	14.3 %		33.3 %
78.6 % 22. As a result of the services my child and or family received, my child	0	1	2	7	4	0.0 %	7
is better able to do things he or she wants to do	0.0 %	4.8 %	9.5 %	33.3 %	19.1 %		33.3 %
84.6 % 23. As a result of the services my child and or family received, I know	0.0 70	0	2	9	2	0.0 %	8
people who will listen and understand me when I need to talk	0.0 %	0.0 %	9.5 %	42.9 %	9.5 %		38.1 %
100.0 % 24. As a result of the services my child and or family received, I have	0.0 %	0.0 %	0	9	4	0.0 %	8
people that I am comfortable talking with about my child's problem(s)	0.0 %	0.0 %	0.0 %	42.9 %	4 19.1 %		38.1 %
69.2 % 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	4.8 %	0 0.0 %	3 14.3 %	6 28.6 %	3 14.3 %	0	8 38.1 %
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 %	9 42.9 %	4 19.1 %	0	8 38.1 %
people with whom I can do enjoyable things	0.0 70	0.0 %	0.0 70	1 4.7 70	17.1 70	0.0 70	30.1 70

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance RAMS Child, Youth & **Family Services Completion Status Completion by Total Respondent Type** Family Youth 6 31 37 Refused 28.6 % 53.4 % 46.8 % 0 0 0 Impaired 0 % 0 % 0 % 0 0 0 Language 0 % 0 % 0 % 1 3 4 Other 4.8 % 5.2 % 5.1 % 0 4 4 No Data 0 % 6.9 % 5.1 % 14 20 34 Completed Survey 66.7 % 34.5 % 43 % 21 79 58 **Total** 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 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 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 Satisfaction¹ **95.4%**

Return Rate² **50.8%**

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. 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.

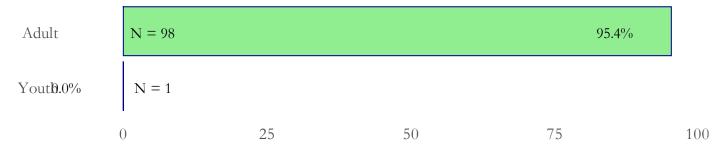
People served November 4-8 2019 (Avatar billing): 195

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 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 Satisfaction¹ **95.4%**

Return Rate² **52.4%**

Overall satisfaction³ 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

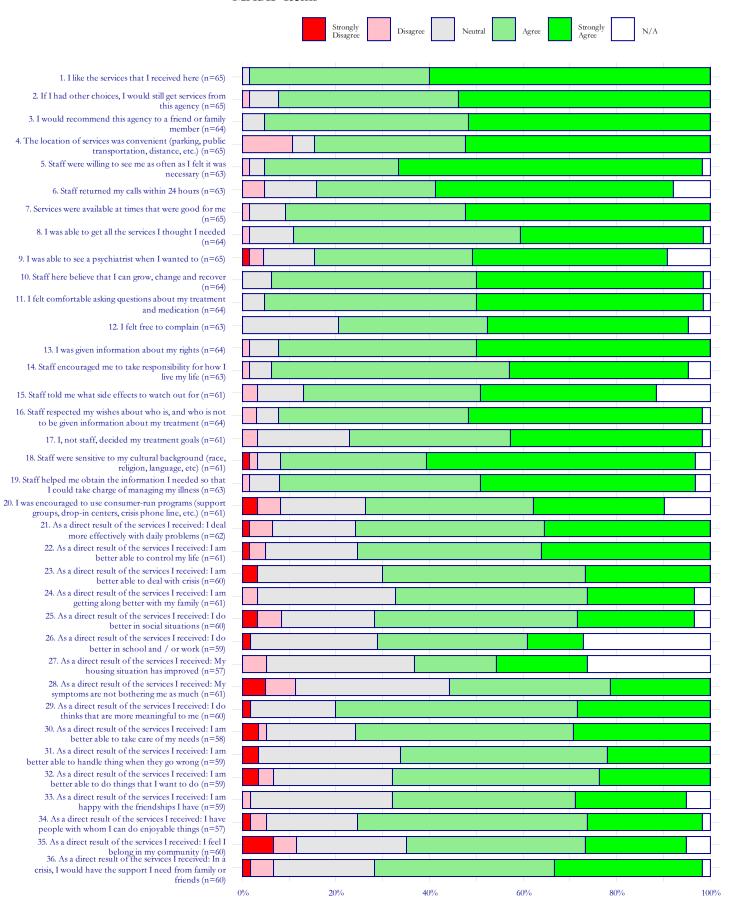
70.9% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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



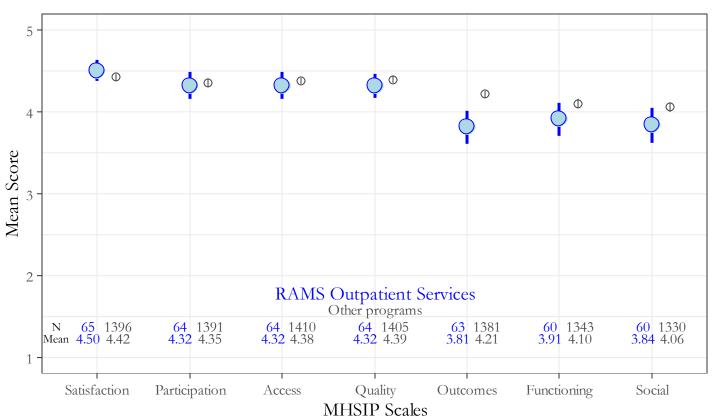
MHSIP Items 1-25, N = 100Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
98.5 % 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 %
92.3 % 2. If I had other choices, I would still get services from this agency	0	1 1.0 %	4 4.0 %	25 25.0 %	35 35.0 %	0	35 35.0 %
95.3 % 3. I would recommend this agency to a friend or family member	0	0	3 3.0 %	28 28.0 %	33 33.0 %	0	36 36.0 %
84.6 % 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	35 35.0 %
95.2 % 5. Staff were willing to see me as often as I felt it was necessary	0	1 1.0 %	2 2.0 %	18 18.0 %	41 41.0 %	1	37 37.0 %
82.8 % 6. Staff returned my calls within 24 hours	0	3 3.0 %	7 7.0 %	16 16.0 %	32 32.0 %	5	37 37.0 %
90.8 % 7. Services were available at times that were good for me	0	1 1.0 %	5 5.0 %	25 25.0 %	34 34.0 %	0	35 35.0 %
88.9 % 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	36 36.0 %
83.1 % 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	35 35.0 %
93.7 % 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	36 36.0 %
95.2 % 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	36 36.0 %
78.3 % 12. I felt free to complain	0 0.0 %	0 0.0 %	13 13.0 %	20 20.0 %	27 27.0 %	3	37 37.0 %
92.2 % 13. I was given information about my rights	0 0.0 %	1 1.0 %	4 4.0 %	27 27.0 %	32 32.0 %	0	36 36.0 %
93.3 % 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	37 37.0 %
85.2 % 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	39 39.0 %
92.1 % 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 %
76.7 % 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 %
91.5 % 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 %
91.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0.0 %	1 1.0 %	4 4.0 %	27 27.0 %	29 29.0 %	2 2.0 %	37 37.0 %
70.9 % 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 %
75.8 % 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 %
75.4 % 22. As a direct result of the services I received: I am better able to continuous life	rol 1 1.0 %	2 2.0 %	12 12.0 %	24 24.0 %	22 22.0 %	0 0.0 %	39 39.0 %
70.0 % 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	40 40.0 %
66.1 % 24. As a direct result of the services I received: I am getting along bette with my family	er 0 0.0 %	2 2.0 %	18 18.0 %	25 25.0 %	14 14.0 %	2 2.0 %	39 39.0 %
70.7 % 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	40 40.0 %

MHSIP Items 26-36, N = 100 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
60.5 % 26. As a direct result of the services I received: I do better in school and		0	16	19	7	16	41
/ or work	1.0 %	0.0 %	16.0 %	19.0 %	7.0 %	16.0 %	41.0 %
50.0 % 27. As a direct result of the services I received: My housing situation	0	3	18	10	11	15	43
has improved	0.0 %	3.0 %	18.0 %	10.0 %	11.0 %	15.0 %	43.0 %
55.7 % 28. As a direct result of the services I received: My symptoms are not	3	4	20	21	13	0	39
bothering me as much	3.0 %	4.0 %	20.0 %	21.0 %	13.0 %	0.0 %	39.0 %
80.0 % 29. As a direct result of the services I received: I do thinks that are more	1	0	11	31	17	0	40
meaningful to me	1.0 %	0.0 %	11.0 %	31.0 %	17.0 %	0.0 %	40.0 %
75.9 % 30. As a direct result of the services I received: I am better able to take	2	1	11	27	17	0	42
care of my needs	2.0 %	1.0 %	11.0 %	27.0 %	17.0 %	0.0 %	42.0 %
66.1 % 31. As a direct result of the services I received: I am better able to	2	0	18	26	13	0	41
handle thing when they go wrong	2.0 %	0.0 %	18.0 %	26.0 %	13.0 %	0.0 %	41.0 %
67.8 % 32. As a direct result of the services I received: I am better able to do	2	2	15	26	14	0	41
things that I want to do	2.0 %	2.0 %	15.0 %	26.0 %	14.0 %	0.0 %	41.0 %
66.1 % 33. As a direct result of the services I received: I am happy with the	0	1	18	23	14	3	41
friendships I have	0.0 %	1.0 %	18.0 %	23.0 %	14.0 %	3.0 %	41.0 %
75.0 % 34. As a direct result of the services I received: I have people with	1	2	11	28	14	1	43
whom I can do enjoyable things	1.0 %	2.0 %	11.0 %	28.0 %	14.0 %	1.0 %	43.0 %
63.2 % 35. As a direct result of the services I received: I feel I belong in my	4	3	14	23	13	3	40
community	4.0 %	3.0 %	14.0 %	23.0 %	13.0 %	3.0 %	40.0 %
71.2 % 36. As a direct result of the services I received: In a crisis, I would have	1	3	13	23	19	1	40
the support I need from family or friends	1.0 %	3.0 %	13.0 %	23.0 %	19.0 %	1.0 %	40.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	9	1	10
	10 %	10 %	10 %
Impaired	7	1	8
	7.8 %	10 %	8 %
Language	2	0	2
	2.2 %	0 %	2 %
Other	11	1	12
	12.2 %	10 %	12 %
No Data	2	1	3
	2.2 %	10 %	3 %
Completed Survey	59	6	65
	65.6 %	60 %	65 %
Total	90	10	100
	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.



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 Satisfaction¹

Return Rate²
12.5%

Overall satisfaction³ 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 by Respondent Type

	Family	Youth	
Refused	0 0 %	0 0 %	0 %
Impaired	0	0	0
	0 %	0 %	0 %
Language	0	0	0
	0 %	0 %	0 %
Other	0	1	1
	0 %	100 %	100 %
No Data	0	0	0
	0 %	0 %	0 %
Completed Survey	0	0	0
	0 %	0 %	0 %
Total	0	1	1
	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 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.



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): 38HROP

Overall Satisfaction¹
100.0%

Return Rate² over 100%

Overall satisfaction³ 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

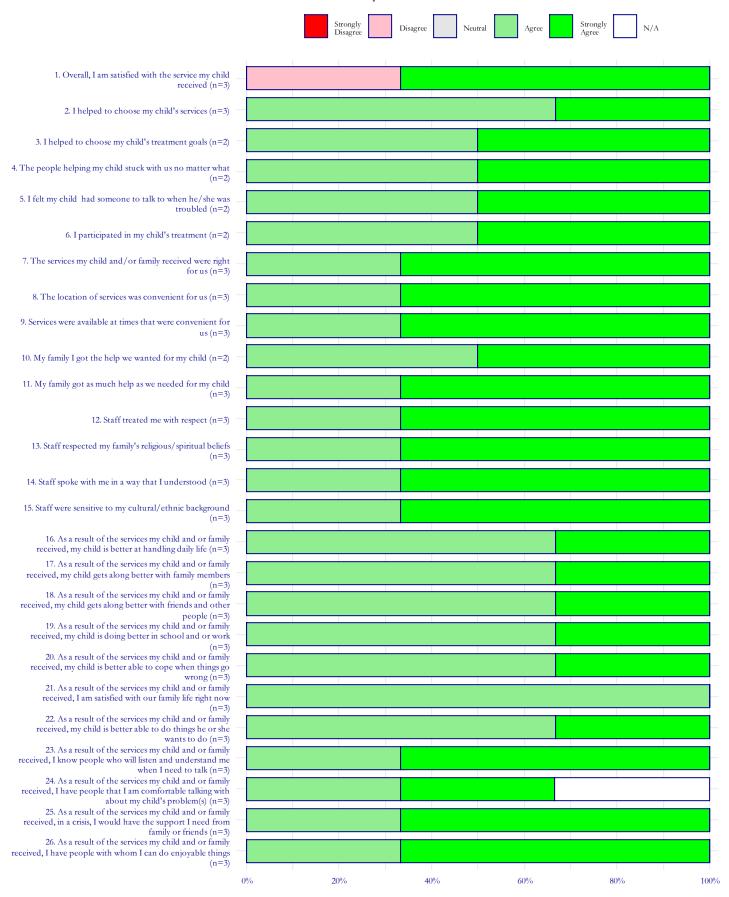
66.7% 1. Overall, I am satisfied with the service I received

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.

Youth Services Survey for Families

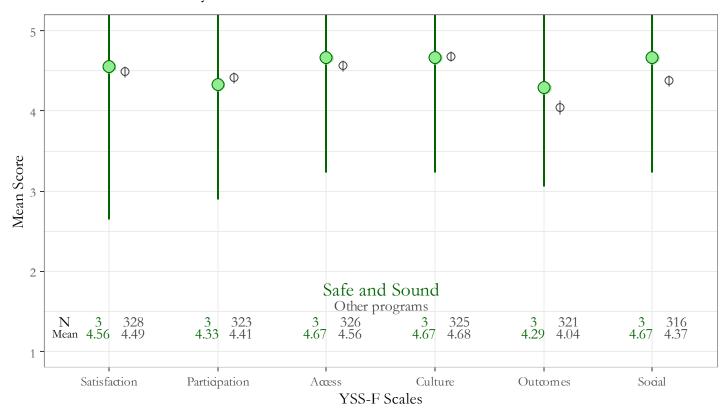


Youth Services Survey for Families, N = 8

	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
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	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	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	1 12.5 %	2 25.0 %	0 0.0 %	5
100.0 % 15. Staff were sensitive to my cultural/ethnic background	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	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	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 %	2 25.0 %	1 1 12.5 %	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 %	3 37.5 %	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 %	2 25.0 %	1 12.5 %	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 %	1 12.5 %	2 25.0 %	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	1	1	1	5
100.0 % 25. As a result of the services my child and or family received, in a	0.0 %	0.0 %	0.0 %	12.5 %	12.5 % 2	0	62.5 % 5
crisis, I would have the support I need from family or friends 100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0.0 % 0 0.0 %	0.0 % 0 0.0 %	0.0 % 0 0.0 %	12.5 % 1 12.5 %	25.0 % 2 25.0 %	0.0 % 0 0.0 %	62.5 % 5 62.5 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



	Family	Youth	
Refused	5	0	5
	62.5 %	0 %	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	0	3
	37.5 %	0 %	37.5 %
Total	8	0	8
	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 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.



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 Satisfaction¹
100.0%

Return Rate² **66.7%**

Overall satisfaction³ 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

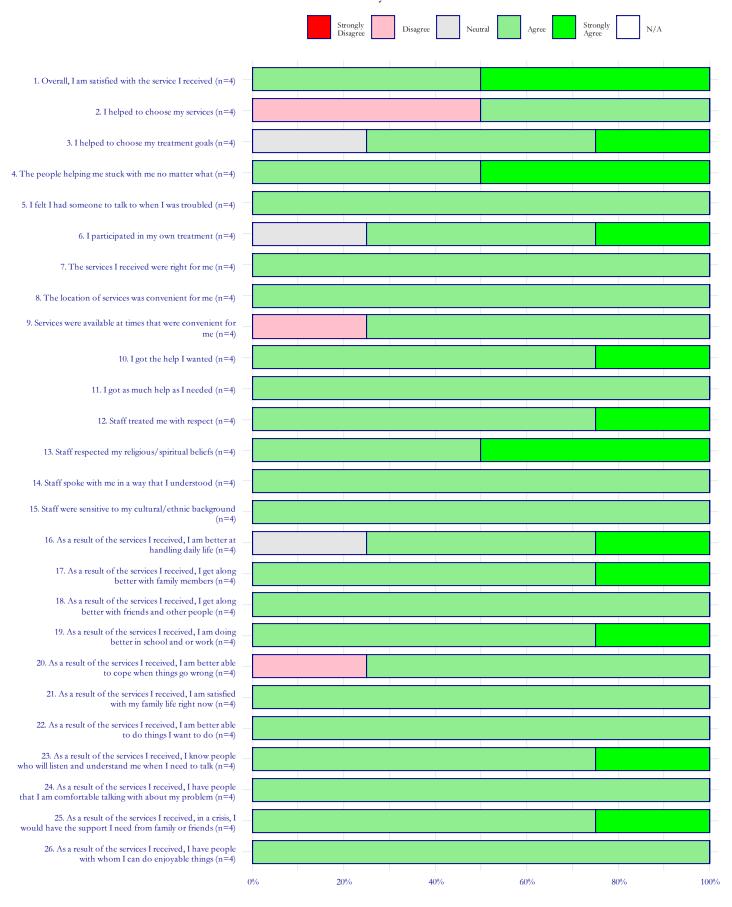
Lowest Agreement Items

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

Youth Services Survey for Youth

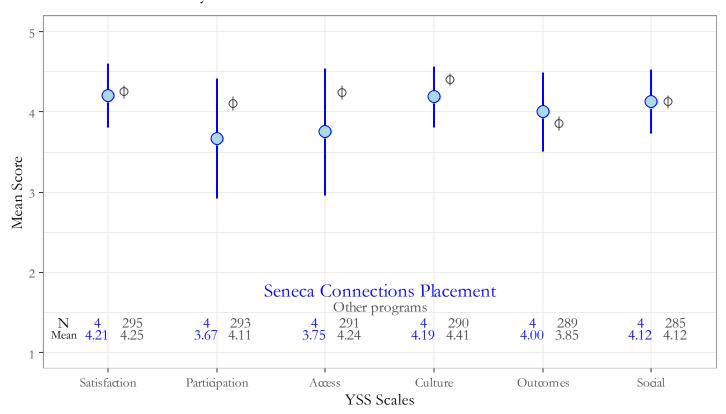


Youth Services Survey for Youth, N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0	0	0	2	2	0	0
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
50.0 % 2. I helped to choose my services	0	2	0	2	0	0	0
	0.0 %	50.0 %	0.0 %	50.0 %	0.0 %	0.0 %	0.0 %
75.0 % 3. I helped to choose my treatment goals	0.0 %	0.0 %	25.0 %	50.0 %	25.0 %	0.0 %	0.0 %
100.0 % 4. The people helping me stuck with me no matter what	0	0	0	2	2	0	0
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0	0	0	4	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
75.0 % 6. I participated in my own treatment	0	0	1	2	1	0	0
	0.0 %	0.0 %	25.0 %	50.0 %	25.0 %	0.0 %	0.0 %
100.0 % 7. The services I received were right for me	0	0	0	4	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 8. The location of services was convenient for me	0	0	0	4	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
75.0 % 9. Services were available at times that were convenient for me	0	1	0	3	0	0	0
	0.0 %	25.0 %	0.0 %	75.0 %	0.0 %	0.0 %	0.0 %
100.0 % 10. I got the help I wanted	0	0	0	3	1	0	0
	0.0 %	0.0 %	0.0 %	75.0 %	25.0 %	0.0 %	0.0 %
100.0 % 11. I got as much help as I needed	0	0	0	4	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 12. Staff treated me with respect	0	0	0	3	1	0	0
	0.0 %	0.0 %	0.0 %	75.0 %	25.0 %	0.0 %	0.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0	0	0	2	2	0	0
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	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 %	4 100.0 %	0 0.0 %	0 0.0 %	0
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	4	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
75.0 % 16. As a result of the services I received, I am better at handling daily life	0	0	1	2	1	0	0
	0.0 %	0.0 %	25.0 %	50.0 %	25.0 %	0.0 %	0.0 %
100.0 % 17. As a result of the services I received, I get along better with family members	0	0	0	3	1	0	0
	0.0 %	0.0 %	0.0 %	75.0 %	25.0 %	0.0 %	0.0 %
100.0 % 18. As a result of the services I received, I get along better with friends and other people	0	0	0	4	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 19. As a result of the services I received, I am doing better in school and or work	0	0	0	3	1	0	0
	0.0 %	0.0 %	0.0 %	75.0 %	25.0 %	0.0 %	0.0 %
75.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0	1	0	3	0	0	0
	0.0 %	25.0 %	0.0 %	75.0 %	0.0 %	0.0 %	0.0 %
100.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0	0	0	4	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 22. As a result of the services I received, I am better able to do things I want to do	0	0	0	4	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0	0	0	3	1	0	0
	0.0 %	0.0 %	0.0 %	75.0 %	25.0 %	0.0 %	0.0 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0	0	0	4	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0	0	0	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things		0 0.0 %	0.0 %	4 100.0 %	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% ConfidenceIntervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance Seneca Connections Placement Completion by Respondent Type

	Family		
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	4	4
	0 %	100 %	100 %
Total	0	4	4
	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 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.



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 Satisfaction¹ **89.5%**

Return Rate² **78.6%**

Overall satisfaction³ 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

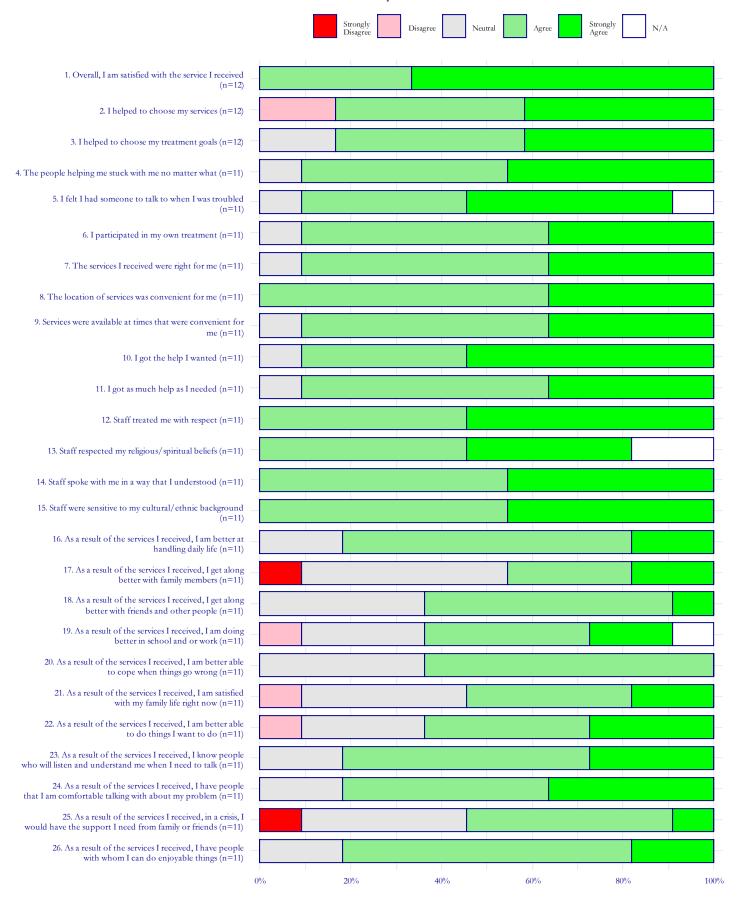
Lowest Agreement Items

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

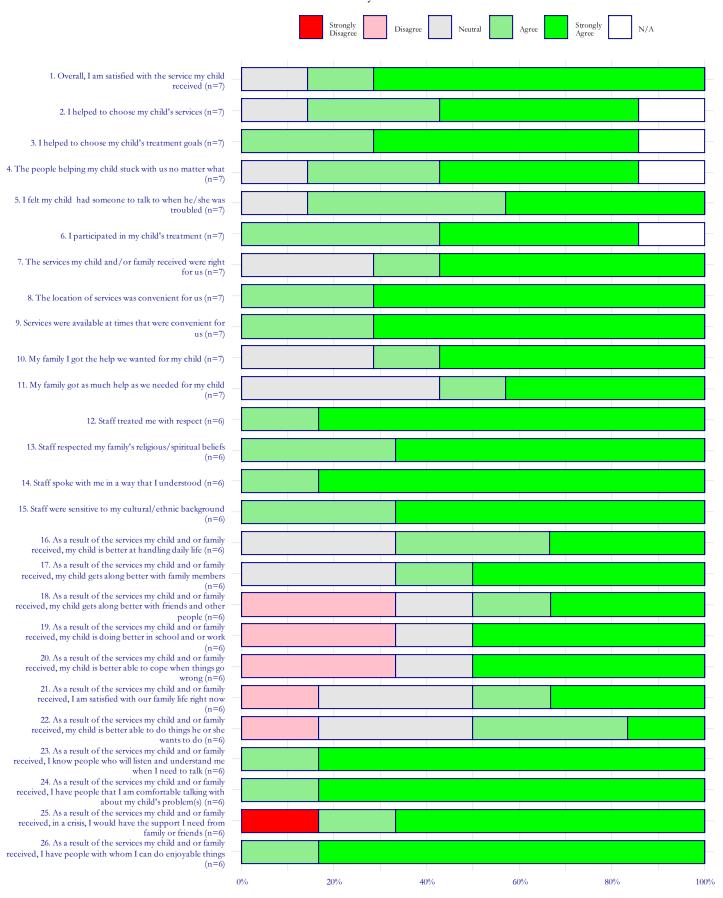
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 24

Touch Services Survey for Touch, IN = 24							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	4 16.7 %	8 33.3 %	0	12 50.0 %
83.3 % 2. I helped to choose my services	0	2	0	5	5	0	12
2. The ped to choose my services	0.0 %	8.3 %	0.0 %	20.8 %	20.8 %		50.0 %
83.3 % 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 %
90.9 % 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	13 54.2 %
00.0 0/ 5 TC T 1 1 1 1 1 1 1 1 1	0.0 %	0.0 %	1	4	5	1	13
90.0 % 5. I felt I had someone to talk to when I was troubled	0.0 %	0.0 %	4.2 %	16.7 %	20.8 %		54.2 %
90.9 % 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 %
90.9 % 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 %
100.0 % 8. The location of services was convenient for me	0	0	0	7	4	0	13
	0.0 %	0.0 %	0.0 %	29.2 %	16.7 % 4	0.0 %	54.2 % 13
90.9 % 9. Services were available at times that were convenient for me	0.0 %	0.0 %	4.2 %	25.0 %	16.7 %		54.2 %
90.9 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 4.2 %	4 16.7 %	6 25.0 %	0	13 54.2 %
00 0 0/ 11 I set as much halo as I was dad	0.0 70	0.0 %	1	6	4	0.0 70	13
90.9 % 11. I got as much help as I needed	0.0 %	0.0 %	4.2 %	25.0 %	16.7 %		54.2 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
81.8 % 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 %
45.5 % 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 %
63.6 % 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	13 54.2 %
60.0 % 19. As a result of the services I received, I am doing better in school and	0	1	3	4	2	1	13
or work 63.6 % 20. As a result of the services I received, I am better able to cope when	0.0 %	4.2 % 0	12.5 %	16.7 % 7	8.3 %	4.2 %	54.2 % 13
things go wrong	0.0 %	0.0 %	16.7 %	29.2 %	0.0 %		54.2 %
54.5 % 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	13 54.2 %
63.6 % 22. As a result of the services I received, I am better able to do things I	0.0 %	1	3	4	3	0.0 %	13
want to do	0.0 %	4.2 %	12.5 %	16.7 %	12.5 %		54.2 %
81.8 % 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 %
81.8 % 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	13
54.5 % 25. As a result of the services I received, in a crisis, I would have the	1	0.0 %	8.3 % 4	20.8 %	10.7 %	0.0 %	13
support I need from family or friends	4.2 %	0.0 %	16.7 %	20.8 %	4.2 %	0.0 %	54.2 %
81.8 % 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 %

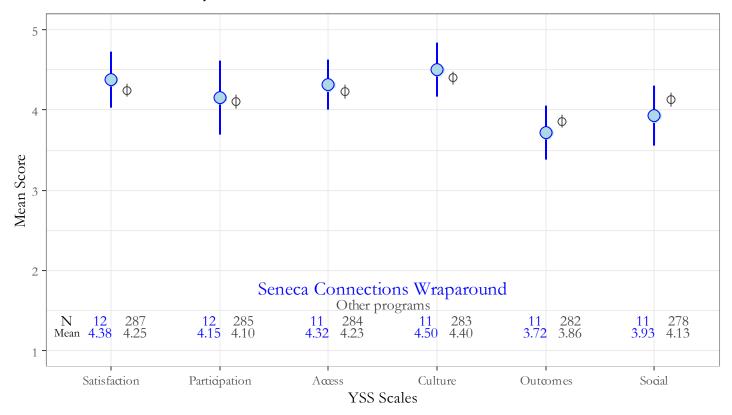
Youth Services Survey for Families



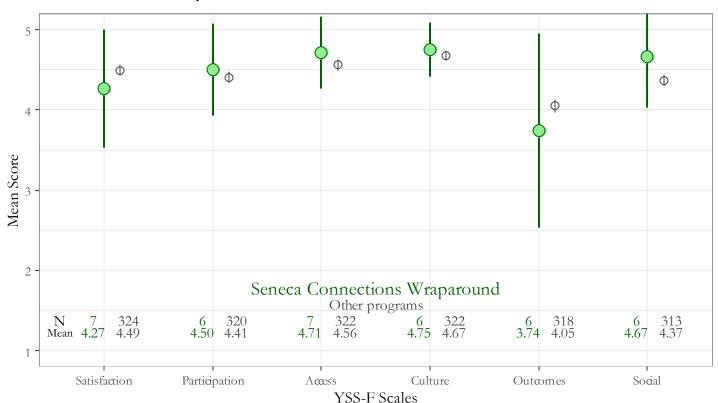
Youth Services Survey for Families, N = 17

Touth Services Survey for Families, 11 – 17							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 1. Overall, I am satisfied with the service my child received	0	0	1	1	5	0	10
70 1. Overall, I all subside was the service my clina received	0.0 %	0.0 %	5.9 %	5.9 %	29.4 %	0.0 %	58.8 %
83.3 % 2. I helped to choose my child's services	0	0	1	2	3	1	10
	0.0 %	0.0 %	5.9 %	11.8 %	17.6 %	5.9 %	58.8 %
100.0 % 3. I helped to choose my child's treatment goals	0	0	0	2	4	1	10
	0.0 %	0.0 %	0.0 %	11.8 %	23.5 %		58.8 %
83.3 % 4. The people helping my child stuck with us no matter what	0	0	1	2	3	1	10
	0.0 %	0.0 %	5.9 %	11.8 %	17.6 %		58.8 %
85.7 % 5. I felt my child had someone to talk to when he/she was troubled	0	0	1	3	3	0	10
	0.0 %	0.0 %	5.9 %	17.6 %	17.6 %	0.0 %	58.8 %
100.0 % 6. I participated in my child's treatment	0	0	0	3	3	1 5 0 0/	10
	0.0 %	0.0 %	0.0 %	17.6 %	17.6 %		58.8 %
71.4 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	2 11.8 %	1 5 0 0/	4 23.5 %	0	10 58.8 %
				5.9 %			10
100.0 % 8. The location of services was convenient for us	0	0	0	2 11.8 %	5 29.4 %	0	58.8 %
	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 %	2 11.8 %	5 29.4 %	0	10 58.8 %
			2		29.4 % 4	0.0 %	
71.4 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	11.8 %	1 5.9 %	23.5 %	-	10 58.8 %
	0.0 %	0.0 %	3	1	3	0.0 %	10
57.1 % 11. My family got as much help as we needed for my child	0.0 %	0.0 %	3 17.6 %	5.9 %	3 17.6 %	-	58.8 %
	0.0 %	0.0 %	0	1	5	0.0 %	11
100.0 % 12. Staff treated me with respect	0.0 %	0.0 %	0.0 %	5.9 %	29.4 %	-	64.7 %
100.0 % 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	11 64.7 %
	0.0 %	0.0 %	0.0 %	1	5	0.0 %	11
100.0 % 14. Staff spoke with me in a way that I understood	0.0 %	0.0 %	0.0 %	5.9 %	29.4 %		64.7 %
	0.0 70	0.0 70	0.0 70	2	4	0.0 70	11
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0.0 %	0.0 %	0.0 %	11.8 %	23.5 %		64.7 %
66.7 % 16. As a result of the services my child and or family received, my child	0.0 70	0.0 70	2	2	2	0.0 70	11
is better at handling daily life	0.0 %	0.0 %	11.8 %	11.8 %	11.8 %		64.7 %
66.7 % 17. As a result of the services my child and or family received, my child	0.0 70	0.0 70	2	1	3	0.0 70	11
gets along better with family members	0.0 %	0.0 %	11.8 %	5.9 %	17.6 %		64.7 %
50.0 % 18. As a result of the services my child and or family received, my child	0	2	1	1	2	0.0 70	11
gets along better with friends and other people	0.0 %	11.8 %	5.9 %	5.9 %	11.8 %		
50.0 % 19. As a result of the services my child and or family received, my child	0	2	1	0	3	0	11
is doing better in school and or work	0.0 %	11.8 %	5.9 %	0.0 %	17.6 %		64.7 %
50.0 % 20. As a result of the services my child and or family received, my child	0	2	1	0	3	0	11
is better able to cope when things go wrong	0.0 %	11.8 %	5.9 %	0.0 %	17.6 %		64.7 %
50.0 % 21. As a result of the services my child and or family received, I am	0	1	2	1	2	0	11
satisfied with our family life right now	0.0 %	5.9 %	11.8 %	5.9 %	11.8 %		64.7 %
50.0 % 22. As a result of the services my child and or family received, my child	0	1	2	2	1	0	11
is better able to do things he or she wants to do	0.0 %	5.9 %	11.8 %	11.8 %	5.9 %	0.0 %	64.7 %
100.0 % 23. As a result of the services my child and or family received, I know	0	0	0	1	5	0	11
people who will listen and understand me when I need to talk	0.0 %	0.0 %	0.0 %	5.9 %	29.4 %	0.0 %	64.7 %
100.0 % 24. As a result of the services my child and or family received, I have	0	0	0	1	5	0	11
people that I am comfortable talking with about my child's problem(s)	0.0 %	0.0 %	0.0 %	5.9 %	29.4 %		64.7 %
83.3 % 25. As a result of the services my child and or family received, in a crisis	, 1	0	0	1	4	0	11
I would have the support I need from family or friends	5.9 %	0.0 %	0.0 %	5.9 %	23.5 %	0.0 %	64.7 %
100.0 % 26. As a result of the services my child and or family received, I have	0	0	0	1	5	0	11
people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	5.9 %	29.4 %	0.0 %	64.7 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Seneca Connections Wraparound **Completion Status Completion by Total Respondent Type** Family Youth 5 9 14 Refused 29.4 % 37.5 % 34.1 % 2 0 2 Impaired 11.8 % 0 % 4.9 % 1 0 1 Language 5.9 % 2.4 % 0 % 2 3 5 Other 11.8 % 12.5 % 12.2 % 0 0 0 No Data 0 % 0 % 0 % 7 12 19 Completed Survey 41.2 % 50 % 46.3 % 17 24 41 **Total** 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 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.



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 Satisfaction¹ **92.9%**

Return Rate² 50.0%

Overall satisfaction³ 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

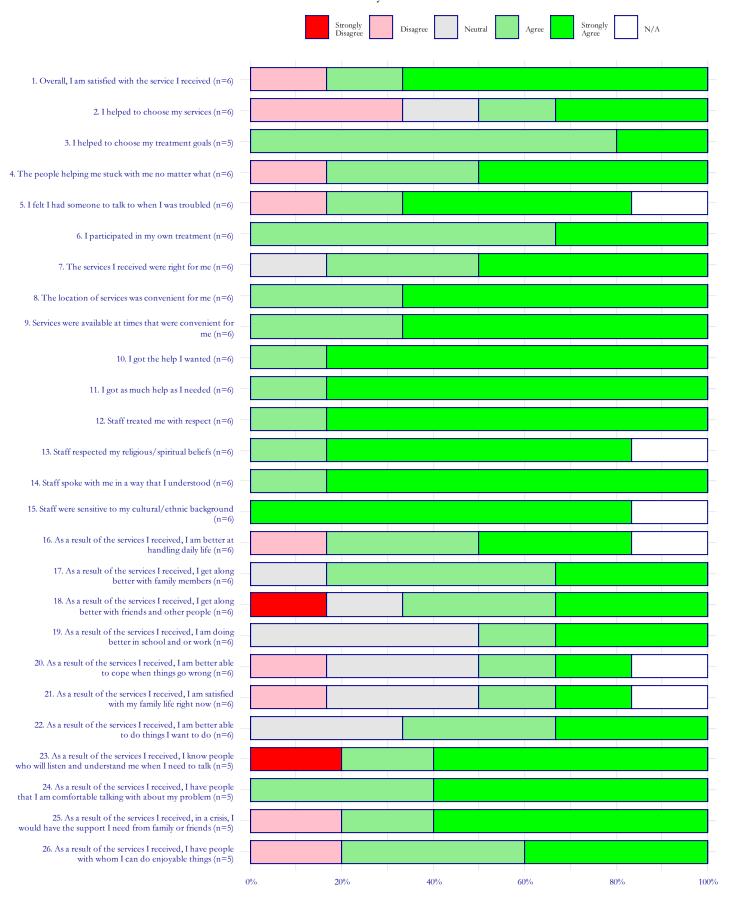
Lowest Agreement Items

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

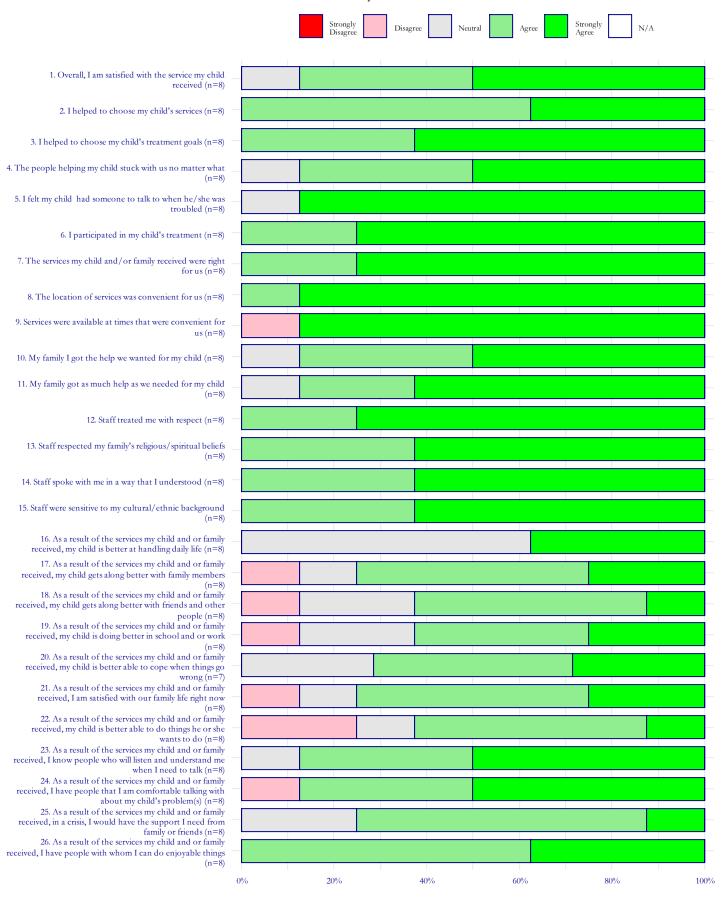
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 17

Touch Services Survey for Touch, IN = 17							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
83.3 % 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 %
50.0 % 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 %
100.0 % 3. I helped to choose my treatment goals	0	0	0	4	1	0	12
83.3 % 4. The people helping me stuck with me no matter what	0.0 % 0	0.0 % 1	0.0 %	23.5 %	5.9 % 3	0	70.6 % 11
	0.0 %	5.9 % 1	0.0 %	11.8 %	17.6 % 3	0.0 %	64.7 %
80.0 % 5. I felt I had someone to talk to when I was troubled	0.0 %	5.9 % 0	0.0 %	5.9 % 4	17.6 % 2	5.9 %	64.7 % 11
100.0 % 6. I participated in my own treatment	0.0 %	0.0 %	0.0 %	23.5 %	11.8 %	0.0 %	64.7 %
83.3 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	3 17.6 %		11 64.7 %
100.0 % 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 %
100.0 % 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 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	0	11 64.7 %
100.0 % 11. I got as much help as I needed	0	0	0	1	5	0	11 64.7 %
100.0 % 12. Staff treated me with respect	0.0 %	0.0 %	0.0 %	5.9 %	29.4 %	0	11
100.0 % 13. Staff respected my religious/spiritual beliefs	0.0 %	0.0 %	0.0 %	5.9 % 1	29.4 %	0.0 %	64.7 %
	0.0 %	0.0 %	0.0 %	5.9 % 1	23.5 %	5.9 % 0	64.7 % 11
100.0 % 14. Staff spoke with me in a way that I understood	0.0 %	0.0 %	0.0 %	5.9 %	29.4 %		64.7 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	5.9 %	11 64.7 %
80.0 % 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 %
83.3 % 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 %
66.7 % 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	11
50.0 % 19. As a result of the services I received, I am doing better in school and or work	0	0	3 17.6 %	1 5.9 %	2 11.8 %	0	11 64.7 %
40.0 % 20. As a result of the services I received, I am better able to cope when	0	1	2	1	1	1	11
things go wrong 40.0 % 21. As a result of the services I received, I am satisfied with my family	0.0 %	5.9 % 1	11.8 %	5.9 % 1	5.9 % 1	5.9 %	64.7 %
life right now 66.7 % 22. As a result of the services I received, I am better able to do things I	0.0 %	5.9 % 0	11.8 %	5.9 % 2	5.9 % 2	5.9 % 0	64.7 % 11
want to do	0.0 %	0.0 %	11.8 %	11.8 %	11.8 %	0.0 %	64.7 %
80.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	1 5.9 %	0 0.0 %	0 0.0 %	1 5.9 %			12 70.6 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	3 17.6 %	0 0.0 %	12 70.6 %
80.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 5.9 %	0 0.0 %	1 5.9 %	3 17.6 %	0 0.0 %	12 70.6 %
80.0 % 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	12
do enjoyuote unings	0.0 /0	J.J /0	0.0 /0	11.0 /0	11.0 /0	0.0 /0	70.0 70

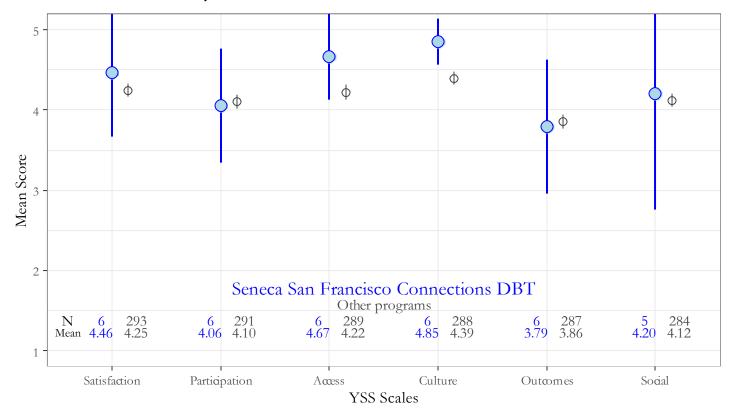
Youth Services Survey for Families



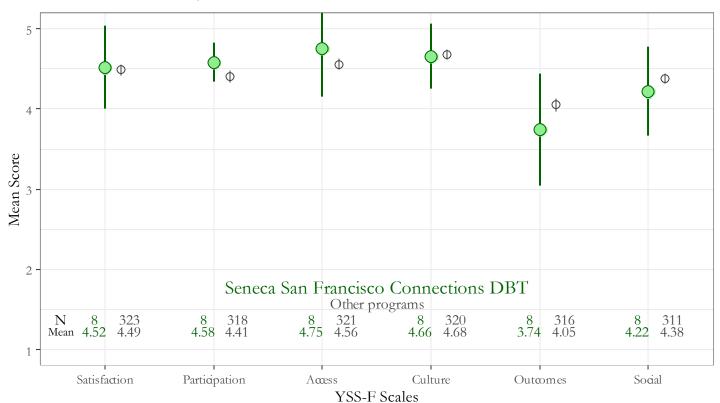
Youth Services Survey for Families, N = 17

·	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	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	9 52.9 %
100.0 % 6. I participated in my child's treatment	0	0 0.0 %	0 0.0 %	2 11.8 %	6 35.3 %	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 %	2 11.8 %	6 35.3 %	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	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	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	9 52.9 %
87.5 % 11. My family got as much help as we needed for my child	0 0.0 %	0.0 %	1 5.9 %	2 11.8 %	5 29.4 %	0	9 52.9 %
100.0 % 12. Staff treated me with respect	0	0	0	2	6	0	9
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0.0 %	0.0 %	0.0 %	11.8 %	35.3 %	0	52.9 % 9
100.0 % 14. Staff spoke with me in a way that I understood	0.0 %	0.0 %	0.0 %	17.6 %	29.4 %	0	52.9 % 9
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0.0 %	0.0 %	0.0 %	17.6 %	29.4 %	0	52.9 %
37.5 % 16. As a result of the services my child and or family received, my child	0.0 %	0.0 % 0	0.0 % 5	17.6 % 0	29.4 %	0.0 %	52.9 % 9
is better at handling daily life 75.0 % 17. As a result of the services my child and or family received, my child	0.0 %	0.0 % 1	29.4 % 1	0.0 % 4	17.6 % 2	0.0 %	52.9 % 9
gets along better with family members	0.0 %	5.9 %	5.9 %	23.5 %	11.8 %	-	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	1 5.9 %	2 11.8 %	4 23.5 %	1 5.9 %	0	9 52.0 %
62.5 % 19. As a result of the services my child and or family received, my child	0.0 %	1	2	3	2	0.0 %	52.9 % 9
is doing better in school and or work	0.0 %	5.9 %	11.8 %	17.6 %	11.8 %		52.9 %
71.4% 20. As a result of the services my child and or family received, my child in botton child to gone when things on wrong.	0	0	2	3	2	0	10
is better able to cope when things go wrong 75.0 % 21. As a result of the services my child and or family received, I am	0.0 %	0.0 %	11.8 %	17.6 % 4	11.8 %	0.0 %	58.8 %
satisfied with our family life right now	0.0 %	5.9 %	5.9 %	23.5 %	11.8 %		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 %	2 11.8 %	5 29.4 %	1 5.9 %	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	9

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Seneca San Francisco **Connections DBT Completion Status Completion by Total Respondent Type** Family Youth 7 14 Refused 41.2 % 41.2 % 41.2 % 0 0 0 Impaired 0 % 0 % 0 % 0 0 0 Language 0 % 0 % 0 % 2 3 Other 11.8 % 17.6 % 14.7 % 0 1 No Data 5.9 % 0 % 2.9 % 8 6 14 Completed Survey 47.1 % 35.3 % 41.2 % 17 17 34 **Total** 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 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.



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

Seneca TAY Full Service Partnership

Program Code(s): 38CQFSP

Overall Satisfaction¹ **50.0%**

Return Rate² **100.0%**

Overall satisfaction³ 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

Not enough MHSIP survey data to create a table. N=2

Not enough MHSIP survey data to create domain means chart. N=2

Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	riadio	Older Hadit	1 Oilli
	Adult	Older Adult	
Refused	1	0	1
	25 %	0 %	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	0	1
	25 %	0 %	25 %
Completed Survey	2	0	2
	50 %	0 %	50 %
Total	4	0	4
	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 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.



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 Satisfaction¹

Return Rate²

Overall satisfaction³ 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

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	
Refused	0	1	1
	0 %	100 %	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 %
Total	0	1	1
	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 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.



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 Satisfaction¹ **96.3%**

Return Rate² **81.1%**

Overall satisfaction³ 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

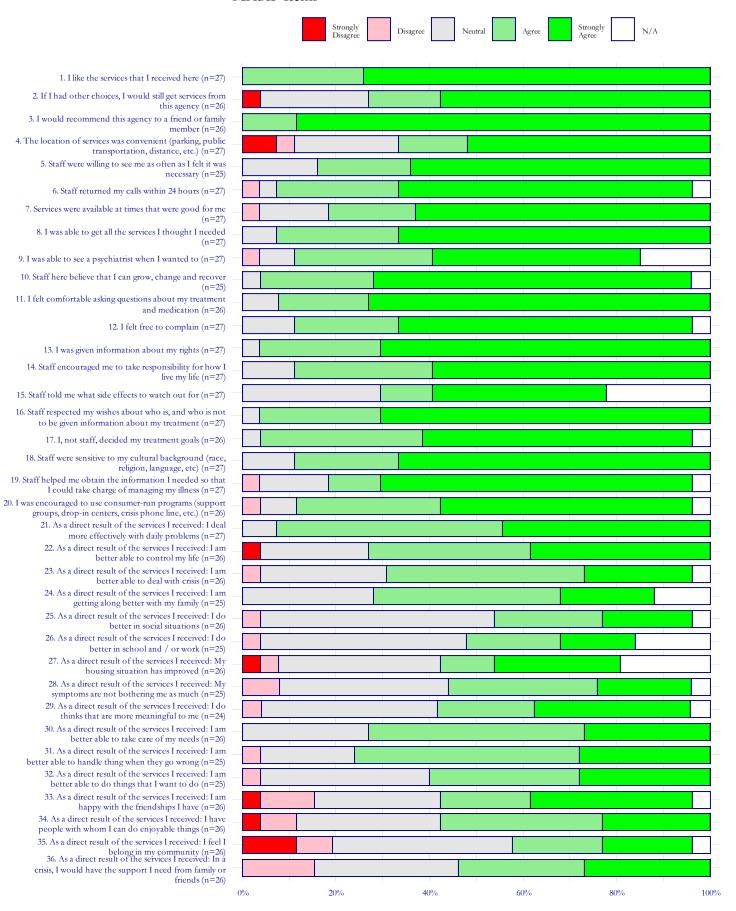
Lowest Agreement Items

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

MHSIP Items



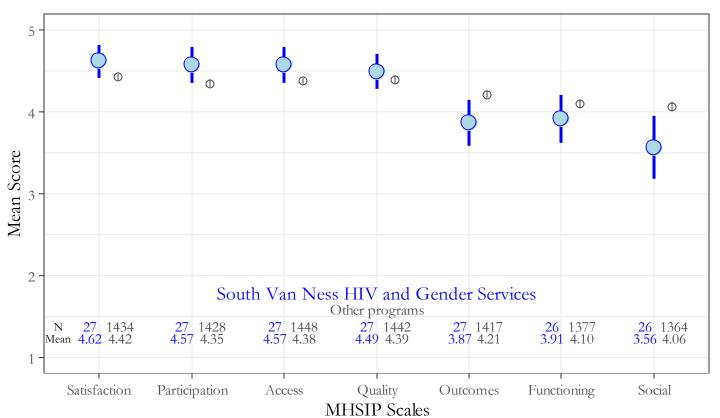
MHSIP Items 1-25, N = 30Percent Agree

•	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	7	20	0	3
	0.0 %	0.0 %	0.0 %	23.3 %	66.7 %	0.0 %	10.0 %
73.1 % 2. If I had other choices, I would still get services from this agency	1	0	6	4	15	0	4
	3.3 %	0.0 %	20.0 %	13.3 %	50.0 %	0.0 %	13.3 %
100.0 % 3. I would recommend this agency to a friend or family member	0	0	0	3	23	0	4
	0.0 %	0.0 %	0.0 %	10.0 %	76.7 %	0.0 %	13.3 %
66.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	2	1	6	4	14	0	3
	6.7 %	3.3 %	20.0 %	13.3 %	46.7 %	0.0 %	10.0 %
84.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	4	5	16	0	5
	0.0 %	0.0 %	13.3 %	16.7 %	53.3 %	0.0 %	16.7 %
92.3 % 6. Staff returned my calls within 24 hours	0	1	1	7	17	1	3
	0.0 %	3.3 %	3.3 %	23.3 %	56.7 %	3.3 %	10.0 %
81.5 % 7. Services were available at times that were good for me	0	1	4	5	17	0	3
	0.0 %	3.3 %	13.3 %	16.7 %	56.7 %	0.0 %	10.0 %
92.6 % 8. I was able to get all the services I thought I needed	0	0	2	7	18	0	3
	0.0 %	0.0 %	6.7 %	23.3 %	60.0 %	0.0 %	10.0 %
87.0 % 9. I was able to see a psychiatrist when I wanted to	0	1	2	8	12	4	3
	0.0 %	3.3 %	6.7 %	26.7 %	40.0 %	13.3 %	10.0 %
95.8 % 10. Staff here believe that I can grow, change and recover	0	0	1	6	17	1	5
	0.0 %	0.0 %	3.3 %	20.0 %	56.7 %	3.3 %	16.7 %
92.3 % 11. I felt comfortable asking questions about my treatment and medication	0	0	2	5	19	0	4
	0.0 %	0.0 %	6.7 %	16.7 %	63.3 %	0.0 %	13.3 %
88.5 % 12. I felt free to complain	0	0	3	6	17	1	3
	0.0 %	0.0 %	10.0 %	20.0 %	56.7 %	3.3 %	10.0 %
96.3 % 13. I was given information about my rights	0	0	1	7	19	0	3
	0.0 %	0.0 %	3.3 %	23.3 %	63.3 %	0.0 %	10.0 %
88.9 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	3	8	16	0	3
	0.0 %	0.0 %	10.0 %	26.7 %	53.3 %	0.0 %	10.0 %
61.9 % 15. Staff told me what side effects to watch out for	0	0	8	3	10	6	3
	0.0 %	0.0 %	26.7 %	10.0 %	33.3 %	20.0 %	10.0 %
96.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	1	7	19	0	3
	0.0 %	0.0 %	3.3 %	23.3 %	63.3 %	0.0 %	10.0 %
96.0 % 17. I, not staff, decided my treatment goals	0	0	1	9	15	1	4
	0.0 %	0.0 %	3.3 %	30.0 %	50.0 %	3.3 %	13.3 %
88.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	3	6	18	0	3
	0.0 %	0.0 %	10.0 %	20.0 %	60.0 %	0.0 %	10.0 %
80.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	1	4	3	18	1	3
	0.0 %	3.3 %	13.3 %	10.0 %	60.0 %	3.3 %	10.0 %
88.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	1	2	8	14	1	4
	0.0 %	3.3 %	6.7 %	26.7 %	46.7 %	3.3 %	13.3 %
92.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	2	13	12	0	3
	0.0 %	0.0 %	6.7 %	43.3 %	40.0 %	0.0 %	10.0 %
73.1 % 22. As a direct result of the services I received: I am better able to control my life	1	0	6	9	10	0	4
	3.3 %	0.0 %	20.0 %	30.0 %	33.3 %	0.0 %	13.3 %
68.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	1	7	11	6	1	4
	0.0 %	3.3 %	23.3 %	36.7 %	20.0 %	3.3 %	13.3 %
68.2 % 24. As a direct result of the services I received: I am getting along better with my family	0	0	7	10	5	3	5
	0.0 %	0.0 %	23.3 %	33.3 %	16.7 %	10.0 %	16.7 %
44.0 % 25. As a direct result of the services I received: I do better in social situations	0	1	13	6	5	1	4
	0.0 %	3.3 %	43.3 %	20.0 %	16.7 %	3.3 %	13.3 %

MHSIP Items 26-36, N = 30 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
42.9 % 26. As a direct result of the services I received: I do better in school and		1	11	5	4	4	5
/ or work	0.0 %	3.3 %	36.7 %	16.7 %	13.3 %	13.3 %	16.7 %
47.6 % 27. As a direct result of the services I received: My housing situation	1	1	9	3	7	5	4
has improved	3.3 %	3.3 %	30.0 %	10.0 %	23.3 %	16.7 %	13.3 %
54.2 % 28. As a direct result of the services I received: My symptoms are not	0	2	9	8	5	1	5
bothering me as much	0.0 %	6.7 %	30.0 %	26.7 %	16.7 %	3.3 %	16.7 %
56.5 % 29. As a direct result of the services I received: I do thinks that are more	0	1	9	5	8	1	6
meaningful to me	0.0 %	3.3 %	30.0 %	16.7 %	26.7 %	3.3 %	20.0 %
73.1 % 30. As a direct result of the services I received: I am better able to take	0	0	7	12	7	0	4
care of my needs	0.0 %	0.0 %	23.3 %	40.0 %	23.3 %	0.0 %	13.3 %
76.0 % 31. As a direct result of the services I received: I am better able to	0	1	5	12	7	0	5
handle thing when they go wrong	0.0 %	3.3 %	16.7 %	40.0 %	23.3 %	0.0 %	16.7 %
60.0 % 32. As a direct result of the services I received: I am better able to do	0	1	9	8	7	0	5
things that I want to do	0.0 %	3.3 %	30.0 %	26.7 %	23.3 %	0.0 %	16.7 %
56.0 % 33. As a direct result of the services I received: I am happy with the	1	3	7	5	9	1	4
friendships I have	3.3 %	10.0 %	23.3 %	16.7 %	30.0 %	3.3 %	13.3 %
57.7 % 34. As a direct result of the services I received: I have people with	1	2	8	9	6	0	4
whom I can do enjoyable things	3.3 %	6.7 %	26.7 %	30.0 %	20.0 %	0.0 %	13.3 %
40.0 % 35. As a direct result of the services I received: I feel I belong in my	3	2	10	5	5	1	4
community	10.0 %	6.7 %	33.3 %	16.7 %	16.7 %	3.3 %	13.3 %
53.8 % 36. As a direct result of the services I received: In a crisis, I would have	0	4	8	7	7	0	4
the support I need from family or friends	0.0 %	13.3 %	26.7 %	23.3 %	23.3 %	0.0 %	13.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	ion Status Additionati		Addit Iviai
	Adult	Older Adult	
Refused	2	0	2
	6.7 %	0 %	6.7 %
Impaired	0	0	0
	0 %	0 %	0 %
Language	0	0	0
	0 %	0 %	0 %
Other	1	0	1
	3.3 %	0 %	3.3 %
No Data	0	0	0
	0 %	0 %	0 %
Completed Survey	27	0	27
	90 %	0 %	90 %
Total	30	0	30
	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 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.



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 Satisfaction¹
100.0%

Return Rate² **36.0%**

Overall satisfaction³ 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

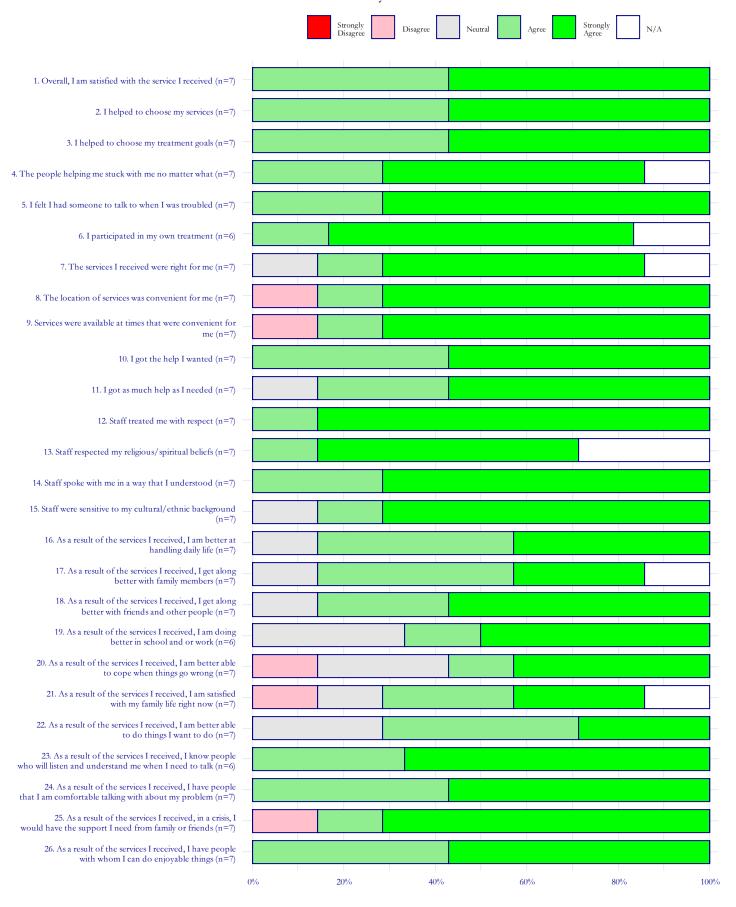
Lowest Agreement Items

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

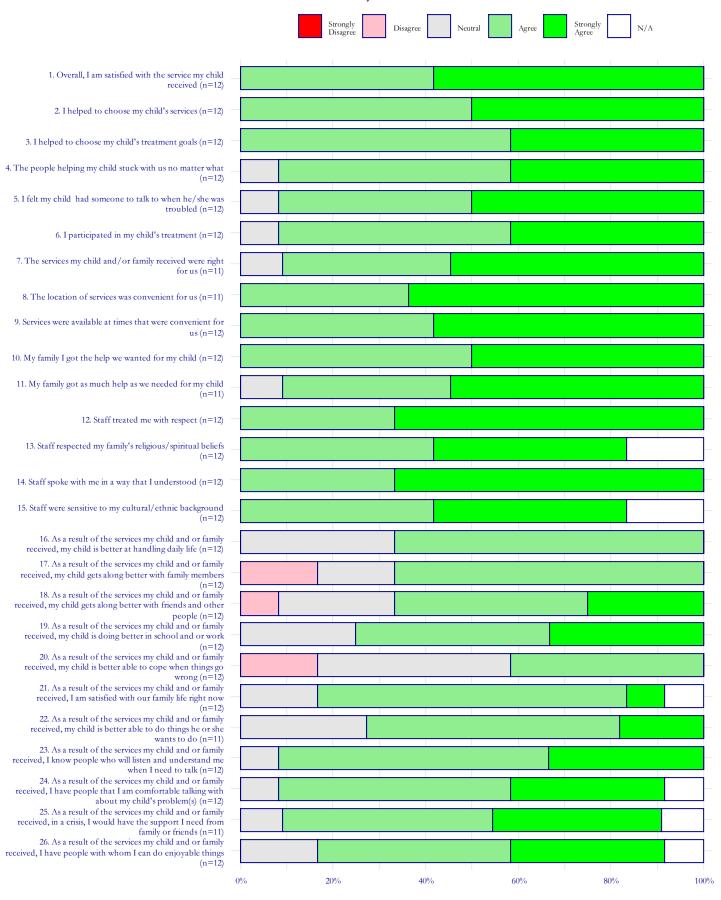
Youth Services Survey for Youth



Youth Services Survey for Youth, N=8

Four Services Survey for Fourit, $N = \delta$							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	4 50.0 %	0 0.0 %	1 12.5 %
100.0 % 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 %
100.0 % 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 %
100.0 % 4. The people helping me stuck with me no matter what	0	0	0 0.0 %	2 25.0 %	4 50.0 %	1	1 12.5 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0.0 %	0.0 %	2 25.0 %	5 62.5 %	0 0.0 %	1
100.0 % 6. I participated in my own treatment	0	0	0	1	4	1	12.5 %
83.3 % 7. The services I received were right for me	0.0 %	0.0 %	0.0 %	12.5 %	50.0 %	1	25.0 %
85.7 % 8. The location of services was convenient for me	0.0 %	0.0 % 1	12.5 %	12.5 %	50.0 % 5	0	12.5 %
85.7 % 9. Services were available at times that were convenient for me	0.0 %	12.5 % 1	0.0 %	12.5 % 1	62.5 % 5	0.0 %	12.5 %
	0.0 %	12.5 % 0	0.0 %	12.5 %	62.5 % 4	0.0 %	12.5 %
100.0 % 10. I got the help I wanted	0.0 %	0.0 %	0.0 % 1	37.5 % 2	50.0 % 4	0.0 %	12.5 %
85.7 % 11. I got as much help as I needed	0.0 %	0.0 %	12.5 %	25.0 %	50.0 % 6	0.0 %	12.5 %
100.0 % 12. Staff treated me with respect	0.0 %	0.0 %	0.0 %	12.5 %	75.0 %	0.0 %	12.5 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0.0 %	0.0 %	0 0.0 %	1 12.5 %	4 50.0 %		1 12.5 %
100.0 % 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 %		1 12.5 %
85.7 % 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 %
85.7 % 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 %
83.3 % 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 %
85.7 % 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 %
66.7 % 19. As a result of the services I received, I am doing better in school and or work		0 0.0 %	2 25.0 %	1 12.5 %	3 37.5 %	0 0.0 %	2 25.0 %
57.1 % 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	1 12.5 %
66.7 % 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	1 12.5 %
71.4 % 22. As a result of the services I received, I am better able to do things I	0	0	2	3	2	0	1
want to do 100.0 % 23. As a result of the services I received, I know people who will listen		0.0 %	25.0 %	37.5 %	25.0 %	0.0 %	2 25.0 %
and understand me when I need to talk 100.0 % 24. As a result of the services I received, I have people that I am	0.0 %	0.0 %	0.0 % 0	25.0 %	50.0 % 4	0.0 %	25.0 %
comfortable talking with about my problem 85.7 % 25. As a result of the services I received, in a crisis, I would have the	0.0 %	0.0 % 1	0.0 %	37.5 % 1	50.0 % 5	0.0 %	12.5 %
support I need from family or friends 100.0 % 26. As a result of the services I received, I have people with whom I	0.0 %	12.5 % 0	0.0 %	12.5 %	62.5 % 4	0.0 %	12.5 %
can do enjoyable things	0.0 %	0.0 %	0.0 %	37.5 %	50.0 %		12.5 %

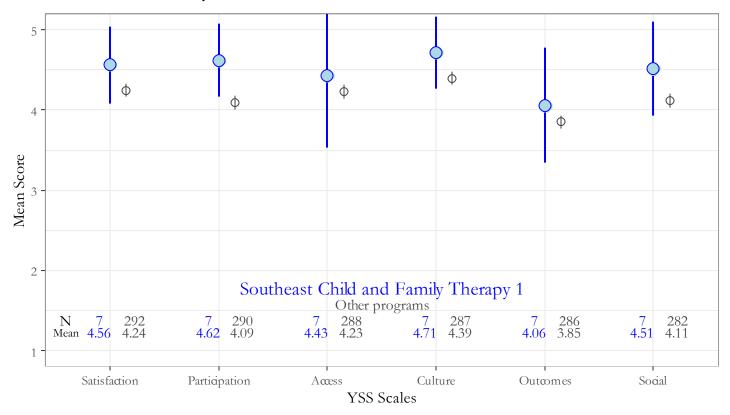
Youth Services Survey for Families



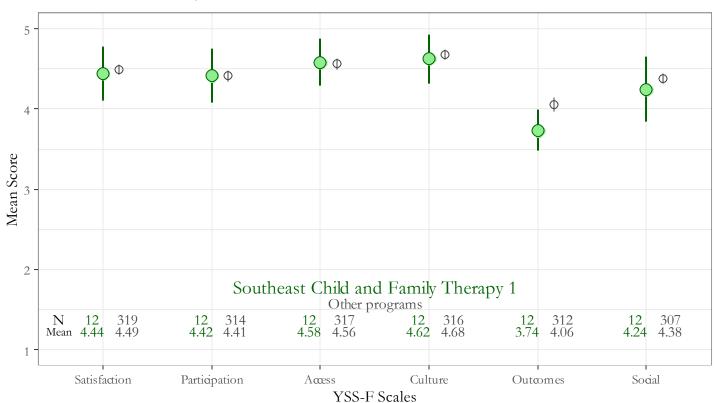
Youth Services Survey for Families, N = 13

1 outil Services Survey for Families, $N = 15$							
	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	5	7	0	1
	0.0 %	0.0 %	0.0 %	38.5 %	53.8 %	0.0 %	7.7 %
100.0 % 2. I helped to choose my child's services	0	0	0	6	6	0	1
	0.0 %	0.0 %	0.0 %	46.2 %	46.2 %	0.0 %	7.7 %
100.0 % 3. I helped to choose my child's treatment goals	0	0	0	7	5	0	1
	0.0 %	0.0 %	0.0 %	53.8 %	38.5 %	0.0 %	7.7 %
91.7 % 4. The people helping my child stuck with us no matter what	0	0	1	6	5	0	1
	0.0 %	0.0 %	7.7 %	46.2 %	38.5 %	0.0 %	7.7 %
91.7 % 5. I felt my child had someone to talk to when he/she was troubled	0	0	1	5	6	0	1
	0.0 %	0.0 %	7.7 %	38.5 %	46.2 %	0.0 %	7.7 %
91.7 % 6. I participated in my child's treatment	0	0	1	6	5	0	1
	0.0 %	0.0 %	7.7 %	46.2 %	38.5 %	0.0 %	7.7 %
90.9 % 7. The services my child and/or family received were right for us	0	0	1	4	6	0	2
	0.0 %	0.0 %	7.7 %	30.8 %	46.2 %	0.0 %	15.4 %
100.0 % 8. The location of services was convenient for us	0	0	0	4	7	0	2
	0.0 %	0.0 %	0.0 %	30.8 %	53.8 %	0.0 %	15.4 %
100.0 % 9. Services were available at times that were convenient for us	0	0	0	5	7	0	1
	0.0 %	0.0 %	0.0 %	38.5 %	53.8 %	0.0 %	7.7 %
100.0 % 10. My family I got the help we wanted for my child	0	0	0	6	6	0	1
	0.0 %	0.0 %	0.0 %	46.2 %	46.2 %	0.0 %	7.7 %
90.9 % 11. My family got as much help as we needed for my child	0	0	1	4	6	0	2
	0.0 %	0.0 %	7.7 %	30.8 %	46.2 %	0.0 %	15.4 %
100.0 % 12. Staff treated me with respect	0	0	0	4	8	0	1
	0.0 %	0.0 %	0.0 %	30.8 %	61.5 %	0.0 %	7.7 %
100.0 % 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
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0	4	8	0	1
	0.0 %	0.0 %	0.0 %	30.8 %	61.5 %	0.0 %	7.7 %
100.0 % 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
66.7 % 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 %	4 30.8 %	8 61.5 %	0 0.0 %	0 0.0 %	1 7.7 %
66.7 % 17. As a result of the services my child and or family received, my child gets along better with family members		2 15.4 %	2 15.4 %	8 61.5 %	0 0.0 %	0 0.0 %	1 7.7 %
66.7 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0.0 %	1 7.7 %	3 23.1 %	5 38.5 %	3 23.1 %	0 0.0 %	1 7.7 %
75.0 % 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 %	3 23.1 %	5 38.5 %	4 30.8 %	0 0.0 %	1 7.7 %
41.7 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong		2 15.4 %	5 38.5 %	5 38.5 %	0 0.0 %	0 0.0 %	1 7.7 %
81.8 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0	0	2	8	1	1	1
	0.0 %	0.0 %	15.4 %	61.5 %	7.7 %	7.7 %	7.7 %
72.7 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do		0 0.0 %	3 23.1 %	6 46.2 %	2 15.4 %	0 0.0 %	2 15.4 %
91.7 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0	0	1 7.7 %	7 53.8 %	4 30.8 %	0 0.0 %	1 7.7 %
90.9 % 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	1 7.7 %	6 46.2 %	4 30.8 %	1 7.7 %	1 7.7 %
90.0 % 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 %	1 7.7 %	5 38.5 %	4 30.8 %	1	2 15.4 %
81.8 % 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 %	2 15.4 %	5 38.5 %	4 30.8 %	1 7.7 %	1 7.7 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey	Survey Compliance								
;	Southeast	Child and	l						
	Family T	herapy 1							
Completion Status	Comple	etion by	Total						
	Respond								
	Family	Youth							
Refused	1	1	2						
Keruseu	7.7 %	12.5 %	9.5 %						
Impaired	0	0	0						
	0 %	0 %	0 %						
Language	0	0	0						
Language	0 %	0 %	0 %						
Other	0	0	0						
Other	0 %	0 %	0 %						
No Data	0	0	0						
NO Data	0 %	0 %	0 %						
Completed Survey	12	7	19						
Completed Survey	92.3 %	87.5 %	90.5 %						
Total	13	8	21						
10iai	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 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.



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 Satisfaction¹ **100.0%**

Return Rate²
47.4%

Overall satisfaction³ 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

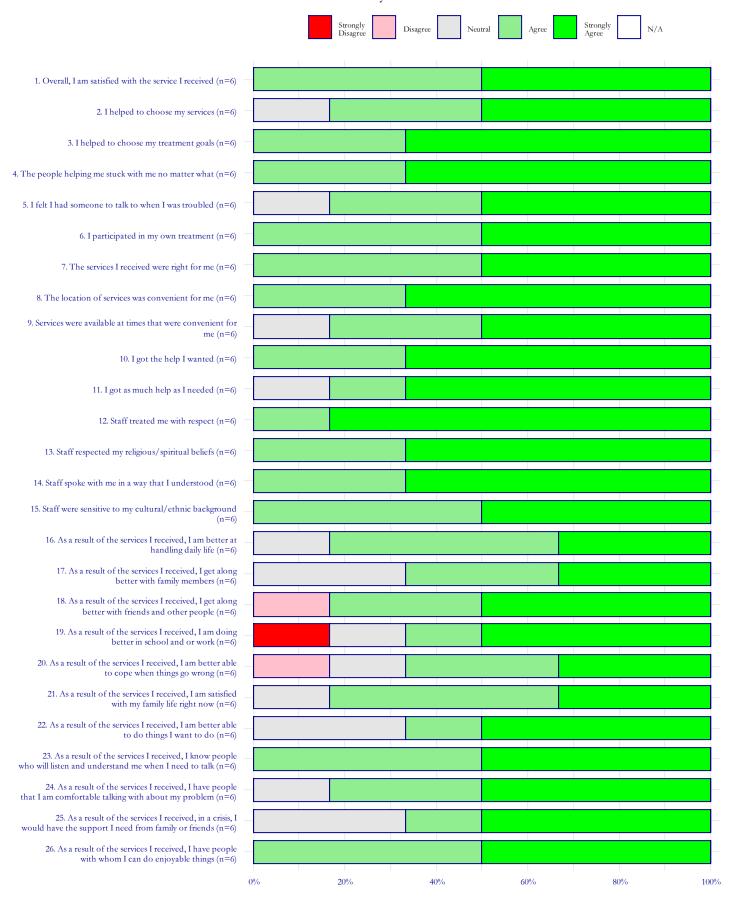
90.0% 3. I helped to choose my treatment goals

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.

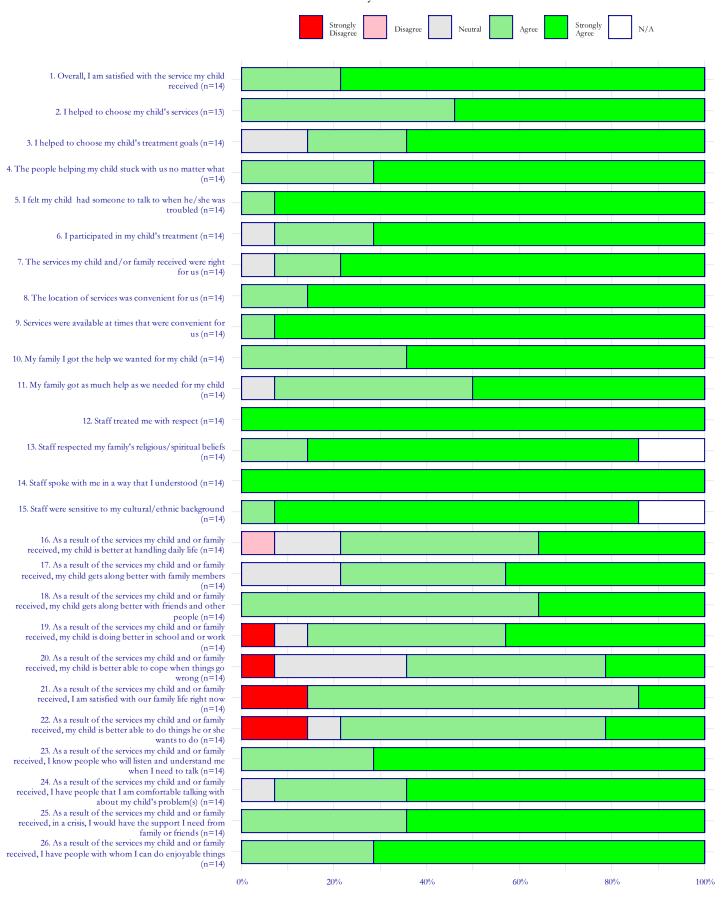
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 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 %
83.3 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0	1 14.3 %
100.0 % 3. I helped to choose my treatment goals	0	0	0	2	4	0	1
	0.0 %	0.0 %	0.0 %	28.6 %	57.1 % 4	0.0 %	14.3 %
100.0 % 4. The people helping me stuck with me no matter what	0.0 %	0.0 %	0.0 % 1	28.6 %	57.1 % 3	0.0 %	14.3 %
83.3 % 5. I felt I had someone to talk to when I was troubled	0.0 %	0.0 %	14.3 %	28.6 %	42.9 %		14.3 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
83.3 % 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	1 14.3 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0	1 14.3 %
83.3 % 11. I got as much help as I needed	0	0	1	1	4	0	1
·	0.0 %	0.0 %	14.3 %	14.3 %	57.1 % 5	0.0 %	14.3 %
100.0 % 12. Staff treated me with respect	0.0 %	0.0 %	0.0 %	14.3 %	71.4 %	0.0 %	14.3 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
83.3 % 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 %
66.7 % 17. As a result of the services I received, I get along better with family	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	0	1 14.3 %
members 83.3 % 18. As a result of the services I received, I get along better with friends	0.0 %	1	28.0 %	28.6 %	3	0	1
and other people 66.7 % 19. As a result of the services I received, I am doing better in school and	0.0 %	14.3 %	0.0 %	28.6 %	42.9 % 3	0.0 %	14.3 %
or work	1 14.3 %	0.0 %	14.3 %	14.3 %	42.9 %		14.3 %
66.7 % 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	1 14.3 %
83.3 % 21. As a result of the services I received, I am satisfied with my family	0	0	1	3	2	0	1
life right now 66.7 % 22. As a result of the services I received, I am better able to do things I	0.0 %	0.0 %	14.3 %	42.9 % 1	28.6 %	0.0 %	14.3 %
want to do	0.0 %	0.0 %	28.6 %	14.3 %	42.9 %		14.3 %
100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
83.3 % 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 %
66.7 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	3 42.9 %	0	1 14.3 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things		0 0.0 %	0 0.0 %	3 42.9 %	3 42.9 %	0	1

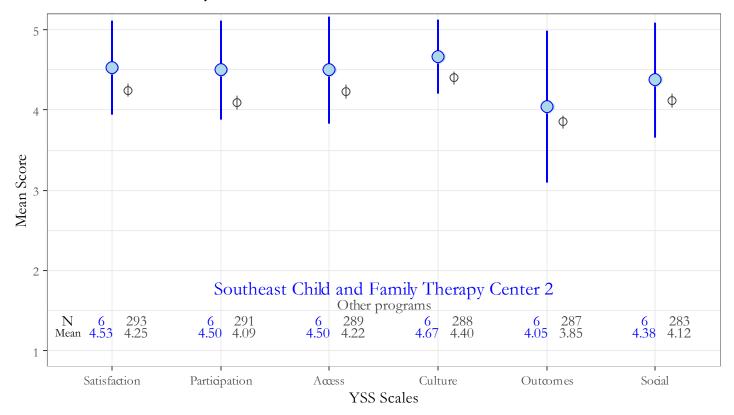
Youth Services Survey for Families



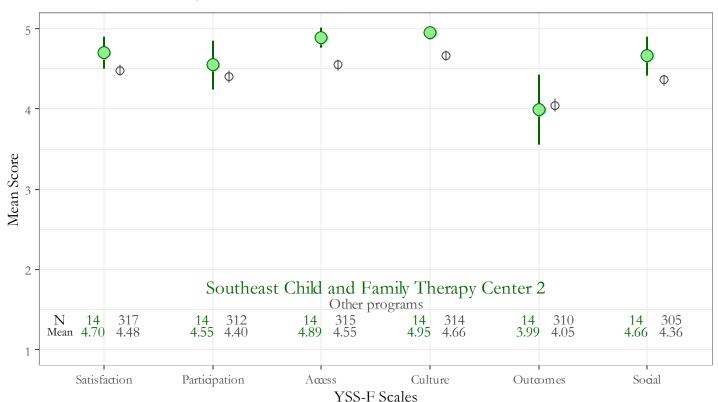
Youth Services Survey for Families, N = 14

Fourth Services Survey for Families, $N = 14$							
	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	3	11	0	0
	0.0 %	0.0 %	0.0 %	21.4 %	78.6 %	0.0 %	0.0 %
100.0 % 2. I helped to choose my child's services	0	0	0	6	7	0	1
	0.0 %	0.0 %	0.0 %	42.9 %	50.0 %	0.0 %	7.1 %
85.7 % 3. I helped to choose my child's treatment goals	0	0	2	3	9	0	0
	0.0 %	0.0 %	14.3 %	21.4 %	64.3 %	0.0 %	0.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0	0	0	4	10	0	0
	0.0 %	0.0 %	0.0 %	28.6 %	71.4 %	0.0 %	0.0 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0	0	0	1	13	0	0
	0.0 %	0.0 %	0.0 %	7.1 %	92.9 %	0.0 %	0.0 %
92.9 % 6. I participated in my child's treatment	0	0	1	3	10	0	0
	0.0 %	0.0 %	7.1 %	21.4 %	71.4 %	0.0 %	0.0 %
92.9 % 7. The services my child and/or family received were right for us	0	0	1	2	11	0	0
	0.0 %	0.0 %	7.1 %	14.3 %	78.6 %	0.0 %	0.0 %
100.0 % 8. The location of services was convenient for us	0	0	0	2	12	0	0
	0.0 %	0.0 %	0.0 %	14.3 %	85.7 %	0.0 %	0.0 %
100.0 % 9. Services were available at times that were convenient for us	0	0	0	1	13	0	0
	0.0 %	0.0 %	0.0 %	7.1 %	92.9 %	0.0 %	0.0 %
100.0 % 10. My family I got the help we wanted for my child	0	0	0	5	9	0	0
	0.0 %	0.0 %	0.0 %	35.7 %	64.3 %	0.0 %	0.0 %
92.9 % 11. My family got as much help as we needed for my child	0	0	1	6	7	0	0
	0.0 %	0.0 %	7.1 %	42.9 %	50.0 %	0.0 %	0.0 %
100.0 % 12. Staff treated me with respect	0	0	0	0	14	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0	0	0	2	10	2	0
	0.0 %	0.0 %	0.0 %	14.3 %	71.4 %	14.3 %	0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0	0	14	0	0
	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	1	11	2	0
	0.0 %	0.0 %	0.0 %	7.1 %	78.6 %	14.3 %	0.0 %
78.6 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0.0 %	1 7.1 %	2 14.3 %	6 42.9 %	5 35.7 %	0 0.0 %	0 0.0 %
78.6 % 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 %	3 21.4 %	5 35.7 %	6 42.9 %	0 0.0 %	0 0.0 %
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	9	5	0	0
	0.0 %	0.0 %	0.0 %	64.3 %	35.7 %	0.0 %	0.0 %
85.7 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	1	0	1	6	6	0	0
	7.1 %	0.0 %	7.1 %	42.9 %	42.9 %	0.0 %	0.0 %
64.3 % 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	0	4	6	3	0	0
	7.1 %	0.0 %	28.6 %	42.9 %	21.4 %	0.0 %	0.0 %
85.7 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	2	0	0	10	2	0	0
	14.3 %	0.0 %	0.0 %	71.4 %	14.3 %	0.0 %	0.0 %
78.6 % 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	0	1	8	3	0	0
	14.3 %	0.0 %	7.1 %	57.1 %	21.4 %	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	4	10	0	0
	0.0 %	0.0 %	0.0 %	28.6 %	71.4 %	0.0 %	0.0 %
92.9 % 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	1	4	9	0	0
	0.0 %	0.0 %	7.1 %	28.6 %	64.3 %	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	5	9	0	0
	0.0 %	0.0 %	0.0 %	35.7 %	64.3 %	0.0 %	0.0 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0	0	0	4	10	0	0
	0.0 %	0.0 %	0.0 %	28.6 %	71.4 %	0.0 %	0.0 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Southeast Child and Family Therapy Completion Status Center 2 Completion *Total*by Respondent Type

	Family	Youth	
Refused	0	1	1
	0 %	14.3 %	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	6	20
	100 %	85.7 %	95.2 %
Total	14	7	21
	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 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.



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

Southeast Mission Geriatric Services

Program Code(s): 38483

Overall Satisfaction¹ **96.9%**

Return Rate² **90.9%**

Overall satisfaction³ 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

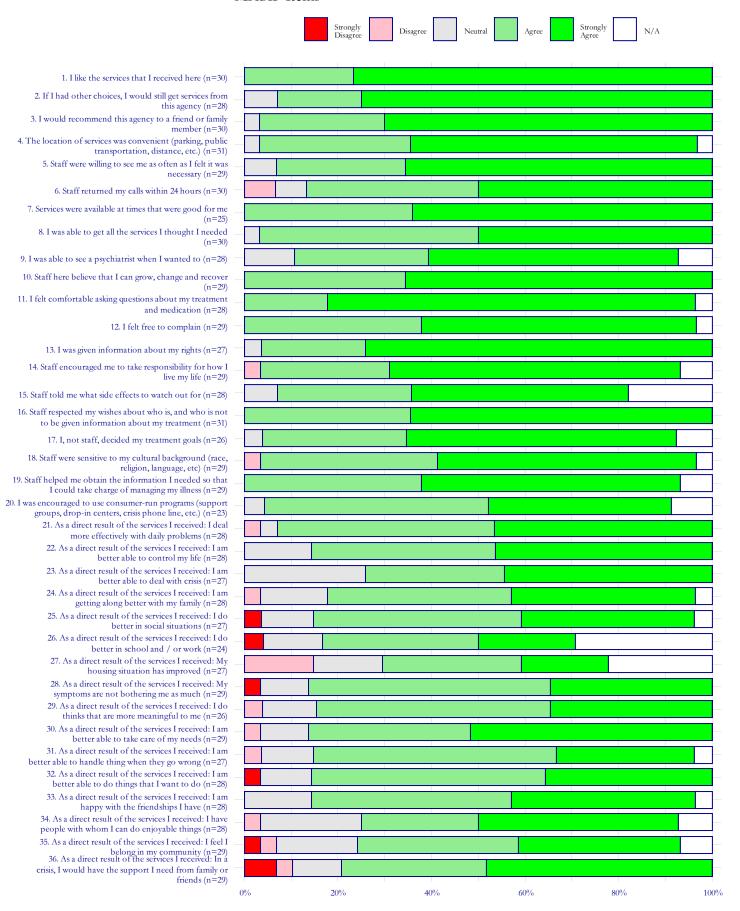
86.7% 6. Staff returned my calls within 24 hours

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



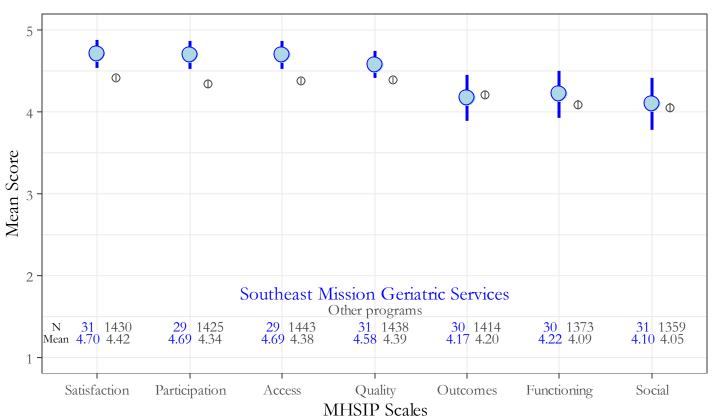
MHSIP Items 1-25, N = 50Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	7	23	0	20
	0.0 %	0.0 %	0.0 %	14.0 %	46.0 %	0.0 %	40.0 %
92.9 % 2. If I had other choices, I would still get services from this agency	0	0	2	5	21	0	22
	0.0 %	0.0 %	4.0 %	10.0 %	42.0 %	0.0 %	44.0 %
96.7 % 3. I would recommend this agency to a friend or family member	0	0	1	8	21	0	20
	0.0 %	0.0 %	2.0 %	16.0 %	42.0 %	0.0 %	40.0 %
96.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	1	10	19	1	19
	0.0 %	0.0 %	2.0 %	20.0 %	38.0 %	2.0 %	38.0 %
93.1 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	2	8	19	0	21
	0.0 %	0.0 %	4.0 %	16.0 %	38.0 %	0.0 %	42.0 %
86.7 % 6. Staff returned my calls within 24 hours	0	2	2	11	15	0	20
	0.0 %	4.0 %	4.0 %	22.0 %	30.0 %	0.0 %	40.0 %
100.0 % 7. Services were available at times that were good for me	0	0	0	9	16	0	25
	0.0 %	0.0 %	0.0 %	18.0 %	32.0 %	0.0 %	50.0 %
96.7 % 8. I was able to get all the services I thought I needed	0	0	1	14	15	0	20
	0.0 %	0.0 %	2.0 %	28.0 %	30.0 %	0.0 %	40.0 %
88.5 % 9. I was able to see a psychiatrist when I wanted to	0	0	3	8	15	2	22
	0.0 %	0.0 %	6.0 %	16.0 %	30.0 %	4.0 %	44.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0	0	0	10	19	0	21
	0.0 %	0.0 %	0.0 %	20.0 %	38.0 %	0.0 %	42.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	0	5	22	1	22
	0.0 %	0.0 %	0.0 %	10.0 %	44.0 %	2.0 %	44.0 %
100.0 % 12. I felt free to complain	0	0	0	11	17	1	21
	0.0 %	0.0 %	0.0 %	22.0 %	34.0 %	2.0 %	42.0 %
96.3 % 13. I was given information about my rights	0	0	1	6	20	0	23
	0.0 %	0.0 %	2.0 %	12.0 %	40.0 %	0.0 %	46.0 %
96.3 % 14. Staff encouraged me to take responsibility for how I live my life	0	1	0	8	18	2	21
	0.0 %	2.0 %	0.0 %	16.0 %	36.0 %	4.0 %	42.0 %
91.3 % 15. Staff told me what side effects to watch out for	0	0	2	8	13	5	22
	0.0 %	0.0 %	4.0 %	16.0 %	26.0 %	10.0 %	44.0 %
$100.0\ \%\ \ 16.$ Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	0	11	20	0	19
	0.0 %	0.0 %	0.0 %	22.0 %	40.0 %	0.0 %	38.0 %
95.8 % 17. I, not staff, decided my treatment goals	0	0	1	8	15	2	24
	0.0 %	0.0 %	2.0 %	16.0 %	30.0 %	4.0 %	48.0 %
96.4 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	1	0	11	16	1	21
	0.0 %	2.0 %	0.0 %	22.0 %	32.0 %	2.0 %	42.0 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	0	11	16	2	21
	0.0 %	0.0 %	0.0 %	22.0 %	32.0 %	4.0 %	42.0 %
95.2 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	1	11	9	2	27
	0.0 %	0.0 %	2.0 %	22.0 %	18.0 %	4.0 %	54.0 %
92.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	1	1	13	13	0	22
	0.0 %	2.0 %	2.0 %	26.0 %	26.0 %	0.0 %	44.0 %
85.7 % 22. As a direct result of the services I received: I am better able to control my life	0	0	4	11	13	0	22
	0.0 %	0.0 %	8.0 %	22.0 %	26.0 %	0.0 %	44.0 %
74.1 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	7	8	12	0	23
	0.0 %	0.0 %	14.0 %	16.0 %	24.0 %	0.0 %	46.0 %
81.5 % 24. As a direct result of the services I received: I am getting along better with my family	0	1	4	11	11	1	22
	0.0 %	2.0 %	8.0 %	22.0 %	22.0 %	2.0 %	44.0 %
84.6 % 25. As a direct result of the services I received: I do better in social situations	1	0	3	12	10	1	23
	2.0 %	0.0 %	6.0 %	24.0 %	20.0 %	2.0 %	46.0 %

MHSIP Items 26-36, N = 50 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
76.5 % 26. As a direct result of the services I received: I do better in school and / or work	1	0	3	8	5	7	26
	2.0 %	0.0 %	6.0 %	16.0 %	10.0 %	14.0 %	52.0 %
61.9 % 27. As a direct result of the services I received: My housing situation has improved	0	4	4	8	5	6	23
	0.0 %	8.0 %	8.0 %	16.0 %	10.0 %	12.0 %	46.0 %
86.2 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1	0	3	15	10	0	21
	2.0 %	0.0 %	6.0 %	30.0 %	20.0 %	0.0 %	42.0 %
84.6 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0.0 %	1 2.0 %	3 6.0 %	13 26.0 %	9 18.0 %	0 0.0 %	24 48.0 %
86.2 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	1	3	10	15	0	21
	0.0 %	2.0 %	6.0 %	20.0 %	30.0 %	0.0 %	42.0 %
84.6 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	1	3	14	8	1	23
	0.0 %	2.0 %	6.0 %	28.0 %	16.0 %	2.0 %	46.0 %
85.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1	0	3	14	10	0	22
	2.0 %	0.0 %	6.0 %	28.0 %	20.0 %	0.0 %	44.0 %
85.2 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	0	4	12	11	1	22
	0.0 %	0.0 %	8.0 %	24.0 %	22.0 %	2.0 %	44.0 %
73.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	1	6	7	12	2	22
	0.0 %	2.0 %	12.0 %	14.0 %	24.0 %	4.0 %	44.0 %
74.1 % 35. As a direct result of the services I received: I feel I belong in my community	1	1	5	10	10	2	21
	2.0 %	2.0 %	10.0 %	20.0 %	20.0 %	4.0 %	42.0 %
79.3 % 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	3	9	14	0	21
	4.0 %	2.0 %	6.0 %	18.0 %	28.0 %	0.0 %	42.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	0	5	5
	0 %	10 %	10 %
Impaired	0	12	12
	0 %	24 %	24 %
Language	0	0	0
	0 %	0 %	0 %
Other	0	0	0
	0 %	0 %	0 %
No Data	0	2	2
	0 %	4 %	4 %
Completed Survey	0	31	31
	0 %	62 %	62 %
Total	0	50	50
	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 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.



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

Sunset Mental Health Services Adult

Program Code(s): 38823

Overall Satisfaction¹ **86.5%**

Return Rate² **84.3%**

Overall satisfaction³ 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

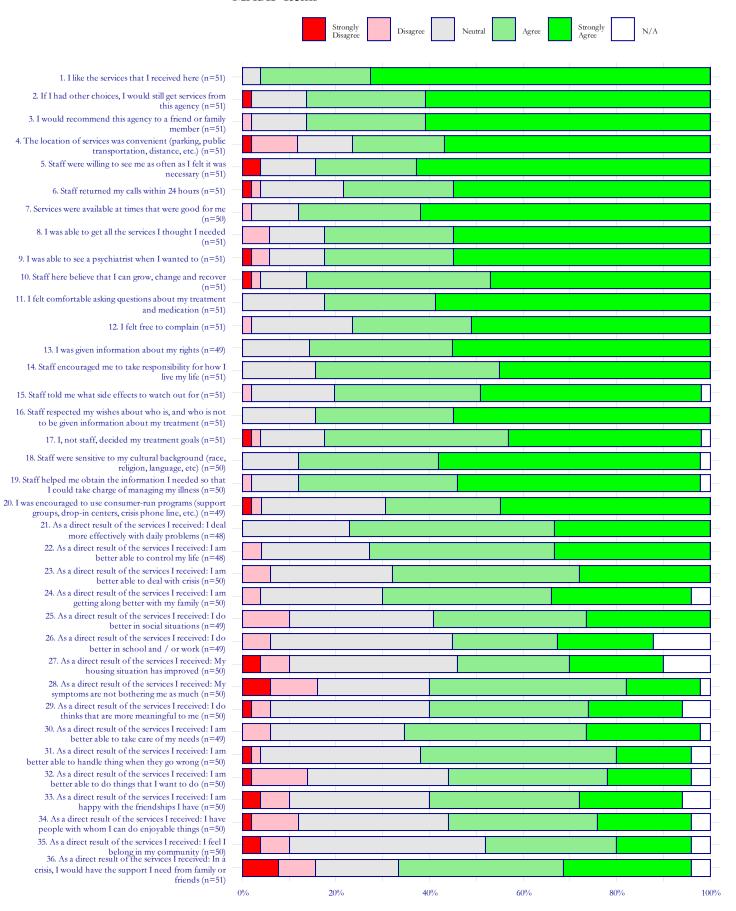
69.4% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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



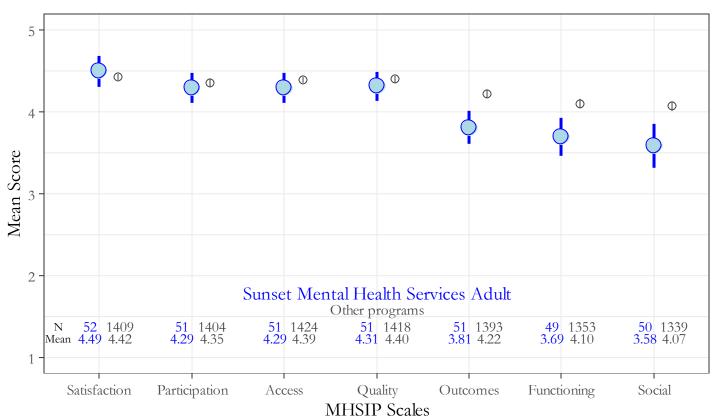
MHSIP Items 1-25, N = 117 Percent Agree

e e e e e e e e e e e e e e e e e e e	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
96.1 % 1. I like the services that I received here	0	0	2	12	37	0	66
	0.0 %	0.0 %	1.7 %	10.3 %	31.6 %	0.0 %	56.4 %
86.3 % 2. If I had other choices, I would still get services from this agency	1	0	6	13	31	0	66
	0.8 %	0.0 %	5.1 %	11.1 %	26.5 %	0.0 %	56.4 %
86.3 % 3. I would recommend this agency to a friend or family member	0	1	6	13	31	0	66
	0.0 %	0.8 %	5.1 %	11.1 %	26.5 %	0.0 %	56.4 %
76.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1	5	6	10	29	0	66
	0.8 %	4.3 %	5.1 %	8.6 %	24.8 %	0.0 %	56.4 %
84.3 % 5. Staff were willing to see me as often as I felt it was necessary	2	0	6	11	32	0	66
	1.7 %	0.0 %	5.1 %	9.4 %	27.4 %	0.0 %	56.4 %
78.4 % 6. Staff returned my calls within 24 hours	1	1	9	12	28	0	66
	0.8 %	0.8 %	7.7 %	10.3 %	23.9 %	0.0 %	56.4 %
88.0 % 7. Services were available at times that were good for me	0	1	5	13	31	0	67
	0.0 %	0.8 %	4.3 %	11.1 %	26.5 %	0.0 %	57.3 %
82.4 % 8. I was able to get all the services I thought I needed	0	3	6	14	28	0	66
	0.0 %	2.6 %	5.1 %	12.0 %	23.9 %	0.0 %	56.4 %
82.4 % 9. I was able to see a psychiatrist when I wanted to	1	2	6	14	28	0	66
	0.8 %	1.7 %	5.1 %	12.0 %	23.9 %	0.0 %	56.4 %
86.3 % 10. Staff here believe that I can grow, change and recover	1	1	5	20	24	0	66
	0.8 %	0.8 %	4.3 %	17.1 %	20.5 %	0.0 %	56.4 %
82.4 % 11. I felt comfortable asking questions about my treatment and medication	0	0	9	12	30	0	66
	0.0 %	0.0 %	7.7 %	10.3 %	25.6 %	0.0 %	56.4 %
76.5 % 12. I felt free to complain	0	1	11	13	26	0	66
	0.0 %	0.8 %	9.4 %	11.1 %	22.2 %	0.0 %	56.4 %
85.7 % 13. I was given information about my rights	0	0	7	15	27	0	68
	0.0 %	0.0 %	6.0 %	12.8 %	23.1 %	0.0 %	58.1 %
84.3 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	8	20	23	0	66
	0.0 %	0.0 %	6.8 %	17.1 %	19.7 %	0.0 %	56.4 %
80.0 % 15. Staff told me what side effects to watch out for	0	1	9	16	24	1	66
	0.0 %	0.8 %	7.7 %	13.7 %	20.5 %	0.8 %	56.4 %
84.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	8	15	28	0	66
	0.0 %	0.0 %	6.8 %	12.8 %	23.9 %	0.0 %	56.4 %
82.0 % 17. I, not staff, decided my treatment goals	1	1	7	20	21	1	66
	0.8 %	0.8 %	6.0 %	17.1 %	17.9 %	0.8 %	56.4 %
87.8 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	6	15	28	1	67
	0.0 %	0.0 %	5.1 %	12.8 %	23.9 %	0.8 %	57.3 %
87.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	1	5	17	26	1	67
	0.0 %	0.8 %	4.3 %	14.5 %	22.2 %	0.8 %	57.3 %
69.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1	1	13	12	22	0	68
	0.8 %	0.8 %	11.1 %	10.3 %	18.8 %	0.0 %	58.1 %
77.1 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	11	21	16	0	69
	0.0 %	0.0 %	9.4 %	17.9 %	13.7 %	0.0 %	59.0 %
72.9 % 22. As a direct result of the services I received: I am better able to control my life	0	2	11	19	16	0	69
	0.0 %	1.7 %	9.4 %	16.2 %	13.7 %	0.0 %	59.0 %
68.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	3	13	20	14	0	67
	0.0 %	2.6 %	11.1 %	17.1 %	12.0 %	0.0 %	57.3 %
68.8 % 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	67 57.3 %
59.2 % 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	68 58.1 %

MHSIP Items 26-36, N = 117 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
48.8 % 26. As a direct result of the services I received: I do better in school and /		3	19	11	10	6	68
or work	0.0 %	2.6 %	16.2 %	9.4 %	8.6 %	5.1 %	58.1 %
48.9 % 27. As a direct result of the services I received: My housing situation has		3	18	12	10	5	67
improved	1.7 %	2.6 %	15.4 %	10.3 %	8.6 %	4.3 %	57.3 %
59.2 % 28. As a direct result of the services I received: My symptoms are not	3	5	12	21	8	1	67
bothering me as much	2.6 %	4.3 %	10.3 %	17.9 %	6.8 %	0.8 %	57.3 %
57.4 % 29. As a direct result of the services I received: I do thinks that are more	1	2	17	17	10	3	67
meaningful to me	0.8 %	1.7 %	14.5 %	14.5 %	8.6 %	2.6 %	57.3 %
64.6 % 30. As a direct result of the services I received: I am better able to take	0	3	14	19	12	1	68
care of my needs	0.0 %	2.6 %	12.0 %	16.2 %	10.3 %	0.8 %	58.1 %
60.4 % 31. As a direct result of the services I received: I am better able to handle	1	1	17	21	8	2	67
thing when they go wrong	0.8 %	0.8 %	14.5 %	17.9 %	6.8 %	1.7 %	57.3 %
54.2 % 32. As a direct result of the services I received: I am better able to do	1	6	15	17	9	2	67
things that I want to do	0.8 %	5.1 %	12.8 %	14.5 %	7.7 %	1.7 %	57.3 %
57.4 % 33. As a direct result of the services I received: I am happy with the	2	3	15	16	11	3	67
friendships I have	1.7 %	2.6 %	12.8 %	13.7 %	9.4 %	2.6 %	57.3 %
54.2 % 34. As a direct result of the services I received: I have people with whom	1	5	16	16	10	2	67
I can do enjoyable things	0.8 %	4.3 %	13.7 %	13.7 %	8.6 %	1.7 %	57.3 %
45.8 % 35. As a direct result of the services I received: I feel I belong in my	2	3	21	14	8	2	67
community	1.7 %	2.6 %	17.9 %	12.0 %	6.8 %	1.7 %	57.3 %
65.3 % 36. As a direct result of the services I received: In a crisis, I would have	4	4	9	18	14	2	66
the support I need from family or friends	3.4 %	3.4 %	7.7 %	15.4 %	12.0 %	1.7 %	56.4 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by ompletion Status Adult/Older Adult To

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	28	5	33
	28.6 %	26.3 %	28.2 %
Impaired	21	5	26
	21.4 %	26.3 %	22.2 %
Language	3	2	5
	3.1 %	10.5 %	4.3 %
Other	0	0	0
	0 %	0 %	0 %
No Data	1	1	2
	1 %	5.3 %	1.7 %
Completed Survey	45	6	51
	45.9 %	31.6 %	43.6 %
Total	98	19	117
	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 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.



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 Satisfaction¹
100.0%

Return Rate² over 100%

Overall satisfaction³ 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

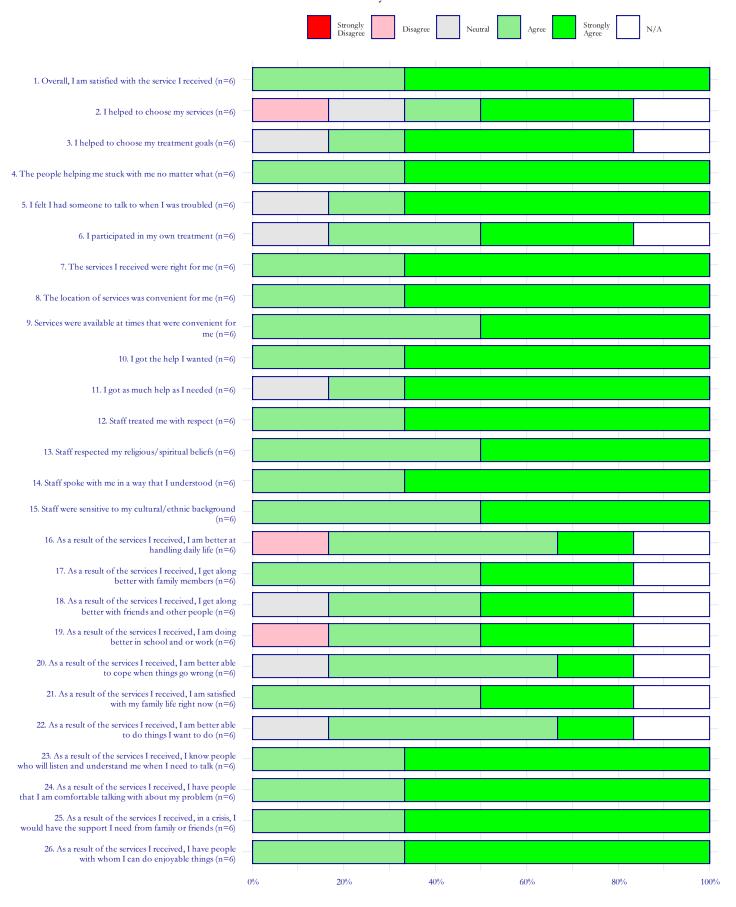
85.7% 2. I helped to choose my services

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.

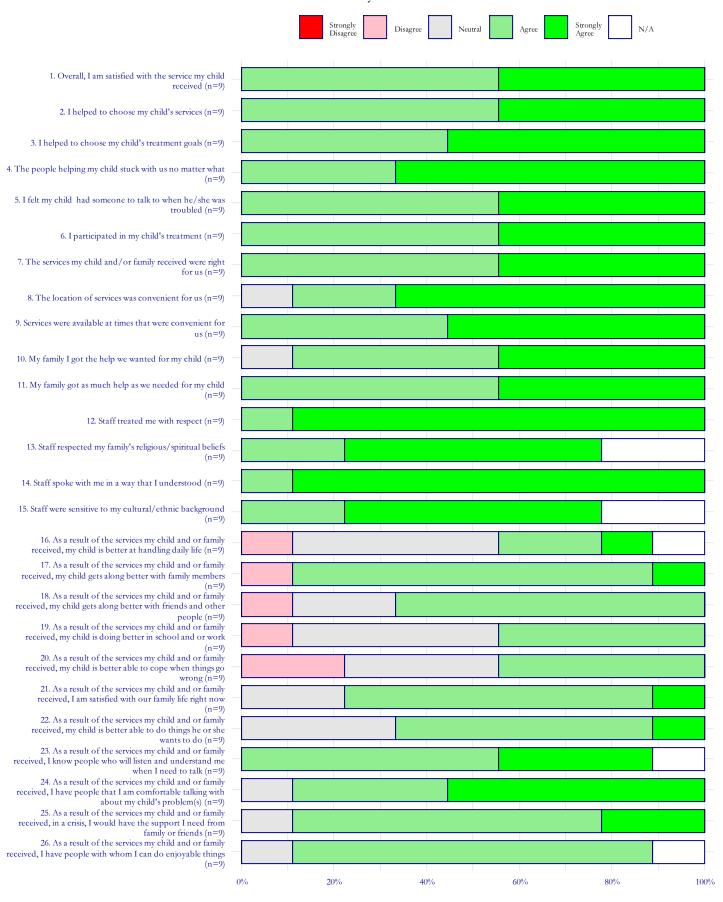
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 11

·	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 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 %
60.0 % 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 %
80.0 % 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 %
100.0 % 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	5 45.5 %
83.3 % 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	5 45.5 %
80.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	2 18.2 %	1	5 45.5 %
100.0 % 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	5 45.5 %
100.0 % 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	5 45.5 %
100.0 % 9. Services were available at times that were convenient for me	0	0	0	3 27.3 %	3 27.3 %	0	5 45.5 %
100.0 % 10. I got the help I wanted	0	0	0 0.0 %	2 18.2 %	4 36.4 %	0	5 45.5 %
83.3 % 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	5 45.5 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	4 36.4 %	0	5 45.5 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	3 27.3 %	0	5 45.5 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0	2	4	0	5
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0.0 %	0.0 %	0.0 %	18.2 %	36.4 %	0	45.5 % 5
80.0 % 16. As a result of the services I received, I am better at handling daily life	0.0 %	0.0 %	0.0 %	27.3 %	27.3 %	1	45.5 % 5
100.0 % 17. As a result of the services I received, I get along better with family	0.0 %	9.1 %	0.0 %	27.3 %	9.1 %	1	45.5 %
members 80.0 % 18. As a result of the services I received, I get along better with friends	0.0 %	0.0 %	0.0 %	27.3 %	18.2 %	1	45.5 %
and other people 80.0 % 19. As a result of the services I received, I am doing better in school and	0.0 %	0.0 % 1	9.1 %	18.2 %	18.2 %	1	5
or work 80.0 % 20. As a result of the services I received, I am better able to cope when	0.0 %	9.1 % 0	0.0 % 1	18.2 %	18.2 %	1	45.5 % 5
things go wrong 100.0 % 21. As a result of the services I received, I am satisfied with my family	0.0 %	0.0 %	9.1 %	27.3 %	9.1 %	9.1 %	45.5 % 5
life right now 80.0 % 22. As a result of the services I received, I am better able to do things I	0.0 %	0.0 %	0.0 % 1	27.3 %	18.2 % 1	9.1 %	45.5 % 5
want to do 100.0 % 23. As a result of the services I received, I know people who will listen	0.0 %	0.0 %	9.1 % 0	27.3 %	9.1 % 4	9.1 %	45.5 % 5
and understand me when I need to talk 100.0 % 24. As a result of the services I received, I have people that I am	0.0 %	0.0 %	0.0 %	18.2 %	36.4 % 4	0.0 %	45.5 %
comfortable talking with about my problem 100.0 % 25. As a result of the services I received, in a crisis, I would have the	0.0 %	0.0 %	0.0 %	18.2 %	36.4 %		45.5 %
support I need from family or friends	0.0 %	0.0 %	0.0 %	18.2 %	36.4 %		45.5 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	18.2 %	4 36.4 %		5 45.5 %

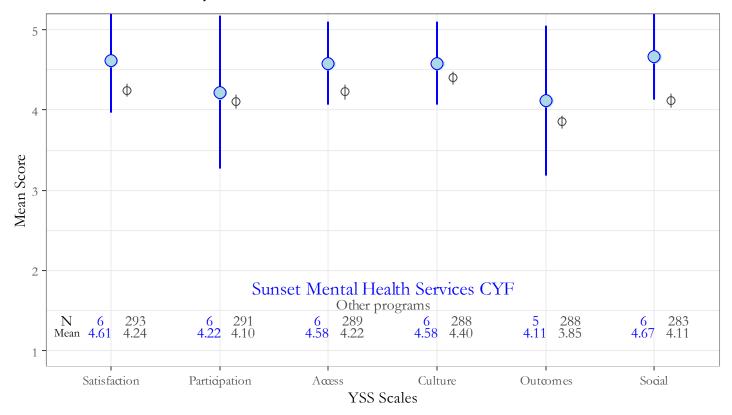
Youth Services Survey for Families



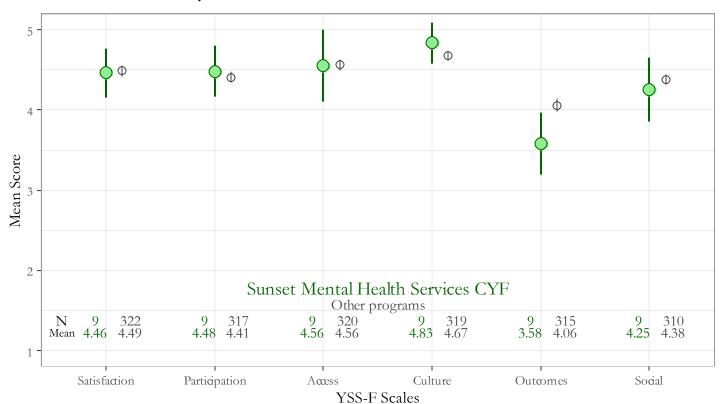
Youth Services Survey for Families, N = 14

1 outh Services Survey for Families, N = 14							
	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 %	5 35.7 %	4 28.6 %	0 0.0 %	5 35.7 %
100.0 % 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 %
100.0 % 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 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0	0	3 21.4 %	6 42.9 %	0	5 35.7 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0	0	0	5	4	0	5
100.0 % 6. I participated in my child's treatment	0.0 %	0.0 %	0.0 %	35.7 % 5	28.6 %	0.0 %	35.7 % 5
100.0 % 7. The services my child and/or family received were right for us	0.0 %	0.0 %	0.0 %	35.7 % 5	28.6 %	0	35.7 % 5
88.9 % 8. The location of services was convenient for us	0.0 %	0.0 %	0.0 %	35.7 %	28.6 %	0.0 %	35.7 % 5
8. The location of services was convenient for us	0.0 %	0.0 %	7.1 %	14.3 %	42.9 %	0.0 %	35.7 %
100.0 % 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 %
88.9 % 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 %
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 35.7 %	4 28.6 %	0 0.0 %	5 35.7 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
100.0 % 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 %
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 %	1 7.1 %	4 28.6 %	2 14.3 %	1 7.1 %	1 7.1 %	5 35.7 %
88.9 % 17. As a result of the services my child and or family received, my child gets along better with family members		1 7.1 %	0 0.0 %	7 50.0 %	1 7.1 %	0 0.0 %	5
66.7 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people		1 7.1 %	2 14.3 %	6 42.9 %	0 0.0 %	0	5 35.7 %
44.4 % 19. As a result of the services my child and or family received, my child		1	4	4	0.0 70	0.0 70	5
is doing better in school and or work	0.0 %	7.1 %	28.6 %	28.6 %	0.0 %	0.0 %	35.7 %
44.4 % 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 %	2 14.3 %	3 21.4 %	4 28.6 %	0 0.0 %	0 0.0 %	5 35.7 %
77.8 % 21. As a result of the services my child and or family received, I am	0	0	2	6	1	0	5
satisfied with our family life right now	0.0 %	0.0 %	14.3 %	42.9 %	7.1 %	0.0 %	35.7 %
66.7 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0.0 %	0 0.0 %	3 21.4 %	5 35.7 %	1 7.1 %	0 0.0 %	5 35.7 %
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 %	5 35.7 %	3 21.4 %	1 7.1 %	5 35.7 %
88.9 % 24. As a result of the services my child and or family received, I have	0	0	1	3	5	0	5
people that I am comfortable talking with about my child's problem(s)	0.0 %	0.0 %	7.1 %	21.4 %	35.7 %		35.7 %
88.9 % 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 %
87.5 % 26. As a result of the services my child and or family received, I have	0	0	1	7	0	1	5
people with whom I can do enjoyable things	0.0 %	0.0 %	7.1 %	50.0 %	0.0 %	7.1 %	35.7 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance Sunset Mental Health Services CYF Completion Status Completion by Total Respondent Type Family Youth 3 4 7 Refused 21.4 % 36.4 % 28 % 2 3 1 Impaired 14.3 % 9.1 % 12 %

0

0 %

0

0 %

0

0 %

9

64.3 %

14

100 %

0

0 %

0

0 %

0

0 %

6

54.5 %

11

100 %

0

0 %

0

0 %

0

0 %

15

60 % 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.

Language

Other

Total

No Data

Completed Survey

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.



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

Sunset Mental Health Team II

Program Code(s): 38I9OP

Overall Satisfaction¹ **94.7%**

Return Rate² **over 100%**

Overall satisfaction³ 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

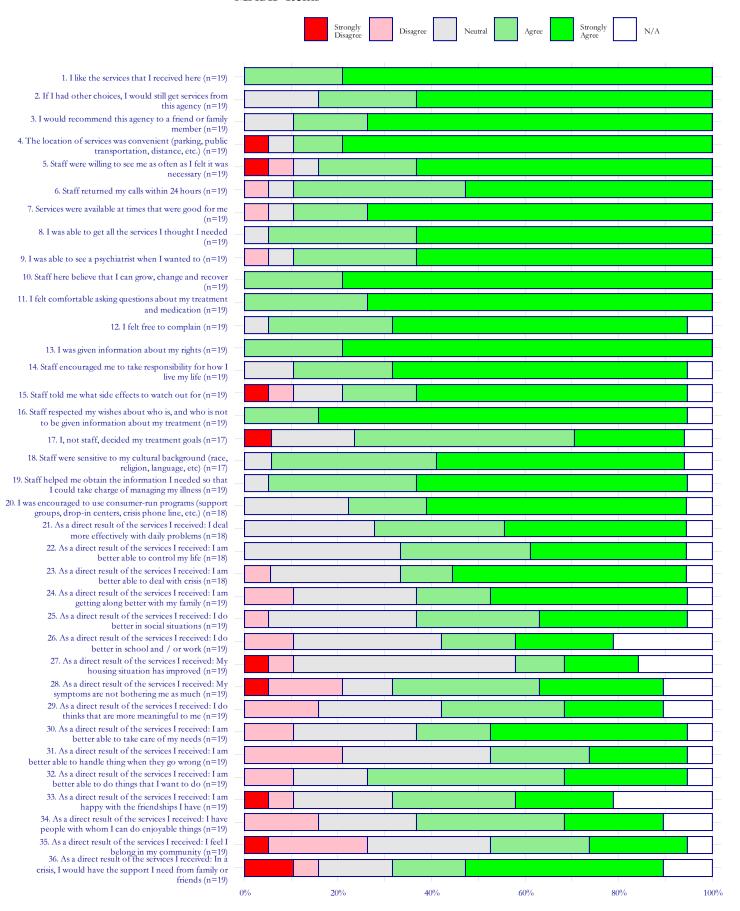
75.0% 17. I, not staff, decided my treatment goals

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



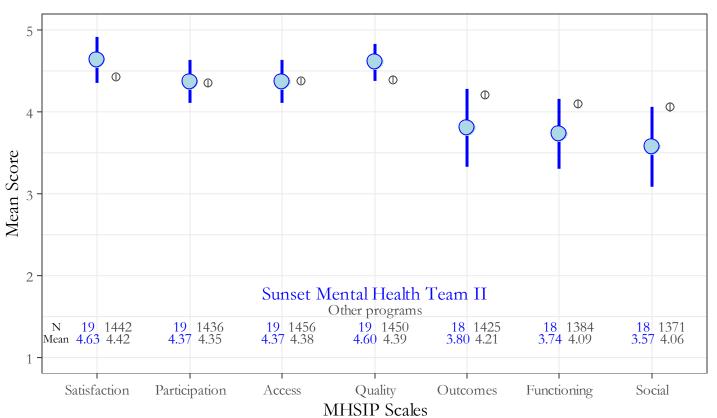
$\begin{array}{ll} MHSIP\ Items\ 1\text{-}25, & N=28\\ Percent\ Agree & \end{array}$

8	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	4	15	0	9
	0.0 %	0.0 %	0.0 %	14.3 %	53.6 %	0.0 %	32.1 %
84.2 % 2. If I had other choices, I would still get services from this agency	0	0	3	4	12	0	9
	0.0 %	0.0 %	10.7 %	14.3 %	42.9 %	0.0 %	32.1 %
89.5 % 3. I would recommend this agency to a friend or family member	0	0	2	3	14	0	9
	0.0 %	0.0 %	7.1 %	10.7 %	50.0 %	0.0 %	32.1 %
89.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1	0	1	2	15	0	9
	3.6 %	0.0 %	3.6 %	7.1 %	53.6 %	0.0 %	32.1 %
84.2 % 5. Staff were willing to see me as often as I felt it was necessary	1	1	1	4	12	0	9
	3.6 %	3.6 %	3.6 %	14.3 %	42.9 %	0.0 %	32.1 %
89.5 % 6. Staff returned my calls within 24 hours	0	1	1	7	10	0	9
	0.0 %	3.6 %	3.6 %	25.0 %	35.7 %	0.0 %	32.1 %
89.5 % 7. Services were available at times that were good for me	0	1	1	3	14	0	9
	0.0 %	3.6 %	3.6 %	10.7 %	50.0 %	0.0 %	32.1 %
94.7 % 8. I was able to get all the services I thought I needed	0	0	1	6	12	0	9
	0.0 %	0.0 %	3.6 %	21.4 %	42.9 %	0.0 %	32.1 %
89.5 % 9. I was able to see a psychiatrist when I wanted to	0	1	1	5	12	0	9
	0.0 %	3.6 %	3.6 %	17.9 %	42.9 %	0.0 %	32.1 %
100.0 % 10. Staff here believe that I can grow, change and recover	0	0	0	4	15	0	9
	0.0 %	0.0 %	0.0 %	14.3 %	53.6 %	0.0 %	32.1 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	0	5	14	0	9
	0.0 %	0.0 %	0.0 %	17.9 %	50.0 %	0.0 %	32.1 %
94.4 % 12. I felt free to complain	0	0	1	5	12	1	9
	0.0 %	0.0 %	3.6 %	17.9 %	42.9 %	3.6 %	32.1 %
100.0 % 13. I was given information about my rights	0	0	0	4	15	0	9
	0.0 %	0.0 %	0.0 %	14.3 %	53.6 %	0.0 %	32.1 %
88.9 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	2	4	12	1	9
	0.0 %	0.0 %	7.1 %	14.3 %	42.9 %	3.6 %	32.1 %
77.8 % 15. Staff told me what side effects to watch out for	1	1	2	3	11	1	9
	3.6 %	3.6 %	7.1 %	10.7 %	39.3 %	3.6 %	32.1 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	0	3	15	1	9
	0.0 %	0.0 %	0.0 %	10.7 %	53.6 %	3.6 %	32.1 %
75.0 % 17. I, not staff, decided my treatment goals	1	0	3	8	4	1	11
	3.6 %	0.0 %	10.7 %	28.6 %	14.3 %	3.6 %	39.3 %
93.8 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	1	6	9	1	11
	0.0 %	0.0 %	3.6 %	21.4 %	32.1 %	3.6 %	39.3 %
94.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	1	6	11	1	9
	0.0 %	0.0 %	3.6 %	21.4 %	39.3 %	3.6 %	32.1 %
76.5 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	4	3	10	1	10
	0.0 %	0.0 %	14.3 %	10.7 %	35.7 %	3.6 %	35.7 %
70.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	5	5	7	1	10
	0.0 %	0.0 %	17.9 %	17.9 %	25.0 %	3.6 %	35.7 %
64.7 % 22. As a direct result of the services I received: I am better able to control my life	0.0 %	0 0.0 %	6 21.4 %	5 17.9 %	6 21.4 %	1 3.6 %	10 35.7 %
64.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	1	5	2	9	1	10
	0.0 %	3.6 %	17.9 %	7.1 %	32.1 %	3.6 %	35.7 %
61.1 % 24. As a direct result of the services I received: I am getting along better with my family	0	2	5	3	8	1	9
	0.0 %	7.1 %	17.9 %	10.7 %	28.6 %	3.6 %	32.1 %
61.1 % 25. As a direct result of the services I received: I do better in social situations	0	1	6	5	6	1	9
	0.0 %	3.6 %	21.4 %	17.9 %	21.4 %	3.6 %	32.1 %

MHSIP Items 26-36, N = 28 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
46.7 % 26. As a direct result of the services I received: I do better in school and		2	6	3	4	4	9
/ or work	0.0 %	7.1 %	21.4 %	10.7 %	14.3 %	14.3 %	32.1 %
31.2 % 27. As a direct result of the services I received: My housing situation	1	1	9	2	3	3	9
has improved	3.6 %	3.6 %	32.1 %	7.1 %	10.7 %	10.7 %	32.1 %
64.7 % 28. As a direct result of the services I received: My symptoms are not	1	3	2	6	5	2	9
bothering me as much	3.6 %	10.7 %	7.1 %	21.4 %	17.9 %	7.1 %	32.1 %
52.9 % 29. As a direct result of the services I received: I do thinks that are more	0	3	5	5	4	2	9
meaningful to me	0.0 %	10.7 %	17.9 %	17.9 %	14.3 %	7.1 %	32.1 %
61.1 % 30. As a direct result of the services I received: I am better able to take	0	2	5	3	8	1	9
care of my needs	0.0 %	7.1 %	17.9 %	10.7 %	28.6 %	3.6 %	32.1 %
44.4 % 31. As a direct result of the services I received: I am better able to	0	4	6	4	4	1	9
handle thing when they go wrong	0.0 %	14.3 %	21.4 %	14.3 %	14.3 %	3.6 %	32.1 %
72.2 % 32. As a direct result of the services I received: I am better able to do	0	2	3	8	5	1	9
things that I want to do	0.0 %	7.1 %	10.7 %	28.6 %	17.9 %	3.6 %	32.1 %
60.0 % 33. As a direct result of the services I received: I am happy with the	1	1	4	5	4	4	9
friendships I have	3.6 %	3.6 %	14.3 %	17.9 %	14.3 %	14.3 %	32.1 %
58.8 % 34. As a direct result of the services I received: I have people with	0	3	4	6	4	2	9
whom I can do enjoyable things	0.0 %	10.7 %	14.3 %	21.4 %	14.3 %	7.1 %	32.1 %
44.4 % 35. As a direct result of the services I received: I feel I belong in my	1	4	5	4	4	1	9
community	3.6 %	14.3 %	17.9 %	14.3 %	14.3 %	3.6 %	32.1 %
64.7 % 36. As a direct result of the services I received: In a crisis, I would have	2	1	3	3	8	2	9
the support I need from family or friends	7.1 %	3.6 %	10.7 %	10.7 %	28.6 %	7.1 %	32.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total Adult Older Adult

	Adult	Older Adult			
Refused	8	1	9		
	32 %	33.3 %	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	2	19		
	68 %	66.7 %	67.9 %		
Total	25	3	28		
	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 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.



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

Swords To Plowshares

Program Code(s): 8925OP

Overall Satisfaction¹
100.0%

Return Rate² over 100%

Overall satisfaction³ 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

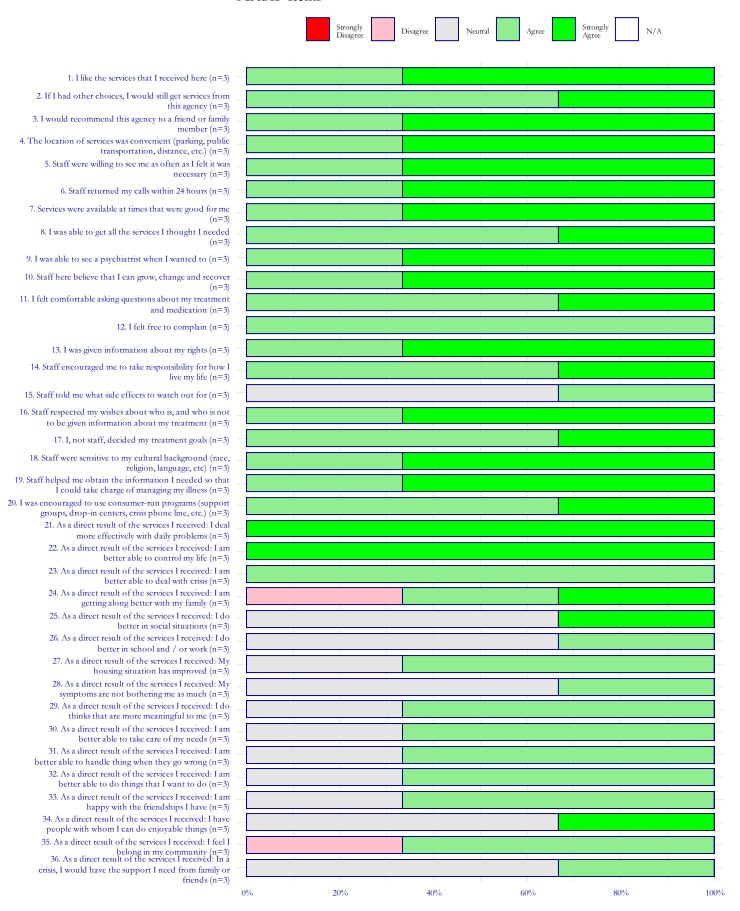
33.3% 15. Staff told me what side effects to watch out for

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



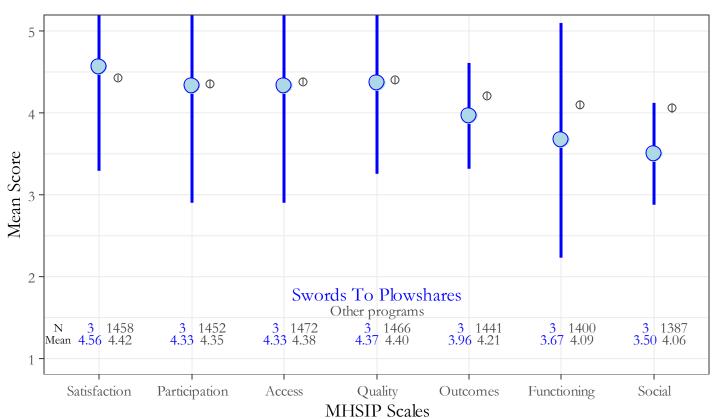
MHSIP Items 1-25, N = 3Percent Agree

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

MHSIP Items 26-36, N = 3 Percent Agree

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

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	Adult	Older Adult	1 otat
	Adult	Older Adult	
Refused	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	0	3
	100 %	0 %	100 %
Total	3	0	3
	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 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.



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 Satisfaction¹
100.0%

Return Rate² over 100%

Overall satisfaction³ 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

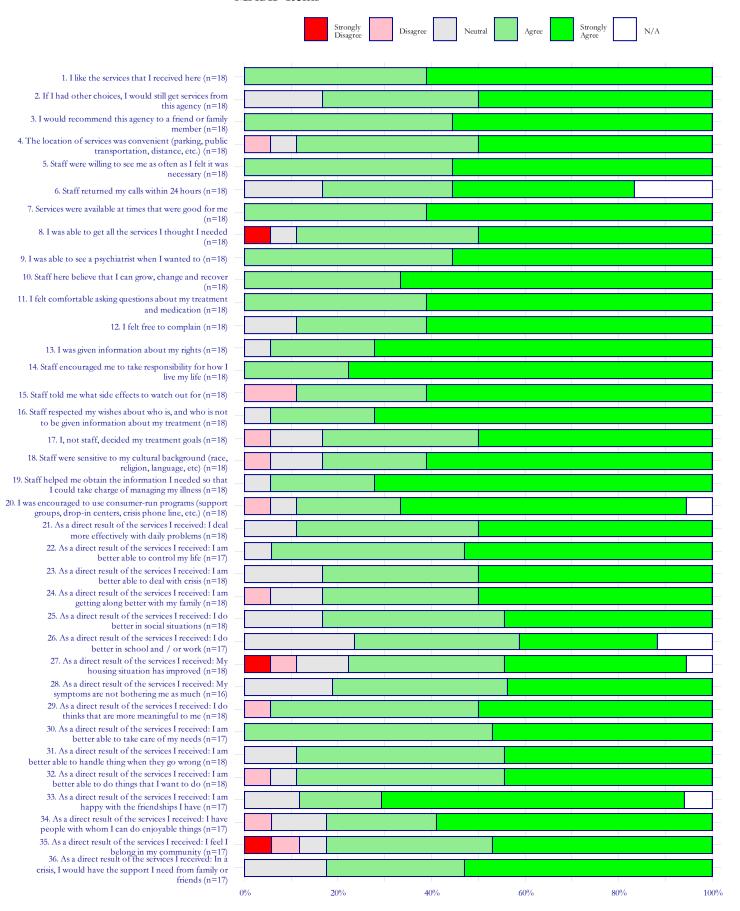
Lowest Agreement Items

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

MHSIP Items



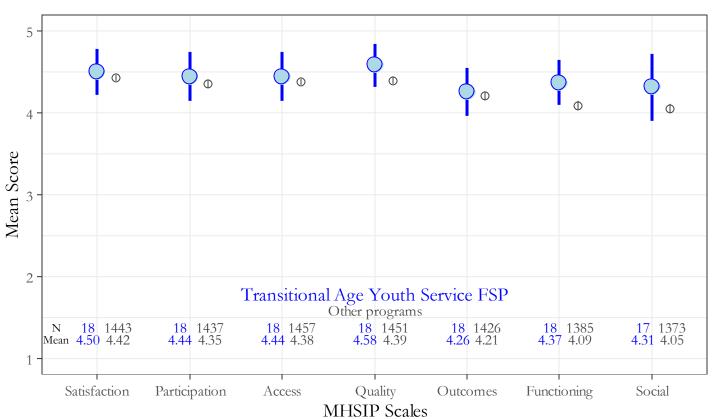
MHSIP Items 1-25, N = 19 Percent Agree

To real rigide	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	7	11	0	1
	0.0 %	0.0 %	0.0 %	36.8 %	57.9 %	0.0 %	5.3 %
83.3 % 2. If I had other choices, I would still get services from this agency	0	0	3	6	9	0	1
	0.0 %	0.0 %	15.8 %	31.6 %	47.4 %	0.0 %	5.3 %
100.0 % 3. I would recommend this agency to a friend or family member	0	0	0	8	10	0	1
	0.0 %	0.0 %	0.0 %	42.1 %	52.6 %	0.0 %	5.3 %
88.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	1	1	7	9	0	1
	0.0 %	5.3 %	5.3 %	36.8 %	47.4 %	0.0 %	5.3 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	8	10	0	1
	0.0 %	0.0 %	0.0 %	42.1 %	52.6 %	0.0 %	5.3 %
80.0 % 6. Staff returned my calls within 24 hours	0	0	3	5	7	3	1
	0.0 %	0.0 %	15.8 %	26.3 %	36.8 %	15.8 %	5.3 %
100.0 % 7. Services were available at times that were good for me	0	0	0	7	11	0	1
	0.0 %	0.0 %	0.0 %	36.8 %	57.9 %	0.0 %	5.3 %
88.9 % 8. I was able to get all the services I thought I needed	1	0	1	7	9	0	1
	5.3 %	0.0 %	5.3 %	36.8 %	47.4 %	0.0 %	5.3 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0	0	0	8	10	0	1
	0.0 %	0.0 %	0.0 %	42.1 %	52.6 %	0.0 %	5.3 %
100.0 % 10. Staff here believe that I can grow, change and recover	0	0	0	6	12	0	1
	0.0 %	0.0 %	0.0 %	31.6 %	63.2 %	0.0 %	5.3 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	0	7	11	0	1
	0.0 %	0.0 %	0.0 %	36.8 %	57.9 %	0.0 %	5.3 %
88.9 % 12. I felt free to complain	0	0	2	5	11	0	1
	0.0 %	0.0 %	10.5 %	26.3 %	57.9 %	0.0 %	5.3 %
94.4 % 13. I was given information about my rights	0	0	1	4	13	0	1
	0.0 %	0.0 %	5.3 %	21.1 %	68.4 %	0.0 %	5.3 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	0	4	14	0	1
	0.0 %	0.0 %	0.0 %	21.1 %	73.7 %	0.0 %	5.3 %
88.9 % 15. Staff told me what side effects to watch out for	0	2	0	5	11	0	1
	0.0 %	10.5 %	0.0 %	26.3 %	57.9 %	0.0 %	5.3 %
94.4 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	1	4	13	0	1
	0.0 %	0.0 %	5.3 %	21.1 %	68.4 %	0.0 %	5.3 %
83.3 % 17. I, not staff, decided my treatment goals	0	1	2	6	9	0	1
	0.0 %	5.3 %	10.5 %	31.6 %	47.4 %	0.0 %	5.3 %
83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	1	2	4	11	0	1
	0.0 %	5.3 %	10.5 %	21.1 %	57.9 %	0.0 %	5.3 %
94.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	1	4	13	0	1
	0.0 %	0.0 %	5.3 %	21.1 %	68.4 %	0.0 %	5.3 %
88.2 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	1	1	4	11	1	1
	0.0 %	5.3 %	5.3 %	21.1 %	57.9 %	5.3 %	5.3 %
88.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	2	7	9	0	1
	0.0 %	0.0 %	10.5 %	36.8 %	47.4 %	0.0 %	5.3 %
94.1 % 22. As a direct result of the services I received: I am better able to control my life	0	0	1	7	9	0	2
	0.0 %	0.0 %	5.3 %	36.8 %	47.4 %	0.0 %	10.5 %
83.3 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	3	6	9	0	1
	0.0 %	0.0 %	15.8 %	31.6 %	47.4 %	0.0 %	5.3 %
83.3 % 24. As a direct result of the services I received: I am getting along better with my family		1 5.3 %	2 10.5 %	6 31.6 %	9 47.4 %	0 0.0 %	1 5.3 %
83.3 % 25. As a direct result of the services I received: I do better in social situations	0	0	3	7	8	0	1
	0.0 %	0.0 %	15.8 %	36.8 %	42.1 %	0.0 %	5.3 %

MHSIP Items 26-36, N = 19 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
73.3 % 26. As a direct result of the services I received: I do better in school and / or work	0	0	4	6	5	2	2
	0.0 %	0.0 %	21.1 %	31.6 %	26.3 %	10.5 %	10.5 %
76.5 % 27. As a direct result of the services I received: My housing situation has improved	1	1	2	6	7	1	1
	5.3 %	5.3 %	10.5 %	31.6 %	36.8 %	5.3 %	5.3 %
81.2 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0	0	3	6	7	0	3
	0.0 %	0.0 %	15.8 %	31.6 %	36.8 %	0.0 %	15.8 %
94.4 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0.0 %	1 5.3 %	0 0.0 %	8 42.1 %	9 47.4 %	0 0.0 %	1 5.3 %
100.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	0	0	9	8	0	2
	0.0 %	0.0 %	0.0 %	47.4 %	42.1 %	0.0 %	10.5 %
88.9 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	0	2	8	8	0	1
	0.0 %	0.0 %	10.5 %	42.1 %	42.1 %	0.0 %	5.3 %
88.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	1	1	8	8	0	1
	0.0 %	5.3 %	5.3 %	42.1 %	42.1 %	0.0 %	5.3 %
87.5 % 33. As a direct result of the services I received: I am happy with the friendships I have	0	0	2	3	11	1	2
	0.0 %	0.0 %	10.5 %	15.8 %	57.9 %	5.3 %	10.5 %
82.4 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0	1	2	4	10	0	2
	0.0 %	5.3 %	10.5 %	21.1 %	52.6 %	0.0 %	10.5 %
82.4 % 35. As a direct result of the services I received: I feel I belong in my community	1	1	1	6	8	0	2
	5.3 %	5.3 %	5.3 %	31.6 %	42.1 %	0.0 %	10.5 %
82.4 % 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	3	5	9	0	2
	0.0 %	0.0 %	15.8 %	26.3 %	47.4 %	0.0 %	10.5 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by
Ompletion Status Adult/Older Adult To

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	1	0	1
	5.3 %	0 %	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	0	18
	94.7 %	0 %	94.7 %
Total	19	0	19
	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 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.



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

UCSF Alliance Health Project IFSO

Program Code(s): 38A33

Overall Satisfaction¹ **90.6%**

Return Rate² **88.6%**

Overall satisfaction³ 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

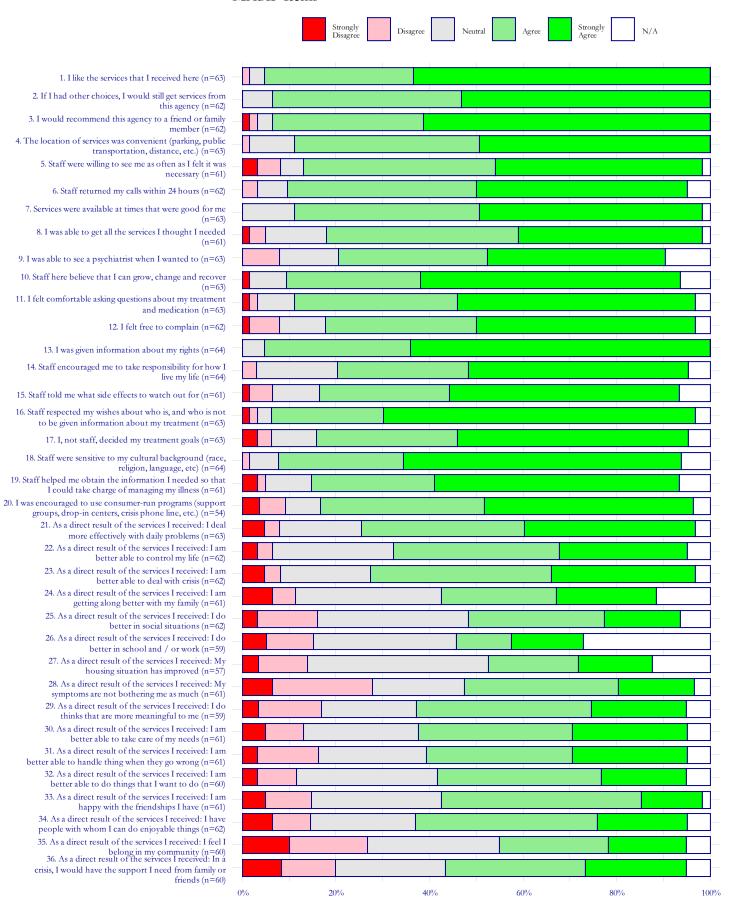
Lowest Agreement Items

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

MHSIP Items



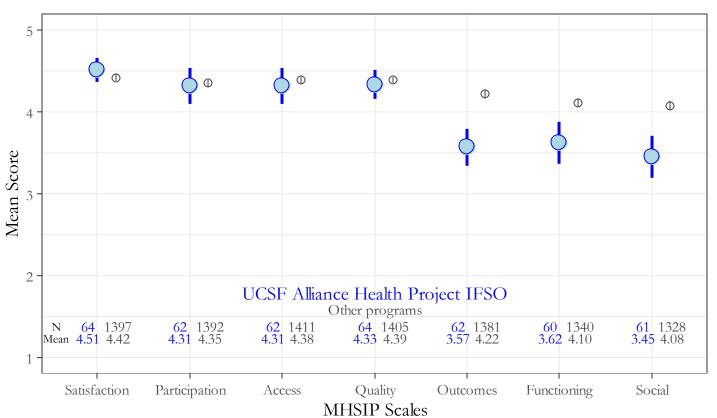
MHSIP Items 1-25, N = 65 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
95.2 % 1. I like the services that I received here	0	1	2	20	40	0	2
	0.0 %	1.5 %	3.1 %	30.8 %	61.5 %	0.0 %	3.1 %
93.5 % 2. If I had other choices, I would still get services from this agency	0	0	4	25	33	0	3
	0.0 %	0.0 %	6.2 %	38.5 %	50.8 %	0.0 %	4.6 %
93.5 % 3. I would recommend this agency to a friend or family member	1	1	2	20	38	0	3
	1.5 %	1.5 %	3.1 %	30.8 %	58.5 %	0.0 %	4.6 %
88.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	1	6	25	31	0	2
	0.0 %	1.5 %	9.2 %	38.5 %	47.7 %	0.0 %	3.1 %
86.7 % 5. Staff were willing to see me as often as I felt it was necessary	2	3	3	25	27	1	4
	3.1 %	4.6 %	4.6 %	38.5 %	41.5 %	1.5 %	6.2 %
89.8 % 6. Staff returned my calls within 24 hours	0	2	4	25	28	3	3
	0.0 %	3.1 %	6.2 %	38.5 %	43.1 %	4.6 %	4.6 %
88.7 % 7. Services were available at times that were good for me	0	0	7	25	30	1	2
	0.0 %	0.0 %	10.8 %	38.5 %	46.2 %	1.5 %	3.1 %
81.7 % 8. I was able to get all the services I thought I needed	1	2	8	25	24	1	4
	1.5 %	3.1 %	12.3 %	38.5 %	36.9 %	1.5 %	6.2 %
77.2 % 9. I was able to see a psychiatrist when I wanted to	0	5	8	20	24	6	2
	0.0 %	7.7 %	12.3 %	30.8 %	36.9 %	9.2 %	3.1 %
89.8 % 10. Staff here believe that I can grow, change and recover	1	0	5	18	35	4	2
	1.5 %	0.0 %	7.7 %	27.7 %	53.8 %	6.2 %	3.1 %
88.5 % 11. I felt comfortable asking questions about my treatment and medication	1	1	5	22	32	2	2
	1.5 %	1.5 %	7.7 %	33.9 %	49.2 %	3.1 %	3.1 %
81.7 % 12. I felt free to complain	1	4	6	20	29	2	3
	1.5 %	6.2 %	9.2 %	30.8 %	44.6 %	3.1 %	4.6 %
95.3 % 13. I was given information about my rights	0	0	3	20	41	0	1
	0.0 %	0.0 %	4.6 %	30.8 %	63.1 %	0.0 %	1.5 %
78.7 % 14. Staff encouraged me to take responsibility for how I live my life	0	2	11	18	30	3	1
	0.0 %	3.1 %	16.9 %	27.7 %	46.2 %	4.6 %	1.5 %
82.5 % 15. Staff told me what side effects to watch out for	1	3	6	17	30	4	4
	1.5 %	4.6 %	9.2 %	26.2 %	46.2 %	6.2 %	6.2 %
93.4 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1	1	2	15	42	2	2
	1.5 %	1.5 %	3.1 %	23.1 %	64.6 %	3.1 %	3.1 %
83.3 % 17. I, not staff, decided my treatment goals	2	2	6	19	31	3	2
	3.1 %	3.1 %	9.2 %	29.2 %	47.7 %	4.6 %	3.1 %
91.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	1	4	17	38	4	1
	0.0 %	1.5 %	6.2 %	26.2 %	58.5 %	6.2 %	1.5 %
84.2 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	2	1	6	16	32	4	4
	3.1 %	1.5 %	9.2 %	24.6 %	49.2 %	6.2 %	6.2 %
82.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2	3	4	19	24	2	11
	3.1 %	4.6 %	6.2 %	29.2 %	36.9 %	3.1 %	16.9 %
73.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems	3	2	11	22	23	2	2
	4.6 %	3.1 %	16.9 %	33.9 %	35.4 %	3.1 %	3.1 %
66.1 % 22. As a direct result of the services I received: I am better able to control my life	2	2	16	22	17	3	3
	3.1 %	3.1 %	24.6 %	33.9 %	26.2 %	4.6 %	4.6 %
71.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	3	2	12	24	19	2	3
	4.6 %	3.1 %	18.5 %	36.9 %	29.2 %	3.1 %	4.6 %
51.9 % 24. As a direct result of the services I received: I am getting along better with my family	6.2 %	3 4.6 %	19 29.2 %	15 23.1 %	13 20.0 %	7 10.8 %	4 6.2 %
48.3 % 25. As a direct result of the services I received: I do better in social situations	2	8	20	18	10	4	3
	3.1 %	12.3 %	30.8 %	27.7 %	15.4 %	6.2 %	4.6 %

MHSIP Items 26-36, N = 65 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
37.2 % 26. As a direct result of the services I received: I do better in school and / or work	3	6	18	7	9	16	6
	4.6 %	9.2 %	27.7 %	10.8 %	13.9 %	24.6 %	9.2 %
40.0 % 27. As a direct result of the services I received: My housing situation has improved	2	6	22	11	9	7	8
	3.1 %	9.2 %	33.9 %	16.9 %	13.9 %	10.8 %	12.3 %
50.8 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	4	13	12	20	10	2	4
	6.2 %	20.0 %	18.5 %	30.8 %	15.4 %	3.1 %	6.2 %
60.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	2	8	12	22	12	3	6
	3.1 %	12.3 %	18.5 %	33.9 %	18.5 %	4.6 %	9.2 %
60.3 % 30. As a direct result of the services I received: I am better able to take care of my needs	3	5	15	20	15	3	4
	4.6 %	7.7 %	23.1 %	30.8 %	23.1 %	4.6 %	6.2 %
58.6 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2	8	14	19	15	3	4
	3.1 %	12.3 %	21.5 %	29.2 %	23.1 %	4.6 %	6.2 %
56.1 % 32. As a direct result of the services I received: I am better able to do things that I want to do	2	5	18	21	11	3	5
	3.1 %	7.7 %	27.7 %	32.3 %	16.9 %	4.6 %	7.7 %
56.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	3	6	17	26	8	1	4
	4.6 %	9.2 %	26.2 %	40.0 %	12.3 %	1.5 %	6.2 %
61.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	4	5	14	24	12	3	3
	6.2 %	7.7 %	21.5 %	36.9 %	18.5 %	4.6 %	4.6 %
42.1 % 35. As a direct result of the services I received: I feel I belong in my community	6	10	17	14	10	3	5
	9.2 %	15.4 %	26.2 %	21.5 %	15.4 %	4.6 %	7.7 %
54.4 % 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	14	18	13	3	5
	7.7 %	10.8 %	21.5 %	27.7 %	20.0 %	4.6 %	7.7 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by ompletion Status Adult/Older Adult Total

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	0	1	1
	0 %	1.5 %	1.5 %
Impaired	0	1	1
	0 %	1.5 %	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	63	63
	0 %	96.9 %	96.9 %
Total	0	65	65
	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 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.



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 Satisfaction¹ **96.4%**

Return Rate² 58.8%

Overall satisfaction³ 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

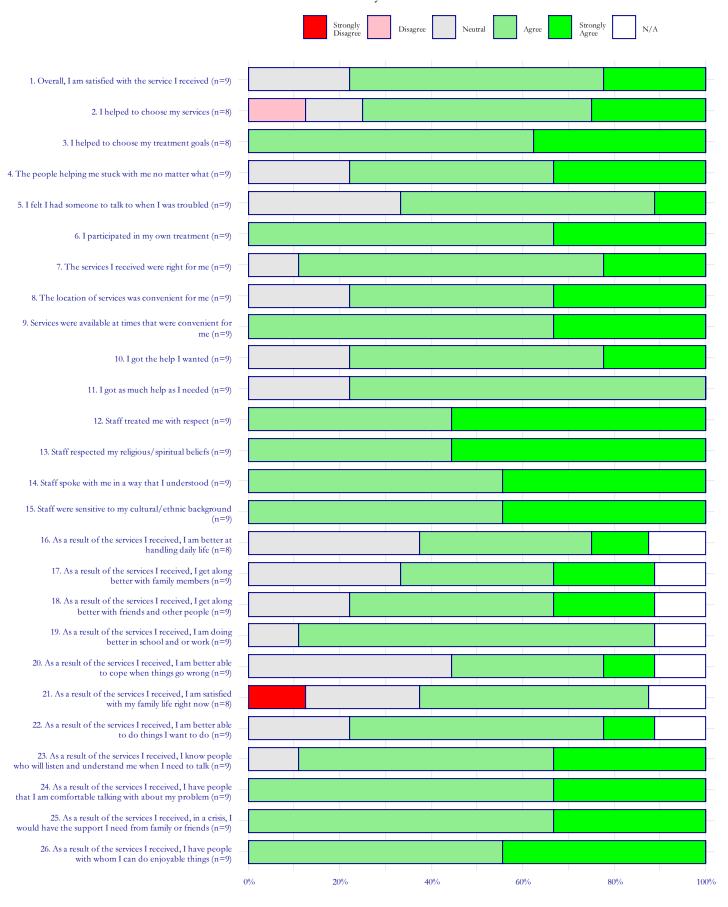
Lowest Agreement Items

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

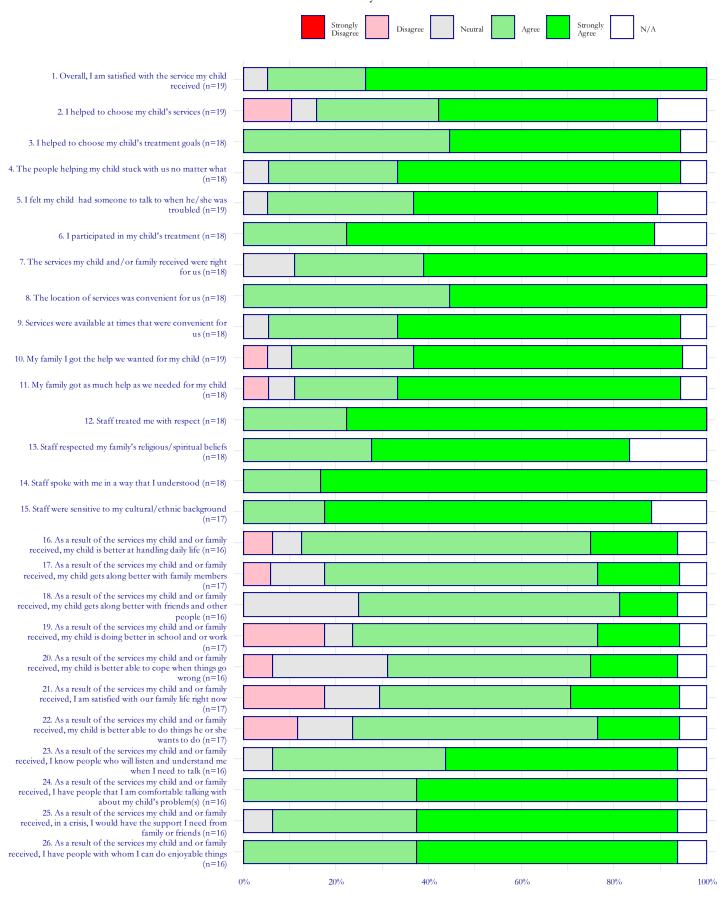
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 13

·	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
77.8 % 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 %
75.0 % 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 %
100.0 % 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 %
77.8 % 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 %
66.7 % 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	4 30.8 %
100.0 % 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 %
88.9 % 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 %
77.8 % 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 %
100.0 % 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	4 30.8 %
77.8 % 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 %
77.8 % 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	4 30.8 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	5 38.5 %	0	4 30.8 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0	0 0.0 %	4 30.8 %	5 38.5 %	0	4 30.8 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0 0.0 %	5 38.5 %	4 30.8 %	0	4 30.8 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	5 38.5 %	4 30.8 %	0	4 30.8 %
57.1 % 16. As a result of the services I received, I am better at handling daily life	0	0	3 23.1 %	3 23.1 %	1 7.7 %	1	5 38.5 %
62.5 % 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	4 30.8 %
75.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	2 15.4 %	1	4
87.5 % 19. As a result of the services I received, I am doing better in school and	0.0 %	0 0.0 %	1	7 53.8 %	0	1	4
50.0 % 20. As a result of the services I received, I am better able to cope when	0	0	7.7 %	3	0.0 %	1	30.8 %
things go wrong 57.1 % 21. As a result of the services I received, I am satisfied with my family	0.0 %	0.0 %	30.8 %	23.1 %	7.7 %	1	30.8 %
life right now 75.0 % 22. As a result of the services I received, I am better able to do things I	7.7 %	0.0 %	15.4 %	30.8 %	0.0 %	7.7 %	4
want to do 88.9 % 23. As a result of the services I received, I know people who will listen	0.0 %	0.0 %	15.4 %	38.5 %	7.7 %	0	30.8 %
and understand me when I need to talk 100.0 % 24. As a result of the services I received, I have people that I am	0.0 %	0.0 %	7.7 % 0	38.5 % 6	23.1 %	0	30.8 %
comfortable talking with about my problem 100.0 % 25. As a result of the services I received, in a crisis, I would have the	0.0 %	0.0 %	0.0 %	46.2 % 6	23.1 %	0	30.8 %
support I need from family or friends 100.0 % 26. As a result of the services I received, I have people with whom I can	0.0 %	0.0 %	0.0 %	46.2 % 5	23.1 %	0.0 %	30.8 %
do enjoyable things	0.0 %	0.0 %	0.0 %	38.5 %	30.8 %	0.0 %	30.8 %

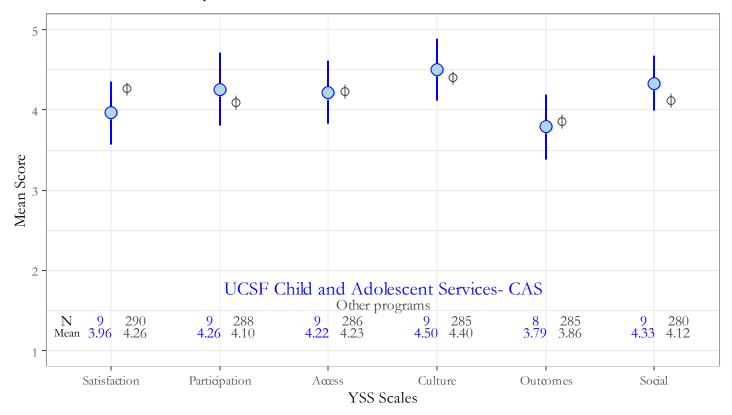
Youth Services Survey for Families



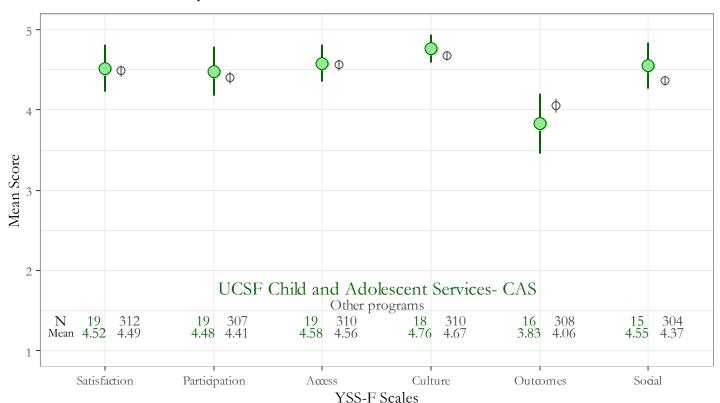
Youth Services Survey for Families, N = 22

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
94.7 % 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 %
82.4 % 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 %
100.0 % 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 %
94.1 % 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 %
94.1 % 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 %
100.0 % 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 %
88.9 % 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	4 18.2 %
100.0 % 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	4 18.2 %
94.1 % 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 %
88.9 % 10. My family I got the help we wanted for my child	0	1 4.5 %	1 4.5 %	5 22.7 %	11 50.0 %	1	3 13.6 %
88.2 % 11. My family got as much help as we needed for my child	0	1 4.5 %	1 4.5 %	4 18.2 %	11 50.0 %	1 4.5 %	4 18.2 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0	0	4 18.2 %	14 63.6 %	0	4 18.2 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0	0	0	5 22.7 %	10 45.5 %	3	4 18.2 %
100.0 % 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	4 18.2 %
100.0 % 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 %
86.7 % 16. As a result of the services my child and or family received, my child is better at handling daily life		1 4.5 %	1 4.5 %	10 45.5 %	3 13.6 %	1	6 27.3 %
81.2 % 17. As a result of the services my child and or family received, my child gets along better with family members		1 4.5 %	2 9.1 %	10 45.5 %	3 13.6 %	1 4.5 %	5 22.7 %
73.3 % 18. As a result of the services my child and or family received, my child	0	0	4	9	2	1	6 27.3 %
gets along better with friends and other people 75.0 % 19. As a result of the services my child and or family received, my child		3	18.2 %	40.9 %	9.1 %	1	5
is doing better in school and or work 66.7 % 20. As a result of the services my child and or family received, my child		13.6 %	4.5 %	40.9 % 7	13.6 %	4.5 %	6
is better able to cope when things go wrong 68.8 % 21. As a result of the services my child and or family received, I am	0.0 %	4.5 %	18.2 %	31.8 %	13.6 %	4.5 %	27.3 %
satisfied with our family life right now 75.0 % 22. As a result of the services my child and or family received, my child		13.6 %	9.1 %	31.8 %	18.2 %	4.5 %	22.7 %
is better able to do things he or she wants to do 93.3 % 23. As a result of the services my child and or family received, I know	0.0 %	9.1 %	9.1 %	40.9 %	13.6 %	4.5 %	22.7 %
people who will listen and understand me when I need to talk 100.0 % 24. As a result of the services my child and or family received, I have	0.0 %	0.0 %	4.5 % 0	27.3 % 6	36.4 % 9	4.5 %	27.3 %
people that I am comfortable talking with about my child's problem(s) 93.3 % 25. As a result of the services my child and or family received, in a	0.0 %	0.0 %	0.0 %	27.3 % 5	40.9 % 9	4.5 %	27.3 %
crisis, I would have the support I need from family or friends 100.0 % 26. As a result of the services my child and or family received, I have	0.0 %	0.0 %	4.5 % 0	22.7 % 6	40.9 % 9	4.5 % 1	27.3 %
people with whom I can do enjoyable things	0.0 %	0.0 %	0.0 %	27.3 %	40.9 %	4.5 %	27.3 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



	Family	Youth	
Refused	3	4	7
	13.6 %	30.8 %	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	9	28
	86.4 %	69.2 %	80 %
Total	22	13	35
	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 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.



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

UCSF Citywide Case Management - NOVA

Program Code(s): 8911NO

Overall Satisfaction¹ **100.0%**

Return Rate² **over 100%**

Overall satisfaction³ 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

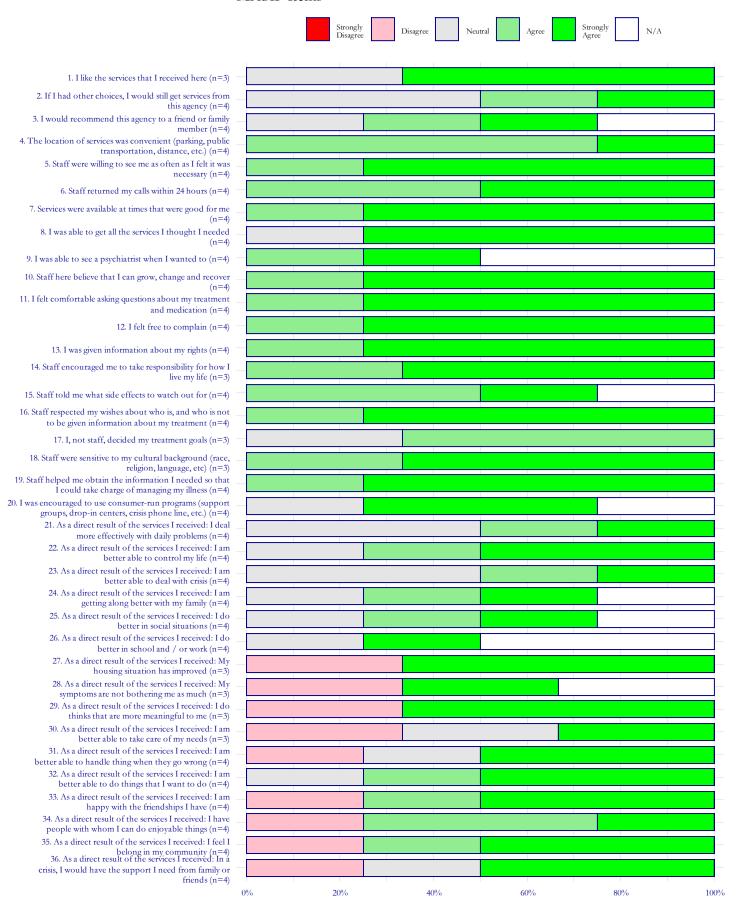
Lowest Agreement Items

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

MHSIP Items



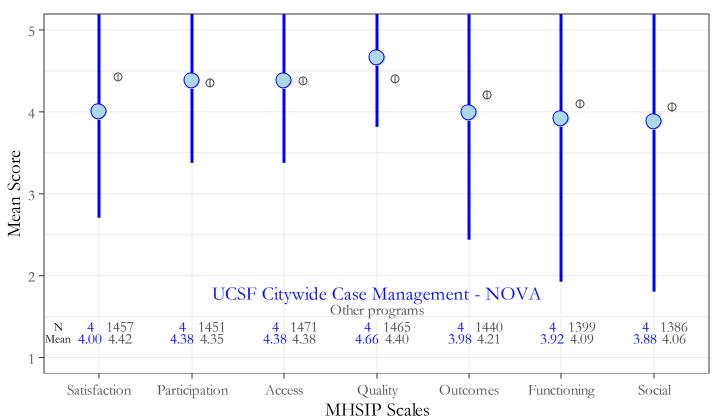
MHSIP Items 1-25, N = 11 Percent Agree

•	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
66.7 % 1. I like the services that I received here	0	0	1	0	2	0	8
	0.0 %	0.0 %	9.1 %	0.0 %	18.2 %	0.0 %	72.7 %
50.0 % 2. If I had other choices, I would still get services from this agency	0	0	2	1	1	0	7
	0.0 %	0.0 %	18.2 %	9.1 %	9.1 %	0.0 %	63.6 %
66.7 % 3. I would recommend this agency to a friend or family member	0	0	1	1	1	1	7
	0.0 %	0.0 %	9.1 %	9.1 %	9.1 %	9.1 %	63.6 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	0	3	1	0	7
	0.0 %	0.0 %	0.0 %	27.3 %	9.1 %	0.0 %	63.6 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	1	3	0	7
	0.0 %	0.0 %	0.0 %	9.1 %	27.3 %	0.0 %	63.6 %
100.0 % 6. Staff returned my calls within 24 hours	0	0	0	2	2	0	7
	0.0 %	0.0 %	0.0 %	18.2 %	18.2 %	0.0 %	63.6 %
100.0 % 7. Services were available at times that were good for me	0	0	0	1	3	0	7
	0.0 %	0.0 %	0.0 %	9.1 %	27.3 %	0.0 %	63.6 %
75.0 % 8. I was able to get all the services I thought I needed	0	0	1	0	3	0	7
	0.0 %	0.0 %	9.1 %	0.0 %	27.3 %	0.0 %	63.6 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0	0	0	1	1	2	7
	0.0 %	0.0 %	0.0 %	9.1 %	9.1 %	18.2 %	63.6 %
100.0 % 10. Staff here believe that I can grow, change and recover	0	0	0	1	3	0	7
	0.0 %	0.0 %	0.0 %	9.1 %	27.3 %	0.0 %	63.6 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	0	1	3	0	7
	0.0 %	0.0 %	0.0 %	9.1 %	27.3 %	0.0 %	63.6 %
100.0 % 12. I felt free to complain	0	0	0	1	3	0	7
	0.0 %	0.0 %	0.0 %	9.1 %	27.3 %	0.0 %	63.6 %
100.0 % 13. I was given information about my rights	0	0	0	1	3	0	7
	0.0 %	0.0 %	0.0 %	9.1 %	27.3 %	0.0 %	63.6 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	0	1	2	0	8
	0.0 %	0.0 %	0.0 %	9.1 %	18.2 %	0.0 %	72.7 %
100.0 % 15. Staff told me what side effects to watch out for	0	0	0	2	1	1	7
	0.0 %	0.0 %	0.0 %	18.2 %	9.1 %	9.1 %	63.6 %
$100.0\ \%\ \ 16.$ Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	0	1	3	0	7
	0.0 %	0.0 %	0.0 %	9.1 %	27.3 %	0.0 %	63.6 %
66.7 % 17. I, not staff, decided my treatment goals	0	0	1	2	0	0	8
	0.0 %	0.0 %	9.1 %	18.2 %	0.0 %	0.0 %	72.7 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	0	1	2	0	8
	0.0 %	0.0 %	0.0 %	9.1 %	18.2 %	0.0 %	72.7 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	0	1	3	0	7
	0.0 %	0.0 %	0.0 %	9.1 %	27.3 %	0.0 %	63.6 %
66.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	1	0	2	1	7
	0.0 %	0.0 %	9.1 %	0.0 %	18.2 %	9.1 %	63.6 %
50.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	2	1	1	0	7
	0.0 %	0.0 %	18.2 %	9.1 %	9.1 %	0.0 %	63.6 %
75.0 % 22. As a direct result of the services I received: I am better able to control my life	0	0	1	1	2	0	7
	0.0 %	0.0 %	9.1 %	9.1 %	18.2 %	0.0 %	63.6 %
50.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	2	1	1	0	7
	0.0 %	0.0 %	18.2 %	9.1 %	9.1 %	0.0 %	63.6 %
66.7% 24. As a direct result of the services I received: I am getting along better with my family	0	0	1	1	1	1	7
	0.0 %	0.0 %	9.1 %	9.1 %	9.1 %	9.1 %	63.6 %
66.7 % 25. As a direct result of the services I received: I do better in social situations	0	0	1	1	1	1	7
	0.0 %	0.0 %	9.1 %	9.1 %	9.1 %	9.1 %	63.6 %

MHSIP Items 26-36, N = 11 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
50.0 % 26. As a direct result of the services I received: I do better in school and		0	1	0	1	2	7
/ or work	0.0 %	0.0 %	9.1 %	0.0 %	9.1 %	18.2 %	63.6 %
66.7 % 27. As a direct result of the services I received: My housing situation	0	1	0	0	2	0	8
has improved	0.0 %	9.1 %	0.0 %	0.0 %	18.2 %	0.0 %	72.7 %
50.0 % 28. As a direct result of the services I received: My symptoms are not	0	1	0	0	1	1	8
bothering me as much	0.0 %	9.1 %	0.0 %	0.0 %	9.1 %	9.1 %	72.7 %
66.7 % 29. As a direct result of the services I received: I do thinks that are more	e 0	1	0	0	2	0	8
meaningful to me	0.0 %	9.1 %	0.0 %	0.0 %	18.2 %	0.0 %	72.7 %
33.3 % 30. As a direct result of the services I received: I am better able to take	0	1	1	0	1	0	8
care of my needs	0.0 %	9.1 %	9.1 %	0.0 %	9.1 %	0.0 %	72.7 %
50.0 % 31. As a direct result of the services I received: I am better able to	0	1	1	0	2	0	7
handle thing when they go wrong	0.0 %	9.1 %	9.1 %	0.0 %	18.2 %	0.0 %	63.6 %
75.0 % 32. As a direct result of the services I received: I am better able to do	0	0	1	1	2	0	7
things that I want to do	0.0 %	0.0 %	9.1 %	9.1 %	18.2 %	0.0 %	63.6 %
75.0 % 33. As a direct result of the services I received: I am happy with the	0	1	0	1	2	0	7
friendships I have	0.0 %	9.1 %	0.0 %	9.1 %	18.2 %	0.0 %	63.6 %
75.0 % 34. As a direct result of the services I received: I have people with	0	1	0	2	1	0	7
whom I can do enjoyable things	0.0 %	9.1 %	0.0 %	18.2 %	9.1 %	0.0 %	63.6 %
75.0 % 35. As a direct result of the services I received: I feel I belong in my	0	1	0	1	2	0	7
community	0.0 %	9.1 %	0.0 %	9.1 %	18.2 %	0.0 %	63.6 %
50.0 % 36. As a direct result of the services I received: In a crisis, I would have	0	1	1	0	2	0	7
the support I need from family or friends	0.0 %	9.1 %	9.1 %	0.0 %	18.2 %	0.0 %	63.6 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total Adult Older Adult

	Adult	Older Adult	
Refused	1	0	1
	9.1 %	0 %	9.1 %
Impaired	1	0	1
Impunea	9.1 %	0 %	9.1 %
Longuaga	0	0	0
Language	0 %	0 %	0 %
	4	0	4
Other	36.4 %	0 %	36.4 %
N- D-4-	1	0	1
No Data	9.1 %	0 %	9.1 %
C 1 . 1 C	4	0	4
Completed Survey	36.4 %	0 %	36.4 %
	11	0	11
Total	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 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.



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

UCSF Citywide Focus

Program Code(s): 89113

Overall Satisfaction¹ **84.7%**

Return Rate² **58.1%**

Overall satisfaction³ 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

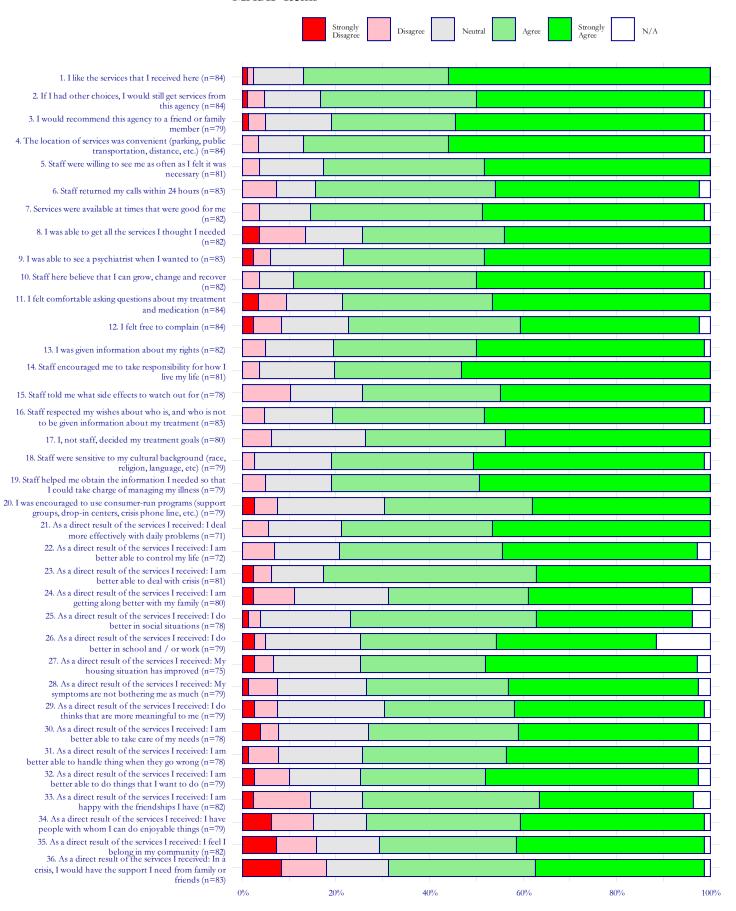
Lowest Agreement Items

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

MHSIP Items



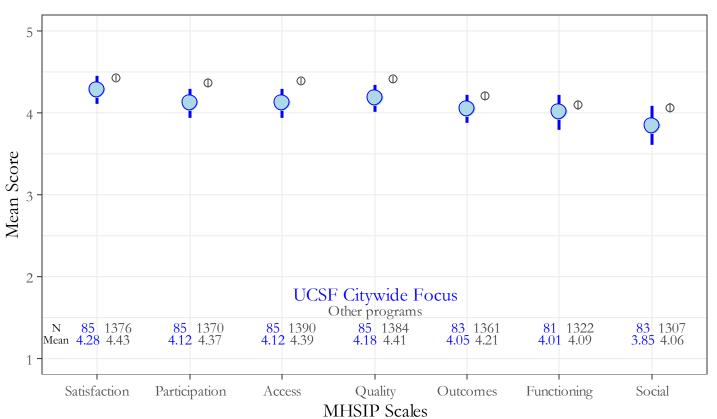
MHSIP Items 1-25, N = 142 Percent Agree

e e e e e e e e e e e e e e e e e e e	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
86.9 % 1. I like the services that I received here	1	1	9	26	47	0	58
	0.7 %	0.7 %	6.3 %	18.3 %	33.1 %	0.0 %	40.8 %
83.1 % 2. If I had other choices, I would still get services from this agency	1	3	10	28	41	1	58
	0.7 %	2.1 %	7.0 %	19.7 %	28.9 %	0.7 %	40.8 %
80.8 % 3. I would recommend this agency to a friend or family member	1	3	11	21	42	1	63
	0.7 %	2.1 %	7.8 %	14.8 %	29.6 %	0.7 %	44.4 %
86.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	3	8	26	46	1	58
	0.0 %	2.1 %	5.6 %	18.3 %	32.4 %	0.7 %	40.8 %
82.7 % 5. Staff were willing to see me as often as I felt it was necessary	0	3	11	28	39	0	61
	0.0 %	2.1 %	7.8 %	19.7 %	27.5 %	0.0 %	43.0 %
84.0 % 6. Staff returned my calls within 24 hours	0	6	7	32	36	2	59
	0.0 %	4.2 %	4.9 %	22.5 %	25.4 %	1.4 %	41.5 %
85.2 % 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	60 42.2 %
74.4 % 8. I was able to get all the services I thought I needed	3	8	10	25	36	0	60
	2.1 %	5.6 %	7.0 %	17.6 %	25.4 %	0.0 %	42.2 %
78.3 % 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	59 41.5 %
88.9 % 10. Staff here believe that I can grow, change and recover	0	3	6	32	40	1	60
	0.0 %	2.1 %	4.2 %	22.5 %	28.2 %	0.7 %	42.2 %
78.6 % 11. I felt comfortable asking questions about my treatment and medication	3	5	10	27	39	0	58
	2.1 %	3.5 %	7.0 %	19.0 %	27.5 %	0.0 %	40.8 %
76.8 % 12. I felt free to complain	2	5	12	31	32	2	58
	1.4 %	3.5 %	8.5 %	21.8 %	22.5 %	1.4 %	40.8 %
80.2 % 13. I was given information about my rights	0	4	12	25	40	1	60
	0.0 %	2.8 %	8.5 %	17.6 %	28.2 %	0.7 %	42.2 %
80.2 % 14. Staff encouraged me to take responsibility for how I live my life	0	3	13	22	43	0	61
	0.0 %	2.1 %	9.2 %	15.5 %	30.3 %	0.0 %	43.0 %
74.4 % 15. Staff told me what side effects to watch out for	0	8	12	23	35	0	64
	0.0 %	5.6 %	8.5 %	16.2 %	24.6 %	0.0 %	45.1 %
80.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	4	12	27	39	1	59
	0.0 %	2.8 %	8.5 %	19.0 %	27.5 %	0.7 %	41.5 %
73.8 % 17. I, not staff, decided my treatment goals	0	5	16	24	35	0	62
	0.0 %	3.5 %	11.3 %	16.9 %	24.6 %	0.0 %	43.7 %
80.8 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	2	13	24	39	1	63
	0.0 %	1.4 %	9.2 %	16.9 %	27.5 %	0.7 %	44.4 %
81.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	4	11	25	39	0	63
	0.0 %	2.8 %	7.8 %	17.6 %	27.5 %	0.0 %	44.4 %
69.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2	4	18	25	30	0	63
	1.4 %	2.8 %	12.7 %	17.6 %	21.1 %	0.0 %	44.4 %
78.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	4	11	23	33	0	71
	0.0 %	2.8 %	7.8 %	16.2 %	23.2 %	0.0 %	50.0 %
78.6 % 22. As a direct result of the services I received: I am better able to control my life	0.0 %	5 3.5 %	10 7.0 %	25 17.6 %	30 21.1 %	2 1.4 %	70 49.3 %
82.7 % 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
67.5 % 24. As a direct result of the services I received: I am getting along better with my family	2	7	16	24	28	3	62
	1.4 %	4.9 %	11.3 %	16.9 %	19.7 %	2.1 %	43.7 %
76.0 % 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	64 45.1 %

MHSIP Items 26-36, N = 142 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
71.4 % 26. As a direct result of the services I received: I do better in school and / or work	2	2	16	23	27	9	63
	1.4 %	1.4 %	11.3 %	16.2 %	19.0 %	6.3 %	44.4 %
74.0 % 27. As a direct result of the services I received: My housing situation has improved	2	3	14	20	34	2	67
	1.4 %	2.1 %	9.9 %	14.1 %	23.9 %	1.4 %	47.2 %
72.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1	5	15	24	32	2	63
	0.7 %	3.5 %	10.6 %	16.9 %	22.5 %	1.4 %	44.4 %
69.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	2	4	18	22	32	1	63
	1.4 %	2.8 %	12.7 %	15.5 %	22.5 %	0.7 %	44.4 %
72.4 % 30. As a direct result of the services I received: I am better able to take care of my needs	3	3	15	25	30	2	64
	2.1 %	2.1 %	10.6 %	17.6 %	21.1 %	1.4 %	45.1 %
73.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1	5	14	24	32	2	64
	0.7 %	3.5 %	9.9 %	16.9 %	22.5 %	1.4 %	45.1 %
74.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	2	6	12	21	36	2	63
	1.4 %	4.2 %	8.5 %	14.8 %	25.4 %	1.4 %	44.4 %
73.4 % 33. As a direct result of the services I received: I am happy with the friendships I have	2	10	9	31	27	3	60
	1.4 %	7.0 %	6.3 %	21.8 %	19.0 %	2.1 %	42.2 %
73.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	5	7	9	26	31	1	63
	3.5 %	4.9 %	6.3 %	18.3 %	21.8 %	0.7 %	44.4 %
70.4 % 35. As a direct result of the services I received: I feel I belong in my community	6	7	11	24	33	1	60
	4.2 %	4.9 %	7.8 %	16.9 %	23.2 %	0.7 %	42.2 %
68.3 % 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	8	11	26	30	1	59
	4.9 %	5.6 %	7.8 %	18.3 %	21.1 %	0.7 %	41.5 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by

Completion Status	Adult/0	Total	
•	Adult		
Refused	31	0	31
	21.8 %	0 %	21.8 %
Impaired	11	0	11
	7.7 %	0 %	7.7 %
Language	0	0	0
	0 %	0 %	0 %
Other	5	0	5
	3.5 %	0 %	3.5 %
No Data	11	0	11
	7.7 %	0 %	7.7 %
Completed Survey	84	0	84
	59.2 %	0 %	59.2 %
Total	142	0	142
	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 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.



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

UCSF Citywide Forensics - FSP

Program Code(s): 89119

Overall Satisfaction¹ **82.1%**

Return Rate² **100.0%**

Overall satisfaction³ 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

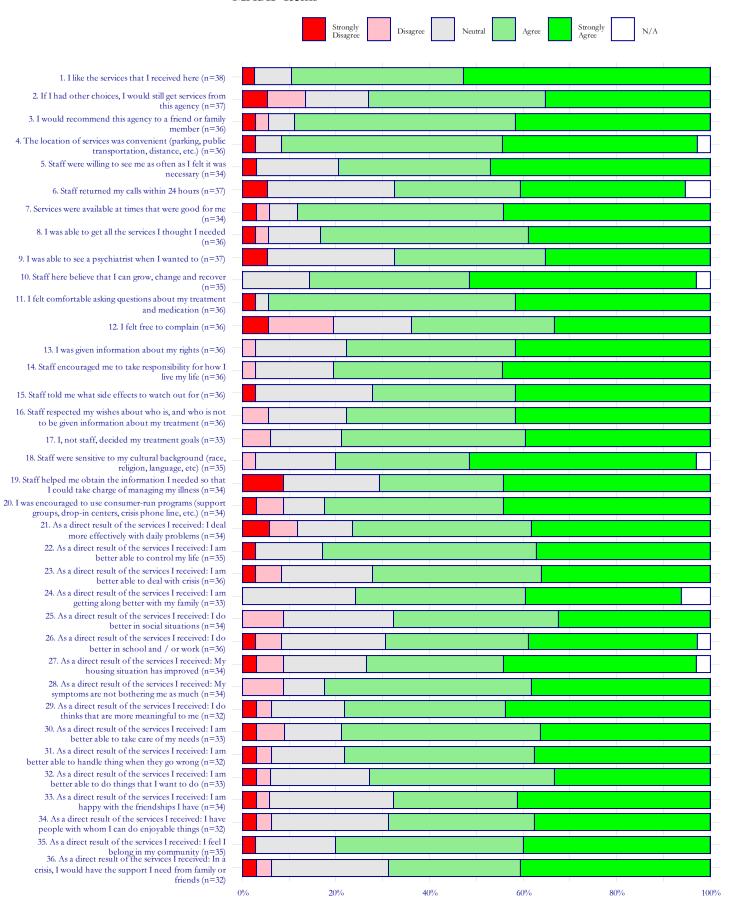
Lowest Agreement Items

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

MHSIP Items



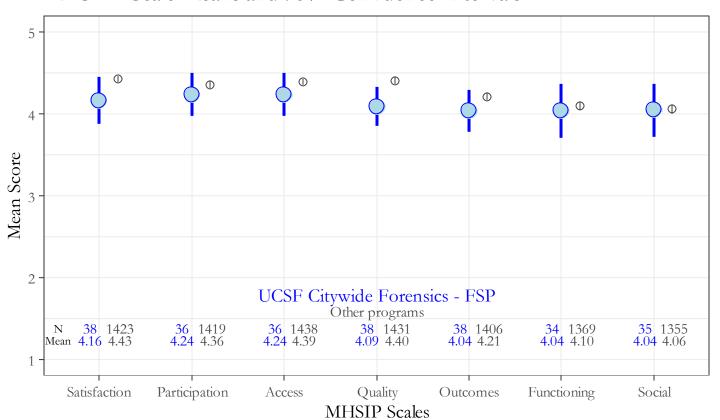
$\begin{array}{ll} \textbf{MHSIP Items 1-25,} & \textbf{N} = \textbf{88} \\ \textbf{Percent Agree} \end{array}$

e e e e e e e e e e e e e e e e e e e	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
89.5 % 1. I like the services that I received here	1	0	3	14	20	0	50
	1.1 %	0.0 %	3.4 %	15.9 %	22.7 %	0.0 %	56.8 %
73.0 % 2. If I had other choices, I would still get services from this agency	2	3	5	14	13	0	51
	2.3 %	3.4 %	5.7 %	15.9 %	14.8 %	0.0 %	58.0 %
88.9 % 3. I would recommend this agency to a friend or family member	1	1	2	17	15	0	52
	1.1 %	1.1 %	2.3 %	19.3 %	17.1 %	0.0 %	59.1 %
91.4 % 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	52 59.1 %
79.4 % 5. Staff were willing to see me as often as I felt it was necessary	1	0	6	11	16	0	54
	1.1 %	0.0 %	6.8 %	12.5 %	18.2 %	0.0 %	61.4 %
65.7 % 6. Staff returned my calls within 24 hours	2	0	10	10	13	2	51
	2.3 %	0.0 %	11.4 %	11.4 %	14.8 %	2.3 %	58.0 %
88.2 % 7. Services were available at times that were good for me	1	1	2	15	15	0	54
	1.1 %	1.1 %	2.3 %	17.1 %	17.1 %	0.0 %	61.4 %
83.3 % 8. I was able to get all the services I thought I needed	1	1	4	16	14	0	52
	1.1 %	1.1 %	4.5 %	18.2 %	15.9 %	0.0 %	59.1 %
67.6 % 9. I was able to see a psychiatrist when I wanted to	2	0	10	12	13	0	51
	2.3 %	0.0 %	11.4 %	13.6 %	14.8 %	0.0 %	58.0 %
85.3 % 10. Staff here believe that I can grow, change and recover	0	0	5	12	17	1	53
	0.0 %	0.0 %	5.7 %	13.6 %	19.3 %	1.1 %	60.2 %
94.4 % 11. I felt comfortable asking questions about my treatment and medication	1	0	1	19	15	0	52
	1.1 %	0.0 %	1.1 %	21.6 %	17.1 %	0.0 %	59.1 %
63.9 % 12. I felt free to complain	2	5	6	11	12	0	52
	2.3 %	5.7 %	6.8 %	12.5 %	13.6 %	0.0 %	59.1 %
77.8 % 13. I was given information about my rights	0	1	7	13	15	0	52
	0.0 %	1.1 %	8.0 %	14.8 %	17.1 %	0.0 %	59.1 %
80.6 % 14. Staff encouraged me to take responsibility for how I live my life	0	1	6	13	16	0	52
	0.0 %	1.1 %	6.8 %	14.8 %	18.2 %	0.0 %	59.1 %
72.2 % 15. Staff told me what side effects to watch out for	1	0	9	11	15	0	52
	1.1 %	0.0 %	10.2 %	12.5 %	17.1 %	0.0 %	59.1 %
77.8 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	2	6	13	15	0	52
	0.0 %	2.3 %	6.8 %	14.8 %	17.1 %	0.0 %	59.1 %
78.8 % 17. I, not staff, decided my treatment goals	0	2	5	13	13	0	55
	0.0 %	2.3 %	5.7 %	14.8 %	14.8 %	0.0 %	62.5 %
79.4 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	1	6	10	17	1	53
	0.0 %	1.1 %	6.8 %	11.4 %	19.3 %	1.1 %	60.2 %
70.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	3	0	7	9	15	0	54
	3.4 %	0.0 %	8.0 %	10.2 %	17.1 %	0.0 %	61.4 %
82.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1	2	3	13	15	0	54
	1.1 %	2.3 %	3.4 %	14.8 %	17.1 %	0.0 %	61.4 %
76.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems	2	2	4	13	13	0	54
	2.3 %	2.3 %	4.5 %	14.8 %	14.8 %	0.0 %	61.4 %
82.9 % 22. As a direct result of the services I received: I am better able to control my life	1	0	5	16	13	0	53
	1.1 %	0.0 %	5.7 %	18.2 %	14.8 %	0.0 %	60.2 %
72.2 % 23. As a direct result of the services I received: I am better able to deal with crisis	1	2	7	13	13	0	52
	1.1 %	2.3 %	8.0 %	14.8 %	14.8 %	0.0 %	59.1 %
74.2 % 24. As a direct result of the services I received: I am getting along better with my family	0	0	8	12	11	2	55
	0.0 %	0.0 %	9.1 %	13.6 %	12.5 %	2.3 %	62.5 %
67.6 % 25. As a direct result of the services I received: I do better in social situations	0	3	8	12	11	0	54
	0.0 %	3.4 %	9.1 %	13.6 %	12.5 %	0.0 %	61.4 %

MHSIP Items 26-36, N = 88 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
68.6 % 26. As a direct result of the services I received: I do better in school and or work	1	2	8	11	13	1	52
	1.1 %	2.3 %	9.1 %	12.5 %	14.8 %	1.1 %	59.1 %
72.7 % 27. As a direct result of the services I received: My housing situation has improved		2 2.3 %	6 6.8 %	10 11.4 %	14 14 15.9 %	1	54 61.4 %
82.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0	3	3	15	13	0	54
	0.0 %	3.4 %	3.4 %	17.1 %	14.8 %	0.0 %	61.4 %
78.1 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1	1	5	11	14	0	56
	1.1 %	1.1 %	5.7 %	12.5 %	15.9 %	0.0 %	63.6 %
78.8 % 30. As a direct result of the services I received: I am better able to take care of my needs	1	2	4	14	12	0	55
	1.1 %	2.3 %	4.5 %	15.9 %	13.6 %	0.0 %	62.5 %
78.1 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1	1	5	13	12	0	56
	1.1 %	1.1 %	5.7 %	14.8 %	13.6 %	0.0 %	63.6 %
72.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1	1	7	13	11	0	55
	1.1 %	1.1 %	8.0 %	14.8 %	12.5 %	0.0 %	62.5 %
67.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	1	1	9	9	14	0	54
	1.1 %	1.1 %	10.2 %	10.2 %	15.9 %	0.0 %	61.4 %
68.8 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1	1	8	10	12	0	56
	1.1 %	1.1 %	9.1 %	11.4 %	13.6 %	0.0 %	63.6 %
80.0 % 35. As a direct result of the services I received: I feel I belong in my community	1	0	6	14	14	0	53
	1.1 %	0.0 %	6.8 %	15.9 %	15.9 %	0.0 %	60.2 %
68.8 % 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	8	9	13	0	56
	1.1 %	1.1 %	9.1 %	10.2 %	14.8 %	0.0 %	63.6 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by ompletion Status Adult/Older Adult To

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	26	0	26
	29.5 %	0 %	29.5 %
Impaired	10	0	10
	11.4 %	0 %	11.4 %
Language	1	0	1
	1.1 %	0 %	1.1 %
Other	9	0	9
	10.2 %	0 %	10.2 %
No Data	5	0	5
	5.7 %	0 %	5.7 %
Completed Survey	37	0	37
	42 %	0 %	42 %
Total	88	0	88
	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 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.



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 Satisfaction¹ **94.7%**

Return Rate² over 100%

Overall satisfaction³ 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

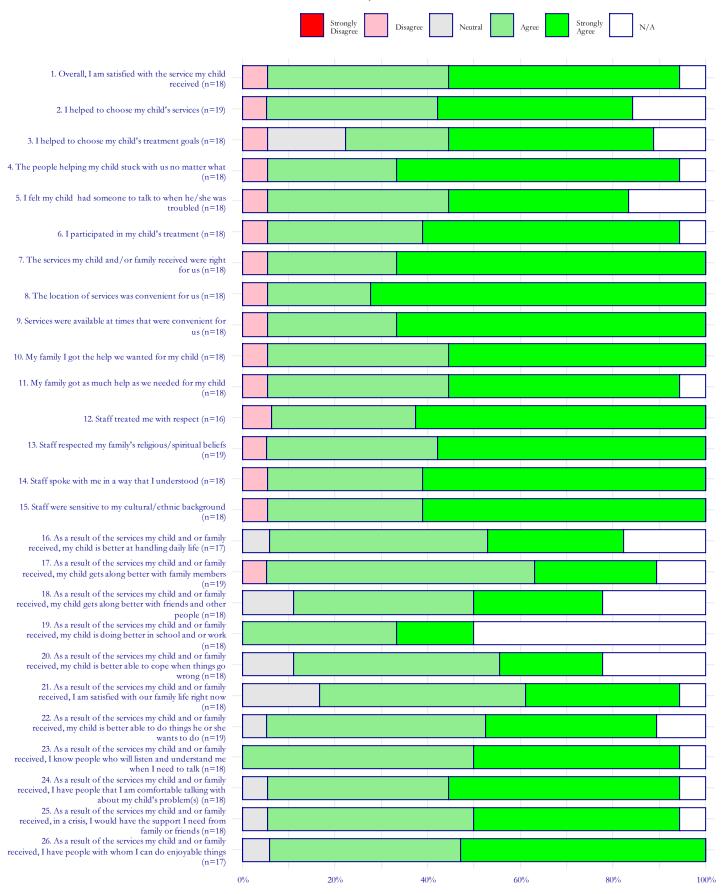
Lowest Agreement Items

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

Youth Services Survey for Families

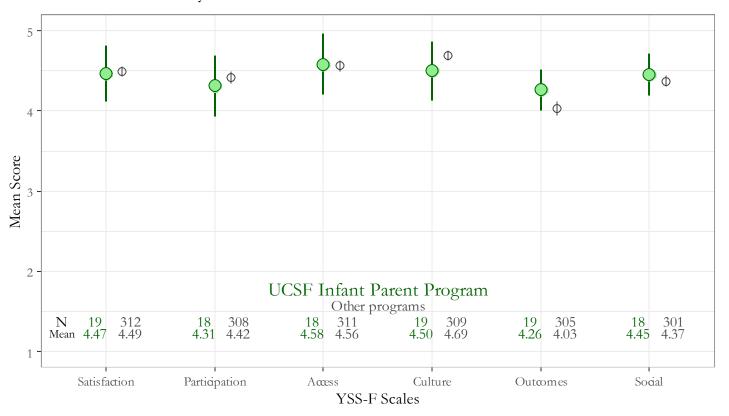


Youth Services Survey for Families, N = 24

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
94.1 % 1. Overall, I am satisfied with the service my child received	0	1	0	7	9	1	6
	0.0 %	4.2 %	0.0 %	29.2 %	37.5 %	4.2 %	25.0 %
93.8 % 2. I helped to choose my child's services	0	1	0	7	8	3	5
	0.0 %	4.2 %	0.0 %	29.2 %	33.3 %	12.5 %	20.8 %
75.0 % 3. I helped to choose my child's treatment goals	0	1	3	4	8	2	6
	0.0 %	4.2 %	12.5 %	16.7 %	33.3 %	8.3 %	25.0 %
94.1 % 4. The people helping my child stuck with us no matter what	0	1	0	5	11	1	6
	0.0 %	4.2 %	0.0 %	20.8 %	45.8 %	4.2 %	25.0 %
93.3 % 5. I felt my child had someone to talk to when he/she was troubled	0	1	0	7	7	3	6
	0.0 %	4.2 %	0.0 %	29.2 %	29.2 %	12.5 %	25.0 %
94.1 % 6. I participated in my child's treatment	0	1	0	6	10	1	6
	0.0 %	4.2 %	0.0 %	25.0 %	41.7 %	4.2 %	25.0 %
94.4 % 7. The services my child and/or family received were right for us	0	1	0	5	12	0	6
	0.0 %	4.2 %	0.0 %	20.8 %	50.0 %	0.0 %	25.0 %
94.4 % 8. The location of services was convenient for us	0	1	0	4	13	0	6
	0.0 %	4.2 %	0.0 %	16.7 %	54.2 %	0.0 %	25.0 %
94.4 % 9. Services were available at times that were convenient for us	0	1	0	5	12	0	6
	0.0 %	4.2 %	0.0 %	20.8 %	50.0 %	0.0 %	25.0 %
94.4 % 10. My family I got the help we wanted for my child	0	1	0	7	10	0	6
	0.0 %	4.2 %	0.0 %	29.2 %	41.7 %	0.0 %	25.0 %
94.1 % 11. My family got as much help as we needed for my child	0	1	0	7	9	1	6
	0.0 %	4.2 %	0.0 %	29.2 %	37.5 %	4.2 %	25.0 %
93.8 % 12. Staff treated me with respect	0	1	0	5	10	0	8
	0.0 %	4.2 %	0.0 %	20.8 %	41.7 %	0.0 %	33.3 %
94.7 % 13. Staff respected my family's religious/spiritual beliefs	0	1	0	7	11	0	5
	0.0 %	4.2 %	0.0 %	29.2 %	45.8 %	0.0 %	20.8 %
94.4 % 14. Staff spoke with me in a way that I understood	0	1	0	6	11	0	6
	0.0 %	4.2 %	0.0 %	25.0 %	45.8 %	0.0 %	25.0 %
94.4 % 15. Staff were sensitive to my cultural/ethnic background	0	1	0	6	11	0	6
	0.0 %	4.2 %	0.0 %	25.0 %	45.8 %	0.0 %	25.0 %
92.9 % 16. As a result of the services my child and or family received, my chi is better at handling daily life	ild 0	0	1	8	5	3	7
	0.0 %	0.0 %	4.2 %	33.3 %	20.8 %	12.5 %	29.2 %
94.1 % 17. As a result of the services my child and or family received, my child gets along better with family members	ild 0	1	0	11	5	2	5
	0.0 %	4.2 %	0.0 %	45.8 %	20.8 %	8.3 %	20.8 %
85.7 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	ild 0	0	2	7	5	4	6
	0.0 %	0.0 %	8.3 %	29.2 %	20.8 %	16.7 %	25.0 %
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	6	3	9	6
	0.0 %	0.0 %	0.0 %	25.0 %	12.5 %	37.5 %	25.0 %
85.7 % 20. As a result of the services my child and or family received, my chis better able to cope when things go wrong	ild 0	0	2	8	4	4	6
	0.0 %	0.0 %	8.3 %	33.3 %	16.7 %	16.7 %	25.0 %
82.4 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0	0	3	8	6	1	6
	0.0 %	0.0 %	12.5 %	33.3 %	25.0 %	4.2 %	25.0 %
94.1 % 22. As a result of the services my child and or family received, my child better able to do things he or she wants to do	ild 0	0	1	9	7	2	5
	0.0 %	0.0 %	4.2 %	37.5 %	29.2 %	8.3 %	20.8 %
100.0 % 23. As a result of the services my child and or family received, I kno people who will listen and understand me when I need to talk	w 0	0	0	9	8	1	6
	0.0 %	0.0 %	0.0 %	37.5 %	33.3 %	4.2 %	25.0 %
94.1 % 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	1	7	9	1	6
	0.0 %	0.0 %	4.2 %	29.2 %	37.5 %	4.2 %	25.0 %
94.1 % 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	1	8	8	1	6
	0.0 %	0.0 %	4.2 %	33.3 %	33.3 %	4.2 %	25.0 %
94.1 % 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	1	7	9	0	7
	0.0 %	0.0 %	4.2 %	29.2 %	37.5 %	0.0 %	29.2 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



	Family	Youth	
Refused	4	0	4
	16.7 %	0 %	16.7 %
Impaired	0	0	0
	0 %	0 %	0 %
Language	0	0	0
	0 %	0 %	0 %
Other	1	0	1
	4.2 %	0 %	4.2 %
No Data	0	0	0
	0 %	0 %	0 %
Completed Survey	19	0	19
	79.2 %	0 %	79.2 %
Total	24	0	24
	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 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.



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 Satisfaction¹
100.0%

Return Rate² **Unknown, no Avatar billing**

Overall satisfaction³ 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

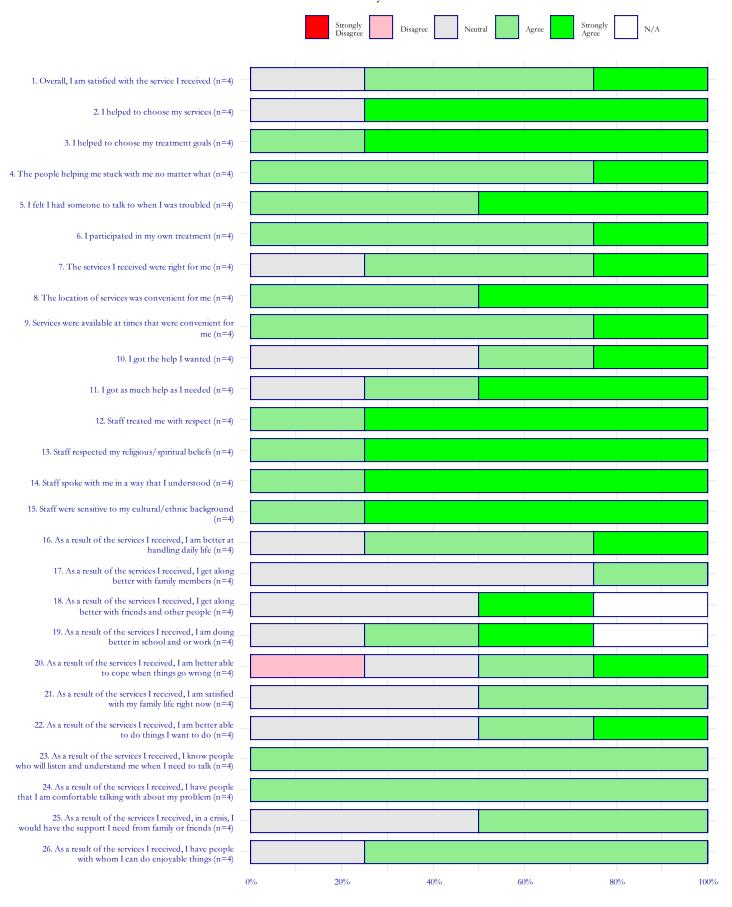
50.0% 10. I got the help I wanted

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

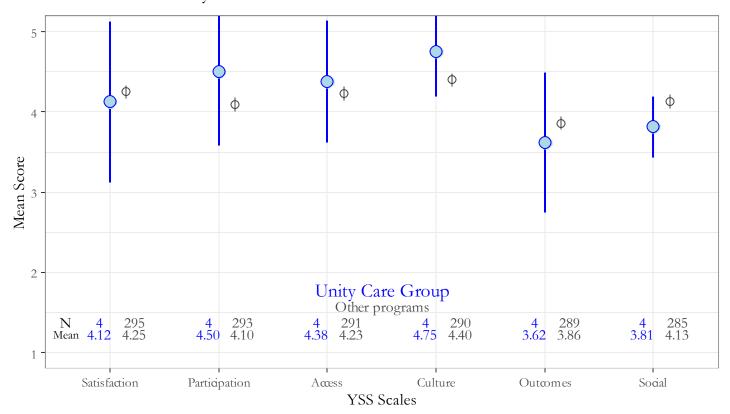


Youth Services Survey for Youth, N = 4

Four Services Survey for Fouri, $N = 4$							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree		Missing
75.0 % 1. Overall, I am satisfied with the service I received	0	0	1	2	1	0	0
	0.0 %	0.0 %	25.0 %	50.0 %	25.0 %	0.0 %	0.0 %
75.0 % 2. I helped to choose my services	0	0	1	0	3	0	0
	0.0 %	0.0 %	25.0 %	0.0 %	75.0 %	0.0 %	0.0 %
100.0 % 3. I helped to choose my treatment goals	0	0	0	1	3	0	0
	0.0 %	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %	0.0 %
100.0 % 4. The people helping me stuck with me no matter what	0	0	0	3	1	0	0
	0.0 %	0.0 %	0.0 %	75.0 %	25.0 %	0.0 %	0.0 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0	0	0	2	2	0	0
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
100.0 % 6. I participated in my own treatment	0	0	0	3	1	0	0
	0.0 %	0.0 %	0.0 %	75.0 %	25.0 %	0.0 %	0.0 %
75.0 % 7. The services I received were right for me	0	0	1	2	1	0	0
	0.0 %	0.0 %	25.0 %	50.0 %	25.0 %	0.0 %	0.0 %
100.0 % 8. The location of services was convenient for me	0	0	0	2	2	0	0
	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %
100.0 % 9. Services were available at times that were convenient for me	0	0	0	3	1	0	0
	0.0 %	0.0 %	0.0 %	75.0 %	25.0 %	0.0 %	0.0 %
50.0 % 10. I got the help I wanted	0	0	2	1	1	0	0
	0.0 %	0.0 %	50.0 %	25.0 %	25.0 %	0.0 %	0.0 %
75.0 % 11. I got as much help as I needed	0	0	1	1	2	0	0
	0.0 %	0.0 %	25.0 %	25.0 %	50.0 %	0.0 %	0.0 %
100.0 % 12. Staff treated me with respect	0	0	0	1	3	0	0
	0.0 %	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %	0.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0	0	0	1	3	0	0
	0.0 %	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %	0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0	1	3	0	0
	0.0 %	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %	0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	1	3	0	0
	0.0 %	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %	0.0 %
75.0 % 16. As a result of the services I received, I am better at handling daily life	0	0	1	2	1	0	0
	0.0 %	0.0 %	25.0 %	50.0 %	25.0 %	0.0 %	0.0 %
25.0 % 17. As a result of the services I received, I get along better with family members	0	0	3	1	0	0	0
	0.0 %	0.0 %	75.0 %	25.0 %	0.0 %	0.0 %	0.0 %
33.3 % 18. As a result of the services I received, I get along better with friends and other people	0	0	2	0	1	1	0
	0.0 %	0.0 %	50.0 %	0.0 %	25.0 %	25.0 %	0.0 %
66.7 % 19. As a result of the services I received, I am doing better in school and or work	0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %
50.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0	1	1	1	1	0	0
	0.0 %	25.0 %	25.0 %	25.0 %	25.0 %	0.0 %	0.0 %
50.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0	0	2	2	0	0	0
	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %	0.0 %
50.0 % 22. As a result of the services I received, I am better able to do things I want to do	0	0	2	1	1	0	0
	0.0 %	0.0 %	50.0 %	25.0 %	25.0 %	0.0 %	0.0 %
100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0	0	0	4	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0	0	0	4	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
50.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0	0	2	2	0	0	0
	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %	0.0 %	0.0 %
75.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things		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% ConfidenceIntervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance Unity Care Group Completion by Completion Status Respondent Type **Total** Family Youth 0 0 0 Refused 0 % 0 % 0 % 0 0 0 Impaired 0 % 0 % 0 % 0 0 0 Language

0 %

0

0 %

0

0 %

0

0 %

100 %

0 %

0

0 %

0

0 %

4

100 %

4

100 %

0 %

0 %

0

0 %

4

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 0 clients; surveys were returned for 4 clients.
- 3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.

Other

Total

No Data

Completed Survey

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.



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 Satisfaction¹

Return Rate²

Overall satisfaction³ 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 Completion Status Clinic Completion by Respondent Type

	Family	Youth	
Refused	1	4	5
	100 %	100 %	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 %
Total	1	4	5
	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 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.



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

Westside ACT

Program Code(s): 8976SP

Overall Satisfaction¹ **85.7%**

Return Rate² **34.8%**

Overall satisfaction³ 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

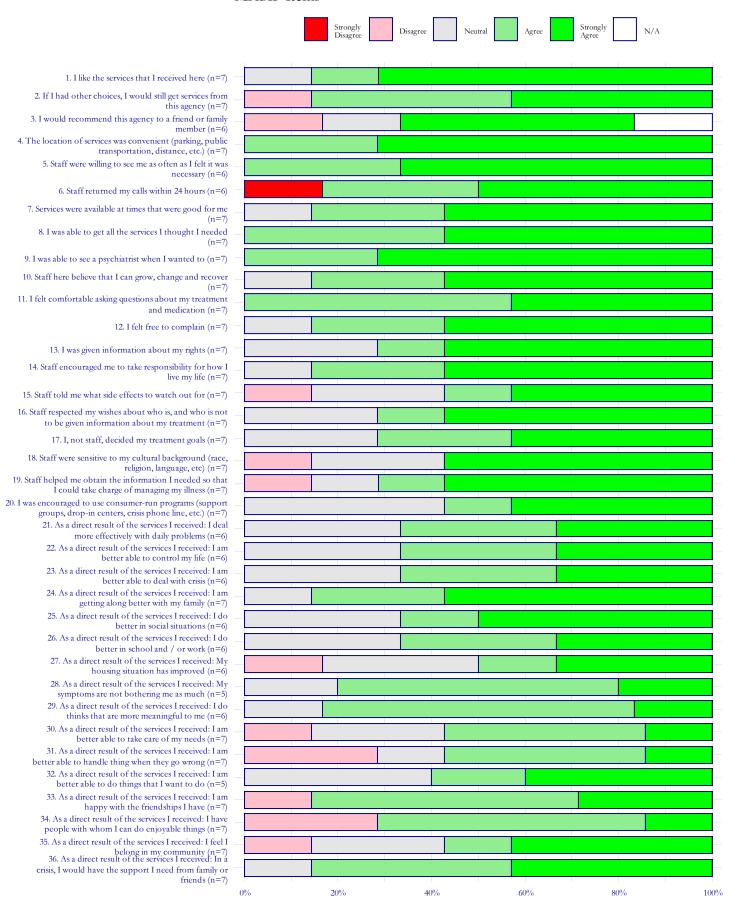
57.1% 15. Staff told me what side effects to watch out for

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



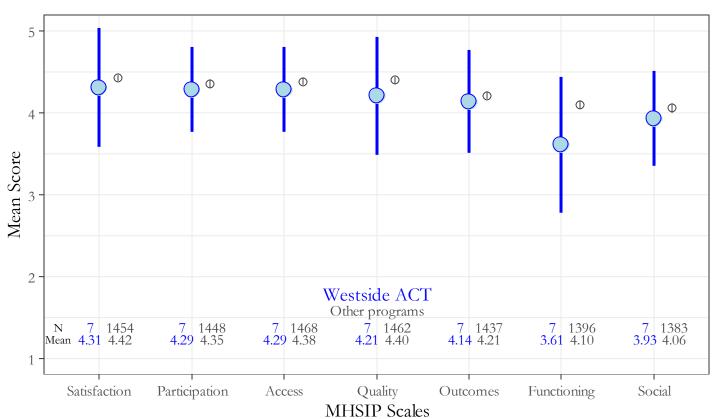
MHSIP Items 1-25, N = 8 Percent Agree

To real rigide	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 1. I like the services that I received here	0	0	1	1	5	0	1
	0.0 %	0.0 %	12.5 %	12.5 %	62.5 %	0.0 %	12.5 %
85.7 % 2. If I had other choices, I would still get services from this agency	0	1	0	3	3	0	1
	0.0 %	12.5 %	0.0 %	37.5 %	37.5 %	0.0 %	12.5 %
60.0 % 3. I would recommend this agency to a friend or family member	0	1	1	0	3	1	2
	0.0 %	12.5 %	12.5 %	0.0 %	37.5 %	12.5 %	25.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	0	2	5	0	1
	0.0 %	0.0 %	0.0 %	25.0 %	62.5 %	0.0 %	12.5 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	0	2	4	0	2
	0.0 %	0.0 %	0.0 %	25.0 %	50.0 %	0.0 %	25.0 %
83.3 % 6. Staff returned my calls within 24 hours	1	0	0	2	3	0	2
	12.5 %	0.0 %	0.0 %	25.0 %	37.5 %	0.0 %	25.0 %
85.7 % 7. Services were available at times that were good for me	0	0	1	2	4	0	1
	0.0 %	0.0 %	12.5 %	25.0 %	50.0 %	0.0 %	12.5 %
100.0 % 8. I was able to get all the services I thought I needed	0	0	0	3	4	0	1
	0.0 %	0.0 %	0.0 %	37.5 %	50.0 %	0.0 %	12.5 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0	0	0	2	5	0	1
	0.0 %	0.0 %	0.0 %	25.0 %	62.5 %	0.0 %	12.5 %
85.7 % 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	1 12.5 %
100.0 % 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	1 12.5 %
85.7 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	0	1 12.5 %
71.4 % 13. I was given information about my rights	0	0	2	1	4	0	1
	0.0 %	0.0 %	25.0 %	12.5 %	50.0 %	0.0 %	12.5 %
85.7 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	1	2	4	0	1
	0.0 %	0.0 %	12.5 %	25.0 %	50.0 %	0.0 %	12.5 %
57.1 % 15. Staff told me what side effects to watch out for	0	1	2	1	3	0	1
	0.0 %	12.5 %	25.0 %	12.5 %	37.5 %	0.0 %	12.5 %
71.4% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	2	1	4	0	1
	0.0 %	0.0 %	25.0 %	12.5 %	50.0 %	0.0 %	12.5 %
71.4 % 17. I, not staff, decided my treatment goals	0	0	2	2	3	0	1
	0.0 %	0.0 %	25.0 %	25.0 %	37.5 %	0.0 %	12.5 %
57.1 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	1	2	0	4	0	1
	0.0 %	12.5 %	25.0 %	0.0 %	50.0 %	0.0 %	12.5 %
71.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	1	1	1	4	0	1
	0.0 %	12.5 %	12.5 %	12.5 %	50.0 %	0.0 %	12.5 %
57.1 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	3	1	3	0	1
	0.0 %	0.0 %	37.5 %	12.5 %	37.5 %	0.0 %	12.5 %
66.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	2	2	2	0	2
	0.0 %	0.0 %	25.0 %	25.0 %	25.0 %	0.0 %	25.0 %
66.7 % 22. As a direct result of the services I received: I am better able to control my life	0	0	2	2	2	0	2
	0.0 %	0.0 %	25.0 %	25.0 %	25.0 %	0.0 %	25.0 %
66.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	2	2	2	0	2
	0.0 %	0.0 %	25.0 %	25.0 %	25.0 %	0.0 %	25.0 %
85.7 % 24. As a direct result of the services I received: I am getting along better with my family		0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	0	1 12.5 %
66.7 % 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

MHSIP Items 26-36, N = 8 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
66.7 % 26. As a direct result of the services I received: I do better in school and /		0	2	2	2	0	2
or work	0.0 %	0.0 %	25.0 %	25.0 %	25.0 %	0.0 %	25.0 %
50.0 % 27. As a direct result of the services I received: My housing situation has	0	1	2	1	2	0	2
improved	0.0 %	12.5 %	25.0 %	12.5 %	25.0 %	0.0 %	25.0 %
80.0 % 28. As a direct result of the services I received: My symptoms are not	0	0	1	3	1	0	3
bothering me as much	0.0 %	0.0 %	12.5 %	37.5 %	12.5 %	0.0 %	37.5 %
83.3 % 29. As a direct result of the services I received: I do thinks that are more	0	0	1	4	1	0	2
meaningful to me	0.0 %	0.0 %	12.5 %	50.0 %	12.5 %	0.0 %	25.0 %
57.1 % 30. As a direct result of the services I received: I am better able to take	0	1	2	3	1	0	1
care of my needs	0.0 %	12.5 %	25.0 %	37.5 %	12.5 %	0.0 %	12.5 %
57.1 % 31. As a direct result of the services I received: I am better able to handle	0	2	1	3	1	0	1
thing when they go wrong	0.0 %	25.0 %	12.5 %	37.5 %	12.5 %	0.0 %	12.5 %
60.0 % 32. As a direct result of the services I received: I am better able to do	0	0	2	1	2	0	3
things that I want to do	0.0 %	0.0 %	25.0 %	12.5 %	25.0 %	0.0 %	37.5 %
85.7 % 33. As a direct result of the services I received: I am happy with the	0	1	0	4	2	0	1
friendships I have	0.0 %	12.5 %	0.0 %	50.0 %	25.0 %	0.0 %	12.5 %
71.4 % 34. As a direct result of the services I received: I have people with whom	0	2	0	4	1	0	1
I can do enjoyable things	0.0 %	25.0 %	0.0 %	50.0 %	12.5 %	0.0 %	12.5 %
57.1 % 35. As a direct result of the services I received: I feel I belong in my	0	1	2	1	3	0	1
community	0.0 %	12.5 %	25.0 %	12.5 %	37.5 %	0.0 %	12.5 %
85.7 % 36. As a direct result of the services I received: In a crisis, I would have	0	0	1	3	3	0	1
the support I need from family or friends	0.0 %	0.0 %	12.5 %	37.5 %	37.5 %	0.0 %	12.5 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

	oraci iraari	_ 0
Adult	Older Adult	
1	0	1
12.5 %	0 %	12.5 %
0	0	0
0 %	0 %	0 %
0	0	0
0 %	0 %	0 %
0	0	0
0 %	0 %	0 %
0	0	0
0 %	0 %	0 %
7	0	7
87.5 %	0 %	87.5 %
8	0	8
100 %	100 %	100 %
	1 12.5 % 0 0 % 0 0 % 0 0 % 0 0 % 7 87.5 %	1 0 12.5 % 0 % 0 0 0 0 % 0 % 0 0 0 0 % 0 % 0 0 0 0 % 0 % 0 0 0 0 % 0 % 7 0 0 87.5 % 0 % 8 0

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.



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 Satisfaction¹
91.5%

Return Rate² **57.7%**

Overall satisfaction³ 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

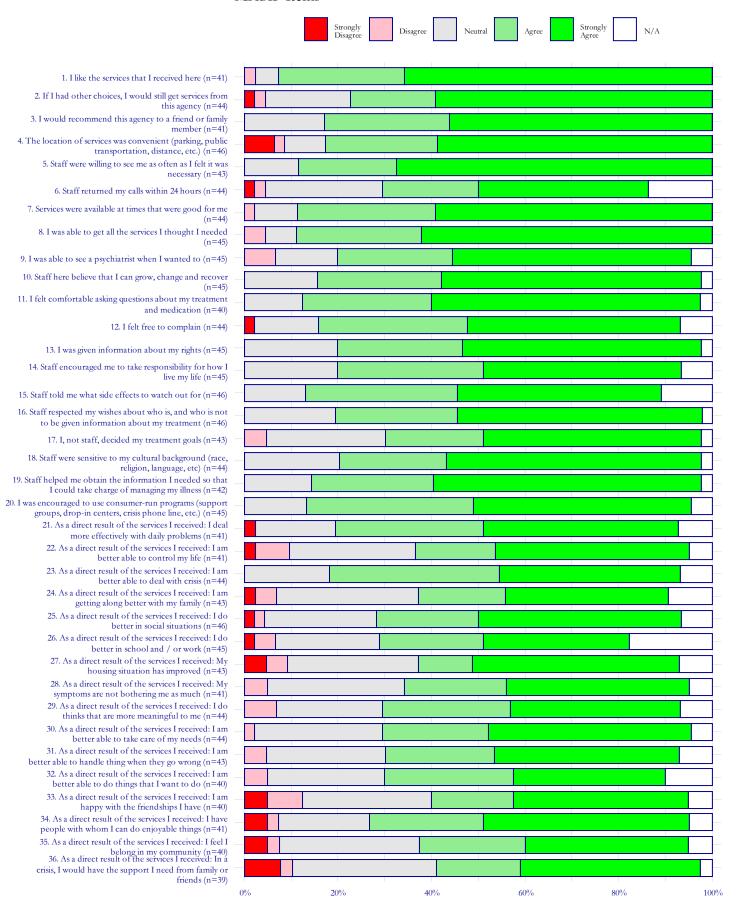
65.8% 6. Staff returned my calls within 24 hours

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



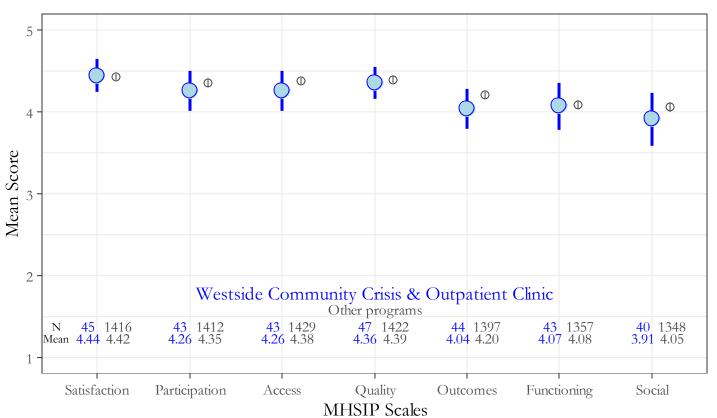
MHSIP Items 1-25, N = 57 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
92.7 % 1. I like the services that I received here	0	1	2	11	27	0	16
	0.0 %	1.8 %	3.5 %	19.3 %	47.4 %	0.0 %	28.1 %
77.3 % 2. If I had other choices, I would still get services from this agency	1	1	8	8	26	0	13
	1.8 %	1.8 %	14.0 %	14.0 %	45.6 %	0.0 %	22.8 %
82.9 % 3. I would recommend this agency to a friend or family member	0	0	7	11	23	0	16
	0.0 %	0.0 %	12.3 %	19.3 %	40.4 %	0.0 %	28.1 %
82.6 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	3	1	4	11	27	0	11
	5.3 %	1.8 %	7.0 %	19.3 %	47.4 %	0.0 %	19.3 %
88.4 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	5	9	29	0	14
	0.0 %	0.0 %	8.8 %	15.8 %	50.9 %	0.0 %	24.6 %
65.8 % 6. Staff returned my calls within 24 hours	1	1	11	9	16	6	13
	1.8 %	1.8 %	19.3 %	15.8 %	28.1 %	10.5 %	22.8 %
88.6 % 7. Services were available at times that were good for me	0	1	4	13	26	0	13
	0.0 %	1.8 %	7.0 %	22.8 %	45.6 %	0.0 %	22.8 %
88.9 % 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	12 21.1 %
79.1 % 9. I was able to see a psychiatrist when I wanted to	0	3	6	11	23	2	12
	0.0 %	5.3 %	10.5 %	19.3 %	40.4 %	3.5 %	21.1 %
84.1 % 10. Staff here believe that I can grow, change and recover	0	0	7	12	25	1	12
	0.0 %	0.0 %	12.3 %	21.1 %	43.9 %	1.8 %	21.1 %
87.2 % 11. I felt comfortable asking questions about my treatment and medication	0	0	5	11	23	1	17
	0.0 %	0.0 %	8.8 %	19.3 %	40.4 %	1.8 %	29.8 %
82.9 % 12. I felt free to complain	1	0	6	14	20	3	13
	1.8 %	0.0 %	10.5 %	24.6 %	35.1 %	5.3 %	22.8 %
79.5 % 13. I was given information about my rights	0	0	9	12	23	1	12
	0.0 %	0.0 %	15.8 %	21.1 %	40.4 %	1.8 %	21.1 %
78.6 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	9	14	19	3	12
	0.0 %	0.0 %	15.8 %	24.6 %	33.3 %	5.3 %	21.1 %
85.4 % 15. Staff told me what side effects to watch out for	0	0	6	15	20	5	11
	0.0 %	0.0 %	10.5 %	26.3 %	35.1 %	8.8 %	19.3 %
80.0 % 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	11 19.3 %
69.0 % 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
79.1 % 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	13 22.8 %
85.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	6	11	24	1	15
	0.0 %	0.0 %	10.5 %	19.3 %	42.1 %	1.8 %	26.3 %
86.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	6	16	21	2	12
	0.0 %	0.0 %	10.5 %	28.1 %	36.8 %	3.5 %	21.1 %
78.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1	0	7	13	17	3	16
	1.8 %	0.0 %	12.3 %	22.8 %	29.8 %	5.3 %	28.1 %
61.5 % 22. As a direct result of the services I received: I am better able to control my life	1	3	11	7	17	2	16
	1.8 %	5.3 %	19.3 %	12.3 %	29.8 %	3.5 %	28.1 %
80.5 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	8	16	17	3	13
	0.0 %	0.0 %	14.0 %	28.1 %	29.8 %	5.3 %	22.8 %
59.0 % 24. As a direct result of the services I received: I am getting along better with my family		2 3.5 %	13 22.8 %	8 14.0 %	15 26.3 %	4 7.0 %	14 24.6 %
69.8 % 25. As a direct result of the services I received: I do better in social situations	1	1	11	10	20	3	11
	1.8 %	1.8 %	19.3 %	17.5 %	35.1 %	5.3 %	19.3 %

MHSIP Items 26-36, N = 57 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
64.9 % 26. As a direct result of the services I received: I do better in school and / or work	1	2	10	10	14	8	12
	1.8 %	3.5 %	17.5 %	17.5 %	24.6 %	14.0 %	21.1 %
60.0 % 27. As a direct result of the services I received: My housing situation	1.8 %	3.3 % 2	17.5 %	17.5 %	24.6 % 19	3	14
has improved	3.5 %	3.5 %	21.1 %	8.8 %	33.3 %	5.3 %	24.6 %
64.1 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0	2	12	9	16	2	16
	0.0 %	3.5 %	21.1 %	15.8 %	28.1 %	3.5 %	28.1 %
68.3 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0.0 %	3 5.3 %	10 17.5 %	12 21.1 %	16 28.1 %	3 5.3 %	13 22.8 %
69.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0	1	12	10	19	2	13
	0.0 %	1.8 %	21.1 %	17.5 %	33.3 %	3.5 %	22.8 %
67.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0	2	11	10	17	3	14
	0.0 %	3.5 %	19.3 %	17.5 %	29.8 %	5.3 %	24.6 %
66.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0	2	10	11	13	4	17
	0.0 %	3.5 %	17.5 %	19.3 %	22.8 %	7.0 %	29.8 %
57.9 % 33. As a direct result of the services I received: I am happy with the friendships I have	2	3	11	7	15	2	17
	3.5 %	5.3 %	19.3 %	12.3 %	26.3 %	3.5 %	29.8 %
71.8 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2	1	8	10	18	2	16
	3.5 %	1.8 %	14.0 %	17.5 %	31.6 %	3.5 %	28.1 %
60.5 % 35. As a direct result of the services I received: I feel I belong in my community	2	1	12	9	14	2	17
	3.5 %	1.8 %	21.1 %	15.8 %	24.6 %	3.5 %	29.8 %
57.9 % 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	12	7	15	1	18
	5.3 %	1.8 %	21.1 %	12.3 %	26.3 %	1.8 %	31.6 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by Completion Status Adult/Older Adult Total

Completion Status	Adult/	Older Adult	Total
	Adult	Older Adult	
Refused	7	2	9
	13.2 %	50 %	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	0	1
	1.9 %	0 %	1.8 %
Completed Survey	45	2	47
	84.9 %	50 %	82.5 %
Total	53	4	57
	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 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.



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

YMCA OMI Excelsior Youth Center

Program Code(s): 38531

Overall Satisfaction¹ **80.0%**

Return Rate² **Unknown, no Avatar billing**

Overall satisfaction³ 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

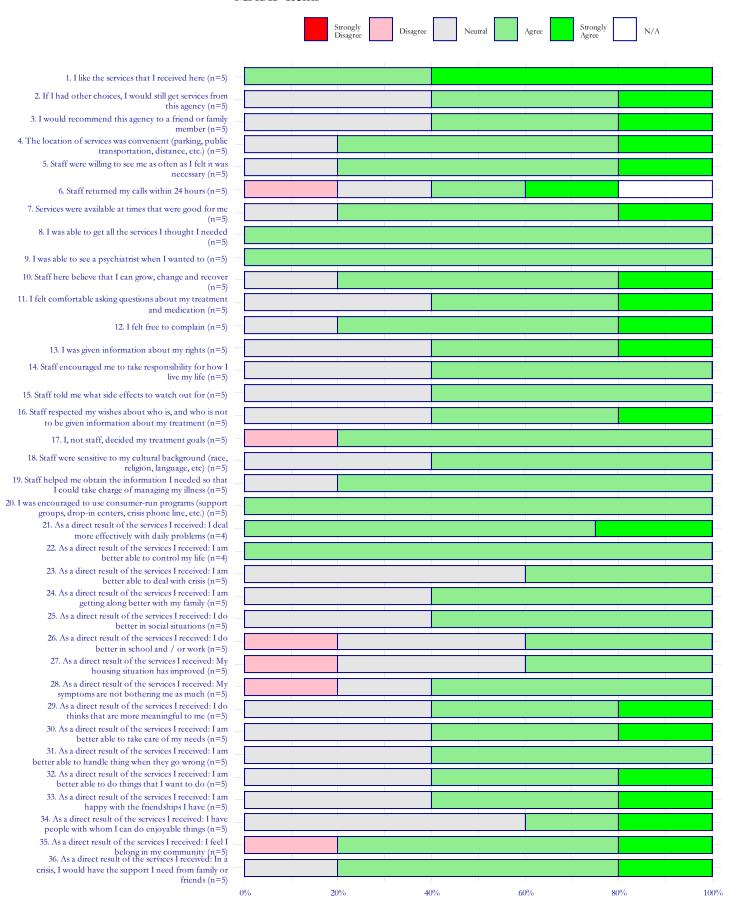
50.0% 6. Staff returned my calls within 24 hours

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



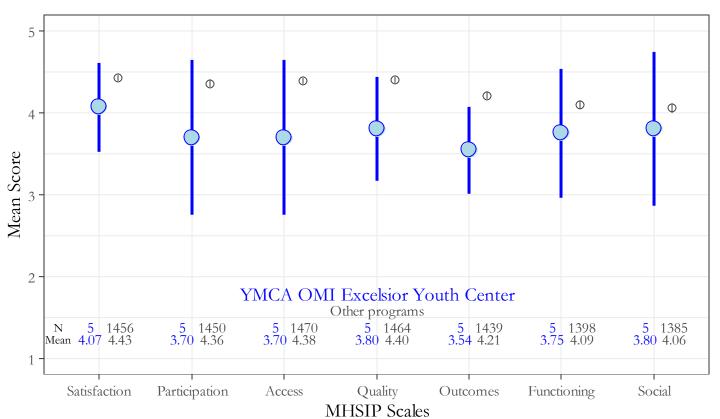
MHSIP Items 1-25, N = 5Percent Agree

To real rigide	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0	0	0	2	3	0	0
	0.0 %	0.0 %	0.0 %	40.0 %	60.0 %	0.0 %	0.0 %
60.0 % 2. If I had other choices, I would still get services from this agency	0	0	2	2	1	0	0
	0.0 %	0.0 %	40.0 %	40.0 %	20.0 %	0.0 %	0.0 %
60.0 % 3. I would recommend this agency to a friend or family member	0	0	2	2	1	0	0
	0.0 %	0.0 %	40.0 %	40.0 %	20.0 %	0.0 %	0.0 %
80.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0	0	1	3	1	0	0
	0.0 %	0.0 %	20.0 %	60.0 %	20.0 %	0.0 %	0.0 %
80.0 % 5. Staff were willing to see me as often as I felt it was necessary	0	0	1	3	1	0	0
	0.0 %	0.0 %	20.0 %	60.0 %	20.0 %	0.0 %	0.0 %
50.0 % 6. Staff returned my calls within 24 hours	0	1	1	1	1	1	0
	0.0 %	20.0 %	20.0 %	20.0 %	20.0 %	20.0 %	0.0 %
80.0 % 7. Services were available at times that were good for me	0	0	1	3	1	0	0
	0.0 %	0.0 %	20.0 %	60.0 %	20.0 %	0.0 %	0.0 %
100.0 % 8. I was able to get all the services I thought I needed	0	0	0	5	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0	0	0	5	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
80.0 % 10. Staff here believe that I can grow, change and recover	0	0	1	3	1	0	0
	0.0 %	0.0 %	20.0 %	60.0 %	20.0 %	0.0 %	0.0 %
60.0 % 11. I felt comfortable asking questions about my treatment and medication	0	0	2	2	1	0	0
	0.0 %	0.0 %	40.0 %	40.0 %	20.0 %	0.0 %	0.0 %
80.0 % 12. I felt free to complain	0	0	1	3	1	0	0
	0.0 %	0.0 %	20.0 %	60.0 %	20.0 %	0.0 %	0.0 %
60.0 % 13. I was given information about my rights	0	0	2	2	1	0	0
	0.0 %	0.0 %	40.0 %	40.0 %	20.0 %	0.0 %	0.0 %
60.0 % 14. Staff encouraged me to take responsibility for how I live my life	0	0	2	3	0	0	0
	0.0 %	0.0 %	40.0 %	60.0 %	0.0 %	0.0 %	0.0 %
60.0 % 15. Staff told me what side effects to watch out for	0	0	2	3	0	0	0
	0.0 %	0.0 %	40.0 %	60.0 %	0.0 %	0.0 %	0.0 %
60.0% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0	0	2	2	1	0	0
	0.0 %	0.0 %	40.0 %	40.0 %	20.0 %	0.0 %	0.0 %
80.0 % 17. I, not staff, decided my treatment goals	0	1	0	4	0	0	0
	0.0 %	20.0 %	0.0 %	80.0 %	0.0 %	0.0 %	0.0 %
60.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0	0	2	3	0	0	0
	0.0 %	0.0 %	40.0 %	60.0 %	0.0 %	0.0 %	0.0 %
80.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0	0	1	4	0	0	0
	0.0 %	0.0 %	20.0 %	80.0 %	0.0 %	0.0 %	0.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0	0	0	5	0	0	0
	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %	0.0 %	0.0 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0	0	0	3	1	0	1
	0.0 %	0.0 %	0.0 %	60.0 %	20.0 %	0.0 %	20.0 %
100.0 % 22. As a direct result of the services I received: I am better able to control my life	0	0	0	4	0	0	1
	0.0 %	0.0 %	0.0 %	80.0 %	0.0 %	0.0 %	20.0 %
40.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0	0	3	2	0	0	0
	0.0 %	0.0 %	60.0 %	40.0 %	0.0 %	0.0 %	0.0 %
60.0 % 24. As a direct result of the services I received: I am getting along bette with my family		0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
60.0 % 25. As a direct result of the services I received: I do better in social situations	0	0	2	3	0	0	0
	0.0 %	0.0 %	40.0 %	60.0 %	0.0 %	0.0 %	0.0 %

MHSIP Items 26-36, N = 5 Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
40.0 % 26. As a direct result of the services I received: I do better in school and /	0	1	2	2	0	0	0
or work	0.0 %	20.0 %	40.0 %	40.0 %	0.0 %	0.0 %	0.0 %
40.0 % 27. As a direct result of the services I received: My housing situation has		1	2	2	0	0	0
improved	0.0 %	20.0 %	40.0 %	40.0 %	0.0 %	0.0 %	0.0 %
60.0 % 28. As a direct result of the services I received: My symptoms are not	0	1	1	3	0	0	0
bothering me as much	0.0 %	20.0 %	20.0 %	60.0 %	0.0 %	0.0 %	0.0 %
60.0 % 29. As a direct result of the services I received: I do thinks that are more	0	0	2	2	1	0	0
meaningful to me	0.0 %	0.0 %	40.0 %	40.0 %	20.0 %	0.0 %	0.0 %
60.0 % 30. As a direct result of the services I received: I am better able to take	0	0	2	2	1	0	0
care of my needs	0.0 %	0.0 %	40.0 %	40.0 %	20.0 %	0.0 %	0.0 %
60.0 % 31. As a direct result of the services I received: I am better able to handle	0	0	2	3	0	0	0
thing when they go wrong	0.0 %	0.0 %	40.0 %	60.0 %	0.0 %	0.0 %	0.0 %
60.0 % 32. As a direct result of the services I received: I am better able to do	0	0	2	2	1	0	0
things that I want to do	0.0 %	0.0 %	40.0 %	40.0 %	20.0 %	0.0 %	0.0 %
60.0 % 33. As a direct result of the services I received: I am happy with the	0	0	2	2	1	0	0
friendships I have	0.0 %	0.0 %	40.0 %	40.0 %	20.0 %	0.0 %	0.0 %
40.0 % 34. As a direct result of the services I received: I have people with whom	0	0	3	1	1	0	0
I can do enjoyable things	0.0 %	0.0 %	60.0 %	20.0 %	20.0 %	0.0 %	0.0 %
80.0 % 35. As a direct result of the services I received: I feel I belong in my	0	1	0	3	1	0	0
community	0.0 %	20.0 %	0.0 %	60.0 %	20.0 %	0.0 %	0.0 %
80.0 % 36. As a direct result of the services I received: In a crisis, I would have	0	0	1	3	1	0	0
the support I need from family or friends	0.0 %	0.0 %	20.0 %	60.0 %	20.0 %	0.0 %	0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance Survey Completion by ompletion Status Adult/Older Adult Tat

Completion Status	Adult/	Total	
	Adult	Older Adult	
Refused	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	2	5
	100 %	100 %	100 %
Total	3	2	5
	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 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.



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 Satisfaction¹ 100.0%

Return Rate² **91.7%**

Overall satisfaction³ 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

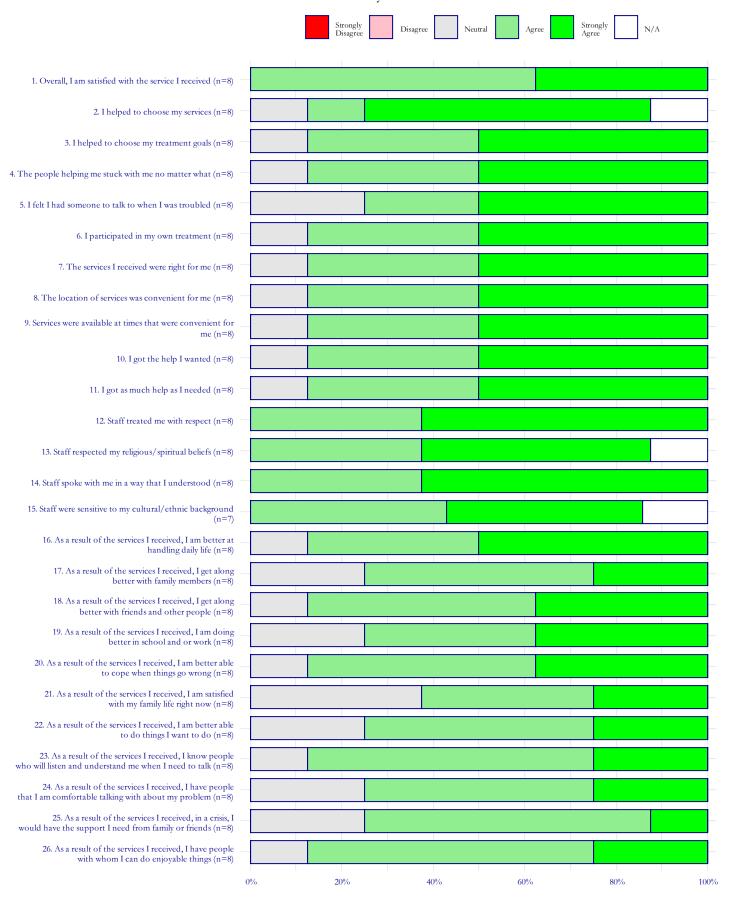
77.8% 5. I felt I had someone to talk to when I was troubled

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

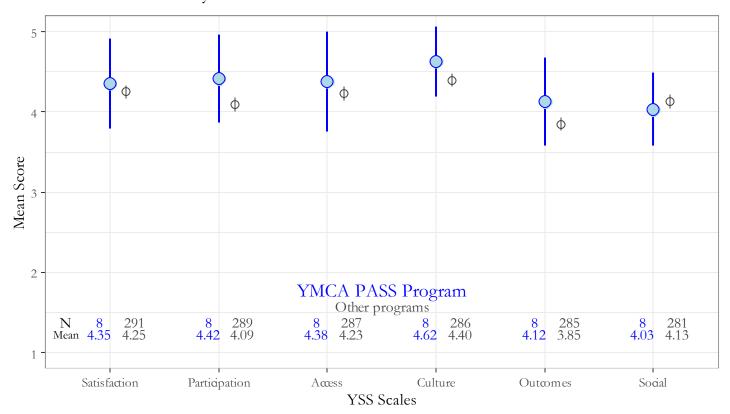


Youth Services Survey for Youth, N = 10

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 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 %
85.7 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 10.0 %	1 10.0 %	5 50.0 %	1	2 20.0 %
87.5 % 3. I helped to choose my treatment goals	0	0	1	3	4	0	2
	0.0 %	0.0 %	10.0 %	30.0 %	40.0 %	0.0 %	20.0 %
87.5 % 4. The people helping me stuck with me no matter what	0.0 %	0.0 %	10.0 %	30.0 %	40.0 %	0.0 %	20.0 %
75.0 % 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 %
87.5 % 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 %
87.5 % 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 %
87.5 % 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 %
87.5 % 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 %
87.5 % 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 %
87.5 % 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 %
100.0 % 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 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0	0	0	3 30.0 %	4 40.0 %	1	2 20.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0	3 30.0 %	5 50.0 %	0	2 20.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0	3 30.0 %	3 30.0 %	1	3 30.0 %
87.5 % 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	2 20.0 %
75.0 % 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 %
87.5 % 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	2 20.0 %
75.0 % 19. As a result of the services I received, I am doing better in school and or work		0 0.0 %	2 20.0 %	3 30.0 %	3 30.0 %	0 0.0 %	2 20.0 %
87.5 % 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 %
62.5 % 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 %	3 30.0 %	3 30.0 %	2 20.0 %	0 0.0 %	2 20.0 %
75.0 % 22. As a result of the services I received, I am better able to do things I	0.0 %	0	2 20.0 %	4 40.0 %	2 20.0 %	0 0.0 %	2
want to do 87.5 % 23. As a result of the services I received, I know people who will listen	0	0.0 %	1	5	2	0	20.0 %
and understand me when I need to talk 75.0 % 24. As a result of the services I received, I have people that I am	0.0 %	0.0 %	10.0 %	50.0 %	20.0 %	0.0 %	20.0 %
comfortable talking with about my problem 75.0 % 25. As a result of the services I received, in a crisis, I would have the	0.0 %	0.0 %	20.0 %	40.0 %	20.0 %	0.0 %	20.0 %
support I need from family or friends	0.0 %	0.0 %	20.0 %	50.0 %	10.0 %	0.0 %	20.0 %
87.5 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0.0 %	0.0 %	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% ConfidenceIntervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance YMCA PASS Program

Completion Status	Comple Responde	Total		
	Family	Youth		
Refused	5	2	7	
	83.3 %	20 %	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	8	9	
	16.7 %	80 %	56.2 %	
Total	6	10	16	
	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 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.



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 Satisfaction¹
100.0%

Return Rate² **73.6%**

Overall satisfaction³ 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

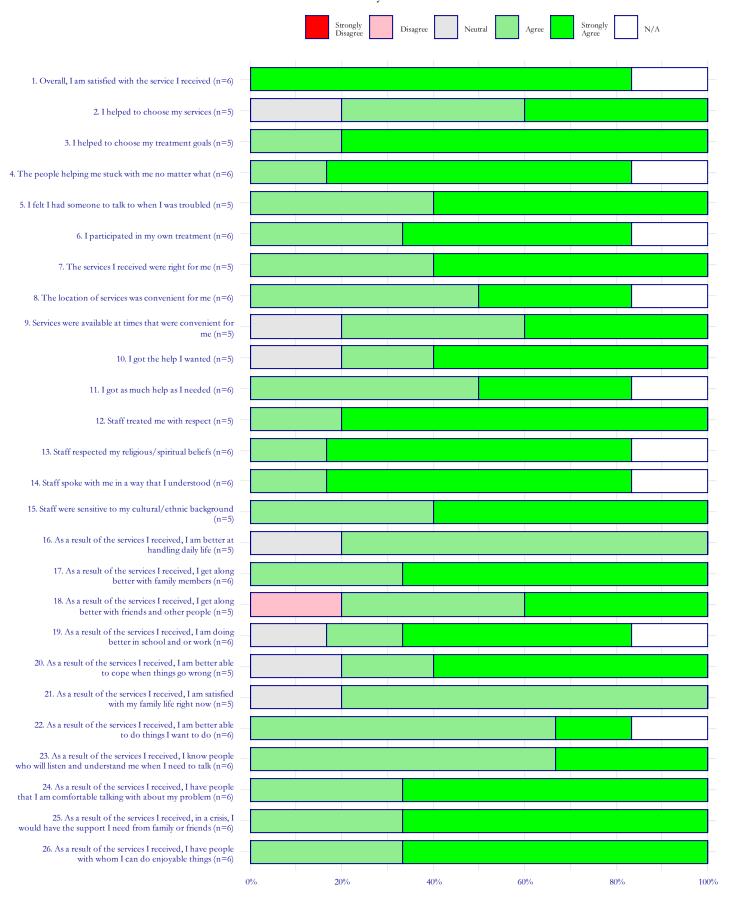
90.9% 2. I helped to choose my services

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.

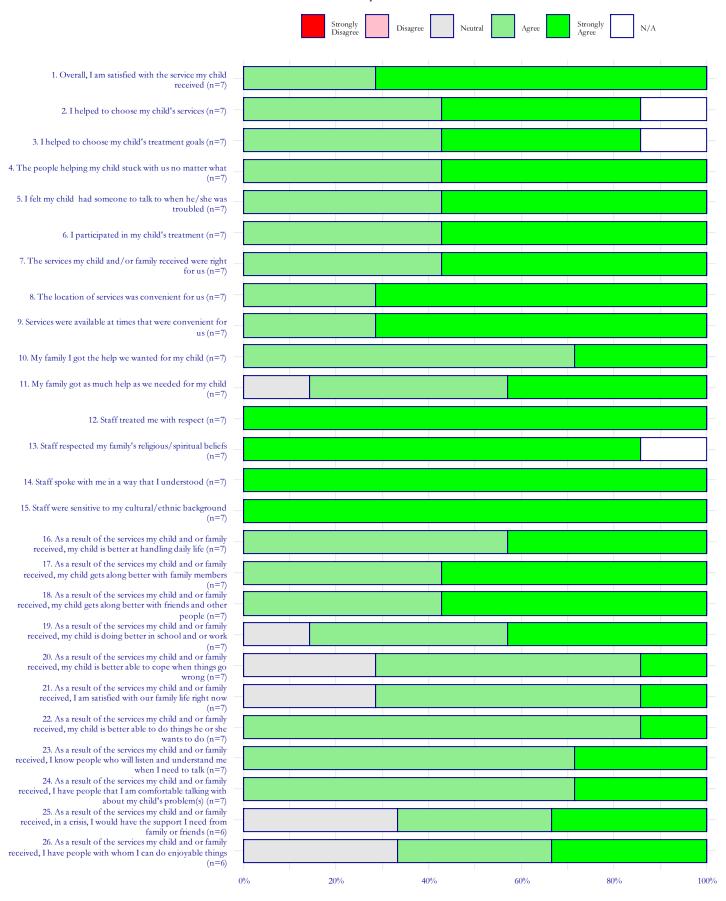
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 17

Touch Services Survey for Touch, IN = 17							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0	0	0	0	5	1	11
	0.0 %	0.0 %	0.0 %	0.0 %	29.4 %	5.9 %	64.7 %
80.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	2 11.8 %	0	12 70.6 %
100.0 % 3. I helped to choose my treatment goals	0	0	0	1	4	0	12
	0.0 %	0.0 %	0.0 %	5.9 % 1	23.5 %	0.0 %	70.6 %
100.0 % 4. The people helping me stuck with me no matter what	0.0 %	0.0 %	0.0 %	5.9 %	23.5 %	5.9 %	64.7 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0	0	0	2	3	0	12
	0.0 %	0.0 %	0.0 %	11.8 %	17.6 %	0.0 %	70.6 %
100.0 % 6. I participated in my own treatment	0	0	0	2	3	1	11
	0.0 %	0.0 %	0.0 %	11.8 %	17.6 %	5.9 %	64.7 %
100.0 % 7. The services I received were right for me	0	0	0	2	3	0	12
	0.0 %	0.0 %	0.0 %	11.8 %	17.6 %	0.0 %	70.6 %
100.0 % 8. The location of services was convenient for me	0	0	0	3	2	1	11
	0.0 %	0.0 %	0.0 %	17.6 %	11.8 %	5.9 %	64.7 %
80.0 % 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	12 70.6 %
80.0 % 10. I got the help I wanted	0	0	1	1	3	0	12
	0.0 %	0.0 %	5.9 %	5.9 %	17.6 %	0.0 %	70.6 %
100.0 % 11. I got as much help as I needed	0	0	0	3	2	1	11
	0.0 %	0.0 %	0.0 %	17.6 %	11.8 %	5.9 %	64.7 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	0	12 70.6 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0	0	0	1	4	1	11
	0.0 %	0.0 %	0.0 %	5.9 %	23.5 %	5.9 %	64.7 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0	1	4	1	11
	0.0 %	0.0 %	0.0 %	5.9 %	23.5 %	5.9 %	64.7 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	2	3	0	12
	0.0 %	0.0 %	0.0 %	11.8 %	17.6 %	0.0 %	70.6 %
80.0 % 16. As a result of the services I received, I am better at handling daily life	0	0	1	4	0	0	12
	0.0 %	0.0 %	5.9 %	23.5 %	0.0 %	0.0 %	70.6 %
100.0 % 17. As a result of the services I received, I get along better with family members	0	0	0	2	4	0	11
	0.0 %	0.0 %	0.0 %	11.8 %	23.5 %	0.0 %	64.7 %
80.0 % 18. As a result of the services I received, I get along better with friends and other people	0	1	0	2	2	0	12
	0.0 %	5.9 %	0.0 %	11.8 %	11.8 %	0.0 %	70.6 %
80.0 % 19. As a result of the services I received, I am doing better in school and or work	0	0	1	1	3	1	11
	0.0 %	0.0 %	5.9 %	5.9 %	17.6 %	5.9 %	64.7 %
80.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0	0	1	1	3	0	12
	0.0 %	0.0 %	5.9 %	5.9 %	17.6 %	0.0 %	70.6 %
80.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	0 0.0 %	0	12 70.6 %
100.0 % 22. As a result of the services I received, I am better able to do things I	0	0	0	4	1	1	11
want to do 100.0 % 23. As a result of the services I received, I know people who will listen	0.0 %	0.0 %	0.0 %	23.5 %	5.9 % 2	5.9 %	64.7 %
and understand me when I need to talk	0.0 %	0.0 %	0.0 %	23.5 %	11.8 %		64.7 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0	0	0	2	4	0	11
	0.0 %	0.0 %	0.0 %	11.8 %	23.5 %	0.0 %	64.7 %
100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	0	11 64.7 %
100.0 % 26. As a result of the services I received, I have people with whom I can	0	0	0.0 %	2	4	0	11
do enjoyable things	0.0 %	0.0 %	0.0 %	11.8 %	23.5 %	0.0 %	64.7 %

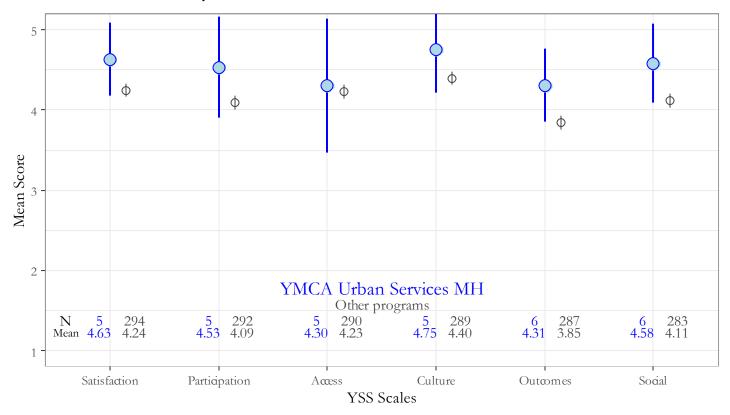
Youth Services Survey for Families



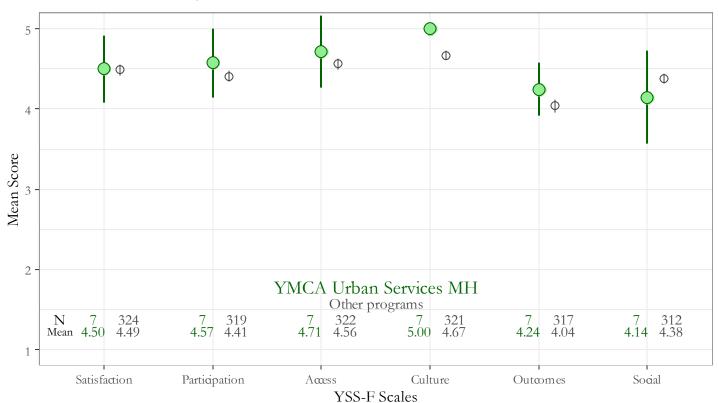
Youth Services Survey for Families, N = 35

Touth Services Survey for Families, 11 = 33							
	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	2	5	0	28
1. Overall, I aim substitut with the service my clinic received	0.0 %	0.0 %	0.0 %	5.7 %	14.3 %	0.0 %	80.0 %
100.0 % 2. I helped to choose my child's services	0	0	0	3	3	1	28
2000 / V 2/1 no.ped to encose my ennes services	0.0 %	0.0 %	0.0 %	8.6 %	8.6 %	2.9 %	80.0 %
100.0 % 3. I helped to choose my child's treatment goals	0	0	0	3	3	1	28
	0.0 %	0.0 %	0.0 %	8.6 %	8.6 %		80.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0	0	0	3	4	0	28
	0.0 %	0.0 %	0.0 %	8.6 %	11.4 %		
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0	0	0	3	4	0	28
·	0.0 %	0.0 %	0.0 %	8.6 %	11.4 %		80.0 %
100.0 % 6. I participated in my child's treatment	0	0	0	3	4	0	28
,	0.0 %	0.0 %	0.0 %	8.6 %	11.4 %		80.0 %
100.0 % 7. The services my child and/or family received were right for us	0	0	0	3	4	0	28
, , ,	0.0 %	0.0 %	0.0 %	8.6 %	11.4 %		80.0 %
100.0 % 8. The location of services was convenient for us	0	0	0	2	5	0	28
	0.0 %	0.0 %	0.0 %	5.7 %	14.3 %		80.0 %
100.0 % 9. Services were available at times that were convenient for us	0	0	0	2	5	0	28
	0.0 %	0.0 %	0.0 %	5.7 %	14.3 %		80.0 %
100.0 % 10. My family I got the help we wanted for my child	0	0	0	5	2	0	28
20000 70 107 125 Imming 1 got the next the manager for my emits	0.0 %	0.0 %	0.0 %	14.3 %	5.7 %		80.0 %
85.7 % 11. My family got as much help as we needed for my child	0	0	1	3	3	0	28
over, to 111112, manify got as made not pass to needed to: my emid	0.0 %	0.0 %	2.9 %	8.6 %	8.6 %		80.0 %
100.0 % 12. Staff treated me with respect	0	0	0	0	7	0	28
1000 /0 12. Stair acated the with respect	0.0 %	0.0 %	0.0 %	0.0 %	20.0 %	0.0 %	80.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0	0	0	0	6	1	28
100.0 /6 13. Stair respected my raining steinglous spiritual benefits	0.0 %	0.0 %	0.0 %	0.0 %	17.1 %	2.9 %	80.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0	0	0	0	7	0	28
14. Stair spoke with the in a way that I anderstood	0.0 %	0.0 %	0.0 %	0.0 %	20.0 %	0.0 %	80.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0	0	0	0	7	0	28
1000 /0 13. Stair were sensitive to my cultural culture background	0.0 %	0.0 %	0.0 %	0.0 %	20.0 %	0.0 %	80.0 %
100.0 % 16. As a result of the services my child and or family received, my child		0	0	4	3	0	28
is better at handling daily life	0.0 %	0.0 %	0.0 %	11.4 %	8.6 %		80.0 %
100.0 % 17. As a result of the services my child and or family received, my child		0	0	3	4	0	28
gets along better with family members	0.0 %	0.0 %	0.0 %	8.6 %	11.4 %	0.0 %	80.0 %
100.0 % 18. As a result of the services my child and or family received, my child		0	0	3	4	0	28
gets along better with friends and other people	0.0 %	0.0 %	0.0 %	8.6 %	11.4 %		
85.7 % 19. As a result of the services my child and or family received, my child	0	0	1	3	3	0	28
is doing better in school and or work	0.0 %	0.0 %	2.9 %	8.6 %	8.6 %		80.0 %
71.4 % 20. As a result of the services my child and or family received, my child	0	0	2	4	1	0	28
is better able to cope when things go wrong	0.0 %	0.0 %	5.7 %	11.4 %	2.9 %		80.0 %
71.4 % 21. As a result of the services my child and or family received, I am	0	0	2	4	1	0	28
satisfied with our family life right now	0.0 %	0.0 %	5.7 %	11.4 %	2.9 %		80.0 %
100.0 % 22. As a result of the services my child and or family received, my child		0	0	6	1	0	28
is better able to do things he or she wants to do	0.0 %	0.0 %	0.0 %	17.1 %	2.9 %		80.0 %
100.0 % 23. As a result of the services my child and or family received, I know	0	0	0	5	2	0	28
people who will listen and understand me when I need to talk	0.0 %	0.0 %	0.0 %	14.3 %	5.7 %		80.0 %
100.0 % 24. As a result of the services my child and or family received, I have	0	0	0	5	2	0	28
people that I am comfortable talking with about my child's problem(s)	0.0 %	0.0 %	0.0 %	14.3 %	5.7 %		80.0 %
66.7 % 25. As a result of the services my child and or family received, in a crisis,		0	2	2	2	0	29
I would have the support I need from family or friends	0.0 %	0.0 %	5.7 %	5.7 %	5.7 %		82.9 %
66.7 % 26. As a result of the services my child and or family received, I have	0	0	2	2	2	0	29
people with whom I can do enjoyable things	0.0 %	0.0 %	5.7 %	5.7 %	5.7 %	0.0 %	82.9 %

Youth Services Survey - Scale Means and 95% ConfidenceIntervals⁴



Youth Services Survey for Families - Scale Means and 95% ConfidenceIntervals⁴



Survey Compliance YMCA Urban Services MH Completion by **Completion Status Total Respondent Type** Family Youth 10 28 38 Refused 58.8 % 80 % 73.1 % 0 1 1 Impaired 0 % 5.9 % 1.9 % 0 0 0 Language 0 % 0 % 0 % 0 0 0 Other 0 % 0 % 0 % 0 1 1 No Data 0 % 5.9 % 1.9 % 5 12 7 Completed Survey 29.4 % 20 % 23.1 % 35 17 52

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."

100 %

100 %

100 %

- 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.

Total

- 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.