



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Spring 2019

All Mental Health Programs

Overall Satisfaction¹

91.2%

Return Rate²

75.9%

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 May 13-17 2019 (Avatar billing): 4281

People surveyed: 3248 (1044 youth and 2204 adults)

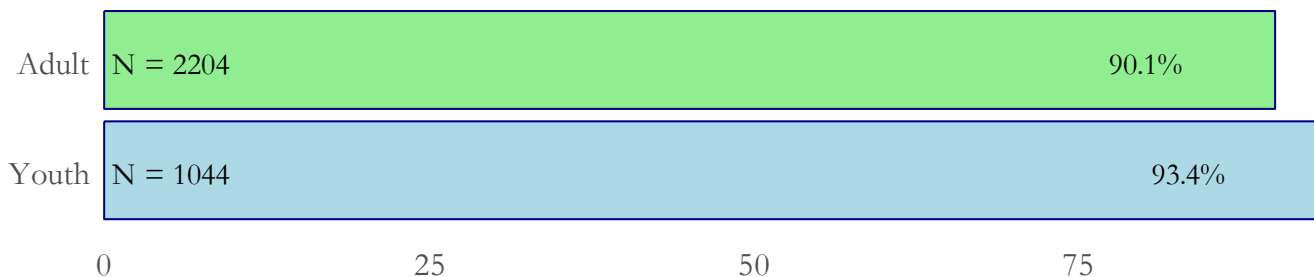
Adult satisfaction mean score: 4.33

Youth satisfaction mean score: 4.27

Family satisfaction mean score: 4.46

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 (May 13th - 17th, 2019) mental health programs billed services for 4281 clients; surveys were returned for 3248 clients ($3248/4281 = 75.9\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

All Mental Health Programs

Overall Satisfaction¹
90.1%

Return Rate²
77.7%

Overall satisfaction³ mean score for mental health programs: **4.33**.

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

Highest Agreement Items

92.7% 1. I like the services that I received here

89.8% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

89.7% 7. Services were available at times that were good for me

Lowest Agreement Items

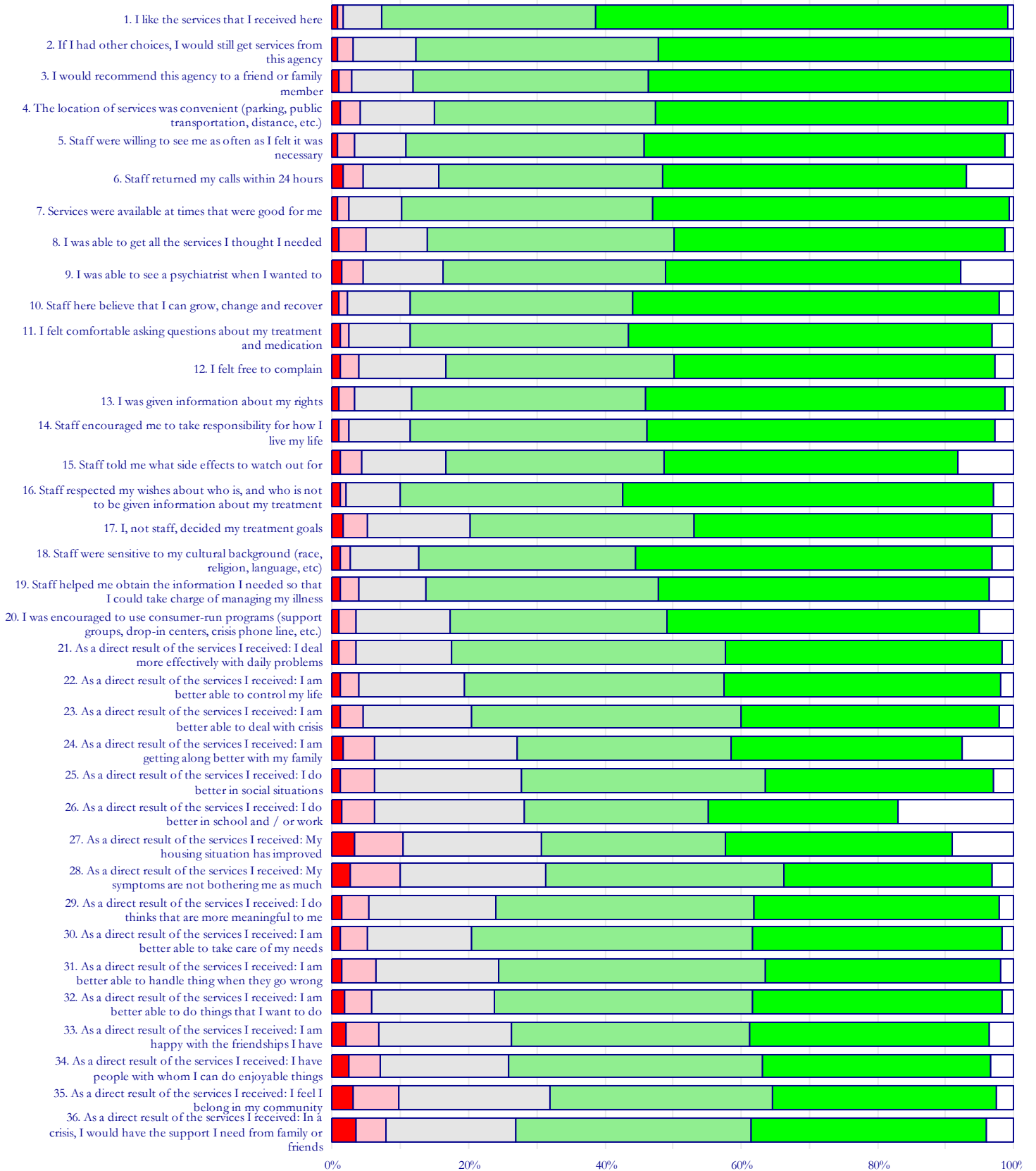
79.0% 17. I, not staff, decided my treatment goals

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

81.8% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

On the second page of the report is a visual display of clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each 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 = 2326

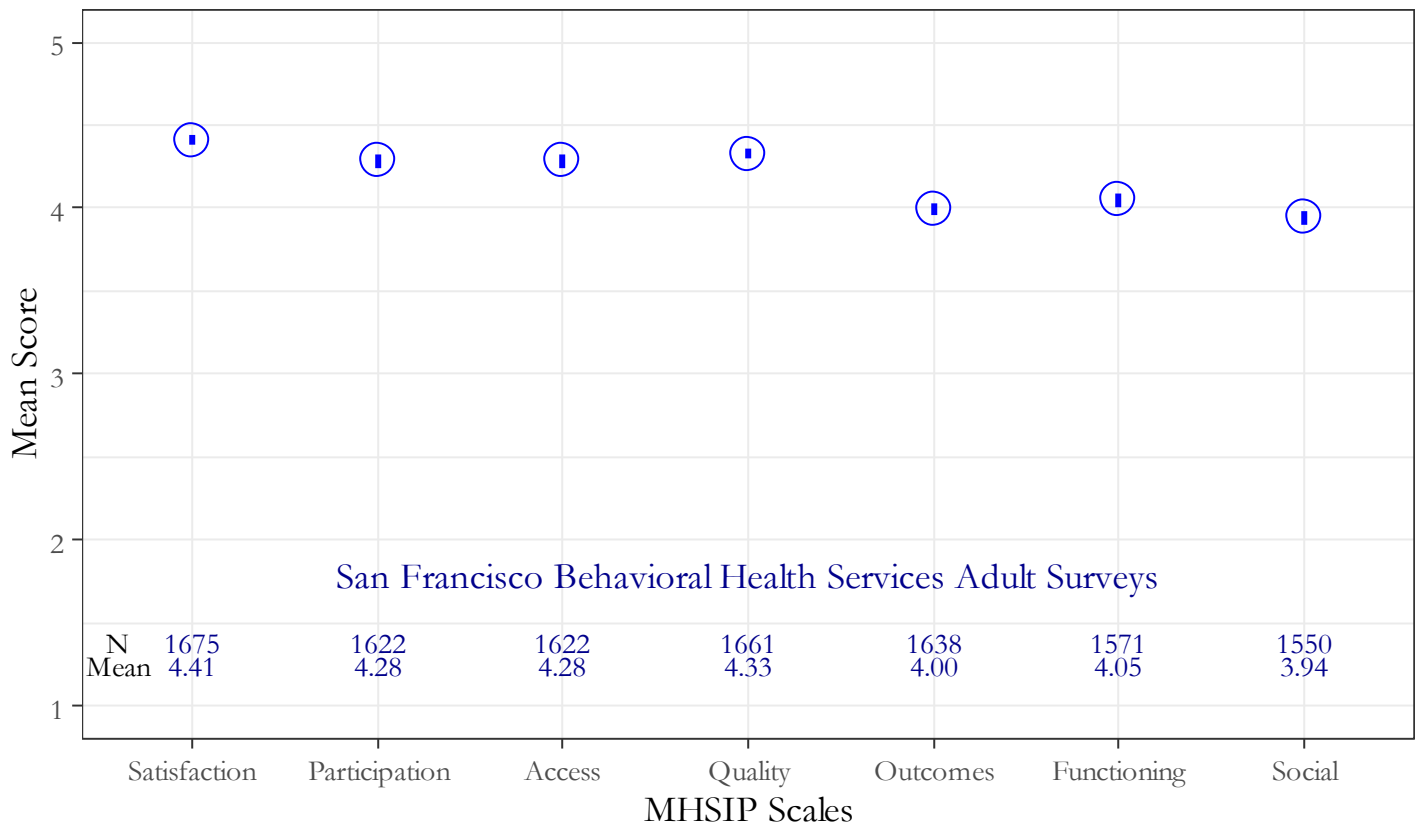
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
92.7 % 1. I like the services that I received here	14 0.6 %	11 0.5 %	96 4.1 %	520 22.4 %	1007 43.3 %	14 0.6 %	664 28.5 %
87.7 % 2. If I had other choices, I would still get services from this agency	14 0.6 %	35 1.5 %	150 6.4 %	579 24.9 %	842 36.2 %	8 0.3 %	698 30.0 %
88.0 % 3. I would recommend this agency to a friend or family member	16 0.7 %	30 1.3 %	148 6.4 %	560 24.1 %	865 37.2 %	9 0.4 %	698 30.0 %
84.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	19 0.8 %	47 2.0 %	181 7.8 %	533 22.9 %	845 36.3 %	16 0.7 %	685 29.4 %
89.0 % 5. Staff were willing to see me as often as I felt it was necessary	13 0.6 %	41 1.8 %	124 5.3 %	569 24.5 %	868 37.3 %	21 0.9 %	690 29.7 %
83.1 % 6. Staff returned my calls within 24 hours	25 1.1 %	50 2.1 %	182 7.8 %	536 23.0 %	730 31.4 %	113 4.9 %	690 29.7 %
89.7 % 7. Services were available at times that were good for me	12 0.5 %	29 1.2 %	126 5.4 %	605 26.0 %	856 36.8 %	11 0.5 %	687 29.5 %
85.9 % 8. I was able to get all the services I thought I needed	16 0.7 %	63 2.7 %	147 6.3 %	589 25.3 %	791 34.0 %	21 0.9 %	699 30.0 %
82.4 % 9. I was able to see a psychiatrist when I wanted to	21 0.9 %	53 2.3 %	189 8.1 %	529 22.7 %	700 30.1 %	126 5.4 %	708 30.4 %
88.3 % 10. Staff here believe that I can grow, change and recover	15 0.6 %	22 0.9 %	148 6.4 %	531 22.8 %	871 37.5 %	35 1.5 %	704 30.3 %
88.2 % 11. I felt comfortable asking questions about my treatment and medication	18 0.8 %	23 1.0 %	145 6.2 %	520 22.4 %	866 37.2 %	53 2.3 %	701 30.1 %
82.9 % 12. I felt free to complain	19 0.8 %	44 1.9 %	208 8.9 %	546 23.5 %	769 33.1 %	46 2.0 %	694 29.8 %
88.3 % 13. I was given information about my rights	16 0.7 %	37 1.6 %	136 5.8 %	559 24.0 %	862 37.1 %	20 0.9 %	696 29.9 %
88.2 % 14. Staff encouraged me to take responsibility for how I live my life	16 0.7 %	22 0.9 %	148 6.4 %	559 24.0 %	827 35.5 %	45 1.9 %	709 30.5 %
81.8 % 15. Staff told me what side effects to watch out for	18 0.8 %	53 2.3 %	201 8.6 %	518 22.3 %	701 30.1 %	132 5.7 %	703 30.2 %
89.8 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	19 0.8 %	15 0.6 %	128 5.5 %	536 23.0 %	892 38.4 %	48 2.1 %	688 29.6 %
79.0 % 17. I, not staff, decided my treatment goals	26 1.1 %	56 2.4 %	246 10.6 %	529 22.7 %	708 30.4 %	51 2.2 %	710 30.5 %
86.8 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	19 0.8 %	24 1.0 %	164 7.0 %	514 22.1 %	849 36.5 %	50 2.1 %	706 30.3 %
85.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	19 0.8 %	44 1.9 %	160 6.9 %	558 24.0 %	790 34.0 %	60 2.6 %	695 29.9 %
81.8 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	15 0.6 %	39 1.7 %	215 9.2 %	499 21.4 %	713 30.6 %	80 3.4 %	765 32.9 %
82.1 % 21. As a direct result of the services I received: I deal more effectively with daily problems	15 0.6 %	39 1.7 %	219 9.4 %	623 26.8 %	630 27.1 %	28 1.2 %	772 33.2 %
80.3 % 22. As a direct result of the services I received: I am better able to control my life	18 0.8 %	42 1.8 %	237 10.2 %	586 25.2 %	624 26.8 %	28 1.2 %	791 34.0 %
79.2 % 23. As a direct result of the services I received: I am better able to deal with crisis	18 0.8 %	54 2.3 %	248 10.7 %	623 26.8 %	594 25.5 %	34 1.5 %	755 32.5 %
70.5 % 24. As a direct result of the services I received: I am getting along better with my family	25 1.1 %	73 3.1 %	330 14.2 %	492 21.1 %	533 22.9 %	120 5.2 %	753 32.4 %
71.4 % 25. As a direct result of the services I received: I do better in social situations	18 0.8 %	78 3.4 %	336 14.4 %	559 24.0 %	521 22.4 %	46 2.0 %	768 33.0 %

MHSIP Items 26-36, N = 2326
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
66.1 % 26. As a direct result of the services I received: I do better in school and / or work	21 0.9 %	75 3.2 %	344 14.8 %	424 18.2 %	433 18.6 %	267 11.5 %	762 32.8 %
66.3 % 27. As a direct result of the services I received: My housing situation has improved	50 2.1 %	111 4.8 %	318 13.7 %	423 18.2 %	521 22.4 %	141 6.1 %	762 32.8 %
67.6 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	40 1.7 %	115 4.9 %	331 14.2 %	542 23.3 %	474 20.4 %	49 2.1 %	775 33.3 %
75.4 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	20 0.9 %	63 2.7 %	290 12.5 %	587 25.2 %	557 23.9 %	33 1.4 %	776 33.4 %
79.2 % 30. As a direct result of the services I received: I am better able to take care of my needs	18 0.8 %	62 2.7 %	239 10.3 %	640 27.5 %	571 24.6 %	27 1.2 %	769 33.1 %
75.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	21 0.9 %	81 3.5 %	282 12.1 %	614 26.4 %	540 23.2 %	30 1.3 %	758 32.6 %
75.8 % 32. As a direct result of the services I received: I am better able to do things that I want to do	29 1.2 %	62 2.7 %	277 11.9 %	589 25.3 %	566 24.3 %	28 1.2 %	775 33.3 %
72.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	30 1.3 %	76 3.3 %	303 13.0 %	544 23.4 %	548 23.6 %	57 2.4 %	768 33.0 %
73.2 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	38 1.6 %	72 3.1 %	292 12.6 %	577 24.8 %	521 22.4 %	51 2.2 %	775 33.3 %
67.3 % 35. As a direct result of the services I received: I feel I belong in my community	48 2.1 %	103 4.4 %	344 14.8 %	509 21.9 %	508 21.8 %	41 1.8 %	773 33.2 %
71.9 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	53 2.3 %	68 2.9 %	298 12.8 %	533 22.9 %	538 23.1 %	61 2.6 %	775 33.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	416 22.2 %	75 16.7 %	491 21.1 %
Impaired	55 2.9 %	43 9.6 %	98 4.2 %
Language	5 0.3 %	4 0.9 %	9 0.4 %
Other	34 1.8 %	7 1.6 %	41 1.8 %
No Data	27 1.4 %	6 1.3 %	33 1.4 %
Completed Survey	1339 71.4 %	315 70 %	1654 71.1 %
Total	1876 100 %	450 100 %	2326 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) mental health programs billed services for 2677 adult clients; surveys were returned for 2084 adult clients ($2084/2677 = 77.7\%$).
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 mental health programs (blue). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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

All Mental Health Programs

Overall Satisfaction¹

93.4%

Return Rate²

72.2%

Overall satisfaction³ mean score for mental health programs: **4.27** (youth), **4.46** (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

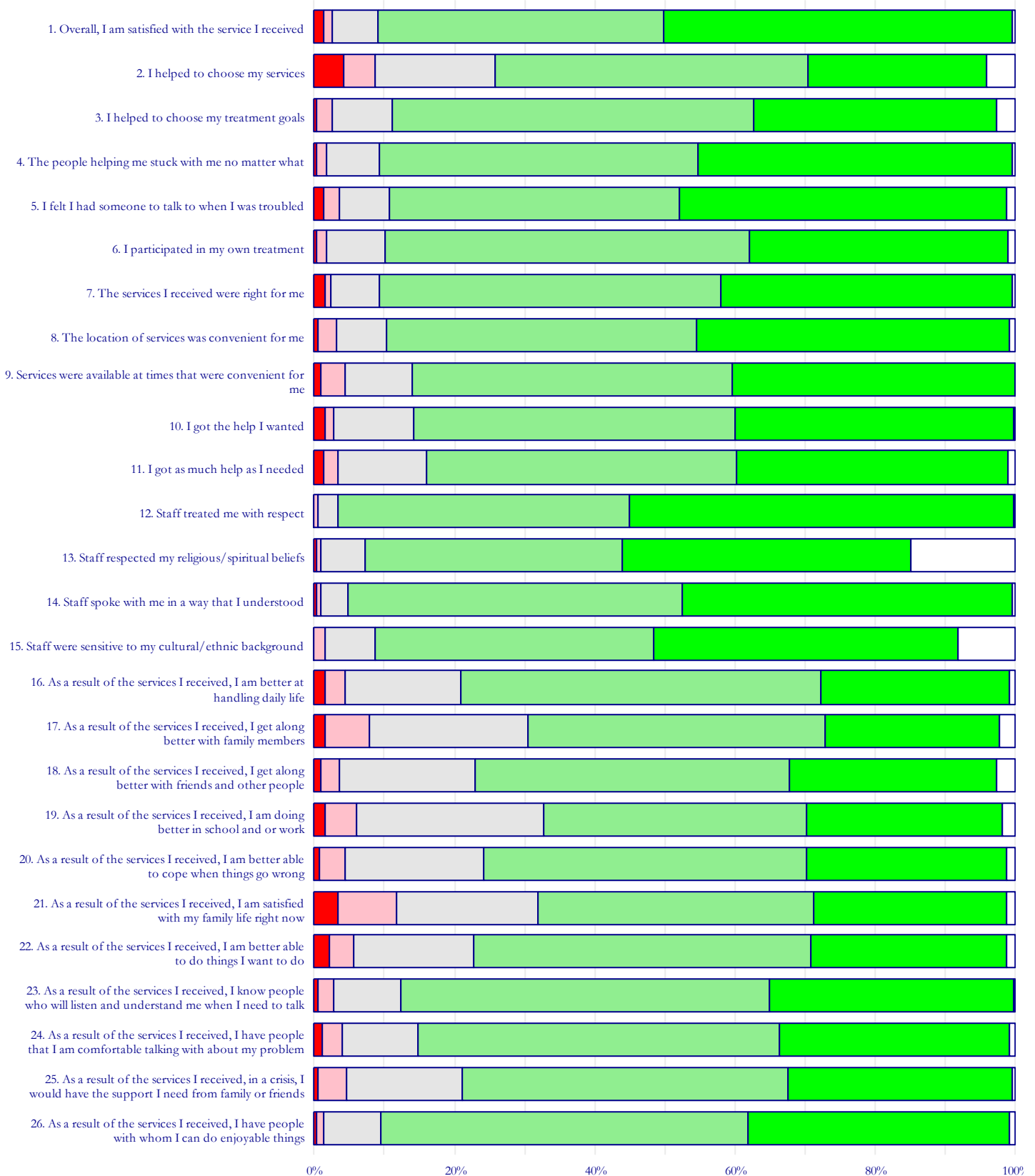
- 96.8% 12. Staff treated me with respect
- 95.9% 14. Staff spoke with me in a way that I understood
- 93.6% 13. Staff respected my religious/spiritual beliefs

Lowest Agreement Items

- 81.3% 2. I helped to choose my services
- 87.2% 11. I got as much help as I needed
- 88.4% 10. I got the help I wanted

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

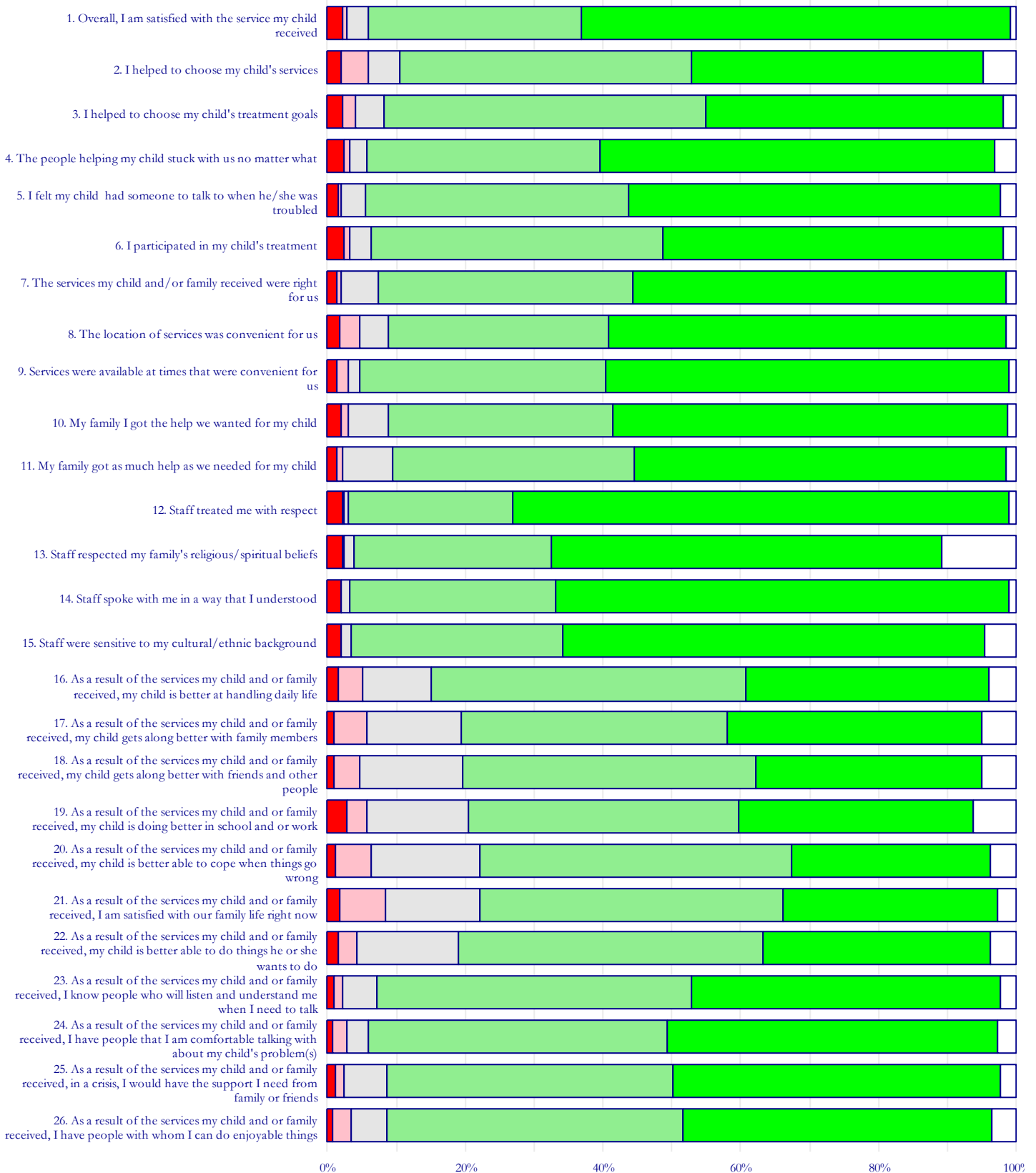
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 541

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.8 % 1. Overall, I am satisfied with the service I received	5 0.9 %	5 0.9 %	26 4.8 %	160 29.6 %	195 36.0 %	2 0.4 %	148 27.4 %
73.2 % 2. I helped to choose my services	16 3.0 %	18 3.3 %	66 12.2 %	174 32.2 %	99 18.3 %	16 3.0 %	152 28.1 %
88.6 % 3. I helped to choose my treatment goals	1 0.2 %	9 1.7 %	32 5.9 %	196 36.2 %	132 24.4 %	10 1.8 %	161 29.8 %
90.7 % 4. The people helping me stuck with me no matter what	1 0.2 %	6 1.1 %	29 5.4 %	177 32.7 %	174 32.2 %	2 0.4 %	152 28.1 %
89.2 % 5. I felt I had someone to talk to when I was troubled	5 0.9 %	9 1.7 %	27 5.0 %	159 29.4 %	179 33.1 %	5 0.9 %	157 29.0 %
89.8 % 6. I participated in my own treatment	1 0.2 %	6 1.1 %	32 5.9 %	202 37.3 %	143 26.4 %	4 0.7 %	153 28.3 %
90.6 % 7. The services I received were right for me	6 1.1 %	3 0.5 %	27 5.0 %	188 34.8 %	160 29.6 %	2 0.4 %	155 28.6 %
89.6 % 8. The location of services was convenient for me	2 0.4 %	10 1.8 %	28 5.2 %	171 31.6 %	173 32.0 %	3 0.5 %	154 28.5 %
86.0 % 9. Services were available at times that were convenient for me	4 0.7 %	13 2.4 %	37 6.8 %	177 32.7 %	156 28.8 %	0 0.0 %	154 28.5 %
85.7 % 10. I got the help I wanted	6 1.1 %	5 0.9 %	44 8.1 %	177 32.7 %	153 28.3 %	1 0.2 %	155 28.6 %
83.9 % 11. I got as much help as I needed	5 0.9 %	8 1.5 %	49 9.1 %	172 31.8 %	150 27.7 %	4 0.7 %	153 28.3 %
96.6 % 12. Staff treated me with respect	0 0.0 %	2 0.4 %	11 2.0 %	162 29.9 %	213 39.4 %	1 0.2 %	152 28.1 %
91.5 % 13. Staff respected my religious/spiritual beliefs	1 0.2 %	3 0.5 %	24 4.4 %	142 26.2 %	159 29.4 %	58 10.7 %	154 28.5 %
95.1 % 14. Staff spoke with me in a way that I understood	1 0.2 %	3 0.5 %	15 2.8 %	184 34.0 %	182 33.6 %	2 0.4 %	154 28.5 %
90.4 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	6 1.1 %	28 5.2 %	154 28.5 %	168 31.1 %	32 5.9 %	153 28.3 %
78.9 % 16. As a result of the services I received, I am better at handling daily life	6 1.1 %	11 2.0 %	64 11.8 %	198 36.6 %	104 19.2 %	3 0.5 %	155 28.6 %
68.7 % 17. As a result of the services I received, I get along better with family members	6 1.1 %	24 4.4 %	88 16.3 %	163 30.1 %	96 17.7 %	9 1.7 %	155 28.6 %
76.5 % 18. As a result of the services I received, I get along better with friends and other people	4 0.7 %	10 1.8 %	74 13.7 %	172 31.8 %	114 21.1 %	10 1.8 %	157 29.0 %
66.6 % 19. As a result of the services I received, I am doing better in school and or work	6 1.1 %	17 3.1 %	104 19.2 %	145 26.8 %	108 20.0 %	7 1.3 %	154 28.5 %
75.5 % 20. As a result of the services I received, I am better able to cope when things go wrong	3 0.5 %	14 2.6 %	76 14.1 %	177 32.7 %	109 20.2 %	5 0.9 %	157 29.0 %
67.6 % 21. As a result of the services I received, I am satisfied with my family life right now	13 2.4 %	32 5.9 %	78 14.4 %	151 27.9 %	106 19.6 %	5 0.9 %	156 28.8 %
76.9 % 22. As a result of the services I received, I am better able to do things I want to do	8 1.5 %	14 2.6 %	66 12.2 %	185 34.2 %	108 20.0 %	5 0.9 %	155 28.6 %
87.7 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	2 0.4 %	9 1.7 %	36 6.6 %	202 37.3 %	133 24.6 %	1 0.2 %	158 29.2 %
85.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	4 0.7 %	11 2.0 %	42 7.8 %	197 36.4 %	126 23.3 %	3 0.5 %	158 29.2 %
78.7 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	2 0.4 %	16 3.0 %	63 11.6 %	178 32.9 %	122 22.6 %	2 0.4 %	158 29.2 %
90.4 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	1 0.2 %	4 0.7 %	31 5.7 %	197 36.4 %	141 26.1 %	3 0.5 %	164 30.3 %

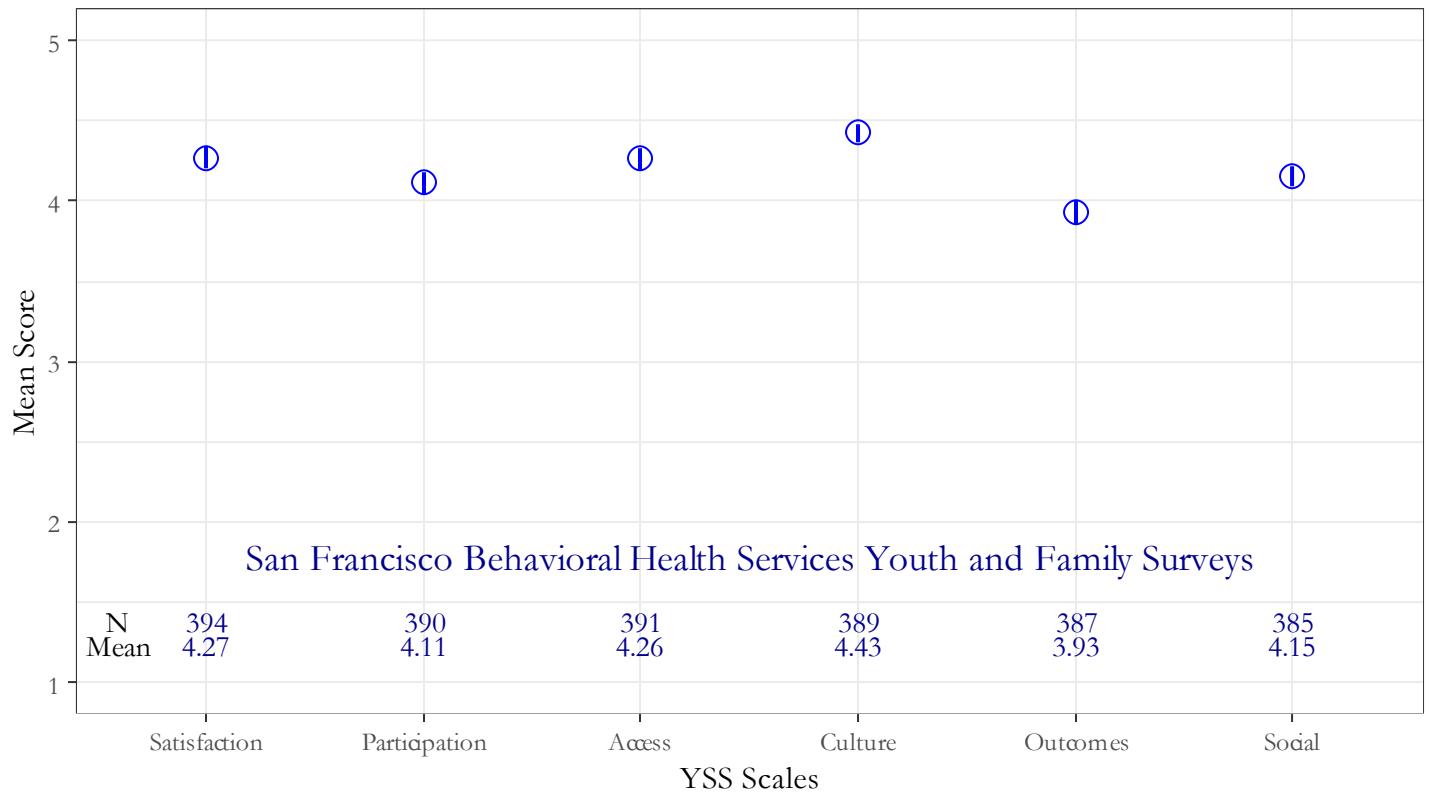
Youth Services Survey for Families



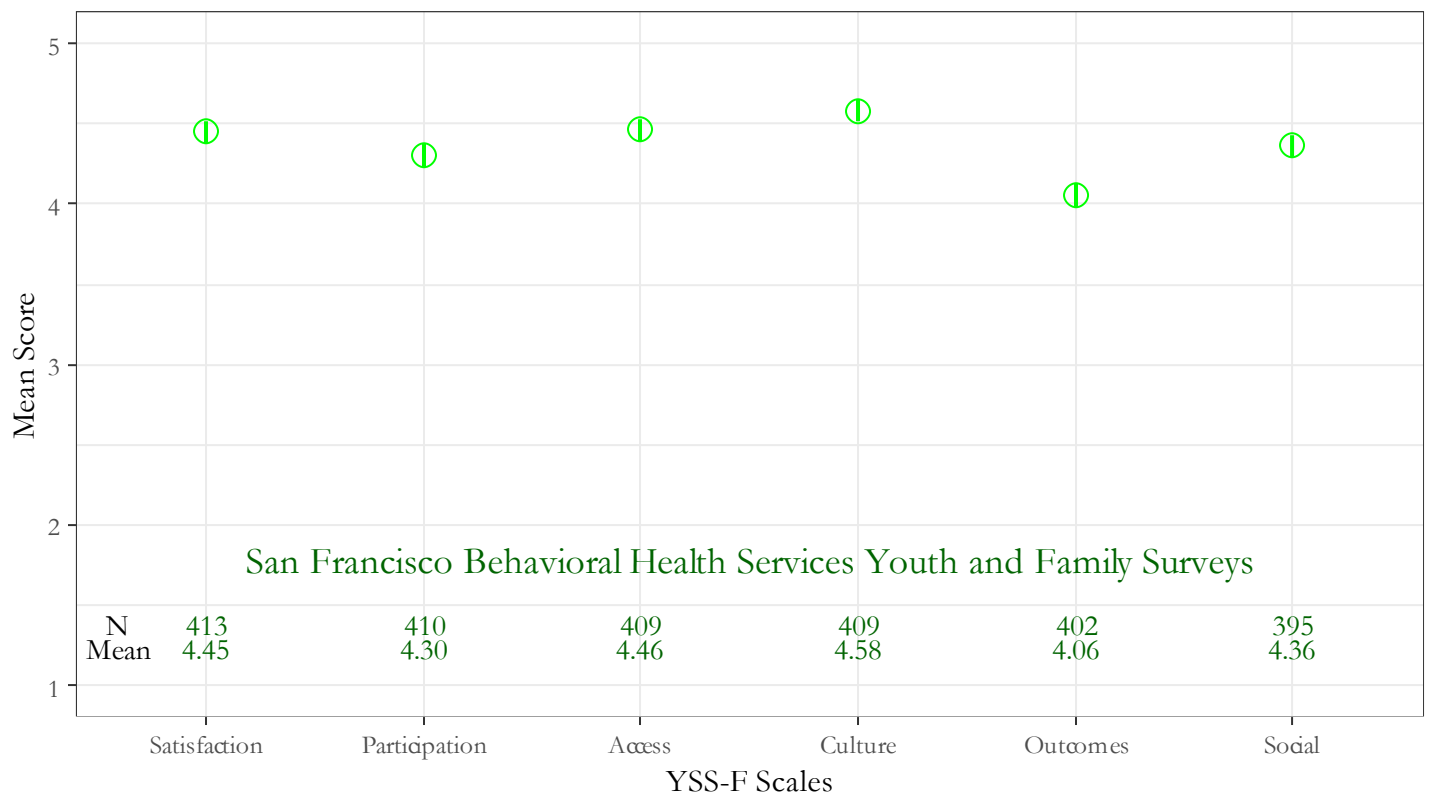
Youth Services Survey for Families, N = 684

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
93.9 % 1. Overall, I am satisfied with the service my child received	9 1.3 %	3 0.4 %	13 1.9 %	128 18.7 %	257 37.6 %	4 0.6 %	270 39.5 %
89.0 % 2. I helped to choose my child's services	8 1.2 %	16 2.3 %	19 2.8 %	174 25.4 %	173 25.3 %	20 2.9 %	274 40.1 %
91.6 % 3. I helped to choose my child's treatment goals	9 1.3 %	7 1.0 %	17 2.5 %	186 27.2 %	172 25.1 %	8 1.2 %	285 41.7 %
94.1 % 4. The people helping my child stuck with us no matter what	10 1.5 %	3 0.4 %	10 1.5 %	137 20.0 %	232 33.9 %	13 1.9 %	279 40.8 %
94.4 % 5. I felt my child had someone to talk to when he/she was troubled	6 0.9 %	2 0.3 %	14 2.0 %	155 22.7 %	219 32.0 %	9 1.3 %	279 40.8 %
93.5 % 6. I participated in my child's treatment	10 1.5 %	3 0.4 %	13 1.9 %	171 25.0 %	200 29.2 %	8 1.2 %	279 40.8 %
92.6 % 7. The services my child and/or family received were right for us	6 0.9 %	2 0.3 %	22 3.2 %	151 22.1 %	222 32.5 %	6 0.9 %	275 40.2 %
91.1 % 8. The location of services was convenient for us	7 1.0 %	12 1.8 %	17 2.5 %	131 19.1 %	237 34.6 %	6 0.9 %	274 40.1 %
95.3 % 9. Services were available at times that were convenient for us	6 0.9 %	6 0.9 %	7 1.0 %	146 21.3 %	240 35.1 %	4 0.6 %	275 40.2 %
91.0 % 10. My family I got the help we wanted for my child	8 1.2 %	4 0.6 %	24 3.5 %	133 19.4 %	233 34.1 %	5 0.7 %	277 40.5 %
90.3 % 11. My family got as much help as we needed for my child	6 0.9 %	3 0.4 %	30 4.4 %	144 21.1 %	221 32.3 %	6 0.9 %	274 40.1 %
97.0 % 12. Staff treated me with respect	9 1.3 %	1 0.1 %	2 0.3 %	98 14.3 %	295 43.1 %	4 0.6 %	275 40.2 %
95.6 % 13. Staff respected my family's religious/spiritual beliefs	9 1.3 %	1 0.1 %	6 0.9 %	116 17.0 %	231 33.8 %	44 6.4 %	277 40.5 %
96.8 % 14. Staff spoke with me in a way that I understood	8 1.2 %	0 0.0 %	5 0.7 %	122 17.8 %	269 39.3 %	4 0.6 %	276 40.4 %
96.4 % 15. Staff were sensitive to my cultural/ethnic background	8 1.2 %	0 0.0 %	6 0.9 %	125 18.3 %	248 36.3 %	19 2.8 %	278 40.6 %
84.2 % 16. As a result of the services my child and or family received, my child is better at handling daily life	6 0.9 %	15 2.2 %	40 5.8 %	184 26.9 %	142 20.8 %	16 2.3 %	281 41.1 %
79.6 % 17. As a result of the services my child and or family received, my child gets along better with family members	4 0.6 %	19 2.8 %	55 8.0 %	156 22.8 %	149 21.8 %	20 2.9 %	281 41.1 %
79.3 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	4 0.6 %	15 2.2 %	60 8.8 %	170 24.9 %	132 19.3 %	20 2.9 %	283 41.4 %
78.2 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	11 1.6 %	12 1.8 %	59 8.6 %	158 23.1 %	137 20.0 %	25 3.6 %	282 41.2 %
76.9 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	5 0.7 %	21 3.1 %	64 9.4 %	183 26.8 %	117 17.1 %	15 2.2 %	279 40.8 %
77.2 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	7 1.0 %	27 4.0 %	55 8.0 %	177 25.9 %	125 18.3 %	11 1.6 %	282 41.2 %
80.3 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	6 0.9 %	11 1.6 %	60 8.8 %	179 26.2 %	134 19.6 %	15 2.2 %	279 40.8 %
92.5 % 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	4 0.6 %	5 0.7 %	20 2.9 %	181 26.5 %	179 26.2 %	9 1.3 %	286 41.8 %
93.8 % 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 0.4 %	8 1.2 %	13 1.9 %	173 25.3 %	191 27.9 %	11 1.6 %	285 41.7 %
91.1 % 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	5 0.7 %	5 0.7 %	25 3.6 %	166 24.3 %	191 27.9 %	9 1.3 %	283 41.4 %
91.1 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	3 0.4 %	11 1.6 %	20 2.9 %	170 24.9 %	178 26.0 %	14 2.0 %	288 42.1 %

Youth Services Survey Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Completion Status	Survey Compliance Mental Health Programs Completion by Respondent Type		Total
	Family	Youth	
	Refused	177 25.9 %	
Impaired	2 0.3 %	4 0.7 %	6 0.5 %
Language	4 0.6 %	0 0 %	4 0.3 %
Other	60 8.8 %	18 3.3 %	78 6.4 %
No Data	26 3.8 %	14 2.6 %	40 3.3 %
Completed Survey	415 60.7 %	394 72.8 %	809 66 %
Total	684 100 %	541 100 %	1225 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) mental health programs billed services for 1445 youth clients; surveys were returned for 1044 youth clients ($1044/1445 = 72.2$).
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 mental health programs (blue) for youth and (green) for family. The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

A Better Way MHS
Program Code(s): 38KY05

Overall Satisfaction¹
100.0%

Return Rate²
100.0%

Overall satisfaction³ mean score for A Better Way MHS: No YSS (youth) data for this program, **4.35** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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

33.3% 10. I got the help I wanted

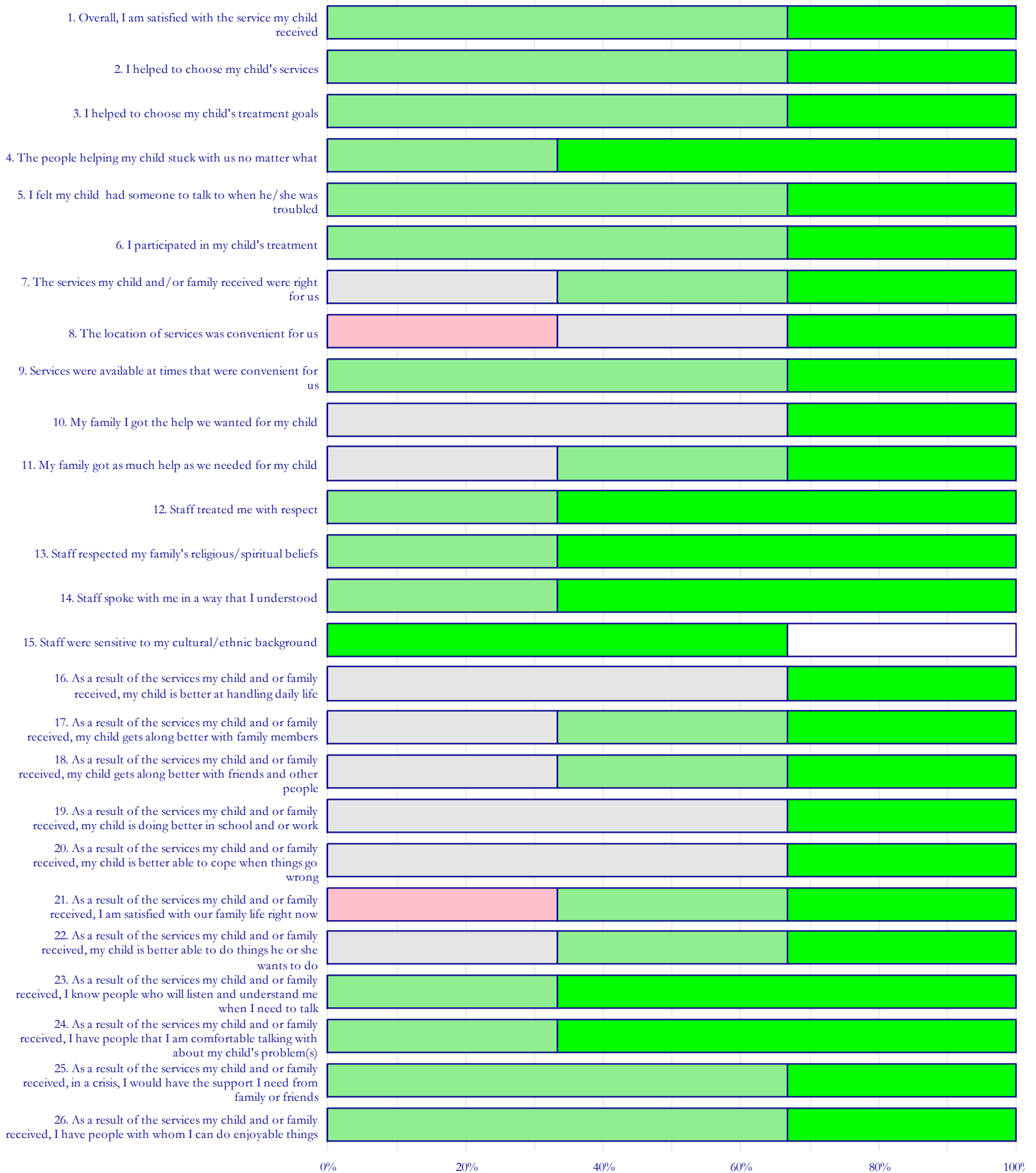
66.7% 7. The services I received were right for me

66.7% 11. I got as much help as I needed

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

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

Youth Services Survey for Families

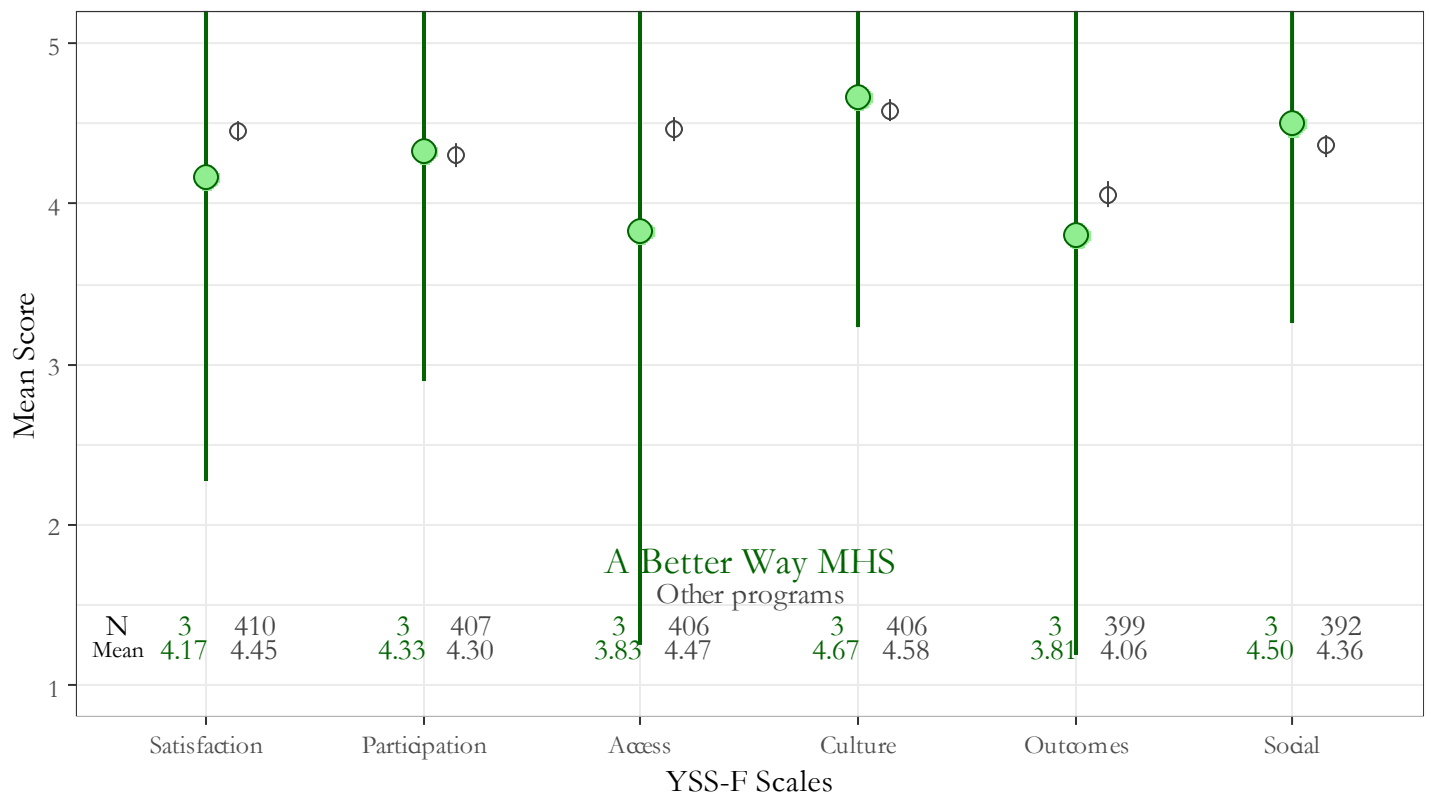


Youth Services Survey for Families, N = 3

	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 66.7 %	1 33.3 %	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 66.7 %	1 33.3 %	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 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	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 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
33.3 % 8. The location of services was convenient for us	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	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 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
33.3 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	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 33.3 %	2 66.7 %	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 %	2 66.7 %	1 33.3 %	0 0.0 %
33.3 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
33.3 % 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 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
33.3 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
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 33.3 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
A Better Way MHS

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 3 clients; surveys were returned for 3 clients (3 / 3 = 100.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

A Better Way Outpatient
Program Code(s): 38KYOP

Overall Satisfaction¹
100.0%

Return Rate²
35.7%

Overall satisfaction³ mean score for A Better Way Outpatient: **4.14** (youth), **4.28** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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

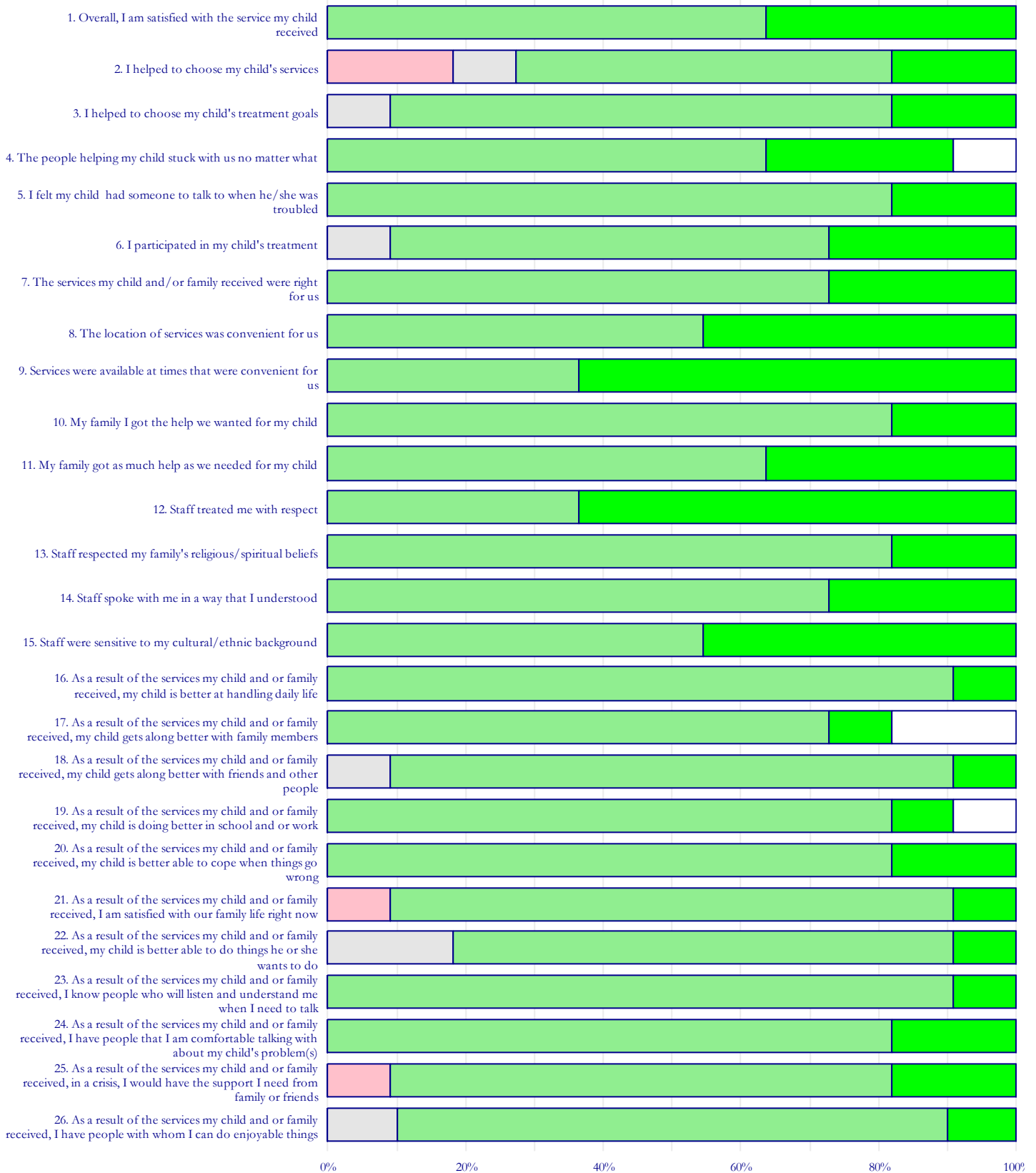
Lowest Agreement Items

- 75.0% 2. I helped to choose my services
- 91.7% 3. I helped to choose my treatment goals
- 91.7% 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.

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

Youth Services Survey for Families

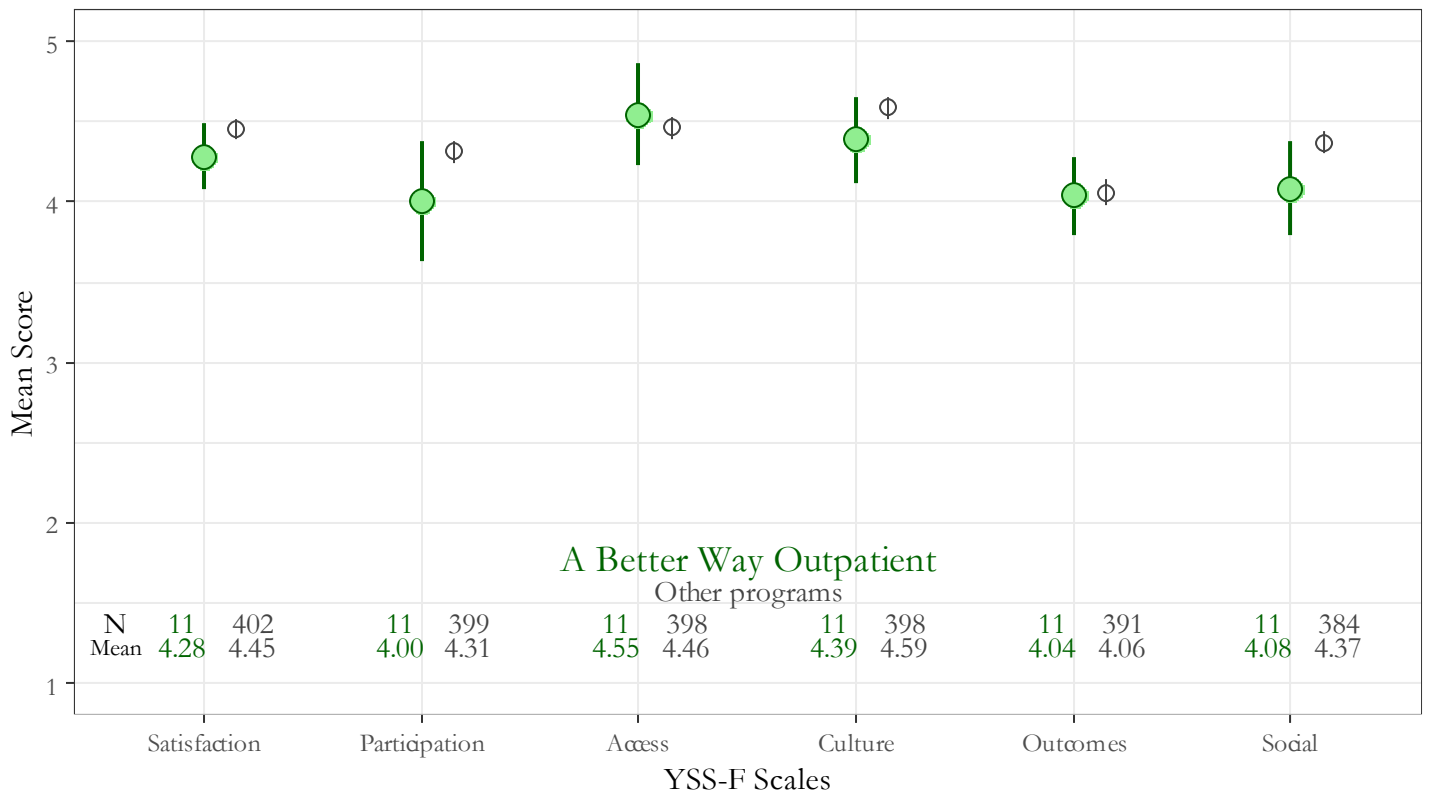


Youth Services Survey for Families, N = 14

	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 %	7 50.0 %	4 28.6 %	0 0.0 %	3 21.4 %
72.7 % 2. I helped to choose my child's services	0 0.0 %	2 14.3 %	1 7.1 %	6 42.9 %	2 14.3 %	0 0.0 %	3 21.4 %
90.9 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 7.1 %	8 57.1 %	2 14.3 %	0 0.0 %	3 21.4 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	7 50.0 %	3 21.4 %	1 7.1 %	3 21.4 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	9 64.3 %	2 14.3 %	0 0.0 %	3 21.4 %
90.9 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 7.1 %	7 50.0 %	3 21.4 %	0 0.0 %	3 21.4 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	8 57.1 %	3 21.4 %	0 0.0 %	3 21.4 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	6 42.9 %	5 35.7 %	0 0.0 %	3 21.4 %
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 %	7 50.0 %	0 0.0 %	3 21.4 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	9 64.3 %	2 14.3 %	0 0.0 %	3 21.4 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	7 50.0 %	4 28.6 %	0 0.0 %	3 21.4 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	7 50.0 %	0 0.0 %	3 21.4 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	9 64.3 %	2 14.3 %	0 0.0 %	3 21.4 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	8 57.1 %	3 21.4 %	0 0.0 %	3 21.4 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	6 42.9 %	5 35.7 %	0 0.0 %	3 21.4 %
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 %	10 71.4 %	1 7.1 %	0 0.0 %	3 21.4 %
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 %	8 57.1 %	1 7.1 %	2 14.3 %	3 21.4 %
90.9 % 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 7.1 %	9 64.3 %	1 7.1 %	0 0.0 %	3 21.4 %
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 %	9 64.3 %	1 7.1 %	1 7.1 %	3 21.4 %
100.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	9 64.3 %	2 14.3 %	0 0.0 %	3 21.4 %
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 0.0 %	1 7.1 %	0 0.0 %	9 64.3 %	1 7.1 %	0 0.0 %	3 21.4 %
81.8 % 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 14.3 %	8 57.1 %	1 7.1 %	0 0.0 %	3 21.4 %
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 %	0 0.0 %	10 71.4 %	1 7.1 %	0 0.0 %	3 21.4 %
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 %	9 64.3 %	2 14.3 %	0 0.0 %	3 21.4 %
90.9 % 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 %	1 7.1 %	0 0.0 %	8 57.1 %	2 14.3 %	0 0.0 %	3 21.4 %
90.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 7.1 %	8 57.1 %	1 7.1 %	0 0.0 %	4 28.6 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
A Better Way
Outpatient

Completion Status	Completion by		Total
	Respondent Type		
	Family	Youth	
Refused	3 21.4 %	0 0 %	3 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	11 78.6 %	1 100 %	12 80 %
Total	14 100 %	1 100 %	15 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 42 clients; surveys were returned for 15 clients (15 / 42 = 35.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

AARS DPH Drug Court Outpatient

Program Code(s): 38041 9203OP

Overall Satisfaction¹

75.0%

Return Rate²

Unknown, no Avatar billing

Overall satisfaction³ mean score for AARS DPH Drug Court Outpatient: **4.04**.

Overall satisfaction mean score for all other programs: **4.46**.

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

87.5% 10. Staff here believe that I can grow, change and recover

86.7% 11. I felt comfortable asking questions about my treatment and medication

81.2% 1. I like the services that I received here

Lowest Agreement Items

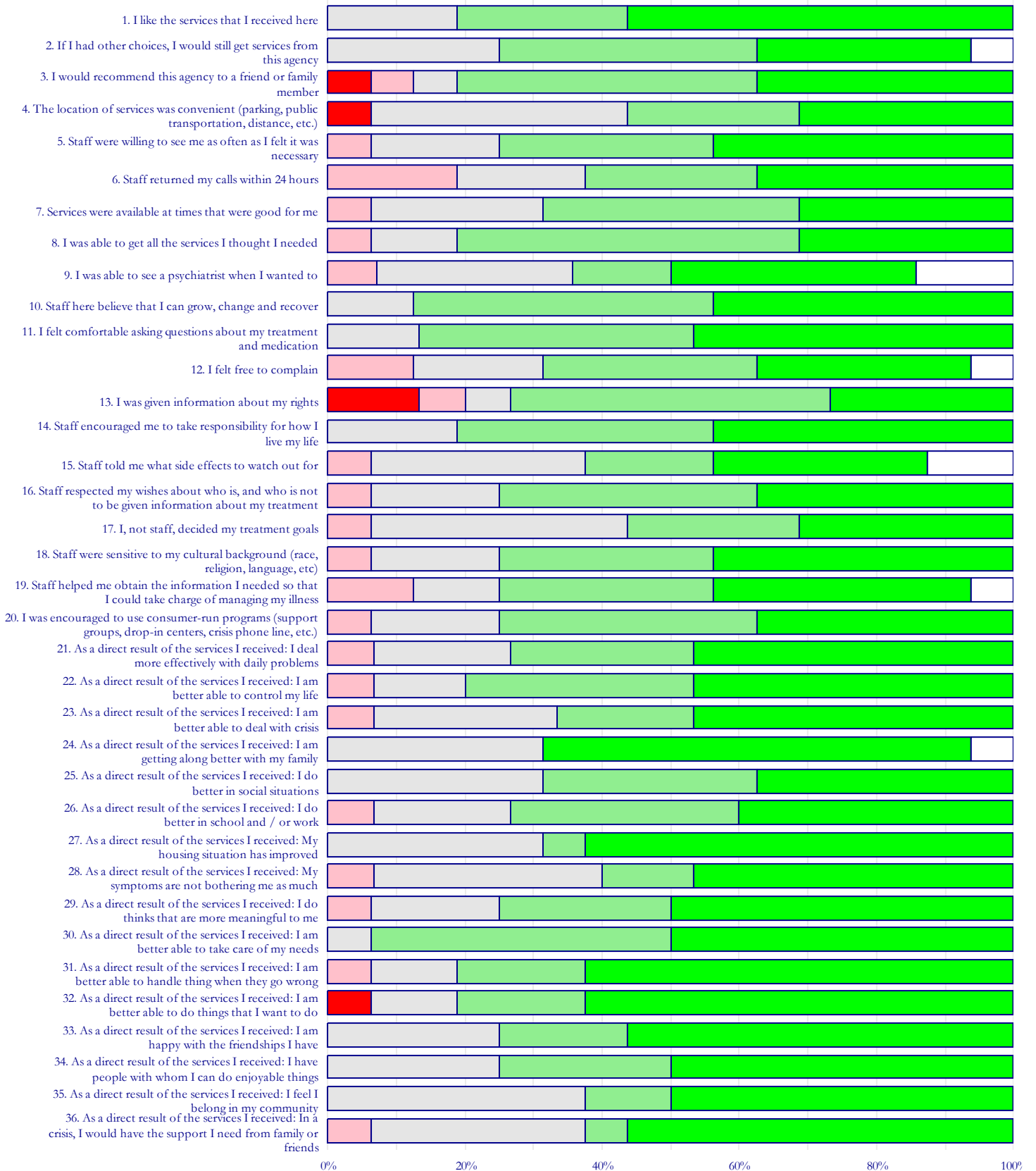
56.2% 17. I, not staff, decided my treatment goals

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

58.3% 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



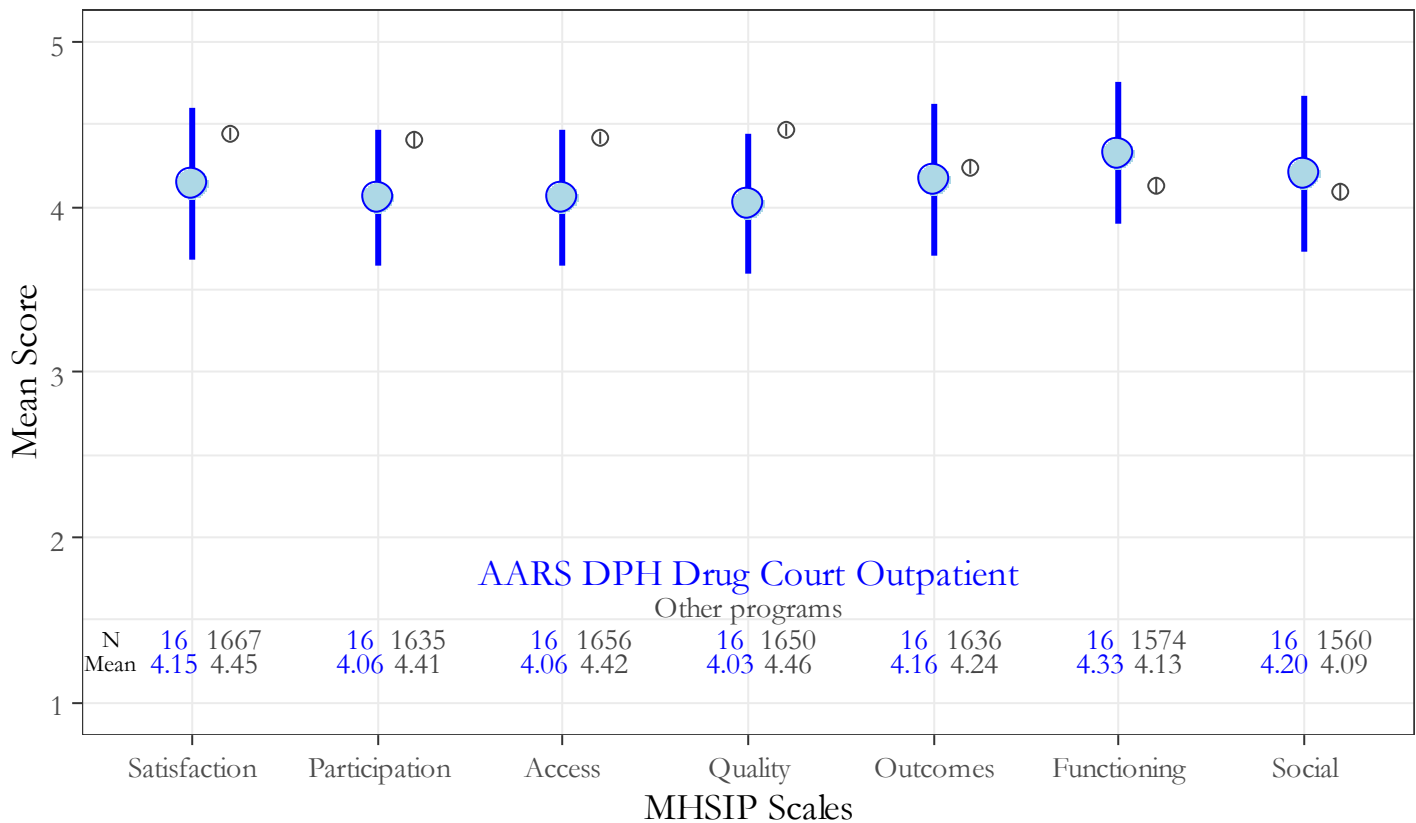
MHSIP Items 1-25, N = 16
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
81.2 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	3 18.8 %	4 25.0 %	9 56.2 %	0 0.0 %	0 0.0 %
73.3 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	4 25.0 %	6 37.5 %	5 31.2 %	1 6.2 %	0 0.0 %
81.2 % 3. I would recommend this agency to a friend or family member	1 6.2 %	1 6.2 %	1 6.2 %	7 43.8 %	6 37.5 %	0 0.0 %	0 0.0 %
56.2 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 6.2 %	0 0.0 %	6 37.5 %	4 25.0 %	5 31.2 %	0 0.0 %	0 0.0 %
75.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 6.2 %	3 18.8 %	5 31.2 %	7 43.8 %	0 0.0 %	0 0.0 %
62.5 % 6. Staff returned my calls within 24 hours	0 0.0 %	3 18.8 %	3 18.8 %	4 25.0 %	6 37.5 %	0 0.0 %	0 0.0 %
68.8 % 7. Services were available at times that were good for me	0 0.0 %	1 6.2 %	4 25.0 %	6 37.5 %	5 31.2 %	0 0.0 %	0 0.0 %
81.2 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 6.2 %	2 12.5 %	8 50.0 %	5 31.2 %	0 0.0 %	0 0.0 %
58.3 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 6.2 %	4 25.0 %	2 12.5 %	5 31.2 %	2 12.5 %	2 12.5 %
87.5 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 12.5 %	7 43.8 %	7 43.8 %	0 0.0 %	0 0.0 %
86.7 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 12.5 %	6 37.5 %	7 43.8 %	0 0.0 %	1 6.2 %
66.7 % 12. I felt free to complain	0 0.0 %	2 12.5 %	3 18.8 %	5 31.2 %	5 31.2 %	1 6.2 %	0 0.0 %
73.3 % 13. I was given information about my rights	2 12.5 %	1 6.2 %	1 6.2 %	7 43.8 %	4 25.0 %	0 0.0 %	1 6.2 %
81.2 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	3 18.8 %	6 37.5 %	7 43.8 %	0 0.0 %	0 0.0 %
57.1 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 6.2 %	5 31.2 %	3 18.8 %	5 31.2 %	2 12.5 %	0 0.0 %
75.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 6.2 %	3 18.8 %	6 37.5 %	6 37.5 %	0 0.0 %	0 0.0 %
56.2 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 6.2 %	6 37.5 %	4 25.0 %	5 31.2 %	0 0.0 %	0 0.0 %
75.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 6.2 %	3 18.8 %	5 31.2 %	7 43.8 %	0 0.0 %	0 0.0 %
73.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	2 12.5 %	2 12.5 %	5 31.2 %	6 37.5 %	1 6.2 %	0 0.0 %
75.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 6.2 %	3 18.8 %	6 37.5 %	6 37.5 %	0 0.0 %	0 0.0 %
73.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 6.2 %	3 18.8 %	4 25.0 %	7 43.8 %	0 0.0 %	1 6.2 %
80.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 6.2 %	2 12.5 %	5 31.2 %	7 43.8 %	0 0.0 %	1 6.2 %
66.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 6.2 %	4 25.0 %	3 18.8 %	7 43.8 %	0 0.0 %	1 6.2 %
66.7 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	5 31.2 %	0 0.0 %	10 62.5 %	1 6.2 %	0 0.0 %
68.8 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	5 31.2 %	5 31.2 %	6 37.5 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 16
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 0.0 %	1 6.2 %	3 18.8 %	5 31.2 %	6 37.5 %	0 0.0 %	1 6.2 %
68.8 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	5 31.2 %	1 6.2 %	10 62.5 %	0 0.0 %	0 0.0 %
60.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 6.2 %	5 31.2 %	2 12.5 %	7 43.8 %	0 0.0 %	1 6.2 %
75.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 6.2 %	3 18.8 %	4 25.0 %	8 50.0 %	0 0.0 %	0 0.0 %
93.8 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 6.2 %	7 43.8 %	8 50.0 %	0 0.0 %	0 0.0 %
81.2 % 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 6.2 %	2 12.5 %	3 18.8 %	10 62.5 %	0 0.0 %	0 0.0 %
81.2 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 6.2 %	0 0.0 %	2 12.5 %	3 18.8 %	10 62.5 %	0 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 0.0 %	0 0.0 %	4 25.0 %	3 18.8 %	9 56.2 %	0 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 0.0 %	0 0.0 %	4 25.0 %	4 25.0 %	8 50.0 %	0 0.0 %	0 0.0 %
62.5 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	6 37.5 %	2 12.5 %	8 50.0 %	0 0.0 %	0 0.0 %
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	0 0.0 %	1 6.2 %	5 31.2 %	1 6.2 %	9 56.2 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	16 100 %	0 0 %	16 100 %
Total	16 100 %	0 100 %	16 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 0 clients; surveys were returned for 16 clients.
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

AARS Project ADAPT Mental Health

Program Code(s): 38JBOP

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for AARS Project ADAPT Mental Health: **4.83**.

Overall satisfaction mean score for all other programs: **4.45**.

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

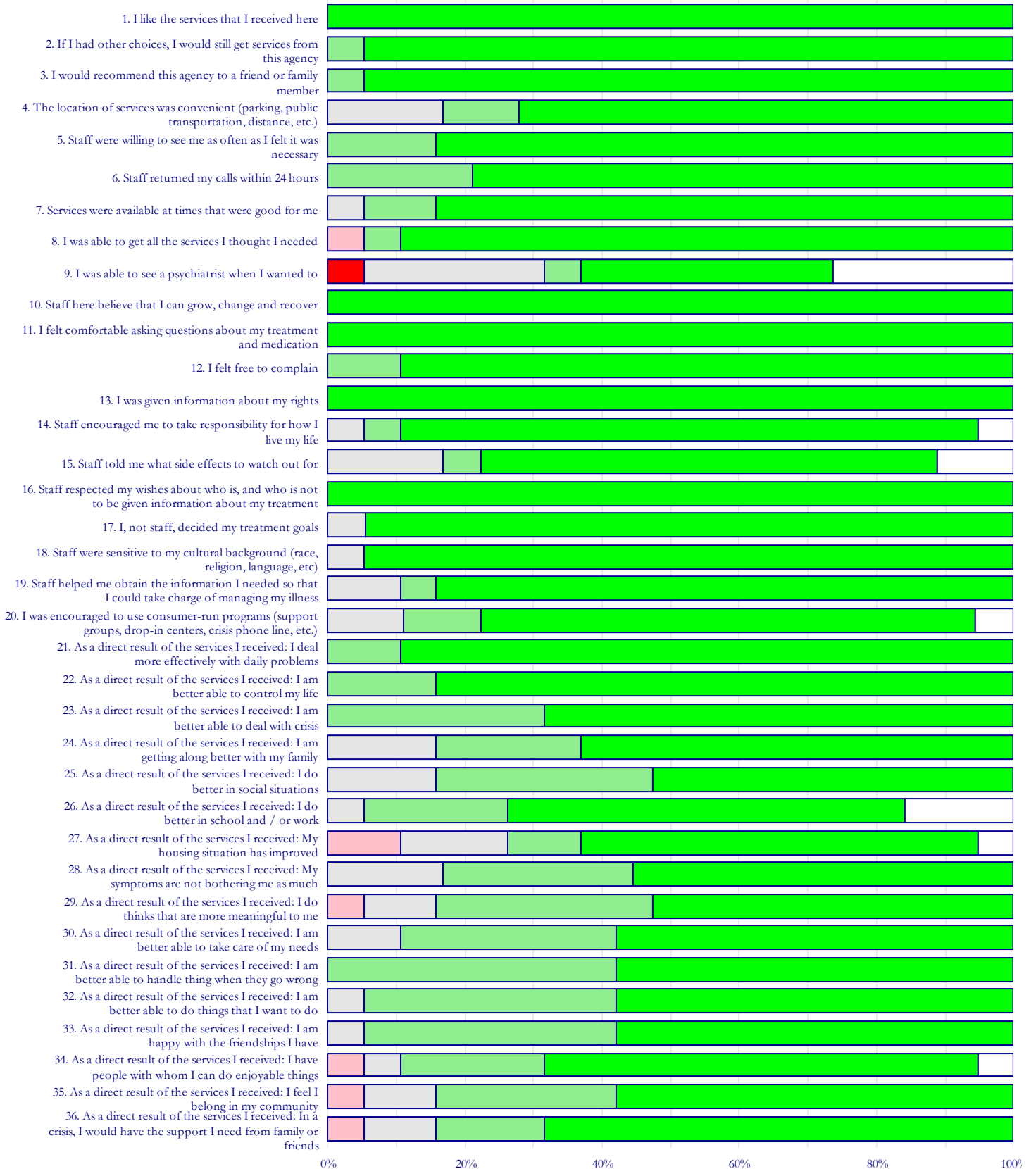
57.1% 9. I was able to see a psychiatrist when I wanted to

81.2% 15. Staff told me what side effects to watch out for

88.2% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

MHSIP Items



MHSIP Items 1-25, N = 20

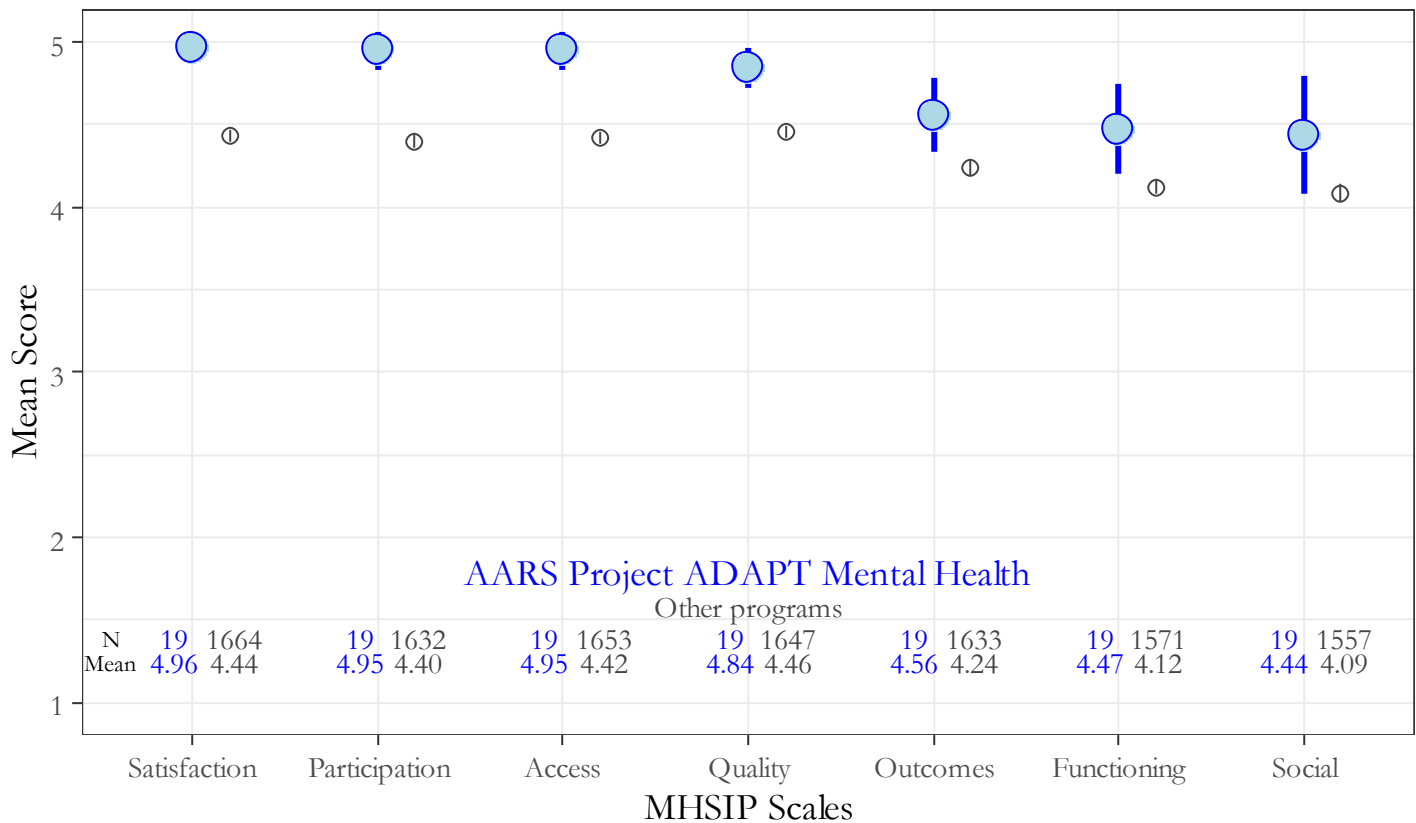
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	19 95.0 %	0 0.0 %	1 5.0 %
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 5.0 %	18 90.0 %	0 0.0 %	1 5.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	1 5.0 %	18 90.0 %	0 0.0 %	1 5.0 %
83.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	3 15.0 %	2 10.0 %	13 65.0 %	0 0.0 %	2 10.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	3 15.0 %	16 80.0 %	0 0.0 %	1 5.0 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	4 20.0 %	15 75.0 %	0 0.0 %	1 5.0 %
94.7 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 5.0 %	2 10.0 %	16 80.0 %	0 0.0 %	1 5.0 %
94.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 5.0 %	0 0.0 %	1 5.0 %	17 85.0 %	0 0.0 %	1 5.0 %
57.1 % 9. I was able to see a psychiatrist when I wanted to	1 5.0 %	0 0.0 %	5 25.0 %	1 5.0 %	7 35.0 %	5 25.0 %	1 5.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	19 95.0 %	0 0.0 %	1 5.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	19 95.0 %	0 0.0 %	1 5.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	2 10.0 %	17 85.0 %	0 0.0 %	1 5.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	19 95.0 %	0 0.0 %	1 5.0 %
94.4 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 5.0 %	1 5.0 %	16 80.0 %	1 5.0 %	1 5.0 %
81.2 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	3 15.0 %	1 5.0 %	12 60.0 %	2 10.0 %	2 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 0.0 %	0 0.0 %	19 95.0 %	0 0.0 %	1 5.0 %
94.4 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 5.0 %	0 0.0 %	17 85.0 %	0 0.0 %	2 10.0 %
94.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 5.0 %	0 0.0 %	18 90.0 %	0 0.0 %	1 5.0 %
89.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	2 10.0 %	1 5.0 %	16 80.0 %	0 0.0 %	1 5.0 %
88.2 % 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 10.0 %	2 10.0 %	13 65.0 %	1 5.0 %	2 10.0 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	2 10.0 %	17 85.0 %	0 0.0 %	1 5.0 %
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 %	3 15.0 %	16 80.0 %	0 0.0 %	1 5.0 %
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 %	0 0.0 %	6 30.0 %	13 65.0 %	0 0.0 %	1 5.0 %
84.2 % 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 15.0 %	4 20.0 %	12 60.0 %	0 0.0 %	1 5.0 %
84.2 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	3 15.0 %	6 30.0 %	10 50.0 %	0 0.0 %	1 5.0 %

MHSIP Items 26-36, N = 20
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
93.8 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	1 5.0 %	4 20.0 %	11 55.0 %	3 15.0 %	1 5.0 %
72.2 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 10.0 %	3 15.0 %	2 10.0 %	11 55.0 %	1 5.0 %	1 5.0 %
83.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	3 15.0 %	5 25.0 %	10 50.0 %	0 0.0 %	2 10.0 %
84.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 5.0 %	2 10.0 %	6 30.0 %	10 50.0 %	0 0.0 %	1 5.0 %
89.5 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	2 10.0 %	6 30.0 %	11 55.0 %	0 0.0 %	1 5.0 %
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 %	0 0.0 %	0 0.0 %	8 40.0 %	11 55.0 %	0 0.0 %	1 5.0 %
94.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 5.0 %	7 35.0 %	11 55.0 %	0 0.0 %	1 5.0 %
94.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 5.0 %	7 35.0 %	11 55.0 %	0 0.0 %	1 5.0 %
88.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 5.0 %	1 5.0 %	4 20.0 %	12 60.0 %	1 5.0 %	1 5.0 %
84.2 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 5.0 %	2 10.0 %	5 25.0 %	11 55.0 %	0 0.0 %	1 5.0 %
84.2 % 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 0.0 %	1 5.0 %	2 10.0 %	3 15.0 %	13 65.0 %	0 0.0 %	1 5.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	1 5.9 %	0 0 %	1 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	16 94.1 %	3 100 %	19 95 %
Total	17 100 %	3 100 %	20 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 13 clients; surveys were returned for 20 clients (20/13 = 153.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

African American Alternatives Program

Program Code(s): 38047

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for African American Alternatives Program: **4.52**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

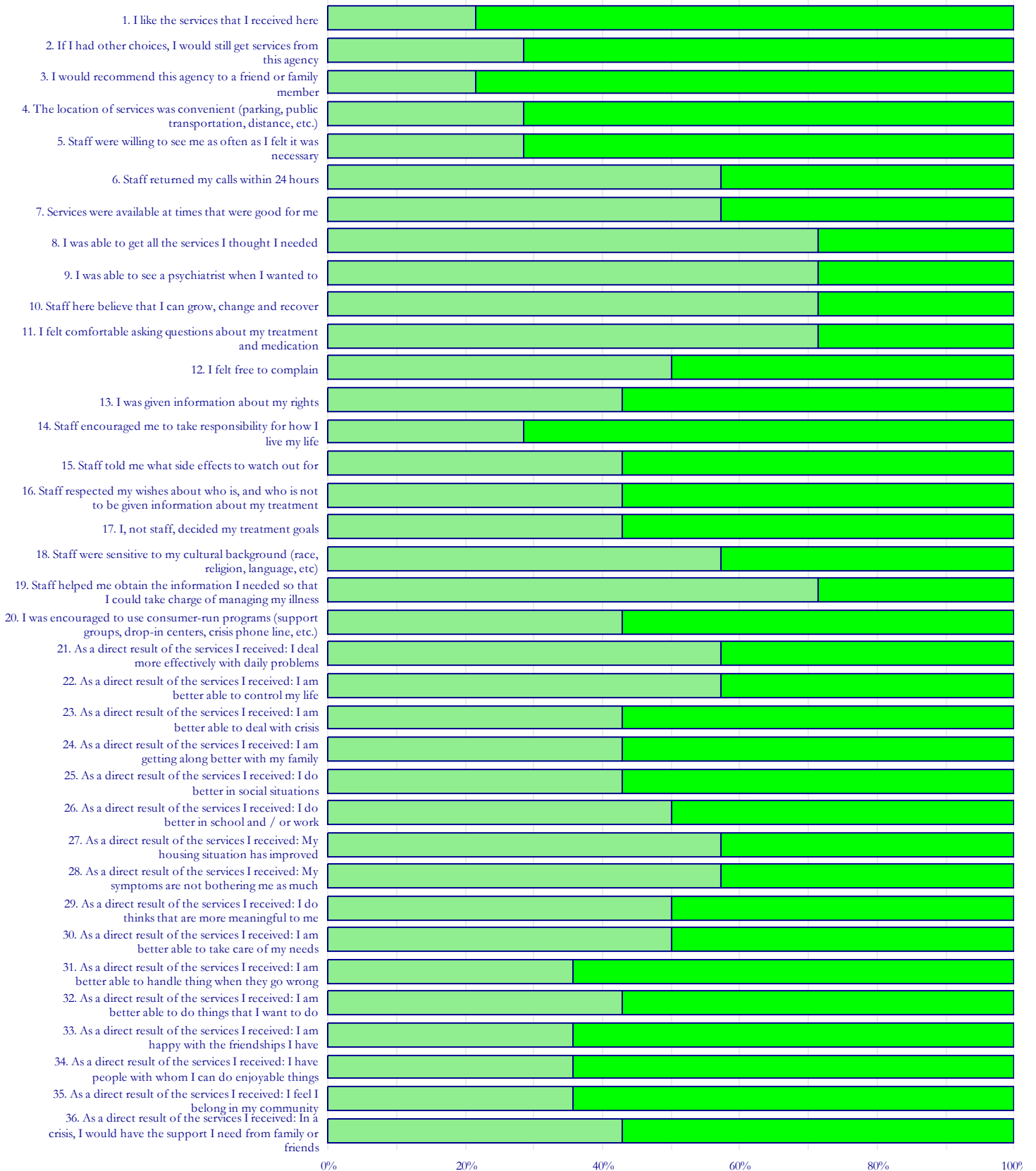
100.0% 1. I like the services that I received here

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

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

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

MHSIP Items



MHSIP Items 1-25, N = 19

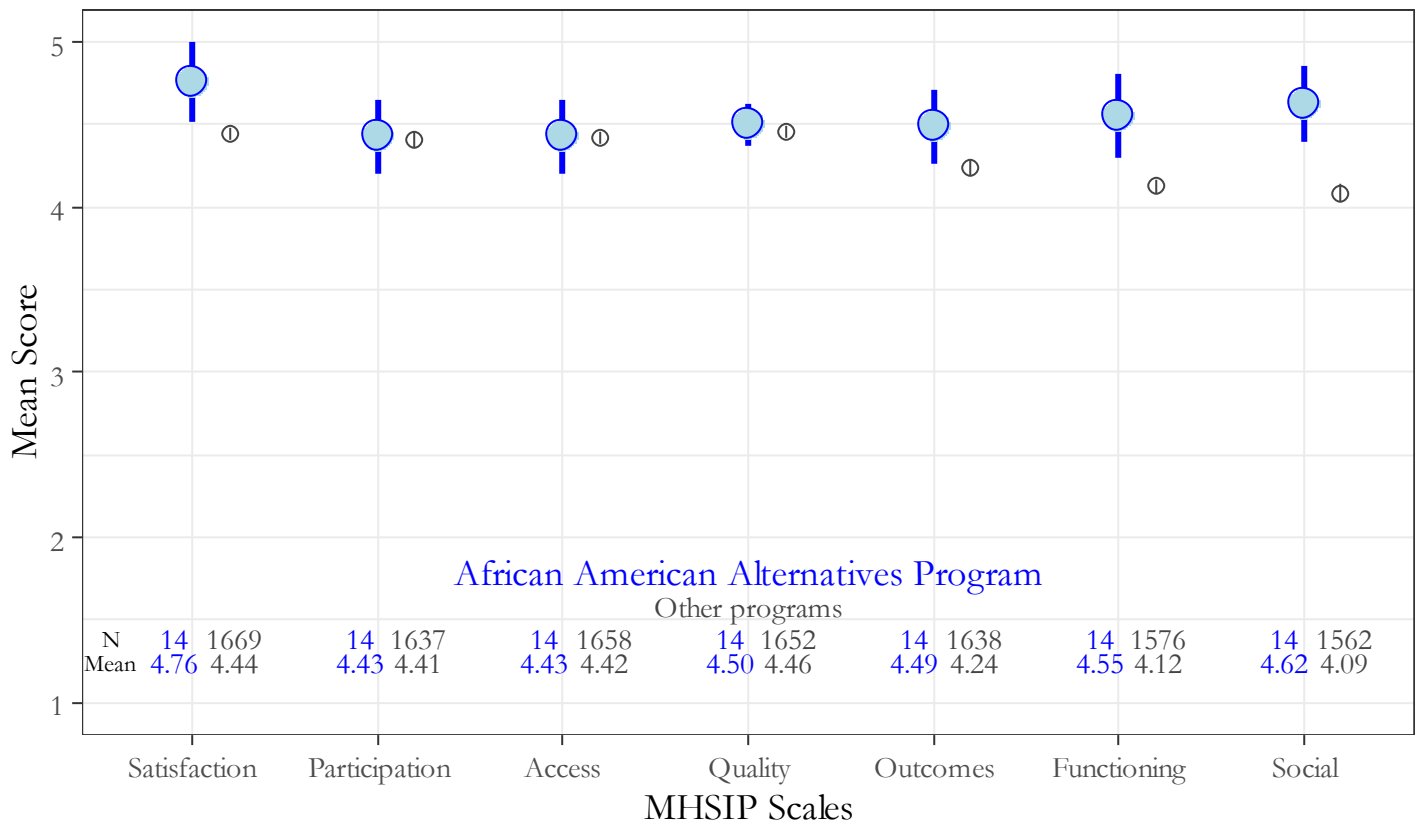
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	3 15.8 %	11 57.9 %	0 0.0 %	5 26.3 %
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 %	4 21.1 %	10 52.6 %	0 0.0 %	5 26.3 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	3 15.8 %	11 57.9 %	0 0.0 %	5 26.3 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	4 21.1 %	10 52.6 %	0 0.0 %	5 26.3 %
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 %	4 21.1 %	10 52.6 %	0 0.0 %	5 26.3 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	8 42.1 %	6 31.6 %	0 0.0 %	5 26.3 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	8 42.1 %	6 31.6 %	0 0.0 %	5 26.3 %
100.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	10 52.6 %	4 21.1 %	0 0.0 %	5 26.3 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	10 52.6 %	4 21.1 %	0 0.0 %	5 26.3 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	10 52.6 %	4 21.1 %	0 0.0 %	5 26.3 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	10 52.6 %	4 21.1 %	0 0.0 %	5 26.3 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	7 36.8 %	7 36.8 %	0 0.0 %	5 26.3 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	6 31.6 %	8 42.1 %	0 0.0 %	5 26.3 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	4 21.1 %	10 52.6 %	0 0.0 %	5 26.3 %
100.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	6 31.6 %	8 42.1 %	0 0.0 %	5 26.3 %
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 0.0 %	6 31.6 %	8 42.1 %	0 0.0 %	5 26.3 %
100.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	6 31.6 %	8 42.1 %	0 0.0 %	5 26.3 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	8 42.1 %	6 31.6 %	0 0.0 %	5 26.3 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	10 52.6 %	4 21.1 %	0 0.0 %	5 26.3 %
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 %	6 31.6 %	8 42.1 %	0 0.0 %	5 26.3 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	8 42.1 %	6 31.6 %	0 0.0 %	5 26.3 %
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 %	8 42.1 %	6 31.6 %	0 0.0 %	5 26.3 %
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 %	0 0.0 %	6 31.6 %	8 42.1 %	0 0.0 %	5 26.3 %
100.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	0 0.0 %	6 31.6 %	8 42.1 %	0 0.0 %	5 26.3 %
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 %	6 31.6 %	8 42.1 %	0 0.0 %	5 26.3 %

MHSIP Items 26-36, N = 19
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 %	0 0.0 %	0 0.0 %	7 36.8 %	7 36.8 %	0 0.0 %	5 26.3 %
100.0 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	0 0.0 %	8 42.1 %	6 31.6 %	0 0.0 %	5 26.3 %
100.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	0 0.0 %	8 42.1 %	6 31.6 %	0 0.0 %	5 26.3 %
100.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	0 0.0 %	7 36.8 %	7 36.8 %	0 0.0 %	5 26.3 %
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 %	0 0.0 %	0 0.0 %	7 36.8 %	7 36.8 %	0 0.0 %	5 26.3 %
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 %	0 0.0 %	0 0.0 %	5 26.3 %	9 47.4 %	0 0.0 %	5 26.3 %
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 %	0 0.0 %	0 0.0 %	6 31.6 %	8 42.1 %	0 0.0 %	5 26.3 %
100.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	0 0.0 %	5 26.3 %	9 47.4 %	0 0.0 %	5 26.3 %
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 %	0 0.0 %	0 0.0 %	5 26.3 %	9 47.4 %	0 0.0 %	5 26.3 %
100.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	0 0.0 %	5 26.3 %	9 47.4 %	0 0.0 %	5 26.3 %
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 %	0 0.0 %	0 0.0 %	6 31.6 %	8 42.1 %	0 0.0 %	5 26.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	5 26.3 %	0 0 %	5 26.3 %
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	14 73.7 %	0 0 %	14 73.7 %
Total	19 100 %	0 100 %	19 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 14 clients; surveys were returned for 16 clients (16/14 = 114.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

AFS Outpatient Services & Therapeutic Visitation SF

Program Code(s): 38GS01 38GSOP

Overall Satisfaction¹

100.0%

Return Rate²

24.4%

Overall satisfaction³ mean score for AFS Outpatient Services & Therapeutic Visitation SF: **4.50** (youth), **4.09** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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

40.0% 2. I helped to choose my services

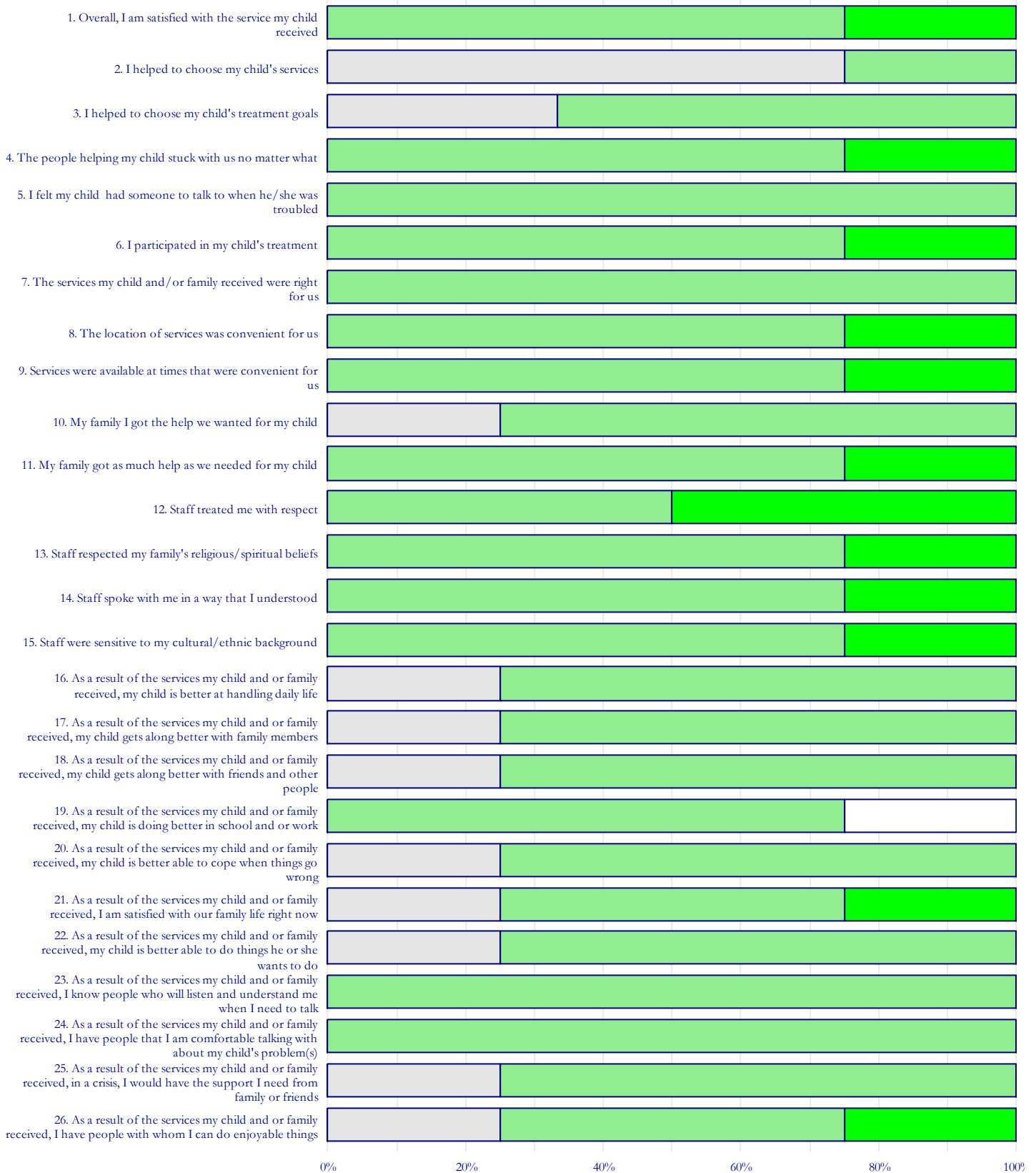
75.0% 3. I helped to choose my treatment goals

80.0% 10. I got the help I wanted

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

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

Youth Services Survey for Families

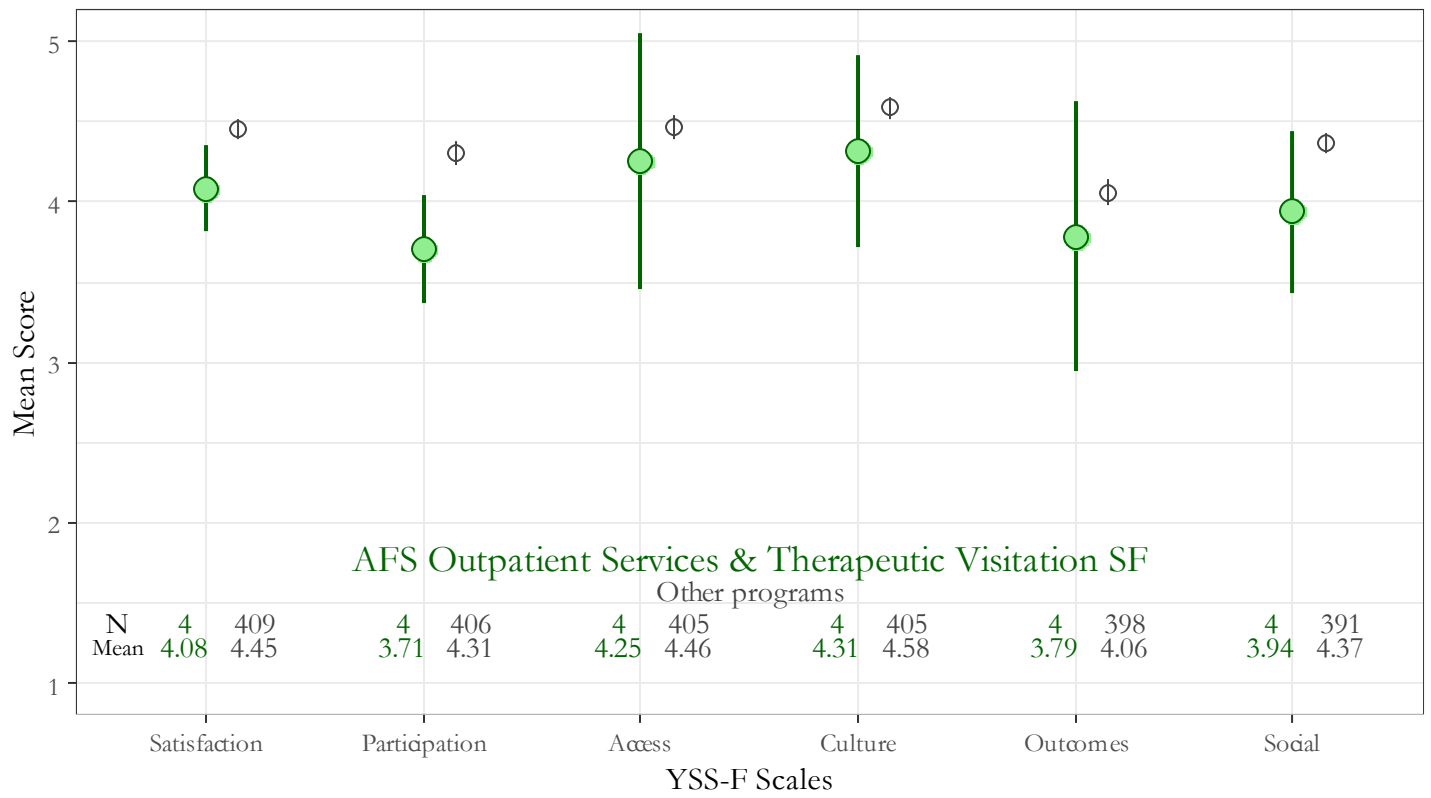


Youth Services Survey for Families, N = 9

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
25.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	0 0.0 %	5 55.6 %
66.7 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	0 0.0 %	0 0.0 %	6 66.7 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 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 %	4 44.4 %	0 0.0 %	0 0.0 %	5 55.6 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 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 44.4 %	0 0.0 %	0 0.0 %	5 55.6 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
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 %	1 11.1 %	0 0.0 %	5 55.6 %
75.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	0 0.0 %	0 0.0 %	5 55.6 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	0 0.0 %	5 55.6 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
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 0.0 %	1 11.1 %	3 33.3 %	0 0.0 %	0 0.0 %	5 55.6 %
75.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	0 0.0 %	0 0.0 %	5 55.6 %
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 0.0 %	1 11.1 %	3 33.3 %	0 0.0 %	0 0.0 %	5 55.6 %
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 %	3 33.3 %	0 0.0 %	1 11.1 %	5 55.6 %
75.0 % 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 %	1 11.1 %	3 33.3 %	0 0.0 %	0 0.0 %	5 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 %	0 0.0 %	1 11.1 %	2 22.2 %	1 11.1 %	0 0.0 %	5 55.6 %
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 0.0 %	1 11.1 %	3 33.3 %	0 0.0 %	0 0.0 %	5 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 %	4 44.4 %	0 0.0 %	0 0.0 %	5 55.6 %
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 %	0 0.0 %	0 0.0 %	5 55.6 %
75.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	0 0.0 %	0 0.0 %	5 55.6 %
75.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	1 11.1 %	0 0.0 %	5 55.6 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
AFS Outpatient
Services &
Therapeutic
Visitation SF

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	5 55.6 %	2 66.7 %	7 58.3 %
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	4 44.4 %	1 33.3 %	5 41.7 %
Total	9 100 %	3 100 %	12 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 41 clients; surveys were returned for 10 clients (10 / 41 = 24.4%).
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.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

AIM Higher

Program Code(s): 38CQAH

Overall Satisfaction¹

100.0%

Return Rate²

50.0%

Overall satisfaction³ mean score for AIM Higher: **4.00** (youth), **4.92** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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.

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

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

Completion Status	Survey Compliance		Total
	AIM Higher		
	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	1 50 %	1 50 %	2 50 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 50 %	1 50 %	2 50 %
Total	2 100 %	2 100 %	4 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 4 clients; surveys were returned for 2 clients (2 / 4 = 50.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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

BAART Community Health Care

Program Code(s): 38J8OP

Overall Satisfaction¹

81.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for BAART Community Health Care: **4.30**.

Overall satisfaction mean score for all other programs: **4.45**.

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

95.2% 10. Staff here believe that I can grow, change and recover

90.5% 9. I was able to see a psychiatrist when I wanted to

90.0% 1. I like the services that I received here

Lowest Agreement Items

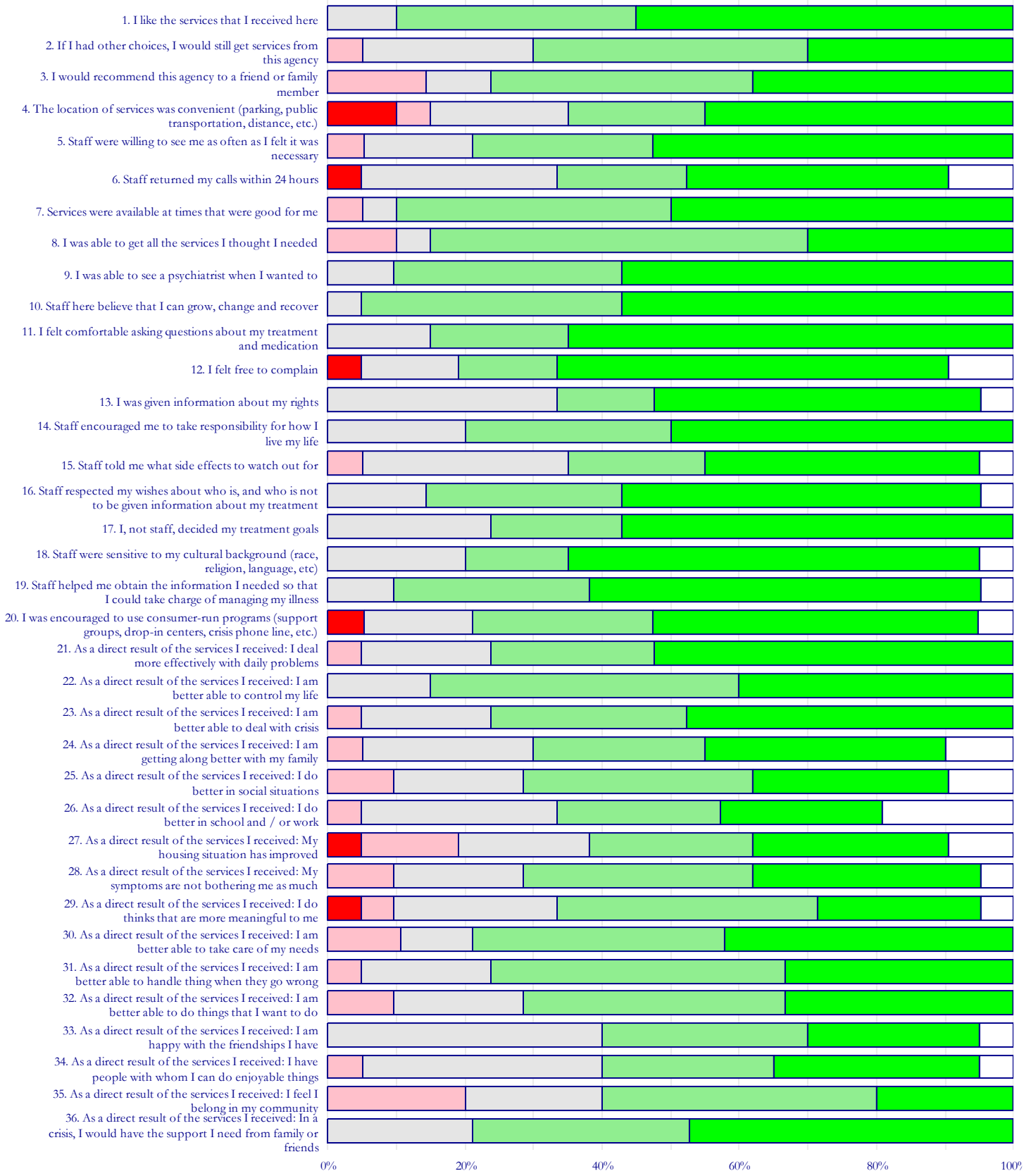
63.2% 6. Staff returned my calls within 24 hours

63.2% 15. Staff told me what side effects to watch out for

65.0% 13. I was given information about my rights

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

MHSIP Items



MHSIP Items 1-25, N = 27

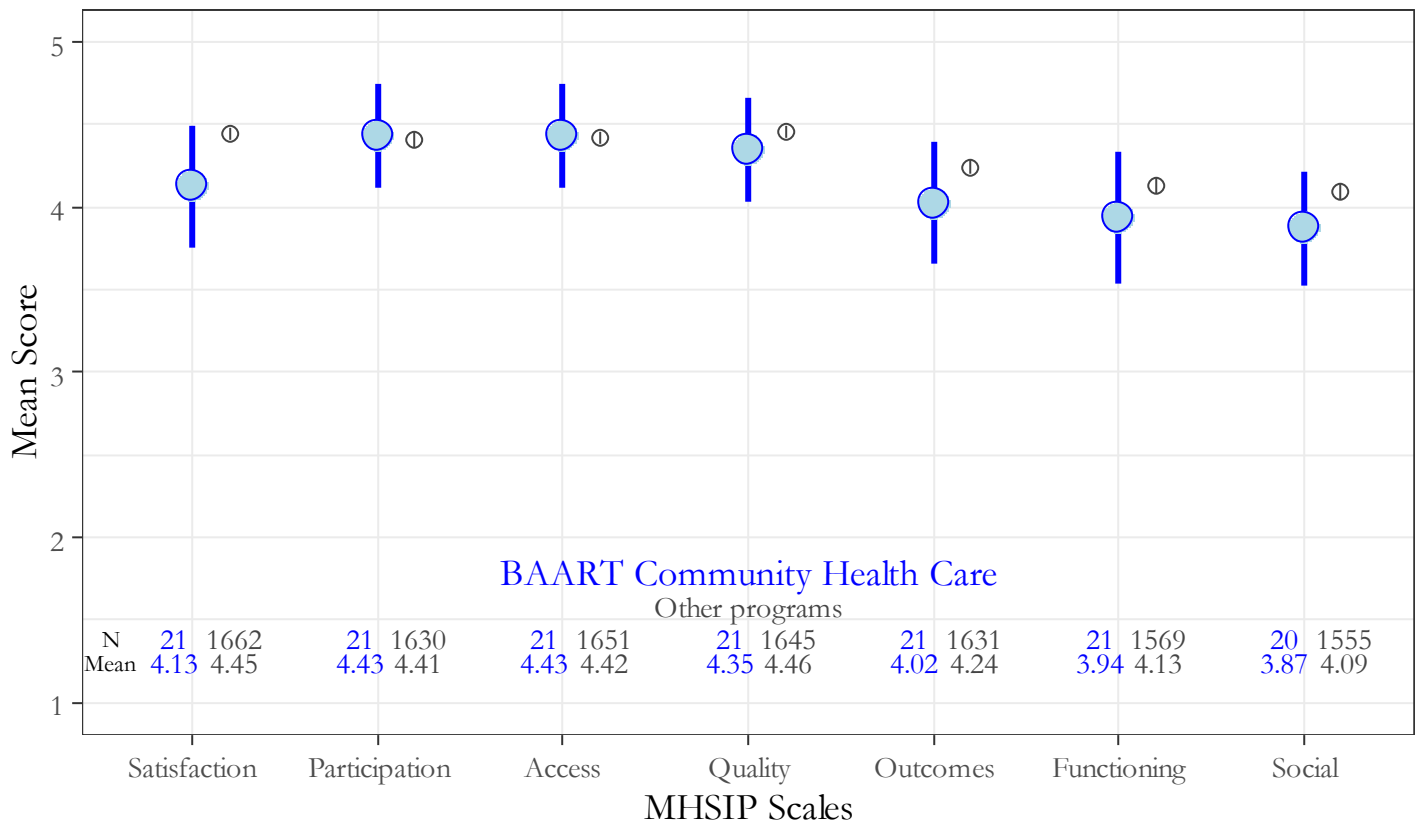
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 7.4 %	7 25.9 %	11 40.7 %	0 0.0 %	7 25.9 %
70.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 3.7 %	5 18.5 %	8 29.6 %	6 22.2 %	0 0.0 %	7 25.9 %
76.2 % 3. I would recommend this agency to a friend or family member	0 0.0 %	3 11.1 %	2 7.4 %	8 29.6 %	8 29.6 %	0 0.0 %	6 22.2 %
65.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	2 7.4 %	1 3.7 %	4 14.8 %	4 14.8 %	9 33.3 %	0 0.0 %	7 25.9 %
78.9 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 3.7 %	3 11.1 %	5 18.5 %	10 37.0 %	0 0.0 %	8 29.6 %
63.2 % 6. Staff returned my calls within 24 hours	1 3.7 %	0 0.0 %	6 22.2 %	4 14.8 %	8 29.6 %	2 7.4 %	6 22.2 %
90.0 % 7. Services were available at times that were good for me	0 0.0 %	1 3.7 %	1 3.7 %	8 29.6 %	10 37.0 %	0 0.0 %	7 25.9 %
85.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	2 7.4 %	1 3.7 %	11 40.7 %	6 22.2 %	0 0.0 %	7 25.9 %
90.5 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 7.4 %	7 25.9 %	12 44.4 %	0 0.0 %	6 22.2 %
95.2 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 3.7 %	8 29.6 %	12 44.4 %	0 0.0 %	6 22.2 %
85.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	3 11.1 %	4 14.8 %	13 48.1 %	0 0.0 %	7 25.9 %
78.9 % 12. I felt free to complain	1 3.7 %	0 0.0 %	3 11.1 %	3 11.1 %	12 44.4 %	2 7.4 %	6 22.2 %
65.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	7 25.9 %	3 11.1 %	10 37.0 %	1 3.7 %	6 22.2 %
80.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	4 14.8 %	6 22.2 %	10 37.0 %	0 0.0 %	7 25.9 %
63.2 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 3.7 %	6 22.2 %	4 14.8 %	8 29.6 %	1 3.7 %	7 25.9 %
85.0 % 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 %	3 11.1 %	6 22.2 %	11 40.7 %	1 3.7 %	6 22.2 %
76.2 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	5 18.5 %	4 14.8 %	12 44.4 %	0 0.0 %	6 22.2 %
78.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 14.8 %	3 11.1 %	12 44.4 %	1 3.7 %	7 25.9 %
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 %	2 7.4 %	6 22.2 %	12 44.4 %	1 3.7 %	6 22.2 %
77.8 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 3.7 %	0 0.0 %	3 11.1 %	5 18.5 %	9 33.3 %	1 3.7 %	8 29.6 %
76.2 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 3.7 %	4 14.8 %	5 18.5 %	11 40.7 %	0 0.0 %	6 22.2 %
85.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	3 11.1 %	9 33.3 %	8 29.6 %	0 0.0 %	7 25.9 %
76.2 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 3.7 %	4 14.8 %	6 22.2 %	10 37.0 %	0 0.0 %	6 22.2 %
66.7 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 3.7 %	5 18.5 %	5 18.5 %	7 25.9 %	2 7.4 %	7 25.9 %
68.4 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 7.4 %	4 14.8 %	7 25.9 %	6 22.2 %	2 7.4 %	6 22.2 %

MHSIP Items 26-36, N = 27
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
58.8 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 3.7 %	6 22.2 %	5 18.5 %	5 18.5 %	4 14.8 %	6 22.2 %
57.9 % 27. As a direct result of the services I received: My housing situation has improved	1 3.7 %	3 11.1 %	4 14.8 %	5 18.5 %	6 22.2 %	2 7.4 %	6 22.2 %
70.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 7.4 %	4 14.8 %	7 25.9 %	7 25.9 %	1 3.7 %	6 22.2 %
65.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me	1 3.7 %	1 3.7 %	5 18.5 %	8 29.6 %	5 18.5 %	1 3.7 %	6 22.2 %
78.9 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	2 7.4 %	2 7.4 %	7 25.9 %	8 29.6 %	0 0.0 %	8 29.6 %
76.2 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	1 3.7 %	4 14.8 %	9 33.3 %	7 25.9 %	0 0.0 %	6 22.2 %
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 0.0 %	2 7.4 %	4 14.8 %	8 29.6 %	7 25.9 %	0 0.0 %	6 22.2 %
57.9 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	8 29.6 %	6 22.2 %	5 18.5 %	1 3.7 %	7 25.9 %
57.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 3.7 %	7 25.9 %	5 18.5 %	6 22.2 %	1 3.7 %	7 25.9 %
60.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	4 14.8 %	4 14.8 %	8 29.6 %	4 14.8 %	0 0.0 %	7 25.9 %
78.9 % 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 0.0 %	0 0.0 %	4 14.8 %	6 22.2 %	9 33.3 %	0 0.0 %	8 29.6 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	4 23.5 %	2 20 %	6 22.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	13 76.5 %	8 80 %	21 77.8 %
Total	17 100 %	10 100 %	27 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 21 clients; surveys were returned for 27 clients (27/21 = 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.



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

BP Assisted Independent Living Program AILP

Program Code(s): 8908OP

Overall Satisfaction¹

76.9%

Return Rate²

over 100%

Overall satisfaction³ mean score for BP Assisted Independent Living Program AILP: **4.14**.

Overall satisfaction mean score for all other programs: **4.46**.

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

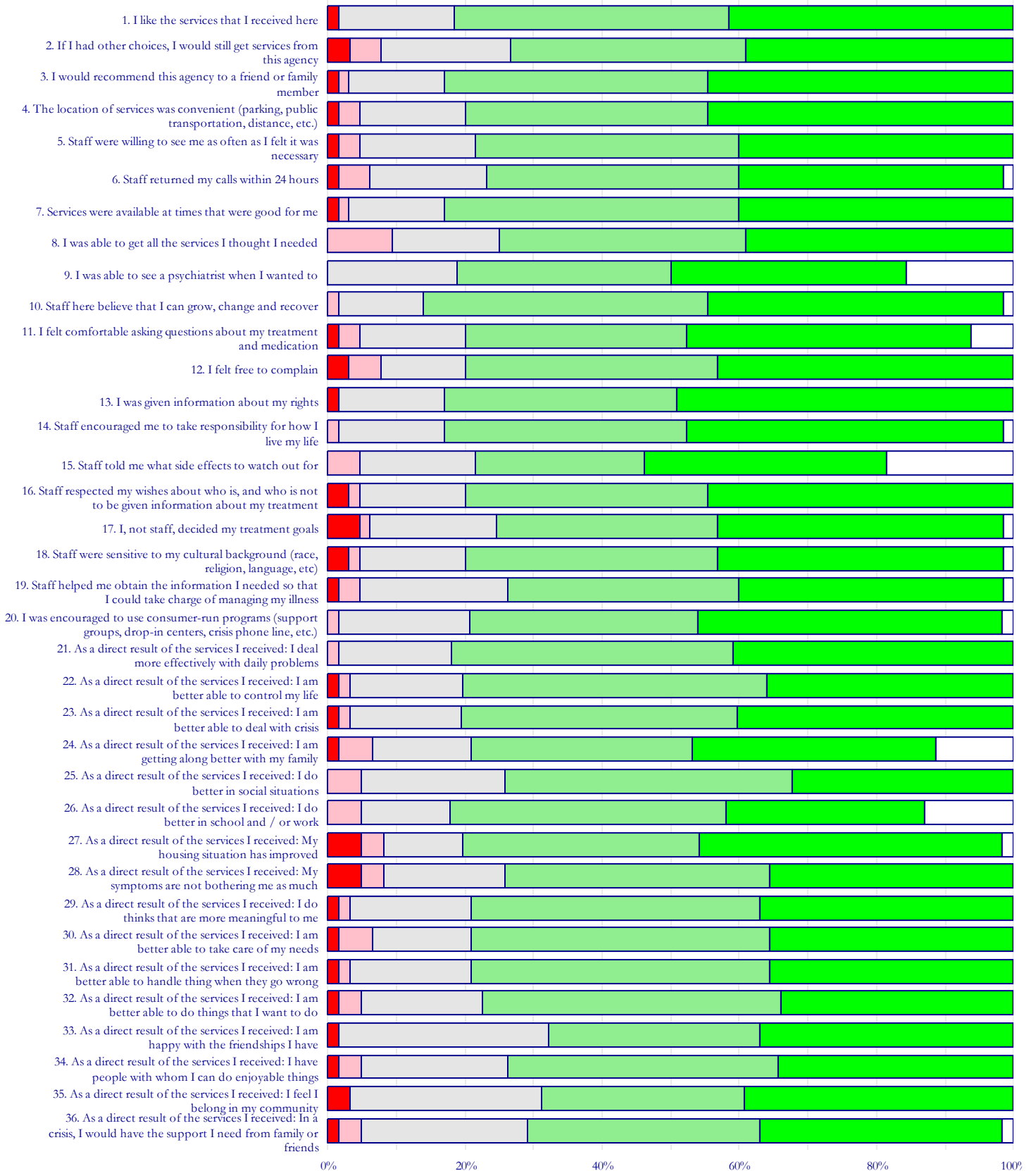
- 85.9% 10. Staff here believe that I can grow, change and recover
- 83.1% 3. I would recommend this agency to a friend or family member
- 83.1% 7. Services were available at times that were good for me

Lowest Agreement Items

- 73.4% 2. If I had other choices, I would still get services from this agency
- 73.4% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
- 73.6% 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 = 65

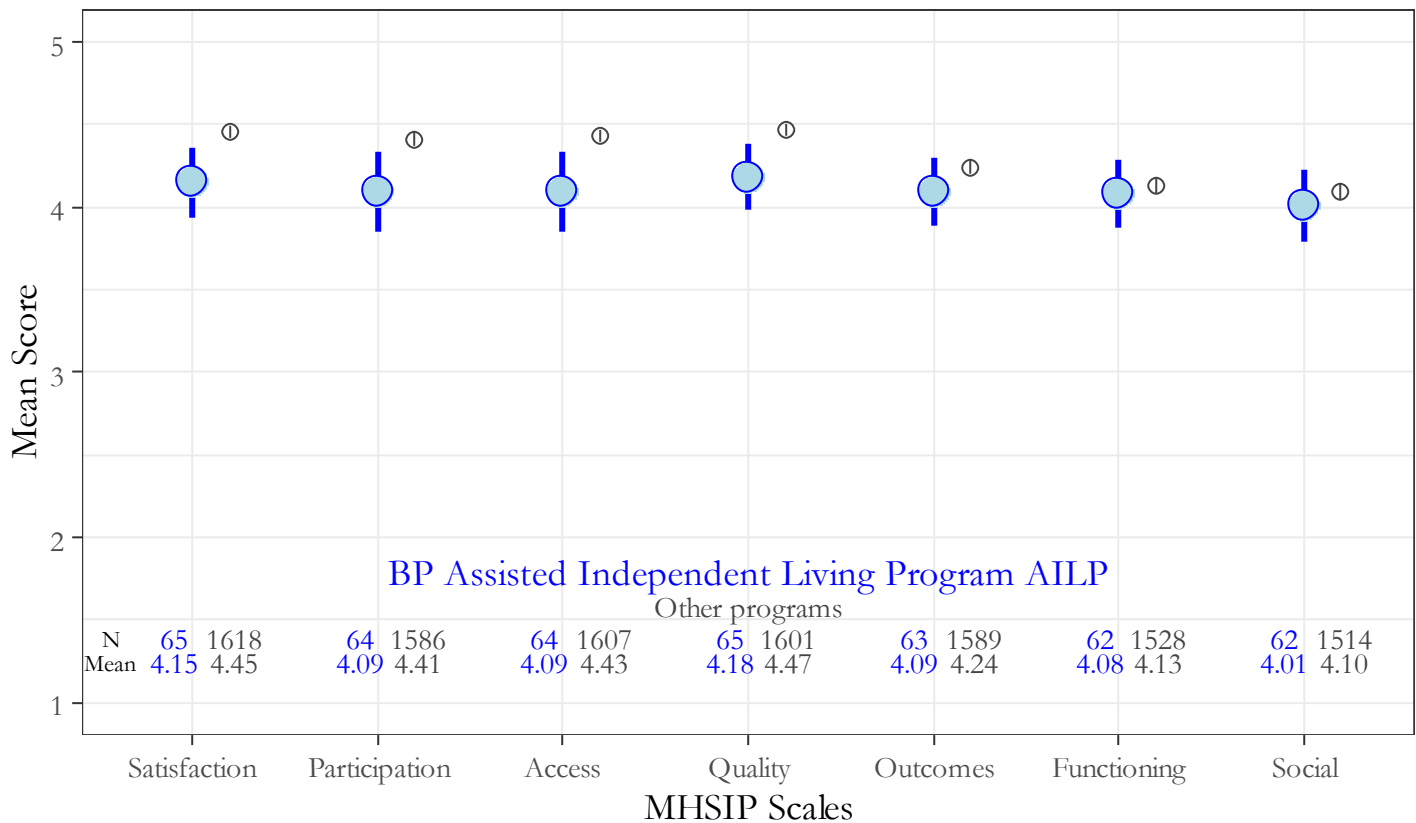
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
81.5 % 1. I like the services that I received here	1 1.5 %	0 0.0 %	11 16.9 %	26 40.0 %	27 41.5 %	0 0.0 %	0 0.0 %
73.4 % 2. If I had other choices, I would still get services from this agency	2 3.1 %	3 4.6 %	12 18.5 %	22 33.9 %	25 38.5 %	0 0.0 %	1 1.5 %
83.1 % 3. I would recommend this agency to a friend or family member	1 1.5 %	1 1.5 %	9 13.9 %	25 38.5 %	29 44.6 %	0 0.0 %	0 0.0 %
80.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 1.5 %	2 3.1 %	10 15.4 %	23 35.4 %	29 44.6 %	0 0.0 %	0 0.0 %
78.5 % 5. Staff were willing to see me as often as I felt it was necessary	1 1.5 %	2 3.1 %	11 16.9 %	25 38.5 %	26 40.0 %	0 0.0 %	0 0.0 %
76.6 % 6. Staff returned my calls within 24 hours	1 1.5 %	3 4.6 %	11 16.9 %	24 36.9 %	25 38.5 %	1 1.5 %	0 0.0 %
83.1 % 7. Services were available at times that were good for me	1 1.5 %	1 1.5 %	9 13.9 %	28 43.1 %	26 40.0 %	0 0.0 %	0 0.0 %
75.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	6 9.2 %	10 15.4 %	23 35.4 %	25 38.5 %	0 0.0 %	1 1.5 %
77.8 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	12 18.5 %	20 30.8 %	22 33.9 %	10 15.4 %	1 1.5 %
85.9 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 1.5 %	8 12.3 %	27 41.5 %	28 43.1 %	1 1.5 %	0 0.0 %
78.7 % 11. I felt comfortable asking questions about my treatment and medication	1 1.5 %	2 3.1 %	10 15.4 %	21 32.3 %	27 41.5 %	4 6.2 %	0 0.0 %
80.0 % 12. I felt free to complain	2 3.1 %	3 4.6 %	8 12.3 %	24 36.9 %	28 43.1 %	0 0.0 %	0 0.0 %
83.1 % 13. I was given information about my rights	1 1.5 %	0 0.0 %	10 15.4 %	22 33.9 %	32 49.2 %	0 0.0 %	0 0.0 %
82.8 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 1.5 %	10 15.4 %	23 35.4 %	30 46.2 %	1 1.5 %	0 0.0 %
73.6 % 15. Staff told me what side effects to watch out for	0 0.0 %	3 4.6 %	11 16.9 %	16 24.6 %	23 35.4 %	12 18.5 %	0 0.0 %
80.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	2 3.1 %	1 1.5 %	10 15.4 %	23 35.4 %	29 44.6 %	0 0.0 %	0 0.0 %
75.0 % 17. I, not staff, decided my treatment goals	3 4.6 %	1 1.5 %	12 18.5 %	21 32.3 %	27 41.5 %	1 1.5 %	0 0.0 %
79.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	2 3.1 %	1 1.5 %	10 15.4 %	24 36.9 %	27 41.5 %	1 1.5 %	0 0.0 %
73.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1.5 %	2 3.1 %	14 21.5 %	22 33.9 %	25 38.5 %	1 1.5 %	0 0.0 %
79.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 1.5 %	12 18.5 %	21 32.3 %	28 43.1 %	1 1.5 %	2 3.1 %
82.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 1.5 %	10 15.4 %	25 38.5 %	25 38.5 %	0 0.0 %	4 6.2 %
80.3 % 22. As a direct result of the services I received: I am better able to control my life	1 1.5 %	1 1.5 %	10 15.4 %	27 41.5 %	22 33.9 %	0 0.0 %	4 6.2 %
80.6 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 1.5 %	1 1.5 %	10 15.4 %	25 38.5 %	25 38.5 %	0 0.0 %	3 4.6 %
76.4 % 24. As a direct result of the services I received: I am getting along better with my family	1 1.5 %	3 4.6 %	9 13.9 %	20 30.8 %	22 33.9 %	7 10.8 %	3 4.6 %
74.2 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	3 4.6 %	13 20.0 %	26 40.0 %	20 30.8 %	0 0.0 %	3 4.6 %

MHSIP Items 26-36, N = 65
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
79.6 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	3 4.6 %	8 12.3 %	25 38.5 %	18 27.7 %	8 12.3 %	3 4.6 %
80.0 % 27. As a direct result of the services I received: My housing situation has improved	3 4.6 %	2 3.1 %	7 10.8 %	21 32.3 %	27 41.5 %	1 1.5 %	4 6.2 %
74.2 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	3 4.6 %	2 3.1 %	11 16.9 %	24 36.9 %	22 33.9 %	0 0.0 %	3 4.6 %
79.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me	1 1.5 %	1 1.5 %	11 16.9 %	26 40.0 %	23 35.4 %	0 0.0 %	3 4.6 %
79.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 1.5 %	3 4.6 %	9 13.9 %	27 41.5 %	22 33.9 %	0 0.0 %	3 4.6 %
79.0 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	1 1.5 %	1 1.5 %	11 16.9 %	27 41.5 %	22 33.9 %	0 0.0 %	3 4.6 %
77.4 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 1.5 %	2 3.1 %	11 16.9 %	27 41.5 %	21 32.3 %	0 0.0 %	3 4.6 %
67.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 1.5 %	0 0.0 %	19 29.2 %	19 29.2 %	23 35.4 %	0 0.0 %	3 4.6 %
73.8 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 1.5 %	2 3.1 %	13 20.0 %	24 36.9 %	21 32.3 %	0 0.0 %	4 6.2 %
68.9 % 35. As a direct result of the services I received: I feel I belong in my community	2 3.1 %	0 0.0 %	17 26.2 %	18 27.7 %	24 36.9 %	0 0.0 %	4 6.2 %
70.5 % 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 1.5 %	2 3.1 %	15 23.1 %	21 32.3 %	22 33.9 %	1 1.5 %	3 4.6 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	1 1.9 %	0 0 %	1 1.5 %
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	53 98.1 %	11 100 %	64 98.5 %
Total	54 100 %	11 100 %	65 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 49 clients; surveys were returned for 65 clients (65/49 = 132.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

BP Baker Street House

Program Code(s): 38391

Overall Satisfaction¹

85.7%

Return Rate²

over 100%

Overall satisfaction³ mean score for BP Baker Street House: **4.36**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

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

92.9% 3. I would recommend this agency to a friend or family member

92.9% 11. I felt comfortable asking questions about my treatment and medication

Lowest Agreement Items

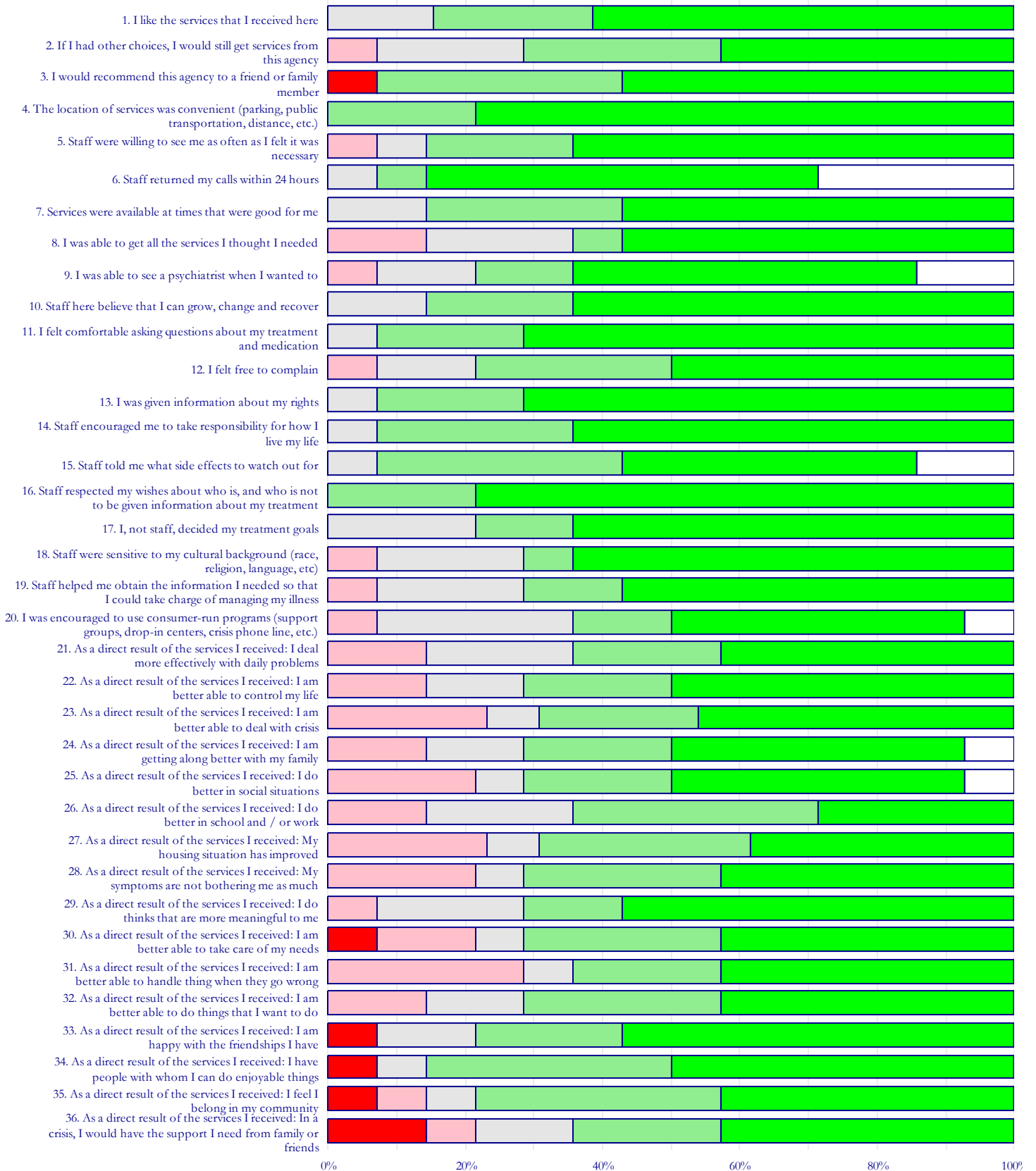
61.5% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

64.3% 8. I was able to get all the services I thought I needed

71.4% 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 = 14

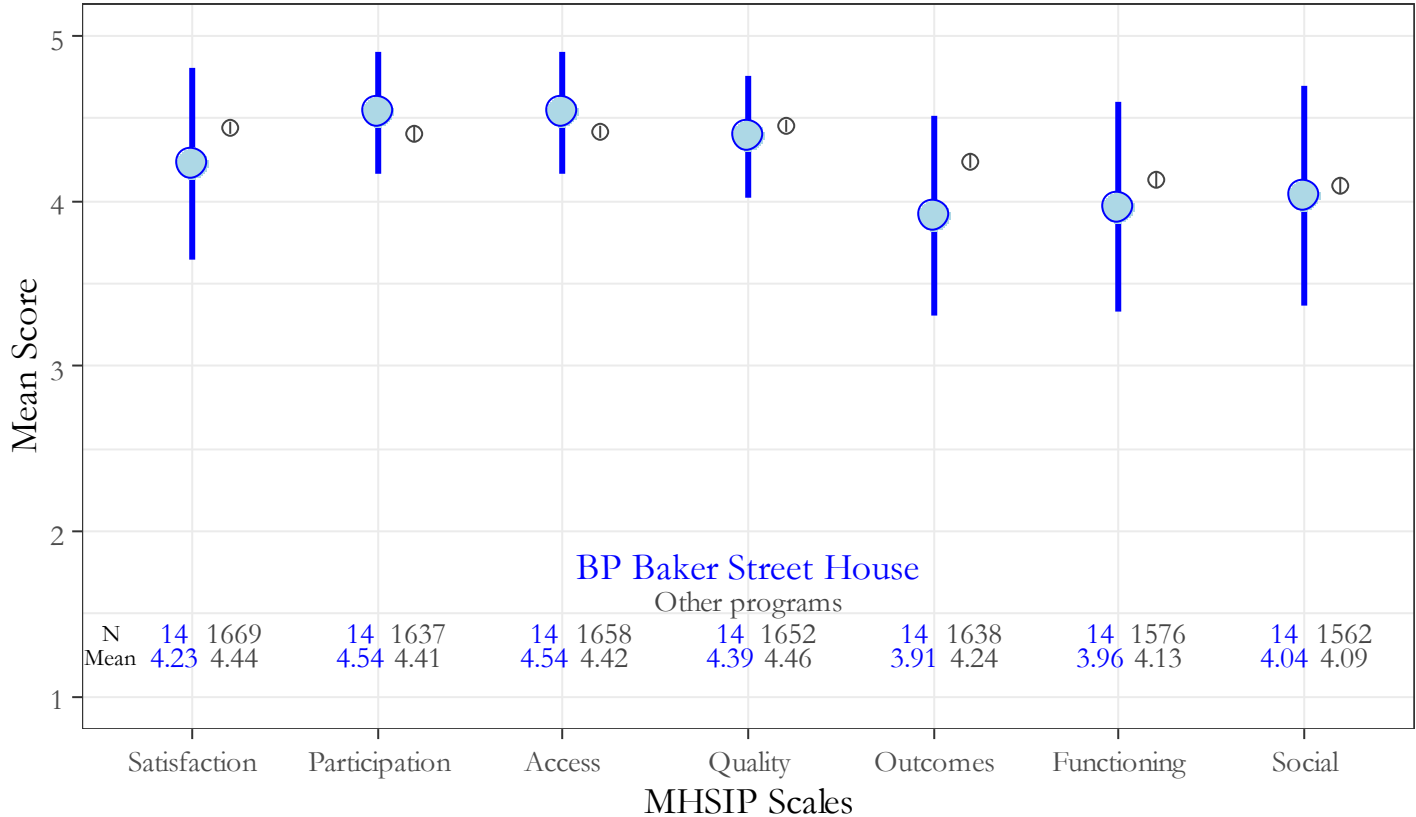
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
84.6 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 14.3 %	3 21.4 %	8 57.1 %	0 0.0 %	1 7.1 %
71.4 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 7.1 %	3 21.4 %	4 28.6 %	6 42.9 %	0 0.0 %	0 0.0 %
92.9 % 3. I would recommend this agency to a friend or family member	1 7.1 %	0 0.0 %	0 0.0 %	5 35.7 %	8 57.1 %	0 0.0 %	0 0.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	11 78.6 %	0 0.0 %	0 0.0 %
85.7 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 7.1 %	1 7.1 %	3 21.4 %	9 64.3 %	0 0.0 %	0 0.0 %
90.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 7.1 %	1 7.1 %	8 57.1 %	4 28.6 %	0 0.0 %
85.7 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 14.3 %	4 28.6 %	8 57.1 %	0 0.0 %	0 0.0 %
64.3 % 8. I was able to get all the services I thought I needed	0 0.0 %	2 14.3 %	3 21.4 %	1 7.1 %	8 57.1 %	0 0.0 %	0 0.0 %
75.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 7.1 %	2 14.3 %	2 14.3 %	7 50.0 %	2 14.3 %	0 0.0 %
85.7 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 14.3 %	3 21.4 %	9 64.3 %	0 0.0 %	0 0.0 %
92.9 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	10 71.4 %	0 0.0 %	0 0.0 %
78.6 % 12. I felt free to complain	0 0.0 %	1 7.1 %	2 14.3 %	4 28.6 %	7 50.0 %	0 0.0 %	0 0.0 %
92.9 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	10 71.4 %	0 0.0 %	0 0.0 %
92.9 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	9 64.3 %	0 0.0 %	0 0.0 %
91.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 7.1 %	5 35.7 %	6 42.9 %	2 14.3 %	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 %	3 21.4 %	11 78.6 %	0 0.0 %	0 0.0 %
78.6 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	3 21.4 %	2 14.3 %	9 64.3 %	0 0.0 %	0 0.0 %
71.4 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 7.1 %	3 21.4 %	1 7.1 %	9 64.3 %	0 0.0 %	0 0.0 %
71.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 7.1 %	3 21.4 %	2 14.3 %	8 57.1 %	0 0.0 %	0 0.0 %
61.5 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 7.1 %	4 28.6 %	2 14.3 %	6 42.9 %	1 7.1 %	0 0.0 %
64.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	2 14.3 %	3 21.4 %	3 21.4 %	6 42.9 %	0 0.0 %	0 0.0 %
71.4 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 14.3 %	2 14.3 %	3 21.4 %	7 50.0 %	0 0.0 %	0 0.0 %
69.2 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	3 21.4 %	1 7.1 %	3 21.4 %	6 42.9 %	0 0.0 %	1 7.1 %
69.2 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	2 14.3 %	2 14.3 %	3 21.4 %	6 42.9 %	1 7.1 %	0 0.0 %
69.2 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	3 21.4 %	1 7.1 %	3 21.4 %	6 42.9 %	1 7.1 %	0 0.0 %

MHSIP Items 26-36, N = 14
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
64.3 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	2 14.3 %	3 21.4 %	5 35.7 %	4 28.6 %	0 0.0 %	0 0.0 %
69.2 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	3 21.4 %	1 7.1 %	4 28.6 %	5 35.7 %	0 0.0 %	1 7.1 %
71.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	3 21.4 %	1 7.1 %	4 28.6 %	6 42.9 %	0 0.0 %	0 0.0 %
71.4 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 7.1 %	3 21.4 %	2 14.3 %	8 57.1 %	0 0.0 %	0 0.0 %
71.4 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 7.1 %	2 14.3 %	1 7.1 %	4 28.6 %	6 42.9 %	0 0.0 %	0 0.0 %
64.3 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	4 28.6 %	1 7.1 %	3 21.4 %	6 42.9 %	0 0.0 %	0 0.0 %
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 0.0 %	2 14.3 %	2 14.3 %	4 28.6 %	6 42.9 %	0 0.0 %	0 0.0 %
78.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 7.1 %	0 0.0 %	2 14.3 %	3 21.4 %	8 57.1 %	0 0.0 %	0 0.0 %
85.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 7.1 %	0 0.0 %	1 7.1 %	5 35.7 %	7 50.0 %	0 0.0 %	0 0.0 %
78.6 % 35. As a direct result of the services I received: I feel I belong in my community	1 7.1 %	1 7.1 %	1 7.1 %	5 35.7 %	6 42.9 %	0 0.0 %	0 0.0 %
64.3 % 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 14.3 %	1 7.1 %	2 14.3 %	3 21.4 %	6 42.9 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 15.4 %	0 0 %	2 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	11 84.6 %	1 100 %	12 85.7 %
Total	13 100 %	1 100 %	14 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 12 clients; surveys were returned for 14 clients (14/12 = 116.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

BP Grove Street House

Program Code(s): 89781

Overall Satisfaction¹

100.0%

Return Rate²

88.9%

Overall satisfaction³ mean score for BP Grove Street House: **4.49**.

Overall satisfaction mean score for all other programs: **4.45**.

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

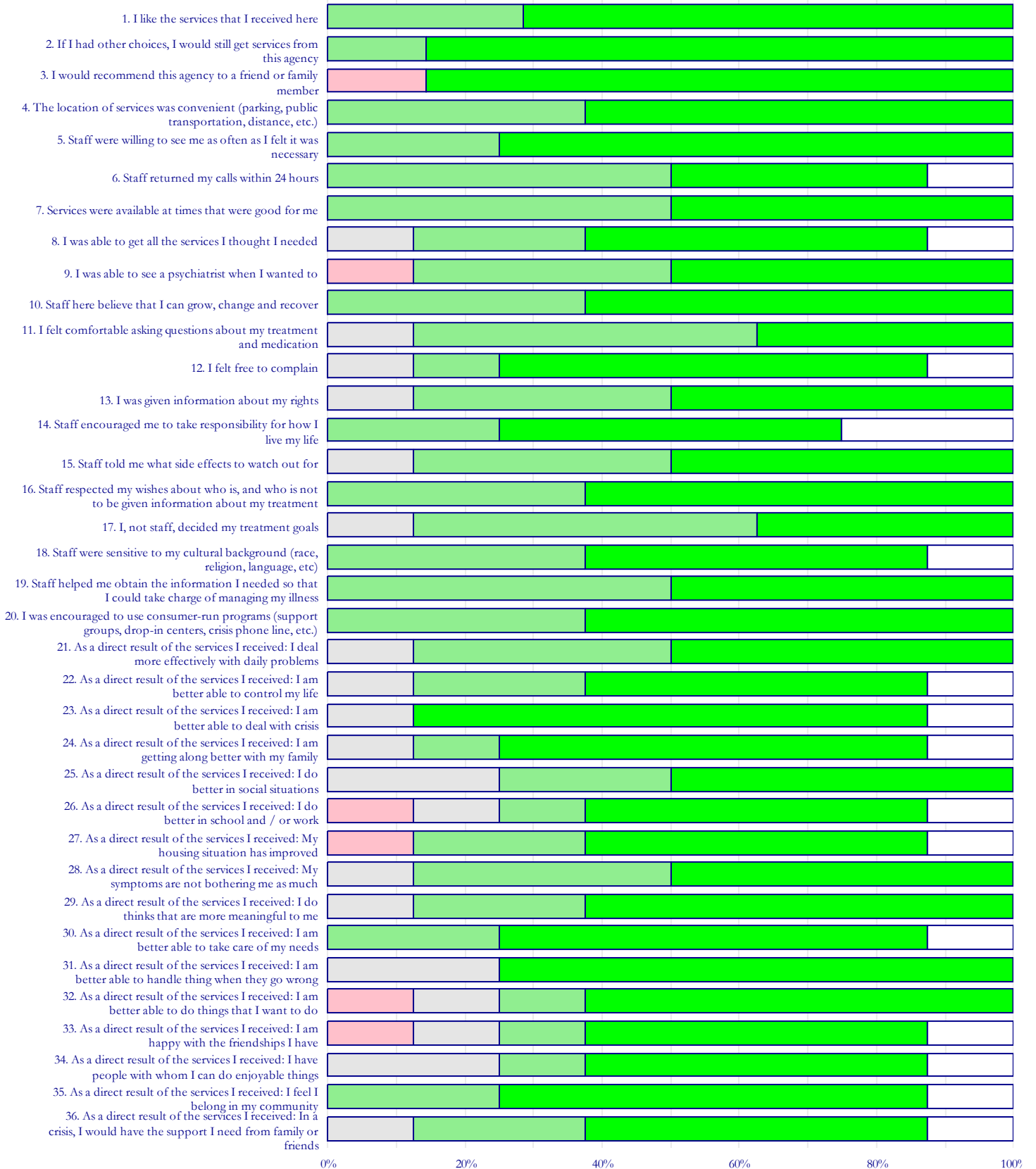
85.7% 3. I would recommend this agency to a friend or family member

85.7% 8. I was able to get all the services I thought I needed

85.7% 12. I felt free to complain

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

MHSIP Items



MHSIP Items 1-25, N = 8

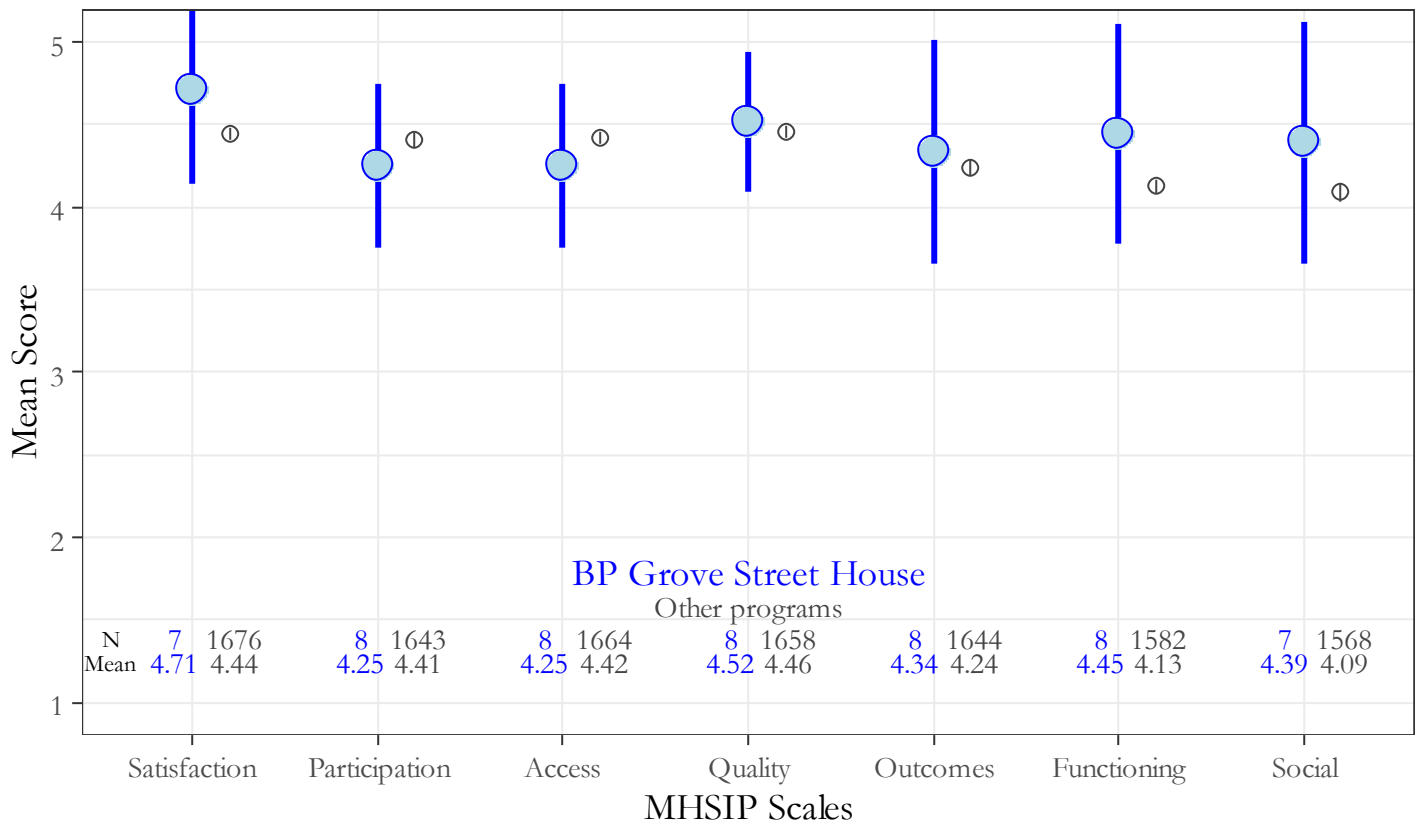
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	0 0.0 %	1 12.5 %
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 12.5 %	6 75.0 %	0 0.0 %	1 12.5 %
85.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 12.5 %	0 0.0 %	0 0.0 %	6 75.0 %	0 0.0 %	1 12.5 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
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 %	6 75.0 %	0 0.0 %	0 0.0 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	3 37.5 %	1 12.5 %	0 0.0 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
85.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	1 12.5 %	0 0.0 %
87.5 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 12.5 %	0 0.0 %	3 37.5 %	4 50.0 %	0 0.0 %	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 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
87.5 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
85.7 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	5 62.5 %	1 12.5 %	0 0.0 %
87.5 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	4 50.0 %	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 25.0 %	4 50.0 %	2 25.0 %	0 0.0 %
87.5 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	4 50.0 %	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 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
87.5 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	4 50.0 %	1 12.5 %	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 %	4 50.0 %	4 50.0 %	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 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
87.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
85.7 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	1 12.5 %	0 0.0 %
85.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	1 12.5 %	0 0.0 %	6 75.0 %	1 12.5 %	0 0.0 %
85.7 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	5 62.5 %	1 12.5 %	0 0.0 %
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 25.0 %	2 25.0 %	4 50.0 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 8
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
71.4 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 12.5 %	1 12.5 %	1 12.5 %	4 50.0 %	1 12.5 %	0 0.0 %
85.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 12.5 %	0 0.0 %	2 25.0 %	4 50.0 %	1 12.5 %	0 0.0 %
87.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
87.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
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 %	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	1 12.5 %	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 0.0 %	0 0.0 %	2 25.0 %	0 0.0 %	6 75.0 %	0 0.0 %	0 0.0 %
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 0.0 %	1 12.5 %	1 12.5 %	1 12.5 %	5 62.5 %	0 0.0 %	0 0.0 %
71.4 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 12.5 %	1 12.5 %	1 12.5 %	4 50.0 %	1 12.5 %	0 0.0 %
71.4 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	4 50.0 %	1 12.5 %	0 0.0 %
100.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	1 12.5 %	0 0.0 %
85.7 % 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 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	1 12.5 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 9 clients; surveys were returned for 8 clients (8/9 = 88.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

BP Jo Ruffin Place

Program Code(s): 89911

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for BP Jo Ruffin Place: **4.58**.

Overall satisfaction mean score for all other programs: **4.45**.

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

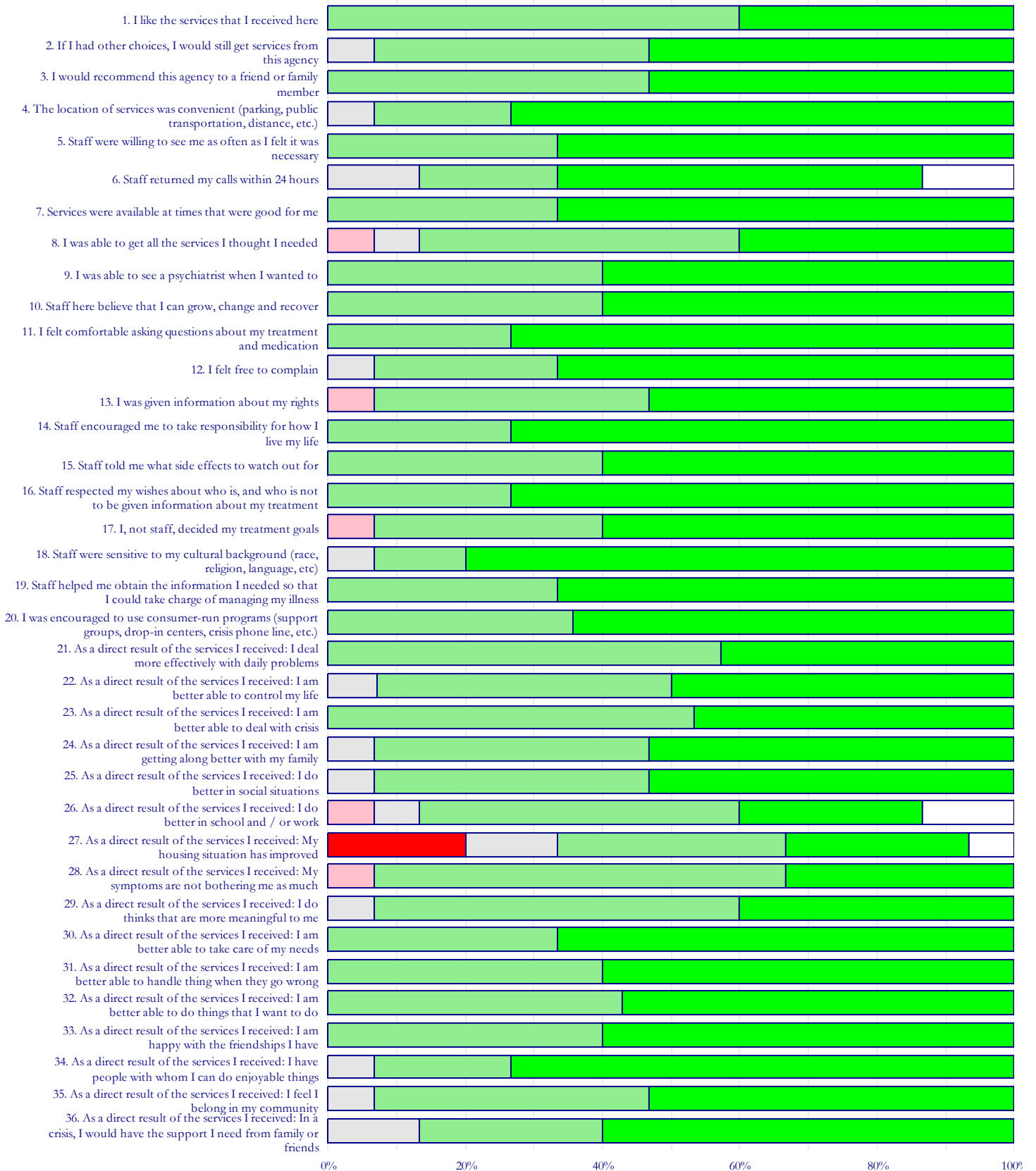
84.6% 6. Staff returned my calls within 24 hours

86.7% 8. I was able to get all the services I thought I needed

93.3% 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 = 15

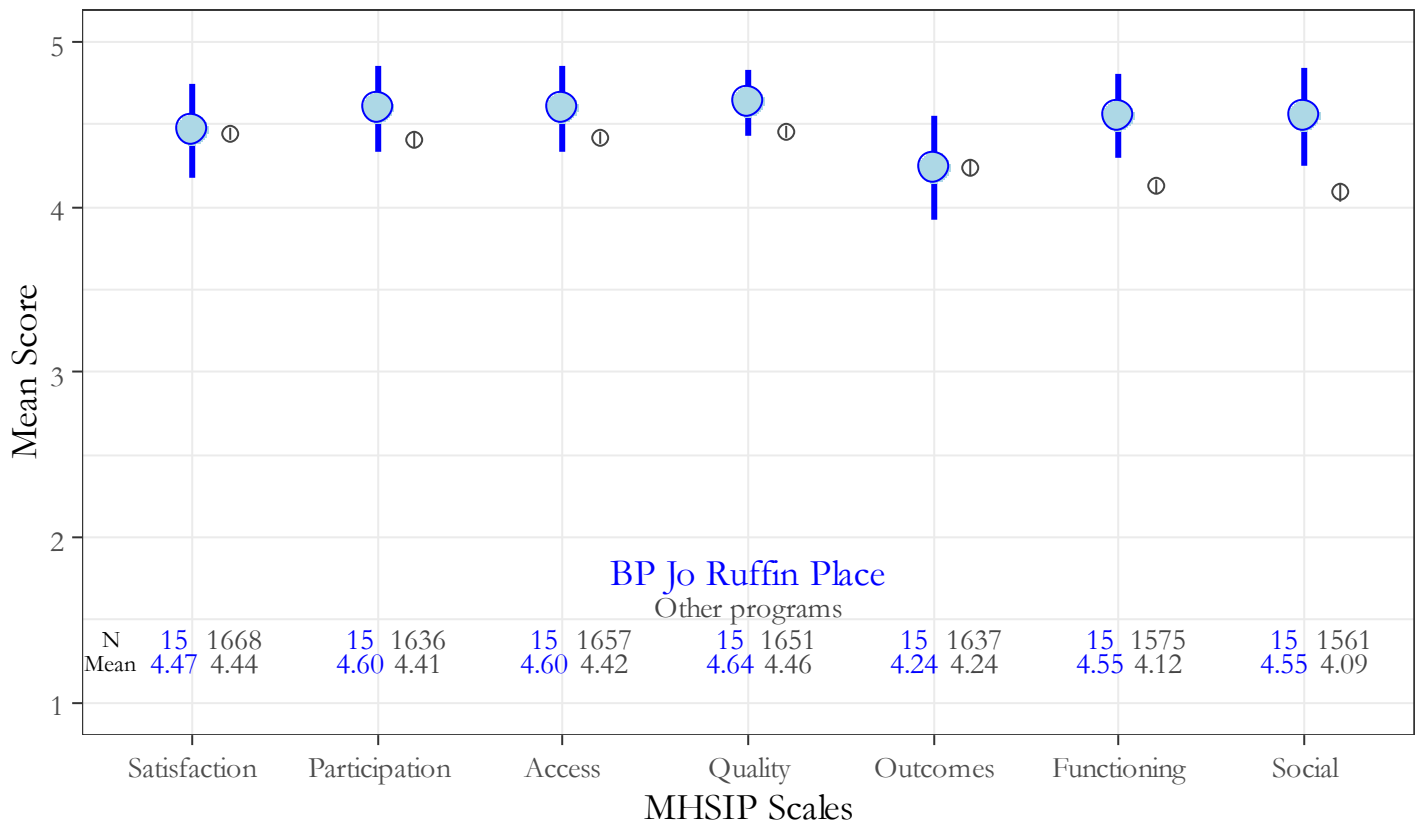
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	9 60.0 %	6 40.0 %	0 0.0 %	0 0.0 %
93.3 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	8 53.3 %	0 0.0 %	0 0.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	7 46.7 %	8 53.3 %	0 0.0 %	0 0.0 %
93.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 6.7 %	3 20.0 %	11 73.3 %	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 0.0 %	5 33.3 %	10 66.7 %	0 0.0 %	0 0.0 %
84.6 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 13.3 %	3 20.0 %	8 53.3 %	2 13.3 %	0 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 33.3 %	10 66.7 %	0 0.0 %	0 0.0 %
86.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 6.7 %	1 6.7 %	7 46.7 %	6 40.0 %	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 %	6 40.0 %	9 60.0 %	0 0.0 %	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 %	6 40.0 %	9 60.0 %	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 %	4 26.7 %	11 73.3 %	0 0.0 %	0 0.0 %
93.3 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 6.7 %	4 26.7 %	10 66.7 %	0 0.0 %	0 0.0 %
93.3 % 13. I was given information about my rights	0 0.0 %	1 6.7 %	0 0.0 %	6 40.0 %	8 53.3 %	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 %	4 26.7 %	11 73.3 %	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 %	6 40.0 %	9 60.0 %	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 %	0 0.0 %	0 0.0 %	4 26.7 %	11 73.3 %	0 0.0 %	0 0.0 %
93.3 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 6.7 %	0 0.0 %	5 33.3 %	9 60.0 %	0 0.0 %	0 0.0 %
93.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 6.7 %	2 13.3 %	12 80.0 %	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 %	5 33.3 %	10 66.7 %	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 %	5 33.3 %	9 60.0 %	0 0.0 %	1 6.7 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	8 53.3 %	6 40.0 %	0 0.0 %	1 6.7 %
92.9 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	7 46.7 %	0 0.0 %	1 6.7 %
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 %	0 0.0 %	8 53.3 %	7 46.7 %	0 0.0 %	0 0.0 %
93.3 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	8 53.3 %	0 0.0 %	0 0.0 %
93.3 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	8 53.3 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 15
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
84.6 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 6.7 %	1 6.7 %	7 46.7 %	4 26.7 %	2 13.3 %	0 0.0 %
64.3 % 27. As a direct result of the services I received: My housing situation has improved	3 20.0 %	0 0.0 %	2 13.3 %	5 33.3 %	4 26.7 %	1 6.7 %	0 0.0 %
93.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 6.7 %	0 0.0 %	9 60.0 %	5 33.3 %	0 0.0 %	0 0.0 %
93.3 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 6.7 %	8 53.3 %	6 40.0 %	0 0.0 %	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 %	0 0.0 %	0 0.0 %	5 33.3 %	10 66.7 %	0 0.0 %	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 %	0 0.0 %	0 0.0 %	6 40.0 %	9 60.0 %	0 0.0 %	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 %	0 0.0 %	0 0.0 %	6 40.0 %	8 53.3 %	0 0.0 %	1 6.7 %
100.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	0 0.0 %	6 40.0 %	9 60.0 %	0 0.0 %	0 0.0 %
93.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 6.7 %	3 20.0 %	11 73.3 %	0 0.0 %	0 0.0 %
93.3 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	8 53.3 %	0 0.0 %	0 0.0 %
86.7 % 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 0.0 %	0 0.0 %	2 13.3 %	4 26.7 %	9 60.0 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	15 100 %	0 0 %	15 100 %
Total	15 100 %	0 100 %	15 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 13 clients; surveys were returned for 15 clients (15/13 = 115.4%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

BP Odyssey House
Program Code(s): 3840OP

Overall Satisfaction¹
100.0%

Return Rate²
90.0%

Overall satisfaction³ mean score for BP Odyssey House: **4.40**.

Overall satisfaction mean score for all other programs: **4.45**.

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

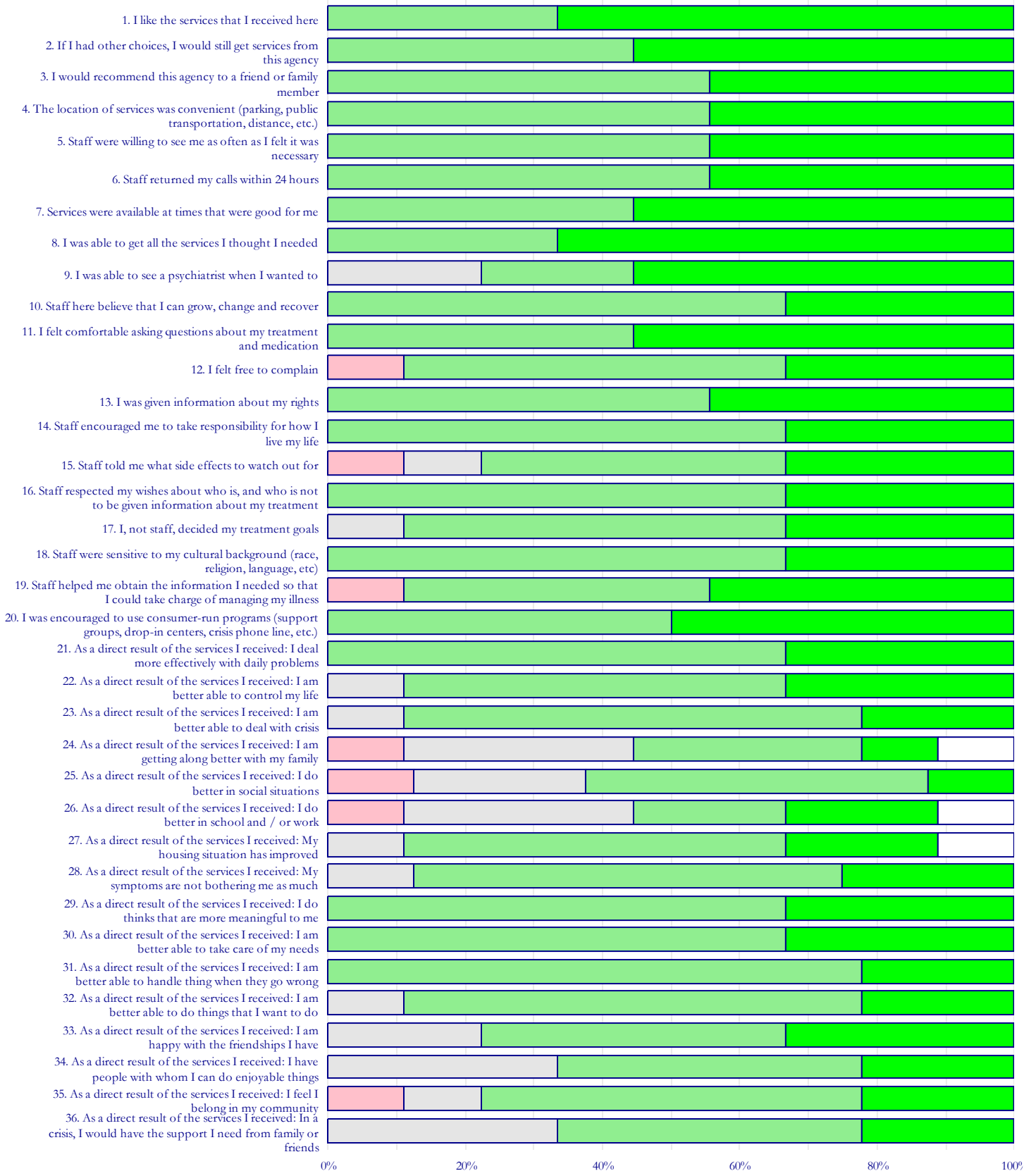
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

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
- 88.9% 12. I felt free to complain

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

MHSIP Items



MHSIP Items 1-25, N = 9

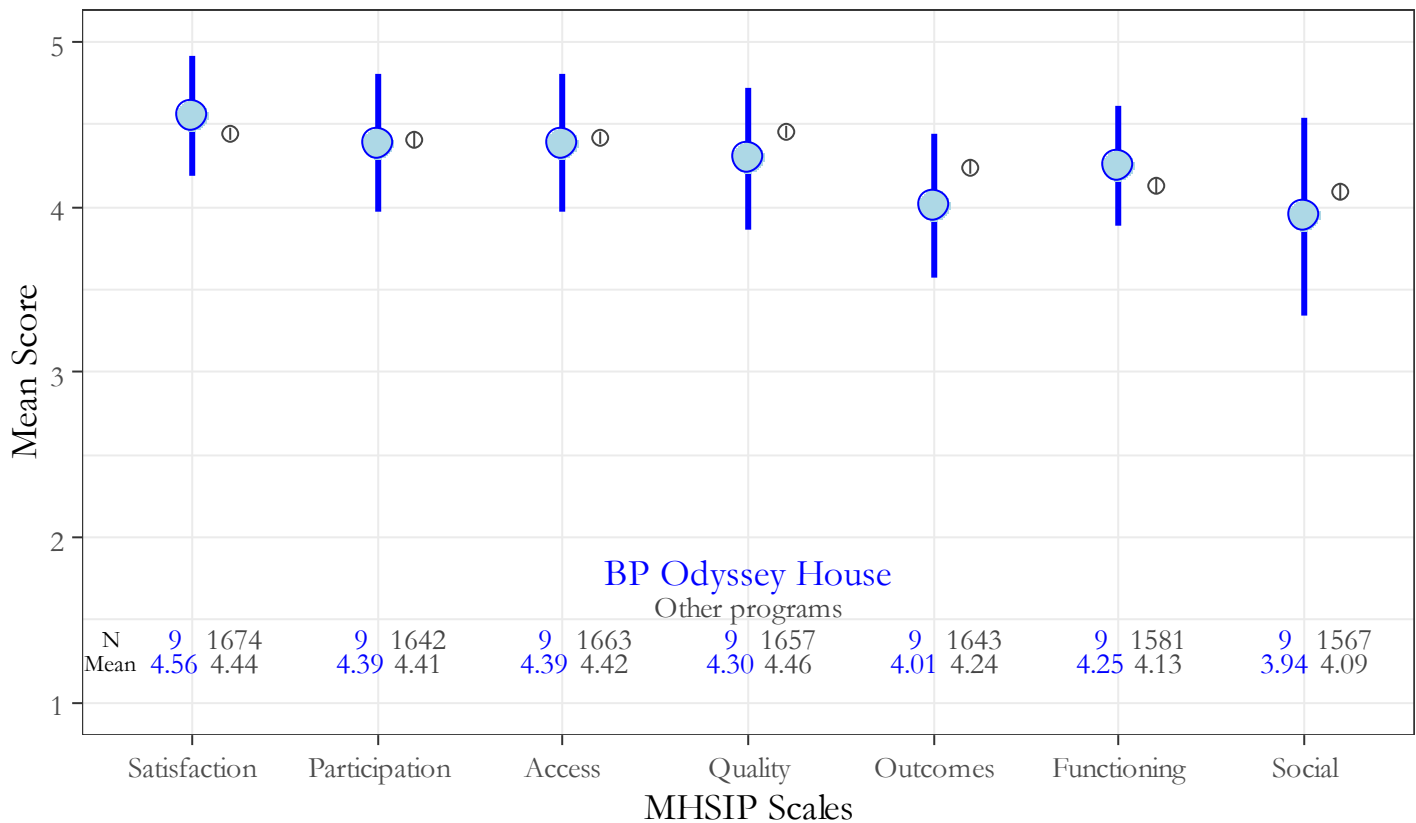
Percent Agree

	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 %	3 33.3 %	6 66.7 %	0 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 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	0 0.0 %	0 0.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	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 0.0 %	5 55.6 %	4 44.4 %	0 0.0 %	0 0.0 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	0 0.0 %	0 0.0 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %	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 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
77.8 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	5 55.6 %	0 0.0 %	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 %	6 66.7 %	3 33.3 %	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 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
88.9 % 12. I felt free to complain	0 0.0 %	1 11.1 %	0 0.0 %	5 55.6 %	3 33.3 %	0 0.0 %	0 0.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	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 %	6 66.7 %	3 33.3 %	0 0.0 %	0 0.0 %
77.8 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 11.1 %	1 11.1 %	4 44.4 %	3 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 %	0 0.0 %	0 0.0 %	6 66.7 %	3 33.3 %	0 0.0 %	0 0.0 %
88.9 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	3 33.3 %	0 0.0 %	0 0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	6 66.7 %	3 33.3 %	0 0.0 %	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 0.0 %	1 11.1 %	0 0.0 %	4 44.4 %	4 44.4 %	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 %	4 44.4 %	4 44.4 %	0 0.0 %	1 11.1 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	6 66.7 %	3 33.3 %	0 0.0 %	0 0.0 %
88.9 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	3 33.3 %	0 0.0 %	0 0.0 %
88.9 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	1 11.1 %	6 66.7 %	2 22.2 %	0 0.0 %	0 0.0 %
50.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 11.1 %	3 33.3 %	3 33.3 %	1 11.1 %	1 11.1 %	0 0.0 %
62.5 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 11.1 %	2 22.2 %	4 44.4 %	1 11.1 %	0 0.0 %	1 11.1 %

MHSIP Items 26-36, N = 9
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 %	1 11.1 %	3 33.3 %	2 22.2 %	2 22.2 %	1 11.1 %	0 0.0 %
87.5 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	2 22.2 %	1 11.1 %	0 0.0 %
87.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	2 22.2 %	0 0.0 %	1 11.1 %
100.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	0 0.0 %	0 0.0 %	6 66.7 %	3 33.3 %	0 0.0 %	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 %	0 0.0 %	0 0.0 %	6 66.7 %	3 33.3 %	0 0.0 %	0 0.0 %
100.0 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	0 0.0 %	7 77.8 %	2 22.2 %	0 0.0 %	0 0.0 %
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 0.0 %	0 0.0 %	1 11.1 %	6 66.7 %	2 22.2 %	0 0.0 %	0 0.0 %
77.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %
66.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	3 33.3 %	4 44.4 %	2 22.2 %	0 0.0 %	0 0.0 %
77.8 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 11.1 %	1 11.1 %	5 55.6 %	2 22.2 %	0 0.0 %	0 0.0 %
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 0.0 %	0 0.0 %	3 33.3 %	4 44.4 %	2 22.2 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 10 clients; surveys were returned for 9 clients (9/10 = 90.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

BP Robertson Place

Program Code(s): 38851

Overall Satisfaction¹

100.0%

Return Rate²

76.9%

Overall satisfaction³ mean score for BP Robertson Place: **4.36**.

Overall satisfaction mean score for all other programs: **4.45**.

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

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

Lowest Agreement Items

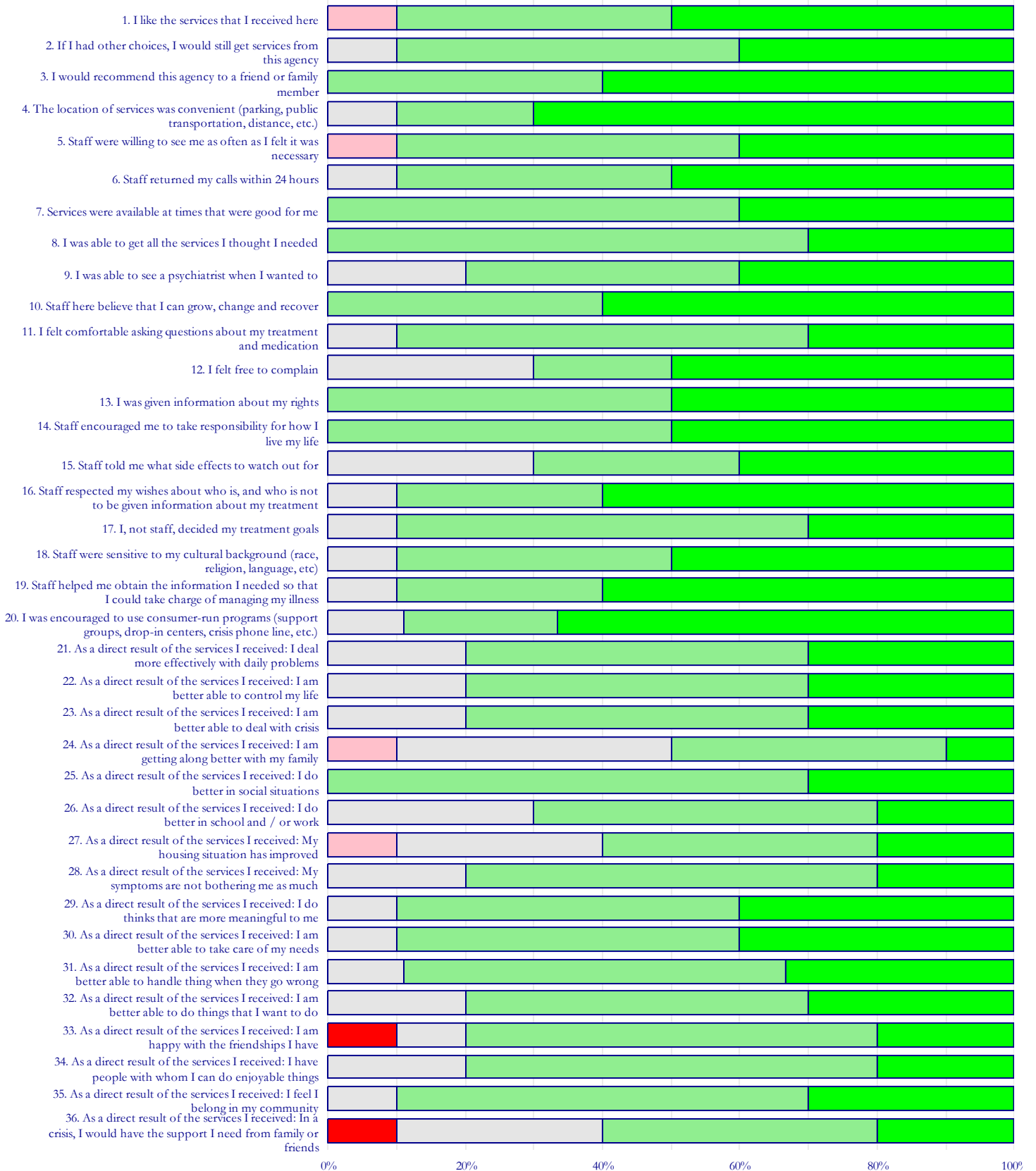
70.0% 12. I felt free to complain

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

80.0% 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 = 10

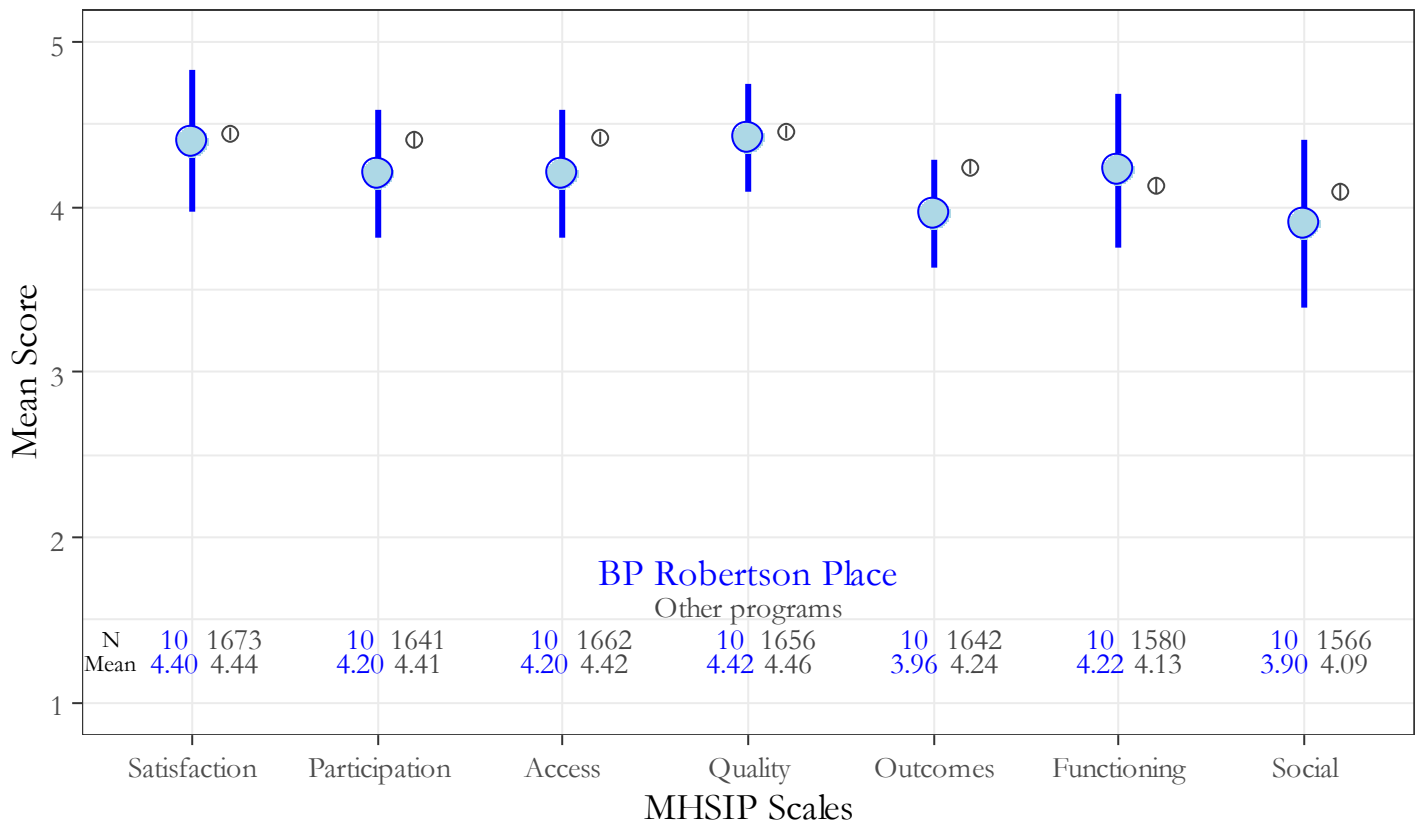
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.0 % 1. I like the services that I received here	0 0.0 %	1 10.0 %	0 0.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
90.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	4 40.0 %	0 0.0 %	0 0.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	6 60.0 %	0 0.0 %	0 0.0 %
90.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	7 70.0 %	0 0.0 %	0 0.0 %
90.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 10.0 %	0 0.0 %	5 50.0 %	4 40.0 %	0 0.0 %	0 0.0 %
90.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	6 60.0 %	4 40.0 %	0 0.0 %	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 %	7 70.0 %	3 30.0 %	0 0.0 %	0 0.0 %
80.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	4 40.0 %	0 0.0 %	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 %	4 40.0 %	6 60.0 %	0 0.0 %	0 0.0 %
90.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 10.0 %	6 60.0 %	3 30.0 %	0 0.0 %	0 0.0 %
70.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	3 30.0 %	2 20.0 %	5 50.0 %	0 0.0 %	0 0.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	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 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
70.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	3 30.0 %	3 30.0 %	4 40.0 %	0 0.0 %	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 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %
90.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 10.0 %	6 60.0 %	3 30.0 %	0 0.0 %	0 0.0 %
90.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
90.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 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 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	6 60.0 %	0 0.0 %	1 10.0 %
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 %	2 20.0 %	5 50.0 %	3 30.0 %	0 0.0 %	0 0.0 %
80.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	3 30.0 %	0 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 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	3 30.0 %	0 0.0 %	0 0.0 %
50.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 10.0 %	4 40.0 %	4 40.0 %	1 10.0 %	0 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 %	7 70.0 %	3 30.0 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 10
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
70.0 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	2 20.0 %	0 0.0 %	0 0.0 %
60.0 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 10.0 %	3 30.0 %	4 40.0 %	2 20.0 %	0 0.0 %	0 0.0 %
80.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	2 20.0 %	0 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 0.0 %	1 10.0 %	5 50.0 %	4 40.0 %	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 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	4 40.0 %	0 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 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	3 30.0 %	0 0.0 %	1 10.0 %
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 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	3 30.0 %	0 0.0 %	0 0.0 %
80.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 10.0 %	0 0.0 %	1 10.0 %	6 60.0 %	2 20.0 %	0 0.0 %	0 0.0 %
80.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	2 20.0 %	0 0.0 %	0 0.0 %
90.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	1 10.0 %	6 60.0 %	3 30.0 %	0 0.0 %	0 0.0 %
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	1 10.0 %	0 0.0 %	3 30.0 %	4 40.0 %	2 20.0 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	10 100 %	0 0 %	10 100 %
Total	10 100 %	0 100 %	10 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 13 clients; surveys were returned for 10 clients (10/13 = 76.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

BP San Jose Place

Program Code(s): 38BS1

Overall Satisfaction¹

100.0%

Return Rate²

90.0%

Overall satisfaction³ mean score for BP San Jose Place: **4.54**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

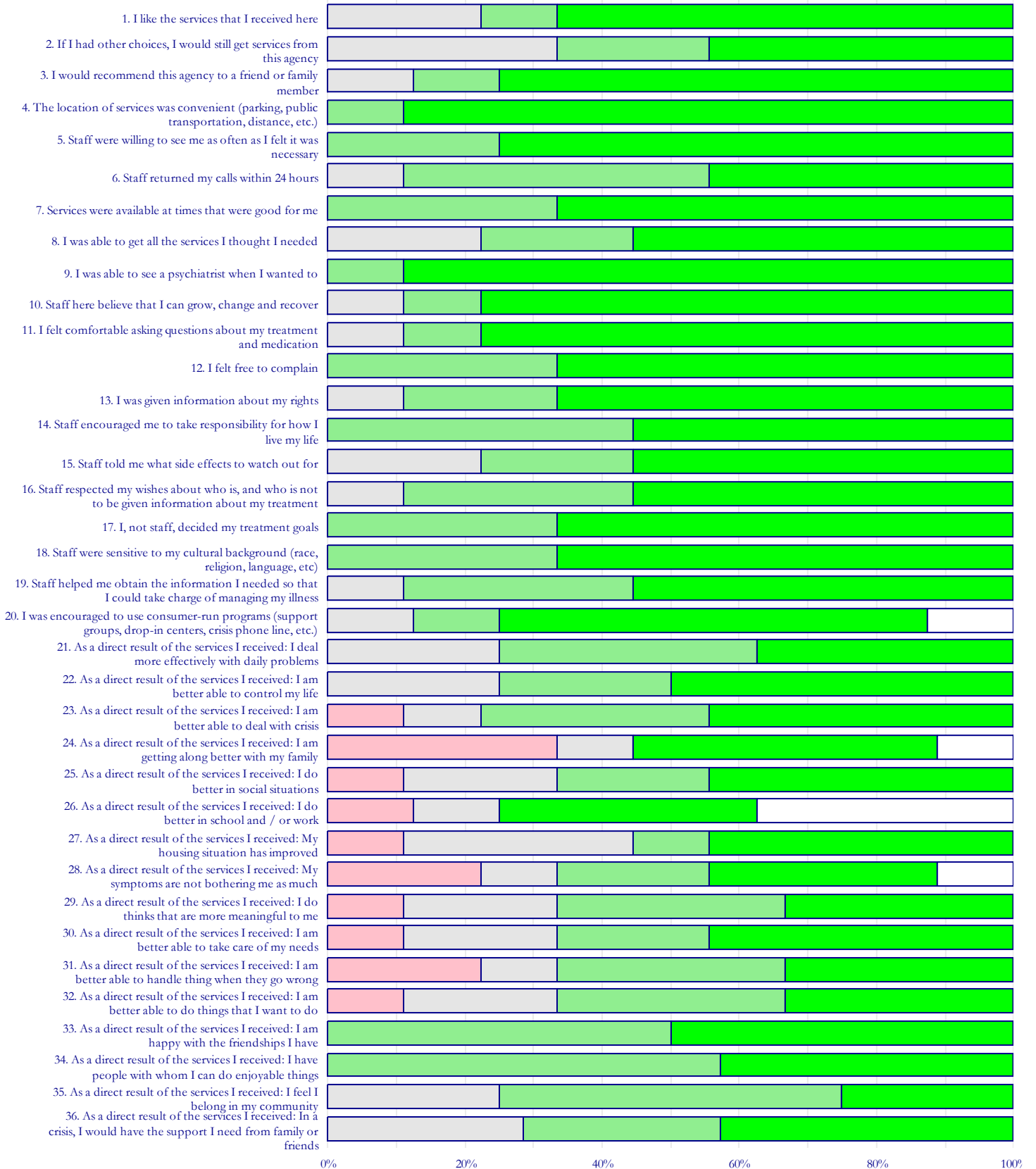
66.7% 2. If I had other choices, I would still get services from this agency

77.8% 1. I like the services that I received here

77.8% 8. I was able to get all the services I thought I needed

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

MHSIP Items



MHSIP Items 1-25, N = 9

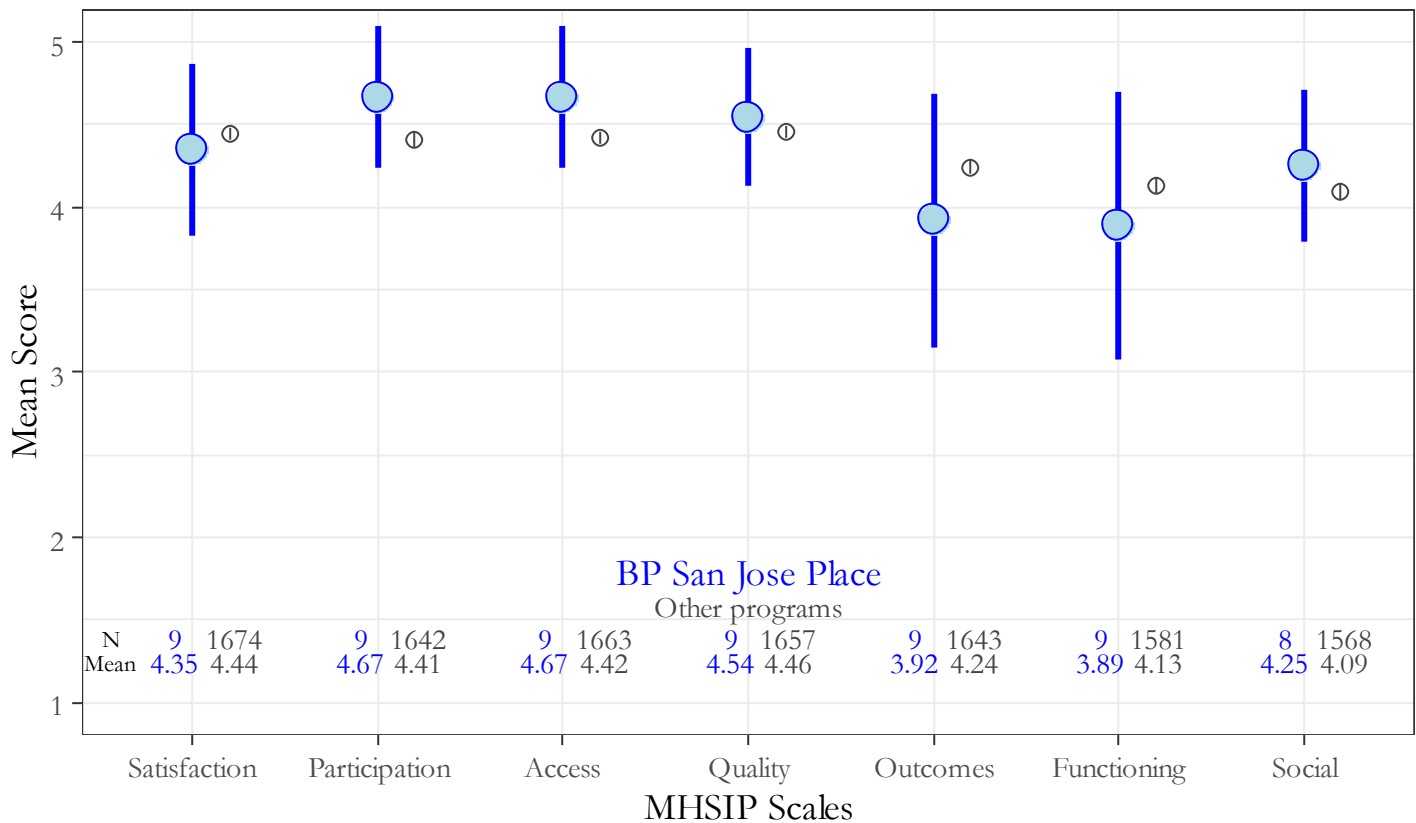
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
77.8 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 22.2 %	1 11.1 %	6 66.7 %	0 0.0 %	0 0.0 %
66.7 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	4 44.4 %	0 0.0 %	0 0.0 %
87.5 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	6 66.7 %	0 0.0 %	1 11.1 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	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 0.0 %	2 22.2 %	6 66.7 %	0 0.0 %	1 11.1 %
88.9 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
77.8 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	5 55.6 %	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 11.1 %	8 88.9 %	0 0.0 %	0 0.0 %
88.9 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	7 77.8 %	0 0.0 %	0 0.0 %
88.9 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	7 77.8 %	0 0.0 %	0 0.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
88.9 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	6 66.7 %	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 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
77.8 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	5 55.6 %	0 0.0 %	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 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
100.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	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 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
85.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	5 55.6 %	1 11.1 %	1 11.1 %
75.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	3 33.3 %	0 0.0 %	1 11.1 %
75.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	4 44.4 %	0 0.0 %	1 11.1 %
77.8 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 11.1 %	1 11.1 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
50.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	4 44.4 %	1 11.1 %	0 0.0 %
66.7 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	4 44.4 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 9
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 / or work	0 0.0 %	1 11.1 %	1 11.1 %	0 0.0 %	3 33.3 %	3 33.3 %	1 11.1 %
55.6 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 11.1 %	3 33.3 %	1 11.1 %	4 44.4 %	0 0.0 %	0 0.0 %
62.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 22.2 %	1 11.1 %	2 22.2 %	3 33.3 %	1 11.1 %	0 0.0 %
66.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 11.1 %	2 22.2 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %
66.7 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	4 44.4 %	0 0.0 %	0 0.0 %
66.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	2 22.2 %	1 11.1 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %
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 0.0 %	1 11.1 %	2 22.2 %	3 33.3 %	3 33.3 %	0 0.0 %	0 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 %	0 0.0 %	0 0.0 %	4 44.4 %	4 44.4 %	0 0.0 %	1 11.1 %
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 %	0 0.0 %	0 0.0 %	4 44.4 %	3 33.3 %	0 0.0 %	2 22.2 %
75.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	2 22.2 %	0 0.0 %	1 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 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	3 33.3 %	0 0.0 %	2 22.2 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 10 clients; surveys were returned for 9 clients (9/10 = 90.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

BVHP Integrated Behavioral Health Program

Program Code(s): 38513

Overall Satisfaction¹

92.9%

Return Rate²

89.6%

Overall satisfaction³ mean score for BVHP Integrated Behavioral Health Program: **4.42**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

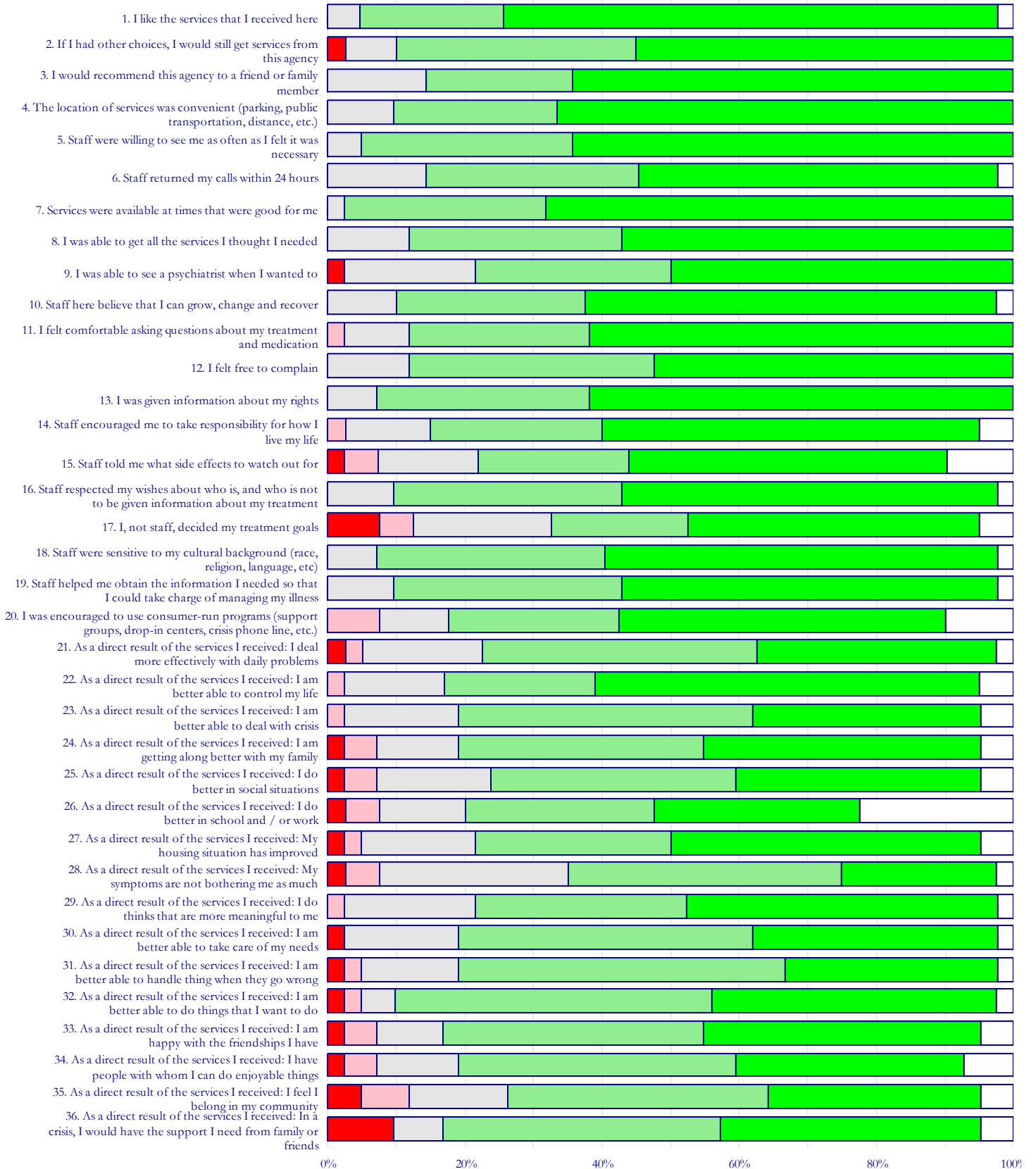
- 97.6% 7. Services were available at times that were good for me
- 95.2% 1. I like the services that I received here
- 95.2% 5. Staff were willing to see me as often as I felt it was necessary

Lowest Agreement Items

- 65.8% 17. I, not staff, decided my treatment goals
- 75.7% 15. Staff told me what side effects to watch out for
- 78.6% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



MHSIP Items 1-25, N = 44

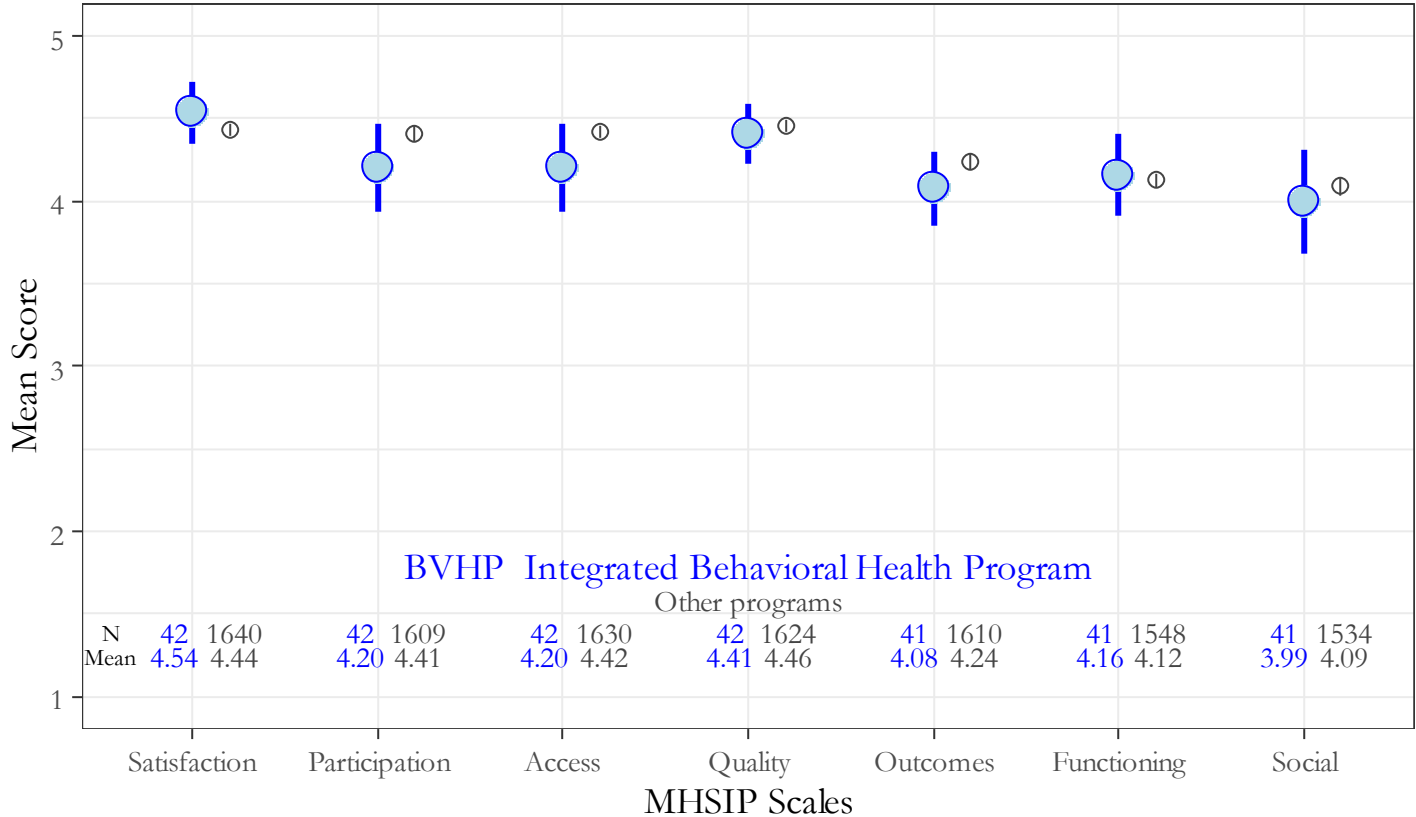
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
95.2 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 4.5 %	9 20.4 %	31 70.5 %	1 2.3 %	1 2.3 %
90.0 % 2. If I had other choices, I would still get services from this agency	1 2.3 %	0 0.0 %	3 6.8 %	14 31.8 %	22 50.0 %	0 0.0 %	4 9.1 %
85.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	6 13.6 %	9 20.4 %	27 61.4 %	0 0.0 %	2 4.5 %
90.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	4 9.1 %	10 22.7 %	28 63.6 %	0 0.0 %	2 4.5 %
95.2 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 4.5 %	13 29.5 %	27 61.4 %	0 0.0 %	2 4.5 %
85.4 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	6 13.6 %	13 29.5 %	22 50.0 %	1 2.3 %	2 4.5 %
97.6 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 2.3 %	12 27.3 %	28 63.6 %	0 0.0 %	3 6.8 %
88.1 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	5 11.4 %	13 29.5 %	24 54.5 %	0 0.0 %	2 4.5 %
78.6 % 9. I was able to see a psychiatrist when I wanted to	1 2.3 %	0 0.0 %	8 18.2 %	12 27.3 %	21 47.7 %	0 0.0 %	2 4.5 %
89.7 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	4 9.1 %	11 25.0 %	24 54.5 %	1 2.3 %	4 9.1 %
88.1 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 2.3 %	4 9.1 %	11 25.0 %	26 59.1 %	0 0.0 %	2 4.5 %
88.1 % 12. I felt free to complain	0 0.0 %	0 0.0 %	5 11.4 %	15 34.1 %	22 50.0 %	0 0.0 %	2 4.5 %
92.9 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	3 6.8 %	13 29.5 %	26 59.1 %	0 0.0 %	2 4.5 %
84.2 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 2.3 %	5 11.4 %	10 22.7 %	22 50.0 %	2 4.5 %	4 9.1 %
75.7 % 15. Staff told me what side effects to watch out for	1 2.3 %	2 4.5 %	6 13.6 %	9 20.4 %	19 43.2 %	4 9.1 %	3 6.8 %
90.2 % 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 9.1 %	14 31.8 %	23 52.3 %	1 2.3 %	2 4.5 %
65.8 % 17. I, not staff, decided my treatment goals	3 6.8 %	2 4.5 %	8 18.2 %	8 18.2 %	17 38.6 %	2 4.5 %	4 9.1 %
92.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 6.8 %	14 31.8 %	24 54.5 %	1 2.3 %	2 4.5 %
90.2 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	4 9.1 %	14 31.8 %	23 52.3 %	1 2.3 %	2 4.5 %
80.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	3 6.8 %	4 9.1 %	10 22.7 %	19 43.2 %	4 9.1 %	4 9.1 %
76.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 2.3 %	1 2.3 %	7 15.9 %	16 36.4 %	14 31.8 %	1 2.3 %	4 9.1 %
82.1 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 2.3 %	6 13.6 %	9 20.4 %	23 52.3 %	2 4.5 %	3 6.8 %
80.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 2.3 %	7 15.9 %	18 40.9 %	14 31.8 %	2 4.5 %	2 4.5 %
80.0 % 24. As a direct result of the services I received: I am getting along better with my family	1 2.3 %	2 4.5 %	5 11.4 %	15 34.1 %	17 38.6 %	2 4.5 %	2 4.5 %
75.0 % 25. As a direct result of the services I received: I do better in social situations	1 2.3 %	2 4.5 %	7 15.9 %	15 34.1 %	15 34.1 %	2 4.5 %	2 4.5 %

MHSIP Items 26-36, N = 44
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
74.2 % 26. As a direct result of the services I received: I do better in school and / or work	1 2.3 %	2 4.5 %	5 11.4 %	11 25.0 %	12 27.3 %	9 20.4 %	4 9.1 %
77.5 % 27. As a direct result of the services I received: My housing situation has improved	1 2.3 %	1 2.3 %	7 15.9 %	12 27.3 %	19 43.2 %	2 4.5 %	2 4.5 %
64.1 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 2.3 %	2 4.5 %	11 25.0 %	16 36.4 %	9 20.4 %	1 2.3 %	4 9.1 %
78.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 2.3 %	8 18.2 %	13 29.5 %	19 43.2 %	1 2.3 %	2 4.5 %
80.5 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 2.3 %	0 0.0 %	7 15.9 %	18 40.9 %	15 34.1 %	1 2.3 %	2 4.5 %
80.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 2.3 %	1 2.3 %	6 13.6 %	20 45.5 %	13 29.5 %	1 2.3 %	2 4.5 %
90.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 2.3 %	1 2.3 %	2 4.5 %	19 43.2 %	17 38.6 %	1 2.3 %	3 6.8 %
82.5 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 2.3 %	2 4.5 %	4 9.1 %	16 36.4 %	17 38.6 %	2 4.5 %	2 4.5 %
79.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 2.3 %	2 4.5 %	5 11.4 %	17 38.6 %	14 31.8 %	3 6.8 %	2 4.5 %
72.5 % 35. As a direct result of the services I received: I feel I belong in my community	2 4.5 %	3 6.8 %	6 13.6 %	16 36.4 %	13 29.5 %	2 4.5 %	2 4.5 %
82.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	4 9.1 %	0 0.0 %	3 6.8 %	17 38.6 %	16 36.4 %	2 4.5 %	2 4.5 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 4.7 %	0 0 %	2 4.5 %
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	41 95.3 %	1 100 %	42 95.5 %
Total	43 100 %	1 100 %	44 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 48 clients; surveys were returned for 43 clients (43/48 = 89.6%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

BVHP Children's Behavioral Health Program

Program Code(s): 38516

Overall Satisfaction¹

75.0%

Return Rate²

35.0%

Overall satisfaction³ mean score for BVHP Children's Behavioral Health Program: **3.52** (youth), **4.16** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.46** (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

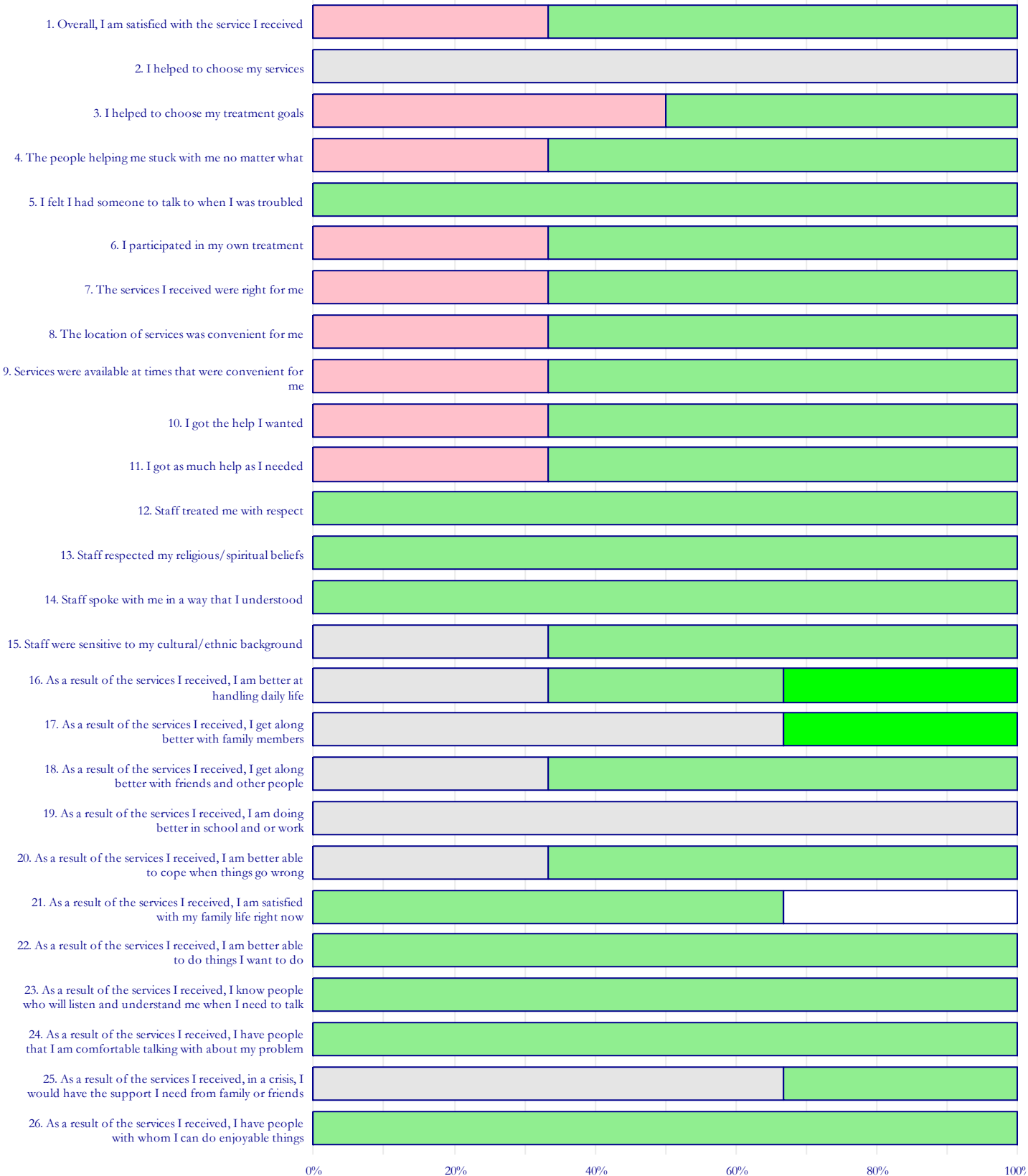
42.9% 2. I helped to choose my services

62.5% 1. Overall, I am satisfied with the service I received

62.5% 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.

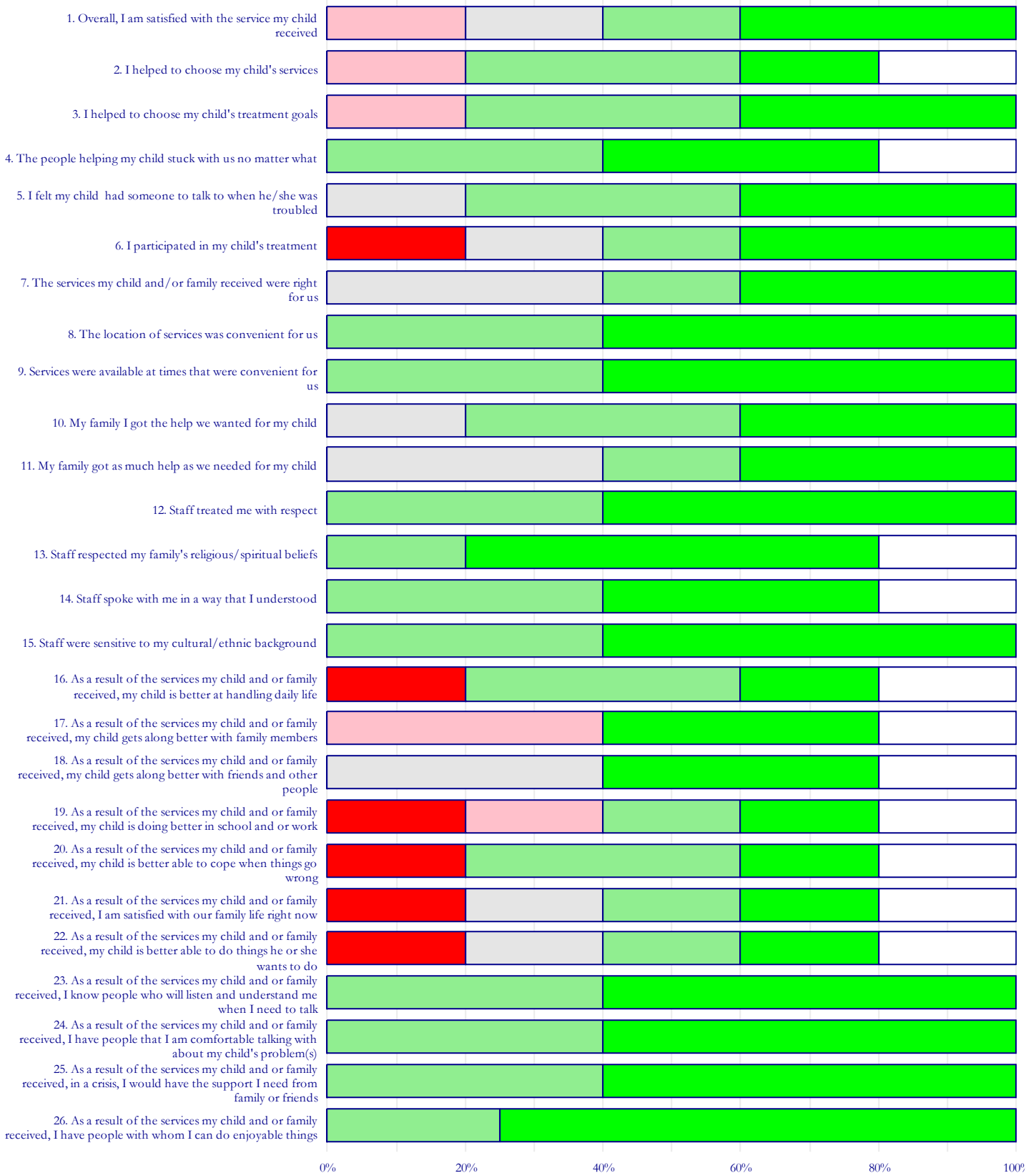
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 3

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
66.7 % 1. Overall, I am satisfied with the service I received	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 3. I helped to choose my treatment goals	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %
66.7 % 4. The people helping me stuck with me no matter what	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
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 0.0 %
66.7 % 6. I participated in my own treatment	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
66.7 % 7. The services I received were right for me	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
66.7 % 8. The location of services was convenient for me	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
66.7 % 9. Services were available at times that were convenient for me	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
66.7 % 10. I got the help I wanted	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
66.7 % 11. I got as much help as I needed	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
66.7 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
66.7 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
33.3 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 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 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	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 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
66.7 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	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 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %
100.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	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 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	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 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	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 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 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %

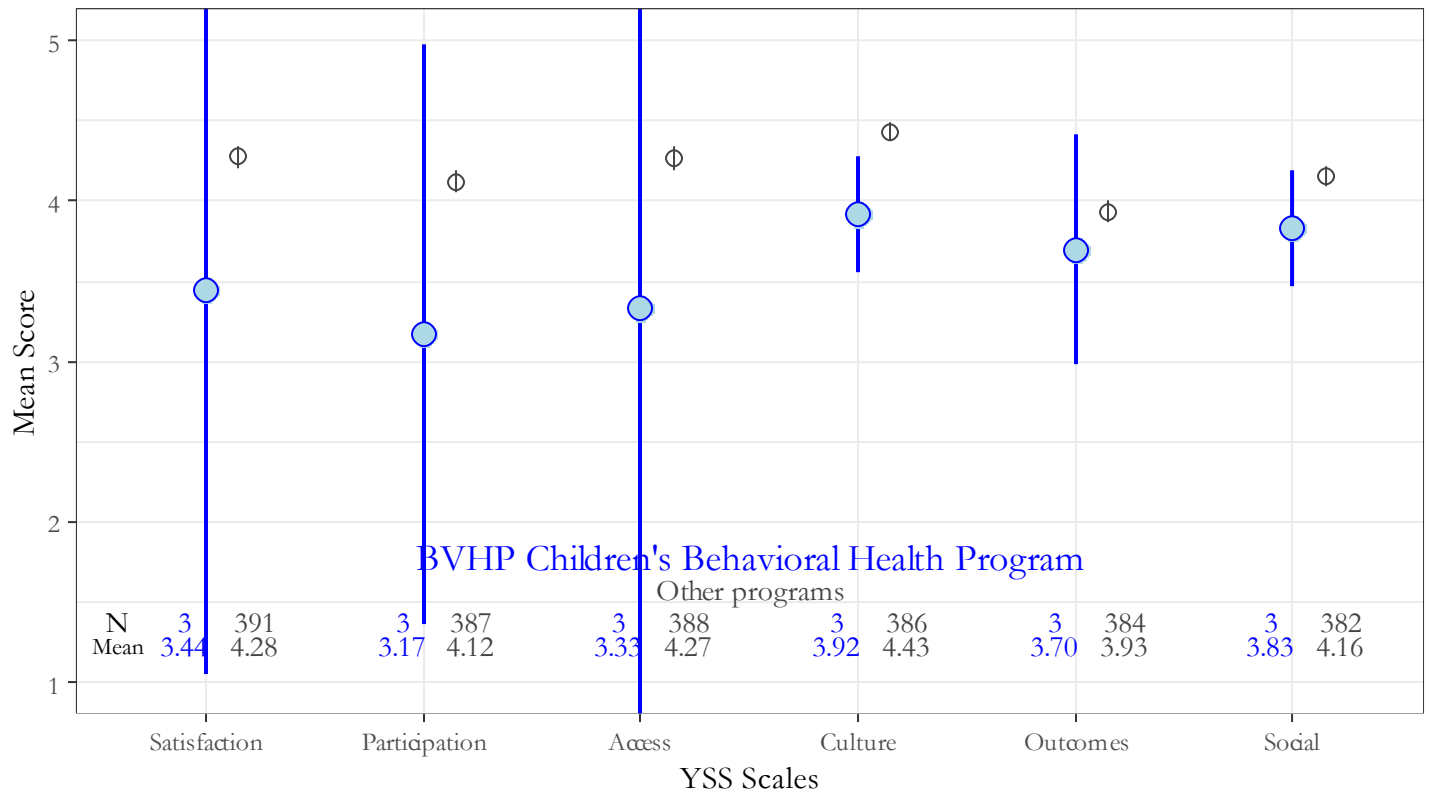
Youth Services Survey for Families



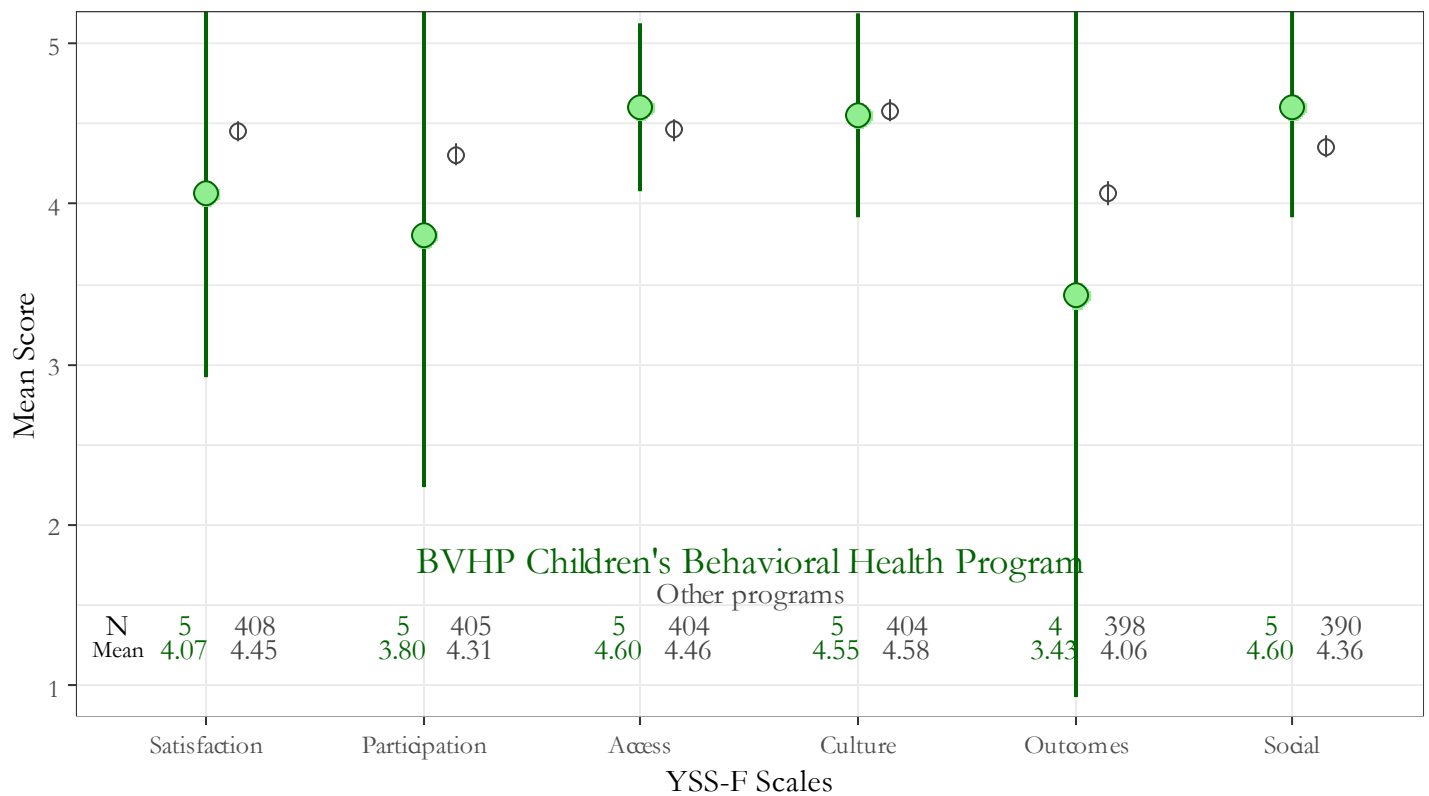
Youth Services Survey for Families, N = 5

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
60.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %
75.0 % 2. I helped to choose my child's services	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	1 20.0 %	1 20.0 %	0 0.0 %
80.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	2 40.0 %	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 %	2 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %
80.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
60.0 % 6. I participated in my child's treatment	1 20.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %
60.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	2 40.0 %	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 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
80.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
60.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 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 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	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 %	2 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	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	1 20.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	1 20.0 %	0 0.0 %
50.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	2 40.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %
50.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	2 40.0 %	1 20.0 %	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	1 20.0 %	1 20.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	0 0.0 %
75.0 % 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 20.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	1 20.0 %	0 0.0 %
50.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 20.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	1 20.0 %	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	1 20.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	1 20.0 %	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 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	1 20.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



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

	Family	Youth	Total
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	5 100 %	3 100 %	8 100 %
Total	5 100 %	3 100 %	8 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 20 clients; surveys were returned for 7 clients (7 / 20 = 35.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

CASARC Outpatient Services

Program Code(s): 38C51

Overall Satisfaction¹

94.7%

Return Rate²

88.2%

Overall satisfaction³ mean score for CASARC Outpatient Services: **3.75** (youth), **4.72** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.45** (family).

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

Highest Agreement Items

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

100.0% 6. I participated in my own treatment

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

Lowest Agreement Items

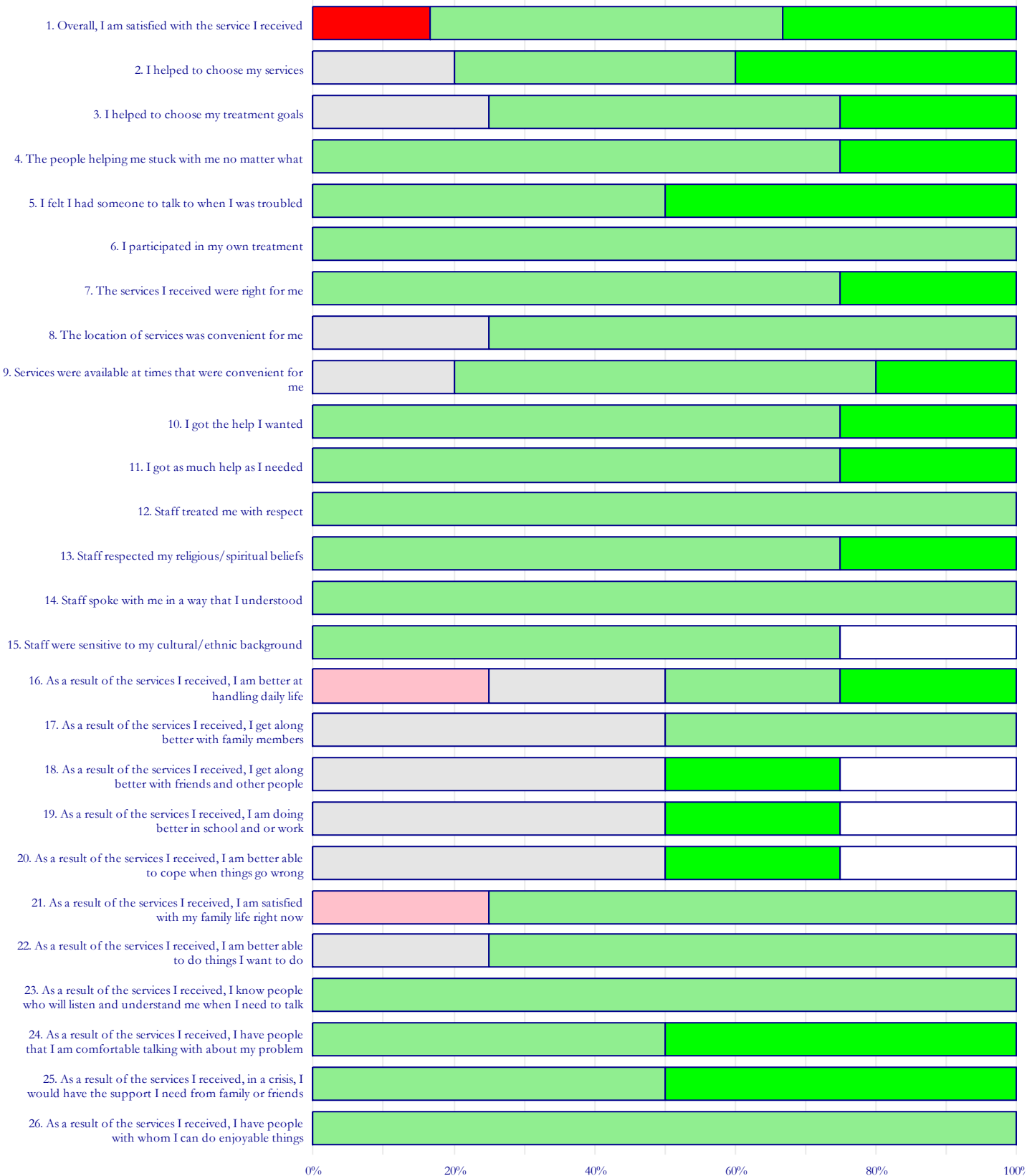
92.3% 13. Staff respected my religious/spiritual beliefs

93.3% 2. I helped to choose my services

93.3% 4. The people helping me stuck with me no matter what

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

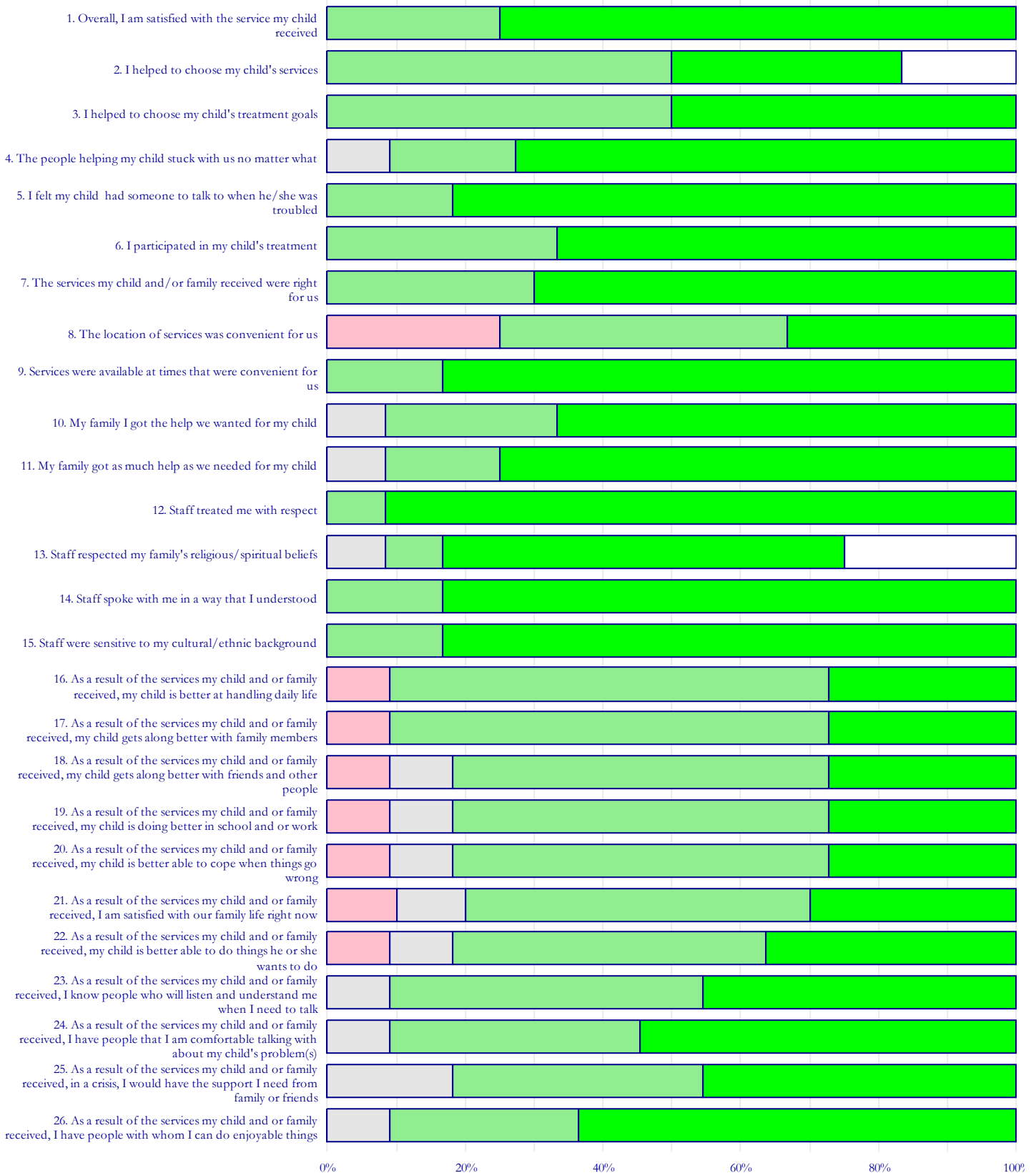
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
83.3 % 1. Overall, I am satisfied with the service I received	1 14.3 %	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	1 14.3 %
80.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	2 28.6 %	0 0.0 %	2 28.6 %
75.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	1 14.3 %	0 0.0 %	3 42.9 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	1 14.3 %	0 0.0 %	3 42.9 %
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 28.6 %	2 28.6 %	0 0.0 %	3 42.9 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	0 0.0 %	0 0.0 %	3 42.9 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	1 14.3 %	0 0.0 %	3 42.9 %
75.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	0 0.0 %	3 42.9 %
80.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	1 14.3 %	0 0.0 %	2 28.6 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	1 14.3 %	0 0.0 %	3 42.9 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	1 14.3 %	0 0.0 %	3 42.9 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	0 0.0 %	0 0.0 %	3 42.9 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	1 14.3 %	0 0.0 %	3 42.9 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	0 0.0 %	0 0.0 %	3 42.9 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	0 0.0 %	1 14.3 %	3 42.9 %
50.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 14.3 %	1 14.3 %	1 14.3 %	1 14.3 %	0 0.0 %	3 42.9 %
50.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	0 0.0 %	0 0.0 %	3 42.9 %
33.3 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %
33.3 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %
33.3 % 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 28.6 %	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %
75.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 14.3 %	0 0.0 %	3 42.9 %	0 0.0 %	0 0.0 %	3 42.9 %
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 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	0 0.0 %	3 42.9 %
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 28.6 %	0 0.0 %	0 0.0 %	5 71.4 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %
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 28.6 %	0 0.0 %	0 0.0 %	5 71.4 %

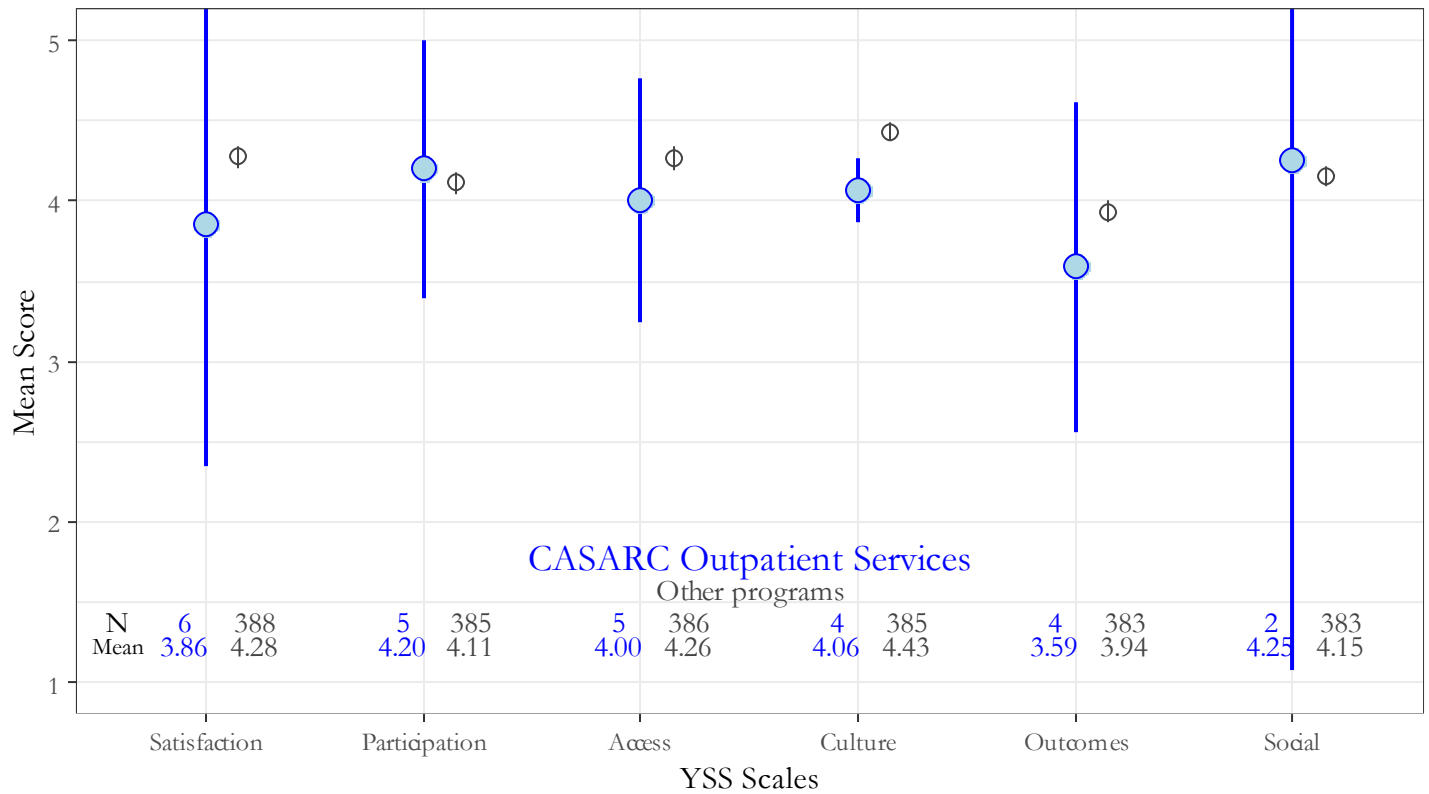
Youth Services Survey for Families



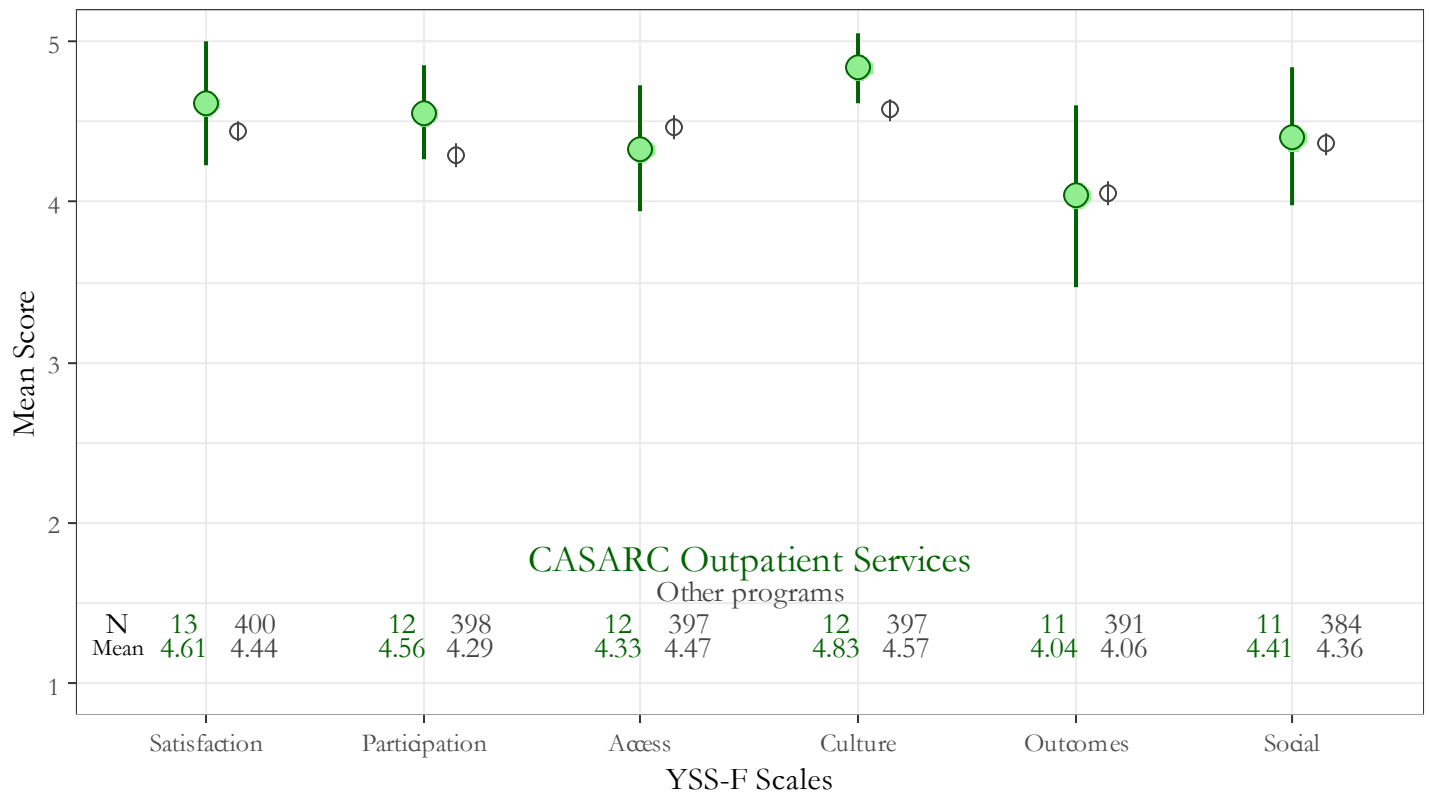
Youth Services Survey for Families, N = 13

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	9 69.2 %	0 0.0 %	1 7.7 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	4 30.8 %	2 15.4 %	1 7.7 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	6 46.2 %	0 0.0 %	1 7.7 %
90.9 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	8 61.5 %	0 0.0 %	2 15.4 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	9 69.2 %	0 0.0 %	2 15.4 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	8 61.5 %	0 0.0 %	1 7.7 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	7 53.8 %	0 0.0 %	3 23.1 %
75.0 % 8. The location of services was convenient for us	0 0.0 %	3 23.1 %	0 0.0 %	5 38.5 %	4 30.8 %	0 0.0 %	1 7.7 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	10 76.9 %	0 0.0 %	1 7.7 %
91.7 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	8 61.5 %	0 0.0 %	1 7.7 %
91.7 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	9 69.2 %	0 0.0 %	1 7.7 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	11 84.6 %	0 0.0 %	1 7.7 %
88.9 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 7.7 %	1 7.7 %	7 53.8 %	3 23.1 %	1 7.7 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	10 76.9 %	0 0.0 %	1 7.7 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	10 76.9 %	0 0.0 %	1 7.7 %
90.9 % 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 7.7 %	0 0.0 %	7 53.8 %	3 23.1 %	0 0.0 %	2 15.4 %
90.9 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 7.7 %	0 0.0 %	7 53.8 %	3 23.1 %	0 0.0 %	2 15.4 %
81.8 % 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 %	1 7.7 %	1 7.7 %	6 46.2 %	3 23.1 %	0 0.0 %	2 15.4 %
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 %	1 7.7 %	1 7.7 %	6 46.2 %	3 23.1 %	0 0.0 %	2 15.4 %
81.8 % 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 %	1 7.7 %	1 7.7 %	6 46.2 %	3 23.1 %	0 0.0 %	2 15.4 %
80.0 % 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 7.7 %	1 7.7 %	5 38.5 %	3 23.1 %	0 0.0 %	3 23.1 %
81.8 % 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 7.7 %	1 7.7 %	5 38.5 %	4 30.8 %	0 0.0 %	2 15.4 %
90.9 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	5 38.5 %	0 0.0 %	2 15.4 %
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 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	6 46.2 %	0 0.0 %	2 15.4 %
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	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	5 38.5 %	0 0.0 %	2 15.4 %
90.9 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	7 53.8 %	0 0.0 %	2 15.4 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance			
CASARC Outpatient			
Completion Status	Services Completion		Total
	by Respondent Type		
	Family	Youth	
Refused	0 0 %	1 14.3 %	1 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	13 100 %	6 85.7 %	19 95 %
Total	13 100 %	7 100 %	20 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 17 clients; surveys were returned for 15 clients (15 / 17 = 88.2%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

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

Overall Satisfaction¹
25.0%

Return Rate²
40.0%

Overall satisfaction³ mean score for Catholic Charities CYO SF Boys and Girls Home - Euclid House: **2.71** (youth), **3.32** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.46** (family).

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

Highest Agreement Items

- 66.7% 3. I helped to choose my treatment goals
- 66.7% 6. I participated in my own treatment
- 66.7% 13. Staff respected my religious/spiritual beliefs

Lowest Agreement Items

- 0.0% 1. Overall, I am satisfied with the service I received
- 0.0% 9. Services were available at times that were convenient for me
- 0.0% 11. I got as much help as I needed

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

Youth Services Survey for Youth



Youth Services Survey for Youth, N = 2

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
0.0 % 1. Overall, I am satisfied with the service I received	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 2. I helped to choose my services	1 50.0 %	0 0.0 %	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 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 5. I felt I had someone to talk to when I was troubled	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 7. The services I received were right for me	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	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 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 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 10. I got the help I wanted	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 16. As a result of the services I received, I am better at handling daily life	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	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 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 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 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	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 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	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	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	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	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
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 %	1 50.0 %	1 50.0 %	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 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %

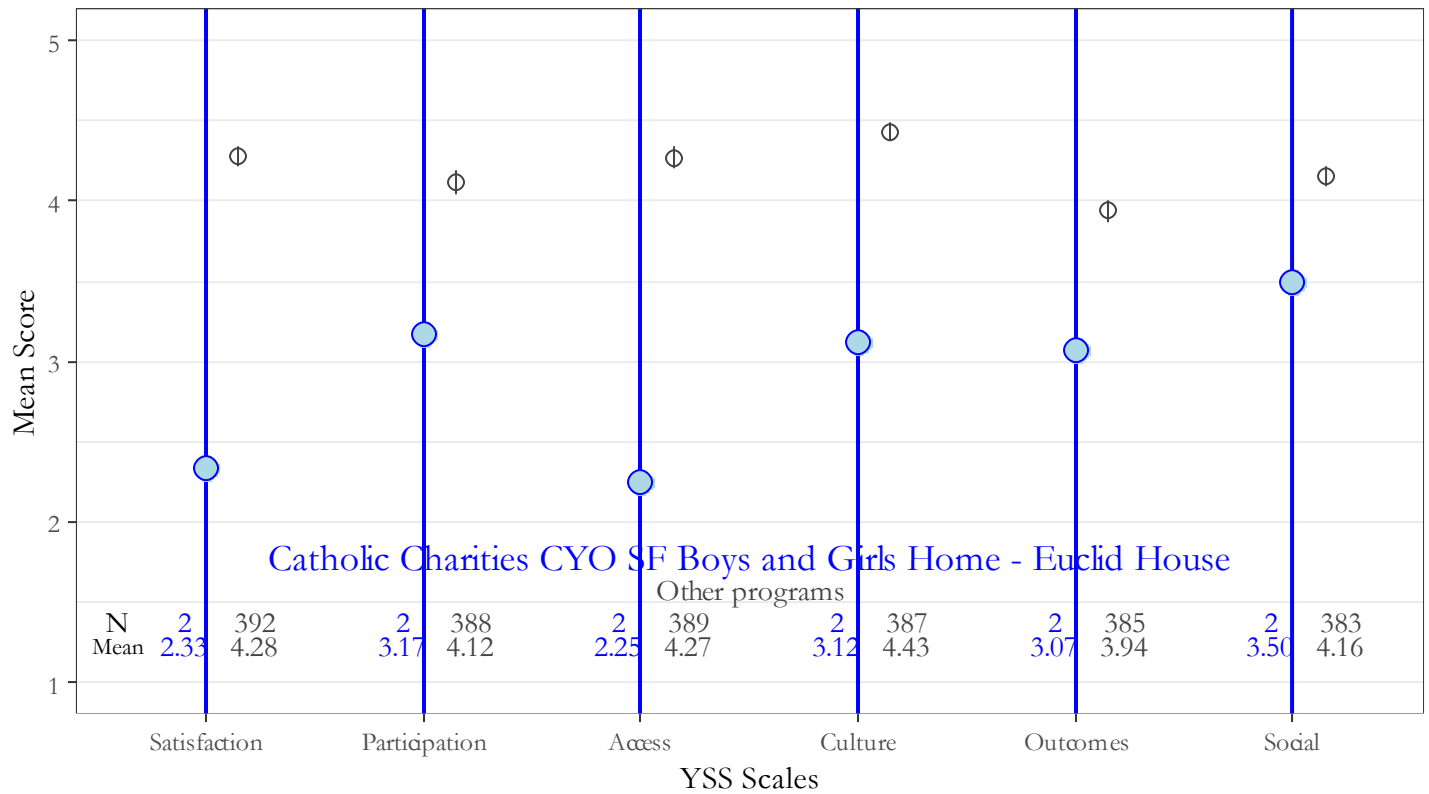
Youth Services Survey for Families



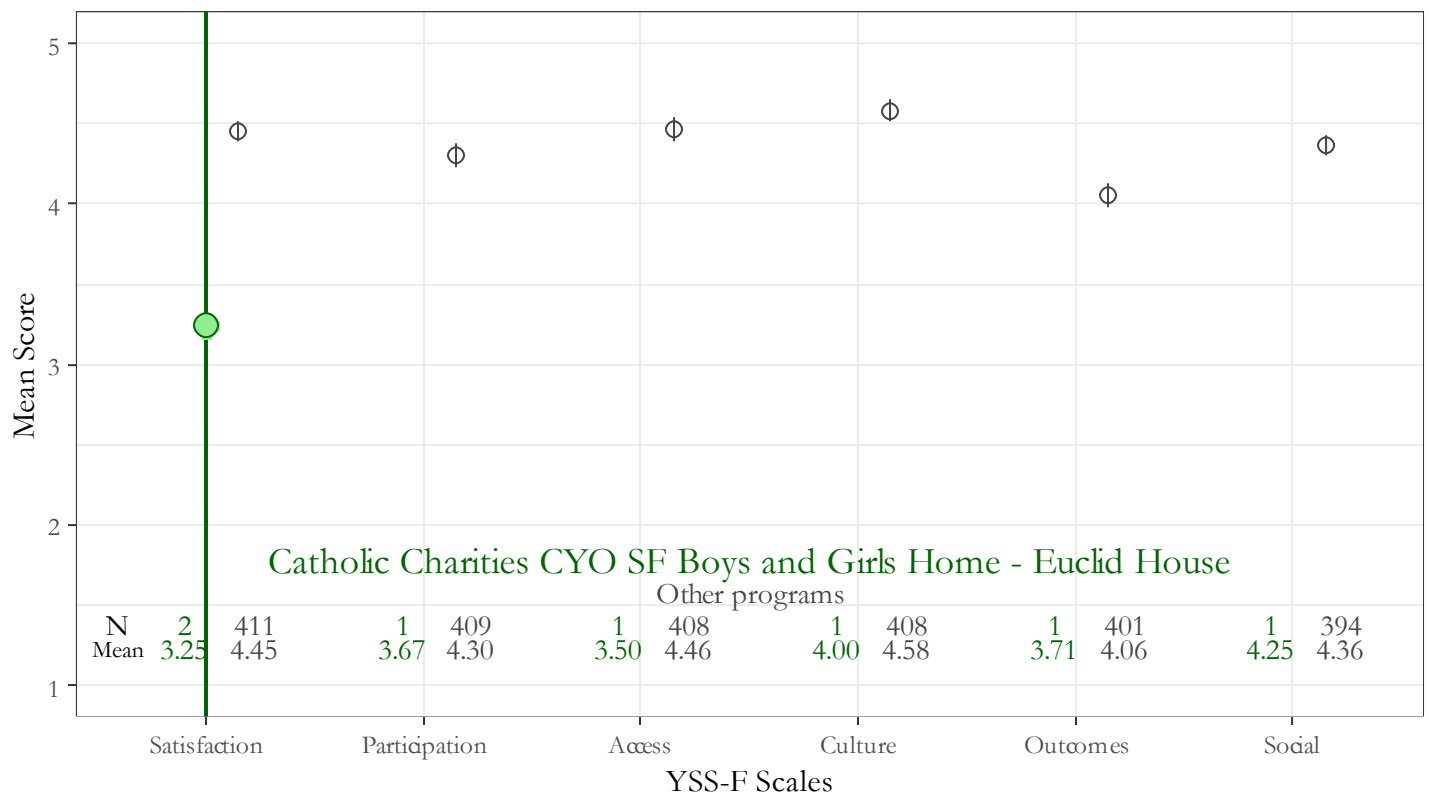
Youth Services Survey for Families, N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
0.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %
0.0 % 2. I helped to choose my child's services	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	3 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 25.0 %	0 0.0 %	0 0.0 %	3 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 25.0 %	0 0.0 %	0 0.0 %	3 75.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	3 75.0 %
0.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	3 75.0 %
0.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	3 75.0 %
0.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %
0.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	3 75.0 %
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 %	1 25.0 %	0 0.0 %	3 75.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	3 75.0 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	3 75.0 %
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 %	0 0.0 %	0 0.0 %	3 75.0 %
100.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	3 75.0 %
0.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 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 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	3 75.0 %
0.0 % 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 %	1 25.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %
100.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	3 75.0 %
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 0.0 %	1 25.0 %	0 0.0 %	3 75.0 %
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 %	0 0.0 %	1 25.0 %	0 0.0 %	3 75.0 %
0.0 % 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 %	1 25.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %
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 %	1 25.0 %	0 0.0 %	0 0.0 %	3 75.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



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

Completion Status	House Completion by Respondent Type		Total
	Family	Youth	
Refused	2 50 %	0 0 %	2 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	2 50 %	2 100 %	4 66.7 %
Total	4 100 %	2 100 %	6 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 10 clients; surveys were returned for 4 clients (4 / 10 = 40.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Catholic Charities CYO SF Boys and Girls Home - Shelter

Program Code(s): 38GC3

Overall Satisfaction¹

80.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for Catholic Charities CYO SF Boys and Girls Home - Shelter: **3.91** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (family).

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

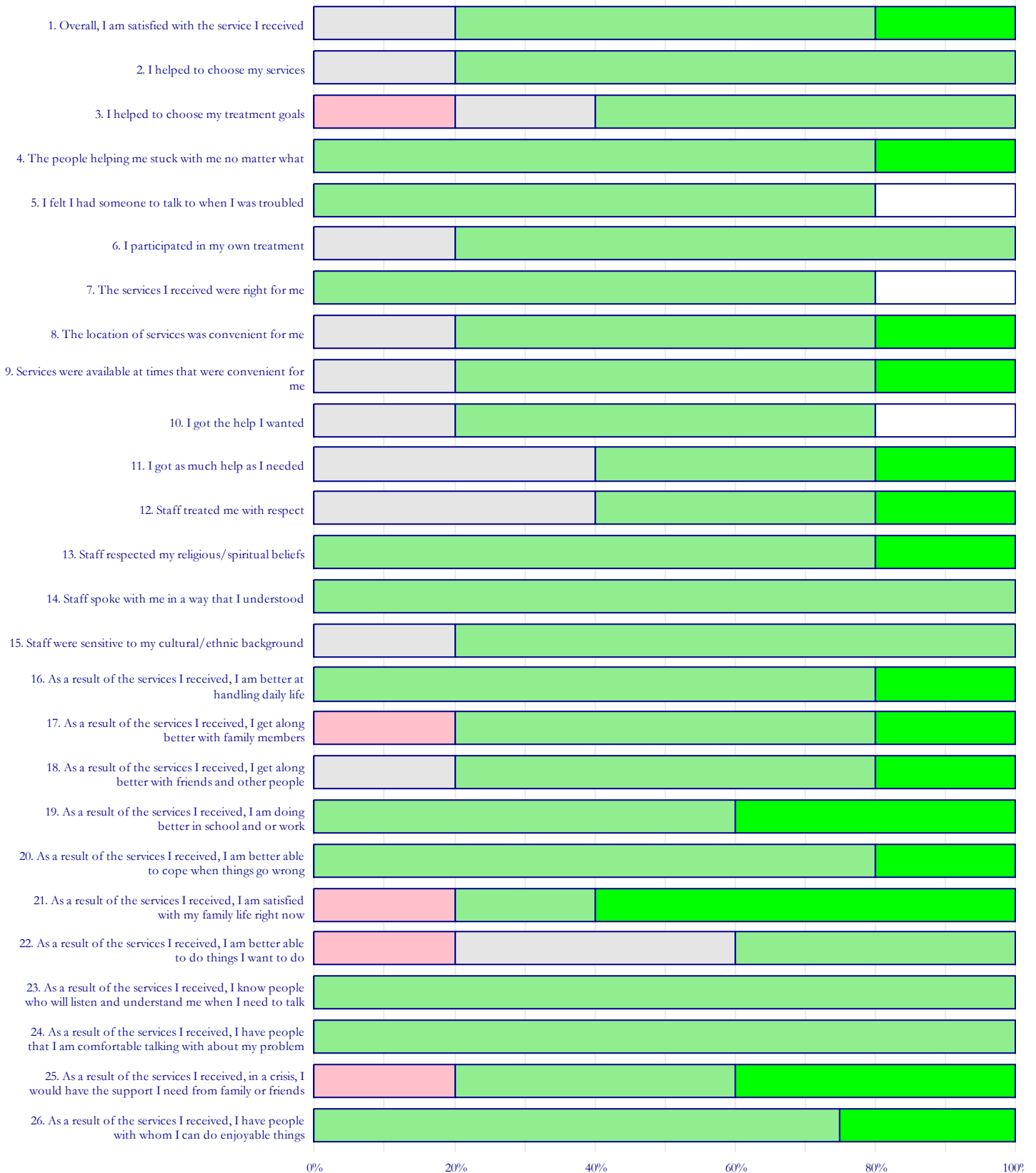
60.0% 3. I helped to choose my treatment goals

60.0% 11. I got as much help as I needed

60.0% 12. Staff treated me with respect

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level 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

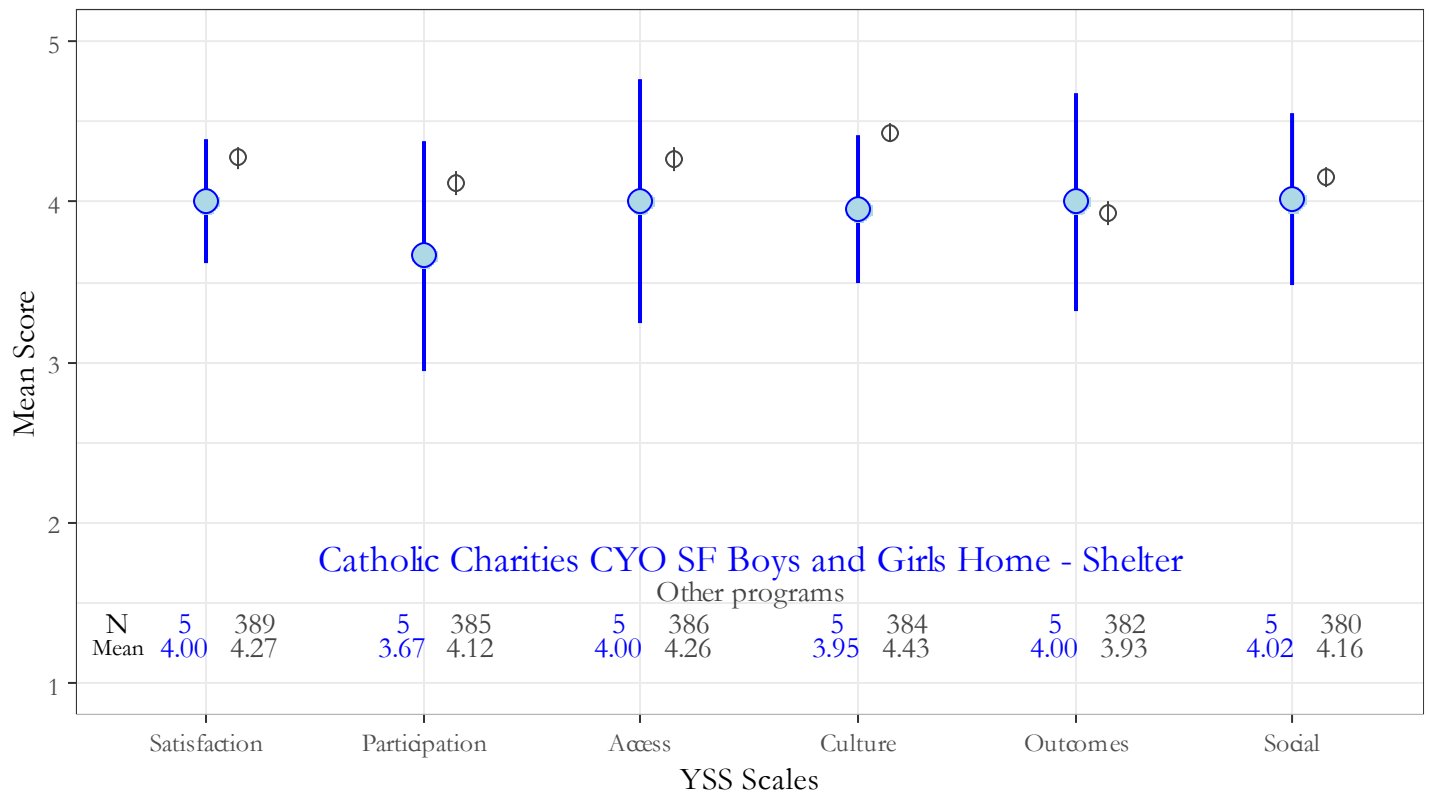


Youth Services Survey for Youth, N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
80.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	1 14.3 %	0 0.0 %	2 28.6 %
80.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	0 0.0 %	0 0.0 %	2 28.6 %
60.0 % 3. I helped to choose my treatment goals	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	0 0.0 %	0 0.0 %	2 28.6 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	1 14.3 %	0 0.0 %	2 28.6 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	0 0.0 %	1 14.3 %	2 28.6 %
80.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	0 0.0 %	0 0.0 %	2 28.6 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	0 0.0 %	1 14.3 %	2 28.6 %
80.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	1 14.3 %	0 0.0 %	2 28.6 %
80.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	1 14.3 %	0 0.0 %	2 28.6 %
75.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	1 14.3 %	2 28.6 %
60.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	1 14.3 %	0 0.0 %	2 28.6 %
60.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	1 14.3 %	0 0.0 %	2 28.6 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	1 14.3 %	0 0.0 %	2 28.6 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	0 0.0 %	0 0.0 %	2 28.6 %
80.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	0 0.0 %	0 0.0 %	2 28.6 %
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 %	4 57.1 %	1 14.3 %	0 0.0 %	2 28.6 %
80.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 14.3 %	0 0.0 %	3 42.9 %	1 14.3 %	0 0.0 %	2 28.6 %
80.0 % 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 14.3 %	3 42.9 %	1 14.3 %	0 0.0 %	2 28.6 %
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 %	3 42.9 %	2 28.6 %	0 0.0 %	2 28.6 %
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 57.1 %	1 14.3 %	0 0.0 %	2 28.6 %
80.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 14.3 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	2 28.6 %
40.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 14.3 %	2 28.6 %	2 28.6 %	0 0.0 %	0 0.0 %	2 28.6 %
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 %	0 0.0 %	0 0.0 %	2 28.6 %
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 %	5 71.4 %	0 0.0 %	0 0.0 %	2 28.6 %
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 14.3 %	0 0.0 %	2 28.6 %	2 28.6 %	0 0.0 %	2 28.6 %
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 %	3 42.9 %	1 14.3 %	0 0.0 %	3 42.9 %

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance			
Catholic Charities			
CYO SF Boys and			
Girls Home - Shelter			
Completion Status	Completion by		Total
	Respondent Type		
	Family	Youth	
Refused	2 100 %	2 28.6 %	4 44.4 %
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	0 0 %	5 71.4 %	5 55.6 %
Total	2 100 %	7 100 %	9 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 7 clients; surveys were returned for 9 clients (9 / 7 = 128.6%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 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 38DD8

Overall Satisfaction¹

NaN%

Return Rate²

55.6%

Overall satisfaction³ mean score for Catholic Charities CYO St. Vincent's School for Boys: No YSS (youth) data for this program, No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (family).

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

Not enough Youth 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 St. Vincent's
School for Boys

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	1 100 %	5 100 %	6 100 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	0 0 %	0 0 %
Total	1 100 %	5 100 %	6 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 9 clients; surveys were returned for 5 clients (5 / 9 = 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
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

CATS A Woman's Place

Program Code(s): 38BKOP

Overall Satisfaction¹

25.0%

Return Rate²

Unknown, no Avatar billing

Overall satisfaction³ mean score for CATS A Woman's Place: **3.71**.

Overall satisfaction mean score for all other programs: **4.46**.

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

75.0% 11. I felt comfortable asking questions about my treatment and medication

75.0% 13. I was given information about my rights

75.0% 14. Staff encouraged me to take responsibility for how I live my life

Lowest Agreement Items

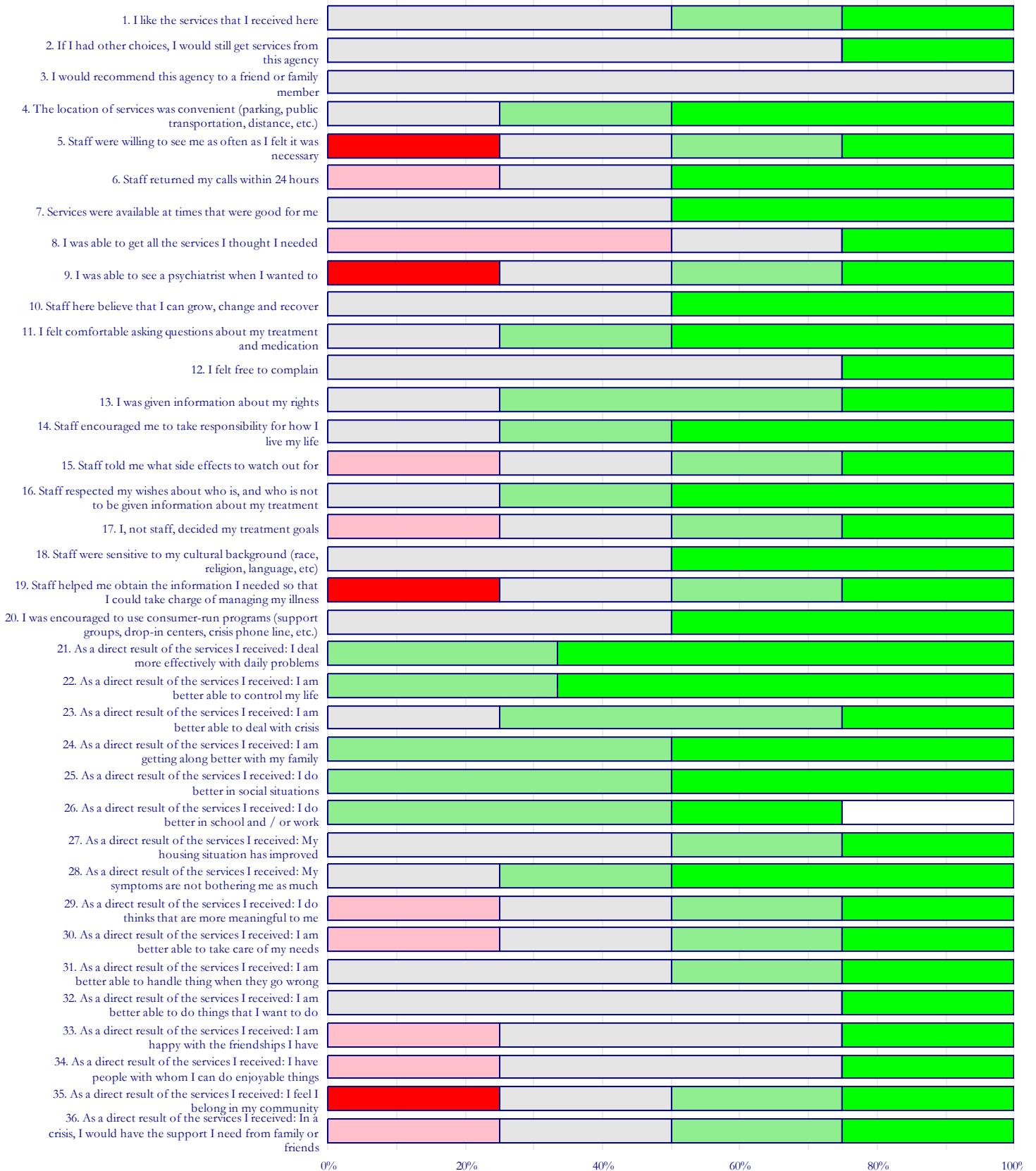
0.0% 3. I would recommend this agency to a friend or family member

25.0% 2. If I had other choices, I would still get services from this agency

25.0% 8. I was able to get all the services I thought I needed

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

MHSIP Items



MHSIP Items 1-25, N = 4

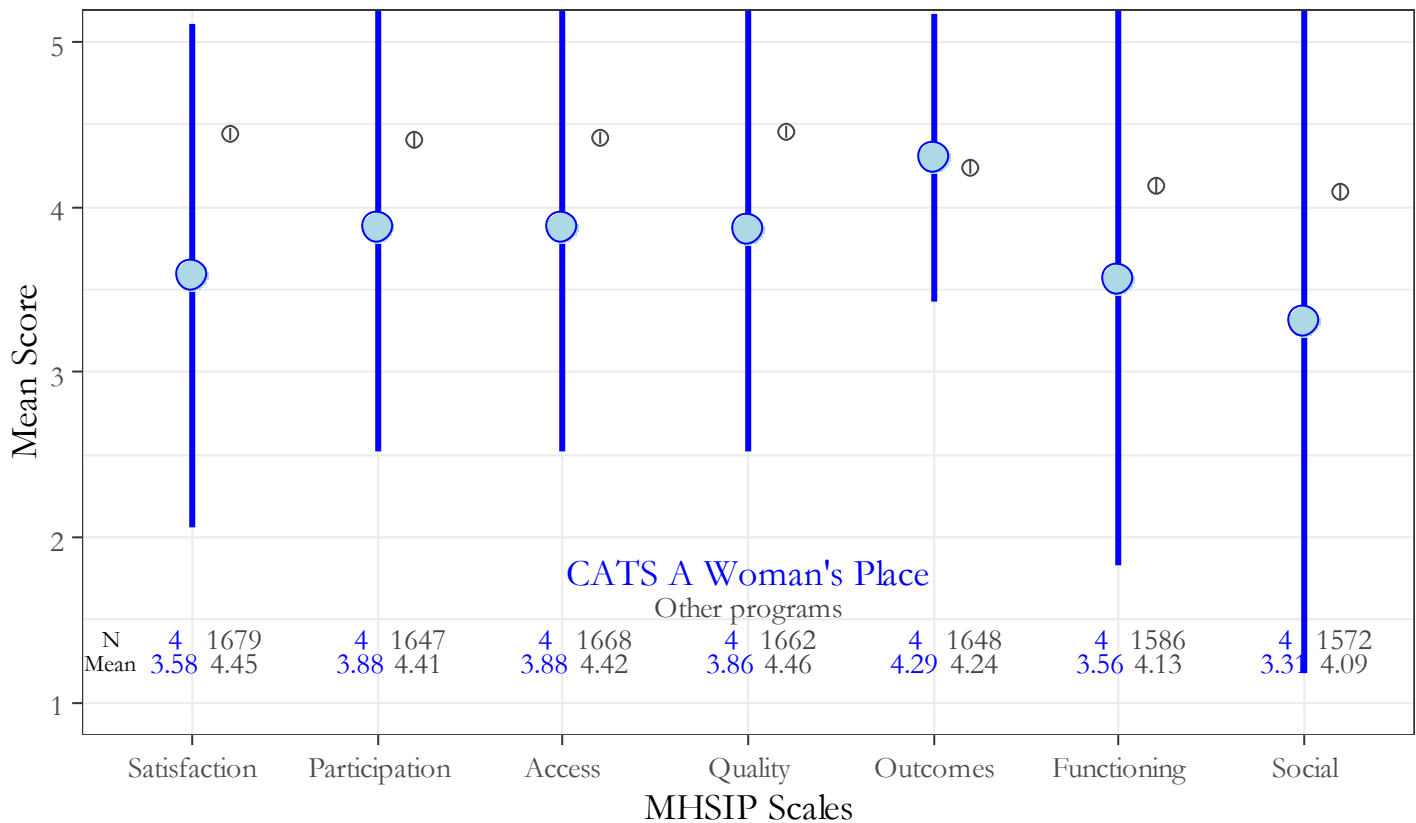
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
50.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
25.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %
0.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %
75.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
50.0 % 5. Staff were willing to see me as often as I felt it was necessary	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
50.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %
50.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %
25.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %
50.0 % 9. I was able to see a psychiatrist when I wanted to	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
50.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %
75.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
25.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %
75.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
75.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
50.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
75.0 % 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 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
50.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
50.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %
50.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 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 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	2 50.0 %	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 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
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 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
75.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	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 %	2 50.0 %	2 50.0 %	0 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 %	2 50.0 %	2 50.0 %	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 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	0 0.0 %
50.0 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
75.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
50.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
50.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
50.0 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
25.0 % 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 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %
25.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %
25.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %
50.0 % 35. As a direct result of the services I received: I feel I belong in my community	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	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 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	4 100 %	0 0 %	4 100 %
Total	4 100 %	0 100 %	4 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 0 clients; surveys were returned for 4 clients.
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Central City Behavioral Health Services

Program Code(s): 89073

Overall Satisfaction¹

95.7%

Return Rate²

100.0%

Overall satisfaction³ mean score for Central City Behavioral Health Services: **4.48**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

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

100.0% 12. I felt free to complain

95.7% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

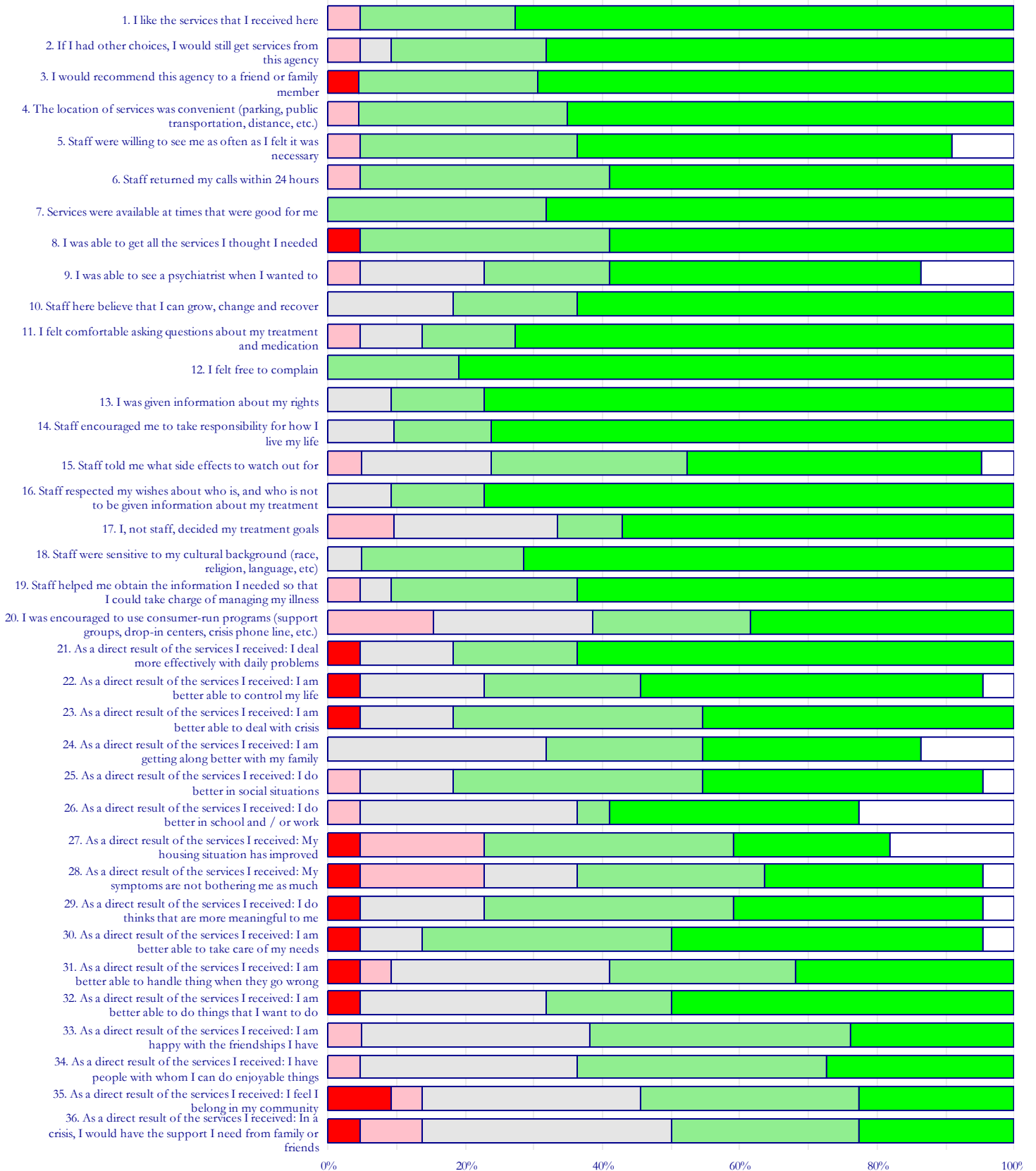
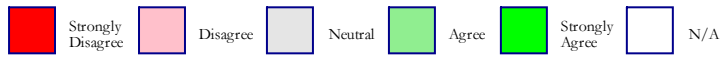
61.5% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

73.7% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



MHSIP Items 1-25, N = 23

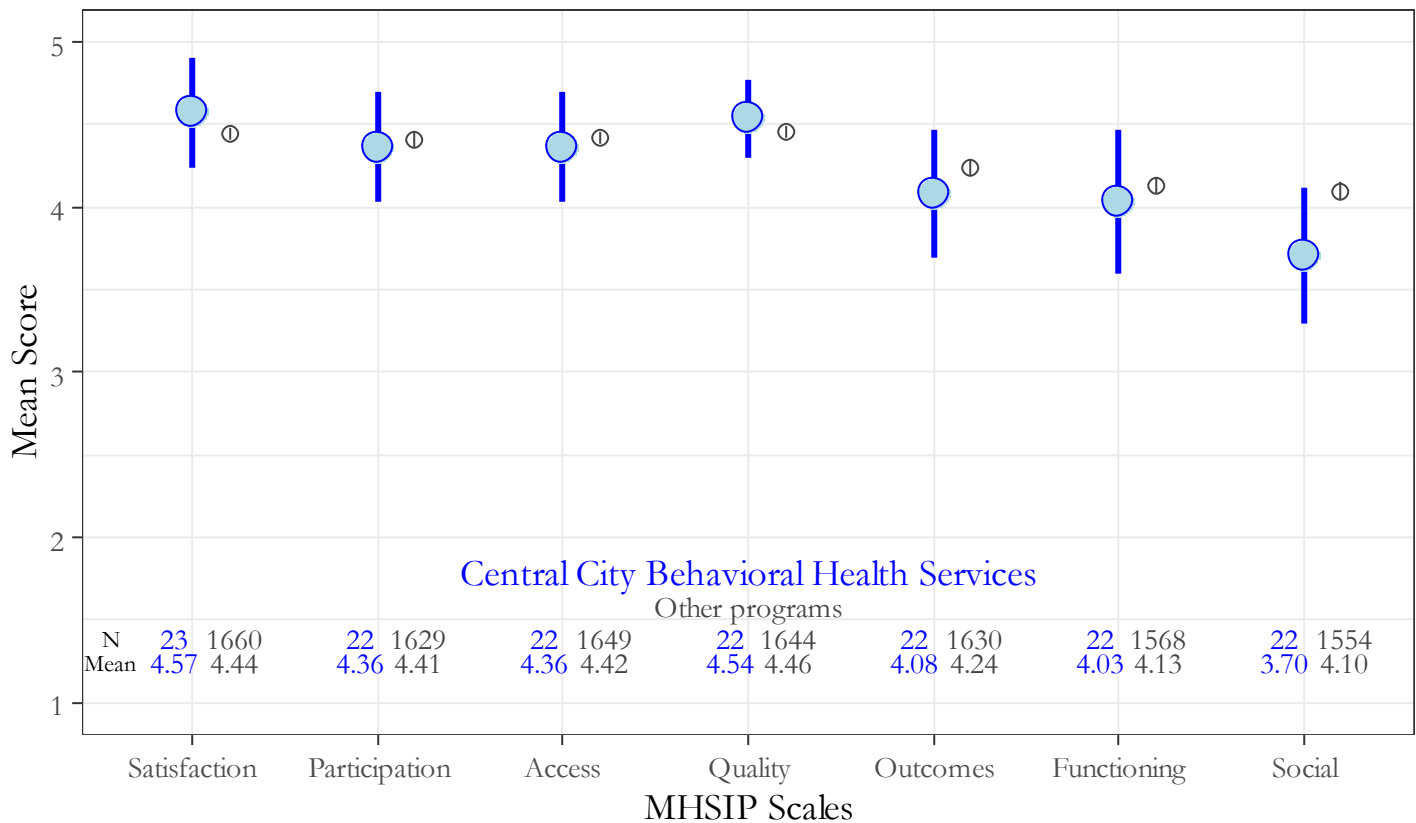
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
95.5 % 1. I like the services that I received here	0 0.0 %	1 4.3 %	0 0.0 %	5 21.7 %	16 69.6 %	0 0.0 %	1 4.3 %
90.9 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 4.3 %	1 4.3 %	5 21.7 %	15 65.2 %	0 0.0 %	1 4.3 %
95.7 % 3. I would recommend this agency to a friend or family member	1 4.3 %	0 0.0 %	0 0.0 %	6 26.1 %	16 69.6 %	0 0.0 %	0 0.0 %
95.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 4.3 %	0 0.0 %	7 30.4 %	15 65.2 %	0 0.0 %	0 0.0 %
95.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 4.3 %	0 0.0 %	7 30.4 %	12 52.2 %	2 8.7 %	1 4.3 %
95.5 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 4.3 %	0 0.0 %	8 34.8 %	13 56.5 %	0 0.0 %	1 4.3 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	7 30.4 %	15 65.2 %	0 0.0 %	1 4.3 %
95.5 % 8. I was able to get all the services I thought I needed	1 4.3 %	0 0.0 %	0 0.0 %	8 34.8 %	13 56.5 %	0 0.0 %	1 4.3 %
73.7 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 4.3 %	4 17.4 %	4 17.4 %	10 43.5 %	3 13.0 %	1 4.3 %
81.8 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	4 17.4 %	4 17.4 %	14 60.9 %	0 0.0 %	1 4.3 %
86.4 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 4.3 %	2 8.7 %	3 13.0 %	16 69.6 %	0 0.0 %	1 4.3 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	4 17.4 %	17 73.9 %	0 0.0 %	2 8.7 %
90.9 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 8.7 %	3 13.0 %	17 73.9 %	0 0.0 %	1 4.3 %
90.5 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 8.7 %	3 13.0 %	16 69.6 %	0 0.0 %	2 8.7 %
75.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 4.3 %	4 17.4 %	6 26.1 %	9 39.1 %	1 4.3 %	2 8.7 %
90.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	2 8.7 %	3 13.0 %	17 73.9 %	0 0.0 %	1 4.3 %
66.7 % 17. I, not staff, decided my treatment goals	0 0.0 %	2 8.7 %	5 21.7 %	2 8.7 %	12 52.2 %	0 0.0 %	2 8.7 %
95.2 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 4.3 %	5 21.7 %	15 65.2 %	0 0.0 %	2 8.7 %
90.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 4.3 %	1 4.3 %	6 26.1 %	14 60.9 %	0 0.0 %	1 4.3 %
61.5 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 8.7 %	3 13.0 %	3 13.0 %	5 21.7 %	0 0.0 %	10 43.5 %
81.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 4.3 %	0 0.0 %	3 13.0 %	4 17.4 %	14 60.9 %	0 0.0 %	1 4.3 %
76.2 % 22. As a direct result of the services I received: I am better able to control my life	1 4.3 %	0 0.0 %	4 17.4 %	5 21.7 %	11 47.8 %	1 4.3 %	1 4.3 %
81.8 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 4.3 %	0 0.0 %	3 13.0 %	8 34.8 %	10 43.5 %	0 0.0 %	1 4.3 %
63.2 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	7 30.4 %	5 21.7 %	7 30.4 %	3 13.0 %	1 4.3 %
81.0 % 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 %	8 34.8 %	9 39.1 %	1 4.3 %	1 4.3 %

MHSIP Items 26-36, N = 23
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
52.9 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 4.3 %	7 30.4 %	1 4.3 %	8 34.8 %	5 21.7 %	1 4.3 %
72.2 % 27. As a direct result of the services I received: My housing situation has improved	1 4.3 %	4 17.4 %	0 0.0 %	8 34.8 %	5 21.7 %	4 17.4 %	1 4.3 %
61.9 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 4.3 %	4 17.4 %	3 13.0 %	6 26.1 %	7 30.4 %	1 4.3 %	1 4.3 %
76.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 4.3 %	0 0.0 %	4 17.4 %	8 34.8 %	8 34.8 %	1 4.3 %	1 4.3 %
85.7 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 4.3 %	0 0.0 %	2 8.7 %	8 34.8 %	10 43.5 %	1 4.3 %	1 4.3 %
59.1 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 4.3 %	1 4.3 %	7 30.4 %	6 26.1 %	7 30.4 %	0 0.0 %	1 4.3 %
68.2 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 4.3 %	0 0.0 %	6 26.1 %	4 17.4 %	11 47.8 %	0 0.0 %	1 4.3 %
61.9 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 4.3 %	7 30.4 %	8 34.8 %	5 21.7 %	0 0.0 %	2 8.7 %
63.6 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 4.3 %	7 30.4 %	8 34.8 %	6 26.1 %	0 0.0 %	1 4.3 %
54.5 % 35. As a direct result of the services I received: I feel I belong in my community	2 8.7 %	1 4.3 %	7 30.4 %	7 30.4 %	5 21.7 %	0 0.0 %	1 4.3 %
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	1 4.3 %	2 8.7 %	8 34.8 %	6 26.1 %	5 21.7 %	0 0.0 %	1 4.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	1 4.3 %	1 4.3 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	22 95.7 %	22 95.7 %
Total	0 100 %	23 100 %	23 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 23 clients; surveys were returned for 23 clients (23/23 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Chinatown Child Development Center

Program Code(s): 38746

Overall Satisfaction¹

95.1%

Return Rate²

49.4%

Overall satisfaction³ mean score for Chinatown Child Development Center: **4.38** (youth), **4.74** (family).

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.44** (family).

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

Highest Agreement Items

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

100.0% 12. Staff treated me with respect

97.5% 7. The services I received were right for me

Lowest Agreement Items

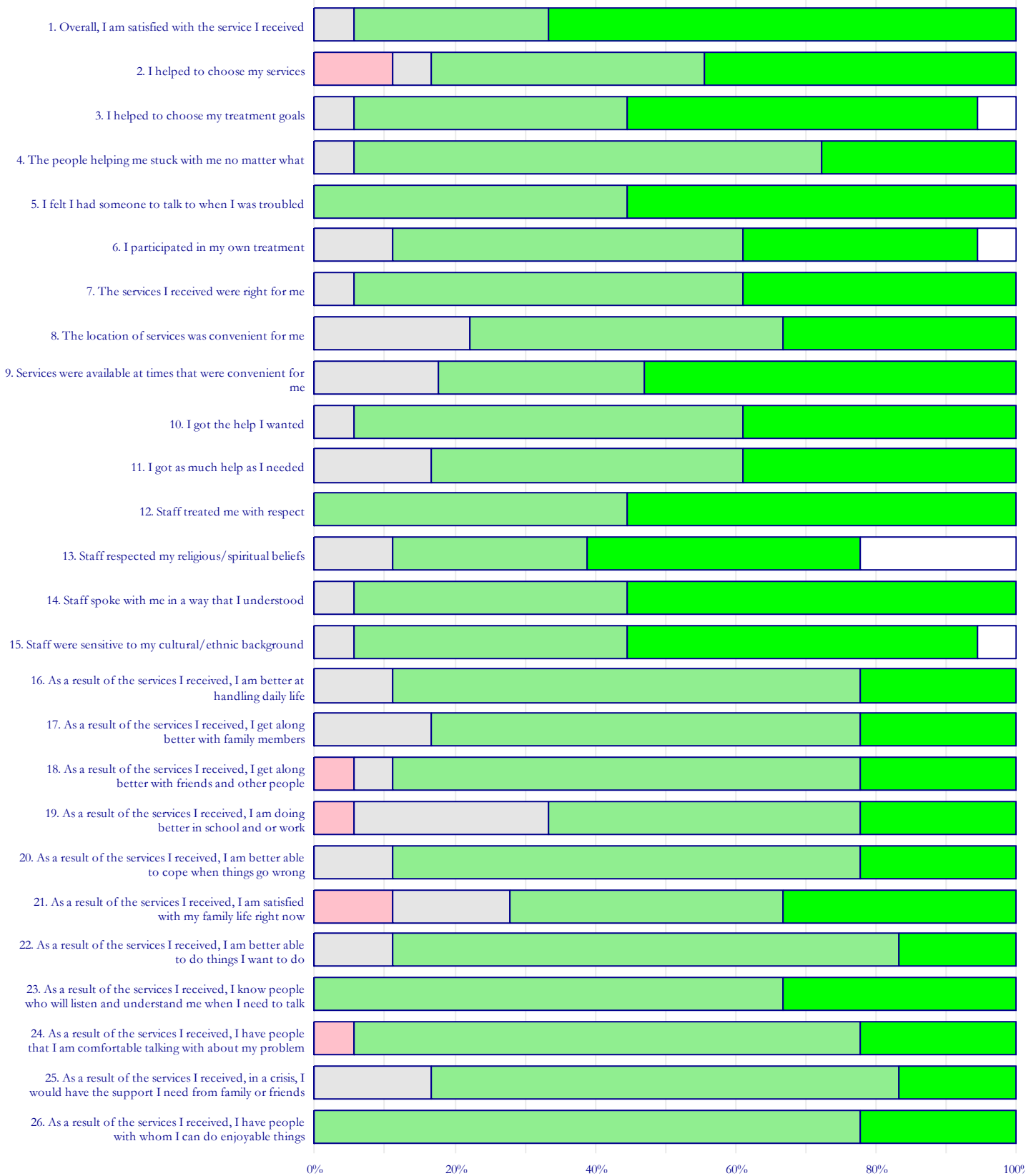
92.3% 9. Services were available at times that were convenient for me

92.5% 2. I helped to choose my services

92.5% 11. I got as much help as I needed

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

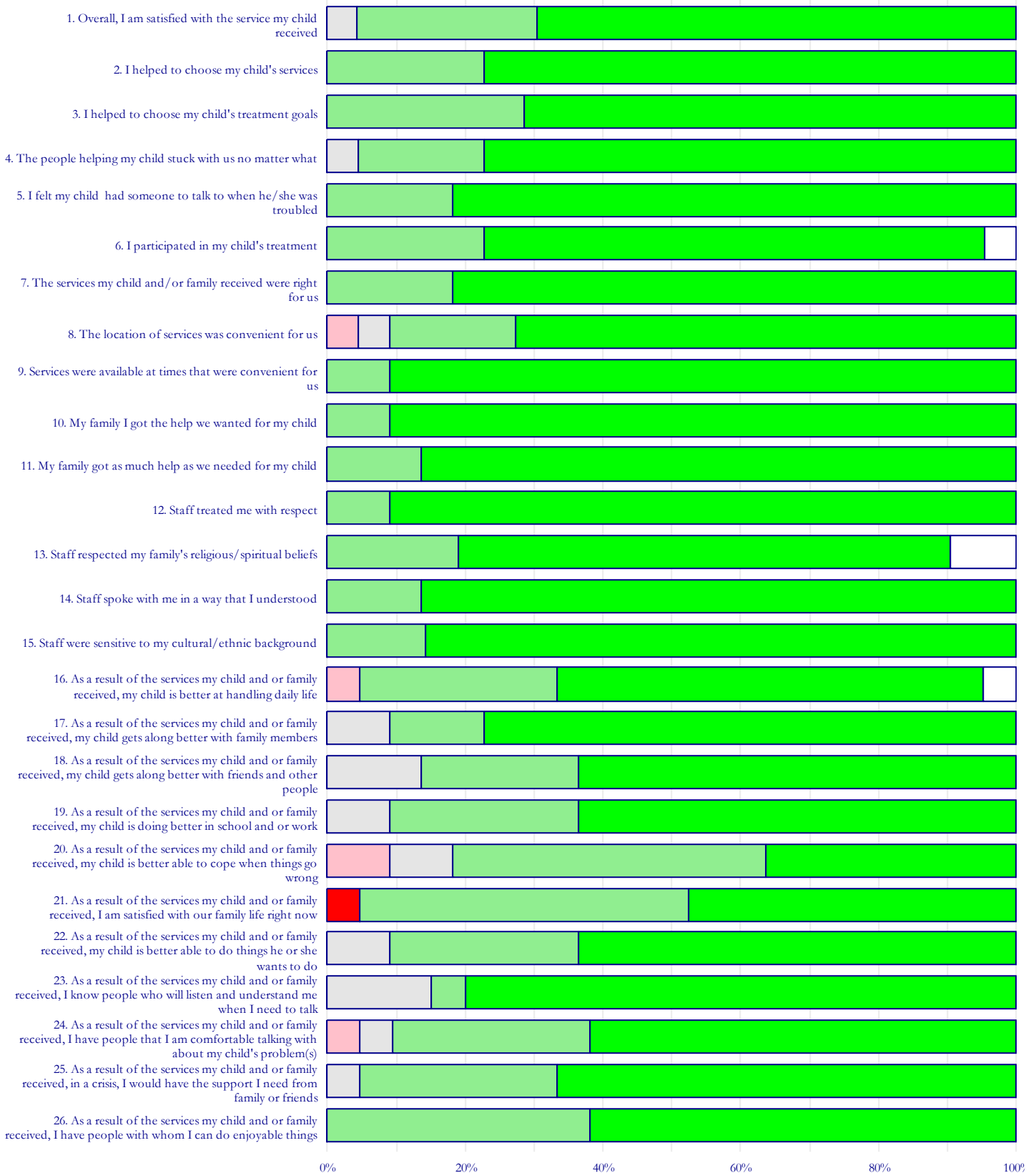
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 19

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
94.4 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 5.3 %	5 26.3 %	12 63.2 %	0 0.0 %	1 5.3 %
83.3 % 2. I helped to choose my services	0 0.0 %	2 10.5 %	1 5.3 %	7 36.8 %	8 42.1 %	0 0.0 %	1 5.3 %
94.1 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 5.3 %	7 36.8 %	9 47.4 %	1 5.3 %	1 5.3 %
94.4 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 5.3 %	12 63.2 %	5 26.3 %	0 0.0 %	1 5.3 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	8 42.1 %	10 52.6 %	0 0.0 %	1 5.3 %
88.2 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	2 10.5 %	9 47.4 %	6 31.6 %	1 5.3 %	1 5.3 %
94.4 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 5.3 %	10 52.6 %	7 36.8 %	0 0.0 %	1 5.3 %
77.8 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	4 21.1 %	8 42.1 %	6 31.6 %	0 0.0 %	1 5.3 %
82.4 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	3 15.8 %	5 26.3 %	9 47.4 %	0 0.0 %	2 10.5 %
94.4 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 5.3 %	10 52.6 %	7 36.8 %	0 0.0 %	1 5.3 %
83.3 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	3 15.8 %	8 42.1 %	7 36.8 %	0 0.0 %	1 5.3 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	8 42.1 %	10 52.6 %	0 0.0 %	1 5.3 %
85.7 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 10.5 %	5 26.3 %	7 36.8 %	4 21.1 %	1 5.3 %
94.4 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 5.3 %	7 36.8 %	10 52.6 %	0 0.0 %	1 5.3 %
94.1 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 5.3 %	7 36.8 %	9 47.4 %	1 5.3 %	1 5.3 %
88.9 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 10.5 %	12 63.2 %	4 21.1 %	0 0.0 %	1 5.3 %
83.3 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	3 15.8 %	11 57.9 %	4 21.1 %	0 0.0 %	1 5.3 %
88.9 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 5.3 %	1 5.3 %	12 63.2 %	4 21.1 %	0 0.0 %	1 5.3 %
66.7 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 5.3 %	5 26.3 %	8 42.1 %	4 21.1 %	0 0.0 %	1 5.3 %
88.9 % 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 %	2 10.5 %	12 63.2 %	4 21.1 %	0 0.0 %	1 5.3 %
72.2 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	2 10.5 %	3 15.8 %	7 36.8 %	6 31.6 %	0 0.0 %	1 5.3 %
88.9 % 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 10.5 %	13 68.4 %	3 15.8 %	0 0.0 %	1 5.3 %
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 %	12 63.2 %	6 31.6 %	0 0.0 %	1 5.3 %
94.4 % 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 5.3 %	0 0.0 %	13 68.4 %	4 21.1 %	0 0.0 %	1 5.3 %
83.3 % 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 %	3 15.8 %	12 63.2 %	3 15.8 %	0 0.0 %	1 5.3 %
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 %	14 73.7 %	4 21.1 %	0 0.0 %	1 5.3 %

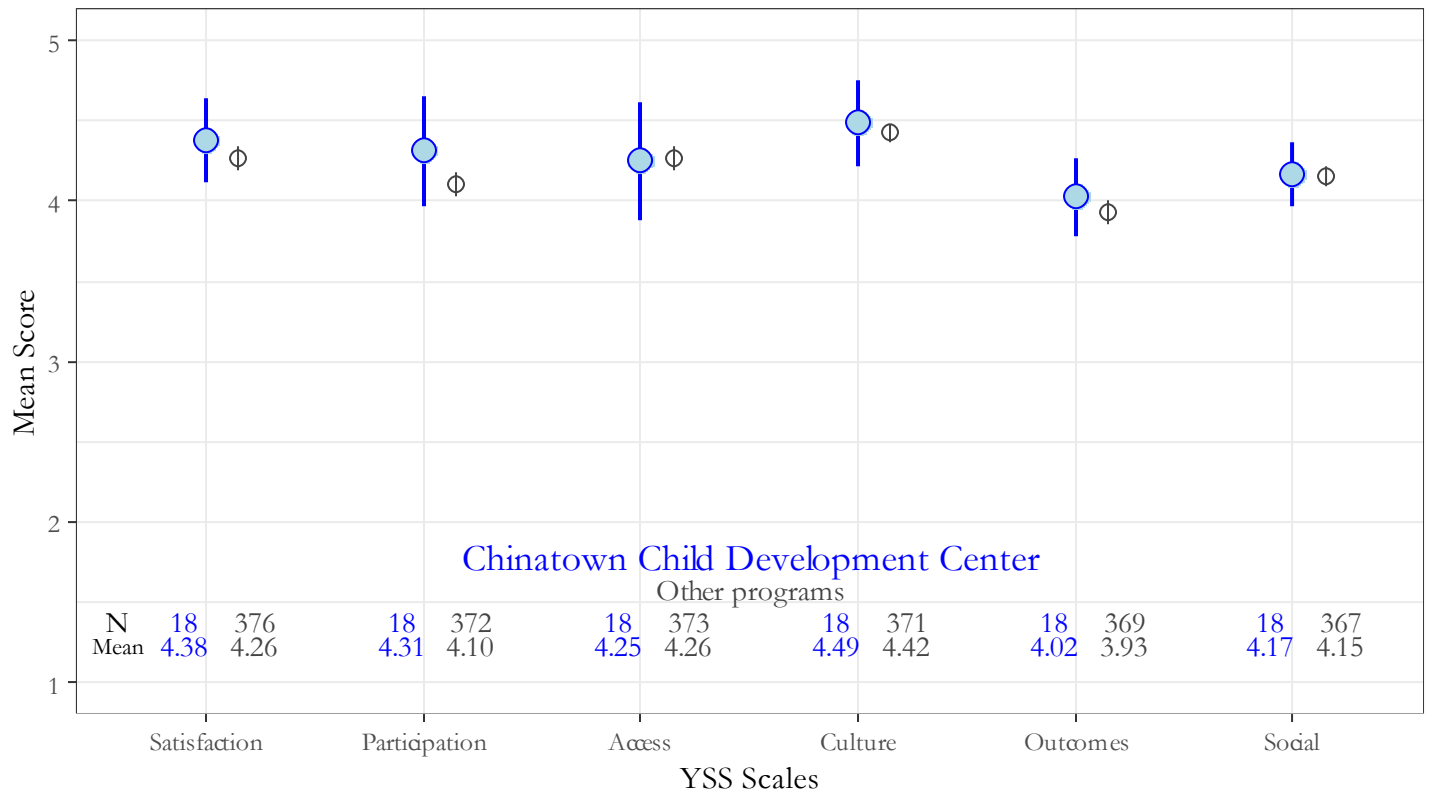
Youth Services Survey for Families



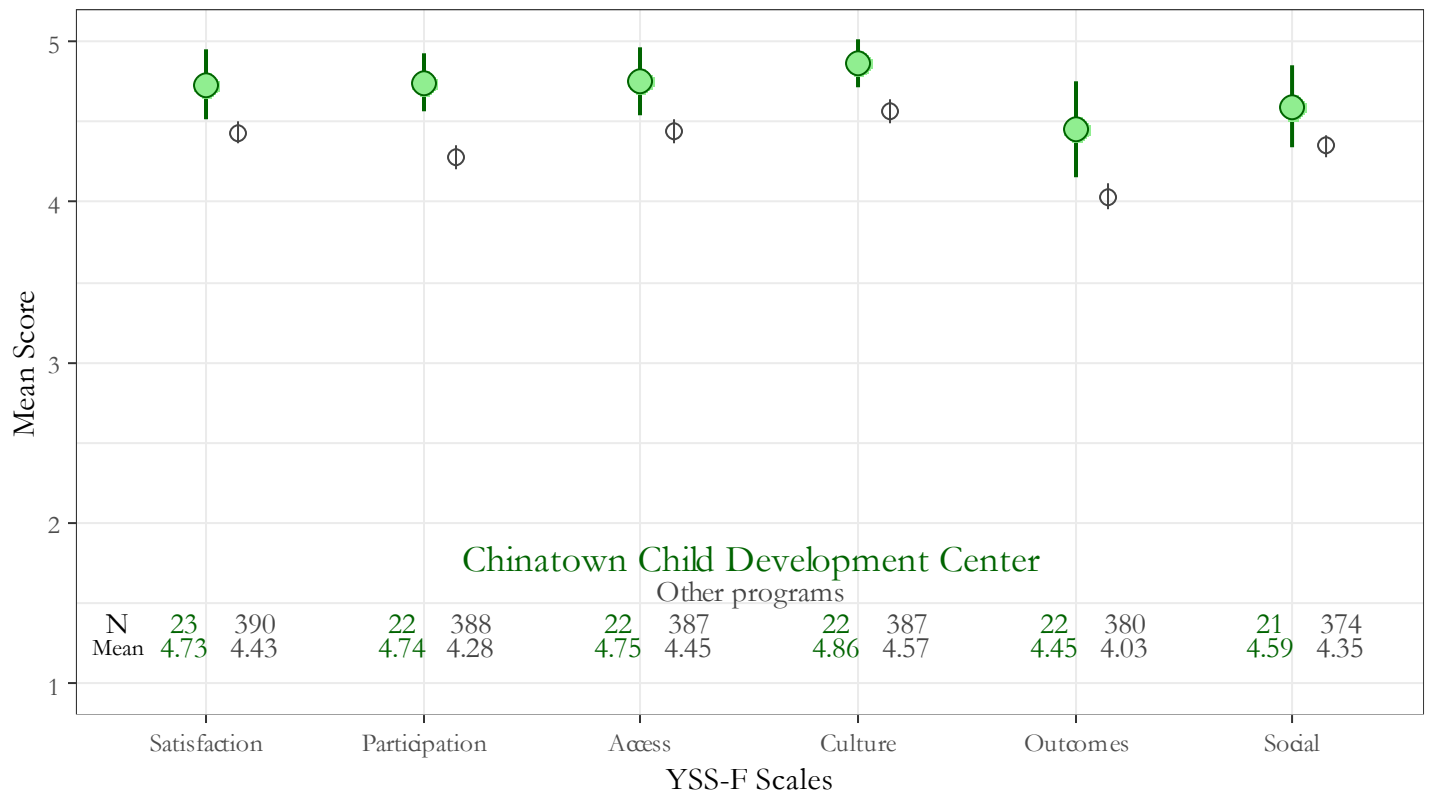
Youth Services Survey for Families, N = 24

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
95.7 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	1 4.2 %	6 25.0 %	16 66.7 %	0 0.0 %	1 4.2 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	5 20.8 %	17 70.8 %	0 0.0 %	2 8.3 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	6 25.0 %	15 62.5 %	0 0.0 %	3 12.5 %
95.5 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 4.2 %	4 16.7 %	17 70.8 %	0 0.0 %	2 8.3 %
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 %	4 16.7 %	18 75.0 %	0 0.0 %	2 8.3 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	5 20.8 %	16 66.7 %	1 4.2 %	2 8.3 %
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 16.7 %	18 75.0 %	0 0.0 %	2 8.3 %
90.9 % 8. The location of services was convenient for us	0 0.0 %	1 4.2 %	1 4.2 %	4 16.7 %	16 66.7 %	0 0.0 %	2 8.3 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 8.3 %	20 83.3 %	0 0.0 %	2 8.3 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 8.3 %	20 83.3 %	0 0.0 %	2 8.3 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	3 12.5 %	19 79.2 %	0 0.0 %	2 8.3 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 8.3 %	20 83.3 %	0 0.0 %	2 8.3 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	4 16.7 %	15 62.5 %	2 8.3 %	3 12.5 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 12.5 %	19 79.2 %	0 0.0 %	2 8.3 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 12.5 %	18 75.0 %	0 0.0 %	3 12.5 %
95.0 % 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 4.2 %	0 0.0 %	6 25.0 %	13 54.2 %	1 4.2 %	3 12.5 %
90.9 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	2 8.3 %	3 12.5 %	17 70.8 %	0 0.0 %	2 8.3 %
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 0.0 %	3 12.5 %	5 20.8 %	14 58.3 %	0 0.0 %	2 8.3 %
90.9 % 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 8.3 %	6 25.0 %	14 58.3 %	0 0.0 %	2 8.3 %
81.8 % 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 8.3 %	2 8.3 %	10 41.7 %	8 33.3 %	0 0.0 %	2 8.3 %
95.2 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 4.2 %	0 0.0 %	0 0.0 %	10 41.7 %	10 41.7 %	0 0.0 %	3 12.5 %
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	0 0.0 %	0 0.0 %	2 8.3 %	6 25.0 %	14 58.3 %	0 0.0 %	2 8.3 %
85.0 % 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 %	3 12.5 %	1 4.2 %	16 66.7 %	0 0.0 %	4 16.7 %
90.5 % 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 4.2 %	1 4.2 %	6 25.0 %	13 54.2 %	0 0.0 %	3 12.5 %
95.2 % 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	0 0.0 %	0 0.0 %	1 4.2 %	6 25.0 %	14 58.3 %	0 0.0 %	3 12.5 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	8 33.3 %	13 54.2 %	0 0.0 %	3 12.5 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance			
Chinatown Child			
Development Center			
Completion Status	Completion by		Total
	Respondent Type		
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	1 4.2 %	1 5.3 %	2 4.7 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	23 95.8 %	18 94.7 %	41 95.3 %
Total	24 100 %	19 100 %	43 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 77 clients; surveys were returned for 38 clients ($38 / 77 = 49.4\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Chinatown North Beach Mental Health Services

Program Code(s): 38723

Overall Satisfaction¹

94.6%

Return Rate²

64.8%

Overall satisfaction³ mean score for Chinatown North Beach Mental Health Services: **4.42**.

Overall satisfaction mean score for all other programs: **4.45**.

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

97.3% 8. I was able to get all the services I thought I needed

97.1% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

95.8% 1. I like the services that I received here

Lowest Agreement Items

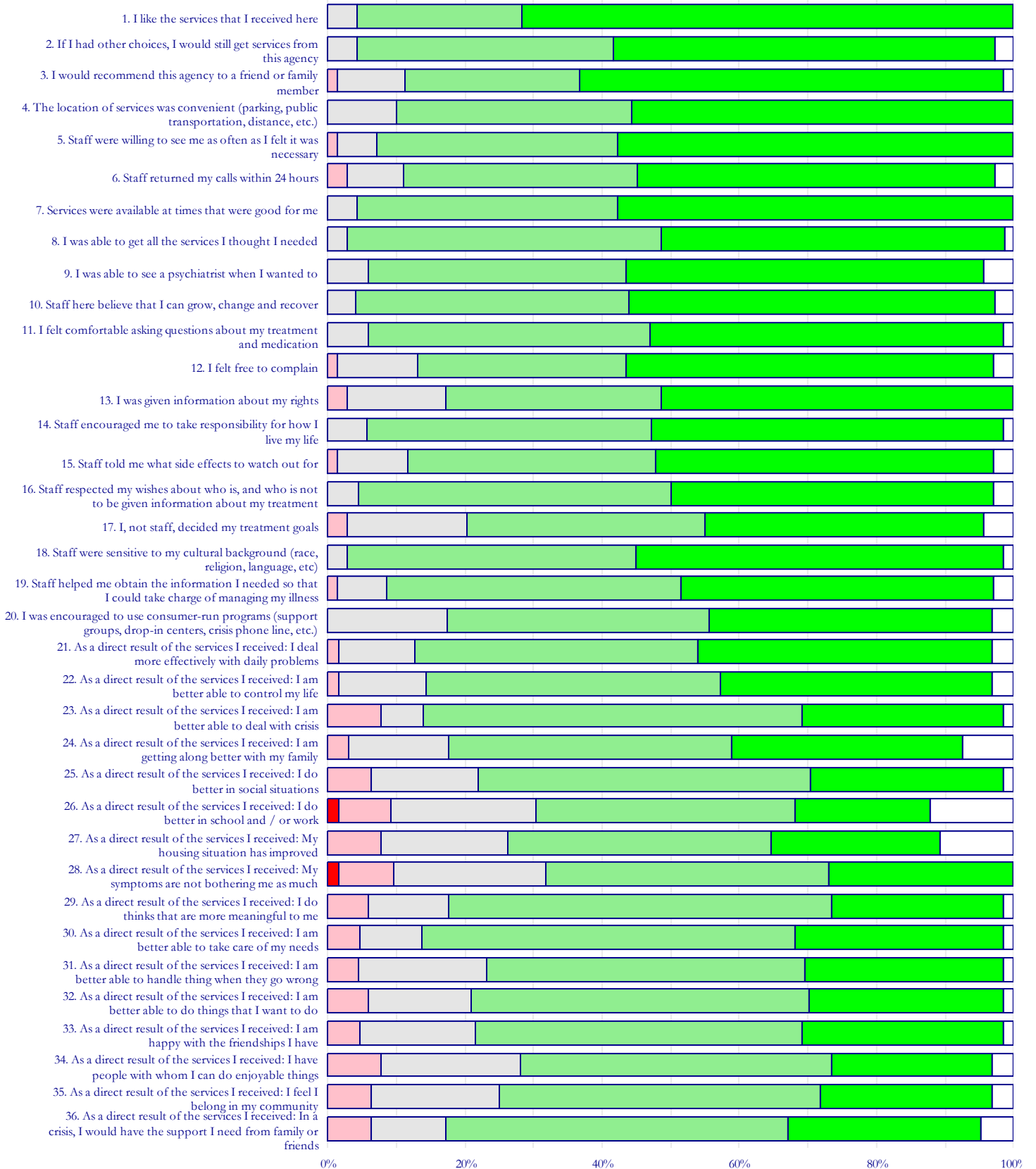
78.8% 17. I, not staff, decided my treatment goals

82.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

82.9% 13. I was given information about my rights

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

MHSIP Items



MHSIP Items 1-25, N = 170

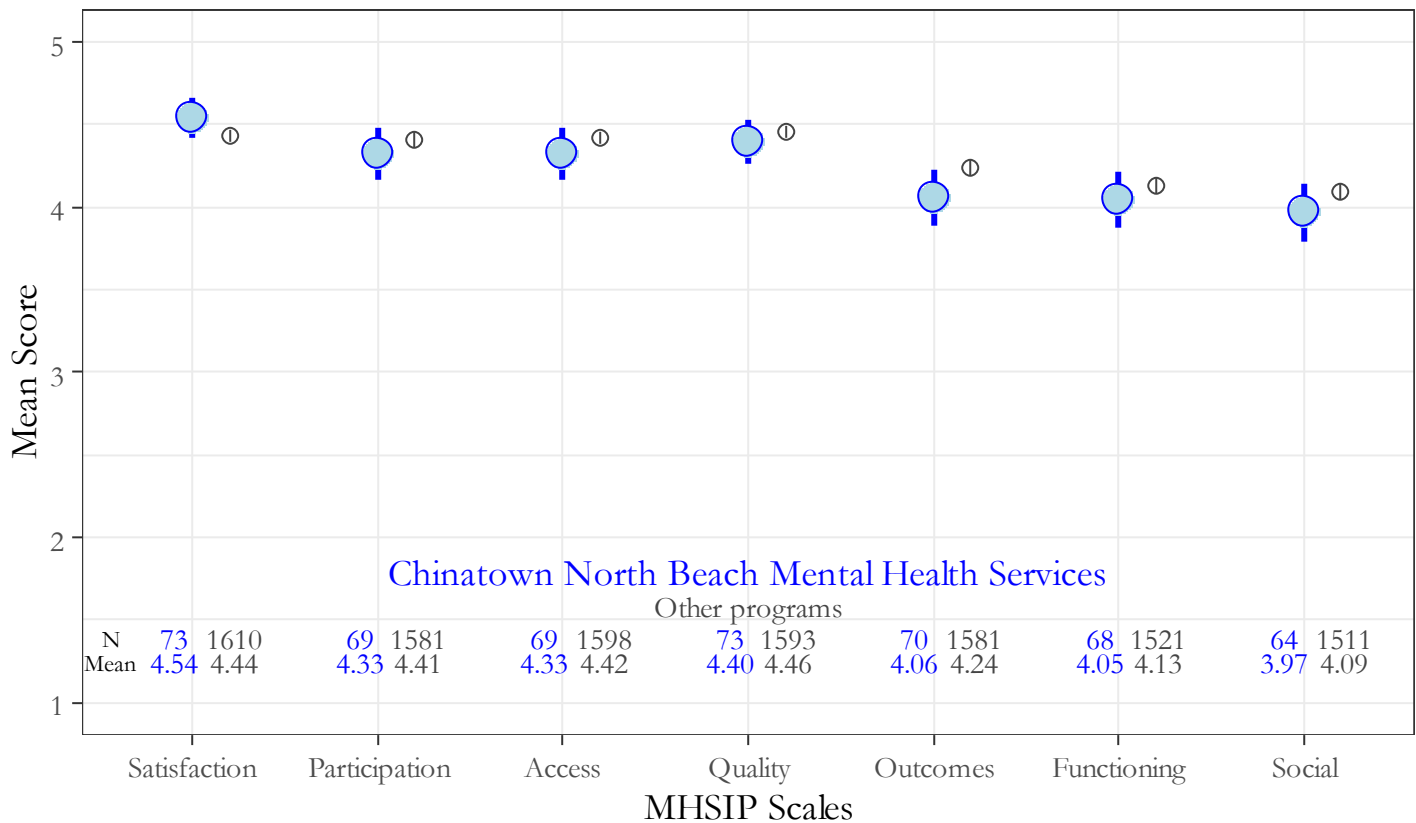
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
95.8 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	3 1.8 %	17 10.0 %	51 30.0 %	0 0.0 %	99 58.2 %
95.7 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	3 1.8 %	27 15.9 %	40 23.5 %	2 1.2 %	98 57.6 %
88.6 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 0.6 %	7 4.1 %	18 10.6 %	44 25.9 %	1 0.6 %	99 58.2 %
90.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	7 4.1 %	24 14.1 %	39 22.9 %	0 0.0 %	100 58.8 %
93.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 0.6 %	4 2.4 %	25 14.7 %	41 24.1 %	0 0.0 %	99 58.2 %
88.7 % 6. Staff returned my calls within 24 hours	0 0.0 %	2 1.2 %	6 3.5 %	25 14.7 %	38 22.4 %	2 1.2 %	97 57.1 %
95.8 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	3 1.8 %	27 15.9 %	41 24.1 %	0 0.0 %	99 58.2 %
97.3 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 1.2 %	34 20.0 %	37 21.8 %	1 0.6 %	96 56.5 %
93.9 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	4 2.4 %	26 15.3 %	36 21.2 %	3 1.8 %	101 59.4 %
95.8 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	3 1.8 %	29 17.1 %	39 22.9 %	2 1.2 %	97 57.1 %
94.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	4 2.4 %	28 16.5 %	35 20.6 %	1 0.6 %	102 60.0 %
86.6 % 12. I felt free to complain	0 0.0 %	1 0.6 %	8 4.7 %	21 12.3 %	37 21.8 %	2 1.2 %	101 59.4 %
82.9 % 13. I was given information about my rights	0 0.0 %	2 1.2 %	10 5.9 %	22 12.9 %	36 21.2 %	0 0.0 %	100 58.8 %
94.2 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	4 2.4 %	29 17.1 %	36 21.2 %	1 0.6 %	100 58.8 %
88.1 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 0.6 %	7 4.1 %	25 14.7 %	34 20.0 %	2 1.2 %	101 59.4 %
95.5 % 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 %	3 1.8 %	31 18.2 %	32 18.8 %	2 1.2 %	102 60.0 %
78.8 % 17. I, not staff, decided my treatment goals	0 0.0 %	2 1.2 %	12 7.1 %	24 14.1 %	28 16.5 %	3 1.8 %	101 59.4 %
97.1 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 1.2 %	29 17.1 %	37 21.8 %	1 0.6 %	101 59.4 %
91.2 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 0.6 %	5 2.9 %	30 17.6 %	32 18.8 %	2 1.2 %	100 58.8 %
82.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	11 6.5 %	24 14.1 %	26 15.3 %	2 1.2 %	107 62.9 %
86.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 0.6 %	7 4.1 %	26 15.3 %	27 15.9 %	2 1.2 %	107 62.9 %
85.2 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 0.6 %	8 4.7 %	27 15.9 %	25 14.7 %	2 1.2 %	107 62.9 %
85.9 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	5 2.9 %	4 2.4 %	36 21.2 %	19 11.2 %	1 0.6 %	105 61.8 %
81.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	2 1.2 %	10 5.9 %	28 16.5 %	23 13.5 %	5 2.9 %	102 60.0 %
77.8 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	4 2.4 %	10 5.9 %	31 18.2 %	18 10.6 %	1 0.6 %	106 62.4 %

MHSIP Items 26-36, N = 170
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
65.5 % 26. As a direct result of the services I received: I do better in school and / or work	1 0.6 %	5 2.9 %	14 8.2 %	25 14.7 %	13 7.6 %	8 4.7 %	104 61.2 %
70.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	5 2.9 %	12 7.1 %	25 14.7 %	16 9.4 %	7 4.1 %	105 61.8 %
68.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 0.6 %	5 2.9 %	14 8.2 %	26 15.3 %	17 10.0 %	0 0.0 %	107 62.9 %
82.1 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	4 2.4 %	8 4.7 %	38 22.4 %	17 10.0 %	1 0.6 %	102 60.0 %
86.2 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	3 1.8 %	6 3.5 %	36 21.2 %	20 11.8 %	1 0.6 %	104 61.2 %
76.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	3 1.8 %	13 7.6 %	32 18.8 %	20 11.8 %	1 0.6 %	101 59.4 %
78.8 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	4 2.4 %	10 5.9 %	33 19.4 %	19 11.2 %	1 0.6 %	103 60.6 %
78.1 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	3 1.8 %	11 6.5 %	31 18.2 %	19 11.2 %	1 0.6 %	105 61.8 %
71.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	5 2.9 %	13 7.6 %	29 17.1 %	15 8.8 %	2 1.2 %	106 62.4 %
74.2 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	4 2.4 %	12 7.1 %	30 17.6 %	16 9.4 %	2 1.2 %	106 62.4 %
82.0 % 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 2.4 %	7 4.1 %	32 18.8 %	18 10.6 %	3 1.8 %	106 62.4 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	54 41.9 %	17 41.5 %	71 41.8 %
Impaired	6 4.7 %	4 9.8 %	10 5.9 %
Language	0 0 %	0 0 %	0 0 %
Other	5 3.9 %	3 7.3 %	8 4.7 %
No Data	5 3.9 %	2 4.9 %	7 4.1 %
Completed Survey	59 45.7 %	15 36.6 %	74 43.5 %
Total	129 100 %	41 100 %	170 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 256 clients; surveys were returned for 166 clients (166/256 = 64.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 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: **4.39**.

Overall satisfaction mean score for all other programs: **4.45**.

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

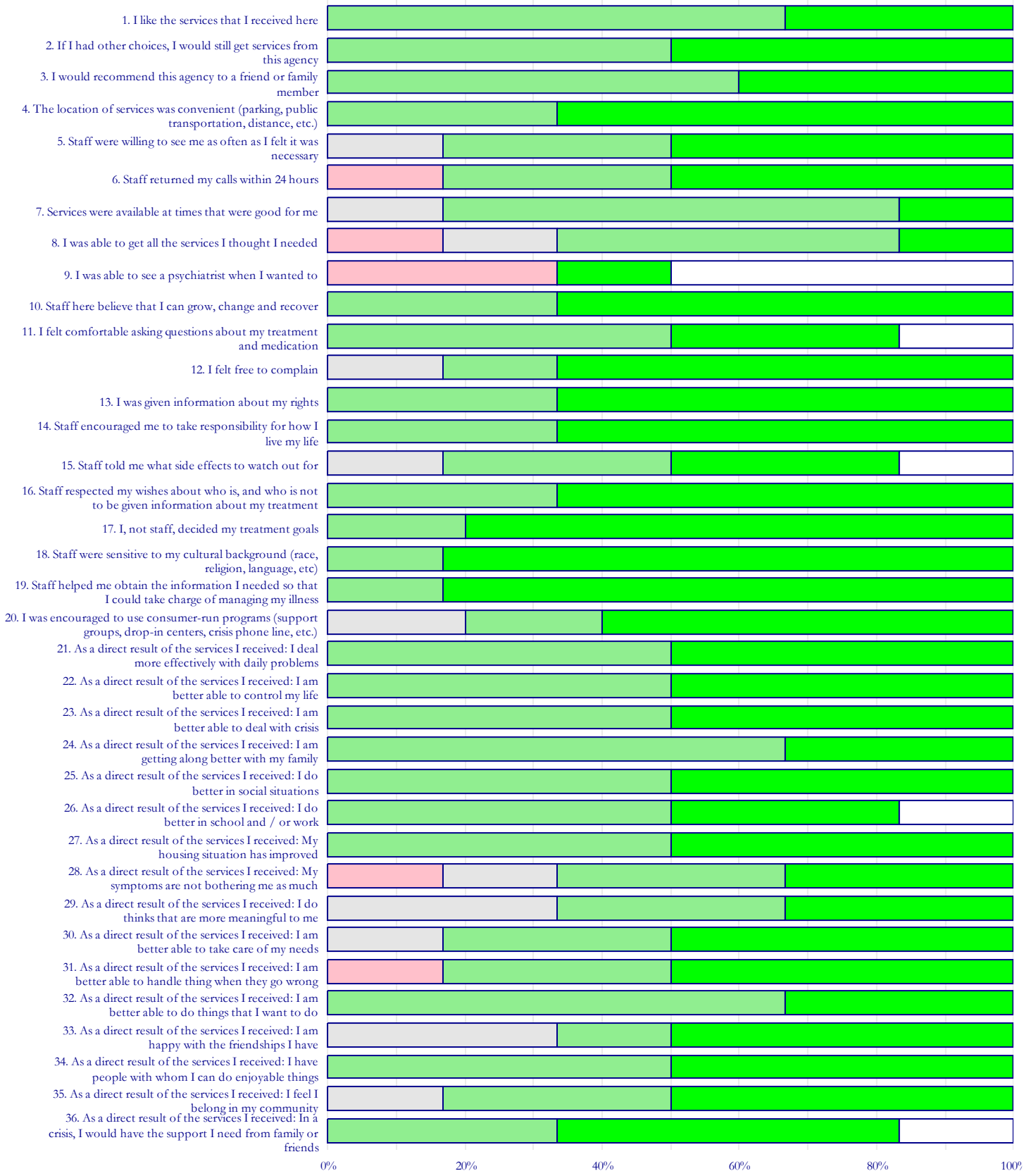
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 33.3% 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
- 80.0% 15. Staff told me what side effects to watch out for

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

MHSIP Items



MHSIP Items 1-25, N = 9

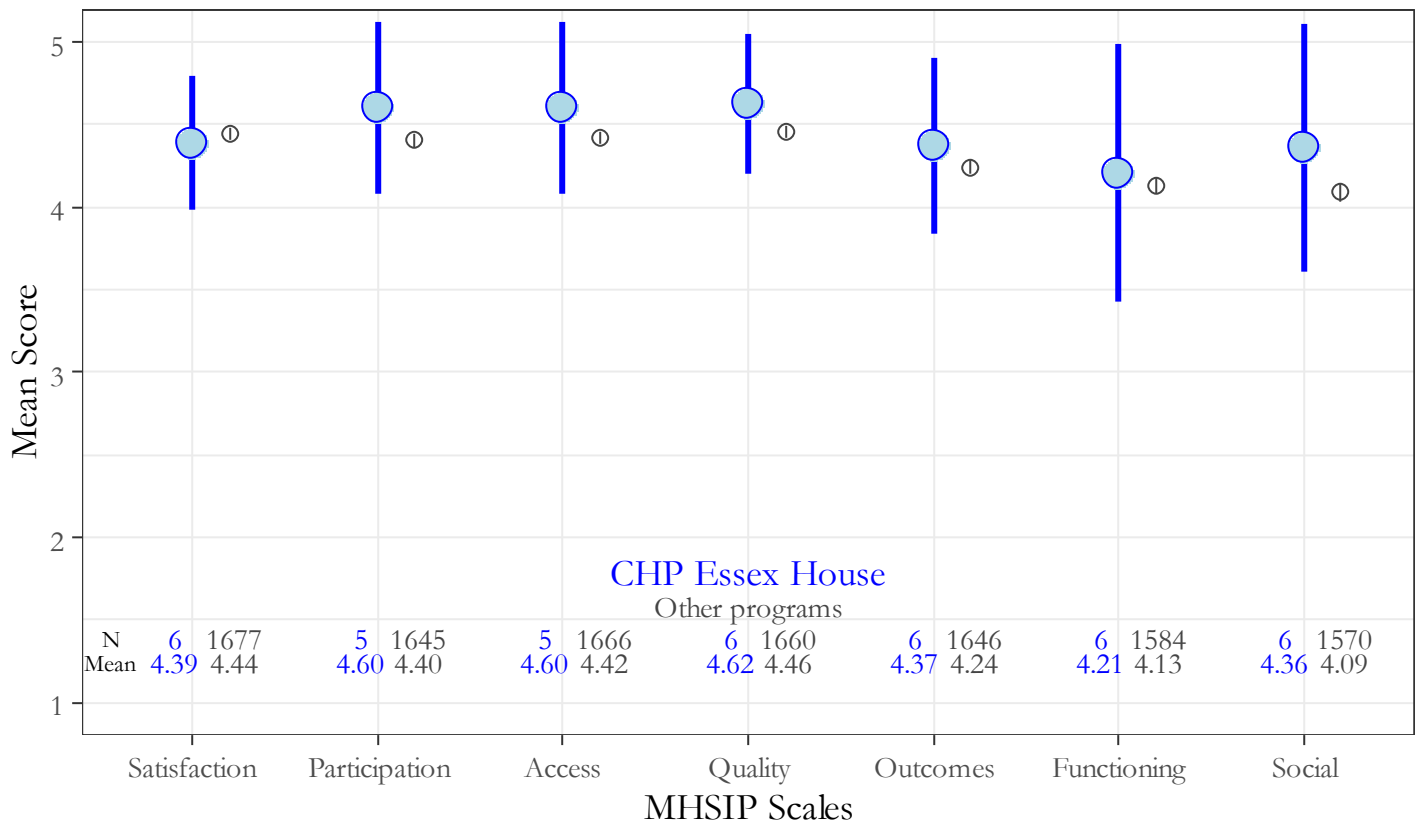
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	2 22.2 %	0 0.0 %	3 33.3 %
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 %	3 33.3 %	3 33.3 %	0 0.0 %	3 33.3 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	0 0.0 %	4 44.4 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	0 0.0 %	3 33.3 %
83.3 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	3 33.3 %	0 0.0 %	3 33.3 %
83.3 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	3 33.3 %	0 0.0 %	3 33.3 %
83.3 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	1 11.1 %	0 0.0 %	3 33.3 %
66.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 11.1 %	1 11.1 %	3 33.3 %	1 11.1 %	0 0.0 %	3 33.3 %
33.3 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	2 22.2 %	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	3 33.3 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	0 0.0 %	3 33.3 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	1 11.1 %	3 33.3 %
83.3 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	4 44.4 %	0 0.0 %	3 33.3 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	0 0.0 %	3 33.3 %
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 22.2 %	4 44.4 %	0 0.0 %	3 33.3 %
80.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	1 11.1 %	3 33.3 %
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 0.0 %	2 22.2 %	4 44.4 %	0 0.0 %	3 33.3 %
100.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	0 0.0 %	4 44.4 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	0 0.0 %	3 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 %	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	0 0.0 %	3 33.3 %
80.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	3 33.3 %	0 0.0 %	4 44.4 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	3 33.3 %	0 0.0 %	3 33.3 %
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 %	3 33.3 %	3 33.3 %	0 0.0 %	3 33.3 %
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 %	0 0.0 %	3 33.3 %	3 33.3 %	0 0.0 %	3 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 0.0 %	0 0.0 %	4 44.4 %	2 22.2 %	0 0.0 %	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 0.0 %	0 0.0 %	3 33.3 %	3 33.3 %	0 0.0 %	3 33.3 %

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 %	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	1 11.1 %	3 33.3 %
100.0 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	3 33.3 %	0 0.0 %	3 33.3 %
66.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	2 22.2 %	0 0.0 %	3 33.3 %
66.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	2 22.2 %	0 0.0 %	3 33.3 %
83.3 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	3 33.3 %	0 0.0 %	3 33.3 %
83.3 % 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 11.1 %	0 0.0 %	2 22.2 %	3 33.3 %	0 0.0 %	3 33.3 %
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 %	0 0.0 %	0 0.0 %	4 44.4 %	2 22.2 %	0 0.0 %	3 33.3 %
66.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	2 22.2 %	1 11.1 %	3 33.3 %	0 0.0 %	3 33.3 %
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 %	0 0.0 %	0 0.0 %	3 33.3 %	3 33.3 %	0 0.0 %	3 33.3 %
83.3 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	3 33.3 %	0 0.0 %	3 33.3 %
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 %	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	1 11.1 %	3 33.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	1 11.1 %	0 0 %	1 11.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	2 22.2 %	0 0 %	2 22.2 %
Completed Survey	6 66.7 %	0 0 %	6 66.7 %
Total	9 100 %	0 100 %	9 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 1 clients; surveys were returned for 9 clients (9/1 = 900.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

CJCJ Community Options for Youth

Program Code(s): 38GJ2 38GJ3

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for CJCJ Community Options for Youth: **4.25** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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% 7. The services I received were right for me

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

Lowest Agreement Items

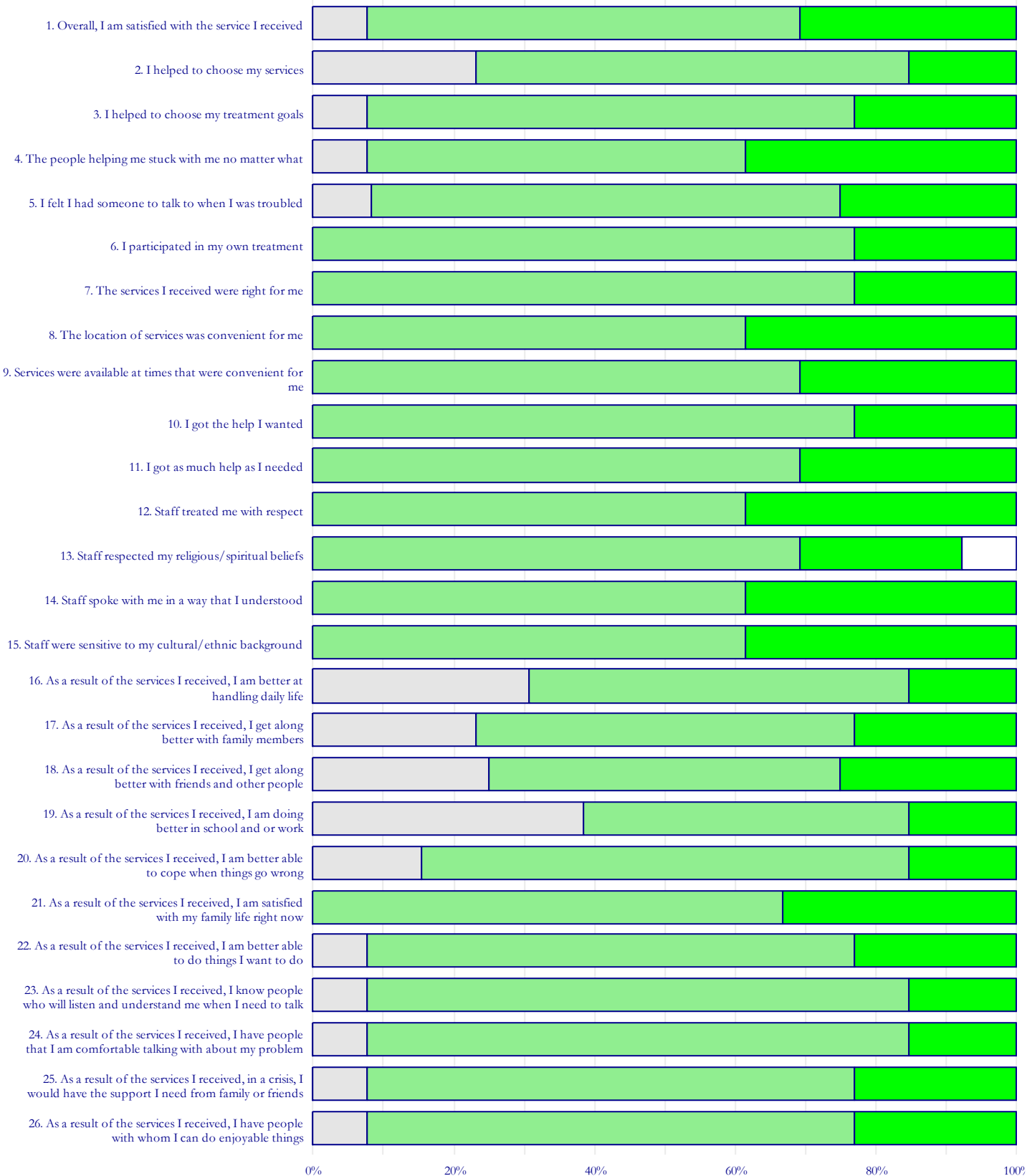
76.9% 2. I helped to choose my services

91.7% 5. I felt I had someone to talk to when I was troubled

92.3% 1. Overall, I am satisfied with the service I received

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

Youth Services Survey for Youth

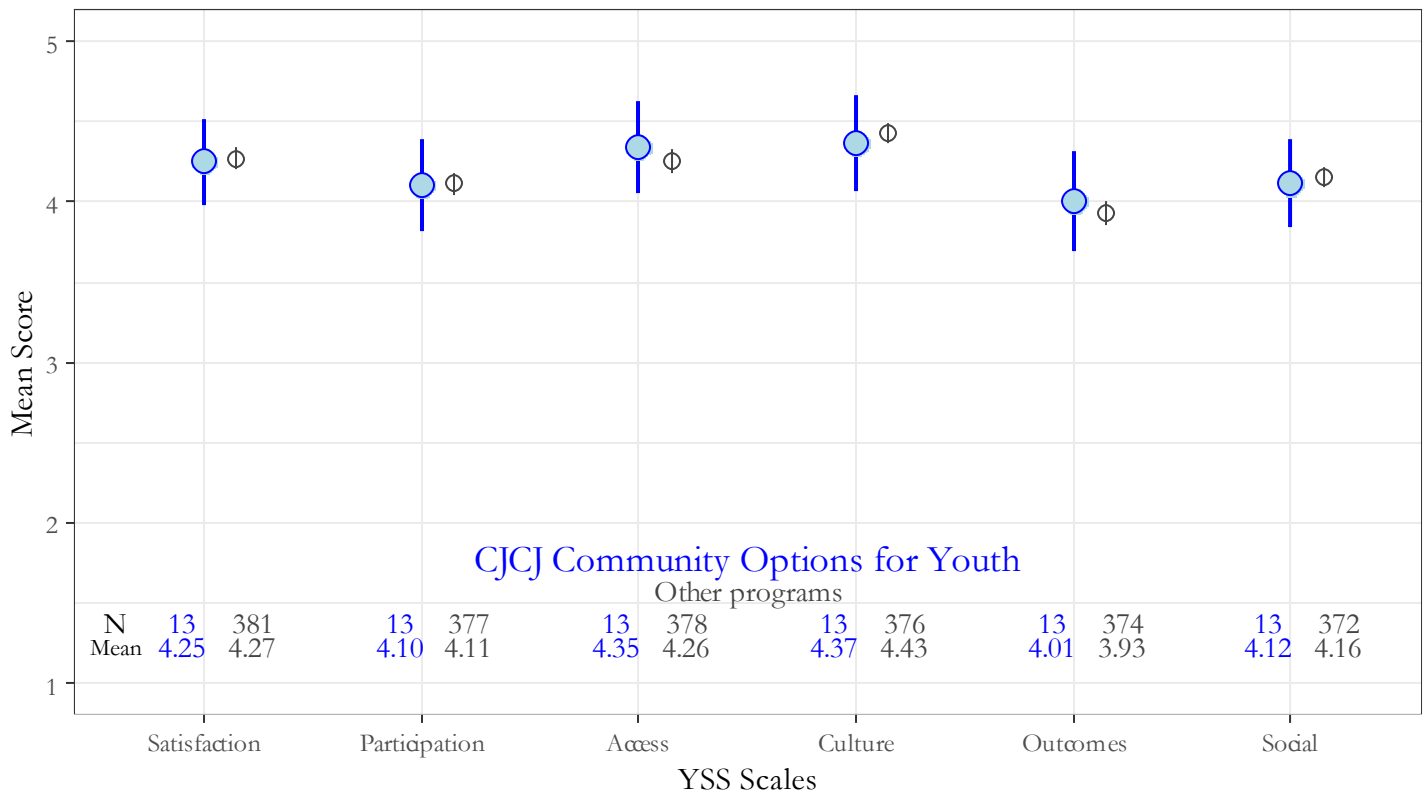


Youth Services Survey for Youth, N = 17

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
92.3 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 5.9 %	8 47.1 %	4 23.5 %	0 0.0 %	4 23.5 %
76.9 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	3 17.6 %	8 47.1 %	2 11.8 %	0 0.0 %	4 23.5 %
92.3 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 5.9 %	9 52.9 %	3 17.6 %	0 0.0 %	4 23.5 %
92.3 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 5.9 %	7 41.2 %	5 29.4 %	0 0.0 %	4 23.5 %
91.7 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 5.9 %	8 47.1 %	3 17.6 %	0 0.0 %	5 29.4 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	10 58.8 %	3 17.6 %	0 0.0 %	4 23.5 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	10 58.8 %	3 17.6 %	0 0.0 %	4 23.5 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	8 47.1 %	5 29.4 %	0 0.0 %	4 23.5 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	9 52.9 %	4 23.5 %	0 0.0 %	4 23.5 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	10 58.8 %	3 17.6 %	0 0.0 %	4 23.5 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	9 52.9 %	4 23.5 %	0 0.0 %	4 23.5 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	8 47.1 %	5 29.4 %	0 0.0 %	4 23.5 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	9 52.9 %	3 17.6 %	1 5.9 %	4 23.5 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	8 47.1 %	5 29.4 %	0 0.0 %	4 23.5 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	8 47.1 %	5 29.4 %	0 0.0 %	4 23.5 %
69.2 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	4 23.5 %	7 41.2 %	2 11.8 %	0 0.0 %	4 23.5 %
76.9 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	3 17.6 %	7 41.2 %	3 17.6 %	0 0.0 %	4 23.5 %
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 %	3 17.6 %	6 35.3 %	3 17.6 %	0 0.0 %	5 29.4 %
61.5 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	5 29.4 %	6 35.3 %	2 11.8 %	0 0.0 %	4 23.5 %
84.6 % 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 11.8 %	9 52.9 %	2 11.8 %	0 0.0 %	4 23.5 %
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 %	8 47.1 %	4 23.5 %	0 0.0 %	5 29.4 %
92.3 % 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 5.9 %	9 52.9 %	3 17.6 %	0 0.0 %	4 23.5 %
92.3 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 5.9 %	10 58.8 %	2 11.8 %	0 0.0 %	4 23.5 %
92.3 % 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 5.9 %	10 58.8 %	2 11.8 %	0 0.0 %	4 23.5 %
92.3 % 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 %	1 5.9 %	9 52.9 %	3 17.6 %	0 0.0 %	4 23.5 %
92.3 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 5.9 %	9 52.9 %	3 17.6 %	0 0.0 %	4 23.5 %

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance			
CJCJ Community			
Options for Youth			
Completion Status	Completion by		Total
	Respondent Type		
	Family	Youth	
Refused	0 0 %	4 23.5 %	4 23.5 %
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	0 0 %	13 76.5 %	13 76.5 %
Total	0 100 %	17 100 %	17 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 17 clients; surveys were returned for 17 clients (17 / 17 = 100.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

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

Overall Satisfaction¹
97.8%

Return Rate²
over 100%

Overall satisfaction³ mean score for Community Youth Center: **4.46** (youth), **4.41** (family).

Overall satisfaction mean score for all other programs: **4.22** (youth), **4.46** (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

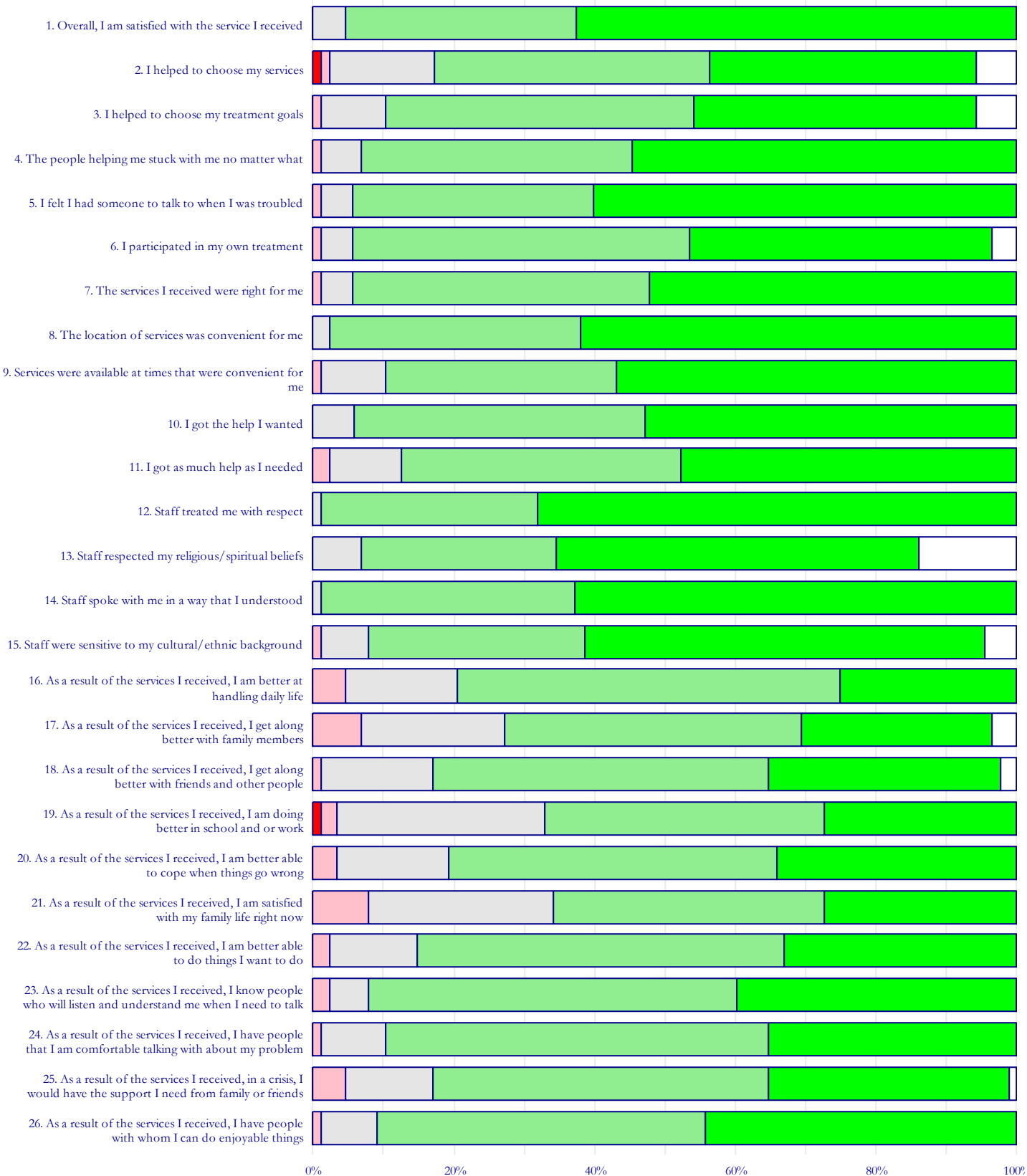
- 97.8% 12. Staff treated me with respect
- 97.8% 14. Staff spoke with me in a way that I understood
- 95.7% 1. Overall, I am satisfied with the service I received

Lowest Agreement Items

- 82.8% 2. I helped to choose my services
- 88.2% 11. I got as much help as I needed
- 89.7% 3. I helped to choose my treatment goals

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

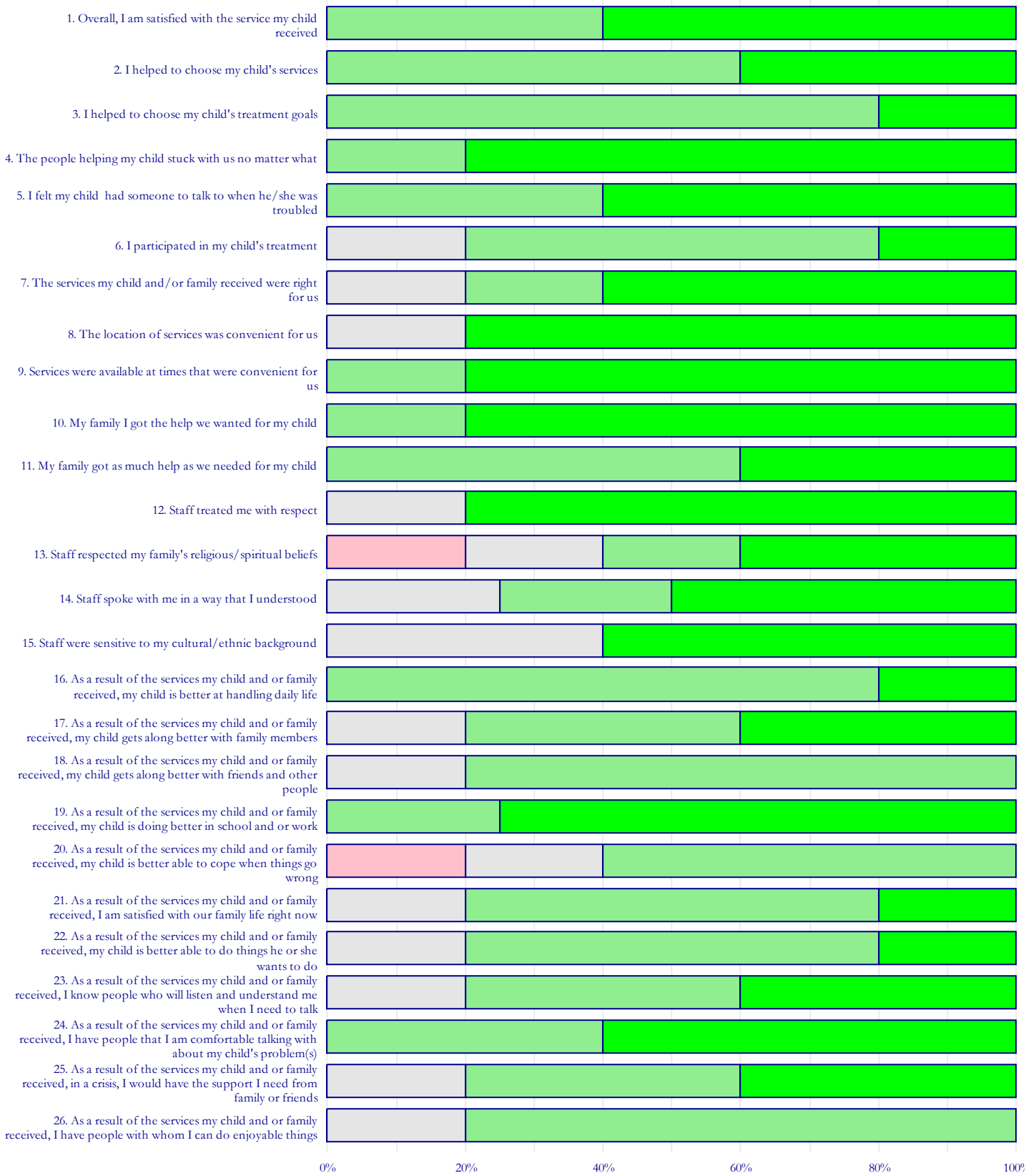
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 93

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
95.5 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	4 4.3 %	29 31.2 %	55 59.1 %	0 0.0 %	5 5.4 %
81.7 % 2. I helped to choose my services	1 1.1 %	1 1.1 %	13 14.0 %	34 36.6 %	33 35.5 %	5 5.4 %	6 6.4 %
89.0 % 3. I helped to choose my treatment goals	0 0.0 %	1 1.1 %	8 8.6 %	38 40.9 %	35 37.6 %	5 5.4 %	6 6.4 %
93.2 % 4. The people helping me stuck with me no matter what	0 0.0 %	1 1.1 %	5 5.4 %	34 36.6 %	48 51.6 %	0 0.0 %	5 5.4 %
94.3 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 1.1 %	4 4.3 %	30 32.3 %	53 57.0 %	0 0.0 %	5 5.4 %
94.1 % 6. I participated in my own treatment	0 0.0 %	1 1.1 %	4 4.3 %	42 45.2 %	38 40.9 %	3 3.2 %	5 5.4 %
94.3 % 7. The services I received were right for me	0 0.0 %	1 1.1 %	4 4.3 %	37 39.8 %	46 49.5 %	0 0.0 %	5 5.4 %
97.7 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	2 2.1 %	31 33.3 %	54 58.1 %	0 0.0 %	6 6.4 %
89.8 % 9. Services were available at times that were convenient for me	0 0.0 %	1 1.1 %	8 8.6 %	29 31.2 %	50 53.8 %	0 0.0 %	5 5.4 %
94.3 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	5 5.4 %	36 38.7 %	46 49.5 %	0 0.0 %	6 6.4 %
87.5 % 11. I got as much help as I needed	0 0.0 %	2 2.1 %	9 9.7 %	35 37.6 %	42 45.2 %	0 0.0 %	5 5.4 %
98.9 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 1.1 %	27 29.0 %	60 64.5 %	0 0.0 %	5 5.4 %
92.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	6 6.4 %	24 25.8 %	45 48.4 %	12 12.9 %	6 6.4 %
98.8 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 1.1 %	31 33.3 %	54 58.1 %	0 0.0 %	7 7.5 %
91.7 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 1.1 %	6 6.4 %	27 29.0 %	50 53.8 %	4 4.3 %	5 5.4 %
79.5 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	4 4.3 %	14 15.0 %	48 51.6 %	22 23.7 %	0 0.0 %	5 5.4 %
71.8 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	6 6.4 %	18 19.4 %	37 39.8 %	24 25.8 %	3 3.2 %	5 5.4 %
82.6 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 1.1 %	14 15.0 %	42 45.2 %	29 31.2 %	2 2.1 %	5 5.4 %
67.0 % 19. As a result of the services I received, I am doing better in school and or work	1 1.1 %	2 2.1 %	26 28.0 %	35 37.6 %	24 25.8 %	0 0.0 %	5 5.4 %
80.7 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	3 3.2 %	14 15.0 %	41 44.1 %	30 32.3 %	0 0.0 %	5 5.4 %
65.9 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	7 7.5 %	23 24.7 %	34 36.6 %	24 25.8 %	0 0.0 %	5 5.4 %
85.2 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	2 2.1 %	11 11.8 %	46 49.5 %	29 31.2 %	0 0.0 %	5 5.4 %
92.0 % 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 2.1 %	5 5.4 %	46 49.5 %	35 37.6 %	0 0.0 %	5 5.4 %
89.8 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	1 1.1 %	8 8.6 %	48 51.6 %	31 33.3 %	0 0.0 %	5 5.4 %
82.8 % 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 %	4 4.3 %	11 11.8 %	42 45.2 %	30 32.3 %	1 1.1 %	5 5.4 %
90.9 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	1 1.1 %	7 7.5 %	41 44.1 %	39 41.9 %	0 0.0 %	5 5.4 %

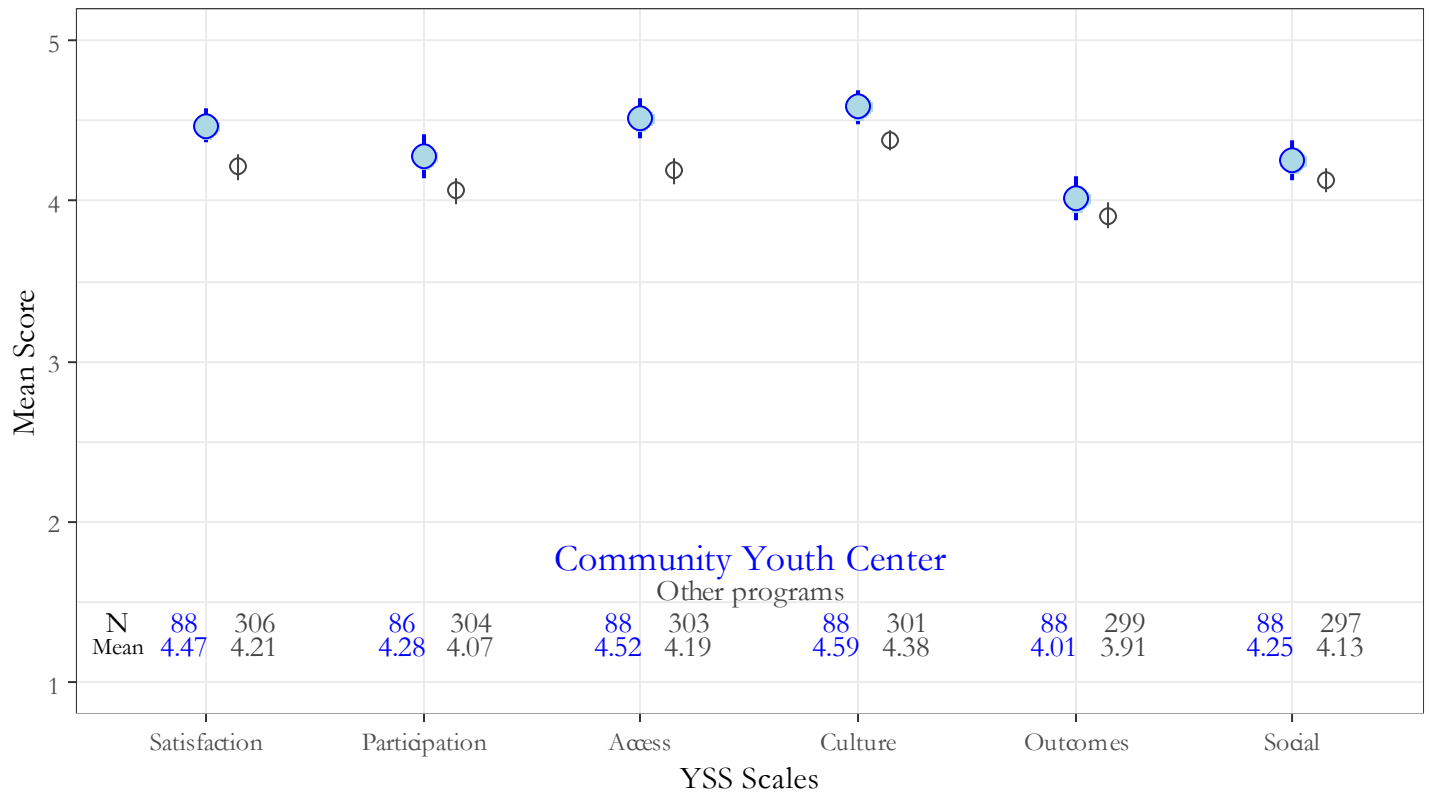
Youth Services Survey for Families



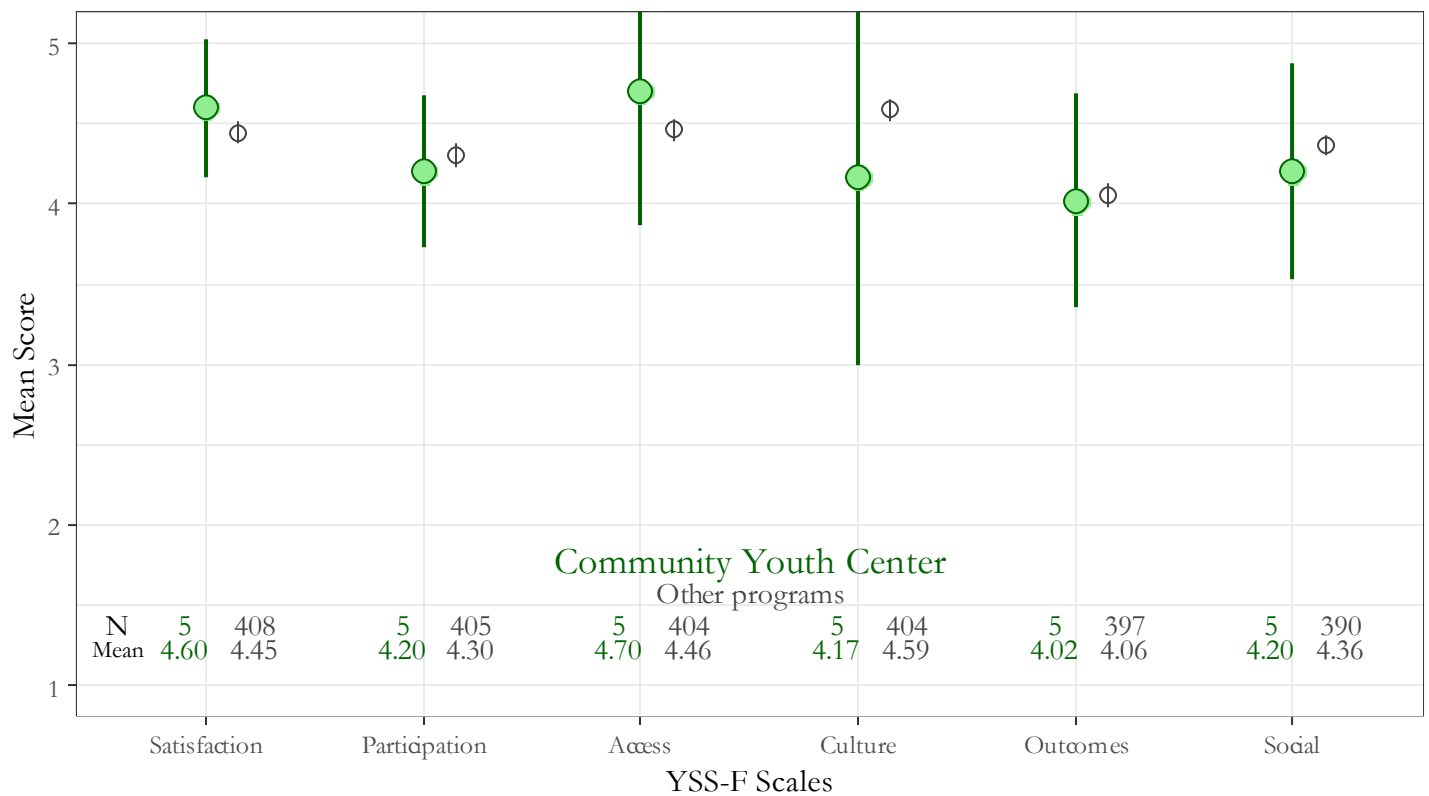
Youth Services Survey for Families, N = 7

	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 0.0 %	0 0.0 %	2 28.6 %	3 42.9 %	0 0.0 %	2 28.6 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	2 28.6 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	1 14.3 %	0 0.0 %	2 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 %	1 14.3 %	4 57.1 %	0 0.0 %	2 28.6 %
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 28.6 %	3 42.9 %	0 0.0 %	2 28.6 %
80.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	1 14.3 %	0 0.0 %	2 28.6 %
80.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	0 0.0 %	2 28.6 %
80.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	4 57.1 %	0 0.0 %	2 28.6 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	0 0.0 %	2 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 %	1 14.3 %	4 57.1 %	0 0.0 %	2 28.6 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	2 28.6 %
80.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	4 57.1 %	0 0.0 %	2 28.6 %
60.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	1 14.3 %	1 14.3 %	1 14.3 %	2 28.6 %	0 0.0 %	2 28.6 %
75.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	2 28.6 %	0 0.0 %	3 42.9 %
60.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	3 42.9 %	0 0.0 %	2 28.6 %
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 %	4 57.1 %	1 14.3 %	0 0.0 %	2 28.6 %
80.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	2 28.6 %	0 0.0 %	2 28.6 %
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 %	0 0.0 %	1 14.3 %	4 57.1 %	0 0.0 %	0 0.0 %	2 28.6 %
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 %	1 14.3 %	3 42.9 %	0 0.0 %	3 42.9 %
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	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	0 0.0 %	0 0.0 %	2 28.6 %
80.0 % 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 %	1 14.3 %	3 42.9 %	1 14.3 %	0 0.0 %	2 28.6 %
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 %	0 0.0 %	1 14.3 %	3 42.9 %	1 14.3 %	0 0.0 %	2 28.6 %
80.0 % 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 14.3 %	2 28.6 %	2 28.6 %	0 0.0 %	2 28.6 %
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 %	2 28.6 %	3 42.9 %	0 0.0 %	2 28.6 %
80.0 % 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 %	1 14.3 %	2 28.6 %	2 28.6 %	0 0.0 %	2 28.6 %
80.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	0 0.0 %	0 0.0 %	2 28.6 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Completion Status	Survey Compliance Community Youth Center Completion by		Total
	Respondent Type		
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	2 28.6 %	5 5.4 %	7 7 %
Completed Survey	5 71.4 %	88 94.6 %	93 93 %
Total	7 100 %	93 100 %	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 (May 13th - 17th, 2019) your program billed services for 36 clients; surveys were returned for 96 clients ($96 / 36 = 266.7\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Conard House Outpatient Services

Program Code(s): 89492

Overall Satisfaction¹

87.5%

Return Rate²

71.4%

Overall satisfaction³ mean score for Conard House Outpatient Services: **4.19**.

Overall satisfaction mean score for all other programs: **4.46**.

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

92.2% 14. Staff encouraged me to take responsibility for how I live my life

90.6% 5. Staff were willing to see me as often as I felt it was necessary

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

Lowest Agreement Items

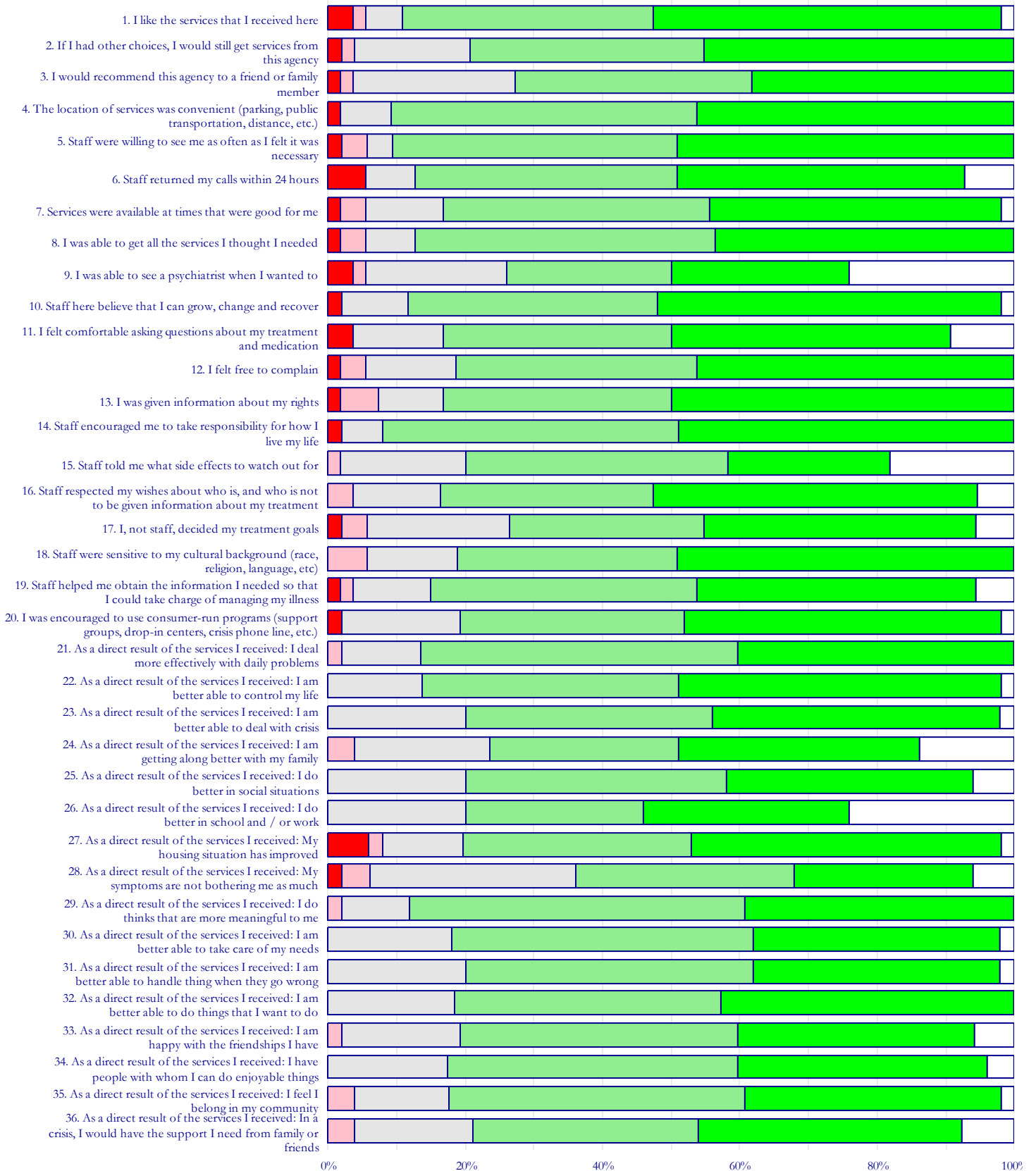
65.9% 9. I was able to see a psychiatrist when I wanted to

72.0% 17. I, not staff, decided my treatment goals

72.7% 3. I would recommend this agency to a friend or family member

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

MHSIP Items



MHSIP Items 1-25, N = 75

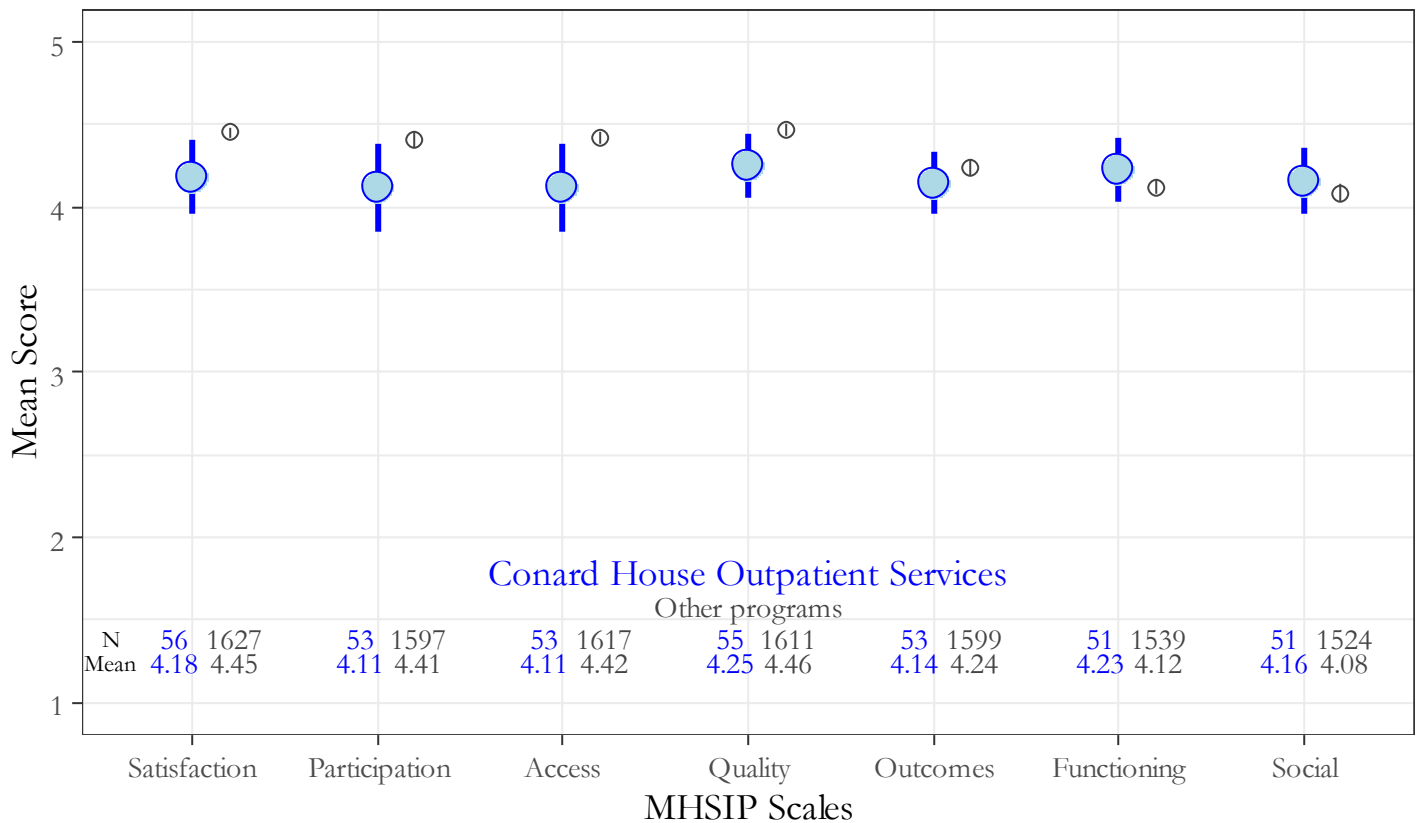
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.9 % 1. I like the services that I received here	2 2.7 %	1 1.3 %	3 4.0 %	20 26.7 %	28 37.3 %	1 1.3 %	20 26.7 %
79.2 % 2. If I had other choices, I would still get services from this agency	1 1.3 %	1 1.3 %	9 12.0 %	18 24.0 %	24 32.0 %	0 0.0 %	22 29.3 %
72.7 % 3. I would recommend this agency to a friend or family member	1 1.3 %	1 1.3 %	13 17.3 %	19 25.3 %	21 28.0 %	0 0.0 %	20 26.7 %
90.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 1.3 %	0 0.0 %	4 5.3 %	24 32.0 %	25 33.3 %	0 0.0 %	21 28.0 %
90.6 % 5. Staff were willing to see me as often as I felt it was necessary	1 1.3 %	2 2.7 %	2 2.7 %	22 29.3 %	26 34.7 %	0 0.0 %	22 29.3 %
86.3 % 6. Staff returned my calls within 24 hours	3 4.0 %	0 0.0 %	4 5.3 %	21 28.0 %	23 30.7 %	4 5.3 %	20 26.7 %
83.0 % 7. Services were available at times that were good for me	1 1.3 %	2 2.7 %	6 8.0 %	21 28.0 %	23 30.7 %	1 1.3 %	21 28.0 %
87.3 % 8. I was able to get all the services I thought I needed	1 1.3 %	2 2.7 %	4 5.3 %	24 32.0 %	24 32.0 %	0 0.0 %	20 26.7 %
65.9 % 9. I was able to see a psychiatrist when I wanted to	2 2.7 %	1 1.3 %	11 14.7 %	13 17.3 %	14 18.7 %	13 17.3 %	21 28.0 %
88.2 % 10. Staff here believe that I can grow, change and recover	1 1.3 %	0 0.0 %	5 6.7 %	19 25.3 %	26 34.7 %	1 1.3 %	23 30.7 %
81.6 % 11. I felt comfortable asking questions about my treatment and medication	2 2.7 %	0 0.0 %	7 9.3 %	18 24.0 %	22 29.3 %	5 6.7 %	21 28.0 %
81.5 % 12. I felt free to complain	1 1.3 %	2 2.7 %	7 9.3 %	19 25.3 %	25 33.3 %	0 0.0 %	21 28.0 %
83.3 % 13. I was given information about my rights	1 1.3 %	3 4.0 %	5 6.7 %	18 24.0 %	27 36.0 %	0 0.0 %	21 28.0 %
92.2 % 14. Staff encouraged me to take responsibility for how I live my life	1 1.3 %	0 0.0 %	3 4.0 %	22 29.3 %	25 33.3 %	0 0.0 %	24 32.0 %
75.6 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 1.3 %	10 13.3 %	21 28.0 %	13 17.3 %	10 13.3 %	20 26.7 %
82.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	2 2.7 %	7 9.3 %	17 22.7 %	26 34.7 %	3 4.0 %	20 26.7 %
72.0 % 17. I, not staff, decided my treatment goals	1 1.3 %	2 2.7 %	11 14.7 %	15 20.0 %	21 28.0 %	3 4.0 %	22 29.3 %
81.1 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	3 4.0 %	7 9.3 %	17 22.7 %	26 34.7 %	0 0.0 %	22 29.3 %
84.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1.3 %	1 1.3 %	6 8.0 %	21 28.0 %	22 29.3 %	3 4.0 %	21 28.0 %
80.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 1.3 %	0 0.0 %	9 12.0 %	17 22.7 %	24 32.0 %	1 1.3 %	23 30.7 %
86.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 1.3 %	6 8.0 %	24 32.0 %	21 28.0 %	0 0.0 %	23 30.7 %
86.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	7 9.3 %	19 25.3 %	24 32.0 %	1 1.3 %	24 32.0 %
79.6 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	10 13.3 %	18 24.0 %	21 28.0 %	1 1.3 %	25 33.3 %
72.7 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	2 2.7 %	10 13.3 %	14 18.7 %	18 24.0 %	7 9.3 %	24 32.0 %
78.7 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	10 13.3 %	19 25.3 %	18 24.0 %	3 4.0 %	25 33.3 %

MHSIP Items 26-36, N = 75
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
73.7 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	10 13.3 %	13 17.3 %	15 20.0 %	12 16.0 %	25 33.3 %
80.0 % 27. As a direct result of the services I received: My housing situation has improved	3 4.0 %	1 1.3 %	6 8.0 %	17 22.7 %	23 30.7 %	1 1.3 %	24 32.0 %
61.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 1.3 %	2 2.7 %	15 20.0 %	16 21.3 %	13 17.3 %	3 4.0 %	25 33.3 %
88.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 1.3 %	5 6.7 %	25 33.3 %	20 26.7 %	0 0.0 %	24 32.0 %
81.6 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	9 12.0 %	22 29.3 %	18 24.0 %	1 1.3 %	25 33.3 %
79.6 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	10 13.3 %	21 28.0 %	18 24.0 %	1 1.3 %	25 33.3 %
81.6 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	9 12.0 %	19 25.3 %	21 28.0 %	0 0.0 %	26 34.7 %
79.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 1.3 %	9 12.0 %	21 28.0 %	18 24.0 %	3 4.0 %	23 30.7 %
82.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	9 12.0 %	22 29.3 %	19 25.3 %	2 2.7 %	23 30.7 %
82.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	2 2.7 %	7 9.3 %	22 29.3 %	19 25.3 %	1 1.3 %	24 32.0 %
77.1 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	2 2.7 %	9 12.0 %	17 22.7 %	20 26.7 %	4 5.3 %	23 30.7 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	13 25 %	3 13 %	16 21.3 %
Impaired	3 5.8 %	1 4.3 %	4 5.3 %
Language	0 0 %	0 0 %	0 0 %
Other	2 3.8 %	0 0 %	2 2.7 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	34 65.4 %	19 82.6 %	53 70.7 %
Total	52 100 %	23 100 %	75 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 105 clients; surveys were returned for 75 clients (75/105 = 71.4%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Conard Rep Payee

Program Code(s): 8949RP

Overall Satisfaction¹

86.6%

Return Rate²

Unknown, no Avatar billing

Overall satisfaction³ mean score for Conard Rep Payee: **4.34**.

Overall satisfaction mean score for all other programs: **4.44**.

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

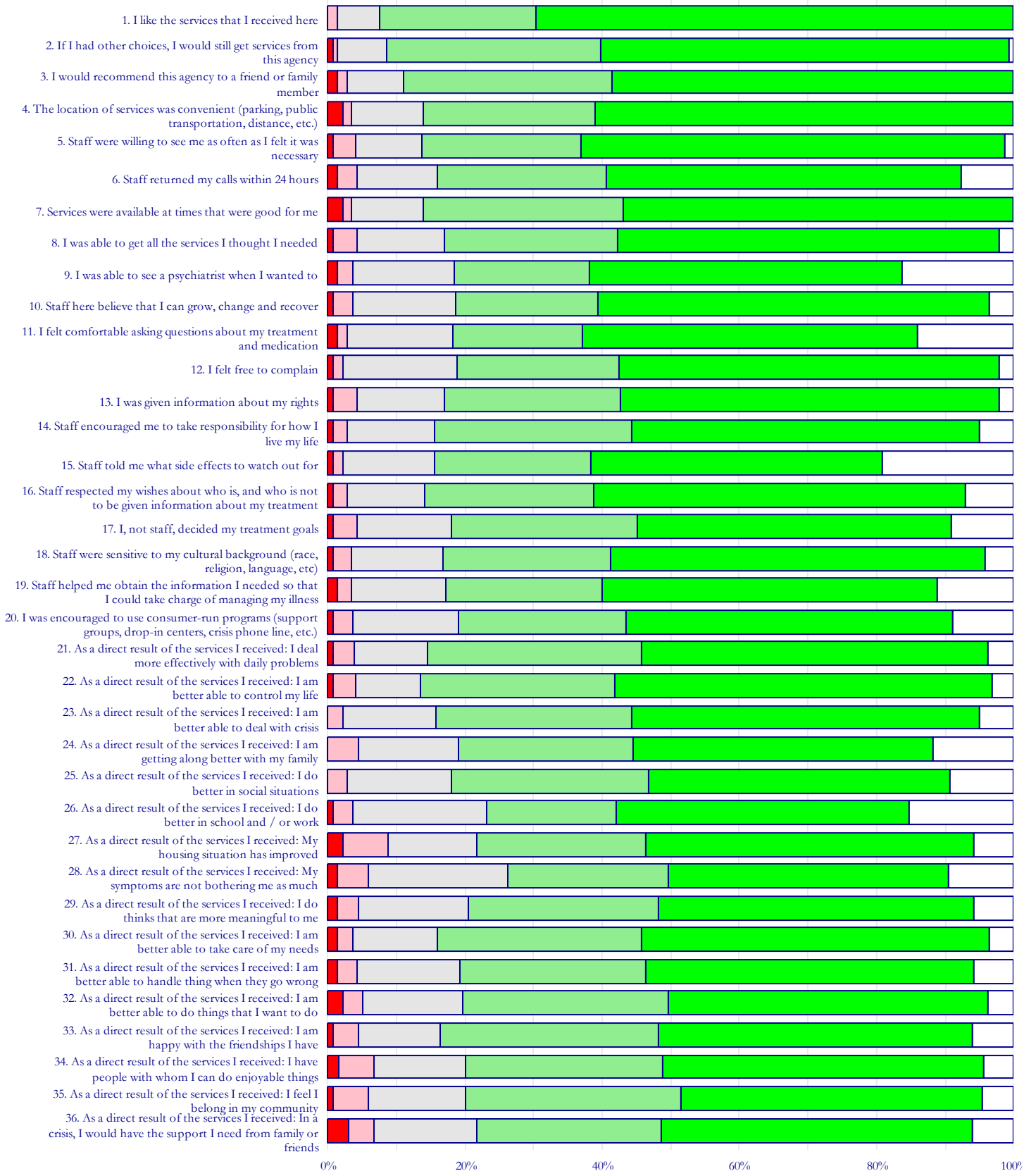
- 92.4% 1. I like the services that I received here
- 91.4% 2. If I had other choices, I would still get services from this agency
- 89.0% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 78.2% 9. I was able to see a psychiatrist when I wanted to
- 78.9% 11. I felt comfortable asking questions about my treatment and medication
- 79.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

MHSIP Items



MHSIP Items 1-25, N = 187

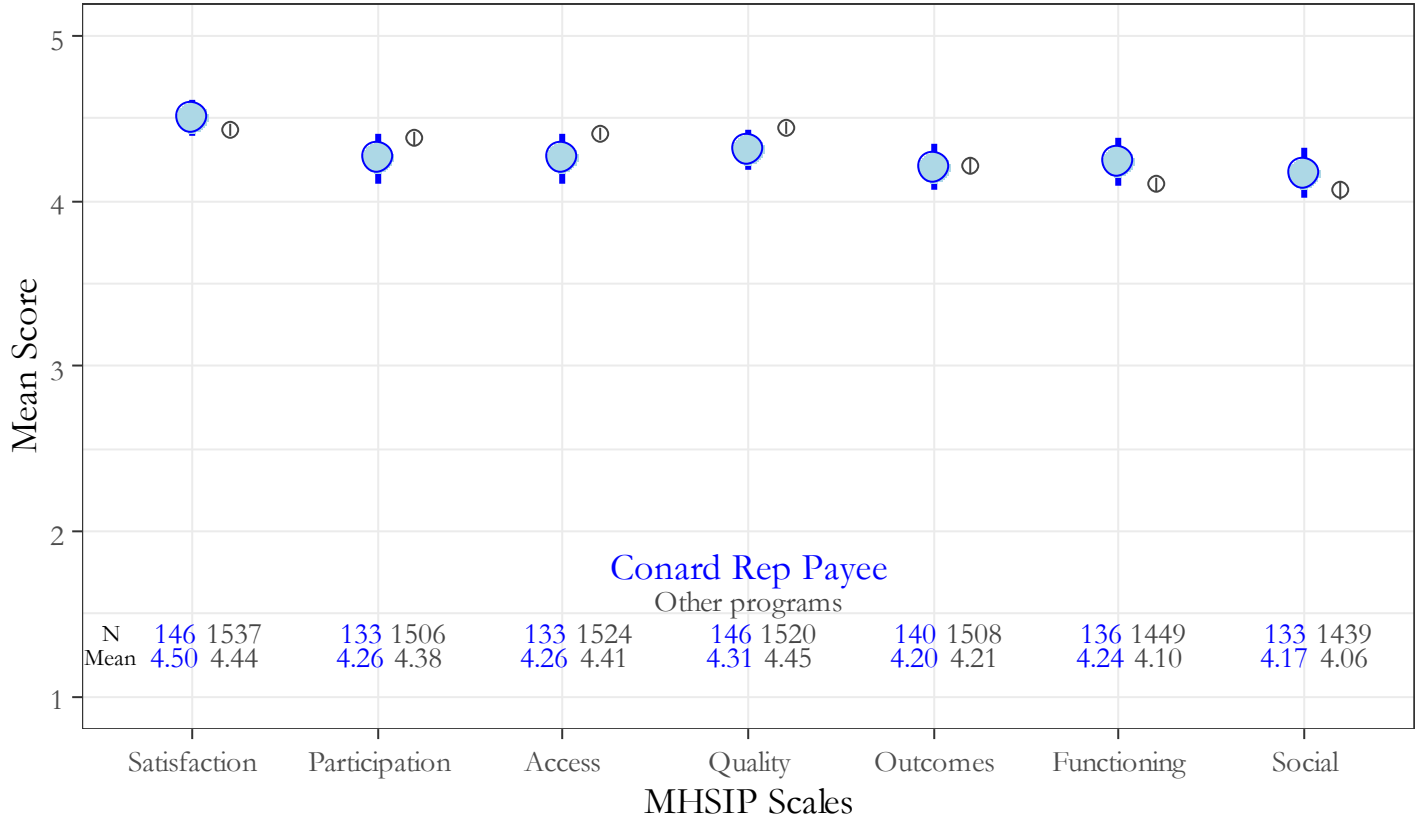
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
92.4 % 1. I like the services that I received here	0 0.0 %	2 1.1 %	9 4.8 %	33 17.6 %	101 54.0 %	0 0.0 %	42 22.5 %
91.4 % 2. If I had other choices, I would still get services from this agency	1 0.5 %	1 0.5 %	10 5.3 %	44 23.5 %	84 44.9 %	1 0.5 %	46 24.6 %
89.0 % 3. I would recommend this agency to a friend or family member	2 1.1 %	2 1.1 %	12 6.4 %	44 23.5 %	85 45.5 %	0 0.0 %	42 22.5 %
86.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	3 1.6 %	2 1.1 %	15 8.0 %	36 19.2 %	88 47.1 %	0 0.0 %	43 23.0 %
86.1 % 5. Staff were willing to see me as often as I felt it was necessary	1 0.5 %	5 2.7 %	14 7.5 %	34 18.2 %	90 48.1 %	2 1.1 %	41 21.9 %
82.8 % 6. Staff returned my calls within 24 hours	2 1.1 %	4 2.1 %	17 9.1 %	36 19.2 %	75 40.1 %	11 5.9 %	42 22.5 %
86.1 % 7. Services were available at times that were good for me	3 1.6 %	2 1.1 %	15 8.0 %	42 22.5 %	82 43.9 %	0 0.0 %	43 23.0 %
82.7 % 8. I was able to get all the services I thought I needed	1 0.5 %	5 2.7 %	18 9.6 %	36 19.2 %	79 42.2 %	3 1.6 %	45 24.1 %
78.2 % 9. I was able to see a psychiatrist when I wanted to	2 1.1 %	3 1.6 %	21 11.2 %	28 15.0 %	65 34.8 %	23 12.3 %	45 24.1 %
80.7 % 10. Staff here believe that I can grow, change and recover	1 0.5 %	4 2.1 %	21 11.2 %	29 15.5 %	80 42.8 %	5 2.7 %	47 25.1 %
78.9 % 11. I felt comfortable asking questions about my treatment and medication	2 1.1 %	2 1.1 %	22 11.8 %	27 14.4 %	70 37.4 %	20 10.7 %	44 23.5 %
80.9 % 12. I felt free to complain	1 0.5 %	2 1.1 %	24 12.8 %	34 18.2 %	80 42.8 %	3 1.6 %	43 23.0 %
82.6 % 13. I was given information about my rights	1 0.5 %	5 2.7 %	18 9.6 %	36 19.2 %	78 41.7 %	3 1.6 %	46 24.6 %
83.7 % 14. Staff encouraged me to take responsibility for how I live my life	1 0.5 %	3 1.6 %	18 9.6 %	41 21.9 %	72 38.5 %	7 3.7 %	45 24.1 %
80.7 % 15. Staff told me what side effects to watch out for	1 0.5 %	2 1.1 %	19 10.2 %	32 17.1 %	60 32.1 %	27 14.4 %	46 24.6 %
84.8 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 0.5 %	3 1.6 %	16 8.6 %	35 18.7 %	77 41.2 %	10 5.3 %	45 24.1 %
80.2 % 17. I, not staff, decided my treatment goals	1 0.5 %	5 2.7 %	20 10.7 %	39 20.9 %	66 35.3 %	13 7.0 %	43 23.0 %
82.5 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 0.5 %	4 2.1 %	19 10.2 %	35 18.7 %	78 41.7 %	6 3.2 %	44 23.5 %
80.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	2 1.1 %	3 1.6 %	20 10.7 %	33 17.6 %	71 38.0 %	16 8.6 %	42 22.5 %
79.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 0.5 %	4 2.1 %	21 11.2 %	33 17.6 %	65 34.8 %	12 6.4 %	51 27.3 %
84.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 0.5 %	4 2.1 %	14 7.5 %	41 21.9 %	66 35.3 %	5 2.7 %	56 29.9 %
86.2 % 22. As a direct result of the services I received: I am better able to control my life	1 0.5 %	4 2.1 %	12 6.4 %	36 19.2 %	70 37.4 %	4 2.1 %	60 32.1 %
83.5 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	3 1.6 %	19 10.2 %	40 21.4 %	71 38.0 %	7 3.7 %	47 25.1 %
78.5 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	6 3.2 %	20 10.7 %	35 18.7 %	60 32.1 %	16 8.6 %	50 26.7 %
80.2 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	4 2.1 %	21 11.2 %	40 21.4 %	61 32.6 %	13 7.0 %	48 25.7 %

MHSIP Items 26-36, N = 187
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
72.6 % 26. As a direct result of the services I received: I do better in school and / or work	1 0.5 %	4 2.1 %	27 14.4 %	26 13.9 %	59 31.6 %	21 11.2 %	49 26.2 %
76.9 % 27. As a direct result of the services I received: My housing situation has improved	3 1.6 %	9 4.8 %	18 9.6 %	34 18.2 %	66 35.3 %	8 4.3 %	49 26.2 %
71.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 1.1 %	6 3.2 %	28 15.0 %	32 17.1 %	56 29.9 %	13 7.0 %	50 26.7 %
78.3 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	2 1.1 %	4 2.1 %	22 11.8 %	38 20.3 %	63 33.7 %	8 4.3 %	50 26.7 %
83.5 % 30. As a direct result of the services I received: I am better able to take care of my needs	2 1.1 %	3 1.6 %	17 9.1 %	41 21.9 %	70 37.4 %	5 2.7 %	49 26.2 %
79.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 1.1 %	4 2.1 %	21 11.2 %	38 20.3 %	67 35.8 %	8 4.3 %	47 25.1 %
79.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do	3 1.6 %	4 2.1 %	20 10.7 %	41 21.9 %	64 34.2 %	5 2.7 %	50 26.7 %
82.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 0.5 %	5 2.7 %	16 8.6 %	43 23.0 %	62 33.2 %	8 4.3 %	52 27.8 %
79.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 1.1 %	7 3.7 %	18 9.6 %	39 20.9 %	63 33.7 %	6 3.2 %	52 27.8 %
78.9 % 35. As a direct result of the services I received: I feel I belong in my community	1 0.5 %	7 3.7 %	19 10.2 %	42 22.5 %	59 31.6 %	6 3.2 %	53 28.3 %
77.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	4 2.1 %	5 2.7 %	20 10.7 %	36 19.2 %	61 32.6 %	8 4.3 %	53 28.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	19 15.4 %	4 6.2 %	23 12.3 %
Impaired	7 5.7 %	8 12.5 %	15 8 %
Language	0 0 %	1 1.6 %	1 0.5 %
Other	1 0.8 %	0 0 %	1 0.5 %
No Data	2 1.6 %	1 1.6 %	3 1.6 %
Completed Survey	94 76.4 %	50 78.1 %	144 77 %
Total	123 100 %	64 100 %	187 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 0 clients; surveys were returned for 108 clients.
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Counseling Enriched Educational Program

Program Code(s): 38CMOP

Overall Satisfaction¹

96.1%

Return Rate²

over 100%

Overall satisfaction³ mean score for Counseling Enriched Educational Program: **4.12** (youth), **4.46** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.46** (family).

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

Highest Agreement Items

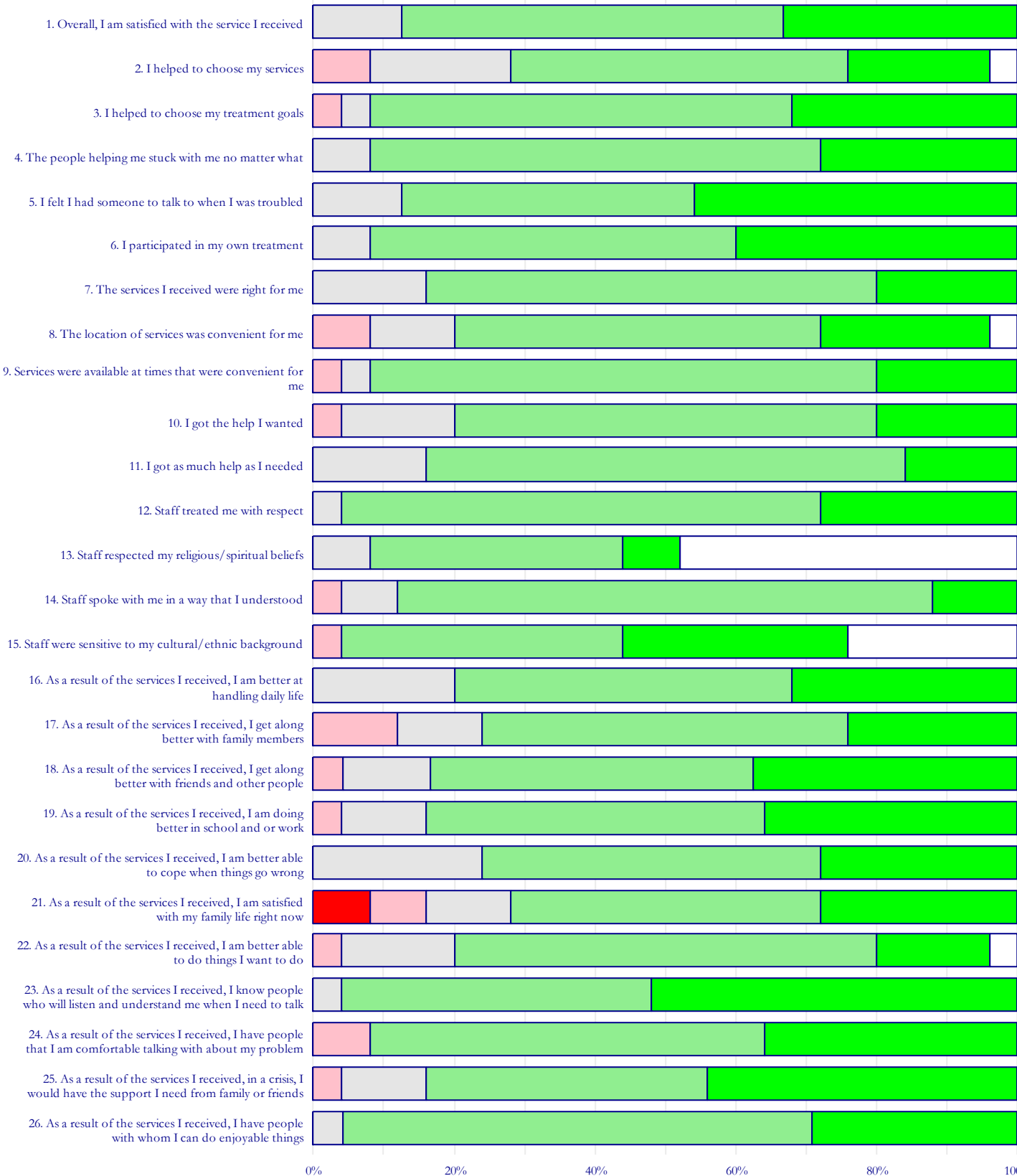
- 98.0% 12. Staff treated me with respect
- 97.6% 15. Staff were sensitive to my cultural/ethnic background
- 96.1% 6. I participated in my own treatment

Lowest Agreement Items

- 80.4% 10. I got the help I wanted
- 82.0% 2. I helped to choose my services
- 84.3% 7. The services I received were right for me

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

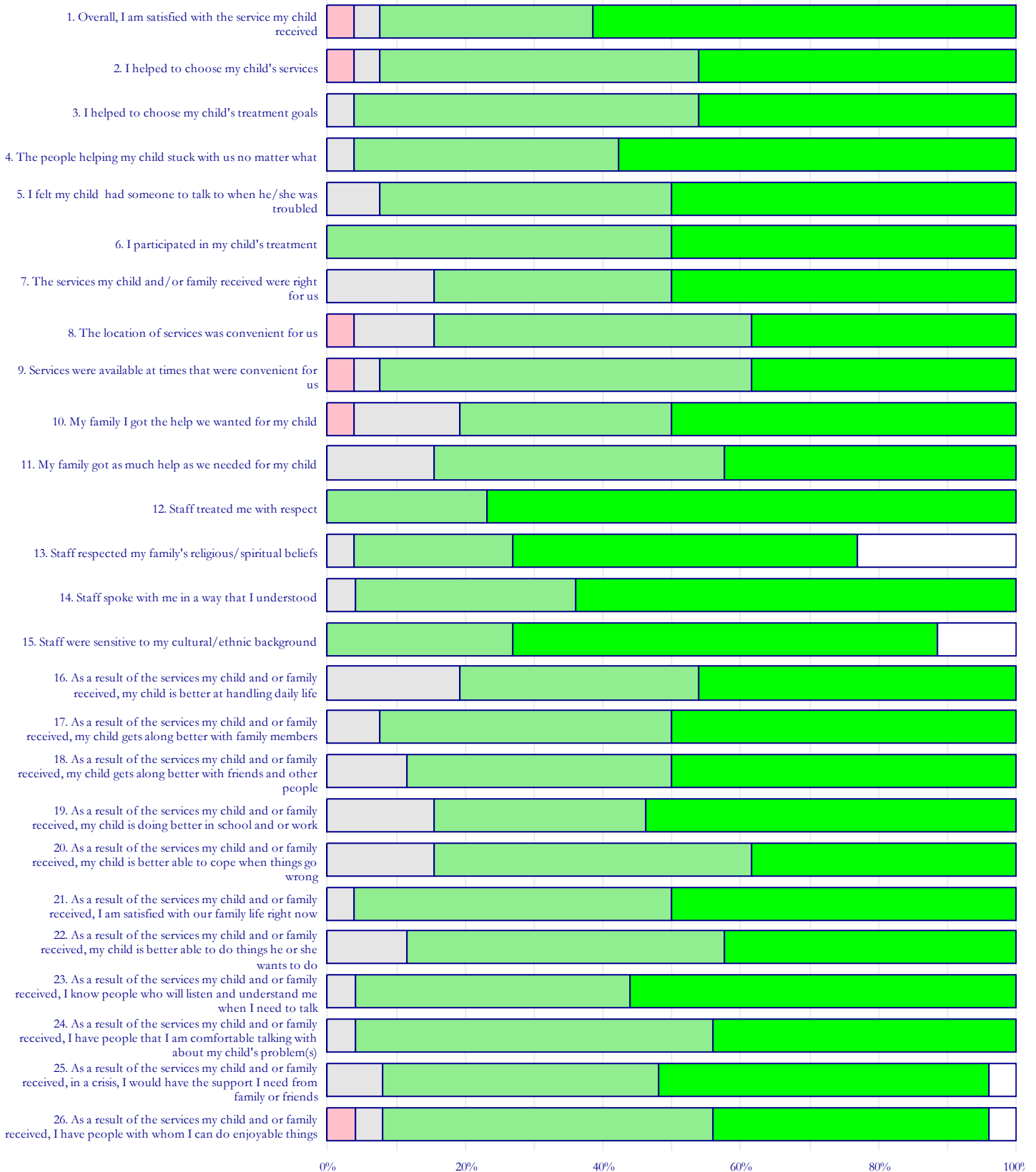
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 29

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.5 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	3 10.3 %	13 44.8 %	8 27.6 %	0 0.0 %	5 17.2 %
70.8 % 2. I helped to choose my services	0 0.0 %	2 6.9 %	5 17.2 %	12 41.4 %	5 17.2 %	1 3.4 %	4 13.8 %
92.0 % 3. I helped to choose my treatment goals	0 0.0 %	1 3.4 %	1 3.4 %	15 51.7 %	8 27.6 %	0 0.0 %	4 13.8 %
92.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	2 6.9 %	16 55.2 %	7 24.1 %	0 0.0 %	4 13.8 %
87.5 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	3 10.3 %	10 34.5 %	11 37.9 %	0 0.0 %	5 17.2 %
92.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	2 6.9 %	13 44.8 %	10 34.5 %	0 0.0 %	4 13.8 %
84.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	4 13.8 %	16 55.2 %	5 17.2 %	0 0.0 %	4 13.8 %
79.2 % 8. The location of services was convenient for me	0 0.0 %	2 6.9 %	3 10.3 %	13 44.8 %	6 20.7 %	1 3.4 %	4 13.8 %
92.0 % 9. Services were available at times that were convenient for me	0 0.0 %	1 3.4 %	1 3.4 %	18 62.1 %	5 17.2 %	0 0.0 %	4 13.8 %
80.0 % 10. I got the help I wanted	0 0.0 %	1 3.4 %	4 13.8 %	15 51.7 %	5 17.2 %	0 0.0 %	4 13.8 %
84.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	4 13.8 %	17 58.6 %	4 13.8 %	0 0.0 %	4 13.8 %
96.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 3.4 %	17 58.6 %	7 24.1 %	0 0.0 %	4 13.8 %
84.6 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 6.9 %	9 31.0 %	2 6.9 %	12 41.4 %	4 13.8 %
88.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	1 3.4 %	2 6.9 %	19 65.5 %	3 10.3 %	0 0.0 %	4 13.8 %
94.7 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 3.4 %	0 0.0 %	10 34.5 %	8 27.6 %	6 20.7 %	4 13.8 %
80.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	5 17.2 %	12 41.4 %	8 27.6 %	0 0.0 %	4 13.8 %
76.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	3 10.3 %	3 10.3 %	13 44.8 %	6 20.7 %	0 0.0 %	4 13.8 %
83.3 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 3.4 %	3 10.3 %	11 37.9 %	9 31.0 %	0 0.0 %	5 17.2 %
84.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 3.4 %	3 10.3 %	12 41.4 %	9 31.0 %	0 0.0 %	4 13.8 %
76.0 % 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 %	6 20.7 %	12 41.4 %	7 24.1 %	0 0.0 %	4 13.8 %
72.0 % 21. As a result of the services I received, I am satisfied with my family life right now	2 6.9 %	2 6.9 %	3 10.3 %	11 37.9 %	7 24.1 %	0 0.0 %	4 13.8 %
79.2 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 3.4 %	4 13.8 %	15 51.7 %	4 13.8 %	1 3.4 %	4 13.8 %
96.0 % 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 3.4 %	11 37.9 %	13 44.8 %	0 0.0 %	4 13.8 %
92.0 % 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 6.9 %	0 0.0 %	14 48.3 %	9 31.0 %	0 0.0 %	4 13.8 %
84.0 % 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 3.4 %	3 10.3 %	10 34.5 %	11 37.9 %	0 0.0 %	4 13.8 %
95.8 % 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 %	1 3.4 %	16 55.2 %	7 24.1 %	0 0.0 %	5 17.2 %

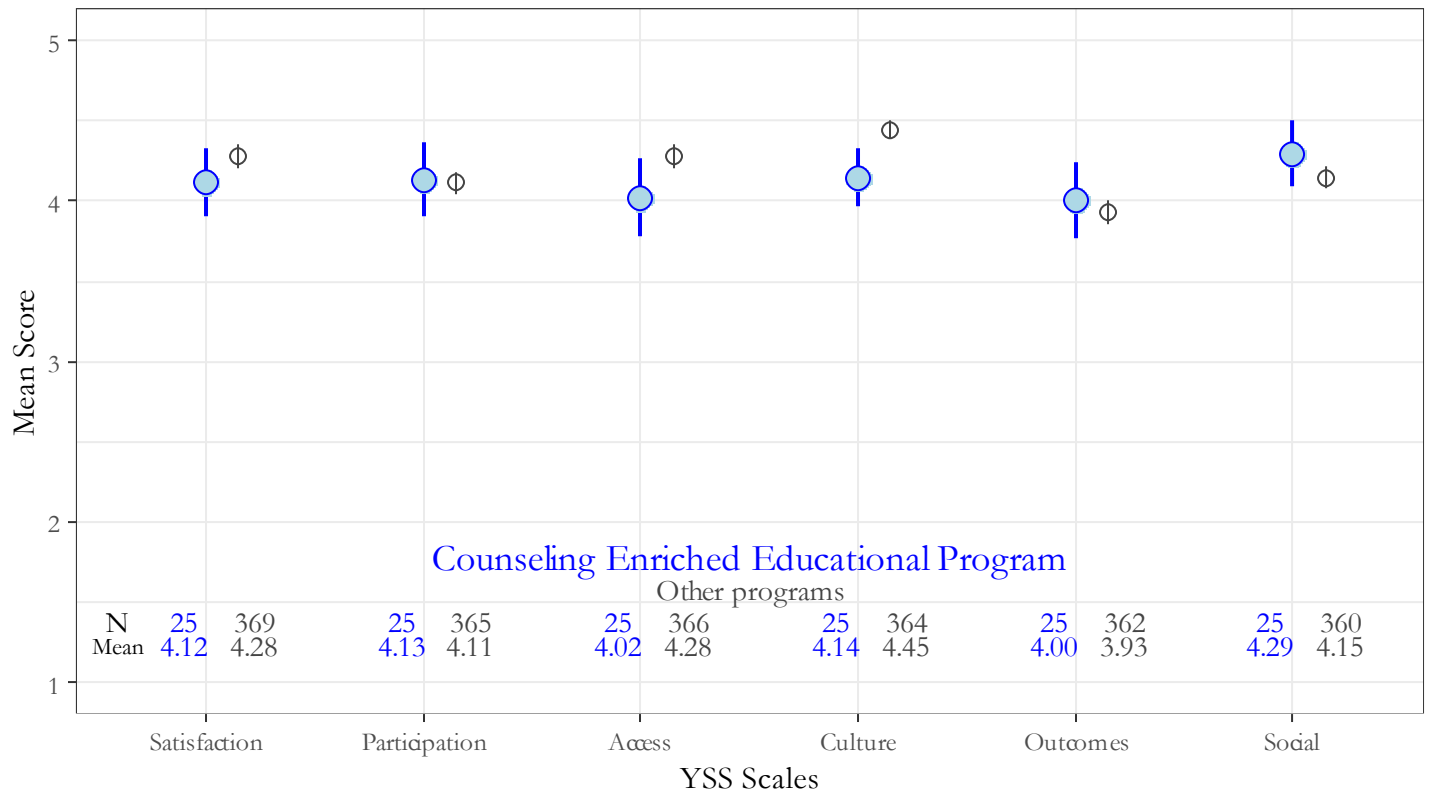
Youth Services Survey for Families



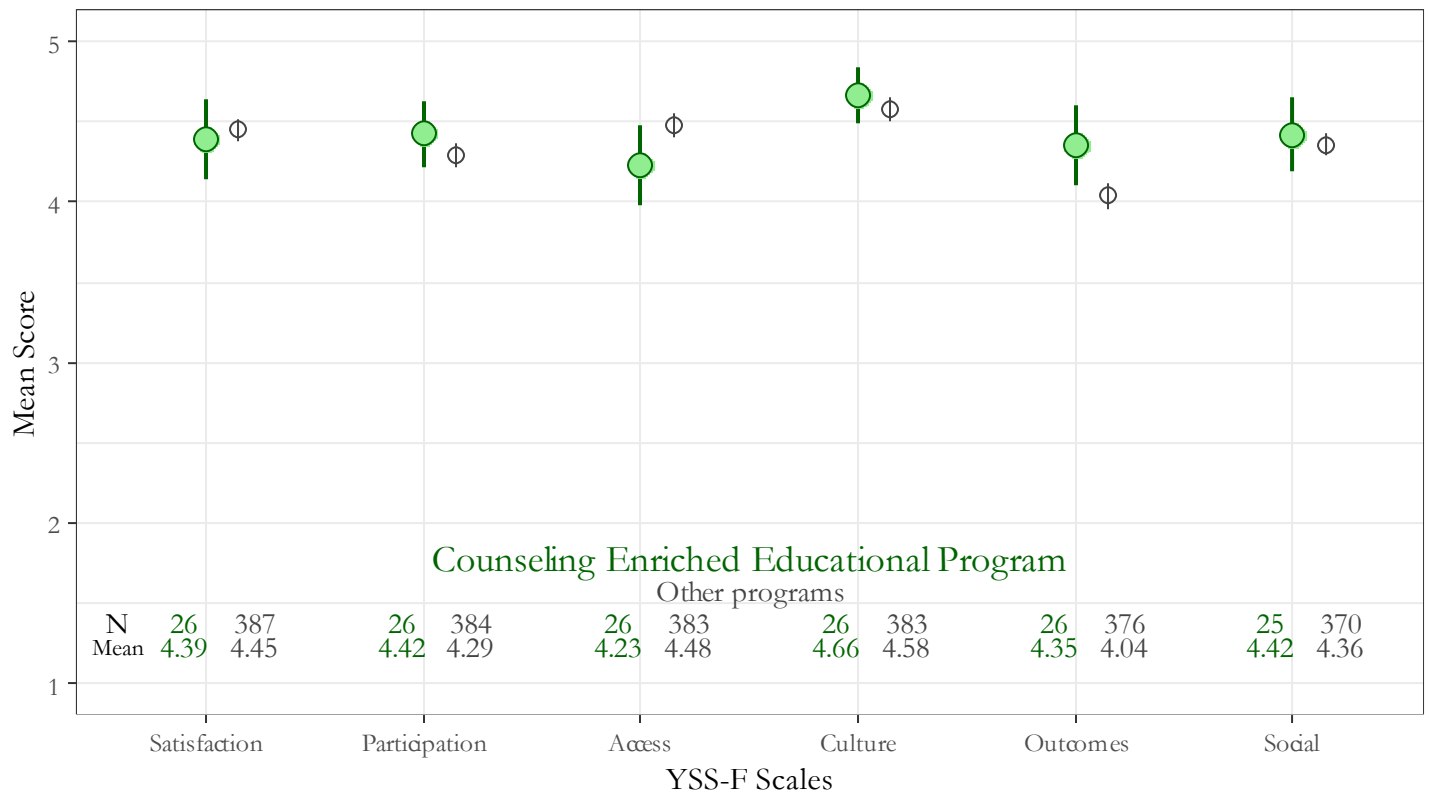
Youth Services Survey for Families, N = 29

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
92.3 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	1 3.4 %	1 3.4 %	8 27.6 %	16 55.2 %	0 0.0 %	3 10.3 %
92.3 % 2. I helped to choose my child's services	0 0.0 %	1 3.4 %	1 3.4 %	12 41.4 %	12 41.4 %	0 0.0 %	3 10.3 %
96.2 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 3.4 %	13 44.8 %	12 41.4 %	0 0.0 %	3 10.3 %
96.2 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 3.4 %	10 34.5 %	15 51.7 %	0 0.0 %	3 10.3 %
92.3 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	2 6.9 %	11 37.9 %	13 44.8 %	0 0.0 %	3 10.3 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	13 44.8 %	13 44.8 %	0 0.0 %	3 10.3 %
84.6 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	4 13.8 %	9 31.0 %	13 44.8 %	0 0.0 %	3 10.3 %
84.6 % 8. The location of services was convenient for us	0 0.0 %	1 3.4 %	3 10.3 %	12 41.4 %	10 34.5 %	0 0.0 %	3 10.3 %
92.3 % 9. Services were available at times that were convenient for us	0 0.0 %	1 3.4 %	1 3.4 %	14 48.3 %	10 34.5 %	0 0.0 %	3 10.3 %
80.8 % 10. My family I got the help we wanted for my child	0 0.0 %	1 3.4 %	4 13.8 %	8 27.6 %	13 44.8 %	0 0.0 %	3 10.3 %
84.6 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	4 13.8 %	11 37.9 %	11 37.9 %	0 0.0 %	3 10.3 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	6 20.7 %	20 69.0 %	0 0.0 %	3 10.3 %
95.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 3.4 %	6 20.7 %	13 44.8 %	6 20.7 %	3 10.3 %
96.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 3.4 %	8 27.6 %	16 55.2 %	0 0.0 %	4 13.8 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	7 24.1 %	16 55.2 %	3 10.3 %	3 10.3 %
80.8 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	5 17.2 %	9 31.0 %	12 41.4 %	0 0.0 %	3 10.3 %
92.3 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	2 6.9 %	11 37.9 %	13 44.8 %	0 0.0 %	3 10.3 %
88.5 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	3 10.3 %	10 34.5 %	13 44.8 %	0 0.0 %	3 10.3 %
84.6 % 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 %	4 13.8 %	8 27.6 %	14 48.3 %	0 0.0 %	3 10.3 %
84.6 % 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 %	4 13.8 %	12 41.4 %	10 34.5 %	0 0.0 %	3 10.3 %
96.2 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	1 3.4 %	12 41.4 %	13 44.8 %	0 0.0 %	3 10.3 %
88.5 % 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 %	0 0.0 %	3 10.3 %	12 41.4 %	11 37.9 %	0 0.0 %	3 10.3 %
96.0 % 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 3.4 %	10 34.5 %	14 48.3 %	0 0.0 %	4 13.8 %
96.0 % 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 %	1 3.4 %	13 44.8 %	11 37.9 %	0 0.0 %	4 13.8 %
91.7 % 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 0.0 %	2 6.9 %	10 34.5 %	12 41.4 %	1 3.4 %	4 13.8 %
91.7 % 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 %	1 3.4 %	1 3.4 %	12 41.4 %	10 34.5 %	1 3.4 %	4 13.8 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



**Survey Compliance
Counseling Enriched
Educational Program**

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	3 10.3 %	4 13.8 %	7 12.1 %
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	26 89.7 %	25 86.2 %	51 87.9 %
Total	29 100 %	29 100 %	58 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 28 clients; surveys were returned for 29 clients (29 / 28 = 103.6%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

DSAAM Howard Street OBIC

Program Code(s): 8921HS-OP

Overall Satisfaction¹

100.0%

Return Rate²

92.9%

Overall satisfaction³ mean score for DSAAM Howard Street OBIC: **4.74**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

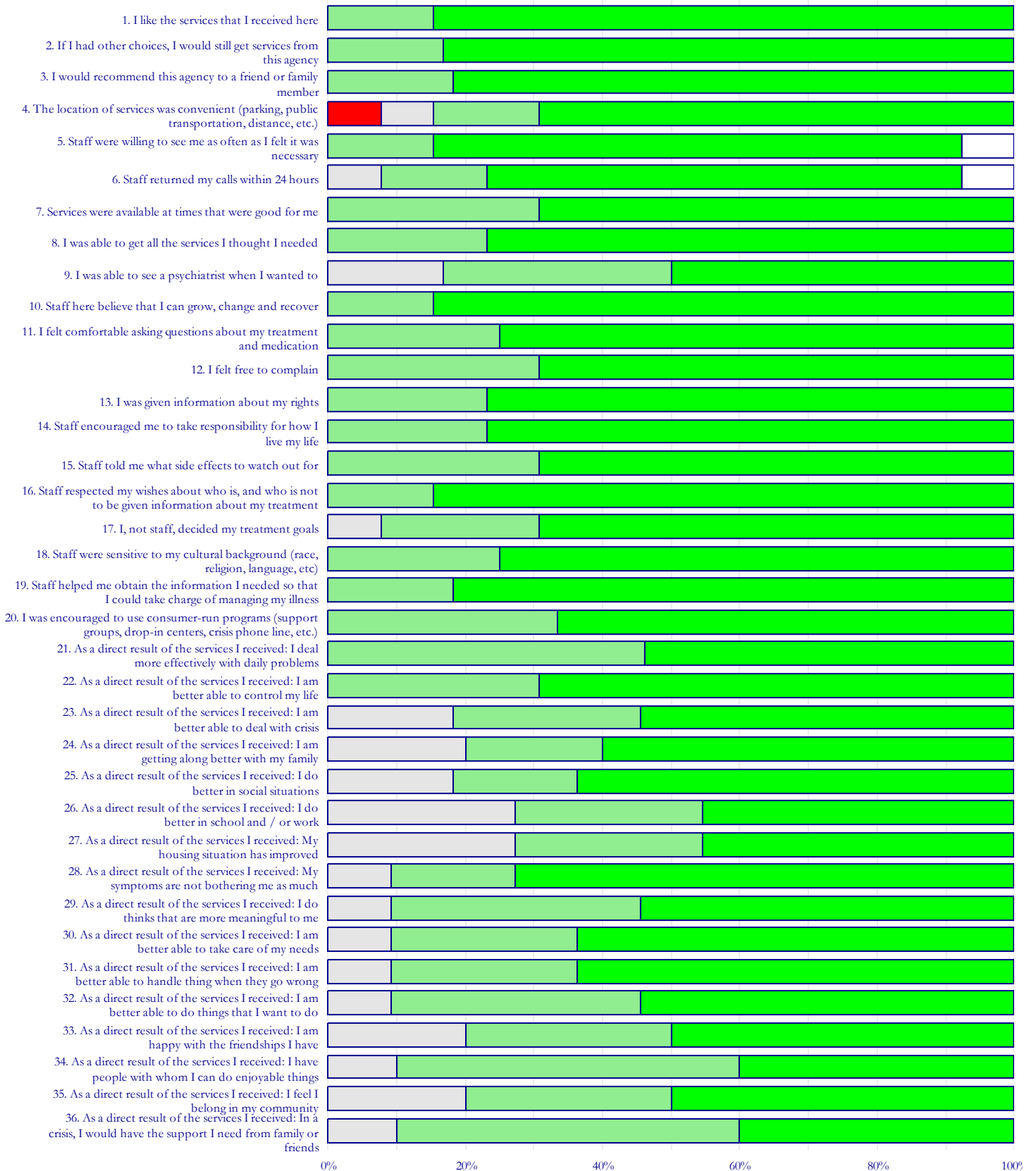
83.3% 9. I was able to see a psychiatrist when I wanted to

91.7% 6. Staff returned my calls within 24 hours

92.3% 17. I, not staff, decided my treatment goals

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

MHSIP Items



MHSIP Items 1-25, N = 13

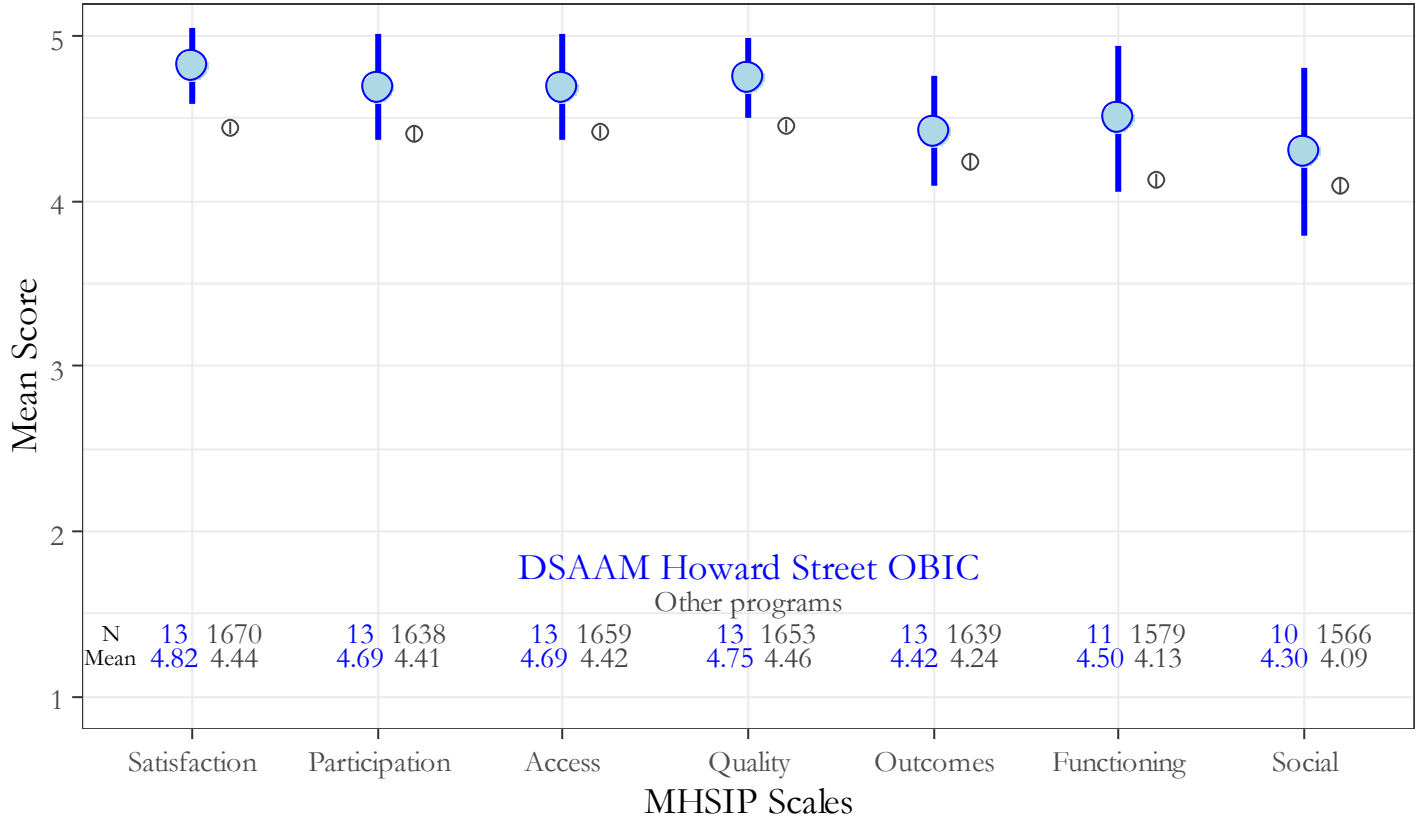
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	11 84.6 %	0 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 0.0 %	0 0.0 %	2 15.4 %	10 76.9 %	0 0.0 %	1 7.7 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	9 69.2 %	0 0.0 %	2 15.4 %
84.6 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 7.7 %	0 0.0 %	1 7.7 %	2 15.4 %	9 69.2 %	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 0.0 %	2 15.4 %	10 76.9 %	1 7.7 %	0 0.0 %
91.7 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	9 69.2 %	1 7.7 %	0 0.0 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	9 69.2 %	0 0.0 %	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 %	3 23.1 %	10 76.9 %	0 0.0 %	0 0.0 %
83.3 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	6 46.2 %	0 0.0 %	1 7.7 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	11 84.6 %	0 0.0 %	0 0.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	9 69.2 %	0 0.0 %	1 7.7 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	9 69.2 %	0 0.0 %	0 0.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	10 76.9 %	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 %	3 23.1 %	10 76.9 %	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 %	4 30.8 %	9 69.2 %	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 %	0 0.0 %	0 0.0 %	2 15.4 %	11 84.6 %	0 0.0 %	0 0.0 %
92.3 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	9 69.2 %	0 0.0 %	0 0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	9 69.2 %	0 0.0 %	1 7.7 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	9 69.2 %	0 0.0 %	2 15.4 %
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 %	4 30.8 %	8 61.5 %	0 0.0 %	1 7.7 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	7 53.8 %	0 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 0.0 %	0 0.0 %	4 30.8 %	9 69.2 %	0 0.0 %	0 0.0 %
81.8 % 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 15.4 %	3 23.1 %	6 46.2 %	0 0.0 %	2 15.4 %
80.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	2 15.4 %	2 15.4 %	6 46.2 %	0 0.0 %	3 23.1 %
81.8 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	2 15.4 %	2 15.4 %	7 53.8 %	0 0.0 %	2 15.4 %

MHSIP Items 26-36, N = 13
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 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	5 38.5 %	0 0.0 %	2 15.4 %
72.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	5 38.5 %	0 0.0 %	2 15.4 %
90.9 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	8 61.5 %	0 0.0 %	2 15.4 %
90.9 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	6 46.2 %	0 0.0 %	2 15.4 %
90.9 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	7 53.8 %	0 0.0 %	2 15.4 %
90.9 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	7 53.8 %	0 0.0 %	2 15.4 %
90.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	6 46.2 %	0 0.0 %	2 15.4 %
80.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	2 15.4 %	3 23.1 %	5 38.5 %	0 0.0 %	3 23.1 %
90.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	4 30.8 %	0 0.0 %	3 23.1 %
80.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	2 15.4 %	3 23.1 %	5 38.5 %	0 0.0 %	3 23.1 %
90.0 % 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 %	0 0.0 %	1 7.7 %	5 38.5 %	4 30.8 %	0 0.0 %	3 23.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	10 100 %	3 100 %	13 100 %
Total	10 100 %	3 100 %	13 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 14 clients; surveys were returned for 13 clients (13/14 = 92.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

ECS SF START

Program Code(s): 8961OP

Overall Satisfaction¹

62.5%

Return Rate²

52.2%

Overall satisfaction³ mean score for ECS SF START: **3.89**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

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

100.0% 13. I was given information about my rights

87.5% 14. Staff encouraged me to take responsibility for how I live my life

Lowest Agreement Items

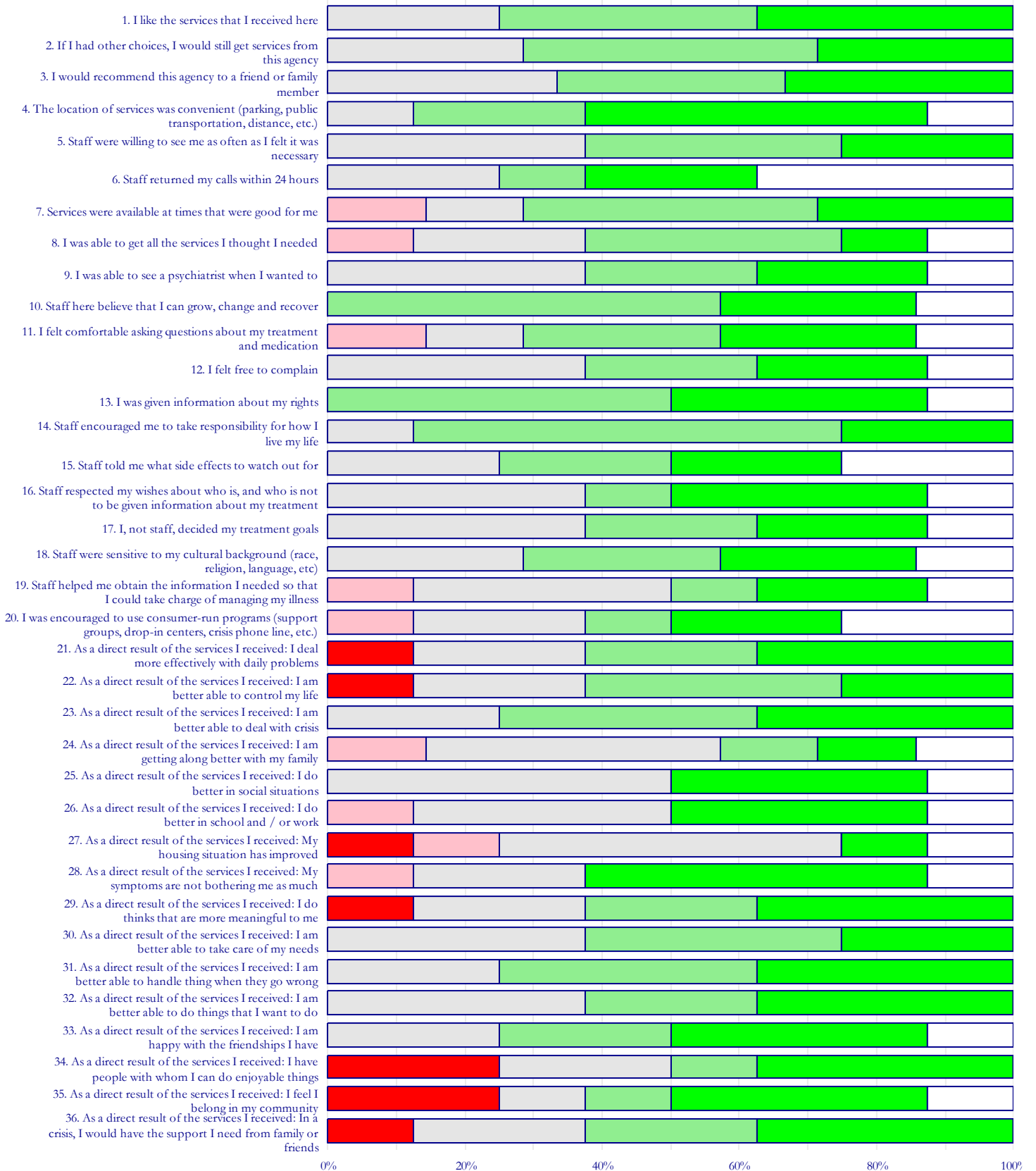
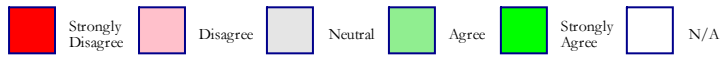
42.9% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

50.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

57.1% 8. I was able to get all the services I thought I needed

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

MHSIP Items



MHSIP Items 1-25, N = 12

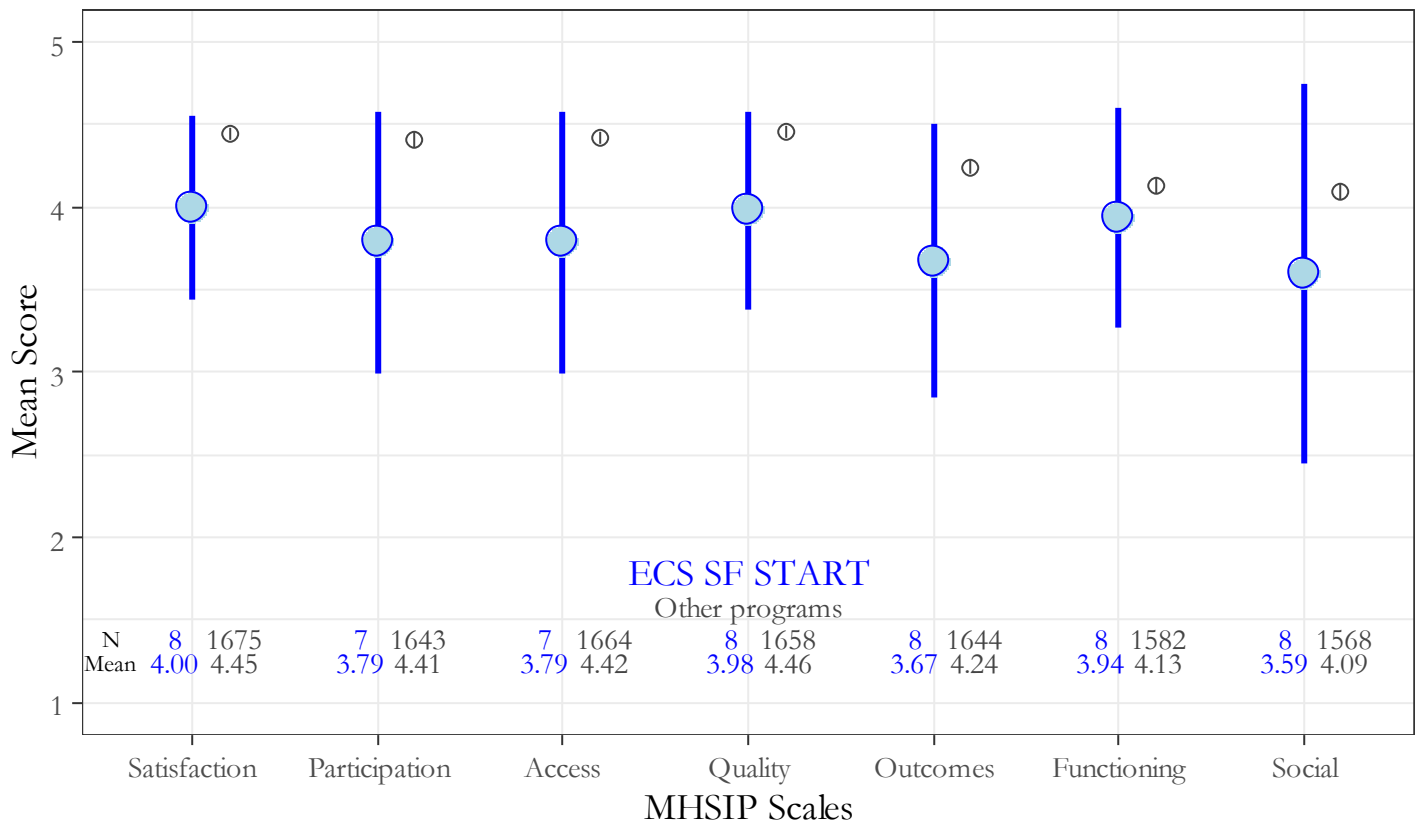
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
75.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	3 25.0 %	0 0.0 %	4 33.3 %
71.4 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	2 16.7 %	0 0.0 %	5 41.7 %
66.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 16.7 %	2 16.7 %	2 16.7 %	0 0.0 %	6 50.0 %
85.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	4 33.3 %	1 8.3 %	4 33.3 %
62.5 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	3 25.0 %	3 25.0 %	2 16.7 %	0 0.0 %	4 33.3 %
60.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 16.7 %	1 8.3 %	2 16.7 %	3 25.0 %	4 33.3 %
71.4 % 7. Services were available at times that were good for me	0 0.0 %	1 8.3 %	1 8.3 %	3 25.0 %	2 16.7 %	0 0.0 %	5 41.7 %
57.1 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 8.3 %	2 16.7 %	3 25.0 %	1 8.3 %	1 8.3 %	4 33.3 %
57.1 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	3 25.0 %	2 16.7 %	2 16.7 %	1 8.3 %	4 33.3 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	2 16.7 %	1 8.3 %	5 41.7 %
66.7 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 8.3 %	1 8.3 %	2 16.7 %	2 16.7 %	1 8.3 %	5 41.7 %
57.1 % 12. I felt free to complain	0 0.0 %	0 0.0 %	3 25.0 %	2 16.7 %	2 16.7 %	1 8.3 %	4 33.3 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	3 25.0 %	1 8.3 %	4 33.3 %
87.5 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	2 16.7 %	0 0.0 %	4 33.3 %
66.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 16.7 %	2 16.7 %	2 16.7 %	2 16.7 %	4 33.3 %
57.1 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	3 25.0 %	1 8.3 %	3 25.0 %	1 8.3 %	4 33.3 %
57.1 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	3 25.0 %	2 16.7 %	2 16.7 %	1 8.3 %	4 33.3 %
66.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 16.7 %	2 16.7 %	2 16.7 %	1 8.3 %	5 41.7 %
42.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 8.3 %	3 25.0 %	1 8.3 %	2 16.7 %	1 8.3 %	4 33.3 %
50.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 8.3 %	2 16.7 %	1 8.3 %	2 16.7 %	2 16.7 %	4 33.3 %
62.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 8.3 %	0 0.0 %	2 16.7 %	2 16.7 %	3 25.0 %	0 0.0 %	4 33.3 %
62.5 % 22. As a direct result of the services I received: I am better able to control my life	1 8.3 %	0 0.0 %	2 16.7 %	3 25.0 %	2 16.7 %	0 0.0 %	4 33.3 %
75.0 % 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 16.7 %	3 25.0 %	3 25.0 %	0 0.0 %	4 33.3 %
33.3 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 8.3 %	3 25.0 %	1 8.3 %	1 8.3 %	1 8.3 %	5 41.7 %
42.9 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	4 33.3 %	0 0.0 %	3 25.0 %	1 8.3 %	4 33.3 %

MHSIP Items 26-36, N = 12
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 / or work	0 0.0 %	1 8.3 %	3 25.0 %	0 0.0 %	3 25.0 %	1 8.3 %	4 33.3 %
14.3 % 27. As a direct result of the services I received: My housing situation has improved	1 8.3 %	1 8.3 %	4 33.3 %	0 0.0 %	1 8.3 %	1 8.3 %	4 33.3 %
57.1 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 8.3 %	2 16.7 %	0 0.0 %	4 33.3 %	1 8.3 %	4 33.3 %
62.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 8.3 %	0 0.0 %	2 16.7 %	2 16.7 %	3 25.0 %	0 0.0 %	4 33.3 %
62.5 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	3 25.0 %	3 25.0 %	2 16.7 %	0 0.0 %	4 33.3 %
75.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	3 25.0 %	0 0.0 %	4 33.3 %
62.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	3 25.0 %	2 16.7 %	3 25.0 %	0 0.0 %	4 33.3 %
71.4 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	2 16.7 %	2 16.7 %	3 25.0 %	1 8.3 %	4 33.3 %
50.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 16.7 %	0 0.0 %	2 16.7 %	1 8.3 %	3 25.0 %	0 0.0 %	4 33.3 %
57.1 % 35. As a direct result of the services I received: I feel I belong in my community	2 16.7 %	0 0.0 %	1 8.3 %	1 8.3 %	3 25.0 %	1 8.3 %	4 33.3 %
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 8.3 %	0 0.0 %	2 16.7 %	2 16.7 %	3 25.0 %	0 0.0 %	4 33.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	3 30 %	1 50 %	4 33.3 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	7 70 %	1 50 %	8 66.7 %
Total	10 100 %	2 100 %	12 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 23 clients; surveys were returned for 12 clients (12/23 = 52.2%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Edgewood Behavioral Health Outpatient

Program Code(s): 885814

Overall Satisfaction¹

80.0%

Return Rate²

16.9%

Overall satisfaction³ mean score for Edgewood Behavioral Health Outpatient: **3.94** (youth), **4.71** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.46** (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% 14. Staff spoke with me in a way that I understood

86.7% 5. I felt I had someone to talk to when I was troubled

Lowest Agreement Items

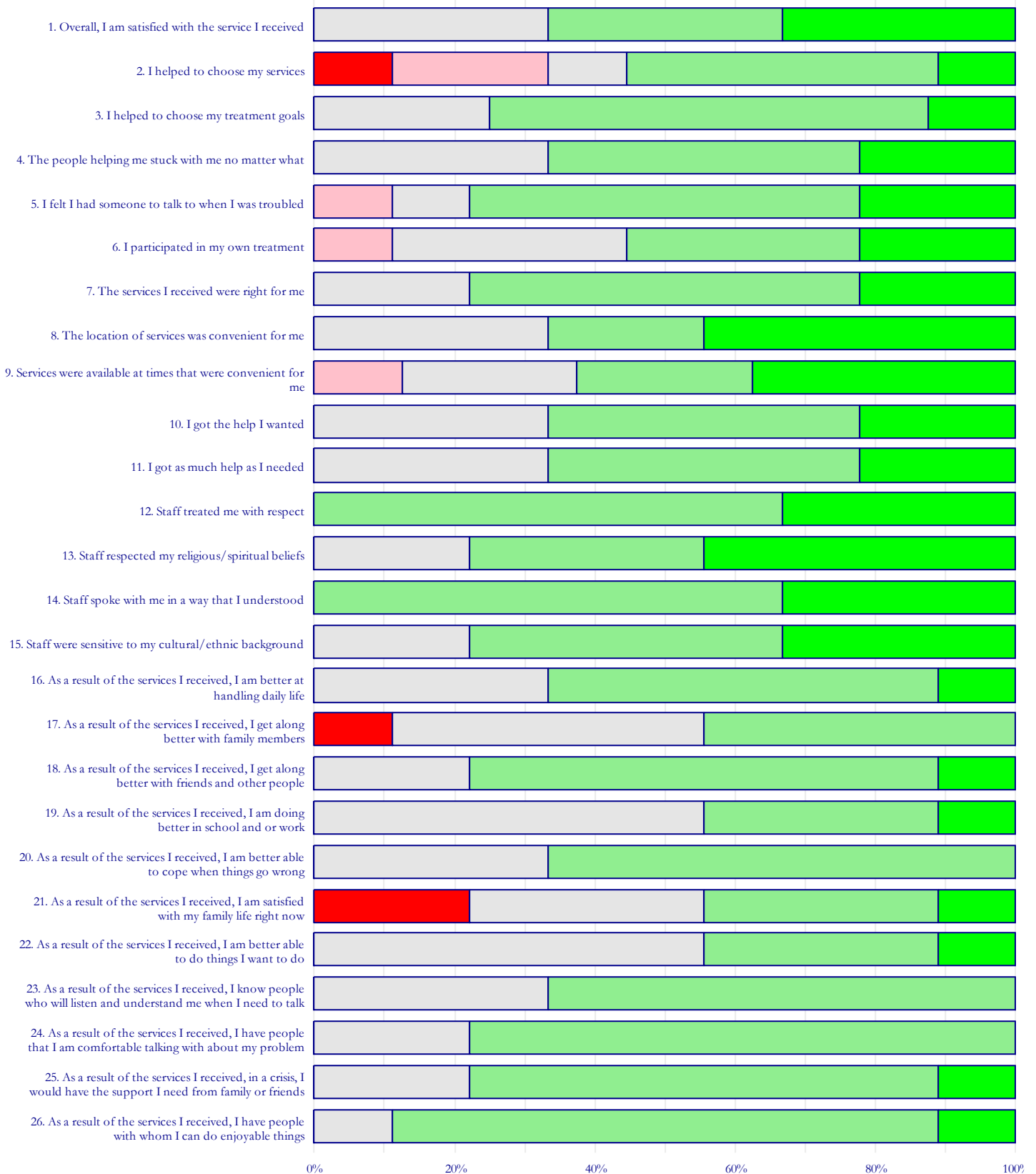
73.3% 2. I helped to choose my services

73.3% 6. I participated in my own treatment

78.6% 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.

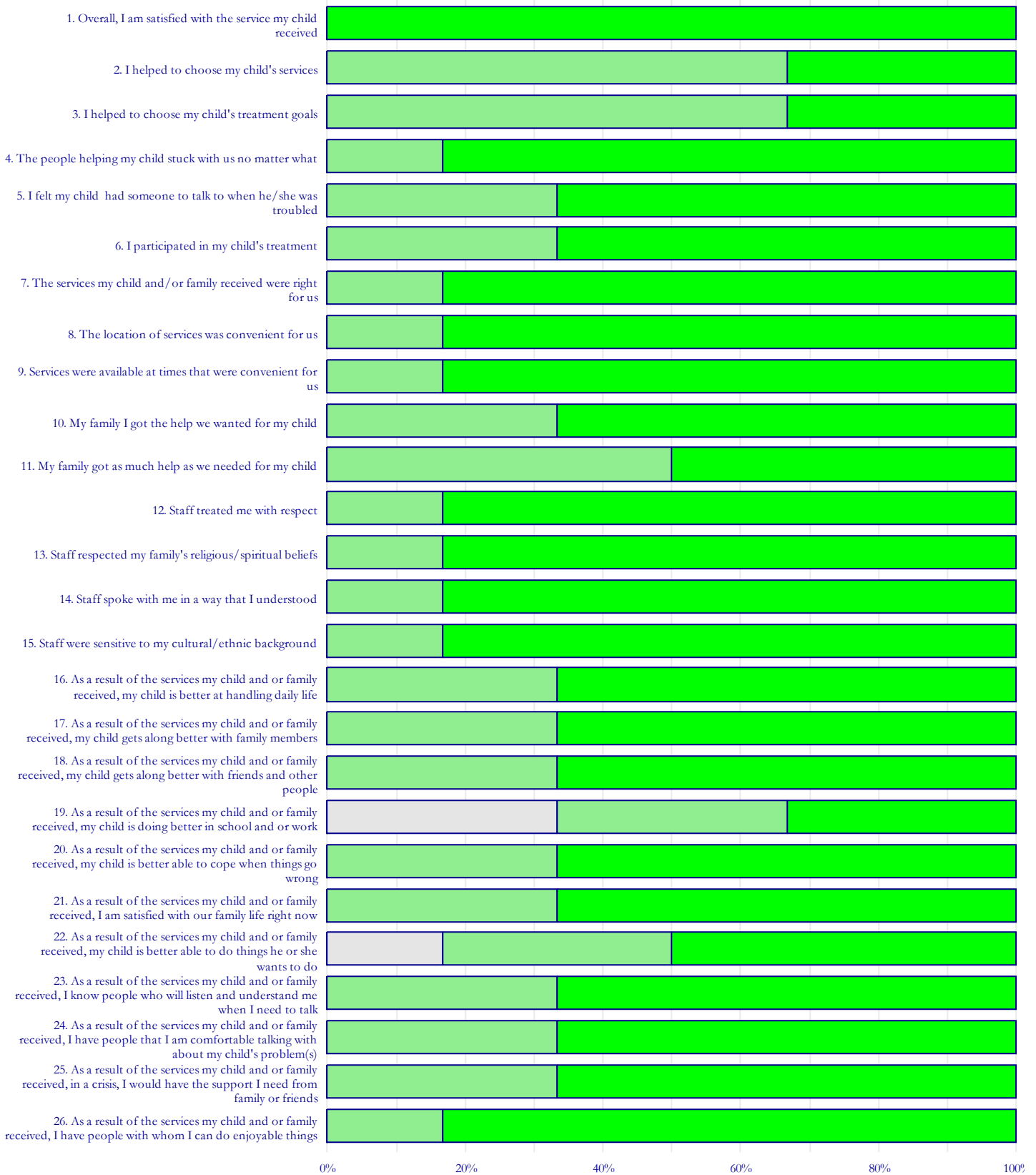
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 9

	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 %	3 33.3 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %
55.6 % 2. I helped to choose my services	1 11.1 %	2 22.2 %	1 11.1 %	4 44.4 %	1 11.1 %	0 0.0 %	0 0.0 %
75.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	1 11.1 %	0 0.0 %	1 11.1 %
66.7 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	3 33.3 %	4 44.4 %	2 22.2 %	0 0.0 %	0 0.0 %
77.8 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 11.1 %	1 11.1 %	5 55.6 %	2 22.2 %	0 0.0 %	0 0.0 %
55.6 % 6. I participated in my own treatment	0 0.0 %	1 11.1 %	3 33.3 %	3 33.3 %	2 22.2 %	0 0.0 %	0 0.0 %
77.8 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	2 22.2 %	0 0.0 %	0 0.0 %
66.7 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	4 44.4 %	0 0.0 %	0 0.0 %
62.5 % 9. Services were available at times that were convenient for me	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	3 33.3 %	0 0.0 %	1 11.1 %
66.7 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	3 33.3 %	4 44.4 %	2 22.2 %	0 0.0 %	0 0.0 %
66.7 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	3 33.3 %	4 44.4 %	2 22.2 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	6 66.7 %	3 33.3 %	0 0.0 %	0 0.0 %
77.8 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	4 44.4 %	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 %	6 66.7 %	3 33.3 %	0 0.0 %	0 0.0 %
77.8 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %
66.7 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	3 33.3 %	5 55.6 %	1 11.1 %	0 0.0 %	0 0.0 %
44.4 % 17. As a result of the services I received, I get along better with family members	1 11.1 %	0 0.0 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %	0 0.0 %
77.8 % 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 22.2 %	6 66.7 %	1 11.1 %	0 0.0 %	0 0.0 %
44.4 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	5 55.6 %	3 33.3 %	1 11.1 %	0 0.0 %	0 0.0 %
66.7 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
44.4 % 21. As a result of the services I received, I am satisfied with my family life right now	2 22.2 %	0 0.0 %	3 33.3 %	3 33.3 %	1 11.1 %	0 0.0 %	0 0.0 %
44.4 % 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 %	5 55.6 %	3 33.3 %	1 11.1 %	0 0.0 %	0 0.0 %
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	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
77.8 % 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 22.2 %	7 77.8 %	0 0.0 %	0 0.0 %	0 0.0 %
77.8 % 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 0.0 %	2 22.2 %	6 66.7 %	1 11.1 %	0 0.0 %	0 0.0 %
88.9 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 11.1 %	7 77.8 %	1 11.1 %	0 0.0 %	0 0.0 %

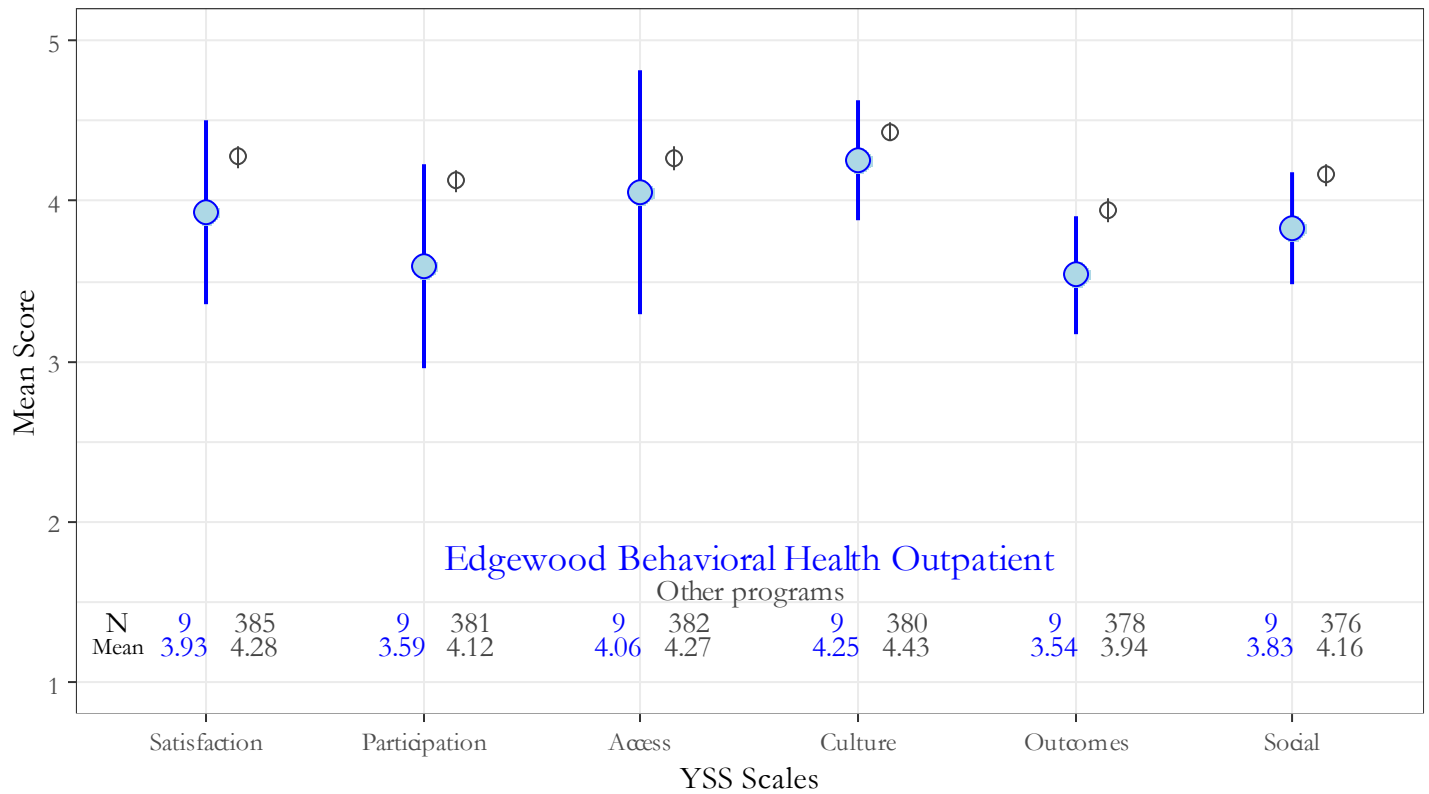
Youth Services Survey for Families



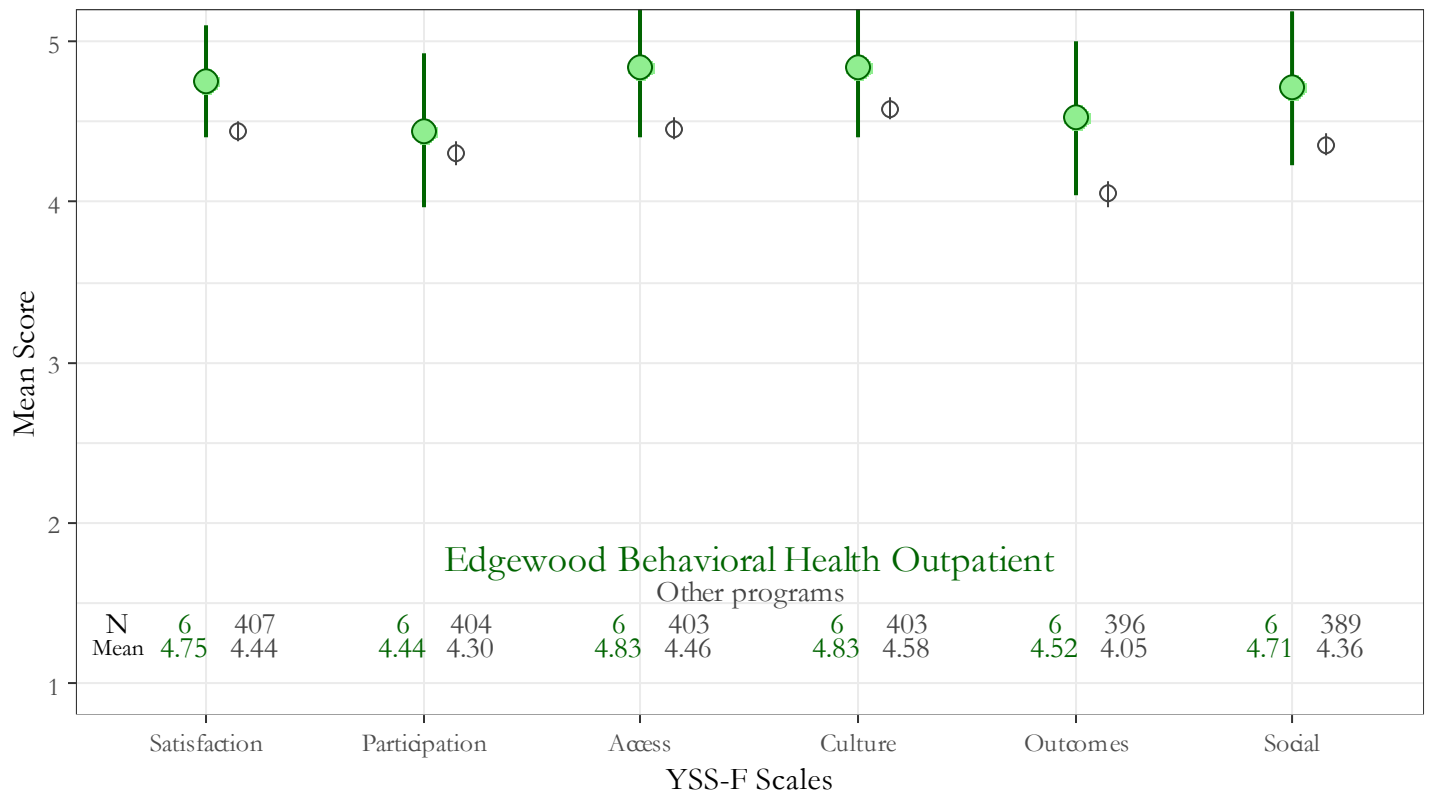
Youth Services Survey for Families, N = 6

	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 %	6 100.0 %	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 %	4 66.7 %	2 33.3 %	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 %	4 66.7 %	2 33.3 %	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 16.7 %	5 83.3 %	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 %	2 33.3 %	4 66.7 %	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 %	2 33.3 %	4 66.7 %	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 16.7 %	5 83.3 %	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 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	3 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 %	1 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	5 83.3 %	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 16.7 %	5 83.3 %	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 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	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 %	2 33.3 %	4 66.7 %	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 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
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	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	2 33.3 %	0 0.0 %	0 0.0 %
100.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
100.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
83.3 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	3 50.0 %	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 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	5 83.3 %	0 0.0 %	0 0.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance			
Edgewood Behavioral			
Health Outpatient			
Completion Status	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	6 100 %	9 100 %	15 100 %
Total	6 100 %	9 100 %	15 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 77 clients; surveys were returned for 13 clients (13 / 77 = 16.9%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 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

100.0%

Overall satisfaction³ mean score for Edgewood Children's Center Residential MHS: **3.36** (youth), **4.07** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (family).

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

Highest Agreement Items

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

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

100.0% 6. I participated in my own treatment

Lowest Agreement Items

50.0% 2. I helped to choose my services

50.0% 3. I helped to choose my treatment goals

50.0% 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.

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	Total
Refused	0 0 %	1 50 %	1 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	1 100 %	1 50 %	2 66.7 %
Total	1 100 %	2 100 %	3 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 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.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Edgewood Counseling Enriched Educational Program

Program Code(s): 8858OP

Overall Satisfaction¹

92.3%

Return Rate²

57.1%

Overall satisfaction³ mean score for Edgewood Counseling Enriched Educational Program: **3.68** (youth), **4.20** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.46** (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

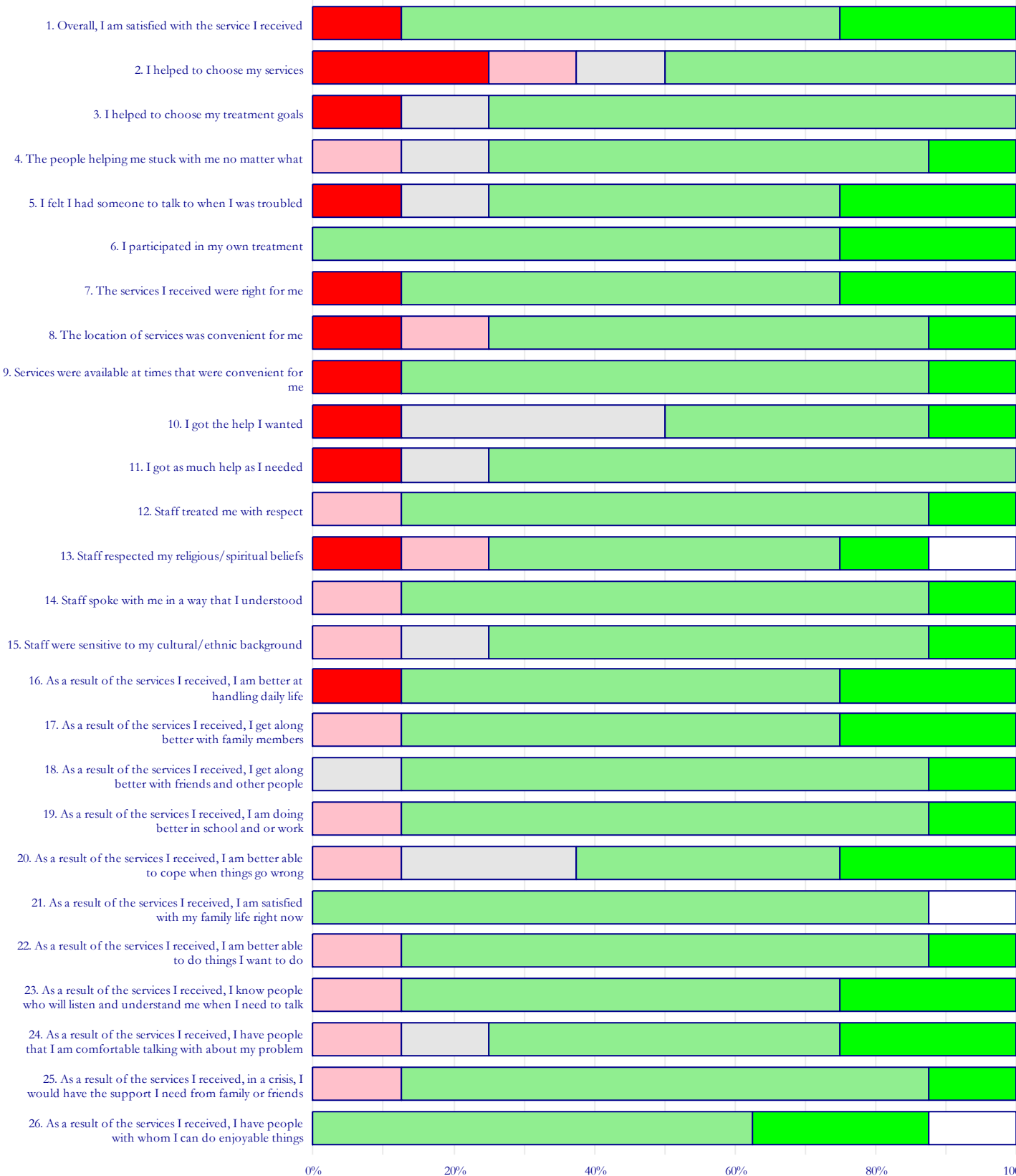
- 92.3% 6. I participated in my own treatment
- 92.3% 7. The services I received were right for me
- 92.3% 9. Services were available at times that were convenient for me

Lowest Agreement Items

- 50.0% 2. I helped to choose my services
- 69.2% 10. I got the help I wanted
- 83.3% 13. Staff respected my religious/spiritual beliefs

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

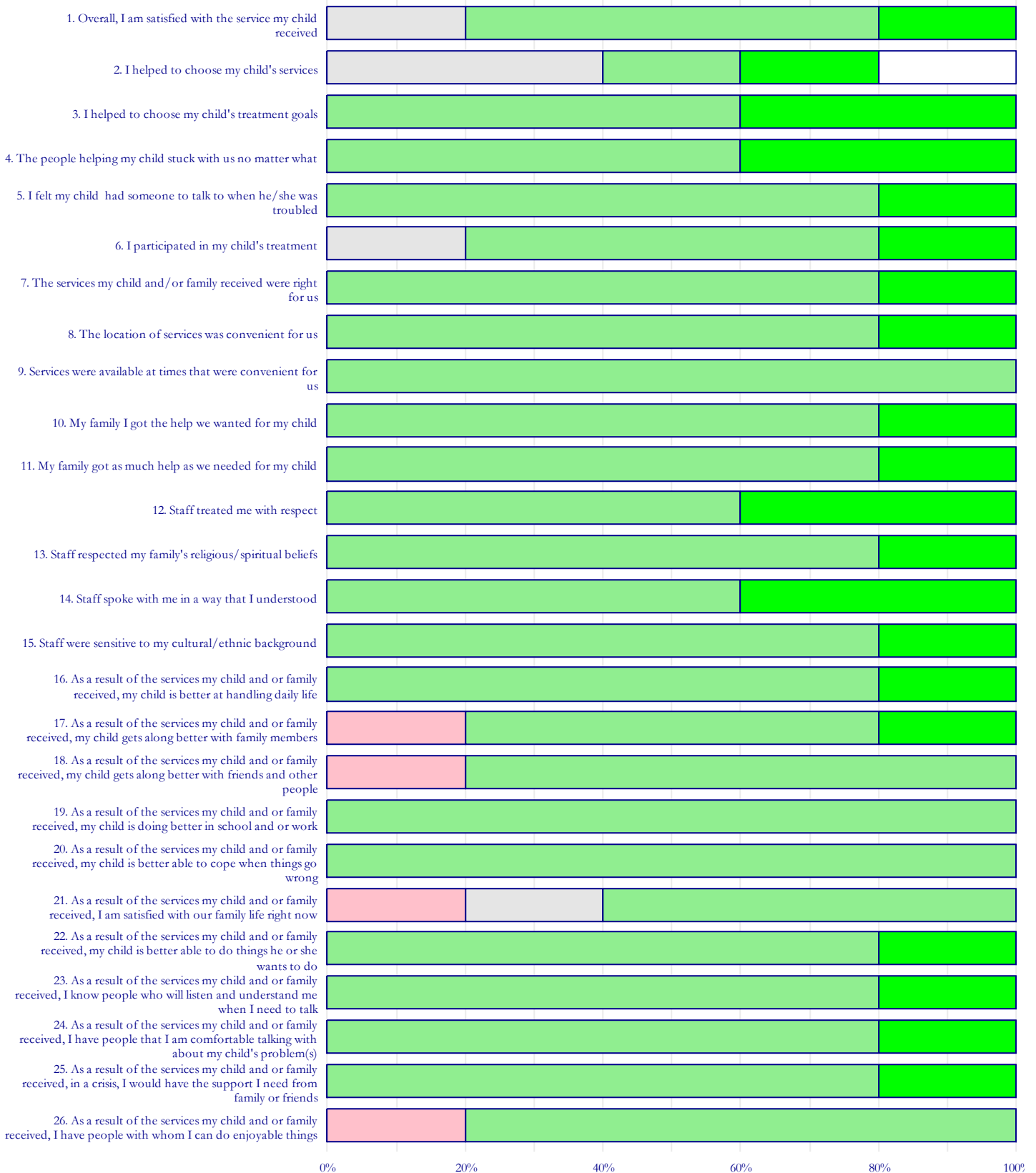
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 9

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.5 % 1. Overall, I am satisfied with the service I received	1 11.1 %	0 0.0 %	0 0.0 %	5 55.6 %	2 22.2 %	0 0.0 %	1 11.1 %
50.0 % 2. I helped to choose my services	2 22.2 %	1 11.1 %	1 11.1 %	4 44.4 %	0 0.0 %	0 0.0 %	1 11.1 %
75.0 % 3. I helped to choose my treatment goals	1 11.1 %	0 0.0 %	1 11.1 %	6 66.7 %	0 0.0 %	0 0.0 %	1 11.1 %
75.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	1 11.1 %	1 11.1 %	5 55.6 %	1 11.1 %	0 0.0 %	1 11.1 %
75.0 % 5. I felt I had someone to talk to when I was troubled	1 11.1 %	0 0.0 %	1 11.1 %	4 44.4 %	2 22.2 %	0 0.0 %	1 11.1 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 66.7 %	2 22.2 %	0 0.0 %	1 11.1 %
87.5 % 7. The services I received were right for me	1 11.1 %	0 0.0 %	0 0.0 %	5 55.6 %	2 22.2 %	0 0.0 %	1 11.1 %
75.0 % 8. The location of services was convenient for me	1 11.1 %	1 11.1 %	0 0.0 %	5 55.6 %	1 11.1 %	0 0.0 %	1 11.1 %
87.5 % 9. Services were available at times that were convenient for me	1 11.1 %	0 0.0 %	0 0.0 %	6 66.7 %	1 11.1 %	0 0.0 %	1 11.1 %
50.0 % 10. I got the help I wanted	1 11.1 %	0 0.0 %	3 33.3 %	3 33.3 %	1 11.1 %	0 0.0 %	1 11.1 %
75.0 % 11. I got as much help as I needed	1 11.1 %	0 0.0 %	1 11.1 %	6 66.7 %	0 0.0 %	0 0.0 %	1 11.1 %
87.5 % 12. Staff treated me with respect	0 0.0 %	1 11.1 %	0 0.0 %	6 66.7 %	1 11.1 %	0 0.0 %	1 11.1 %
71.4 % 13. Staff respected my religious/spiritual beliefs	1 11.1 %	1 11.1 %	0 0.0 %	4 44.4 %	1 11.1 %	1 11.1 %	1 11.1 %
87.5 % 14. Staff spoke with me in a way that I understood	0 0.0 %	1 11.1 %	0 0.0 %	6 66.7 %	1 11.1 %	0 0.0 %	1 11.1 %
75.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 11.1 %	1 11.1 %	5 55.6 %	1 11.1 %	0 0.0 %	1 11.1 %
87.5 % 16. As a result of the services I received, I am better at handling daily life	1 11.1 %	0 0.0 %	0 0.0 %	5 55.6 %	2 22.2 %	0 0.0 %	1 11.1 %
87.5 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 11.1 %	0 0.0 %	5 55.6 %	2 22.2 %	0 0.0 %	1 11.1 %
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 11.1 %	6 66.7 %	1 11.1 %	0 0.0 %	1 11.1 %
87.5 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 11.1 %	0 0.0 %	6 66.7 %	1 11.1 %	0 0.0 %	1 11.1 %
62.5 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 11.1 %	2 22.2 %	3 33.3 %	2 22.2 %	0 0.0 %	1 11.1 %
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 %	7 77.8 %	0 0.0 %	1 11.1 %	1 11.1 %
87.5 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 11.1 %	0 0.0 %	6 66.7 %	1 11.1 %	0 0.0 %	1 11.1 %
87.5 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	1 11.1 %	0 0.0 %	5 55.6 %	2 22.2 %	0 0.0 %	1 11.1 %
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 %	1 11.1 %	1 11.1 %	4 44.4 %	2 22.2 %	0 0.0 %	1 11.1 %
87.5 % 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 11.1 %	0 0.0 %	6 66.7 %	1 11.1 %	0 0.0 %	1 11.1 %
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 %	5 55.6 %	2 22.2 %	1 11.1 %	1 11.1 %

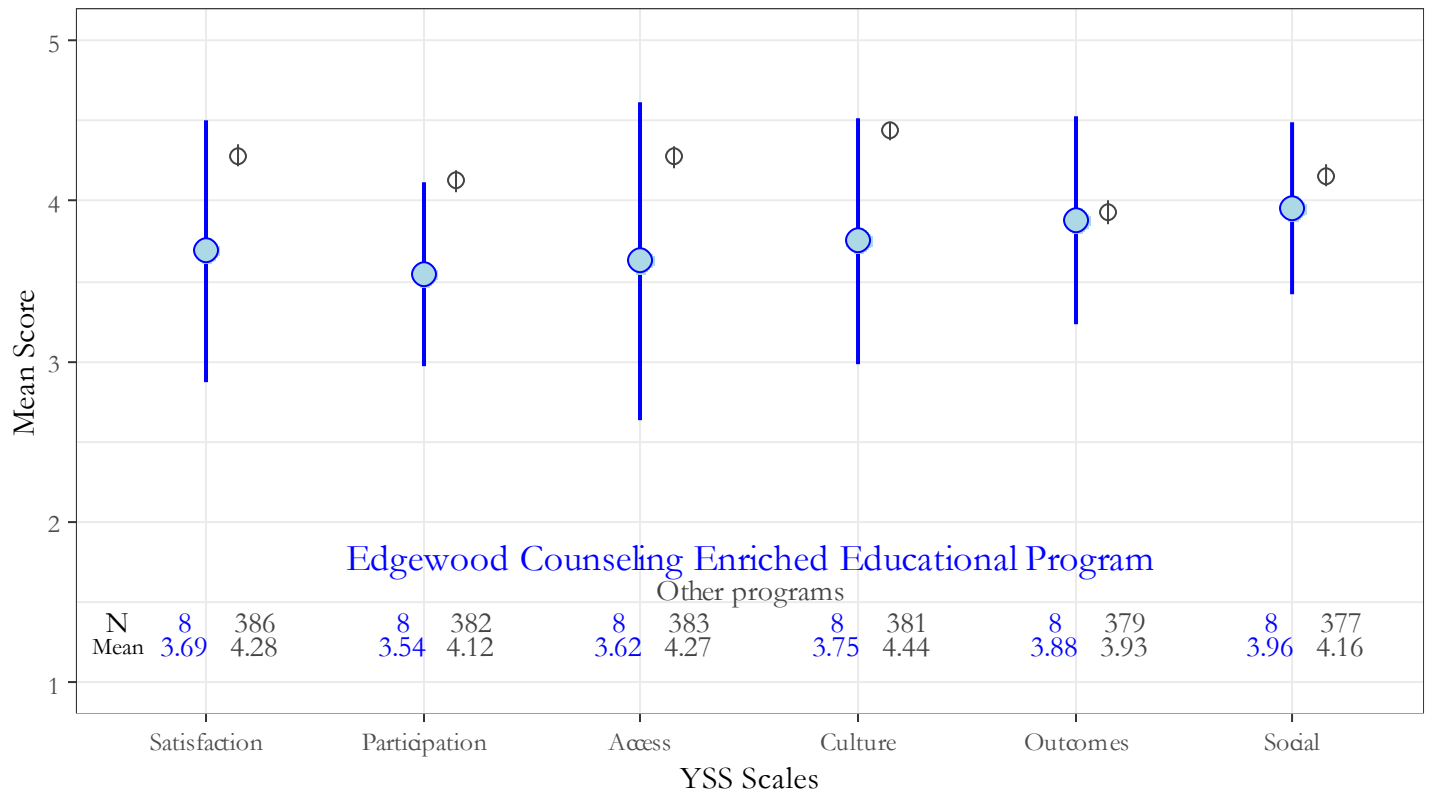
Youth Services Survey for Families



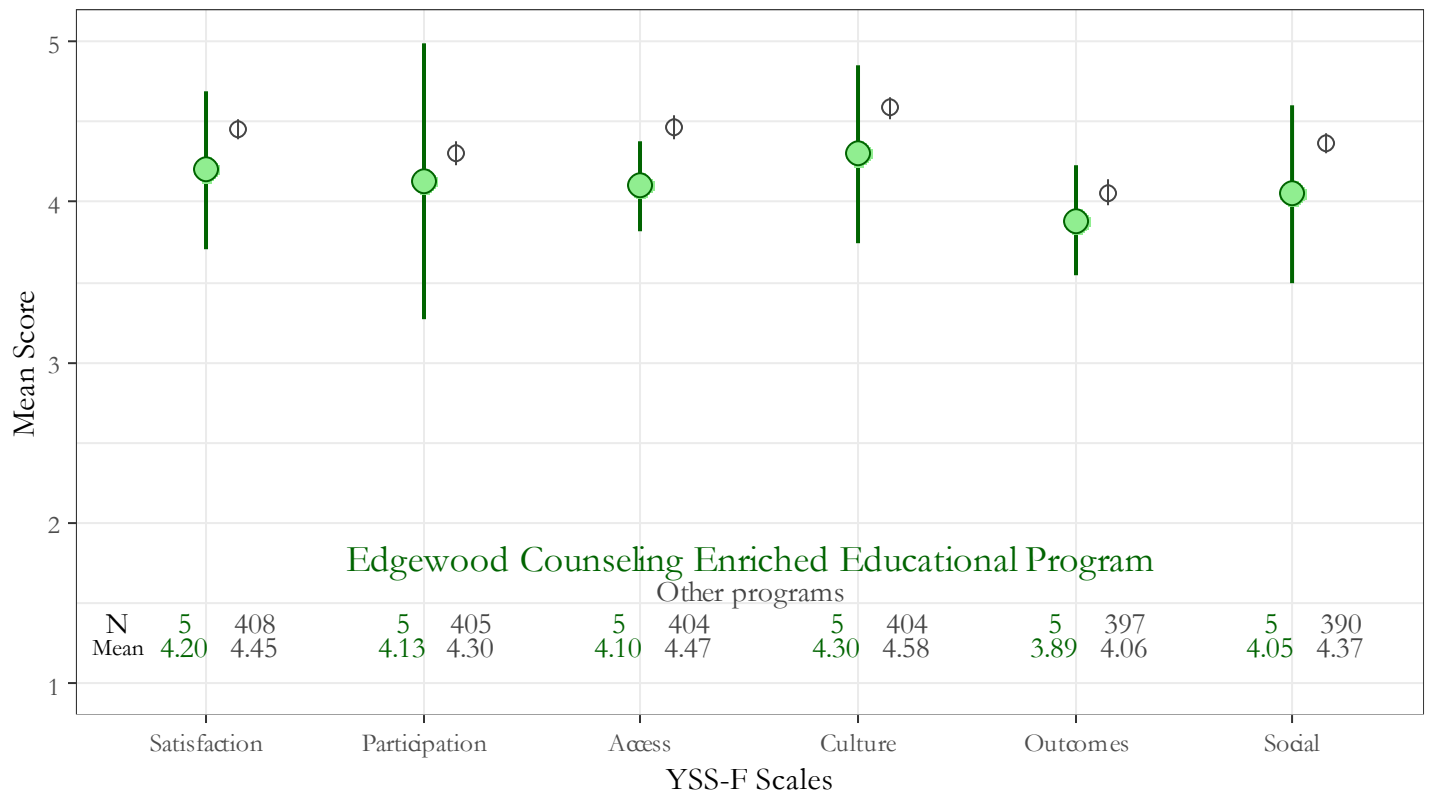
Youth Services Survey for Families, N = 5

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
80.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
50.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	1 20.0 %	1 20.0 %	0 0.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	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 %	3 60.0 %	2 40.0 %	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 %	4 80.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	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 %	4 80.0 %	1 20.0 %	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 %	4 80.0 %	1 20.0 %	0 0.0 %	0 0.0 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	5 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	1 20.0 %	0 0.0 %	0 0.0 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	1 20.0 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	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 %	4 80.0 %	1 20.0 %	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 %	3 60.0 %	2 40.0 %	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 %	4 80.0 %	1 20.0 %	0 0.0 %	0 0.0 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
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 20.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	5 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	5 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
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 0.0 %	1 20.0 %	1 20.0 %	3 60.0 %	0 0.0 %	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 0.0 %	4 80.0 %	1 20.0 %	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 %	4 80.0 %	1 20.0 %	0 0.0 %	0 0.0 %
100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	1 20.0 %	0 0.0 %	0 0.0 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 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 %	1 20.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	0 0.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Edgewood Counseling
Enriched Educational
Completion Status Program Completion Total
by Respondent Type

	Family	Youth	
Refused	0 0 %	1 11.1 %	1 7.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	5 100 %	8 88.9 %	13 92.9 %
Total	5 100 %	9 100 %	14 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 21 clients; surveys were returned for 12 clients (12 / 21 = 57.1%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Spring 2019

Edgewood Therapeutic Behavioral Services TBS

Youth program codes (RUs): 885818

Adult program codes (RUs): 885818

Overall Satisfaction¹

100.0%

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 May 13-17 2019 (Avatar billing): 15

People surveyed: 15 (14 youth and 1 adults)

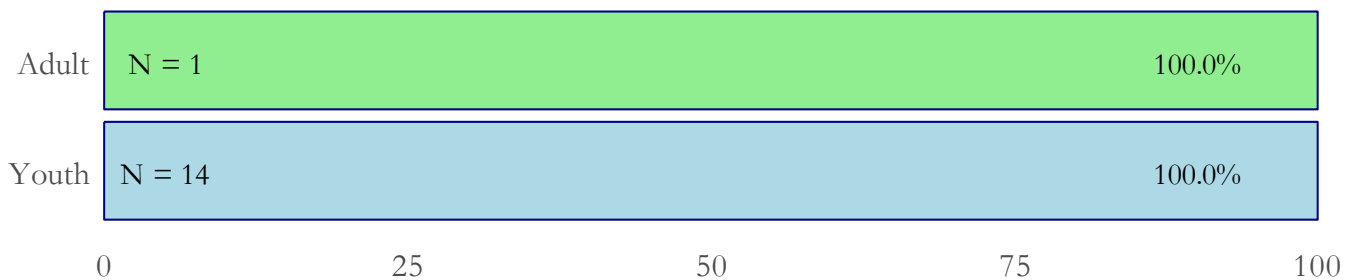
Adult satisfaction mean score: 5.00

Youth satisfaction mean score: 4.69

Family satisfaction mean score: 4.67

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 (May 13th - 17th, 2019) your program billed services for 15 clients; surveys were returned for 15 clients ($15/15 = 100.0\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Edgewood Therapeutic Behavioral Services TBS

Program Code(s): 885818

Overall Satisfaction¹

100.0%

Return Rate²

Unknown, no Avatar billing

Overall satisfaction³ mean score for Edgewood Therapeutic Behavioral Services TBS: **5.00**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 0 clients; surveys were returned for 1 clients.
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Edgewood Therapeutic Behavioral Services TBS

Program Code(s): 885818

Overall Satisfaction¹

100.0%

Return Rate²

93.3%

Overall satisfaction³ mean score for Edgewood Therapeutic Behavioral Services TBS: **4.69** (youth), **4.67** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.45** (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% 6. I participated in my own treatment

Lowest Agreement Items

77.8% 4. The people helping me stuck with me no matter what

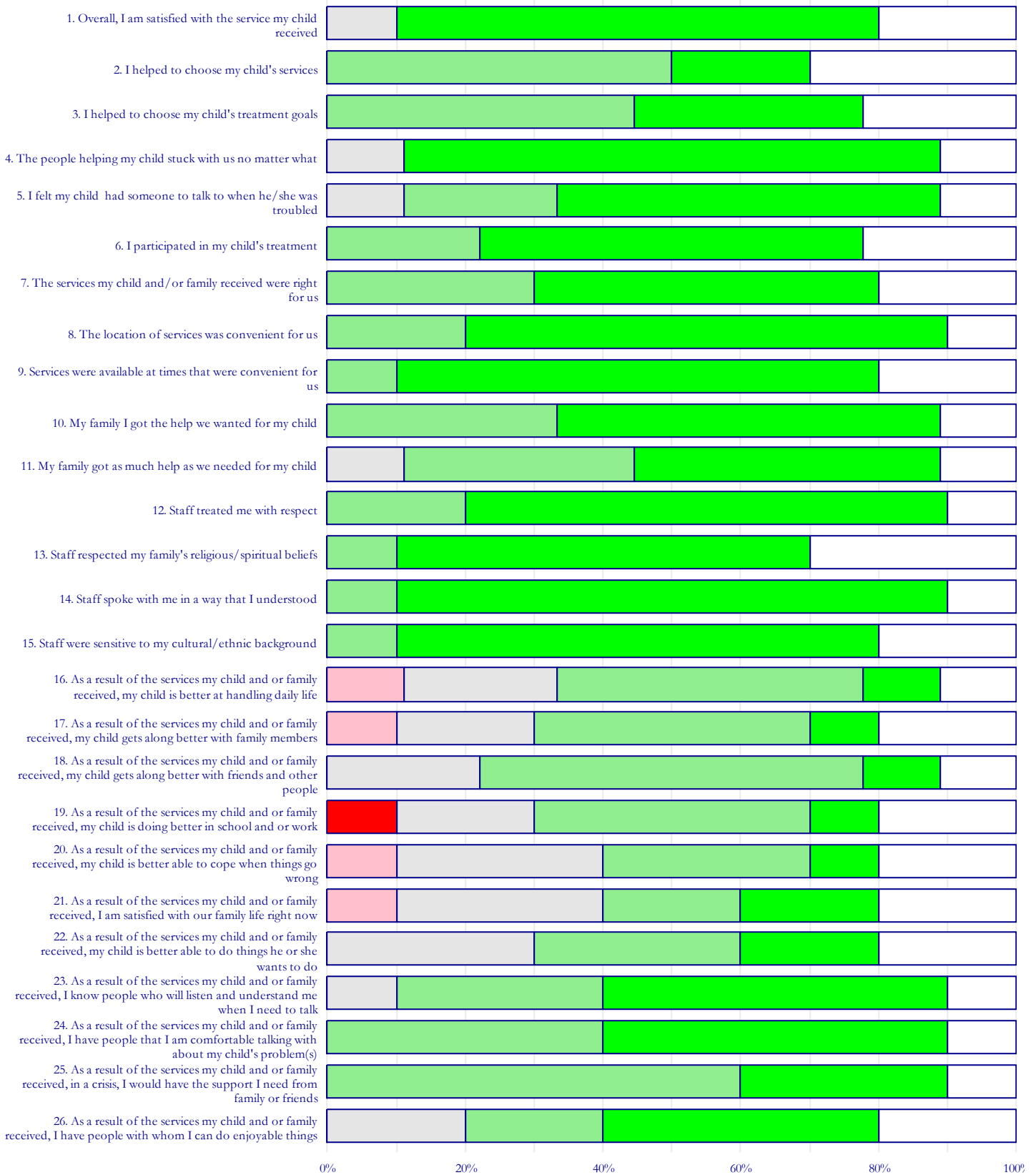
88.9% 1. Overall, I am satisfied with the service I received

88.9% 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.

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

Youth Services Survey for Families

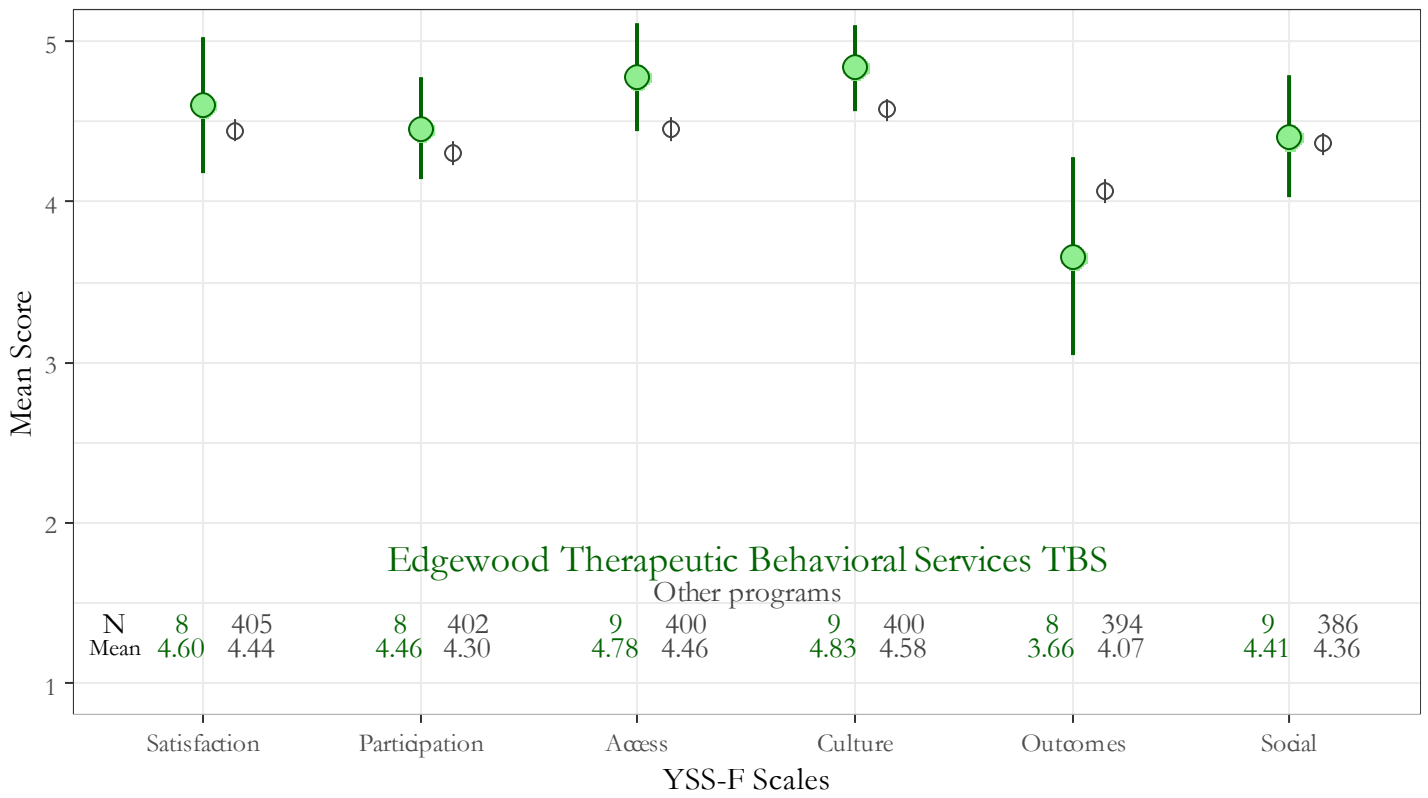


Youth Services Survey for Families, N = 15

	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 6.7 %	0 0.0 %	7 46.7 %	2 13.3 %	5 33.3 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	2 13.3 %	3 20.0 %	5 33.3 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	3 20.0 %	2 13.3 %	6 40.0 %
87.5 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 6.7 %	0 0.0 %	7 46.7 %	1 6.7 %	6 40.0 %
87.5 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 6.7 %	2 13.3 %	5 33.3 %	1 6.7 %	6 40.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	5 33.3 %	2 13.3 %	6 40.0 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	5 33.3 %	2 13.3 %	5 33.3 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	7 46.7 %	1 6.7 %	5 33.3 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 6.7 %	7 46.7 %	2 13.3 %	5 33.3 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	5 33.3 %	1 6.7 %	6 40.0 %
87.5 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 6.7 %	3 20.0 %	4 26.7 %	1 6.7 %	6 40.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	7 46.7 %	1 6.7 %	5 33.3 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	3 20.0 %	5 33.3 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 6.7 %	8 53.3 %	1 6.7 %	5 33.3 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 6.7 %	7 46.7 %	2 13.3 %	5 33.3 %
62.5 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	1 6.7 %	2 13.3 %	4 26.7 %	1 6.7 %	1 6.7 %	6 40.0 %
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 6.7 %	2 13.3 %	4 26.7 %	1 6.7 %	2 13.3 %	5 33.3 %
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 0.0 %	2 13.3 %	5 33.3 %	1 6.7 %	1 6.7 %	6 40.0 %
62.5 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	1 6.7 %	0 0.0 %	2 13.3 %	4 26.7 %	1 6.7 %	2 13.3 %	5 33.3 %
50.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	1 6.7 %	3 20.0 %	3 20.0 %	1 6.7 %	2 13.3 %	5 33.3 %
50.0 % 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 6.7 %	3 20.0 %	2 13.3 %	2 13.3 %	2 13.3 %	5 33.3 %
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 %	0 0.0 %	3 20.0 %	3 20.0 %	2 13.3 %	2 13.3 %	5 33.3 %
88.9 % 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 6.7 %	3 20.0 %	5 33.3 %	1 6.7 %	5 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 %	4 26.7 %	5 33.3 %	1 6.7 %	5 33.3 %
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 %	6 40.0 %	3 20.0 %	1 6.7 %	5 33.3 %
75.0 % 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 %	2 13.3 %	2 13.3 %	4 26.7 %	2 13.3 %	5 33.3 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Edgewood Therapeutic
Behavioral Services

Completion Status	TBS Completion by Respondent Type		Total
	Family	Youth	
Refused	2 13.3 %	5 83.3 %	7 33.3 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	2 13.3 %	0 0 %	2 9.5 %
No Data	2 13.3 %	0 0 %	2 9.5 %
Completed Survey	9 60 %	1 16.7 %	10 47.6 %
Total	15 100 %	6 100 %	21 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 15 clients; surveys were returned for 14 clients (14 / 15 = 93.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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

Edgewood Wraparound WRAP

Program Code(s): 885819

Overall Satisfaction¹

92.3%

Return Rate²

78.9%

Overall satisfaction³ mean score for Edgewood Wraparound WRAP: **4.71** (youth), **4.20** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.47** (family).

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

Highest Agreement Items

100.0% 12. Staff treated me with respect

100.0% 13. Staff respected my religious/spiritual beliefs

100.0% 15. Staff were sensitive to my cultural/ethnic background

Lowest Agreement Items

84.6% 5. I felt I had someone to talk to when I was troubled

90.0% 3. I helped to choose my treatment goals

92.3% 1. Overall, I am satisfied with the service I received

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

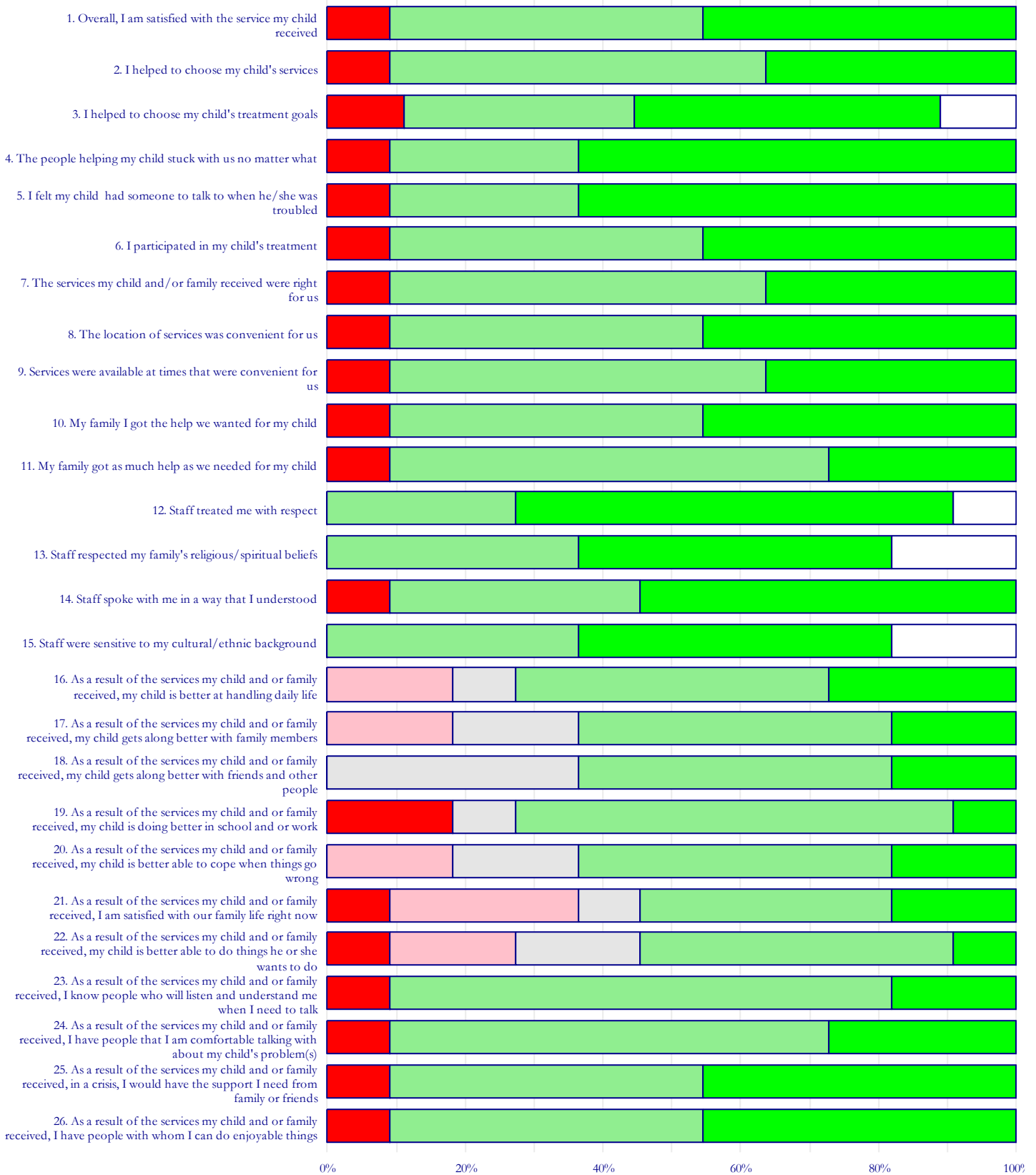
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 5

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	2 40.0 %
100.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	2 40.0 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	3 60.0 %
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 %	2 40.0 %	0 0.0 %	3 60.0 %
50.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	3 60.0 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
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 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	3 60.0 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	3 60.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	3 60.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
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 %	2 40.0 %	0 0.0 %	3 60.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
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 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
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 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
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 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
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 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
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 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
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 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
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 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
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 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
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 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
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 20.0 %	0 0.0 %	4 80.0 %

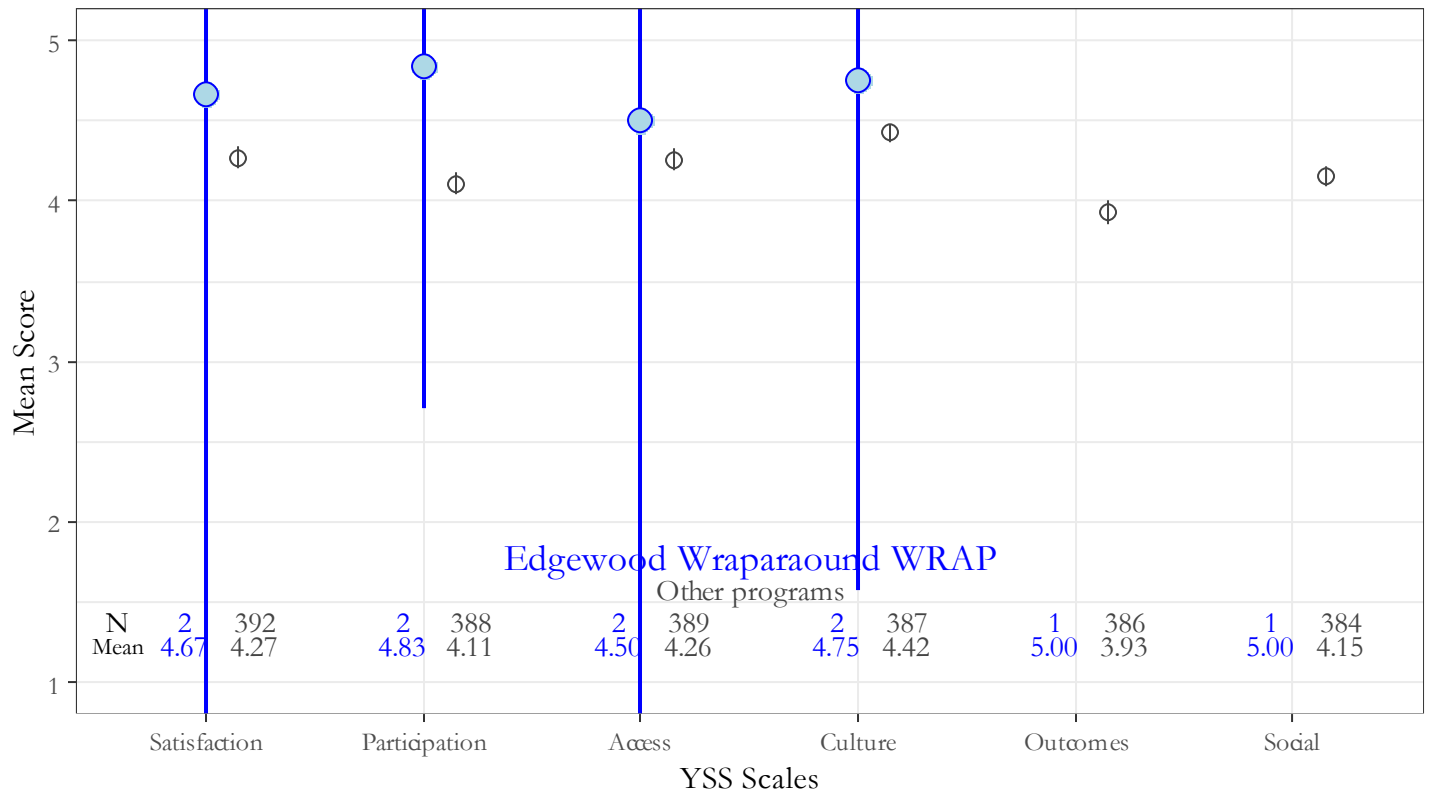
Youth Services Survey for Families



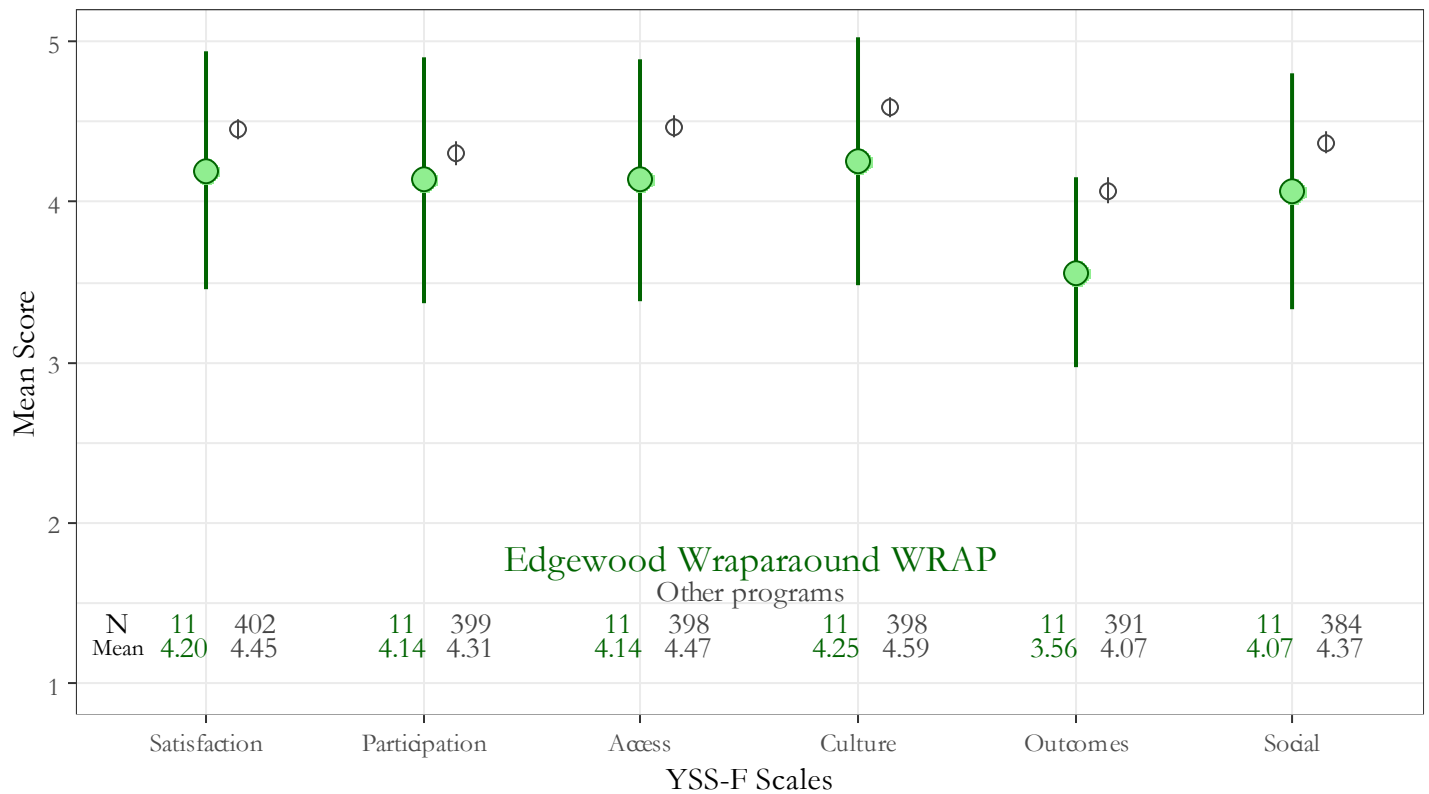
Youth Services Survey for Families, N = 15

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.9 % 1. Overall, I am satisfied with the service my child received	1 6.7 %	0 0.0 %	0 0.0 %	5 33.3 %	5 33.3 %	0 0.0 %	4 26.7 %
90.9 % 2. I helped to choose my child's services	1 6.7 %	0 0.0 %	0 0.0 %	6 40.0 %	4 26.7 %	0 0.0 %	4 26.7 %
87.5 % 3. I helped to choose my child's treatment goals	1 6.7 %	0 0.0 %	0 0.0 %	3 20.0 %	4 26.7 %	1 6.7 %	6 40.0 %
90.9 % 4. The people helping my child stuck with us no matter what	1 6.7 %	0 0.0 %	0 0.0 %	3 20.0 %	7 46.7 %	0 0.0 %	4 26.7 %
90.9 % 5. I felt my child had someone to talk to when he/she was troubled	1 6.7 %	0 0.0 %	0 0.0 %	3 20.0 %	7 46.7 %	0 0.0 %	4 26.7 %
90.9 % 6. I participated in my child's treatment	1 6.7 %	0 0.0 %	0 0.0 %	5 33.3 %	5 33.3 %	0 0.0 %	4 26.7 %
90.9 % 7. The services my child and/or family received were right for us	1 6.7 %	0 0.0 %	0 0.0 %	6 40.0 %	4 26.7 %	0 0.0 %	4 26.7 %
90.9 % 8. The location of services was convenient for us	1 6.7 %	0 0.0 %	0 0.0 %	5 33.3 %	5 33.3 %	0 0.0 %	4 26.7 %
90.9 % 9. Services were available at times that were convenient for us	1 6.7 %	0 0.0 %	0 0.0 %	6 40.0 %	4 26.7 %	0 0.0 %	4 26.7 %
90.9 % 10. My family I got the help we wanted for my child	1 6.7 %	0 0.0 %	0 0.0 %	5 33.3 %	5 33.3 %	0 0.0 %	4 26.7 %
90.9 % 11. My family got as much help as we needed for my child	1 6.7 %	0 0.0 %	0 0.0 %	7 46.7 %	3 20.0 %	0 0.0 %	4 26.7 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	7 46.7 %	1 6.7 %	4 26.7 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	5 33.3 %	2 13.3 %	4 26.7 %
90.9 % 14. Staff spoke with me in a way that I understood	1 6.7 %	0 0.0 %	0 0.0 %	4 26.7 %	6 40.0 %	0 0.0 %	4 26.7 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	5 33.3 %	2 13.3 %	4 26.7 %
72.7 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	2 13.3 %	1 6.7 %	5 33.3 %	3 20.0 %	0 0.0 %	4 26.7 %
63.6 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	2 13.3 %	2 13.3 %	5 33.3 %	2 13.3 %	0 0.0 %	4 26.7 %
63.6 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	4 26.7 %	5 33.3 %	2 13.3 %	0 0.0 %	4 26.7 %
72.7 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	2 13.3 %	0 0.0 %	1 6.7 %	7 46.7 %	1 6.7 %	0 0.0 %	4 26.7 %
63.6 % 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 13.3 %	2 13.3 %	5 33.3 %	2 13.3 %	0 0.0 %	4 26.7 %
54.5 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 6.7 %	3 20.0 %	1 6.7 %	4 26.7 %	2 13.3 %	0 0.0 %	4 26.7 %
54.5 % 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	1 6.7 %	2 13.3 %	2 13.3 %	5 33.3 %	1 6.7 %	0 0.0 %	4 26.7 %
90.9 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	1 6.7 %	0 0.0 %	0 0.0 %	8 53.3 %	2 13.3 %	0 0.0 %	4 26.7 %
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)	1 6.7 %	0 0.0 %	0 0.0 %	7 46.7 %	3 20.0 %	0 0.0 %	4 26.7 %
90.9 % 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	1 6.7 %	0 0.0 %	0 0.0 %	5 33.3 %	5 33.3 %	0 0.0 %	4 26.7 %
90.9 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	1 6.7 %	0 0.0 %	0 0.0 %	5 33.3 %	5 33.3 %	0 0.0 %	4 26.7 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Edgewood Wraparound

Completion Status	WRAP Completion by Respondent Type		Total
	Family	Youth	
Refused	3 20 %	2 40 %	5 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 6.7 %	1 20 %	2 10 %
Completed Survey	11 73.3 %	2 40 %	13 65 %
Total	15 100 %	5 100 %	20 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 19 clients; surveys were returned for 15 clients ($15 / 19 = 78.9\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Family Mosaic Project
Program Code(s): 8957OP

Overall Satisfaction¹
90.0%

Return Rate²
53.6%

Overall satisfaction³ mean score for Family Mosaic Project: **4.07** (youth), **4.61** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.45** (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% 12. Staff treated me with respect

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

Lowest Agreement Items

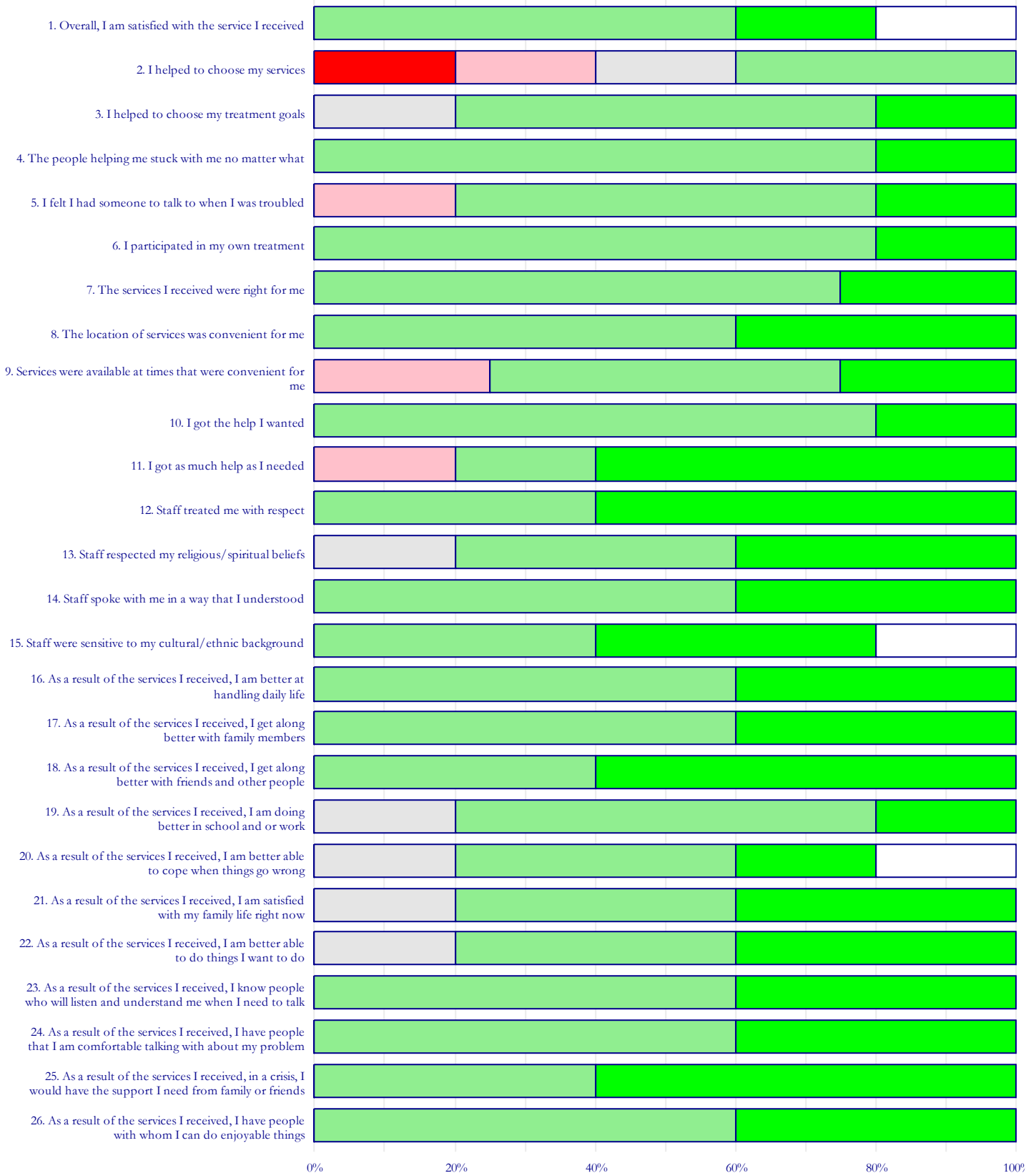
80.0% 2. I helped to choose my services

89.5% 9. Services were available at times that were convenient for me

90.0% 3. I helped to choose my treatment goals

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

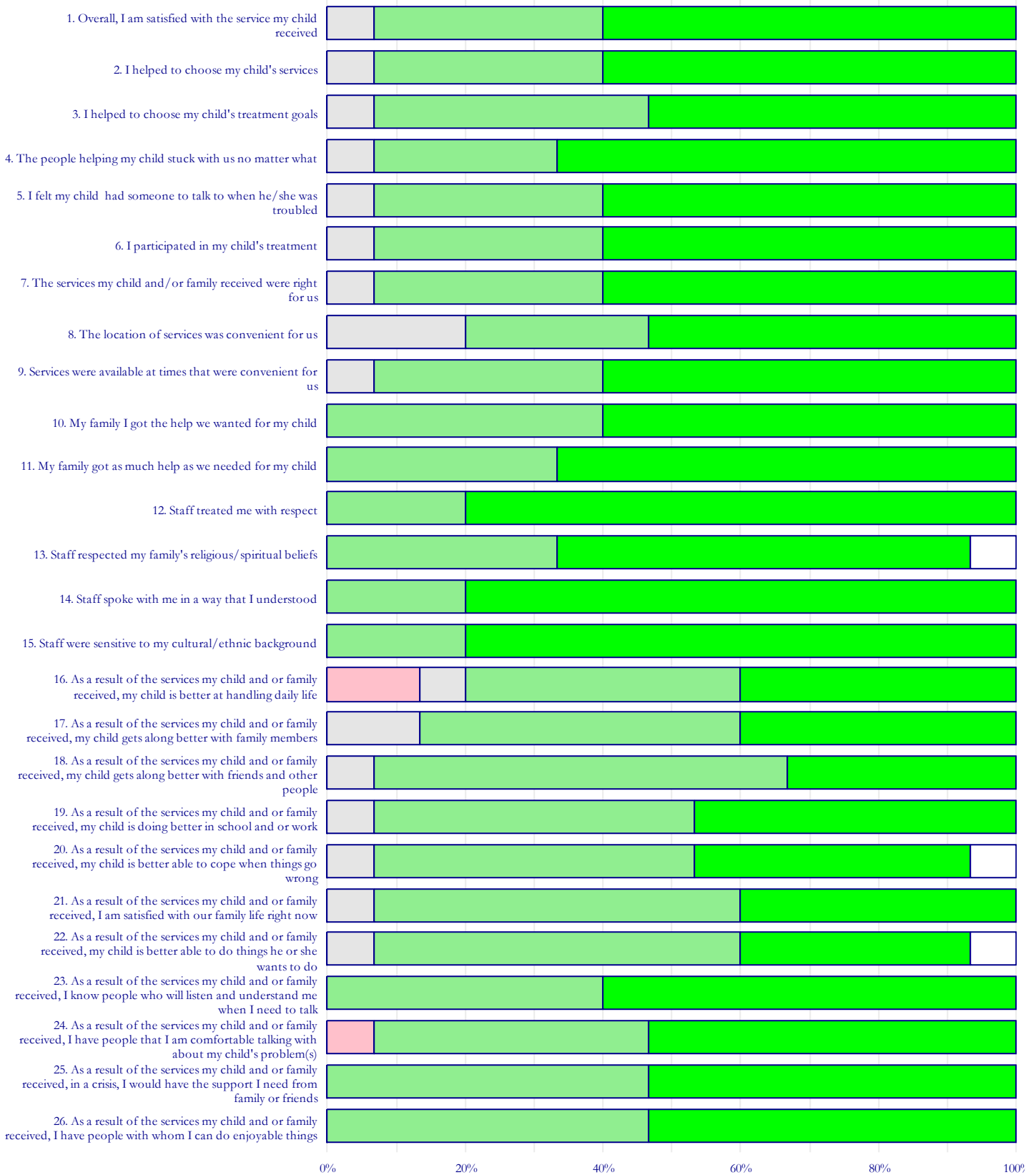
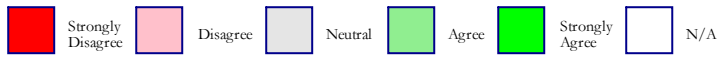
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	1 12.5 %	1 12.5 %	3 37.5 %
40.0 % 2. I helped to choose my services	1 12.5 %	1 12.5 %	1 12.5 %	2 25.0 %	0 0.0 %	0 0.0 %	3 37.5 %
80.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	0 0.0 %	3 37.5 %
80.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 12.5 %	0 0.0 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	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 %	3 37.5 %	1 12.5 %	0 0.0 %	4 50.0 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	0 0.0 %	3 37.5 %
75.0 % 9. Services were available at times that were convenient for me	0 0.0 %	1 12.5 %	0 0.0 %	2 25.0 %	1 12.5 %	0 0.0 %	4 50.0 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	0 0.0 %	3 37.5 %
80.0 % 11. I got as much help as I needed	0 0.0 %	1 12.5 %	0 0.0 %	1 12.5 %	3 37.5 %	0 0.0 %	3 37.5 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
80.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	2 25.0 %	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 %	3 37.5 %	2 25.0 %	0 0.0 %	3 37.5 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	1 12.5 %	3 37.5 %
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 37.5 %	2 25.0 %	0 0.0 %	3 37.5 %
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 %	3 37.5 %	2 25.0 %	0 0.0 %	3 37.5 %
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 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
80.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
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 0.0 %	1 12.5 %	2 25.0 %	1 12.5 %	1 12.5 %	3 37.5 %
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 %	0 0.0 %	3 37.5 %
80.0 % 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 %	2 25.0 %	2 25.0 %	0 0.0 %	3 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 %	3 37.5 %	2 25.0 %	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 %	3 37.5 %	2 25.0 %	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 0.0 %	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 %	3 37.5 %	2 25.0 %	0 0.0 %	3 37.5 %

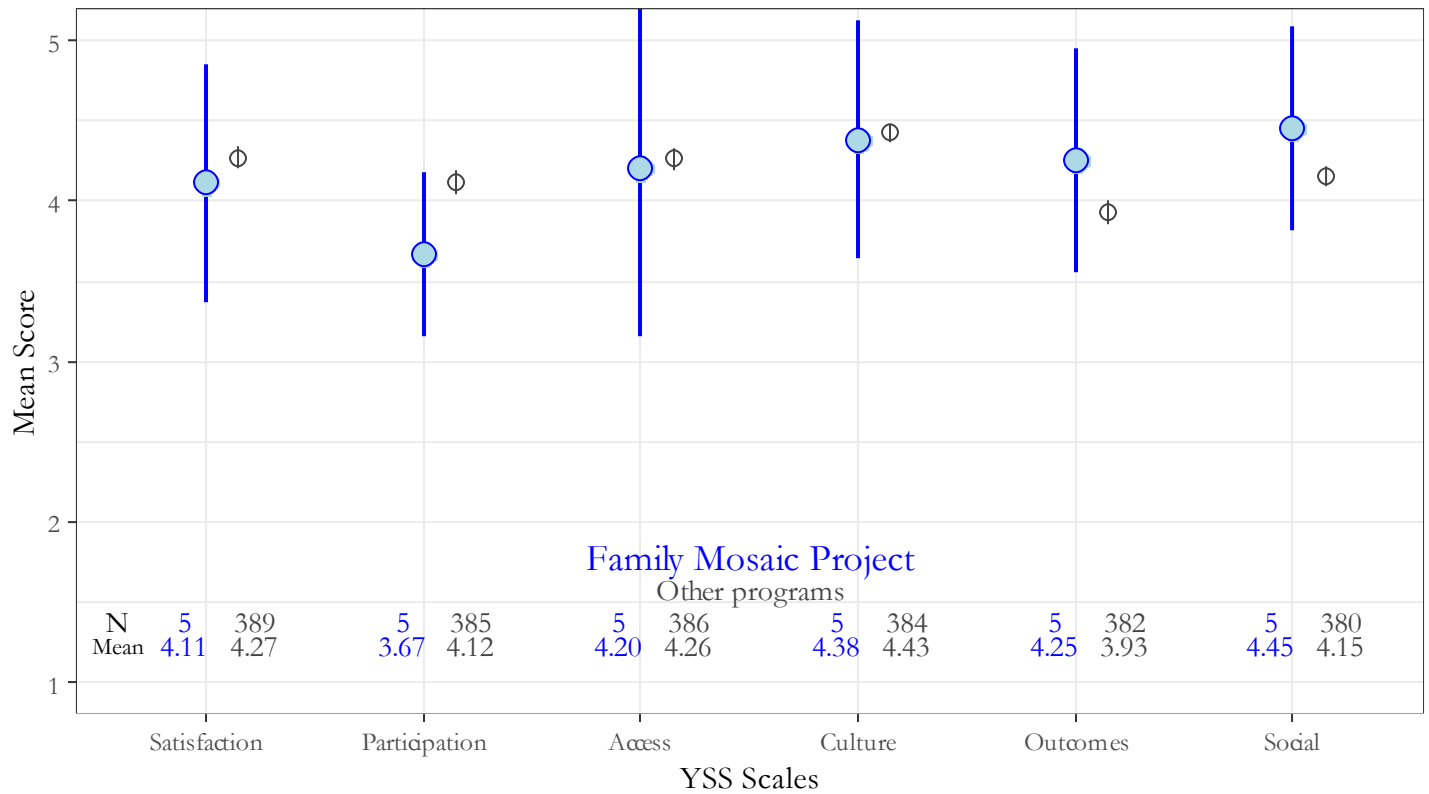
Youth Services Survey for Families



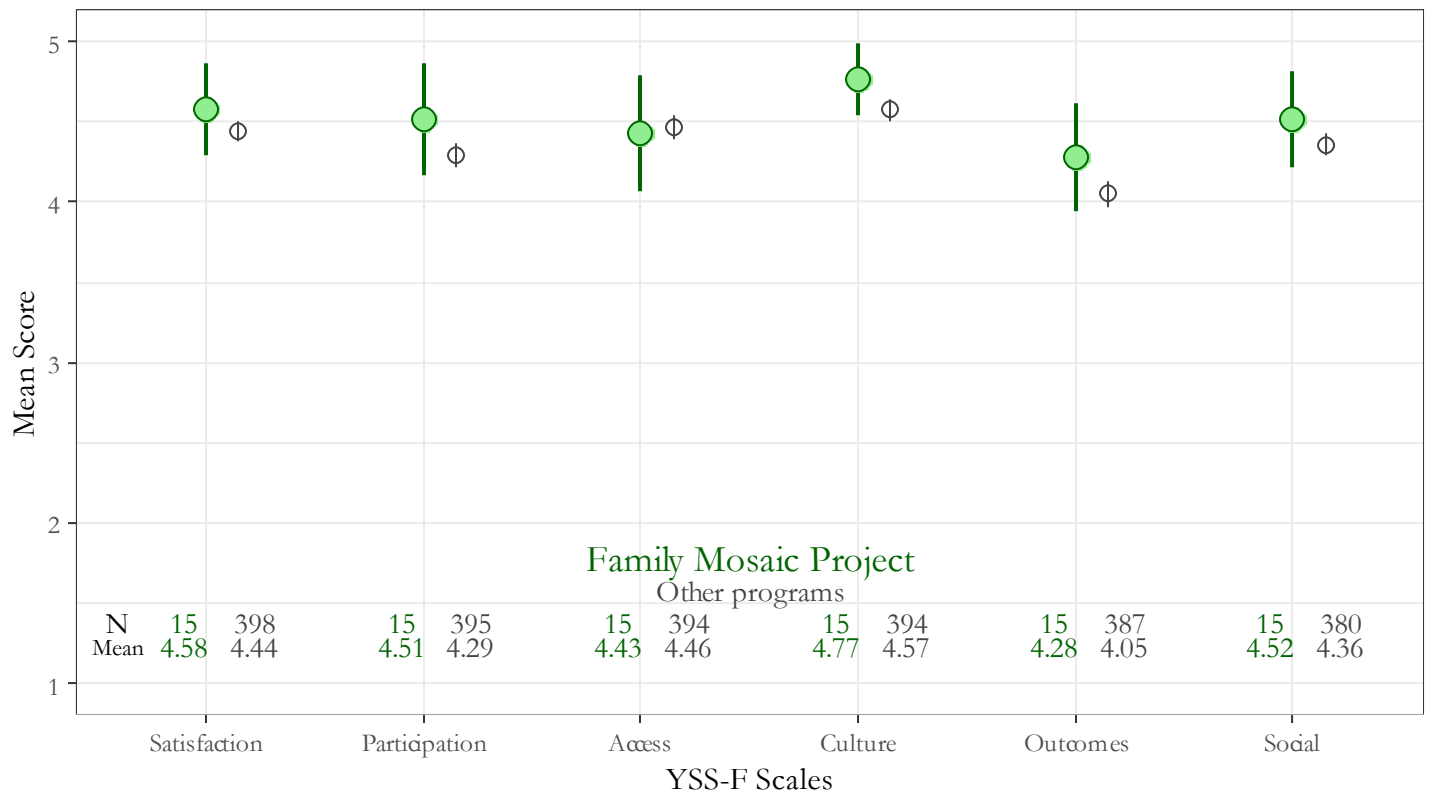
Youth Services Survey for Families, N = 15

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
93.3 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	1 6.7 %	5 33.3 %	9 60.0 %	0 0.0 %	0 0.0 %
93.3 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 6.7 %	5 33.3 %	9 60.0 %	0 0.0 %	0 0.0 %
93.3 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	8 53.3 %	0 0.0 %	0 0.0 %
93.3 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 6.7 %	4 26.7 %	10 66.7 %	0 0.0 %	0 0.0 %
93.3 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 6.7 %	5 33.3 %	9 60.0 %	0 0.0 %	0 0.0 %
93.3 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 6.7 %	5 33.3 %	9 60.0 %	0 0.0 %	0 0.0 %
93.3 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 6.7 %	5 33.3 %	9 60.0 %	0 0.0 %	0 0.0 %
80.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	3 20.0 %	4 26.7 %	8 53.3 %	0 0.0 %	0 0.0 %
93.3 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 6.7 %	5 33.3 %	9 60.0 %	0 0.0 %	0 0.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	6 40.0 %	9 60.0 %	0 0.0 %	0 0.0 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	10 66.7 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	12 80.0 %	0 0.0 %	0 0.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	9 60.0 %	1 6.7 %	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 %	3 20.0 %	12 80.0 %	0 0.0 %	0 0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	12 80.0 %	0 0.0 %	0 0.0 %
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 %	2 13.3 %	1 6.7 %	6 40.0 %	6 40.0 %	0 0.0 %	0 0.0 %
86.7 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	2 13.3 %	7 46.7 %	6 40.0 %	0 0.0 %	0 0.0 %
93.3 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 6.7 %	9 60.0 %	5 33.3 %	0 0.0 %	0 0.0 %
93.3 % 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 %	0 0.0 %	1 6.7 %	7 46.7 %	7 46.7 %	0 0.0 %	0 0.0 %
92.9 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 6.7 %	7 46.7 %	6 40.0 %	1 6.7 %	0 0.0 %
93.3 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	1 6.7 %	8 53.3 %	6 40.0 %	0 0.0 %	0 0.0 %
92.9 % 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	0 0.0 %	0 0.0 %	1 6.7 %	8 53.3 %	5 33.3 %	1 6.7 %	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 %	6 40.0 %	9 60.0 %	0 0.0 %	0 0.0 %
93.3 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	1 6.7 %	0 0.0 %	6 40.0 %	8 53.3 %	0 0.0 %	0 0.0 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	7 46.7 %	8 53.3 %	0 0.0 %	0 0.0 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	7 46.7 %	8 53.3 %	0 0.0 %	0 0.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Family Mosaic
Project Completion
Completion Status by Respondent Type *Total*

	Family	Youth	<i>Total</i>
Refused	0 0 %	2 25 %	2 8.7 %
Impaired	0 0 %	1 12.5 %	1 4.3 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	15 100 %	5 62.5 %	20 87 %
<i>Total</i>	15 100 %	8 100 %	23 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 28 clients; surveys were returned for 15 clients (15 / 28 = 53.6%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Foster Care Mental Health Program

Program Code(s): 89973

Overall Satisfaction¹

90.0%

Return Rate²

79.1%

Overall satisfaction³ mean score for Foster Care Mental Health Program: **4.10** (youth), **4.57** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.46** (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

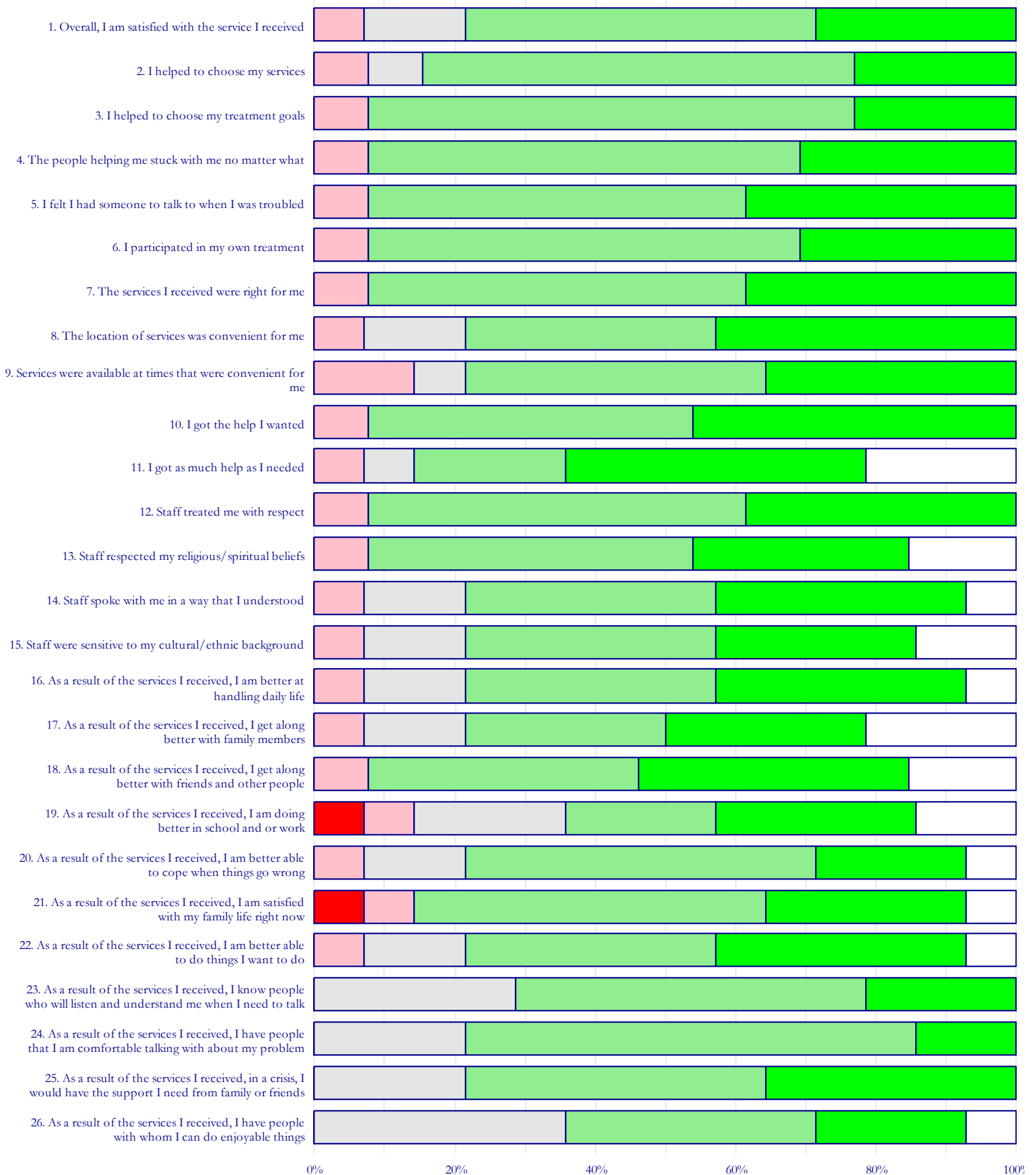
- 94.7% 3. I helped to choose my treatment goals
- 94.7% 4. The people helping me stuck with me no matter what
- 94.7% 5. I felt I had someone to talk to when I was troubled

Lowest Agreement Items

- 83.3% 15. Staff were sensitive to my cultural/ethnic background
- 84.2% 14. Staff spoke with me in a way that I understood
- 85.0% 1. Overall, I am satisfied with the service I received

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

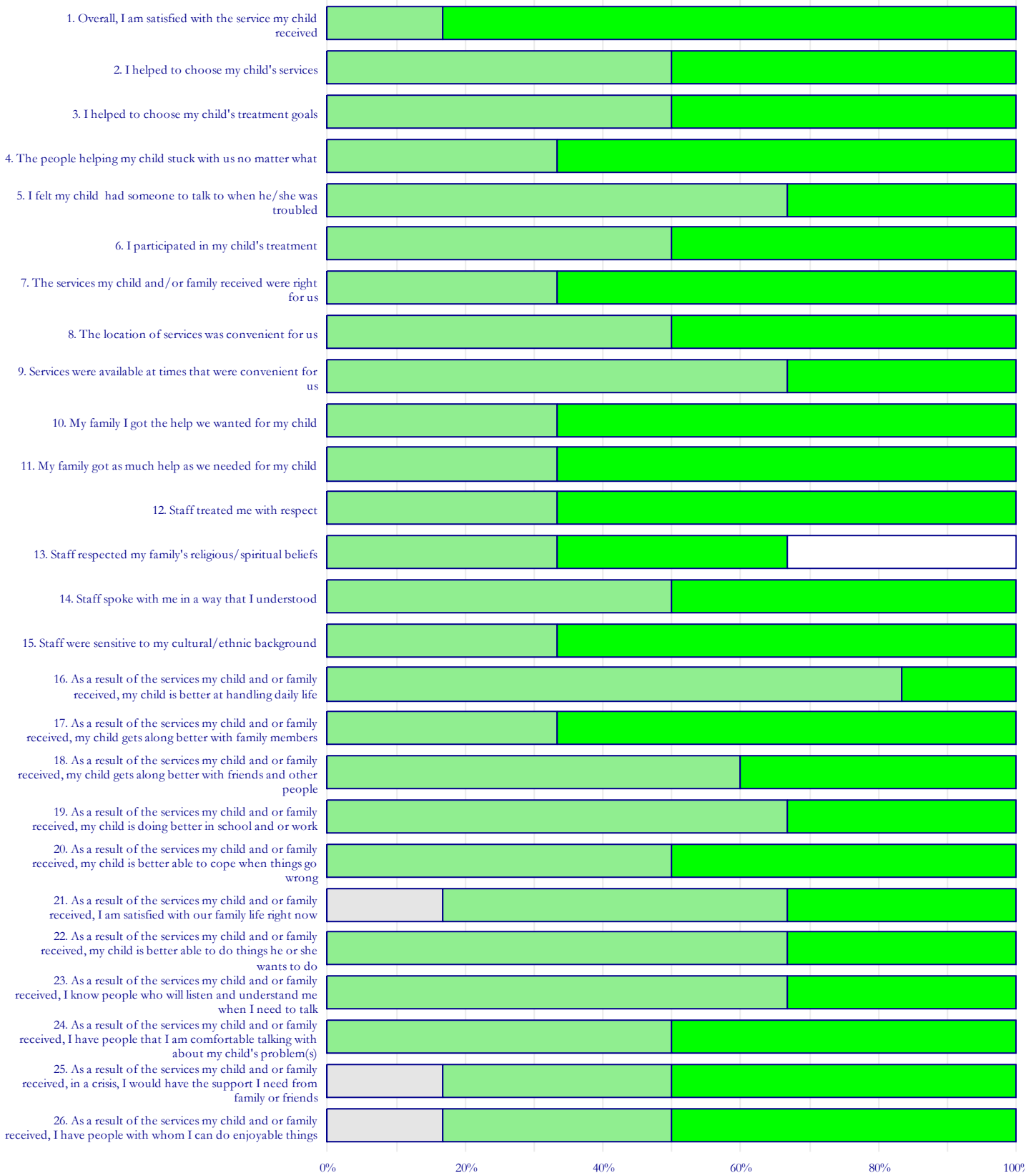
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 20

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
78.6 % 1. Overall, I am satisfied with the service I received	0 0.0 %	1 5.0 %	2 10.0 %	7 35.0 %	4 20.0 %	0 0.0 %	6 30.0 %
84.6 % 2. I helped to choose my services	0 0.0 %	1 5.0 %	1 5.0 %	8 40.0 %	3 15.0 %	0 0.0 %	7 35.0 %
92.3 % 3. I helped to choose my treatment goals	0 0.0 %	1 5.0 %	0 0.0 %	9 45.0 %	3 15.0 %	0 0.0 %	7 35.0 %
92.3 % 4. The people helping me stuck with me no matter what	0 0.0 %	1 5.0 %	0 0.0 %	8 40.0 %	4 20.0 %	0 0.0 %	7 35.0 %
92.3 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 5.0 %	0 0.0 %	7 35.0 %	5 25.0 %	0 0.0 %	7 35.0 %
92.3 % 6. I participated in my own treatment	0 0.0 %	1 5.0 %	0 0.0 %	8 40.0 %	4 20.0 %	0 0.0 %	7 35.0 %
92.3 % 7. The services I received were right for me	0 0.0 %	1 5.0 %	0 0.0 %	7 35.0 %	5 25.0 %	0 0.0 %	7 35.0 %
78.6 % 8. The location of services was convenient for me	0 0.0 %	1 5.0 %	2 10.0 %	5 25.0 %	6 30.0 %	0 0.0 %	6 30.0 %
78.6 % 9. Services were available at times that were convenient for me	0 0.0 %	2 10.0 %	1 5.0 %	6 30.0 %	5 25.0 %	0 0.0 %	6 30.0 %
92.3 % 10. I got the help I wanted	0 0.0 %	1 5.0 %	0 0.0 %	6 30.0 %	6 30.0 %	0 0.0 %	7 35.0 %
81.8 % 11. I got as much help as I needed	0 0.0 %	1 5.0 %	1 5.0 %	3 15.0 %	6 30.0 %	3 15.0 %	6 30.0 %
92.3 % 12. Staff treated me with respect	0 0.0 %	1 5.0 %	0 0.0 %	7 35.0 %	5 25.0 %	0 0.0 %	7 35.0 %
90.9 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	1 5.0 %	0 0.0 %	6 30.0 %	4 20.0 %	2 10.0 %	7 35.0 %
76.9 % 14. Staff spoke with me in a way that I understood	0 0.0 %	1 5.0 %	2 10.0 %	5 25.0 %	5 25.0 %	1 5.0 %	6 30.0 %
75.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 5.0 %	2 10.0 %	5 25.0 %	4 20.0 %	2 10.0 %	6 30.0 %
76.9 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 5.0 %	2 10.0 %	5 25.0 %	5 25.0 %	1 5.0 %	6 30.0 %
72.7 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 5.0 %	2 10.0 %	4 20.0 %	4 20.0 %	3 15.0 %	6 30.0 %
90.9 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 5.0 %	0 0.0 %	5 25.0 %	5 25.0 %	2 10.0 %	7 35.0 %
58.3 % 19. As a result of the services I received, I am doing better in school and or work	1 5.0 %	1 5.0 %	3 15.0 %	3 15.0 %	4 20.0 %	2 10.0 %	6 30.0 %
76.9 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 5.0 %	2 10.0 %	7 35.0 %	3 15.0 %	1 5.0 %	6 30.0 %
84.6 % 21. As a result of the services I received, I am satisfied with my family life right now	1 5.0 %	1 5.0 %	0 0.0 %	7 35.0 %	4 20.0 %	1 5.0 %	6 30.0 %
76.9 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 5.0 %	2 10.0 %	5 25.0 %	5 25.0 %	1 5.0 %	6 30.0 %
71.4 % 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 %	4 20.0 %	7 35.0 %	3 15.0 %	0 0.0 %	6 30.0 %
78.6 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	3 15.0 %	9 45.0 %	2 10.0 %	0 0.0 %	6 30.0 %
78.6 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	3 15.0 %	6 30.0 %	5 25.0 %	0 0.0 %	6 30.0 %
61.5 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	5 25.0 %	5 25.0 %	3 15.0 %	1 5.0 %	6 30.0 %

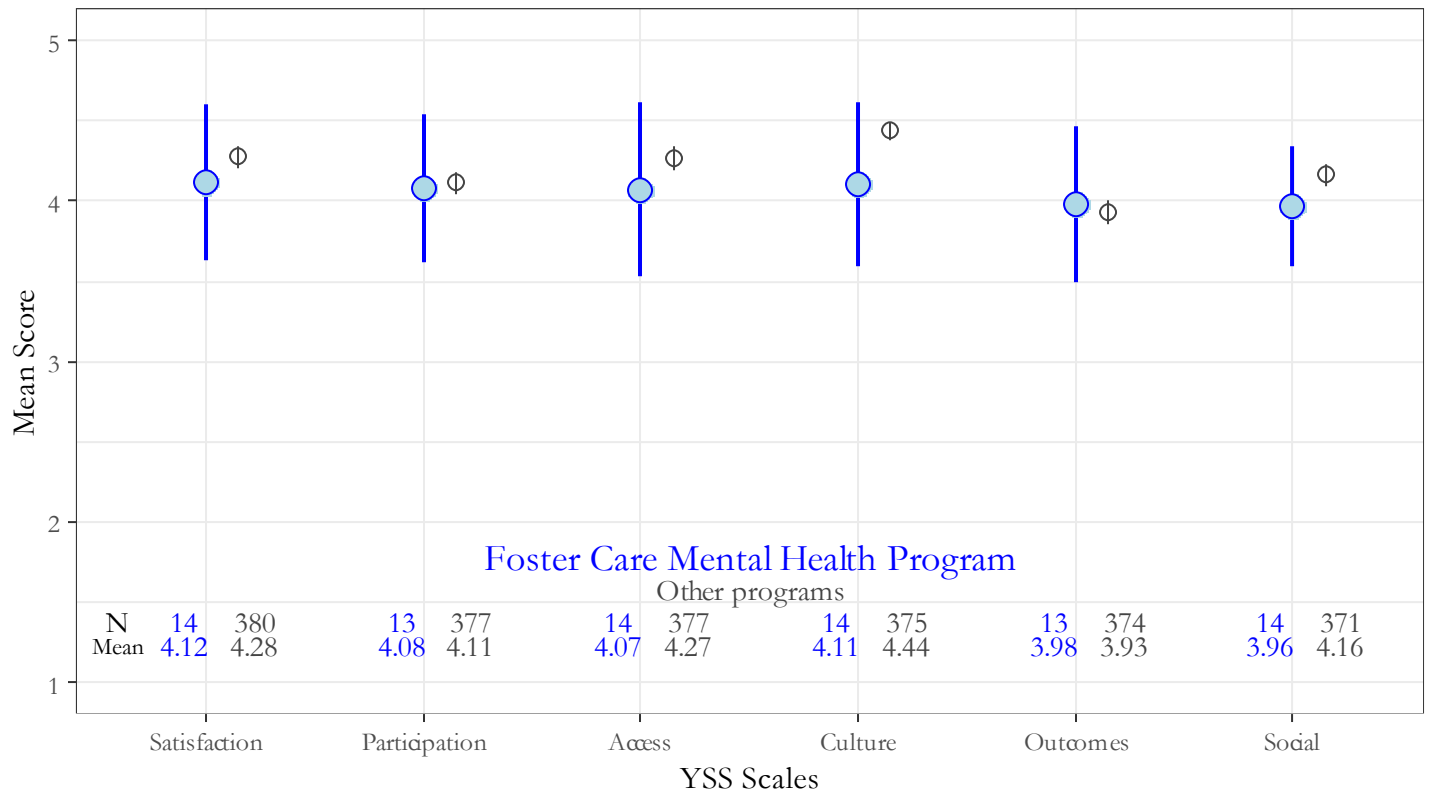
Youth Services Survey for Families



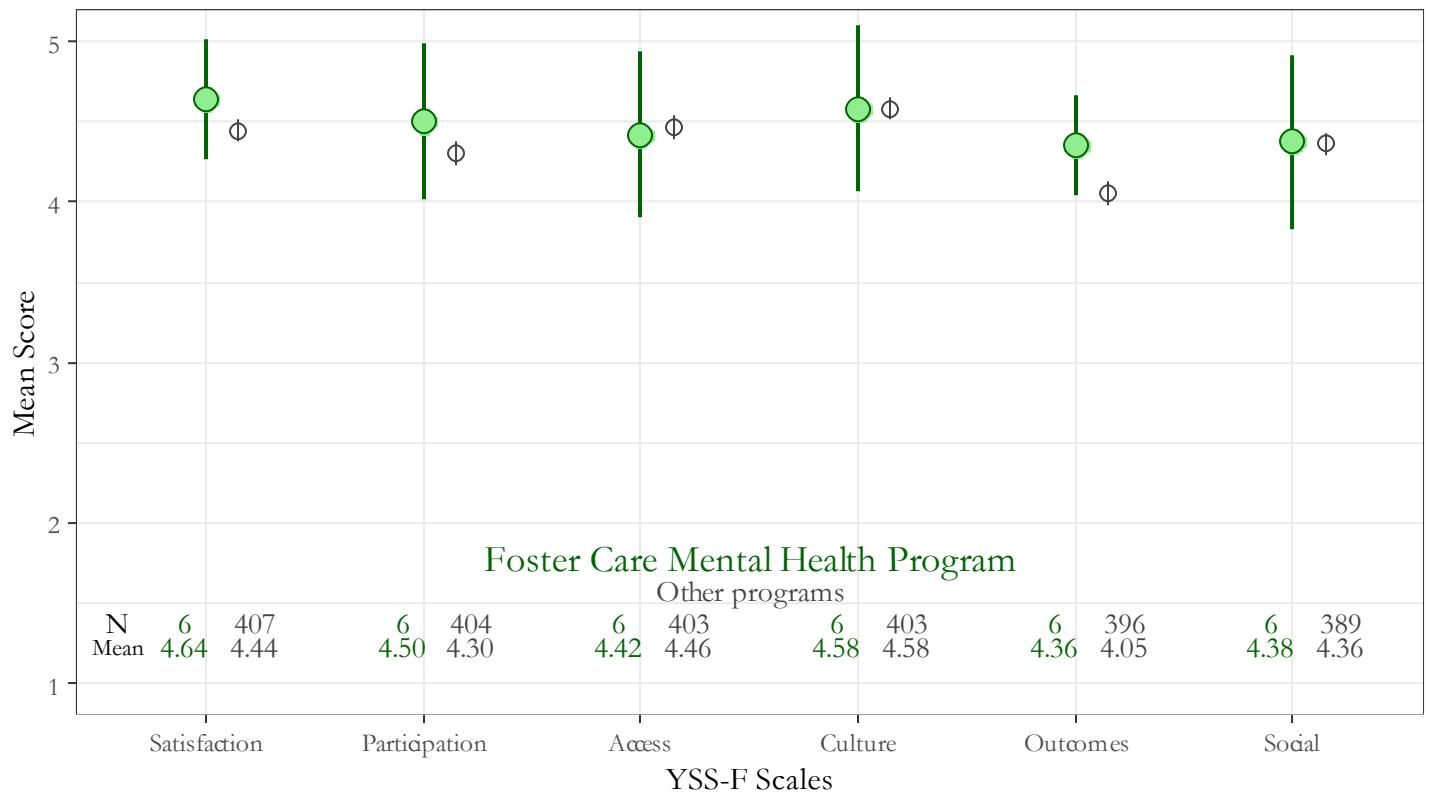
Youth Services Survey for Families, N = 15

	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 %	0 0.0 %	0 0.0 %	1 6.7 %	5 33.3 %	0 0.0 %	9 60.0 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	3 20.0 %	0 0.0 %	9 60.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	3 20.0 %	0 0.0 %	9 60.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	4 26.7 %	0 0.0 %	9 60.0 %
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 %	4 26.7 %	2 13.3 %	0 0.0 %	9 60.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	3 20.0 %	0 0.0 %	9 60.0 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	4 26.7 %	0 0.0 %	9 60.0 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	3 20.0 %	0 0.0 %	9 60.0 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	2 13.3 %	0 0.0 %	9 60.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	4 26.7 %	0 0.0 %	9 60.0 %
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 13.3 %	4 26.7 %	0 0.0 %	9 60.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	4 26.7 %	0 0.0 %	9 60.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	2 13.3 %	2 13.3 %	9 60.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	3 20.0 %	0 0.0 %	9 60.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	4 26.7 %	0 0.0 %	9 60.0 %
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 33.3 %	1 6.7 %	0 0.0 %	9 60.0 %
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 %	2 13.3 %	4 26.7 %	0 0.0 %	9 60.0 %
100.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	2 13.3 %	0 0.0 %	10 66.7 %
100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	2 13.3 %	0 0.0 %	9 60.0 %
100.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	3 20.0 %	0 0.0 %	9 60.0 %
83.3 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	1 6.7 %	3 20.0 %	2 13.3 %	0 0.0 %	9 60.0 %
100.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	2 13.3 %	0 0.0 %	9 60.0 %
100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	2 13.3 %	0 0.0 %	9 60.0 %
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 20.0 %	3 20.0 %	0 0.0 %	9 60.0 %
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 0.0 %	0 0.0 %	1 6.7 %	2 13.3 %	3 20.0 %	0 0.0 %	9 60.0 %
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 6.7 %	2 13.3 %	3 20.0 %	0 0.0 %	9 60.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance			
Foster Care Mental			
Health Program			
Completion Status	Completion by		Total
	Respondent Type		
	Family	Youth	
Refused	9 60 %	6 30 %	15 42.9 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	6 40 %	14 70 %	20 57.1 %
Total	15 100 %	20 100 %	35 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 43 clients; surveys were returned for 34 clients (34 / 43 = 79.1%).
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.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

FSA Adult Full Service Partnership FSP-CARE

Program Code(s): 3822A3 3822OP

Overall Satisfaction¹

82.9%

Return Rate²

over 100%

Overall satisfaction³ mean score for FSA Adult Full Service Partnership FSP-CARE: **4.24**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

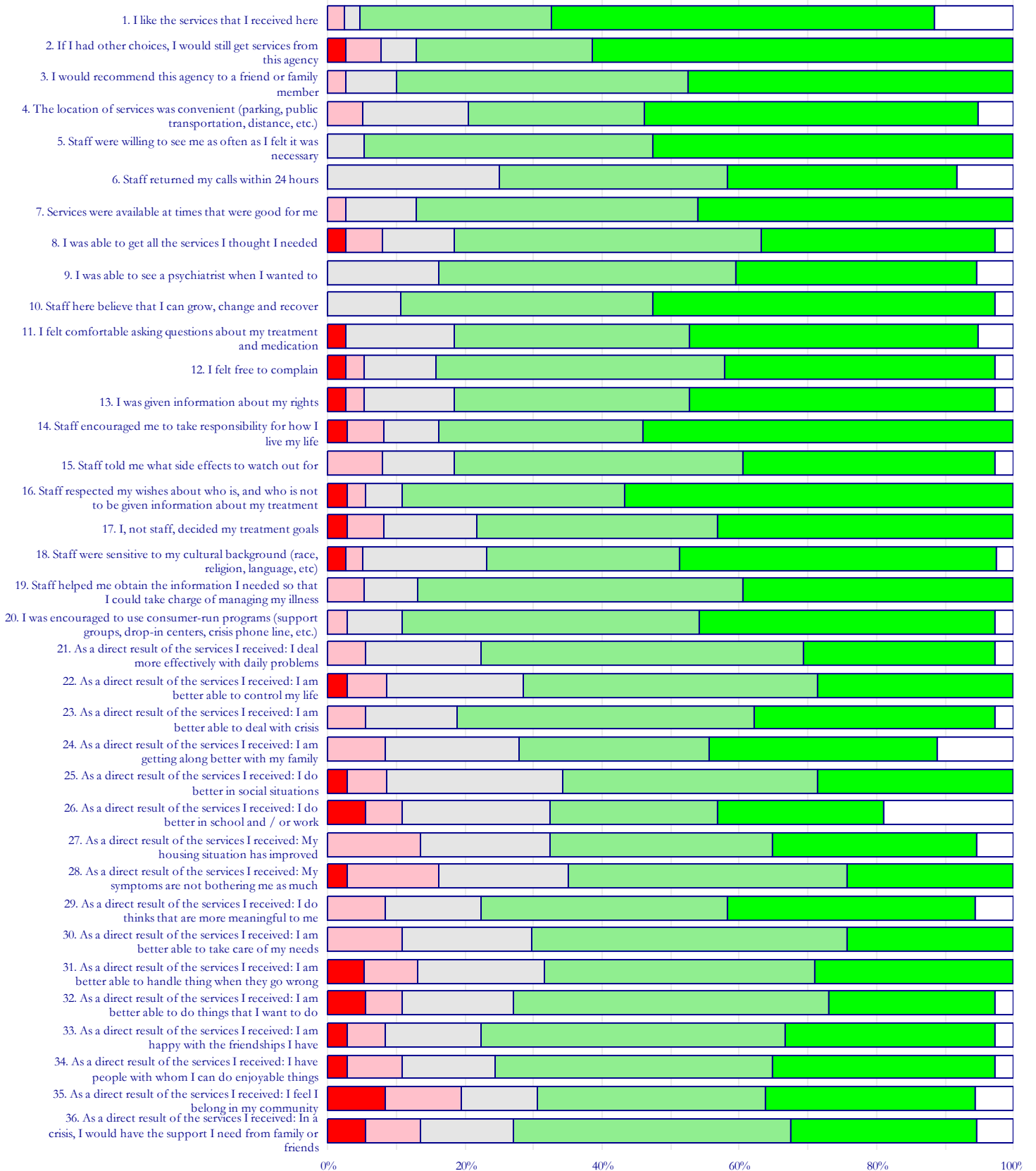
- 94.7% 1. I like the services that I received here
- 94.7% 5. Staff were willing to see me as often as I felt it was necessary
- 90.0% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 72.7% 6. Staff returned my calls within 24 hours
- 76.3% 18. Staff were sensitive to my cultural background (race, religion, language, etc)
- 78.4% 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 = 63

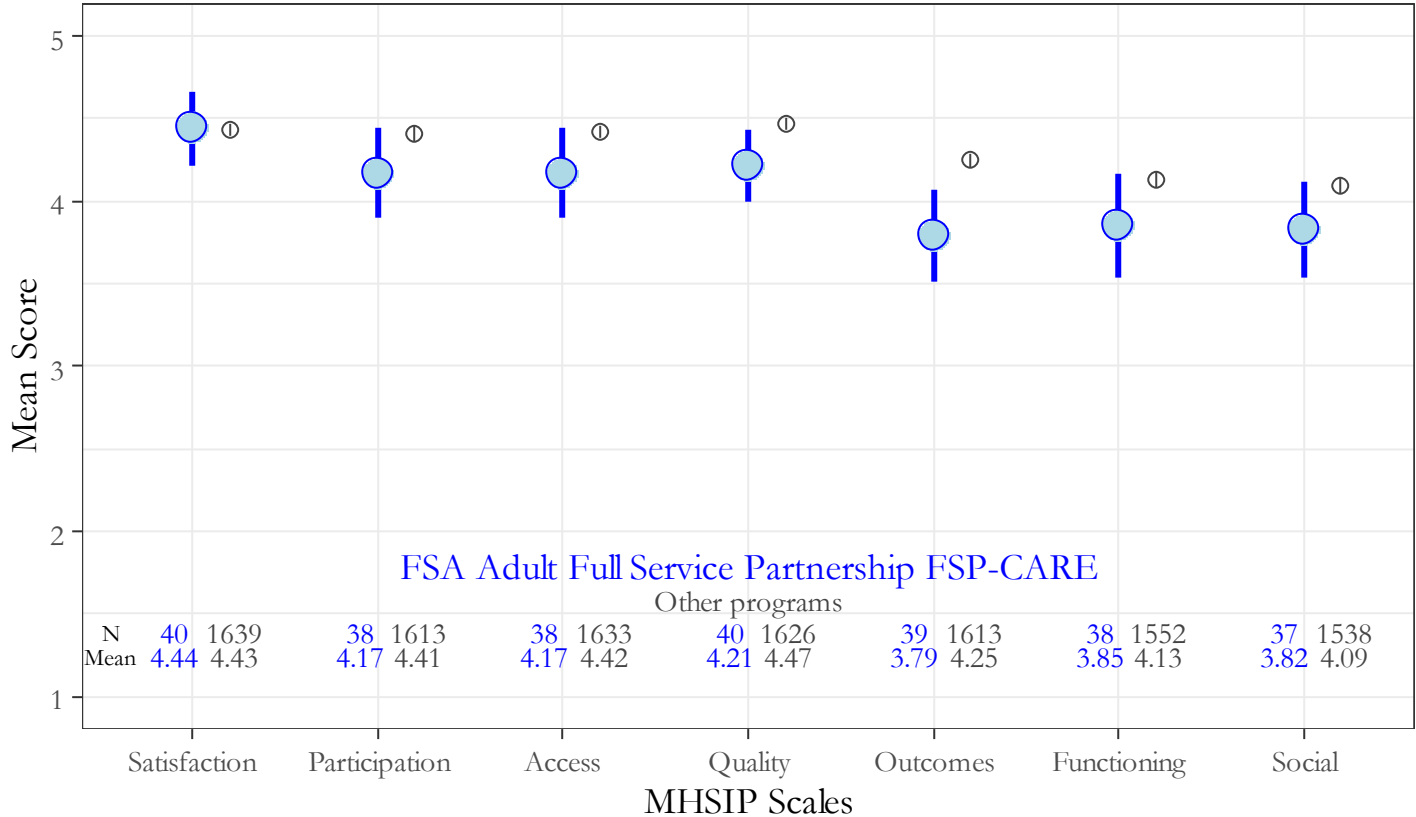
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
94.7 % 1. I like the services that I received here	0 0.0 %	1 1.6 %	1 1.6 %	12 19.1 %	24 38.1 %	5 7.9 %	20 31.8 %
87.2 % 2. If I had other choices, I would still get services from this agency	1 1.6 %	2 3.2 %	2 3.2 %	10 15.9 %	24 38.1 %	0 0.0 %	24 38.1 %
90.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 1.6 %	3 4.8 %	17 27.0 %	19 30.2 %	0 0.0 %	23 36.5 %
78.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 3.2 %	6 9.5 %	10 15.9 %	19 30.2 %	2 3.2 %	24 38.1 %
94.7 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 3.2 %	16 25.4 %	20 31.8 %	0 0.0 %	25 39.7 %
72.7 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	9 14.3 %	12 19.1 %	12 19.1 %	3 4.8 %	27 42.9 %
87.2 % 7. Services were available at times that were good for me	0 0.0 %	1 1.6 %	4 6.3 %	16 25.4 %	18 28.6 %	0 0.0 %	24 38.1 %
81.1 % 8. I was able to get all the services I thought I needed	1 1.6 %	2 3.2 %	4 6.3 %	17 27.0 %	13 20.6 %	1 1.6 %	25 39.7 %
82.9 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	6 9.5 %	16 25.4 %	13 20.6 %	2 3.2 %	26 41.3 %
89.2 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	4 6.3 %	14 22.2 %	19 30.2 %	1 1.6 %	25 39.7 %
80.6 % 11. I felt comfortable asking questions about my treatment and medication	1 1.6 %	0 0.0 %	6 9.5 %	13 20.6 %	16 25.4 %	2 3.2 %	25 39.7 %
83.8 % 12. I felt free to complain	1 1.6 %	1 1.6 %	4 6.3 %	16 25.4 %	15 23.8 %	1 1.6 %	25 39.7 %
81.1 % 13. I was given information about my rights	1 1.6 %	1 1.6 %	5 7.9 %	13 20.6 %	17 27.0 %	1 1.6 %	25 39.7 %
83.8 % 14. Staff encouraged me to take responsibility for how I live my life	1 1.6 %	2 3.2 %	3 4.8 %	11 17.5 %	20 31.8 %	0 0.0 %	26 41.3 %
81.1 % 15. Staff told me what side effects to watch out for	0 0.0 %	3 4.8 %	4 6.3 %	16 25.4 %	14 22.2 %	1 1.6 %	25 39.7 %
89.2 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 1.6 %	1 1.6 %	2 3.2 %	12 19.1 %	21 33.3 %	0 0.0 %	26 41.3 %
78.4 % 17. I, not staff, decided my treatment goals	1 1.6 %	2 3.2 %	5 7.9 %	13 20.6 %	16 25.4 %	0 0.0 %	26 41.3 %
76.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.6 %	1 1.6 %	7 11.1 %	11 17.5 %	18 28.6 %	1 1.6 %	24 38.1 %
86.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	2 3.2 %	3 4.8 %	18 28.6 %	15 23.8 %	0 0.0 %	25 39.7 %
88.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 1.6 %	3 4.8 %	16 25.4 %	16 25.4 %	1 1.6 %	26 41.3 %
77.1 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	2 3.2 %	6 9.5 %	17 27.0 %	10 15.9 %	1 1.6 %	27 42.9 %
71.4 % 22. As a direct result of the services I received: I am better able to control my life	1 1.6 %	2 3.2 %	7 11.1 %	15 23.8 %	10 15.9 %	0 0.0 %	28 44.4 %
80.6 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	2 3.2 %	5 7.9 %	16 25.4 %	13 20.6 %	1 1.6 %	26 41.3 %
68.8 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	3 4.8 %	7 11.1 %	10 15.9 %	12 19.1 %	4 6.3 %	27 42.9 %
65.7 % 25. As a direct result of the services I received: I do better in social situations	1 1.6 %	2 3.2 %	9 14.3 %	13 20.6 %	10 15.9 %	0 0.0 %	28 44.4 %

MHSIP Items 26-36, N = 63
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 / or work	2 3.2 %	2 3.2 %	8 12.7 %	9 14.3 %	9 14.3 %	7 11.1 %	26 41.3 %
65.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	5 7.9 %	7 11.1 %	12 19.1 %	11 17.5 %	2 3.2 %	26 41.3 %
64.9 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 1.6 %	5 7.9 %	7 11.1 %	15 23.8 %	9 14.3 %	0 0.0 %	26 41.3 %
76.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	3 4.8 %	5 7.9 %	13 20.6 %	13 20.6 %	2 3.2 %	27 42.9 %
70.3 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	4 6.3 %	7 11.1 %	17 27.0 %	9 14.3 %	0 0.0 %	26 41.3 %
68.4 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 3.2 %	3 4.8 %	7 11.1 %	15 23.8 %	11 17.5 %	0 0.0 %	25 39.7 %
72.2 % 32. As a direct result of the services I received: I am better able to do things that I want to do	2 3.2 %	2 3.2 %	6 9.5 %	17 27.0 %	9 14.3 %	1 1.6 %	26 41.3 %
77.1 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 1.6 %	2 3.2 %	5 7.9 %	16 25.4 %	11 17.5 %	1 1.6 %	27 42.9 %
75.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 1.6 %	3 4.8 %	5 7.9 %	15 23.8 %	12 19.1 %	1 1.6 %	26 41.3 %
67.6 % 35. As a direct result of the services I received: I feel I belong in my community	3 4.8 %	4 6.3 %	4 6.3 %	12 19.1 %	11 17.5 %	2 3.2 %	27 42.9 %
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	2 3.2 %	3 4.8 %	5 7.9 %	15 23.8 %	10 15.9 %	2 3.2 %	26 41.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	18 28.6 %	0 0 %	18 28.6 %
Impaired	5 7.9 %	0 0 %	5 7.9 %
Language	0 0 %	0 0 %	0 0 %
Other	1 1.6 %	0 0 %	1 1.6 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	39 61.9 %	0 0 %	39 61.9 %
Total	63 100 %	0 100 %	63 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 50 clients; surveys were returned for 63 clients (63/50 = 126.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Spring 2019

FSA Deaf Community Counseling Services

Youth program codes (RUs): 3822DC

Adult program codes (RUs): 3822DC

Overall Satisfaction¹

100.0%

Return Rate²

81.8%

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 May 13-17 2019 (Avatar billing): 11

People surveyed: 9 (2 youth and 7 adults)

Adult satisfaction mean score: 4.20

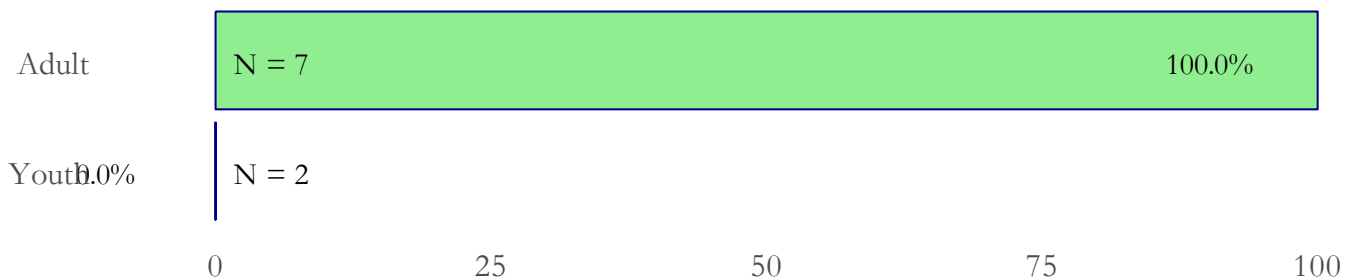
Youth satisfaction mean score: - -

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 (May 13th - 17th, 2019) your program billed services for 11 clients; surveys were returned for 9 clients ($9/11 = 81.8\%$).
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.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

FSA Deaf Community Counseling Services

Program Code(s): 3822DC

Overall Satisfaction¹

100.0%

Return Rate²

77.8%

Overall satisfaction³ mean score for FSA Deaf Community Counseling Services: **4.20**.

Overall satisfaction mean score for all other programs: **4.45**.

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

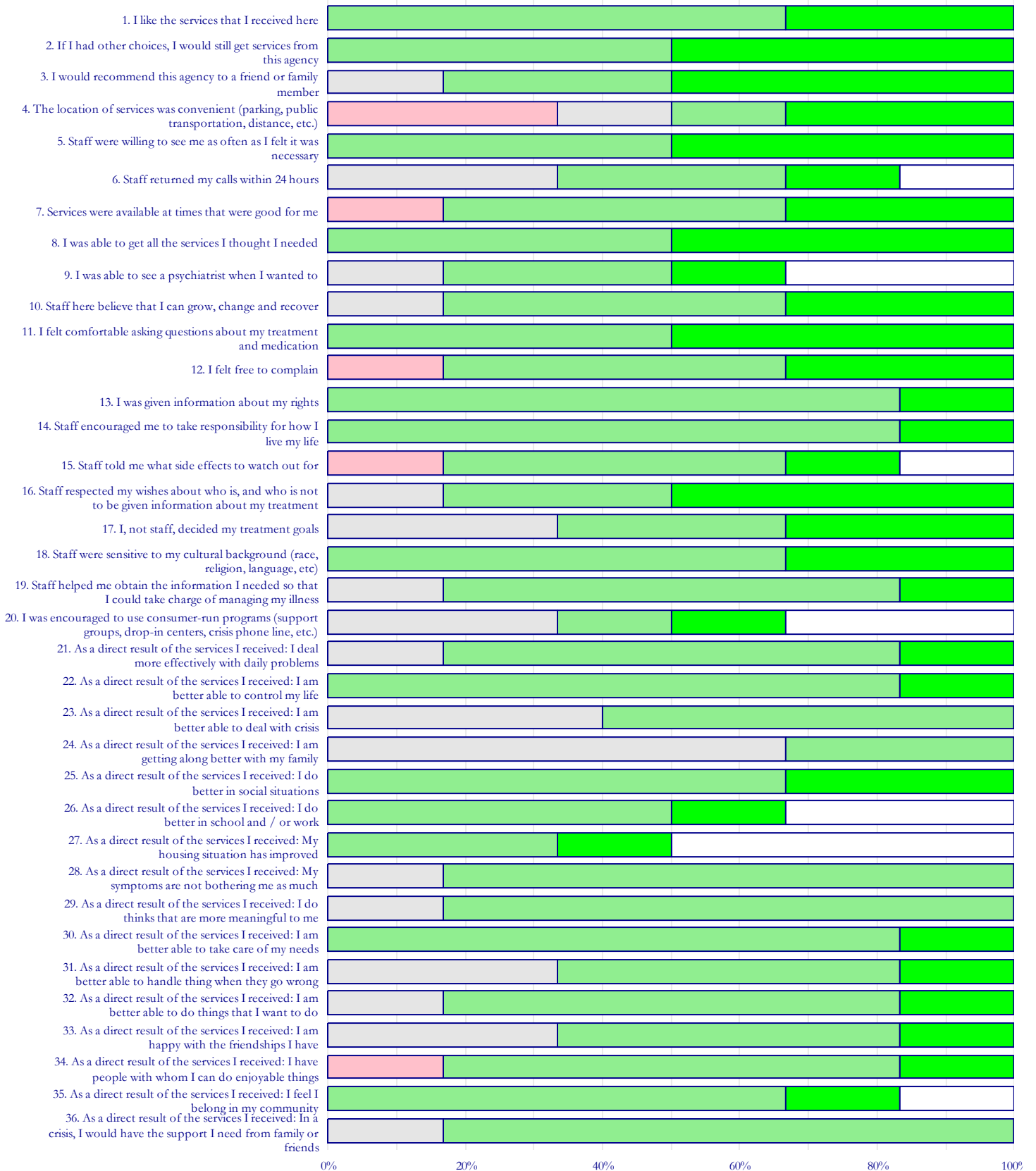
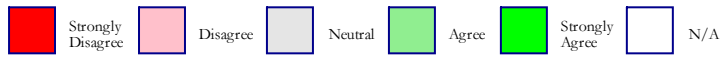
50.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

60.0% 6. Staff returned my calls within 24 hours

66.7% 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 = 7

Percent Agree

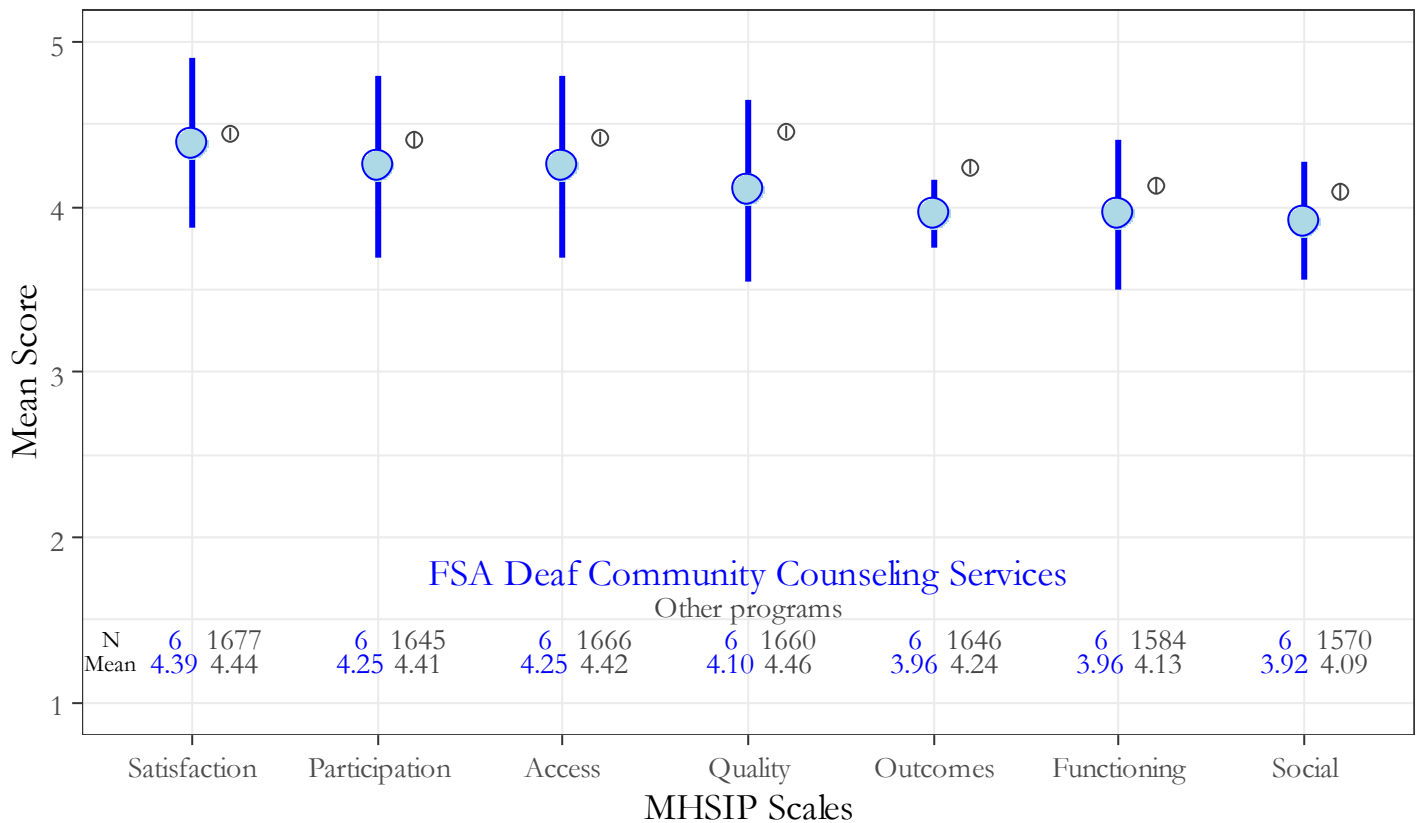
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	1 14.3 %
100.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
83.3 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
50.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 28.6 %	1 14.3 %	1 14.3 %	2 28.6 %	0 0.0 %	1 14.3 %
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 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
60.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	1 14.3 %	1 14.3 %	1 14.3 %
83.3 % 7. Services were available at times that were good for me	0 0.0 %	1 14.3 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	1 14.3 %
100.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
75.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	1 14.3 %	2 28.6 %	1 14.3 %
83.3 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %	1 14.3 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
83.3 % 12. I felt free to complain	0 0.0 %	1 14.3 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	1 14.3 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
80.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 14.3 %	0 0.0 %	3 42.9 %	1 14.3 %	1 14.3 %	1 14.3 %
83.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
66.7 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	0 0.0 %	1 14.3 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	1 14.3 %
83.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	1 14.3 %	0 0.0 %	1 14.3 %
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 28.6 %	1 14.3 %	1 14.3 %	2 28.6 %	1 14.3 %
83.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	1 14.3 %	0 0.0 %	1 14.3 %
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 %	5 71.4 %	1 14.3 %	0 0.0 %	1 14.3 %
60.0 % 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 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %	2 28.6 %
33.3 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	4 57.1 %	2 28.6 %	0 0.0 %	0 0.0 %	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 28.6 %	0 0.0 %	1 14.3 %

MHSIP Items 26-36, N = 7

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

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	1 14.3 %	0 0 %	1 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	6 85.7 %	0 0 %	6 85.7 %
Total	7 100 %	0 100 %	7 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 9 clients; surveys were returned for 7 clients (7/9 = 77.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

FSA Deaf Community Counseling Services
Program Code(s): 3822DC

Overall Satisfaction¹
NaN%

Return Rate²
100.0%

Overall satisfaction³ mean score for FSA Deaf Community Counseling Services: No YSS (youth) data for this program, No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (family).

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

Not enough Youth 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
FSA Deaf Community
Counseling Services**

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	1 50 %	0 0 %	1 50 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 50 %	0 0 %	1 50 %
Completed Survey	0 0 %	0 0 %	0 0 %
Total	2 100 %	0 100 %	2 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 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.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

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

Overall Satisfaction¹
95.2%

Return Rate²
82.1%

Overall satisfaction³ mean score for FSA Full Circle Family: **4.17** (youth), **4.26** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.47** (family).

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

Highest Agreement Items

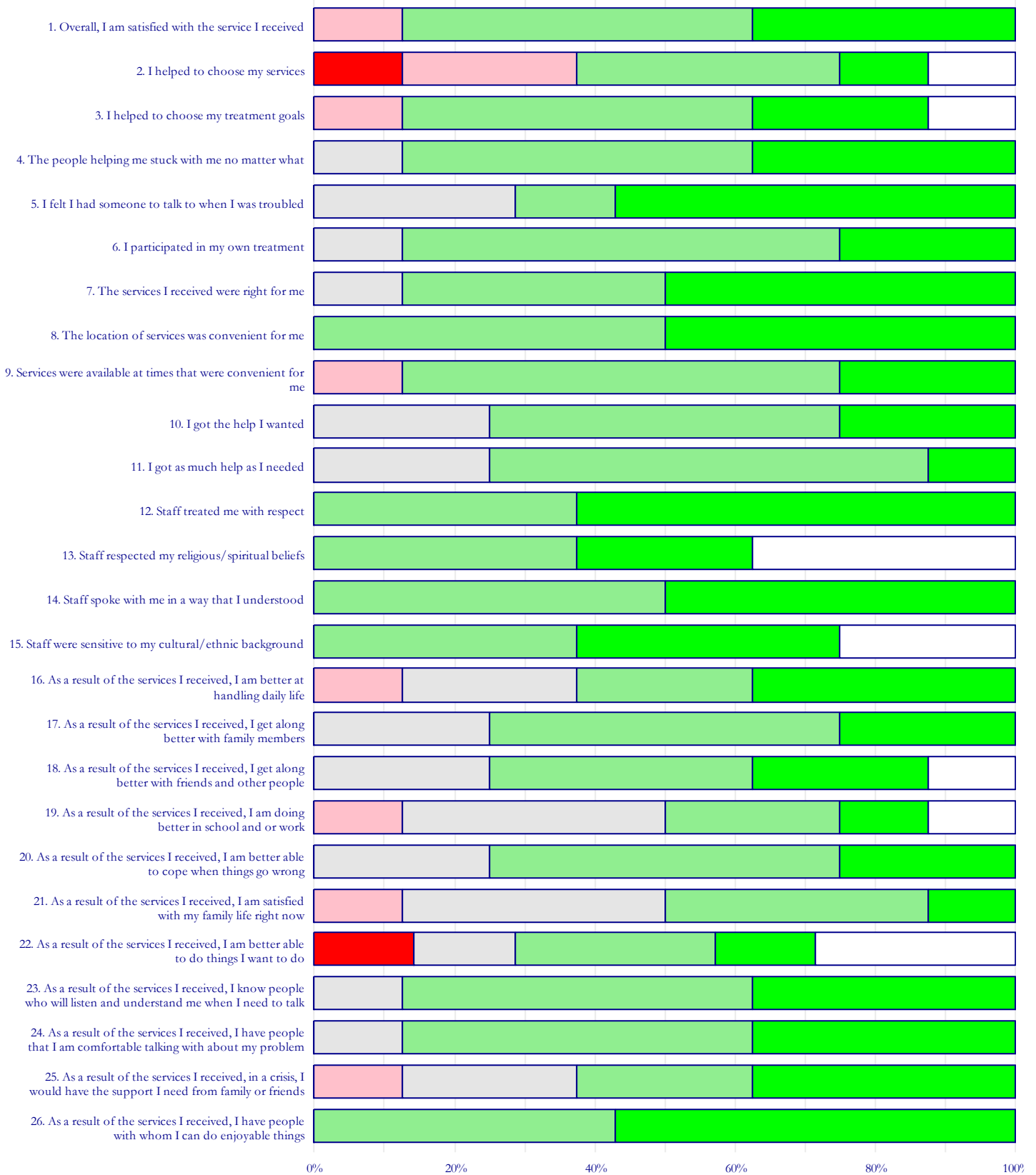
- 95.2% 12. Staff treated me with respect
- 95.2% 14. Staff spoke with me in a way that I understood
- 94.4% 15. Staff were sensitive to my cultural/ethnic background

Lowest Agreement Items

- 57.9% 2. I helped to choose my services
- 76.2% 11. I got as much help as I needed
- 85.0% 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.

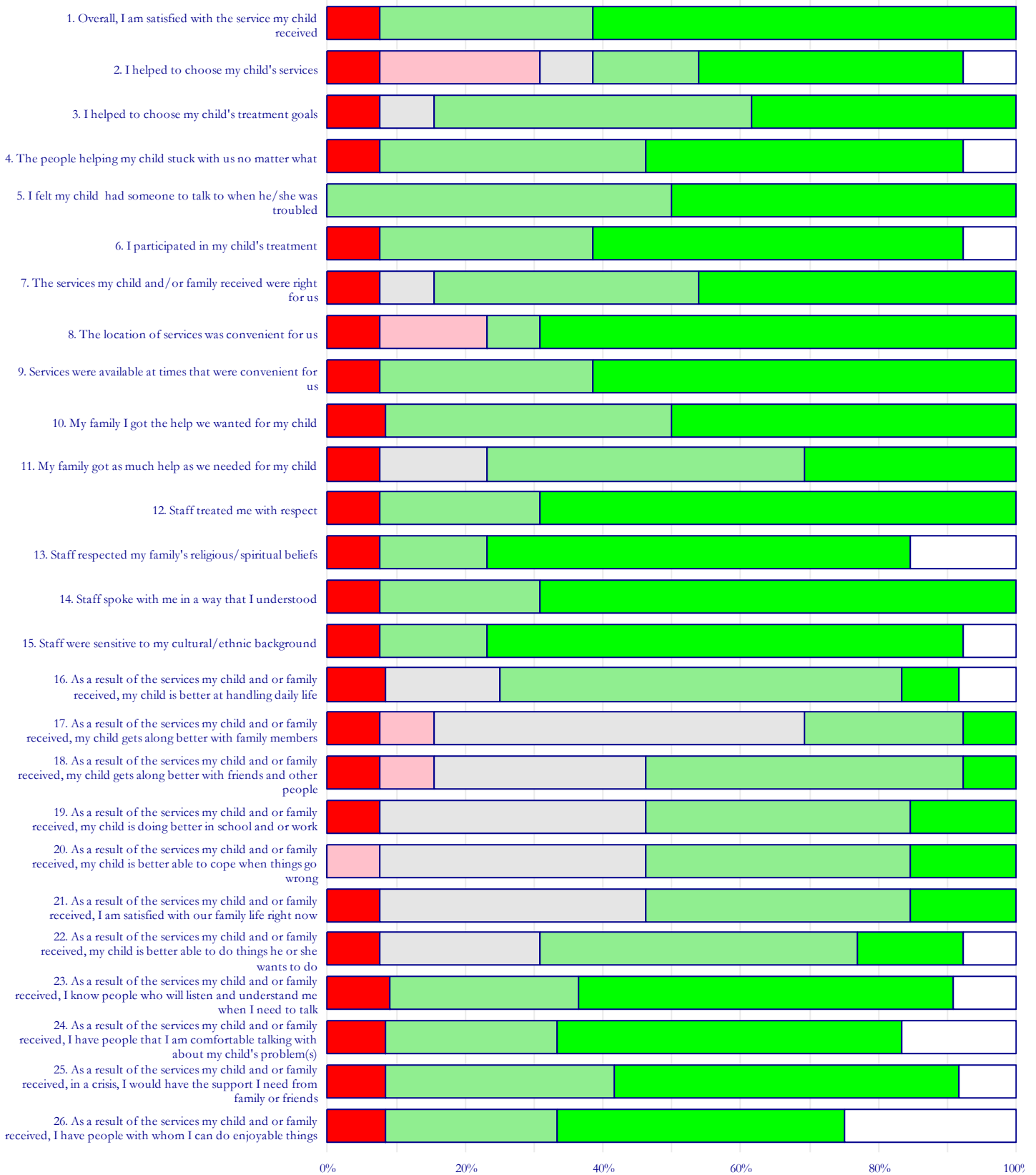
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 9

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.5 % 1. Overall, I am satisfied with the service I received	0 0.0 %	1 11.1 %	0 0.0 %	4 44.4 %	3 33.3 %	0 0.0 %	1 11.1 %
57.1 % 2. I helped to choose my services	1 11.1 %	2 22.2 %	0 0.0 %	3 33.3 %	1 11.1 %	1 11.1 %	1 11.1 %
85.7 % 3. I helped to choose my treatment goals	0 0.0 %	1 11.1 %	0 0.0 %	4 44.4 %	2 22.2 %	1 11.1 %	1 11.1 %
87.5 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	3 33.3 %	0 0.0 %	1 11.1 %
71.4 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	2 22.2 %	1 11.1 %	4 44.4 %	0 0.0 %	2 22.2 %
87.5 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	2 22.2 %	0 0.0 %	1 11.1 %
87.5 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	4 44.4 %	0 0.0 %	1 11.1 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	4 44.4 %	0 0.0 %	1 11.1 %
87.5 % 9. Services were available at times that were convenient for me	0 0.0 %	1 11.1 %	0 0.0 %	5 55.6 %	2 22.2 %	0 0.0 %	1 11.1 %
75.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	2 22.2 %	0 0.0 %	1 11.1 %
75.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	1 11.1 %	0 0.0 %	1 11.1 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	5 55.6 %	0 0.0 %	1 11.1 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	3 33.3 %	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 %	4 44.4 %	4 44.4 %	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 %	3 33.3 %	3 33.3 %	2 22.2 %	1 11.1 %
62.5 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	3 33.3 %	0 0.0 %	1 11.1 %
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 22.2 %	4 44.4 %	2 22.2 %	0 0.0 %	1 11.1 %
71.4 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	2 22.2 %	1 11.1 %	1 11.1 %
42.9 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 11.1 %	3 33.3 %	2 22.2 %	1 11.1 %	1 11.1 %	1 11.1 %
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 0.0 %	2 22.2 %	4 44.4 %	2 22.2 %	0 0.0 %	1 11.1 %
50.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 11.1 %	3 33.3 %	3 33.3 %	1 11.1 %	0 0.0 %	1 11.1 %
60.0 % 22. As a result of the services I received, I am better able to do things I want to do	1 11.1 %	0 0.0 %	1 11.1 %	2 22.2 %	1 11.1 %	2 22.2 %	2 22.2 %
87.5 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	3 33.3 %	0 0.0 %	1 11.1 %
87.5 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	3 33.3 %	0 0.0 %	1 11.1 %
62.5 % 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 11.1 %	2 22.2 %	2 22.2 %	3 33.3 %	0 0.0 %	1 11.1 %
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 %	3 33.3 %	4 44.4 %	0 0.0 %	2 22.2 %

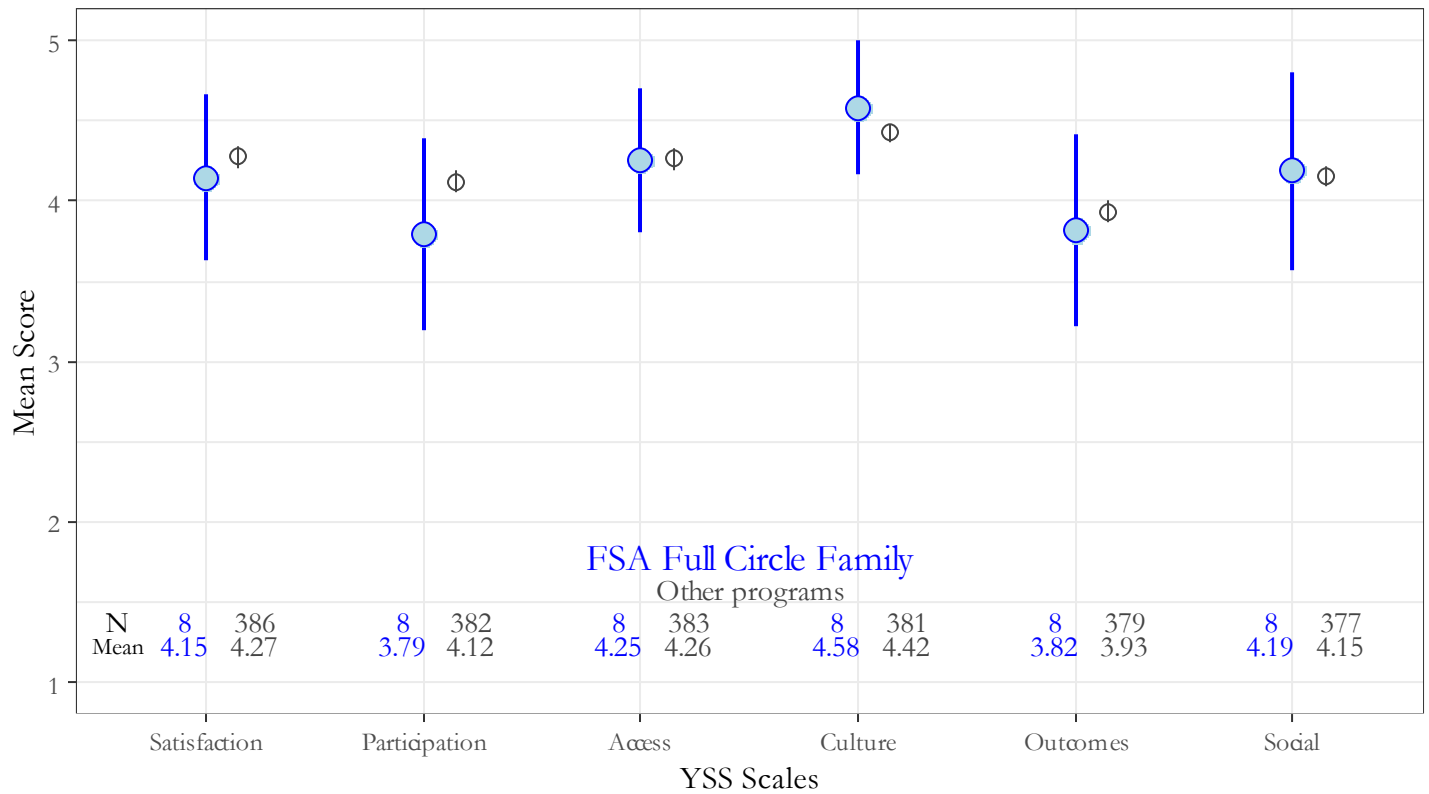
Youth Services Survey for Families



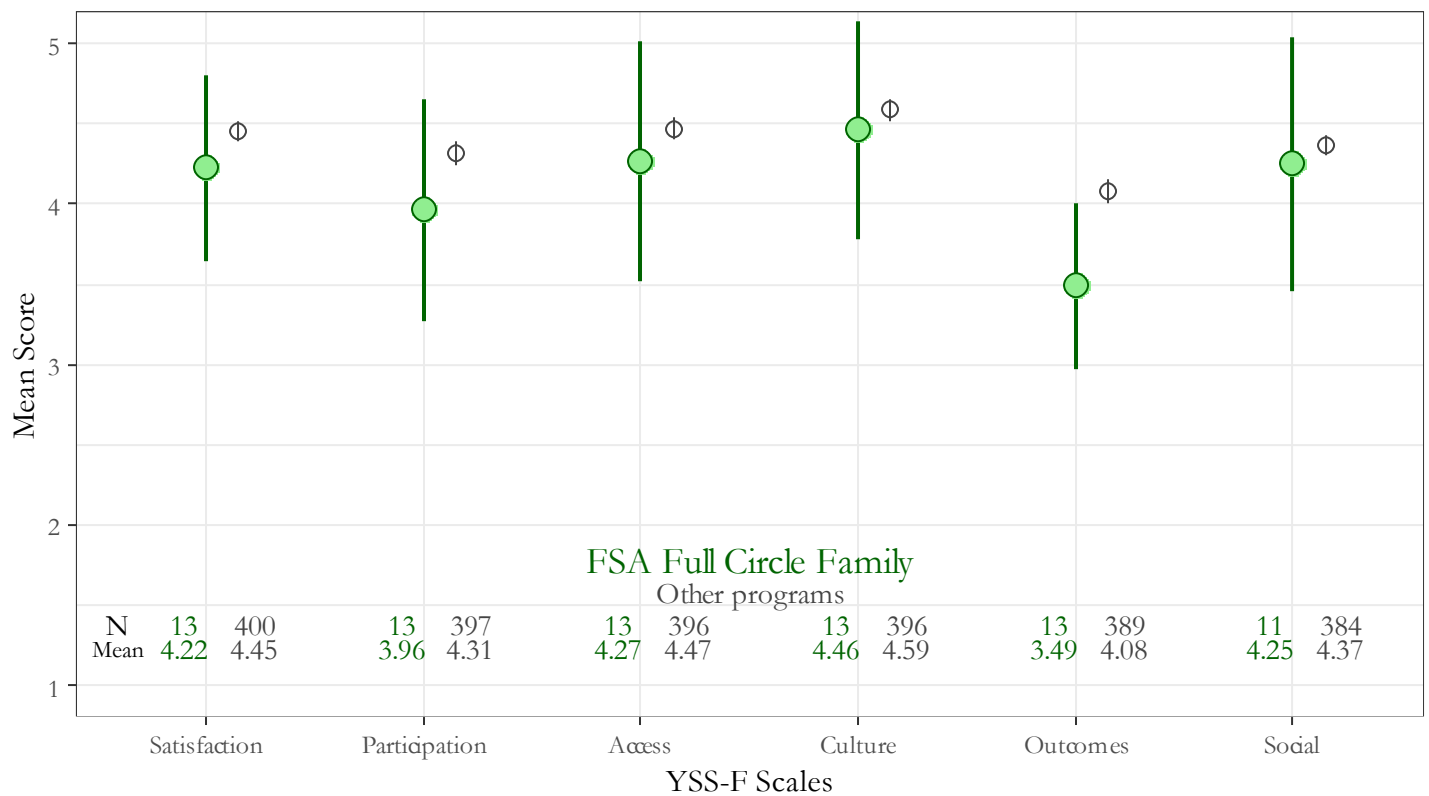
Youth Services Survey for Families, N = 17

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
92.3 % 1. Overall, I am satisfied with the service my child received	1 5.9 %	0 0.0 %	0 0.0 %	4 23.5 %	8 47.1 %	0 0.0 %	4 23.5 %
58.3 % 2. I helped to choose my child's services	1 5.9 %	3 17.6 %	1 5.9 %	2 11.8 %	5 29.4 %	1 5.9 %	4 23.5 %
84.6 % 3. I helped to choose my child's treatment goals	1 5.9 %	0 0.0 %	1 5.9 %	6 35.3 %	5 29.4 %	0 0.0 %	4 23.5 %
91.7 % 4. The people helping my child stuck with us no matter what	1 5.9 %	0 0.0 %	0 0.0 %	5 29.4 %	6 35.3 %	1 5.9 %	4 23.5 %
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 %	6 35.3 %	6 35.3 %	0 0.0 %	5 29.4 %
91.7 % 6. I participated in my child's treatment	1 5.9 %	0 0.0 %	0 0.0 %	4 23.5 %	7 41.2 %	1 5.9 %	4 23.5 %
84.6 % 7. The services my child and/or family received were right for us	1 5.9 %	0 0.0 %	1 5.9 %	5 29.4 %	6 35.3 %	0 0.0 %	4 23.5 %
76.9 % 8. The location of services was convenient for us	1 5.9 %	2 11.8 %	0 0.0 %	1 5.9 %	9 52.9 %	0 0.0 %	4 23.5 %
92.3 % 9. Services were available at times that were convenient for us	1 5.9 %	0 0.0 %	0 0.0 %	4 23.5 %	8 47.1 %	0 0.0 %	4 23.5 %
91.7 % 10. My family I got the help we wanted for my child	1 5.9 %	0 0.0 %	0 0.0 %	5 29.4 %	6 35.3 %	0 0.0 %	5 29.4 %
76.9 % 11. My family got as much help as we needed for my child	1 5.9 %	0 0.0 %	2 11.8 %	6 35.3 %	4 23.5 %	0 0.0 %	4 23.5 %
92.3 % 12. Staff treated me with respect	1 5.9 %	0 0.0 %	0 0.0 %	3 17.6 %	9 52.9 %	0 0.0 %	4 23.5 %
90.9 % 13. Staff respected my family's religious/spiritual beliefs	1 5.9 %	0 0.0 %	0 0.0 %	2 11.8 %	8 47.1 %	2 11.8 %	4 23.5 %
92.3 % 14. Staff spoke with me in a way that I understood	1 5.9 %	0 0.0 %	0 0.0 %	3 17.6 %	9 52.9 %	0 0.0 %	4 23.5 %
91.7 % 15. Staff were sensitive to my cultural/ethnic background	1 5.9 %	0 0.0 %	0 0.0 %	2 11.8 %	9 52.9 %	1 5.9 %	4 23.5 %
72.7 % 16. As a result of the services my child and or family received, my child is better at handling daily life	1 5.9 %	0 0.0 %	2 11.8 %	7 41.2 %	1 5.9 %	1 5.9 %	5 29.4 %
30.8 % 17. As a result of the services my child and or family received, my child gets along better with family members	1 5.9 %	1 5.9 %	7 41.2 %	3 17.6 %	1 5.9 %	0 0.0 %	4 23.5 %
53.8 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	1 5.9 %	1 5.9 %	4 23.5 %	6 35.3 %	1 5.9 %	0 0.0 %	4 23.5 %
53.8 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	1 5.9 %	0 0.0 %	5 29.4 %	5 29.4 %	2 11.8 %	0 0.0 %	4 23.5 %
53.8 % 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 %	1 5.9 %	5 29.4 %	5 29.4 %	2 11.8 %	0 0.0 %	4 23.5 %
53.8 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 5.9 %	0 0.0 %	5 29.4 %	5 29.4 %	2 11.8 %	0 0.0 %	4 23.5 %
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	1 5.9 %	0 0.0 %	3 17.6 %	6 35.3 %	2 11.8 %	1 5.9 %	4 23.5 %
90.0 % 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	1 5.9 %	0 0.0 %	0 0.0 %	3 17.6 %	6 35.3 %	1 5.9 %	6 35.3 %
90.0 % 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)	1 5.9 %	0 0.0 %	0 0.0 %	3 17.6 %	6 35.3 %	2 11.8 %	5 29.4 %
90.9 % 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	1 5.9 %	0 0.0 %	0 0.0 %	4 23.5 %	6 35.3 %	1 5.9 %	5 29.4 %
88.9 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	1 5.9 %	0 0.0 %	0 0.0 %	3 17.6 %	5 29.4 %	3 17.6 %	5 29.4 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Completion Status	Survey Compliance FSA Full Circle		Total
	Family Completion by Respondent Type		
	Family	Youth	
Refused	4 23.5 %	1 11.1 %	5 19.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	13 76.5 %	8 88.9 %	21 80.8 %
Total	17 100 %	9 100 %	26 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 28 clients; surveys were returned for 23 clients (23 / 28 = 82.1%).
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.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

FSA Geriatric Outpatient Services

Program Code(s): 38223MH

Overall Satisfaction¹

87.5%

Return Rate²

over 100%

Overall satisfaction³ mean score for FSA Geriatric Outpatient Services: **4.20**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

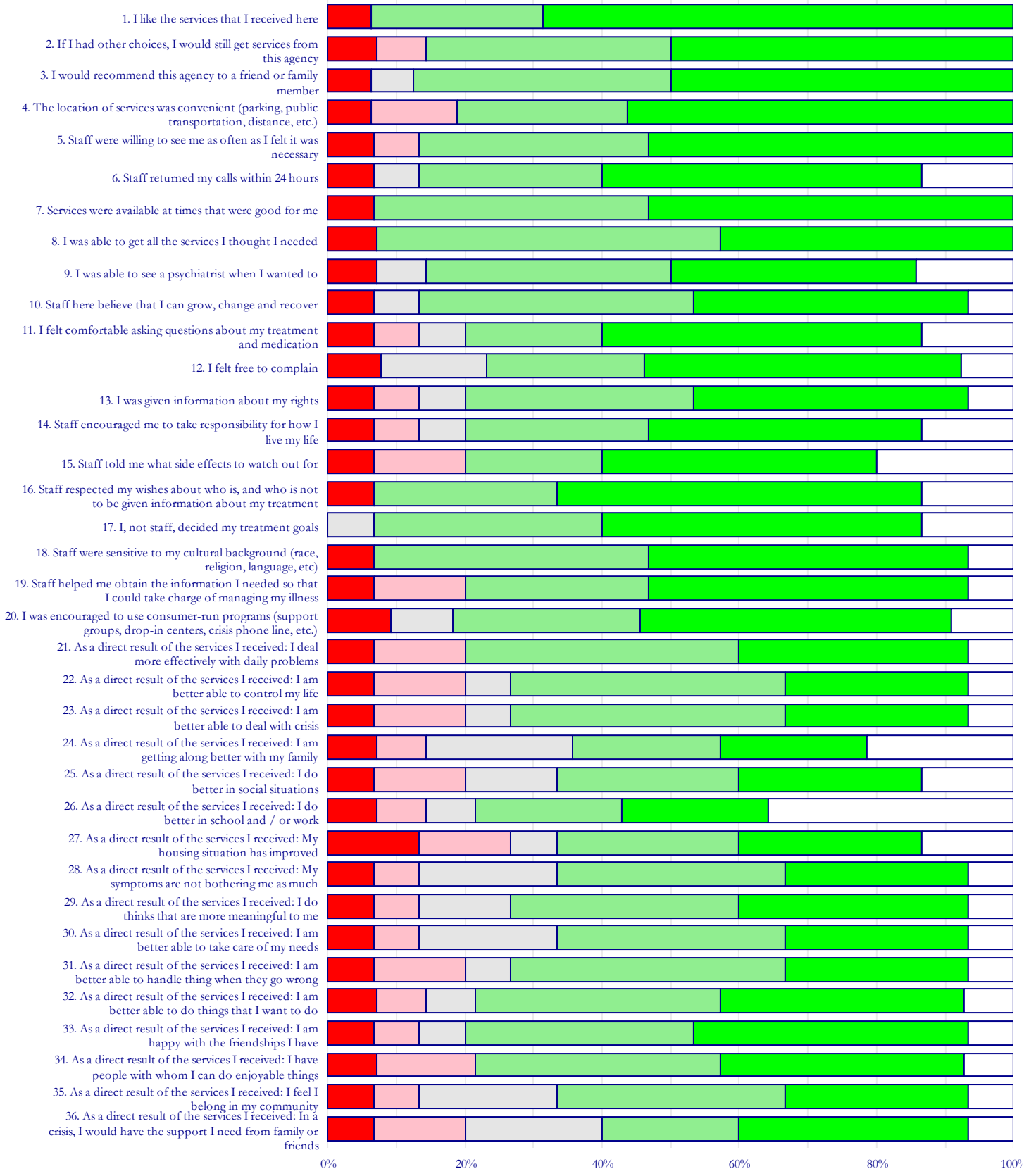
- 93.8% 1. I like the services that I received here
- 93.3% 7. Services were available at times that were good for me
- 92.9% 8. I was able to get all the services I thought I needed

Lowest Agreement Items

- 75.0% 12. I felt free to complain
- 75.0% 15. Staff told me what side effects to watch out for
- 76.9% 11. I felt comfortable asking questions about my treatment and medication

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

MHSIP Items



MHSIP Items 1-25, N = 30

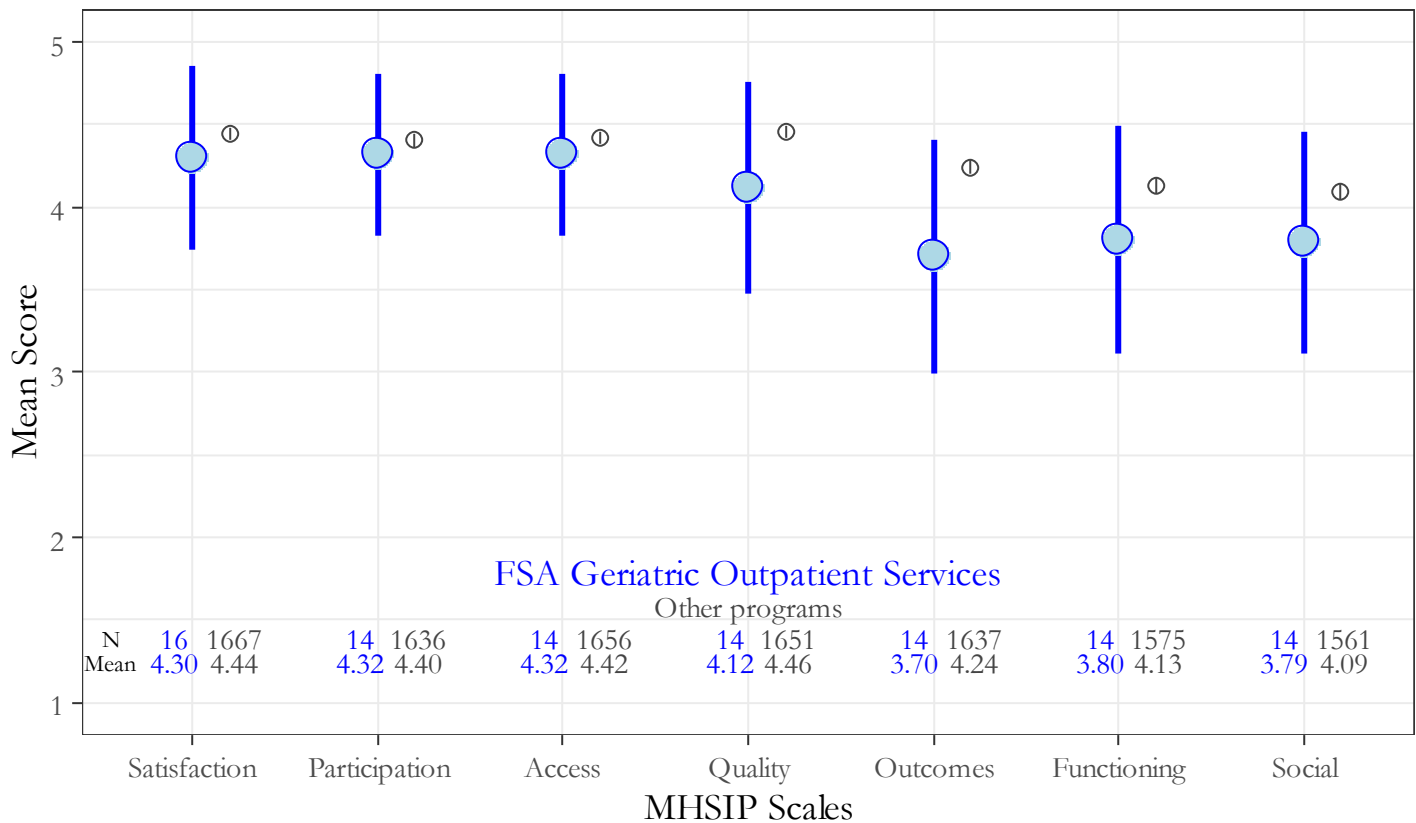
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
93.8 % 1. I like the services that I received here	1 3.3 %	0 0.0 %	0 0.0 %	4 13.3 %	11 36.7 %	0 0.0 %	14 46.7 %
85.7 % 2. If I had other choices, I would still get services from this agency	1 3.3 %	1 3.3 %	0 0.0 %	5 16.7 %	7 23.3 %	0 0.0 %	16 53.3 %
87.5 % 3. I would recommend this agency to a friend or family member	1 3.3 %	0 0.0 %	1 3.3 %	6 20.0 %	8 26.7 %	0 0.0 %	14 46.7 %
81.2 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 3.3 %	2 6.7 %	0 0.0 %	4 13.3 %	9 30.0 %	0 0.0 %	14 46.7 %
86.7 % 5. Staff were willing to see me as often as I felt it was necessary	1 3.3 %	1 3.3 %	0 0.0 %	5 16.7 %	8 26.7 %	0 0.0 %	15 50.0 %
84.6 % 6. Staff returned my calls within 24 hours	1 3.3 %	0 0.0 %	1 3.3 %	4 13.3 %	7 23.3 %	2 6.7 %	15 50.0 %
93.3 % 7. Services were available at times that were good for me	1 3.3 %	0 0.0 %	0 0.0 %	6 20.0 %	8 26.7 %	0 0.0 %	15 50.0 %
92.9 % 8. I was able to get all the services I thought I needed	1 3.3 %	0 0.0 %	0 0.0 %	7 23.3 %	6 20.0 %	0 0.0 %	16 53.3 %
83.3 % 9. I was able to see a psychiatrist when I wanted to	1 3.3 %	0 0.0 %	1 3.3 %	5 16.7 %	5 16.7 %	2 6.7 %	16 53.3 %
85.7 % 10. Staff here believe that I can grow, change and recover	1 3.3 %	0 0.0 %	1 3.3 %	6 20.0 %	6 20.0 %	1 3.3 %	15 50.0 %
76.9 % 11. I felt comfortable asking questions about my treatment and medication	1 3.3 %	1 3.3 %	1 3.3 %	3 10.0 %	7 23.3 %	2 6.7 %	15 50.0 %
75.0 % 12. I felt free to complain	1 3.3 %	0 0.0 %	2 6.7 %	3 10.0 %	6 20.0 %	1 3.3 %	17 56.7 %
78.6 % 13. I was given information about my rights	1 3.3 %	1 3.3 %	1 3.3 %	5 16.7 %	6 20.0 %	1 3.3 %	15 50.0 %
76.9 % 14. Staff encouraged me to take responsibility for how I live my life	1 3.3 %	1 3.3 %	1 3.3 %	4 13.3 %	6 20.0 %	2 6.7 %	15 50.0 %
75.0 % 15. Staff told me what side effects to watch out for	1 3.3 %	2 6.7 %	0 0.0 %	3 10.0 %	6 20.0 %	3 10.0 %	15 50.0 %
92.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 3.3 %	0 0.0 %	0 0.0 %	4 13.3 %	8 26.7 %	2 6.7 %	15 50.0 %
92.3 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 3.3 %	5 16.7 %	7 23.3 %	2 6.7 %	15 50.0 %
92.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 3.3 %	0 0.0 %	0 0.0 %	6 20.0 %	7 23.3 %	1 3.3 %	15 50.0 %
78.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 3.3 %	2 6.7 %	0 0.0 %	4 13.3 %	7 23.3 %	1 3.3 %	15 50.0 %
80.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 3.3 %	0 0.0 %	1 3.3 %	3 10.0 %	5 16.7 %	1 3.3 %	19 63.3 %
78.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 3.3 %	2 6.7 %	0 0.0 %	6 20.0 %	5 16.7 %	1 3.3 %	15 50.0 %
71.4 % 22. As a direct result of the services I received: I am better able to control my life	1 3.3 %	2 6.7 %	1 3.3 %	6 20.0 %	4 13.3 %	1 3.3 %	15 50.0 %
71.4 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 3.3 %	2 6.7 %	1 3.3 %	6 20.0 %	4 13.3 %	1 3.3 %	15 50.0 %
54.5 % 24. As a direct result of the services I received: I am getting along better with my family	1 3.3 %	1 3.3 %	3 10.0 %	3 10.0 %	3 10.0 %	3 10.0 %	16 53.3 %
61.5 % 25. As a direct result of the services I received: I do better in social situations	1 3.3 %	2 6.7 %	2 6.7 %	4 13.3 %	4 13.3 %	2 6.7 %	15 50.0 %

MHSIP Items 26-36, N = 30
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	1 3.3 %	1 3.3 %	1 3.3 %	3 10.0 %	3 10.0 %	5 16.7 %	16 53.3 %
61.5 % 27. As a direct result of the services I received: My housing situation has improved	2 6.7 %	2 6.7 %	1 3.3 %	4 13.3 %	4 13.3 %	2 6.7 %	15 50.0 %
64.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 3.3 %	1 3.3 %	3 10.0 %	5 16.7 %	4 13.3 %	1 3.3 %	15 50.0 %
71.4 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 3.3 %	1 3.3 %	2 6.7 %	5 16.7 %	5 16.7 %	1 3.3 %	15 50.0 %
64.3 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 3.3 %	1 3.3 %	3 10.0 %	5 16.7 %	4 13.3 %	1 3.3 %	15 50.0 %
71.4 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 3.3 %	2 6.7 %	1 3.3 %	6 20.0 %	4 13.3 %	1 3.3 %	15 50.0 %
76.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 3.3 %	1 3.3 %	1 3.3 %	5 16.7 %	5 16.7 %	1 3.3 %	16 53.3 %
78.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 3.3 %	1 3.3 %	1 3.3 %	5 16.7 %	6 20.0 %	1 3.3 %	15 50.0 %
76.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 3.3 %	2 6.7 %	0 0.0 %	5 16.7 %	5 16.7 %	1 3.3 %	16 53.3 %
64.3 % 35. As a direct result of the services I received: I feel I belong in my community	1 3.3 %	1 3.3 %	3 10.0 %	5 16.7 %	4 13.3 %	1 3.3 %	15 50.0 %
57.1 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 3.3 %	2 6.7 %	3 10.0 %	3 10.0 %	5 16.7 %	1 3.3 %	15 50.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	11 36.7 %	11 36.7 %
Impaired	0 0 %	1 3.3 %	1 3.3 %
Language	0 0 %	1 3.3 %	1 3.3 %
Other	0 0 %	1 3.3 %	1 3.3 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	16 53.3 %	16 53.3 %
Total	0 100 %	30 100 %	30 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 24 clients; surveys were returned for 28 clients (28/24 = 116.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

FSA Geriatric Services West

Program Code(s): 89903

Overall Satisfaction¹

100.0%

Return Rate²

88.9%

Overall satisfaction³ mean score for FSA Geriatric Services West: **4.43**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

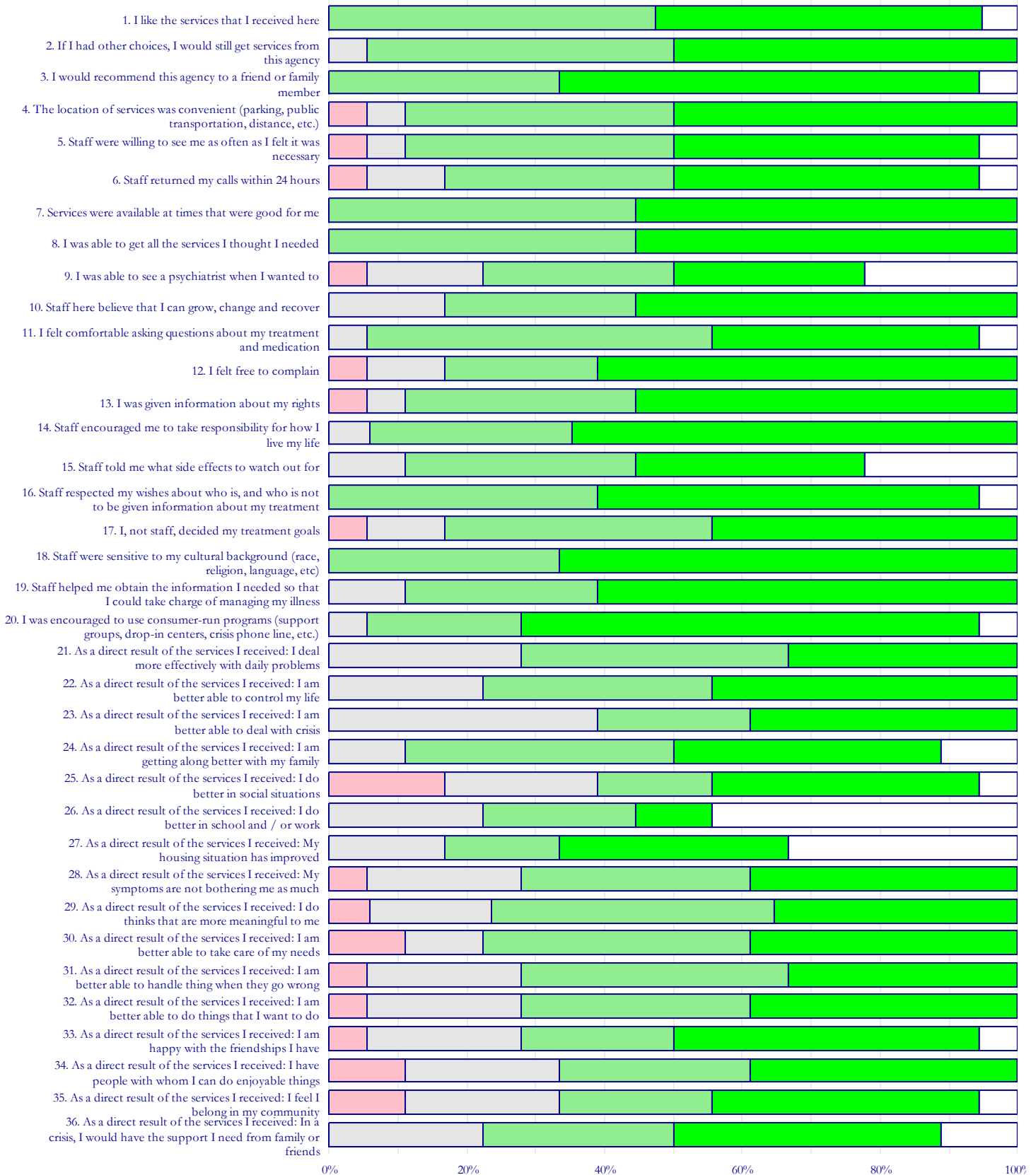
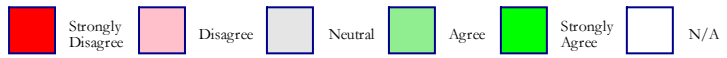
71.4% 9. I was able to see a psychiatrist when I wanted to

82.4% 6. Staff returned my calls within 24 hours

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 = 41

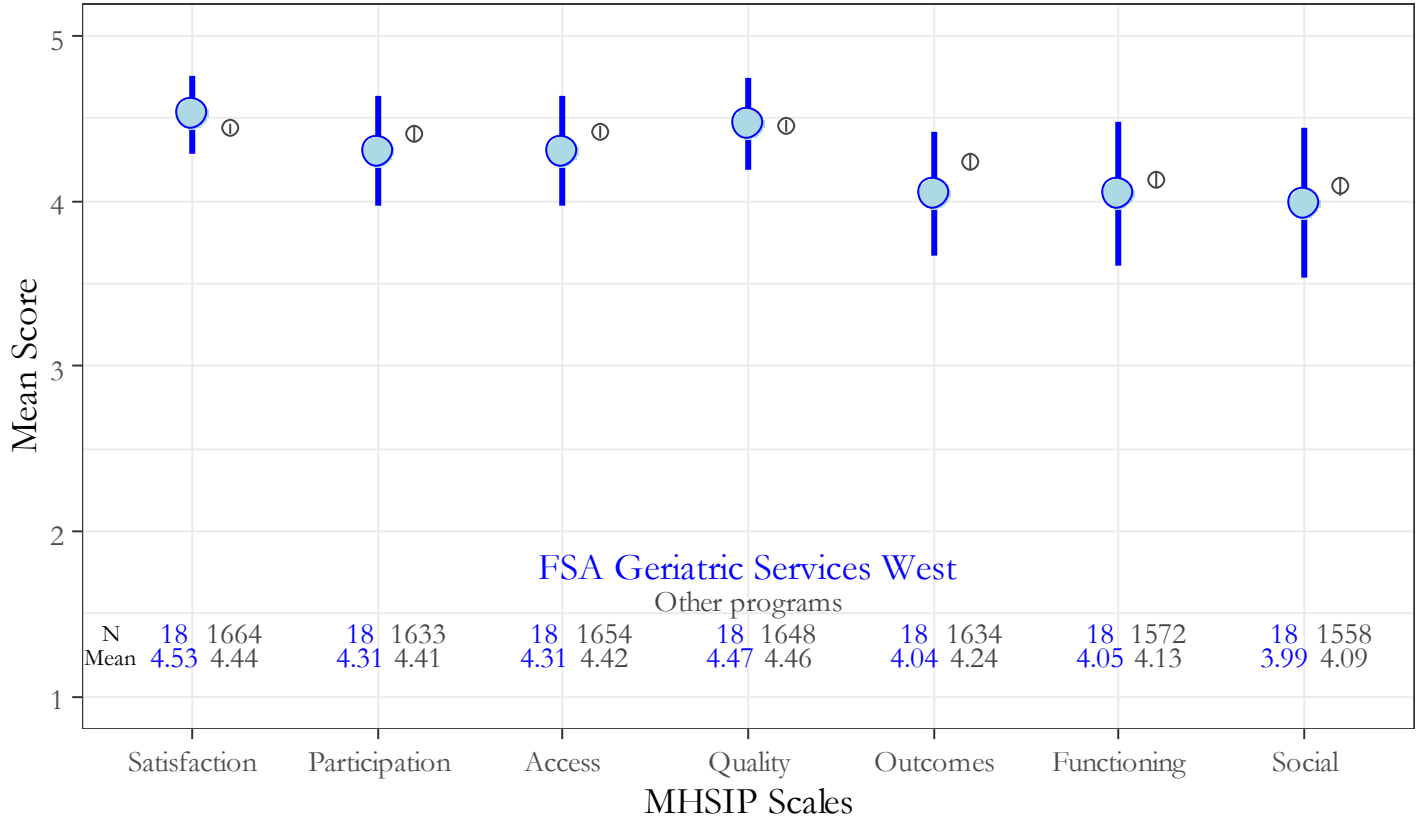
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	9 21.9 %	9 21.9 %	1 2.4 %	22 53.7 %
94.4 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 2.4 %	8 19.5 %	9 21.9 %	0 0.0 %	23 56.1 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	6 14.6 %	11 26.8 %	1 2.4 %	23 56.1 %
88.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 2.4 %	1 2.4 %	7 17.1 %	9 21.9 %	0 0.0 %	23 56.1 %
88.2 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 2.4 %	1 2.4 %	7 17.1 %	8 19.5 %	1 2.4 %	23 56.1 %
82.4 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 2.4 %	2 4.9 %	6 14.6 %	8 19.5 %	1 2.4 %	23 56.1 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	8 19.5 %	10 24.4 %	0 0.0 %	23 56.1 %
100.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	8 19.5 %	10 24.4 %	0 0.0 %	23 56.1 %
71.4 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 2.4 %	3 7.3 %	5 12.2 %	5 12.2 %	4 9.8 %	23 56.1 %
83.3 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	3 7.3 %	5 12.2 %	10 24.4 %	0 0.0 %	23 56.1 %
94.1 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 2.4 %	9 21.9 %	7 17.1 %	1 2.4 %	23 56.1 %
83.3 % 12. I felt free to complain	0 0.0 %	1 2.4 %	2 4.9 %	4 9.8 %	11 26.8 %	0 0.0 %	23 56.1 %
88.9 % 13. I was given information about my rights	0 0.0 %	1 2.4 %	1 2.4 %	6 14.6 %	10 24.4 %	0 0.0 %	23 56.1 %
94.1 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 2.4 %	5 12.2 %	11 26.8 %	0 0.0 %	24 58.5 %
85.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 4.9 %	6 14.6 %	6 14.6 %	4 9.8 %	23 56.1 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	7 17.1 %	10 24.4 %	1 2.4 %	23 56.1 %
83.3 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 2.4 %	2 4.9 %	7 17.1 %	8 19.5 %	0 0.0 %	23 56.1 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	6 14.6 %	12 29.3 %	0 0.0 %	23 56.1 %
88.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	2 4.9 %	5 12.2 %	11 26.8 %	0 0.0 %	23 56.1 %
94.1 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 2.4 %	4 9.8 %	12 29.3 %	1 2.4 %	23 56.1 %
72.2 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	5 12.2 %	7 17.1 %	6 14.6 %	0 0.0 %	23 56.1 %
77.8 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	4 9.8 %	6 14.6 %	8 19.5 %	0 0.0 %	23 56.1 %
61.1 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	7 17.1 %	4 9.8 %	7 17.1 %	0 0.0 %	23 56.1 %
87.5 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	2 4.9 %	7 17.1 %	7 17.1 %	2 4.9 %	23 56.1 %
58.8 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	3 7.3 %	4 9.8 %	3 7.3 %	7 17.1 %	1 2.4 %	23 56.1 %

MHSIP Items 26-36, N = 41
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 / or work	0 0.0 %	0 0.0 %	4 9.8 %	4 9.8 %	2 4.9 %	8 19.5 %	23 56.1 %
75.0 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 7.3 %	3 7.3 %	6 14.6 %	6 14.6 %	23 56.1 %
72.2 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 2.4 %	4 9.8 %	6 14.6 %	7 17.1 %	0 0.0 %	23 56.1 %
76.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 2.4 %	3 7.3 %	7 17.1 %	6 14.6 %	0 0.0 %	24 58.5 %
77.8 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	2 4.9 %	2 4.9 %	7 17.1 %	7 17.1 %	0 0.0 %	23 56.1 %
72.2 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 2.4 %	4 9.8 %	7 17.1 %	6 14.6 %	0 0.0 %	23 56.1 %
72.2 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 2.4 %	4 9.8 %	6 14.6 %	7 17.1 %	0 0.0 %	23 56.1 %
70.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 2.4 %	4 9.8 %	4 9.8 %	8 19.5 %	1 2.4 %	23 56.1 %
66.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	2 4.9 %	4 9.8 %	5 12.2 %	7 17.1 %	0 0.0 %	23 56.1 %
64.7 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	2 4.9 %	4 9.8 %	4 9.8 %	7 17.1 %	1 2.4 %	23 56.1 %
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 0.0 %	0 0.0 %	4 9.8 %	5 12.2 %	7 17.1 %	2 4.9 %	23 56.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	10 24.4 %	10 24.4 %
Impaired	0 0 %	12 29.3 %	12 29.3 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	1 2.4 %	1 2.4 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	18 43.9 %	18 43.9 %
Total	0 100 %	41 100 %	41 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 45 clients; surveys were returned for 40 clients (40/45 = 88.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

FSA OA Full Service Part Partnership OP

Program Code(s): 3822G3

Overall Satisfaction¹

83.3%

Return Rate²

over 100%

Overall satisfaction³ mean score for FSA OA Full Service Part Partnership OP: **4.15**.

Overall satisfaction mean score for all other programs: **4.46**.

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

Lowest Agreement Items

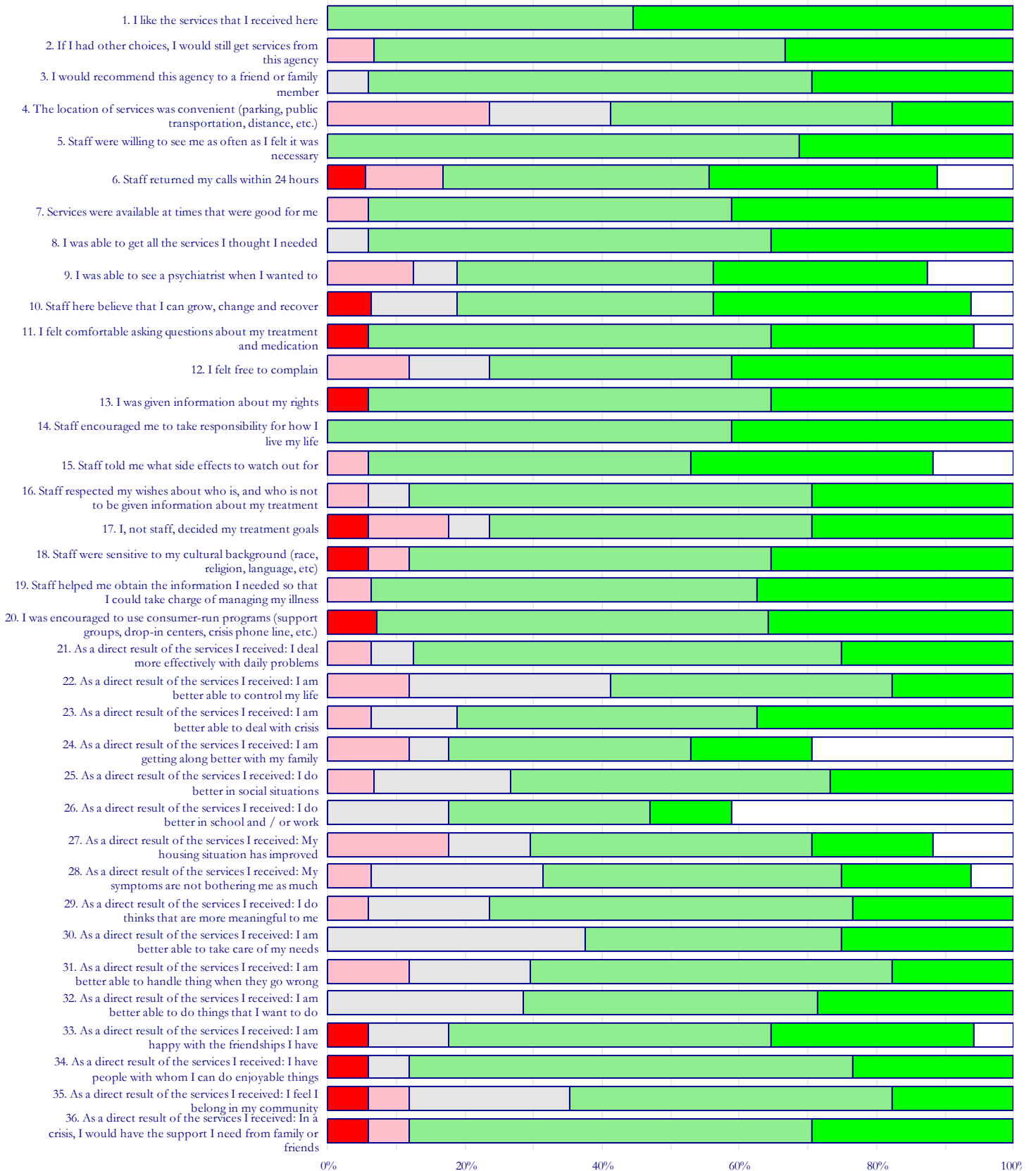
76.5% 12. I felt free to complain

76.5% 17. I, not staff, decided my treatment goals

78.6% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



MHSIP Items 1-25, N = 27

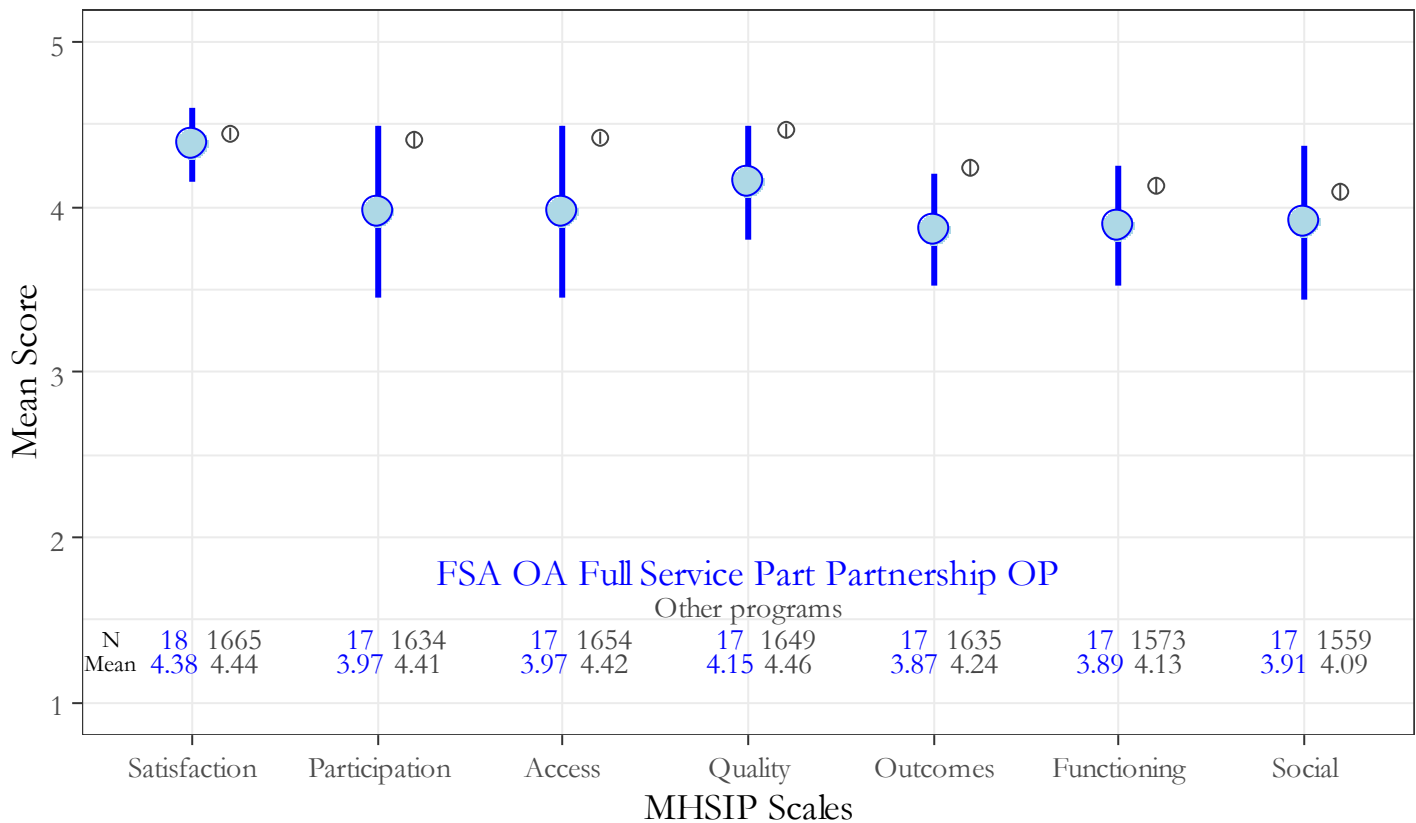
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	8 29.6 %	10 37.0 %	0 0.0 %	9 33.3 %
93.3 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 3.7 %	0 0.0 %	9 33.3 %	5 18.5 %	0 0.0 %	12 44.4 %
94.1 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 3.7 %	11 40.7 %	5 18.5 %	0 0.0 %	10 37.0 %
58.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	4 14.8 %	3 11.1 %	7 25.9 %	3 11.1 %	0 0.0 %	10 37.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	11 40.7 %	5 18.5 %	0 0.0 %	11 40.7 %
81.2 % 6. Staff returned my calls within 24 hours	1 3.7 %	2 7.4 %	0 0.0 %	7 25.9 %	6 22.2 %	2 7.4 %	9 33.3 %
94.1 % 7. Services were available at times that were good for me	0 0.0 %	1 3.7 %	0 0.0 %	9 33.3 %	7 25.9 %	0 0.0 %	10 37.0 %
94.1 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 3.7 %	10 37.0 %	6 22.2 %	0 0.0 %	10 37.0 %
78.6 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	2 7.4 %	1 3.7 %	6 22.2 %	5 18.5 %	2 7.4 %	11 40.7 %
80.0 % 10. Staff here believe that I can grow, change and recover	1 3.7 %	0 0.0 %	2 7.4 %	6 22.2 %	6 22.2 %	1 3.7 %	11 40.7 %
93.8 % 11. I felt comfortable asking questions about my treatment and medication	1 3.7 %	0 0.0 %	0 0.0 %	10 37.0 %	5 18.5 %	1 3.7 %	10 37.0 %
76.5 % 12. I felt free to complain	0 0.0 %	2 7.4 %	2 7.4 %	6 22.2 %	7 25.9 %	0 0.0 %	10 37.0 %
94.1 % 13. I was given information about my rights	1 3.7 %	0 0.0 %	0 0.0 %	10 37.0 %	6 22.2 %	0 0.0 %	10 37.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	10 37.0 %	7 25.9 %	0 0.0 %	10 37.0 %
93.3 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 3.7 %	0 0.0 %	8 29.6 %	6 22.2 %	2 7.4 %	10 37.0 %
88.2 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 3.7 %	1 3.7 %	10 37.0 %	5 18.5 %	0 0.0 %	10 37.0 %
76.5 % 17. I, not staff, decided my treatment goals	1 3.7 %	2 7.4 %	1 3.7 %	8 29.6 %	5 18.5 %	0 0.0 %	10 37.0 %
88.2 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 3.7 %	1 3.7 %	0 0.0 %	9 33.3 %	6 22.2 %	0 0.0 %	10 37.0 %
93.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 3.7 %	0 0.0 %	9 33.3 %	6 22.2 %	0 0.0 %	11 40.7 %
92.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 3.7 %	0 0.0 %	0 0.0 %	8 29.6 %	5 18.5 %	0 0.0 %	13 48.1 %
87.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 3.7 %	1 3.7 %	10 37.0 %	4 14.8 %	0 0.0 %	11 40.7 %
58.8 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 7.4 %	5 18.5 %	7 25.9 %	3 11.1 %	0 0.0 %	10 37.0 %
81.2 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 3.7 %	2 7.4 %	7 25.9 %	6 22.2 %	0 0.0 %	11 40.7 %
75.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	2 7.4 %	1 3.7 %	6 22.2 %	3 11.1 %	5 18.5 %	10 37.0 %
73.3 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 3.7 %	3 11.1 %	7 25.9 %	4 14.8 %	0 0.0 %	12 44.4 %

MHSIP Items 26-36, N = 27
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
70.0 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	3 11.1 %	5 18.5 %	2 7.4 %	7 25.9 %	10 37.0 %
66.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	3 11.1 %	2 7.4 %	7 25.9 %	3 11.1 %	2 7.4 %	10 37.0 %
66.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 3.7 %	4 14.8 %	7 25.9 %	3 11.1 %	1 3.7 %	11 40.7 %
76.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 3.7 %	3 11.1 %	9 33.3 %	4 14.8 %	0 0.0 %	10 37.0 %
62.5 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	6 22.2 %	6 22.2 %	4 14.8 %	0 0.0 %	11 40.7 %
70.6 % 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 7.4 %	3 11.1 %	9 33.3 %	3 11.1 %	0 0.0 %	10 37.0 %
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 0.0 %	0 0.0 %	4 14.8 %	6 22.2 %	4 14.8 %	0 0.0 %	13 48.1 %
81.2 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 3.7 %	0 0.0 %	2 7.4 %	8 29.6 %	5 18.5 %	1 3.7 %	10 37.0 %
88.2 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 3.7 %	0 0.0 %	1 3.7 %	11 40.7 %	4 14.8 %	0 0.0 %	10 37.0 %
64.7 % 35. As a direct result of the services I received: I feel I belong in my community	1 3.7 %	1 3.7 %	4 14.8 %	8 29.6 %	3 11.1 %	0 0.0 %	10 37.0 %
88.2 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 3.7 %	1 3.7 %	0 0.0 %	10 37.0 %	5 18.5 %	0 0.0 %	10 37.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	6 26.1 %	6 22.2 %
Impaired	0 0 %	4 17.4 %	4 14.8 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	4 100 %	13 56.5 %	17 63 %
Total	4 100 %	23 100 %	27 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 20 clients; surveys were returned for 27 clients (27/20 = 135.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

FSA Older Adult Day Support Center - OADSC

Program Code(s): 38KKOA

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for FSA Older Adult Day Support Center - OADSC: **4.35**.

Overall satisfaction mean score for all other programs: **4.45**.

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

93.3% 2. If I had other choices, I would still get services from this agency

93.3% 11. I felt comfortable asking questions about my treatment and medication

Lowest Agreement Items

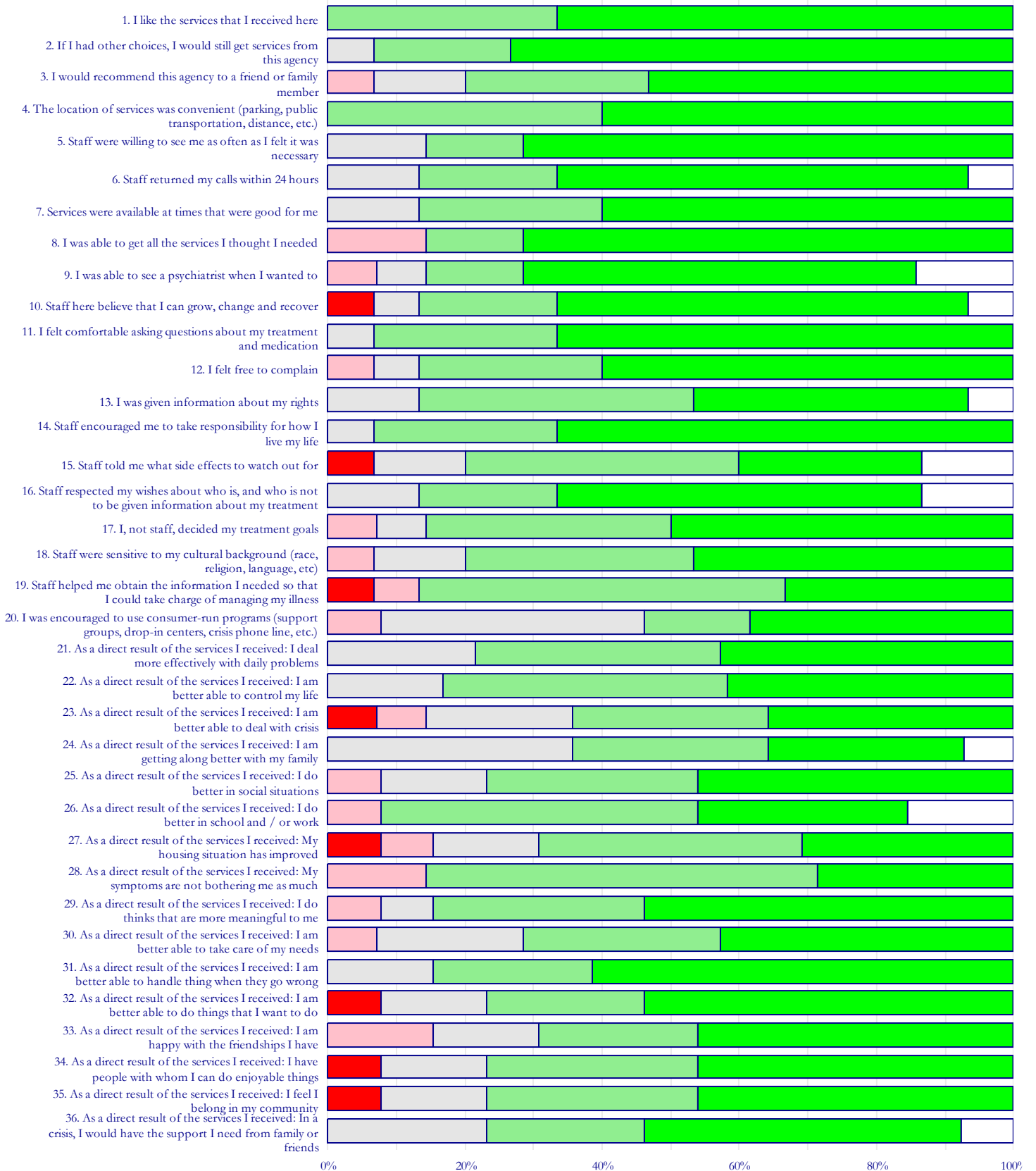
53.8% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

76.9% 15. Staff told me what side effects to watch out for

80.0% 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 = 15

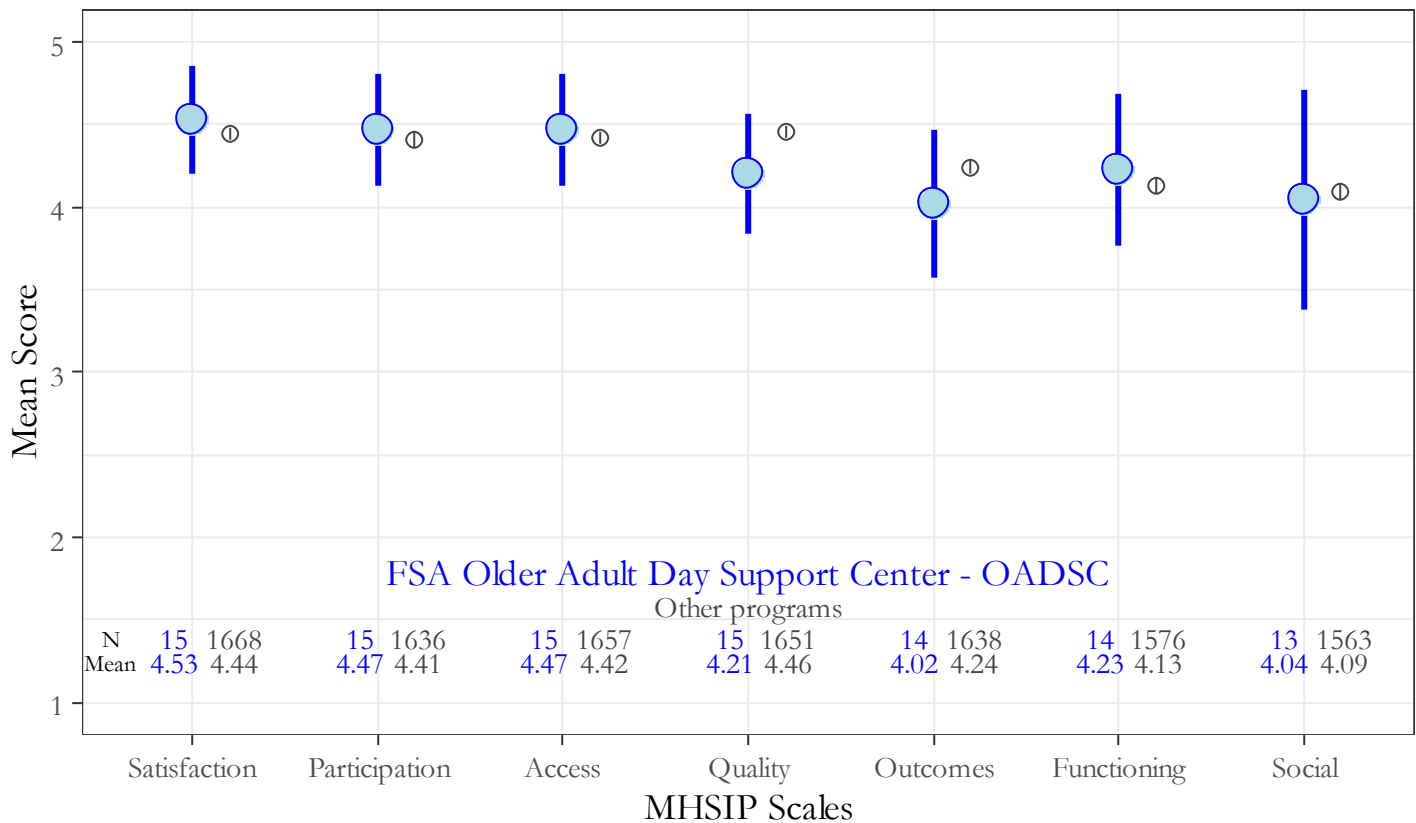
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	10 66.7 %	0 0.0 %	0 0.0 %
93.3 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 6.7 %	3 20.0 %	11 73.3 %	0 0.0 %	0 0.0 %
80.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 6.7 %	2 13.3 %	4 26.7 %	8 53.3 %	0 0.0 %	0 0.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	6 40.0 %	9 60.0 %	0 0.0 %	0 0.0 %
85.7 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 13.3 %	2 13.3 %	10 66.7 %	0 0.0 %	1 6.7 %
85.7 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 13.3 %	3 20.0 %	9 60.0 %	1 6.7 %	0 0.0 %
86.7 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 13.3 %	4 26.7 %	9 60.0 %	0 0.0 %	0 0.0 %
85.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	2 13.3 %	0 0.0 %	2 13.3 %	10 66.7 %	0 0.0 %	1 6.7 %
83.3 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 6.7 %	1 6.7 %	2 13.3 %	8 53.3 %	2 13.3 %	1 6.7 %
85.7 % 10. Staff here believe that I can grow, change and recover	1 6.7 %	0 0.0 %	1 6.7 %	3 20.0 %	9 60.0 %	1 6.7 %	0 0.0 %
93.3 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 6.7 %	4 26.7 %	10 66.7 %	0 0.0 %	0 0.0 %
86.7 % 12. I felt free to complain	0 0.0 %	1 6.7 %	1 6.7 %	4 26.7 %	9 60.0 %	0 0.0 %	0 0.0 %
85.7 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 13.3 %	6 40.0 %	6 40.0 %	1 6.7 %	0 0.0 %
93.3 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 6.7 %	4 26.7 %	10 66.7 %	0 0.0 %	0 0.0 %
76.9 % 15. Staff told me what side effects to watch out for	1 6.7 %	0 0.0 %	2 13.3 %	6 40.0 %	4 26.7 %	2 13.3 %	0 0.0 %
84.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	2 13.3 %	3 20.0 %	8 53.3 %	2 13.3 %	0 0.0 %
85.7 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 6.7 %	1 6.7 %	5 33.3 %	7 46.7 %	0 0.0 %	1 6.7 %
80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 6.7 %	2 13.3 %	5 33.3 %	7 46.7 %	0 0.0 %	0 0.0 %
86.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 6.7 %	1 6.7 %	0 0.0 %	8 53.3 %	5 33.3 %	0 0.0 %	0 0.0 %
53.8 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 6.7 %	5 33.3 %	2 13.3 %	5 33.3 %	0 0.0 %	2 13.3 %
78.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	3 20.0 %	5 33.3 %	6 40.0 %	0 0.0 %	1 6.7 %
83.3 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	2 13.3 %	5 33.3 %	5 33.3 %	0 0.0 %	3 20.0 %
64.3 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 6.7 %	1 6.7 %	3 20.0 %	4 26.7 %	5 33.3 %	0 0.0 %	1 6.7 %
61.5 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	5 33.3 %	4 26.7 %	4 26.7 %	1 6.7 %	1 6.7 %
76.9 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 6.7 %	2 13.3 %	4 26.7 %	6 40.0 %	0 0.0 %	2 13.3 %

MHSIP Items 26-36, N = 15
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.9 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 6.7 %	0 0.0 %	6 40.0 %	4 26.7 %	2 13.3 %	2 13.3 %
69.2 % 27. As a direct result of the services I received: My housing situation has improved	1 6.7 %	1 6.7 %	2 13.3 %	5 33.3 %	4 26.7 %	0 0.0 %	2 13.3 %
85.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 13.3 %	0 0.0 %	8 53.3 %	4 26.7 %	0 0.0 %	1 6.7 %
84.6 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 6.7 %	1 6.7 %	4 26.7 %	7 46.7 %	0 0.0 %	2 13.3 %
71.4 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 6.7 %	3 20.0 %	4 26.7 %	6 40.0 %	0 0.0 %	1 6.7 %
84.6 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	2 13.3 %	3 20.0 %	8 53.3 %	0 0.0 %	2 13.3 %
76.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 6.7 %	0 0.0 %	2 13.3 %	3 20.0 %	7 46.7 %	0 0.0 %	2 13.3 %
69.2 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 13.3 %	2 13.3 %	3 20.0 %	6 40.0 %	0 0.0 %	2 13.3 %
76.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 6.7 %	0 0.0 %	2 13.3 %	4 26.7 %	6 40.0 %	0 0.0 %	2 13.3 %
76.9 % 35. As a direct result of the services I received: I feel I belong in my community	1 6.7 %	0 0.0 %	2 13.3 %	4 26.7 %	6 40.0 %	0 0.0 %	2 13.3 %
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 0.0 %	0 0.0 %	3 20.0 %	3 20.0 %	6 40.0 %	1 6.7 %	2 13.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	1 6.7 %	1 6.7 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	14 93.3 %	14 93.3 %
Total	0 100 %	15 100 %	15 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 9 clients; surveys were returned for 15 clients (15/9 = 166.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

FSA Older Adult Full Service Partnership SrICM

Program Code(s): 382213

Overall Satisfaction¹

87.5%

Return Rate²

over 100%

Overall satisfaction³ mean score for FSA Older Adult Full Service Partnership SrICM: **4.39**.

Overall satisfaction mean score for all other programs: **4.45**.

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

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

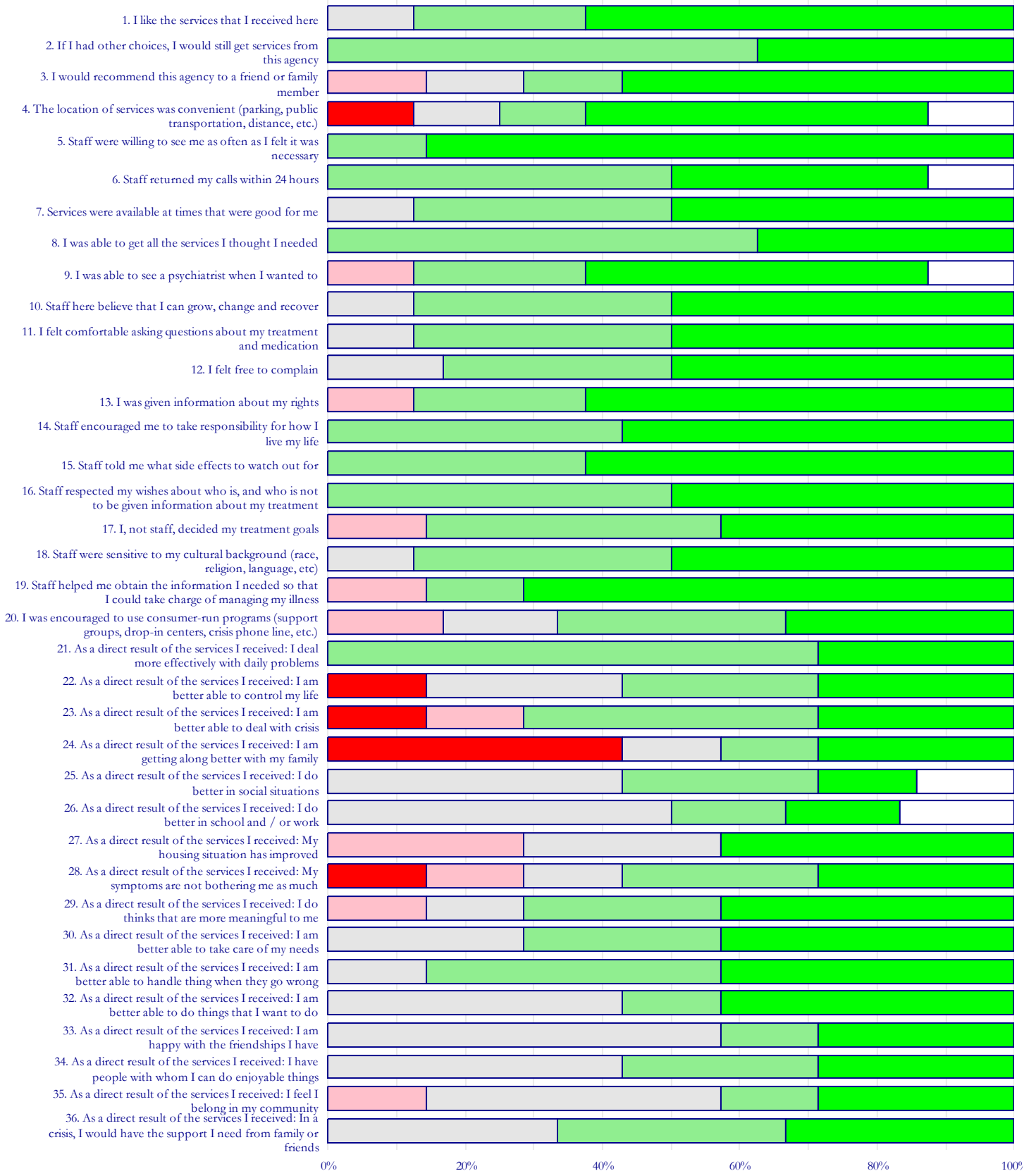
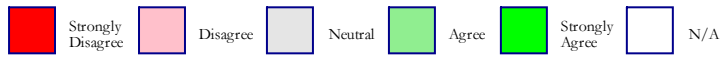
66.7% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

71.4% 3. I would recommend this agency to a friend or family member

83.3% 12. I felt free to complain

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

MHSIP Items



MHSIP Items 1-25, N = 14

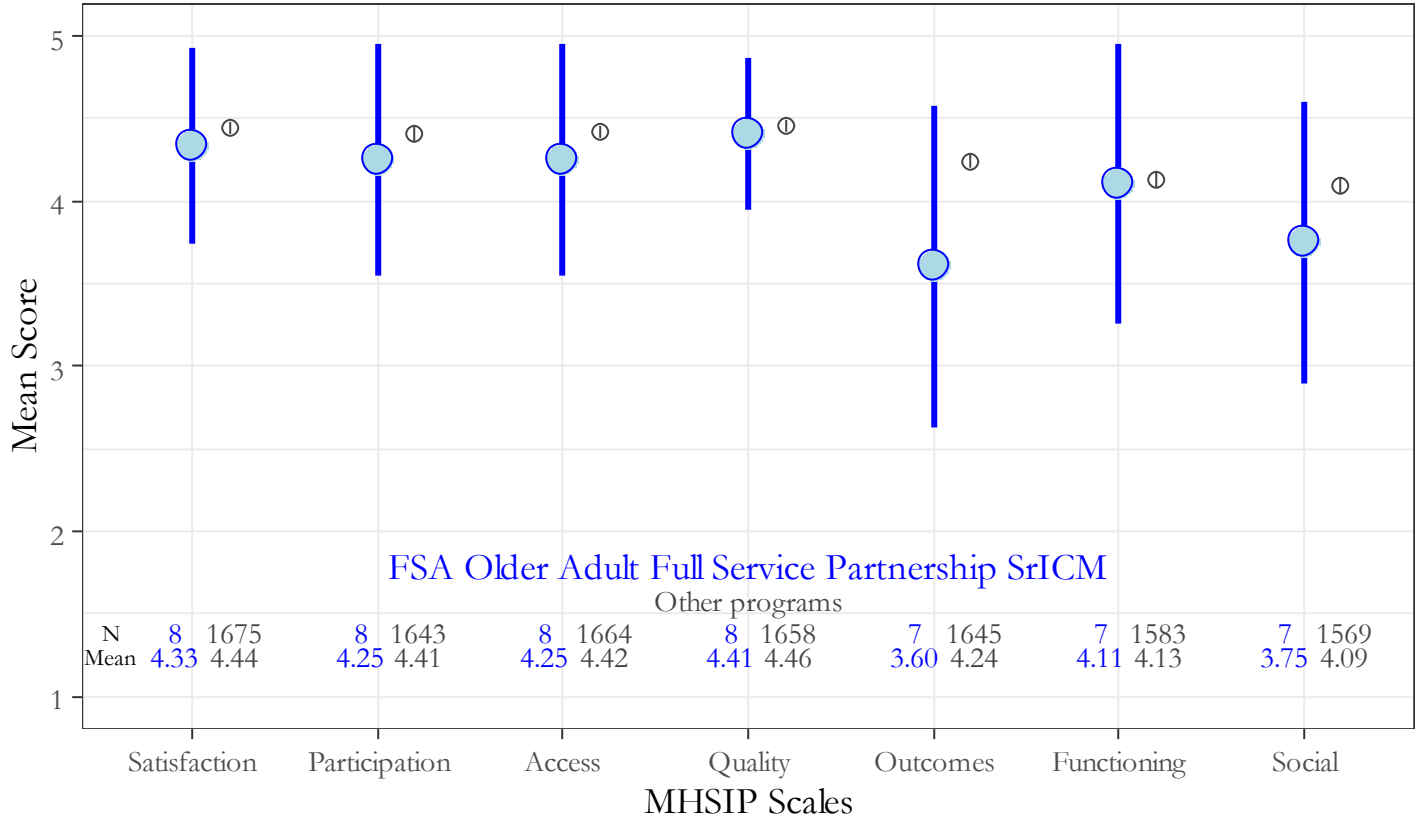
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.5 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 7.1 %	2 14.3 %	5 35.7 %	0 0.0 %	6 42.9 %
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 %	5 35.7 %	3 21.4 %	0 0.0 %	6 42.9 %
71.4 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 7.1 %	1 7.1 %	1 7.1 %	4 28.6 %	0 0.0 %	7 50.0 %
71.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 7.1 %	0 0.0 %	1 7.1 %	1 7.1 %	4 28.6 %	1 7.1 %	6 42.9 %
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 %	1 7.1 %	6 42.9 %	0 0.0 %	7 50.0 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	3 21.4 %	1 7.1 %	6 42.9 %
87.5 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	4 28.6 %	0 0.0 %	6 42.9 %
100.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	3 21.4 %	0 0.0 %	6 42.9 %
85.7 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 7.1 %	0 0.0 %	2 14.3 %	4 28.6 %	1 7.1 %	6 42.9 %
87.5 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	4 28.6 %	0 0.0 %	6 42.9 %
87.5 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	4 28.6 %	0 0.0 %	6 42.9 %
83.3 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 7.1 %	2 14.3 %	3 21.4 %	0 0.0 %	8 57.1 %
87.5 % 13. I was given information about my rights	0 0.0 %	1 7.1 %	0 0.0 %	2 14.3 %	5 35.7 %	0 0.0 %	6 42.9 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	4 28.6 %	0 0.0 %	7 50.0 %
100.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	5 35.7 %	0 0.0 %	6 42.9 %
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 %	4 28.6 %	4 28.6 %	0 0.0 %	6 42.9 %
85.7 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 7.1 %	0 0.0 %	3 21.4 %	3 21.4 %	0 0.0 %	7 50.0 %
87.5 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	4 28.6 %	0 0.0 %	6 42.9 %
85.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 7.1 %	0 0.0 %	1 7.1 %	5 35.7 %	0 0.0 %	7 50.0 %
66.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 7.1 %	1 7.1 %	2 14.3 %	2 14.3 %	0 0.0 %	8 57.1 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	2 14.3 %	0 0.0 %	7 50.0 %
57.1 % 22. As a direct result of the services I received: I am better able to control my life	1 7.1 %	0 0.0 %	2 14.3 %	2 14.3 %	2 14.3 %	0 0.0 %	7 50.0 %
71.4 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 7.1 %	1 7.1 %	0 0.0 %	3 21.4 %	2 14.3 %	0 0.0 %	7 50.0 %
42.9 % 24. As a direct result of the services I received: I am getting along better with my family	3 21.4 %	0 0.0 %	1 7.1 %	1 7.1 %	2 14.3 %	0 0.0 %	7 50.0 %
50.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	3 21.4 %	2 14.3 %	1 7.1 %	1 7.1 %	7 50.0 %

MHSIP Items 26-36, N = 14
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 / or work	0 0.0 %	0 0.0 %	3 21.4 %	1 7.1 %	1 7.1 %	1 7.1 %	8 57.1 %
42.9 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 14.3 %	2 14.3 %	0 0.0 %	3 21.4 %	0 0.0 %	7 50.0 %
57.1 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 7.1 %	1 7.1 %	1 7.1 %	2 14.3 %	2 14.3 %	0 0.0 %	7 50.0 %
71.4 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 7.1 %	1 7.1 %	2 14.3 %	3 21.4 %	0 0.0 %	7 50.0 %
71.4 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	2 14.3 %	2 14.3 %	3 21.4 %	0 0.0 %	7 50.0 %
85.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	3 21.4 %	0 0.0 %	7 50.0 %
57.1 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	3 21.4 %	1 7.1 %	3 21.4 %	0 0.0 %	7 50.0 %
42.9 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	4 28.6 %	1 7.1 %	2 14.3 %	0 0.0 %	7 50.0 %
57.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	3 21.4 %	2 14.3 %	2 14.3 %	0 0.0 %	7 50.0 %
42.9 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 7.1 %	3 21.4 %	1 7.1 %	2 14.3 %	0 0.0 %	7 50.0 %
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 0.0 %	0 0.0 %	2 14.3 %	2 14.3 %	2 14.3 %	0 0.0 %	8 57.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	2 14.3 %	2 14.3 %
Impaired	0 0 %	3 21.4 %	3 21.4 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	1 7.1 %	1 7.1 %
Completed Survey	0 0 %	8 57.1 %	8 57.1 %
Total	0 100 %	14 100 %	14 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 13 clients; surveys were returned for 14 clients (14/13 = 107.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Spring 2019

FSA Prevention & Recovery in Early Psychosis PREP

Youth program codes (RUs): 8990EP

Adult program codes (RUs): 8990EP

Overall Satisfaction¹

93.3%

Return Rate²

42.3%

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 May 13-17 2019 (Avatar billing): 26

People surveyed: 11 (2 youth and 9 adults)

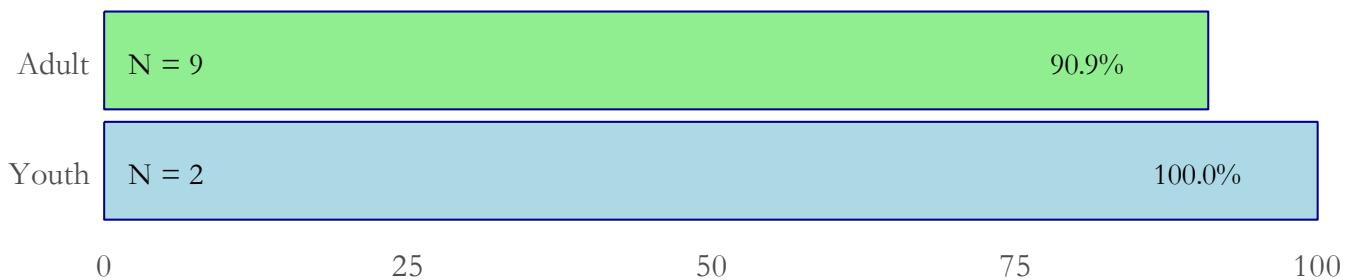
Adult satisfaction mean score: 4.33

Youth satisfaction mean score: 3.86

Family satisfaction mean score: 4.14

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 (May 13th - 17th, 2019) your program billed services for 26 clients; surveys were returned for 11 clients ($11/26 = 42.3\%$).
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
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

FSA Prevention & Recovery in Early Psychosis PREP

Program Code(s): 8990EP

Overall Satisfaction¹

90.9%

Return Rate²

81.8%

Overall satisfaction³ mean score for FSA Prevention & Recovery in Early Psychosis PREP: **4.33**.

Overall satisfaction mean score for all other programs: **4.45**.

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

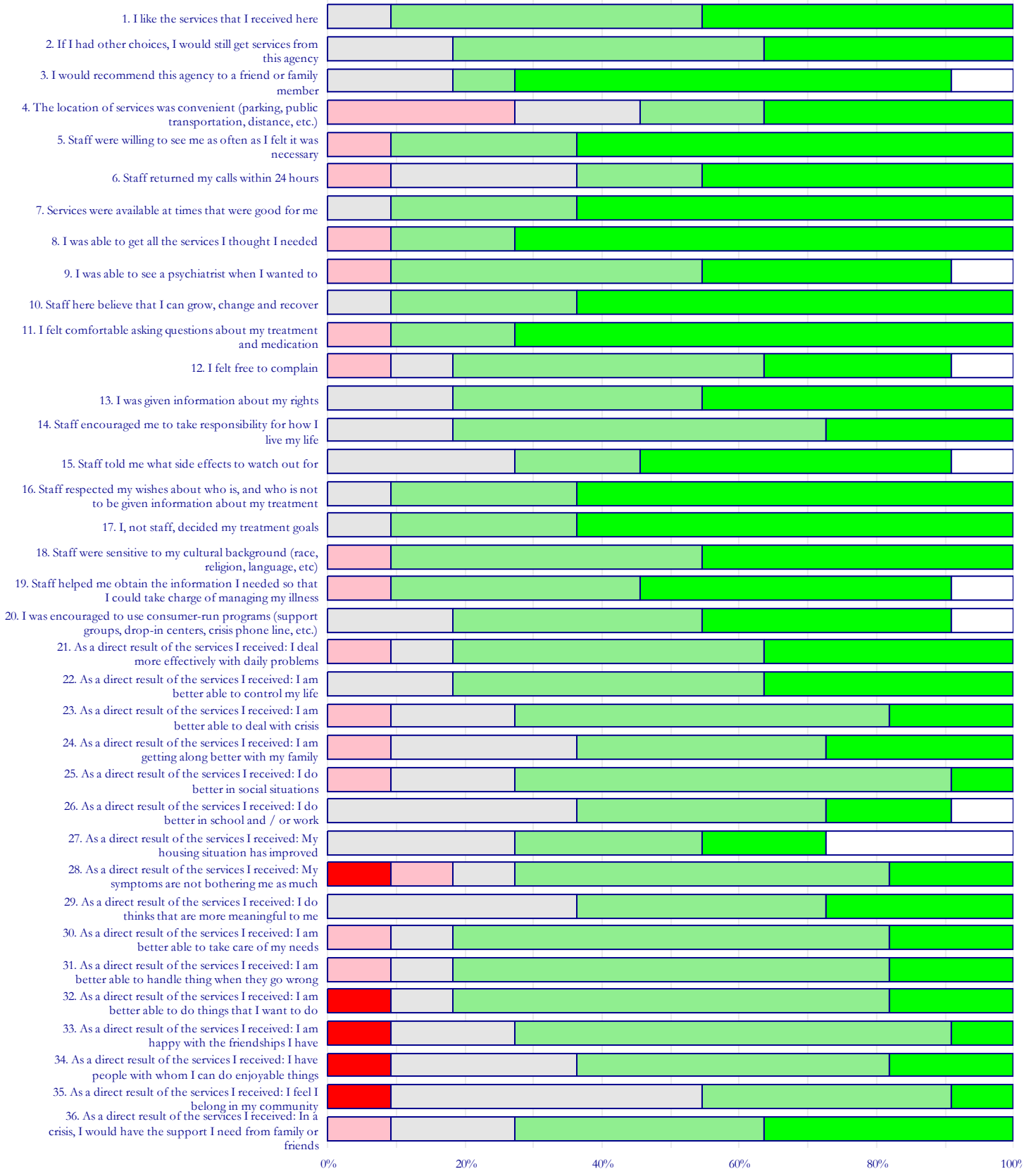
- 90.9% 1. I like the services that I received here
- 90.9% 5. Staff were willing to see me as often as I felt it was necessary
- 90.9% 7. Services were available at times that were good for me

Lowest Agreement Items

- 63.6% 6. Staff returned my calls within 24 hours
- 70.0% 15. Staff told me what side effects to watch out for
- 80.0% 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 = 11

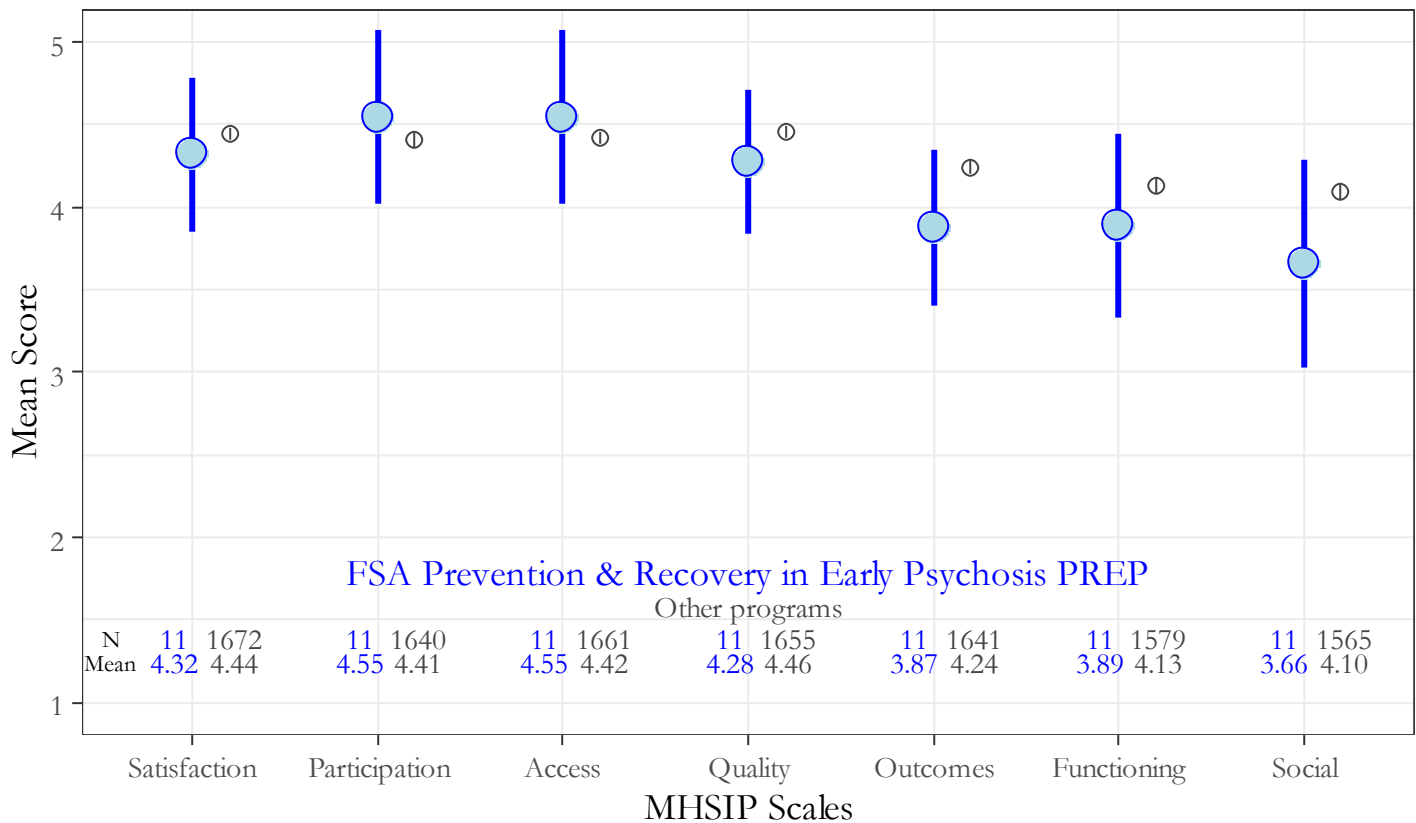
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.9 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 9.1 %	5 45.5 %	5 45.5 %	0 0.0 %	0 0.0 %
81.8 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 18.2 %	5 45.5 %	4 36.4 %	0 0.0 %	0 0.0 %
80.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 18.2 %	1 9.1 %	7 63.6 %	1 9.1 %	0 0.0 %
54.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	3 27.3 %	2 18.2 %	2 18.2 %	4 36.4 %	0 0.0 %	0 0.0 %
90.9 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 9.1 %	0 0.0 %	3 27.3 %	7 63.6 %	0 0.0 %	0 0.0 %
63.6 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 9.1 %	3 27.3 %	2 18.2 %	5 45.5 %	0 0.0 %	0 0.0 %
90.9 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	7 63.6 %	0 0.0 %	0 0.0 %
90.9 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 9.1 %	0 0.0 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
90.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 9.1 %	0 0.0 %	5 45.5 %	4 36.4 %	1 9.1 %	0 0.0 %
90.9 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	7 63.6 %	0 0.0 %	0 0.0 %
90.9 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 9.1 %	0 0.0 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
80.0 % 12. I felt free to complain	0 0.0 %	1 9.1 %	1 9.1 %	5 45.5 %	3 27.3 %	1 9.1 %	0 0.0 %
81.8 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 18.2 %	4 36.4 %	5 45.5 %	0 0.0 %	0 0.0 %
81.8 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 18.2 %	6 54.5 %	3 27.3 %	0 0.0 %	0 0.0 %
70.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	5 45.5 %	1 9.1 %	0 0.0 %
90.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	7 63.6 %	0 0.0 %	0 0.0 %
90.9 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	7 63.6 %	0 0.0 %	0 0.0 %
90.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 9.1 %	0 0.0 %	5 45.5 %	5 45.5 %	0 0.0 %	0 0.0 %
90.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 9.1 %	0 0.0 %	4 36.4 %	5 45.5 %	1 9.1 %	0 0.0 %
80.0 % 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 18.2 %	4 36.4 %	4 36.4 %	1 9.1 %	0 0.0 %
81.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 9.1 %	1 9.1 %	5 45.5 %	4 36.4 %	0 0.0 %	0 0.0 %
81.8 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	2 18.2 %	5 45.5 %	4 36.4 %	0 0.0 %	0 0.0 %
72.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	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 direct result of the services I received: I am getting along better with my family	0 0.0 %	1 9.1 %	3 27.3 %	4 36.4 %	3 27.3 %	0 0.0 %	0 0.0 %
72.7 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 9.1 %	2 18.2 %	7 63.6 %	1 9.1 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 11
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 / or work	0 0.0 %	0 0.0 %	4 36.4 %	4 36.4 %	2 18.2 %	1 9.1 %	0 0.0 %
62.5 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 27.3 %	3 27.3 %	2 18.2 %	3 27.3 %	0 0.0 %
72.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 9.1 %	1 9.1 %	1 9.1 %	6 54.5 %	2 18.2 %	0 0.0 %	0 0.0 %
63.6 % 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	0 0.0 %	4 36.4 %	4 36.4 %	3 27.3 %	0 0.0 %	0 0.0 %
81.8 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 9.1 %	1 9.1 %	7 63.6 %	2 18.2 %	0 0.0 %	0 0.0 %
81.8 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	1 9.1 %	1 9.1 %	7 63.6 %	2 18.2 %	0 0.0 %	0 0.0 %
81.8 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 9.1 %	0 0.0 %	1 9.1 %	7 63.6 %	2 18.2 %	0 0.0 %	0 0.0 %
72.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 9.1 %	0 0.0 %	2 18.2 %	7 63.6 %	1 9.1 %	0 0.0 %	0 0.0 %
63.6 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 9.1 %	0 0.0 %	3 27.3 %	5 45.5 %	2 18.2 %	0 0.0 %	0 0.0 %
45.5 % 35. As a direct result of the services I received: I feel I belong in my community	1 9.1 %	0 0.0 %	5 45.5 %	4 36.4 %	1 9.1 %	0 0.0 %	0 0.0 %
72.7 % 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 0.0 %	1 9.1 %	2 18.2 %	4 36.4 %	4 36.4 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 100 %	0 0 %	11 100 %
Total	11 100 %	0 100 %	11 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 11 clients; surveys were returned for 9 clients (9/11 = 81.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

FSA Prevention & Recovery in Early Psychosis PREP

Program Code(s): 8990EP

Overall Satisfaction¹

100.0%

Return Rate²

13.3%

Overall satisfaction³ mean score for FSA Prevention & Recovery in Early Psychosis PREP: **3.86** (youth), **4.14** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (family).

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

Highest Agreement Items

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

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

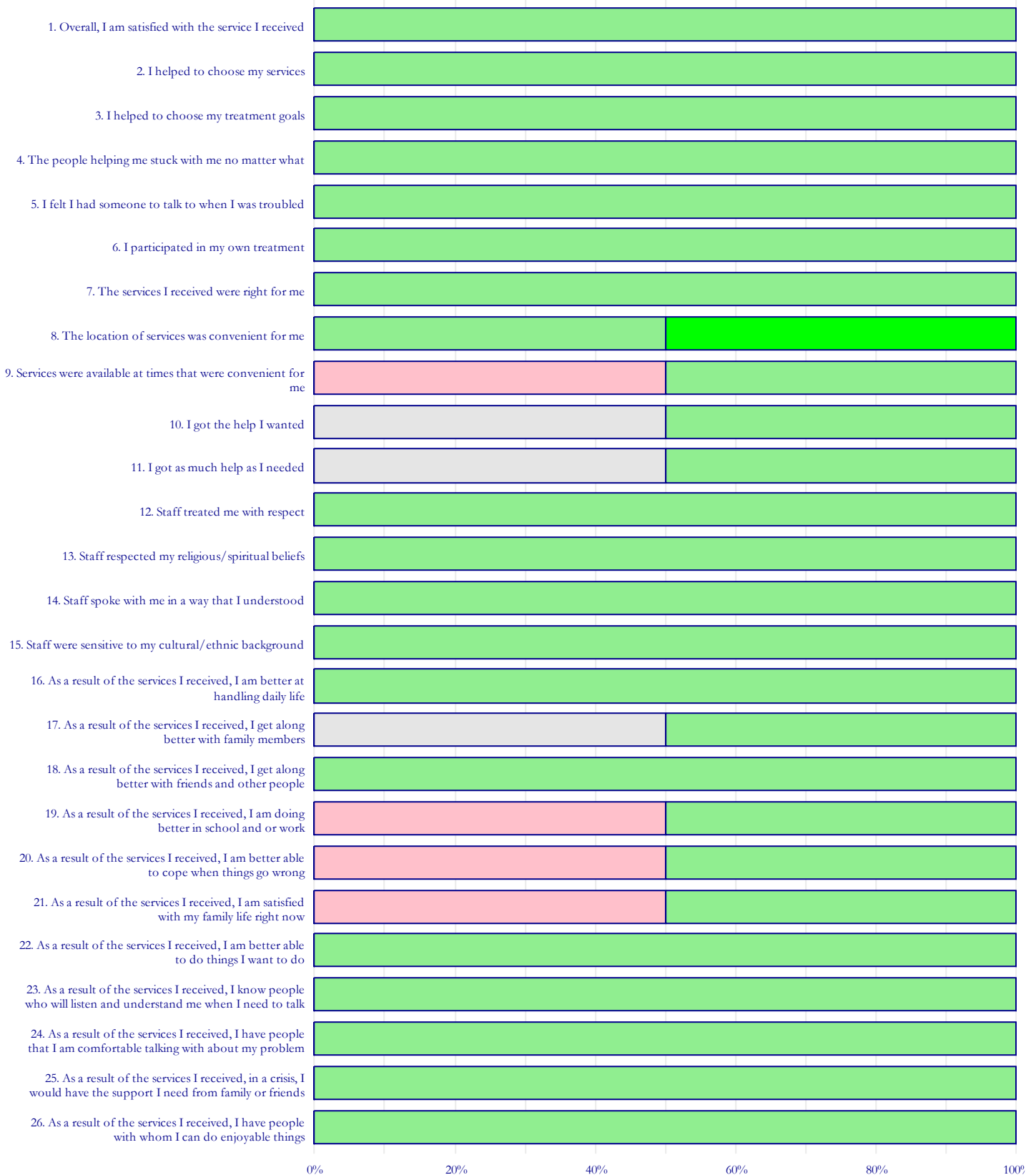
75.0% 4. The people helping me stuck with me no matter what

75.0% 9. Services were available at times that were convenient for me

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.

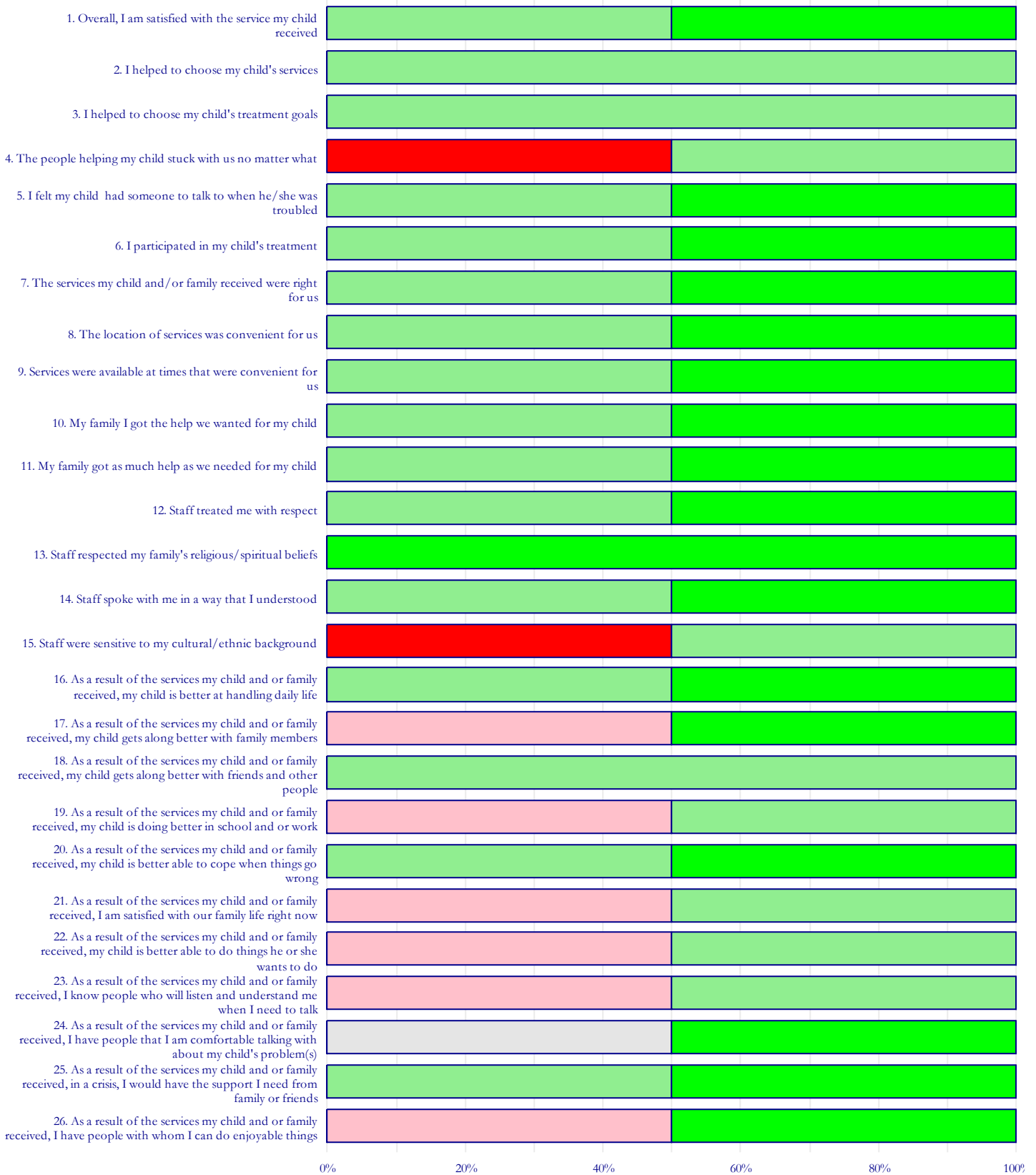
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 2

	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 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 9. Services were available at times that were convenient for me	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	2 100.0 %	0 0.0 %	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 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 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 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	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 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	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 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	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 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	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 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	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 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %

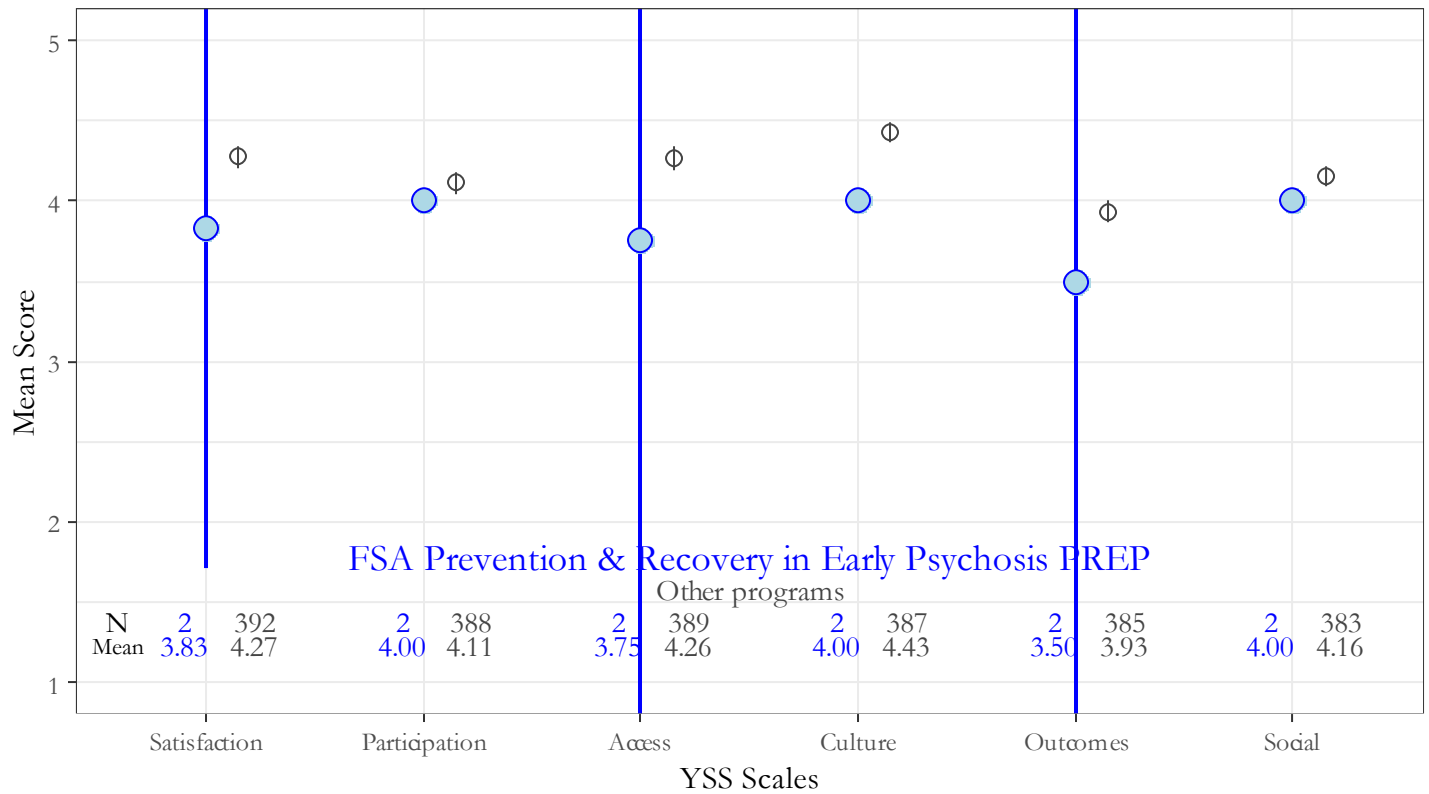
Youth Services Survey for Families



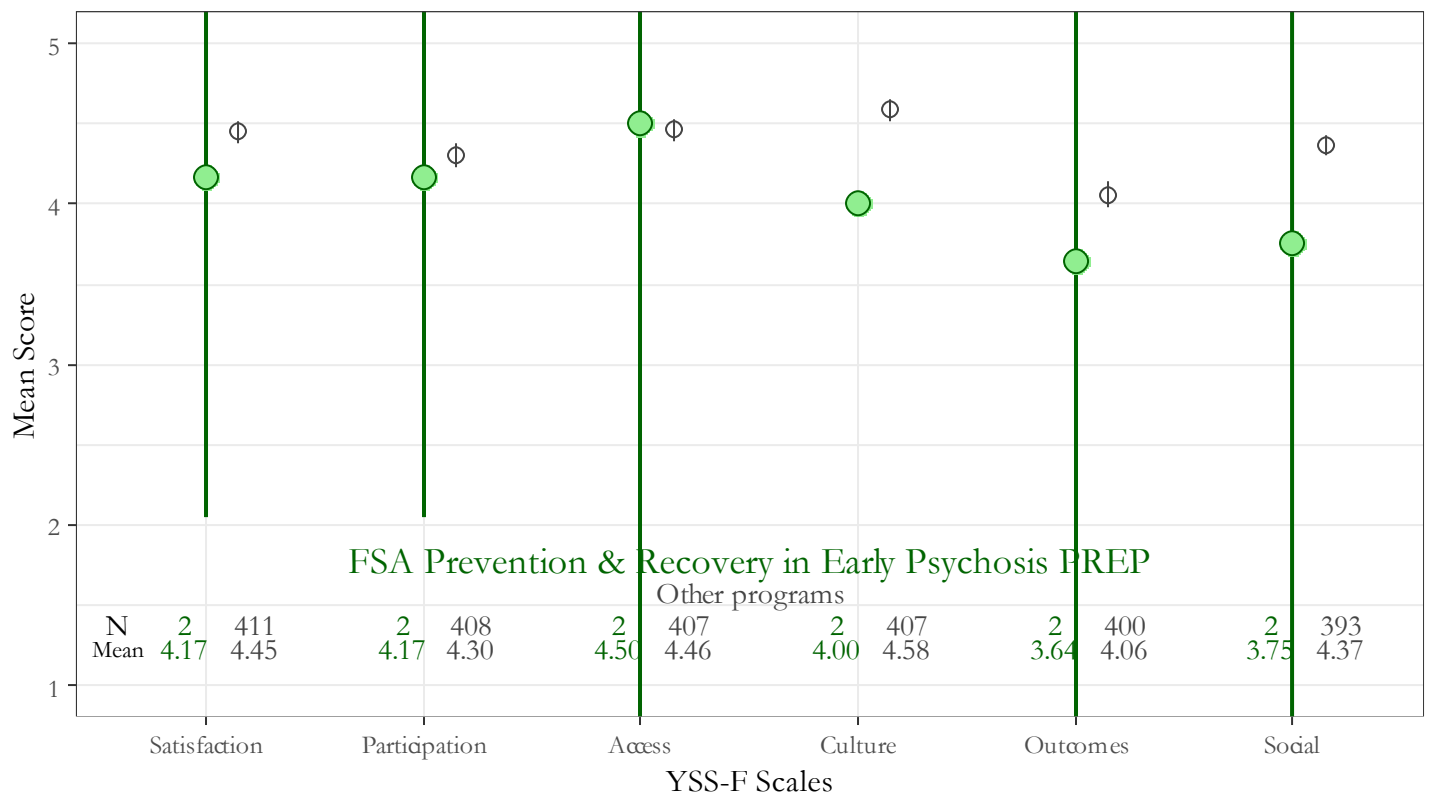
Youth Services Survey for Families, N = 2

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 4. The people helping my child stuck with us no matter what	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	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 0.0 %	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 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %
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 %
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 my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	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 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 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 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 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 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Completion Status	Survey Compliance FSA Prevention & Recovery in Early Psychosis PREP Completion by Respondent Type		Total
	Family	Youth	
	Refused	0 0 %	
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	2 100 %	2 100 %	4 100 %
Total	2 100 %	2 100 %	4 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 15 clients; surveys were returned for 2 clients (2 / 15 = 13.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

FSA Transitional Age Youth FSP MAP

Program Code(s): 3822T3

Overall Satisfaction¹

84.6%

Return Rate²

83.3%

Overall satisfaction³ mean score for FSA Transitional Age Youth FSP MAP: **4.20**.

Overall satisfaction mean score for all other programs: **4.46**.

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

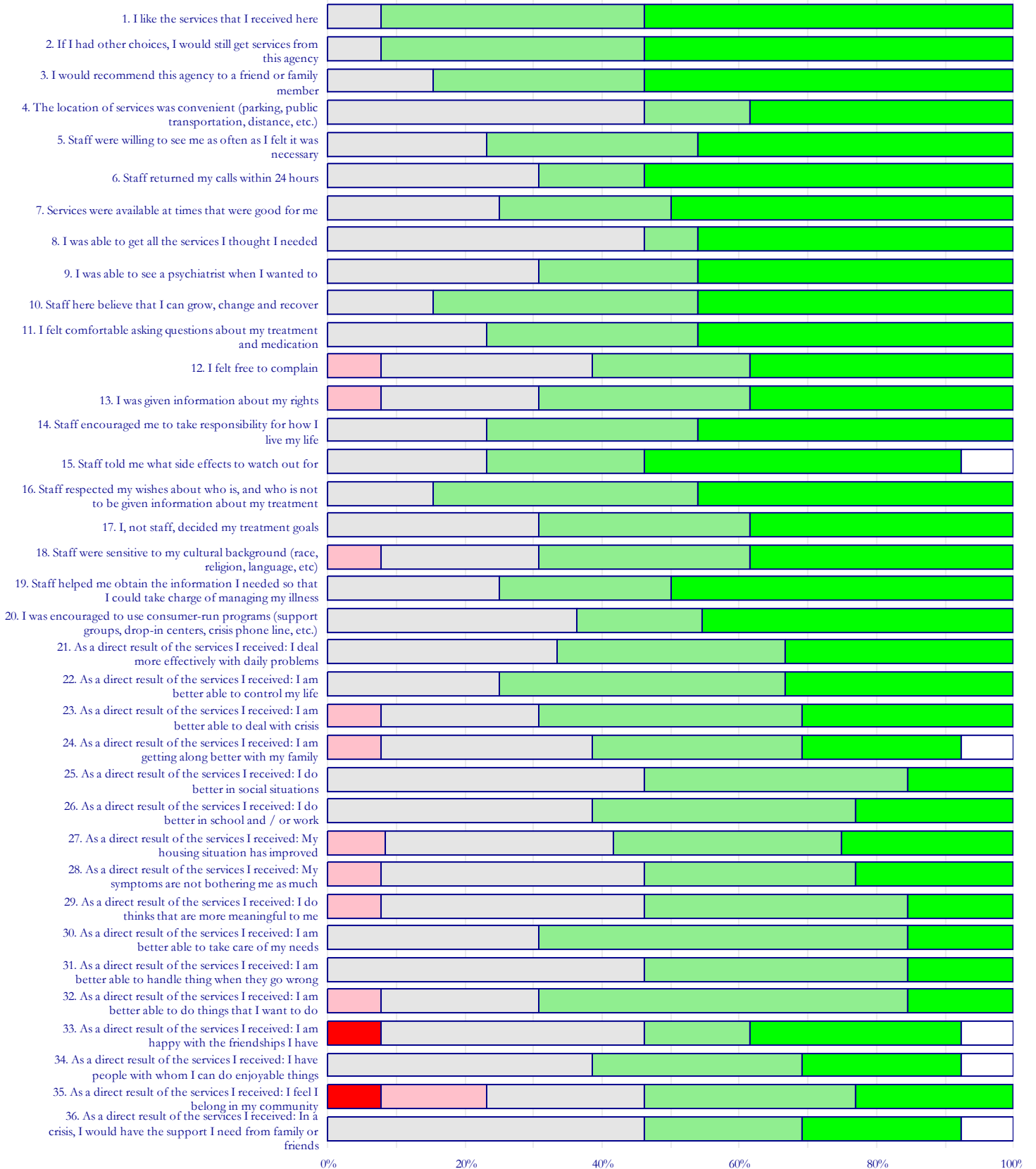
- 92.3% 1. I like the services that I received here
- 92.3% 2. If I had other choices, I would still get services from this agency
- 84.6% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 53.8% 8. I was able to get all the services I thought I needed
- 61.5% 12. I felt free to complain
- 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 = 15

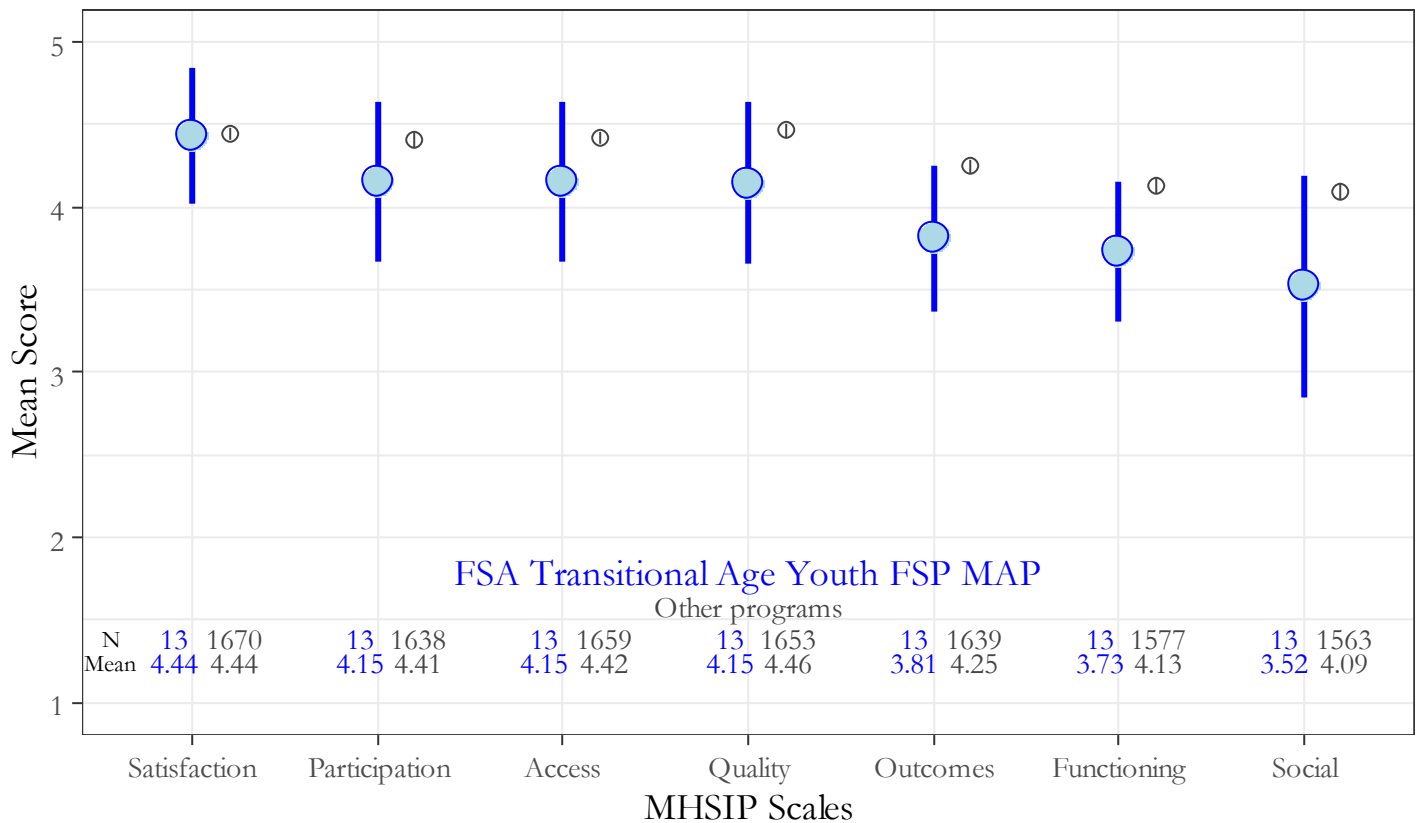
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
92.3 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 6.7 %	5 33.3 %	7 46.7 %	0 0.0 %	2 13.3 %
92.3 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 6.7 %	5 33.3 %	7 46.7 %	0 0.0 %	2 13.3 %
84.6 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 13.3 %	4 26.7 %	7 46.7 %	0 0.0 %	2 13.3 %
53.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	6 40.0 %	2 13.3 %	5 33.3 %	0 0.0 %	2 13.3 %
76.9 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	3 20.0 %	4 26.7 %	6 40.0 %	0 0.0 %	2 13.3 %
69.2 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	4 26.7 %	2 13.3 %	7 46.7 %	0 0.0 %	2 13.3 %
75.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	3 20.0 %	3 20.0 %	6 40.0 %	0 0.0 %	3 20.0 %
53.8 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	6 40.0 %	1 6.7 %	6 40.0 %	0 0.0 %	2 13.3 %
69.2 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	4 26.7 %	3 20.0 %	6 40.0 %	0 0.0 %	2 13.3 %
84.6 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 13.3 %	5 33.3 %	6 40.0 %	0 0.0 %	2 13.3 %
76.9 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	3 20.0 %	4 26.7 %	6 40.0 %	0 0.0 %	2 13.3 %
61.5 % 12. I felt free to complain	0 0.0 %	1 6.7 %	4 26.7 %	3 20.0 %	5 33.3 %	0 0.0 %	2 13.3 %
69.2 % 13. I was given information about my rights	0 0.0 %	1 6.7 %	3 20.0 %	4 26.7 %	5 33.3 %	0 0.0 %	2 13.3 %
76.9 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	3 20.0 %	4 26.7 %	6 40.0 %	0 0.0 %	2 13.3 %
75.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	3 20.0 %	3 20.0 %	6 40.0 %	1 6.7 %	2 13.3 %
84.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	2 13.3 %	5 33.3 %	6 40.0 %	0 0.0 %	2 13.3 %
69.2 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	4 26.7 %	4 26.7 %	5 33.3 %	0 0.0 %	2 13.3 %
69.2 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 6.7 %	3 20.0 %	4 26.7 %	5 33.3 %	0 0.0 %	2 13.3 %
75.0 % 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 %	3 20.0 %	3 20.0 %	6 40.0 %	0 0.0 %	3 20.0 %
63.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	4 26.7 %	2 13.3 %	5 33.3 %	0 0.0 %	4 26.7 %
66.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	4 26.7 %	4 26.7 %	4 26.7 %	0 0.0 %	3 20.0 %
75.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	3 20.0 %	5 33.3 %	4 26.7 %	0 0.0 %	3 20.0 %
69.2 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 6.7 %	3 20.0 %	5 33.3 %	4 26.7 %	0 0.0 %	2 13.3 %
58.3 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 6.7 %	4 26.7 %	4 26.7 %	3 20.0 %	1 6.7 %	2 13.3 %
53.8 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	6 40.0 %	5 33.3 %	2 13.3 %	0 0.0 %	2 13.3 %

MHSIP Items 26-36, N = 15
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
61.5 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	5 33.3 %	5 33.3 %	3 20.0 %	0 0.0 %	2 13.3 %
58.3 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 6.7 %	4 26.7 %	4 26.7 %	3 20.0 %	0 0.0 %	3 20.0 %
53.8 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 6.7 %	5 33.3 %	4 26.7 %	3 20.0 %	0 0.0 %	2 13.3 %
53.8 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 6.7 %	5 33.3 %	5 33.3 %	2 13.3 %	0 0.0 %	2 13.3 %
69.2 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	4 26.7 %	7 46.7 %	2 13.3 %	0 0.0 %	2 13.3 %
53.8 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	6 40.0 %	5 33.3 %	2 13.3 %	0 0.0 %	2 13.3 %
69.2 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 6.7 %	3 20.0 %	7 46.7 %	2 13.3 %	0 0.0 %	2 13.3 %
50.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 6.7 %	0 0.0 %	5 33.3 %	2 13.3 %	4 26.7 %	1 6.7 %	2 13.3 %
58.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	5 33.3 %	4 26.7 %	3 20.0 %	1 6.7 %	2 13.3 %
53.8 % 35. As a direct result of the services I received: I feel I belong in my community	1 6.7 %	2 13.3 %	3 20.0 %	4 26.7 %	3 20.0 %	0 0.0 %	2 13.3 %
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 0.0 %	0 0.0 %	6 40.0 %	3 20.0 %	3 20.0 %	1 6.7 %	2 13.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 13.3 %	0 0 %	2 13.3 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	13 86.7 %	0 0 %	13 86.7 %
Total	15 100 %	0 100 %	15 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 18 clients; surveys were returned for 15 clients (15/18 = 83.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Homeless Childrens Network

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

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for Homeless Childrens Network: **5.00** (youth), **4.86** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.45** (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

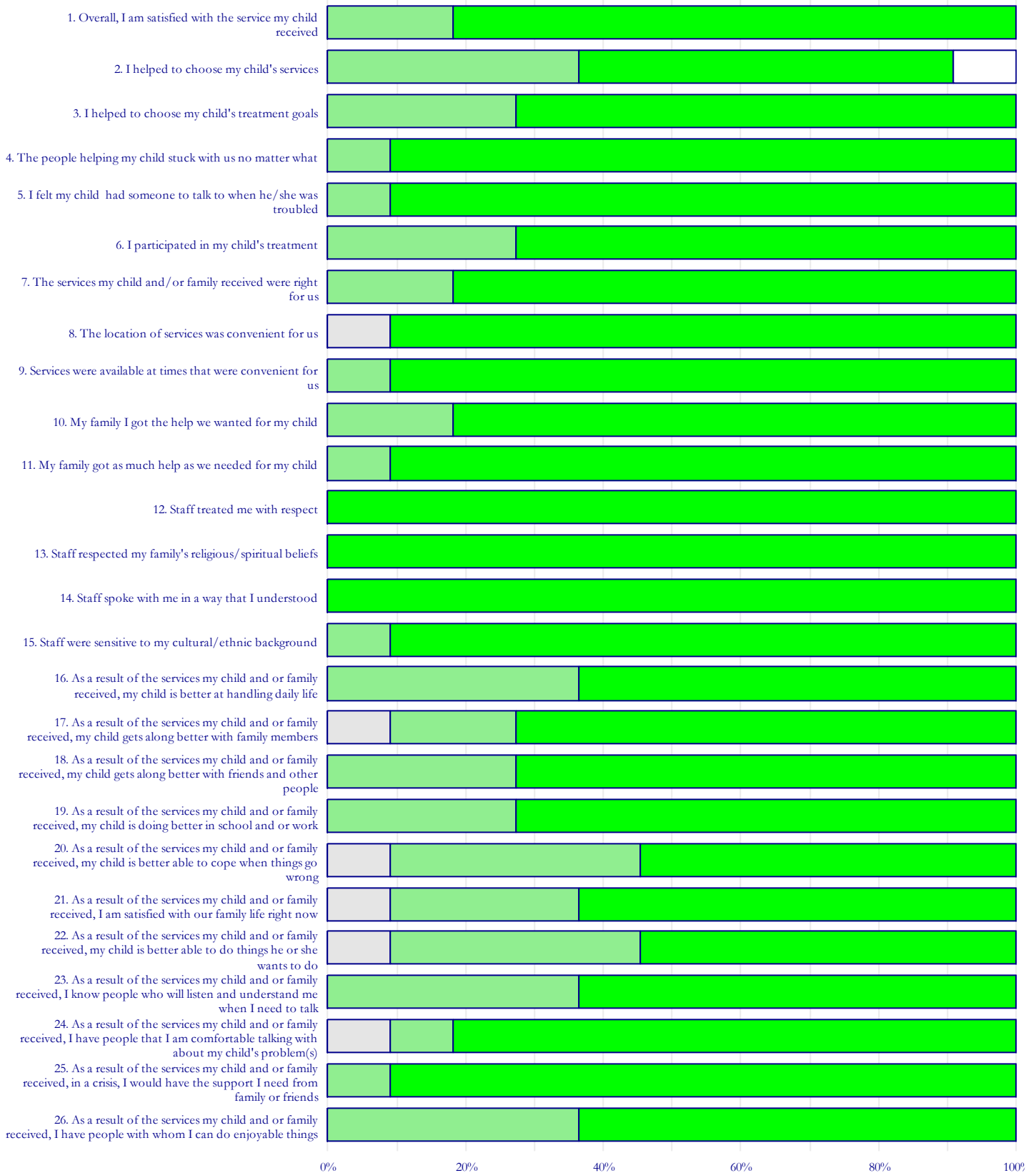
100.0% 2. I helped to choose my services

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

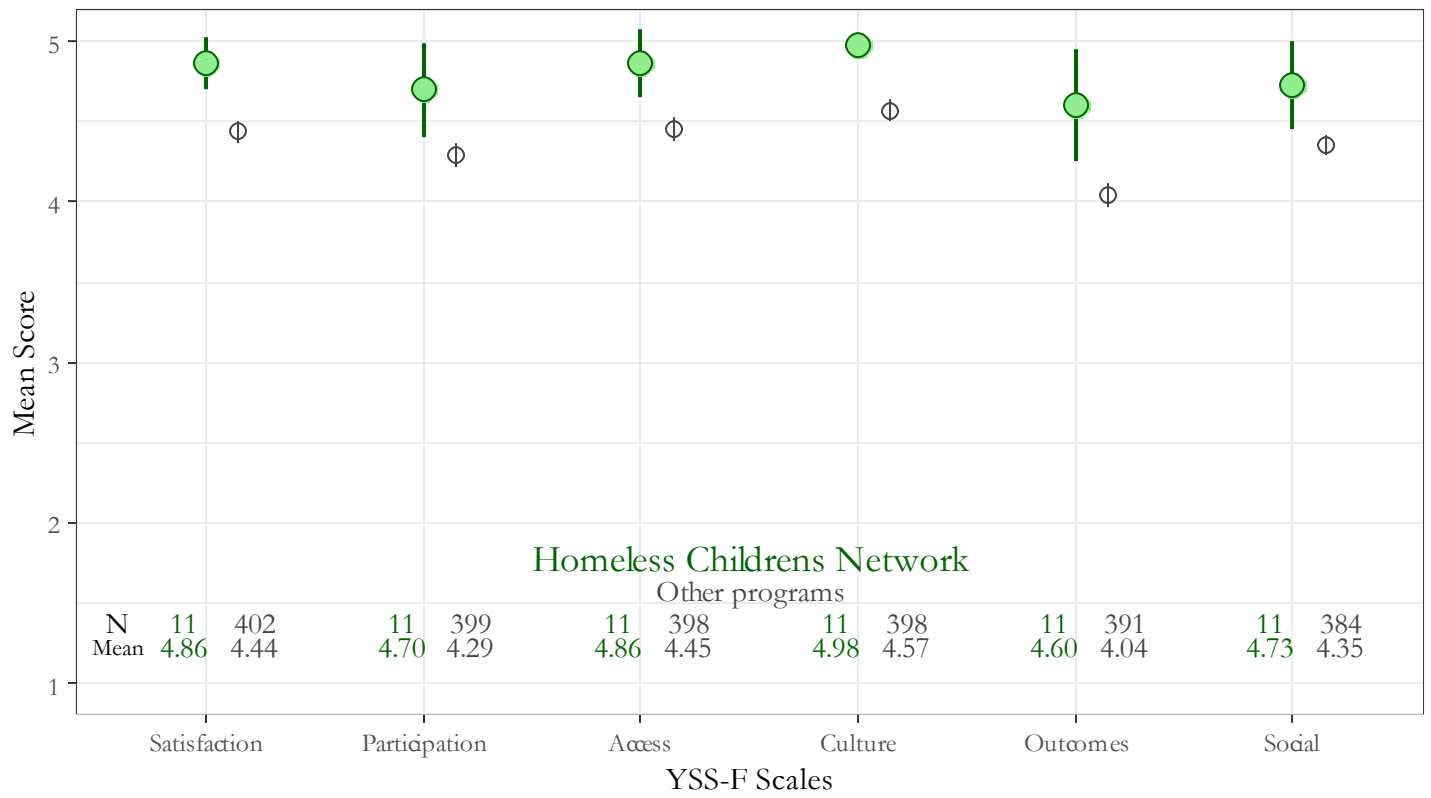


Youth Services Survey for Families, N = 77

	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 2.6 %	9 11.7 %	0 0.0 %	66 85.7 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	4 5.2 %	6 7.8 %	1 1.3 %	66 85.7 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 3.9 %	8 10.4 %	0 0.0 %	66 85.7 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 1.3 %	10 13.0 %	0 0.0 %	66 85.7 %
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 1.3 %	10 13.0 %	0 0.0 %	66 85.7 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 3.9 %	8 10.4 %	0 0.0 %	66 85.7 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	2 2.6 %	9 11.7 %	0 0.0 %	66 85.7 %
90.9 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	1 1.3 %	0 0.0 %	10 13.0 %	0 0.0 %	66 85.7 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 1.3 %	10 13.0 %	0 0.0 %	66 85.7 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 2.6 %	9 11.7 %	0 0.0 %	66 85.7 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 1.3 %	10 13.0 %	0 0.0 %	66 85.7 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	11 14.3 %	0 0.0 %	66 85.7 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	11 14.3 %	0 0.0 %	66 85.7 %
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 %	11 14.3 %	0 0.0 %	66 85.7 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 1.3 %	10 13.0 %	0 0.0 %	66 85.7 %
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 %	4 5.2 %	7 9.1 %	0 0.0 %	66 85.7 %
90.9 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 1.3 %	2 2.6 %	8 10.4 %	0 0.0 %	66 85.7 %
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 %	3 3.9 %	8 10.4 %	0 0.0 %	66 85.7 %
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 %	3 3.9 %	8 10.4 %	0 0.0 %	66 85.7 %
90.9 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 1.3 %	4 5.2 %	6 7.8 %	0 0.0 %	66 85.7 %
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 0.0 %	0 0.0 %	1 1.3 %	3 3.9 %	7 9.1 %	0 0.0 %	66 85.7 %
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	0 0.0 %	0 0.0 %	1 1.3 %	4 5.2 %	6 7.8 %	0 0.0 %	66 85.7 %
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 %	4 5.2 %	7 9.1 %	0 0.0 %	66 85.7 %
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 0.0 %	0 0.0 %	1 1.3 %	1 1.3 %	9 11.7 %	0 0.0 %	66 85.7 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	1 1.3 %	10 13.0 %	0 0.0 %	66 85.7 %
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 %	4 5.2 %	7 9.1 %	0 0.0 %	66 85.7 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



N	11	402	11	399	11	398	11	398	11	391	11	384
Mean	4.86	4.44	4.70	4.29	4.86	4.45	4.98	4.57	4.60	4.04	4.73	4.35

Completion Status	Survey Compliance Homeless Childrens Network Completion by Respondent Type		Total
	Family	Youth	
	Refused	49 63.6 %	
Impaired	0 0 %	0 0 %	0 0 %
Language	1 1.3 %	0 0 %	1 1.3 %
Other	1 1.3 %	0 0 %	1 1.3 %
No Data	15 19.5 %	0 0 %	15 19.2 %
Completed Survey	11 14.3 %	1 100 %	12 15.4 %
Total	77 100 %	1 100 %	78 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 76 clients; surveys were returned for 77 clients ($77 / 76 = 101.3\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

HR360 Adult MH OP

Program Code(s): 38K3OP

Overall Satisfaction¹

100.0%

Return Rate²

17.2%

Overall satisfaction³ mean score for HR360 Adult MH OP : **4.73**.

Overall satisfaction mean score for all other programs: **4.45**.

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

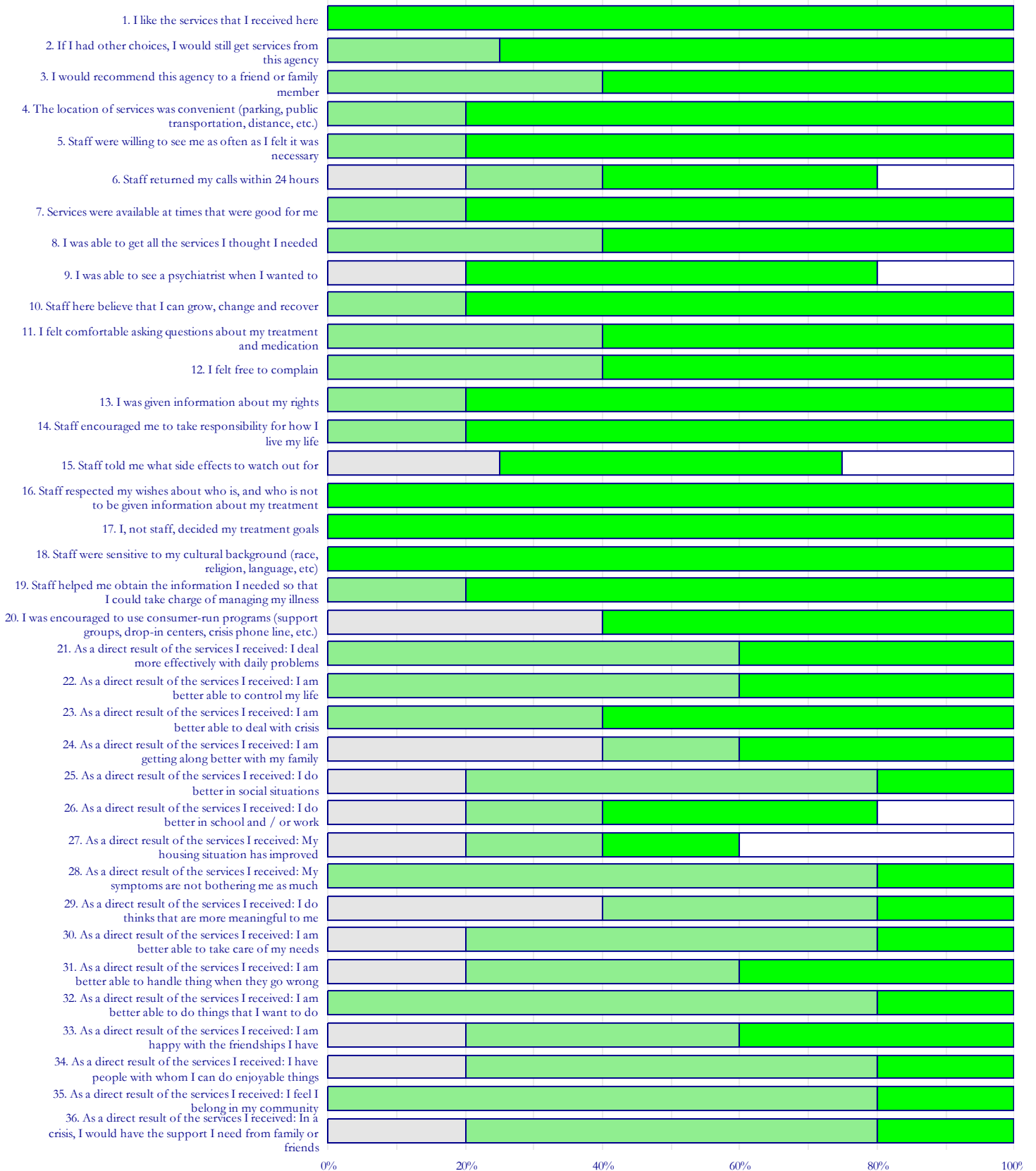
60.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

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 = 5

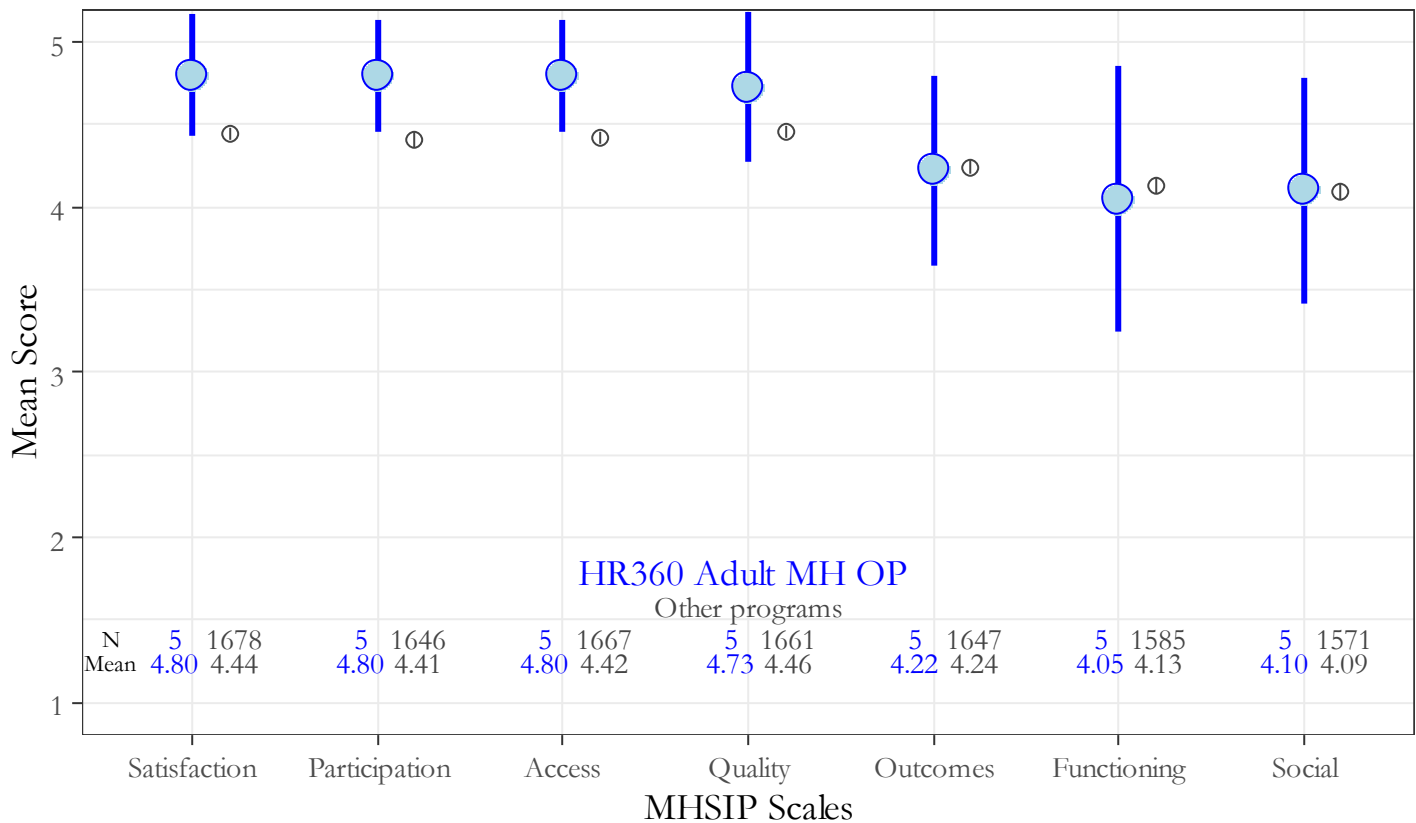
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	5 100.0 %	0 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 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	1 20.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	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 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
75.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	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 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
75.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %	1 20.0 %	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 20.0 %	4 80.0 %	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 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	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 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
66.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	1 20.0 %	1 20.0 %
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 0.0 %	5 100.0 %	0 0.0 %	0 0.0 %
100.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	5 100.0 %	0 0.0 %	0 0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	5 100.0 %	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 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
60.0 % 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 40.0 %	0 0.0 %	3 60.0 %	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 %	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	0 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 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	0 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 %	0 0.0 %	2 40.0 %	3 60.0 %	0 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 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %
80.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 5
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
75.0 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %
66.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %
100.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	1 20.0 %	0 0.0 %	0 0.0 %
60.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	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 %	0 0.0 %	0 0.0 %	4 80.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
80.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
100.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	1 20.0 %	0 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	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	4 100 %	1 100 %	5 100 %
Total	4 100 %	1 100 %	5 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 29 clients; surveys were returned for 5 clients (5/29 = 17.2%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Huckleberry Youth Programs

Program Code(s): 38bu3

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for Huckleberry Youth Programs: **4.64** (youth), **4.88** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.46** (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

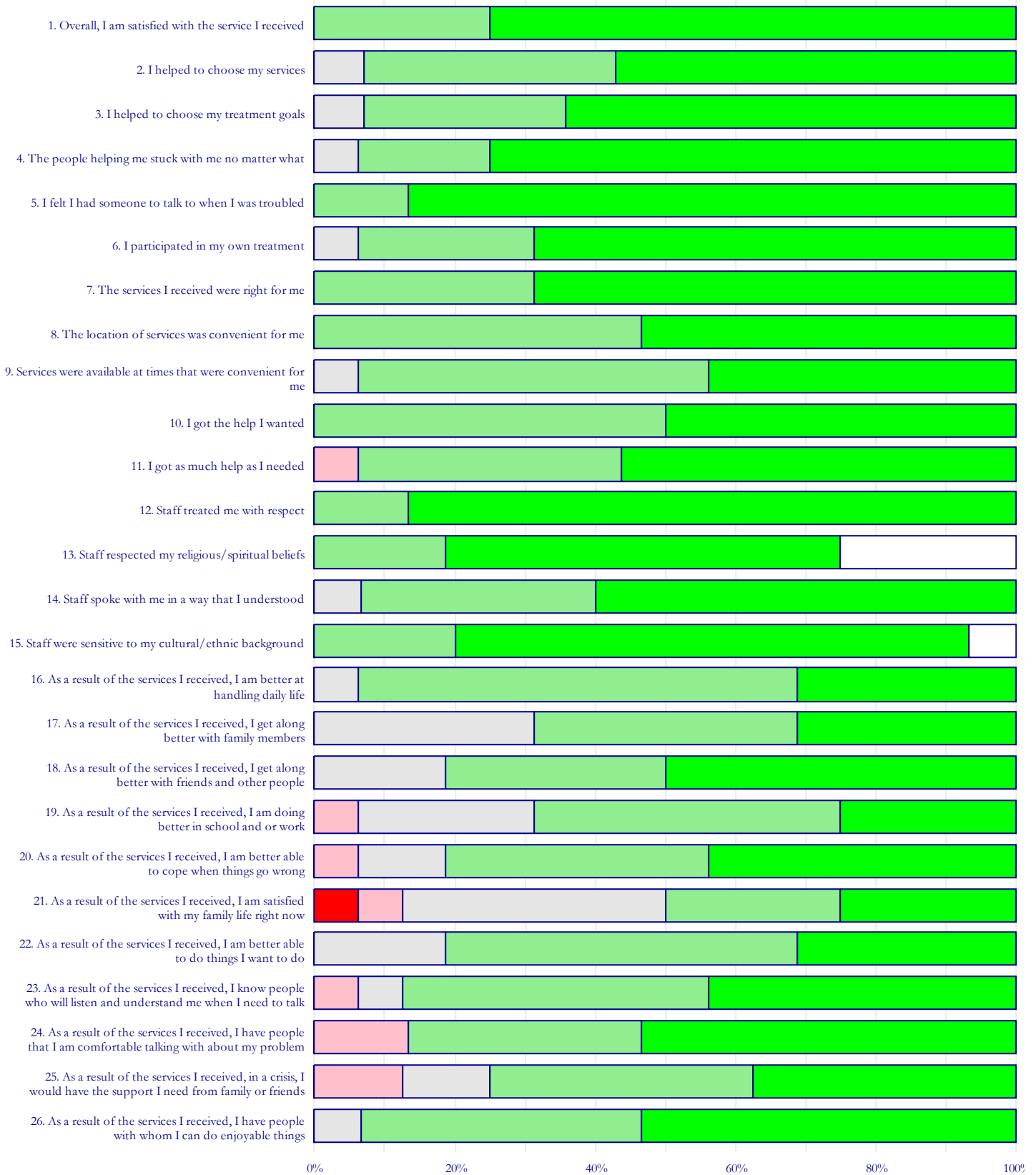
93.3% 2. I helped to choose my services

93.3% 3. I helped to choose my treatment goals

93.3% 14. Staff spoke with me in a way that I understood

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

Youth Services Survey for Youth

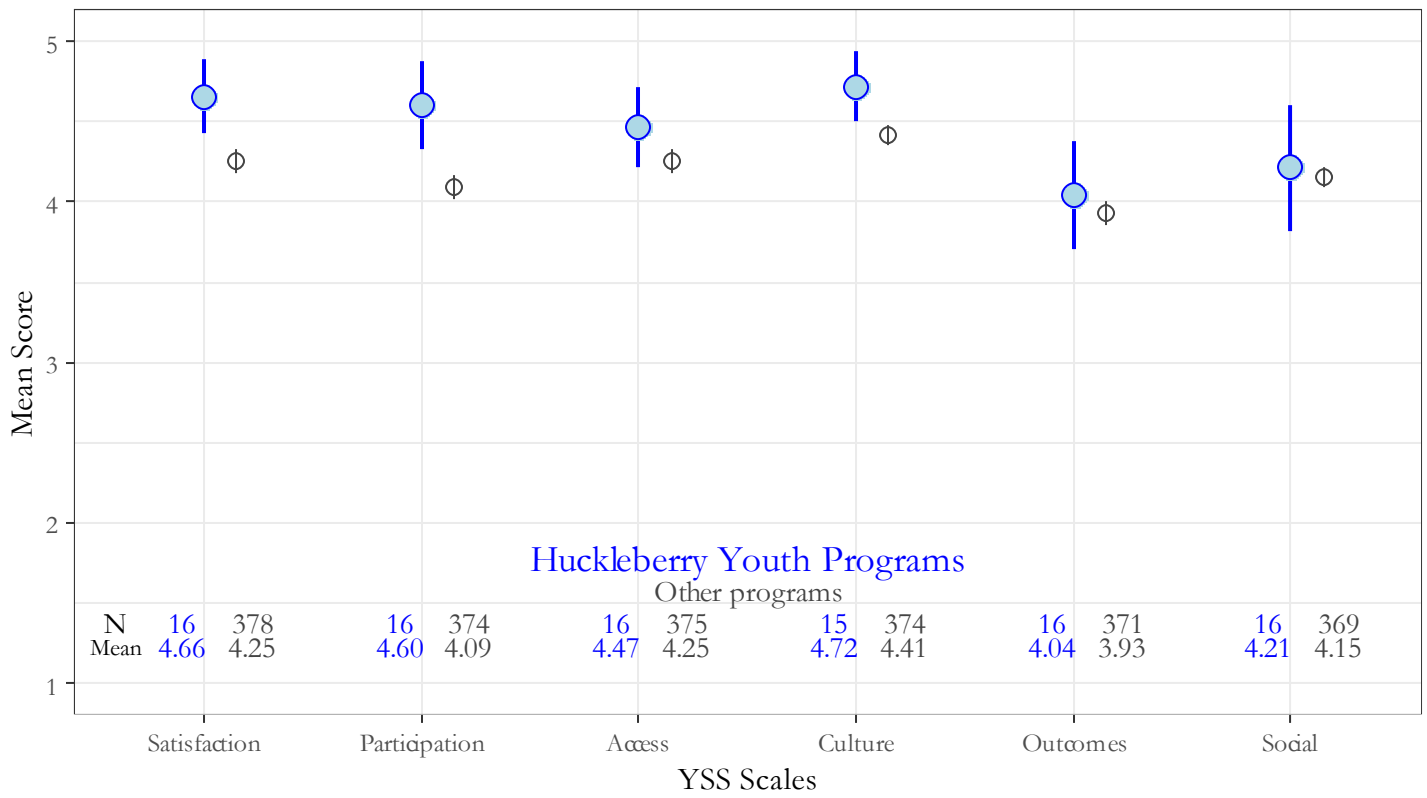


Youth Services Survey for Youth, N = 17

	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 0.0 %	0 0.0 %	4 23.5 %	12 70.6 %	0 0.0 %	1 5.9 %
92.9 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	8 47.1 %	0 0.0 %	3 17.6 %
92.9 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	9 52.9 %	0 0.0 %	3 17.6 %
93.8 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	12 70.6 %	0 0.0 %	1 5.9 %
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 11.8 %	13 76.5 %	0 0.0 %	2 11.8 %
93.8 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	11 64.7 %	0 0.0 %	1 5.9 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	11 64.7 %	0 0.0 %	1 5.9 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	7 41.2 %	8 47.1 %	0 0.0 %	2 11.8 %
93.8 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 5.9 %	8 47.1 %	7 41.2 %	0 0.0 %	1 5.9 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	8 47.1 %	8 47.1 %	0 0.0 %	1 5.9 %
93.8 % 11. I got as much help as I needed	0 0.0 %	1 5.9 %	0 0.0 %	6 35.3 %	9 52.9 %	0 0.0 %	1 5.9 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	13 76.5 %	0 0.0 %	2 11.8 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	9 52.9 %	4 23.5 %	1 5.9 %
93.3 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	9 52.9 %	0 0.0 %	2 11.8 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	11 64.7 %	1 5.9 %	2 11.8 %
93.8 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 5.9 %	10 58.8 %	5 29.4 %	0 0.0 %	1 5.9 %
68.8 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	5 29.4 %	6 35.3 %	5 29.4 %	0 0.0 %	1 5.9 %
81.2 % 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 17.6 %	5 29.4 %	8 47.1 %	0 0.0 %	1 5.9 %
68.8 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 5.9 %	4 23.5 %	7 41.2 %	4 23.5 %	0 0.0 %	1 5.9 %
81.2 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 5.9 %	2 11.8 %	6 35.3 %	7 41.2 %	0 0.0 %	1 5.9 %
50.0 % 21. As a result of the services I received, I am satisfied with my family life right now	1 5.9 %	1 5.9 %	6 35.3 %	4 23.5 %	4 23.5 %	0 0.0 %	1 5.9 %
81.2 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	3 17.6 %	8 47.1 %	5 29.4 %	0 0.0 %	1 5.9 %
87.5 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	1 5.9 %	1 5.9 %	7 41.2 %	7 41.2 %	0 0.0 %	1 5.9 %
86.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	2 11.8 %	0 0.0 %	5 29.4 %	8 47.1 %	0 0.0 %	2 11.8 %
75.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	2 11.8 %	2 11.8 %	6 35.3 %	6 35.3 %	0 0.0 %	1 5.9 %
93.3 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 5.9 %	6 35.3 %	8 47.1 %	0 0.0 %	2 11.8 %

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance
Huckleberry Youth
Programs Completion
by Respondent Type

Completion Status	Programs Completion by Respondent Type		Total
	Family	Youth	
Refused	0 0 %	1 5.9 %	1 5.6 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	16 94.1 %	17 94.4 %
Total	1 100 %	17 100 %	18 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 8 clients; surveys were returned for 18 clients ($18 / 8 = 225.0\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Hyde Street Community Services

Program Code(s): 38BR3

Overall Satisfaction¹

93.7%

Return Rate²

66.2%

Overall satisfaction³ mean score for Hyde Street Community Services: **4.32**.

Overall satisfaction mean score for all other programs: **4.46**.

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

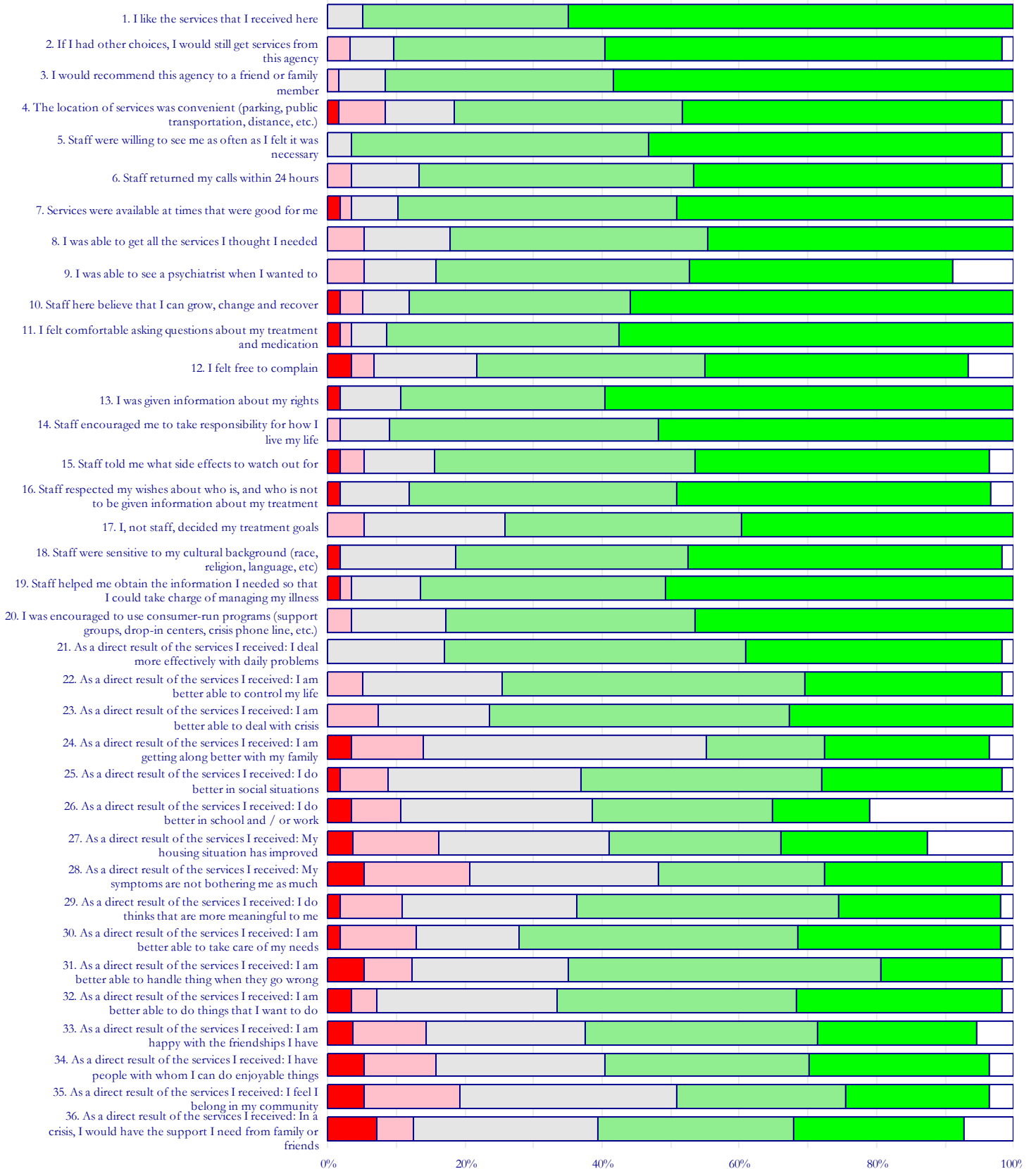
- 96.6% 5. Staff were willing to see me as often as I felt it was necessary
- 95.0% 1. I like the services that I received here
- 91.7% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 74.1% 17. I, not staff, decided my treatment goals
- 76.8% 12. I felt free to complain
- 81.0% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

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

MHSIP Items



MHSIP Items 1-25, N = 104

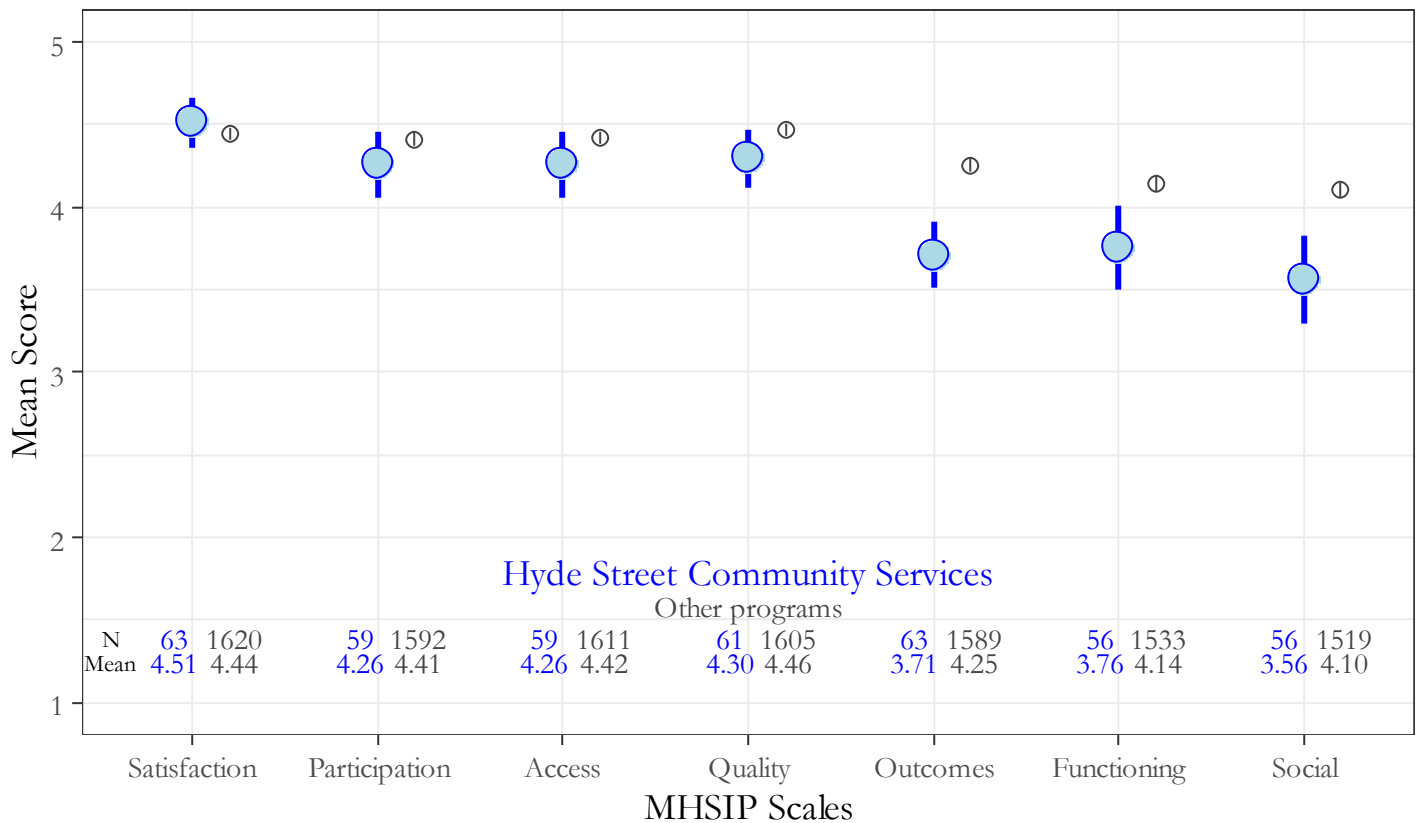
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
95.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	3 2.9 %	18 17.3 %	39 37.5 %	0 0.0 %	44 42.3 %
90.2 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	2 1.9 %	4 3.8 %	19 18.3 %	36 34.6 %	1 1.0 %	42 40.4 %
91.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 1.0 %	4 3.8 %	20 19.2 %	35 33.7 %	0 0.0 %	44 42.3 %
81.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 1.0 %	4 3.8 %	6 5.8 %	20 19.2 %	28 26.9 %	1 1.0 %	44 42.3 %
96.6 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 1.9 %	26 25.0 %	31 29.8 %	1 1.0 %	44 42.3 %
86.4 % 6. Staff returned my calls within 24 hours	0 0.0 %	2 1.9 %	6 5.8 %	24 23.1 %	27 26.0 %	1 1.0 %	44 42.3 %
89.8 % 7. Services were available at times that were good for me	1 1.0 %	1 1.0 %	4 3.8 %	24 23.1 %	29 27.9 %	0 0.0 %	45 43.3 %
82.1 % 8. I was able to get all the services I thought I needed	0 0.0 %	3 2.9 %	7 6.7 %	21 20.2 %	25 24.0 %	0 0.0 %	48 46.2 %
82.7 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	3 2.9 %	6 5.8 %	21 20.2 %	22 21.1 %	5 4.8 %	47 45.2 %
88.1 % 10. Staff here believe that I can grow, change and recover	1 1.0 %	2 1.9 %	4 3.8 %	19 18.3 %	33 31.7 %	0 0.0 %	45 43.3 %
91.5 % 11. I felt comfortable asking questions about my treatment and medication	1 1.0 %	1 1.0 %	3 2.9 %	20 19.2 %	34 32.7 %	0 0.0 %	45 43.3 %
76.8 % 12. I felt free to complain	2 1.9 %	2 1.9 %	9 8.6 %	20 19.2 %	23 22.1 %	4 3.8 %	44 42.3 %
89.5 % 13. I was given information about my rights	1 1.0 %	0 0.0 %	5 4.8 %	17 16.4 %	34 32.7 %	0 0.0 %	47 45.2 %
91.1 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 1.0 %	4 3.8 %	22 21.1 %	29 27.9 %	0 0.0 %	48 46.2 %
83.9 % 15. Staff told me what side effects to watch out for	1 1.0 %	2 1.9 %	6 5.8 %	22 21.1 %	25 24.0 %	2 1.9 %	46 44.2 %
87.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 1.0 %	0 0.0 %	6 5.8 %	23 22.1 %	27 26.0 %	2 1.9 %	45 43.3 %
74.1 % 17. I, not staff, decided my treatment goals	0 0.0 %	3 2.9 %	12 11.5 %	20 19.2 %	23 22.1 %	0 0.0 %	46 44.2 %
81.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.0 %	0 0.0 %	10 9.6 %	20 19.2 %	27 26.0 %	1 1.0 %	45 43.3 %
86.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1.0 %	1 1.0 %	6 5.8 %	21 20.2 %	30 28.8 %	0 0.0 %	45 43.3 %
82.8 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 1.9 %	8 7.7 %	21 20.2 %	27 26.0 %	0 0.0 %	46 44.2 %
82.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	10 9.6 %	26 25.0 %	22 21.1 %	1 1.0 %	45 43.3 %
74.1 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	3 2.9 %	12 11.5 %	26 25.0 %	17 16.4 %	1 1.0 %	45 43.3 %
76.4 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	4 3.8 %	9 8.6 %	24 23.1 %	18 17.3 %	0 0.0 %	49 47.1 %
42.9 % 24. As a direct result of the services I received: I am getting along better with my family	2 1.9 %	6 5.8 %	24 23.1 %	10 9.6 %	14 13.5 %	2 1.9 %	46 44.2 %
62.5 % 25. As a direct result of the services I received: I do better in social situations	1 1.0 %	4 3.8 %	16 15.4 %	20 19.2 %	15 14.4 %	1 1.0 %	47 45.2 %

MHSIP Items 26-36, N = 104
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
51.1 % 26. As a direct result of the services I received: I do better in school and / or work	2 1.9 %	4 3.8 %	16 15.4 %	15 14.4 %	8 7.7 %	12 11.5 %	47 45.2 %
53.1 % 27. As a direct result of the services I received: My housing situation has improved	2 1.9 %	7 6.7 %	14 13.5 %	14 13.5 %	12 11.5 %	7 6.7 %	48 46.2 %
50.9 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	3 2.9 %	9 8.6 %	16 15.4 %	14 13.5 %	15 14.4 %	1 1.0 %	46 44.2 %
63.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 1.0 %	5 4.8 %	14 13.5 %	21 20.2 %	13 12.5 %	1 1.0 %	49 47.1 %
71.7 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 1.0 %	6 5.8 %	8 7.7 %	22 21.1 %	16 15.4 %	1 1.0 %	50 48.1 %
64.3 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	3 2.9 %	4 3.8 %	13 12.5 %	26 25.0 %	10 9.6 %	1 1.0 %	47 45.2 %
66.1 % 32. As a direct result of the services I received: I am better able to do things that I want to do	2 1.9 %	2 1.9 %	15 14.4 %	20 19.2 %	17 16.4 %	1 1.0 %	47 45.2 %
60.4 % 33. As a direct result of the services I received: I am happy with the friendships I have	2 1.9 %	6 5.8 %	13 12.5 %	19 18.3 %	13 12.5 %	3 2.9 %	48 46.2 %
58.2 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	3 2.9 %	6 5.8 %	14 13.5 %	17 16.4 %	15 14.4 %	2 1.9 %	47 45.2 %
47.3 % 35. As a direct result of the services I received: I feel I belong in my community	3 2.9 %	8 7.7 %	18 17.3 %	14 13.5 %	12 11.5 %	2 1.9 %	47 45.2 %
57.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	4 3.8 %	3 2.9 %	15 14.4 %	16 15.4 %	14 13.5 %	4 3.8 %	48 46.2 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	35 33.7 %	0 0 %	35 33.7 %
Impaired	0 0 %	0 0 %	0 0 %
Language	1 1 %	0 0 %	1 1 %
Other	3 2.9 %	0 0 %	3 2.9 %
No Data	5 4.8 %	0 0 %	5 4.8 %
Completed Survey	60 57.7 %	0 0 %	60 57.7 %
Total	104 100 %	0 100 %	104 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 154 clients; surveys were returned for 102 clients (102/154 = 66.2%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Hyde Street Community Services FSP

Program Code(s): 38BRA3

Overall Satisfaction¹

83.3%

Return Rate²

40.0%

Overall satisfaction³ mean score for Hyde Street Community Services FSP: **4.14**.

Overall satisfaction mean score for all other programs: **4.46**.

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

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

Lowest Agreement Items

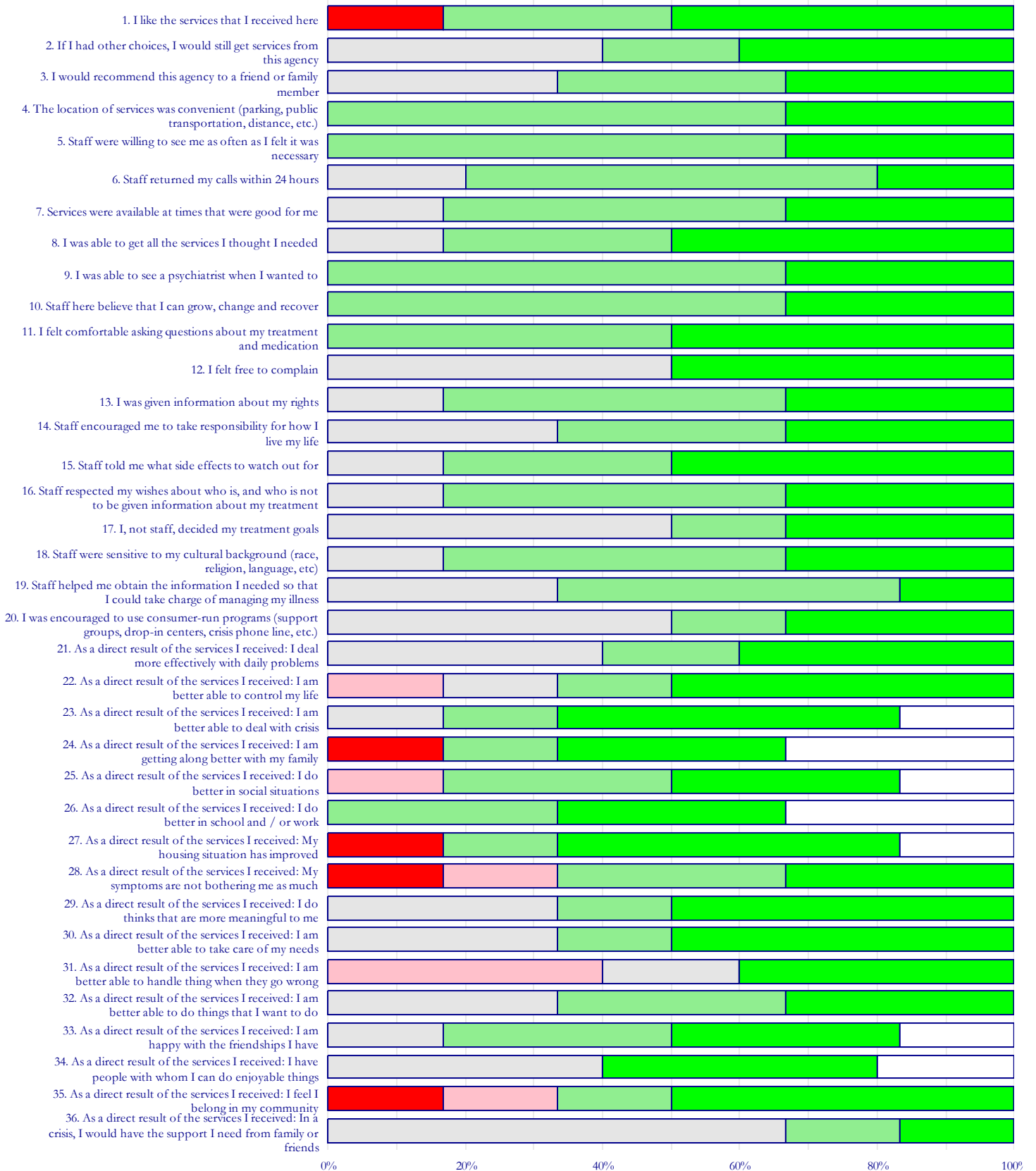
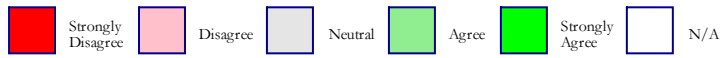
50.0% 12. I felt free to complain

50.0% 17. I, not staff, decided my treatment goals

50.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

MHSIP Items



MHSIP Items 1-25, N = 8

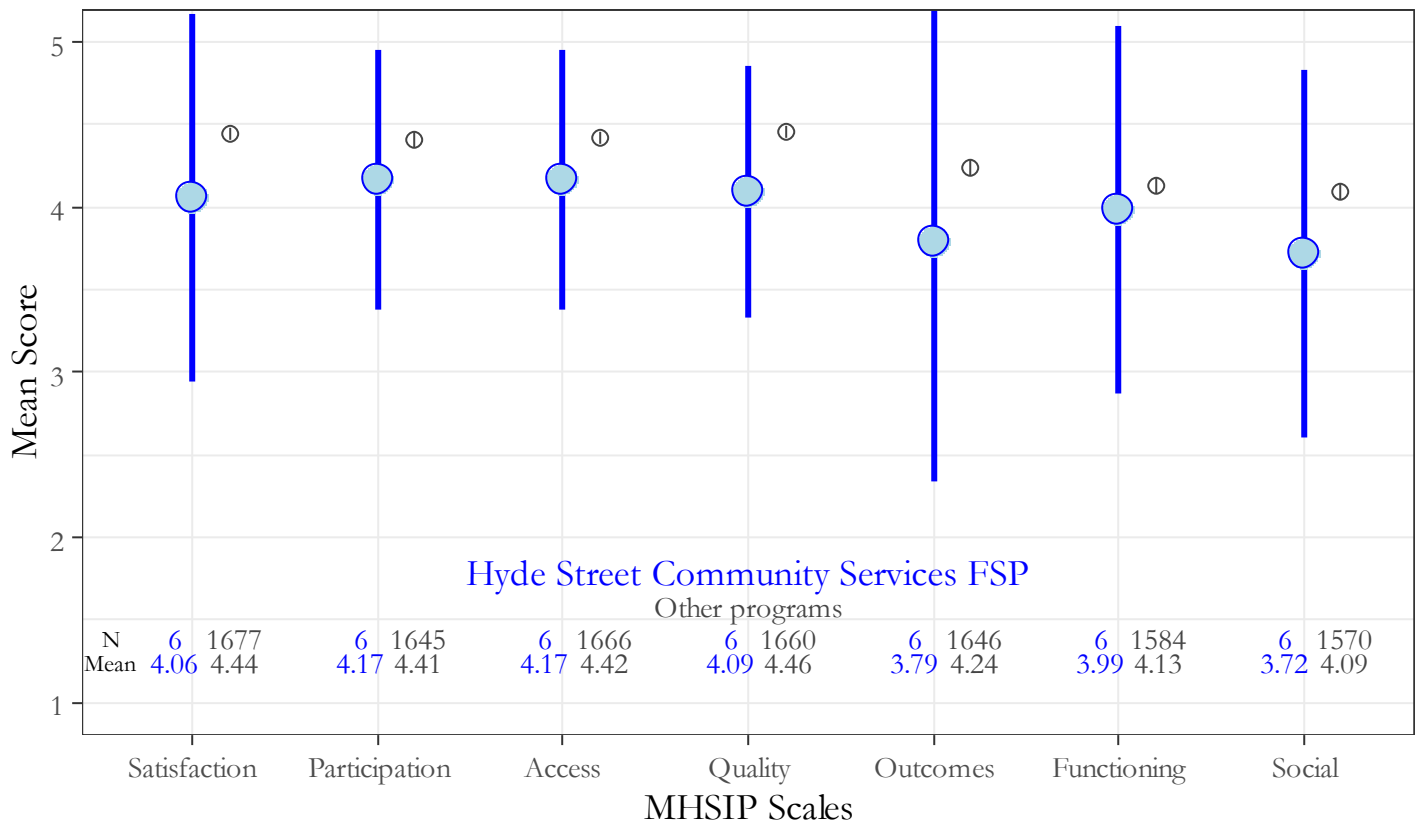
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
83.3 % 1. I like the services that I received here	1 12.5 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	2 25.0 %
60.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	2 25.0 %	0 0.0 %	3 37.5 %
66.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	2 25.0 %	0 0.0 %	2 25.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	2 25.0 %	0 0.0 %	2 25.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	2 25.0 %	0 0.0 %	2 25.0 %
80.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
83.3 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	0 0.0 %	2 25.0 %
83.3 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	3 37.5 %	0 0.0 %	2 25.0 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	2 25.0 %	0 0.0 %	2 25.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	2 25.0 %	0 0.0 %	2 25.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	3 37.5 %	0 0.0 %	2 25.0 %
50.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	3 37.5 %	0 0.0 %	3 37.5 %	0 0.0 %	2 25.0 %
83.3 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	0 0.0 %	2 25.0 %
66.7 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	2 25.0 %	0 0.0 %	2 25.0 %
83.3 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	3 37.5 %	0 0.0 %	2 25.0 %
83.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	0 0.0 %	2 25.0 %
50.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	3 37.5 %	1 12.5 %	2 25.0 %	0 0.0 %	2 25.0 %
83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	0 0.0 %	2 25.0 %
66.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	1 12.5 %	0 0.0 %	2 25.0 %
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 %	3 37.5 %	1 12.5 %	2 25.0 %	0 0.0 %	2 25.0 %
60.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	2 25.0 %	0 0.0 %	3 37.5 %
66.7 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 12.5 %	1 12.5 %	1 12.5 %	3 37.5 %	0 0.0 %	2 25.0 %
80.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	1 12.5 %	2 25.0 %
75.0 % 24. As a direct result of the services I received: I am getting along better with my family	1 12.5 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	2 25.0 %	2 25.0 %
80.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 12.5 %	0 0.0 %	2 25.0 %	2 25.0 %	1 12.5 %	2 25.0 %

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 %	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	2 25.0 %	2 25.0 %
80.0 % 27. As a direct result of the services I received: My housing situation has improved	1 12.5 %	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	2 25.0 %
66.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 12.5 %	1 12.5 %	0 0.0 %	2 25.0 %	2 25.0 %	0 0.0 %	2 25.0 %
66.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	3 37.5 %	0 0.0 %	2 25.0 %
66.7 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	3 37.5 %	0 0.0 %	2 25.0 %
40.0 % 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 25.0 %	1 12.5 %	0 0.0 %	2 25.0 %	0 0.0 %	3 37.5 %
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 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	2 25.0 %	0 0.0 %	2 25.0 %
80.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	2 25.0 %	1 12.5 %	2 25.0 %
50.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 25.0 %	0 0.0 %	2 25.0 %	1 12.5 %	3 37.5 %
66.7 % 35. As a direct result of the services I received: I feel I belong in my community	1 12.5 %	1 12.5 %	0 0.0 %	1 12.5 %	3 37.5 %	0 0.0 %	2 25.0 %
33.3 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	1 12.5 %	0 0.0 %	2 25.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 25 %	0 0 %	2 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	6 75 %	0 0 %	6 75 %
Total	8 100 %	0 100 %	8 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 20 clients; surveys were returned for 8 clients (8/20 = 40.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

IFR Adult Behavioral Health Services

Program Code(s): 38183

Overall Satisfaction¹

92.0%

Return Rate²

87.9%

Overall satisfaction³ mean score for IFR Adult Behavioral Health Services: **4.58**.

Overall satisfaction mean score for all other programs: **4.45**.

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

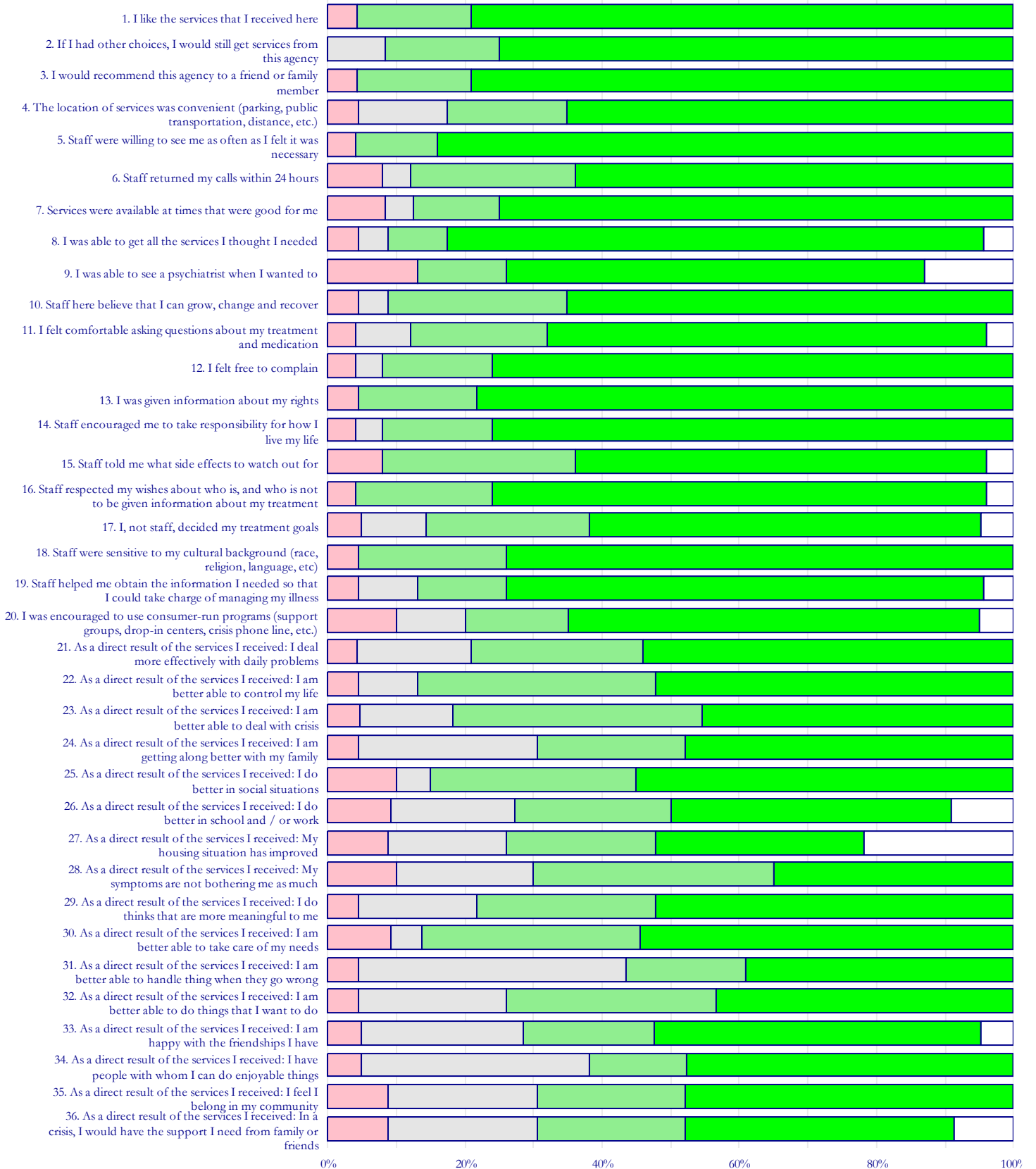
- 96.0% 5. Staff were willing to see me as often as I felt it was necessary
- 95.8% 1. I like the services that I received here
- 95.8% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 78.9% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 85.0% 9. I was able to see a psychiatrist when I wanted to
- 85.0% 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 = 31

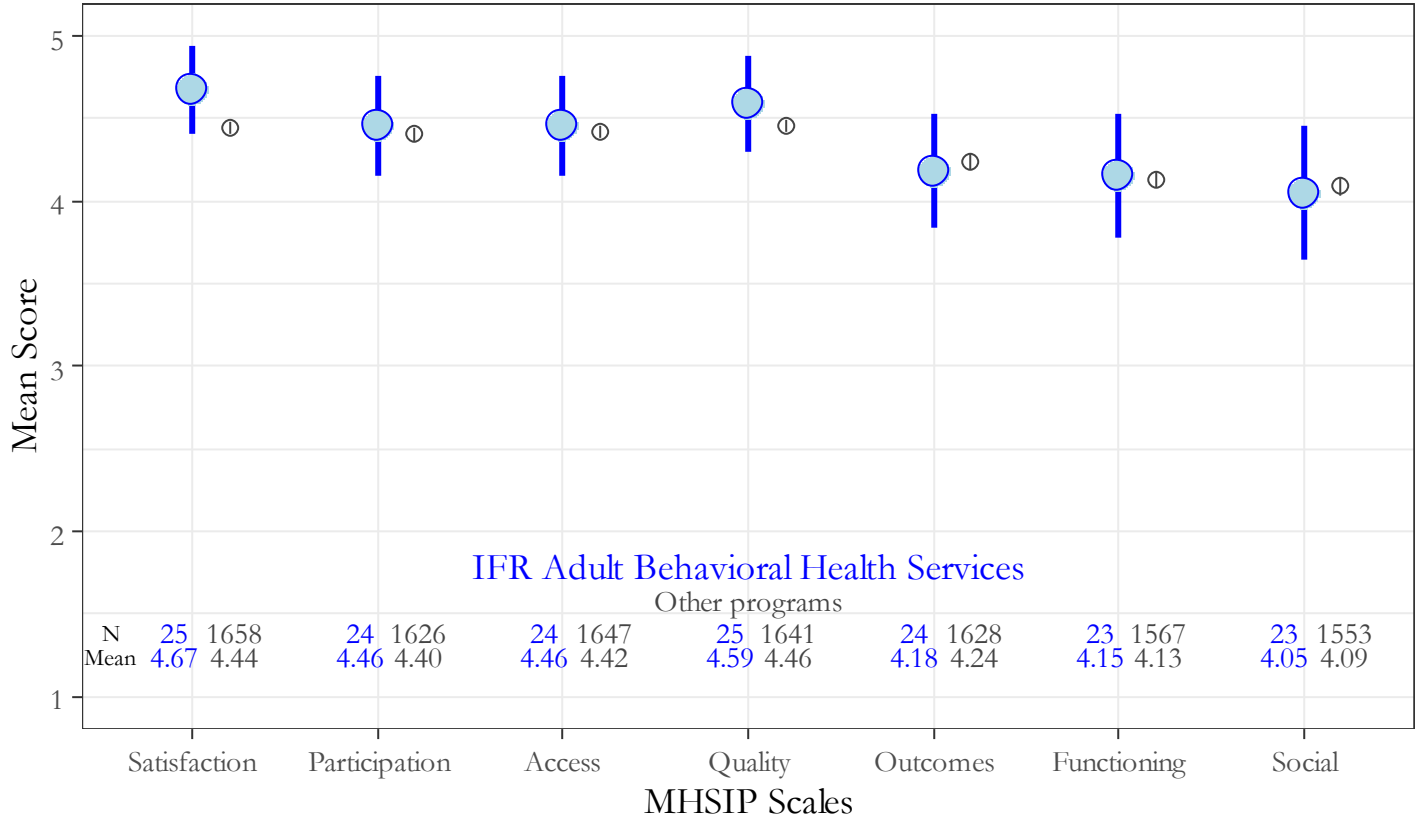
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
95.8 % 1. I like the services that I received here	0 0.0 %	1 3.2 %	0 0.0 %	4 12.9 %	19 61.3 %	0 0.0 %	7 22.6 %
91.7 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 6.4 %	4 12.9 %	18 58.1 %	0 0.0 %	7 22.6 %
95.8 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 3.2 %	0 0.0 %	4 12.9 %	19 61.3 %	0 0.0 %	7 22.6 %
82.6 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 3.2 %	3 9.7 %	4 12.9 %	15 48.4 %	0 0.0 %	8 25.8 %
96.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 3.2 %	0 0.0 %	3 9.7 %	21 67.7 %	0 0.0 %	6 19.4 %
88.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	2 6.4 %	1 3.2 %	6 19.4 %	16 51.6 %	0 0.0 %	6 19.4 %
87.5 % 7. Services were available at times that were good for me	0 0.0 %	2 6.4 %	1 3.2 %	3 9.7 %	18 58.1 %	0 0.0 %	7 22.6 %
90.9 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 3.2 %	1 3.2 %	2 6.4 %	18 58.1 %	1 3.2 %	8 25.8 %
85.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	3 9.7 %	0 0.0 %	3 9.7 %	14 45.2 %	3 9.7 %	8 25.8 %
91.3 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 3.2 %	1 3.2 %	6 19.4 %	15 48.4 %	0 0.0 %	8 25.8 %
87.5 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 3.2 %	2 6.4 %	5 16.1 %	16 51.6 %	1 3.2 %	6 19.4 %
92.0 % 12. I felt free to complain	0 0.0 %	1 3.2 %	1 3.2 %	4 12.9 %	19 61.3 %	0 0.0 %	6 19.4 %
95.7 % 13. I was given information about my rights	0 0.0 %	1 3.2 %	0 0.0 %	4 12.9 %	18 58.1 %	0 0.0 %	8 25.8 %
92.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 3.2 %	1 3.2 %	4 12.9 %	19 61.3 %	0 0.0 %	6 19.4 %
91.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	2 6.4 %	0 0.0 %	7 22.6 %	15 48.4 %	1 3.2 %	6 19.4 %
95.8 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 3.2 %	0 0.0 %	5 16.1 %	18 58.1 %	1 3.2 %	6 19.4 %
85.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 3.2 %	2 6.4 %	5 16.1 %	12 38.7 %	1 3.2 %	10 32.3 %
95.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 3.2 %	0 0.0 %	5 16.1 %	17 54.8 %	0 0.0 %	8 25.8 %
86.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 3.2 %	2 6.4 %	3 9.7 %	16 51.6 %	1 3.2 %	8 25.8 %
78.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 6.4 %	2 6.4 %	3 9.7 %	12 38.7 %	1 3.2 %	11 35.5 %
79.2 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 3.2 %	4 12.9 %	6 19.4 %	13 41.9 %	0 0.0 %	7 22.6 %
87.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 3.2 %	2 6.4 %	8 25.8 %	12 38.7 %	0 0.0 %	8 25.8 %
81.8 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 3.2 %	3 9.7 %	8 25.8 %	10 32.3 %	0 0.0 %	9 29.0 %
69.6 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 3.2 %	6 19.4 %	5 16.1 %	11 35.5 %	0 0.0 %	8 25.8 %
85.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 6.4 %	1 3.2 %	6 19.4 %	11 35.5 %	0 0.0 %	11 35.5 %

MHSIP Items 26-36, N = 31
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
70.0 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	2 6.4 %	4 12.9 %	5 16.1 %	9 29.0 %	2 6.4 %	9 29.0 %
66.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 6.4 %	4 12.9 %	5 16.1 %	7 22.6 %	5 16.1 %	8 25.8 %
70.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 6.4 %	4 12.9 %	7 22.6 %	7 22.6 %	0 0.0 %	11 35.5 %
78.3 % 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	1 3.2 %	4 12.9 %	6 19.4 %	12 38.7 %	0 0.0 %	8 25.8 %
86.4 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	2 6.4 %	1 3.2 %	7 22.6 %	12 38.7 %	0 0.0 %	9 29.0 %
56.5 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	1 3.2 %	9 29.0 %	4 12.9 %	9 29.0 %	0 0.0 %	8 25.8 %
73.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 3.2 %	5 16.1 %	7 22.6 %	10 32.3 %	0 0.0 %	8 25.8 %
70.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 3.2 %	5 16.1 %	4 12.9 %	10 32.3 %	1 3.2 %	10 32.3 %
61.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 3.2 %	7 22.6 %	3 9.7 %	10 32.3 %	0 0.0 %	10 32.3 %
69.6 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	2 6.4 %	5 16.1 %	5 16.1 %	11 35.5 %	0 0.0 %	8 25.8 %
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 0.0 %	2 6.4 %	5 16.1 %	5 16.1 %	9 29.0 %	2 6.4 %	8 25.8 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	6 21.4 %	1 33.3 %	7 22.6 %
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	22 78.6 %	2 66.7 %	24 77.4 %
Total	28 100 %	3 100 %	31 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 33 clients; surveys were returned for 29 clients (29/33 = 87.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

IFR CYF Behavioral Health Services

Program Code(s): 38182 38185 38186

Overall Satisfaction¹

100.0%

Return Rate²

70.8%

Overall satisfaction³ mean score for IFR CYF Behavioral Health Services: **4.21** (youth), **4.45** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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

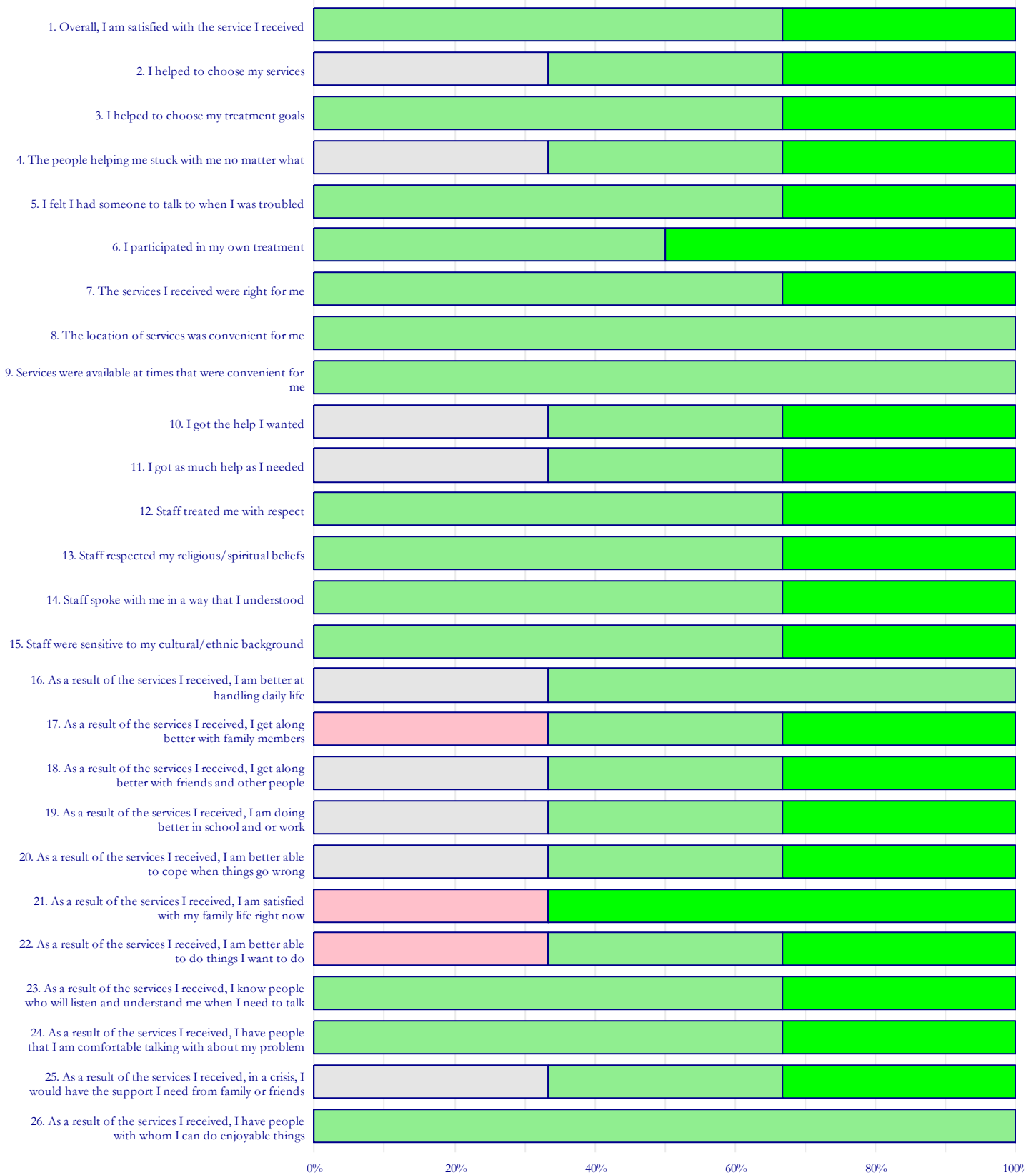
76.9% 2. I helped to choose my services

83.3% 3. I helped to choose my treatment goals

85.7% 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.

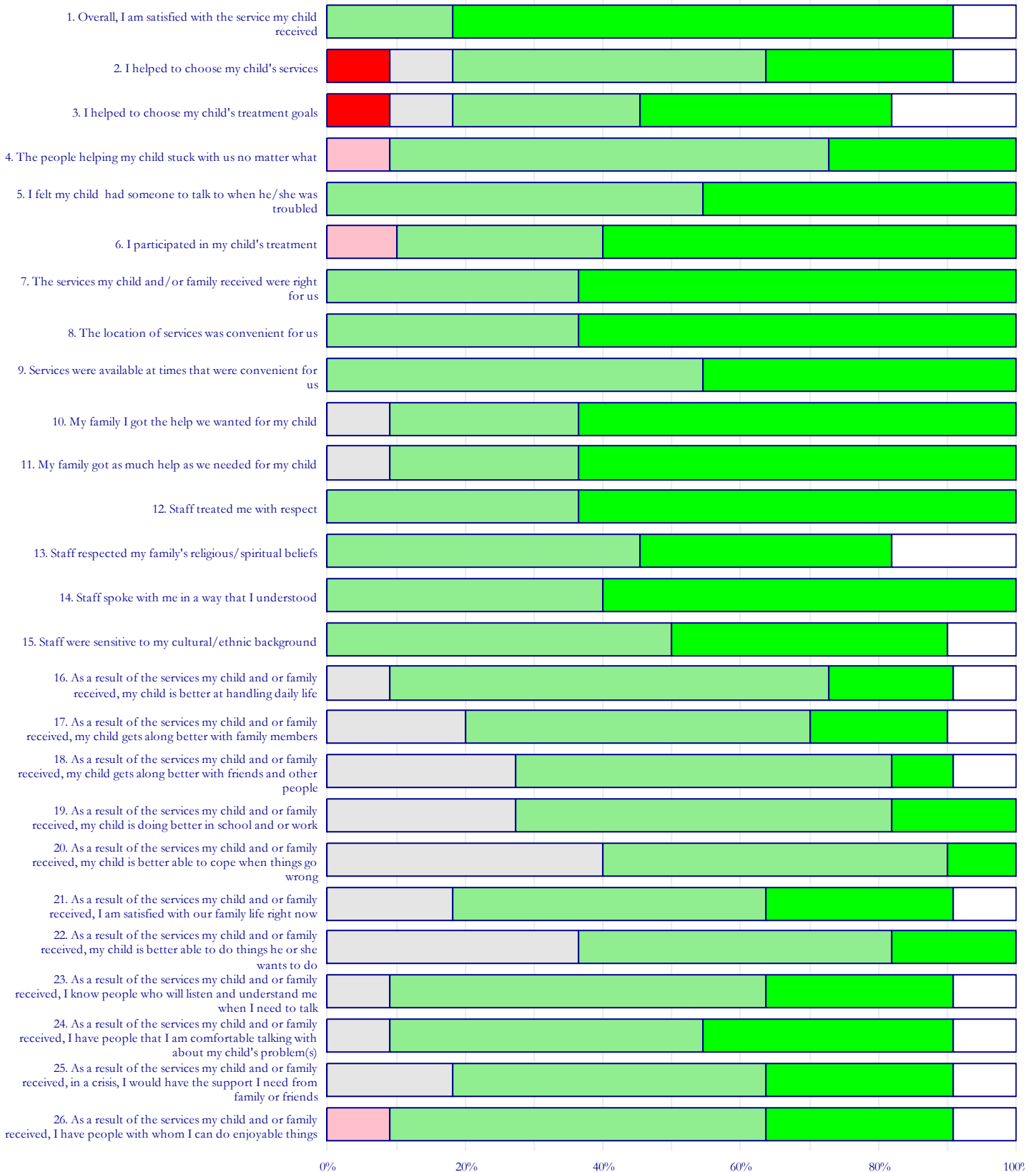
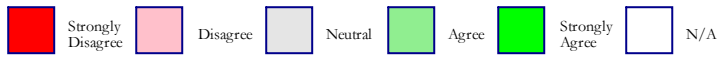
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 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 %
66.7 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	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 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
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 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
66.7 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
66.7 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	1 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 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	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 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %	2 66.7 %	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 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	1 33.3 %	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 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	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 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
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 %	1 33.3 %	1 33.3 %	1 33.3 %	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 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %

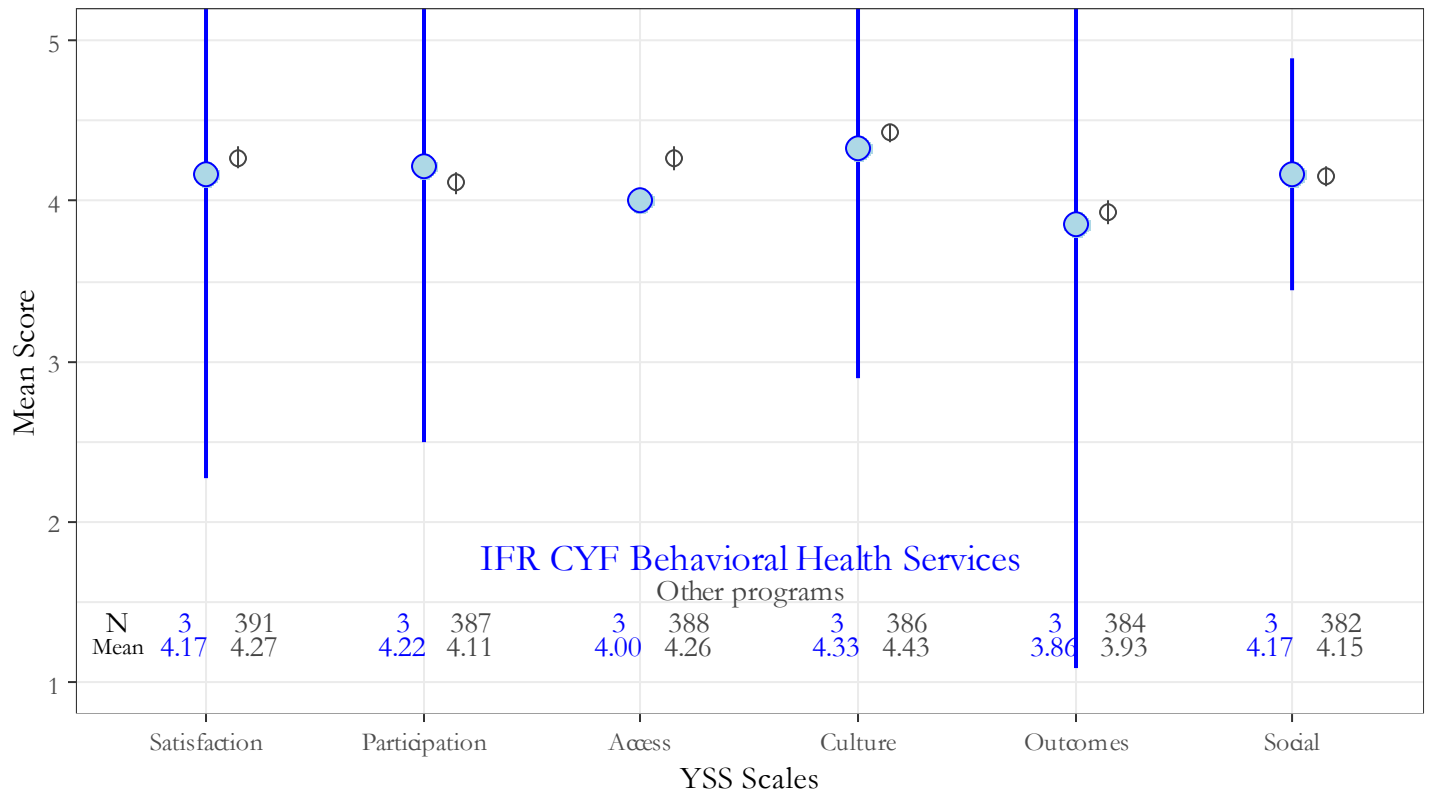
Youth Services Survey for Families



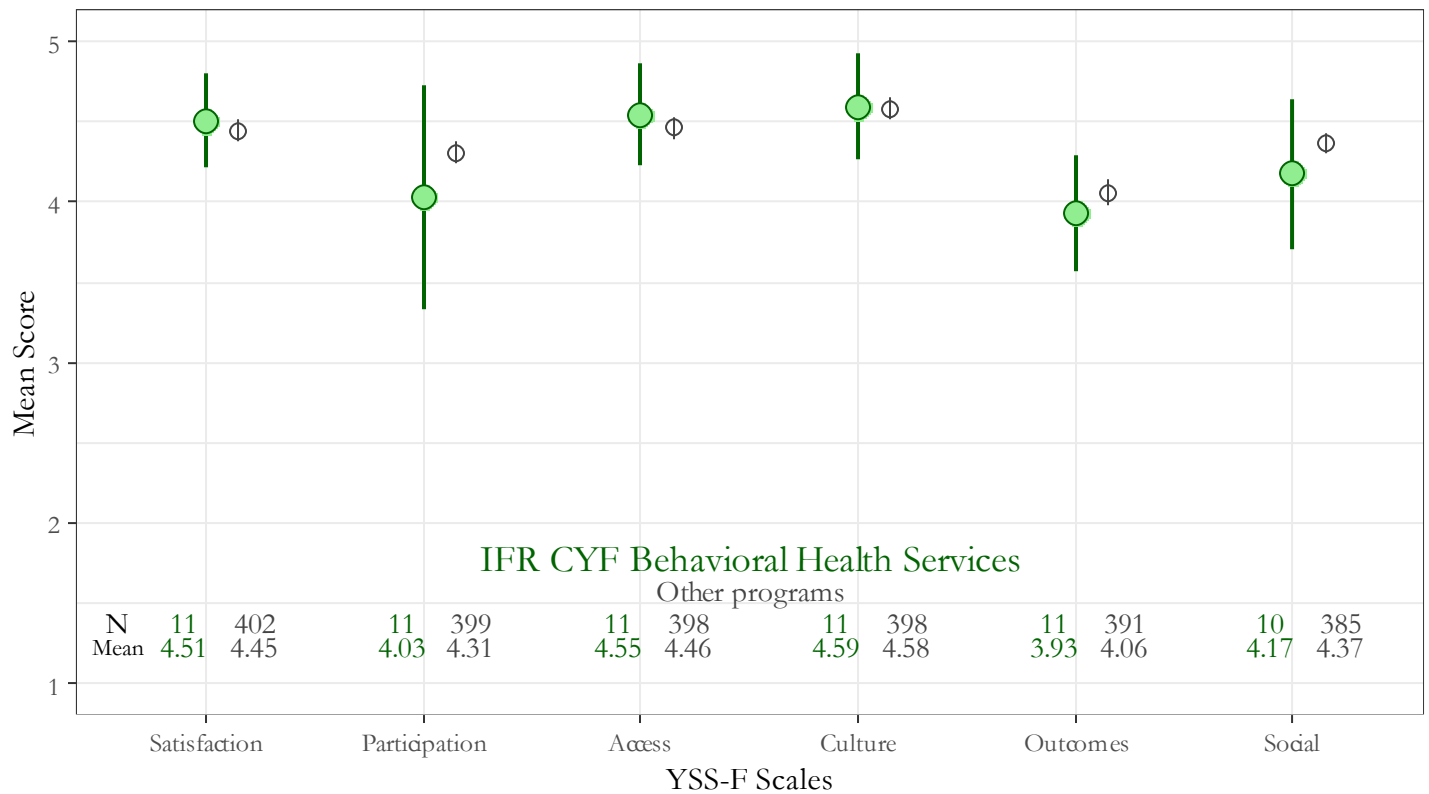
Youth Services Survey for Families, N = 15

	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 %	0 0.0 %	0 0.0 %	2 13.3 %	8 53.3 %	1 6.7 %	4 26.7 %
80.0 % 2. I helped to choose my child's services	1 6.7 %	0 0.0 %	1 6.7 %	5 33.3 %	3 20.0 %	1 6.7 %	4 26.7 %
77.8 % 3. I helped to choose my child's treatment goals	1 6.7 %	0 0.0 %	1 6.7 %	3 20.0 %	4 26.7 %	2 13.3 %	4 26.7 %
90.9 % 4. The people helping my child stuck with us no matter what	0 0.0 %	1 6.7 %	0 0.0 %	7 46.7 %	3 20.0 %	0 0.0 %	4 26.7 %
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 %	6 40.0 %	5 33.3 %	0 0.0 %	4 26.7 %
90.0 % 6. I participated in my child's treatment	0 0.0 %	1 6.7 %	0 0.0 %	3 20.0 %	6 40.0 %	0 0.0 %	5 33.3 %
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 26.7 %	7 46.7 %	0 0.0 %	4 26.7 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	7 46.7 %	0 0.0 %	4 26.7 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	6 40.0 %	5 33.3 %	0 0.0 %	4 26.7 %
90.9 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 6.7 %	3 20.0 %	7 46.7 %	0 0.0 %	4 26.7 %
90.9 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 6.7 %	3 20.0 %	7 46.7 %	0 0.0 %	4 26.7 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	7 46.7 %	0 0.0 %	4 26.7 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	4 26.7 %	2 13.3 %	4 26.7 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	6 40.0 %	0 0.0 %	5 33.3 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	4 26.7 %	1 6.7 %	5 33.3 %
90.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 6.7 %	7 46.7 %	2 13.3 %	1 6.7 %	4 26.7 %
77.8 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	2 13.3 %	5 33.3 %	2 13.3 %	1 6.7 %	5 33.3 %
70.0 % 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 %	3 20.0 %	6 40.0 %	1 6.7 %	1 6.7 %	4 26.7 %
72.7 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	3 20.0 %	6 40.0 %	2 13.3 %	0 0.0 %	4 26.7 %
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	0 0.0 %	0 0.0 %	4 26.7 %	5 33.3 %	1 6.7 %	0 0.0 %	5 33.3 %
80.0 % 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 %	2 13.3 %	5 33.3 %	3 20.0 %	1 6.7 %	4 26.7 %
63.6 % 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	0 0.0 %	0 0.0 %	4 26.7 %	5 33.3 %	2 13.3 %	0 0.0 %	4 26.7 %
90.0 % 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 6.7 %	6 40.0 %	3 20.0 %	1 6.7 %	4 26.7 %
90.0 % 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 %	1 6.7 %	5 33.3 %	4 26.7 %	1 6.7 %	4 26.7 %
80.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 13.3 %	5 33.3 %	3 20.0 %	1 6.7 %	4 26.7 %
90.0 % 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 %	1 6.7 %	0 0.0 %	6 40.0 %	3 20.0 %	1 6.7 %	4 26.7 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
IFR CYF Behavioral
Health Services

Completion Status	Completion by Respondent Type		<i>Total</i>
	Family	Youth	
Refused	4 26.7 %	0 0 %	4 22.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 73.3 %	3 100 %	14 77.8 %
<i>Total</i>	15 100 %	3 100 %	18 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 24 clients; surveys were returned for 17 clients (17 / 24 = 70.8%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

IFR Early Intervention Program (EIP) Full Service Partnership 0-5
Program Code(s): 3818FSP

Overall Satisfaction¹
100.0%

Return Rate²
over 100%

Overall satisfaction³ mean score for IFR Early Intervention Program (EIP) Full Service Partnership 0-5: No YSS (youth) data for this program, **4.69** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.45** (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

88.9% 4. The people helping me stuck with me no matter what

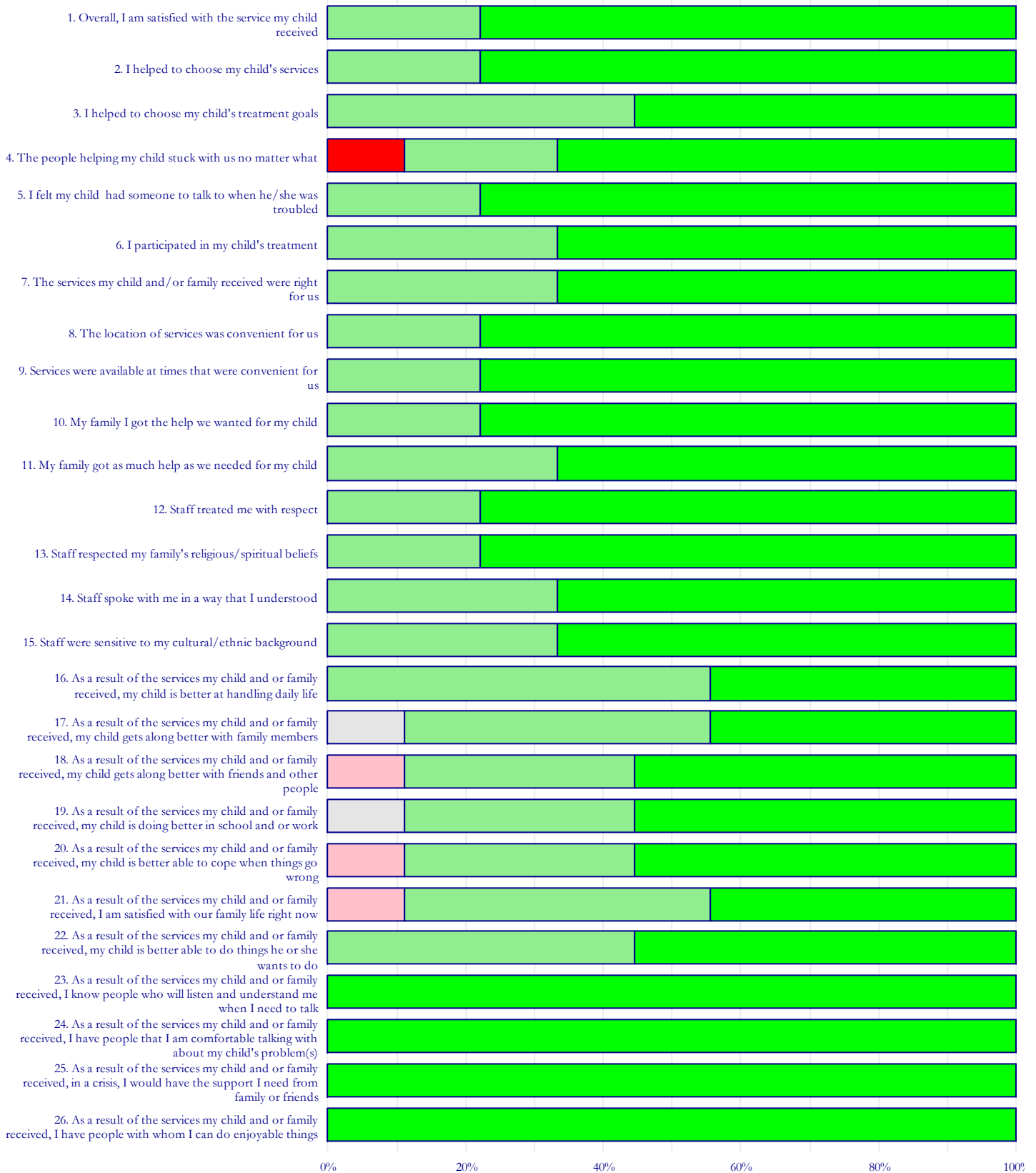
100.0% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

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

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

Youth Services Survey for Families

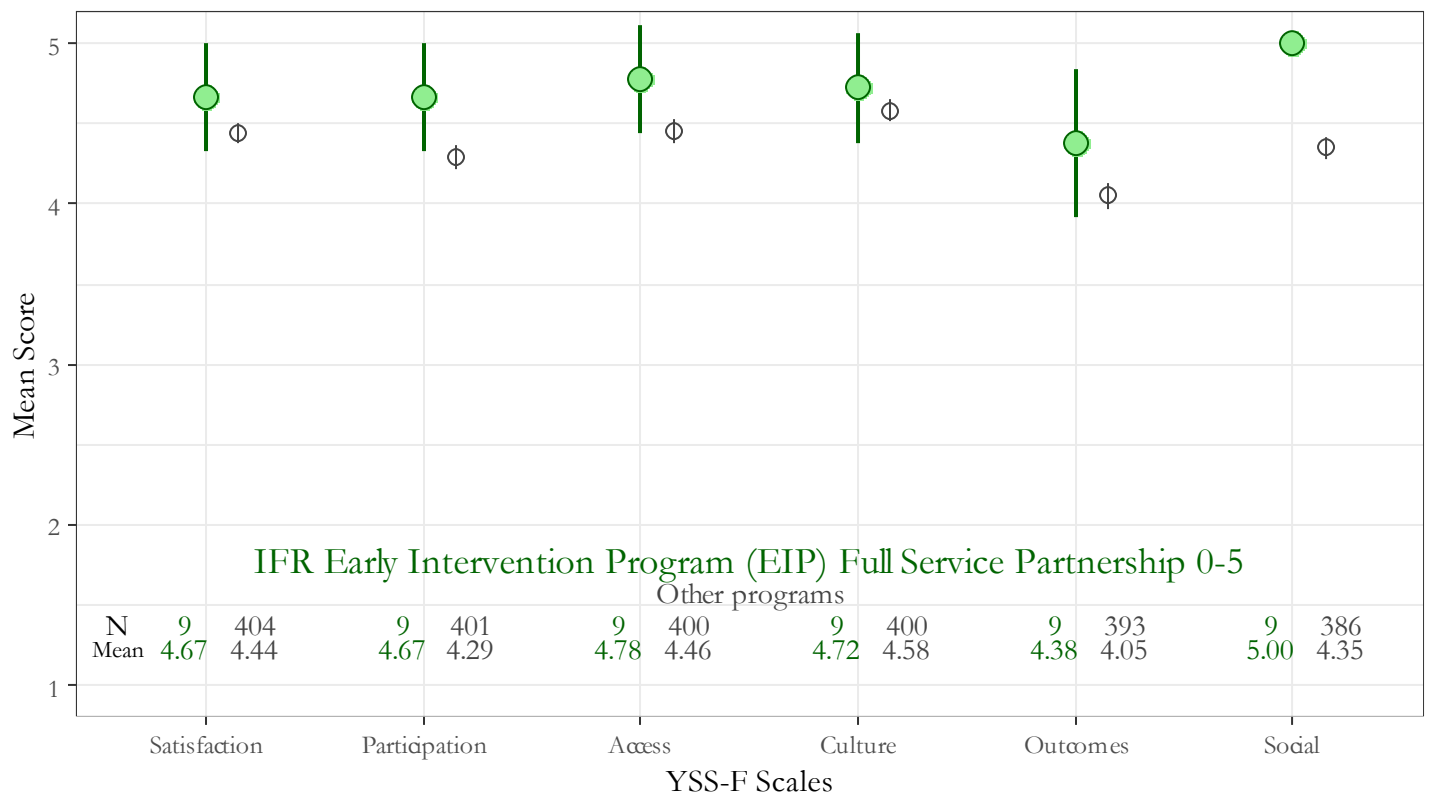


Youth Services Survey for Families, N = 10

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	5 50.0 %	0 0.0 %	1 10.0 %
88.9 % 4. The people helping my child stuck with us no matter what	1 10.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	1 10.0 %
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 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	1 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 %	3 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	4 40.0 %	0 0.0 %	1 10.0 %
88.9 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	4 40.0 %	0 0.0 %	1 10.0 %
88.9 % 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 10.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
88.9 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
88.9 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	1 10.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
88.9 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	1 10.0 %	0 0.0 %	4 40.0 %	4 40.0 %	0 0.0 %	1 10.0 %
100.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	5 50.0 %	0 0.0 %	1 10.0 %
100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 90.0 %	0 0.0 %	1 10.0 %
100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 90.0 %	0 0.0 %	1 10.0 %
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 %	0 0.0 %	9 90.0 %	0 0.0 %	1 10.0 %
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 %	9 90.0 %	0 0.0 %	1 10.0 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
IFR Early
Intervention Program
(EIP) Full Service
Partnership 0-5
Completion by
Respondent Type

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	1 10 %	0 0 %	1 10 %
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 90 %	0 0 %	9 90 %
Total	10 100 %	0 100 %	10 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 7 clients; surveys were returned for 10 clients (10 / 7 = 142.9%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

IFR Semillas De Paz
Program Code(s): 38LASP

Overall Satisfaction¹
87.5%

Return Rate²
72.7%

Overall satisfaction³ mean score for IFR Semillas De Paz: **4.49** (youth), **5.00** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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% 7. The services I received were right for me

Lowest Agreement Items

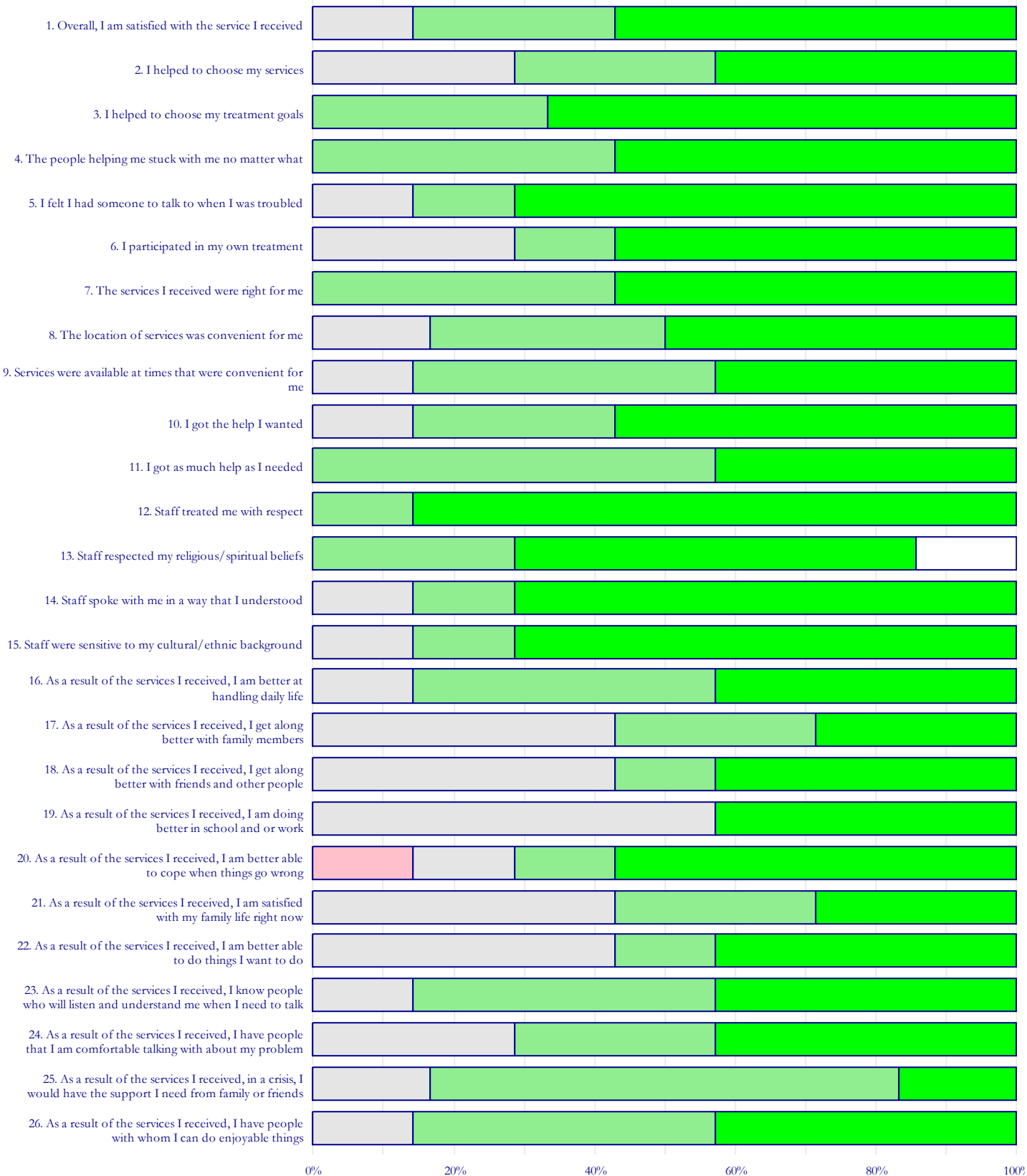
71.4% 6. I participated in my own treatment

75.0% 2. I helped to choose my services

87.5% 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

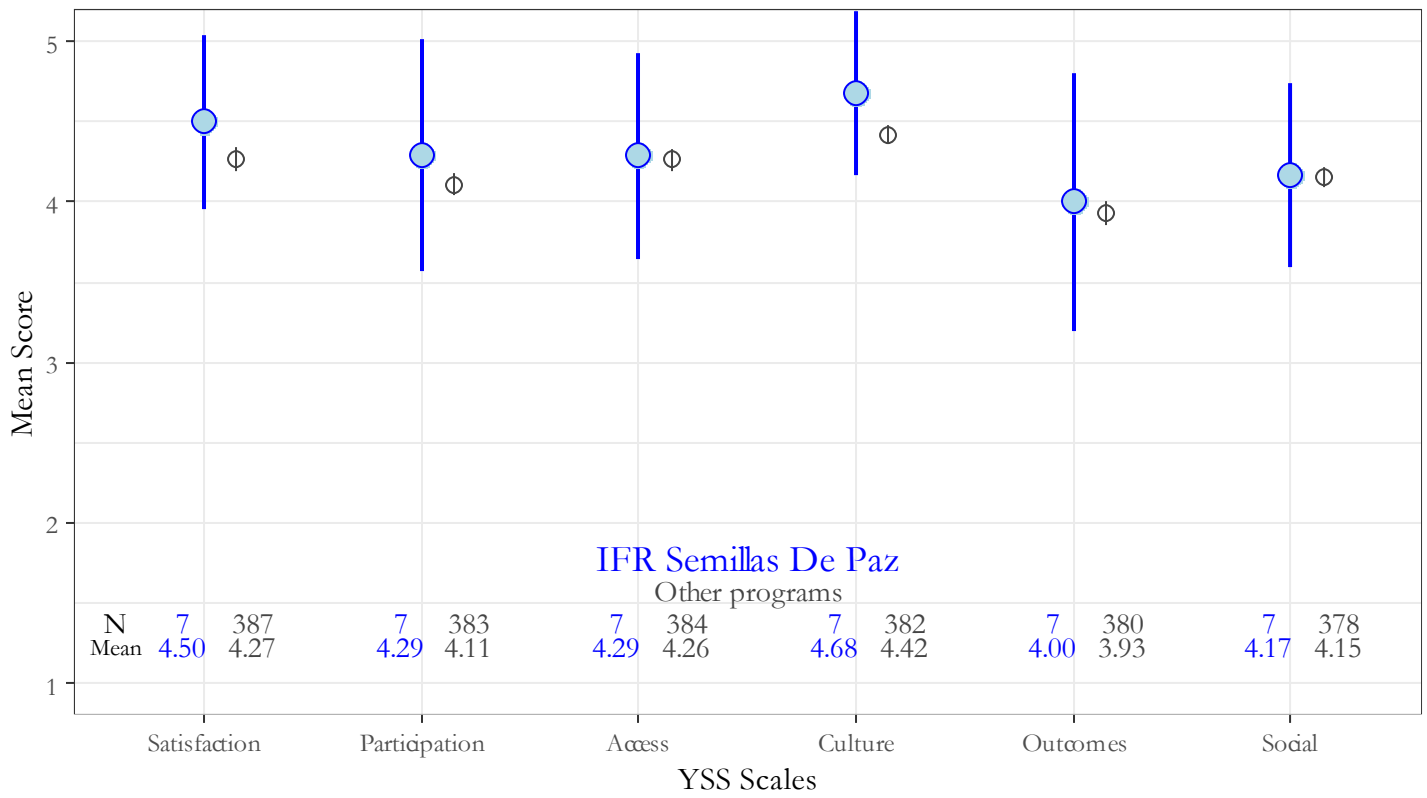


Youth Services Survey for Youth, N = 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	0 0.0 %	1 12.5 %
71.4 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	3 37.5 %	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 %	2 25.0 %	4 50.0 %	0 0.0 %	2 25.0 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	4 50.0 %	0 0.0 %	1 12.5 %
85.7 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	5 62.5 %	0 0.0 %	1 12.5 %
71.4 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	4 50.0 %	0 0.0 %	1 12.5 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	4 50.0 %	0 0.0 %	1 12.5 %
83.3 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	3 37.5 %	0 0.0 %	2 25.0 %
85.7 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	3 37.5 %	0 0.0 %	1 12.5 %
85.7 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	0 0.0 %	1 12.5 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	3 37.5 %	0 0.0 %	1 12.5 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	6 75.0 %	0 0.0 %	1 12.5 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	4 50.0 %	1 12.5 %	1 12.5 %
85.7 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	5 62.5 %	0 0.0 %	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 %
57.1 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	2 25.0 %	0 0.0 %	1 12.5 %
57.1 % 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 37.5 %	1 12.5 %	3 37.5 %	0 0.0 %	1 12.5 %
42.9 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	4 50.0 %	0 0.0 %	3 37.5 %	0 0.0 %	1 12.5 %
71.4 % 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 %	1 12.5 %	1 12.5 %	4 50.0 %	0 0.0 %	1 12.5 %
57.1 % 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 37.5 %	2 25.0 %	2 25.0 %	0 0.0 %	1 12.5 %
57.1 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	3 37.5 %	1 12.5 %	3 37.5 %	0 0.0 %	1 12.5 %
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 12.5 %	3 37.5 %	3 37.5 %	0 0.0 %	1 12.5 %
71.4 % 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 %	2 25.0 %	3 37.5 %	0 0.0 %	1 12.5 %
83.3 % 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 %	1 12.5 %	4 50.0 %	1 12.5 %	0 0.0 %	2 25.0 %
85.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	3 37.5 %	0 0.0 %	1 12.5 %

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance
IFR Semillas De Paz

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	0 0 %	1 12.5 %	1 11.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	7 87.5 %	8 88.9 %
Total	1 100 %	8 100 %	9 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 11 clients; surveys were returned for 8 clients (8 / 11 = 72.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 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
over 100%

Overall satisfaction³ mean score for Instituto Families First: **4.54** (youth), **4.54** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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

- 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

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level 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		Total
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	1 100 %	2 100 %
Total	1 100 %	1 100 %	2 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 1 clients; surveys were returned for 2 clients (2 / 1 = 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.



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

Instituto ISCS

Program Code(s): 38LA2

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for Instituto ISCS: **4.33** (youth), **5.00** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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

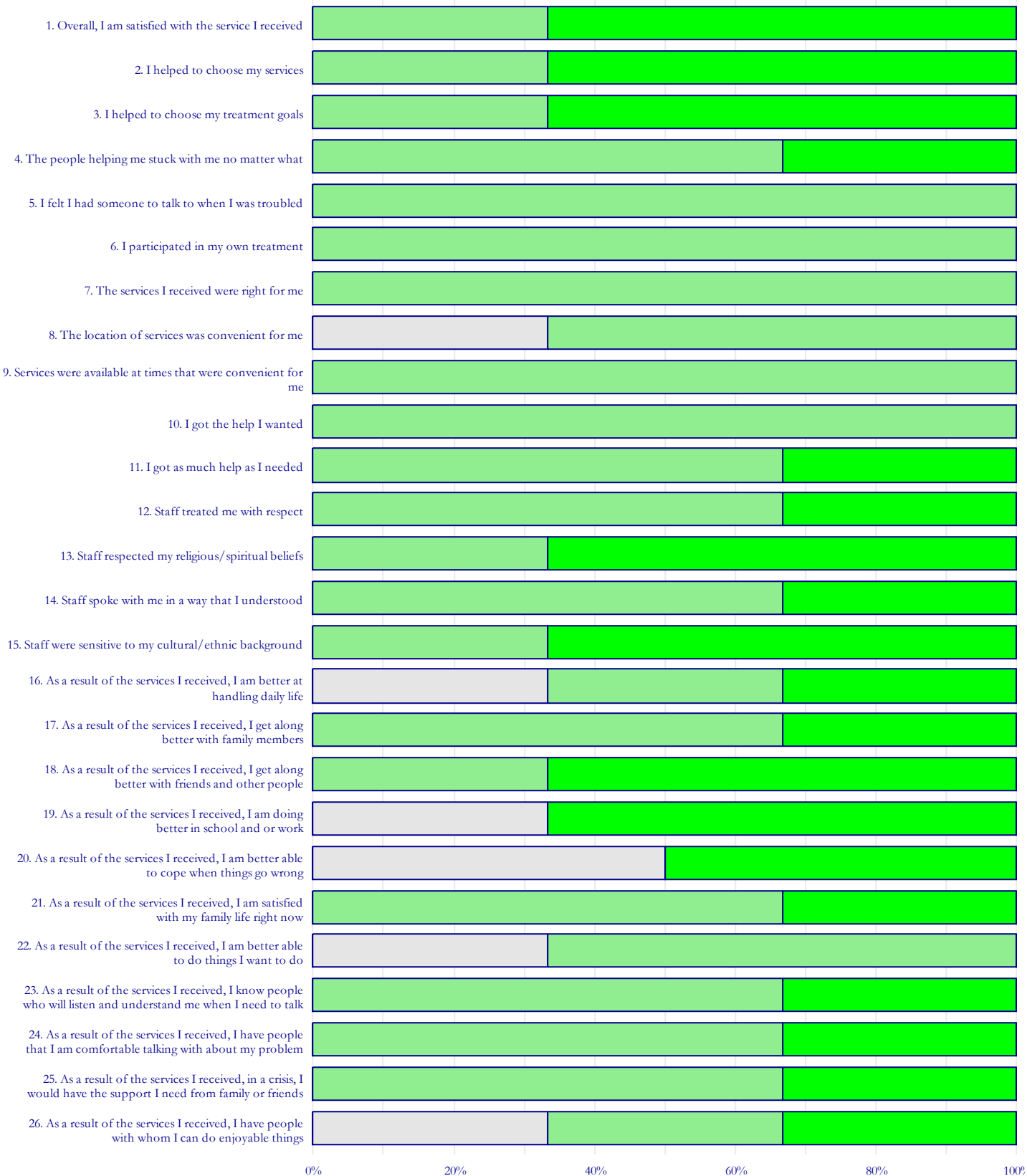
100.0% 1. Overall, I am satisfied with the service I received

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

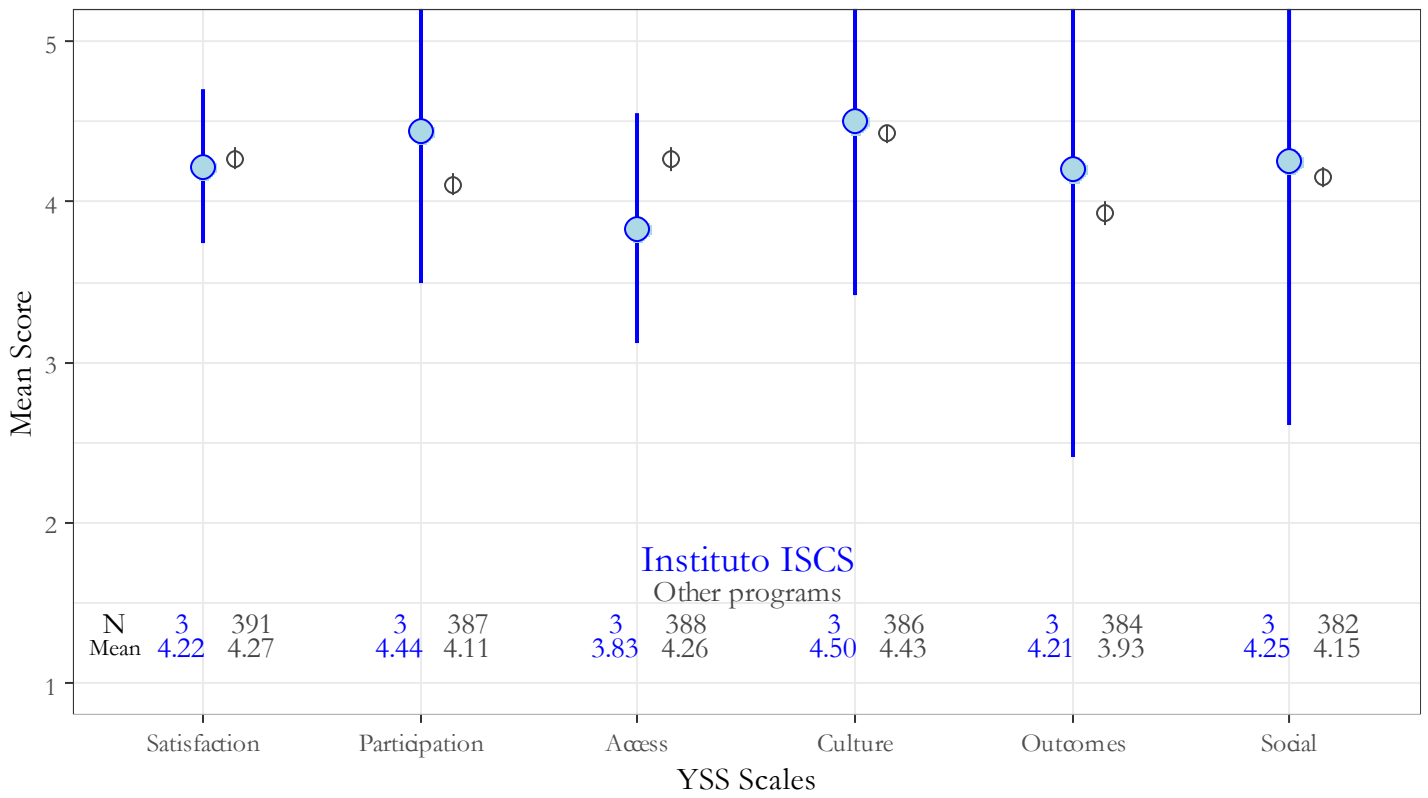


Youth Services Survey for Youth, N = 4

	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 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
100.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
66.7 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %	1 25.0 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
66.7 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
66.7 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %
50.0 % 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 25.0 %	0 0.0 %	1 25.0 %	0 0.0 %	2 50.0 %
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 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %	1 25.0 %
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 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
66.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance			
Instituto ISCS			
Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	0 0 %	1 25 %	1 20 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	3 75 %	4 80 %
Total	1 100 %	4 100 %	5 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 4 clients; surveys were returned for 5 clients (5 / 4 = 125.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Combined Youth and Adult Consumer Perception Survey Overview - Spring 2019

Jewish Family & Children's Services - Scott

Youth program codes (RUs): 38AE3

Adult program codes (RUs): 38AE3

Overall Satisfaction¹

83.3%

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 May 13-17 2019 (Avatar billing): 8

People surveyed: 8 (7 youth and 1 adults)

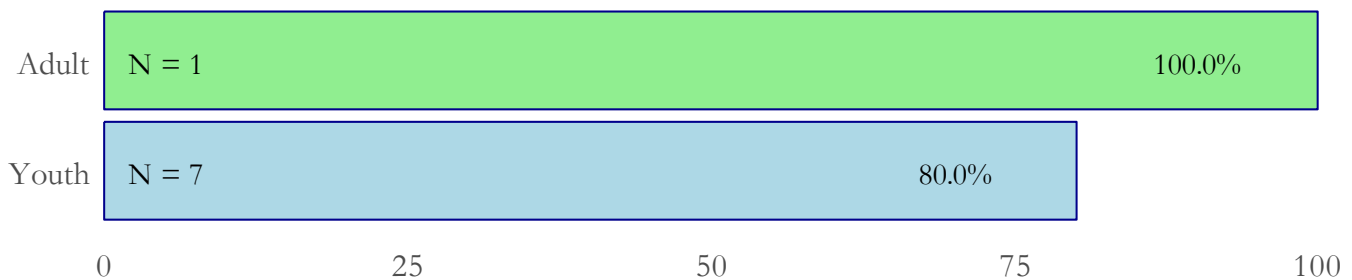
Adult satisfaction mean score: 4.79

Youth satisfaction mean score: 4.07

Family satisfaction mean score: 3.31

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 (May 13th - 17th, 2019) your program billed services for 8 clients; surveys were returned for 8 clients ($8/8 = 100.0\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



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

Jewish Family & Children's Services - Scott

Program Code(s): 38AE3

Overall Satisfaction¹

100.0%

Return Rate²

Unknown, no Avatar billing

Overall satisfaction³ mean score for Jewish Family & Children's Services - Scott: **4.79**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 0 clients; surveys were returned for 1 clients.
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Jewish Family & Children's Services - Scott

Program Code(s): 38AE3

Overall Satisfaction¹

80.0%

Return Rate²

87.5%

Overall satisfaction³ mean score for Jewish Family & Children's Services - Scott: **4.07** (youth), **3.31** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.47** (family).

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

Highest Agreement Items

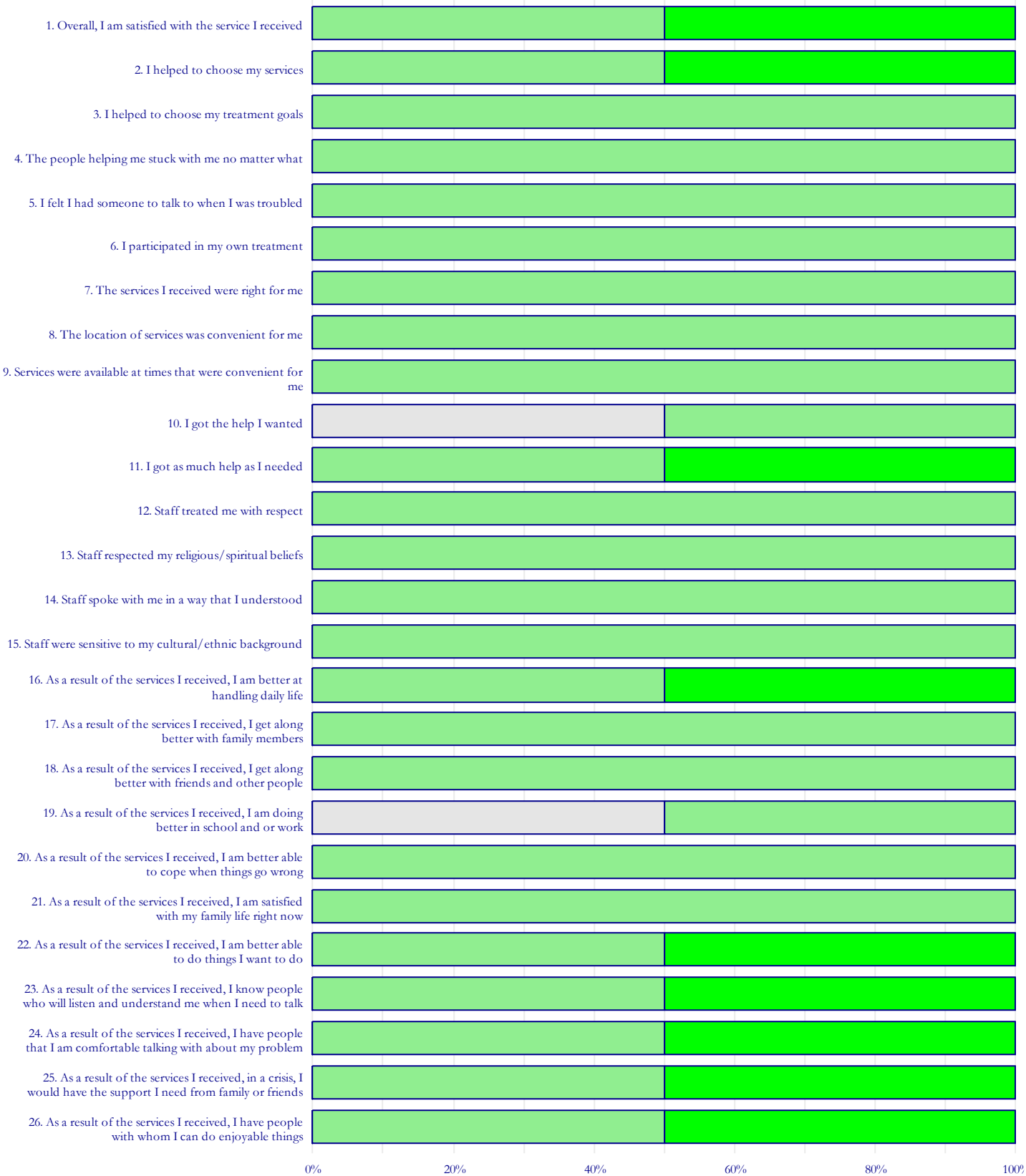
- 80.0% 1. Overall, I am satisfied with the service I received
- 80.0% 2. I helped to choose my services
- 80.0% 5. I felt I had someone to talk to when I was troubled

Lowest Agreement Items

- 60.0% 3. I helped to choose my treatment goals
- 60.0% 10. I got the help I wanted
- 75.0% 4. The people helping me stuck with me no matter what

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

Youth Services Survey for Youth



Youth Services Survey for Youth, N = 2

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	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 %	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 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	1 50.0 %	0 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 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 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 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	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 %	0 0.0 %	2 100.0 %	0 0.0 %	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 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 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 %	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 I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	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 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %

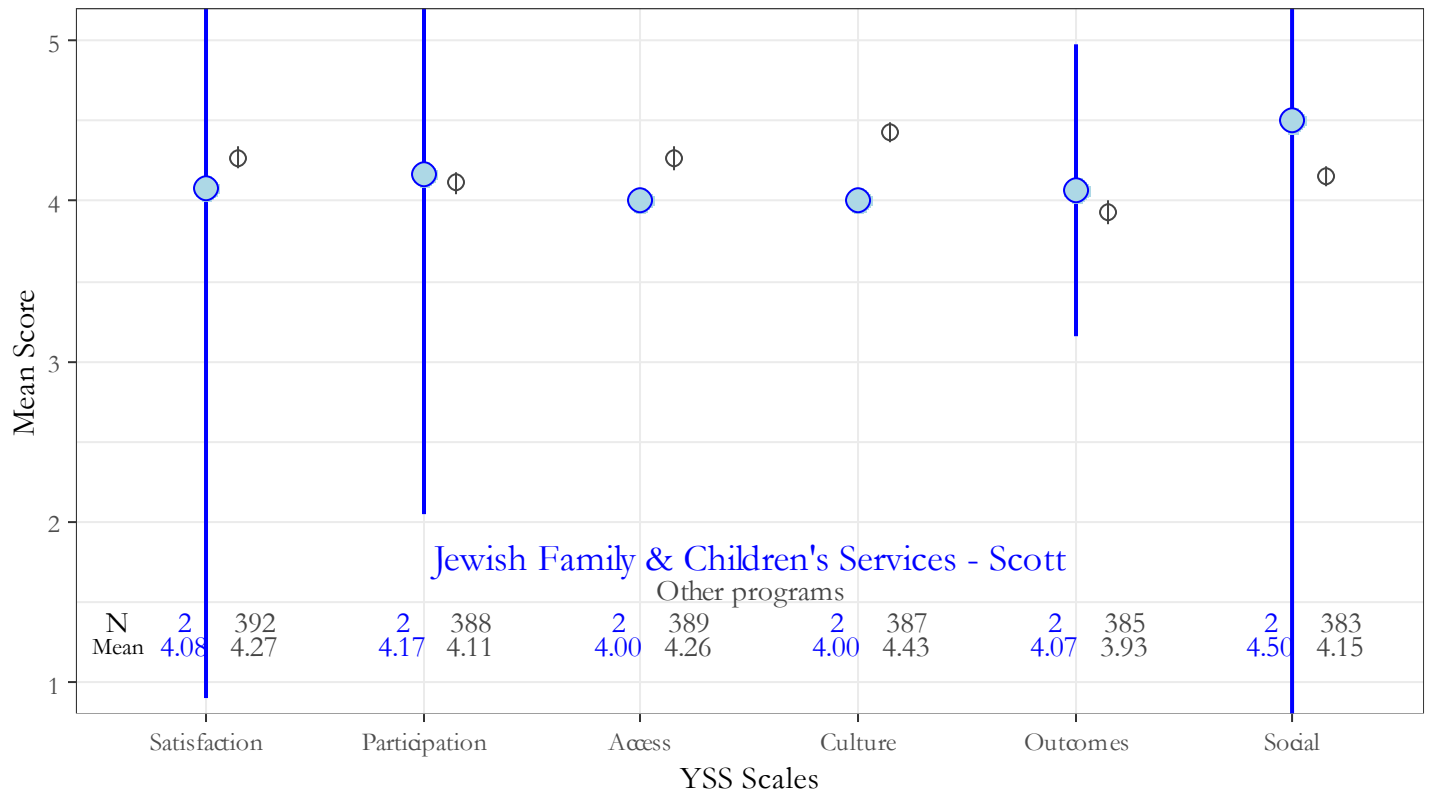
Youth Services Survey for Families



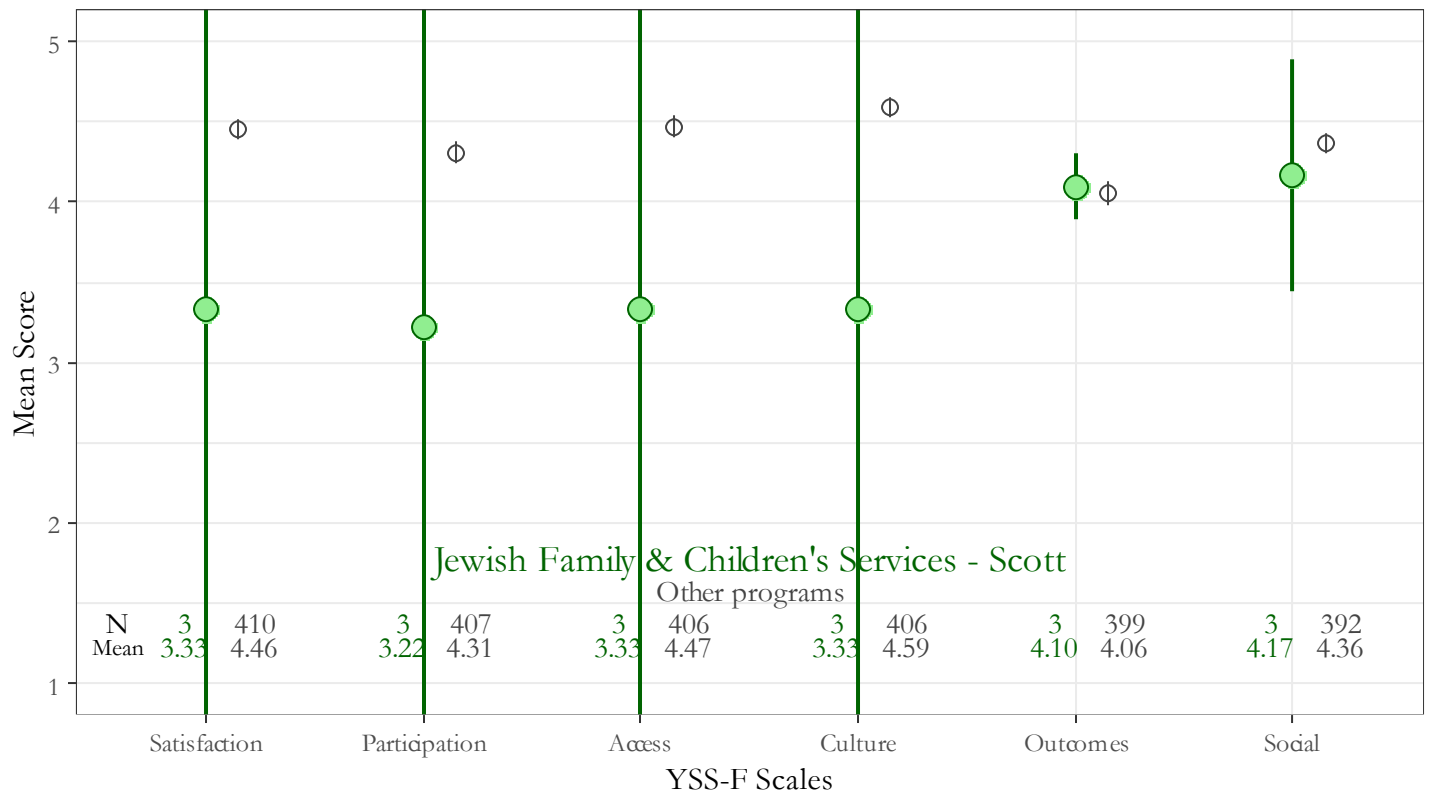
Youth Services Survey for Families, N = 5

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
66.7 % 1. Overall, I am satisfied with the service my child received	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 2. I helped to choose my child's services	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
33.3 % 3. I helped to choose my child's treatment goals	1 20.0 %	0 0.0 %	1 20.0 %	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %
50.0 % 4. The people helping my child stuck with us no matter what	1 20.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %
66.7 % 5. I felt my child had someone to talk to when he/she was troubled	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 6. I participated in my child's treatment	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 7. The services my child and/or family received were right for us	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 8. The location of services was convenient for us	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 9. Services were available at times that were convenient for us	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 10. My family I got the help we wanted for my child	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 11. My family got as much help as we needed for my child	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 12. Staff treated me with respect	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 13. Staff respected my family's religious/spiritual beliefs	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 14. Staff spoke with me in a way that I understood	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 15. Staff were sensitive to my cultural/ethnic background	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	0 0.0 %	0 0.0 %	2 40.0 %
100.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	0 0.0 %	0 0.0 %	2 40.0 %
100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	0 0.0 %	0 0.0 %	2 40.0 %
100.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	0 0.0 %	0 0.0 %	2 40.0 %
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 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %	2 40.0 %
100.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
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 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 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 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
66.7 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %	2 40.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Jewish Family &
Children's Services
Completion Status - Scott Completion Total
by Respondent Type

	Family	Youth	Total
Refused	2 40 %	0 0 %	2 28.6 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	3 60 %	2 100 %	5 71.4 %
Total	5 100 %	2 100 %	7 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 8 clients; surveys were returned for 7 clients (7 / 8 = 87.5%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Jewish Family Child Scott Adult

Program Code(s): 38AEM1

Overall Satisfaction¹

50.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for Jewish Family Child Scott Adult: **3.49**.

Overall satisfaction mean score for all other programs: **4.46**.

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 1 clients; surveys were returned for 2 clients (2/1 = 200.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

LHH Dept of Psychiatry
Program Code(s): 38KJOP

Overall Satisfaction¹
83.3%

Return Rate²
85.7%

Overall satisfaction³ mean score for LHH Dept of Psychiatry: **4.15**.

Overall satisfaction mean score for all other programs: **4.45**.

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% 12. I felt free to complain

100.0% 13. I was given information about my rights

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

Lowest Agreement Items

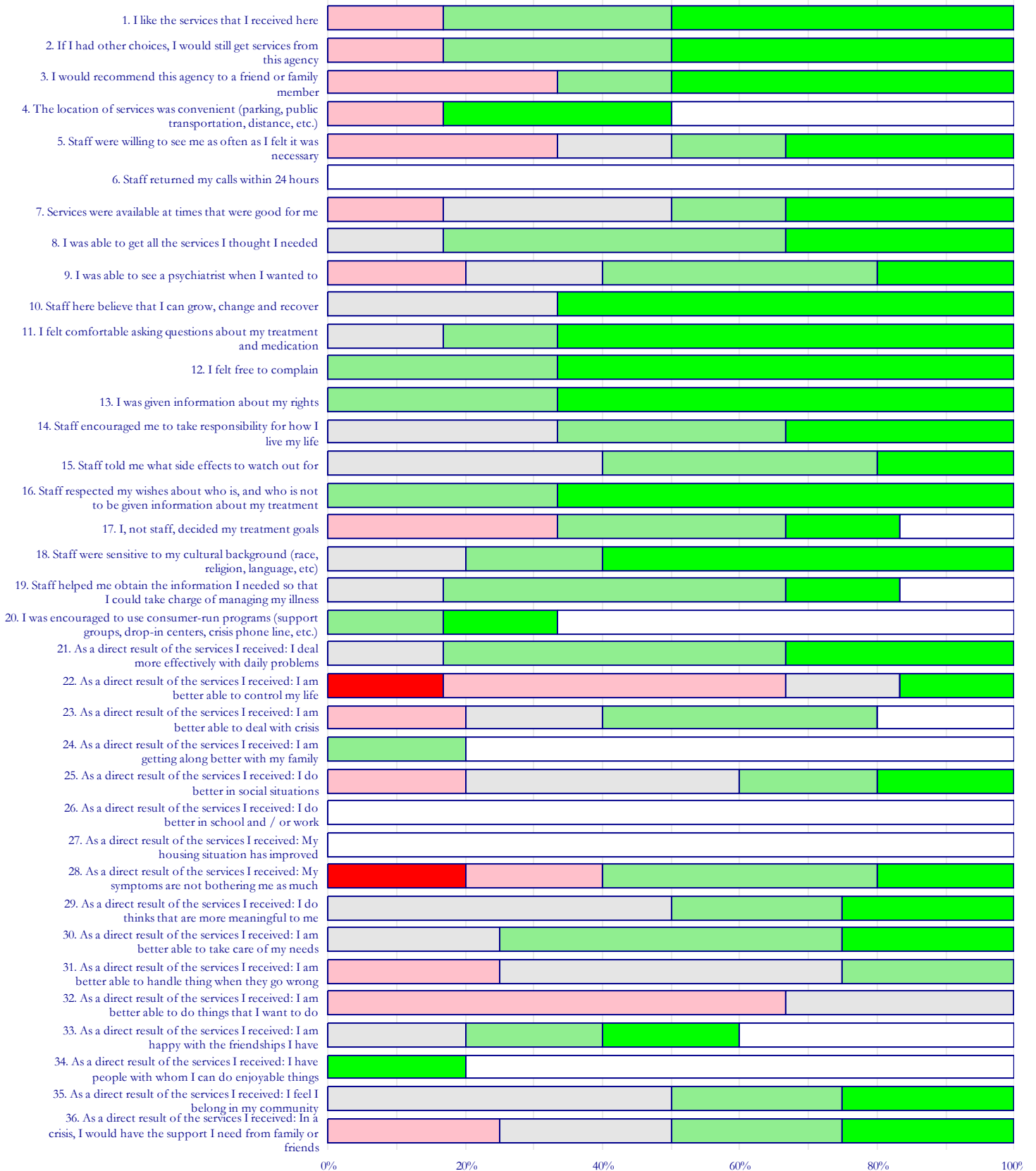
50.0% 5. Staff were willing to see me as often as I felt it was necessary

50.0% 7. Services were available at times that were good for me

60.0% 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 = 6

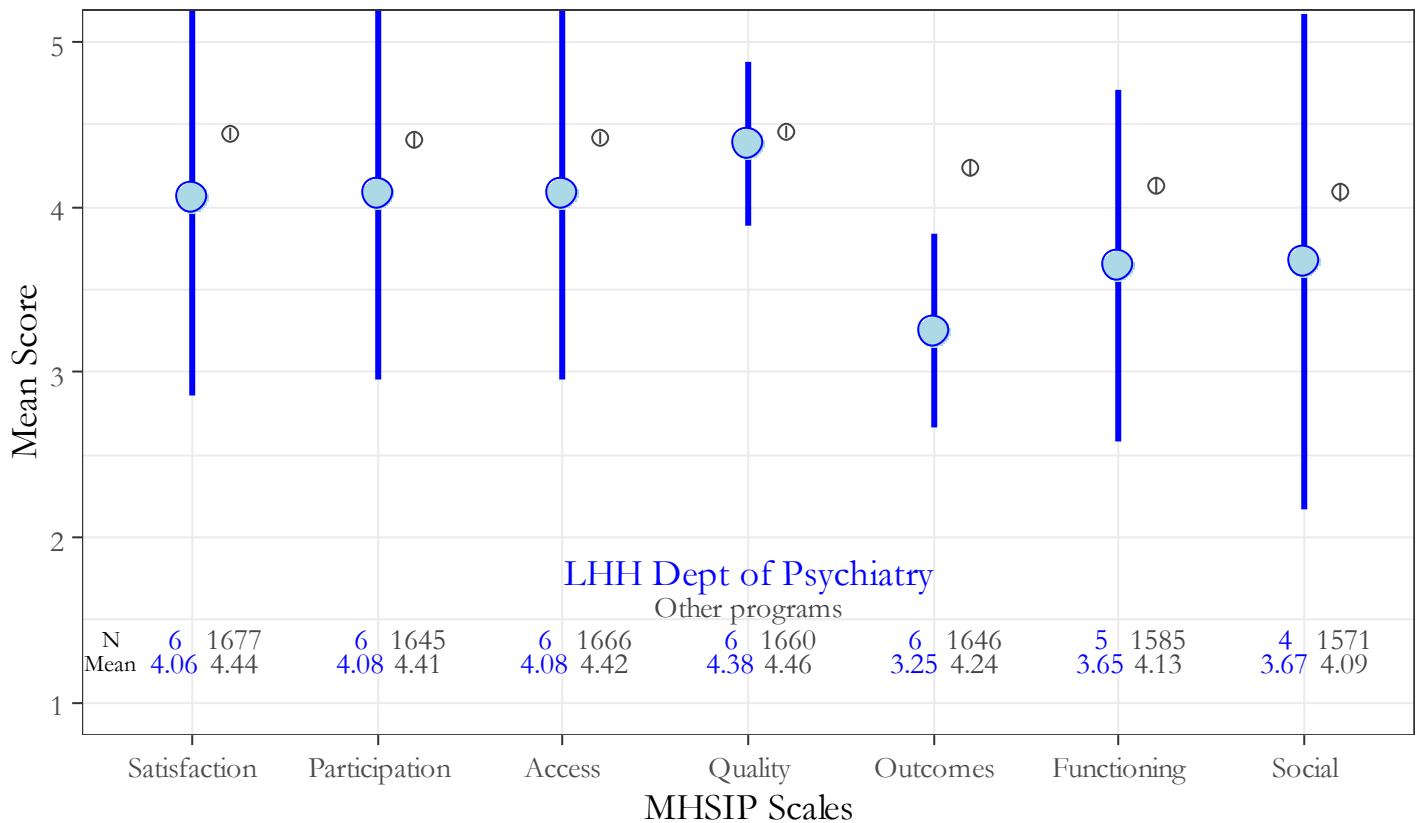
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
83.3 % 1. I like the services that I received here	0 0.0 %	1 16.7 %	0 0.0 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %
83.3 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 16.7 %	0 0.0 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %
66.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	2 33.3 %	0 0.0 %	1 16.7 %	3 50.0 %	0 0.0 %	0 0.0 %
66.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 16.7 %	0 0.0 %	0 0.0 %	2 33.3 %	3 50.0 %	0 0.0 %
50.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	2 33.3 %	1 16.7 %	1 16.7 %	2 33.3 %	0 0.0 %	0 0.0 %
NaN % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	6 100.0 %	0 0.0 %
50.0 % 7. Services were available at times that were good for me	0 0.0 %	1 16.7 %	2 33.3 %	1 16.7 %	2 33.3 %	0 0.0 %	0 0.0 %
83.3 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	2 33.3 %	0 0.0 %	0 0.0 %
60.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 16.7 %	1 16.7 %	2 33.3 %	1 16.7 %	0 0.0 %	1 16.7 %
66.7 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	4 66.7 %	0 0.0 %	0 0.0 %
83.3 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %	0 0.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
66.7 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	2 33.3 %	0 0.0 %	0 0.0 %
60.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	1 16.7 %	0 0.0 %	1 16.7 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
60.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	2 33.3 %	0 0.0 %	2 33.3 %	1 16.7 %	1 16.7 %	0 0.0 %
80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	3 50.0 %	0 0.0 %	1 16.7 %
80.0 % 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 16.7 %	3 50.0 %	1 16.7 %	1 16.7 %	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 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %
83.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	2 33.3 %	0 0.0 %	0 0.0 %
16.7 % 22. As a direct result of the services I received: I am better able to control my life	1 16.7 %	3 50.0 %	1 16.7 %	0 0.0 %	1 16.7 %	0 0.0 %	0 0.0 %
50.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 16.7 %	1 16.7 %	2 33.3 %	0 0.0 %	1 16.7 %	1 16.7 %
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 %	1 16.7 %	0 0.0 %	4 66.7 %	1 16.7 %
40.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 16.7 %	2 33.3 %	1 16.7 %	1 16.7 %	0 0.0 %	1 16.7 %

MHSIP Items 26-36, N = 6
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
0 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	2 33.3 %
0 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	5 83.3 %	1 16.7 %
60.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 16.7 %	1 16.7 %	0 0.0 %	2 33.3 %	1 16.7 %	0 0.0 %	1 16.7 %
50.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	1 16.7 %	0 0.0 %	2 33.3 %
75.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	1 16.7 %	0 0.0 %	2 33.3 %
25.0 % 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 16.7 %	2 33.3 %	1 16.7 %	0 0.0 %	0 0.0 %	2 33.3 %
0.0 % 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 %	2 33.3 %	1 16.7 %	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %
66.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	1 16.7 %	2 33.3 %	1 16.7 %
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 %	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	4 66.7 %	1 16.7 %
50.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	1 16.7 %	0 0.0 %	2 33.3 %
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 0.0 %	1 16.7 %	1 16.7 %	1 16.7 %	1 16.7 %	0 0.0 %	2 33.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	1 16.7 %	0 0 %	1 16.7 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	5 83.3 %	0 0 %	5 83.3 %
Total	6 100 %	0 100 %	6 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 7 clients; surveys were returned for 6 clients (6/7 = 85.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Mission ACT

Program Code(s): 3804SP

Overall Satisfaction¹

100.0%

Return Rate²

56.8%

Overall satisfaction³ mean score for Mission ACT: **4.23**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

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

100.0% 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

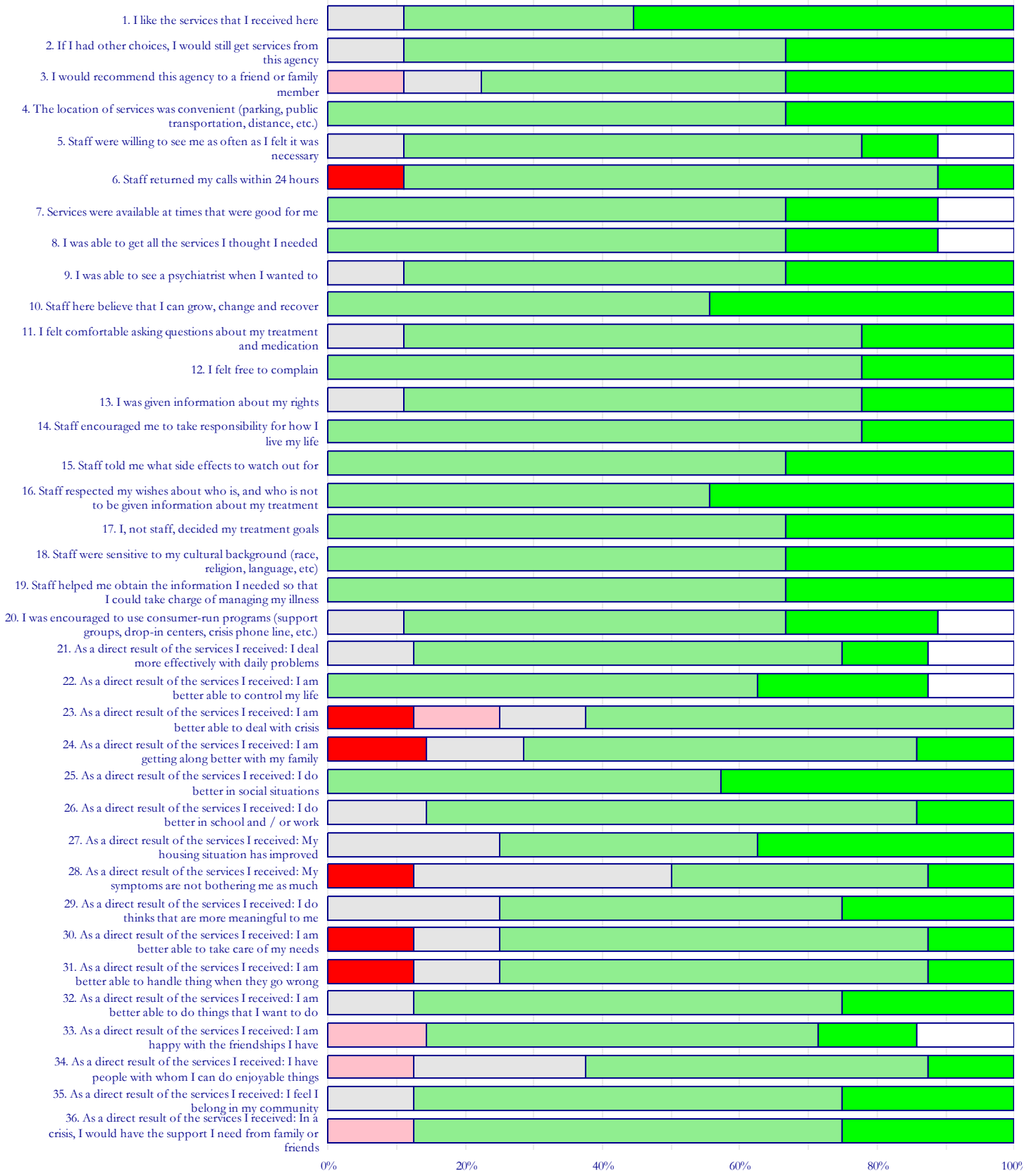
77.8% 3. I would recommend this agency to a friend or family member

87.5% 5. Staff were willing to see me as often as I felt it was necessary

87.5% 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 = 21

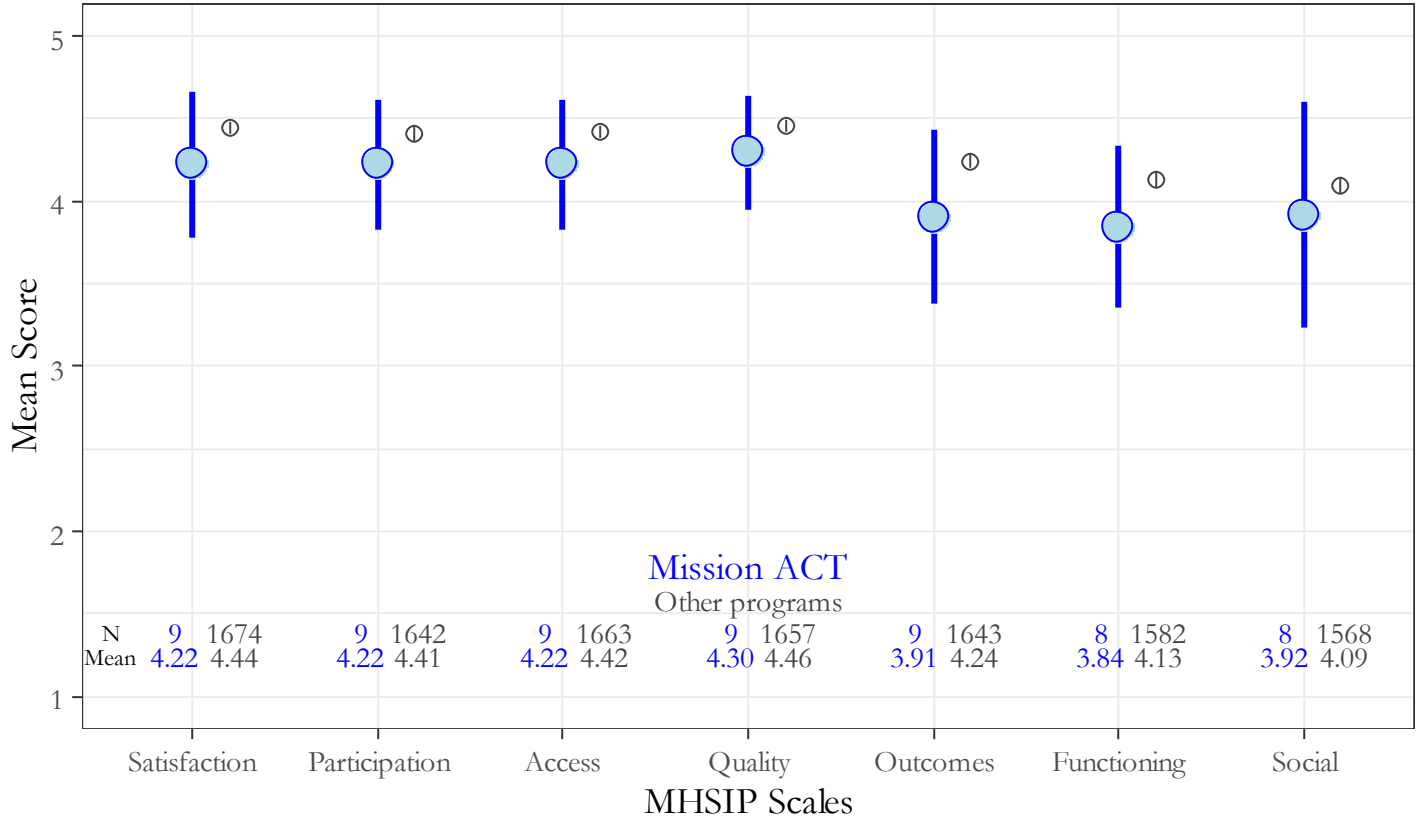
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.9 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 4.8 %	3 14.3 %	5 23.8 %	0 0.0 %	12 57.1 %
88.9 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 4.8 %	5 23.8 %	3 14.3 %	0 0.0 %	12 57.1 %
77.8 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 4.8 %	1 4.8 %	4 19.1 %	3 14.3 %	0 0.0 %	12 57.1 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	6 28.6 %	3 14.3 %	0 0.0 %	12 57.1 %
87.5 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 4.8 %	6 28.6 %	1 4.8 %	1 4.8 %	12 57.1 %
88.9 % 6. Staff returned my calls within 24 hours	1 4.8 %	0 0.0 %	0 0.0 %	7 33.3 %	1 4.8 %	0 0.0 %	12 57.1 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	6 28.6 %	2 9.5 %	1 4.8 %	12 57.1 %
100.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	6 28.6 %	2 9.5 %	1 4.8 %	12 57.1 %
88.9 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 4.8 %	5 23.8 %	3 14.3 %	0 0.0 %	12 57.1 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	5 23.8 %	4 19.1 %	0 0.0 %	12 57.1 %
88.9 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 4.8 %	6 28.6 %	2 9.5 %	0 0.0 %	12 57.1 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	7 33.3 %	2 9.5 %	0 0.0 %	12 57.1 %
88.9 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 4.8 %	6 28.6 %	2 9.5 %	0 0.0 %	12 57.1 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	7 33.3 %	2 9.5 %	0 0.0 %	12 57.1 %
100.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	6 28.6 %	3 14.3 %	0 0.0 %	12 57.1 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	5 23.8 %	4 19.1 %	0 0.0 %	12 57.1 %
100.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	6 28.6 %	3 14.3 %	0 0.0 %	12 57.1 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	6 28.6 %	3 14.3 %	0 0.0 %	12 57.1 %
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 %	6 28.6 %	3 14.3 %	0 0.0 %	12 57.1 %
87.5 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 4.8 %	5 23.8 %	2 9.5 %	1 4.8 %	12 57.1 %
85.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 4.8 %	5 23.8 %	1 4.8 %	1 4.8 %	13 61.9 %
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 %	5 23.8 %	2 9.5 %	1 4.8 %	13 61.9 %
62.5 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 4.8 %	1 4.8 %	1 4.8 %	5 23.8 %	0 0.0 %	0 0.0 %	13 61.9 %
71.4 % 24. As a direct result of the services I received: I am getting along better with my family	1 4.8 %	0 0.0 %	1 4.8 %	4 19.1 %	1 4.8 %	0 0.0 %	14 66.7 %
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 19.1 %	3 14.3 %	0 0.0 %	14 66.7 %

MHSIP Items 26-36, N = 21
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	1 4.8 %	5 23.8 %	1 4.8 %	0 0.0 %	14 66.7 %
75.0 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	2 9.5 %	3 14.3 %	3 14.3 %	0 0.0 %	13 61.9 %
50.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 4.8 %	0 0.0 %	3 14.3 %	3 14.3 %	1 4.8 %	0 0.0 %	13 61.9 %
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 0.0 %	2 9.5 %	4 19.1 %	2 9.5 %	0 0.0 %	13 61.9 %
75.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 4.8 %	0 0.0 %	1 4.8 %	5 23.8 %	1 4.8 %	0 0.0 %	13 61.9 %
75.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 4.8 %	0 0.0 %	1 4.8 %	5 23.8 %	1 4.8 %	0 0.0 %	13 61.9 %
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 0.0 %	0 0.0 %	1 4.8 %	5 23.8 %	2 9.5 %	0 0.0 %	13 61.9 %
83.3 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 4.8 %	0 0.0 %	4 19.1 %	1 4.8 %	1 4.8 %	14 66.7 %
62.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 4.8 %	2 9.5 %	4 19.1 %	1 4.8 %	0 0.0 %	13 61.9 %
87.5 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	1 4.8 %	5 23.8 %	2 9.5 %	0 0.0 %	13 61.9 %
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 0.0 %	1 4.8 %	0 0.0 %	5 23.8 %	2 9.5 %	0 0.0 %	13 61.9 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	12 57.1 %	0 0 %	12 57.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	9 42.9 %	0 0 %	9 42.9 %
Total	21 100 %	0 100 %	21 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 37 clients; surveys were returned for 21 clients (21/37 = 56.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Mission Family Center
Program Code(s): 38016

Overall Satisfaction¹
95.7%

Return Rate²
80.7%

Overall satisfaction³ mean score for Mission Family Center: **4.14** (youth), **4.53** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.45** (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

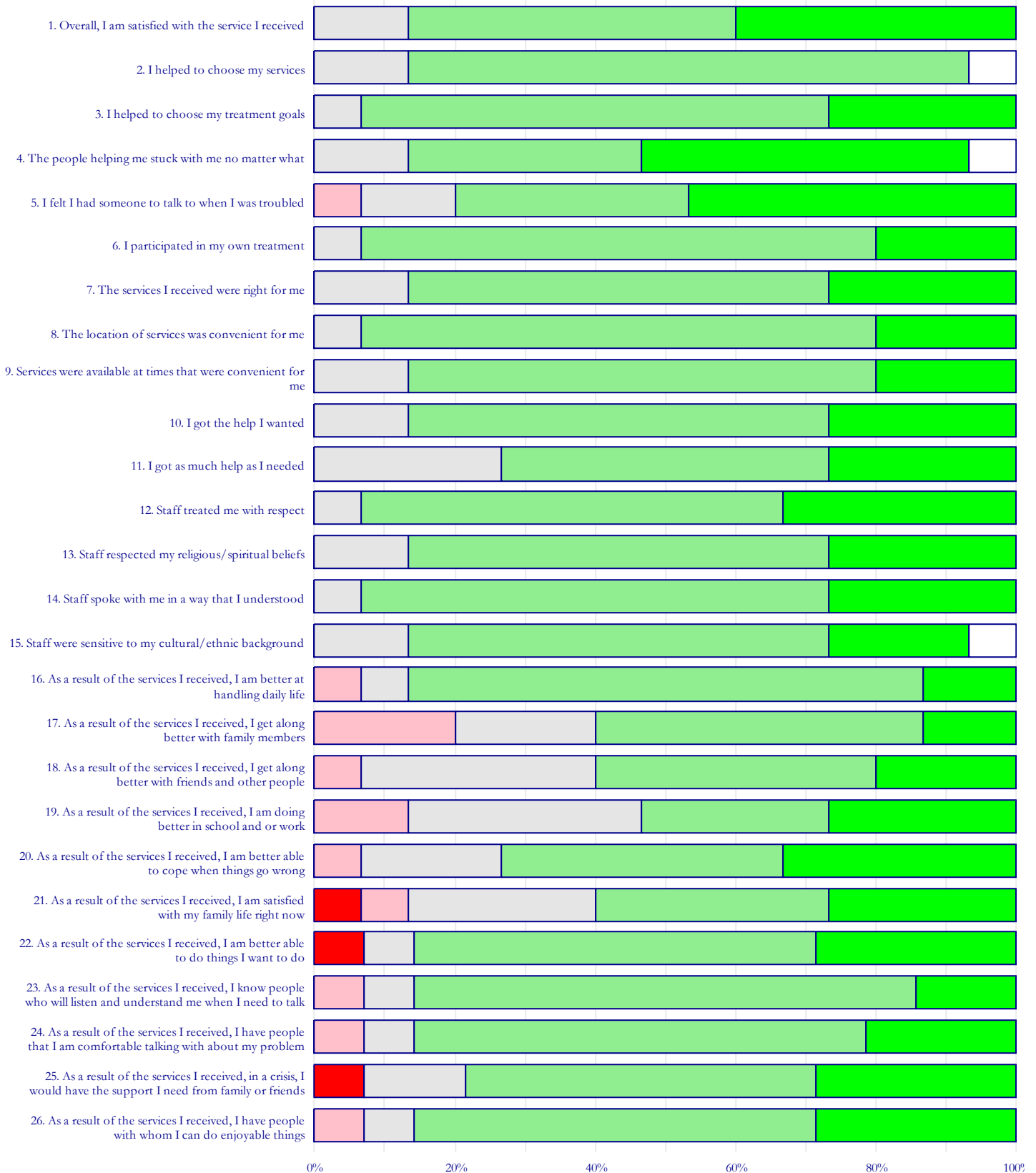
- 97.9% 12. Staff treated me with respect
- 97.9% 14. Staff spoke with me in a way that I understood
- 97.7% 3. I helped to choose my treatment goals

Lowest Agreement Items

- 91.5% 11. I got as much help as I needed
- 93.3% 2. I helped to choose my services
- 93.3% 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.

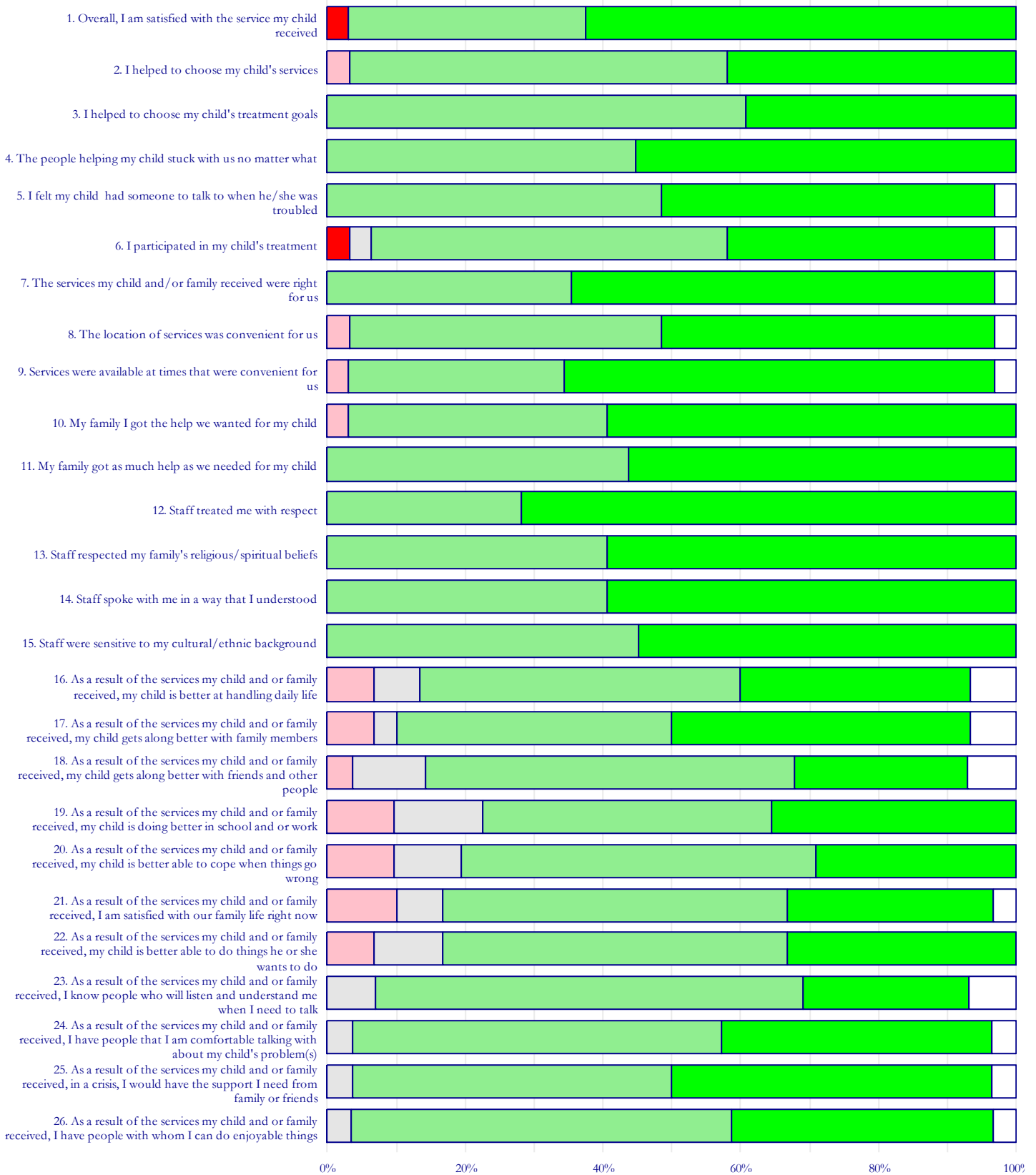
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 22

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
86.7 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	2 9.1 %	7 31.8 %	6 27.3 %	0 0.0 %	7 31.8 %
85.7 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	2 9.1 %	12 54.5 %	0 0.0 %	1 4.5 %	7 31.8 %
93.3 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 4.5 %	10 45.5 %	4 18.2 %	0 0.0 %	7 31.8 %
85.7 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	2 9.1 %	5 22.7 %	7 31.8 %	1 4.5 %	7 31.8 %
80.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 4.5 %	2 9.1 %	5 22.7 %	7 31.8 %	0 0.0 %	7 31.8 %
93.3 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 4.5 %	11 50.0 %	3 13.6 %	0 0.0 %	7 31.8 %
86.7 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	2 9.1 %	9 40.9 %	4 18.2 %	0 0.0 %	7 31.8 %
93.3 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 4.5 %	11 50.0 %	3 13.6 %	0 0.0 %	7 31.8 %
86.7 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	2 9.1 %	10 45.5 %	3 13.6 %	0 0.0 %	7 31.8 %
86.7 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	2 9.1 %	9 40.9 %	4 18.2 %	0 0.0 %	7 31.8 %
73.3 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	4 18.2 %	7 31.8 %	4 18.2 %	0 0.0 %	7 31.8 %
93.3 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 4.5 %	9 40.9 %	5 22.7 %	0 0.0 %	7 31.8 %
86.7 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 9.1 %	9 40.9 %	4 18.2 %	0 0.0 %	7 31.8 %
93.3 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 4.5 %	10 45.5 %	4 18.2 %	0 0.0 %	7 31.8 %
85.7 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 9.1 %	9 40.9 %	3 13.6 %	1 4.5 %	7 31.8 %
86.7 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 4.5 %	1 4.5 %	11 50.0 %	2 9.1 %	0 0.0 %	7 31.8 %
60.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	3 13.6 %	3 13.6 %	7 31.8 %	2 9.1 %	0 0.0 %	7 31.8 %
60.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 4.5 %	5 22.7 %	6 27.3 %	3 13.6 %	0 0.0 %	7 31.8 %
53.3 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	2 9.1 %	5 22.7 %	4 18.2 %	4 18.2 %	0 0.0 %	7 31.8 %
73.3 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 4.5 %	3 13.6 %	6 27.3 %	5 22.7 %	0 0.0 %	7 31.8 %
60.0 % 21. As a result of the services I received, I am satisfied with my family life right now	1 4.5 %	1 4.5 %	4 18.2 %	5 22.7 %	4 18.2 %	0 0.0 %	7 31.8 %
85.7 % 22. As a result of the services I received, I am better able to do things I want to do	1 4.5 %	0 0.0 %	1 4.5 %	8 36.4 %	4 18.2 %	0 0.0 %	8 36.4 %
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 %	1 4.5 %	1 4.5 %	10 45.5 %	2 9.1 %	0 0.0 %	8 36.4 %
85.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	1 4.5 %	1 4.5 %	9 40.9 %	3 13.6 %	0 0.0 %	8 36.4 %
78.6 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 4.5 %	0 0.0 %	2 9.1 %	7 31.8 %	4 18.2 %	0 0.0 %	8 36.4 %
85.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	1 4.5 %	1 4.5 %	8 36.4 %	4 18.2 %	0 0.0 %	8 36.4 %

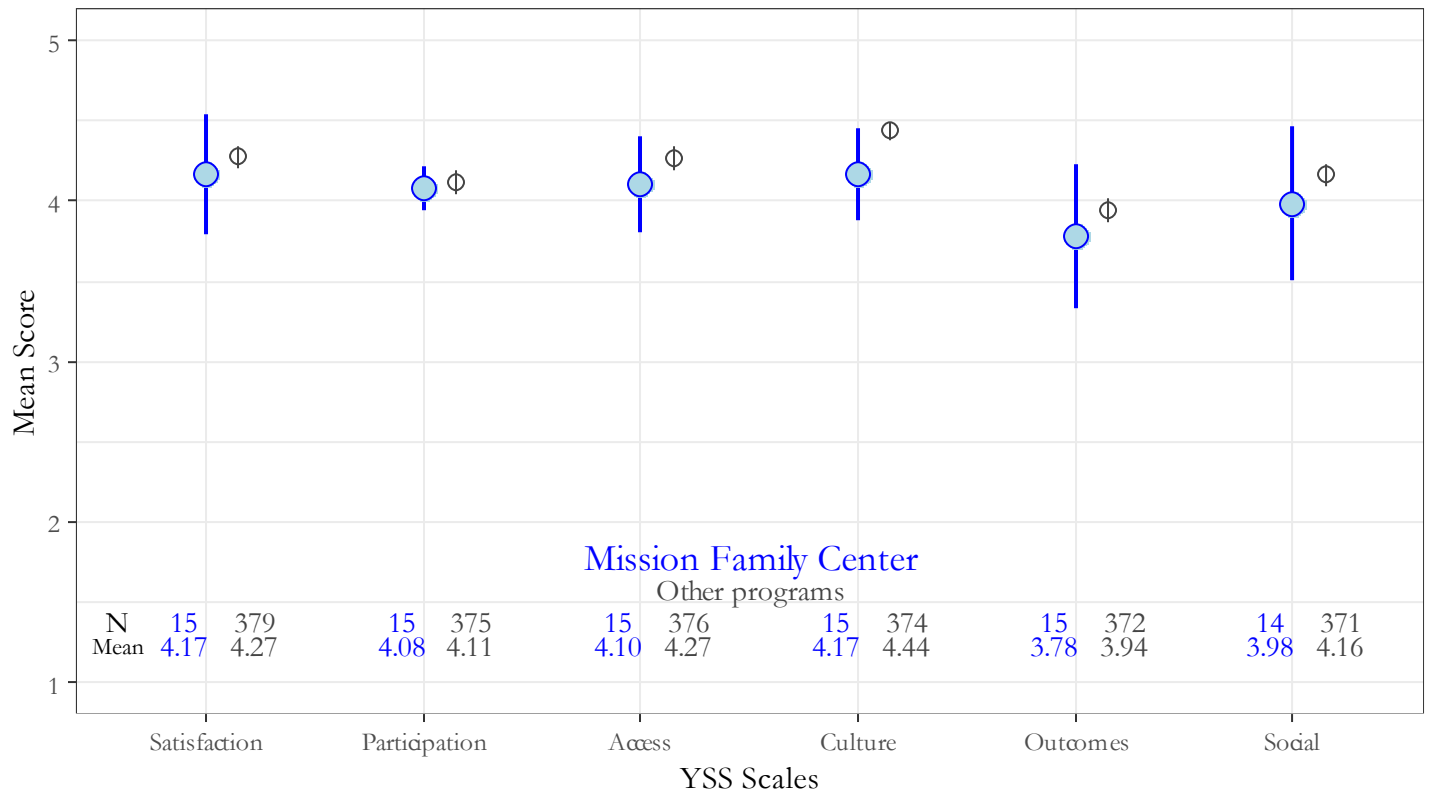
Youth Services Survey for Families



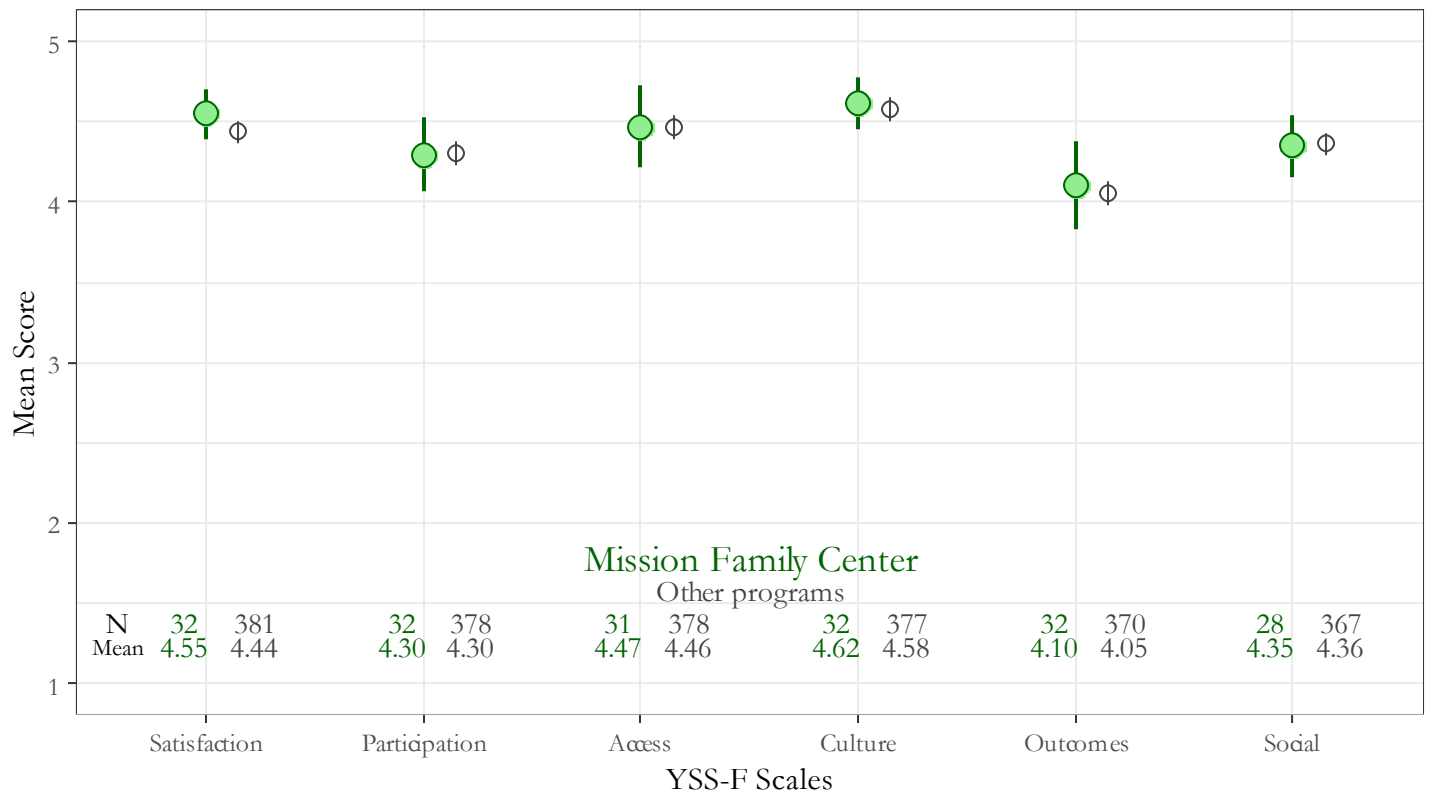
Youth Services Survey for Families, N = 33

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
96.9 % 1. Overall, I am satisfied with the service my child received	1 3.0 %	0 0.0 %	0 0.0 %	11 33.3 %	20 60.6 %	0 0.0 %	1 3.0 %
96.8 % 2. I helped to choose my child's services	0 0.0 %	1 3.0 %	0 0.0 %	17 51.5 %	13 39.4 %	0 0.0 %	2 6.1 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	17 51.5 %	11 33.3 %	0 0.0 %	5 15.2 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	13 39.4 %	16 48.5 %	0 0.0 %	4 12.1 %
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 %	15 45.5 %	15 45.5 %	1 3.0 %	2 6.1 %
93.3 % 6. I participated in my child's treatment	1 3.0 %	0 0.0 %	1 3.0 %	16 48.5 %	12 36.4 %	1 3.0 %	2 6.1 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	11 33.3 %	19 57.6 %	1 3.0 %	2 6.1 %
96.7 % 8. The location of services was convenient for us	0 0.0 %	1 3.0 %	0 0.0 %	14 42.4 %	15 45.5 %	1 3.0 %	2 6.1 %
96.8 % 9. Services were available at times that were convenient for us	0 0.0 %	1 3.0 %	0 0.0 %	10 30.3 %	20 60.6 %	1 3.0 %	1 3.0 %
96.9 % 10. My family I got the help we wanted for my child	0 0.0 %	1 3.0 %	0 0.0 %	12 36.4 %	19 57.6 %	0 0.0 %	1 3.0 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	14 42.4 %	18 54.5 %	0 0.0 %	1 3.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	9 27.3 %	23 69.7 %	0 0.0 %	1 3.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	13 39.4 %	19 57.6 %	0 0.0 %	1 3.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	13 39.4 %	19 57.6 %	0 0.0 %	1 3.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	14 42.4 %	17 51.5 %	0 0.0 %	2 6.1 %
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 %	2 6.1 %	2 6.1 %	14 42.4 %	10 30.3 %	2 6.1 %	3 9.1 %
89.3 % 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 6.1 %	1 3.0 %	12 36.4 %	13 39.4 %	2 6.1 %	3 9.1 %
84.6 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	1 3.0 %	3 9.1 %	15 45.5 %	7 21.2 %	2 6.1 %	5 15.2 %
77.4 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	3 9.1 %	4 12.1 %	13 39.4 %	11 33.3 %	0 0.0 %	2 6.1 %
80.6 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	3 9.1 %	3 9.1 %	16 48.5 %	9 27.3 %	0 0.0 %	2 6.1 %
82.8 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	3 9.1 %	2 6.1 %	15 45.5 %	9 27.3 %	1 3.0 %	3 9.1 %
83.3 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	2 6.1 %	3 9.1 %	15 45.5 %	10 30.3 %	0 0.0 %	3 9.1 %
92.6 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 6.1 %	18 54.5 %	7 21.2 %	2 6.1 %	4 12.1 %
96.3 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	1 3.0 %	15 45.5 %	11 33.3 %	1 3.0 %	5 15.2 %
96.3 % 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 0.0 %	0 0.0 %	1 3.0 %	13 39.4 %	13 39.4 %	1 3.0 %	5 15.2 %
96.4 % 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 3.0 %	16 48.5 %	11 33.3 %	1 3.0 %	4 12.1 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Completion Status	Survey Compliance Mission Family Center Completion by Respondent Type		Total
	Family	Youth	
	Refused	1 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 %	1 4.5 %	1 1.8 %
Completed Survey	32 97 %	15 68.2 %	47 85.5 %
Total	33 100 %	22 100 %	55 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 57 clients; surveys were returned for 46 clients ($46 / 57 = 80.7\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Mission Mental Health Team I

Program Code(s): 38043

Overall Satisfaction¹

93.9%

Return Rate²

61.6%

Overall satisfaction³ mean score for Mission Mental Health Team I: **4.36**.

Overall satisfaction mean score for all other programs: **4.45**.

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

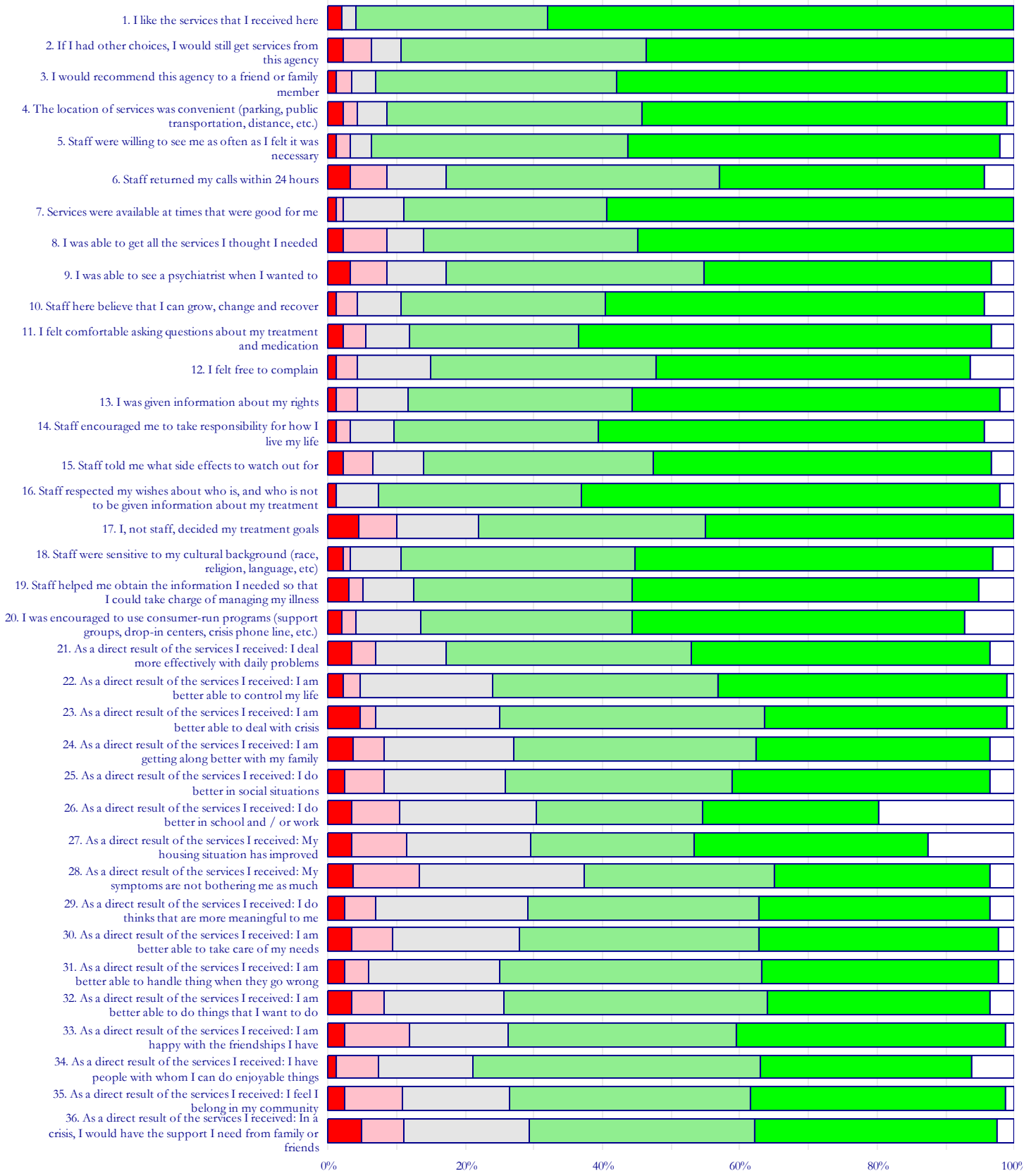
- 95.9% 1. I like the services that I received here
- 93.5% 5. Staff were willing to see me as often as I felt it was necessary
- 93.1% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 78.0% 17. I, not staff, decided my treatment goals
- 82.0% 6. Staff returned my calls within 24 hours
- 82.2% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



MHSIP Items 1-25, N = 175

Percent Agree

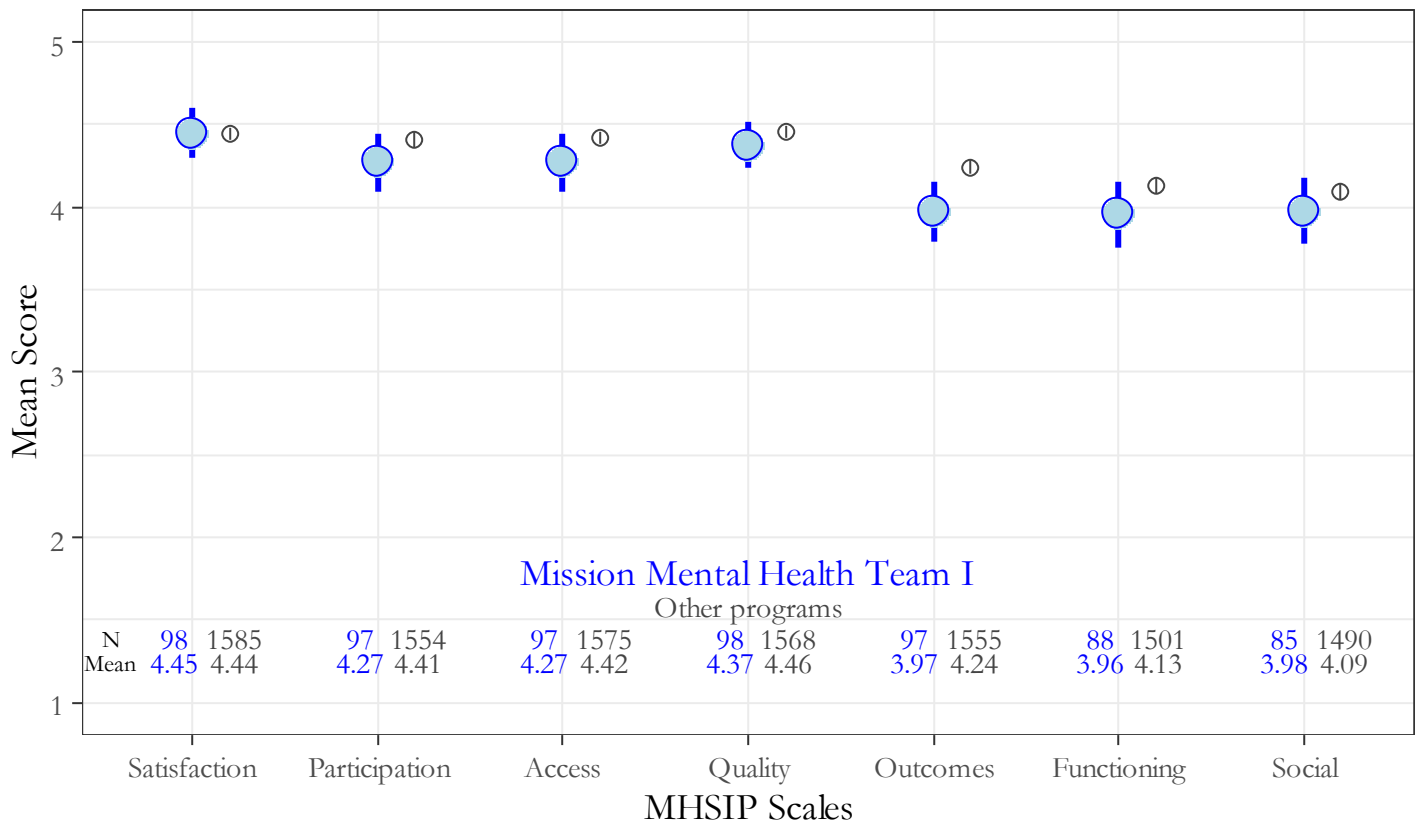
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
95.9 % 1. I like the services that I received here	2 1.1 %	0 0.0 %	2 1.1 %	27 15.4 %	66 37.7 %	0 0.0 %	78 44.6 %
89.5 % 2. If I had other choices, I would still get services from this agency	2 1.1 %	4 2.3 %	4 2.3 %	34 19.4 %	51 29.1 %	0 0.0 %	80 45.7 %
93.1 % 3. I would recommend this agency to a friend or family member	1 0.6 %	2 1.1 %	3 1.7 %	31 17.7 %	50 28.6 %	1 0.6 %	87 49.7 %
91.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	2 1.1 %	2 1.1 %	4 2.3 %	35 20.0 %	50 28.6 %	1 0.6 %	81 46.3 %
93.5 % 5. Staff were willing to see me as often as I felt it was necessary	1 0.6 %	2 1.1 %	3 1.7 %	35 20.0 %	51 29.1 %	2 1.1 %	81 46.3 %
82.0 % 6. Staff returned my calls within 24 hours	3 1.7 %	5 2.9 %	8 4.6 %	37 21.1 %	36 20.6 %	4 2.3 %	82 46.9 %
89.0 % 7. Services were available at times that were good for me	1 0.6 %	1 0.6 %	8 4.6 %	27 15.4 %	54 30.9 %	0 0.0 %	84 48.0 %
86.0 % 8. I was able to get all the services I thought I needed	2 1.1 %	6 3.4 %	5 2.9 %	29 16.6 %	51 29.1 %	0 0.0 %	82 46.9 %
82.2 % 9. I was able to see a psychiatrist when I wanted to	3 1.7 %	5 2.9 %	8 4.6 %	35 20.0 %	39 22.3 %	3 1.7 %	82 46.9 %
88.9 % 10. Staff here believe that I can grow, change and recover	1 0.6 %	3 1.7 %	6 3.4 %	28 16.0 %	52 29.7 %	4 2.3 %	81 46.3 %
87.8 % 11. I felt comfortable asking questions about my treatment and medication	2 1.1 %	3 1.7 %	6 3.4 %	23 13.1 %	56 32.0 %	3 1.7 %	82 46.9 %
84.1 % 12. I felt free to complain	1 0.6 %	3 1.7 %	10 5.7 %	31 17.7 %	43 24.6 %	6 3.4 %	81 46.3 %
88.2 % 13. I was given information about my rights	1 0.6 %	3 1.7 %	7 4.0 %	31 17.7 %	51 29.1 %	2 1.1 %	80 45.7 %
90.0 % 14. Staff encouraged me to take responsibility for how I live my life	1 0.6 %	2 1.1 %	6 3.4 %	28 16.0 %	53 30.3 %	4 2.3 %	81 46.3 %
85.6 % 15. Staff told me what side effects to watch out for	2 1.1 %	4 2.3 %	7 4.0 %	31 17.7 %	46 26.3 %	3 1.7 %	82 46.9 %
92.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 0.6 %	0 0.0 %	6 3.4 %	28 16.0 %	58 33.1 %	2 1.1 %	80 45.7 %
78.0 % 17. I, not staff, decided my treatment goals	4 2.3 %	5 2.9 %	11 6.3 %	30 17.1 %	41 23.4 %	0 0.0 %	84 48.0 %
89.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	2 1.1 %	1 0.6 %	7 4.0 %	32 18.3 %	49 28.0 %	3 1.7 %	81 46.3 %
87.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	3 1.7 %	2 1.1 %	7 4.0 %	31 17.7 %	49 28.0 %	5 2.9 %	78 44.6 %
85.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 1.1 %	2 1.1 %	9 5.1 %	30 17.1 %	47 26.9 %	7 4.0 %	78 44.6 %
82.1 % 21. As a direct result of the services I received: I deal more effectively with daily problems	3 1.7 %	3 1.7 %	9 5.1 %	31 17.7 %	38 21.7 %	3 1.7 %	88 50.3 %
75.9 % 22. As a direct result of the services I received: I am better able to control my life	2 1.1 %	2 1.1 %	17 9.7 %	29 16.6 %	37 21.1 %	1 0.6 %	87 49.7 %
74.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	4 2.3 %	2 1.1 %	16 9.1 %	34 19.4 %	31 17.7 %	1 0.6 %	87 49.7 %
72.0 % 24. As a direct result of the services I received: I am getting along better with my family	3 1.7 %	4 2.3 %	16 9.1 %	30 17.1 %	29 16.6 %	3 1.7 %	90 51.4 %
73.2 % 25. As a direct result of the services I received: I do better in social situations	2 1.1 %	5 2.9 %	15 8.6 %	28 16.0 %	32 18.3 %	3 1.7 %	90 51.4 %

MHSIP Items 26-36, N = 175

Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
62.3 % 26. As a direct result of the services I received: I do better in school and / or work	3 1.7 %	6 3.4 %	17 9.7 %	21 12.0 %	22 12.6 %	17 9.7 %	89 50.9 %
66.2 % 27. As a direct result of the services I received: My housing situation has improved	3 1.7 %	7 4.0 %	16 9.1 %	21 12.0 %	30 17.1 %	11 6.3 %	87 49.7 %
61.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	3 1.7 %	8 4.6 %	20 11.4 %	23 13.1 %	26 14.9 %	3 1.7 %	92 52.6 %
69.9 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	2 1.1 %	4 2.3 %	19 10.9 %	29 16.6 %	29 16.6 %	3 1.7 %	89 50.9 %
71.4 % 30. As a direct result of the services I received: I am better able to take care of my needs	3 1.7 %	5 2.9 %	16 9.1 %	30 17.1 %	30 17.1 %	2 1.1 %	89 50.9 %
74.4 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 1.1 %	3 1.7 %	16 9.1 %	32 18.3 %	29 16.6 %	2 1.1 %	91 52.0 %
73.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do	3 1.7 %	4 2.3 %	15 8.6 %	33 18.9 %	28 16.0 %	3 1.7 %	89 50.9 %
73.5 % 33. As a direct result of the services I received: I am happy with the friendships I have	2 1.1 %	8 4.6 %	12 6.9 %	28 16.0 %	33 18.9 %	1 0.6 %	91 52.0 %
77.6 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 0.6 %	5 2.9 %	11 6.3 %	34 19.4 %	25 14.3 %	5 2.9 %	94 53.7 %
73.2 % 35. As a direct result of the services I received: I feel I belong in my community	2 1.1 %	7 4.0 %	13 7.4 %	29 16.6 %	31 17.7 %	1 0.6 %	92 52.6 %
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	4 2.3 %	5 2.9 %	15 8.6 %	27 15.4 %	29 16.6 %	2 1.1 %	93 53.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	73 41.7 %	0 0 %	73 41.7 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 0.6 %	0 0 %	1 0.6 %
No Data	4 2.3 %	0 0 %	4 2.3 %
Completed Survey	97 55.4 %	0 0 %	97 55.4 %
Total	175 100 %	0 100 %	175 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 271 clients; surveys were returned for 167 clients (167/271 = 61.6%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 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
over 100%

Overall satisfaction³ mean score for MSJ Epiphany Family Treatment Center: **4.84** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.46** (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

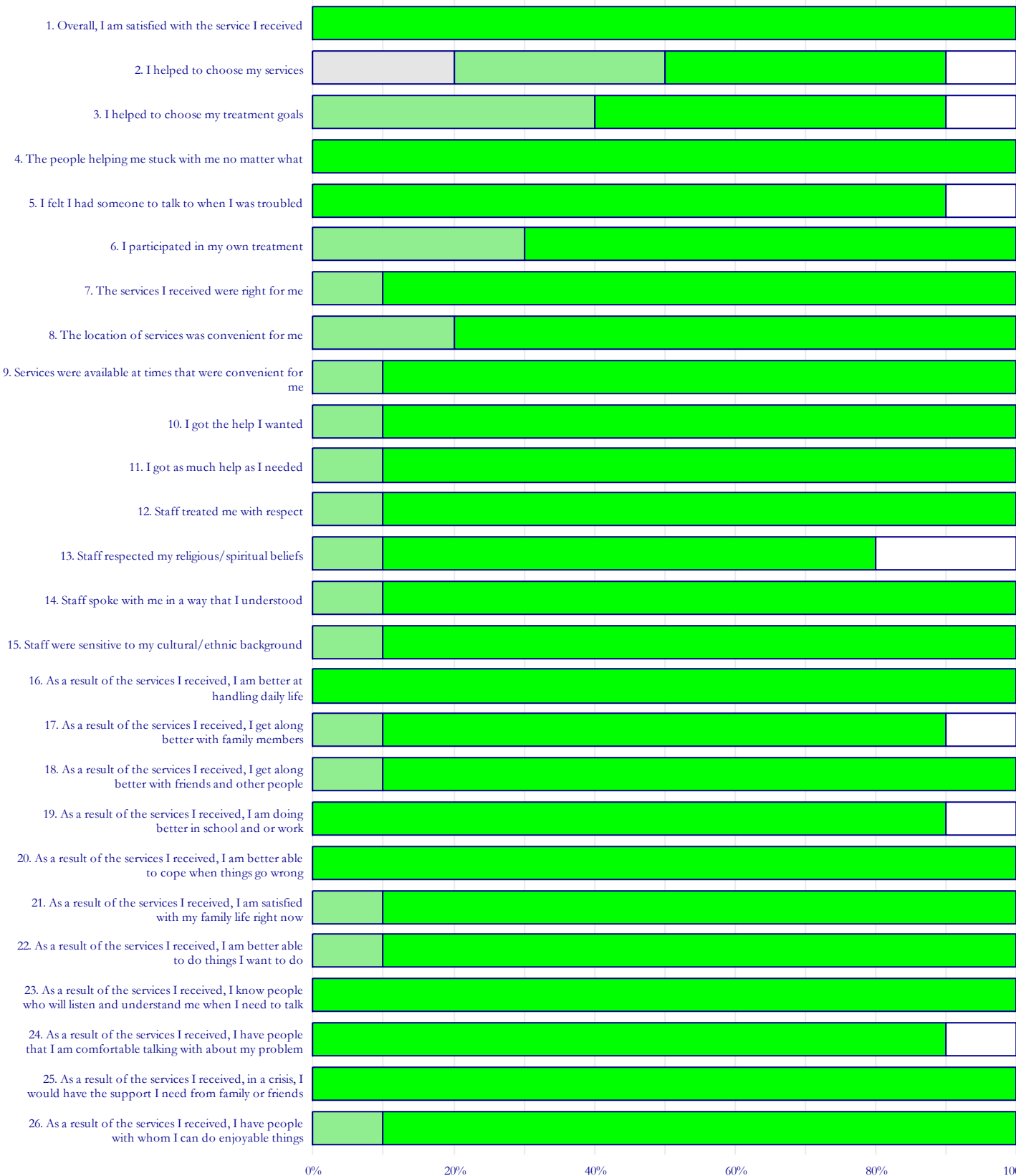
- 100.0% 1. Overall, I am satisfied with the service I received
- 100.0% 3. I helped to choose my treatment goals
- 100.0% 4. The people helping me stuck with me no matter what

Lowest Agreement Items

- 77.8% 2. I helped to choose my services
- 100.0% 1. Overall, I am satisfied with the service I received
- 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

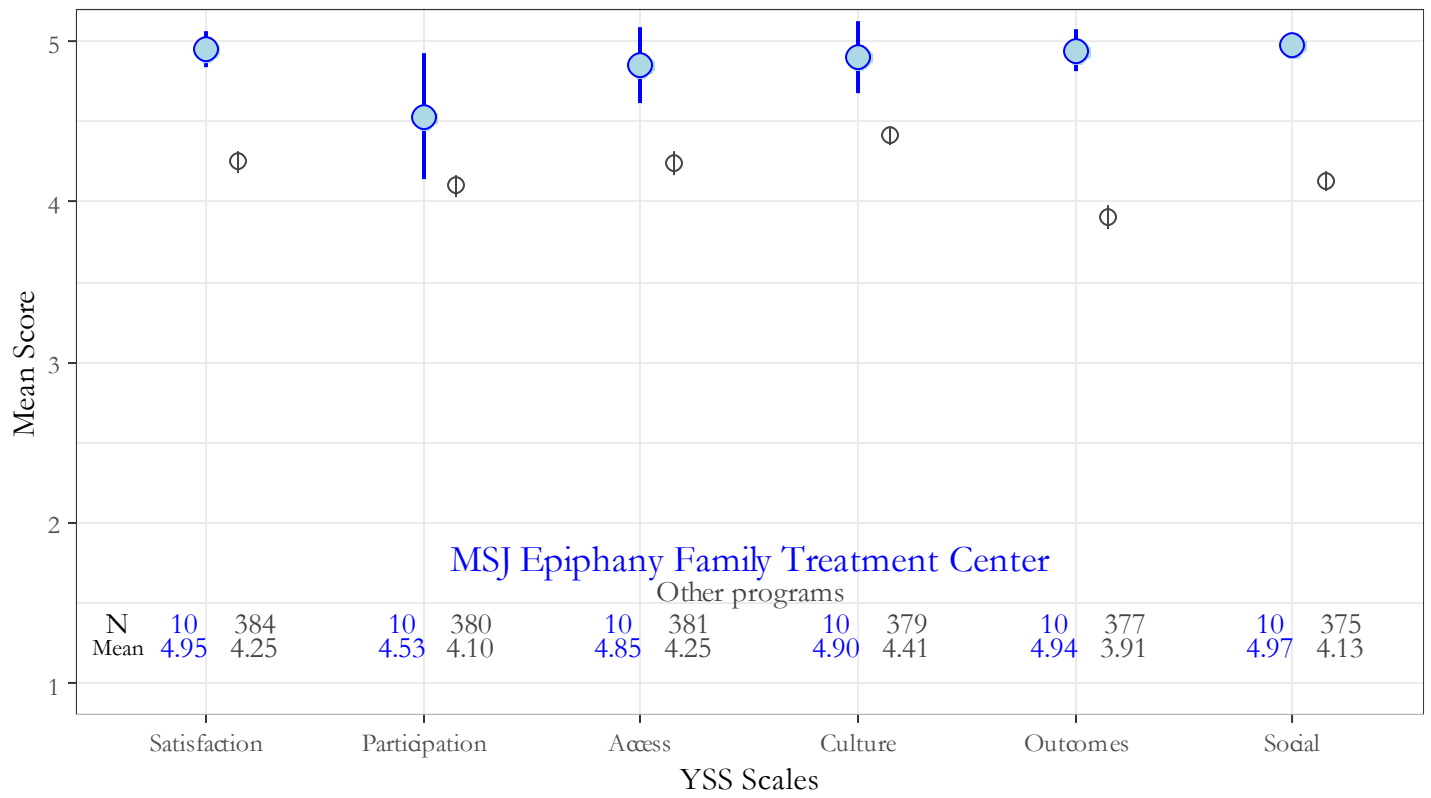


Youth Services Survey for Youth, N = 10

	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 %	0 0.0 %	10 100.0 %	0 0.0 %	0 0.0 %
77.8 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	4 40.0 %	1 10.0 %	0 0.0 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	5 50.0 %	1 10.0 %	0 0.0 %
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 %	10 100.0 %	0 0.0 %	0 0.0 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 90.0 %	1 10.0 %	0 0.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	0 0.0 %	0 0.0 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	9 90.0 %	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 %	2 20.0 %	8 80.0 %	0 0.0 %	0 0.0 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	9 90.0 %	0 0.0 %	0 0.0 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	9 90.0 %	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 %	1 10.0 %	9 90.0 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	9 90.0 %	0 0.0 %	0 0.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	7 70.0 %	2 20.0 %	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 10.0 %	9 90.0 %	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 10.0 %	9 90.0 %	0 0.0 %	0 0.0 %
100.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	10 100.0 %	0 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 %	0 0.0 %	0 0.0 %	1 10.0 %	8 80.0 %	1 10.0 %	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 10.0 %	9 90.0 %	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 %	0 0.0 %	0 0.0 %	0 0.0 %	9 90.0 %	1 10.0 %	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 %	0 0.0 %	0 0.0 %	10 100.0 %	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 %	0 0.0 %	0 0.0 %	1 10.0 %	9 90.0 %	0 0.0 %	0 0.0 %
100.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	9 90.0 %	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 %	0 0.0 %	0 0.0 %	0 0.0 %	10 100.0 %	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 %	0 0.0 %	0 0.0 %	0 0.0 %	9 90.0 %	1 10.0 %	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 0.0 %	0 0.0 %	0 0.0 %	9 90.0 %	0 0.0 %	1 10.0 %
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 %	1 10.0 %	9 90.0 %	0 0.0 %	0 0.0 %

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance			
MSJ Epiphany Family			
Treatment Center			
Completion Status	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	0 0 %	10 100 %	10 100 %
Total	0 100 %	10 100 %	10 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 9 clients; surveys were returned for 10 clients (10 / 9 = 111.1%).
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.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Oakes Children's Center

Program Code(s): 88593 88594 8859SD

Overall Satisfaction¹

90.0%

Return Rate²

76.6%

Overall satisfaction³ mean score for Oakes Children's Center: **4.04** (youth), **4.63** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (family).

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

Highest Agreement Items

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

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

100.0% 15. Staff were sensitive to my cultural/ethnic background

Lowest Agreement Items

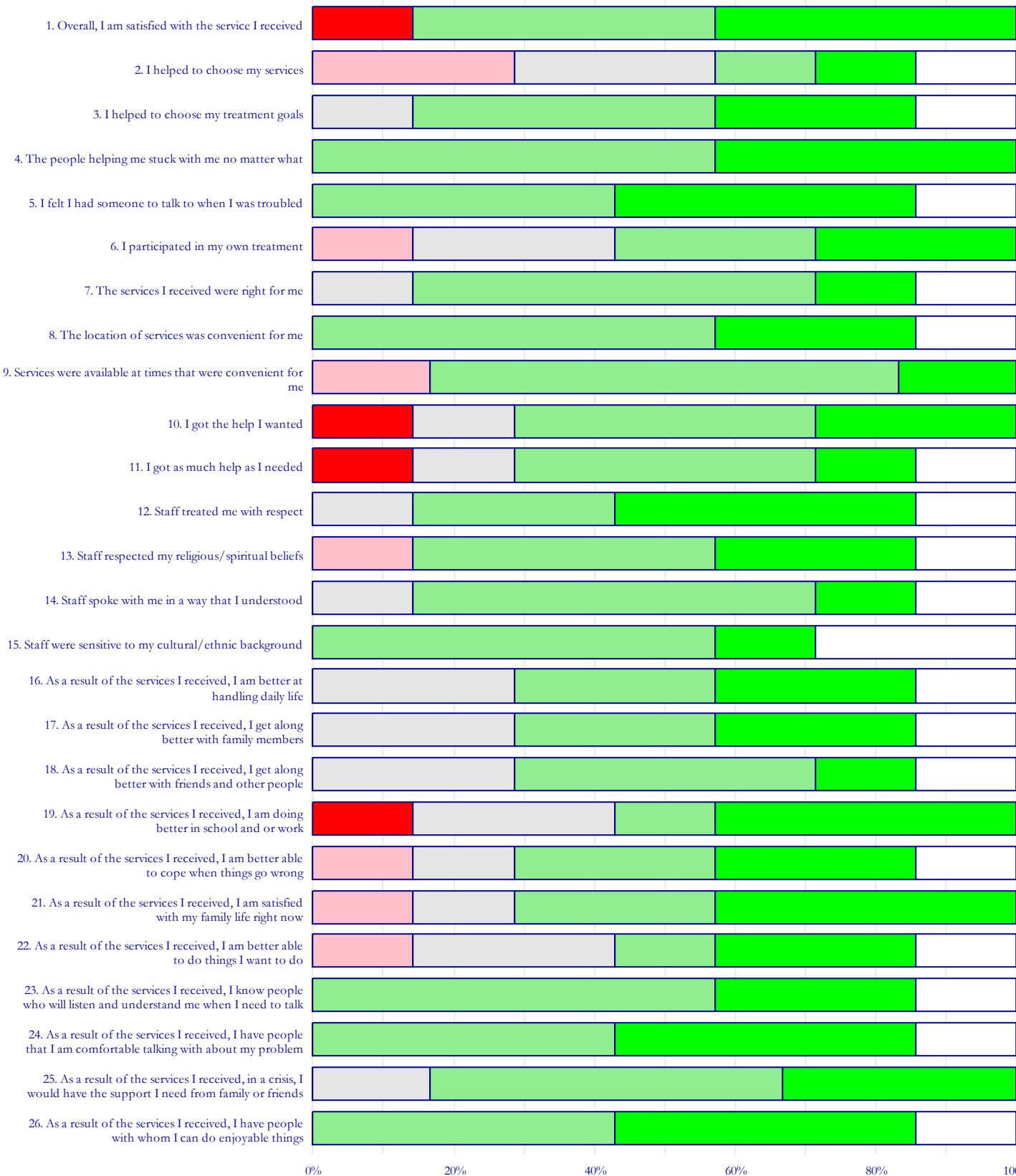
55.6% 2. I helped to choose my services

70.0% 6. I participated in my own treatment

77.8% 11. I got as much help as I needed

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

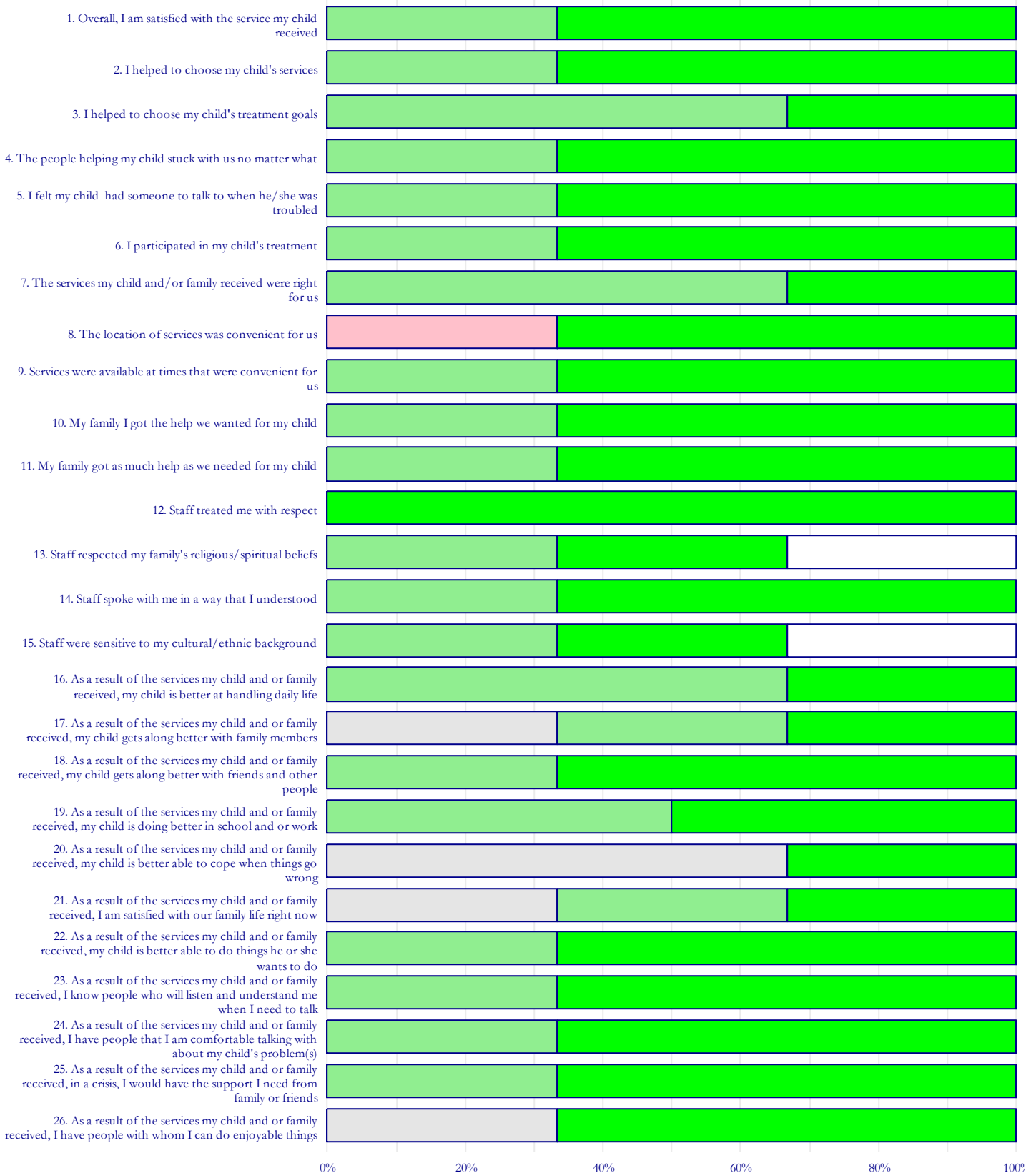
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 22

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 1. Overall, I am satisfied with the service I received	1 4.5 %	0 0.0 %	0 0.0 %	3 13.6 %	3 13.6 %	0 0.0 %	15 68.2 %
33.3 % 2. I helped to choose my services	0 0.0 %	2 9.1 %	2 9.1 %	1 4.5 %	1 4.5 %	1 4.5 %	15 68.2 %
83.3 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 4.5 %	3 13.6 %	2 9.1 %	1 4.5 %	15 68.2 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	4 18.2 %	3 13.6 %	0 0.0 %	15 68.2 %
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 13.6 %	3 13.6 %	1 4.5 %	15 68.2 %
57.1 % 6. I participated in my own treatment	0 0.0 %	1 4.5 %	2 9.1 %	2 9.1 %	2 9.1 %	0 0.0 %	15 68.2 %
83.3 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 4.5 %	4 18.2 %	1 4.5 %	1 4.5 %	15 68.2 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	4 18.2 %	2 9.1 %	1 4.5 %	15 68.2 %
83.3 % 9. Services were available at times that were convenient for me	0 0.0 %	1 4.5 %	0 0.0 %	4 18.2 %	1 4.5 %	0 0.0 %	16 72.7 %
71.4 % 10. I got the help I wanted	1 4.5 %	0 0.0 %	1 4.5 %	3 13.6 %	2 9.1 %	0 0.0 %	15 68.2 %
66.7 % 11. I got as much help as I needed	1 4.5 %	0 0.0 %	1 4.5 %	3 13.6 %	1 4.5 %	1 4.5 %	15 68.2 %
83.3 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 4.5 %	2 9.1 %	3 13.6 %	1 4.5 %	15 68.2 %
83.3 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	1 4.5 %	0 0.0 %	3 13.6 %	2 9.1 %	1 4.5 %	15 68.2 %
83.3 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 4.5 %	4 18.2 %	1 4.5 %	1 4.5 %	15 68.2 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	4 18.2 %	1 4.5 %	2 9.1 %	15 68.2 %
66.7 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 9.1 %	2 9.1 %	2 9.1 %	1 4.5 %	15 68.2 %
66.7 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	2 9.1 %	2 9.1 %	2 9.1 %	1 4.5 %	15 68.2 %
66.7 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	2 9.1 %	3 13.6 %	1 4.5 %	1 4.5 %	15 68.2 %
57.1 % 19. As a result of the services I received, I am doing better in school and or work	1 4.5 %	0 0.0 %	2 9.1 %	1 4.5 %	3 13.6 %	0 0.0 %	15 68.2 %
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 4.5 %	1 4.5 %	2 9.1 %	2 9.1 %	1 4.5 %	15 68.2 %
71.4 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 4.5 %	1 4.5 %	2 9.1 %	3 13.6 %	0 0.0 %	15 68.2 %
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 4.5 %	2 9.1 %	1 4.5 %	2 9.1 %	1 4.5 %	15 68.2 %
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 %	4 18.2 %	2 9.1 %	1 4.5 %	15 68.2 %
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 13.6 %	3 13.6 %	1 4.5 %	15 68.2 %
83.3 % 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 %	1 4.5 %	3 13.6 %	2 9.1 %	0 0.0 %	16 72.7 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 13.6 %	3 13.6 %	1 4.5 %	15 68.2 %

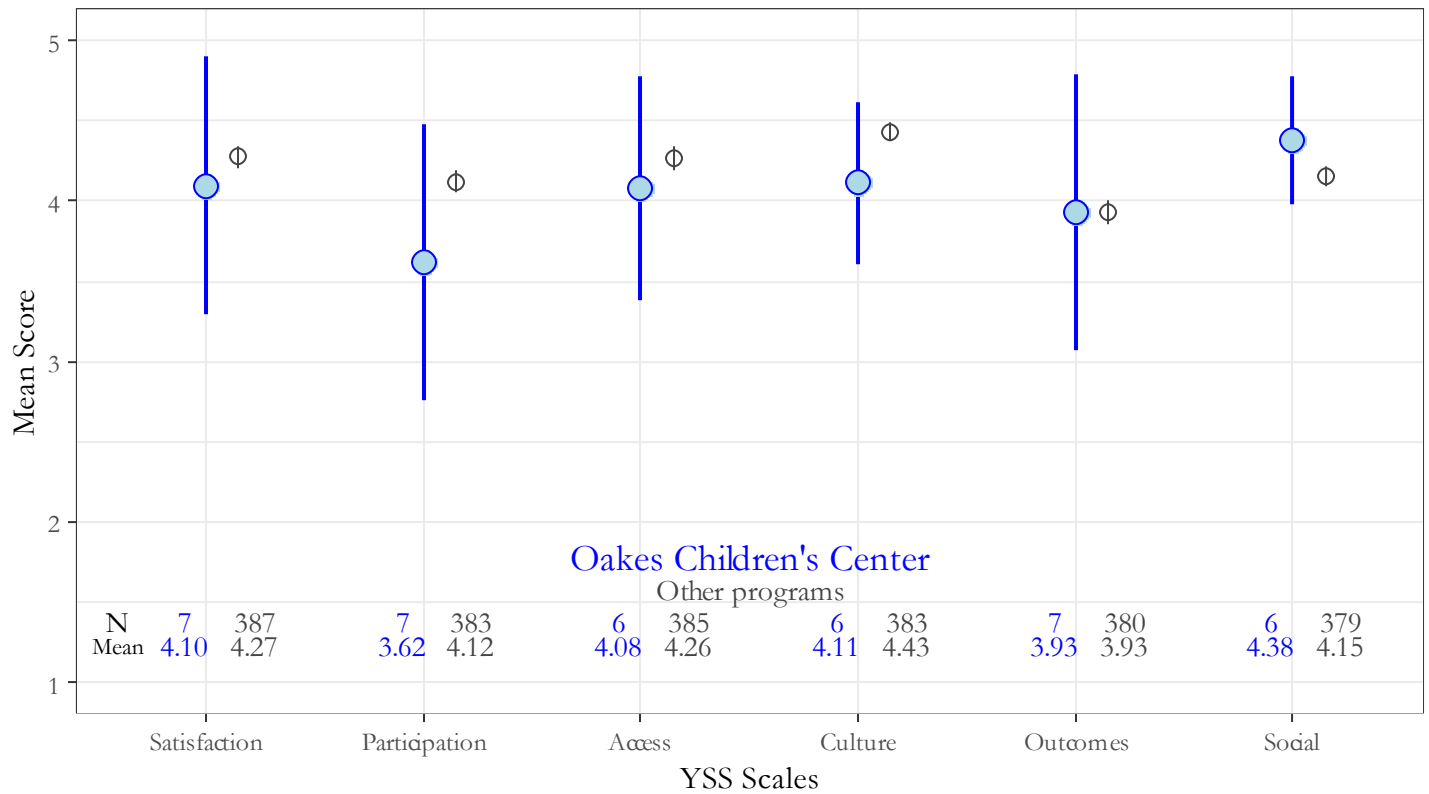
Youth Services Survey for Families



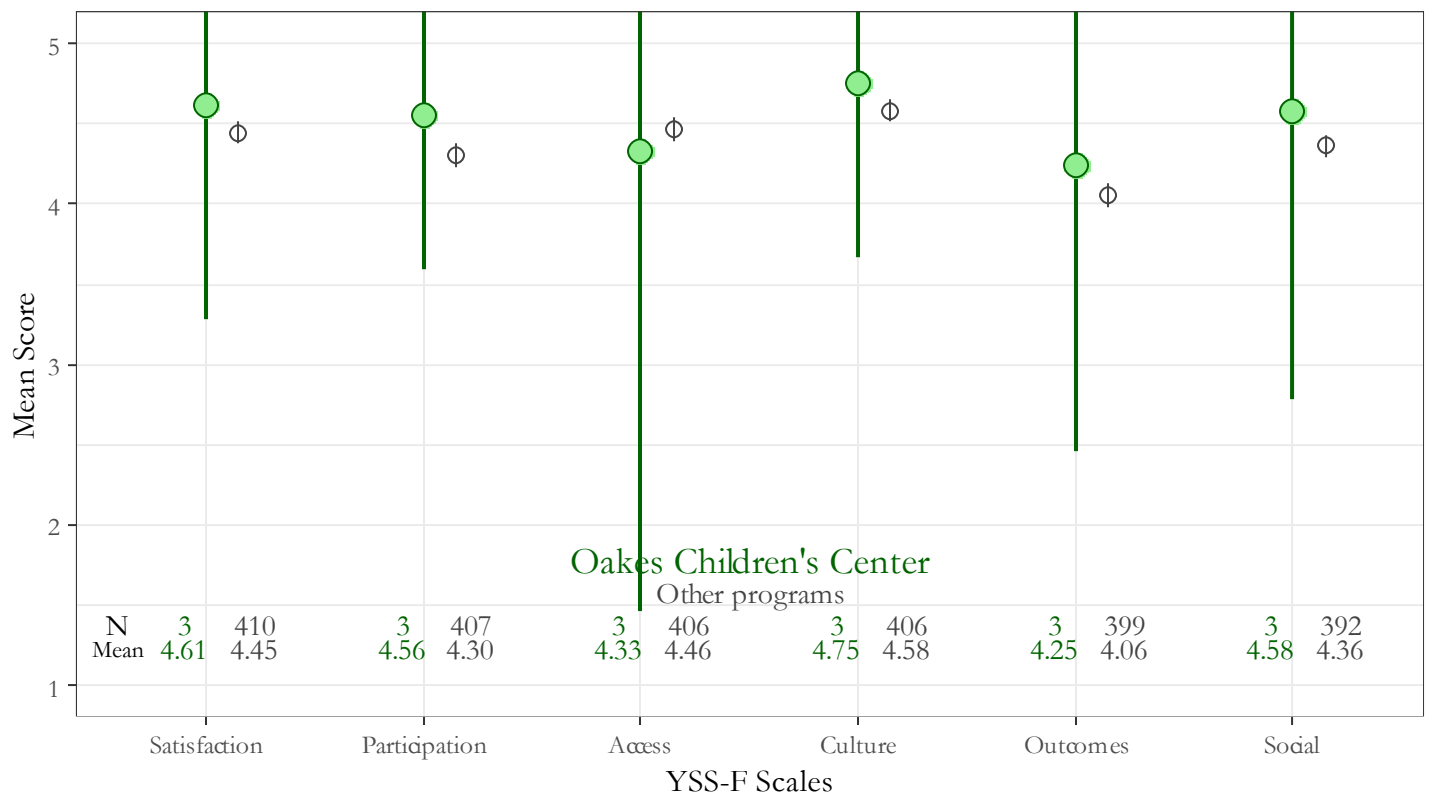
Youth Services Survey for Families, N = 38

	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 2.6 %	2 5.3 %	0 0.0 %	35 92.1 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	2 5.3 %	0 0.0 %	35 92.1 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 5.3 %	1 2.6 %	0 0.0 %	35 92.1 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	2 5.3 %	0 0.0 %	35 92.1 %
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 2.6 %	2 5.3 %	0 0.0 %	35 92.1 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	2 5.3 %	0 0.0 %	35 92.1 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	2 5.3 %	1 2.6 %	0 0.0 %	35 92.1 %
66.7 % 8. The location of services was convenient for us	0 0.0 %	1 2.6 %	0 0.0 %	0 0.0 %	2 5.3 %	0 0.0 %	35 92.1 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	2 5.3 %	0 0.0 %	35 92.1 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	2 5.3 %	0 0.0 %	35 92.1 %
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 2.6 %	2 5.3 %	0 0.0 %	35 92.1 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 7.9 %	0 0.0 %	35 92.1 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	1 2.6 %	1 2.6 %	35 92.1 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	2 5.3 %	0 0.0 %	35 92.1 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	1 2.6 %	1 2.6 %	35 92.1 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	2 5.3 %	1 2.6 %	0 0.0 %	35 92.1 %
66.7 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 2.6 %	1 2.6 %	1 2.6 %	0 0.0 %	35 92.1 %
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 %	1 2.6 %	2 5.3 %	0 0.0 %	35 92.1 %
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 %	1 2.6 %	1 2.6 %	0 0.0 %	36 94.7 %
33.3 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 5.3 %	0 0.0 %	1 2.6 %	0 0.0 %	35 92.1 %
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 %	0 0.0 %	1 2.6 %	1 2.6 %	1 2.6 %	0 0.0 %	35 92.1 %
100.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	2 5.3 %	0 0.0 %	35 92.1 %
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 %	1 2.6 %	2 5.3 %	0 0.0 %	35 92.1 %
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 %	1 2.6 %	2 5.3 %	0 0.0 %	35 92.1 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	2 5.3 %	0 0.0 %	35 92.1 %
66.7 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 2.6 %	0 0.0 %	2 5.3 %	0 0.0 %	35 92.1 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Oakes Children's
Center Completion by

Completion Status	Respondent Type		Total
	Family	Youth	
Refused	0 0 %	4 18.2 %	4 6.7 %
Impaired	0 0 %	1 4.5 %	1 1.7 %
Language	0 0 %	0 0 %	0 0 %
Other	35 92.1 %	10 45.5 %	45 75 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	3 7.9 %	7 31.8 %	10 16.7 %
Total	38 100 %	22 100 %	60 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 77 clients; surveys were returned for 59 clients ($59 / 77 = 76.6\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Occupational Therapy Training Program

Program Code(s): 38KZ2 38KZ3 38KZ4

Overall Satisfaction¹

96.2%

Return Rate²

63.7%

Overall satisfaction³ mean score for Occupational Therapy Training Program: **4.37** (youth), **4.74** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.45** (family).

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

Highest Agreement Items

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

100.0% 12. Staff treated me with respect

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

Lowest Agreement Items

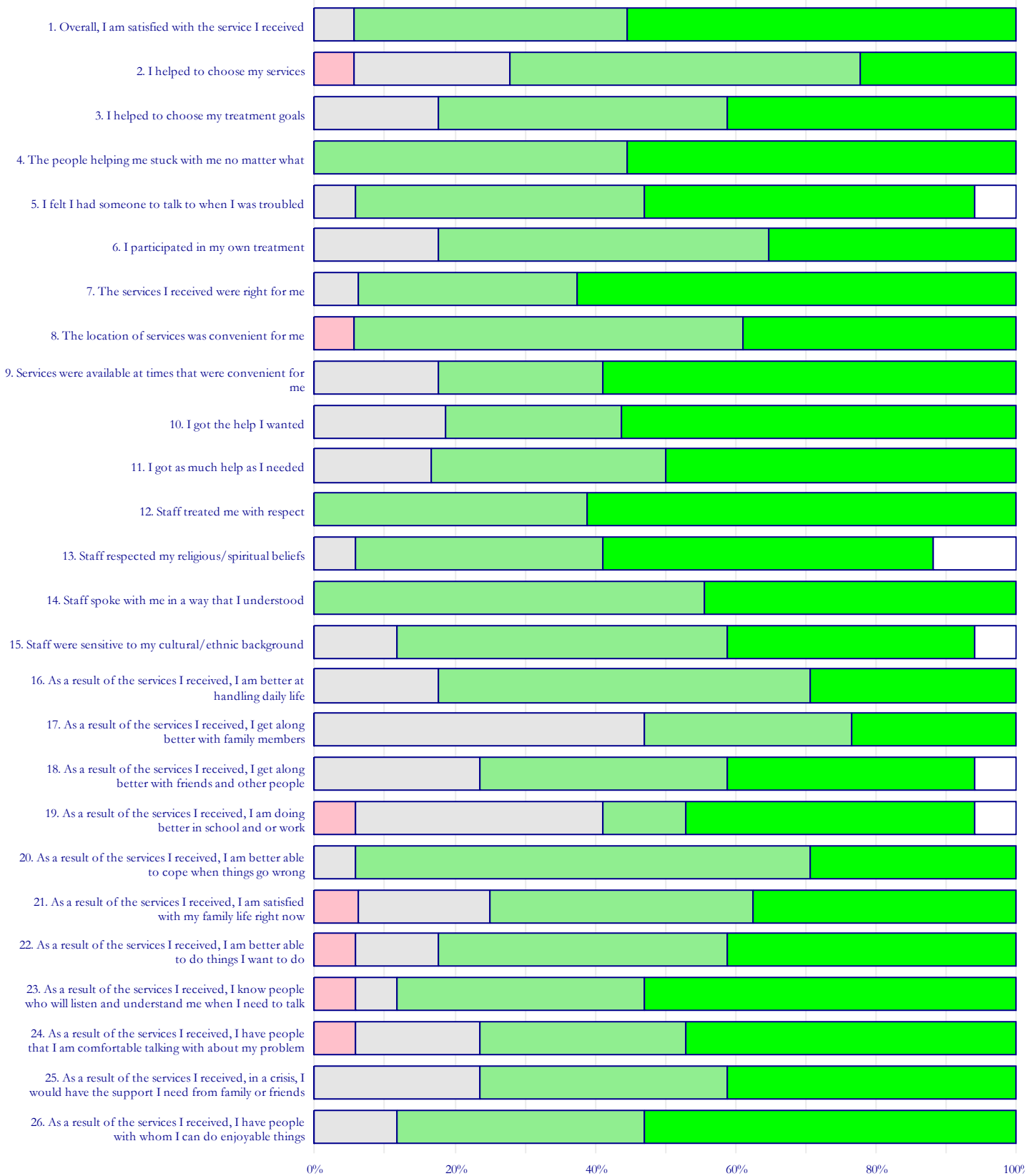
76.0% 2. I helped to choose my services

82.6% 6. I participated in my own treatment

84.0% 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.

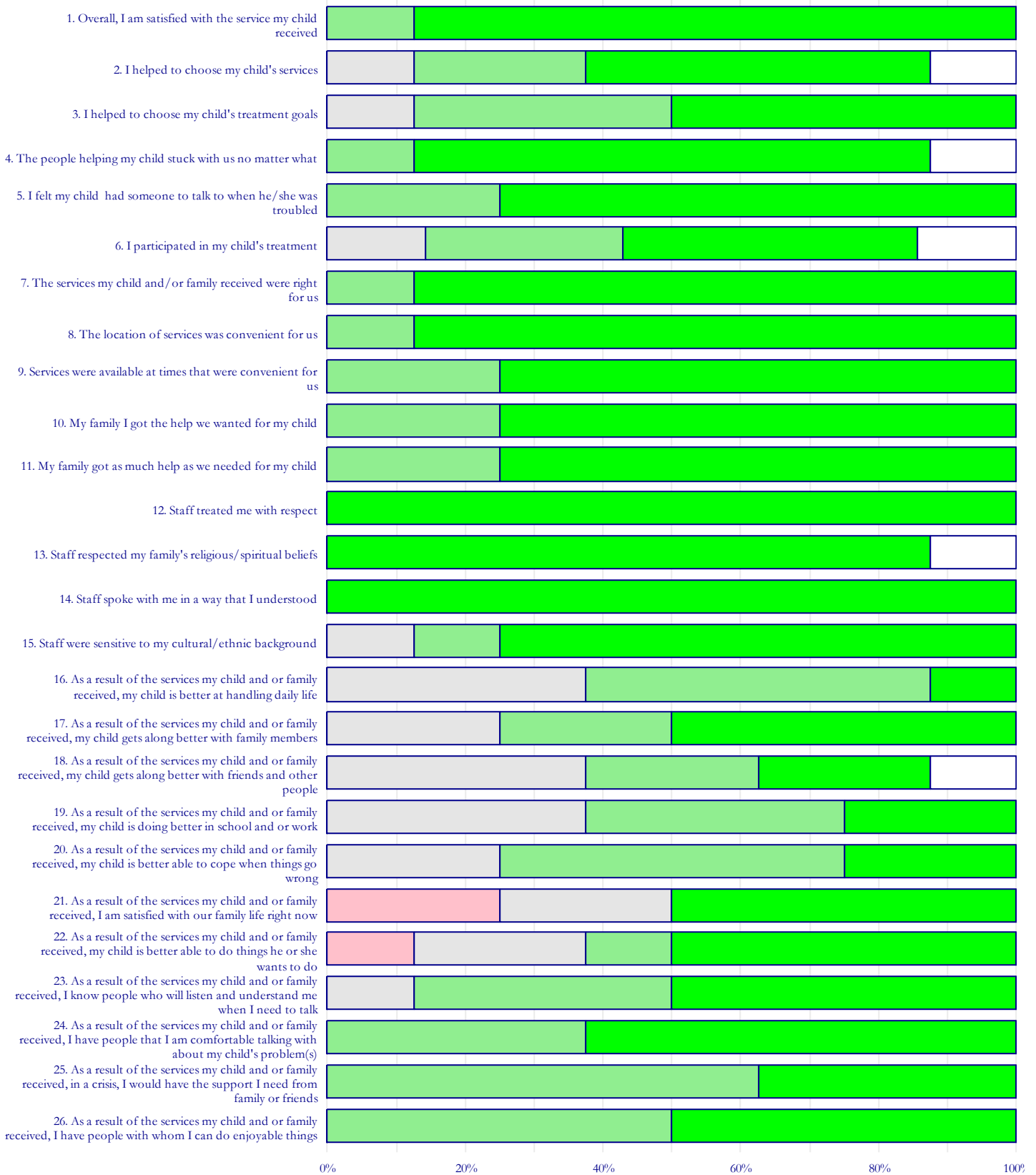
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 27

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
94.4 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 3.7 %	7 25.9 %	10 37.0 %	0 0.0 %	9 33.3 %
72.2 % 2. I helped to choose my services	0 0.0 %	1 3.7 %	4 14.8 %	9 33.3 %	4 14.8 %	0 0.0 %	9 33.3 %
82.4 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	3 11.1 %	7 25.9 %	7 25.9 %	0 0.0 %	10 37.0 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	8 29.6 %	10 37.0 %	0 0.0 %	9 33.3 %
93.8 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 3.7 %	7 25.9 %	8 29.6 %	1 3.7 %	10 37.0 %
82.4 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	3 11.1 %	8 29.6 %	6 22.2 %	0 0.0 %	10 37.0 %
93.8 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 3.7 %	5 18.5 %	10 37.0 %	0 0.0 %	11 40.7 %
94.4 % 8. The location of services was convenient for me	0 0.0 %	1 3.7 %	0 0.0 %	10 37.0 %	7 25.9 %	0 0.0 %	9 33.3 %
82.4 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	3 11.1 %	4 14.8 %	10 37.0 %	0 0.0 %	10 37.0 %
81.2 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	3 11.1 %	4 14.8 %	9 33.3 %	0 0.0 %	11 40.7 %
83.3 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	3 11.1 %	6 22.2 %	9 33.3 %	0 0.0 %	9 33.3 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	7 25.9 %	11 40.7 %	0 0.0 %	9 33.3 %
93.3 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 3.7 %	6 22.2 %	8 29.6 %	2 7.4 %	10 37.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	10 37.0 %	8 29.6 %	0 0.0 %	9 33.3 %
87.5 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 7.4 %	8 29.6 %	6 22.2 %	1 3.7 %	10 37.0 %
82.4 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	3 11.1 %	9 33.3 %	5 18.5 %	0 0.0 %	10 37.0 %
52.9 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	8 29.6 %	5 18.5 %	4 14.8 %	0 0.0 %	10 37.0 %
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 %	4 14.8 %	6 22.2 %	6 22.2 %	1 3.7 %	10 37.0 %
56.2 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 3.7 %	6 22.2 %	2 7.4 %	7 25.9 %	1 3.7 %	10 37.0 %
94.1 % 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 3.7 %	11 40.7 %	5 18.5 %	0 0.0 %	10 37.0 %
75.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 3.7 %	3 11.1 %	6 22.2 %	6 22.2 %	0 0.0 %	11 40.7 %
82.4 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 3.7 %	2 7.4 %	7 25.9 %	7 25.9 %	0 0.0 %	10 37.0 %
88.2 % 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 3.7 %	1 3.7 %	6 22.2 %	9 33.3 %	0 0.0 %	10 37.0 %
76.5 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	1 3.7 %	3 11.1 %	5 18.5 %	8 29.6 %	0 0.0 %	10 37.0 %
76.5 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	4 14.8 %	6 22.2 %	7 25.9 %	0 0.0 %	10 37.0 %
88.2 % 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 7.4 %	6 22.2 %	9 33.3 %	0 0.0 %	10 37.0 %

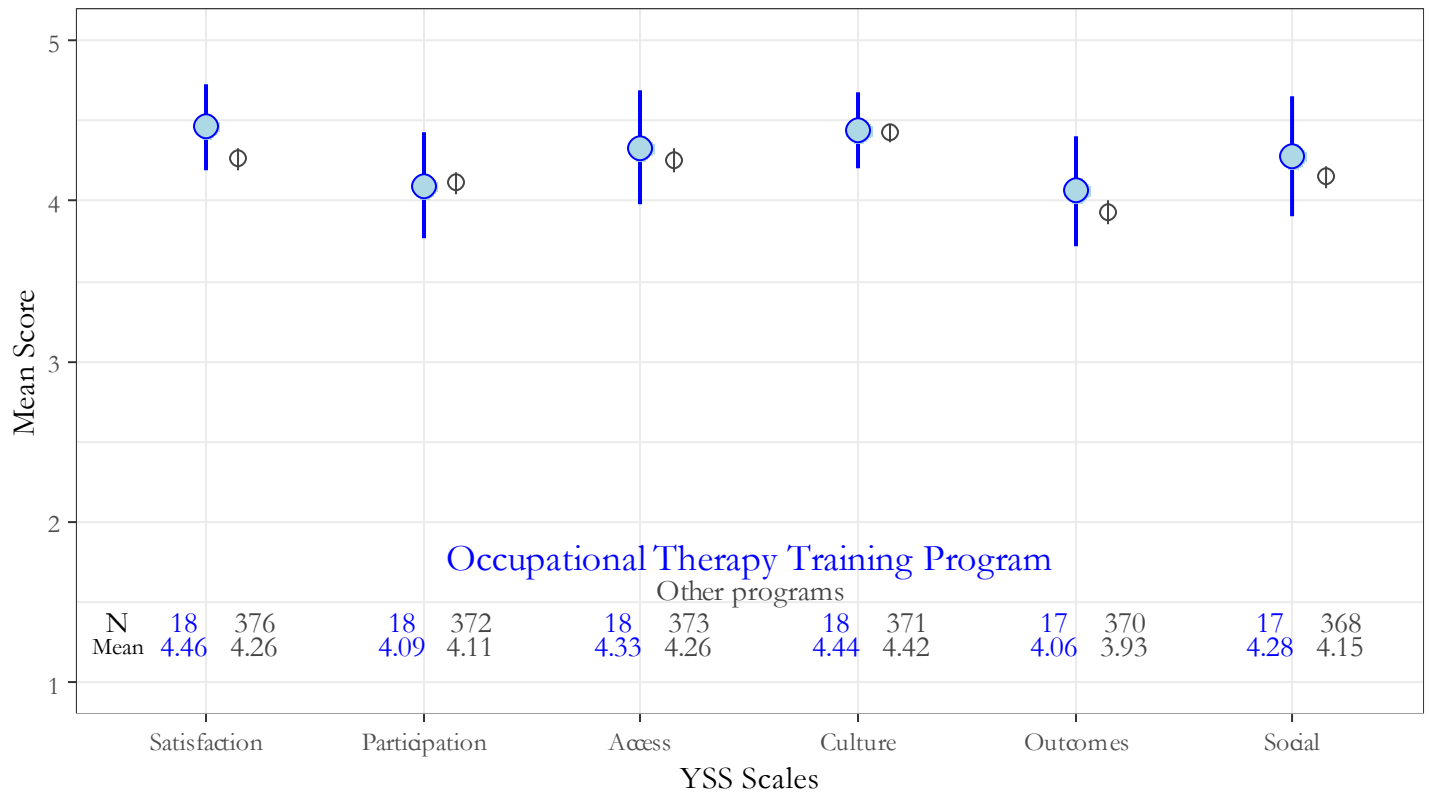
Youth Services Survey for Families



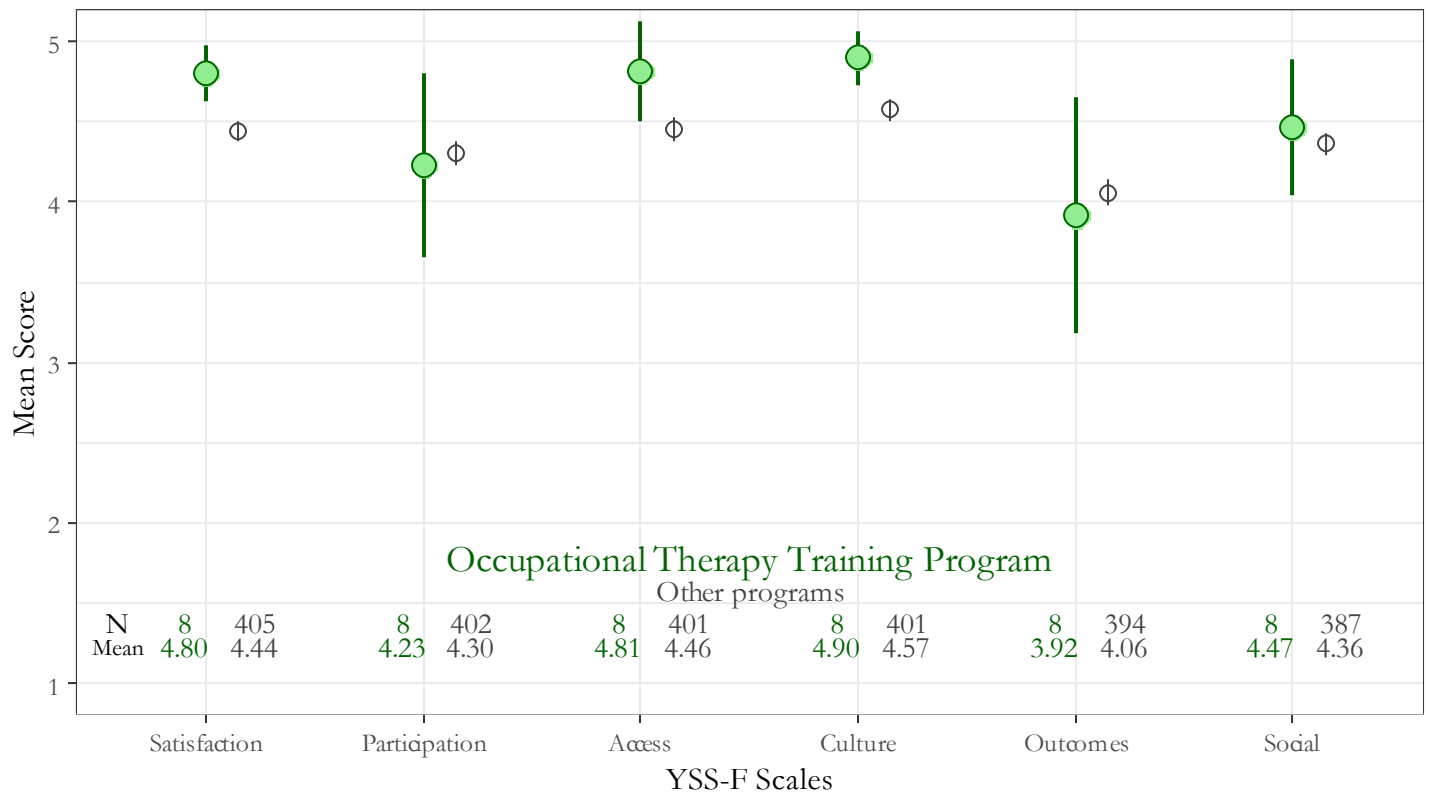
Youth Services Survey for Families, N = 39

	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 2.6 %	7 17.9 %	0 0.0 %	31 79.5 %
85.7 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 2.6 %	2 5.1 %	4 10.3 %	1 2.6 %	31 79.5 %
87.5 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 2.6 %	3 7.7 %	4 10.3 %	0 0.0 %	31 79.5 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	6 15.4 %	1 2.6 %	31 79.5 %
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 5.1 %	6 15.4 %	0 0.0 %	31 79.5 %
83.3 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 2.6 %	2 5.1 %	3 7.7 %	1 2.6 %	32 82.0 %
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 2.6 %	7 17.9 %	0 0.0 %	31 79.5 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 2.6 %	7 17.9 %	0 0.0 %	31 79.5 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 5.1 %	6 15.4 %	0 0.0 %	31 79.5 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 5.1 %	6 15.4 %	0 0.0 %	31 79.5 %
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 5.1 %	6 15.4 %	0 0.0 %	31 79.5 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	8 20.5 %	0 0.0 %	31 79.5 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	7 17.9 %	1 2.6 %	31 79.5 %
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 %	8 20.5 %	0 0.0 %	31 79.5 %
87.5 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 2.6 %	1 2.6 %	6 15.4 %	0 0.0 %	31 79.5 %
62.5 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	3 7.7 %	4 10.3 %	1 2.6 %	0 0.0 %	31 79.5 %
75.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	2 5.1 %	2 5.1 %	4 10.3 %	0 0.0 %	31 79.5 %
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 0.0 %	0 0.0 %	3 7.7 %	2 5.1 %	2 5.1 %	1 2.6 %	31 79.5 %
62.5 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	3 7.7 %	3 7.7 %	2 5.1 %	0 0.0 %	31 79.5 %
75.0 % 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 %	2 5.1 %	4 10.3 %	2 5.1 %	0 0.0 %	31 79.5 %
50.0 % 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 %	2 5.1 %	2 5.1 %	0 0.0 %	4 10.3 %	0 0.0 %	31 79.5 %
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 %	1 2.6 %	2 5.1 %	1 2.6 %	4 10.3 %	0 0.0 %	31 79.5 %
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 2.6 %	3 7.7 %	4 10.3 %	0 0.0 %	31 79.5 %
100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	3 7.7 %	5 12.8 %	0 0.0 %	31 79.5 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	5 12.8 %	3 7.7 %	0 0.0 %	31 79.5 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	4 10.3 %	4 10.3 %	0 0.0 %	31 79.5 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



**Survey Compliance
Occupational Therapy
Training Program**

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	25 64.1 %	4 14.8 %	29 43.9 %
Impaired	1 2.6 %	0 0 %	1 1.5 %
Language	0 0 %	0 0 %	0 0 %
Other	3 7.7 %	1 3.7 %	4 6.1 %
No Data	2 5.1 %	4 14.8 %	6 9.1 %
Completed Survey	8 20.5 %	18 66.7 %	26 39.4 %
Total	39 100 %	27 100 %	66 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 91 clients; surveys were returned for 58 clients (58 / 91 = 63.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Combined Youth and Adult Consumer Perception Survey Overview - Spring 2019

OMI Family Center

Youth program codes (RUs): 38803 38805

Adult program codes (RUs): 38803 38805

Overall Satisfaction¹

91.8%

Return Rate²

85.3%

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 May 13-17 2019 (Avatar billing): 102

People surveyed: 87 (15 youth and 72 adults)

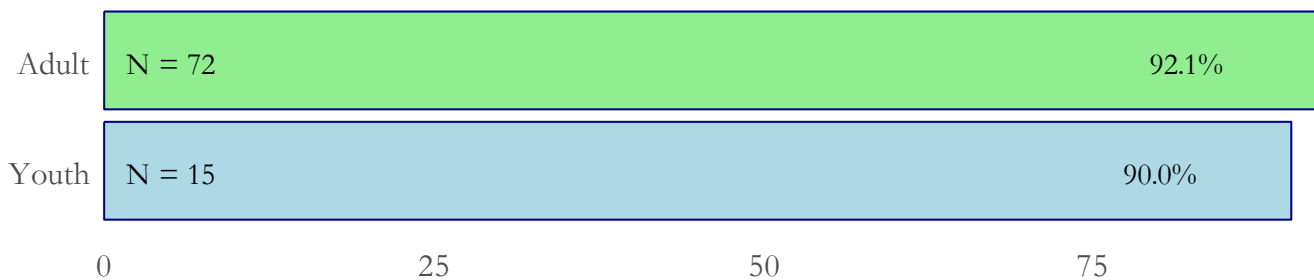
Adult satisfaction mean score: 4.28

Youth satisfaction mean score: 4.24

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 (May 13th - 17th, 2019) your program billed services for 102 clients; surveys were returned for 87 clients ($87/102 = 85.3\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



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

OMI Family Center

Program Code(s): 38803 38805

Overall Satisfaction¹
92.1%

Return Rate²
over 100%

Overall satisfaction³ mean score for OMI Family Center: **4.28**.

Overall satisfaction mean score for all other programs: **4.46**.

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

Highest Agreement Items

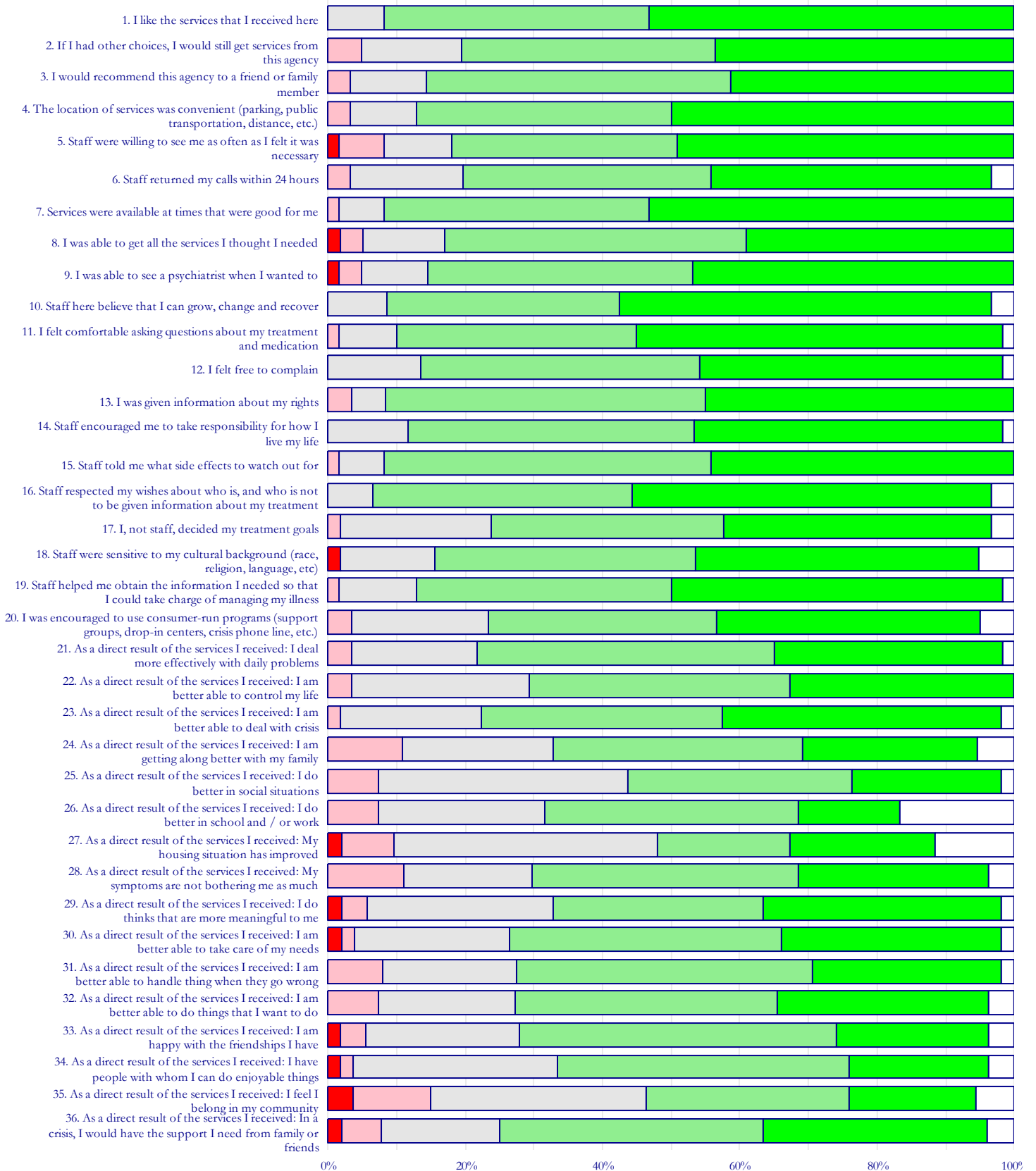
- 93.2%** 16. Staff respected my wishes about who is, and who is not to be given information about my treatment
- 91.9%** 1. I like the services that I received here
- 91.9%** 7. Services were available at times that were good for me

Lowest Agreement Items

- 75.4%** 17. I, not staff, decided my treatment goals
- 75.4%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 79.7%** 6. Staff returned my calls within 24 hours

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

MHSIP Items



MHSIP Items 1-25, N = 74

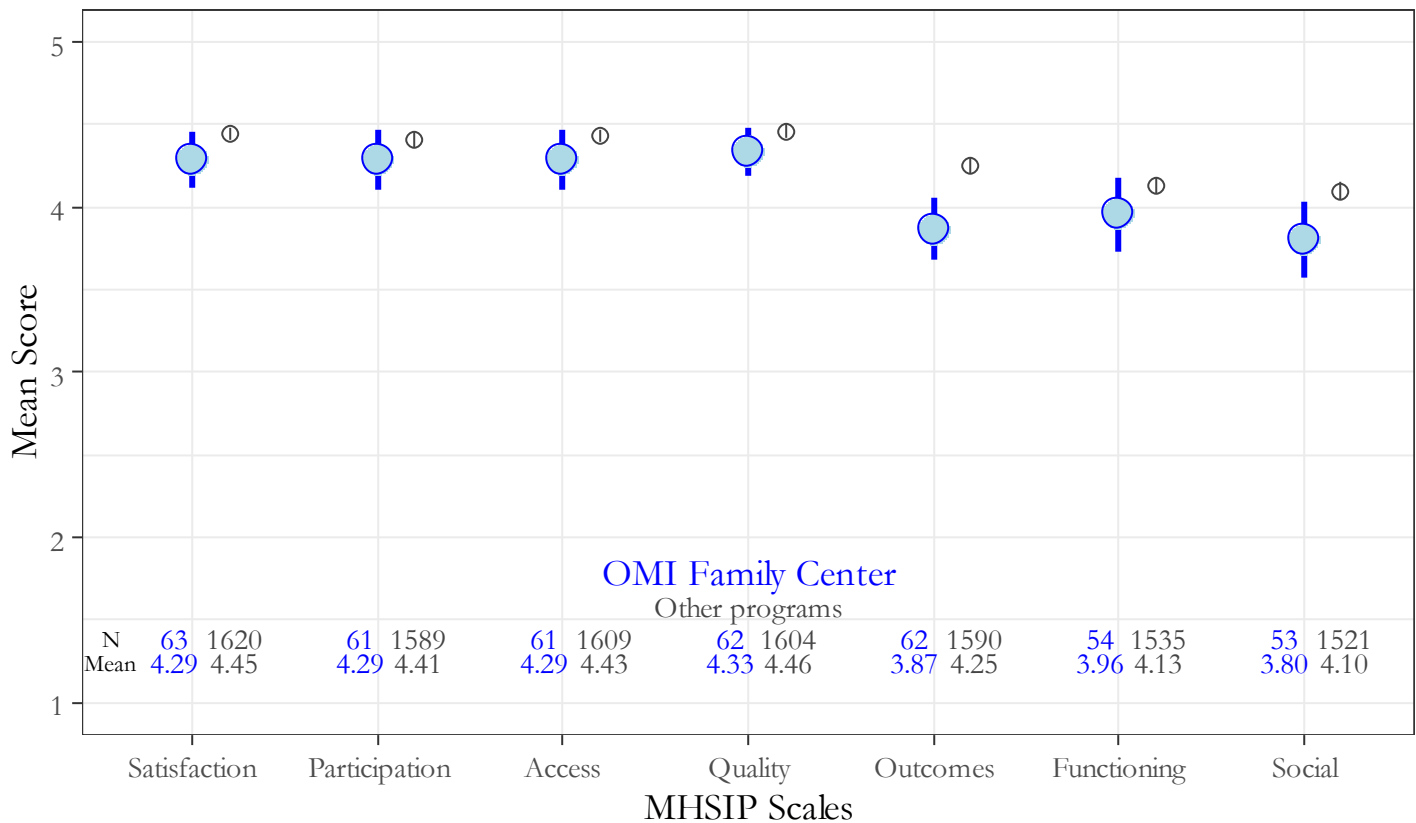
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
91.9 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	5 6.8 %	24 32.4 %	33 44.6 %	0 0.0 %	12 16.2 %
80.6 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	3 4.0 %	9 12.2 %	23 31.1 %	27 36.5 %	0 0.0 %	12 16.2 %
85.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	2 2.7 %	7 9.5 %	28 37.8 %	26 35.1 %	0 0.0 %	11 14.9 %
87.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 2.7 %	6 8.1 %	23 31.1 %	31 41.9 %	0 0.0 %	12 16.2 %
82.0 % 5. Staff were willing to see me as often as I felt it was necessary	1 1.4 %	4 5.4 %	6 8.1 %	20 27.0 %	30 40.5 %	0 0.0 %	13 17.6 %
79.7 % 6. Staff returned my calls within 24 hours	0 0.0 %	2 2.7 %	10 13.5 %	22 29.7 %	25 33.8 %	2 2.7 %	13 17.6 %
91.9 % 7. Services were available at times that were good for me	0 0.0 %	1 1.4 %	4 5.4 %	24 32.4 %	33 44.6 %	0 0.0 %	12 16.2 %
83.1 % 8. I was able to get all the services I thought I needed	1 1.4 %	2 2.7 %	7 9.5 %	26 35.1 %	23 31.1 %	0 0.0 %	15 20.3 %
85.5 % 9. I was able to see a psychiatrist when I wanted to	1 1.4 %	2 2.7 %	6 8.1 %	24 32.4 %	29 39.2 %	0 0.0 %	12 16.2 %
91.2 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	5 6.8 %	20 27.0 %	32 43.2 %	2 2.7 %	15 20.3 %
89.8 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 1.4 %	5 6.8 %	21 28.4 %	32 43.2 %	1 1.4 %	14 18.9 %
86.2 % 12. I felt free to complain	0 0.0 %	0 0.0 %	8 10.8 %	24 32.4 %	26 35.1 %	1 1.4 %	15 20.3 %
91.7 % 13. I was given information about my rights	0 0.0 %	2 2.7 %	3 4.0 %	28 37.8 %	27 36.5 %	0 0.0 %	14 18.9 %
88.1 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	7 9.5 %	25 33.8 %	27 36.5 %	1 1.4 %	14 18.9 %
91.8 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 1.4 %	4 5.4 %	29 39.2 %	27 36.5 %	0 0.0 %	13 17.6 %
93.2 % 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 5.4 %	23 31.1 %	32 43.2 %	2 2.7 %	13 17.6 %
75.4 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 1.4 %	13 17.6 %	20 27.0 %	23 31.1 %	2 2.7 %	15 20.3 %
83.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.4 %	0 0.0 %	8 10.8 %	22 29.7 %	24 32.4 %	3 4.0 %	16 21.6 %
86.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 1.4 %	7 9.5 %	23 31.1 %	30 40.5 %	1 1.4 %	12 16.2 %
75.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 2.7 %	12 16.2 %	20 27.0 %	23 31.1 %	3 4.0 %	14 18.9 %
78.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	2 2.7 %	11 14.9 %	26 35.1 %	20 27.0 %	1 1.4 %	14 18.9 %
70.7 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 2.7 %	15 20.3 %	22 29.7 %	19 25.7 %	0 0.0 %	16 21.6 %
77.4 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 1.4 %	11 14.9 %	19 25.7 %	22 29.7 %	1 1.4 %	20 27.0 %
65.4 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	6 8.1 %	12 16.2 %	20 27.0 %	14 18.9 %	3 4.0 %	19 25.7 %
55.6 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	4 5.4 %	20 27.0 %	18 24.3 %	12 16.2 %	1 1.4 %	19 25.7 %

MHSIP Items 26-36, N = 74
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
62.2 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	4 5.4 %	13 17.6 %	20 27.0 %	8 10.8 %	9 12.2 %	20 27.0 %
45.7 % 27. As a direct result of the services I received: My housing situation has improved	1 1.4 %	4 5.4 %	20 27.0 %	10 13.5 %	11 14.9 %	6 8.1 %	22 29.7 %
69.2 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	6 8.1 %	10 13.5 %	21 28.4 %	15 20.3 %	2 2.7 %	20 27.0 %
66.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 1.4 %	2 2.7 %	14 18.9 %	16 21.6 %	18 24.3 %	1 1.4 %	22 29.7 %
73.1 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 1.4 %	1 1.4 %	12 16.2 %	21 28.4 %	17 23.0 %	1 1.4 %	21 28.4 %
72.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	4 5.4 %	10 13.5 %	22 29.7 %	14 18.9 %	1 1.4 %	23 31.1 %
71.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	4 5.4 %	11 14.9 %	21 28.4 %	17 23.0 %	2 2.7 %	19 25.7 %
71.2 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 1.4 %	2 2.7 %	12 16.2 %	25 33.8 %	12 16.2 %	2 2.7 %	20 27.0 %
65.4 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 1.4 %	1 1.4 %	16 21.6 %	23 31.1 %	11 14.9 %	2 2.7 %	20 27.0 %
51.0 % 35. As a direct result of the services I received: I feel I belong in my community	2 2.7 %	6 8.1 %	17 23.0 %	16 21.6 %	10 13.5 %	3 4.0 %	20 27.0 %
74.0 % 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 1.4 %	3 4.0 %	9 12.2 %	20 27.0 %	17 23.0 %	2 2.7 %	22 29.7 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	7 9.5 %	0 0 %	7 9.5 %
Impaired	5 6.8 %	0 0 %	5 6.8 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	62 83.8 %	0 0 %	62 83.8 %
Total	74 100 %	0 100 %	74 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 65 clients; surveys were returned for 72 clients (72/65 = 110.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

OMI Family Center

Program Code(s): 38803 38805

Overall Satisfaction¹

90.0%

Return Rate²

40.5%

Overall satisfaction³ mean score for OMI Family Center: **4.24** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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

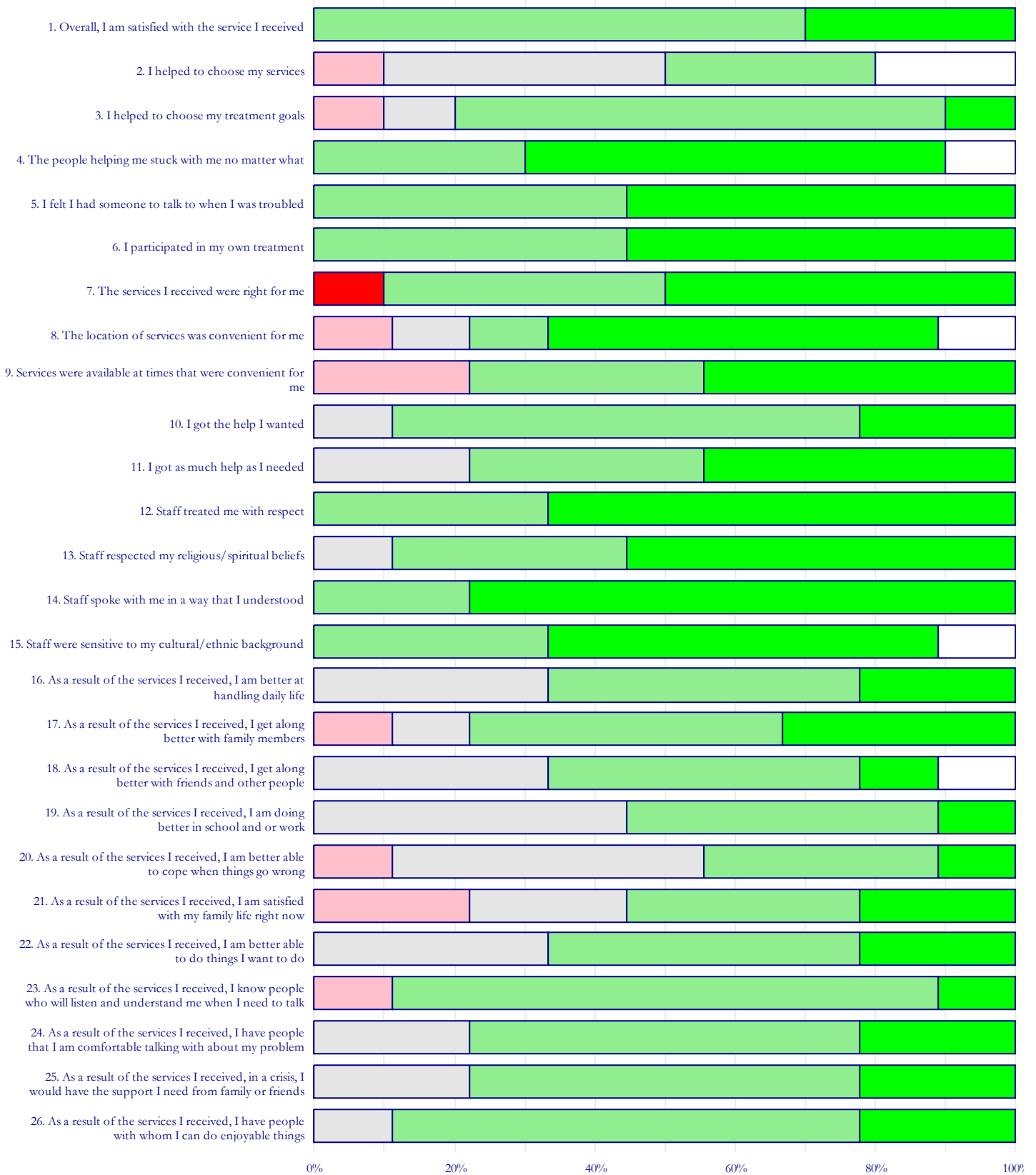
37.5% 2. I helped to choose my services

77.8% 9. Services were available at times that were convenient for me

77.8% 11. I got as much help as I needed

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

Youth Services Survey for Youth

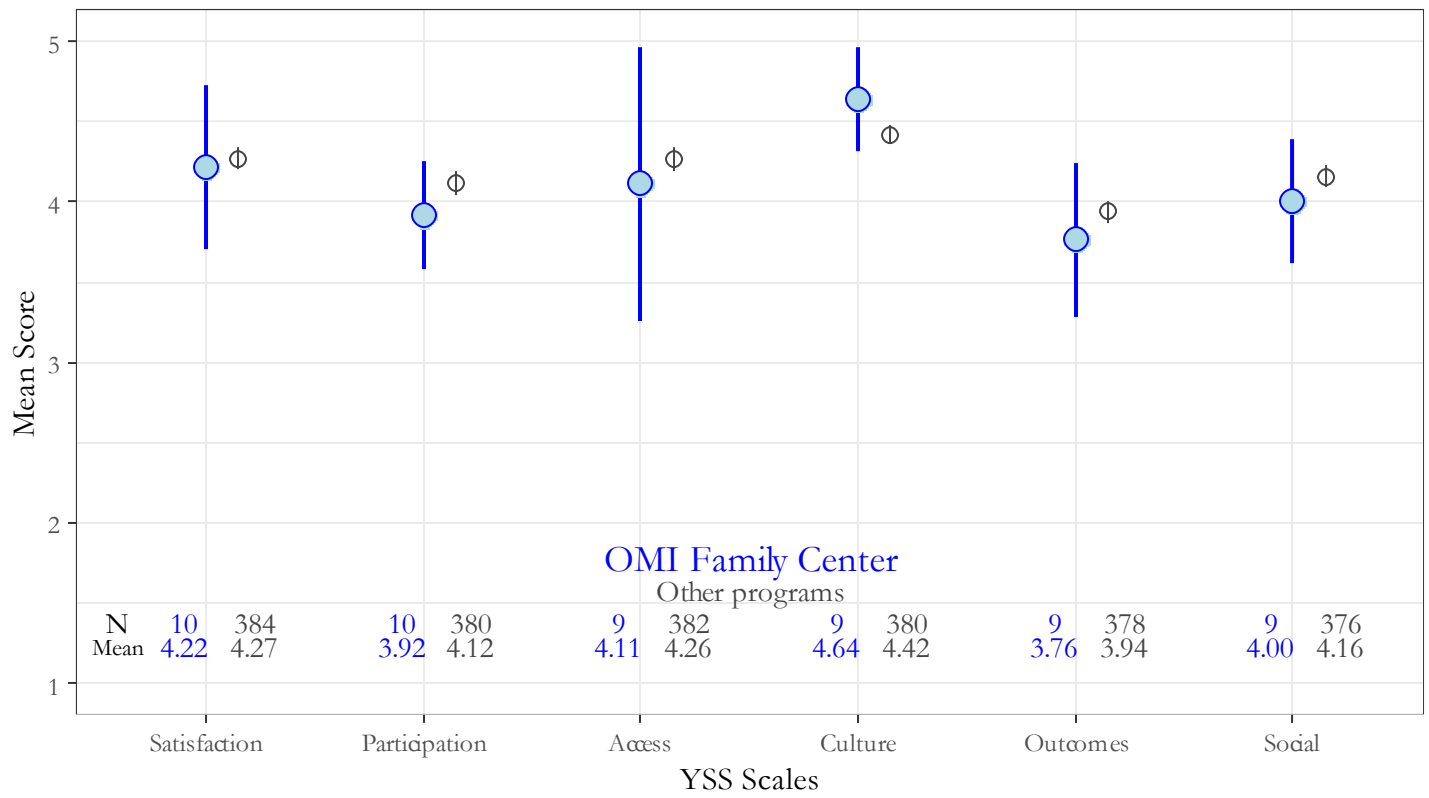


Youth Services Survey for Youth, N = 15

	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 %	7 46.7 %	3 20.0 %	0 0.0 %	5 33.3 %
37.5 % 2. I helped to choose my services	0 0.0 %	1 6.7 %	4 26.7 %	3 20.0 %	0 0.0 %	2 13.3 %	5 33.3 %
80.0 % 3. I helped to choose my treatment goals	0 0.0 %	1 6.7 %	1 6.7 %	7 46.7 %	1 6.7 %	0 0.0 %	5 33.3 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	6 40.0 %	1 6.7 %	5 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 26.7 %	5 33.3 %	0 0.0 %	6 40.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	5 33.3 %	0 0.0 %	6 40.0 %
90.0 % 7. The services I received were right for me	1 6.7 %	0 0.0 %	0 0.0 %	4 26.7 %	5 33.3 %	0 0.0 %	5 33.3 %
75.0 % 8. The location of services was convenient for me	0 0.0 %	1 6.7 %	1 6.7 %	1 6.7 %	5 33.3 %	1 6.7 %	6 40.0 %
77.8 % 9. Services were available at times that were convenient for me	0 0.0 %	2 13.3 %	0 0.0 %	3 20.0 %	4 26.7 %	0 0.0 %	6 40.0 %
88.9 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	2 13.3 %	0 0.0 %	6 40.0 %
77.8 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 13.3 %	3 20.0 %	4 26.7 %	0 0.0 %	6 40.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	6 40.0 %	0 0.0 %	6 40.0 %
88.9 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 6.7 %	3 20.0 %	5 33.3 %	0 0.0 %	6 40.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	7 46.7 %	0 0.0 %	6 40.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	5 33.3 %	1 6.7 %	6 40.0 %
66.7 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	3 20.0 %	4 26.7 %	2 13.3 %	0 0.0 %	6 40.0 %
77.8 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 6.7 %	1 6.7 %	4 26.7 %	3 20.0 %	0 0.0 %	6 40.0 %
62.5 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	3 20.0 %	4 26.7 %	1 6.7 %	1 6.7 %	6 40.0 %
55.6 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	4 26.7 %	4 26.7 %	1 6.7 %	0 0.0 %	6 40.0 %
44.4 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 6.7 %	4 26.7 %	3 20.0 %	1 6.7 %	0 0.0 %	6 40.0 %
55.6 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	2 13.3 %	2 13.3 %	3 20.0 %	2 13.3 %	0 0.0 %	6 40.0 %
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 %	0 0.0 %	3 20.0 %	4 26.7 %	2 13.3 %	0 0.0 %	6 40.0 %
88.9 % 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 6.7 %	0 0.0 %	7 46.7 %	1 6.7 %	0 0.0 %	6 40.0 %
77.8 % 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 13.3 %	5 33.3 %	2 13.3 %	0 0.0 %	6 40.0 %
77.8 % 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 0.0 %	2 13.3 %	5 33.3 %	2 13.3 %	0 0.0 %	6 40.0 %
88.9 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	2 13.3 %	0 0.0 %	6 40.0 %

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance			
OMI Family Center			
Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	1 100 %	5 33.3 %	6 37.5 %
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	0 0 %	10 66.7 %	10 62.5 %
Total	1 100 %	15 100 %	16 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 37 clients; surveys were returned for 15 clients (15 / 37 = 40.5%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

PF Ashbury House
Program Code(s): 89841

Overall Satisfaction¹
100.0%

Return Rate²
over 100%

Overall satisfaction³ mean score for PF Ashbury House: **4.54**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

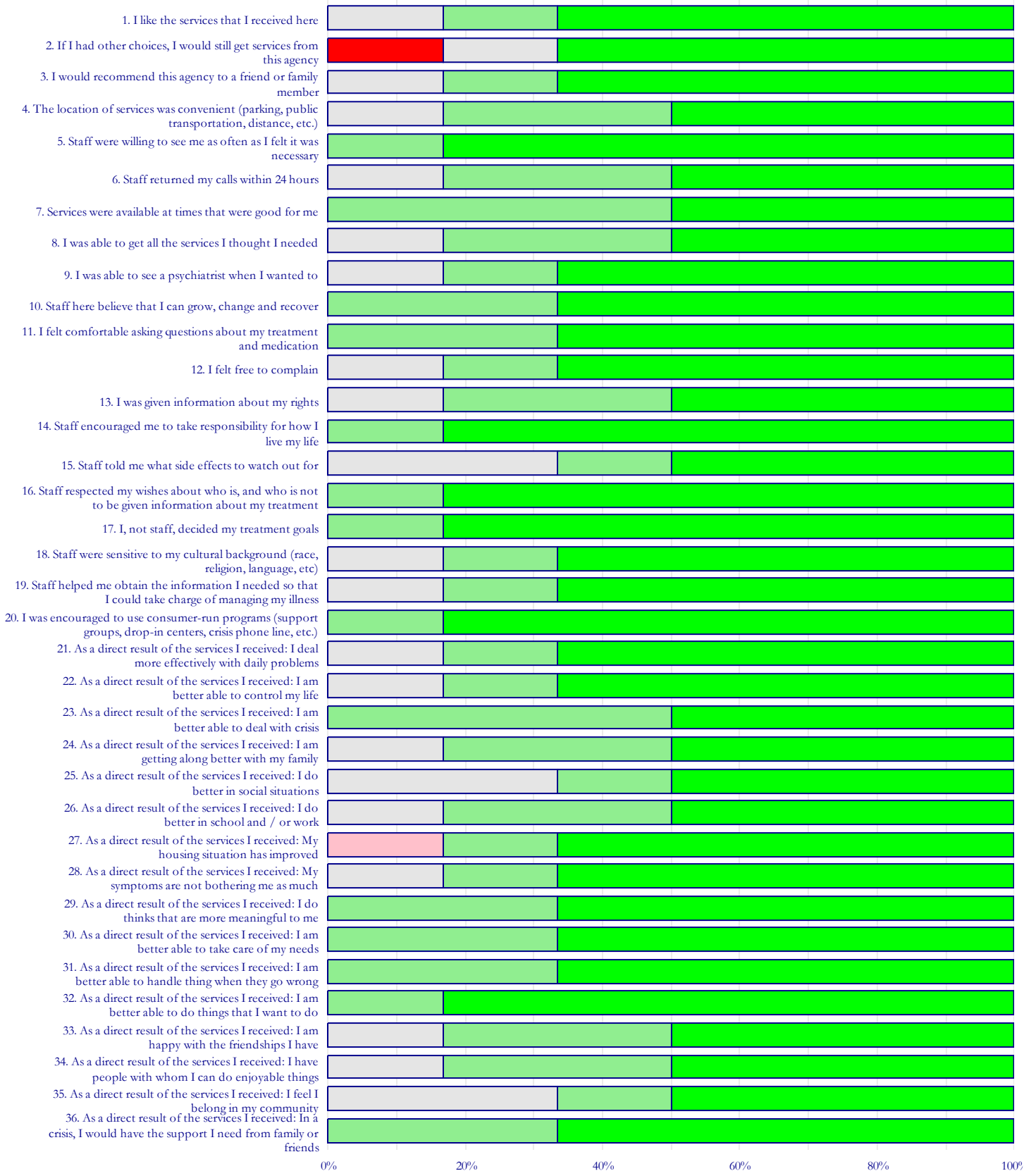
66.7% 2. If I had other choices, I would still get services from this agency

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

83.3% 1. I like the services that I received here

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

MHSIP Items



MHSIP Items 1-25, N = 7

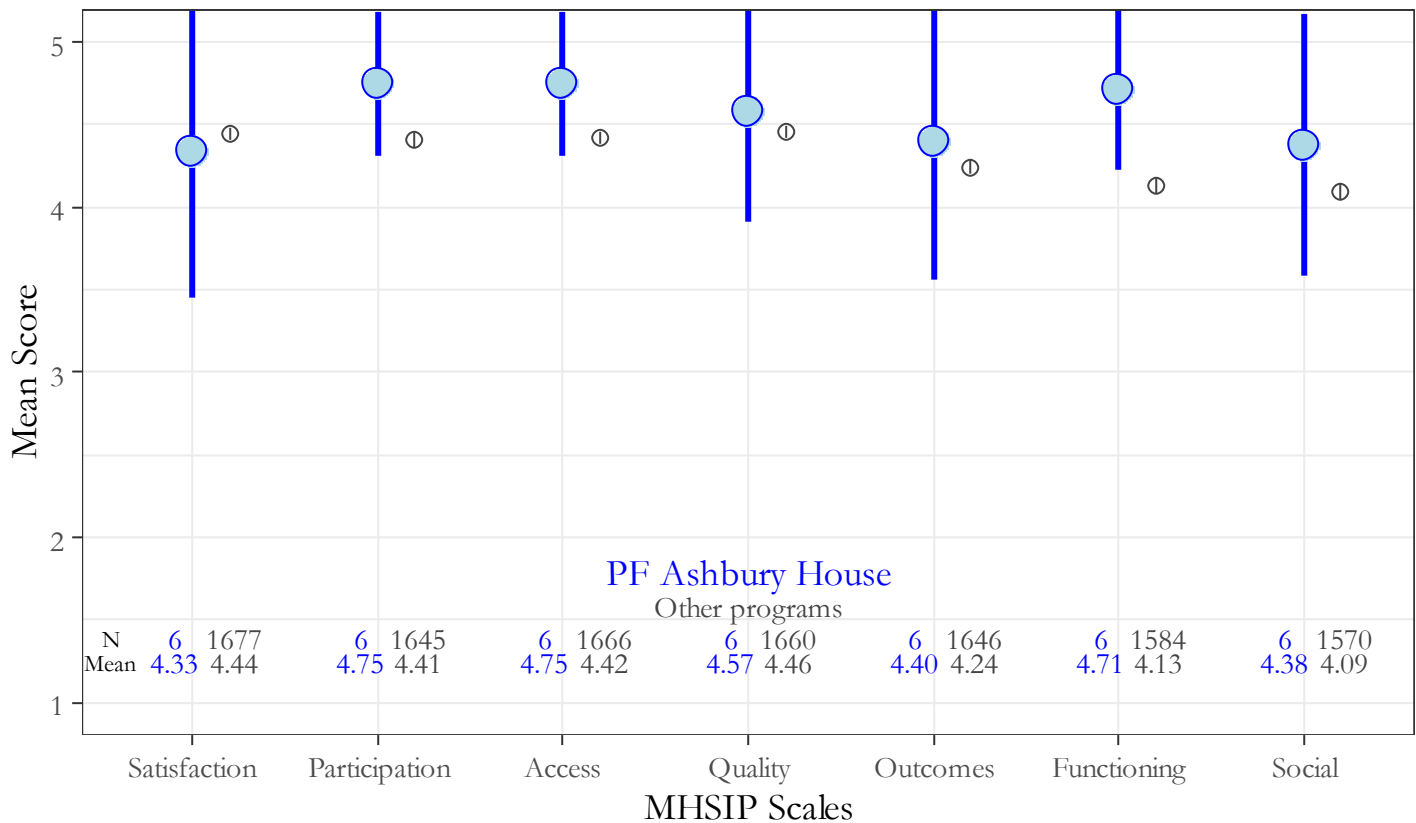
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
83.3 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
66.7 % 2. If I had other choices, I would still get services from this agency	1 14.3 %	0 0.0 %	1 14.3 %	0 0.0 %	4 57.1 %	0 0.0 %	1 14.3 %
83.3 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
83.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
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 %	1 14.3 %	5 71.4 %	0 0.0 %	1 14.3 %
83.3 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	1 14.3 %
83.3 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
83.3 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %
83.3 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
83.3 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	5 71.4 %	0 0.0 %	1 14.3 %
66.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	3 42.9 %	0 0.0 %	1 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 0.0 %	1 14.3 %	5 71.4 %	0 0.0 %	1 14.3 %
100.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	5 71.4 %	0 0.0 %	1 14.3 %
83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
83.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
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 %	1 14.3 %	5 71.4 %	0 0.0 %	1 14.3 %
83.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
83.3 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
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 %	0 0.0 %	3 42.9 %	3 42.9 %	0 0.0 %	1 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 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
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 28.6 %	1 14.3 %	3 42.9 %	0 0.0 %	1 14.3 %

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 / or work	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
83.3 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 14.3 %	0 0.0 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
83.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	1 14.3 %
100.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %
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 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %
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 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %
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 %	0 0.0 %	0 0.0 %	1 14.3 %	5 71.4 %	0 0.0 %	1 14.3 %
83.3 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
83.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
66.7 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	3 42.9 %	0 0.0 %	1 14.3 %
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 %	0 0.0 %	0 0.0 %	2 28.6 %	4 57.1 %	0 0.0 %	1 14.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 14.3 %	0 0 %	1 14.3 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	6 85.7 %	0 0 %	6 85.7 %
Total	7 100 %	0 100 %	7 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 3 clients; surveys were returned for 7 clients (7/3 = 233.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

PF Avenues

Program Code(s): 38A41

Overall Satisfaction¹

91.7%

Return Rate²

100.0%

Overall satisfaction³ mean score for PF Avenues: **4.55**.

Overall satisfaction mean score for all other programs: **4.45**.

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

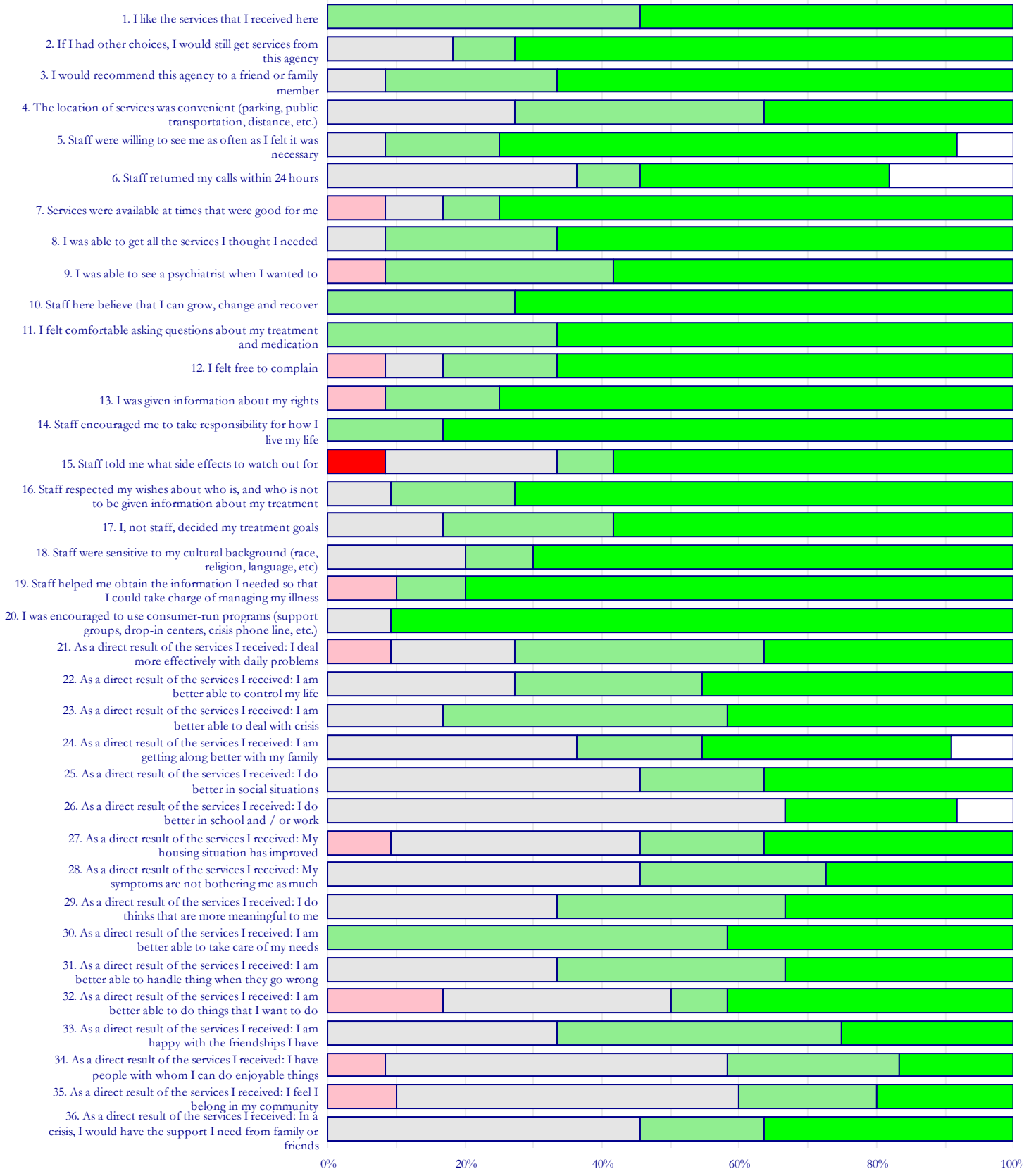
55.6% 6. Staff returned my calls within 24 hours

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

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

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

MHSIP Items



MHSIP Items 1-25, N = 12

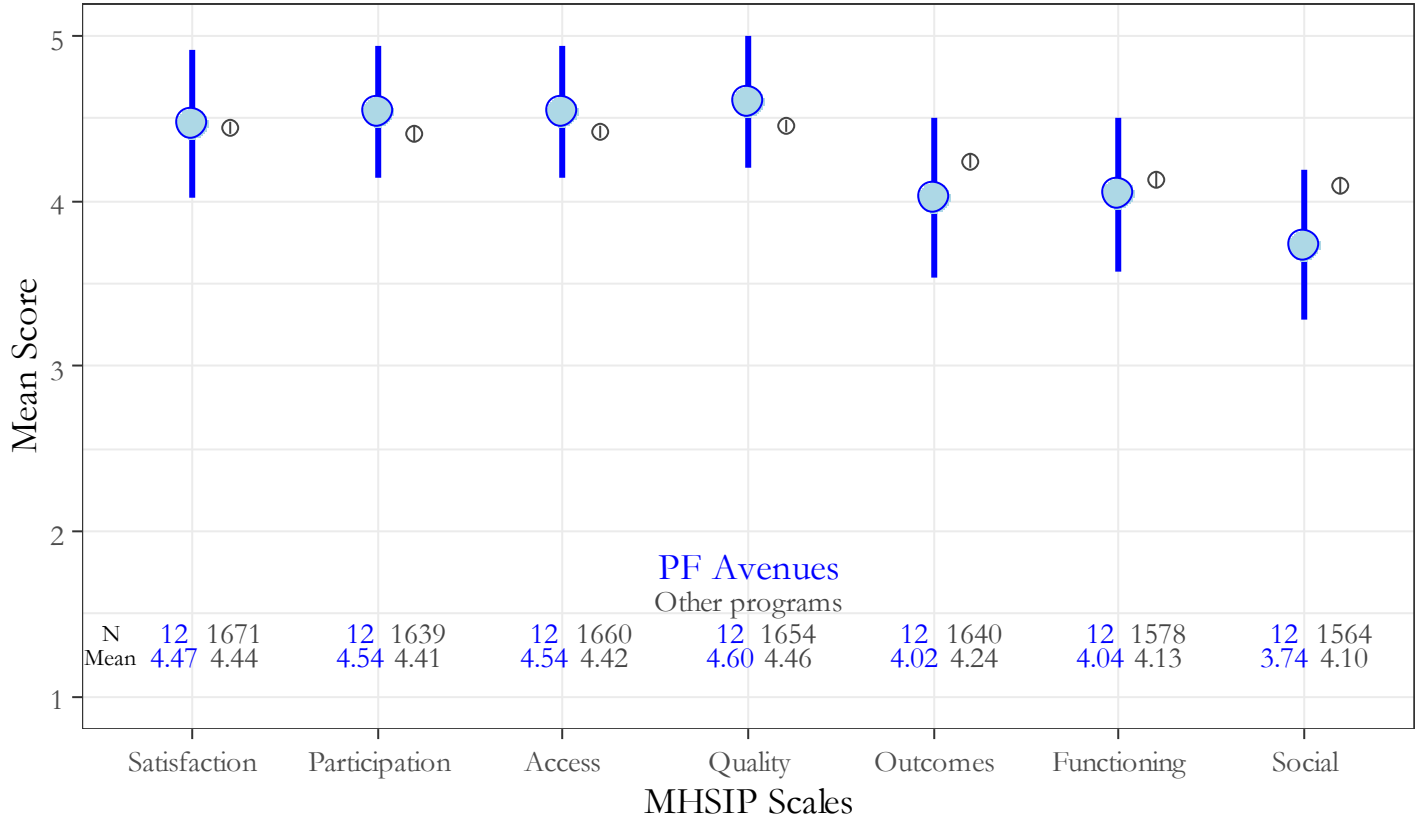
Percent Agree

	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 %	5 41.7 %	6 50.0 %	0 0.0 %	1 8.3 %
81.8 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 16.7 %	1 8.3 %	8 66.7 %	0 0.0 %	1 8.3 %
91.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 8.3 %	3 25.0 %	8 66.7 %	0 0.0 %	0 0.0 %
72.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	3 25.0 %	4 33.3 %	4 33.3 %	0 0.0 %	1 8.3 %
90.9 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	8 66.7 %	1 8.3 %	0 0.0 %
55.6 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	4 33.3 %	1 8.3 %	4 33.3 %	2 16.7 %	1 8.3 %
83.3 % 7. Services were available at times that were good for me	0 0.0 %	1 8.3 %	1 8.3 %	1 8.3 %	9 75.0 %	0 0.0 %	0 0.0 %
91.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 8.3 %	3 25.0 %	8 66.7 %	0 0.0 %	0 0.0 %
91.7 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 8.3 %	0 0.0 %	4 33.3 %	7 58.3 %	0 0.0 %	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 %	3 25.0 %	8 66.7 %	0 0.0 %	1 8.3 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 66.7 %	0 0.0 %	0 0.0 %
83.3 % 12. I felt free to complain	0 0.0 %	1 8.3 %	1 8.3 %	2 16.7 %	8 66.7 %	0 0.0 %	0 0.0 %
91.7 % 13. I was given information about my rights	0 0.0 %	1 8.3 %	0 0.0 %	2 16.7 %	9 75.0 %	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 16.7 %	10 83.3 %	0 0.0 %	0 0.0 %
66.7 % 15. Staff told me what side effects to watch out for	1 8.3 %	0 0.0 %	3 25.0 %	1 8.3 %	7 58.3 %	0 0.0 %	0 0.0 %
90.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	8 66.7 %	0 0.0 %	1 8.3 %
83.3 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	7 58.3 %	0 0.0 %	0 0.0 %
80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 16.7 %	1 8.3 %	7 58.3 %	0 0.0 %	2 16.7 %
90.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 8.3 %	0 0.0 %	1 8.3 %	8 66.7 %	0 0.0 %	2 16.7 %
90.9 % 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 8.3 %	0 0.0 %	10 83.3 %	0 0.0 %	1 8.3 %
72.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 8.3 %	2 16.7 %	4 33.3 %	4 33.3 %	0 0.0 %	1 8.3 %
72.7 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	3 25.0 %	3 25.0 %	5 41.7 %	0 0.0 %	1 8.3 %
83.3 % 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 16.7 %	5 41.7 %	5 41.7 %	0 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 0.0 %	0 0.0 %	4 33.3 %	2 16.7 %	4 33.3 %	1 8.3 %	1 8.3 %
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 41.7 %	2 16.7 %	4 33.3 %	0 0.0 %	1 8.3 %

MHSIP Items 26-36, N = 12
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
27.3 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	8 66.7 %	0 0.0 %	3 25.0 %	1 8.3 %	0 0.0 %
54.5 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 8.3 %	4 33.3 %	2 16.7 %	4 33.3 %	0 0.0 %	1 8.3 %
54.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	5 41.7 %	3 25.0 %	3 25.0 %	0 0.0 %	1 8.3 %
66.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	4 33.3 %	4 33.3 %	4 33.3 %	0 0.0 %	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 %	0 0.0 %	0 0.0 %	7 58.3 %	5 41.7 %	0 0.0 %	0 0.0 %
66.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	4 33.3 %	4 33.3 %	4 33.3 %	0 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 0.0 %	2 16.7 %	4 33.3 %	1 8.3 %	5 41.7 %	0 0.0 %	0 0.0 %
66.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	4 33.3 %	5 41.7 %	3 25.0 %	0 0.0 %	0 0.0 %
41.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 8.3 %	6 50.0 %	3 25.0 %	2 16.7 %	0 0.0 %	0 0.0 %
40.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 8.3 %	5 41.7 %	2 16.7 %	2 16.7 %	0 0.0 %	2 16.7 %
54.5 % 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 0.0 %	0 0.0 %	5 41.7 %	2 16.7 %	4 33.3 %	0 0.0 %	1 8.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 12 clients; surveys were returned for 12 clients (12/12 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

PF Clay Street Residential

Program Code(s): 89851

Overall Satisfaction¹

92.3%

Return Rate²

80.0%

Overall satisfaction³ mean score for PF Clay Street Residential: **4.32**.

Overall satisfaction mean score for all other programs: **4.46**.

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

92.3% 7. Services were available at times that were good for me

92.3% 12. I felt free to complain

Lowest Agreement Items

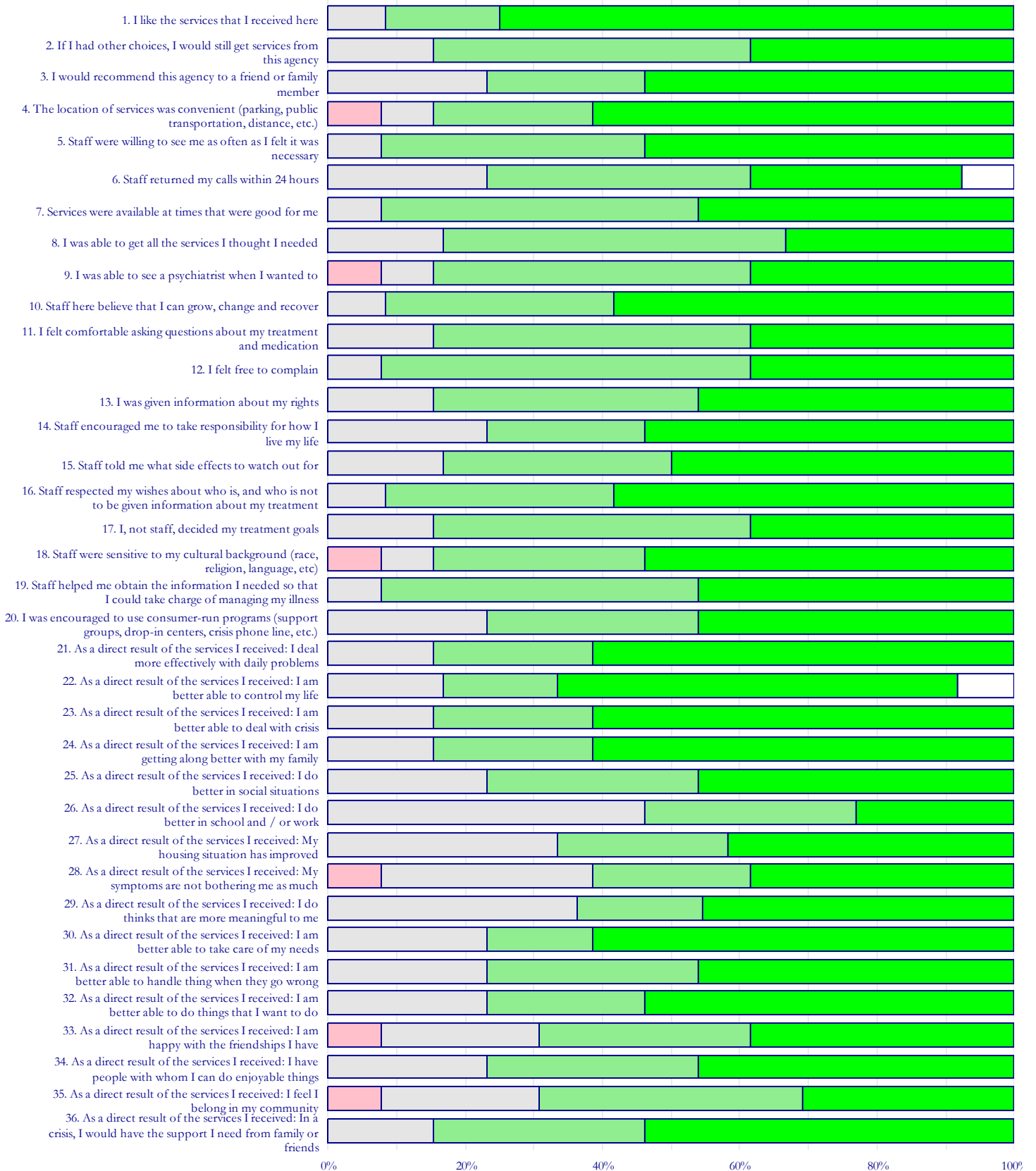
75.0% 6. Staff returned my calls within 24 hours

76.9% 3. I would recommend this agency to a friend or family member

76.9% 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

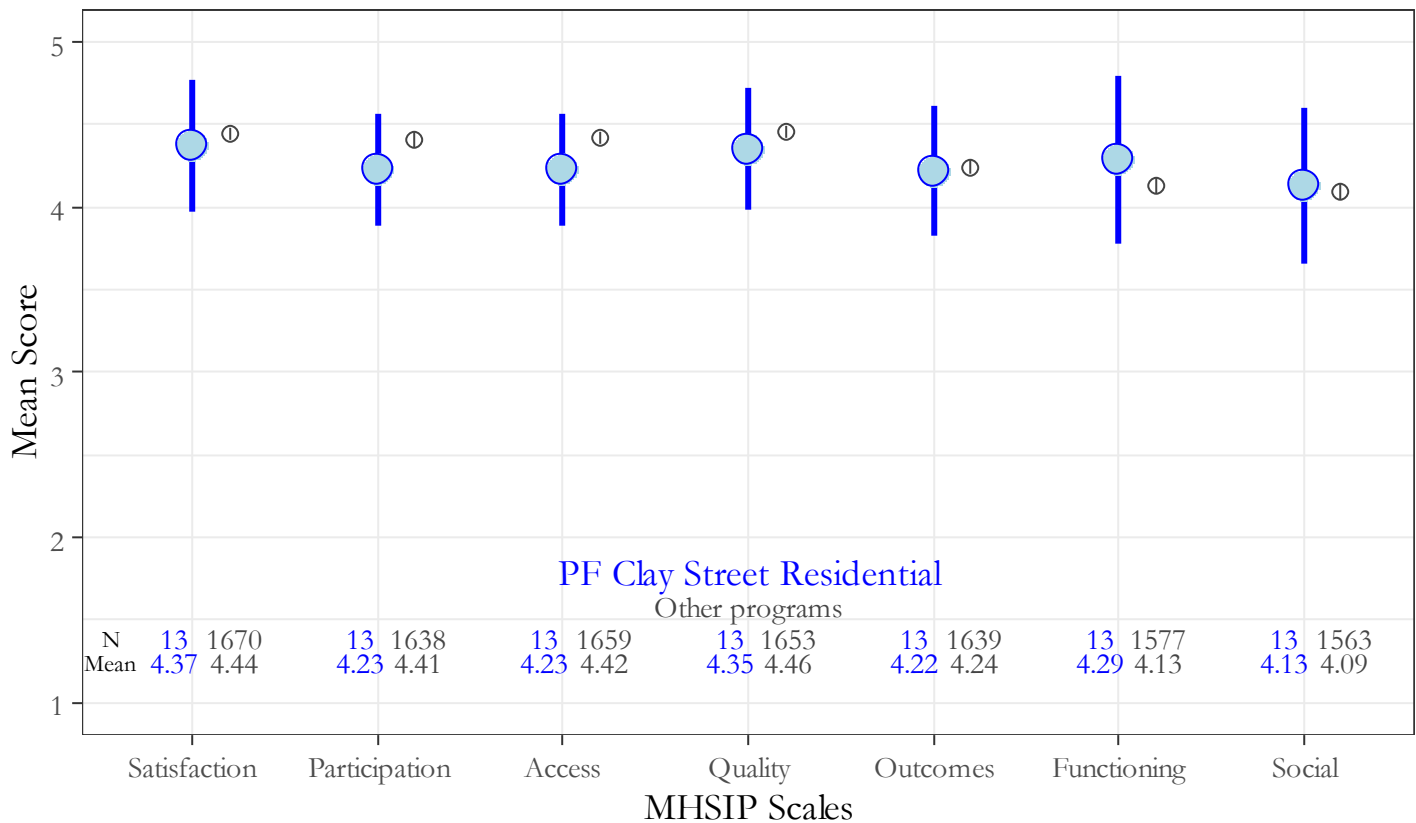
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
91.7 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	9 69.2 %	0 0.0 %	1 7.7 %
84.6 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 15.4 %	6 46.2 %	5 38.5 %	0 0.0 %	0 0.0 %
76.9 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	7 53.8 %	0 0.0 %	0 0.0 %
84.6 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 7.7 %	1 7.7 %	3 23.1 %	8 61.5 %	0 0.0 %	0 0.0 %
92.3 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	7 53.8 %	0 0.0 %	0 0.0 %
75.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	3 23.1 %	5 38.5 %	4 30.8 %	1 7.7 %	0 0.0 %
92.3 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	6 46.2 %	0 0.0 %	0 0.0 %
83.3 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 15.4 %	6 46.2 %	4 30.8 %	0 0.0 %	1 7.7 %
84.6 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 7.7 %	1 7.7 %	6 46.2 %	5 38.5 %	0 0.0 %	0 0.0 %
91.7 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	7 53.8 %	0 0.0 %	1 7.7 %
84.6 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 15.4 %	6 46.2 %	5 38.5 %	0 0.0 %	0 0.0 %
92.3 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 7.7 %	7 53.8 %	5 38.5 %	0 0.0 %	0 0.0 %
84.6 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 15.4 %	5 38.5 %	6 46.2 %	0 0.0 %	0 0.0 %
76.9 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	7 53.8 %	0 0.0 %	0 0.0 %
83.3 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	6 46.2 %	0 0.0 %	1 7.7 %
91.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	7 53.8 %	0 0.0 %	1 7.7 %
84.6 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 15.4 %	6 46.2 %	5 38.5 %	0 0.0 %	0 0.0 %
84.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 7.7 %	1 7.7 %	4 30.8 %	7 53.8 %	0 0.0 %	0 0.0 %
92.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	6 46.2 %	0 0.0 %	0 0.0 %
76.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	3 23.1 %	4 30.8 %	6 46.2 %	0 0.0 %	0 0.0 %
84.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 15.4 %	3 23.1 %	8 61.5 %	0 0.0 %	0 0.0 %
81.8 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	2 15.4 %	2 15.4 %	7 53.8 %	1 7.7 %	1 7.7 %
84.6 % 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 15.4 %	3 23.1 %	8 61.5 %	0 0.0 %	0 0.0 %
84.6 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	2 15.4 %	3 23.1 %	8 61.5 %	0 0.0 %	0 0.0 %
76.9 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	3 23.1 %	4 30.8 %	6 46.2 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 13
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
53.8 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	6 46.2 %	4 30.8 %	3 23.1 %	0 0.0 %	0 0.0 %
66.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	4 30.8 %	3 23.1 %	5 38.5 %	0 0.0 %	1 7.7 %
61.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 7.7 %	4 30.8 %	3 23.1 %	5 38.5 %	0 0.0 %	0 0.0 %
63.6 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	4 30.8 %	2 15.4 %	5 38.5 %	0 0.0 %	2 15.4 %
76.9 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	3 23.1 %	2 15.4 %	8 61.5 %	0 0.0 %	0 0.0 %
76.9 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	3 23.1 %	4 30.8 %	6 46.2 %	0 0.0 %	0 0.0 %
76.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	7 53.8 %	0 0.0 %	0 0.0 %
69.2 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 7.7 %	3 23.1 %	4 30.8 %	5 38.5 %	0 0.0 %	0 0.0 %
76.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	3 23.1 %	4 30.8 %	6 46.2 %	0 0.0 %	0 0.0 %
69.2 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 7.7 %	3 23.1 %	5 38.5 %	4 30.8 %	0 0.0 %	0 0.0 %
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 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	7 53.8 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	12 100 %	1 100 %	13 100 %
Total	12 100 %	1 100 %	13 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 15 clients; surveys were returned for 12 clients (12/15 = 80.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

PF Cortland House Residential

Program Code(s): 38631

Overall Satisfaction¹

80.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for PF Cortland House Residential: **3.88**.

Overall satisfaction mean score for all other programs: **4.45**.

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% 13. I was given information about my rights

100.0% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

88.9% 10. Staff here believe that I can grow, change and recover

Lowest Agreement Items

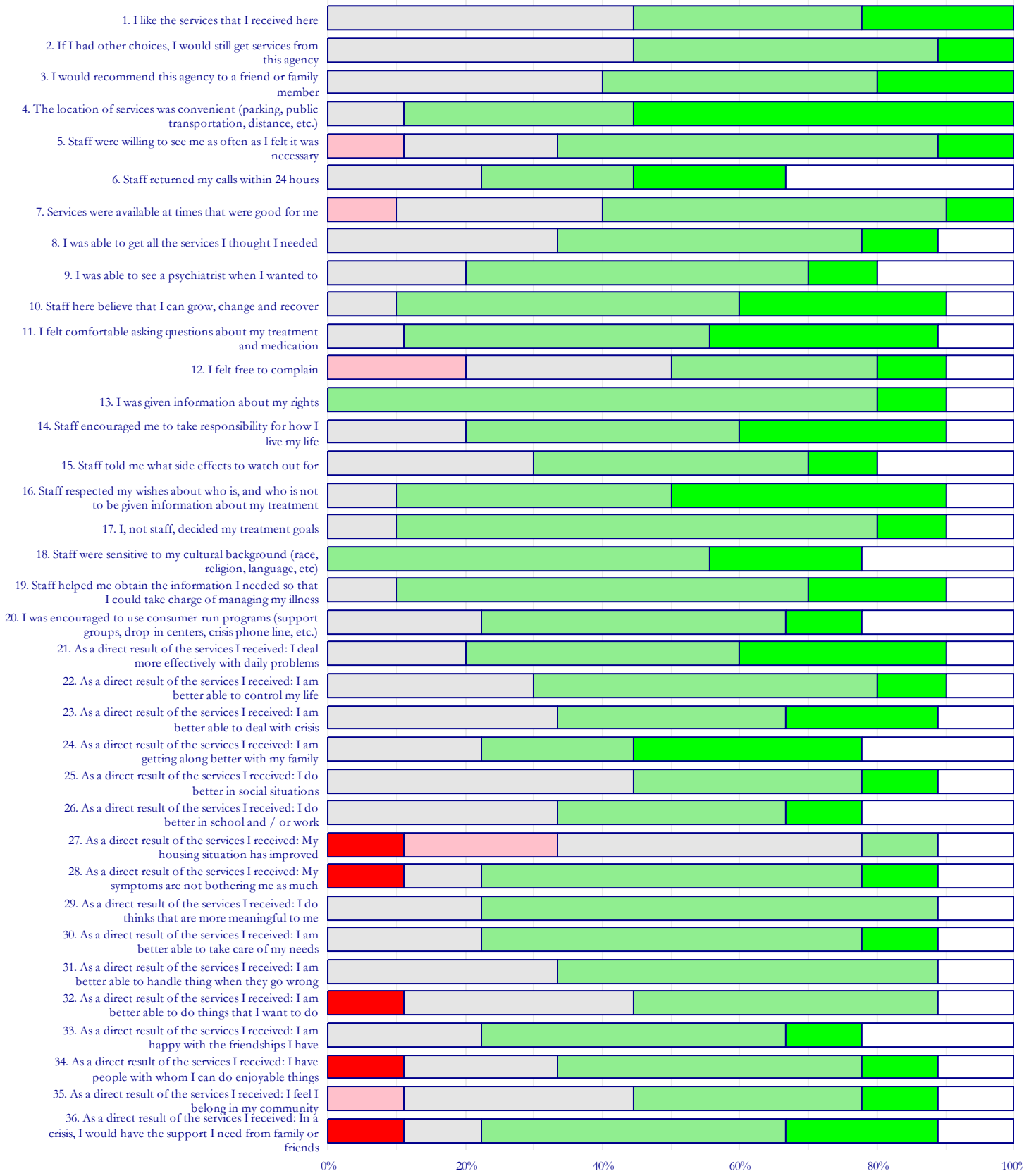
44.4% 12. I felt free to complain

55.6% 1. I like the services that I received here

55.6% 2. If I had other choices, I would still get services from this agency

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

MHSIP Items



MHSIP Items 1-25, N = 10

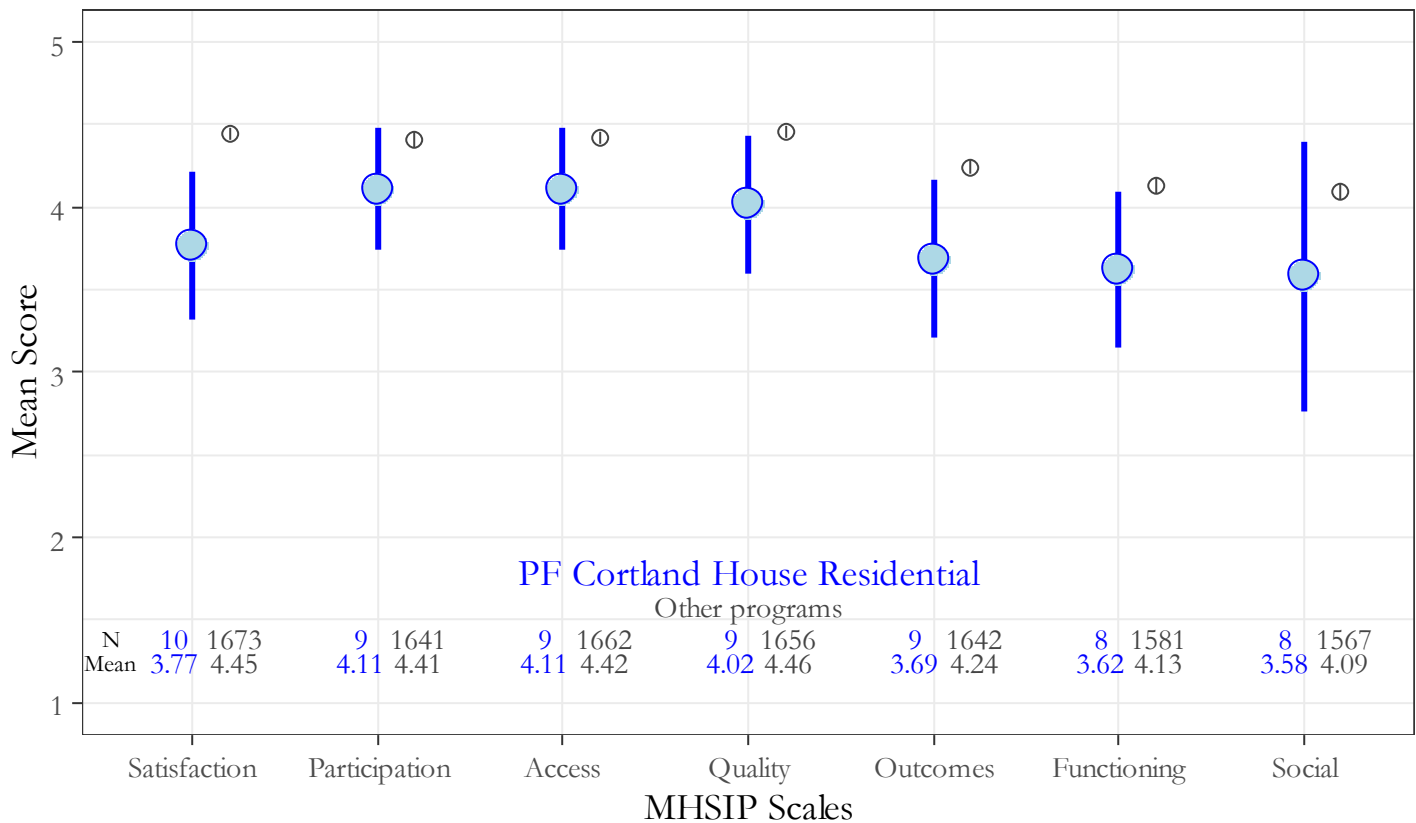
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
55.6 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	4 40.0 %	3 30.0 %	2 20.0 %	0 0.0 %	1 10.0 %
55.6 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	4 40.0 %	4 40.0 %	1 10.0 %	0 0.0 %	1 10.0 %
60.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	4 40.0 %	4 40.0 %	2 20.0 %	0 0.0 %	0 0.0 %
88.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
66.7 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 10.0 %	2 20.0 %	5 50.0 %	1 10.0 %	0 0.0 %	1 10.0 %
66.7 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 20.0 %	2 20.0 %	2 20.0 %	3 30.0 %	1 10.0 %
60.0 % 7. Services were available at times that were good for me	0 0.0 %	1 10.0 %	3 30.0 %	5 50.0 %	1 10.0 %	0 0.0 %	0 0.0 %
62.5 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	3 30.0 %	4 40.0 %	1 10.0 %	1 10.0 %	1 10.0 %
75.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	1 10.0 %	2 20.0 %	0 0.0 %
88.9 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	3 30.0 %	1 10.0 %	0 0.0 %
87.5 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	3 30.0 %	1 10.0 %	1 10.0 %
44.4 % 12. I felt free to complain	0 0.0 %	2 20.0 %	3 30.0 %	3 30.0 %	1 10.0 %	1 10.0 %	0 0.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	8 80.0 %	1 10.0 %	1 10.0 %	0 0.0 %
77.8 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	3 30.0 %	1 10.0 %	0 0.0 %
62.5 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	3 30.0 %	4 40.0 %	1 10.0 %	2 20.0 %	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 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	4 40.0 %	1 10.0 %	0 0.0 %
88.9 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 10.0 %	7 70.0 %	1 10.0 %	1 10.0 %	0 0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	2 20.0 %	2 20.0 %	1 10.0 %
88.9 % 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 10.0 %	6 60.0 %	2 20.0 %	1 10.0 %	0 0.0 %
71.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	1 10.0 %	2 20.0 %	1 10.0 %
77.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	3 30.0 %	1 10.0 %	0 0.0 %
66.7 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	1 10.0 %	1 10.0 %	0 0.0 %
62.5 % 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 30.0 %	3 30.0 %	2 20.0 %	1 10.0 %	1 10.0 %
71.4 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	2 20.0 %	2 20.0 %	3 30.0 %	2 20.0 %	1 10.0 %
50.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	4 40.0 %	3 30.0 %	1 10.0 %	1 10.0 %	1 10.0 %

MHSIP Items 26-36, N = 10
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 0.0 %	0 0.0 %	3 30.0 %	3 30.0 %	1 10.0 %	2 20.0 %	1 10.0 %
12.5 % 27. As a direct result of the services I received: My housing situation has improved	1 10.0 %	2 20.0 %	4 40.0 %	1 10.0 %	0 0.0 %	1 10.0 %	1 10.0 %
75.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 10.0 %	0 0.0 %	1 10.0 %	5 50.0 %	1 10.0 %	1 10.0 %	1 10.0 %
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 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	1 10.0 %	1 10.0 %
75.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	1 10.0 %	1 10.0 %	1 10.0 %
62.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %	1 10.0 %
50.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 10.0 %	0 0.0 %	3 30.0 %	4 40.0 %	0 0.0 %	1 10.0 %	1 10.0 %
71.4 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	1 10.0 %	2 20.0 %	1 10.0 %
62.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 10.0 %	0 0.0 %	2 20.0 %	4 40.0 %	1 10.0 %	1 10.0 %	1 10.0 %
50.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 10.0 %	3 30.0 %	3 30.0 %	1 10.0 %	1 10.0 %	1 10.0 %
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	1 10.0 %	0 0.0 %	1 10.0 %	4 40.0 %	2 20.0 %	1 10.0 %	1 10.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	10 100 %	0 0 %	10 100 %
Total	10 100 %	0 100 %	10 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 10 clients; surveys were returned for 10 clients (10/10 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

PF Dore House Crisis Residential Program and Outpatient

Program Code(s): 38GM1

Overall Satisfaction¹

91.7%

Return Rate²

75.0%

Overall satisfaction³ mean score for PF Dore House Crisis Residential Program and Outpatient: **4.22**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

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

91.7% 1. I like the services that I received here

91.7% 2. If I had other choices, I would still get services from this agency

Lowest Agreement Items

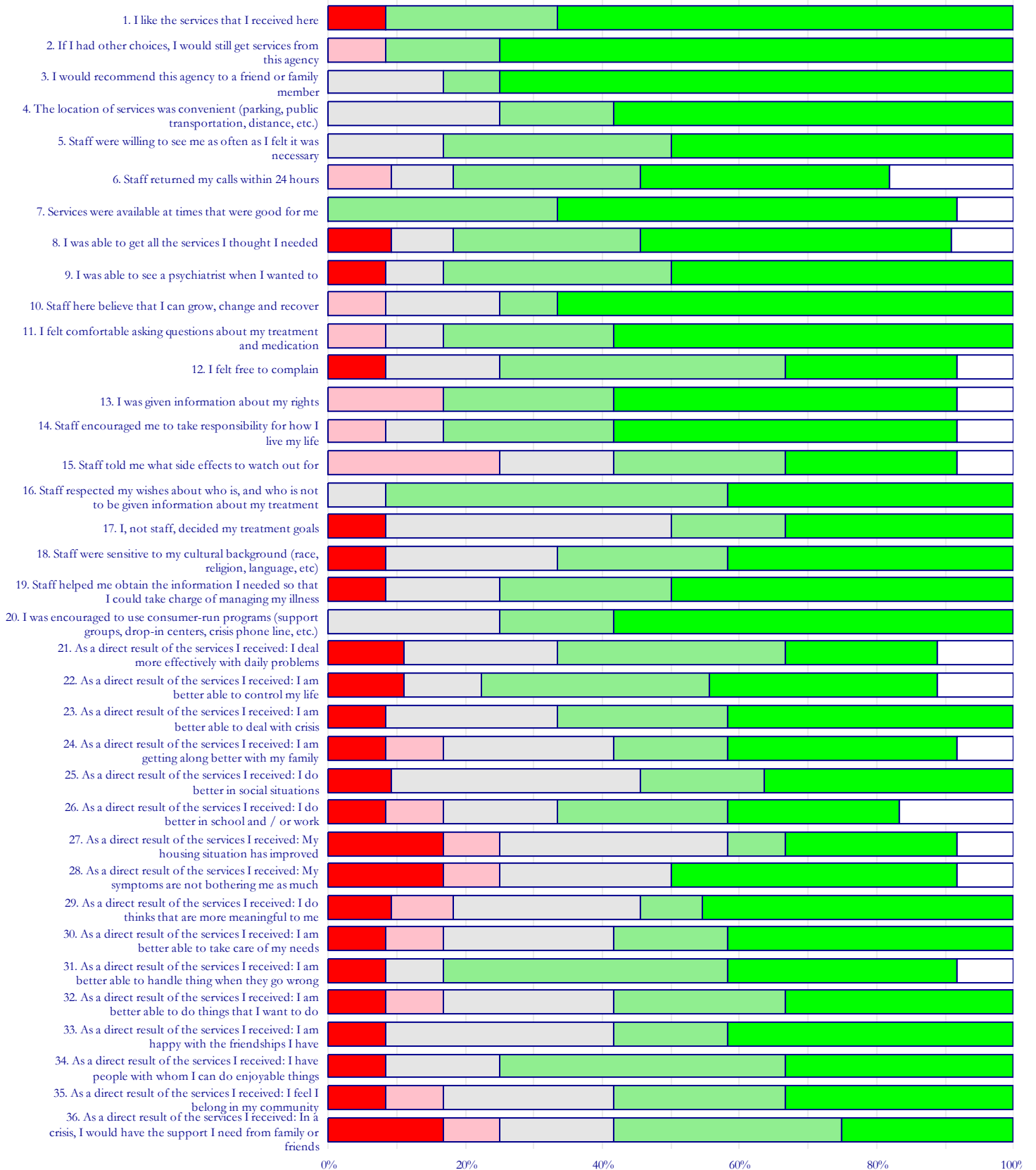
50.0% 17. I, not staff, decided my treatment goals

54.5% 15. Staff told me what side effects to watch out for

66.7% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

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

MHSIP Items



MHSIP Items 1-25, N = 12

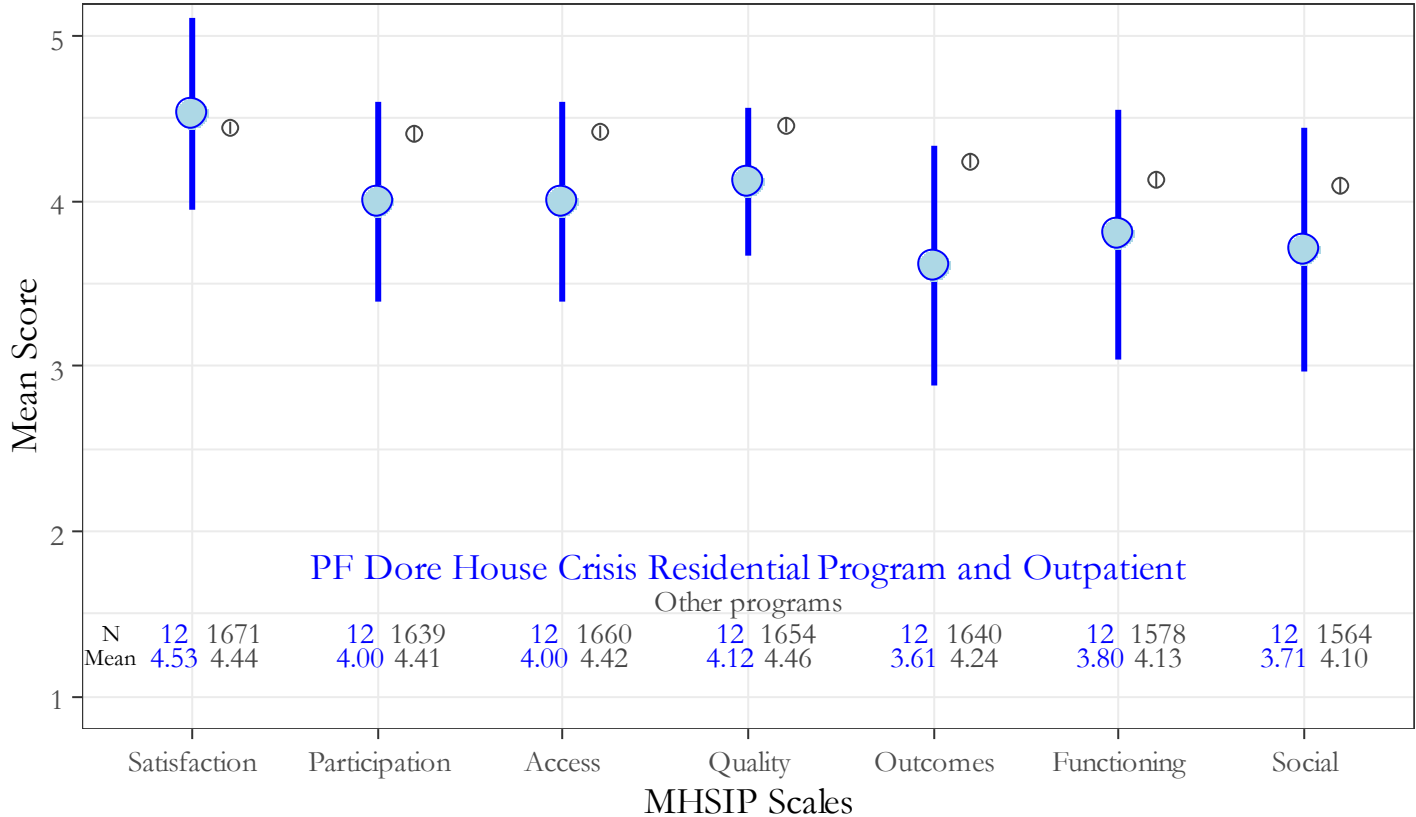
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
91.7 % 1. I like the services that I received here	1 8.3 %	0 0.0 %	0 0.0 %	3 25.0 %	8 66.7 %	0 0.0 %	0 0.0 %
91.7 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 8.3 %	0 0.0 %	2 16.7 %	9 75.0 %	0 0.0 %	0 0.0 %
83.3 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 16.7 %	1 8.3 %	9 75.0 %	0 0.0 %	0 0.0 %
75.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	3 25.0 %	2 16.7 %	7 58.3 %	0 0.0 %	0 0.0 %
83.3 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
77.8 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 8.3 %	1 8.3 %	3 25.0 %	4 33.3 %	2 16.7 %	1 8.3 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	7 58.3 %	1 8.3 %	0 0.0 %
80.0 % 8. I was able to get all the services I thought I needed	1 8.3 %	0 0.0 %	1 8.3 %	3 25.0 %	5 41.7 %	1 8.3 %	1 8.3 %
83.3 % 9. I was able to see a psychiatrist when I wanted to	1 8.3 %	0 0.0 %	1 8.3 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
75.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 8.3 %	2 16.7 %	1 8.3 %	8 66.7 %	0 0.0 %	0 0.0 %
83.3 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 8.3 %	1 8.3 %	3 25.0 %	7 58.3 %	0 0.0 %	0 0.0 %
72.7 % 12. I felt free to complain	1 8.3 %	0 0.0 %	2 16.7 %	5 41.7 %	3 25.0 %	1 8.3 %	0 0.0 %
81.8 % 13. I was given information about my rights	0 0.0 %	2 16.7 %	0 0.0 %	3 25.0 %	6 50.0 %	1 8.3 %	0 0.0 %
81.8 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 8.3 %	1 8.3 %	3 25.0 %	6 50.0 %	1 8.3 %	0 0.0 %
54.5 % 15. Staff told me what side effects to watch out for	0 0.0 %	3 25.0 %	2 16.7 %	3 25.0 %	3 25.0 %	1 8.3 %	0 0.0 %
91.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 8.3 %	6 50.0 %	5 41.7 %	0 0.0 %	0 0.0 %
50.0 % 17. I, not staff, decided my treatment goals	1 8.3 %	0 0.0 %	5 41.7 %	2 16.7 %	4 33.3 %	0 0.0 %	0 0.0 %
66.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 8.3 %	0 0.0 %	3 25.0 %	3 25.0 %	5 41.7 %	0 0.0 %	0 0.0 %
75.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 8.3 %	0 0.0 %	2 16.7 %	3 25.0 %	6 50.0 %	0 0.0 %	0 0.0 %
75.0 % 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 25.0 %	2 16.7 %	7 58.3 %	0 0.0 %	0 0.0 %
62.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 8.3 %	0 0.0 %	2 16.7 %	3 25.0 %	2 16.7 %	1 8.3 %	3 25.0 %
75.0 % 22. As a direct result of the services I received: I am better able to control my life	1 8.3 %	0 0.0 %	1 8.3 %	3 25.0 %	3 25.0 %	1 8.3 %	3 25.0 %
66.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 8.3 %	0 0.0 %	3 25.0 %	3 25.0 %	5 41.7 %	0 0.0 %	0 0.0 %
54.5 % 24. As a direct result of the services I received: I am getting along better with my family	1 8.3 %	1 8.3 %	3 25.0 %	2 16.7 %	4 33.3 %	1 8.3 %	0 0.0 %
54.5 % 25. As a direct result of the services I received: I do better in social situations	1 8.3 %	0 0.0 %	4 33.3 %	2 16.7 %	4 33.3 %	0 0.0 %	1 8.3 %

MHSIP Items 26-36, N = 12
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 / or work	1 8.3 %	1 8.3 %	2 16.7 %	3 25.0 %	3 25.0 %	2 16.7 %	0 0.0 %
36.4 % 27. As a direct result of the services I received: My housing situation has improved	2 16.7 %	1 8.3 %	4 33.3 %	1 8.3 %	3 25.0 %	1 8.3 %	0 0.0 %
45.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 16.7 %	1 8.3 %	3 25.0 %	0 0.0 %	5 41.7 %	1 8.3 %	0 0.0 %
54.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 8.3 %	1 8.3 %	3 25.0 %	1 8.3 %	5 41.7 %	0 0.0 %	1 8.3 %
58.3 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 8.3 %	1 8.3 %	3 25.0 %	2 16.7 %	5 41.7 %	0 0.0 %	0 0.0 %
81.8 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 8.3 %	0 0.0 %	1 8.3 %	5 41.7 %	4 33.3 %	1 8.3 %	0 0.0 %
58.3 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 8.3 %	1 8.3 %	3 25.0 %	3 25.0 %	4 33.3 %	0 0.0 %	0 0.0 %
58.3 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 8.3 %	0 0.0 %	4 33.3 %	2 16.7 %	5 41.7 %	0 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	1 8.3 %	0 0.0 %	2 16.7 %	5 41.7 %	4 33.3 %	0 0.0 %	0 0.0 %
58.3 % 35. As a direct result of the services I received: I feel I belong in my community	1 8.3 %	1 8.3 %	3 25.0 %	3 25.0 %	4 33.3 %	0 0.0 %	0 0.0 %
58.3 % 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 16.7 %	1 8.3 %	2 16.7 %	4 33.3 %	3 25.0 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	12 100 %	0 0 %	12 100 %
Total	12 100 %	0 100 %	12 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 16 clients; surveys were returned for 12 clients (12/16 = 75.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

PF Dorine Loso House

Program Code(s): 38GH1

Overall Satisfaction¹

70.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for PF Dorine Loso House: **4.03**.

Overall satisfaction mean score for all other programs: **4.46**.

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

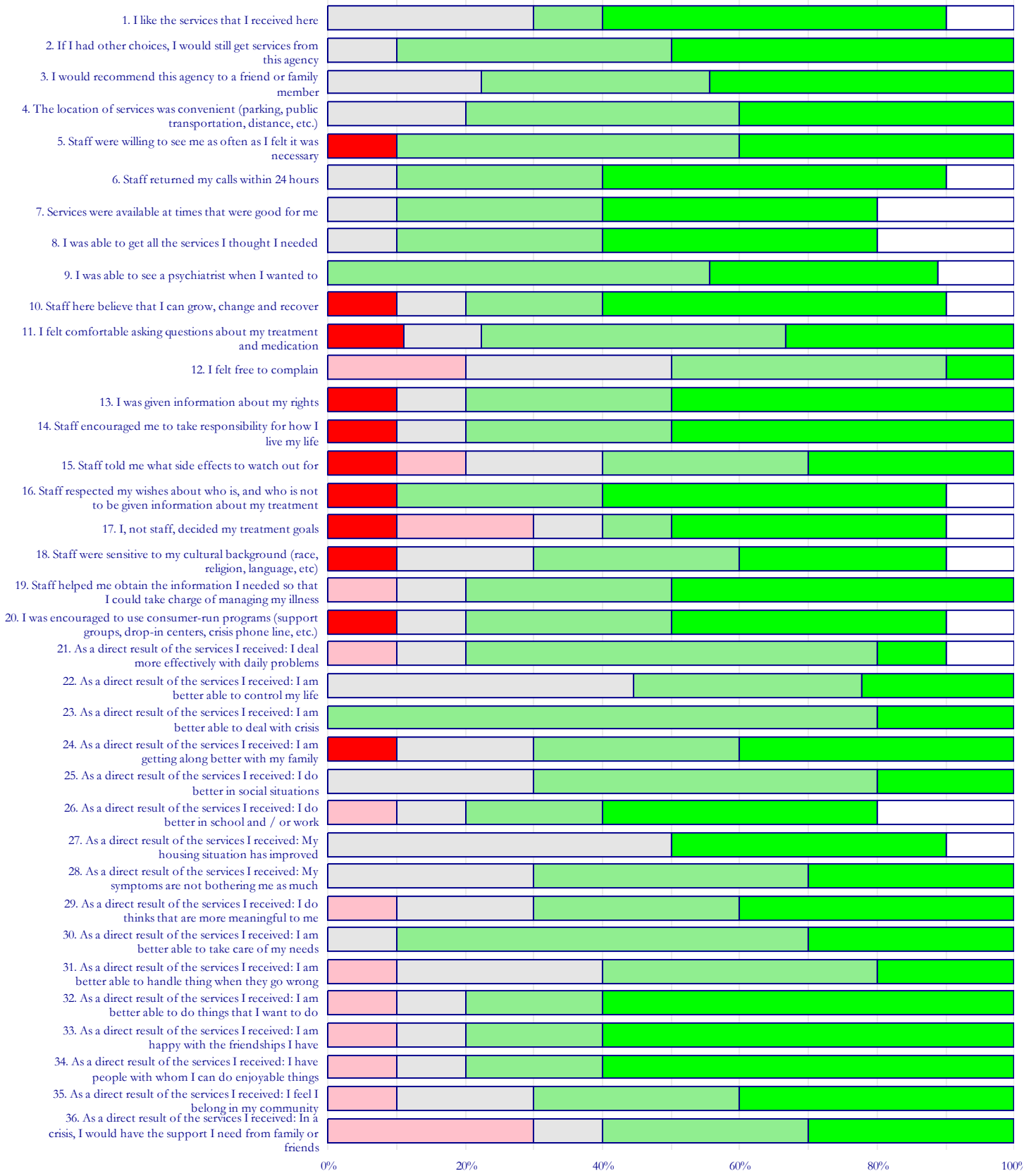
- 100.0% 9. I was able to see a psychiatrist when I wanted to
- 90.0% 2. If I had other choices, I would still get services from this agency
- 90.0% 5. Staff were willing to see me as often as I felt it was necessary

Lowest Agreement Items

- 50.0% 12. I felt free to complain
- 55.6% 17. I, not staff, decided my treatment goals
- 60.0% 15. Staff told me what side effects to watch out for

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

MHSIP Items



MHSIP Items 1-25, N = 13

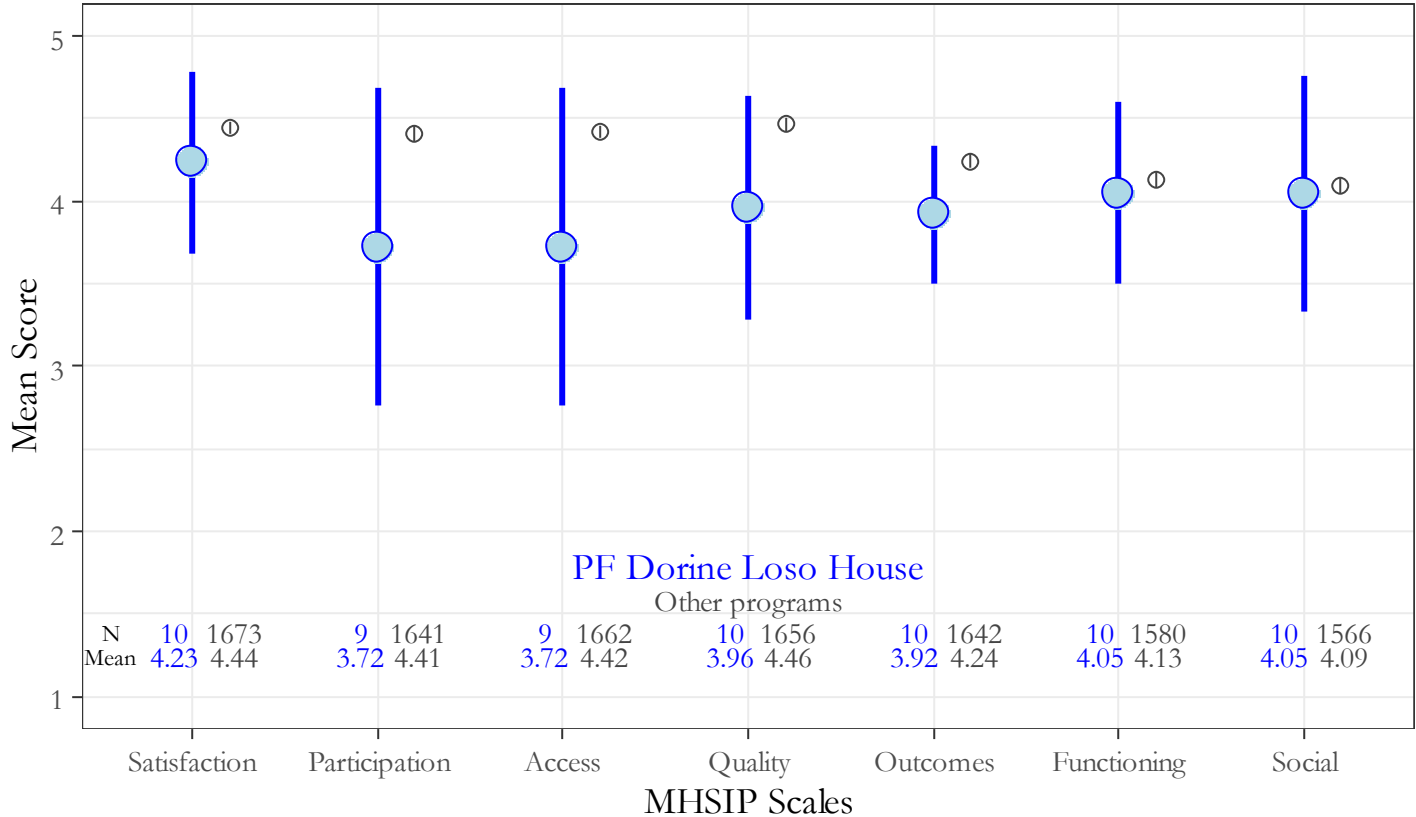
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
66.7 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	3 23.1 %	1 7.7 %	5 38.5 %	1 7.7 %	3 23.1 %
90.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	5 38.5 %	0 0.0 %	3 23.1 %
77.8 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 15.4 %	3 23.1 %	4 30.8 %	0 0.0 %	4 30.8 %
80.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	4 30.8 %	0 0.0 %	3 23.1 %
90.0 % 5. Staff were willing to see me as often as I felt it was necessary	1 7.7 %	0 0.0 %	0 0.0 %	5 38.5 %	4 30.8 %	0 0.0 %	3 23.1 %
88.9 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	5 38.5 %	1 7.7 %	3 23.1 %
87.5 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	4 30.8 %	2 15.4 %	3 23.1 %
87.5 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	4 30.8 %	2 15.4 %	3 23.1 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	3 23.1 %	1 7.7 %	4 30.8 %
77.8 % 10. Staff here believe that I can grow, change and recover	1 7.7 %	0 0.0 %	1 7.7 %	2 15.4 %	5 38.5 %	1 7.7 %	3 23.1 %
77.8 % 11. I felt comfortable asking questions about my treatment and medication	1 7.7 %	0 0.0 %	1 7.7 %	4 30.8 %	3 23.1 %	0 0.0 %	4 30.8 %
50.0 % 12. I felt free to complain	0 0.0 %	2 15.4 %	3 23.1 %	4 30.8 %	1 7.7 %	0 0.0 %	3 23.1 %
80.0 % 13. I was given information about my rights	1 7.7 %	0 0.0 %	1 7.7 %	3 23.1 %	5 38.5 %	0 0.0 %	3 23.1 %
80.0 % 14. Staff encouraged me to take responsibility for how I live my life	1 7.7 %	0 0.0 %	1 7.7 %	3 23.1 %	5 38.5 %	0 0.0 %	3 23.1 %
60.0 % 15. Staff told me what side effects to watch out for	1 7.7 %	1 7.7 %	2 15.4 %	3 23.1 %	3 23.1 %	0 0.0 %	3 23.1 %
88.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 7.7 %	0 0.0 %	0 0.0 %	3 23.1 %	5 38.5 %	1 7.7 %	3 23.1 %
55.6 % 17. I, not staff, decided my treatment goals	1 7.7 %	2 15.4 %	1 7.7 %	1 7.7 %	4 30.8 %	1 7.7 %	3 23.1 %
66.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 7.7 %	0 0.0 %	2 15.4 %	3 23.1 %	3 23.1 %	1 7.7 %	3 23.1 %
80.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 7.7 %	1 7.7 %	3 23.1 %	5 38.5 %	0 0.0 %	3 23.1 %
77.8 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 7.7 %	0 0.0 %	1 7.7 %	3 23.1 %	4 30.8 %	1 7.7 %	3 23.1 %
77.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 7.7 %	1 7.7 %	6 46.2 %	1 7.7 %	1 7.7 %	3 23.1 %
55.6 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	4 30.8 %	3 23.1 %	2 15.4 %	0 0.0 %	4 30.8 %
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 %	0 0.0 %	8 61.5 %	2 15.4 %	0 0.0 %	3 23.1 %
70.0 % 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 %	3 23.1 %	4 30.8 %	0 0.0 %	3 23.1 %
70.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	3 23.1 %	5 38.5 %	2 15.4 %	0 0.0 %	3 23.1 %

MHSIP Items 26-36, N = 13
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	0 0.0 %	1 7.7 %	1 7.7 %	2 15.4 %	4 30.8 %	2 15.4 %	3 23.1 %
44.4 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	5 38.5 %	0 0.0 %	4 30.8 %	1 7.7 %	3 23.1 %
70.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	3 23.1 %	4 30.8 %	3 23.1 %	0 0.0 %	3 23.1 %
70.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 7.7 %	2 15.4 %	3 23.1 %	4 30.8 %	0 0.0 %	3 23.1 %
90.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	3 23.1 %	0 0.0 %	3 23.1 %
60.0 % 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 7.7 %	3 23.1 %	4 30.8 %	2 15.4 %	0 0.0 %	3 23.1 %
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 0.0 %	1 7.7 %	1 7.7 %	2 15.4 %	6 46.2 %	0 0.0 %	3 23.1 %
80.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 7.7 %	1 7.7 %	2 15.4 %	6 46.2 %	0 0.0 %	3 23.1 %
80.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 7.7 %	1 7.7 %	2 15.4 %	6 46.2 %	0 0.0 %	3 23.1 %
70.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 7.7 %	2 15.4 %	3 23.1 %	4 30.8 %	0 0.0 %	3 23.1 %
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 0.0 %	3 23.1 %	1 7.7 %	3 23.1 %	3 23.1 %	0 0.0 %	3 23.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	3 23.1 %	0 0 %	3 23.1 %
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	10 76.9 %	0 0 %	10 76.9 %
Total	13 100 %	0 100 %	13 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 12 clients; surveys were returned for 13 clients (13/12 = 108.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

PF La Amistad

Program Code(s): 38091

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for PF La Amistad: **4.42**.

Overall satisfaction mean score for all other programs: **4.45**.

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

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

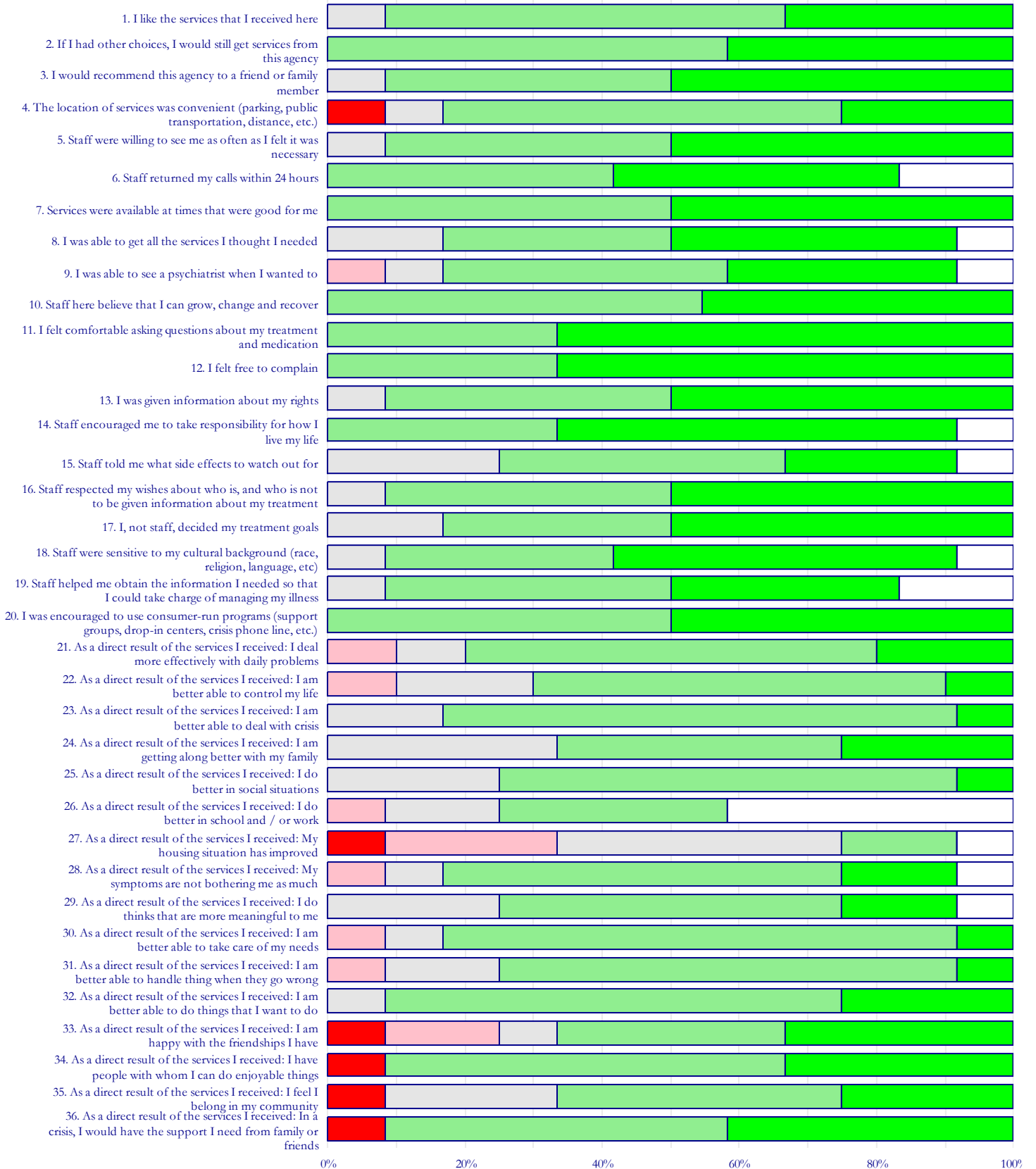
72.7% 15. Staff told me what side effects to watch out for

81.8% 8. I was able to get all the services I thought I needed

81.8% 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 = 12

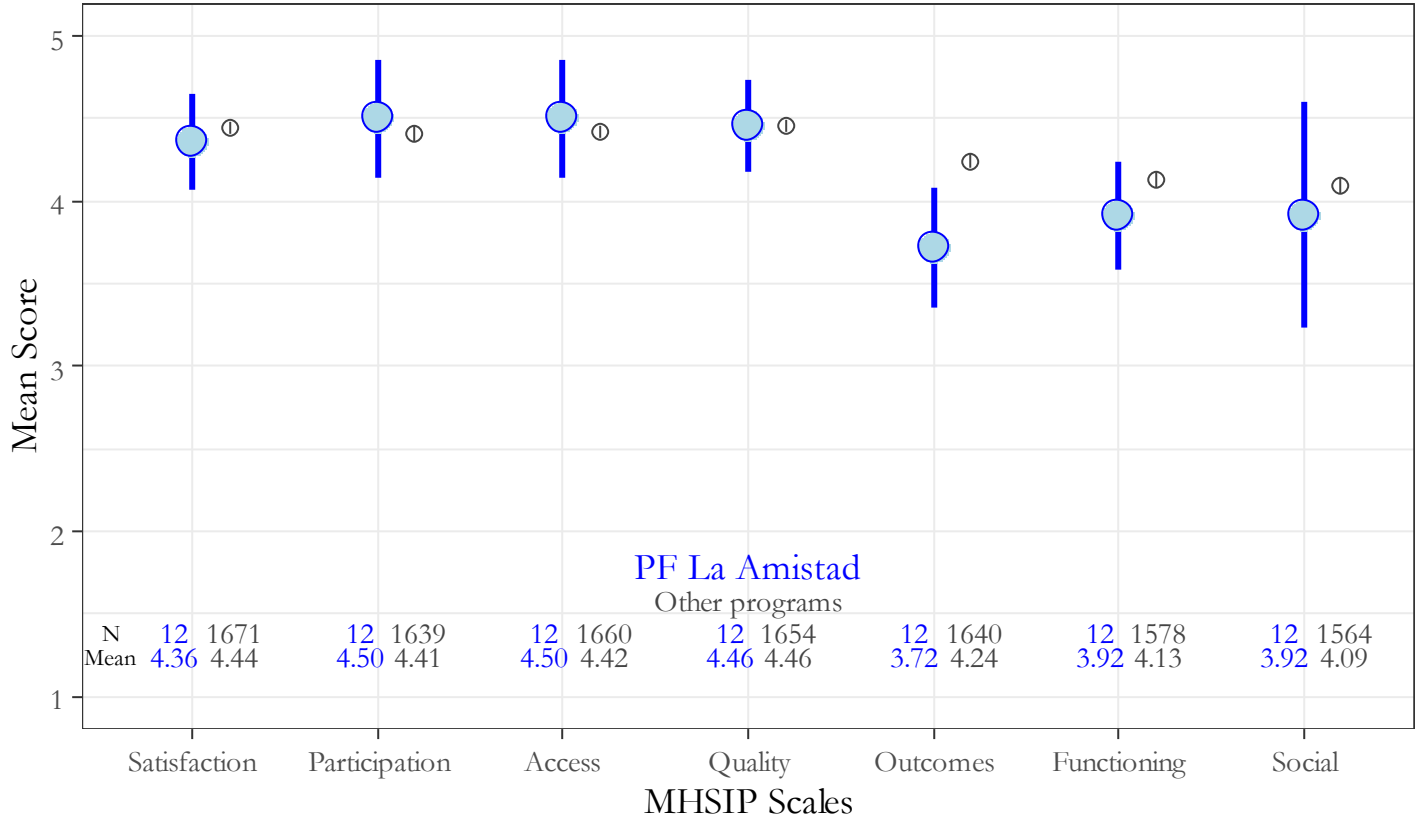
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
91.7 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 8.3 %	7 58.3 %	4 33.3 %	0 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 0.0 %	0 0.0 %	7 58.3 %	5 41.7 %	0 0.0 %	0 0.0 %
91.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	6 50.0 %	0 0.0 %	0 0.0 %
83.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 8.3 %	0 0.0 %	1 8.3 %	7 58.3 %	3 25.0 %	0 0.0 %	0 0.0 %
91.7 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	6 50.0 %	0 0.0 %	0 0.0 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	5 41.7 %	2 16.7 %	0 0.0 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	6 50.0 %	0 0.0 %	0 0.0 %
81.8 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	5 41.7 %	1 8.3 %	0 0.0 %
81.8 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 8.3 %	1 8.3 %	5 41.7 %	4 33.3 %	1 8.3 %	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 %	6 50.0 %	5 41.7 %	0 0.0 %	1 8.3 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 66.7 %	0 0.0 %	0 0.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 66.7 %	0 0.0 %	0 0.0 %
91.7 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	6 50.0 %	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 %	4 33.3 %	7 58.3 %	1 8.3 %	0 0.0 %
72.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	3 25.0 %	5 41.7 %	3 25.0 %	1 8.3 %	0 0.0 %
91.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	6 50.0 %	0 0.0 %	0 0.0 %
83.3 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
90.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	6 50.0 %	1 8.3 %	0 0.0 %
90.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	4 33.3 %	2 16.7 %	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 %	6 50.0 %	6 50.0 %	0 0.0 %	0 0.0 %
80.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 8.3 %	1 8.3 %	6 50.0 %	2 16.7 %	0 0.0 %	2 16.7 %
70.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 8.3 %	2 16.7 %	6 50.0 %	1 8.3 %	0 0.0 %	2 16.7 %
83.3 % 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 16.7 %	9 75.0 %	1 8.3 %	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 0.0 %	0 0.0 %	4 33.3 %	5 41.7 %	3 25.0 %	0 0.0 %	0 0.0 %
75.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	3 25.0 %	8 66.7 %	1 8.3 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 12
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 0.0 %	1 8.3 %	2 16.7 %	4 33.3 %	0 0.0 %	5 41.7 %	0 0.0 %
18.2 % 27. As a direct result of the services I received: My housing situation has improved	1 8.3 %	3 25.0 %	5 41.7 %	2 16.7 %	0 0.0 %	1 8.3 %	0 0.0 %
81.8 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 8.3 %	1 8.3 %	7 58.3 %	2 16.7 %	1 8.3 %	0 0.0 %
72.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	3 25.0 %	6 50.0 %	2 16.7 %	1 8.3 %	0 0.0 %
83.3 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 8.3 %	1 8.3 %	9 75.0 %	1 8.3 %	0 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 0.0 %	1 8.3 %	2 16.7 %	8 66.7 %	1 8.3 %	0 0.0 %	0 0.0 %
91.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 8.3 %	8 66.7 %	3 25.0 %	0 0.0 %	0 0.0 %
66.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 8.3 %	2 16.7 %	1 8.3 %	4 33.3 %	4 33.3 %	0 0.0 %	0 0.0 %
91.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 8.3 %	0 0.0 %	0 0.0 %	7 58.3 %	4 33.3 %	0 0.0 %	0 0.0 %
66.7 % 35. As a direct result of the services I received: I feel I belong in my community	1 8.3 %	0 0.0 %	3 25.0 %	5 41.7 %	3 25.0 %	0 0.0 %	0 0.0 %
91.7 % 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 8.3 %	0 0.0 %	0 0.0 %	6 50.0 %	5 41.7 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	12 100 %	0 0 %	12 100 %
Total	12 100 %	0 100 %	12 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 12 clients; surveys were returned for 12 clients (12/12 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

PF La Posada Residential Adult

Program Code(s): 38081

Overall Satisfaction¹

88.9%

Return Rate²

over 100%

Overall satisfaction³ mean score for PF La Posada Residential Adult: **4.44**.

Overall satisfaction mean score for all other programs: **4.45**.

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

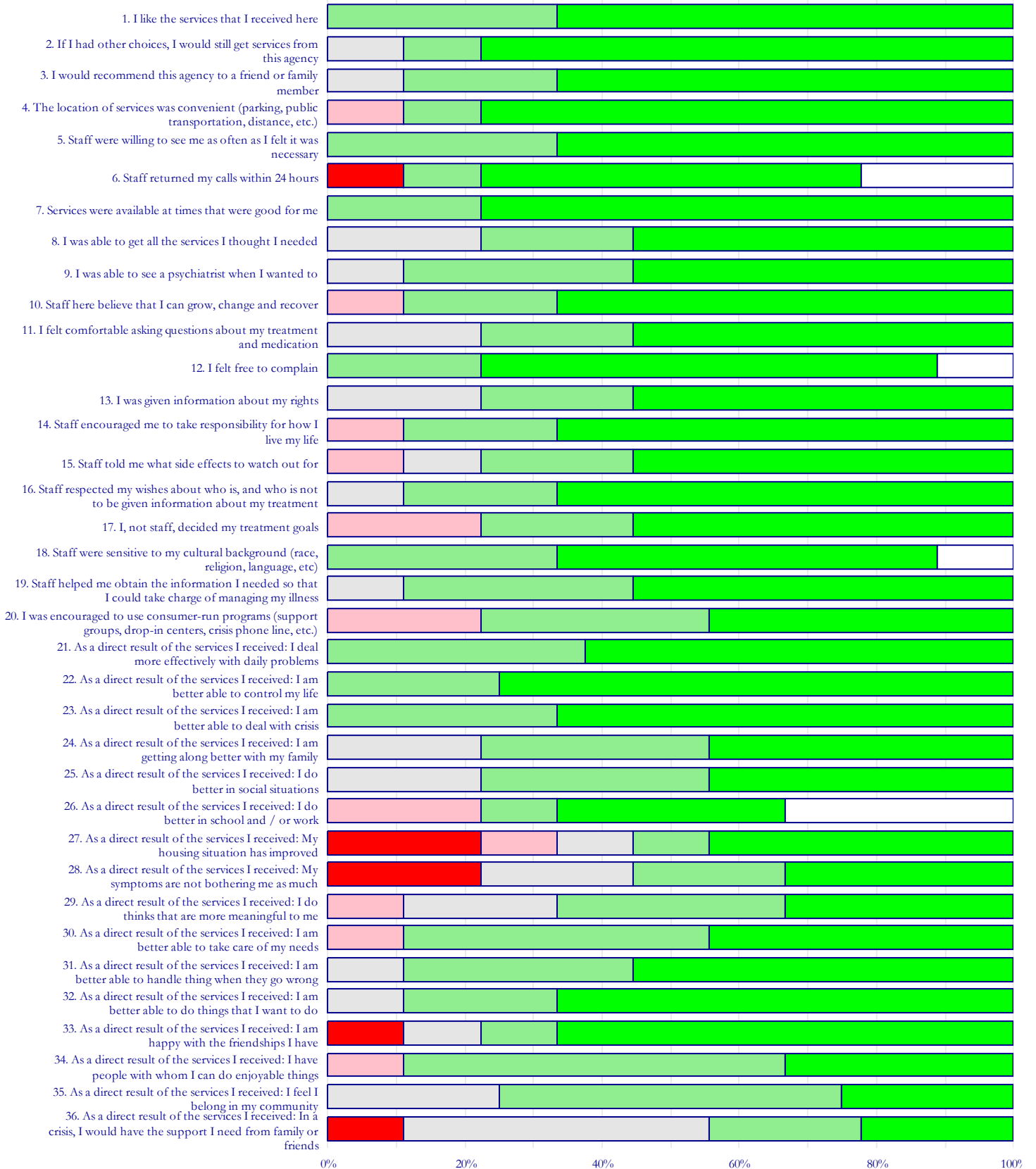
77.8% 8. I was able to get all the services I thought I needed

77.8% 11. I felt comfortable asking questions about my treatment and medication

77.8% 13. I was given information about my rights

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

MHSIP Items



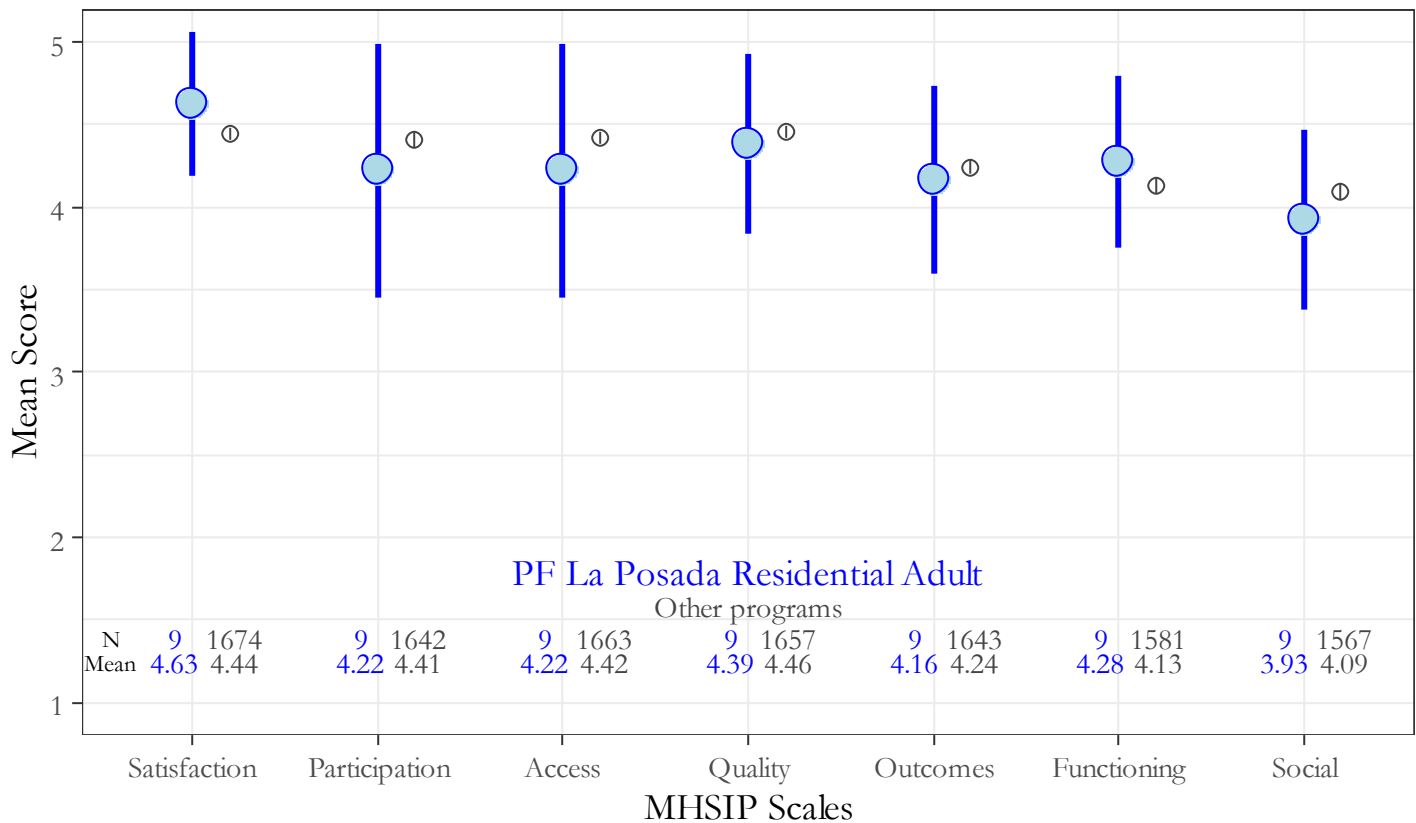
MHSIP Items 1-25, N = 9
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
88.9 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	7 77.8 %	0 0.0 %	0 0.0 %
88.9 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
88.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 11.1 %	0 0.0 %	1 11.1 %	7 77.8 %	0 0.0 %	0 0.0 %
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 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
85.7 % 6. Staff returned my calls within 24 hours	1 11.1 %	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	2 22.2 %	0 0.0 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	7 77.8 %	0 0.0 %	0 0.0 %
77.8 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %
88.9 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
88.9 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
77.8 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	6 66.7 %	1 11.1 %	0 0.0 %
77.8 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %
88.9 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
77.8 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	5 55.6 %	0 0.0 %	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 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
77.8 % 17. I, not staff, decided my treatment goals	0 0.0 %	2 22.2 %	0 0.0 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	5 55.6 %	1 11.1 %	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 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
77.8 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 22.2 %	0 0.0 %	3 33.3 %	4 44.4 %	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 %	0 0.0 %	0 0.0 %	3 33.3 %	5 55.6 %	0 0.0 %	1 11.1 %
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 %	2 22.2 %	6 66.7 %	0 0.0 %	1 11.1 %
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 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
77.8 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
77.8 % 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 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 9
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 0.0 %	2 22.2 %	0 0.0 %	1 11.1 %	3 33.3 %	3 33.3 %	0 0.0 %
55.6 % 27. As a direct result of the services I received: My housing situation has improved	2 22.2 %	1 11.1 %	1 11.1 %	1 11.1 %	4 44.4 %	0 0.0 %	0 0.0 %
55.6 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 22.2 %	0 0.0 %	2 22.2 %	2 22.2 %	3 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 meaningful to me	0 0.0 %	1 11.1 %	2 22.2 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %
88.9 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 11.1 %	0 0.0 %	4 44.4 %	4 44.4 %	0 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 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
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 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
77.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 11.1 %	0 0.0 %	1 11.1 %	1 11.1 %	6 66.7 %	0 0.0 %	0 0.0 %
88.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 11.1 %	0 0.0 %	5 55.6 %	3 33.3 %	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 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	2 22.2 %	0 0.0 %	1 11.1 %
44.4 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 11.1 %	0 0.0 %	4 44.4 %	2 22.2 %	2 22.2 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	8 100 %	1 100 %	9 100 %
Total	8 100 %	1 100 %	9 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 8 clients; surveys were returned for 9 clients (9/8 = 112.5%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

PF Progress House

Program Code(s): 38371MH

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for PF Progress House: **4.39**.

Overall satisfaction mean score for all other programs: **4.45**.

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

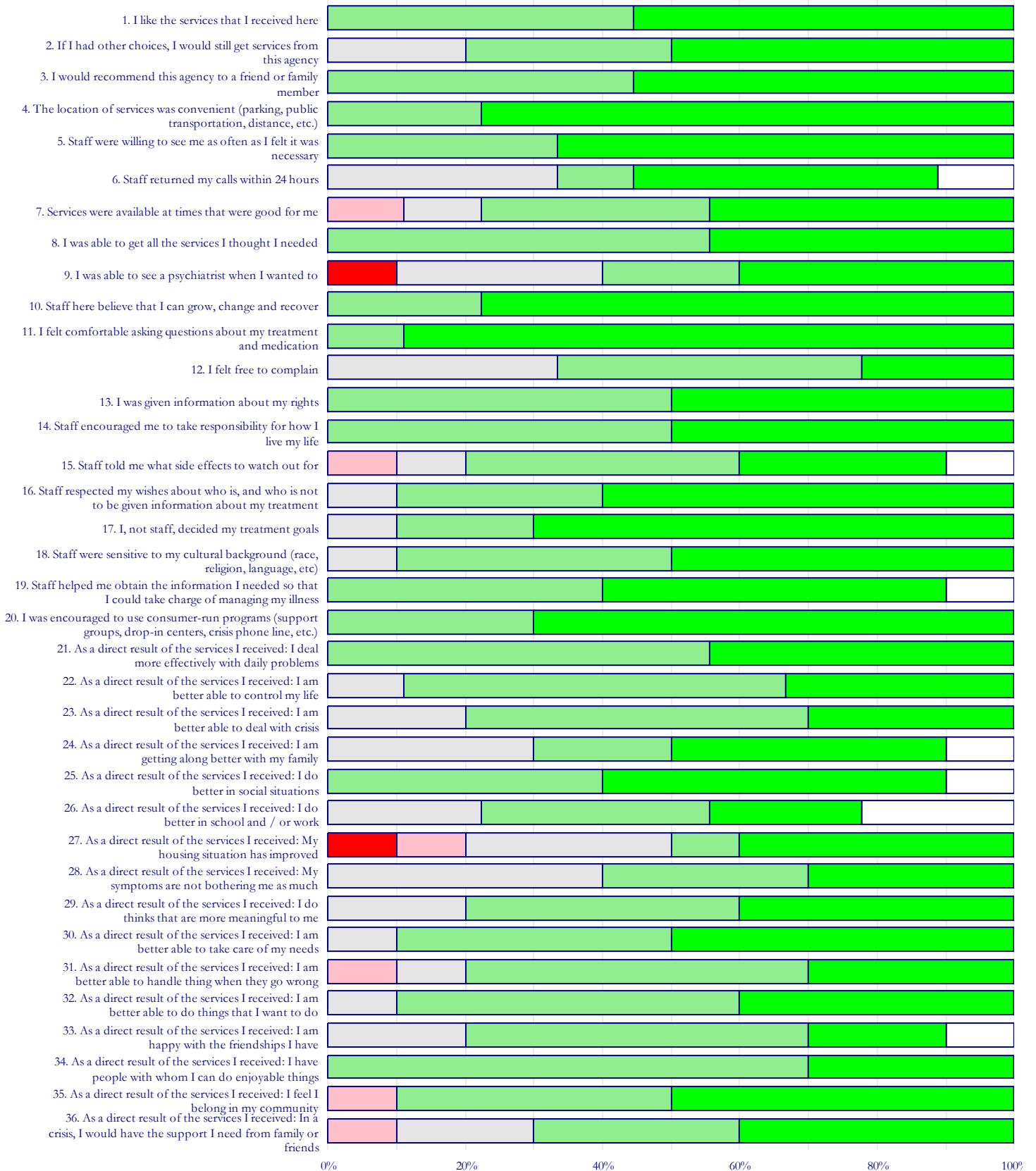
60.0% 9. I was able to see a psychiatrist when I wanted to

62.5% 6. Staff returned my calls within 24 hours

66.7% 12. I felt free to complain

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

MHSIP Items



MHSIP Items 1-25, N = 10

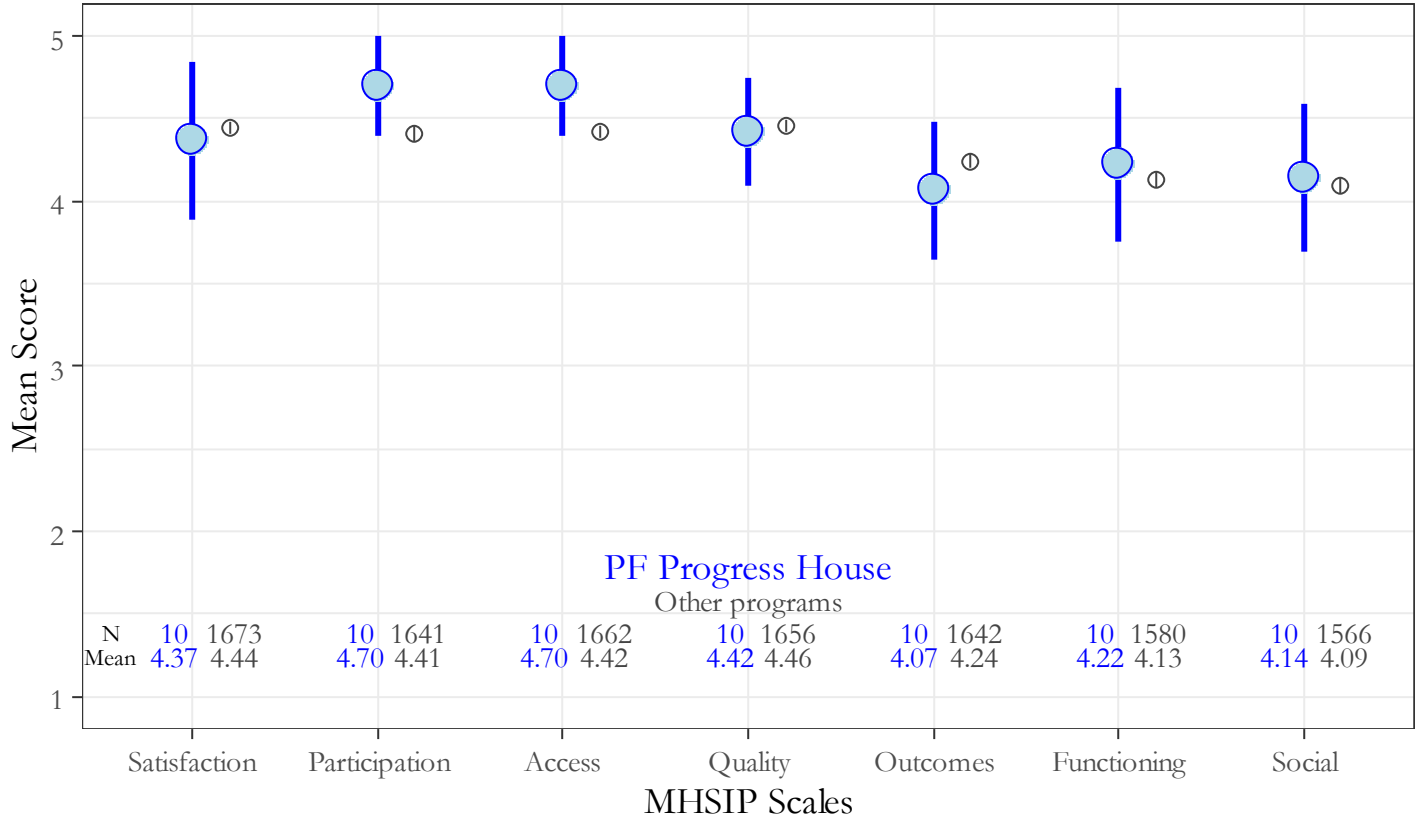
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	5 50.0 %	0 0.0 %	1 10.0 %
80.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	5 50.0 %	0 0.0 %	0 0.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	5 50.0 %	0 0.0 %	1 10.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
62.5 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	3 30.0 %	1 10.0 %	4 40.0 %	1 10.0 %	1 10.0 %
77.8 % 7. Services were available at times that were good for me	0 0.0 %	1 10.0 %	1 10.0 %	3 30.0 %	4 40.0 %	0 0.0 %	1 10.0 %
100.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	4 40.0 %	0 0.0 %	1 10.0 %
60.0 % 9. I was able to see a psychiatrist when I wanted to	1 10.0 %	0 0.0 %	3 30.0 %	2 20.0 %	4 40.0 %	0 0.0 %	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 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	8 80.0 %	0 0.0 %	1 10.0 %
66.7 % 12. I felt free to complain	0 0.0 %	0 0.0 %	3 30.0 %	4 40.0 %	2 20.0 %	0 0.0 %	1 10.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	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 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
77.8 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 10.0 %	1 10.0 %	4 40.0 %	3 30.0 %	1 10.0 %	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 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %
90.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	7 70.0 %	0 0.0 %	0 0.0 %
90.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	5 50.0 %	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 %	4 40.0 %	5 50.0 %	1 10.0 %	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 %	3 30.0 %	7 70.0 %	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 %	0 0.0 %	0 0.0 %	5 50.0 %	4 40.0 %	0 0.0 %	1 10.0 %
88.9 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	3 30.0 %	0 0.0 %	1 10.0 %
80.0 % 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 20.0 %	5 50.0 %	3 30.0 %	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 0.0 %	0 0.0 %	3 30.0 %	2 20.0 %	4 40.0 %	1 10.0 %	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 40.0 %	5 50.0 %	1 10.0 %	0 0.0 %

MHSIP Items 26-36, N = 10
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
71.4 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	2 20.0 %	2 20.0 %	1 10.0 %
50.0 % 27. As a direct result of the services I received: My housing situation has improved	1 10.0 %	1 10.0 %	3 30.0 %	1 10.0 %	4 40.0 %	0 0.0 %	0 0.0 %
60.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	4 40.0 %	3 30.0 %	3 30.0 %	0 0.0 %	0 0.0 %
80.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	4 40.0 %	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 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
80.0 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	1 10.0 %	1 10.0 %	5 50.0 %	3 30.0 %	0 0.0 %	0 0.0 %
90.0 % 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 %	0 0.0 %	1 10.0 %	5 50.0 %	4 40.0 %	0 0.0 %	0 0.0 %
77.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	2 20.0 %	1 10.0 %	0 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 %	0 0.0 %	0 0.0 %	7 70.0 %	3 30.0 %	0 0.0 %	0 0.0 %
90.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 10.0 %	0 0.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
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	0 0.0 %	1 10.0 %	2 20.0 %	3 30.0 %	4 40.0 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	10 100 %	0 0 %	10 100 %
Total	10 100 %	0 100 %	10 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 8 clients; surveys were returned for 10 clients (10/8 = 125.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

PF Progress Supportive Living Program

Program Code(s): 3838OP

Overall Satisfaction¹

97.5%

Return Rate²

over 100%

Overall satisfaction³ mean score for PF Progress Supportive Living Program: **4.35**.

Overall satisfaction mean score for all other programs: **4.46**.

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

Highest Agreement Items

97.5% 5. Staff were willing to see me as often as I felt it was necessary

97.5% 6. Staff returned my calls within 24 hours

95.0% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

Lowest Agreement Items

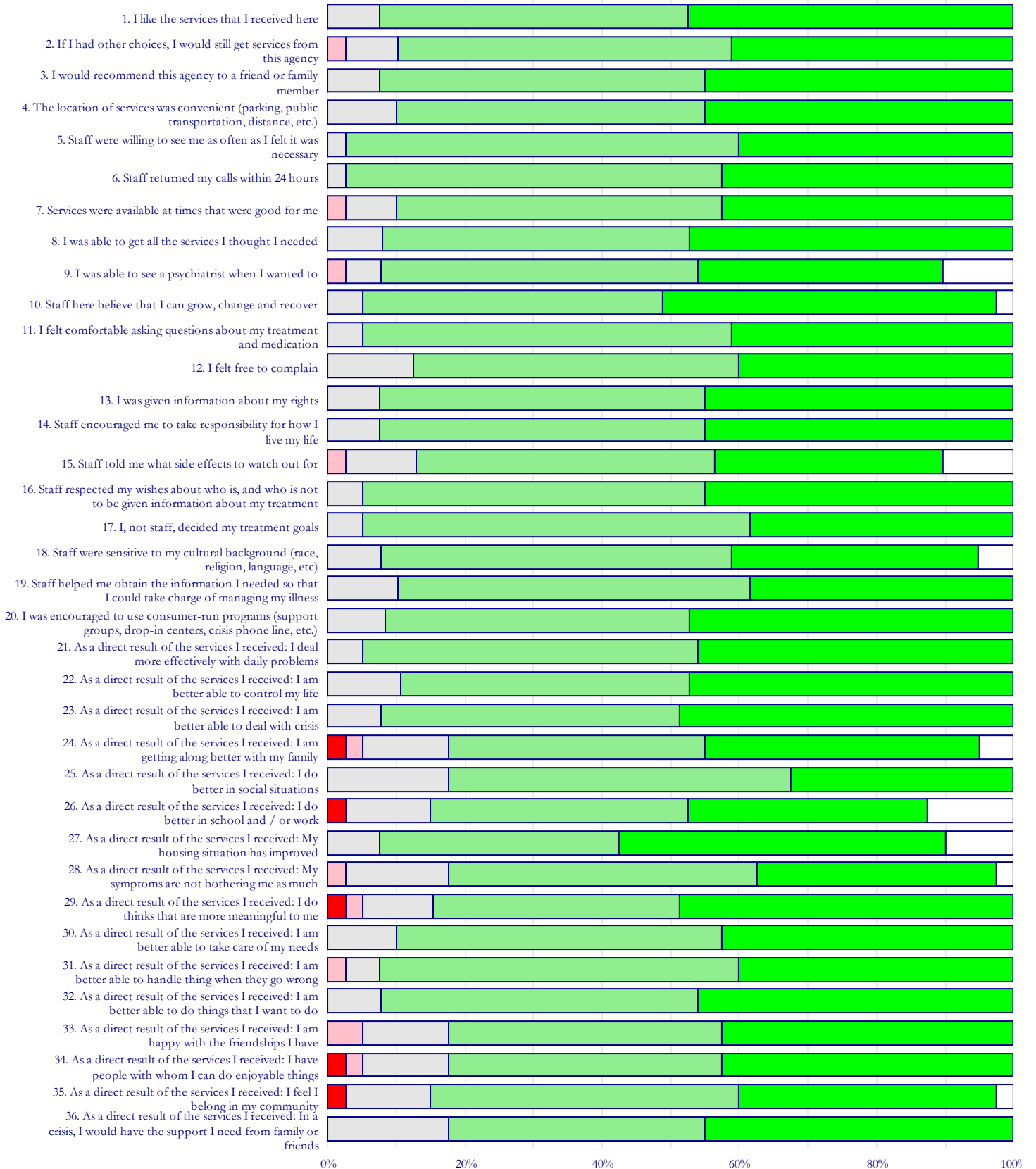
85.7% 15. Staff told me what side effects to watch out for

87.5% 12. I felt free to complain

89.7% 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 = 49

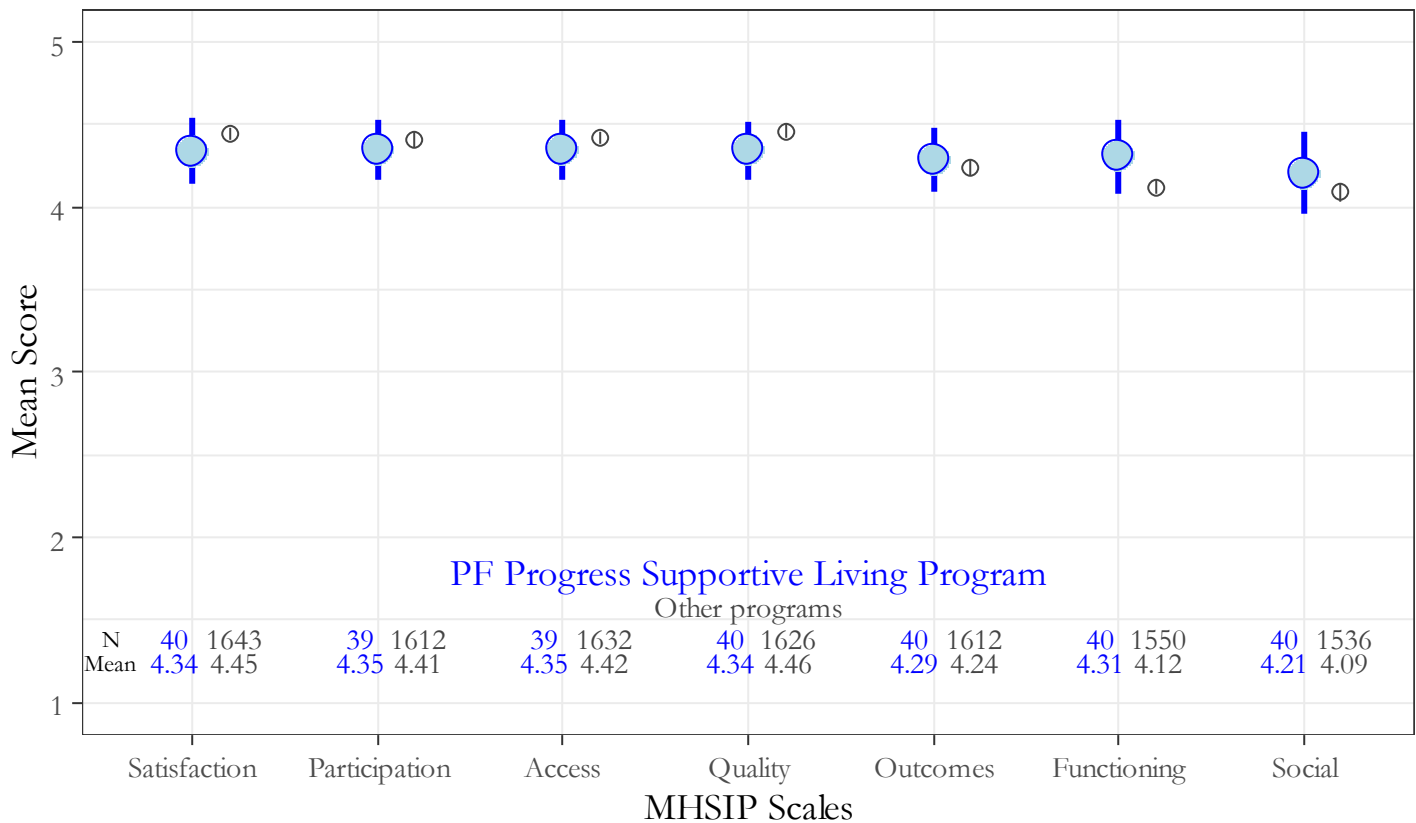
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
92.5 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	3 6.1 %	18 36.7 %	19 38.8 %	0 0.0 %	9 18.4 %
89.7 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 2.0 %	3 6.1 %	19 38.8 %	16 32.6 %	0 0.0 %	10 20.4 %
92.5 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 6.1 %	19 38.8 %	18 36.7 %	0 0.0 %	9 18.4 %
90.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	4 8.2 %	18 36.7 %	18 36.7 %	0 0.0 %	9 18.4 %
97.5 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 2.0 %	23 46.9 %	16 32.6 %	0 0.0 %	9 18.4 %
97.5 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 2.0 %	22 44.9 %	17 34.7 %	0 0.0 %	9 18.4 %
90.0 % 7. Services were available at times that were good for me	0 0.0 %	1 2.0 %	3 6.1 %	19 38.8 %	17 34.7 %	0 0.0 %	9 18.4 %
92.1 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	3 6.1 %	17 34.7 %	18 36.7 %	0 0.0 %	11 22.4 %
91.4 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 2.0 %	2 4.1 %	18 36.7 %	14 28.6 %	4 8.2 %	10 20.4 %
94.7 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 4.1 %	17 34.7 %	19 38.8 %	1 2.0 %	10 20.4 %
94.9 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 4.1 %	21 42.9 %	16 32.6 %	0 0.0 %	10 20.4 %
87.5 % 12. I felt free to complain	0 0.0 %	0 0.0 %	5 10.2 %	19 38.8 %	16 32.6 %	0 0.0 %	9 18.4 %
92.5 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	3 6.1 %	19 38.8 %	18 36.7 %	0 0.0 %	9 18.4 %
92.5 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	3 6.1 %	19 38.8 %	18 36.7 %	0 0.0 %	9 18.4 %
85.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 2.0 %	4 8.2 %	17 34.7 %	13 26.5 %	4 8.2 %	10 20.4 %
95.0 % 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 %	2 4.1 %	20 40.8 %	18 36.7 %	0 0.0 %	9 18.4 %
94.9 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 4.1 %	22 44.9 %	15 30.6 %	0 0.0 %	10 20.4 %
91.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 6.1 %	20 40.8 %	14 28.6 %	2 4.1 %	10 20.4 %
89.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	4 8.2 %	20 40.8 %	15 30.6 %	0 0.0 %	10 20.4 %
91.7 % 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 6.1 %	16 32.6 %	17 34.7 %	0 0.0 %	13 26.5 %
94.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 4.1 %	19 38.8 %	18 36.7 %	0 0.0 %	10 20.4 %
89.5 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	4 8.2 %	16 32.6 %	18 36.7 %	0 0.0 %	11 22.4 %
92.3 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	3 6.1 %	17 34.7 %	19 38.8 %	0 0.0 %	10 20.4 %
81.6 % 24. As a direct result of the services I received: I am getting along better with my family	1 2.0 %	1 2.0 %	5 10.2 %	15 30.6 %	16 32.6 %	2 4.1 %	9 18.4 %
82.5 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	7 14.3 %	20 40.8 %	13 26.5 %	0 0.0 %	9 18.4 %

MHSIP Items 26-36, N = 49
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
82.9 % 26. As a direct result of the services I received: I do better in school and / or work	1 2.0 %	0 0.0 %	5 10.2 %	15 30.6 %	14 28.6 %	5 10.2 %	9 18.4 %
91.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 6.1 %	14 28.6 %	19 38.8 %	4 8.2 %	9 18.4 %
82.1 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 2.0 %	6 12.2 %	18 36.7 %	14 28.6 %	1 2.0 %	9 18.4 %
84.6 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 2.0 %	1 2.0 %	4 8.2 %	14 28.6 %	19 38.8 %	0 0.0 %	10 20.4 %
90.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	4 8.2 %	19 38.8 %	17 34.7 %	0 0.0 %	9 18.4 %
92.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 2.0 %	2 4.1 %	21 42.9 %	16 32.6 %	0 0.0 %	9 18.4 %
92.3 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	3 6.1 %	18 36.7 %	18 36.7 %	0 0.0 %	10 20.4 %
82.5 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 4.1 %	5 10.2 %	16 32.6 %	17 34.7 %	0 0.0 %	9 18.4 %
82.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 2.0 %	1 2.0 %	5 10.2 %	16 32.6 %	17 34.7 %	0 0.0 %	9 18.4 %
84.6 % 35. As a direct result of the services I received: I feel I belong in my community	1 2.0 %	0 0.0 %	5 10.2 %	18 36.7 %	15 30.6 %	1 2.0 %	9 18.4 %
82.5 % 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 0.0 %	0 0.0 %	7 14.3 %	15 30.6 %	18 36.7 %	0 0.0 %	9 18.4 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	4 22.2 %	4 8.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	5 16.1 %	0 0 %	5 10.2 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	26 83.9 %	14 77.8 %	40 81.6 %
Total	31 100 %	18 100 %	49 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 46 clients; surveys were returned for 49 clients (49/46 = 106.5%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

PF Rypins House Residential Seniors Program

Program Code(s): 38532

Overall Satisfaction¹

94.7%

Return Rate²

86.4%

Overall satisfaction³ mean score for PF Rypins House Residential Seniors Program: **4.37**.

Overall satisfaction mean score for all other programs: **4.46**.

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% 12. I felt free to complain

Lowest Agreement Items

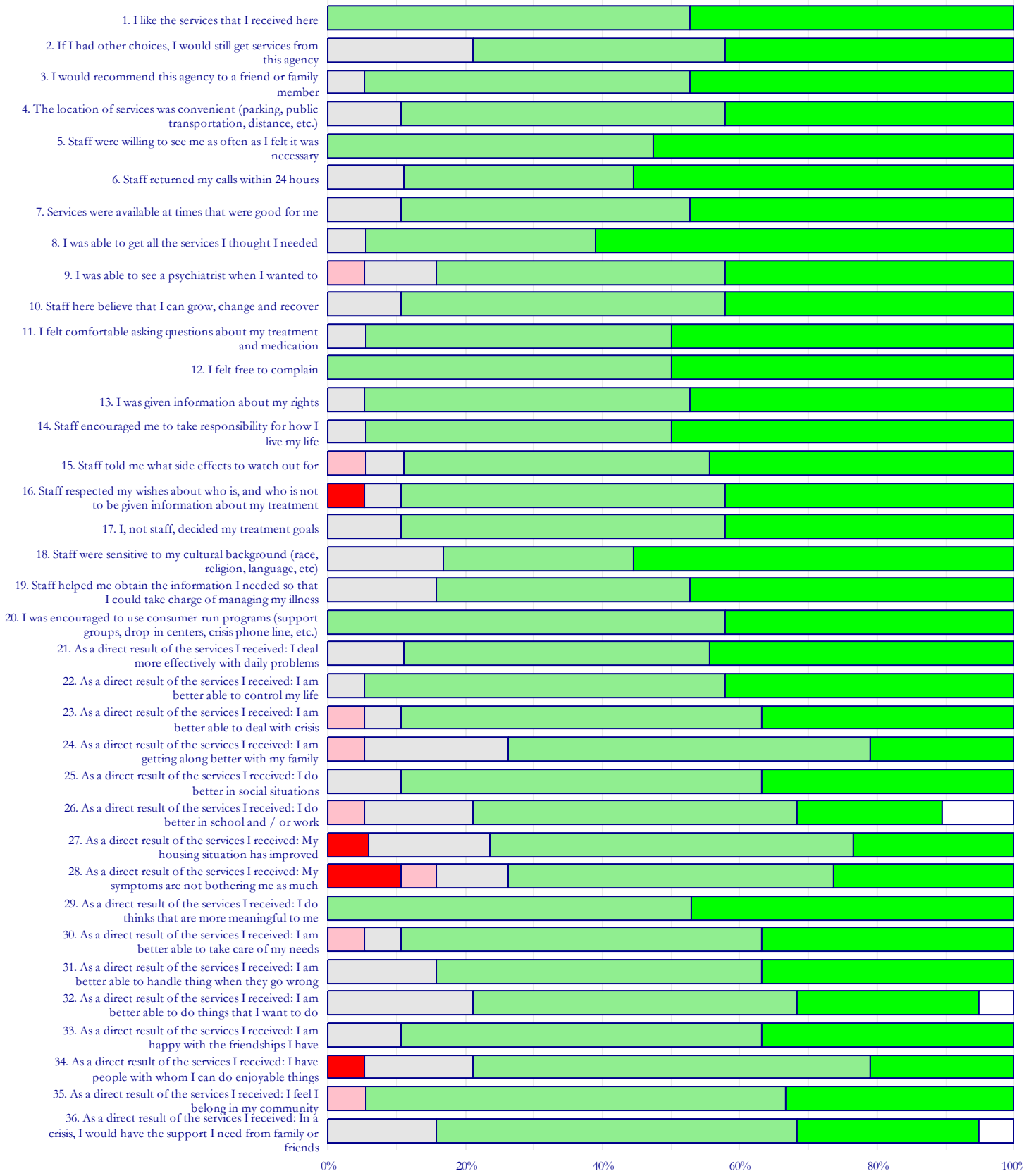
78.9% 2. If I had other choices, I would still get services from this agency

83.3% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

84.2% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



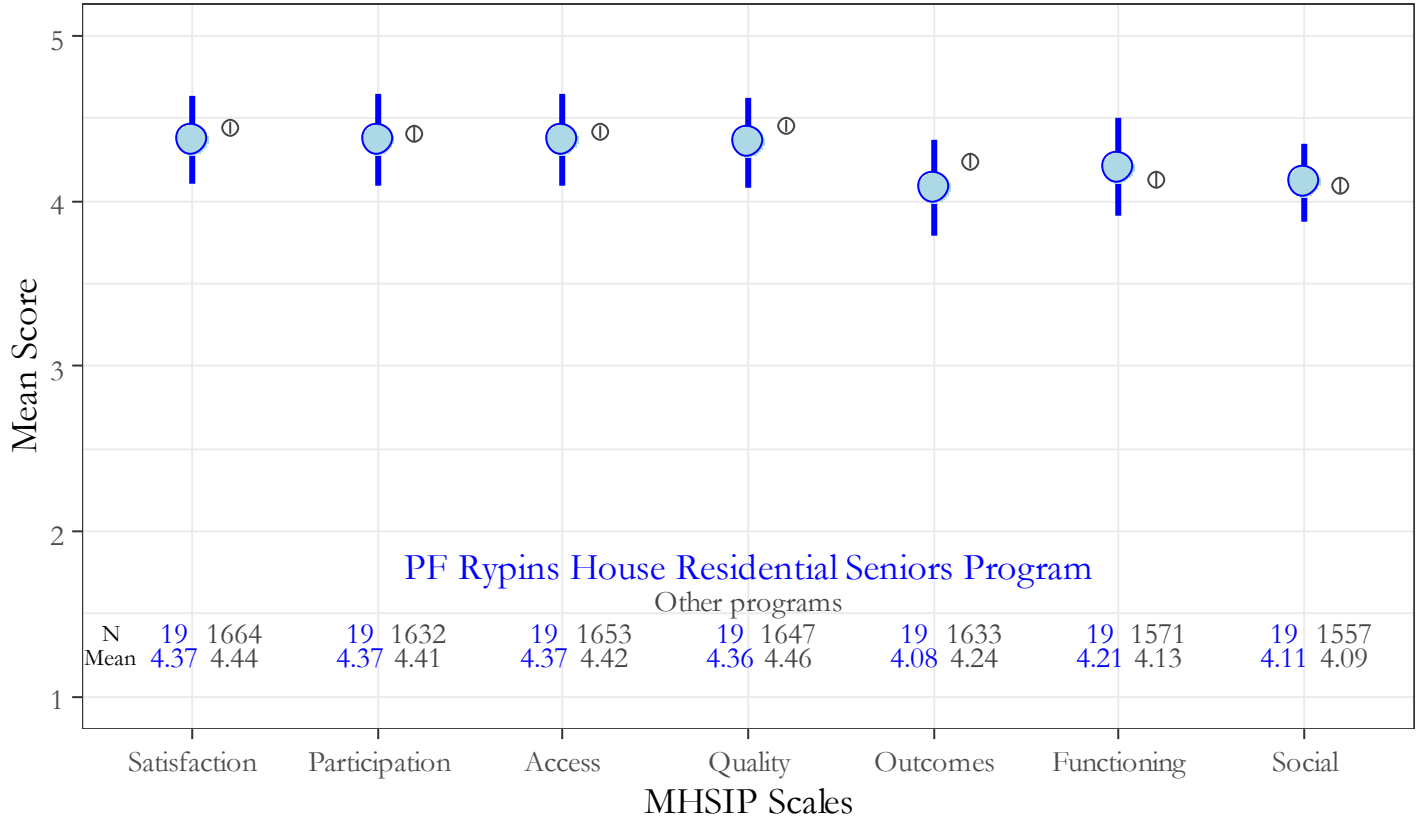
MHSIP Items 1-25, N = 19
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	10 52.6 %	9 47.4 %	0 0.0 %	0 0.0 %
78.9 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	4 21.1 %	7 36.8 %	8 42.1 %	0 0.0 %	0 0.0 %
94.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 5.3 %	9 47.4 %	9 47.4 %	0 0.0 %	0 0.0 %
89.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 10.5 %	9 47.4 %	8 42.1 %	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 0.0 %	9 47.4 %	10 52.6 %	0 0.0 %	0 0.0 %
88.9 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 10.5 %	6 31.6 %	10 52.6 %	0 0.0 %	1 5.3 %
89.5 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 10.5 %	8 42.1 %	9 47.4 %	0 0.0 %	0 0.0 %
94.4 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 5.3 %	6 31.6 %	11 57.9 %	0 0.0 %	1 5.3 %
84.2 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 5.3 %	2 10.5 %	8 42.1 %	8 42.1 %	0 0.0 %	0 0.0 %
89.5 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 10.5 %	9 47.4 %	8 42.1 %	0 0.0 %	0 0.0 %
94.4 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 5.3 %	8 42.1 %	9 47.4 %	0 0.0 %	1 5.3 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	9 47.4 %	9 47.4 %	0 0.0 %	1 5.3 %
94.7 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 5.3 %	9 47.4 %	9 47.4 %	0 0.0 %	0 0.0 %
94.4 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 5.3 %	8 42.1 %	9 47.4 %	0 0.0 %	1 5.3 %
88.9 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 5.3 %	1 5.3 %	8 42.1 %	8 42.1 %	0 0.0 %	1 5.3 %
89.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 5.3 %	0 0.0 %	1 5.3 %	9 47.4 %	8 42.1 %	0 0.0 %	0 0.0 %
89.5 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 10.5 %	9 47.4 %	8 42.1 %	0 0.0 %	0 0.0 %
83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 15.8 %	5 26.3 %	10 52.6 %	0 0.0 %	1 5.3 %
84.2 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	3 15.8 %	7 36.8 %	9 47.4 %	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 %	11 57.9 %	8 42.1 %	0 0.0 %	0 0.0 %
88.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 10.5 %	8 42.1 %	8 42.1 %	0 0.0 %	1 5.3 %
94.7 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 5.3 %	10 52.6 %	8 42.1 %	0 0.0 %	0 0.0 %
89.5 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 5.3 %	1 5.3 %	10 52.6 %	7 36.8 %	0 0.0 %	0 0.0 %
73.7 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 5.3 %	4 21.1 %	10 52.6 %	4 21.1 %	0 0.0 %	0 0.0 %
89.5 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	2 10.5 %	10 52.6 %	7 36.8 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 19
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	0 0.0 %	1 5.3 %	3 15.8 %	9 47.4 %	4 21.1 %	2 10.5 %	0 0.0 %
76.5 % 27. As a direct result of the services I received: My housing situation has improved	1 5.3 %	0 0.0 %	3 15.8 %	9 47.4 %	4 21.1 %	0 0.0 %	2 10.5 %
73.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 10.5 %	1 5.3 %	2 10.5 %	9 47.4 %	5 26.3 %	0 0.0 %	0 0.0 %
100.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	0 0.0 %	0 0.0 %	9 47.4 %	8 42.1 %	0 0.0 %	2 10.5 %
89.5 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 5.3 %	1 5.3 %	10 52.6 %	7 36.8 %	0 0.0 %	0 0.0 %
84.2 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	3 15.8 %	9 47.4 %	7 36.8 %	0 0.0 %	0 0.0 %
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 0.0 %	0 0.0 %	4 21.1 %	9 47.4 %	5 26.3 %	1 5.3 %	0 0.0 %
89.5 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	2 10.5 %	10 52.6 %	7 36.8 %	0 0.0 %	0 0.0 %
78.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 5.3 %	0 0.0 %	3 15.8 %	11 57.9 %	4 21.1 %	0 0.0 %	0 0.0 %
94.4 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 5.3 %	0 0.0 %	11 57.9 %	6 31.6 %	0 0.0 %	1 5.3 %
83.3 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	3 15.8 %	10 52.6 %	5 26.3 %	1 5.3 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 100 %	8 100 %	19 100 %
Total	11 100 %	8 100 %	19 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 22 clients; surveys were returned for 19 clients (19/22 = 86.4%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

PF Shrader House

Program Code(s): 89661

Overall Satisfaction¹

93.3%

Return Rate²

over 100%

Overall satisfaction³ mean score for PF Shrader House: **4.27**.

Overall satisfaction mean score for all other programs: **4.45**.

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

93.3% 1. I like the services that I received here

Lowest Agreement Items

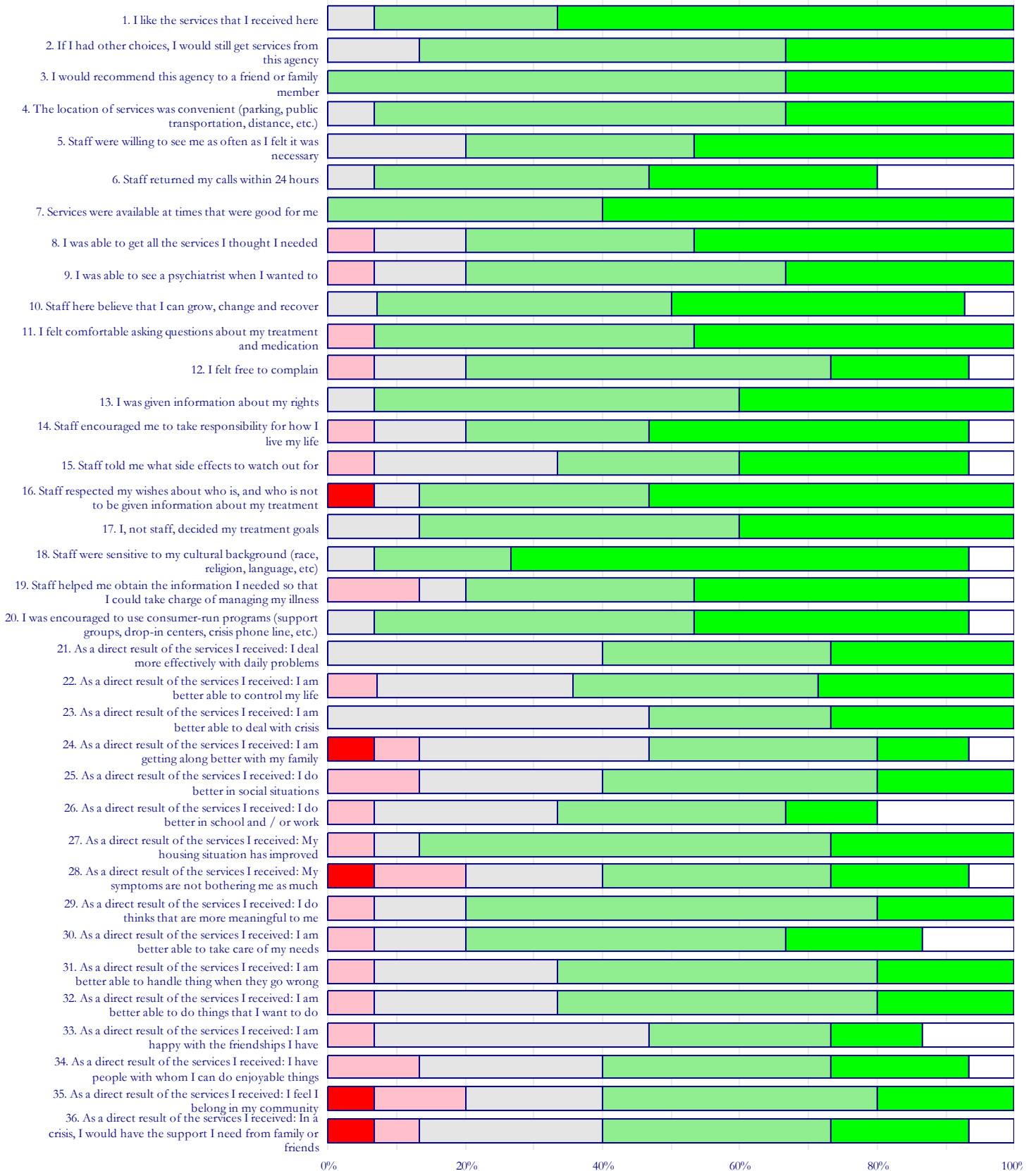
64.3% 15. Staff told me what side effects to watch out for

78.6% 12. I felt free to complain

78.6% 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 = 16

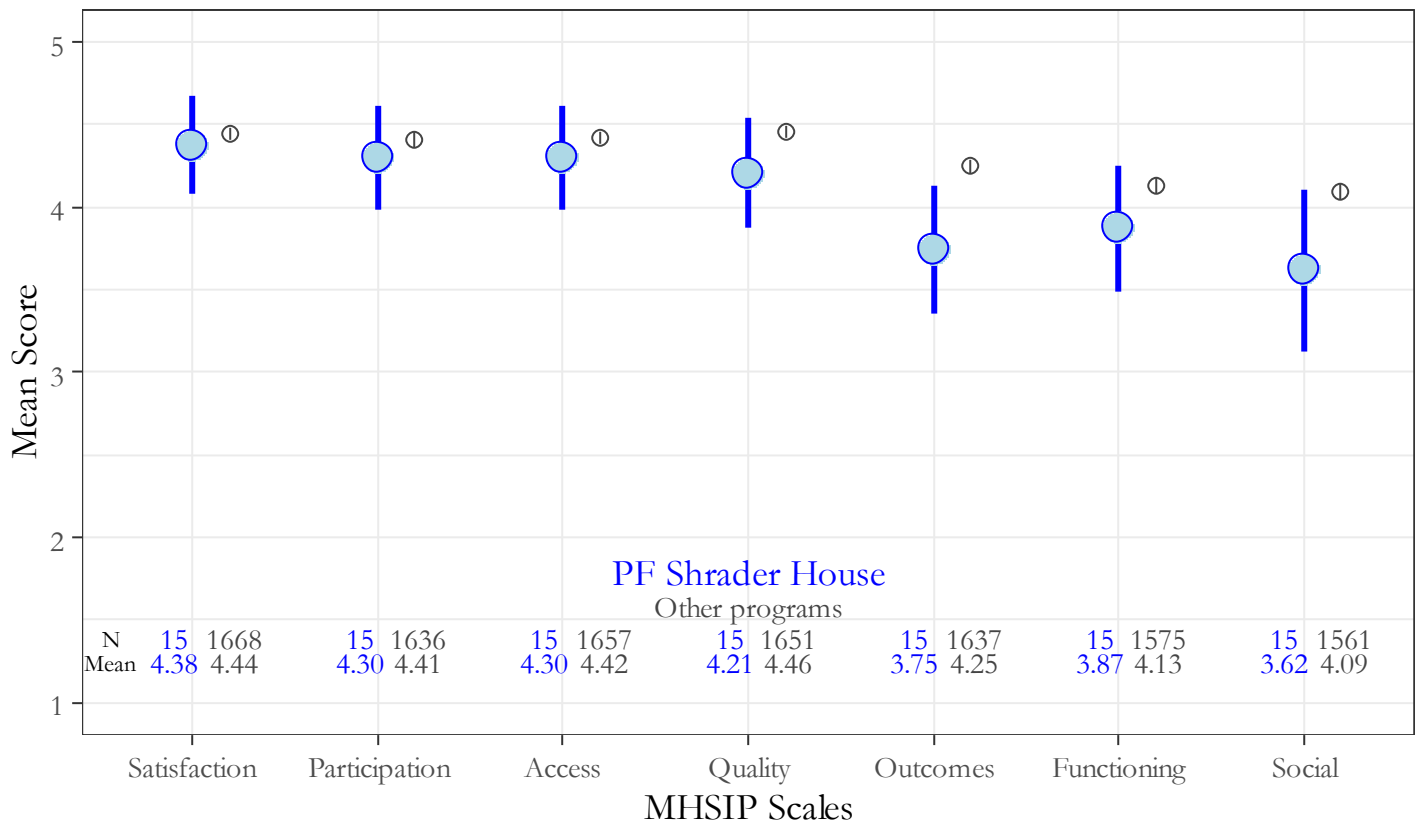
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
93.3 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 6.2 %	4 25.0 %	10 62.5 %	0 0.0 %	1 6.2 %
86.7 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 12.5 %	8 50.0 %	5 31.2 %	0 0.0 %	1 6.2 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	10 62.5 %	5 31.2 %	0 0.0 %	1 6.2 %
93.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 6.2 %	9 56.2 %	5 31.2 %	0 0.0 %	1 6.2 %
80.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	3 18.8 %	5 31.2 %	7 43.8 %	0 0.0 %	1 6.2 %
91.7 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 6.2 %	6 37.5 %	5 31.2 %	3 18.8 %	1 6.2 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	6 37.5 %	9 56.2 %	0 0.0 %	1 6.2 %
80.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 6.2 %	2 12.5 %	5 31.2 %	7 43.8 %	0 0.0 %	1 6.2 %
80.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 6.2 %	2 12.5 %	7 43.8 %	5 31.2 %	0 0.0 %	1 6.2 %
92.3 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 6.2 %	6 37.5 %	6 37.5 %	1 6.2 %	2 12.5 %
93.3 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 6.2 %	0 0.0 %	7 43.8 %	7 43.8 %	0 0.0 %	1 6.2 %
78.6 % 12. I felt free to complain	0 0.0 %	1 6.2 %	2 12.5 %	8 50.0 %	3 18.8 %	1 6.2 %	1 6.2 %
93.3 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 6.2 %	8 50.0 %	6 37.5 %	0 0.0 %	1 6.2 %
78.6 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 6.2 %	2 12.5 %	4 25.0 %	7 43.8 %	1 6.2 %	1 6.2 %
64.3 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 6.2 %	4 25.0 %	4 25.0 %	5 31.2 %	1 6.2 %	1 6.2 %
86.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 6.2 %	0 0.0 %	1 6.2 %	5 31.2 %	8 50.0 %	0 0.0 %	1 6.2 %
86.7 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 12.5 %	7 43.8 %	6 37.5 %	0 0.0 %	1 6.2 %
92.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 6.2 %	3 18.8 %	10 62.5 %	1 6.2 %	1 6.2 %
78.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	2 12.5 %	1 6.2 %	5 31.2 %	6 37.5 %	1 6.2 %	1 6.2 %
92.9 % 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 6.2 %	7 43.8 %	6 37.5 %	1 6.2 %	1 6.2 %
60.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	6 37.5 %	5 31.2 %	4 25.0 %	0 0.0 %	1 6.2 %
64.3 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 6.2 %	4 25.0 %	5 31.2 %	4 25.0 %	0 0.0 %	2 12.5 %
53.3 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	7 43.8 %	4 25.0 %	4 25.0 %	0 0.0 %	1 6.2 %
50.0 % 24. As a direct result of the services I received: I am getting along better with my family	1 6.2 %	1 6.2 %	5 31.2 %	5 31.2 %	2 12.5 %	1 6.2 %	1 6.2 %
60.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 12.5 %	4 25.0 %	6 37.5 %	3 18.8 %	0 0.0 %	1 6.2 %

MHSIP Items 26-36, N = 16
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
58.3 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 6.2 %	4 25.0 %	5 31.2 %	2 12.5 %	3 18.8 %	1 6.2 %
86.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 6.2 %	1 6.2 %	9 56.2 %	4 25.0 %	0 0.0 %	1 6.2 %
57.1 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 6.2 %	2 12.5 %	3 18.8 %	5 31.2 %	3 18.8 %	1 6.2 %	1 6.2 %
80.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 6.2 %	2 12.5 %	9 56.2 %	3 18.8 %	0 0.0 %	1 6.2 %
76.9 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 6.2 %	2 12.5 %	7 43.8 %	3 18.8 %	2 12.5 %	1 6.2 %
66.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 6.2 %	4 25.0 %	7 43.8 %	3 18.8 %	0 0.0 %	1 6.2 %
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 0.0 %	1 6.2 %	4 25.0 %	7 43.8 %	3 18.8 %	0 0.0 %	1 6.2 %
46.2 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 6.2 %	6 37.5 %	4 25.0 %	2 12.5 %	2 12.5 %	1 6.2 %
57.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	2 12.5 %	4 25.0 %	5 31.2 %	3 18.8 %	1 6.2 %	1 6.2 %
60.0 % 35. As a direct result of the services I received: I feel I belong in my community	1 6.2 %	2 12.5 %	3 18.8 %	6 37.5 %	3 18.8 %	0 0.0 %	1 6.2 %
57.1 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 6.2 %	1 6.2 %	4 25.0 %	5 31.2 %	3 18.8 %	1 6.2 %	1 6.2 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	1 100 %	1 6.2 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	15 100 %	0 0 %	15 93.8 %
Total	15 100 %	1 100 %	16 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 12 clients; surveys were returned for 16 clients (16/12 = 133.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Spring 2019

RAMS Child, Youth & Family Services

Youth program codes (RUs): 38946 38947 3894SD

Adult program codes (RUs): 38946

Overall Satisfaction¹

90.5%

Return Rate²

43.8%

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 May 13-17 2019 (Avatar billing): 105

People surveyed: 46 (45 youth and 1 adults)

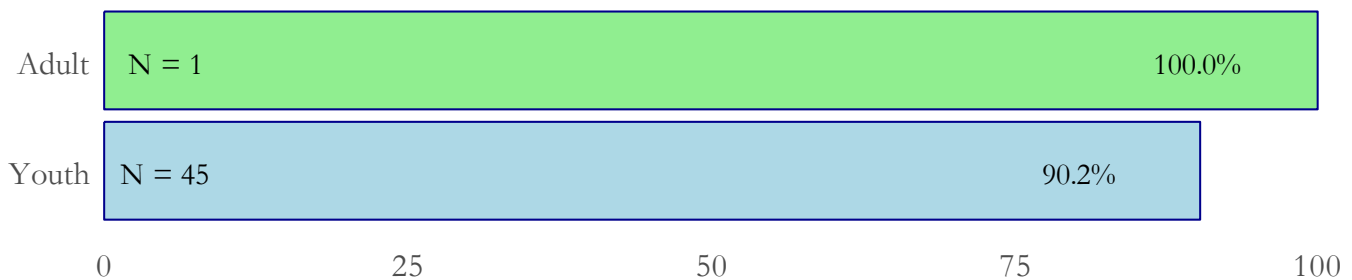
Adult satisfaction mean score: 5.00

Youth satisfaction mean score: 4.22

Family satisfaction mean score: 4.07

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 (May 13th - 17th, 2019) your program billed services for 105 clients; surveys were returned for 46 clients ($46/105 = 43.8\%$).
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.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

RAMS Child, Youth & Family Services

Program Code(s): 38946

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for RAMS Child, Youth & Family Services: **5.00**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 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.



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Child Youth and Family Consumer Experience Report - Spring 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
90.2%

Return Rate²
43.3%

Overall satisfaction³ mean score for RAMS Child, Youth & Family Services: **4.22** (youth), **4.07** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.48** (family).

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

Highest Agreement Items

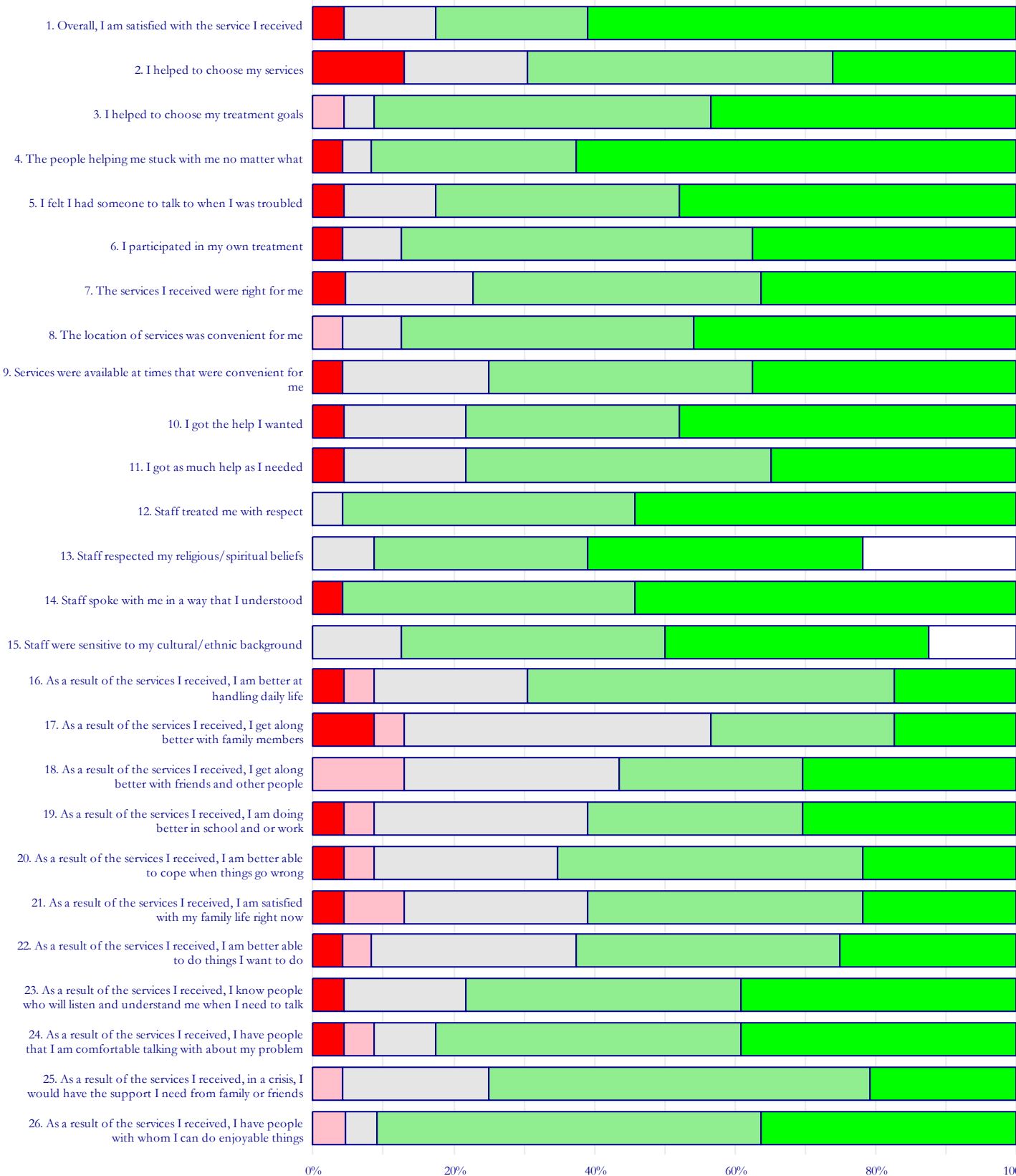
- 92.7% 6. I participated in my own treatment
- 92.5% 12. Staff treated me with respect
- 92.5% 14. Staff spoke with me in a way that I understood

Lowest Agreement Items

- 76.9% 7. The services I received were right for me
- 77.5% 2. I helped to choose my services
- 77.5% 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.

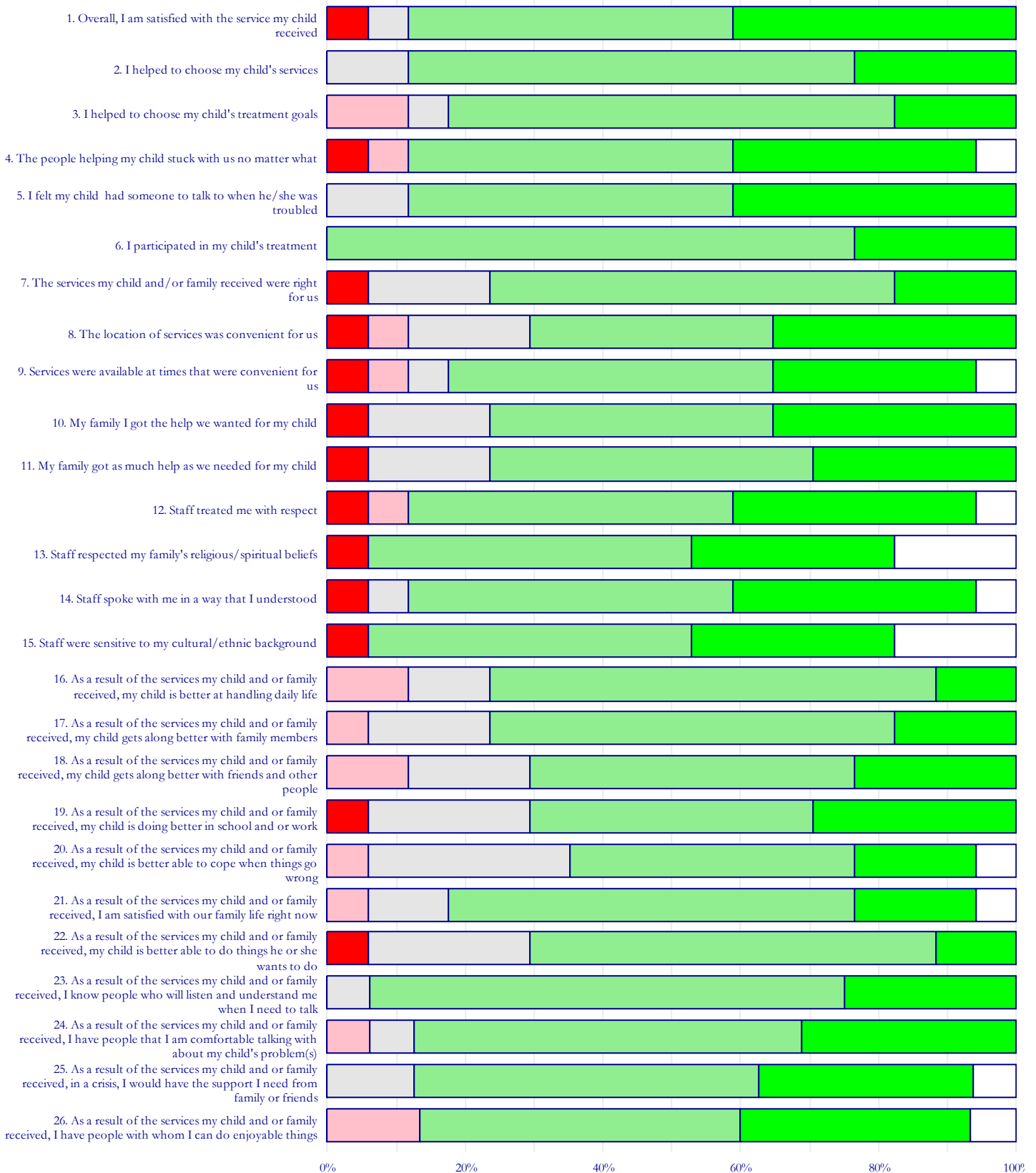
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 36

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
82.6 % 1. Overall, I am satisfied with the service I received	1 2.8 %	0 0.0 %	3 8.3 %	5 13.9 %	14 38.9 %	0 0.0 %	13 36.1 %
69.6 % 2. I helped to choose my services	3 8.3 %	0 0.0 %	4 11.1 %	10 27.8 %	6 16.7 %	0 0.0 %	13 36.1 %
91.3 % 3. I helped to choose my treatment goals	0 0.0 %	1 2.8 %	1 2.8 %	11 30.6 %	10 27.8 %	0 0.0 %	13 36.1 %
91.7 % 4. The people helping me stuck with me no matter what	1 2.8 %	0 0.0 %	1 2.8 %	7 19.4 %	15 41.7 %	0 0.0 %	12 33.3 %
82.6 % 5. I felt I had someone to talk to when I was troubled	1 2.8 %	0 0.0 %	3 8.3 %	8 22.2 %	11 30.6 %	0 0.0 %	13 36.1 %
87.5 % 6. I participated in my own treatment	1 2.8 %	0 0.0 %	2 5.6 %	12 33.3 %	9 25.0 %	0 0.0 %	12 33.3 %
77.3 % 7. The services I received were right for me	1 2.8 %	0 0.0 %	4 11.1 %	9 25.0 %	8 22.2 %	0 0.0 %	14 38.9 %
87.5 % 8. The location of services was convenient for me	0 0.0 %	1 2.8 %	2 5.6 %	10 27.8 %	11 30.6 %	0 0.0 %	12 33.3 %
75.0 % 9. Services were available at times that were convenient for me	1 2.8 %	0 0.0 %	5 13.9 %	9 25.0 %	9 25.0 %	0 0.0 %	12 33.3 %
78.3 % 10. I got the help I wanted	1 2.8 %	0 0.0 %	4 11.1 %	7 19.4 %	11 30.6 %	0 0.0 %	13 36.1 %
78.3 % 11. I got as much help as I needed	1 2.8 %	0 0.0 %	4 11.1 %	10 27.8 %	8 22.2 %	0 0.0 %	13 36.1 %
95.8 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 2.8 %	10 27.8 %	13 36.1 %	0 0.0 %	12 33.3 %
88.9 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 5.6 %	7 19.4 %	9 25.0 %	5 13.9 %	13 36.1 %
95.8 % 14. Staff spoke with me in a way that I understood	1 2.8 %	0 0.0 %	0 0.0 %	10 27.8 %	13 36.1 %	0 0.0 %	12 33.3 %
85.7 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	3 8.3 %	9 25.0 %	9 25.0 %	3 8.3 %	12 33.3 %
69.6 % 16. As a result of the services I received, I am better at handling daily life	1 2.8 %	1 2.8 %	5 13.9 %	12 33.3 %	4 11.1 %	0 0.0 %	13 36.1 %
43.5 % 17. As a result of the services I received, I get along better with family members	2 5.6 %	1 2.8 %	10 27.8 %	6 16.7 %	4 11.1 %	0 0.0 %	13 36.1 %
56.5 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	3 8.3 %	7 19.4 %	6 16.7 %	7 19.4 %	0 0.0 %	13 36.1 %
60.9 % 19. As a result of the services I received, I am doing better in school and or work	1 2.8 %	1 2.8 %	7 19.4 %	7 19.4 %	7 19.4 %	0 0.0 %	13 36.1 %
65.2 % 20. As a result of the services I received, I am better able to cope when things go wrong	1 2.8 %	1 2.8 %	6 16.7 %	10 27.8 %	5 13.9 %	0 0.0 %	13 36.1 %
60.9 % 21. As a result of the services I received, I am satisfied with my family life right now	1 2.8 %	2 5.6 %	6 16.7 %	9 25.0 %	5 13.9 %	0 0.0 %	13 36.1 %
62.5 % 22. As a result of the services I received, I am better able to do things I want to do	1 2.8 %	1 2.8 %	7 19.4 %	9 25.0 %	6 16.7 %	0 0.0 %	12 33.3 %
78.3 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	1 2.8 %	0 0.0 %	4 11.1 %	9 25.0 %	9 25.0 %	0 0.0 %	13 36.1 %
82.6 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	1 2.8 %	1 2.8 %	2 5.6 %	10 27.8 %	9 25.0 %	0 0.0 %	13 36.1 %
75.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 2.8 %	5 13.9 %	13 36.1 %	5 13.9 %	0 0.0 %	12 33.3 %
90.9 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	1 2.8 %	1 2.8 %	12 33.3 %	8 22.2 %	0 0.0 %	14 38.9 %

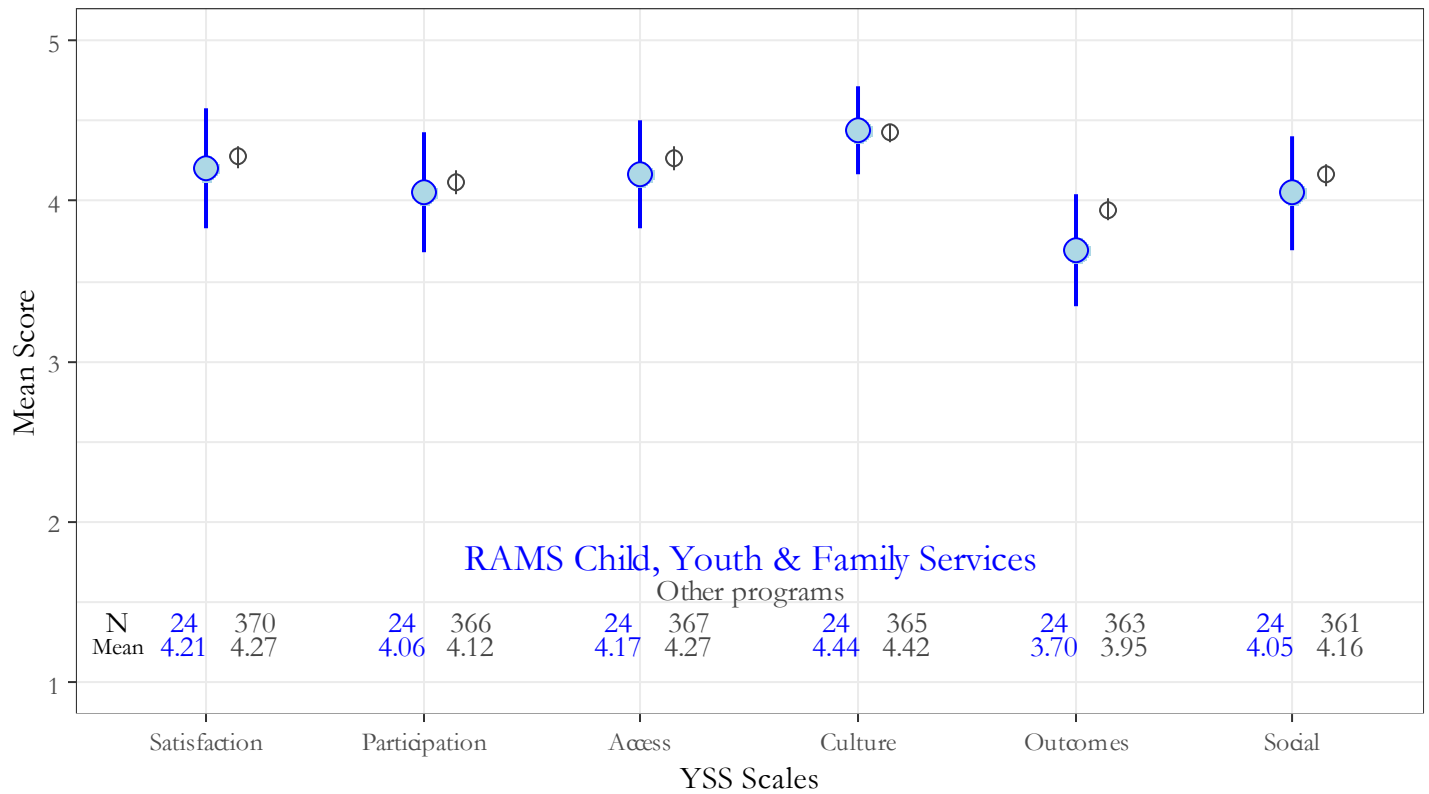
Youth Services Survey for Families



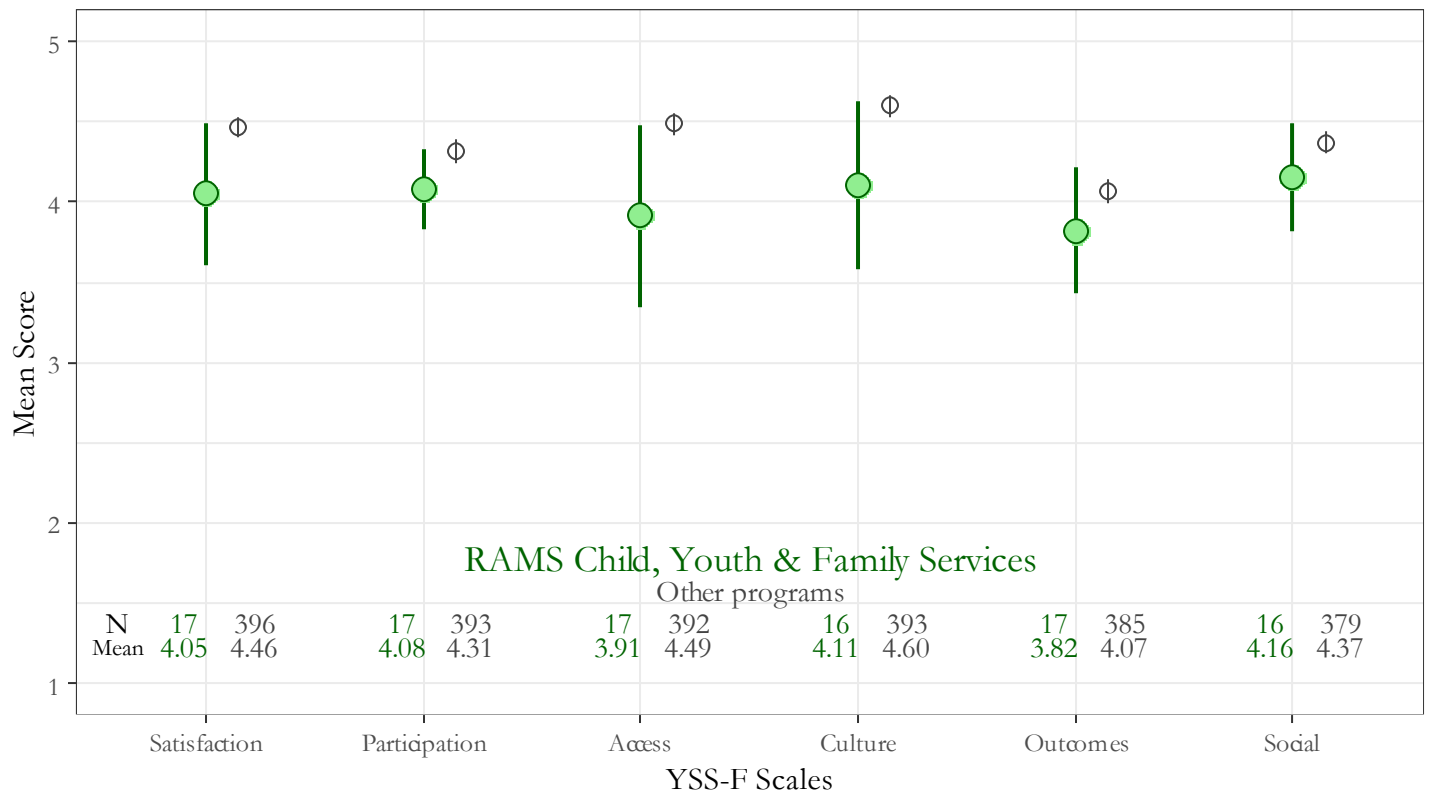
Youth Services Survey for Families, N = 25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.2 % 1. Overall, I am satisfied with the service my child received	1 4.0 %	0 0.0 %	1 4.0 %	8 32.0 %	7 28.0 %	0 0.0 %	8 32.0 %
88.2 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	2 8.0 %	11 44.0 %	4 16.0 %	0 0.0 %	8 32.0 %
82.4 % 3. I helped to choose my child's treatment goals	0 0.0 %	2 8.0 %	1 4.0 %	11 44.0 %	3 12.0 %	0 0.0 %	8 32.0 %
87.5 % 4. The people helping my child stuck with us no matter what	1 4.0 %	1 4.0 %	0 0.0 %	8 32.0 %	6 24.0 %	1 4.0 %	8 32.0 %
88.2 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	2 8.0 %	8 32.0 %	7 28.0 %	0 0.0 %	8 32.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	13 52.0 %	4 16.0 %	0 0.0 %	8 32.0 %
76.5 % 7. The services my child and/or family received were right for us	1 4.0 %	0 0.0 %	3 12.0 %	10 40.0 %	3 12.0 %	0 0.0 %	8 32.0 %
70.6 % 8. The location of services was convenient for us	1 4.0 %	1 4.0 %	3 12.0 %	6 24.0 %	6 24.0 %	0 0.0 %	8 32.0 %
81.2 % 9. Services were available at times that were convenient for us	1 4.0 %	1 4.0 %	1 4.0 %	8 32.0 %	5 20.0 %	1 4.0 %	8 32.0 %
76.5 % 10. My family I got the help we wanted for my child	1 4.0 %	0 0.0 %	3 12.0 %	7 28.0 %	6 24.0 %	0 0.0 %	8 32.0 %
76.5 % 11. My family got as much help as we needed for my child	1 4.0 %	0 0.0 %	3 12.0 %	8 32.0 %	5 20.0 %	0 0.0 %	8 32.0 %
87.5 % 12. Staff treated me with respect	1 4.0 %	1 4.0 %	0 0.0 %	8 32.0 %	6 24.0 %	1 4.0 %	8 32.0 %
92.9 % 13. Staff respected my family's religious/spiritual beliefs	1 4.0 %	0 0.0 %	0 0.0 %	8 32.0 %	5 20.0 %	3 12.0 %	8 32.0 %
87.5 % 14. Staff spoke with me in a way that I understood	1 4.0 %	0 0.0 %	1 4.0 %	8 32.0 %	6 24.0 %	1 4.0 %	8 32.0 %
92.9 % 15. Staff were sensitive to my cultural/ethnic background	1 4.0 %	0 0.0 %	0 0.0 %	8 32.0 %	5 20.0 %	3 12.0 %	8 32.0 %
76.5 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	2 8.0 %	2 8.0 %	11 44.0 %	2 8.0 %	0 0.0 %	8 32.0 %
76.5 % 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 4.0 %	3 12.0 %	10 40.0 %	3 12.0 %	0 0.0 %	8 32.0 %
70.6 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	2 8.0 %	3 12.0 %	8 32.0 %	4 16.0 %	0 0.0 %	8 32.0 %
70.6 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	1 4.0 %	0 0.0 %	4 16.0 %	7 28.0 %	5 20.0 %	0 0.0 %	8 32.0 %
62.5 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	1 4.0 %	5 20.0 %	7 28.0 %	3 12.0 %	1 4.0 %	8 32.0 %
81.2 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	1 4.0 %	2 8.0 %	10 40.0 %	3 12.0 %	1 4.0 %	8 32.0 %
70.6 % 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	1 4.0 %	0 0.0 %	4 16.0 %	10 40.0 %	2 8.0 %	0 0.0 %	8 32.0 %
93.8 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 4.0 %	11 44.0 %	4 16.0 %	0 0.0 %	9 36.0 %
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 4.0 %	1 4.0 %	9 36.0 %	5 20.0 %	0 0.0 %	9 36.0 %
86.7 % 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 0.0 %	2 8.0 %	8 32.0 %	5 20.0 %	1 4.0 %	9 36.0 %
85.7 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	2 8.0 %	0 0.0 %	7 28.0 %	5 20.0 %	1 4.0 %	10 40.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



**Survey Compliance
RAMS Child, Youth &
Family Services**

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	5 20 %	11 30.6 %	16 26.2 %
Impaired	0 0 %	1 2.8 %	1 1.6 %
Language	0 0 %	0 0 %	0 0 %
Other	2 8 %	0 0 %	2 3.3 %
No Data	1 4 %	0 0 %	1 1.6 %
Completed Survey	17 68 %	24 66.7 %	41 67.2 %
Total	25 100 %	36 100 %	61 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 104 clients; surveys were returned for 45 clients ($45 / 104 = 43.3\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Combined Youth and Adult Consumer Perception Survey Overview - Spring 2019

RAMS Outpatient Services

Youth program codes (RUs): 38943

Adult program codes (RUs): 38943

Overall Satisfaction¹

95.4%

Return Rate²

39.6%

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 May 13-17 2019 (Avatar billing): 230

People surveyed: 91 (5 youth and 86 adults)

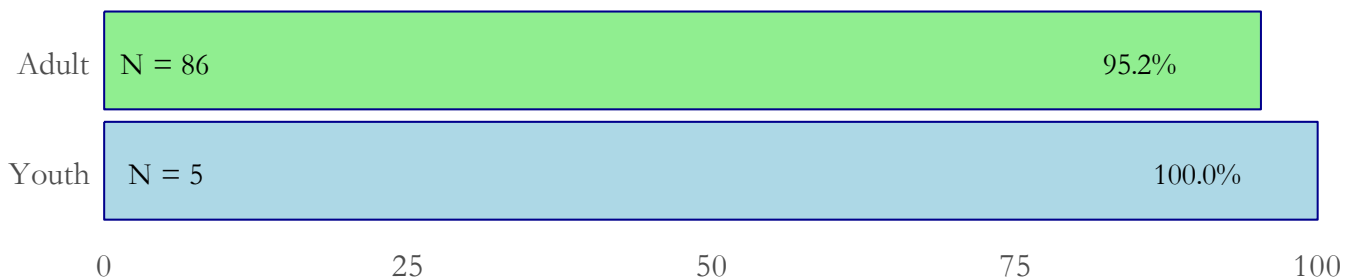
Adult satisfaction mean score: 4.38

Youth satisfaction mean score: 4.32

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 (May 13th - 17th, 2019) your program billed services for 230 clients; surveys were returned for 91 clients ($91/230 = 39.6\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

RAMS Outpatient Services

Program Code(s): 38943

Overall Satisfaction¹

95.2%

Return Rate²

38.4%

Overall satisfaction³ mean score for RAMS Outpatient Services: **4.38**.

Overall satisfaction mean score for all other programs: **4.45**.

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

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

96.6% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

95.1% 2. If I had other choices, I would still get services from this agency

Lowest Agreement Items

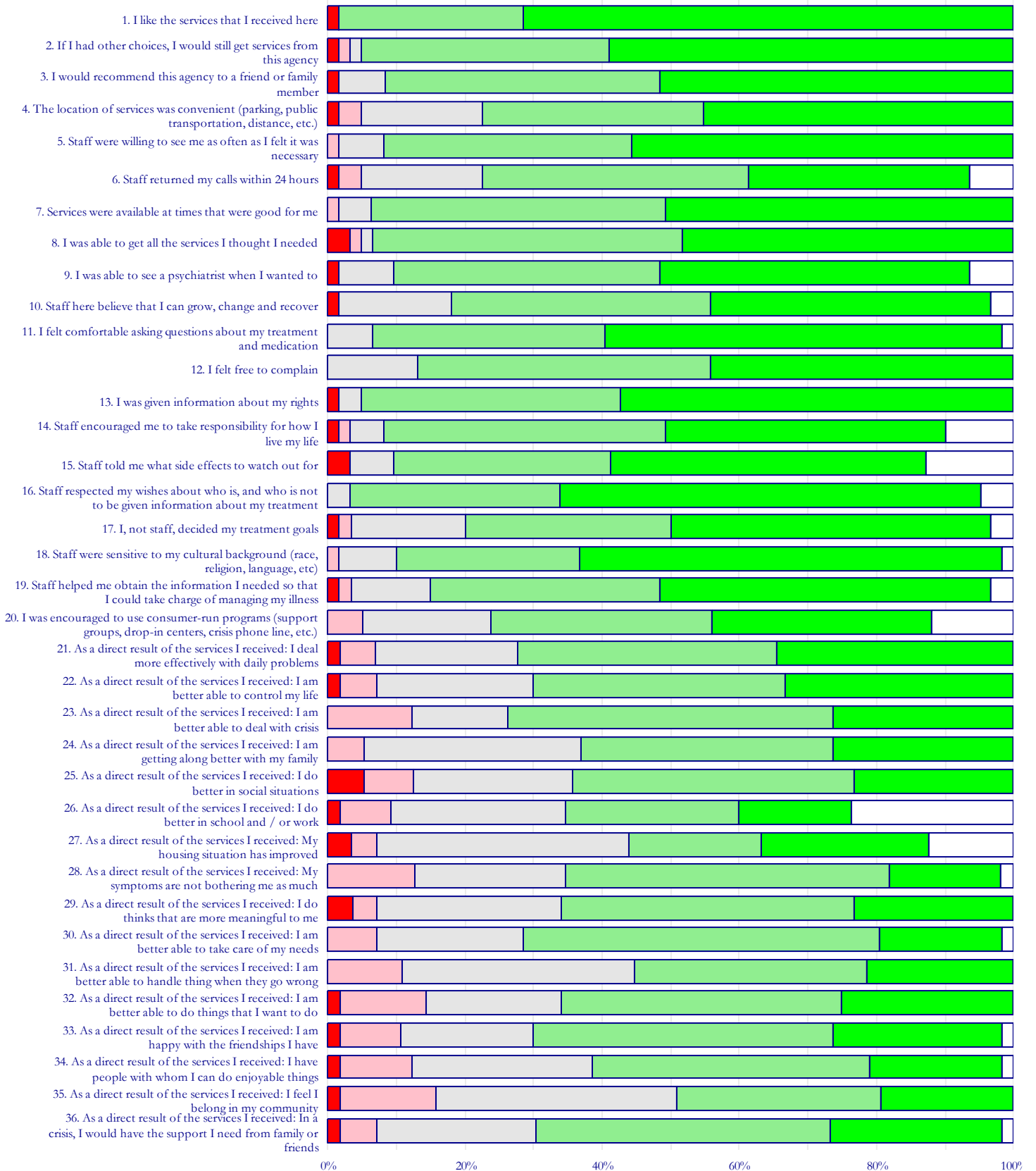
73.1% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

75.9% 6. Staff returned my calls within 24 hours

79.3% 17. I, not staff, decided my treatment goals

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

MHSIP Items



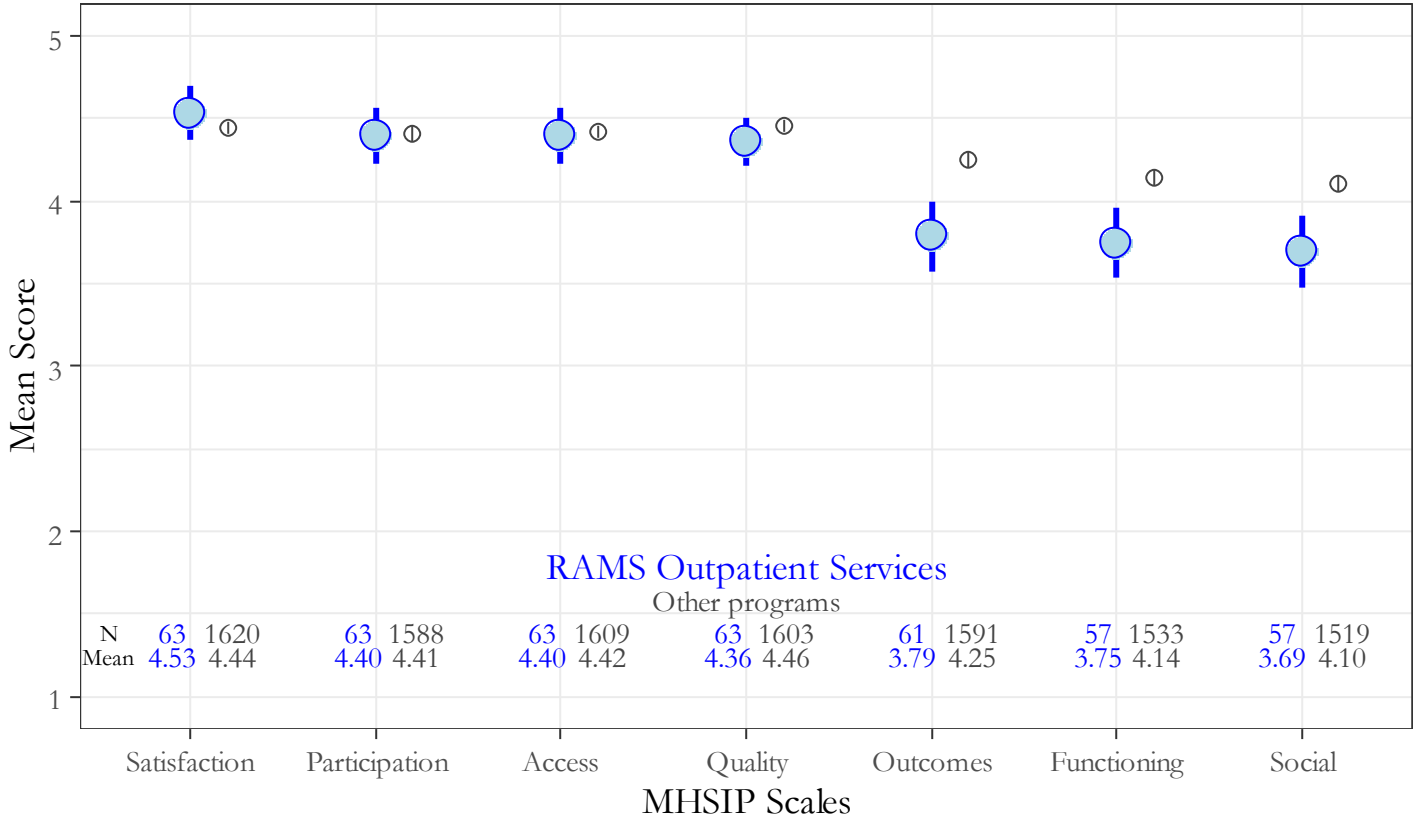
MHSIP Items 1-25, N = 86
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
98.4 % 1. I like the services that I received here	1 1.2 %	0 0.0 %	0 0.0 %	17 19.8 %	45 52.3 %	0 0.0 %	23 26.7 %
95.1 % 2. If I had other choices, I would still get services from this agency	1 1.2 %	1 1.2 %	1 1.2 %	22 25.6 %	36 41.9 %	0 0.0 %	25 29.1 %
91.7 % 3. I would recommend this agency to a friend or family member	1 1.2 %	0 0.0 %	4 4.6 %	24 27.9 %	31 36.0 %	0 0.0 %	26 30.2 %
77.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 1.2 %	2 2.3 %	11 12.8 %	20 23.3 %	28 32.6 %	0 0.0 %	24 27.9 %
91.8 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 1.2 %	4 4.6 %	22 25.6 %	34 39.5 %	0 0.0 %	25 29.1 %
75.9 % 6. Staff returned my calls within 24 hours	1 1.2 %	2 2.3 %	11 12.8 %	24 27.9 %	20 23.3 %	4 4.6 %	24 27.9 %
93.7 % 7. Services were available at times that were good for me	0 0.0 %	1 1.2 %	3 3.5 %	27 31.4 %	32 37.2 %	0 0.0 %	23 26.7 %
93.5 % 8. I was able to get all the services I thought I needed	2 2.3 %	1 1.2 %	1 1.2 %	28 32.6 %	30 34.9 %	0 0.0 %	24 27.9 %
89.7 % 9. I was able to see a psychiatrist when I wanted to	1 1.2 %	0 0.0 %	5 5.8 %	24 27.9 %	28 32.6 %	4 4.6 %	24 27.9 %
81.4 % 10. Staff here believe that I can grow, change and recover	1 1.2 %	0 0.0 %	10 11.6 %	23 26.7 %	25 29.1 %	2 2.3 %	25 29.1 %
93.4 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	4 4.6 %	21 24.4 %	36 41.9 %	1 1.2 %	24 27.9 %
86.9 % 12. I felt free to complain	0 0.0 %	0 0.0 %	8 9.3 %	26 30.2 %	27 31.4 %	0 0.0 %	25 29.1 %
95.1 % 13. I was given information about my rights	1 1.2 %	0 0.0 %	2 2.3 %	23 26.7 %	35 40.7 %	0 0.0 %	25 29.1 %
90.9 % 14. Staff encouraged me to take responsibility for how I live my life	1 1.2 %	1 1.2 %	3 3.5 %	25 29.1 %	25 29.1 %	6 7.0 %	25 29.1 %
89.1 % 15. Staff told me what side effects to watch out for	2 2.3 %	0 0.0 %	4 4.6 %	20 23.3 %	29 33.7 %	8 9.3 %	23 26.7 %
96.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	2 2.3 %	19 22.1 %	38 44.2 %	3 3.5 %	24 27.9 %
79.3 % 17. I, not staff, decided my treatment goals	1 1.2 %	1 1.2 %	10 11.6 %	18 20.9 %	28 32.6 %	2 2.3 %	26 30.2 %
89.8 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 1.2 %	5 5.8 %	16 18.6 %	37 43.0 %	1 1.2 %	26 30.2 %
84.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1.2 %	1 1.2 %	7 8.1 %	20 23.3 %	29 33.7 %	2 2.3 %	26 30.2 %
73.1 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	3 3.5 %	11 12.8 %	19 22.1 %	19 22.1 %	7 8.1 %	27 31.4 %
72.4 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 1.2 %	3 3.5 %	12 14.0 %	22 25.6 %	20 23.3 %	0 0.0 %	28 32.6 %
70.2 % 22. As a direct result of the services I received: I am better able to control my life	1 1.2 %	3 3.5 %	13 15.1 %	21 24.4 %	19 22.1 %	0 0.0 %	29 33.7 %
73.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	7 8.1 %	8 9.3 %	27 31.4 %	15 17.4 %	0 0.0 %	29 33.7 %
63.2 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	3 3.5 %	18 20.9 %	21 24.4 %	15 17.4 %	0 0.0 %	29 33.7 %
64.3 % 25. As a direct result of the services I received: I do better in social situations	3 3.5 %	4 4.6 %	13 15.1 %	23 26.7 %	13 15.1 %	0 0.0 %	30 34.9 %

MHSIP Items 26-36, N = 86
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
54.8 % 26. As a direct result of the services I received: I do better in school and / or work	1 1.2 %	4 4.6 %	14 16.3 %	14 16.3 %	9 10.5 %	13 15.1 %	31 36.0 %
50.0 % 27. As a direct result of the services I received: My housing situation has improved	2 2.3 %	2 2.3 %	21 24.4 %	11 12.8 %	14 16.3 %	7 8.1 %	29 33.7 %
64.8 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	7 8.1 %	12 14.0 %	26 30.2 %	9 10.5 %	1 1.2 %	31 36.0 %
66.1 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	2 2.3 %	2 2.3 %	15 17.4 %	24 27.9 %	13 15.1 %	0 0.0 %	30 34.9 %
70.9 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	4 4.6 %	12 14.0 %	29 33.7 %	10 11.6 %	1 1.2 %	30 34.9 %
55.4 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	6 7.0 %	19 22.1 %	19 22.1 %	12 14.0 %	0 0.0 %	30 34.9 %
66.1 % 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 %	7 8.1 %	11 12.8 %	23 26.7 %	14 16.3 %	0 0.0 %	30 34.9 %
69.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 1.2 %	5 5.8 %	11 12.8 %	25 29.1 %	14 16.3 %	1 1.2 %	29 33.7 %
60.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 1.2 %	6 7.0 %	15 17.4 %	23 26.7 %	11 12.8 %	1 1.2 %	29 33.7 %
49.1 % 35. As a direct result of the services I received: I feel I belong in my community	1 1.2 %	8 9.3 %	20 23.3 %	17 19.8 %	11 12.8 %	0 0.0 %	29 33.7 %
69.1 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 1.2 %	3 3.5 %	13 15.1 %	24 27.9 %	14 16.3 %	1 1.2 %	30 34.9 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	12 16.7 %	2 14.3 %	14 16.3 %
Impaired	3 4.2 %	0 0 %	3 3.5 %
Language	1 1.4 %	0 0 %	1 1.2 %
Other	3 4.2 %	2 14.3 %	5 5.8 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	53 73.6 %	10 71.4 %	63 73.3 %
Total	72 100 %	14 100 %	86 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 224 clients; surveys were returned for 86 clients (86/224 = 38.4%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

RAMS Outpatient Services

Program Code(s): 38943

Overall Satisfaction¹

100.0%

Return Rate²

83.3%

Overall satisfaction³ mean score for RAMS Outpatient Services: **4.32** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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% 6. I participated in my own treatment

Lowest Agreement Items

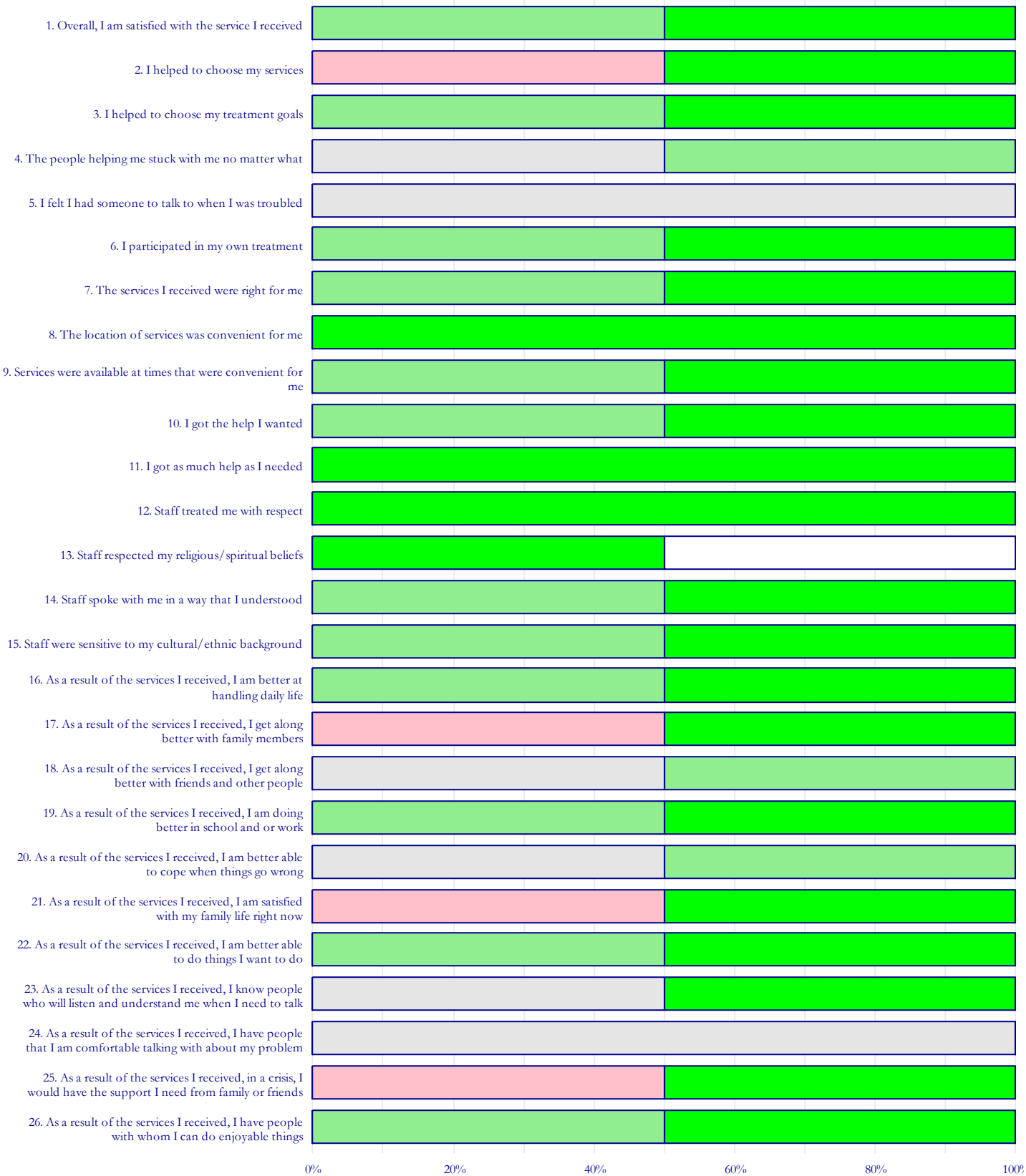
0.0% 5. I felt I had someone to talk to when I was troubled

50.0% 2. I helped to choose my services

50.0% 4. The people helping me stuck with me no matter what

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

Youth Services Survey for Youth

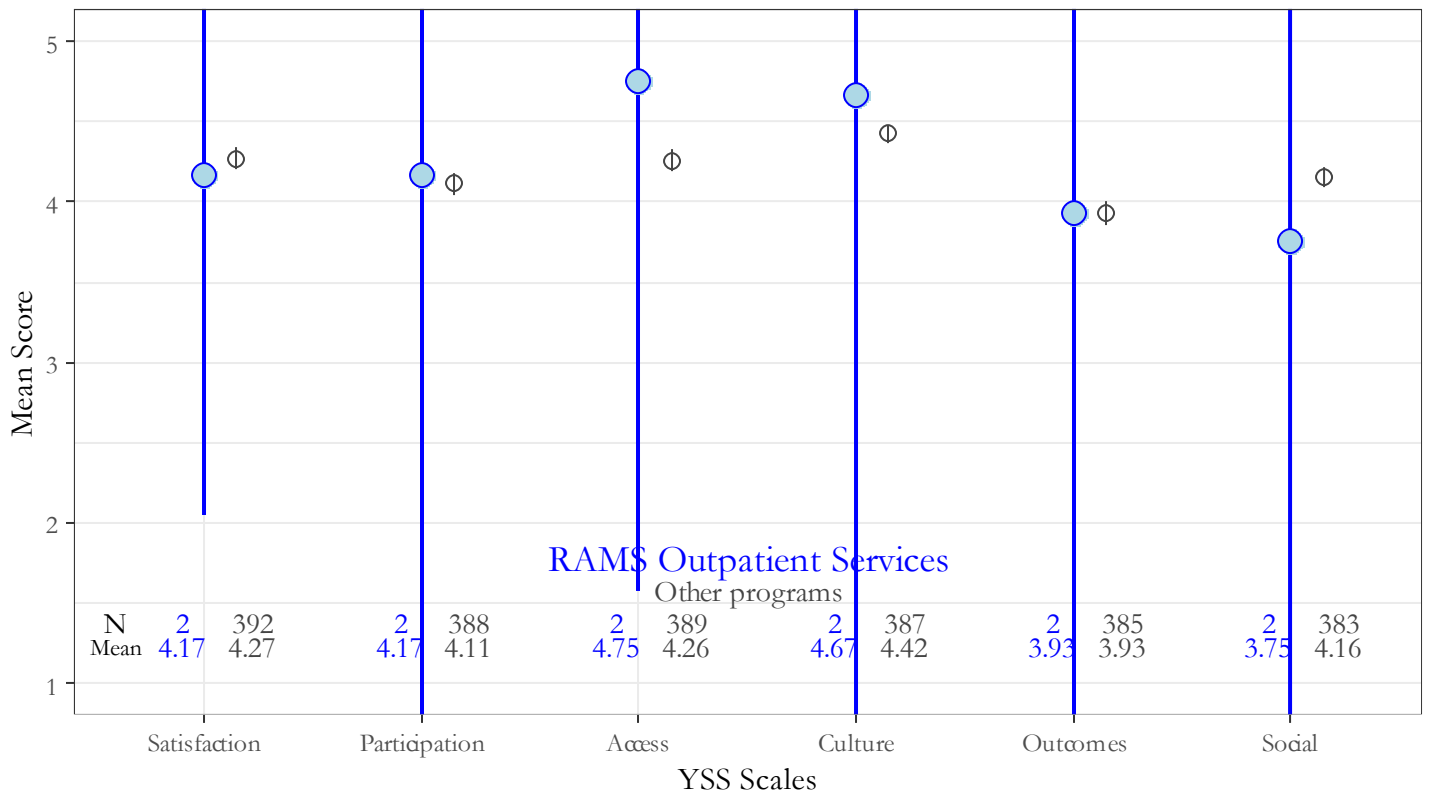


Youth Services Survey for Youth, N = 5

	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 %	1 20.0 %	0 0.0 %	3 60.0 %
50.0 % 2. I helped to choose my services	0 0.0 %	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
50.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	0 0.0 %	3 60.0 %
0.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	3 60.0 %
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 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	3 60.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	3 60.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	3 60.0 %
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 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
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 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
50.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %
50.0 % 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 20.0 %	1 20.0 %	0 0.0 %	0 0.0 %	3 60.0 %
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 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
50.0 % 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 20.0 %	1 20.0 %	0 0.0 %	0 0.0 %	3 60.0 %
50.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
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	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %
0.0 % 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 40.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %
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 %	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %
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 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

Completion Status	Survey Compliance RAMS Outpatient Services Completion by Respondent Type		<i>Total</i>
	Family	Youth	
	Refused	0 0 %	
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	2 40 %	2 40 %
<i>Total</i>	0 100 %	5 100 %	5 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 6 clients; surveys were returned for 5 clients (5 / 6 = 83.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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

Safe and Sound

Program Code(s): 38HR0P

Overall Satisfaction¹

90.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for Safe and Sound: No YSS (youth) data for this program, **4.30** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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% 7. The services I received were right for me

100.0% 10. I got the help I wanted

Lowest Agreement Items

90.0% 1. Overall, I am satisfied with the service I received

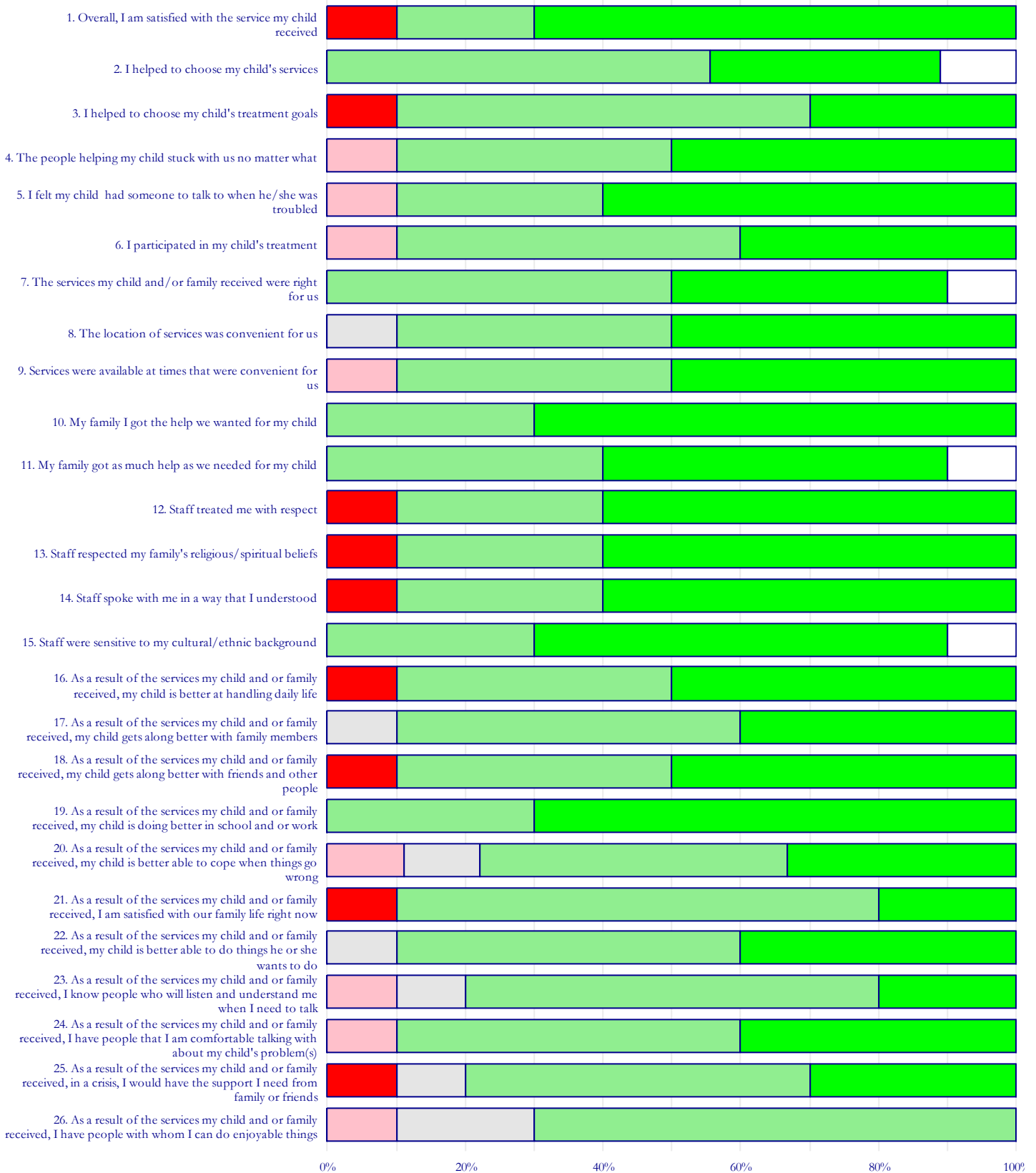
90.0% 3. I helped to choose my treatment goals

90.0% 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.

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

Youth Services Survey for Families

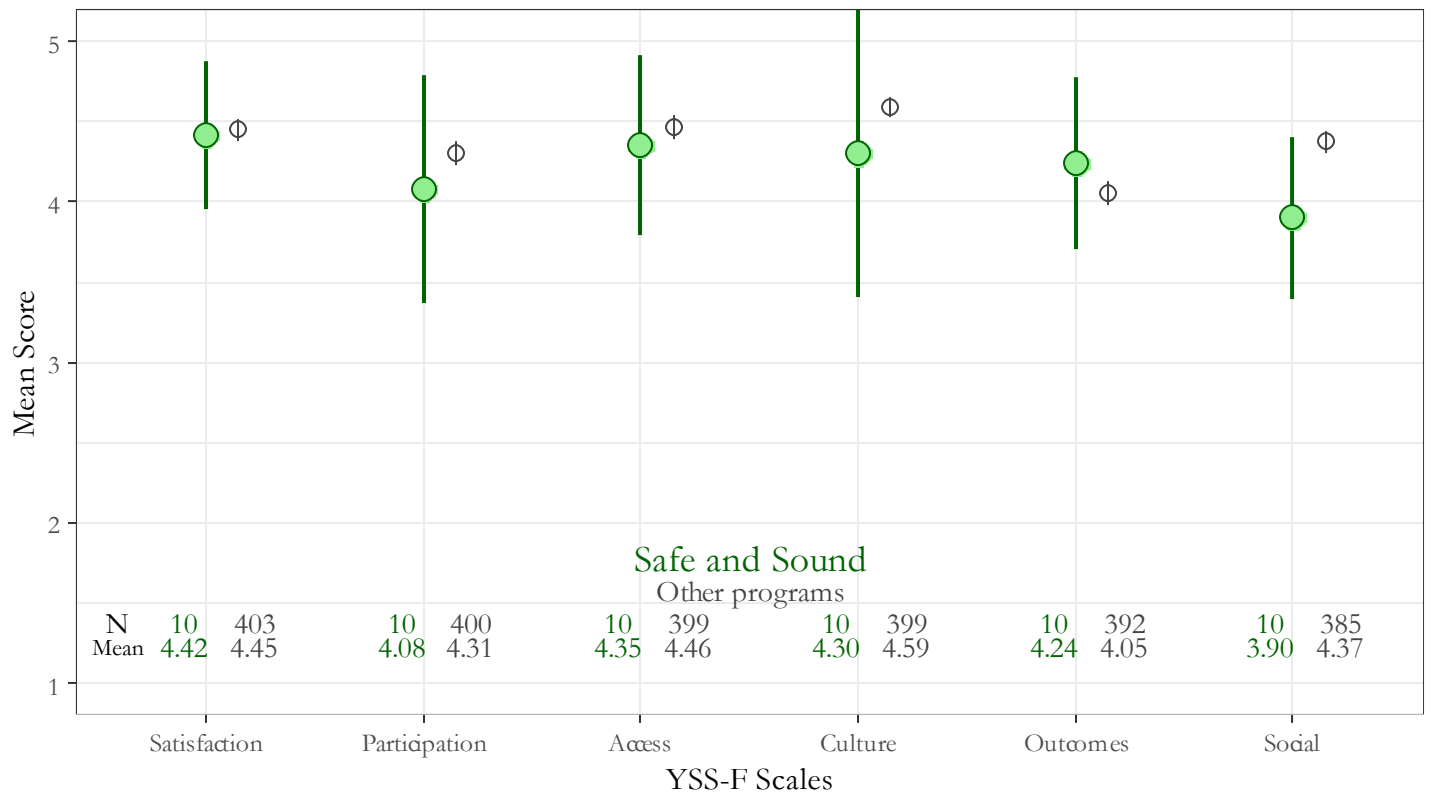


Youth Services Survey for Families, N = 13

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.0 % 1. Overall, I am satisfied with the service my child received	1 7.7 %	0 0.0 %	0 0.0 %	2 15.4 %	7 53.8 %	0 0.0 %	3 23.1 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	3 23.1 %	1 7.7 %	4 30.8 %
90.0 % 3. I helped to choose my child's treatment goals	1 7.7 %	0 0.0 %	0 0.0 %	6 46.2 %	3 23.1 %	0 0.0 %	3 23.1 %
90.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	1 7.7 %	0 0.0 %	4 30.8 %	5 38.5 %	0 0.0 %	3 23.1 %
90.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	1 7.7 %	0 0.0 %	3 23.1 %	6 46.2 %	0 0.0 %	3 23.1 %
90.0 % 6. I participated in my child's treatment	0 0.0 %	1 7.7 %	0 0.0 %	5 38.5 %	4 30.8 %	0 0.0 %	3 23.1 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	4 30.8 %	1 7.7 %	3 23.1 %
90.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	5 38.5 %	0 0.0 %	3 23.1 %
90.0 % 9. Services were available at times that were convenient for us	0 0.0 %	1 7.7 %	0 0.0 %	4 30.8 %	5 38.5 %	0 0.0 %	3 23.1 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	7 53.8 %	0 0.0 %	3 23.1 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	5 38.5 %	1 7.7 %	3 23.1 %
90.0 % 12. Staff treated me with respect	1 7.7 %	0 0.0 %	0 0.0 %	3 23.1 %	6 46.2 %	0 0.0 %	3 23.1 %
90.0 % 13. Staff respected my family's religious/spiritual beliefs	1 7.7 %	0 0.0 %	0 0.0 %	3 23.1 %	6 46.2 %	0 0.0 %	3 23.1 %
90.0 % 14. Staff spoke with me in a way that I understood	1 7.7 %	0 0.0 %	0 0.0 %	3 23.1 %	6 46.2 %	0 0.0 %	3 23.1 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	6 46.2 %	1 7.7 %	3 23.1 %
90.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	1 7.7 %	0 0.0 %	0 0.0 %	4 30.8 %	5 38.5 %	0 0.0 %	3 23.1 %
90.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	4 30.8 %	0 0.0 %	3 23.1 %
90.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	1 7.7 %	0 0.0 %	0 0.0 %	4 30.8 %	5 38.5 %	0 0.0 %	3 23.1 %
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 %	3 23.1 %	7 53.8 %	0 0.0 %	3 23.1 %
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 %	1 7.7 %	1 7.7 %	4 30.8 %	3 23.1 %	0 0.0 %	4 30.8 %
90.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 7.7 %	0 0.0 %	0 0.0 %	7 53.8 %	2 15.4 %	0 0.0 %	3 23.1 %
90.0 % 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 7.7 %	5 38.5 %	4 30.8 %	0 0.0 %	3 23.1 %
80.0 % 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 7.7 %	1 7.7 %	6 46.2 %	2 15.4 %	0 0.0 %	3 23.1 %
90.0 % 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 7.7 %	0 0.0 %	5 38.5 %	4 30.8 %	0 0.0 %	3 23.1 %
80.0 % 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	1 7.7 %	0 0.0 %	1 7.7 %	5 38.5 %	3 23.1 %	0 0.0 %	3 23.1 %
70.0 % 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 %	1 7.7 %	2 15.4 %	7 53.8 %	0 0.0 %	0 0.0 %	3 23.1 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance			
Safe and Sound			
Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	2 15.4 %	0 0 %	2 15.4 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 7.7 %	0 0 %	1 7.7 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	10 76.9 %	0 0 %	10 76.9 %
Total	13 100 %	0 100 %	13 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 12 clients; surveys were returned for 13 clients (13 / 12 = 108.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Combined Youth and Adult Consumer Perception Survey Overview - Spring 2019

Seneca Connections Wraparound

Youth program codes (RUs): 38CQ4

Adult program codes (RUs): 38CQ4

Overall Satisfaction¹

90.4%

Return Rate²

76.3%

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 May 13-17 2019 (Avatar billing): 59

People surveyed: 45 (44 youth and 1 adults)

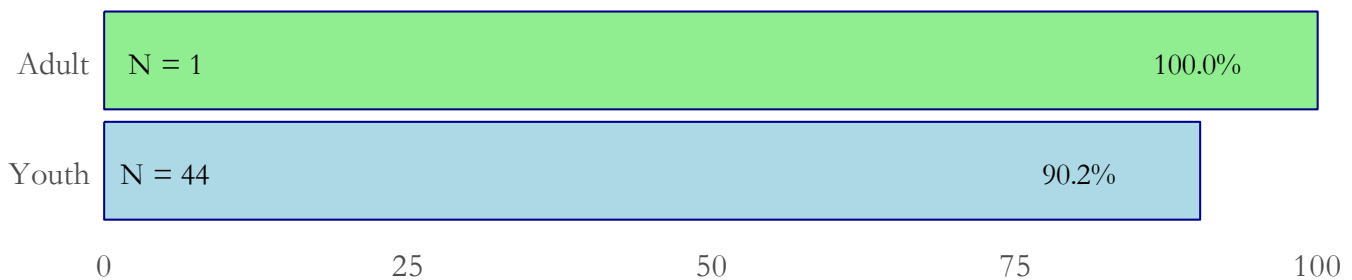
Adult satisfaction mean score: 5.00

Youth satisfaction mean score: 4.11

Family satisfaction mean score: 4.37

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 (May 13th - 17th, 2019) your program billed services for 59 clients; surveys were returned for 45 clients ($45/59 = 76.3\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



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

Seneca Connections Wraparound

Program Code(s): 38CQ4

Overall Satisfaction¹

100.0%

Return Rate²

14.3%

Overall satisfaction³ mean score for Seneca Connections Wraparound: **5.00**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 7 clients; surveys were returned for 1 clients (1/7 = 14.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Seneca Connections Wraparound

Program Code(s): 38CQ4

Overall Satisfaction¹

90.2%

Return Rate²

84.6%

Overall satisfaction³ mean score for Seneca Connections Wraparound: **4.11** (youth), **4.37** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.47** (family).

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

Highest Agreement Items

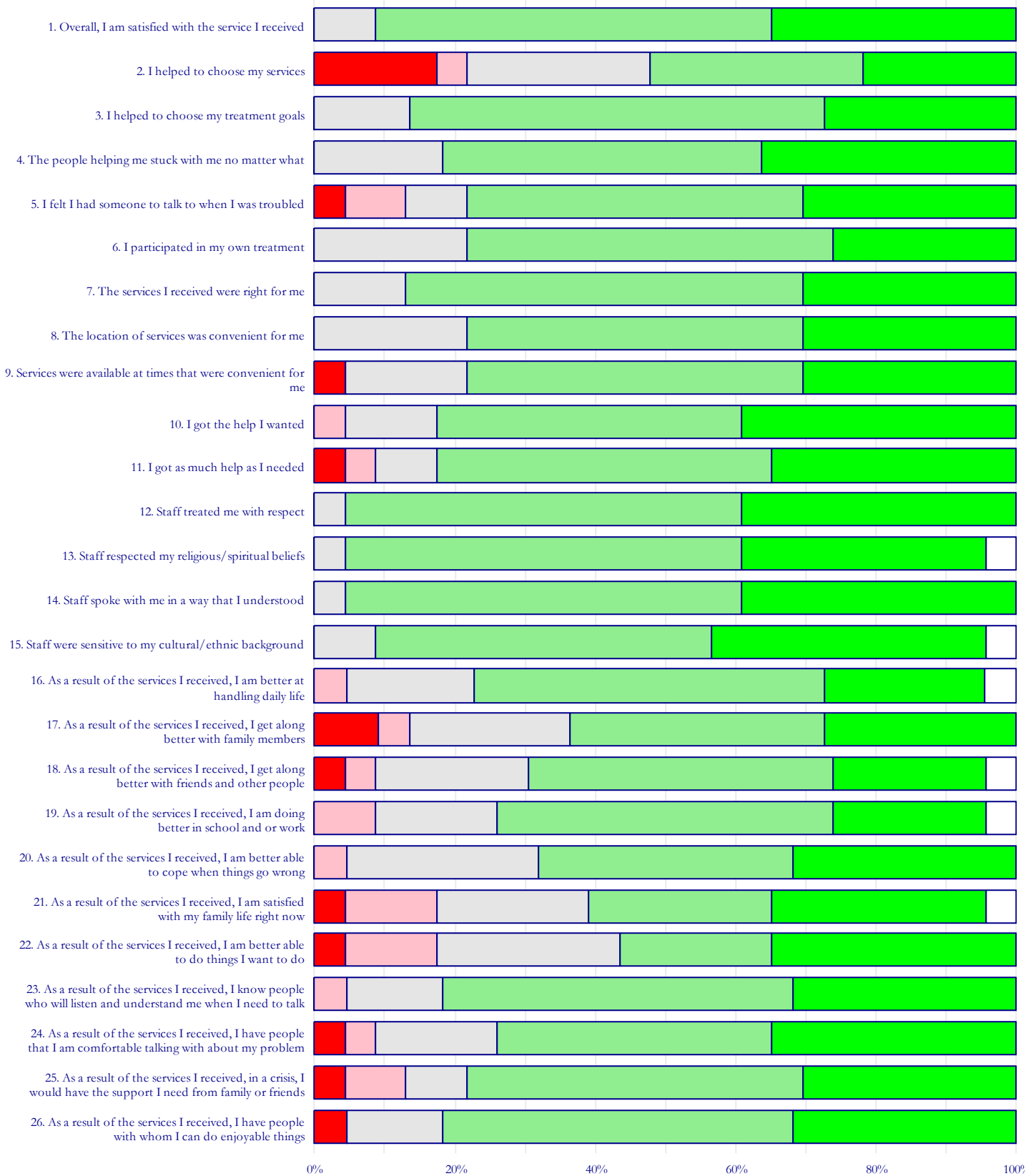
- 98.0%** 12. Staff treated me with respect
- 95.3%** 13. Staff respected my religious/spiritual beliefs
- 94.1%** 14. Staff spoke with me in a way that I understood

Lowest Agreement Items

- 61.2%** 2. I helped to choose my services
- 81.6%** 3. I helped to choose my treatment goals
- 82.0%** 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.

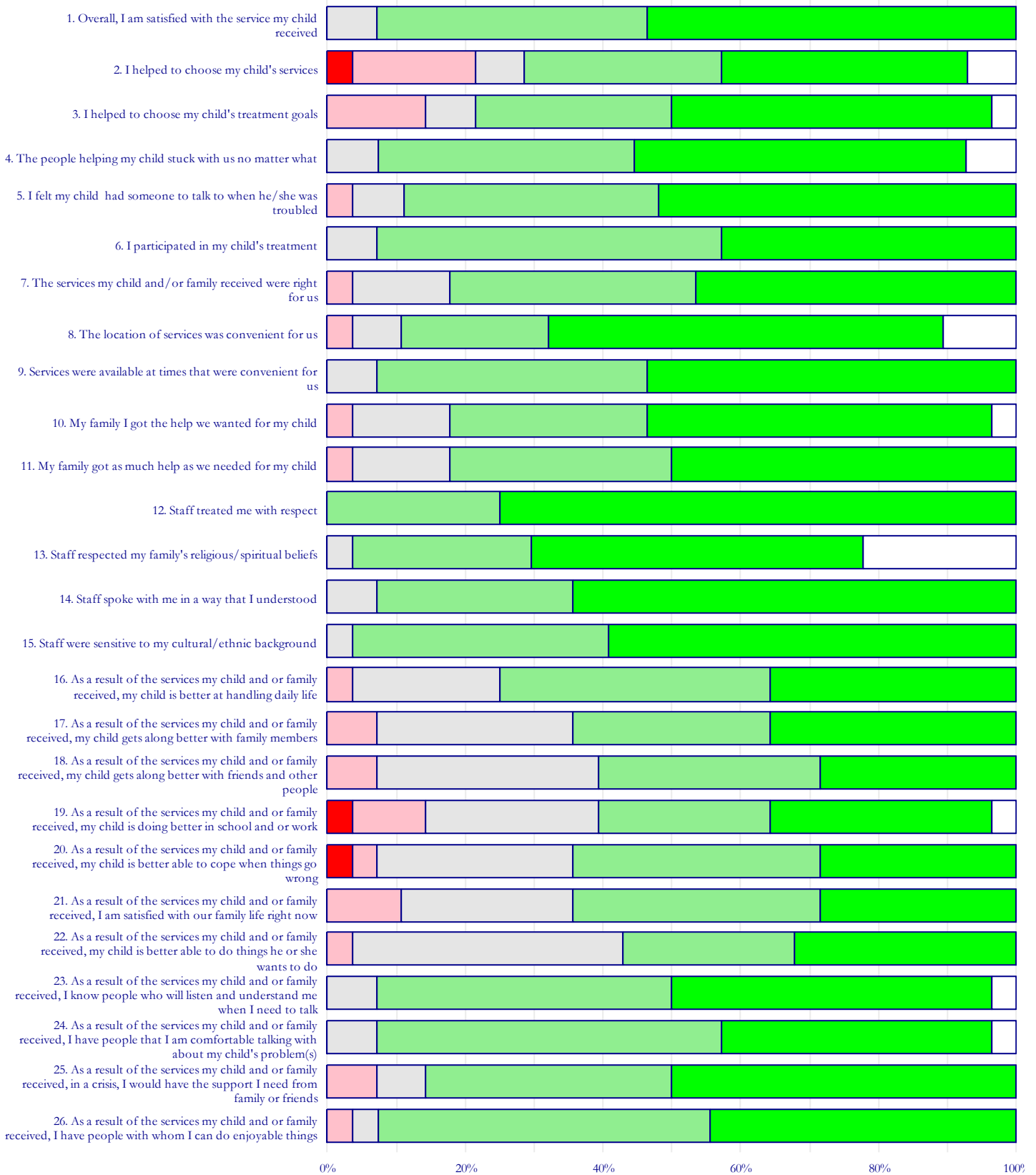
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 31

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
91.3 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	2 6.4 %	13 41.9 %	8 25.8 %	0 0.0 %	8 25.8 %
52.2 % 2. I helped to choose my services	4 12.9 %	1 3.2 %	6 19.4 %	7 22.6 %	5 16.1 %	0 0.0 %	8 25.8 %
86.4 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	3 9.7 %	13 41.9 %	6 19.4 %	0 0.0 %	9 29.0 %
81.8 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	4 12.9 %	10 32.3 %	8 25.8 %	0 0.0 %	9 29.0 %
78.3 % 5. I felt I had someone to talk to when I was troubled	1 3.2 %	2 6.4 %	2 6.4 %	11 35.5 %	7 22.6 %	0 0.0 %	8 25.8 %
78.3 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	5 16.1 %	12 38.7 %	6 19.4 %	0 0.0 %	8 25.8 %
87.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	3 9.7 %	13 41.9 %	7 22.6 %	0 0.0 %	8 25.8 %
78.3 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	5 16.1 %	11 35.5 %	7 22.6 %	0 0.0 %	8 25.8 %
78.3 % 9. Services were available at times that were convenient for me	1 3.2 %	0 0.0 %	4 12.9 %	11 35.5 %	7 22.6 %	0 0.0 %	8 25.8 %
82.6 % 10. I got the help I wanted	0 0.0 %	1 3.2 %	3 9.7 %	10 32.3 %	9 29.0 %	0 0.0 %	8 25.8 %
82.6 % 11. I got as much help as I needed	1 3.2 %	1 3.2 %	2 6.4 %	11 35.5 %	8 25.8 %	0 0.0 %	8 25.8 %
95.7 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 3.2 %	13 41.9 %	9 29.0 %	0 0.0 %	8 25.8 %
95.5 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 3.2 %	13 41.9 %	8 25.8 %	1 3.2 %	8 25.8 %
95.7 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 3.2 %	13 41.9 %	9 29.0 %	0 0.0 %	8 25.8 %
90.9 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 6.4 %	11 35.5 %	9 29.0 %	1 3.2 %	8 25.8 %
76.2 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 3.2 %	4 12.9 %	11 35.5 %	5 16.1 %	1 3.2 %	9 29.0 %
63.6 % 17. As a result of the services I received, I get along better with family members	2 6.4 %	1 3.2 %	5 16.1 %	8 25.8 %	6 19.4 %	0 0.0 %	9 29.0 %
68.2 % 18. As a result of the services I received, I get along better with friends and other people	1 3.2 %	1 3.2 %	5 16.1 %	10 32.3 %	5 16.1 %	1 3.2 %	8 25.8 %
72.7 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	2 6.4 %	4 12.9 %	11 35.5 %	5 16.1 %	1 3.2 %	8 25.8 %
68.2 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 3.2 %	6 19.4 %	8 25.8 %	7 22.6 %	0 0.0 %	9 29.0 %
59.1 % 21. As a result of the services I received, I am satisfied with my family life right now	1 3.2 %	3 9.7 %	5 16.1 %	6 19.4 %	7 22.6 %	1 3.2 %	8 25.8 %
56.5 % 22. As a result of the services I received, I am better able to do things I want to do	1 3.2 %	3 9.7 %	6 19.4 %	5 16.1 %	8 25.8 %	0 0.0 %	8 25.8 %
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 %	1 3.2 %	3 9.7 %	11 35.5 %	7 22.6 %	0 0.0 %	9 29.0 %
73.9 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	1 3.2 %	1 3.2 %	4 12.9 %	9 29.0 %	8 25.8 %	0 0.0 %	8 25.8 %
78.3 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 3.2 %	2 6.4 %	2 6.4 %	11 35.5 %	7 22.6 %	0 0.0 %	8 25.8 %
81.8 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	1 3.2 %	0 0.0 %	3 9.7 %	11 35.5 %	7 22.6 %	0 0.0 %	9 29.0 %

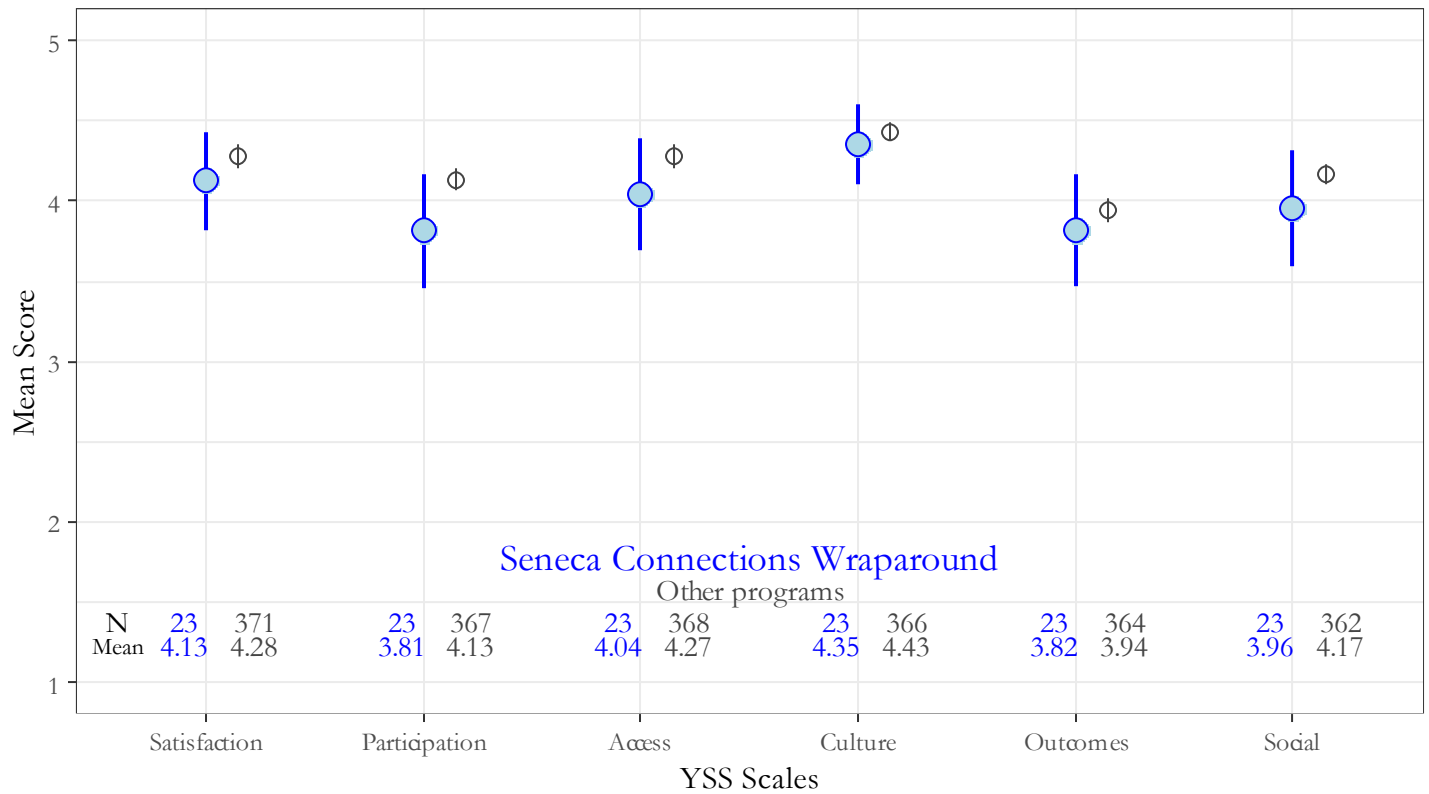
Youth Services Survey for Families



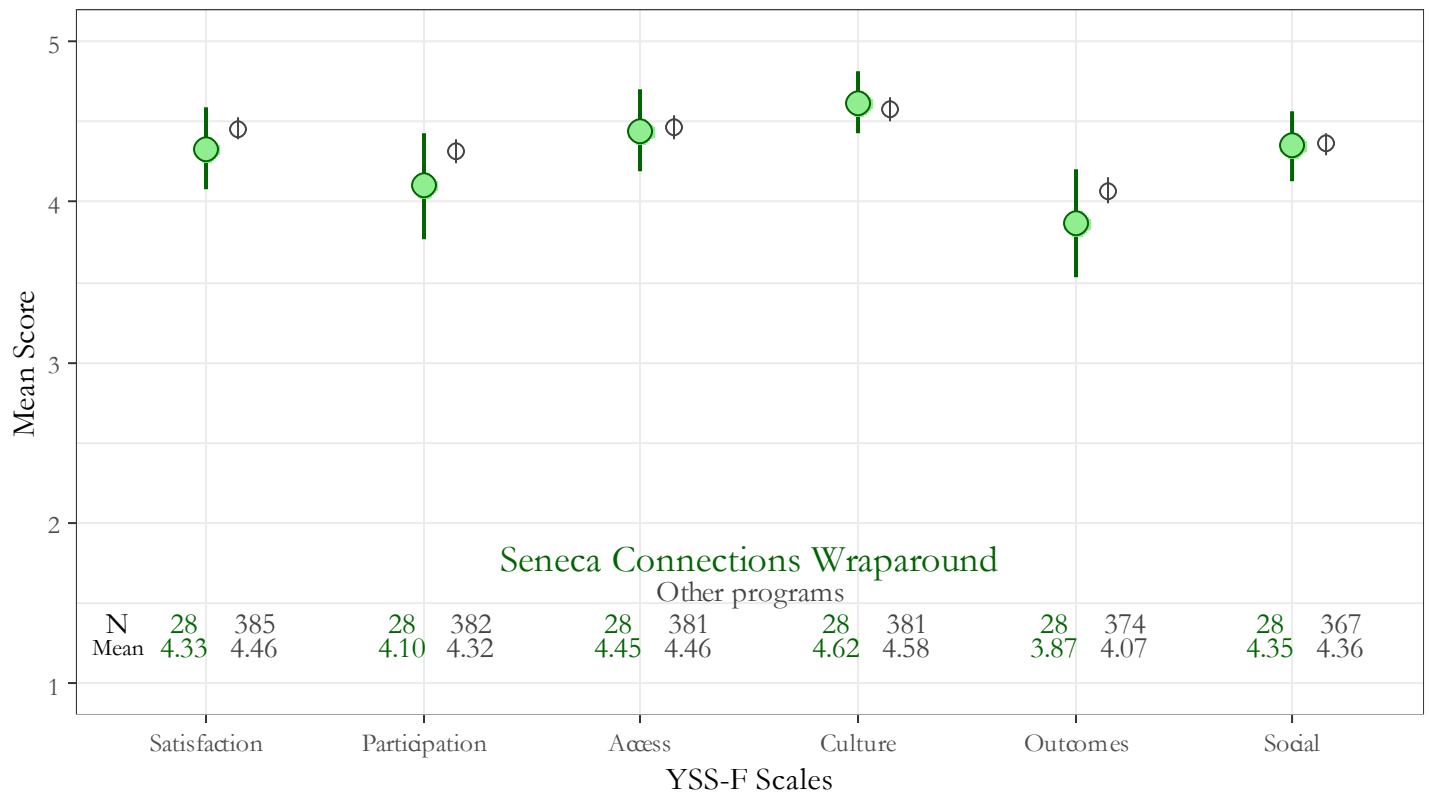
Youth Services Survey for Families, N = 34

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
92.9 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	2 5.9 %	11 32.4 %	15 44.1 %	0 0.0 %	6 17.6 %
69.2 % 2. I helped to choose my child's services	1 2.9 %	5 14.7 %	2 5.9 %	8 23.5 %	10 29.4 %	2 5.9 %	6 17.6 %
77.8 % 3. I helped to choose my child's treatment goals	0 0.0 %	4 11.8 %	2 5.9 %	8 23.5 %	13 38.2 %	1 2.9 %	6 17.6 %
92.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	2 5.9 %	10 29.4 %	13 38.2 %	2 5.9 %	7 20.6 %
88.9 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	1 2.9 %	2 5.9 %	10 29.4 %	14 41.2 %	0 0.0 %	7 20.6 %
92.9 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	2 5.9 %	14 41.2 %	12 35.3 %	0 0.0 %	6 17.6 %
82.1 % 7. The services my child and/or family received were right for us	0 0.0 %	1 2.9 %	4 11.8 %	10 29.4 %	13 38.2 %	0 0.0 %	6 17.6 %
88.0 % 8. The location of services was convenient for us	0 0.0 %	1 2.9 %	2 5.9 %	6 17.6 %	16 47.1 %	3 8.8 %	6 17.6 %
92.9 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	2 5.9 %	11 32.4 %	15 44.1 %	0 0.0 %	6 17.6 %
81.5 % 10. My family I got the help we wanted for my child	0 0.0 %	1 2.9 %	4 11.8 %	8 23.5 %	14 41.2 %	1 2.9 %	6 17.6 %
82.1 % 11. My family got as much help as we needed for my child	0 0.0 %	1 2.9 %	4 11.8 %	9 26.5 %	14 41.2 %	0 0.0 %	6 17.6 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	7 20.6 %	21 61.8 %	0 0.0 %	6 17.6 %
95.2 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 2.9 %	7 20.6 %	13 38.2 %	6 17.6 %	7 20.6 %
92.9 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	2 5.9 %	8 23.5 %	18 52.9 %	0 0.0 %	6 17.6 %
96.3 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 2.9 %	10 29.4 %	16 47.1 %	0 0.0 %	7 20.6 %
75.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	1 2.9 %	6 17.6 %	11 32.4 %	10 29.4 %	0 0.0 %	6 17.6 %
64.3 % 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 5.9 %	8 23.5 %	8 23.5 %	10 29.4 %	0 0.0 %	6 17.6 %
60.7 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	2 5.9 %	9 26.5 %	9 26.5 %	8 23.5 %	0 0.0 %	6 17.6 %
59.3 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	1 2.9 %	3 8.8 %	7 20.6 %	7 20.6 %	9 26.5 %	1 2.9 %	6 17.6 %
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 2.9 %	1 2.9 %	8 23.5 %	10 29.4 %	8 23.5 %	0 0.0 %	6 17.6 %
64.3 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	3 8.8 %	7 20.6 %	10 29.4 %	8 23.5 %	0 0.0 %	6 17.6 %
57.1 % 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 2.9 %	11 32.4 %	7 20.6 %	9 26.5 %	0 0.0 %	6 17.6 %
92.6 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 5.9 %	12 35.3 %	13 38.2 %	1 2.9 %	6 17.6 %
92.6 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	2 5.9 %	14 41.2 %	11 32.4 %	1 2.9 %	6 17.6 %
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 %	2 5.9 %	2 5.9 %	10 29.4 %	14 41.2 %	0 0.0 %	6 17.6 %
92.6 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	1 2.9 %	1 2.9 %	13 38.2 %	12 35.3 %	0 0.0 %	7 20.6 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance			
Seneca Connections			
Wraparound			
Completion Status	Completion by		Total
	Respondent Type		
	Family	Youth	
Refused	4 11.8 %	6 19.4 %	10 15.4 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	2 5.9 %	0 0 %	2 3.1 %
No Data	0 0 %	2 6.5 %	2 3.1 %
Completed Survey	28 82.4 %	23 74.2 %	51 78.5 %
Total	34 100 %	31 100 %	65 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 52 clients; surveys were returned for 44 clients (44 / 52 = 84.6%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Seneca San Francisco Connections Dialectical Behavioral Therapy Program (DBT)

Program Code(s): 38KTDT

Overall Satisfaction¹

88.0%

Return Rate²

56.8%

Overall satisfaction³ mean score for Seneca San Francisco Connections Dialectical Behavioral Therapy Program (DBT): **4.33** (youth), **4.49** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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

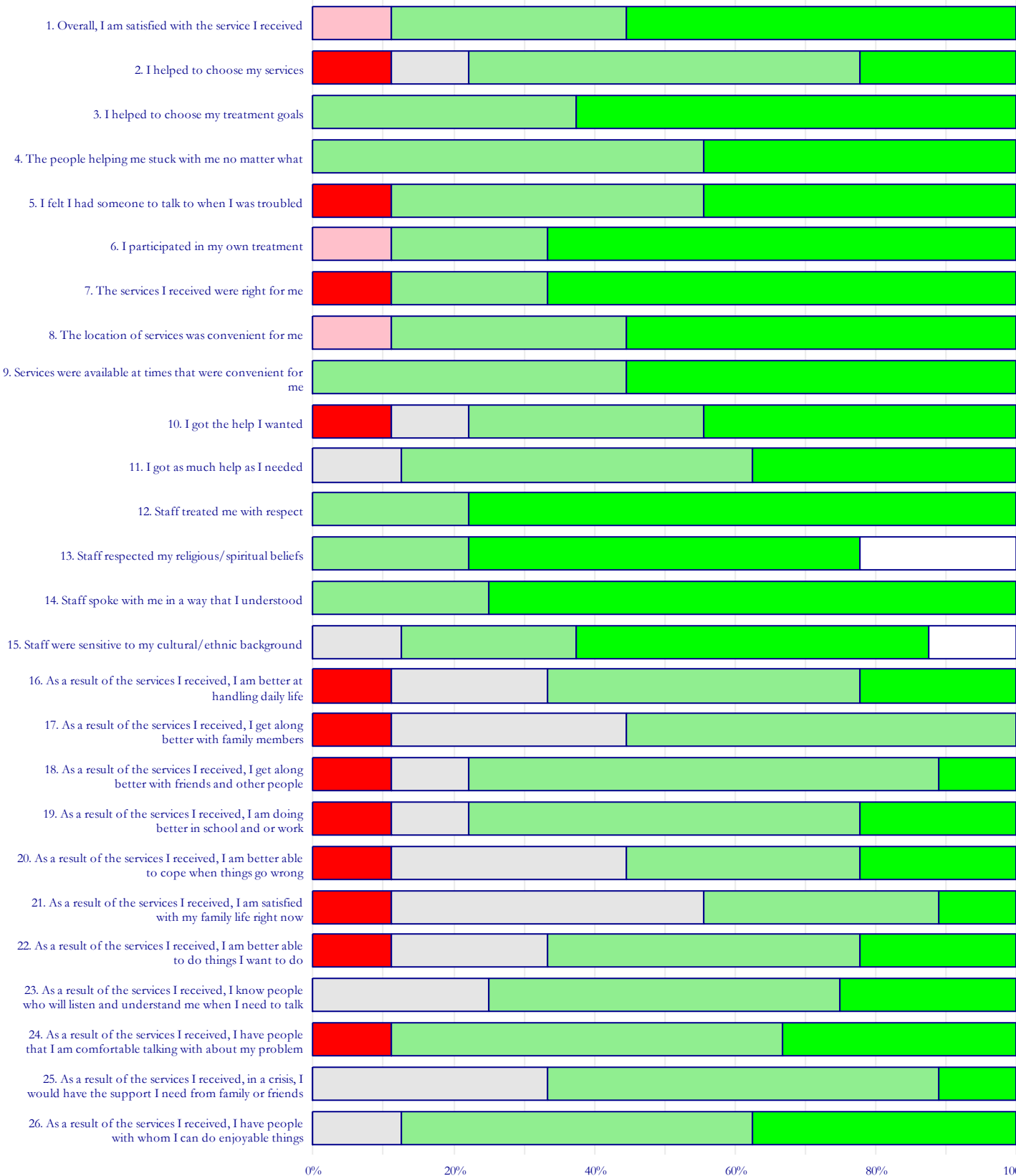
80.0% 2. I helped to choose my services

84.0% 10. I got the help I wanted

87.5% 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.

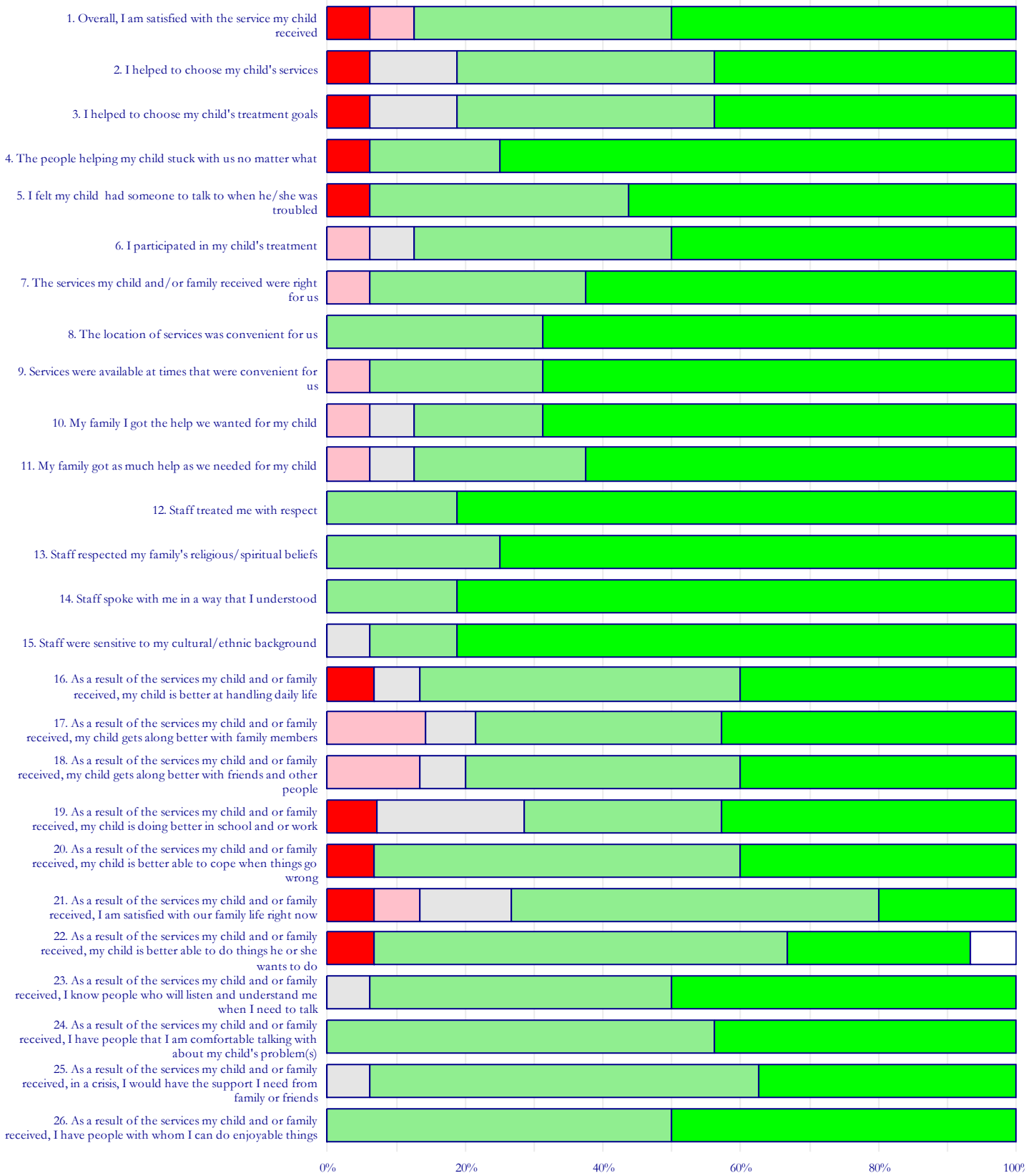
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 14

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.9 % 1. Overall, I am satisfied with the service I received	0 0.0 %	1 7.1 %	0 0.0 %	3 21.4 %	5 35.7 %	0 0.0 %	5 35.7 %
77.8 % 2. I helped to choose my services	1 7.1 %	0 0.0 %	1 7.1 %	5 35.7 %	2 14.3 %	0 0.0 %	5 35.7 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	5 35.7 %	0 0.0 %	6 42.9 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	4 28.6 %	0 0.0 %	5 35.7 %
88.9 % 5. I felt I had someone to talk to when I was troubled	1 7.1 %	0 0.0 %	0 0.0 %	4 28.6 %	4 28.6 %	0 0.0 %	5 35.7 %
88.9 % 6. I participated in my own treatment	0 0.0 %	1 7.1 %	0 0.0 %	2 14.3 %	6 42.9 %	0 0.0 %	5 35.7 %
88.9 % 7. The services I received were right for me	1 7.1 %	0 0.0 %	0 0.0 %	2 14.3 %	6 42.9 %	0 0.0 %	5 35.7 %
88.9 % 8. The location of services was convenient for me	0 0.0 %	1 7.1 %	0 0.0 %	3 21.4 %	5 35.7 %	0 0.0 %	5 35.7 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	5 35.7 %	0 0.0 %	5 35.7 %
77.8 % 10. I got the help I wanted	1 7.1 %	0 0.0 %	1 7.1 %	3 21.4 %	4 28.6 %	0 0.0 %	5 35.7 %
87.5 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	3 21.4 %	0 0.0 %	6 42.9 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	7 50.0 %	0 0.0 %	5 35.7 %
100.0 % 13. Staff respected my 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 %	2 14.3 %	6 42.9 %	0 0.0 %	6 42.9 %
85.7 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 7.1 %	2 14.3 %	4 28.6 %	1 7.1 %	6 42.9 %
66.7 % 16. As a result of the services I received, I am better at handling daily life	1 7.1 %	0 0.0 %	2 14.3 %	4 28.6 %	2 14.3 %	0 0.0 %	5 35.7 %
55.6 % 17. As a result of the services I received, I get along better with family members	1 7.1 %	0 0.0 %	3 21.4 %	5 35.7 %	0 0.0 %	0 0.0 %	5 35.7 %
77.8 % 18. As a result of the services I received, I get along better with friends and other people	1 7.1 %	0 0.0 %	1 7.1 %	6 42.9 %	1 7.1 %	0 0.0 %	5 35.7 %
77.8 % 19. As a result of the services I received, I am doing better in school and or work	1 7.1 %	0 0.0 %	1 7.1 %	5 35.7 %	2 14.3 %	0 0.0 %	5 35.7 %
55.6 % 20. As a result of the services I received, I am better able to cope when things go wrong	1 7.1 %	0 0.0 %	3 21.4 %	3 21.4 %	2 14.3 %	0 0.0 %	5 35.7 %
44.4 % 21. As a result of the services I received, I am satisfied with my family life right now	1 7.1 %	0 0.0 %	4 28.6 %	3 21.4 %	1 7.1 %	0 0.0 %	5 35.7 %
66.7 % 22. As a result of the services I received, I am better able to do things I want to do	1 7.1 %	0 0.0 %	2 14.3 %	4 28.6 %	2 14.3 %	0 0.0 %	5 35.7 %
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 14.3 %	4 28.6 %	2 14.3 %	0 0.0 %	6 42.9 %
88.9 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	1 7.1 %	0 0.0 %	0 0.0 %	5 35.7 %	3 21.4 %	0 0.0 %	5 35.7 %
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 %	3 21.4 %	5 35.7 %	1 7.1 %	0 0.0 %	5 35.7 %
87.5 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	3 21.4 %	0 0.0 %	6 42.9 %

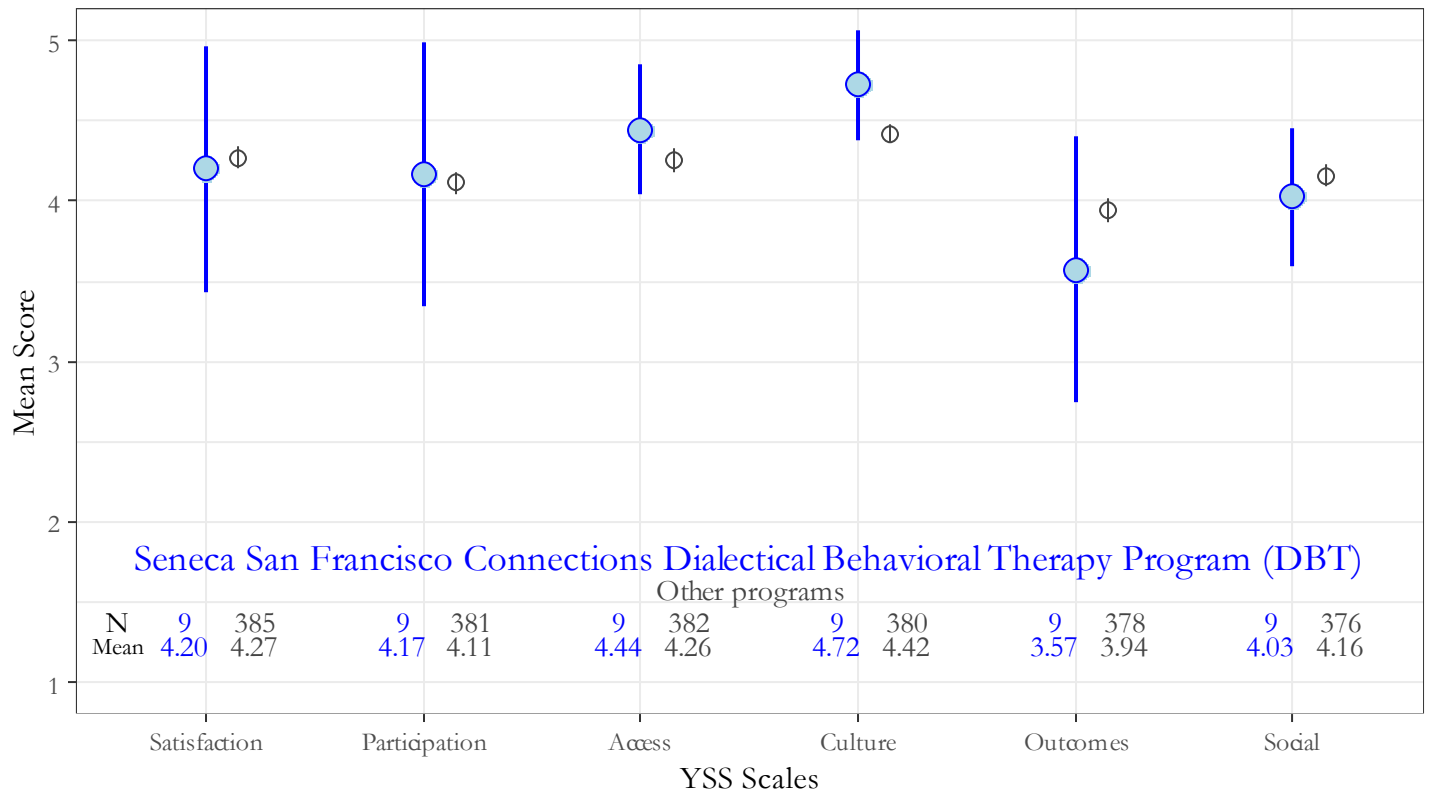
Youth Services Survey for Families



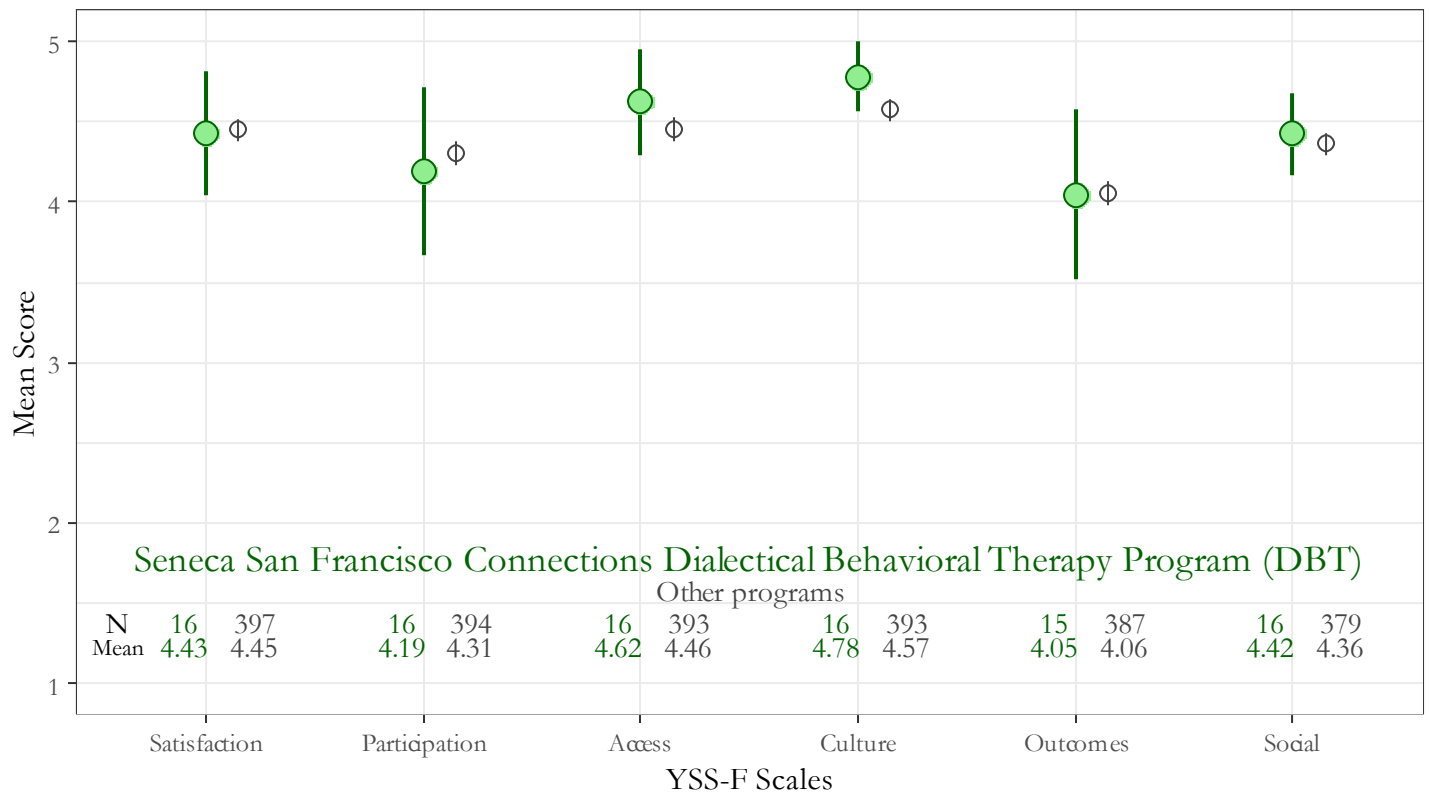
Youth Services Survey for Families, N = 21

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.5 % 1. Overall, I am satisfied with the service my child received	1 4.8 %	1 4.8 %	0 0.0 %	6 28.6 %	8 38.1 %	0 0.0 %	5 23.8 %
81.2 % 2. I helped to choose my child's services	1 4.8 %	0 0.0 %	2 9.5 %	6 28.6 %	7 33.3 %	0 0.0 %	5 23.8 %
81.2 % 3. I helped to choose my child's treatment goals	1 4.8 %	0 0.0 %	2 9.5 %	6 28.6 %	7 33.3 %	0 0.0 %	5 23.8 %
93.8 % 4. The people helping my child stuck with us no matter what	1 4.8 %	0 0.0 %	0 0.0 %	3 14.3 %	12 57.1 %	0 0.0 %	5 23.8 %
93.8 % 5. I felt my child had someone to talk to when he/she was troubled	1 4.8 %	0 0.0 %	0 0.0 %	6 28.6 %	9 42.9 %	0 0.0 %	5 23.8 %
87.5 % 6. I participated in my child's treatment	0 0.0 %	1 4.8 %	1 4.8 %	6 28.6 %	8 38.1 %	0 0.0 %	5 23.8 %
93.8 % 7. The services my child and/or family received were right for us	0 0.0 %	1 4.8 %	0 0.0 %	5 23.8 %	10 47.6 %	0 0.0 %	5 23.8 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	5 23.8 %	11 52.4 %	0 0.0 %	5 23.8 %
93.8 % 9. Services were available at times that were convenient for us	0 0.0 %	1 4.8 %	0 0.0 %	4 19.1 %	11 52.4 %	0 0.0 %	5 23.8 %
87.5 % 10. My family I got the help we wanted for my child	0 0.0 %	1 4.8 %	1 4.8 %	3 14.3 %	11 52.4 %	0 0.0 %	5 23.8 %
87.5 % 11. My family got as much help as we needed for my child	0 0.0 %	1 4.8 %	1 4.8 %	4 19.1 %	10 47.6 %	0 0.0 %	5 23.8 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 14.3 %	13 61.9 %	0 0.0 %	5 23.8 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	4 19.1 %	12 57.1 %	0 0.0 %	5 23.8 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 14.3 %	13 61.9 %	0 0.0 %	5 23.8 %
93.8 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 4.8 %	2 9.5 %	13 61.9 %	0 0.0 %	5 23.8 %
86.7 % 16. As a result of the services my child and or family received, my child is better at handling daily life	1 4.8 %	0 0.0 %	1 4.8 %	7 33.3 %	6 28.6 %	0 0.0 %	6 28.6 %
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 %	2 9.5 %	1 4.8 %	5 23.8 %	6 28.6 %	0 0.0 %	7 33.3 %
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 %	2 9.5 %	1 4.8 %	6 28.6 %	6 28.6 %	0 0.0 %	6 28.6 %
71.4 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	1 4.8 %	0 0.0 %	3 14.3 %	4 19.1 %	6 28.6 %	0 0.0 %	7 33.3 %
93.3 % 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 4.8 %	0 0.0 %	0 0.0 %	8 38.1 %	6 28.6 %	0 0.0 %	6 28.6 %
73.3 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 4.8 %	1 4.8 %	2 9.5 %	8 38.1 %	3 14.3 %	0 0.0 %	6 28.6 %
92.9 % 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 4.8 %	0 0.0 %	0 0.0 %	9 42.9 %	4 19.1 %	1 4.8 %	6 28.6 %
93.8 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 4.8 %	7 33.3 %	8 38.1 %	0 0.0 %	5 23.8 %
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 %	9 42.9 %	7 33.3 %	0 0.0 %	5 23.8 %
93.8 % 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 0.0 %	0 0.0 %	1 4.8 %	9 42.9 %	6 28.6 %	0 0.0 %	5 23.8 %
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 %	8 38.1 %	8 38.1 %	0 0.0 %	5 23.8 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Seneca San Francisco
Connections
Dialectical

Completion Status	Behavioral Therapy Program (DBT) Completion by Respondent Type		Total
	Family	Youth	
Refused	1 4.8 %	0 0 %	1 2.9 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	4 19 %	4 28.6 %	8 22.9 %
No Data	0 0 %	1 7.1 %	1 2.9 %
Completed Survey	16 76.2 %	9 64.3 %	25 71.4 %
Total	21 100 %	14 100 %	35 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 44 clients; surveys were returned for 25 clients (25 / 44 = 56.8%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

SF FIRST

Program Code(s): 38719A

Overall Satisfaction¹

83.3%

Return Rate²

26.5%

Overall satisfaction³ mean score for SF FIRST: **3.89**.

Overall satisfaction mean score for all other programs: **4.46**.

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

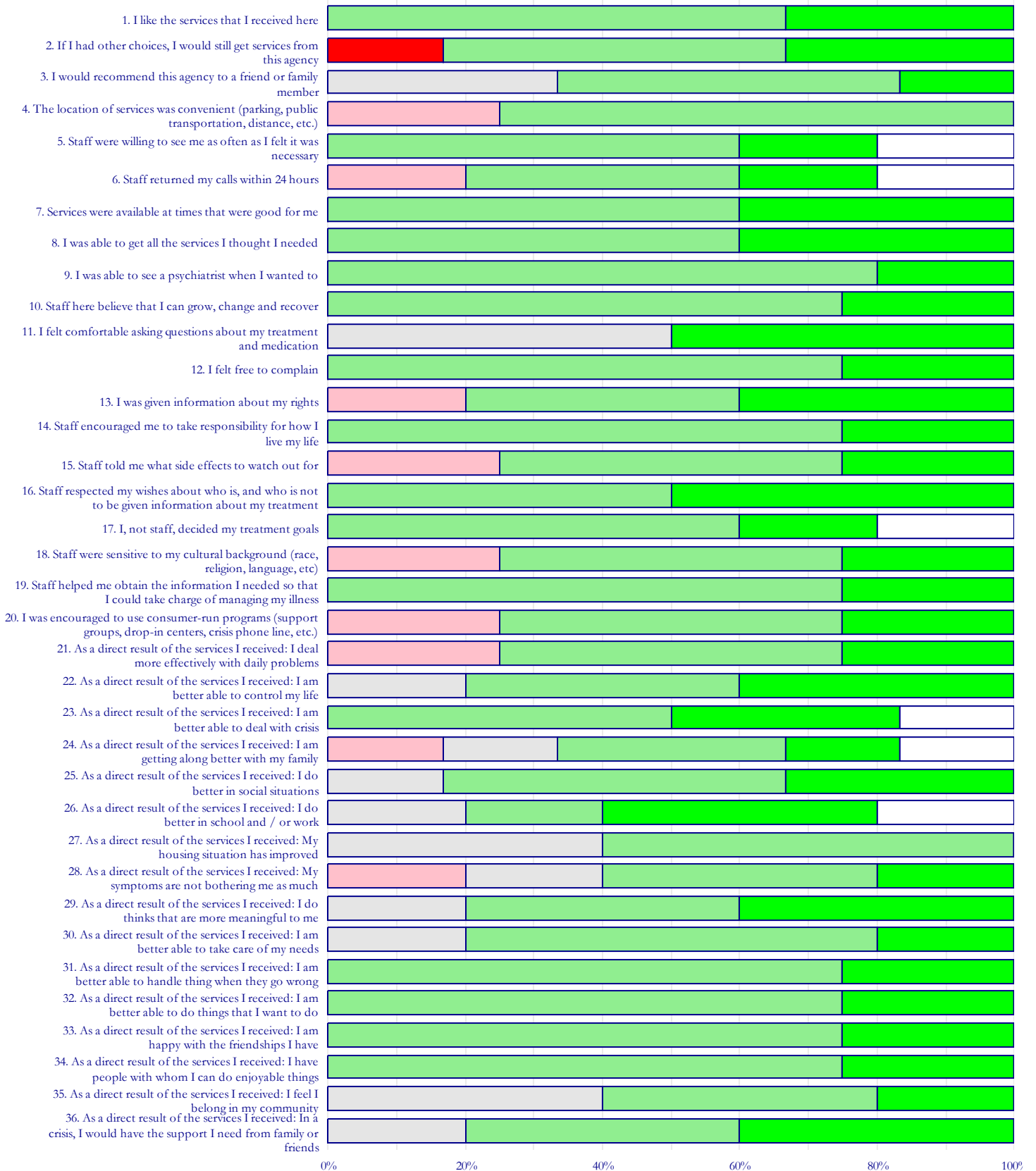
50.0% 11. I felt comfortable asking questions about my treatment and medication

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

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 = 9

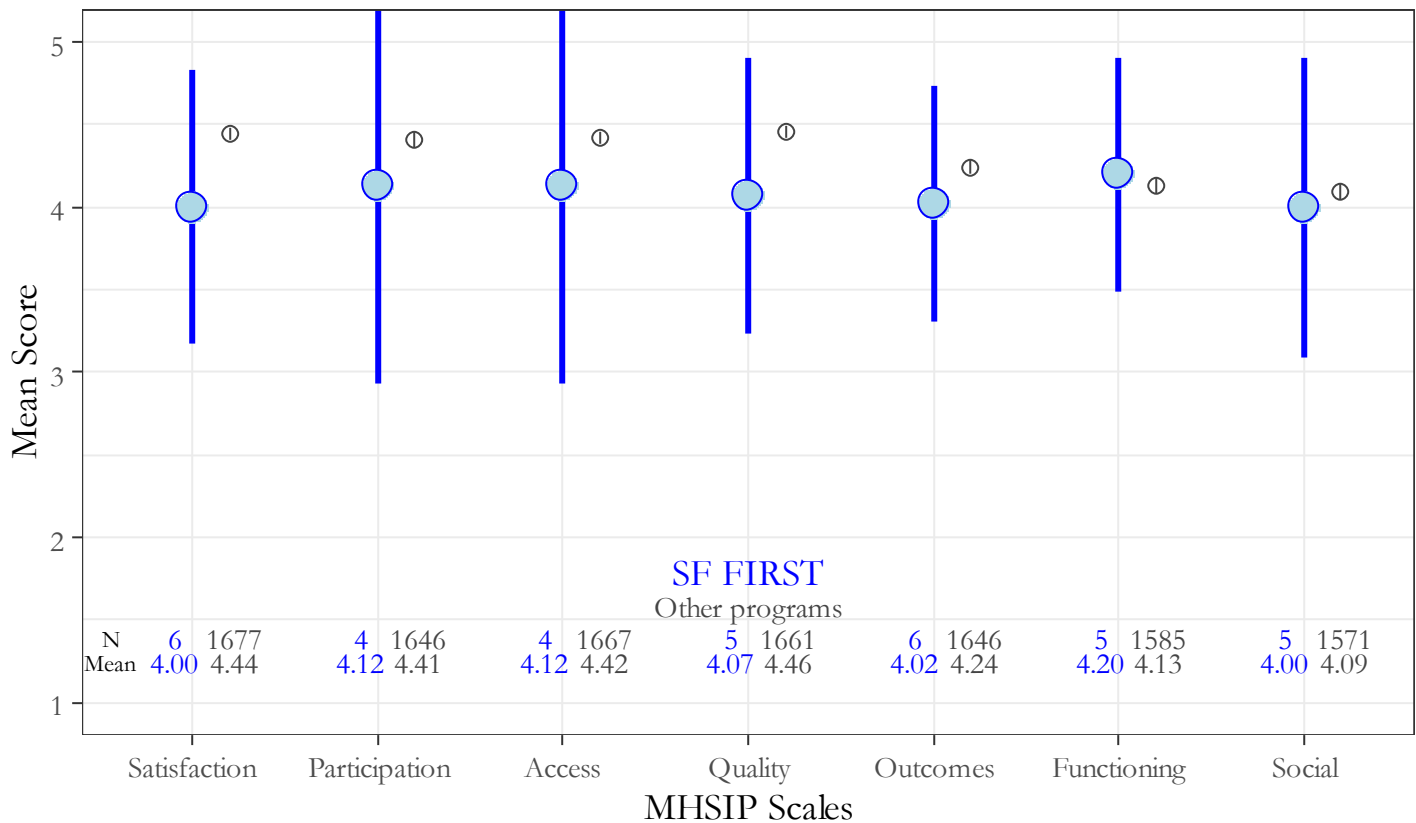
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	2 22.2 %	0 0.0 %	3 33.3 %
83.3 % 2. If I had other choices, I would still get services from this agency	1 11.1 %	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	0 0.0 %	3 33.3 %
66.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	1 11.1 %	0 0.0 %	3 33.3 %
75.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 11.1 %	0 0.0 %	3 33.3 %	0 0.0 %	0 0.0 %	5 55.6 %
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 %	3 33.3 %	1 11.1 %	1 11.1 %	4 44.4 %
75.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	1 11.1 %	1 11.1 %	4 44.4 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	0 0.0 %	4 44.4 %
100.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	0 0.0 %	4 44.4 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	1 11.1 %	0 0.0 %	4 44.4 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
50.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 22.2 %	0 0.0 %	2 22.2 %	0 0.0 %	5 55.6 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
80.0 % 13. I was given information about my rights	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	2 22.2 %	0 0.0 %	4 44.4 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
75.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	1 11.1 %	0 0.0 %	5 55.6 %
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 22.2 %	2 22.2 %	0 0.0 %	5 55.6 %
100.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	1 11.1 %	4 44.4 %
75.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	1 11.1 %	0 0.0 %	5 55.6 %
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 %	3 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
75.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	1 11.1 %	0 0.0 %	5 55.6 %
75.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	1 11.1 %	0 0.0 %	5 55.6 %
80.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	0 0.0 %	4 44.4 %
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 %	0 0.0 %	3 33.3 %	2 22.2 %	1 11.1 %	3 33.3 %
60.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	1 11.1 %	1 11.1 %	3 33.3 %
83.3 % 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 %	3 33.3 %	2 22.2 %	0 0.0 %	3 33.3 %

MHSIP Items 26-36, N = 9
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	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	1 11.1 %	4 44.4 %
60.0 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	0 0.0 %	0 0.0 %	4 44.4 %
60.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	1 11.1 %	0 0.0 %	4 44.4 %
80.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	0 0.0 %	4 44.4 %
80.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	1 11.1 %	0 0.0 %	4 44.4 %
100.0 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
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 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
100.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
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 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	5 55.6 %
60.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	1 11.1 %	0 0.0 %	4 44.4 %
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	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	0 0.0 %	4 44.4 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 22.2 %	0 0 %	2 22.2 %
Impaired	1 11.1 %	0 0 %	1 11.1 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	6 66.7 %	0 0 %	6 66.7 %
Total	9 100 %	0 100 %	9 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 34 clients; surveys were returned for 9 clients (9/34 = 26.5%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

South of Market MHS

Program Code(s): 38719

Overall Satisfaction¹

90.9%

Return Rate²

32.5%

Overall satisfaction³ mean score for South of Market MHS: **4.46**.

Overall satisfaction mean score for all other programs: **4.45**.

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

96.2% 7. Services were available at times that were good for me

96.0% 12. I felt free to complain

94.3% 1. I like the services that I received here

Lowest Agreement Items

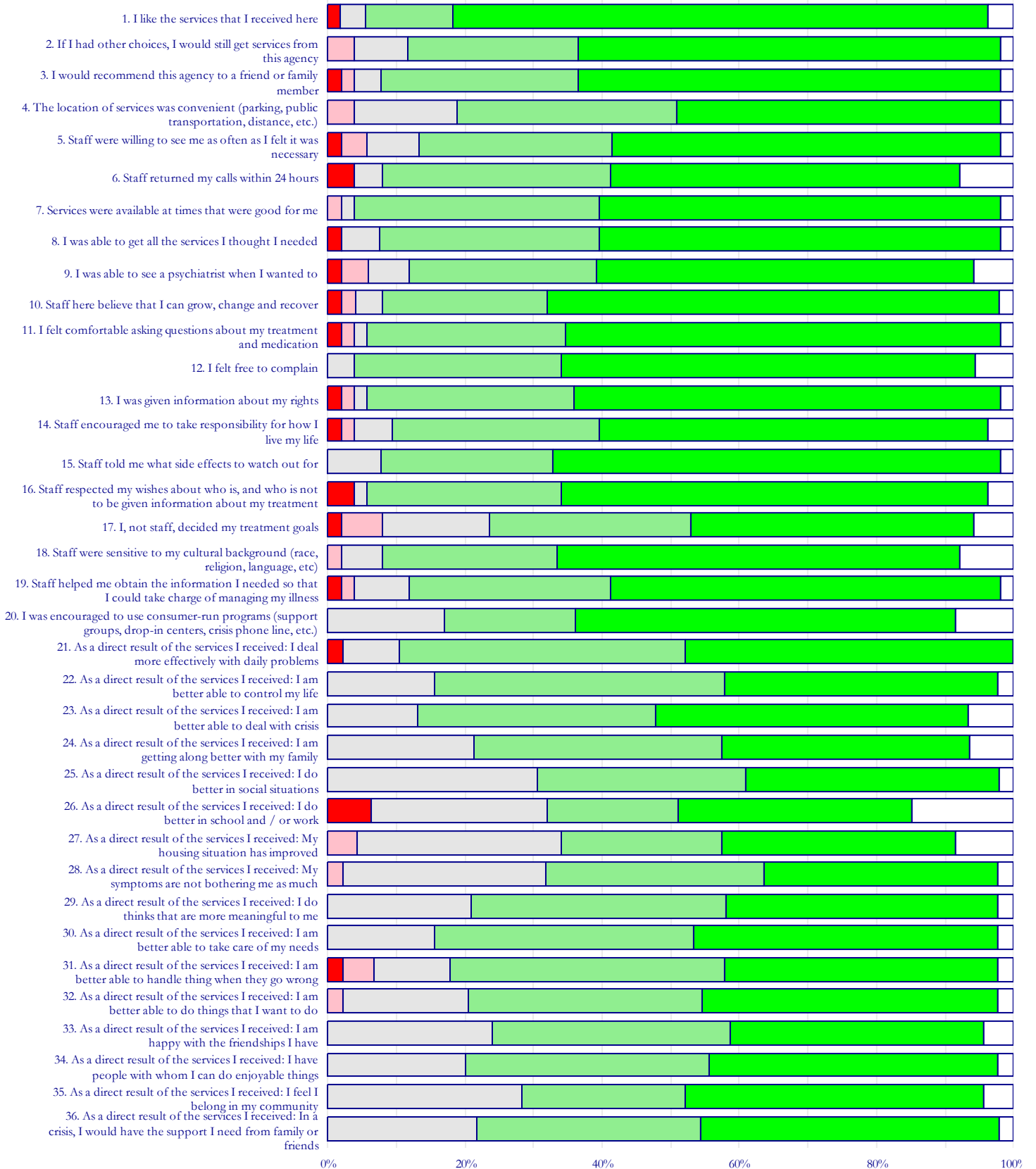
75.0% 17. I, not staff, decided my treatment goals

81.4% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

86.5% 5. Staff were willing to see me as often as I felt it was necessary

On the second page of the report is a visual display of your clients' responses on each item on the survey, with the most negative response Strongly Disagree in **red** on the left to the most positive Strongly Agree in **green** on the right; the size of each colored bar represents the proportion of clients with each response. This is followed by item-level 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 = 68

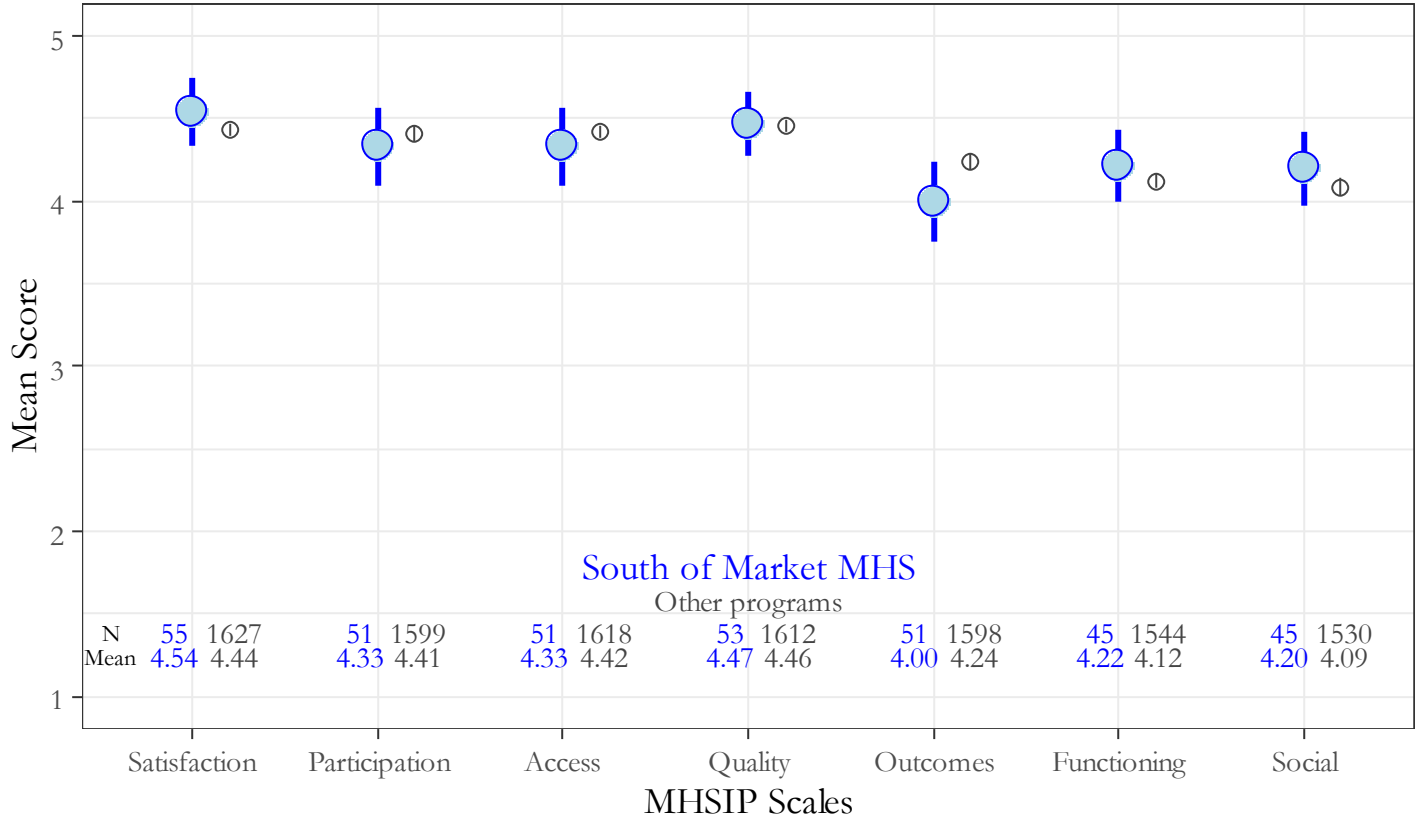
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
94.3 % 1. I like the services that I received here	1 1.5 %	0 0.0 %	2 2.9 %	7 10.3 %	43 63.2 %	2 2.9 %	13 19.1 %
88.2 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	2 2.9 %	4 5.9 %	13 19.1 %	32 47.1 %	1 1.5 %	16 23.5 %
92.2 % 3. I would recommend this agency to a friend or family member	1 1.5 %	1 1.5 %	2 2.9 %	15 22.1 %	32 47.1 %	1 1.5 %	16 23.5 %
80.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 2.9 %	8 11.8 %	17 25.0 %	25 36.8 %	1 1.5 %	15 22.1 %
86.5 % 5. Staff were willing to see me as often as I felt it was necessary	1 1.5 %	2 2.9 %	4 5.9 %	15 22.1 %	30 44.1 %	1 1.5 %	15 22.1 %
91.5 % 6. Staff returned my calls within 24 hours	2 2.9 %	0 0.0 %	2 2.9 %	17 25.0 %	26 38.2 %	4 5.9 %	17 25.0 %
96.2 % 7. Services were available at times that were good for me	0 0.0 %	1 1.5 %	1 1.5 %	19 27.9 %	31 45.6 %	1 1.5 %	15 22.1 %
92.3 % 8. I was able to get all the services I thought I needed	1 1.5 %	0 0.0 %	3 4.4 %	17 25.0 %	31 45.6 %	1 1.5 %	15 22.1 %
87.5 % 9. I was able to see a psychiatrist when I wanted to	1 1.5 %	2 2.9 %	3 4.4 %	14 20.6 %	28 41.2 %	3 4.4 %	17 25.0 %
91.8 % 10. Staff here believe that I can grow, change and recover	1 1.5 %	1 1.5 %	2 2.9 %	12 17.6 %	33 48.5 %	1 1.5 %	18 26.5 %
94.1 % 11. I felt comfortable asking questions about my treatment and medication	1 1.5 %	1 1.5 %	1 1.5 %	15 22.1 %	33 48.5 %	1 1.5 %	16 23.5 %
96.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	2 2.9 %	16 23.5 %	32 47.1 %	3 4.4 %	15 22.1 %
94.2 % 13. I was given information about my rights	1 1.5 %	1 1.5 %	1 1.5 %	16 23.5 %	33 48.5 %	1 1.5 %	15 22.1 %
90.2 % 14. Staff encouraged me to take responsibility for how I live my life	1 1.5 %	1 1.5 %	3 4.4 %	16 23.5 %	30 44.1 %	2 2.9 %	15 22.1 %
92.2 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	4 5.9 %	13 19.1 %	34 50.0 %	1 1.5 %	16 23.5 %
94.1 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	2 2.9 %	0 0.0 %	1 1.5 %	15 22.1 %	33 48.5 %	2 2.9 %	15 22.1 %
75.0 % 17. I, not staff, decided my treatment goals	1 1.5 %	3 4.4 %	8 11.8 %	15 22.1 %	21 30.9 %	3 4.4 %	17 25.0 %
91.5 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 1.5 %	3 4.4 %	13 19.1 %	30 44.1 %	4 5.9 %	17 25.0 %
88.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1.5 %	1 1.5 %	4 5.9 %	15 22.1 %	29 42.6 %	1 1.5 %	17 25.0 %
81.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	8 11.8 %	9 13.2 %	26 38.2 %	4 5.9 %	21 30.9 %
89.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 1.5 %	0 0.0 %	4 5.9 %	20 29.4 %	23 33.8 %	0 0.0 %	20 29.4 %
84.1 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	7 10.3 %	19 27.9 %	18 26.5 %	1 1.5 %	23 33.8 %
86.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	6 8.8 %	16 23.5 %	21 30.9 %	3 4.4 %	22 32.4 %
77.3 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	10 14.7 %	17 25.0 %	17 25.0 %	3 4.4 %	21 30.9 %
68.9 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	14 20.6 %	14 20.6 %	17 25.0 %	1 1.5 %	22 32.4 %

MHSIP Items 26-36, N = 68
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	3 4.4 %	0 0.0 %	12 17.6 %	9 13.2 %	16 23.5 %	7 10.3 %	21 30.9 %
62.8 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 2.9 %	14 20.6 %	11 16.2 %	16 23.5 %	4 5.9 %	21 30.9 %
67.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 1.5 %	13 19.1 %	14 20.6 %	15 22.1 %	1 1.5 %	24 35.3 %
78.6 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	9 13.2 %	16 23.5 %	17 25.0 %	1 1.5 %	25 36.8 %
84.1 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	7 10.3 %	17 25.0 %	20 29.4 %	1 1.5 %	23 33.8 %
81.8 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 1.5 %	2 2.9 %	5 7.3 %	18 26.5 %	18 26.5 %	1 1.5 %	23 33.8 %
79.1 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 1.5 %	8 11.8 %	15 22.1 %	19 27.9 %	1 1.5 %	24 35.3 %
75.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	11 16.2 %	16 23.5 %	17 25.0 %	2 2.9 %	22 32.4 %
79.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	9 13.2 %	16 23.5 %	19 27.9 %	1 1.5 %	23 33.8 %
70.5 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	13 19.1 %	11 16.2 %	20 29.4 %	2 2.9 %	22 32.4 %
77.8 % 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 0.0 %	0 0.0 %	10 14.7 %	15 22.1 %	20 29.4 %	1 1.5 %	22 32.4 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	13 19.1 %	0 0 %	13 19.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 1.5 %	0 0 %	1 1.5 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	54 79.4 %	0 0 %	54 79.4 %
Total	68 100 %	0 100 %	68 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 209 clients; surveys were returned for 68 clients (68/209 = 32.5%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

South Van Ness HIV and Gender Services

Program Code(s): 38BH02 38BH08

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for South Van Ness HIV and Gender Services: **4.59**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

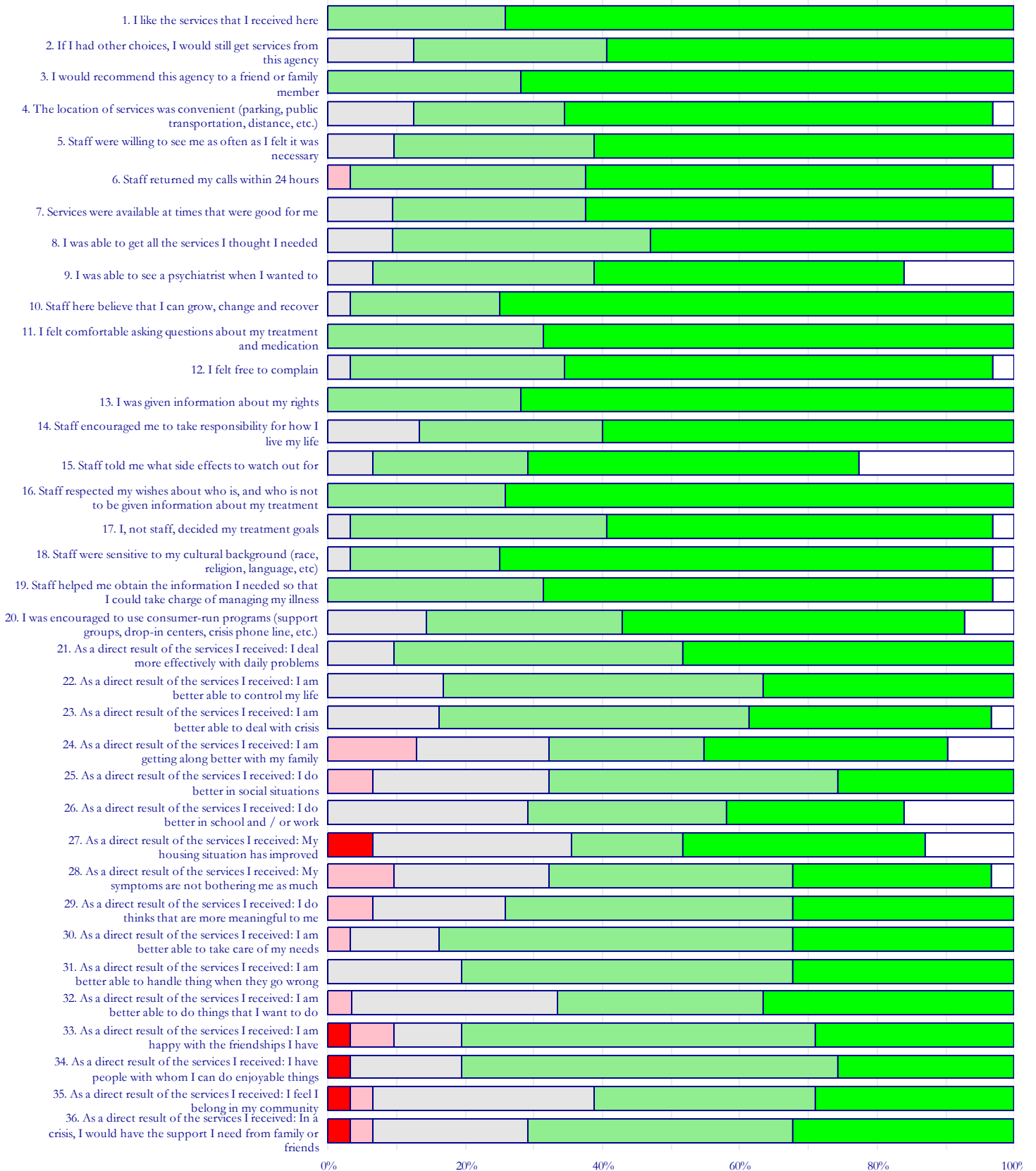
84.6% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

86.7% 14. Staff encouraged me to take responsibility for how I live my life

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

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

MHSIP Items



MHSIP Items 1-25, N = 36

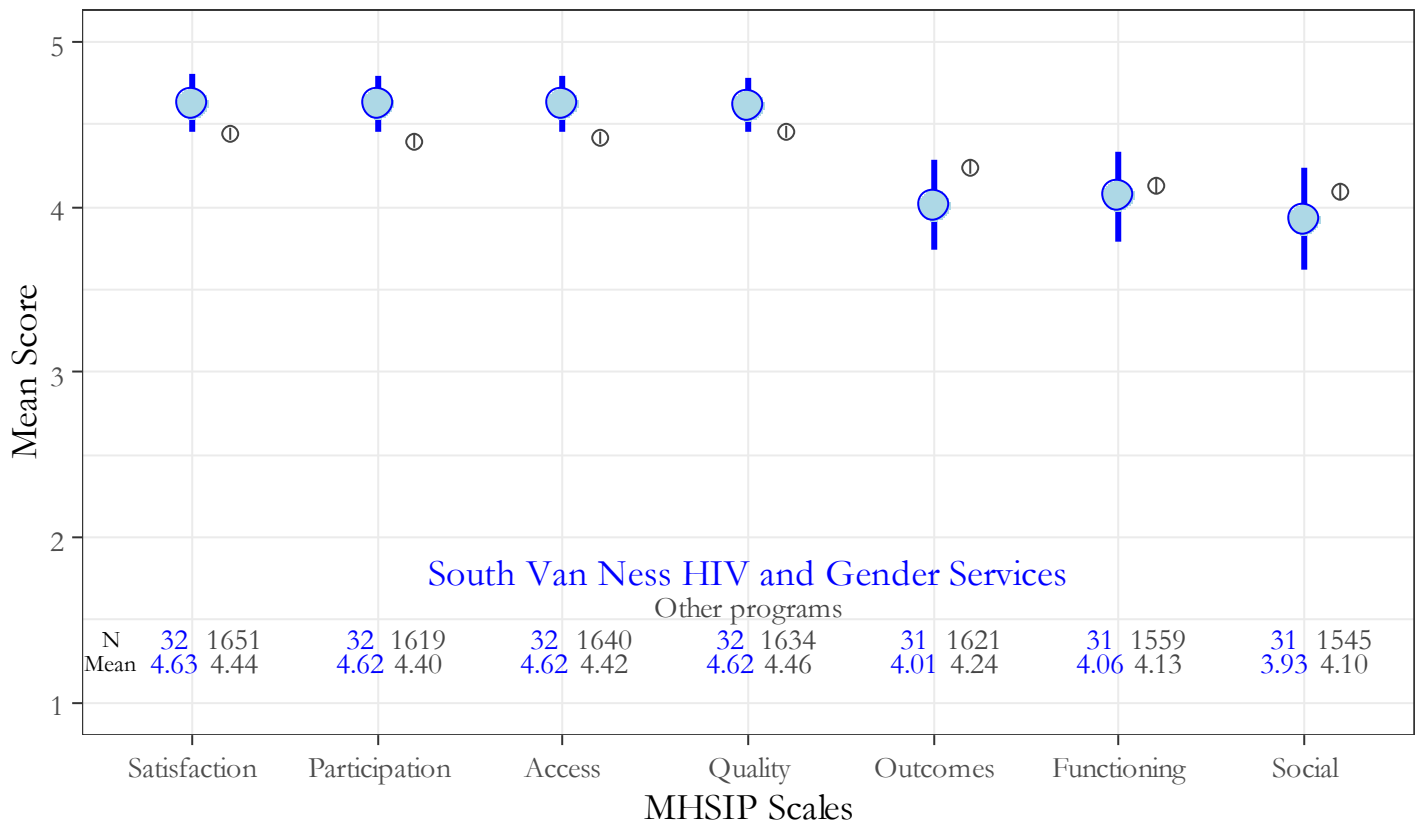
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	8 22.2 %	23 63.9 %	0 0.0 %	5 13.9 %
87.5 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	4 11.1 %	9 25.0 %	19 52.8 %	0 0.0 %	4 11.1 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	9 25.0 %	23 63.9 %	0 0.0 %	4 11.1 %
87.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	4 11.1 %	7 19.4 %	20 55.6 %	1 2.8 %	4 11.1 %
90.3 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	3 8.3 %	9 25.0 %	19 52.8 %	0 0.0 %	5 13.9 %
96.8 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 2.8 %	0 0.0 %	11 30.6 %	19 52.8 %	1 2.8 %	4 11.1 %
90.6 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	3 8.3 %	9 25.0 %	20 55.6 %	0 0.0 %	4 11.1 %
90.6 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	3 8.3 %	12 33.3 %	17 47.2 %	0 0.0 %	4 11.1 %
92.3 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 5.6 %	10 27.8 %	14 38.9 %	5 13.9 %	5 13.9 %
96.9 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 2.8 %	7 19.4 %	24 66.7 %	0 0.0 %	4 11.1 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	10 27.8 %	22 61.1 %	0 0.0 %	4 11.1 %
96.8 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 2.8 %	10 27.8 %	20 55.6 %	1 2.8 %	4 11.1 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	9 25.0 %	23 63.9 %	0 0.0 %	4 11.1 %
86.7 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	4 11.1 %	8 22.2 %	18 50.0 %	0 0.0 %	6 16.7 %
91.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 5.6 %	7 19.4 %	15 41.7 %	7 19.4 %	5 13.9 %
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 %	8 22.2 %	23 63.9 %	0 0.0 %	5 13.9 %
96.8 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 2.8 %	12 33.3 %	18 50.0 %	1 2.8 %	4 11.1 %
96.8 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 2.8 %	7 19.4 %	23 63.9 %	1 2.8 %	4 11.1 %
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 %	10 27.8 %	21 58.3 %	1 2.8 %	4 11.1 %
84.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	4 11.1 %	8 22.2 %	14 38.9 %	2 5.6 %	8 22.2 %
90.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	3 8.3 %	13 36.1 %	15 41.7 %	0 0.0 %	5 13.9 %
83.3 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	5 13.9 %	14 38.9 %	11 30.6 %	0 0.0 %	6 16.7 %
83.3 % 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 13.9 %	14 38.9 %	11 30.6 %	1 2.8 %	5 13.9 %
64.3 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	4 11.1 %	6 16.7 %	7 19.4 %	11 30.6 %	3 8.3 %	5 13.9 %
67.7 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 5.6 %	8 22.2 %	13 36.1 %	8 22.2 %	0 0.0 %	5 13.9 %

MHSIP Items 26-36, N = 36
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
65.4 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	9 25.0 %	9 25.0 %	8 22.2 %	5 13.9 %	5 13.9 %
59.3 % 27. As a direct result of the services I received: My housing situation has improved	2 5.6 %	0 0.0 %	9 25.0 %	5 13.9 %	11 30.6 %	4 11.1 %	5 13.9 %
66.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	3 8.3 %	7 19.4 %	11 30.6 %	9 25.0 %	1 2.8 %	5 13.9 %
74.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	2 5.6 %	6 16.7 %	13 36.1 %	10 27.8 %	0 0.0 %	5 13.9 %
83.9 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 2.8 %	4 11.1 %	16 44.4 %	10 27.8 %	0 0.0 %	5 13.9 %
80.6 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	6 16.7 %	15 41.7 %	10 27.8 %	0 0.0 %	5 13.9 %
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 0.0 %	1 2.8 %	9 25.0 %	9 25.0 %	11 30.6 %	0 0.0 %	6 16.7 %
80.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 2.8 %	2 5.6 %	3 8.3 %	16 44.4 %	9 25.0 %	0 0.0 %	5 13.9 %
80.6 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 2.8 %	0 0.0 %	5 13.9 %	17 47.2 %	8 22.2 %	0 0.0 %	5 13.9 %
61.3 % 35. As a direct result of the services I received: I feel I belong in my community	1 2.8 %	1 2.8 %	10 27.8 %	10 27.8 %	9 25.0 %	0 0.0 %	5 13.9 %
71.0 % 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 2.8 %	1 2.8 %	7 19.4 %	12 33.3 %	10 27.8 %	0 0.0 %	5 13.9 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 7.4 %	0 0 %	2 5.6 %
Impaired	0 0 %	1 11.1 %	1 2.8 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	1 11.1 %	1 2.8 %
Completed Survey	25 92.6 %	7 77.8 %	32 88.9 %
Total	27 100 %	9 100 %	36 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 33 clients; surveys were returned for 36 clients (36/33 = 109.1%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 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

45.7%

Overall satisfaction³ mean score for Southeast Child and Family Therapy 1: **4.47** (youth), **4.72** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.45** (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

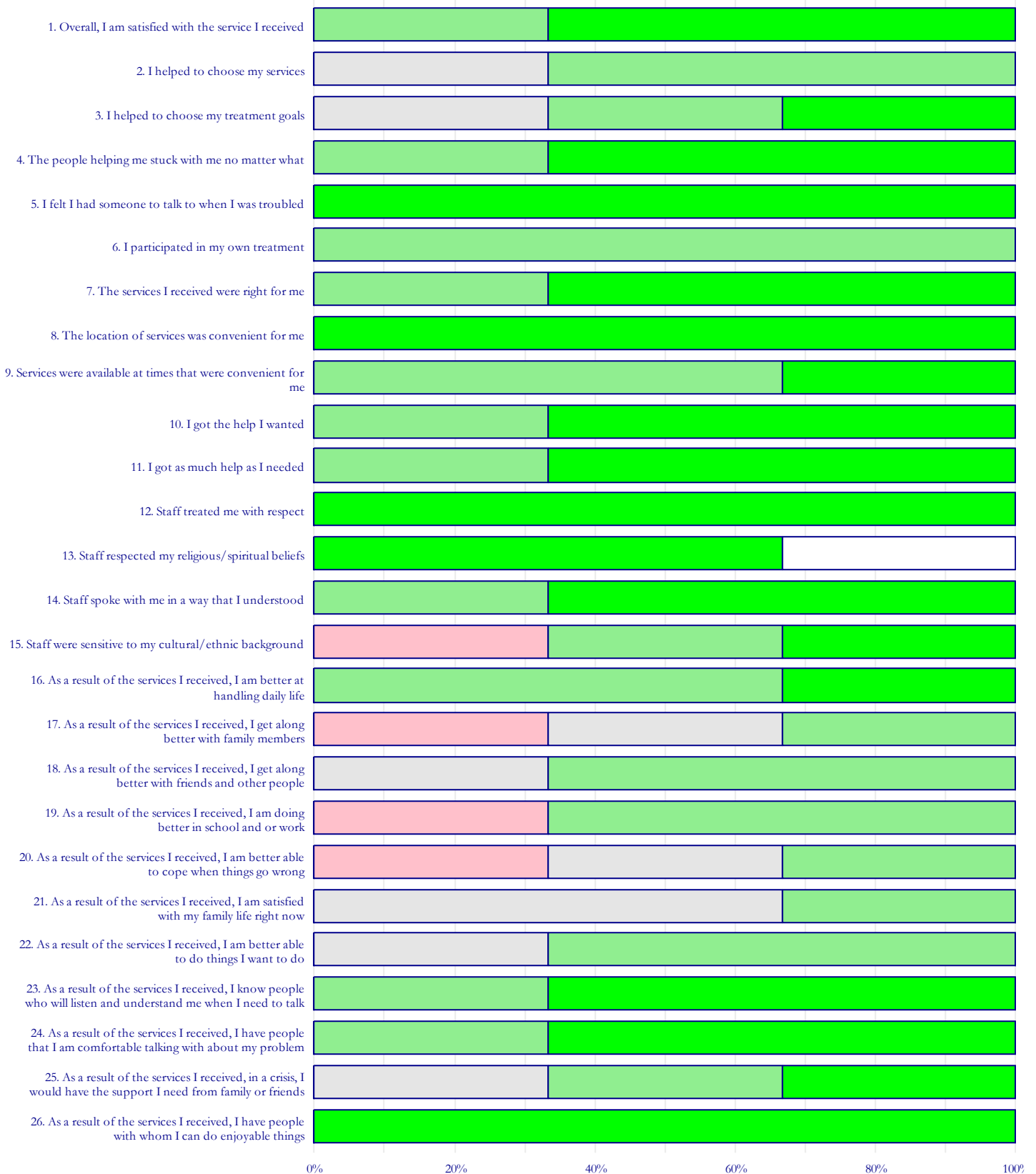
84.6% 2. I helped to choose my services

90.9% 15. Staff were sensitive to my cultural/ethnic background

92.3% 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.

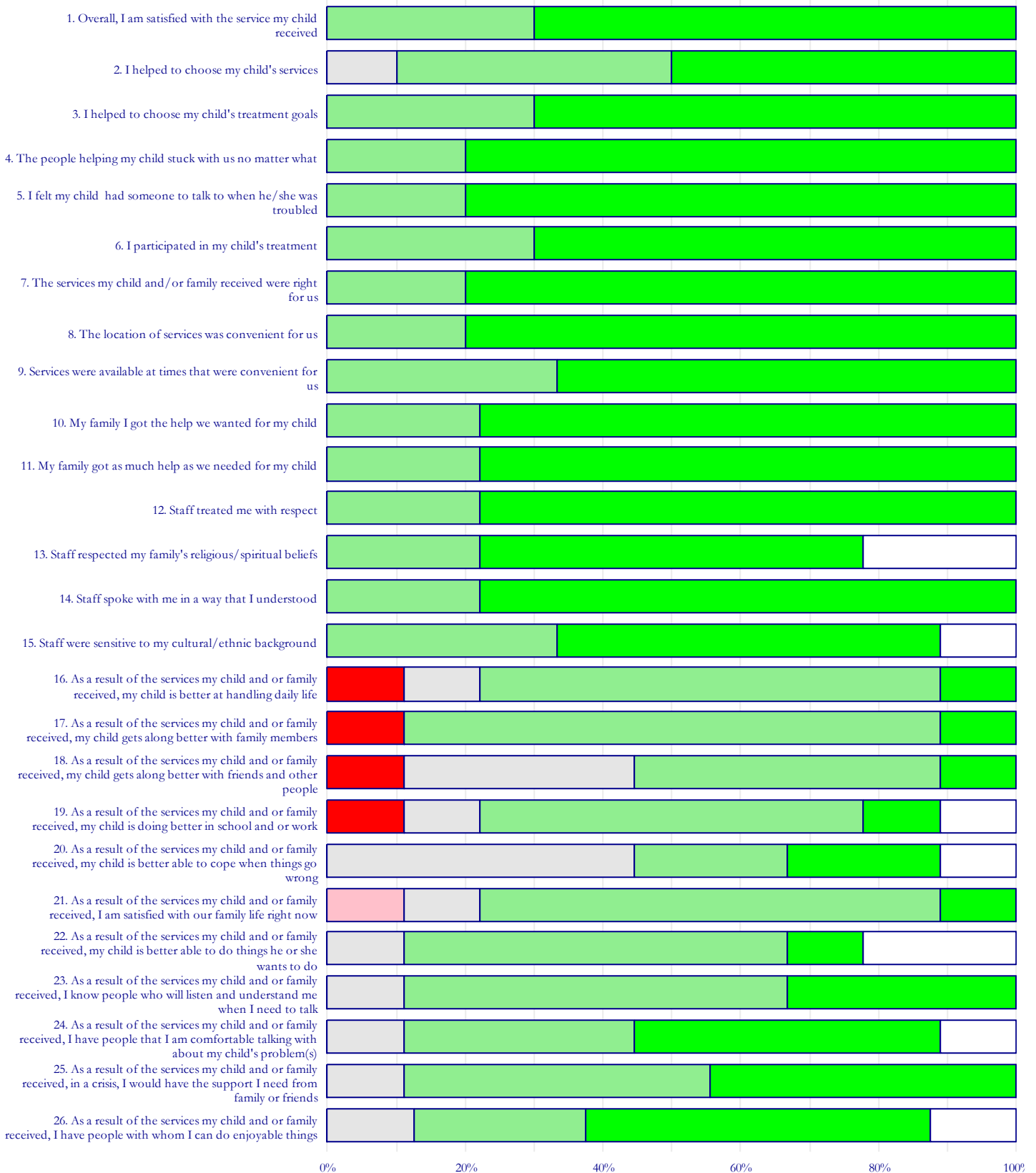
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 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 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
66.7 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	0 0.0 %	3 50.0 %
66.7 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	1 16.7 %	0 0.0 %	3 50.0 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
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 %	3 50.0 %	0 0.0 %	3 50.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	0 0.0 %	0 0.0 %	3 50.0 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	0 0.0 %	3 50.0 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	0 0.0 %	3 50.0 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	0 0.0 %	3 50.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	3 50.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
66.7 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 16.7 %	0 0.0 %	1 16.7 %	1 16.7 %	0 0.0 %	3 50.0 %
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 %	2 33.3 %	1 16.7 %	0 0.0 %	3 50.0 %
33.3 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 16.7 %	1 16.7 %	1 16.7 %	0 0.0 %	0 0.0 %	3 50.0 %
66.7 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	0 0.0 %	3 50.0 %
66.7 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 16.7 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	3 50.0 %
33.3 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 16.7 %	1 16.7 %	1 16.7 %	0 0.0 %	0 0.0 %	3 50.0 %
33.3 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	0 0.0 %	0 0.0 %	3 50.0 %
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 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	0 0.0 %	3 50.0 %
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 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
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 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
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 %	1 16.7 %	1 16.7 %	1 16.7 %	0 0.0 %	3 50.0 %
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 %	2 33.3 %	0 0.0 %	4 66.7 %

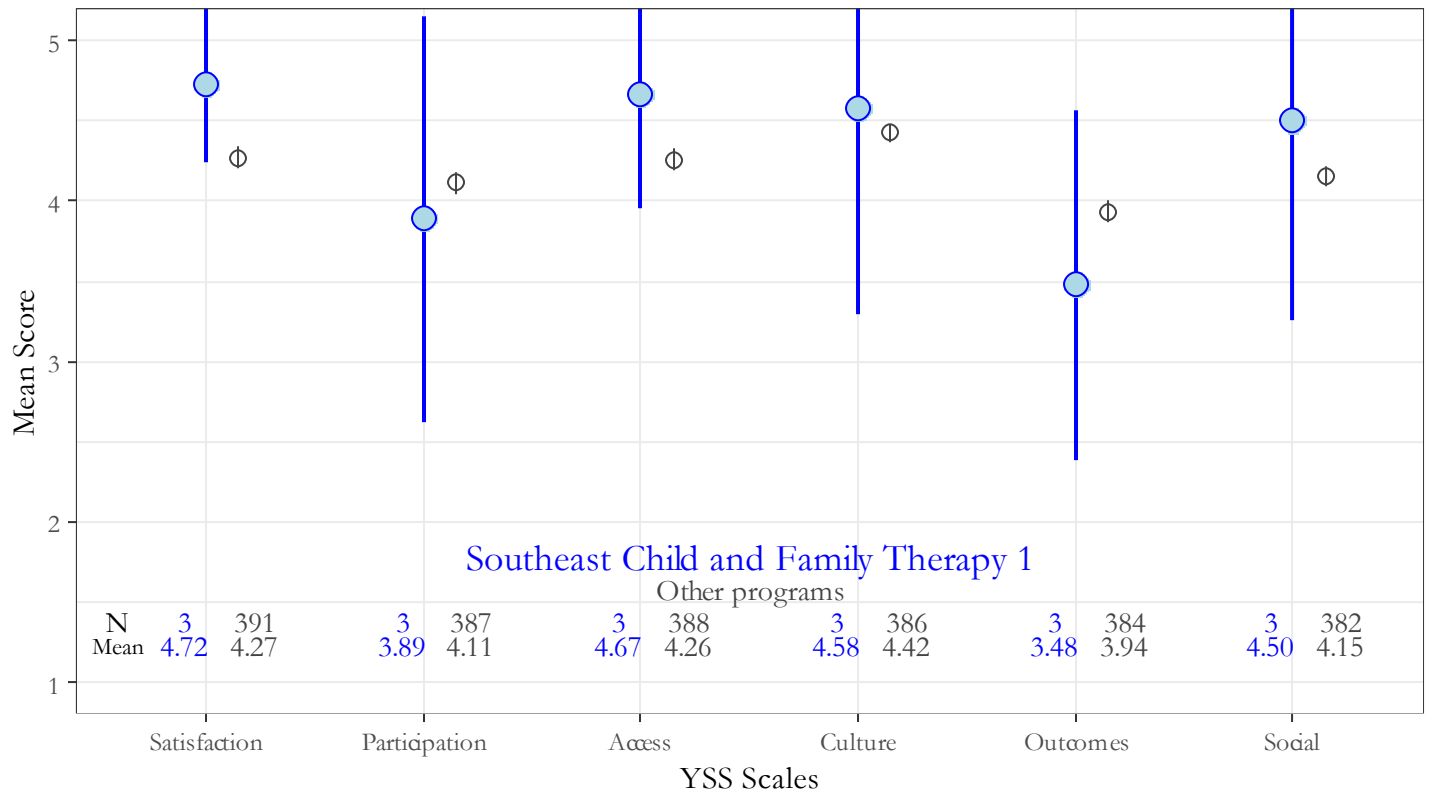
Youth Services Survey for Families



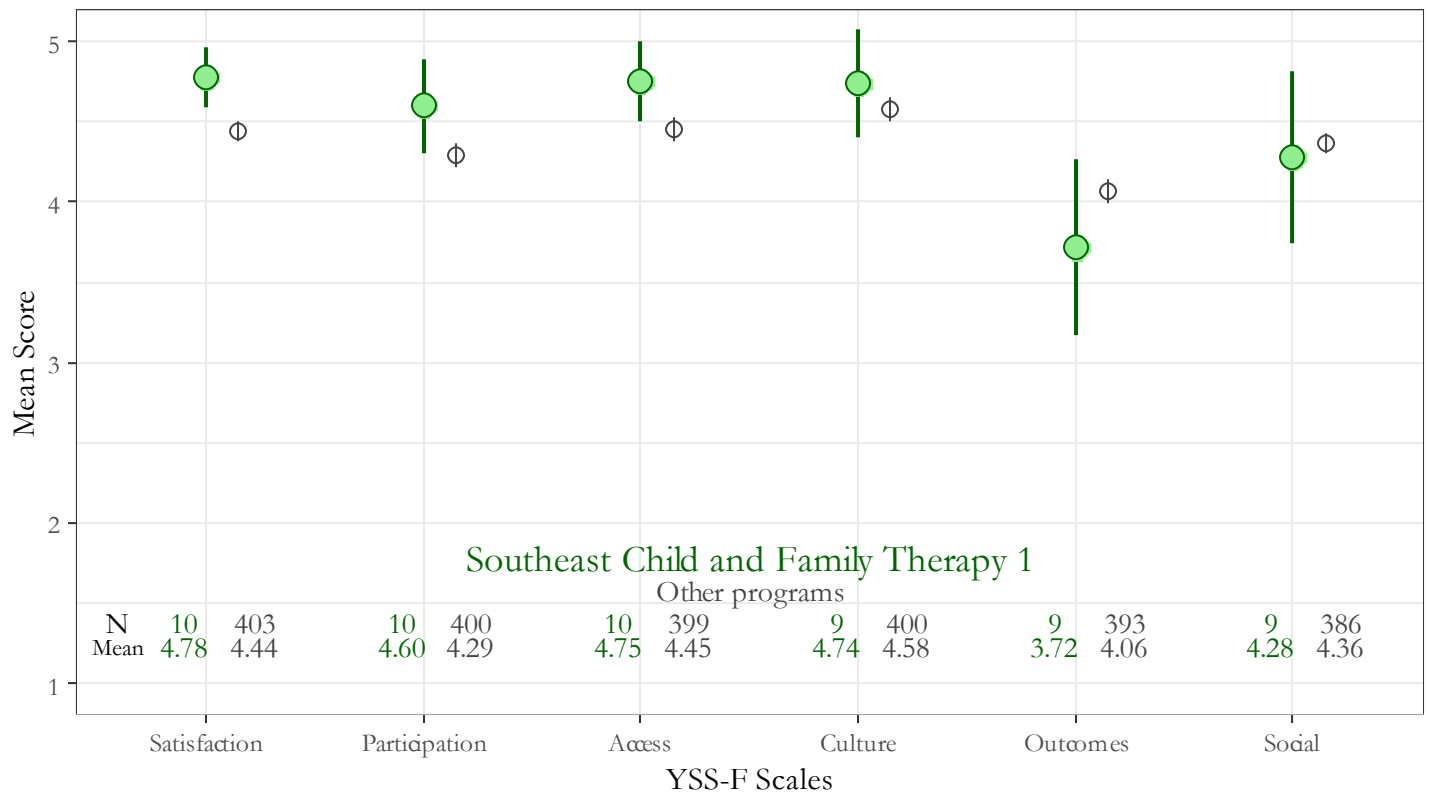
Youth Services Survey for Families, N = 15

	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 %	0 0.0 %	0 0.0 %	3 20.0 %	7 46.7 %	0 0.0 %	5 33.3 %
90.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 6.7 %	4 26.7 %	5 33.3 %	0 0.0 %	5 33.3 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	7 46.7 %	0 0.0 %	5 33.3 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	8 53.3 %	0 0.0 %	5 33.3 %
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 13.3 %	8 53.3 %	0 0.0 %	5 33.3 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	7 46.7 %	0 0.0 %	5 33.3 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	8 53.3 %	0 0.0 %	5 33.3 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	8 53.3 %	0 0.0 %	5 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 20.0 %	6 40.0 %	0 0.0 %	6 40.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	7 46.7 %	0 0.0 %	6 40.0 %
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 13.3 %	7 46.7 %	0 0.0 %	6 40.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	7 46.7 %	0 0.0 %	6 40.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	5 33.3 %	2 13.3 %	6 40.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	7 46.7 %	0 0.0 %	6 40.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	5 33.3 %	1 6.7 %	6 40.0 %
77.8 % 16. As a result of the services my child and or family received, my child is better at handling daily life	1 6.7 %	0 0.0 %	1 6.7 %	6 40.0 %	1 6.7 %	0 0.0 %	6 40.0 %
88.9 % 17. As a result of the services my child and or family received, my child gets along better with family members	1 6.7 %	0 0.0 %	0 0.0 %	7 46.7 %	1 6.7 %	0 0.0 %	6 40.0 %
55.6 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	1 6.7 %	0 0.0 %	3 20.0 %	4 26.7 %	1 6.7 %	0 0.0 %	6 40.0 %
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	1 6.7 %	0 0.0 %	1 6.7 %	5 33.3 %	1 6.7 %	1 6.7 %	6 40.0 %
50.0 % 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 %	4 26.7 %	2 13.3 %	2 13.3 %	1 6.7 %	6 40.0 %
77.8 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	1 6.7 %	1 6.7 %	6 40.0 %	1 6.7 %	0 0.0 %	6 40.0 %
85.7 % 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 6.7 %	5 33.3 %	1 6.7 %	2 13.3 %	6 40.0 %
88.9 % 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 6.7 %	5 33.3 %	3 20.0 %	0 0.0 %	6 40.0 %
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 %	0 0.0 %	1 6.7 %	3 20.0 %	4 26.7 %	1 6.7 %	6 40.0 %
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 6.7 %	4 26.7 %	4 26.7 %	0 0.0 %	6 40.0 %
85.7 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 6.7 %	2 13.3 %	4 26.7 %	1 6.7 %	7 46.7 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Southeast Child and
Family Therapy 1

Completion Status	Completion by		Total
	Respondent Type		
	Family	Youth	
Refused	3 20 %	3 50 %	6 28.6 %
Impaired	0 0 %	0 0 %	0 0 %
Language	1 6.7 %	0 0 %	1 4.8 %
Other	1 6.7 %	0 0 %	1 4.8 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	10 66.7 %	3 50 %	13 61.9 %
Total	15 100 %	6 100 %	21 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 46 clients; surveys were returned for 21 clients (21 / 46 = 45.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 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

58.3%

Overall satisfaction³ mean score for Southeast Child and Family Therapy Center 2: **4.23** (youth), **4.43** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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

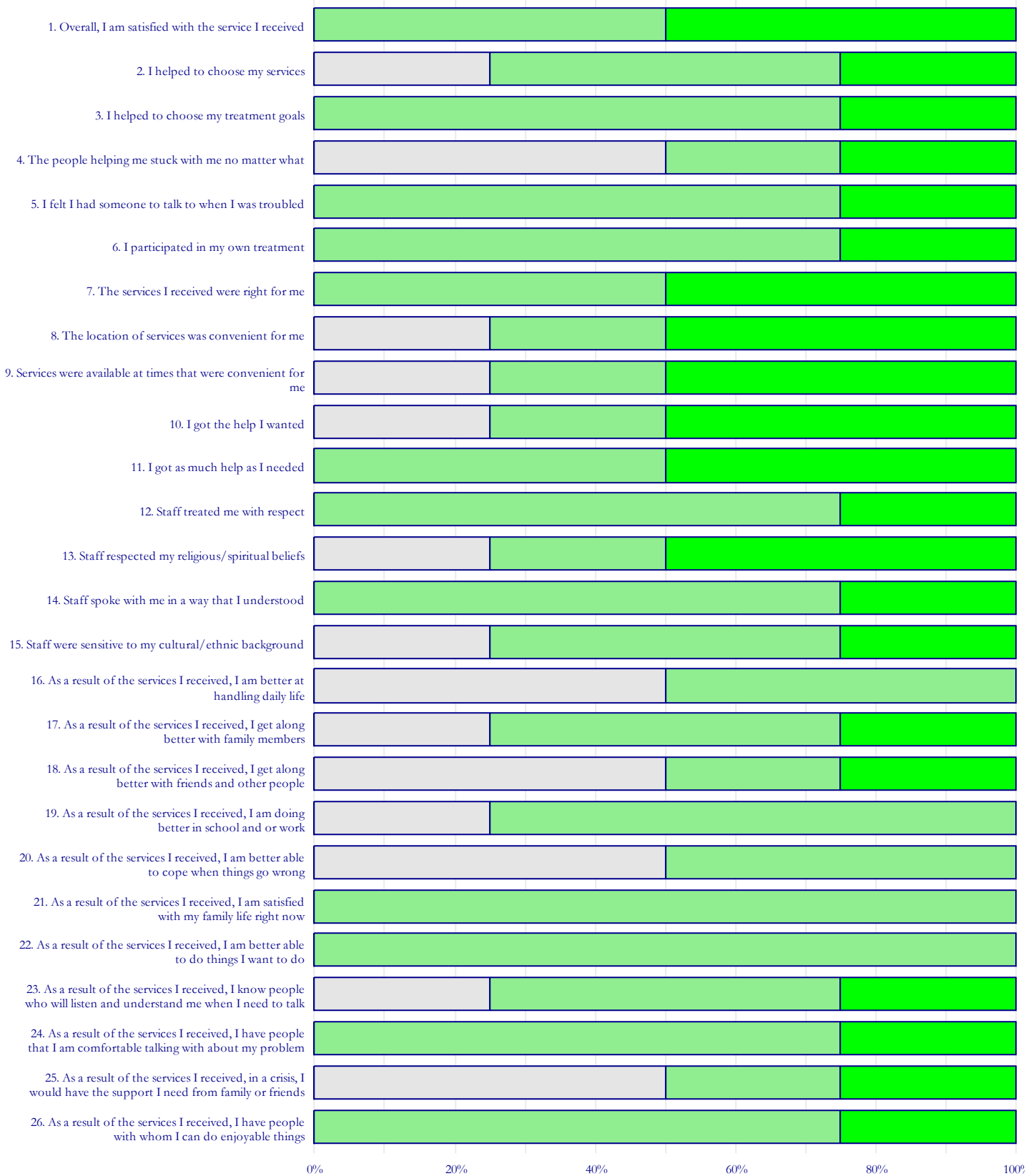
85.7% 4. The people helping me stuck with me no matter what

85.7% 10. I got the help I wanted

92.3% 13. Staff respected my religious/spiritual beliefs

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

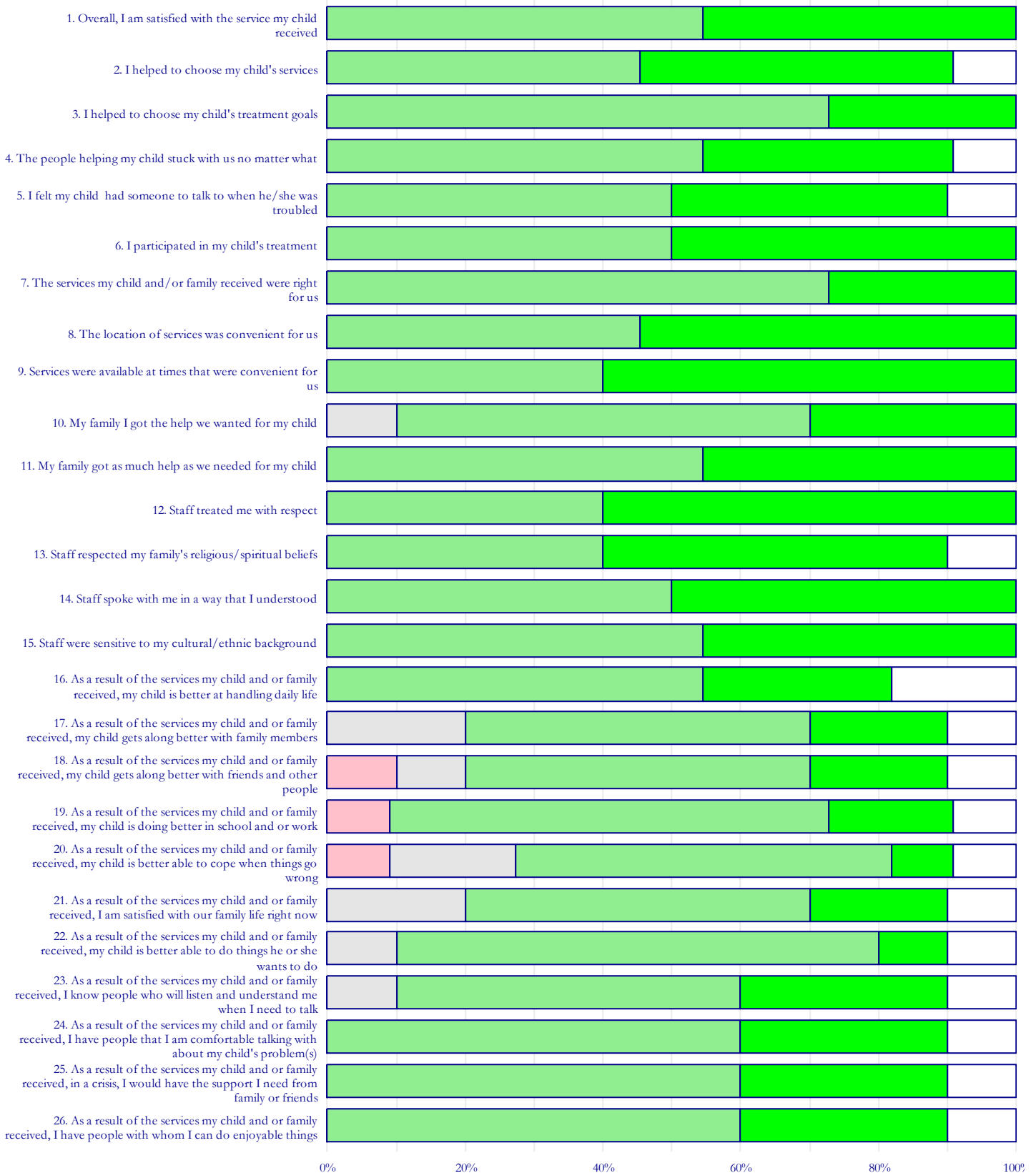
Youth Services Survey for Youth



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 %	2 40.0 %	0 0.0 %	1 20.0 %
75.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %	1 20.0 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
50.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	1 20.0 %	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 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
75.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	1 20.0 %
75.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	1 20.0 %
75.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	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 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
75.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	1 20.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
75.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %	1 20.0 %
50.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %	1 20.0 %
75.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %	1 20.0 %
50.0 % 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 %	1 20.0 %	1 20.0 %	0 0.0 %	1 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 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %	1 20.0 %
50.0 % 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 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %	1 20.0 %
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 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
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 %	4 80.0 %	0 0.0 %	0 0.0 %	1 20.0 %
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 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %	1 20.0 %
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 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
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 0.0 %	2 40.0 %	1 20.0 %	1 20.0 %	0 0.0 %	1 20.0 %
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 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %

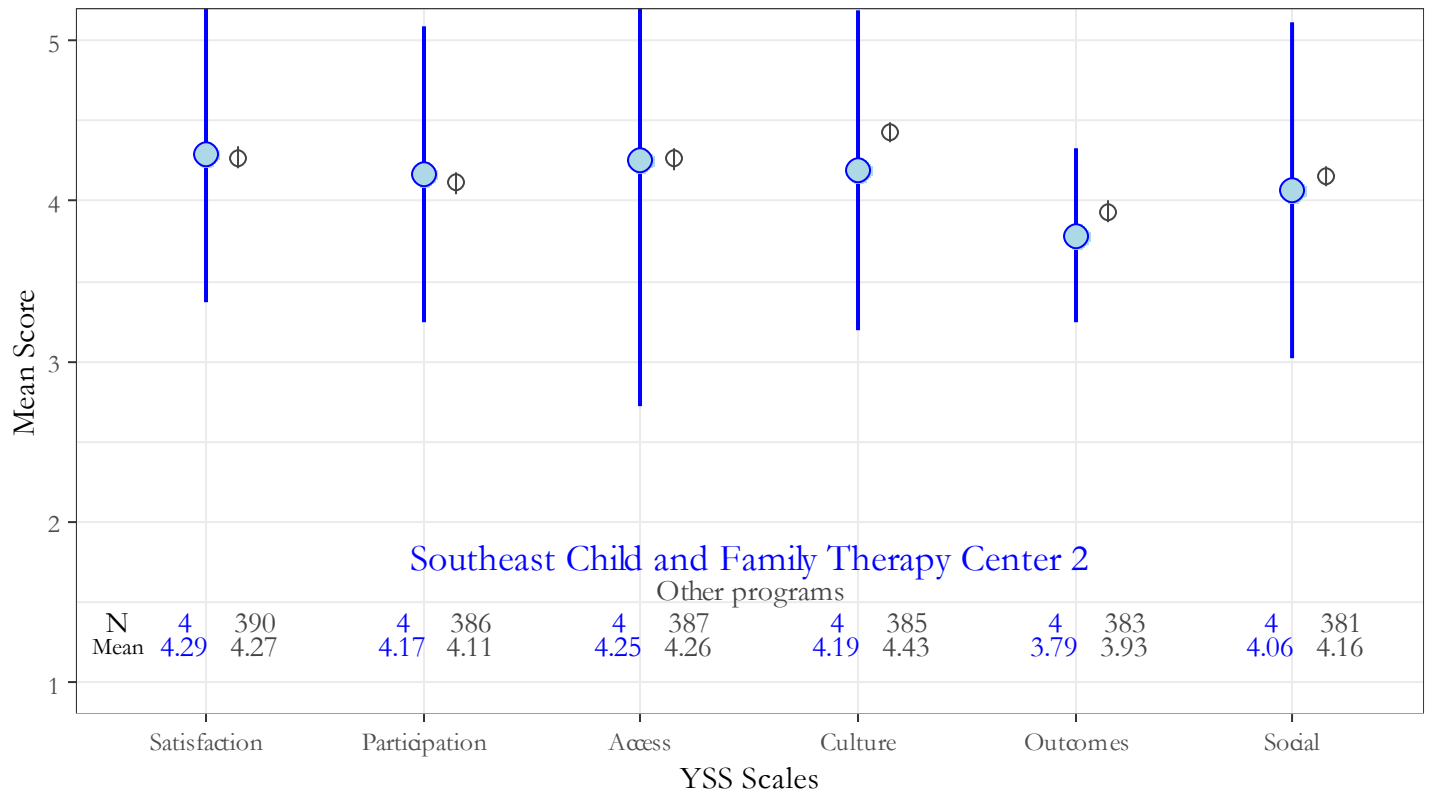
Youth Services Survey for Families



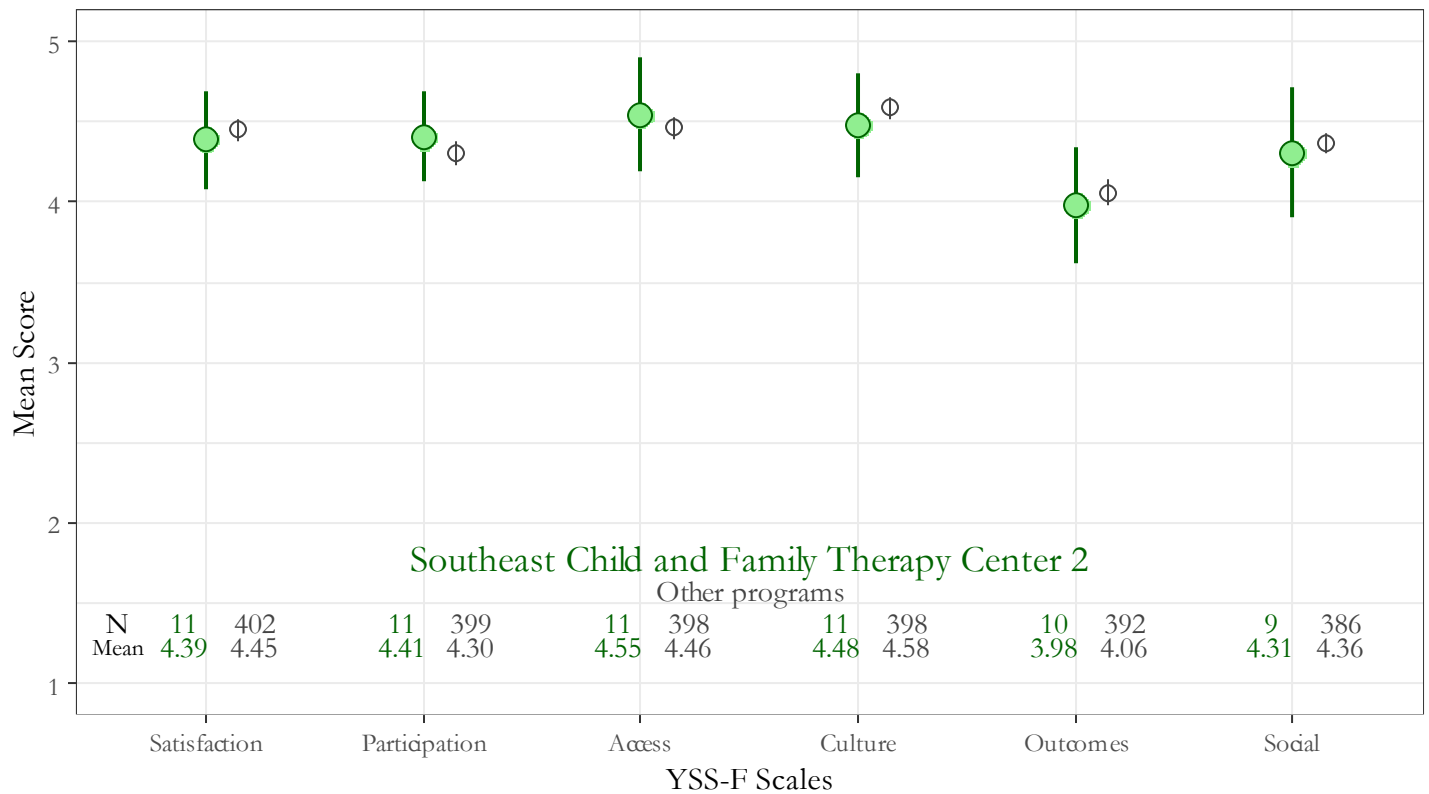
Youth Services Survey for Families, N = 13

	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 %	6 46.2 %	5 38.5 %	0 0.0 %	2 15.4 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	5 38.5 %	1 7.7 %	2 15.4 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	8 61.5 %	3 23.1 %	0 0.0 %	2 15.4 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	4 30.8 %	1 7.7 %	2 15.4 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	4 30.8 %	1 7.7 %	3 23.1 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	5 38.5 %	0 0.0 %	3 23.1 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	8 61.5 %	3 23.1 %	0 0.0 %	2 15.4 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	6 46.2 %	0 0.0 %	2 15.4 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	6 46.2 %	0 0.0 %	3 23.1 %
90.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	3 23.1 %	0 0.0 %	3 23.1 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	5 38.5 %	0 0.0 %	2 15.4 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	6 46.2 %	0 0.0 %	3 23.1 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	5 38.5 %	1 7.7 %	3 23.1 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	5 38.5 %	0 0.0 %	3 23.1 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	5 38.5 %	0 0.0 %	2 15.4 %
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 %	6 46.2 %	3 23.1 %	2 15.4 %	2 15.4 %
77.8 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	2 15.4 %	5 38.5 %	2 15.4 %	1 7.7 %	3 23.1 %
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 %	1 7.7 %	1 7.7 %	5 38.5 %	2 15.4 %	1 7.7 %	3 23.1 %
90.0 % 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 7.7 %	0 0.0 %	7 53.8 %	2 15.4 %	1 7.7 %	2 15.4 %
70.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	1 7.7 %	2 15.4 %	6 46.2 %	1 7.7 %	1 7.7 %	2 15.4 %
77.8 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	2 15.4 %	5 38.5 %	2 15.4 %	1 7.7 %	3 23.1 %
88.9 % 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	0 0.0 %	0 0.0 %	1 7.7 %	7 53.8 %	1 7.7 %	1 7.7 %	3 23.1 %
88.9 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	3 23.1 %	1 7.7 %	3 23.1 %
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 %	6 46.2 %	3 23.1 %	1 7.7 %	3 23.1 %
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 %	6 46.2 %	3 23.1 %	1 7.7 %	3 23.1 %
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 0.0 %	6 46.2 %	3 23.1 %	1 7.7 %	3 23.1 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



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

	Family	Youth	Total
Refused	2 15.4 %	0 0 %	2 11.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	1 20 %	1 5.6 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 84.6 %	4 80 %	15 83.3 %
Total	13 100 %	5 100 %	18 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 24 clients; surveys were returned for 14 clients (14 / 24 = 58.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Stonewall Project Integrated and Full Service OP IFSO Services
Program Code(s): 38HSOP

Overall Satisfaction¹
100.0%

Return Rate²
over 100%

Overall satisfaction³ mean score for Stonewall Project Integrated and Full Service OP IFSO Services: **4.88**.

Overall satisfaction mean score for all other programs: **4.45**.

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

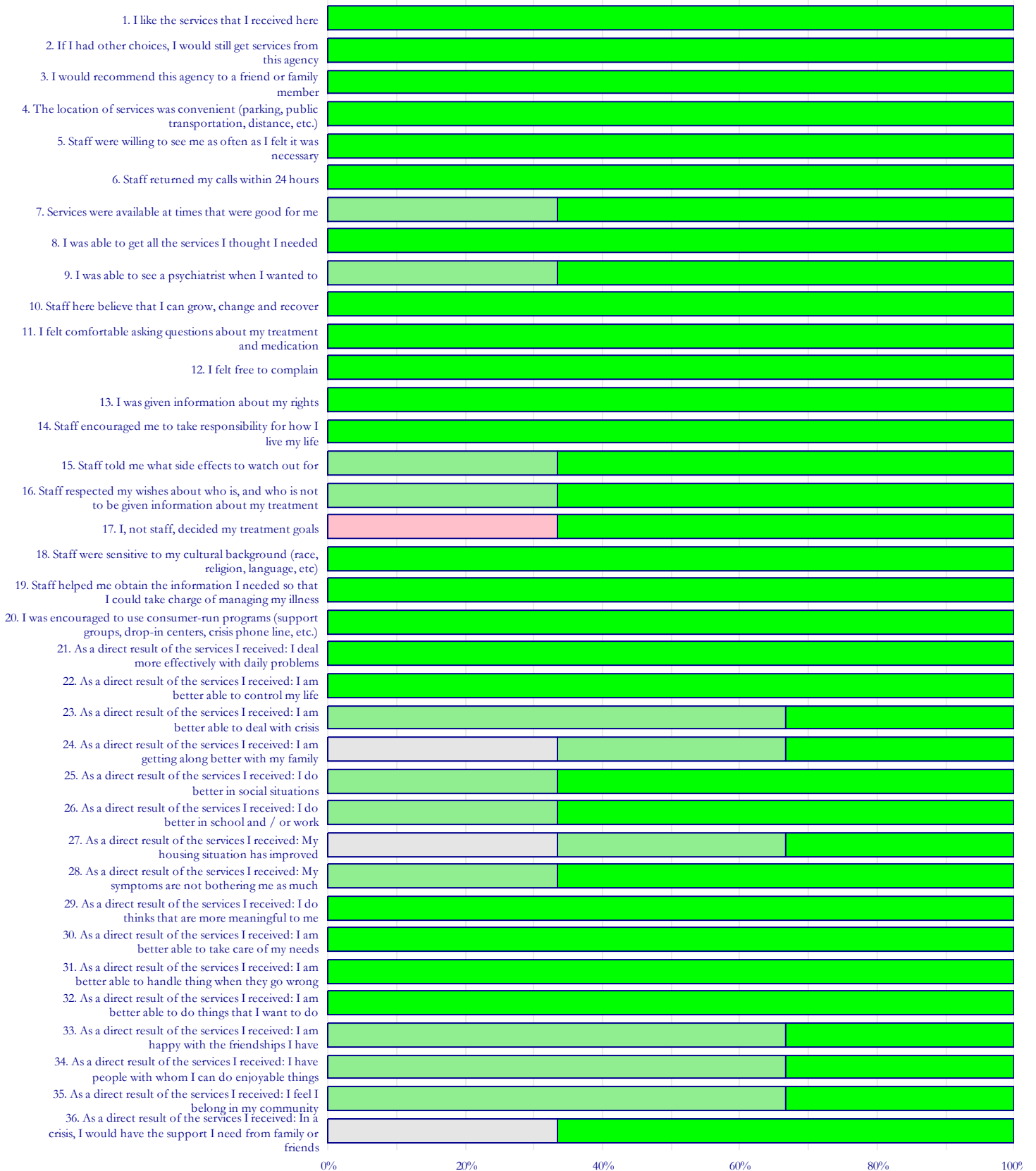
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 66.7% 17. I, not staff, decided my treatment goals
- 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 = 4

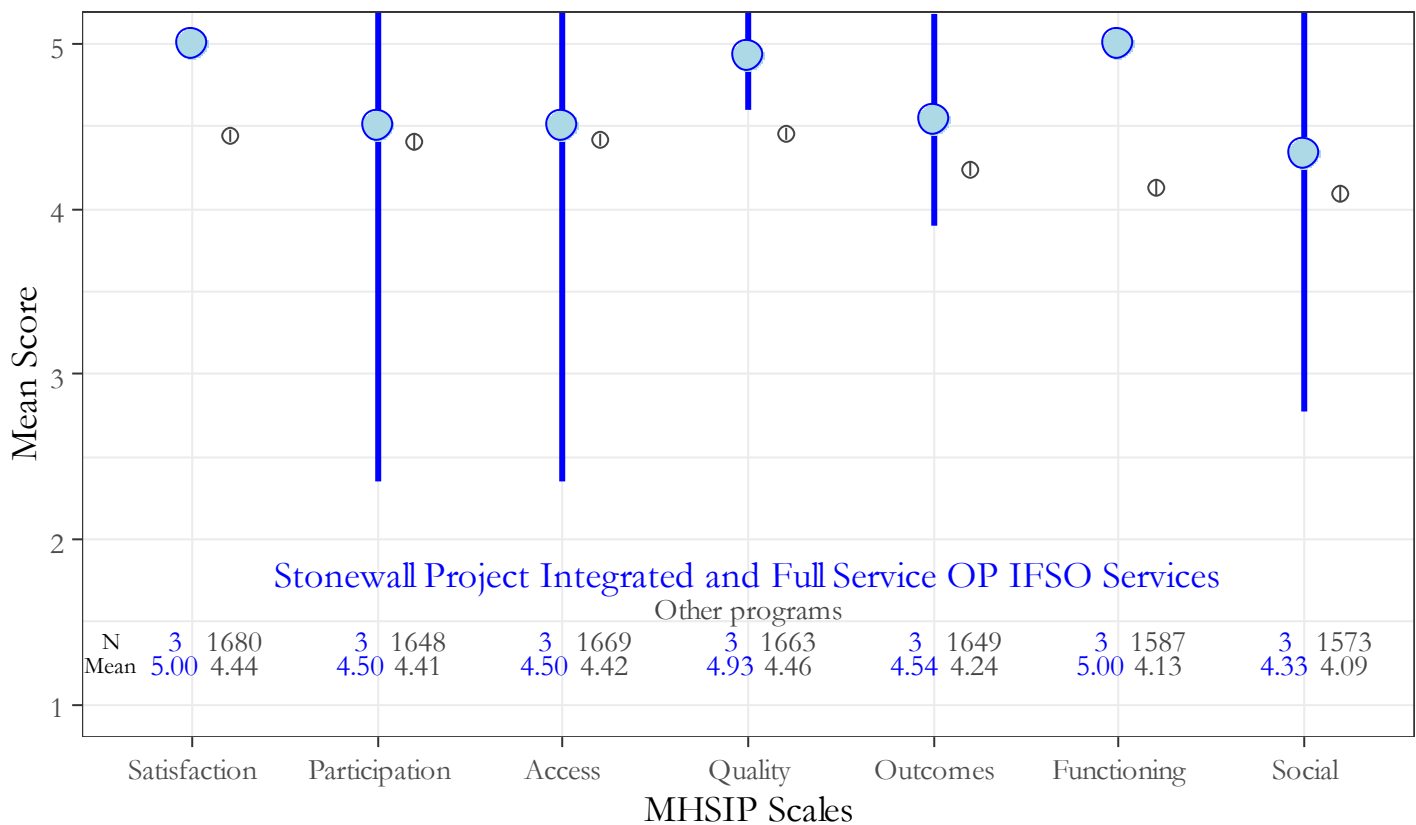
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
100.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
100.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
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 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
66.7 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
66.7 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %

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 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
66.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %
100.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
100.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
100.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
100.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 25 %	0 0 %	1 25 %
Completed Survey	3 75 %	0 0 %	3 75 %
Total	4 100 %	0 100 %	4 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 3 clients; surveys were returned for 4 clients (4/3 = 133.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Sunset Mental Health Services Adult

Program Code(s): 38823

Overall Satisfaction¹

96.5%

Return Rate²

81.1%

Overall satisfaction³ mean score for Sunset Mental Health Services Adult: **4.45**.

Overall satisfaction mean score for all other programs: **4.45**.

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

96.4% 10. Staff here believe that I can grow, change and recover

94.7% 7. Services were available at times that were good for me

93.0% 1. I like the services that I received here

Lowest Agreement Items

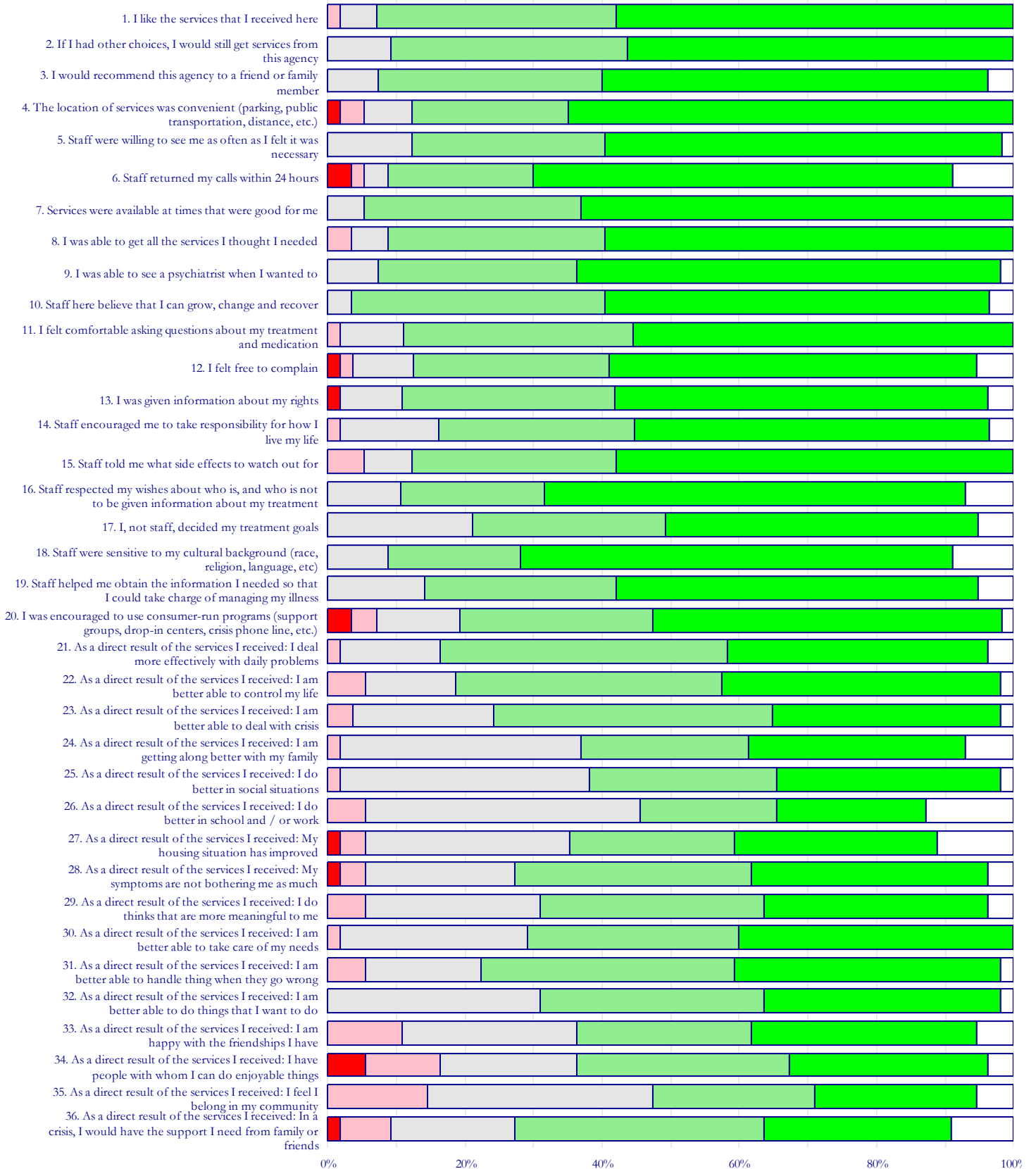
77.8% 17. I, not staff, decided my treatment goals

80.4% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

83.3% 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 = 101

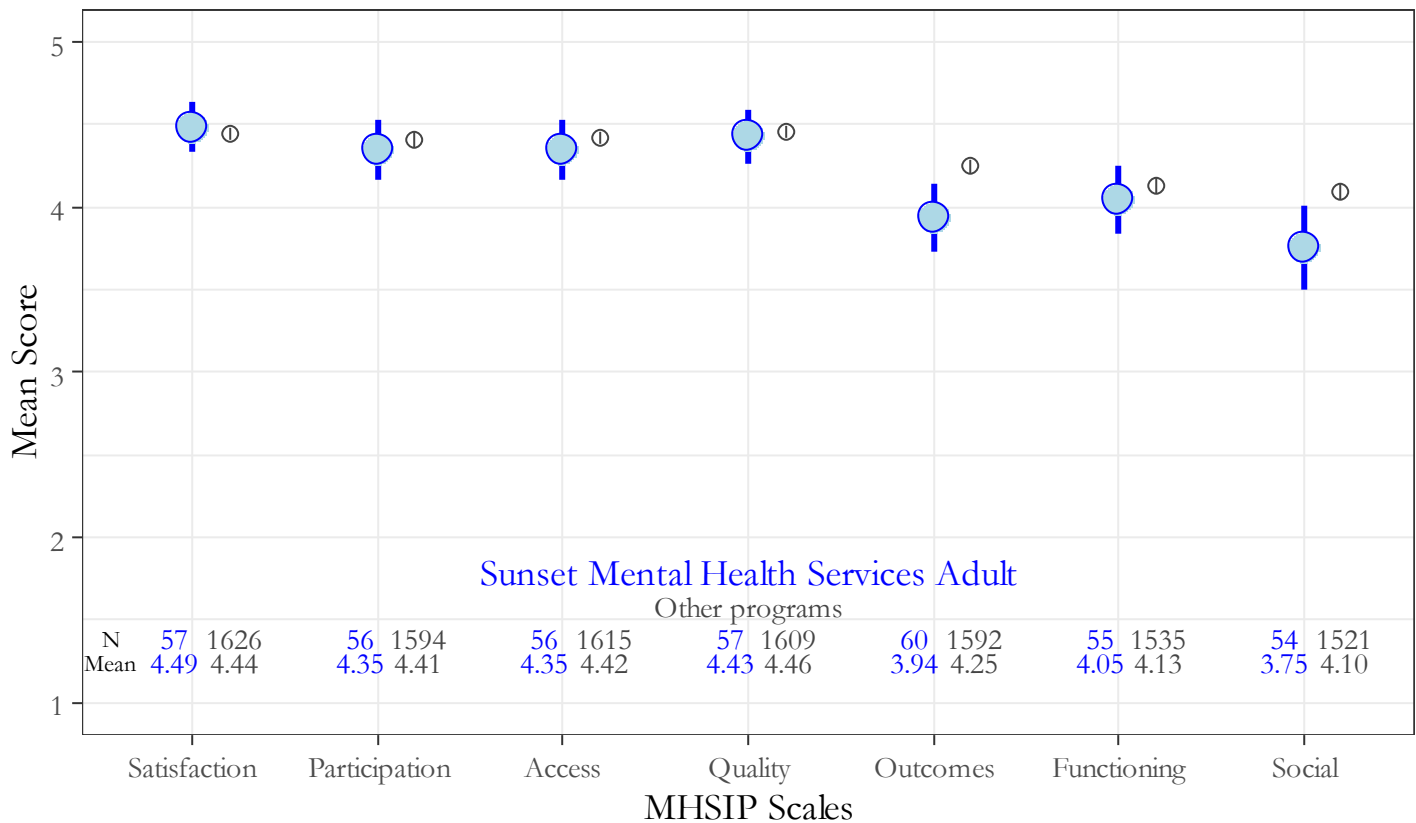
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
93.0 % 1. I like the services that I received here	0 0.0 %	1 1.0 %	3 3.0 %	20 19.8 %	33 32.7 %	0 0.0 %	44 43.6 %
90.9 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	5 5.0 %	19 18.8 %	31 30.7 %	0 0.0 %	46 45.5 %
92.5 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	4 4.0 %	18 17.8 %	31 30.7 %	2 2.0 %	46 45.5 %
87.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 1.0 %	2 2.0 %	4 4.0 %	13 12.9 %	37 36.6 %	0 0.0 %	44 43.6 %
87.5 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	7 6.9 %	16 15.8 %	33 32.7 %	1 1.0 %	44 43.6 %
90.4 % 6. Staff returned my calls within 24 hours	2 2.0 %	1 1.0 %	2 2.0 %	12 11.9 %	35 34.6 %	5 5.0 %	44 43.6 %
94.7 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	3 3.0 %	18 17.8 %	36 35.6 %	0 0.0 %	44 43.6 %
91.2 % 8. I was able to get all the services I thought I needed	0 0.0 %	2 2.0 %	3 3.0 %	18 17.8 %	34 33.7 %	0 0.0 %	44 43.6 %
92.6 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	4 4.0 %	16 15.8 %	34 33.7 %	1 1.0 %	46 45.5 %
96.4 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 2.0 %	21 20.8 %	32 31.7 %	2 2.0 %	44 43.6 %
88.9 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 1.0 %	5 5.0 %	18 17.8 %	30 29.7 %	0 0.0 %	47 46.5 %
86.8 % 12. I felt free to complain	1 1.0 %	1 1.0 %	5 5.0 %	16 15.8 %	30 29.7 %	3 3.0 %	45 44.5 %
88.7 % 13. I was given information about my rights	1 1.0 %	0 0.0 %	5 5.0 %	17 16.8 %	30 29.7 %	2 2.0 %	46 45.5 %
83.3 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 1.0 %	8 7.9 %	16 15.8 %	29 28.7 %	2 2.0 %	45 44.5 %
87.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	3 3.0 %	4 4.0 %	17 16.8 %	33 32.7 %	0 0.0 %	44 43.6 %
88.7 % 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 %	6 5.9 %	12 11.9 %	35 34.6 %	4 4.0 %	44 43.6 %
77.8 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	12 11.9 %	16 15.8 %	26 25.7 %	3 3.0 %	44 43.6 %
90.4 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	5 5.0 %	11 10.9 %	36 35.6 %	5 5.0 %	44 43.6 %
85.2 % 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 %	8 7.9 %	16 15.8 %	30 29.7 %	3 3.0 %	44 43.6 %
80.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 2.0 %	2 2.0 %	7 6.9 %	16 15.8 %	29 28.7 %	1 1.0 %	44 43.6 %
83.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 1.0 %	8 7.9 %	23 22.8 %	21 20.8 %	2 2.0 %	46 45.5 %
81.1 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	3 3.0 %	7 6.9 %	21 20.8 %	22 21.8 %	1 1.0 %	47 46.5 %
75.5 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	2 2.0 %	11 10.9 %	22 21.8 %	18 17.8 %	1 1.0 %	47 46.5 %
60.4 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 1.0 %	20 19.8 %	14 13.9 %	18 17.8 %	4 4.0 %	44 43.6 %
61.1 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 1.0 %	20 19.8 %	15 14.8 %	18 17.8 %	1 1.0 %	46 45.5 %

MHSIP Items 26-36, N = 101
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
47.9 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	3 3.0 %	22 21.8 %	11 10.9 %	12 11.9 %	7 6.9 %	46 45.5 %
60.4 % 27. As a direct result of the services I received: My housing situation has improved	1 1.0 %	2 2.0 %	16 15.8 %	13 12.9 %	16 15.8 %	6 5.9 %	47 46.5 %
71.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 1.0 %	2 2.0 %	12 11.9 %	19 18.8 %	19 18.8 %	2 2.0 %	46 45.5 %
67.9 % 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 %	14 13.9 %	18 17.8 %	18 17.8 %	2 2.0 %	46 45.5 %
70.9 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 1.0 %	15 14.8 %	17 16.8 %	22 21.8 %	0 0.0 %	46 45.5 %
77.4 % 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 3.0 %	9 8.9 %	20 19.8 %	21 20.8 %	1 1.0 %	47 46.5 %
68.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	17 16.8 %	18 17.8 %	19 18.8 %	1 1.0 %	46 45.5 %
61.5 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	6 5.9 %	14 13.9 %	14 13.9 %	18 17.8 %	3 3.0 %	46 45.5 %
62.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	3 3.0 %	6 5.9 %	11 10.9 %	17 16.8 %	16 15.8 %	2 2.0 %	46 45.5 %
50.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	8 7.9 %	18 17.8 %	13 12.9 %	13 12.9 %	3 3.0 %	46 45.5 %
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	1 1.0 %	4 4.0 %	10 9.9 %	20 19.8 %	15 14.8 %	5 5.0 %	46 45.5 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	29 33.3 %	4 28.6 %	33 32.7 %
Impaired	4 4.6 %	2 14.3 %	6 5.9 %
Language	2 2.3 %	0 0 %	2 2 %
Other	0 0 %	0 0 %	0 0 %
No Data	2 2.3 %	1 7.1 %	3 3 %
Completed Survey	50 57.5 %	7 50 %	57 56.4 %
Total	87 100 %	14 100 %	101 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 122 clients; surveys were returned for 99 clients (99/122 = 81.1%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Sunset Mental Health Services CYF

Program Code(s): 38826

Overall Satisfaction¹

88.9%

Return Rate²

84.6%

Overall satisfaction³ mean score for Sunset Mental Health Services CYF: **3.88** (youth), **4.29** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (family).

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

Highest Agreement Items

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

100.0% 12. Staff treated me with respect

100.0% 13. Staff respected my religious/spiritual beliefs

Lowest Agreement Items

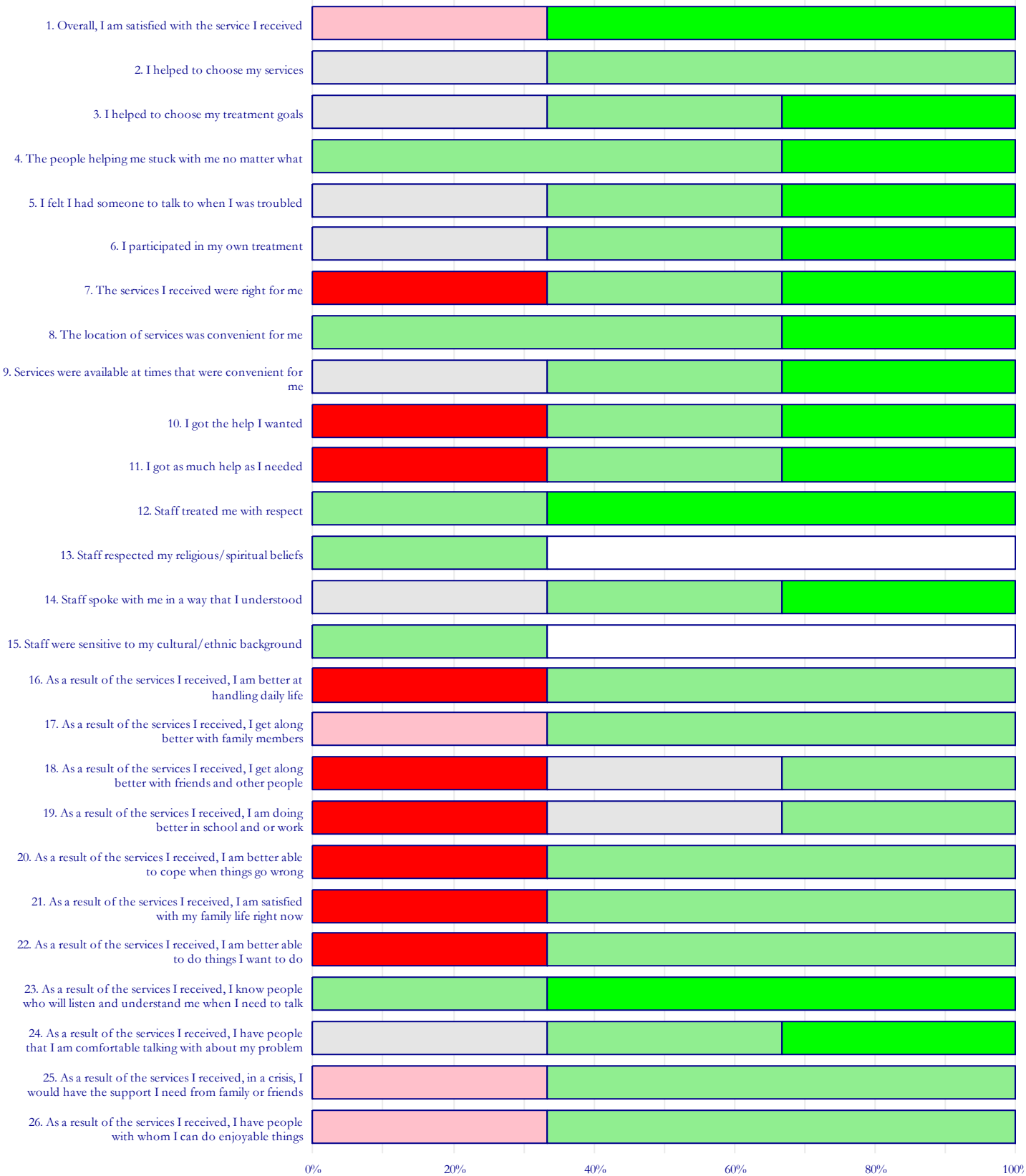
77.8% 7. The services I received were right for me

77.8% 9. Services were available at times that were convenient for me

77.8% 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.

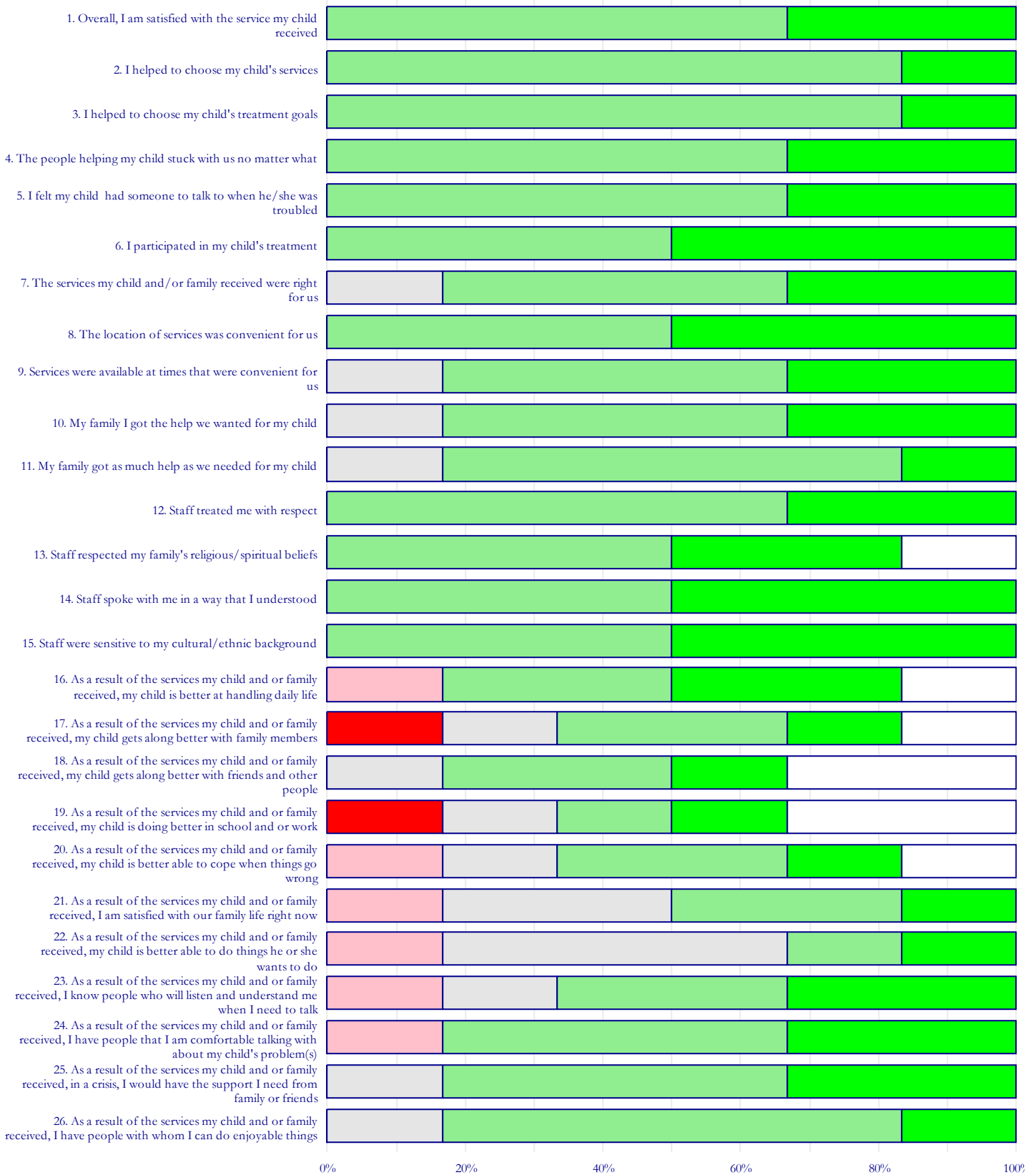
Youth Services Survey for Youth



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

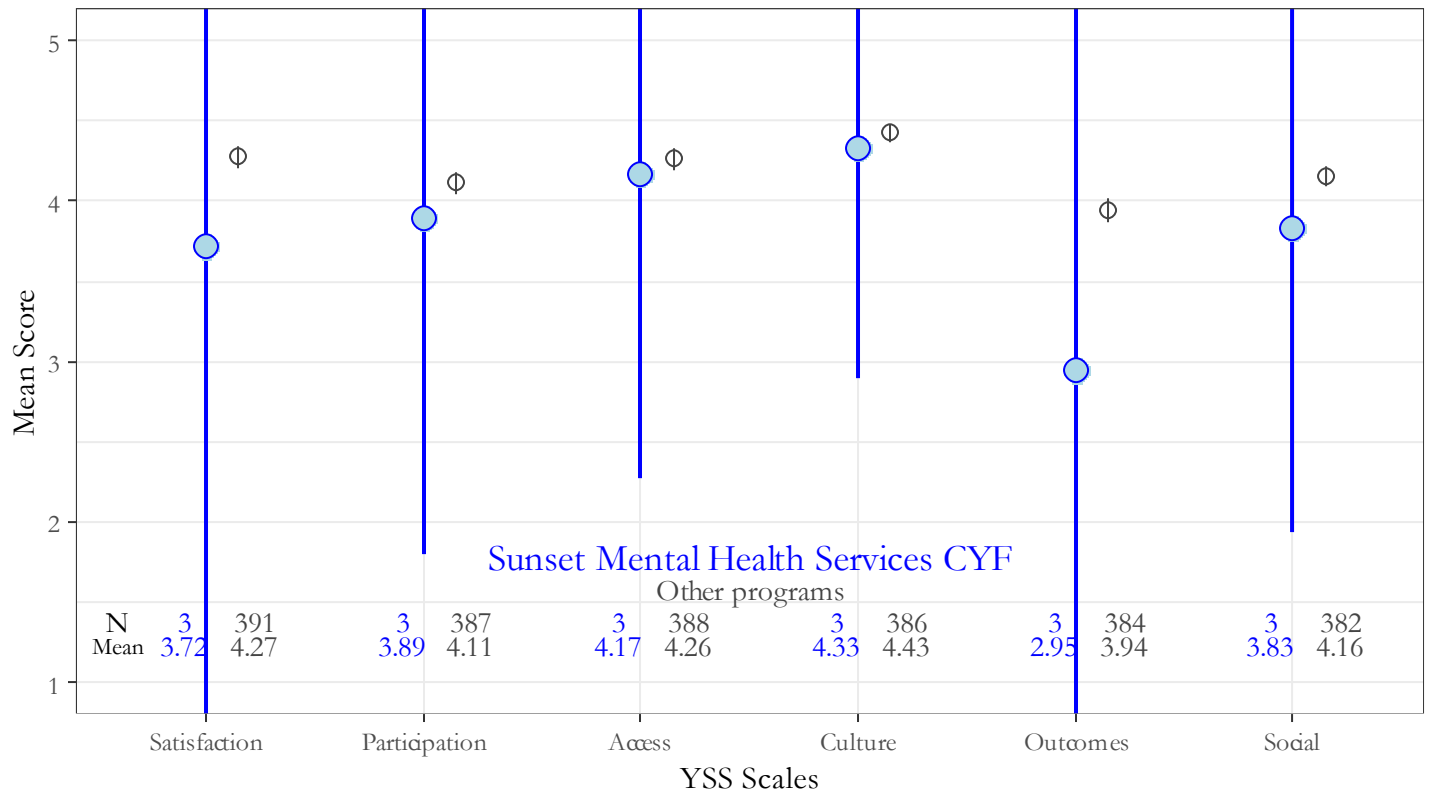
Youth Services Survey for Families



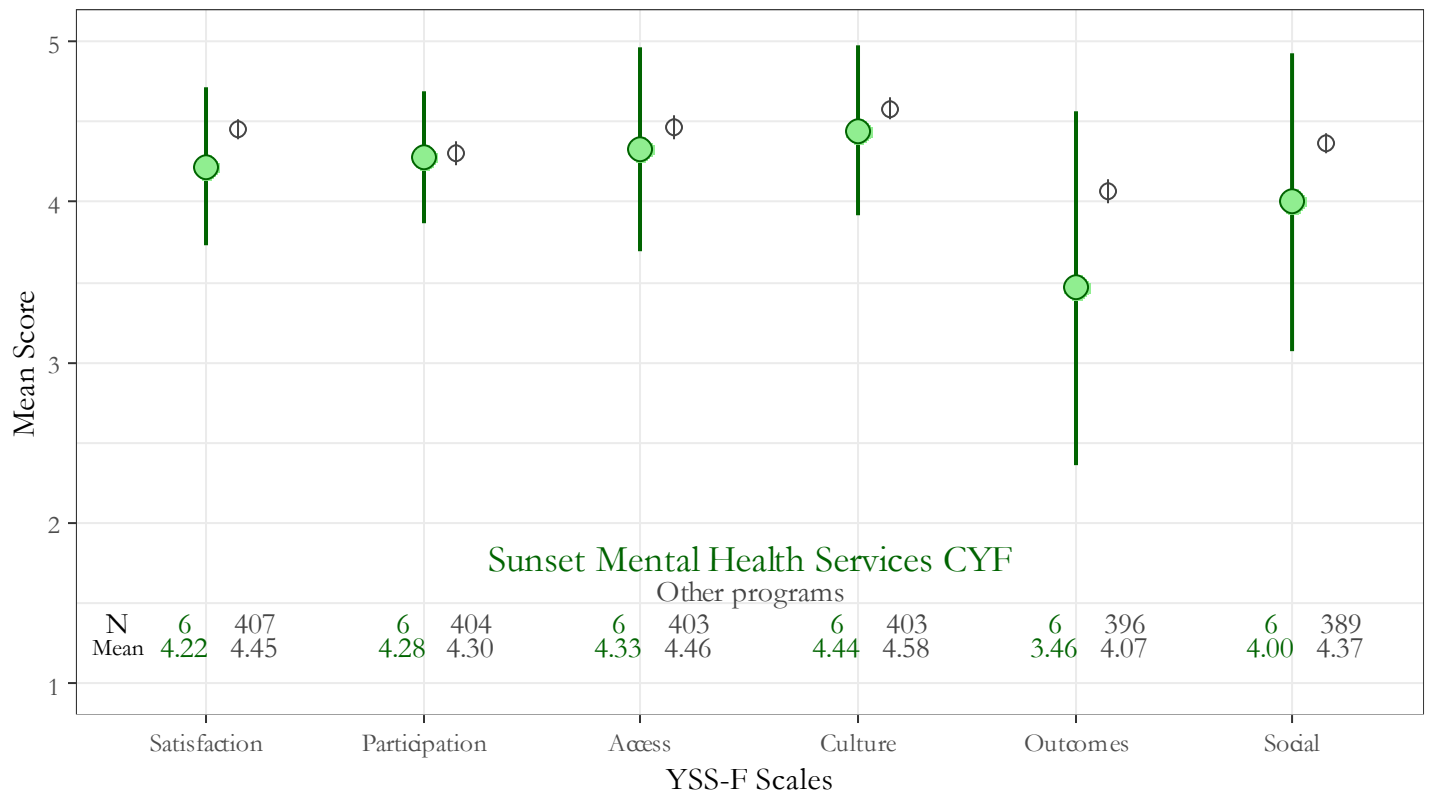
Youth Services Survey for Families, N = 9

	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 %	2 22.2 %	0 0.0 %	3 33.3 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	1 11.1 %	0 0.0 %	3 33.3 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	1 11.1 %	0 0.0 %	3 33.3 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	2 22.2 %	0 0.0 %	3 33.3 %
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 %	4 44.4 %	2 22.2 %	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 %	3 33.3 %	0 0.0 %	3 33.3 %
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 %	3 33.3 %	3 33.3 %	0 0.0 %	3 33.3 %
83.3 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	2 22.2 %	0 0.0 %	3 33.3 %
83.3 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	2 22.2 %	0 0.0 %	3 33.3 %
83.3 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	1 11.1 %	0 0.0 %	3 33.3 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	2 22.2 %	0 0.0 %	3 33.3 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	2 22.2 %	1 11.1 %	3 33.3 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	3 33.3 %	0 0.0 %	3 33.3 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	3 33.3 %	0 0.0 %	3 33.3 %
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 11.1 %	0 0.0 %	2 22.2 %	2 22.2 %	1 11.1 %	3 33.3 %
60.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	1 11.1 %	0 0.0 %	1 11.1 %	2 22.2 %	1 11.1 %	1 11.1 %	3 33.3 %
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 0.0 %	1 11.1 %	2 22.2 %	1 11.1 %	2 22.2 %	3 33.3 %
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	1 11.1 %	0 0.0 %	1 11.1 %	1 11.1 %	1 11.1 %	2 22.2 %	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	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	1 11.1 %	1 11.1 %	3 33.3 %
50.0 % 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 11.1 %	2 22.2 %	2 22.2 %	1 11.1 %	0 0.0 %	3 33.3 %
33.3 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	1 11.1 %	3 33.3 %	1 11.1 %	1 11.1 %	0 0.0 %	3 33.3 %
66.7 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	2 22.2 %	0 0.0 %	3 33.3 %
83.3 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	1 11.1 %	0 0.0 %	3 33.3 %	2 22.2 %	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 0.0 %	0 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 %	4 44.4 %	1 11.1 %	0 0.0 %	3 33.3 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Sunset Mental Health
Services CYF

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	2 22.2 %	3 50 %	5 33.3 %
Impaired	0 0 %	0 0 %	0 0 %
Language	1 11.1 %	0 0 %	1 6.7 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	6 66.7 %	3 50 %	9 60 %
Total	9 100 %	6 100 %	15 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 13 clients; surveys were returned for 11 clients (11 / 13 = 84.6%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Sunset Mental Health Team II

Program Code(s): 38I9OP

Overall Satisfaction¹

89.5%

Return Rate²

over 100%

Overall satisfaction³ mean score for Sunset Mental Health Team II: **4.19**.

Overall satisfaction mean score for all other programs: **4.45**.

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% 13. I was given information about my rights

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

94.7% 5. Staff were willing to see me as often as I felt it was necessary

Lowest Agreement Items

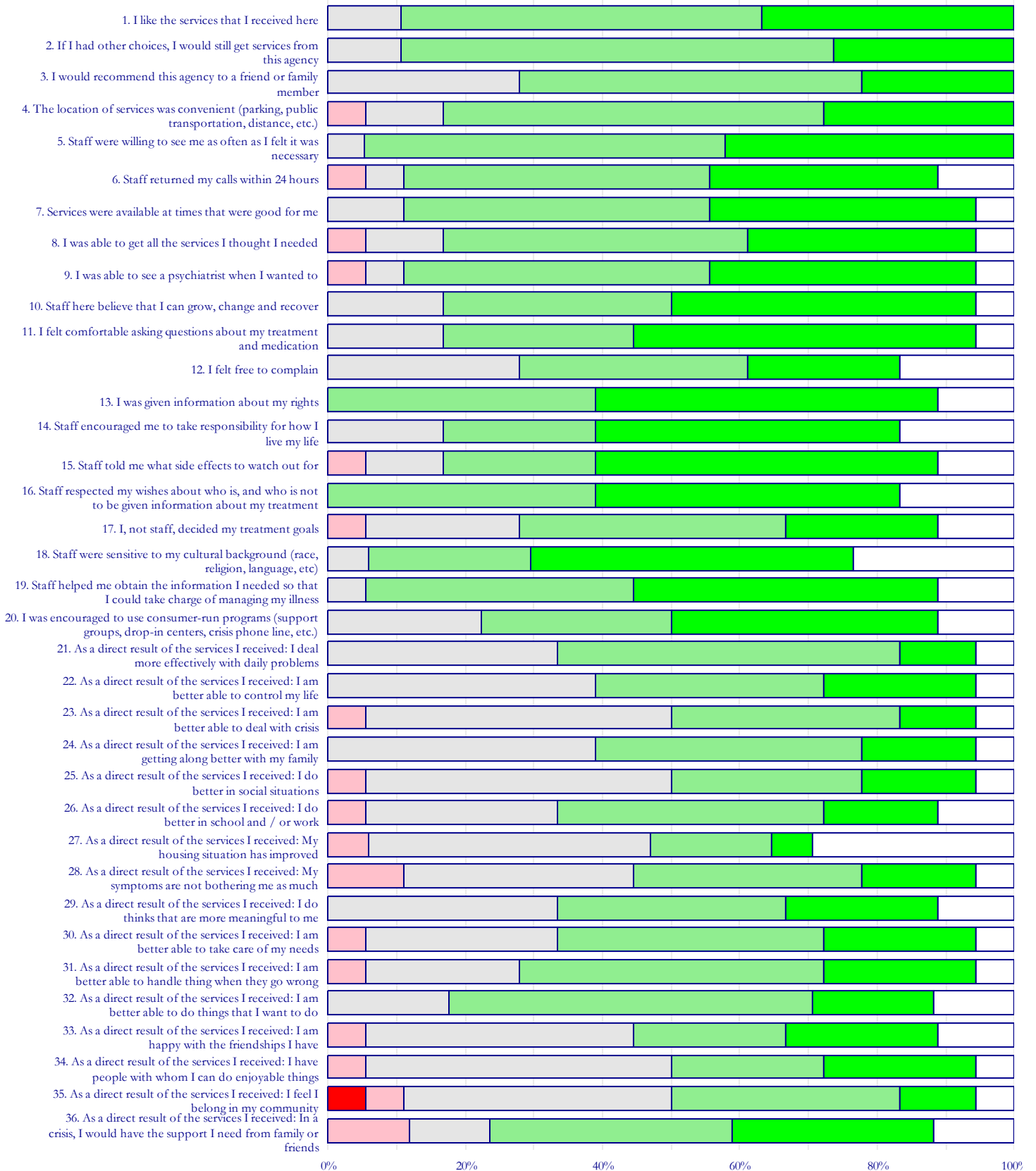
66.7% 12. I felt free to complain

68.8% 17. I, not staff, decided my treatment goals

72.2% 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 = 30

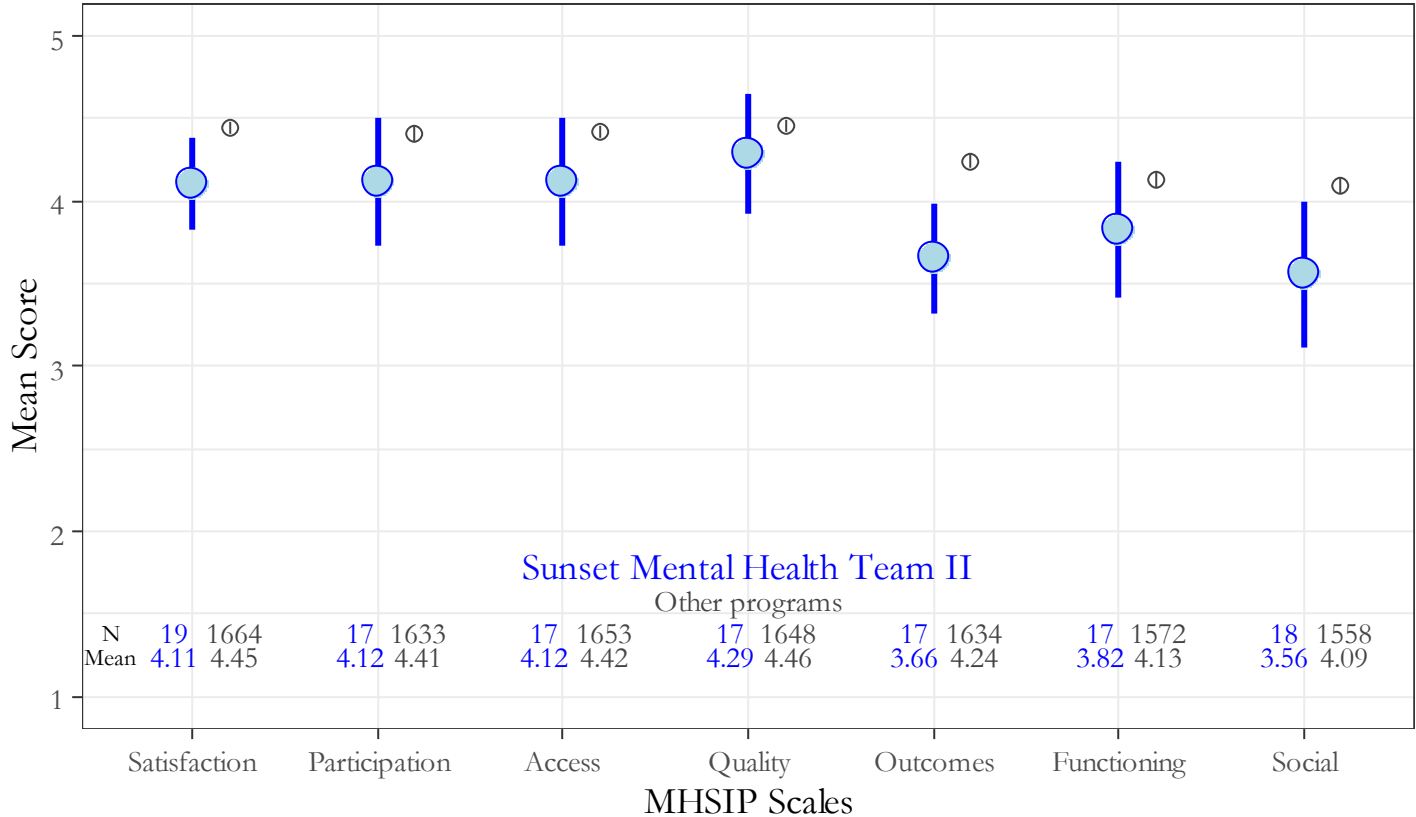
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
89.5 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 6.7 %	10 33.3 %	7 23.3 %	0 0.0 %	11 36.7 %
89.5 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 6.7 %	12 40.0 %	5 16.7 %	0 0.0 %	11 36.7 %
72.2 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	5 16.7 %	9 30.0 %	4 13.3 %	0 0.0 %	12 40.0 %
83.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 3.3 %	2 6.7 %	10 33.3 %	5 16.7 %	0 0.0 %	12 40.0 %
94.7 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 3.3 %	10 33.3 %	8 26.7 %	0 0.0 %	11 36.7 %
87.5 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 3.3 %	1 3.3 %	8 26.7 %	6 20.0 %	2 6.7 %	12 40.0 %
88.2 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 6.7 %	8 26.7 %	7 23.3 %	1 3.3 %	12 40.0 %
82.4 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 3.3 %	2 6.7 %	8 26.7 %	6 20.0 %	1 3.3 %	12 40.0 %
88.2 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 3.3 %	1 3.3 %	8 26.7 %	7 23.3 %	1 3.3 %	12 40.0 %
82.4 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	3 10.0 %	6 20.0 %	8 26.7 %	1 3.3 %	12 40.0 %
82.4 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	3 10.0 %	5 16.7 %	9 30.0 %	1 3.3 %	12 40.0 %
66.7 % 12. I felt free to complain	0 0.0 %	0 0.0 %	5 16.7 %	6 20.0 %	4 13.3 %	3 10.0 %	12 40.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	7 23.3 %	9 30.0 %	2 6.7 %	12 40.0 %
80.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	3 10.0 %	4 13.3 %	8 26.7 %	3 10.0 %	12 40.0 %
81.2 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 3.3 %	2 6.7 %	4 13.3 %	9 30.0 %	2 6.7 %	12 40.0 %
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 %	7 23.3 %	8 26.7 %	3 10.0 %	12 40.0 %
68.8 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 3.3 %	4 13.3 %	7 23.3 %	4 13.3 %	2 6.7 %	12 40.0 %
92.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 3.3 %	4 13.3 %	8 26.7 %	4 13.3 %	13 43.3 %
93.8 % 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 3.3 %	7 23.3 %	8 26.7 %	2 6.7 %	12 40.0 %
75.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	4 13.3 %	5 16.7 %	7 23.3 %	2 6.7 %	12 40.0 %
64.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	6 20.0 %	9 30.0 %	2 6.7 %	1 3.3 %	12 40.0 %
58.8 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	7 23.3 %	6 20.0 %	4 13.3 %	1 3.3 %	12 40.0 %
47.1 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 3.3 %	8 26.7 %	6 20.0 %	2 6.7 %	1 3.3 %	12 40.0 %
58.8 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	7 23.3 %	7 23.3 %	3 10.0 %	1 3.3 %	12 40.0 %
47.1 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 3.3 %	8 26.7 %	5 16.7 %	3 10.0 %	1 3.3 %	12 40.0 %

MHSIP Items 26-36, N = 30
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	0 0.0 %	1 3.3 %	5 16.7 %	7 23.3 %	3 10.0 %	2 6.7 %	12 40.0 %
33.3 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 3.3 %	7 23.3 %	3 10.0 %	1 3.3 %	5 16.7 %	13 43.3 %
52.9 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 6.7 %	6 20.0 %	6 20.0 %	3 10.0 %	1 3.3 %	12 40.0 %
62.5 % 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	0 0.0 %	6 20.0 %	6 20.0 %	4 13.3 %	2 6.7 %	12 40.0 %
64.7 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 3.3 %	5 16.7 %	7 23.3 %	4 13.3 %	1 3.3 %	12 40.0 %
70.6 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	1 3.3 %	4 13.3 %	8 26.7 %	4 13.3 %	1 3.3 %	12 40.0 %
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 0.0 %	0 0.0 %	3 10.0 %	9 30.0 %	3 10.0 %	2 6.7 %	13 43.3 %
50.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 3.3 %	7 23.3 %	4 13.3 %	4 13.3 %	2 6.7 %	12 40.0 %
47.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 3.3 %	8 26.7 %	4 13.3 %	4 13.3 %	1 3.3 %	12 40.0 %
47.1 % 35. As a direct result of the services I received: I feel I belong in my community	1 3.3 %	1 3.3 %	7 23.3 %	6 20.0 %	2 6.7 %	1 3.3 %	12 40.0 %
73.3 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	2 6.7 %	2 6.7 %	6 20.0 %	5 16.7 %	2 6.7 %	13 43.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	4 17.4 %	1 14.3 %	5 16.7 %
Impaired	2 8.7 %	2 28.6 %	4 13.3 %
Language	0 0 %	2 28.6 %	2 6.7 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	17 73.9 %	2 28.6 %	19 63.3 %
Total	23 100 %	7 100 %	30 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 28 clients; surveys were returned for 30 clients (30/28 = 107.1%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Swords To Plowshares

Program Code(s): 8925OP

Overall Satisfaction¹

87.5%

Return Rate²

over 100%

Overall satisfaction³ mean score for Swords To Plowshares: **4.01**.

Overall satisfaction mean score for all other programs: **4.46**.

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

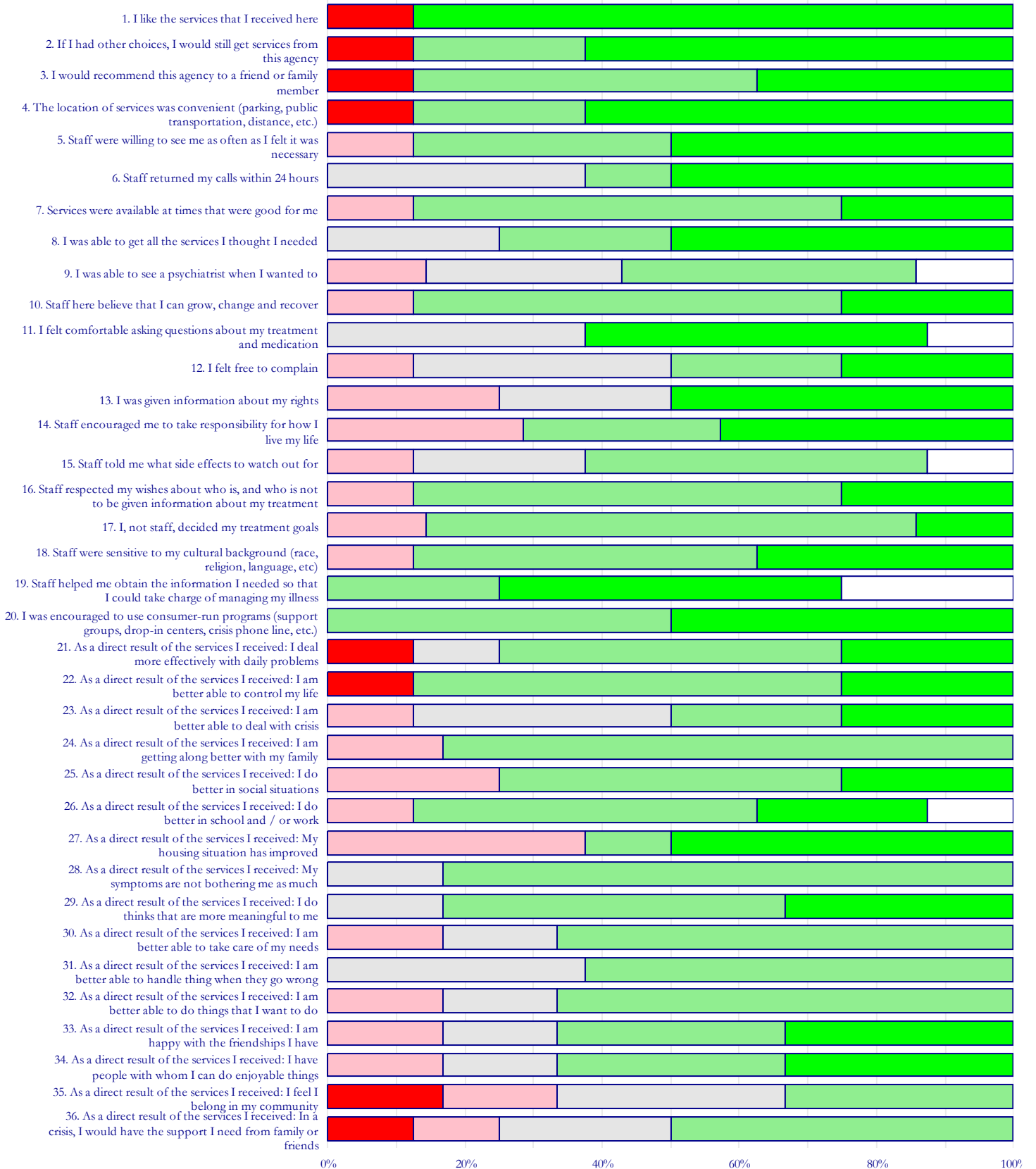
- 100.0% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
- 100.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 87.5% 1. I like the services that I received here

Lowest Agreement Items

- 50.0% 9. I was able to see a psychiatrist when I wanted to
- 50.0% 12. I felt free to complain
- 50.0% 13. I was given information about my rights

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

MHSIP Items



MHSIP Items 1-25, N = 8

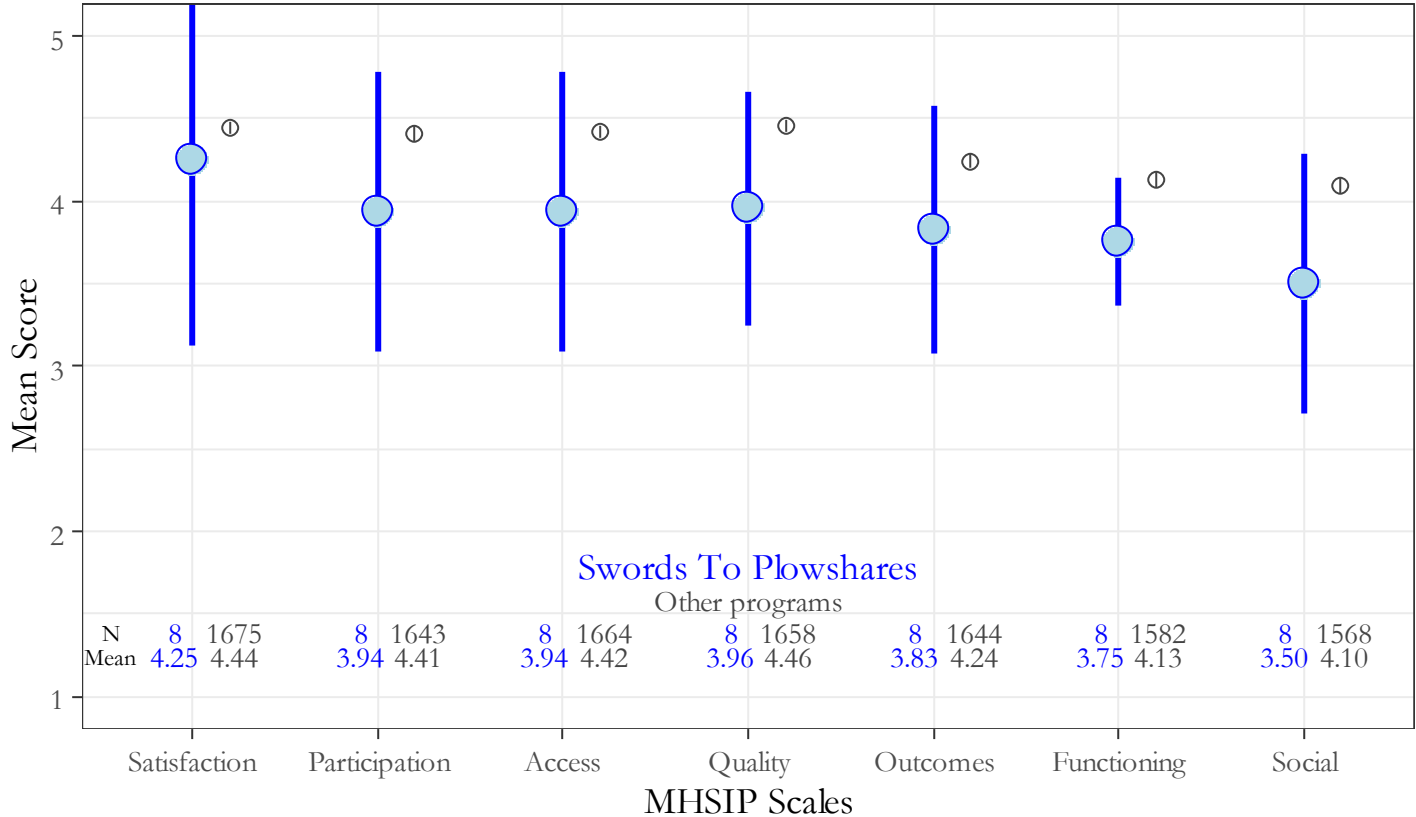
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.5 % 1. I like the services that I received here	1 12.5 %	0 0.0 %	0 0.0 %	0 0.0 %	7 87.5 %	0 0.0 %	0 0.0 %
87.5 % 2. If I had other choices, I would still get services from this agency	1 12.5 %	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
87.5 % 3. I would recommend this agency to a friend or family member	1 12.5 %	0 0.0 %	0 0.0 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
87.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 12.5 %	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
87.5 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 12.5 %	0 0.0 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
62.5 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	3 37.5 %	1 12.5 %	4 50.0 %	0 0.0 %	0 0.0 %
87.5 % 7. Services were available at times that were good for me	0 0.0 %	1 12.5 %	0 0.0 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
75.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	4 50.0 %	0 0.0 %	0 0.0 %
50.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 12.5 %	2 25.0 %	3 37.5 %	0 0.0 %	1 12.5 %	1 12.5 %
87.5 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 12.5 %	0 0.0 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
57.1 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	3 37.5 %	0 0.0 %	4 50.0 %	1 12.5 %	0 0.0 %
50.0 % 12. I felt free to complain	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	2 25.0 %	0 0.0 %	0 0.0 %
50.0 % 13. I was given information about my rights	0 0.0 %	2 25.0 %	2 25.0 %	0 0.0 %	4 50.0 %	0 0.0 %	0 0.0 %
71.4 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	2 25.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	1 12.5 %
57.1 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	0 0.0 %	1 12.5 %	0 0.0 %
87.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 12.5 %	0 0.0 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
85.7 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 12.5 %	0 0.0 %	5 62.5 %	1 12.5 %	0 0.0 %	1 12.5 %
87.5 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 12.5 %	0 0.0 %	4 50.0 %	3 37.5 %	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 25.0 %	4 50.0 %	2 25.0 %	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 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
75.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 12.5 %	0 0.0 %	1 12.5 %	4 50.0 %	2 25.0 %	0 0.0 %	0 0.0 %
87.5 % 22. As a direct result of the services I received: I am better able to control my life	1 12.5 %	0 0.0 %	0 0.0 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
50.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	2 25.0 %	0 0.0 %	0 0.0 %
83.3 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 12.5 %	0 0.0 %	5 62.5 %	0 0.0 %	0 0.0 %	2 25.0 %
75.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 25.0 %	0 0.0 %	4 50.0 %	2 25.0 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 8
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 12.5 %	0 0.0 %	4 50.0 %	2 25.0 %	1 12.5 %	0 0.0 %
62.5 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	3 37.5 %	0 0.0 %	1 12.5 %	4 50.0 %	0 0.0 %	0 0.0 %
83.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	0 0.0 %	0 0.0 %	2 25.0 %
83.3 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	0 0.0 %	2 25.0 %
66.7 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 12.5 %	1 12.5 %	4 50.0 %	0 0.0 %	0 0.0 %	2 25.0 %
62.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %	0 0.0 %
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 0.0 %	1 12.5 %	1 12.5 %	4 50.0 %	0 0.0 %	0 0.0 %	2 25.0 %
66.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 12.5 %	1 12.5 %	2 25.0 %	2 25.0 %	0 0.0 %	2 25.0 %
66.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 12.5 %	1 12.5 %	2 25.0 %	2 25.0 %	0 0.0 %	2 25.0 %
33.3 % 35. As a direct result of the services I received: I feel I belong in my community	1 12.5 %	1 12.5 %	2 25.0 %	2 25.0 %	0 0.0 %	0 0.0 %	2 25.0 %
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	1 12.5 %	1 12.5 %	2 25.0 %	4 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 4 clients; surveys were returned for 5 clients (5/4 = 125.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Transitional Age Youth Service FSP

Program Code(s): 38BH4 38BHT3

Overall Satisfaction¹

90.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for Transitional Age Youth Service FSP: **4.14**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

95.0% 7. Services were available at times that were good for me

94.7% 8. I was able to get all the services I thought I needed

94.7% 10. Staff here believe that I can grow, change and recover

Lowest Agreement Items

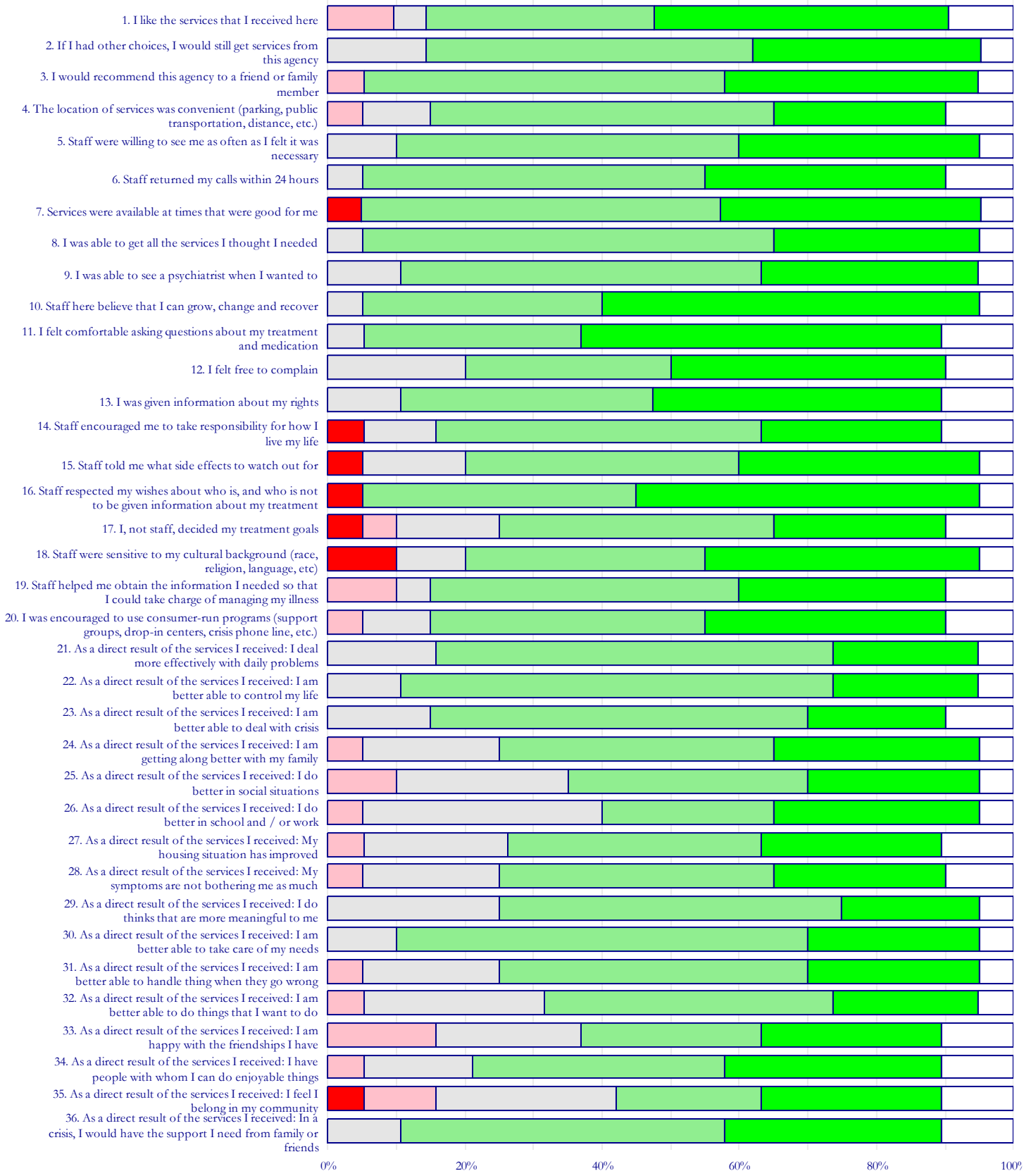
72.2% 17. I, not staff, decided my treatment goals

77.8% 12. I felt free to complain

78.9% 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 = 24

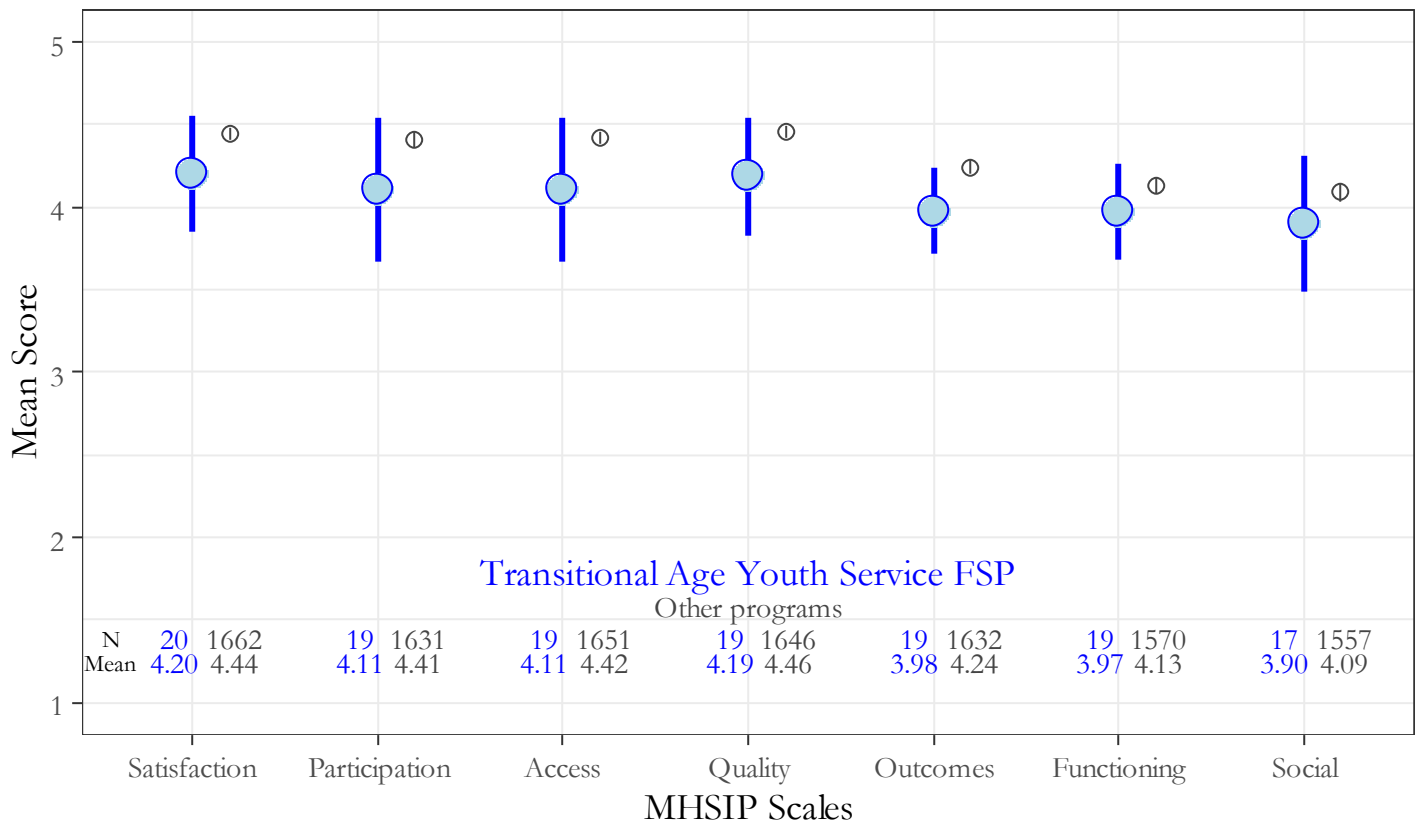
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
84.2 % 1. I like the services that I received here	0 0.0 %	2 8.3 %	1 4.2 %	7 29.2 %	9 37.5 %	2 8.3 %	3 12.5 %
85.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	3 12.5 %	10 41.7 %	7 29.2 %	1 4.2 %	3 12.5 %
94.4 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 4.2 %	0 0.0 %	10 41.7 %	7 29.2 %	1 4.2 %	5 20.8 %
83.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 4.2 %	2 8.3 %	10 41.7 %	5 20.8 %	2 8.3 %	4 16.7 %
89.5 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 8.3 %	10 41.7 %	7 29.2 %	1 4.2 %	4 16.7 %
94.4 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 4.2 %	10 41.7 %	7 29.2 %	2 8.3 %	4 16.7 %
95.0 % 7. Services were available at times that were good for me	1 4.2 %	0 0.0 %	0 0.0 %	11 45.8 %	8 33.3 %	1 4.2 %	3 12.5 %
94.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 4.2 %	12 50.0 %	6 25.0 %	1 4.2 %	4 16.7 %
88.9 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 8.3 %	10 41.7 %	6 25.0 %	1 4.2 %	5 20.8 %
94.7 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 4.2 %	7 29.2 %	11 45.8 %	1 4.2 %	4 16.7 %
94.1 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 4.2 %	6 25.0 %	10 41.7 %	2 8.3 %	5 20.8 %
77.8 % 12. I felt free to complain	0 0.0 %	0 0.0 %	4 16.7 %	6 25.0 %	8 33.3 %	2 8.3 %	4 16.7 %
88.2 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 8.3 %	7 29.2 %	8 33.3 %	2 8.3 %	5 20.8 %
82.4 % 14. Staff encouraged me to take responsibility for how I live my life	1 4.2 %	0 0.0 %	2 8.3 %	9 37.5 %	5 20.8 %	2 8.3 %	5 20.8 %
78.9 % 15. Staff told me what side effects to watch out for	1 4.2 %	0 0.0 %	3 12.5 %	8 33.3 %	7 29.2 %	1 4.2 %	4 16.7 %
94.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 4.2 %	0 0.0 %	0 0.0 %	8 33.3 %	10 41.7 %	1 4.2 %	4 16.7 %
72.2 % 17. I, not staff, decided my treatment goals	1 4.2 %	1 4.2 %	3 12.5 %	8 33.3 %	5 20.8 %	2 8.3 %	4 16.7 %
78.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	2 8.3 %	0 0.0 %	2 8.3 %	7 29.2 %	8 33.3 %	1 4.2 %	4 16.7 %
83.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	2 8.3 %	1 4.2 %	9 37.5 %	6 25.0 %	2 8.3 %	4 16.7 %
83.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 4.2 %	2 8.3 %	8 33.3 %	7 29.2 %	2 8.3 %	4 16.7 %
83.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	3 12.5 %	11 45.8 %	4 16.7 %	1 4.2 %	5 20.8 %
88.9 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	2 8.3 %	12 50.0 %	4 16.7 %	1 4.2 %	5 20.8 %
83.3 % 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 12.5 %	11 45.8 %	4 16.7 %	2 8.3 %	4 16.7 %
73.7 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 4.2 %	4 16.7 %	8 33.3 %	6 25.0 %	1 4.2 %	4 16.7 %
63.2 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 8.3 %	5 20.8 %	7 29.2 %	5 20.8 %	1 4.2 %	4 16.7 %

MHSIP Items 26-36, N = 24
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
57.9 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 4.2 %	7 29.2 %	5 20.8 %	6 25.0 %	1 4.2 %	4 16.7 %
70.6 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 4.2 %	4 16.7 %	7 29.2 %	5 20.8 %	2 8.3 %	5 20.8 %
72.2 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 4.2 %	4 16.7 %	8 33.3 %	5 20.8 %	2 8.3 %	4 16.7 %
73.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	5 20.8 %	10 41.7 %	4 16.7 %	1 4.2 %	4 16.7 %
89.5 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	2 8.3 %	12 50.0 %	5 20.8 %	1 4.2 %	4 16.7 %
73.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 4.2 %	4 16.7 %	9 37.5 %	5 20.8 %	1 4.2 %	4 16.7 %
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 0.0 %	1 4.2 %	5 20.8 %	8 33.3 %	4 16.7 %	1 4.2 %	5 20.8 %
58.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	3 12.5 %	4 16.7 %	5 20.8 %	5 20.8 %	2 8.3 %	5 20.8 %
76.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 4.2 %	3 12.5 %	7 29.2 %	6 25.0 %	2 8.3 %	5 20.8 %
52.9 % 35. As a direct result of the services I received: I feel I belong in my community	1 4.2 %	2 8.3 %	5 20.8 %	4 16.7 %	5 20.8 %	2 8.3 %	5 20.8 %
88.2 % 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 0.0 %	0 0.0 %	2 8.3 %	9 37.5 %	6 25.0 %	2 8.3 %	5 20.8 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 8.3 %	0 0 %	2 8.3 %
Impaired	1 4.2 %	0 0 %	1 4.2 %
Language	0 0 %	0 0 %	0 0 %
Other	1 4.2 %	0 0 %	1 4.2 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	20 83.3 %	0 0 %	20 83.3 %
Total	24 100 %	0 100 %	24 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 15 clients; surveys were returned for 24 clients (24/15 = 160.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

UCSF Alliance Health Project IFSO

Program Code(s): 38A33

Overall Satisfaction¹

96.2%

Return Rate²

96.4%

Overall satisfaction³ mean score for UCSF Alliance Health Project IFSO: **4.32**.

Overall satisfaction mean score for all other programs: **4.46**.

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

98.1% 3. I would recommend this agency to a friend or family member

96.1% 1. I like the services that I received here

96.1% 13. I was given information about my rights

Lowest Agreement Items

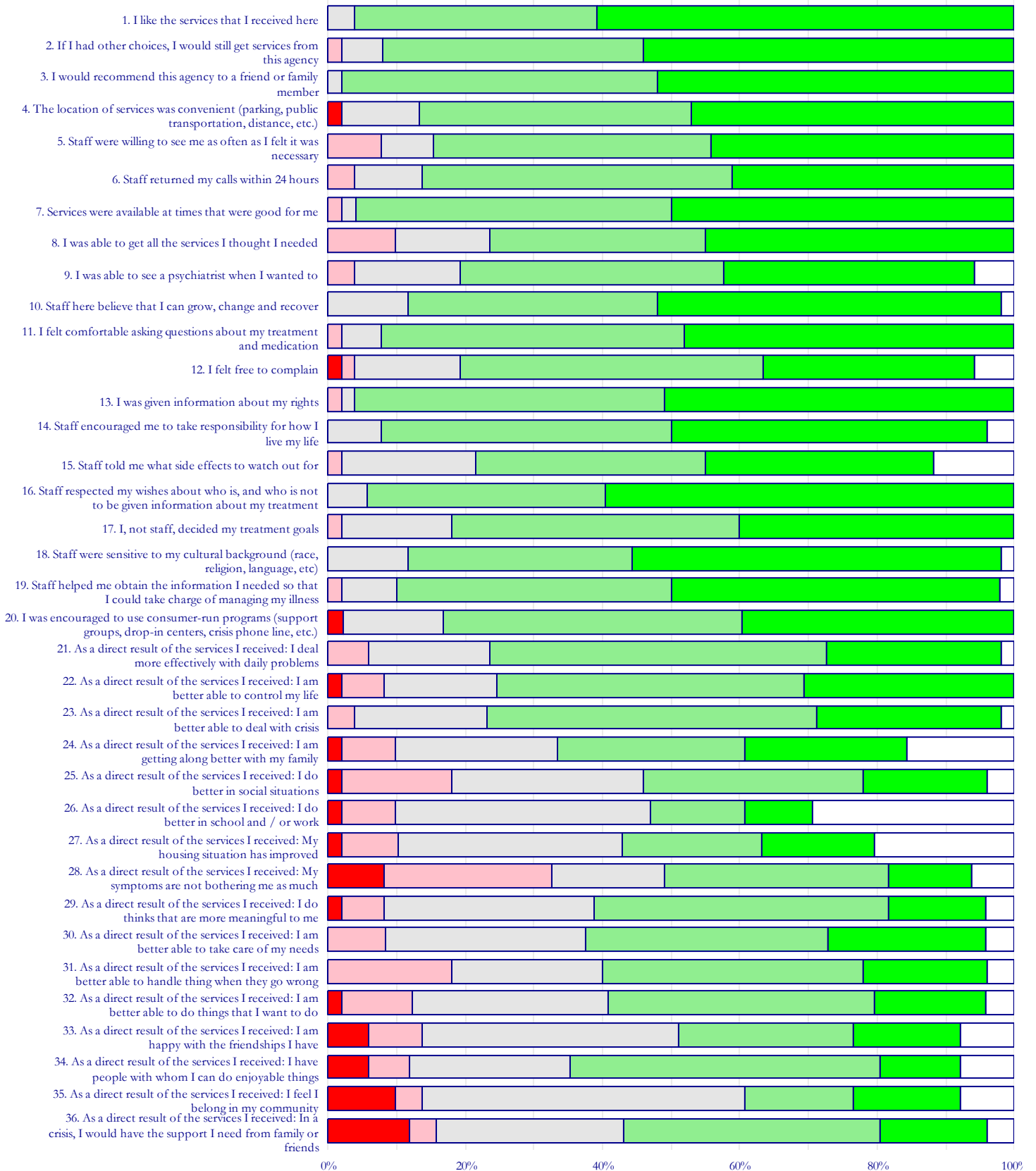
75.6% 15. Staff told me what side effects to watch out for

76.5% 8. I was able to get all the services I thought I needed

79.6% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



MHSIP Items 1-25, N = 55

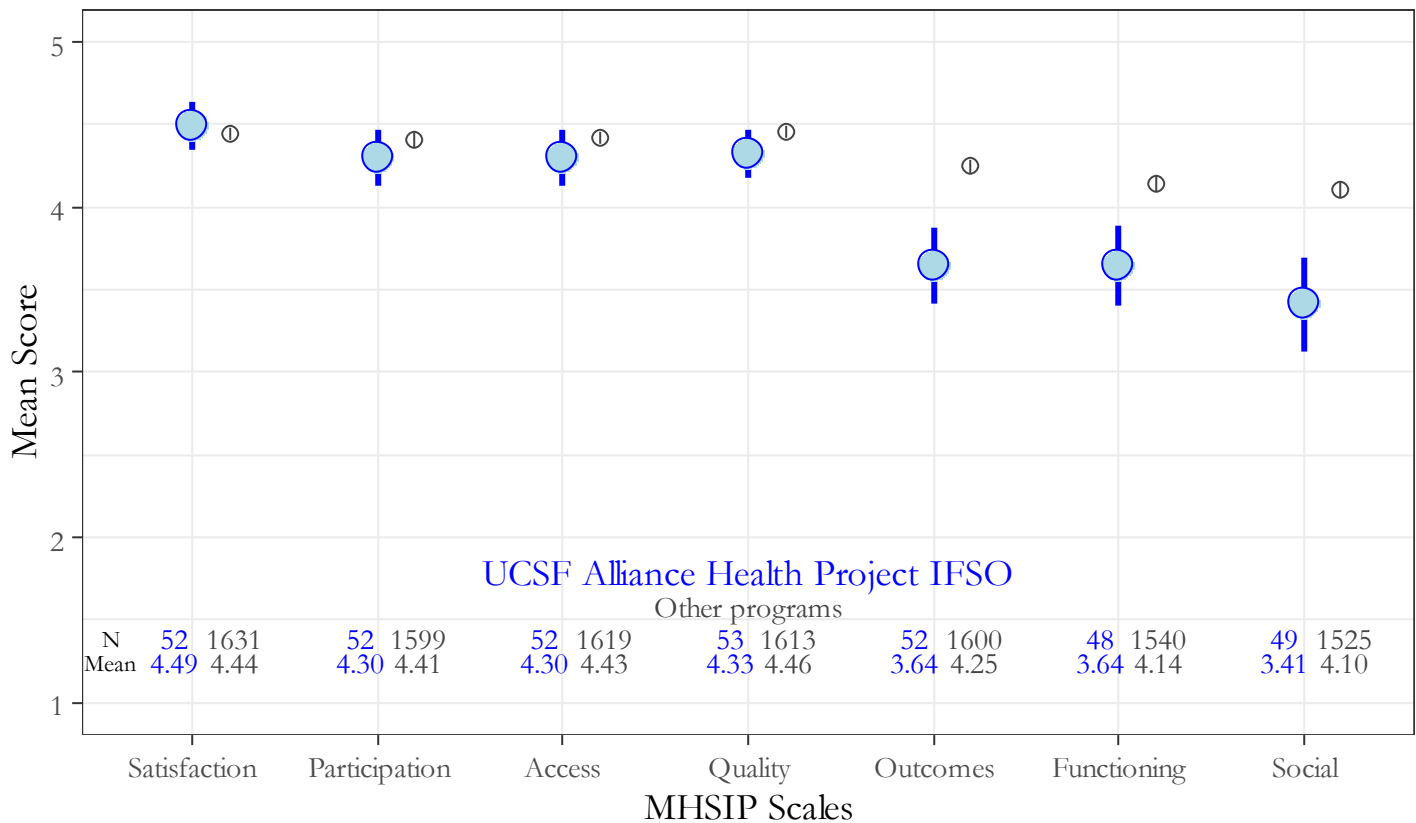
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
96.1 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 3.6 %	18 32.7 %	31 56.4 %	0 0.0 %	4 7.3 %
92.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 1.8 %	3 5.4 %	19 34.5 %	27 49.1 %	0 0.0 %	5 9.1 %
98.1 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 1.8 %	24 43.6 %	27 49.1 %	0 0.0 %	3 5.4 %
86.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 1.8 %	0 0.0 %	6 10.9 %	21 38.2 %	25 45.5 %	0 0.0 %	2 3.6 %
84.6 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	4 7.3 %	4 7.3 %	21 38.2 %	23 41.8 %	0 0.0 %	3 5.4 %
86.3 % 6. Staff returned my calls within 24 hours	0 0.0 %	2 3.6 %	5 9.1 %	23 41.8 %	21 38.2 %	0 0.0 %	4 7.3 %
96.0 % 7. Services were available at times that were good for me	0 0.0 %	1 1.8 %	1 1.8 %	23 41.8 %	25 45.5 %	0 0.0 %	5 9.1 %
76.5 % 8. I was able to get all the services I thought I needed	0 0.0 %	5 9.1 %	7 12.7 %	16 29.1 %	23 41.8 %	0 0.0 %	4 7.3 %
79.6 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	2 3.6 %	8 14.5 %	20 36.4 %	19 34.5 %	3 5.4 %	3 5.4 %
88.2 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	6 10.9 %	19 34.5 %	26 47.3 %	1 1.8 %	3 5.4 %
92.3 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 1.8 %	3 5.4 %	23 41.8 %	25 45.5 %	0 0.0 %	3 5.4 %
79.6 % 12. I felt free to complain	1 1.8 %	1 1.8 %	8 14.5 %	23 41.8 %	16 29.1 %	3 5.4 %	3 5.4 %
96.1 % 13. I was given information about my rights	0 0.0 %	1 1.8 %	1 1.8 %	23 41.8 %	26 47.3 %	0 0.0 %	4 7.3 %
92.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	4 7.3 %	22 40.0 %	24 43.6 %	2 3.6 %	3 5.4 %
75.6 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 1.8 %	10 18.2 %	17 30.9 %	17 30.9 %	6 10.9 %	4 7.3 %
94.2 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	3 5.4 %	18 32.7 %	31 56.4 %	0 0.0 %	3 5.4 %
82.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 1.8 %	8 14.5 %	21 38.2 %	20 36.4 %	0 0.0 %	5 9.1 %
88.2 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	6 10.9 %	17 30.9 %	28 50.9 %	1 1.8 %	3 5.4 %
89.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 1.8 %	4 7.3 %	20 36.4 %	24 43.6 %	1 1.8 %	5 9.1 %
83.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 1.8 %	0 0.0 %	7 12.7 %	21 38.2 %	19 34.5 %	0 0.0 %	7 12.7 %
76.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	3 5.4 %	9 16.4 %	25 45.5 %	13 23.6 %	1 1.8 %	4 7.3 %
75.5 % 22. As a direct result of the services I received: I am better able to control my life	1 1.8 %	3 5.4 %	8 14.5 %	22 40.0 %	15 27.3 %	0 0.0 %	6 10.9 %
76.5 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	2 3.6 %	10 18.2 %	25 45.5 %	14 25.4 %	1 1.8 %	3 5.4 %
60.5 % 24. As a direct result of the services I received: I am getting along better with my family	1 1.8 %	4 7.3 %	12 21.8 %	14 25.4 %	12 21.8 %	8 14.5 %	4 7.3 %
52.1 % 25. As a direct result of the services I received: I do better in social situations	1 1.8 %	8 14.5 %	14 25.4 %	16 29.1 %	9 16.4 %	2 3.6 %	5 9.1 %

MHSIP Items 26-36, N = 55
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 / or work	1 1.8 %	4 7.3 %	19 34.5 %	7 12.7 %	5 9.1 %	15 27.3 %	4 7.3 %
46.2 % 27. As a direct result of the services I received: My housing situation has improved	1 1.8 %	4 7.3 %	16 29.1 %	10 18.2 %	8 14.5 %	10 18.2 %	6 10.9 %
47.8 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	4 7.3 %	12 21.8 %	8 14.5 %	16 29.1 %	6 10.9 %	3 5.4 %	6 10.9 %
59.6 % 29. As a direct result of the services I received: I do think that are more meaningful to me	1 1.8 %	3 5.4 %	15 27.3 %	21 38.2 %	7 12.7 %	2 3.6 %	6 10.9 %
60.9 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	4 7.3 %	14 25.4 %	17 30.9 %	11 20.0 %	2 3.6 %	7 12.7 %
58.3 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	9 16.4 %	11 20.0 %	19 34.5 %	9 16.4 %	2 3.6 %	5 9.1 %
57.4 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 1.8 %	5 9.1 %	14 25.4 %	19 34.5 %	8 14.5 %	2 3.6 %	6 10.9 %
44.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	3 5.4 %	4 7.3 %	19 34.5 %	13 23.6 %	8 14.5 %	4 7.3 %	4 7.3 %
61.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	3 5.4 %	3 5.4 %	12 21.8 %	23 41.8 %	6 10.9 %	4 7.3 %	4 7.3 %
34.0 % 35. As a direct result of the services I received: I feel I belong in my community	5 9.1 %	2 3.6 %	24 43.6 %	8 14.5 %	8 14.5 %	4 7.3 %	4 7.3 %
55.1 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	6 10.9 %	2 3.6 %	14 25.4 %	19 34.5 %	8 14.5 %	2 3.6 %	4 7.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	2 5.1 %	2 3.6 %
Impaired	0 0 %	1 2.6 %	1 1.8 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	16 100 %	36 92.3 %	52 94.5 %
Total	16 100 %	39 100 %	55 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 55 clients; surveys were returned for 53 clients (53/55 = 96.4%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

UCSF Child and Adolescent Services- CAS

Program Code(s): 38C72

Overall Satisfaction¹

94.1%

Return Rate²

70.7%

Overall satisfaction³ mean score for UCSF Child and Adolescent Services- CAS: **4.08** (youth), **4.61** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.45** (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

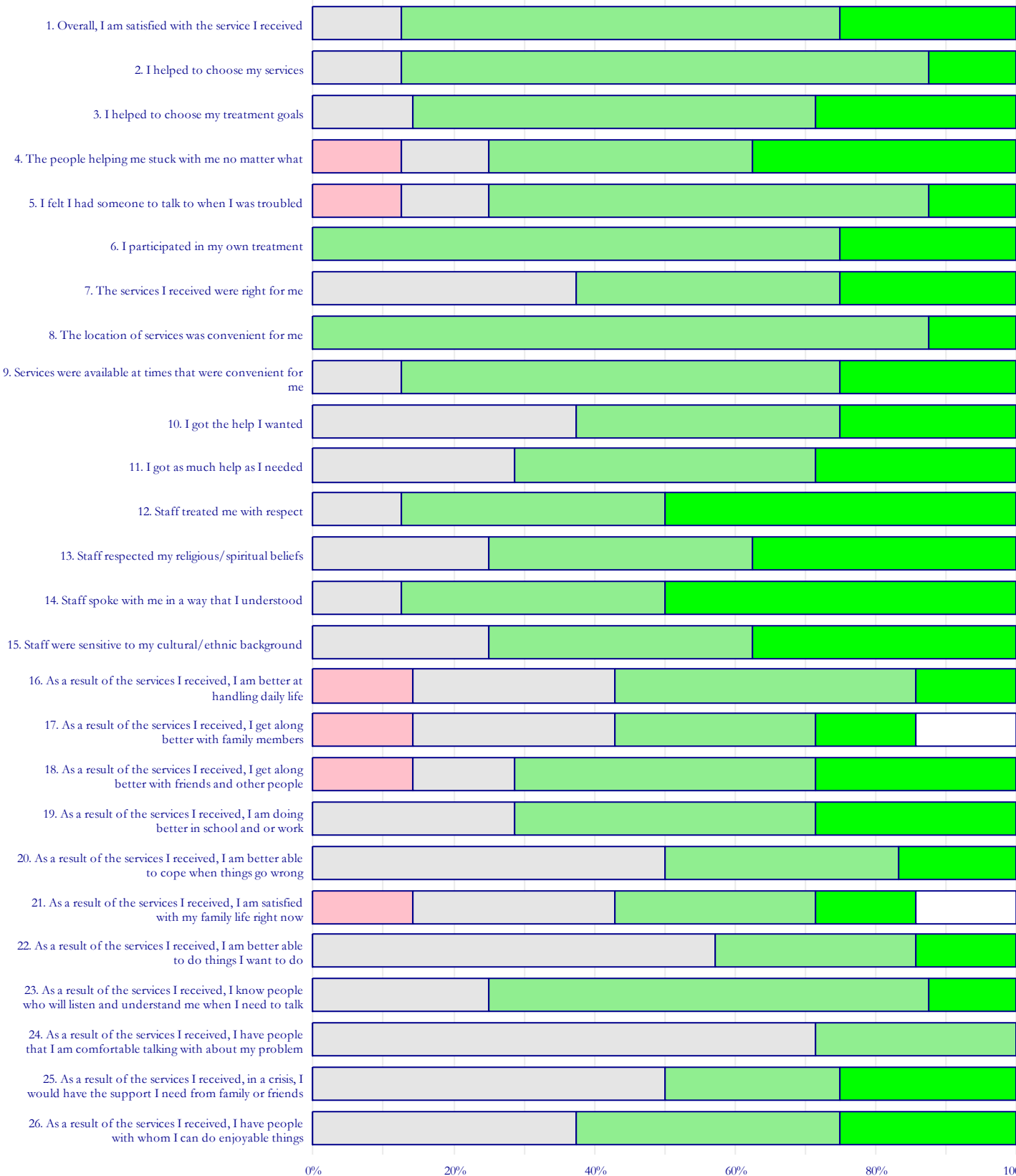
- 100.0% 6. I participated in my own treatment
- 97.1% 14. Staff spoke with me in a way that I understood
- 97.0% 1. Overall, I am satisfied with the service I received

Lowest Agreement Items

- 86.7% 11. I got as much help as I needed
- 87.1% 7. The services I received were right for me
- 90.3% 4. The people helping me stuck with me no matter what

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

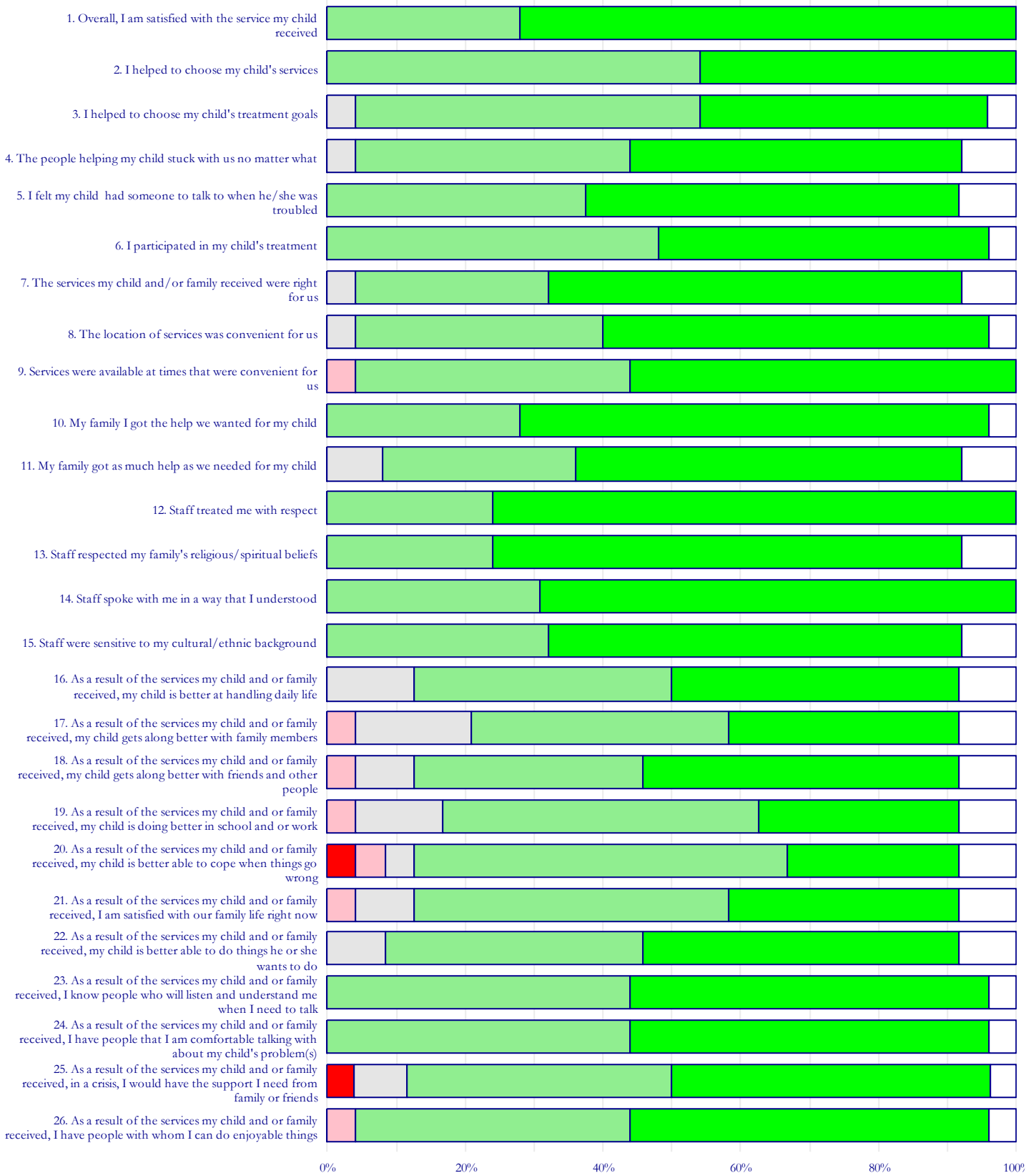
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 13

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.5 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	2 15.4 %	0 0.0 %	5 38.5 %
87.5 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	1 7.7 %	0 0.0 %	5 38.5 %
85.7 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	2 15.4 %	0 0.0 %	6 46.2 %
75.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	1 7.7 %	1 7.7 %	3 23.1 %	3 23.1 %	0 0.0 %	5 38.5 %
75.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 7.7 %	1 7.7 %	5 38.5 %	1 7.7 %	0 0.0 %	5 38.5 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	2 15.4 %	0 0.0 %	5 38.5 %
62.5 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	2 15.4 %	0 0.0 %	5 38.5 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	7 53.8 %	1 7.7 %	0 0.0 %	5 38.5 %
87.5 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	2 15.4 %	0 0.0 %	5 38.5 %
62.5 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	2 15.4 %	0 0.0 %	5 38.5 %
71.4 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 15.4 %	3 23.1 %	2 15.4 %	0 0.0 %	6 46.2 %
87.5 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	4 30.8 %	0 0.0 %	5 38.5 %
75.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 15.4 %	3 23.1 %	3 23.1 %	0 0.0 %	5 38.5 %
87.5 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	4 30.8 %	0 0.0 %	5 38.5 %
75.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 15.4 %	3 23.1 %	3 23.1 %	0 0.0 %	5 38.5 %
57.1 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 7.7 %	2 15.4 %	3 23.1 %	1 7.7 %	0 0.0 %	6 46.2 %
50.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 7.7 %	2 15.4 %	2 15.4 %	1 7.7 %	1 7.7 %	6 46.2 %
71.4 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 7.7 %	1 7.7 %	3 23.1 %	2 15.4 %	0 0.0 %	6 46.2 %
71.4 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	2 15.4 %	3 23.1 %	2 15.4 %	0 0.0 %	6 46.2 %
50.0 % 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 %	3 23.1 %	2 15.4 %	1 7.7 %	0 0.0 %	7 53.8 %
50.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 7.7 %	2 15.4 %	2 15.4 %	1 7.7 %	1 7.7 %	6 46.2 %
42.9 % 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 30.8 %	2 15.4 %	1 7.7 %	0 0.0 %	6 46.2 %
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 15.4 %	5 38.5 %	1 7.7 %	0 0.0 %	5 38.5 %
28.6 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	5 38.5 %	2 15.4 %	0 0.0 %	0 0.0 %	6 46.2 %
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 0.0 %	4 30.8 %	2 15.4 %	2 15.4 %	0 0.0 %	5 38.5 %
62.5 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	2 15.4 %	0 0.0 %	5 38.5 %

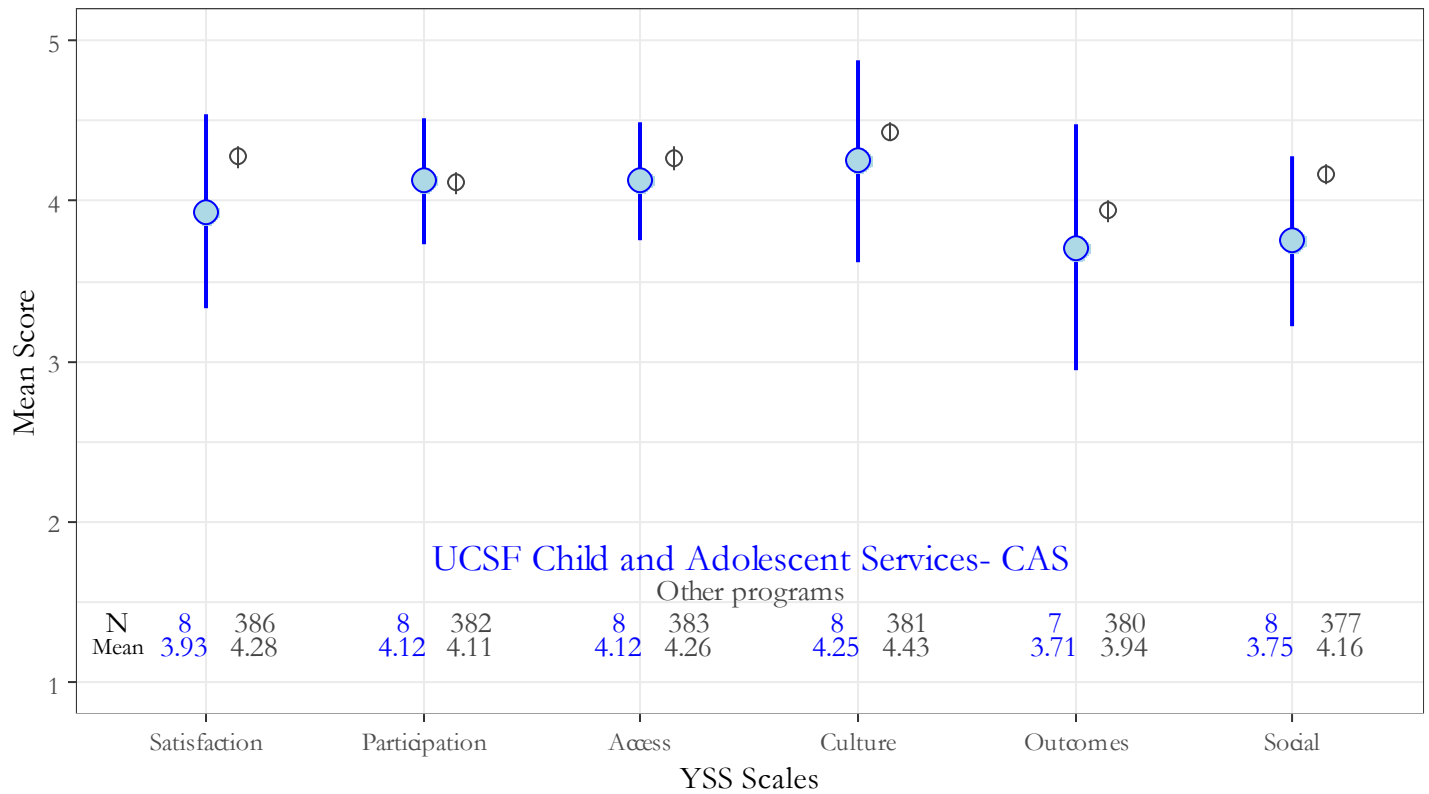
Youth Services Survey for Families



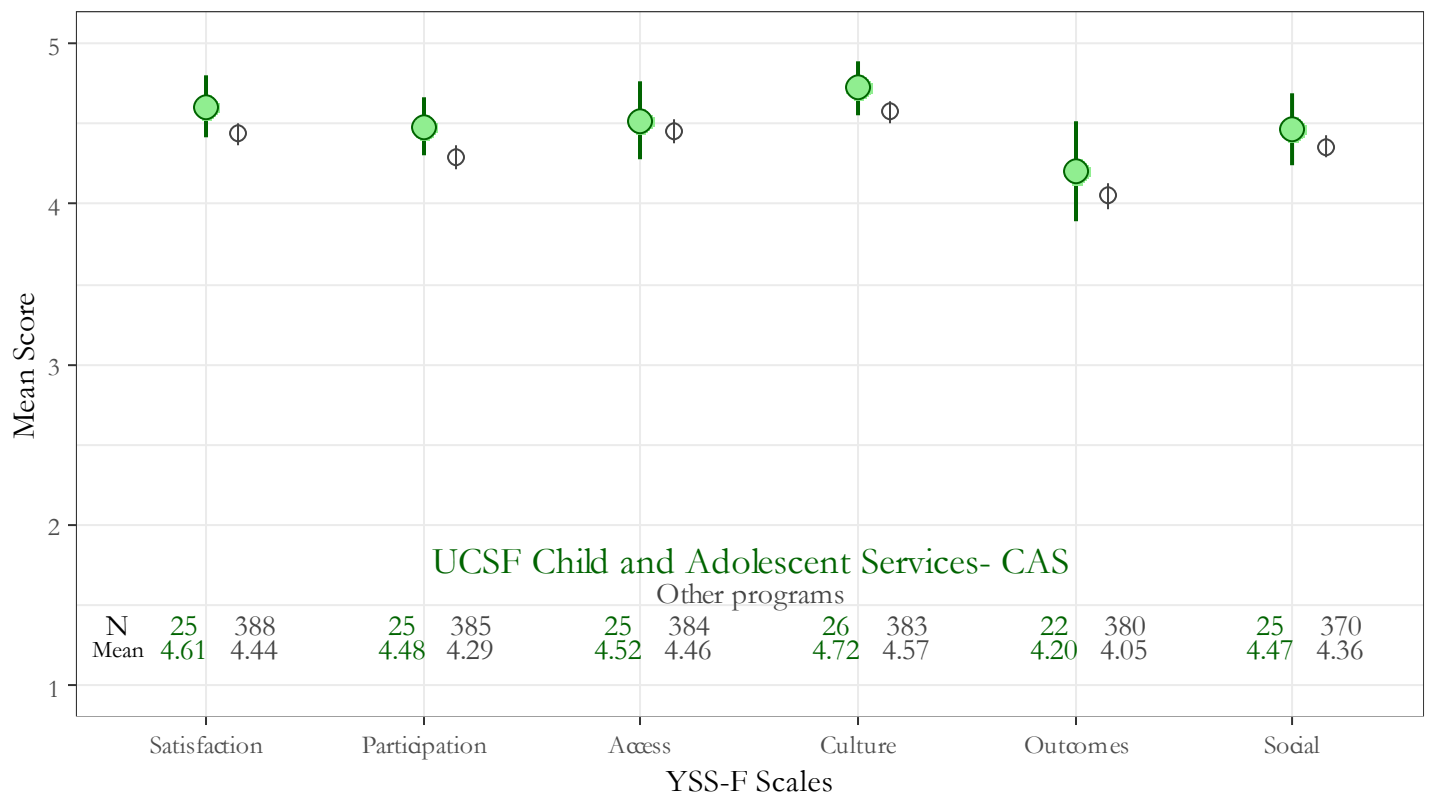
Youth Services Survey for Families, N = 34

	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 %	7 20.6 %	18 52.9 %	0 0.0 %	9 26.5 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	13 38.2 %	11 32.4 %	0 0.0 %	10 29.4 %
95.7 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 2.9 %	12 35.3 %	10 29.4 %	1 2.9 %	10 29.4 %
95.7 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 2.9 %	10 29.4 %	12 35.3 %	2 5.9 %	9 26.5 %
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 %	9 26.5 %	13 38.2 %	2 5.9 %	10 29.4 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	12 35.3 %	12 35.3 %	1 2.9 %	9 26.5 %
95.7 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 2.9 %	7 20.6 %	15 44.1 %	2 5.9 %	9 26.5 %
95.8 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	1 2.9 %	9 26.5 %	14 41.2 %	1 2.9 %	9 26.5 %
96.0 % 9. Services were available at times that were convenient for us	0 0.0 %	1 2.9 %	0 0.0 %	10 29.4 %	14 41.2 %	0 0.0 %	9 26.5 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	7 20.6 %	17 50.0 %	1 2.9 %	9 26.5 %
91.3 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	2 5.9 %	7 20.6 %	14 41.2 %	2 5.9 %	9 26.5 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	6 17.6 %	19 55.9 %	0 0.0 %	9 26.5 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	6 17.6 %	17 50.0 %	2 5.9 %	9 26.5 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	8 23.5 %	18 52.9 %	0 0.0 %	8 23.5 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	8 23.5 %	15 44.1 %	2 5.9 %	9 26.5 %
86.4 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	3 8.8 %	9 26.5 %	10 29.4 %	2 5.9 %	10 29.4 %
77.3 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 2.9 %	4 11.8 %	9 26.5 %	8 23.5 %	2 5.9 %	10 29.4 %
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 %	1 2.9 %	2 5.9 %	8 23.5 %	11 32.4 %	2 5.9 %	10 29.4 %
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 %	1 2.9 %	3 8.8 %	11 32.4 %	7 20.6 %	2 5.9 %	10 29.4 %
86.4 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	1 2.9 %	1 2.9 %	1 2.9 %	13 38.2 %	6 17.6 %	2 5.9 %	10 29.4 %
86.4 % 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 2.9 %	2 5.9 %	11 32.4 %	8 23.5 %	2 5.9 %	10 29.4 %
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	0 0.0 %	0 0.0 %	2 5.9 %	9 26.5 %	11 32.4 %	2 5.9 %	10 29.4 %
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 %	0 0.0 %	11 32.4 %	13 38.2 %	1 2.9 %	9 26.5 %
100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	11 32.4 %	13 38.2 %	1 2.9 %	9 26.5 %
88.0 % 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	1 2.9 %	0 0.0 %	2 5.9 %	10 29.4 %	12 35.3 %	1 2.9 %	8 23.5 %
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 %	1 2.9 %	0 0.0 %	10 29.4 %	13 38.2 %	1 2.9 %	9 26.5 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
UCSF Child and
Adolescent Services-
Completion Status CAS Completion by *Total*
Respondent Type

	Family	Youth	<i>Total</i>
Refused	2 5.9 %	4 30.8 %	6 12.8 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	5 14.7 %	1 7.7 %	6 12.8 %
No Data	1 2.9 %	0 0 %	1 2.1 %
Completed Survey	26 76.5 %	8 61.5 %	34 72.3 %
<i>Total</i>	34 100 %	13 100 %	47 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 58 clients; surveys were returned for 41 clients (41 / 58 = 70.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

UCSF Citywide Case Management - NOVA

Program Code(s): 8911NO

Overall Satisfaction¹

100.0%

Return Rate²

33.3%

Overall satisfaction³ mean score for UCSF Citywide Case Management - NOVA: **4.50**.

Overall satisfaction mean score for all other programs: **4.45**.

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	1 33.3 %	0 0 %	1 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	2 66.7 %	0 0 %	2 66.7 %
Total	3 100 %	0 100 %	3 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 9 clients; surveys were returned for 3 clients (3/9 = 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.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

UCSF Citywide Focus

Program Code(s): 89113

Overall Satisfaction¹

76.8%

Return Rate²

60.1%

Overall satisfaction³ mean score for UCSF Citywide Focus: **4.16**.

Overall satisfaction mean score for all other programs: **4.46**.

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

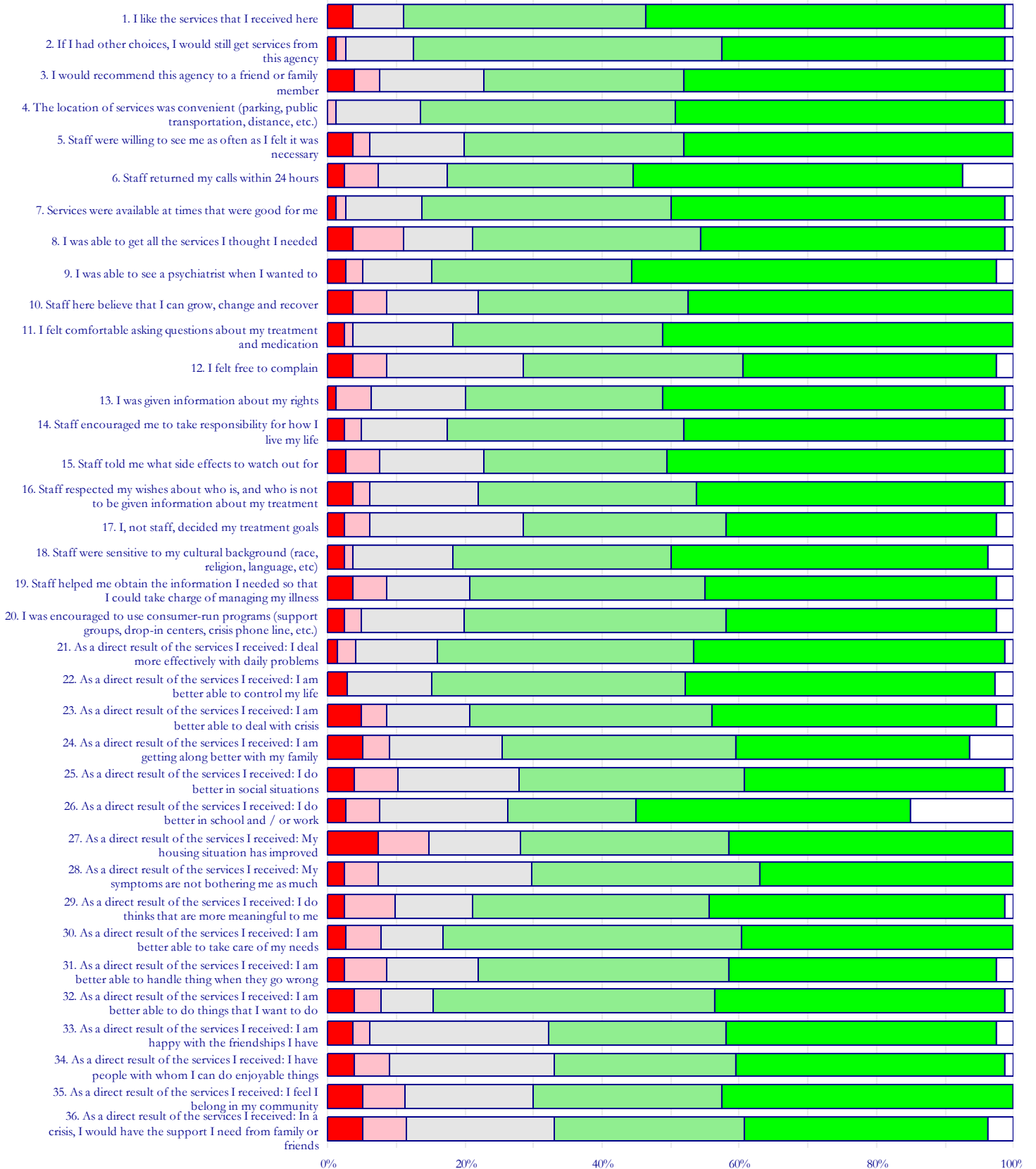
- 88.9% 1. I like the services that I received here
- 87.3% 2. If I had other choices, I would still get services from this agency
- 86.1% 7. Services were available at times that were good for me

Lowest Agreement Items

- 70.9% 12. I felt free to complain
- 70.9% 17. I, not staff, decided my treatment goals
- 76.9% 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 = 149

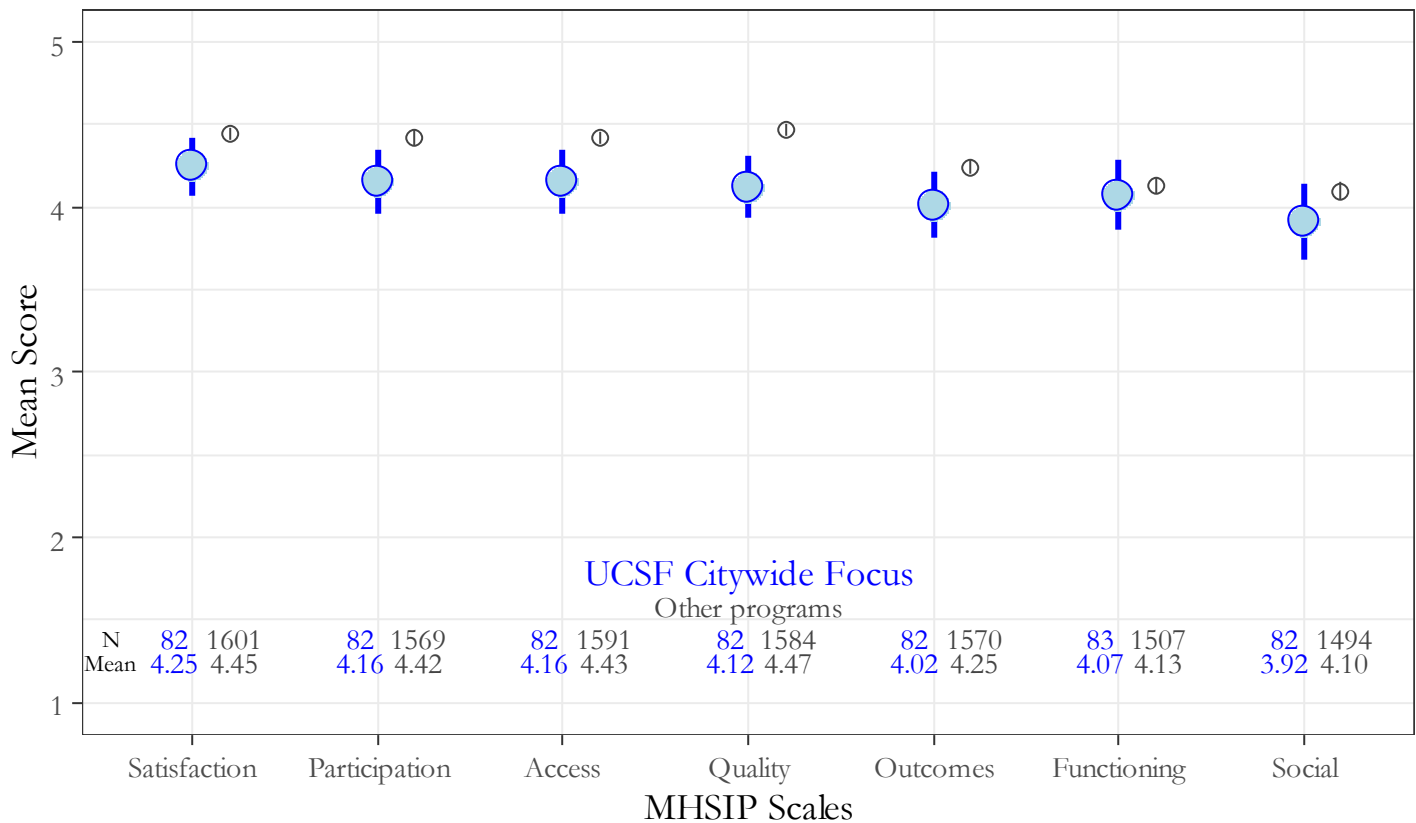
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.9 % 1. I like the services that I received here	3 2.0 %	0 0.0 %	6 4.0 %	29 19.5 %	43 28.9 %	1 0.7 %	67 45.0 %
87.3 % 2. If I had other choices, I would still get services from this agency	1 0.7 %	1 0.7 %	8 5.4 %	36 24.2 %	33 22.1 %	1 0.7 %	69 46.3 %
76.9 % 3. I would recommend this agency to a friend or family member	3 2.0 %	3 2.0 %	12 8.1 %	23 15.4 %	37 24.8 %	1 0.7 %	70 47.0 %
86.2 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 0.7 %	10 6.7 %	30 20.1 %	39 26.2 %	1 0.7 %	68 45.6 %
80.2 % 5. Staff were willing to see me as often as I felt it was necessary	3 2.0 %	2 1.3 %	11 7.4 %	26 17.4 %	39 26.2 %	0 0.0 %	68 45.6 %
81.3 % 6. Staff returned my calls within 24 hours	2 1.3 %	4 2.7 %	8 5.4 %	22 14.8 %	39 26.2 %	6 4.0 %	68 45.6 %
86.1 % 7. Services were available at times that were good for me	1 0.7 %	1 0.7 %	9 6.0 %	29 19.5 %	39 26.2 %	1 0.7 %	69 46.3 %
78.8 % 8. I was able to get all the services I thought I needed	3 2.0 %	6 4.0 %	8 5.4 %	27 18.1 %	36 24.2 %	1 0.7 %	68 45.6 %
84.4 % 9. I was able to see a psychiatrist when I wanted to	2 1.3 %	2 1.3 %	8 5.4 %	23 15.4 %	42 28.2 %	2 1.3 %	70 47.0 %
78.0 % 10. Staff here believe that I can grow, change and recover	3 2.0 %	4 2.7 %	11 7.4 %	25 16.8 %	39 26.2 %	0 0.0 %	67 45.0 %
81.7 % 11. I felt comfortable asking questions about my treatment and medication	2 1.3 %	1 0.7 %	12 8.1 %	25 16.8 %	42 28.2 %	0 0.0 %	67 45.0 %
70.9 % 12. I felt free to complain	3 2.0 %	4 2.7 %	16 10.7 %	26 17.4 %	30 20.1 %	2 1.3 %	68 45.6 %
79.7 % 13. I was given information about my rights	1 0.7 %	4 2.7 %	11 7.4 %	23 15.4 %	40 26.9 %	1 0.7 %	69 46.3 %
82.5 % 14. Staff encouraged me to take responsibility for how I live my life	2 1.3 %	2 1.3 %	10 6.7 %	28 18.8 %	38 25.5 %	1 0.7 %	68 45.6 %
76.9 % 15. Staff told me what side effects to watch out for	2 1.3 %	4 2.7 %	12 8.1 %	21 14.1 %	39 26.2 %	1 0.7 %	70 47.0 %
77.8 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	3 2.0 %	2 1.3 %	13 8.7 %	26 17.4 %	37 24.8 %	1 0.7 %	67 45.0 %
70.9 % 17. I, not staff, decided my treatment goals	2 1.3 %	3 2.0 %	18 12.1 %	24 16.1 %	32 21.5 %	2 1.3 %	68 45.6 %
81.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	2 1.3 %	1 0.7 %	12 8.1 %	26 17.4 %	38 25.5 %	3 2.0 %	67 45.0 %
78.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	3 2.0 %	4 2.7 %	10 6.7 %	28 18.8 %	35 23.5 %	2 1.3 %	67 45.0 %
79.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 1.3 %	2 1.3 %	12 8.1 %	31 20.8 %	32 21.5 %	2 1.3 %	68 45.6 %
83.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 0.7 %	2 1.3 %	9 6.0 %	28 18.8 %	34 22.8 %	1 0.7 %	74 49.7 %
84.5 % 22. As a direct result of the services I received: I am better able to control my life	2 1.3 %	0 0.0 %	9 6.0 %	27 18.1 %	33 22.1 %	2 1.3 %	76 51.0 %
78.8 % 23. As a direct result of the services I received: I am better able to deal with crisis	4 2.7 %	3 2.0 %	10 6.7 %	29 19.5 %	34 22.8 %	2 1.3 %	67 45.0 %
73.0 % 24. As a direct result of the services I received: I am getting along better with my family	4 2.7 %	3 2.0 %	13 8.7 %	27 18.1 %	27 18.1 %	5 3.4 %	70 47.0 %
71.8 % 25. As a direct result of the services I received: I do better in social situations	3 2.0 %	5 3.4 %	14 9.4 %	26 17.4 %	30 20.1 %	1 0.7 %	70 47.0 %

MHSIP Items 26-36, N = 149
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
69.1 % 26. As a direct result of the services I received: I do better in school and / or work	2 1.3 %	4 2.7 %	15 10.1 %	15 10.1 %	32 21.5 %	12 8.1 %	69 46.3 %
72.0 % 27. As a direct result of the services I received: My housing situation has improved	6 4.0 %	6 4.0 %	11 7.4 %	25 16.8 %	34 22.8 %	0 0.0 %	67 45.0 %
70.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 1.3 %	4 2.7 %	18 12.1 %	27 18.1 %	30 20.1 %	0 0.0 %	68 45.6 %
78.8 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	2 1.3 %	6 4.0 %	9 6.0 %	28 18.8 %	35 23.5 %	1 0.7 %	68 45.6 %
83.3 % 30. As a direct result of the services I received: I am better able to take care of my needs	2 1.3 %	4 2.7 %	7 4.7 %	34 22.8 %	31 20.8 %	0 0.0 %	71 47.6 %
77.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 1.3 %	5 3.4 %	11 7.4 %	30 20.1 %	32 21.5 %	2 1.3 %	67 45.0 %
84.4 % 32. As a direct result of the services I received: I am better able to do things that I want to do	3 2.0 %	3 2.0 %	6 4.0 %	32 21.5 %	33 22.1 %	1 0.7 %	71 47.6 %
67.1 % 33. As a direct result of the services I received: I am happy with the friendships I have	3 2.0 %	2 1.3 %	21 14.1 %	21 14.1 %	32 21.5 %	2 1.3 %	68 45.6 %
66.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	3 2.0 %	4 2.7 %	19 12.8 %	21 14.1 %	31 20.8 %	1 0.7 %	70 47.0 %
70.0 % 35. As a direct result of the services I received: I feel I belong in my community	4 2.7 %	5 3.4 %	15 10.1 %	22 14.8 %	34 22.8 %	0 0.0 %	69 46.3 %
65.8 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	4 2.7 %	5 3.4 %	17 11.4 %	22 14.8 %	28 18.8 %	3 2.0 %	70 47.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	50 33.6 %	0 0 %	50 33.6 %
Impaired	8 5.4 %	0 0 %	8 5.4 %
Language	1 0.7 %	0 0 %	1 0.7 %
Other	5 3.4 %	0 0 %	5 3.4 %
No Data	3 2 %	0 0 %	3 2 %
Completed Survey	82 55 %	0 0 %	82 55 %
Total	149 100 %	0 100 %	149 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 243 clients; surveys were returned for 146 clients (146/243 = 60.1%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

UCSF Citywide Forensics - FSP

Program Code(s): 89119

Overall Satisfaction¹

87.5%

Return Rate²

66.7%

Overall satisfaction³ mean score for UCSF Citywide Forensics - FSP: **4.23**.

Overall satisfaction mean score for all other programs: **4.46**.

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

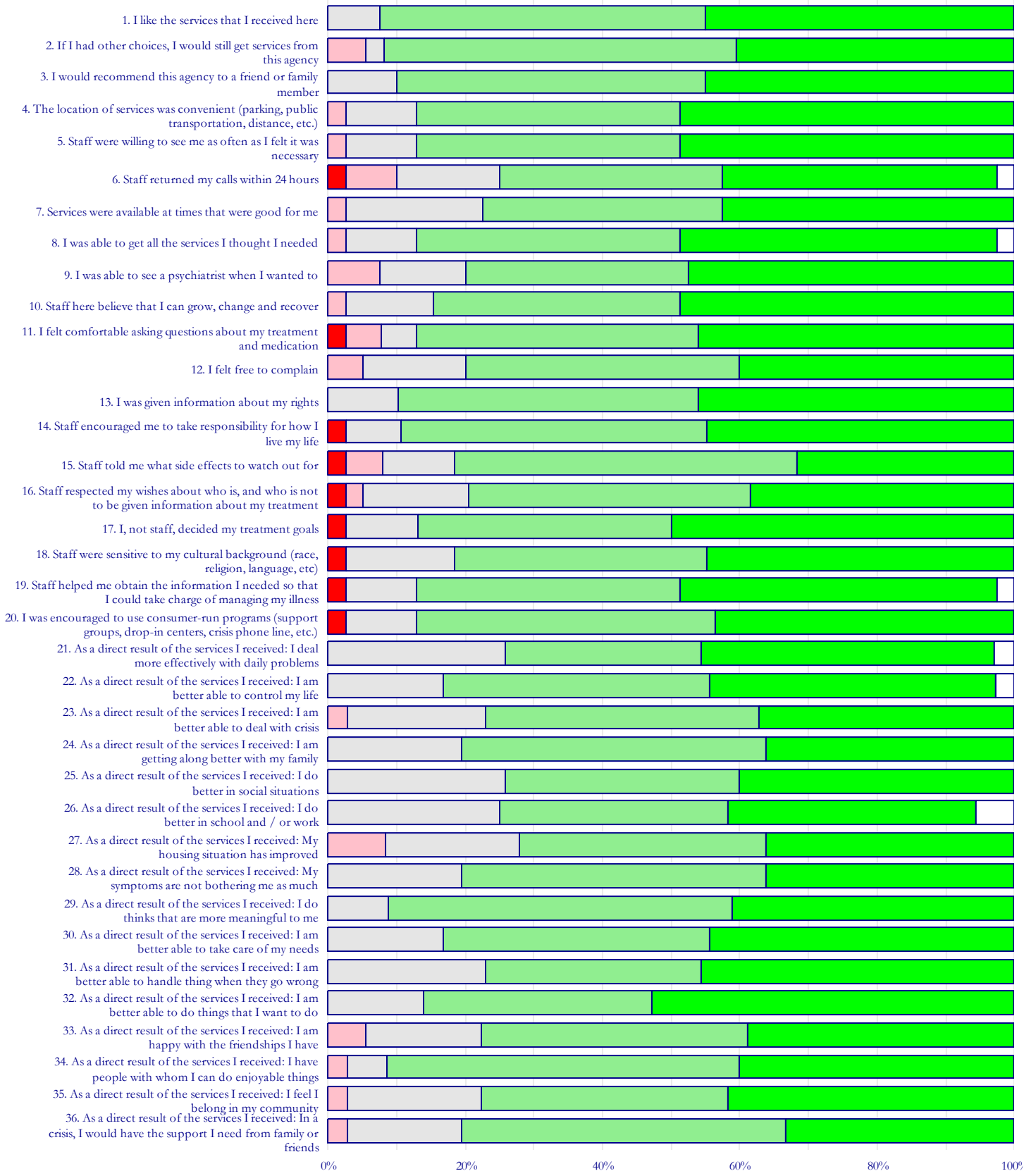
- 92.5% 1. I like the services that I received here
- 91.9% 2. If I had other choices, I would still get services from this agency
- 90.0% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 74.4% 6. Staff returned my calls within 24 hours
- 77.5% 7. Services were available at times that were good for me
- 79.5% 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 = 71

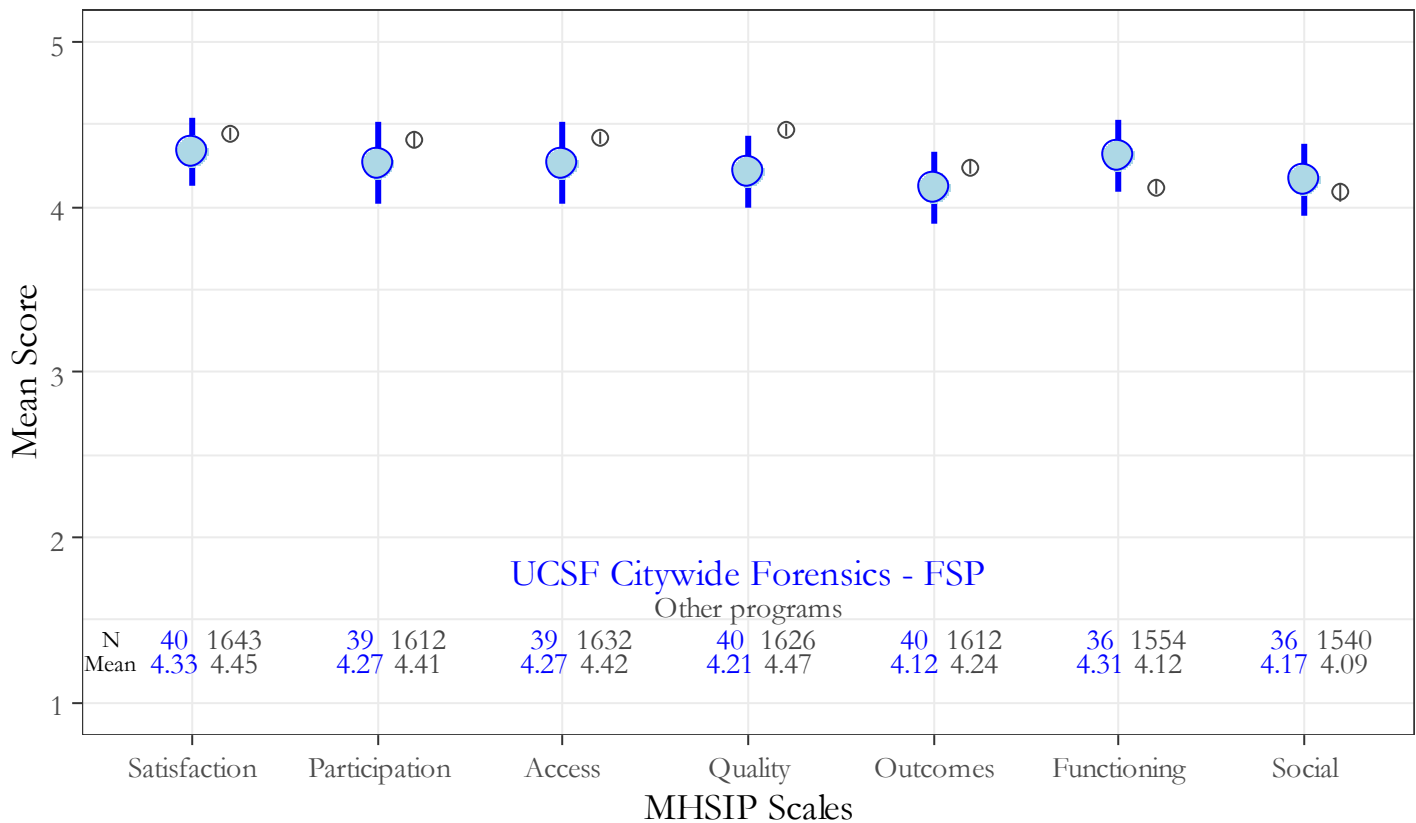
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
92.5 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	3 4.2 %	19 26.8 %	18 25.4 %	0 0.0 %	31 43.7 %
91.9 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	2 2.8 %	1 1.4 %	19 26.8 %	15 21.1 %	0 0.0 %	34 47.9 %
90.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	4 5.6 %	18 25.4 %	18 25.4 %	0 0.0 %	31 43.7 %
87.2 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 1.4 %	4 5.6 %	15 21.1 %	19 26.8 %	0 0.0 %	32 45.1 %
87.2 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 1.4 %	4 5.6 %	15 21.1 %	19 26.8 %	0 0.0 %	32 45.1 %
74.4 % 6. Staff returned my calls within 24 hours	1 1.4 %	3 4.2 %	6 8.5 %	13 18.3 %	16 22.5 %	1 1.4 %	31 43.7 %
77.5 % 7. Services were available at times that were good for me	0 0.0 %	1 1.4 %	8 11.3 %	14 19.7 %	17 23.9 %	0 0.0 %	31 43.7 %
86.8 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 1.4 %	4 5.6 %	15 21.1 %	18 25.4 %	1 1.4 %	32 45.1 %
80.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	3 4.2 %	5 7.0 %	13 18.3 %	19 26.8 %	0 0.0 %	31 43.7 %
84.6 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 1.4 %	5 7.0 %	14 19.7 %	19 26.8 %	0 0.0 %	32 45.1 %
87.2 % 11. I felt comfortable asking questions about my treatment and medication	1 1.4 %	2 2.8 %	2 2.8 %	16 22.5 %	18 25.4 %	0 0.0 %	32 45.1 %
80.0 % 12. I felt free to complain	0 0.0 %	2 2.8 %	6 8.5 %	16 22.5 %	16 22.5 %	0 0.0 %	31 43.7 %
89.7 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	4 5.6 %	17 23.9 %	18 25.4 %	0 0.0 %	32 45.1 %
89.5 % 14. Staff encouraged me to take responsibility for how I live my life	1 1.4 %	0 0.0 %	3 4.2 %	17 23.9 %	17 23.9 %	0 0.0 %	33 46.5 %
81.6 % 15. Staff told me what side effects to watch out for	1 1.4 %	2 2.8 %	4 5.6 %	19 26.8 %	12 16.9 %	0 0.0 %	33 46.5 %
79.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 1.4 %	1 1.4 %	6 8.5 %	16 22.5 %	15 21.1 %	0 0.0 %	32 45.1 %
86.8 % 17. I, not staff, decided my treatment goals	1 1.4 %	0 0.0 %	4 5.6 %	14 19.7 %	19 26.8 %	0 0.0 %	33 46.5 %
81.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.4 %	0 0.0 %	6 8.5 %	14 19.7 %	17 23.9 %	0 0.0 %	33 46.5 %
86.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1.4 %	0 0.0 %	4 5.6 %	15 21.1 %	18 25.4 %	1 1.4 %	32 45.1 %
87.2 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 1.4 %	0 0.0 %	4 5.6 %	17 23.9 %	17 23.9 %	0 0.0 %	32 45.1 %
73.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	9 12.7 %	10 14.1 %	15 21.1 %	1 1.4 %	36 50.7 %
82.9 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	6 8.5 %	14 19.7 %	15 21.1 %	1 1.4 %	35 49.3 %
77.1 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 1.4 %	7 9.9 %	14 19.7 %	13 18.3 %	0 0.0 %	36 50.7 %
80.6 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	7 9.9 %	16 22.5 %	13 18.3 %	0 0.0 %	35 49.3 %
74.3 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	9 12.7 %	12 16.9 %	14 19.7 %	0 0.0 %	36 50.7 %

MHSIP Items 26-36, N = 71
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
73.5 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	9 12.7 %	12 16.9 %	13 18.3 %	2 2.8 %	35 49.3 %
72.2 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	3 4.2 %	7 9.9 %	13 18.3 %	13 18.3 %	0 0.0 %	35 49.3 %
80.6 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	7 9.9 %	16 22.5 %	13 18.3 %	0 0.0 %	35 49.3 %
91.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	3 4.2 %	17 23.9 %	14 19.7 %	0 0.0 %	37 52.1 %
83.3 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	6 8.5 %	14 19.7 %	16 22.5 %	0 0.0 %	35 49.3 %
77.1 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	8 11.3 %	11 15.5 %	16 22.5 %	0 0.0 %	36 50.7 %
86.1 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	5 7.0 %	12 16.9 %	19 26.8 %	0 0.0 %	35 49.3 %
77.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 2.8 %	6 8.5 %	14 19.7 %	14 19.7 %	0 0.0 %	35 49.3 %
91.4 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 1.4 %	2 2.8 %	18 25.4 %	14 19.7 %	0 0.0 %	36 50.7 %
77.8 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 1.4 %	7 9.9 %	13 18.3 %	15 21.1 %	0 0.0 %	35 49.3 %
80.6 % 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 0.0 %	1 1.4 %	6 8.5 %	17 23.9 %	12 16.9 %	0 0.0 %	35 49.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	19 26.8 %	0 0 %	19 26.8 %
Impaired	6 8.5 %	0 0 %	6 8.5 %
Language	0 0 %	0 0 %	0 0 %
Other	5 7 %	0 0 %	5 7 %
No Data	1 1.4 %	0 0 %	1 1.4 %
Completed Survey	40 56.3 %	0 0 %	40 56.3 %
Total	71 100 %	0 100 %	71 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 105 clients; surveys were returned for 70 clients (70/105 = 66.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

UCSF Citywide Linkage Team

Program Code(s): 89114MH

Overall Satisfaction¹

0.0%

Return Rate²

18.8%

Overall satisfaction³ mean score for UCSF Citywide Linkage Team: **1.89**.

Overall satisfaction mean score for all other programs: **4.46**.

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 66.7 %	0 0 %	2 66.7 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 33.3 %	0 0 %	1 33.3 %
Total	3 100 %	0 100 %	3 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 16 clients; surveys were returned for 3 clients (3/16 = 18.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

UCSF Infant Parent Program

Program Code(s): 38C84

Overall Satisfaction¹

87.9%

Return Rate²

over 100%

Overall satisfaction³ mean score for UCSF Infant Parent Program: No YSS (youth) data for this program, **4.27** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.48** (family).

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

Highest Agreement Items

93.9% 7. The services I received were right for me

93.8% 9. Services were available at times that were convenient for me

93.8% 15. Staff were sensitive to my cultural/ethnic background

Lowest Agreement Items

79.3% 5. I felt I had someone to talk to when I was troubled

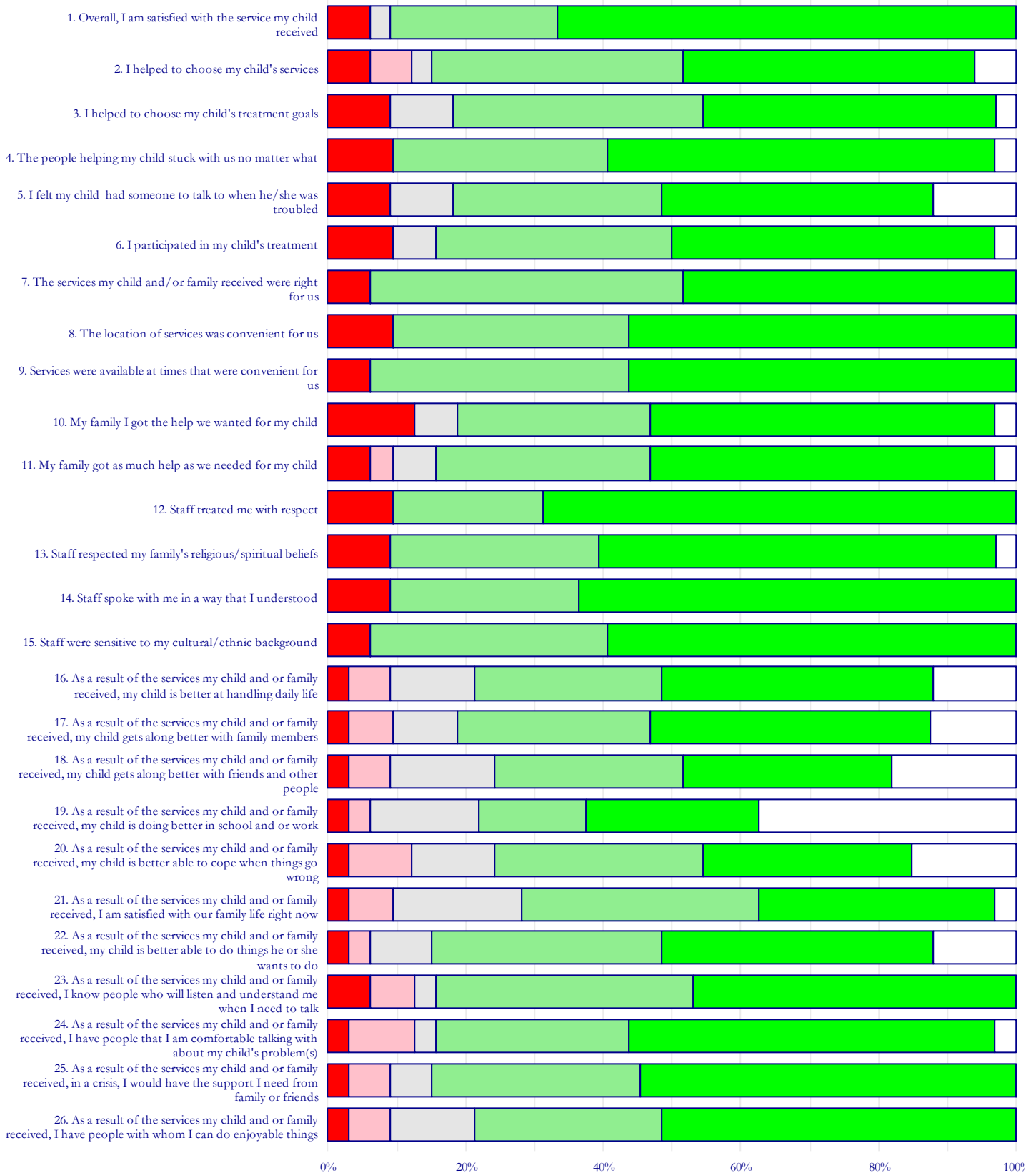
80.6% 10. I got the help I wanted

81.2% 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

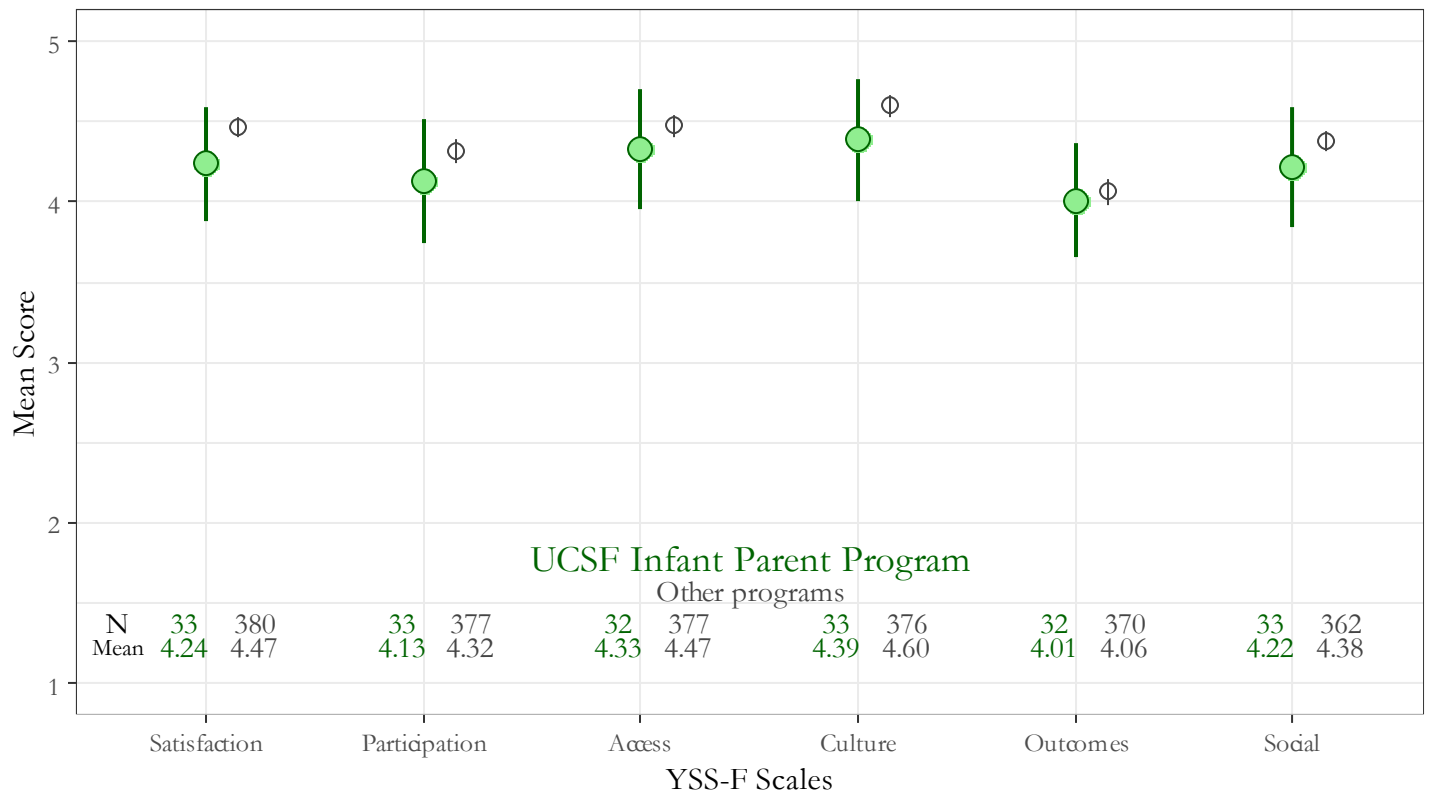


Youth Services Survey for Families, N = 36

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.9 % 1. Overall, I am satisfied with the service my child received	2 5.6 %	0 0.0 %	1 2.8 %	8 22.2 %	22 61.1 %	0 0.0 %	3 8.3 %
83.9 % 2. I helped to choose my child's services	2 5.6 %	2 5.6 %	1 2.8 %	12 33.3 %	14 38.9 %	2 5.6 %	3 8.3 %
81.2 % 3. I helped to choose my child's treatment goals	3 8.3 %	0 0.0 %	3 8.3 %	12 33.3 %	14 38.9 %	1 2.8 %	3 8.3 %
90.3 % 4. The people helping my child stuck with us no matter what	3 8.3 %	0 0.0 %	0 0.0 %	10 27.8 %	18 50.0 %	1 2.8 %	4 11.1 %
79.3 % 5. I felt my child had someone to talk to when he/she was troubled	3 8.3 %	0 0.0 %	3 8.3 %	10 27.8 %	13 36.1 %	4 11.1 %	3 8.3 %
83.9 % 6. I participated in my child's treatment	3 8.3 %	0 0.0 %	2 5.6 %	11 30.6 %	15 41.7 %	1 2.8 %	4 11.1 %
93.9 % 7. The services my child and/or family received were right for us	2 5.6 %	0 0.0 %	0 0.0 %	15 41.7 %	16 44.4 %	0 0.0 %	3 8.3 %
90.6 % 8. The location of services was convenient for us	3 8.3 %	0 0.0 %	0 0.0 %	11 30.6 %	18 50.0 %	0 0.0 %	4 11.1 %
93.8 % 9. Services were available at times that were convenient for us	2 5.6 %	0 0.0 %	0 0.0 %	12 33.3 %	18 50.0 %	0 0.0 %	4 11.1 %
80.6 % 10. My family I got the help we wanted for my child	4 11.1 %	0 0.0 %	2 5.6 %	9 25.0 %	16 44.4 %	1 2.8 %	4 11.1 %
83.9 % 11. My family got as much help as we needed for my child	2 5.6 %	1 2.8 %	2 5.6 %	10 27.8 %	16 44.4 %	1 2.8 %	4 11.1 %
90.6 % 12. Staff treated me with respect	3 8.3 %	0 0.0 %	0 0.0 %	7 19.4 %	22 61.1 %	0 0.0 %	4 11.1 %
90.6 % 13. Staff respected my family's religious/spiritual beliefs	3 8.3 %	0 0.0 %	0 0.0 %	10 27.8 %	19 52.8 %	1 2.8 %	3 8.3 %
90.9 % 14. Staff spoke with me in a way that I understood	3 8.3 %	0 0.0 %	0 0.0 %	9 25.0 %	21 58.3 %	0 0.0 %	3 8.3 %
93.8 % 15. Staff were sensitive to my cultural/ethnic background	2 5.6 %	0 0.0 %	0 0.0 %	11 30.6 %	19 52.8 %	0 0.0 %	4 11.1 %
75.9 % 16. As a result of the services my child and or family received, my child is better at handling daily life	1 2.8 %	2 5.6 %	4 11.1 %	9 25.0 %	13 36.1 %	4 11.1 %	3 8.3 %
78.6 % 17. As a result of the services my child and or family received, my child gets along better with family members	1 2.8 %	2 5.6 %	3 8.3 %	9 25.0 %	13 36.1 %	4 11.1 %	4 11.1 %
70.4 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	1 2.8 %	2 5.6 %	5 13.9 %	9 25.0 %	10 27.8 %	6 16.7 %	3 8.3 %
65.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	1 2.8 %	1 2.8 %	5 13.9 %	5 13.9 %	8 22.2 %	12 33.3 %	4 11.1 %
71.4 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	1 2.8 %	3 8.3 %	4 11.1 %	10 27.8 %	10 27.8 %	5 13.9 %	3 8.3 %
71.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 2.8 %	2 5.6 %	6 16.7 %	11 30.6 %	11 30.6 %	1 2.8 %	4 11.1 %
82.8 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	1 2.8 %	1 2.8 %	3 8.3 %	11 30.6 %	13 36.1 %	4 11.1 %	3 8.3 %
84.4 % 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	2 5.6 %	2 5.6 %	1 2.8 %	12 33.3 %	15 41.7 %	0 0.0 %	4 11.1 %
83.9 % 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)	1 2.8 %	3 8.3 %	1 2.8 %	9 25.0 %	17 47.2 %	1 2.8 %	4 11.1 %
84.8 % 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	1 2.8 %	2 5.6 %	2 5.6 %	10 27.8 %	18 50.0 %	0 0.0 %	3 8.3 %
78.8 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	1 2.8 %	2 5.6 %	4 11.1 %	9 25.0 %	17 47.2 %	0 0.0 %	3 8.3 %

Not enough youth survey data to create domain means plot.

Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Completion Status	Survey Compliance UCSF Infant Parent Program Completion by Respondent Type		Total
	Family	Youth	
	Refused	3 8.3 %	
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	33 91.7 %	0 0 %	33 91.7 %
Total	36 100 %	0 100 %	36 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 20 clients; surveys were returned for 36 clients ($36 / 20 = 180.0\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Violence Intervention Program

Program Code(s): 881010 88107 88109

Overall Satisfaction¹

100.0%

Return Rate²

66.7%

Overall satisfaction³ mean score for Violence Intervention Program: **4.07**.

Overall satisfaction mean score for all other programs: **4.45**.

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

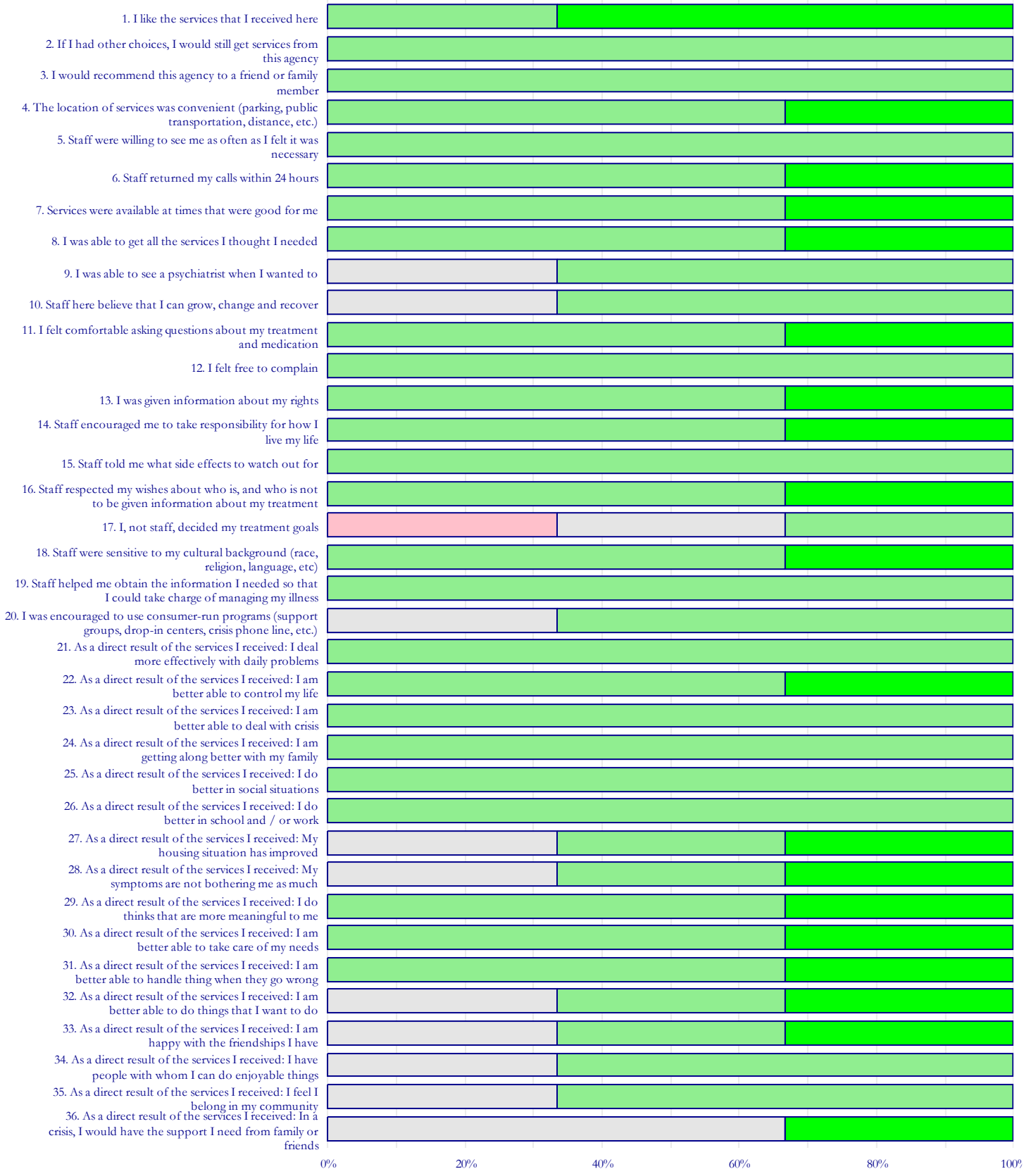
33.3% 17. I, not staff, decided my treatment goals

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

66.7% 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 = 4

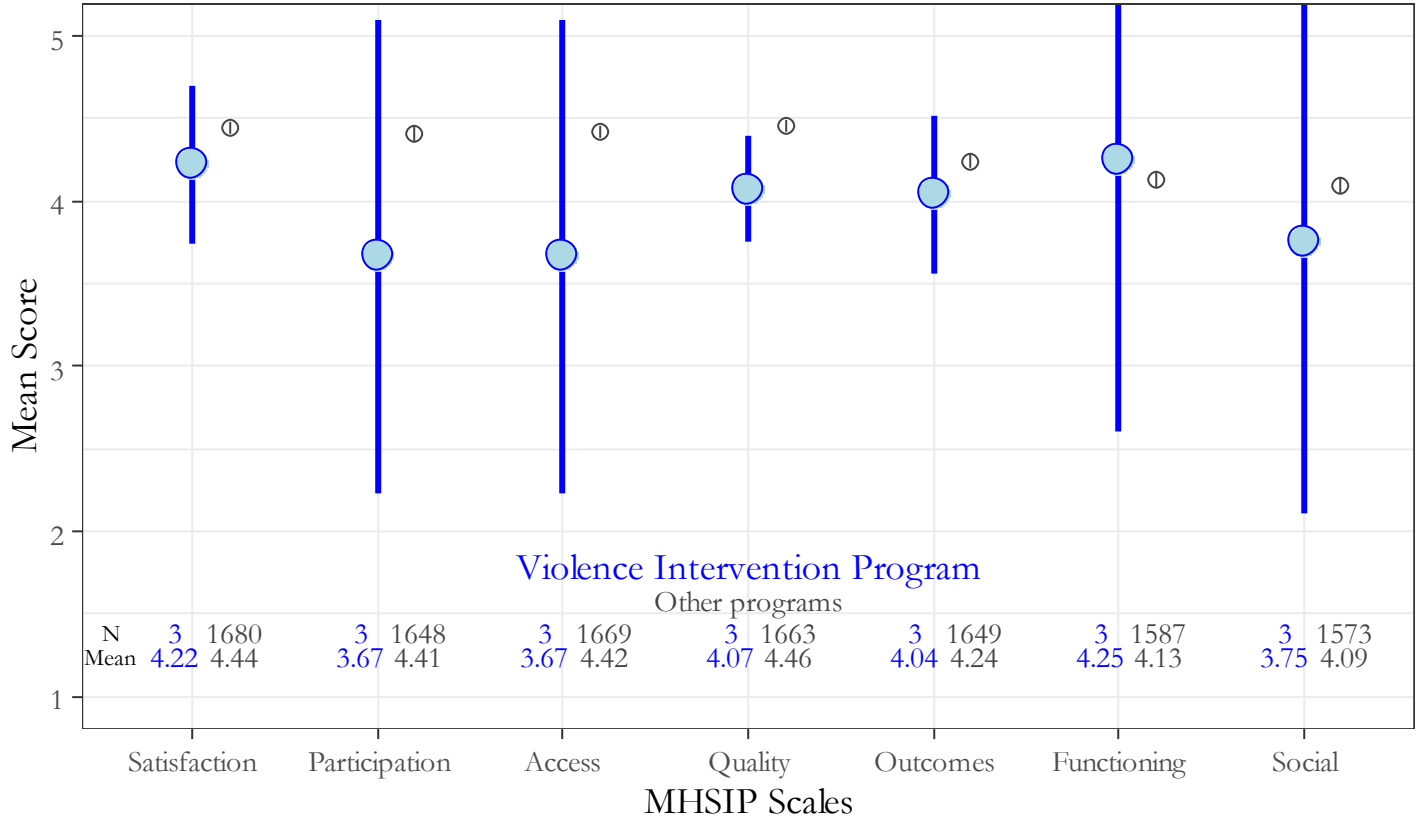
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
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 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
66.7 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %	1 25.0 %
66.7 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %	1 25.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
100.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
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 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
33.3 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %	1 25.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
66.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %	1 25.0 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
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 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
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 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
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 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %

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 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
66.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %
66.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %
100.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %
66.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %
66.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %	1 25.0 %
66.7 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %	1 25.0 %
33.3 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %	0 0.0 %	1 25.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	1 33.3 %	0 0 %	1 25 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	2 66.7 %	1 100 %	3 75 %
Total	3 100 %	1 100 %	4 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 6 clients; surveys were returned for 4 clients (4/6 = 66.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Westcoast Childrens Clinic

Program Code(s): 38AU2

Overall Satisfaction¹

100.0%

Return Rate²

6.7%

Overall satisfaction³ mean score for Westcoast Childrens Clinic: **4.64** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (family).

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

Survey Compliance
Westcoast Childrens
Clinic Completion by

Completion Status	Respondent Type		Total
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	1 100 %	1 100 %
Total	0 100 %	1 100 %	1 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 15 clients; surveys were returned for 1 clients (1 / 15 = 6.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Westside ACT

Program Code(s): 8976SP

Overall Satisfaction¹

82.1%

Return Rate²

over 100%

Overall satisfaction³ mean score for Westside ACT: **4.15**.

Overall satisfaction mean score for all other programs: **4.46**.

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

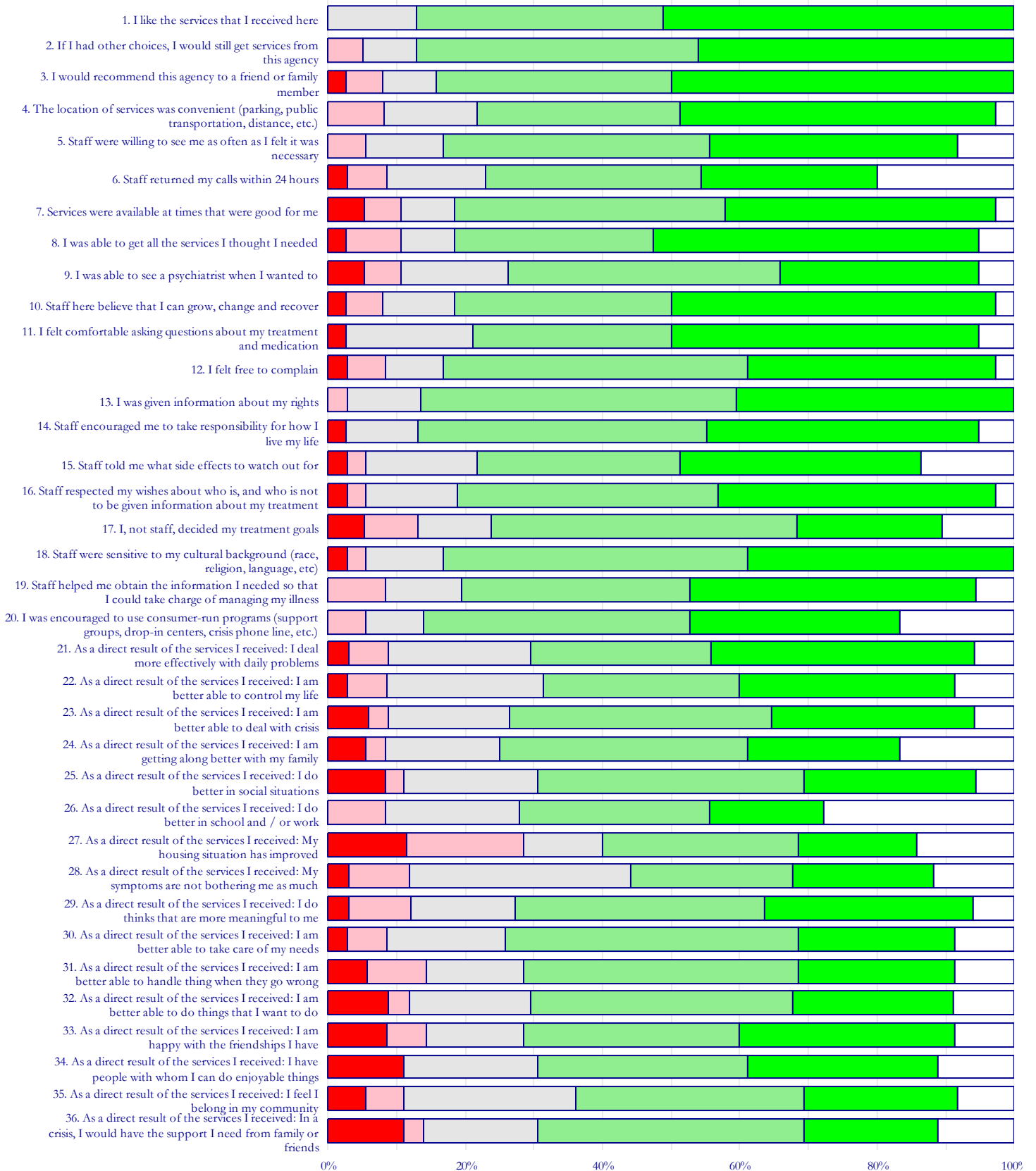
- 87.2% 1. I like the services that I received here
- 87.2% 2. If I had other choices, I would still get services from this agency
- 86.5% 13. I was given information about my rights

Lowest Agreement Items

- 71.4% 6. Staff returned my calls within 24 hours
- 72.2% 9. I was able to see a psychiatrist when I wanted to
- 73.5% 17. I, not staff, decided my treatment goals

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

MHSIP Items



MHSIP Items 1-25, N = 54

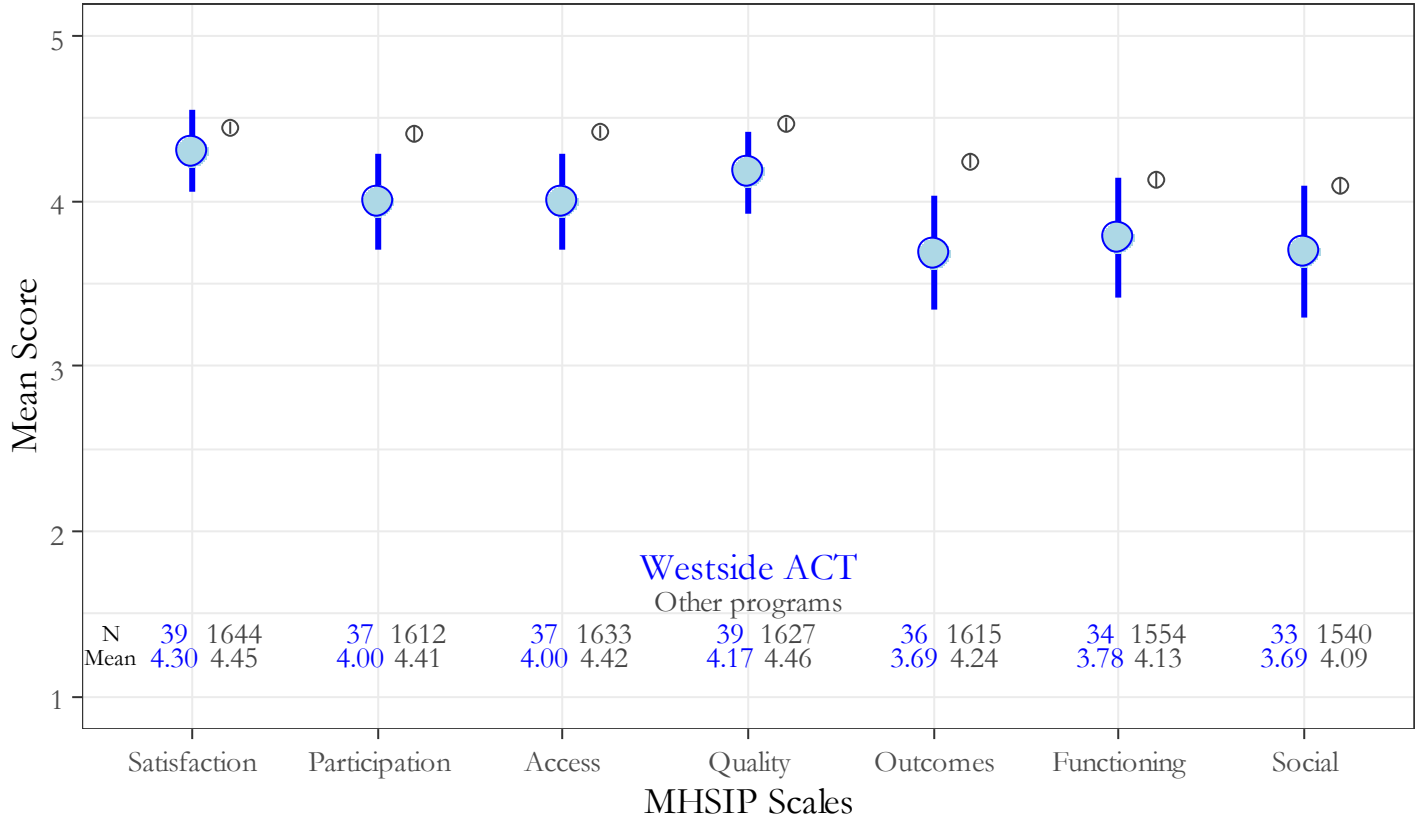
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.2 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	5 9.3 %	14 25.9 %	20 37.0 %	0 0.0 %	15 27.8 %
87.2 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	2 3.7 %	3 5.6 %	16 29.6 %	18 33.3 %	0 0.0 %	15 27.8 %
84.2 % 3. I would recommend this agency to a friend or family member	1 1.8 %	2 3.7 %	3 5.6 %	13 24.1 %	19 35.2 %	0 0.0 %	16 29.6 %
77.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	3 5.6 %	5 9.3 %	11 20.4 %	17 31.5 %	1 1.8 %	17 31.5 %
81.8 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	2 3.7 %	4 7.4 %	14 25.9 %	13 24.1 %	3 5.6 %	18 33.3 %
71.4 % 6. Staff returned my calls within 24 hours	1 1.8 %	2 3.7 %	5 9.3 %	11 20.4 %	9 16.7 %	7 13.0 %	19 35.2 %
81.1 % 7. Services were available at times that were good for me	2 3.7 %	2 3.7 %	3 5.6 %	15 27.8 %	15 27.8 %	1 1.8 %	16 29.6 %
80.6 % 8. I was able to get all the services I thought I needed	1 1.8 %	3 5.6 %	3 5.6 %	11 20.4 %	18 33.3 %	2 3.7 %	16 29.6 %
72.2 % 9. I was able to see a psychiatrist when I wanted to	2 3.7 %	2 3.7 %	6 11.1 %	15 27.8 %	11 20.4 %	2 3.7 %	16 29.6 %
81.1 % 10. Staff here believe that I can grow, change and recover	1 1.8 %	2 3.7 %	4 7.4 %	12 22.2 %	18 33.3 %	1 1.8 %	16 29.6 %
77.8 % 11. I felt comfortable asking questions about my treatment and medication	1 1.8 %	0 0.0 %	7 13.0 %	11 20.4 %	17 31.5 %	2 3.7 %	16 29.6 %
82.9 % 12. I felt free to complain	1 1.8 %	2 3.7 %	3 5.6 %	16 29.6 %	13 24.1 %	1 1.8 %	18 33.3 %
86.5 % 13. I was given information about my rights	0 0.0 %	1 1.8 %	4 7.4 %	17 31.5 %	15 27.8 %	0 0.0 %	17 31.5 %
86.1 % 14. Staff encouraged me to take responsibility for how I live my life	1 1.8 %	0 0.0 %	4 7.4 %	16 29.6 %	15 27.8 %	2 3.7 %	16 29.6 %
75.0 % 15. Staff told me what side effects to watch out for	1 1.8 %	1 1.8 %	6 11.1 %	11 20.4 %	13 24.1 %	5 9.3 %	17 31.5 %
80.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 1.8 %	1 1.8 %	5 9.3 %	14 25.9 %	15 27.8 %	1 1.8 %	17 31.5 %
73.5 % 17. I, not staff, decided my treatment goals	2 3.7 %	3 5.6 %	4 7.4 %	17 31.5 %	8 14.8 %	4 7.4 %	16 29.6 %
83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.8 %	1 1.8 %	4 7.4 %	16 29.6 %	14 25.9 %	0 0.0 %	18 33.3 %
79.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	3 5.6 %	4 7.4 %	12 22.2 %	15 27.8 %	2 3.7 %	18 33.3 %
83.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 3.7 %	3 5.6 %	14 25.9 %	11 20.4 %	6 11.1 %	18 33.3 %
68.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 1.8 %	2 3.7 %	7 13.0 %	9 16.7 %	13 24.1 %	2 3.7 %	20 37.0 %
65.6 % 22. As a direct result of the services I received: I am better able to control my life	1 1.8 %	2 3.7 %	8 14.8 %	10 18.5 %	11 20.4 %	3 5.6 %	19 35.2 %
71.9 % 23. As a direct result of the services I received: I am better able to deal with crisis	2 3.7 %	1 1.8 %	6 11.1 %	13 24.1 %	10 18.5 %	2 3.7 %	20 37.0 %
70.0 % 24. As a direct result of the services I received: I am getting along better with my family	2 3.7 %	1 1.8 %	6 11.1 %	13 24.1 %	8 14.8 %	6 11.1 %	18 33.3 %
67.6 % 25. As a direct result of the services I received: I do better in social situations	3 5.6 %	1 1.8 %	7 13.0 %	14 25.9 %	9 16.7 %	2 3.7 %	18 33.3 %

MHSIP Items 26-36, N = 54
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
61.5 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	3 5.6 %	7 13.0 %	10 18.5 %	6 11.1 %	10 18.5 %	18 33.3 %
53.3 % 27. As a direct result of the services I received: My housing situation has improved	4 7.4 %	6 11.1 %	4 7.4 %	10 18.5 %	6 11.1 %	5 9.3 %	19 35.2 %
50.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 1.8 %	3 5.6 %	11 20.4 %	8 14.8 %	7 13.0 %	4 7.4 %	20 37.0 %
71.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me	1 1.8 %	3 5.6 %	5 9.3 %	12 22.2 %	10 18.5 %	2 3.7 %	21 38.9 %
71.9 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 1.8 %	2 3.7 %	6 11.1 %	15 27.8 %	8 14.8 %	3 5.6 %	19 35.2 %
68.8 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	2 3.7 %	3 5.6 %	5 9.3 %	14 25.9 %	8 14.8 %	3 5.6 %	19 35.2 %
67.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do	3 5.6 %	1 1.8 %	6 11.1 %	13 24.1 %	8 14.8 %	3 5.6 %	20 37.0 %
68.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	3 5.6 %	2 3.7 %	5 9.3 %	11 20.4 %	11 20.4 %	3 5.6 %	19 35.2 %
65.6 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	4 7.4 %	0 0.0 %	7 13.0 %	11 20.4 %	10 18.5 %	4 7.4 %	18 33.3 %
60.6 % 35. As a direct result of the services I received: I feel I belong in my community	2 3.7 %	2 3.7 %	9 16.7 %	12 22.2 %	8 14.8 %	3 5.6 %	18 33.3 %
65.6 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	4 7.4 %	1 1.8 %	6 11.1 %	14 25.9 %	7 13.0 %	4 7.4 %	18 33.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	13 31 %	4 33.3 %	17 31.5 %
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	29 69 %	8 66.7 %	37 68.5 %
Total	42 100 %	12 100 %	54 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 31 clients; surveys were returned for 50 clients (50/31 = 161.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

Westside Community Crisis & Outpatient Clinic

Program Code(s): 89763

Overall Satisfaction¹

93.1%

Return Rate²

56.9%

Overall satisfaction³ mean score for Westside Community Crisis & Outpatient Clinic: **4.33**.

Overall satisfaction mean score for all other programs: **4.45**.

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

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

93.1% 1. I like the services that I received here

Lowest Agreement Items

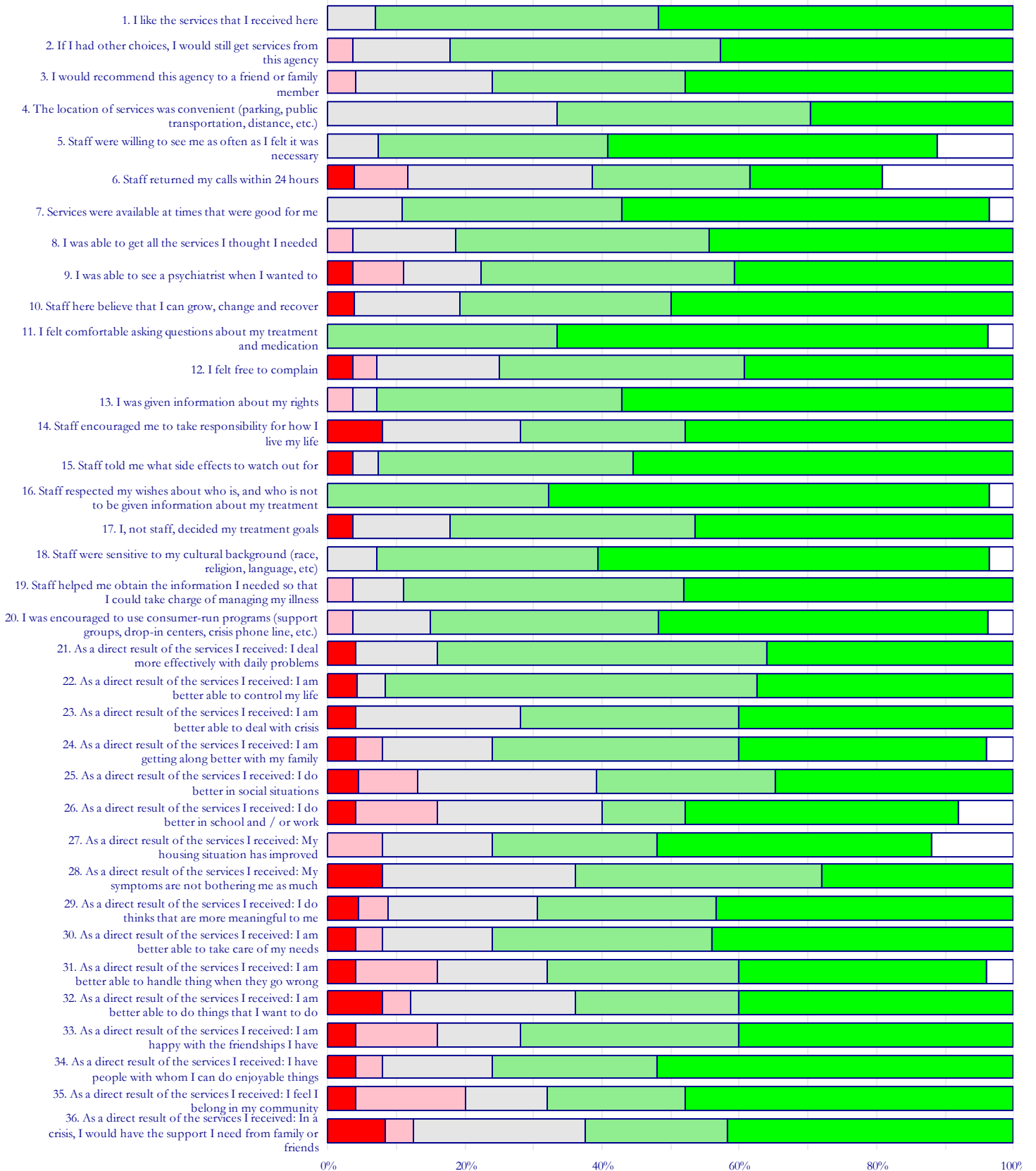
52.4% 6. Staff returned my calls within 24 hours

72.0% 14. Staff encouraged me to take responsibility for how I live my life

75.0% 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 = 37

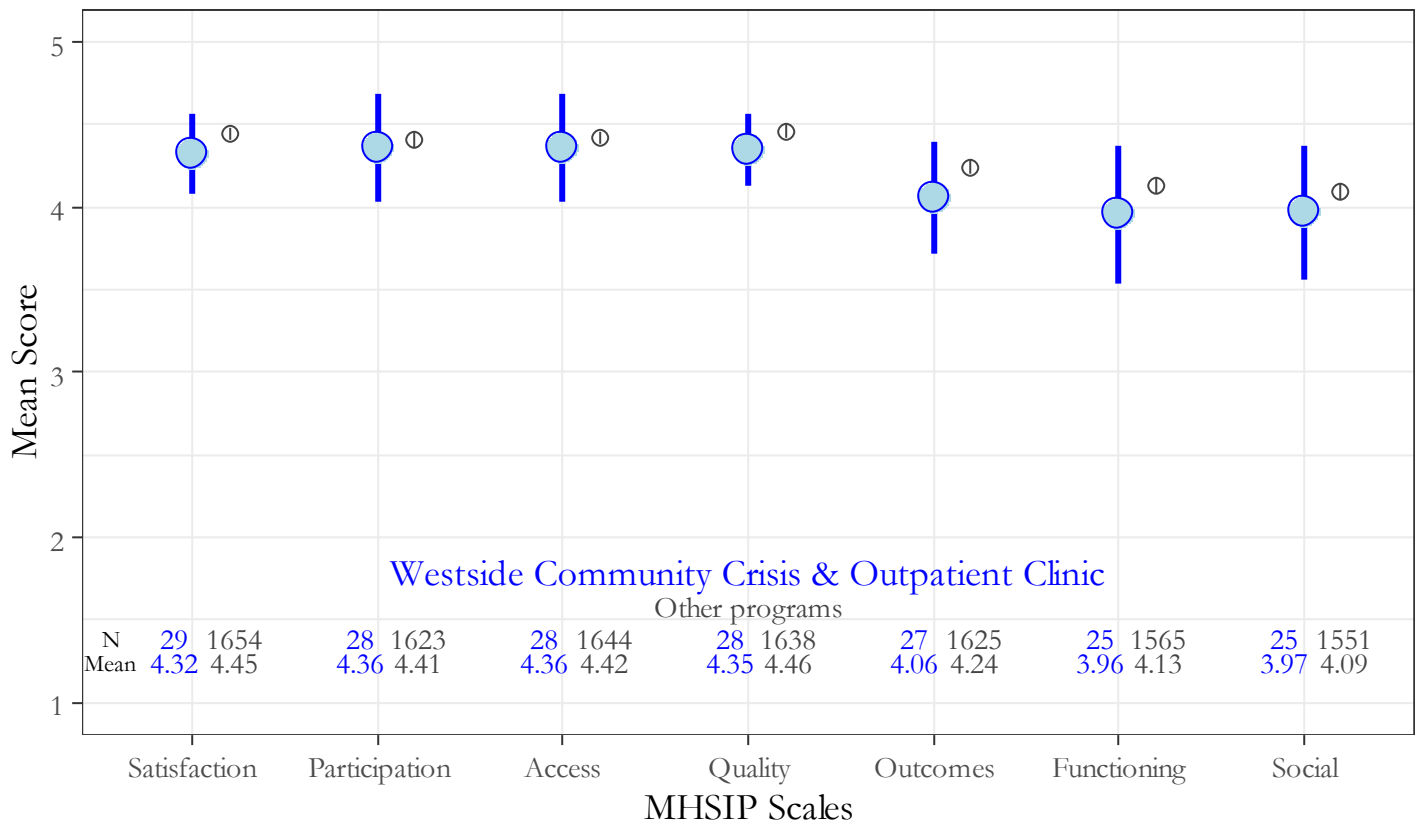
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
93.1 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	2 5.4 %	12 32.4 %	15 40.5 %	0 0.0 %	8 21.6 %
82.1 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 2.7 %	4 10.8 %	11 29.7 %	12 32.4 %	0 0.0 %	9 24.3 %
76.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 2.7 %	5 13.5 %	7 18.9 %	12 32.4 %	0 0.0 %	12 32.4 %
66.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	9 24.3 %	10 27.0 %	8 21.6 %	0 0.0 %	10 27.0 %
91.7 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 5.4 %	9 24.3 %	13 35.1 %	3 8.1 %	10 27.0 %
52.4 % 6. Staff returned my calls within 24 hours	1 2.7 %	2 5.4 %	7 18.9 %	6 16.2 %	5 13.5 %	5 13.5 %	11 29.7 %
88.9 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	3 8.1 %	9 24.3 %	15 40.5 %	1 2.7 %	9 24.3 %
81.5 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 2.7 %	4 10.8 %	10 27.0 %	12 32.4 %	0 0.0 %	10 27.0 %
77.8 % 9. I was able to see a psychiatrist when I wanted to	1 2.7 %	2 5.4 %	3 8.1 %	10 27.0 %	11 29.7 %	0 0.0 %	10 27.0 %
80.8 % 10. Staff here believe that I can grow, change and recover	1 2.7 %	0 0.0 %	4 10.8 %	8 21.6 %	13 35.1 %	0 0.0 %	11 29.7 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	9 24.3 %	17 46.0 %	1 2.7 %	10 27.0 %
75.0 % 12. I felt free to complain	1 2.7 %	1 2.7 %	5 13.5 %	10 27.0 %	11 29.7 %	0 0.0 %	9 24.3 %
92.9 % 13. I was given information about my rights	0 0.0 %	1 2.7 %	1 2.7 %	10 27.0 %	16 43.2 %	0 0.0 %	9 24.3 %
72.0 % 14. Staff encouraged me to take responsibility for how I live my life	2 5.4 %	0 0.0 %	5 13.5 %	6 16.2 %	12 32.4 %	0 0.0 %	12 32.4 %
92.6 % 15. Staff told me what side effects to watch out for	1 2.7 %	0 0.0 %	1 2.7 %	10 27.0 %	15 40.5 %	0 0.0 %	10 27.0 %
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 %	9 24.3 %	18 48.6 %	1 2.7 %	9 24.3 %
82.1 % 17. I, not staff, decided my treatment goals	1 2.7 %	0 0.0 %	4 10.8 %	10 27.0 %	13 35.1 %	0 0.0 %	9 24.3 %
92.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 5.4 %	9 24.3 %	16 43.2 %	1 2.7 %	9 24.3 %
88.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 2.7 %	2 5.4 %	11 29.7 %	13 35.1 %	0 0.0 %	10 27.0 %
84.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 2.7 %	3 8.1 %	9 24.3 %	13 35.1 %	1 2.7 %	10 27.0 %
84.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 2.7 %	0 0.0 %	3 8.1 %	12 32.4 %	9 24.3 %	0 0.0 %	12 32.4 %
91.7 % 22. As a direct result of the services I received: I am better able to control my life	1 2.7 %	0 0.0 %	1 2.7 %	13 35.1 %	9 24.3 %	0 0.0 %	13 35.1 %
72.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 2.7 %	0 0.0 %	6 16.2 %	8 21.6 %	10 27.0 %	0 0.0 %	12 32.4 %
75.0 % 24. As a direct result of the services I received: I am getting along better with my family	1 2.7 %	1 2.7 %	4 10.8 %	9 24.3 %	9 24.3 %	1 2.7 %	12 32.4 %
60.9 % 25. As a direct result of the services I received: I do better in social situations	1 2.7 %	2 5.4 %	6 16.2 %	6 16.2 %	8 21.6 %	0 0.0 %	14 37.8 %

MHSIP Items 26-36, N = 37
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
56.5 % 26. As a direct result of the services I received: I do better in school and / or work	1 2.7 %	3 8.1 %	6 16.2 %	3 8.1 %	10 27.0 %	2 5.4 %	12 32.4 %
72.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 5.4 %	4 10.8 %	6 16.2 %	10 27.0 %	3 8.1 %	12 32.4 %
64.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 5.4 %	0 0.0 %	7 18.9 %	9 24.3 %	7 18.9 %	0 0.0 %	12 32.4 %
69.6 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 2.7 %	1 2.7 %	5 13.5 %	6 16.2 %	10 27.0 %	0 0.0 %	14 37.8 %
76.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 2.7 %	1 2.7 %	4 10.8 %	8 21.6 %	11 29.7 %	0 0.0 %	12 32.4 %
66.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 2.7 %	3 8.1 %	4 10.8 %	7 18.9 %	9 24.3 %	1 2.7 %	12 32.4 %
64.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	2 5.4 %	1 2.7 %	6 16.2 %	6 16.2 %	10 27.0 %	0 0.0 %	12 32.4 %
72.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 2.7 %	3 8.1 %	3 8.1 %	8 21.6 %	10 27.0 %	0 0.0 %	12 32.4 %
76.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 2.7 %	1 2.7 %	4 10.8 %	6 16.2 %	13 35.1 %	0 0.0 %	12 32.4 %
68.0 % 35. As a direct result of the services I received: I feel I belong in my community	1 2.7 %	4 10.8 %	3 8.1 %	5 13.5 %	12 32.4 %	0 0.0 %	12 32.4 %
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	2 5.4 %	1 2.7 %	6 16.2 %	5 13.5 %	10 27.0 %	0 0.0 %	13 35.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	5 16.1 %	2 33.3 %	7 18.9 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	2 6.5 %	0 0 %	2 5.4 %
Completed Survey	24 77.4 %	4 66.7 %	28 75.7 %
Total	31 100 %	6 100 %	37 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 65 clients; surveys were returned for 37 clients (37/65 = 56.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

YMCA PASS Program formerly Trauma and Recovery
Program Code(s): 38BVC3

Overall Satisfaction¹
100.0%

Return Rate²
72.7%

Overall satisfaction³ mean score for YMCA PASS Program formerly Trauma and Recovery: **4.29** (youth), **4.93** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (family).

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

Highest Agreement Items

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

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

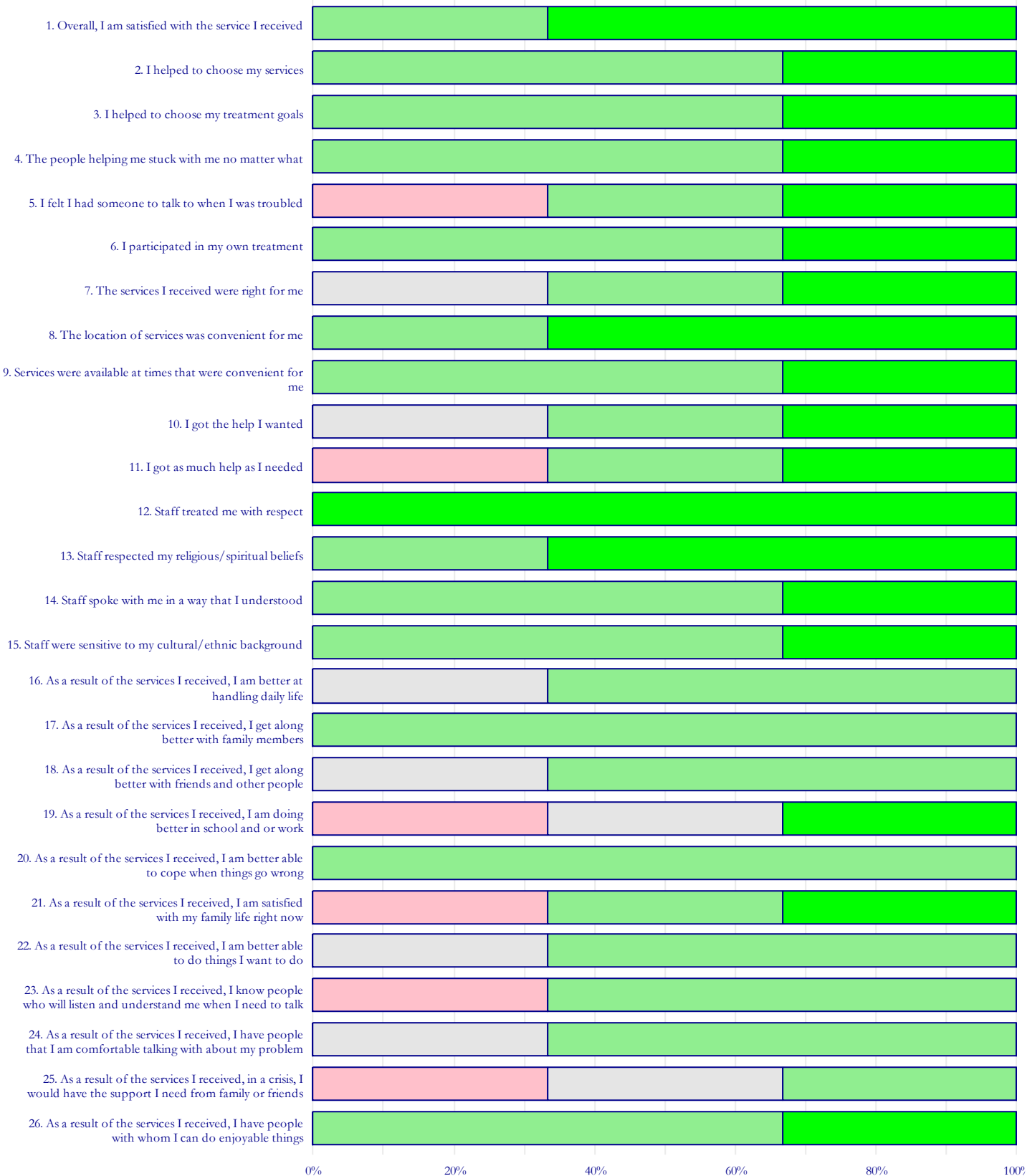
60.0% 11. I got as much help as I needed

80.0% 5. I felt I had someone to talk to when I was troubled

80.0% 7. The services I received were right for me

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

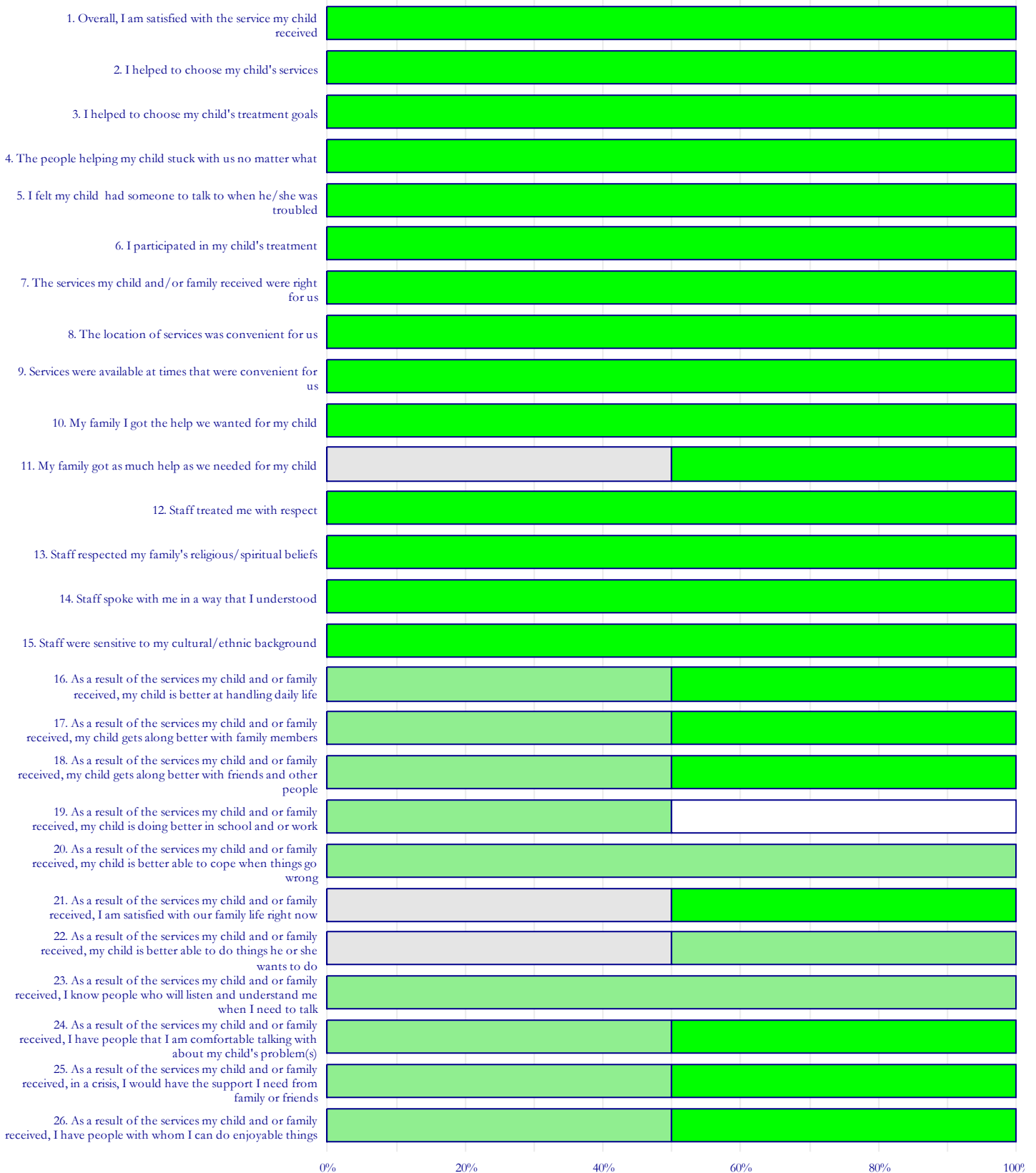
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 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 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
100.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	0 0.0 %	3 50.0 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	0 0.0 %	3 50.0 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	0 0.0 %	3 50.0 %
66.7 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 16.7 %	0 0.0 %	1 16.7 %	1 16.7 %	0 0.0 %	3 50.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	0 0.0 %	3 50.0 %
66.7 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	1 16.7 %	0 0.0 %	3 50.0 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	0 0.0 %	3 50.0 %
66.7 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	1 16.7 %	0 0.0 %	3 50.0 %
66.7 % 11. I got as much help as I needed	0 0.0 %	1 16.7 %	0 0.0 %	1 16.7 %	1 16.7 %	0 0.0 %	3 50.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	0 0.0 %	3 50.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	3 50.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	0 0.0 %	3 50.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	0 0.0 %	3 50.0 %
66.7 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	0 0.0 %	3 50.0 %
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 %	3 50.0 %	0 0.0 %	0 0.0 %	3 50.0 %
66.7 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	0 0.0 %	3 50.0 %
33.3 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 16.7 %	1 16.7 %	0 0.0 %	1 16.7 %	0 0.0 %	3 50.0 %
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 %	3 50.0 %	0 0.0 %	0 0.0 %	3 50.0 %
66.7 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 16.7 %	0 0.0 %	1 16.7 %	1 16.7 %	0 0.0 %	3 50.0 %
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 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	0 0.0 %	3 50.0 %
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	0 0.0 %	1 16.7 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	3 50.0 %
66.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	0 0.0 %	3 50.0 %
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 %	1 16.7 %	1 16.7 %	1 16.7 %	0 0.0 %	0 0.0 %	3 50.0 %
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 33.3 %	1 16.7 %	0 0.0 %	3 50.0 %

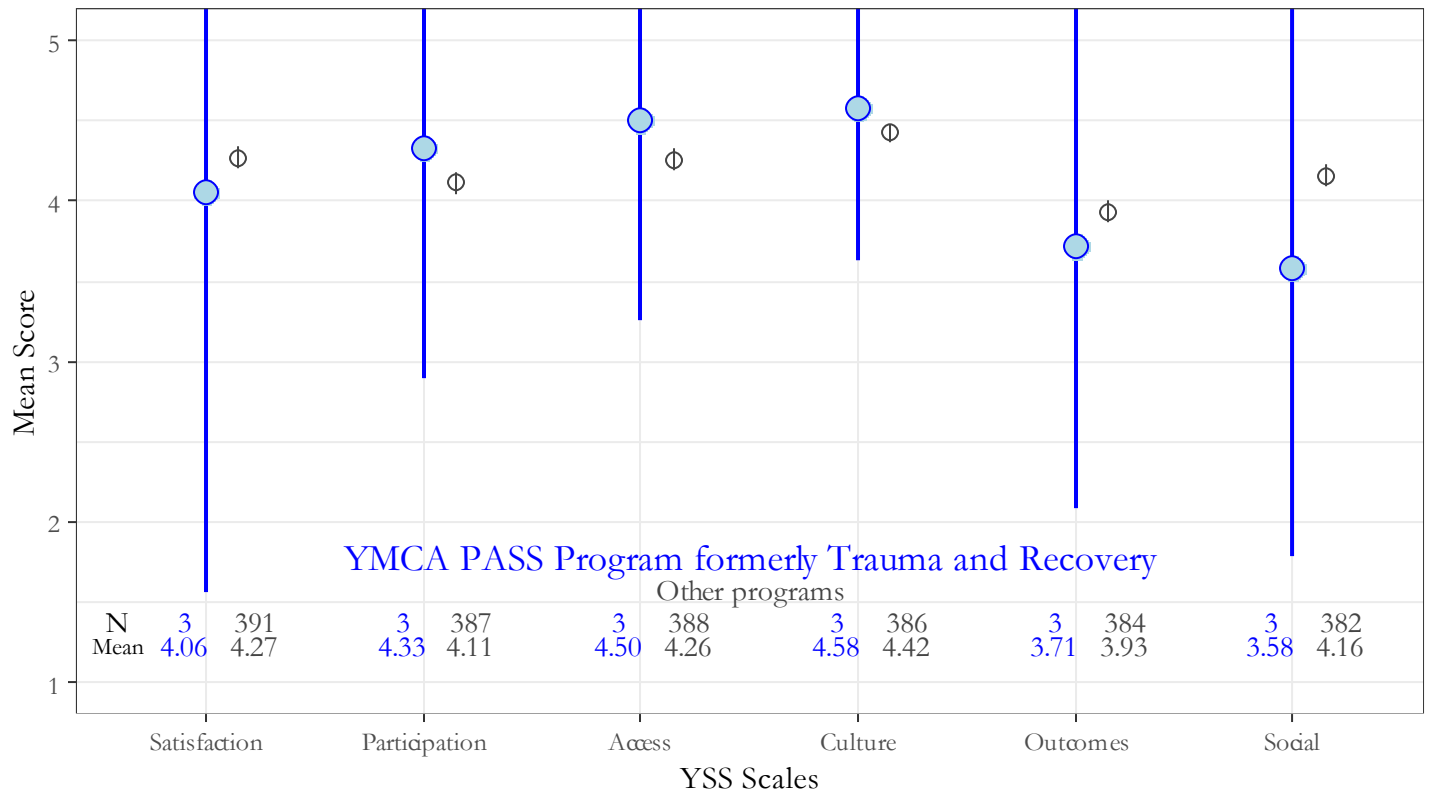
Youth Services Survey for Families



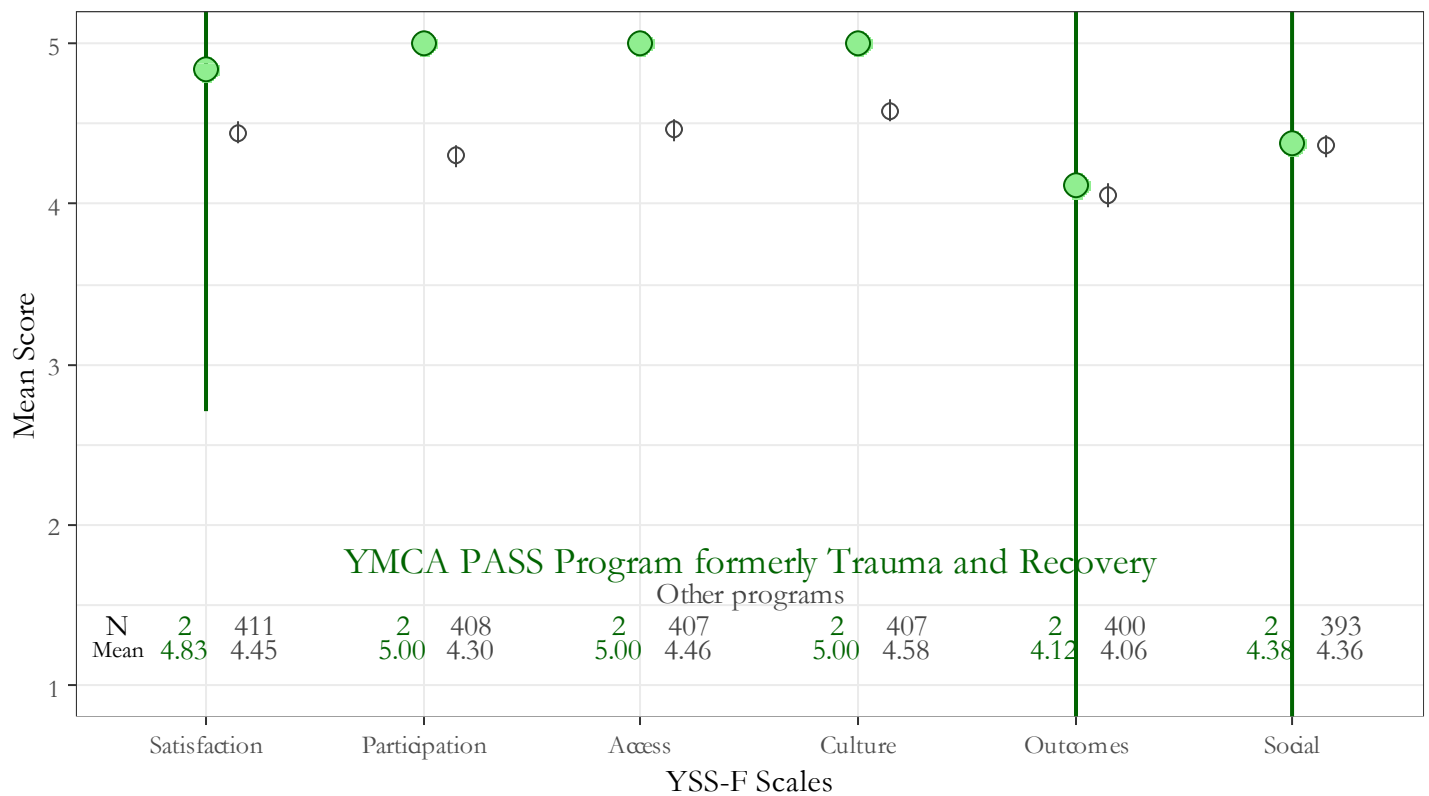
Youth Services Survey for Families, N = 3

	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 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
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 66.7 %	0 0.0 %	1 33.3 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
50.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
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 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
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 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
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 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
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 %	1 33.3 %	0 0.0 %	1 33.3 %	1 33.3 %
100.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	1 33.3 %
50.0 % 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 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
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 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %
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 66.7 %	0 0.0 %	0 0.0 %	1 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 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
YMCA PASS Program
formerly Trauma and
Completion Status Recovery Completion Total
by Respondent Type

	Family	Youth	
Refused	1 33.3 %	3 50 %	4 44.4 %
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	2 66.7 %	3 50 %	5 55.6 %
Total	3 100 %	6 100 %	9 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 11 clients; surveys were returned for 8 clients (8 / 11 = 72.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

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

YMCA Urban Services MH
Program Code(s): 38BV3 38BV4

Overall Satisfaction¹
90.9%

Return Rate²
95.7%

Overall satisfaction³ mean score for YMCA Urban Services MH: **4.50** (youth), **4.45** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.46** (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% 9. Services were available at times that were convenient for me

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

Lowest Agreement Items

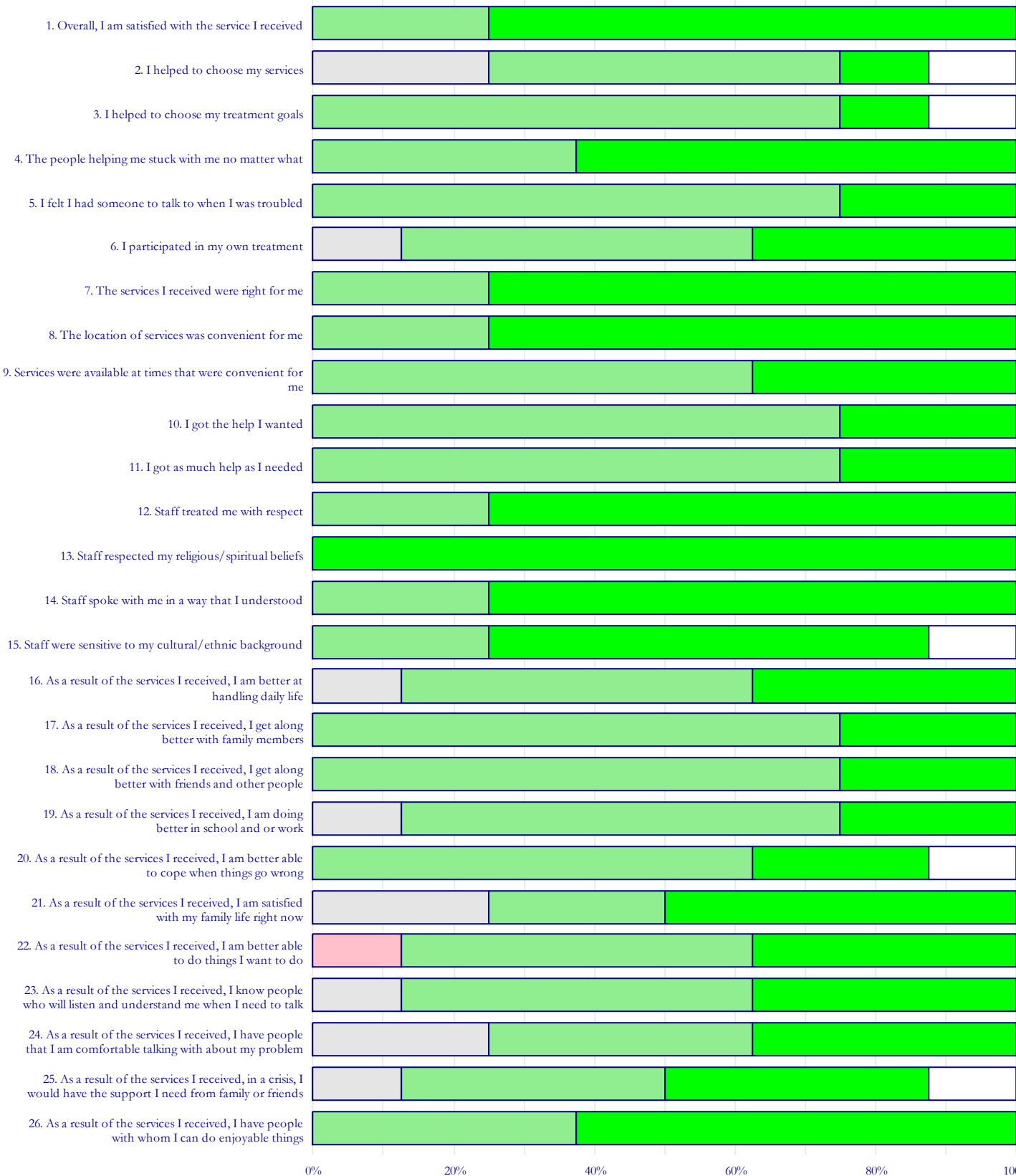
81.8% 6. I participated in my own treatment

85.7% 13. Staff respected my religious/spiritual beliefs

85.7% 15. Staff were sensitive to my cultural/ethnic background

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

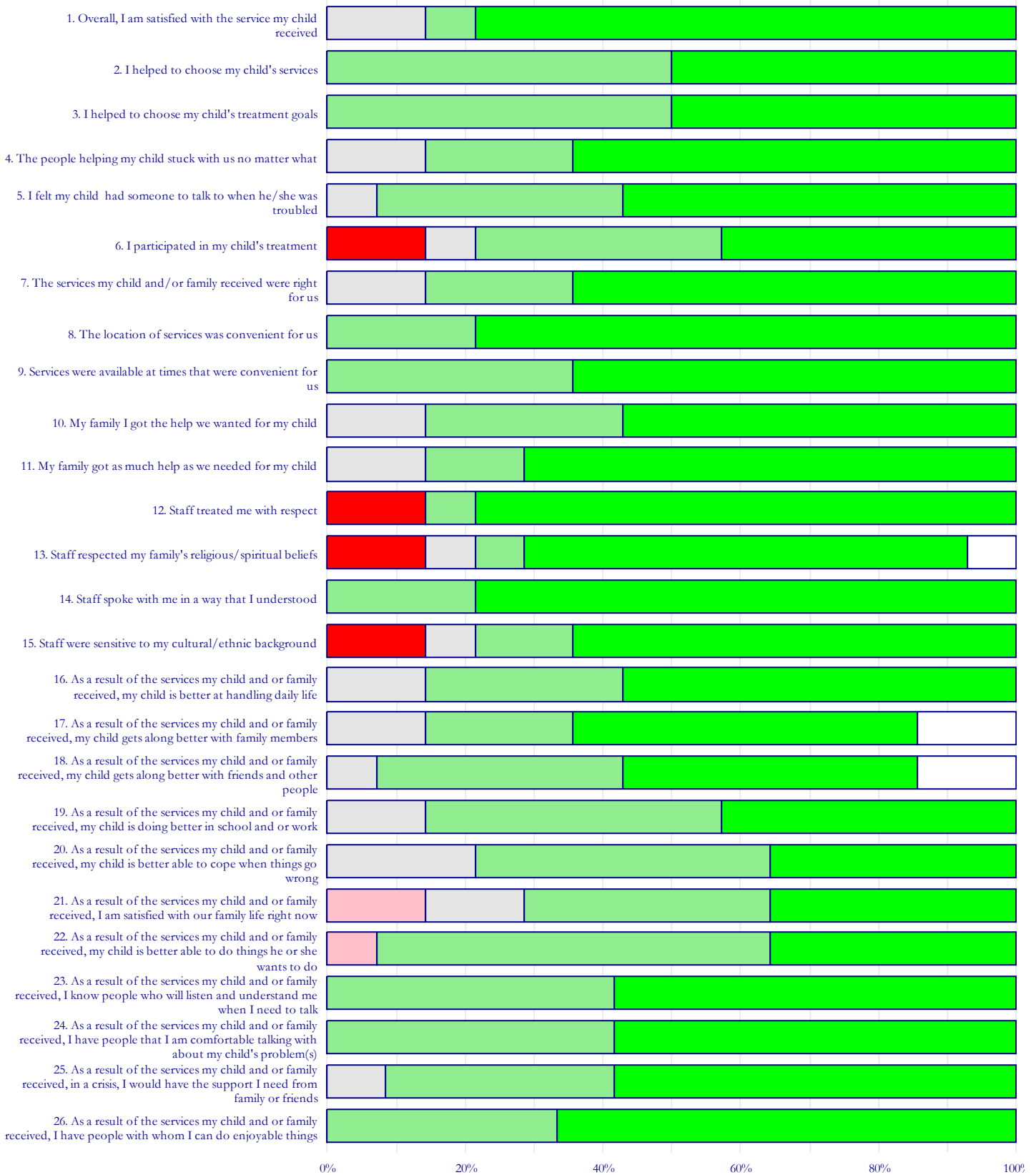
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 28

	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 7.1 %	6 21.4 %	0 0.0 %	20 71.4 %
71.4 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	2 7.1 %	4 14.3 %	1 3.6 %	1 3.6 %	20 71.4 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	6 21.4 %	1 3.6 %	1 3.6 %	20 71.4 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	3 10.7 %	5 17.9 %	0 0.0 %	20 71.4 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	6 21.4 %	2 7.1 %	0 0.0 %	20 71.4 %
87.5 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 3.6 %	4 14.3 %	3 10.7 %	0 0.0 %	20 71.4 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 7.1 %	6 21.4 %	0 0.0 %	20 71.4 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 7.1 %	6 21.4 %	0 0.0 %	20 71.4 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	5 17.9 %	3 10.7 %	0 0.0 %	20 71.4 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	6 21.4 %	2 7.1 %	0 0.0 %	20 71.4 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	6 21.4 %	2 7.1 %	0 0.0 %	20 71.4 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 7.1 %	6 21.4 %	0 0.0 %	20 71.4 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	8 28.6 %	0 0.0 %	20 71.4 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 7.1 %	6 21.4 %	0 0.0 %	20 71.4 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 7.1 %	5 17.9 %	1 3.6 %	20 71.4 %
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 3.6 %	4 14.3 %	3 10.7 %	0 0.0 %	20 71.4 %
100.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	6 21.4 %	2 7.1 %	0 0.0 %	20 71.4 %
100.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	6 21.4 %	2 7.1 %	0 0.0 %	20 71.4 %
87.5 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	1 3.6 %	5 17.9 %	2 7.1 %	0 0.0 %	20 71.4 %
100.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	5 17.9 %	2 7.1 %	1 3.6 %	20 71.4 %
75.0 % 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 7.1 %	2 7.1 %	4 14.3 %	0 0.0 %	20 71.4 %
87.5 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 3.6 %	0 0.0 %	4 14.3 %	3 10.7 %	0 0.0 %	20 71.4 %
87.5 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 3.6 %	4 14.3 %	3 10.7 %	0 0.0 %	20 71.4 %
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 7.1 %	3 10.7 %	3 10.7 %	0 0.0 %	20 71.4 %
85.7 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 3.6 %	3 10.7 %	3 10.7 %	1 3.6 %	20 71.4 %
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 %	3 10.7 %	5 17.9 %	0 0.0 %	20 71.4 %

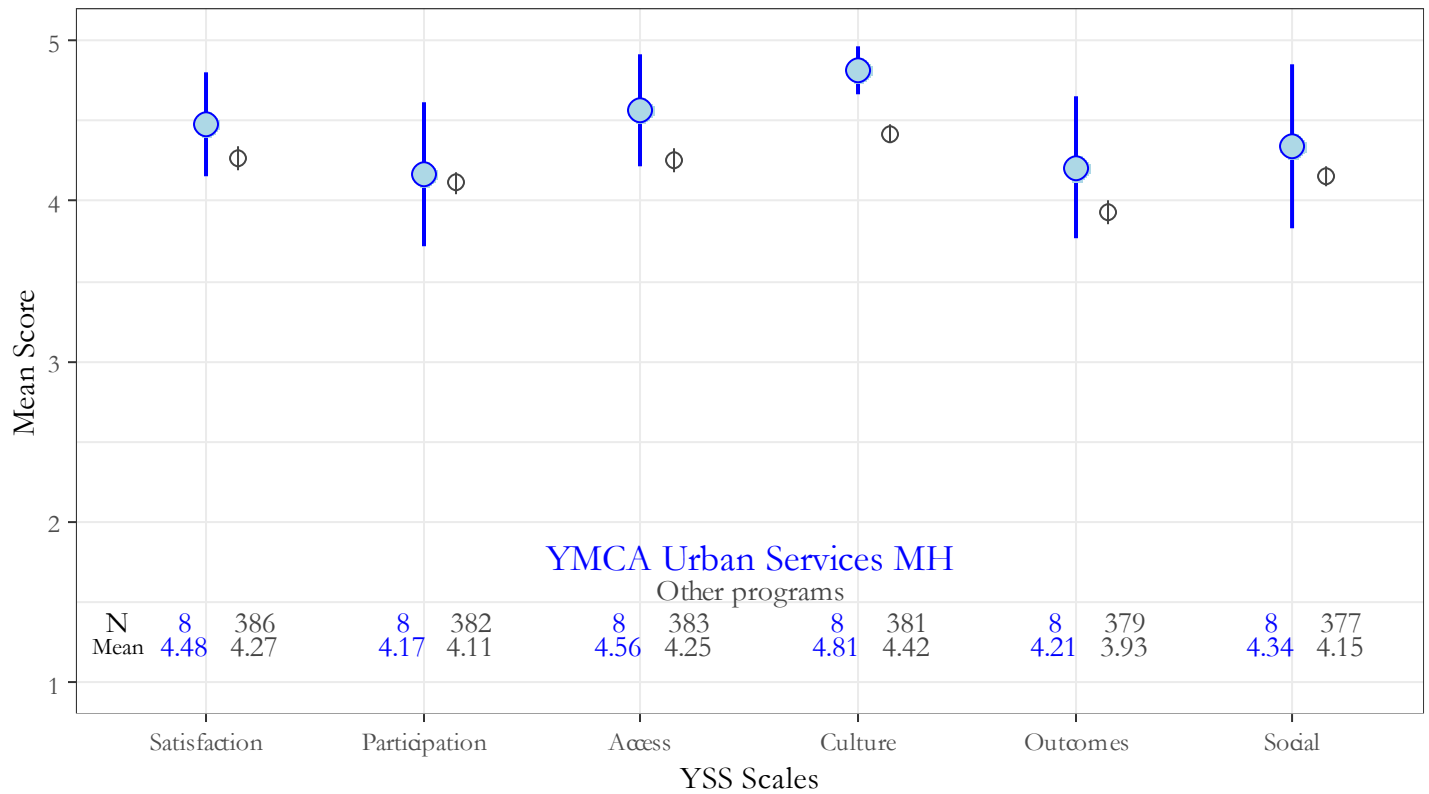
Youth Services Survey for Families



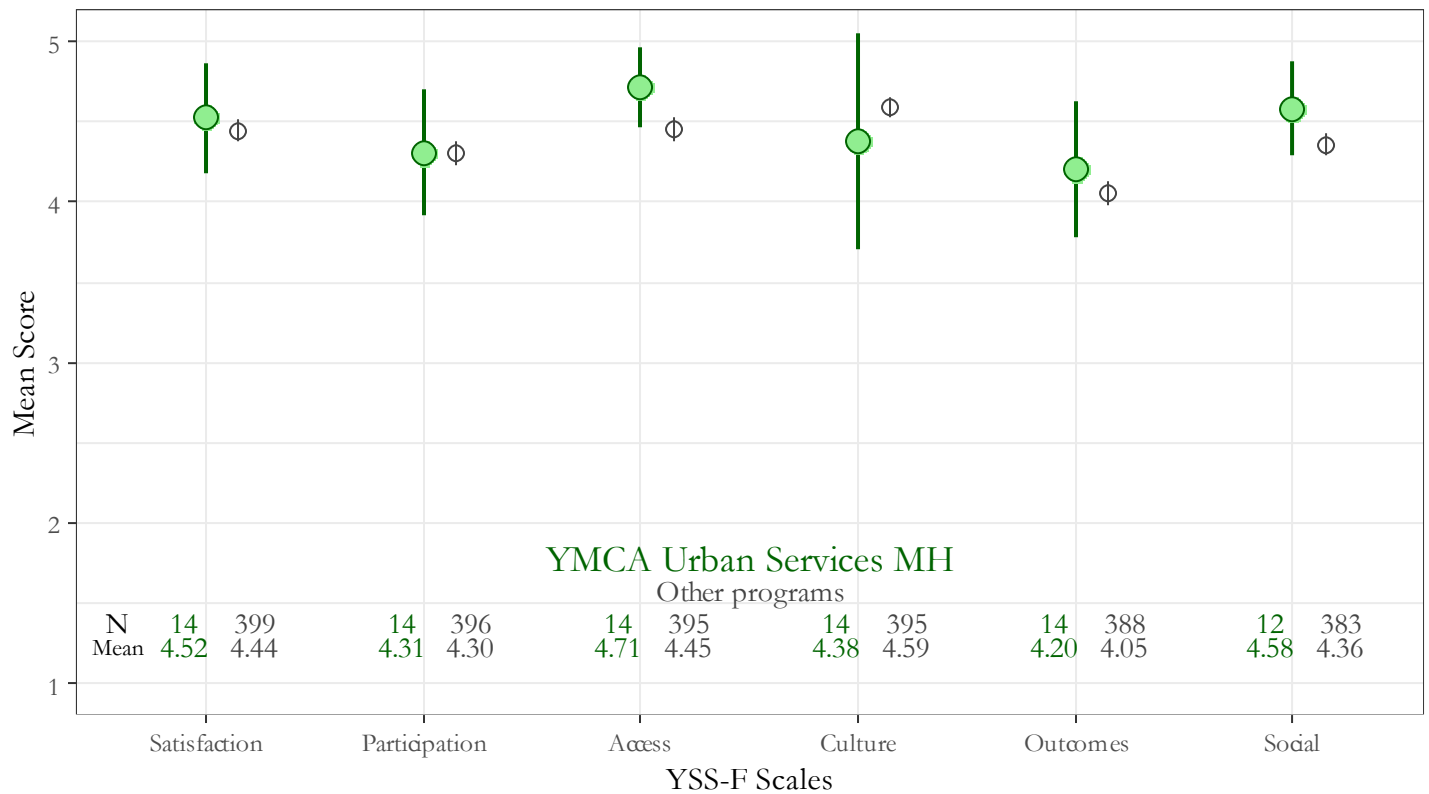
Youth Services Survey for Families, N = 53

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	2 3.8 %	1 1.9 %	11 20.8 %	0 0.0 %	39 73.6 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	7 13.2 %	7 13.2 %	0 0.0 %	39 73.6 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	6 11.3 %	6 11.3 %	0 0.0 %	41 77.4 %
85.7 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	2 3.8 %	3 5.7 %	9 17.0 %	0 0.0 %	39 73.6 %
92.9 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 1.9 %	5 9.4 %	8 15.1 %	0 0.0 %	39 73.6 %
78.6 % 6. I participated in my child's treatment	2 3.8 %	0 0.0 %	1 1.9 %	5 9.4 %	6 11.3 %	0 0.0 %	39 73.6 %
85.7 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	2 3.8 %	3 5.7 %	9 17.0 %	0 0.0 %	39 73.6 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 5.7 %	11 20.8 %	0 0.0 %	39 73.6 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	5 9.4 %	9 17.0 %	0 0.0 %	39 73.6 %
85.7 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	2 3.8 %	4 7.5 %	8 15.1 %	0 0.0 %	39 73.6 %
85.7 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	2 3.8 %	2 3.8 %	10 18.9 %	0 0.0 %	39 73.6 %
85.7 % 12. Staff treated me with respect	2 3.8 %	0 0.0 %	0 0.0 %	1 1.9 %	11 20.8 %	0 0.0 %	39 73.6 %
76.9 % 13. Staff respected my family's religious/spiritual beliefs	2 3.8 %	0 0.0 %	1 1.9 %	1 1.9 %	9 17.0 %	1 1.9 %	39 73.6 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 5.7 %	11 20.8 %	0 0.0 %	39 73.6 %
78.6 % 15. Staff were sensitive to my cultural/ethnic background	2 3.8 %	0 0.0 %	1 1.9 %	2 3.8 %	9 17.0 %	0 0.0 %	39 73.6 %
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 %	0 0.0 %	2 3.8 %	4 7.5 %	8 15.1 %	0 0.0 %	39 73.6 %
83.3 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	2 3.8 %	3 5.7 %	7 13.2 %	2 3.8 %	39 73.6 %
91.7 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 1.9 %	5 9.4 %	6 11.3 %	2 3.8 %	39 73.6 %
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	0 0.0 %	0 0.0 %	2 3.8 %	6 11.3 %	6 11.3 %	0 0.0 %	39 73.6 %
78.6 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	3 5.7 %	6 11.3 %	5 9.4 %	0 0.0 %	39 73.6 %
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 %	2 3.8 %	2 3.8 %	5 9.4 %	5 9.4 %	0 0.0 %	39 73.6 %
92.9 % 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	0 0.0 %	1 1.9 %	0 0.0 %	8 15.1 %	5 9.4 %	0 0.0 %	39 73.6 %
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 %	5 9.4 %	7 13.2 %	0 0.0 %	41 77.4 %
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 9.4 %	7 13.2 %	0 0.0 %	41 77.4 %
91.7 % 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 0.0 %	1 1.9 %	4 7.5 %	7 13.2 %	0 0.0 %	41 77.4 %
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 %	4 7.5 %	8 15.1 %	0 0.0 %	41 77.4 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Youth Services Survey for Families - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
YMCA Urban Services

Completion Status	MH Completion by Respondent Type		Total
	Family	Youth	
Refused	34 64.2 %	20 71.4 %	54 66.7 %
Impaired	0 0 %	0 0 %	0 0 %
Language	1 1.9 %	0 0 %	1 1.2 %
Other	3 5.7 %	0 0 %	3 3.7 %
No Data	1 1.9 %	0 0 %	1 1.2 %
Completed Survey	14 26.4 %	8 28.6 %	22 27.2 %
Total	53 100 %	28 100 %	81 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (May 13th - 17th, 2019) your program billed services for 69 clients; surveys were returned for 66 clients ($66 / 69 = 95.7\%$).
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.