



**2440 Executive Drive, Suite 214
St. Charles, MO 63303**

**2012
Community and Children's
Resource Board:
Client Satisfaction
Survey
Public**



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2012 CCRB Client Satisfaction Survey

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For more information about any of the agencies or services detailed in this report, contact CCRB at 636-939-6200.

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For more information about any of the agencies or services detailed in this report, contact CCRB at 636-939-6200.

Survey Process and Method

The Community and Children's Resource Board (CCRB) of St. Charles County commissioned Berry Organizational and Leadership Development (BOLD), LLC to conduct a satisfaction survey with the children/youth clients or the parent/guardian clients who received direct services in 2012 from any of the 29 CCRB funded direct service programs. The satisfaction survey had three overarching goals that included a) identifying strengths and areas needing improvement, b) obtaining measurements for 2012 services, and c) comparing three service questions to the 2010 results, in addition to the general satisfaction measure. The process design included the following:

1. Systematically reach and listen to clients on service quality and effectiveness of service delivery.
2. Communicate results in a meaningful and actionable report to CCRB, the agencies and the community.
3. Connect agency staff to the 2012 Client Satisfaction Survey results.
4. Develop goals/action plans with the agencies to focus on quality improvement efforts.
5. Reinforce & reward positive measures and outcomes.

Method

Step 1: Development of the Database

Each of the 29 program services representing 19 agencies were asked to submit contact information for the clients served in 2012 in a spreadsheet format developed by BOLD, LLC.

Step 2: Survey Tool Development

BOLD worked with the CCRB staff to revise the 2010 survey tool and cover letter. In an effort to allow for longitudinal analysis for three of the service questions and the general satisfaction measure, very few revisions were made from the 2010 survey tool. As not all of the questions are applicable to every service provided, it is important to review the data on the individual agency reports to aid in interpretation. The survey tool and cover letter were piloted before printing.

Step 3: Data collection using mixed-methodology

For any service that reached more than 200 clients, 90% of the clients were originally selected to be surveyed. For services that reached less than 200 clients, 100% of these clients were surveyed. From this list, 85% of the clients were surveyed using the mail method with the other 15% of the clients surveyed using the phone method. This is called a mixed methods approach, which is designed to increase response rates.

Both processes began in March 2013, with data collection continuing into mid-May. Contact data was kept separate from the survey response data, thereby ensuring confidentiality.

The cover letter and the survey tool that were used has been provided in the Appendix. Additional information pertinent to this section and the follow-up process are provided on the next page.

Step 4: Follow-up Process

As surveys were completed, BOLD analyzed response rates which then initiated a follow-up process with a majority of the agencies. Phone and/or email was used for the follow-up process. BOLD made at least two attempts for every client listed if a phone number was available and working.

Step 5: Data Analysis and Report Development

BOLD aggregated, coded and analyzed data, including calculating the percentage of each rating category per item to determine strengths and improvement opportunities. Sample size information was provided for each question since this varied greatly. Comparative data analysis was conducted on the three service questions selected for long-term or longitudinal trend analysis, in addition to the general satisfaction measure. An adjusted percentage was calculated for the general satisfaction measure only. Each agency's service will utilize their 4-page individualized report for interpretation purposes. More information about the results are provided on these pages.

Total Sample Survey Extended Information

An in-depth table of the total sample of CCRB-funded clients surveyed including response rates for each agency and program is provided on the following page. Listed below is specific information to guide you in interpretation.

- ⇒ The *"Original"* column is the number of households or clients that were to be included for the population of survey participants. Two agencies serve many clients per household with the same service, so these numbers were revised (Crisis Nursery—Respite, total youth served in 2012 = 415; Sts. Joachim and Ann Care Service, total youth served in 2012 = 547). The *"Selected"* column represents the clients BOLD attempted to reach. This project scope specifies that BOLD attempt to reach all clients if the sample size is below 200 and 90% of clients with sample sizes above 200.
- ⇒ All agencies provided BOLD with full contact information with some of them providing up to two phone numbers and an email address (available for approximately 10% of the full sample). This allowed BOLD to implement a mixed-methods contact approach to increase response rates. Information about the follow-up process is detailed below.
- ⇒ From the *"Selected"* column, 85% of clients were selected to be sent surveys in the mail with the remaining 15% selected for the phone process. However, if a program reached less than 15 clients, BOLD enlisted both methods if available through the contact information. If a phone number had not been provided, BOLD included the client on the mailed list. BOLD ran both methods concurrently. It was determined within 2-weeks past the survey mailing deadline and about 75% through the phone process that a more in-depth follow-up process would need to be implemented due to low response rates. If BOLD had email addresses for a client, this method in addition to the phone method was utilized to improve response rates. BOLD continued this practice until the 20% response rate was achieved or it was determined that the client list was exhausted.
- ⇒ The targeted response rate was 20%, which was reached with all but three of the programs. Lower response rates were seen at a higher rate with programs that serve transient populations. Twelve programs met or exceeded a 25% response rate. There was a 29% undeliverable rate built into calculating this percentage based on the client sample and the 2008 and 2010 satisfaction survey result methodology. This is a result of contact information provided by the agencies being incorrect, linked to hotels, motels, agency addresses, case worker addresses/phone numbers or no information being provided. The phone follow-up process resulted in BOLD reaching out to 83% of the clients selected for the mailing method. Here is a breakdown of the information provided in the columns labeled N, S, T, U, Y, NSF, Revised Sample and R-Rate.
 - N = Client stated they were not interested in doing the survey (typically an emotional response).
 - S = Client stated they were not served in 2012 or had been turned away.
 - T = BOLD attempted to contact client through mail and phone.
 - U = BOLD received incorrect contact information, phone was disconnected or individual who answered was unaware of what this service was about. These clients were not included in the calculation of the response rate.
 - Y = Survey was completed.
 - N2F = BOLD did not need to conduct a phone follow-up process for this number of clients.
 - Revised Sample = Original sample minus the un-deliverables or U's.
 - R-Rate = Response rate per service.
- ⇒ **The adjusted response rate for the total sample was 23%. The non-adjusted rate of total clients reached, using the 2012 client population of 3,041 where 481 surveys were completed was 15.8% (2010 rate = 25.8%; 2008 rate = 16.8%).**

BOLD has identified a few ways to improve response rates in the future, including the need to have agencies review the contact information for errors, provide email addresses, and at least two phone numbers. Further discussion is necessary with CCRB staff regarding this situation.

See the full table on the next page.....

Table 1: Total Sample Survey Information

Agency	Program/Services	Original	Selected	Mail	Phone	N	S	T	U	Y	N2F	Revised Sample	R-Rate
Youth In Need	Temporary Shelter	59	59	50	9	3	1	19	31	5	0	24	21%
Youth In Need	Services to Teen Moms/Parents	125	125	106	19	1	1	54	44	17	8	79	22%
Youth In Need	Counseling	285	256.5	218	38	1	1	117	44	45	70	211	21%
Youth In Need	Transitional Living	15	15	13	2	1	0	3	10	1	0	4	25%
Youth In Need	Street Outreach	64	64	54	10	1	1	19	37	5	1	25	20%
Crisis Nursery	Respite Care	238	215	183	32	1	0	53	134	28	0	80	35%
Crisis Nursery	Home & Comm. Based Services	77	77	65	12	0	0	31	28	12	6	49	24%
United Services	IBIC Program	47	47	40	7	0	1	32	1	11	2	45	24%
Salvation Army	Counseling Services	25	25	21	4	1	0	4	19	1	0	5	20%
Nurses for Newborns	Home Based Serv.	114	114	97	17	0	0	55	38	16	5	76	21%
Crider Health Center	Partnership with Families	199	199	169	30	3	1	65	36	33	61	159	21%
Crider Health Center	School-based Mental Health Specialists	185	185	157	28	1	0	56	19	40	69	165	24%
Crider Health Center	Pinocchio	120	120	102	18	0	0	66	1	30	23	119	25%
Crider Health Center	Psychiatry	72	72	61	11	1	0	43	14	13	1	57	23%
Lutheran FCS	Counseling	101	101	86	15	0	0	33	18	20	30	83	24%
Sts. Joachim & Ann Care Service	Home and Comm. Interventions	261	254	216	38	1	7	83	139	24	0	107	22%
Bridgeway Behavioral Health	Outpatient Substance Abuse Treatment	71	71	60	11	2	3	33	14	13	6	52	25%
St. Charles Circuit Ct.	TSVP Program	49	49	42	7	2	2	19	13	13	0	32	41%
Preferred Family Healthcare	Outpatient Substance Abuse Treatment	161	161	137	24	2	0	91	37	31	0	122	25%
Catholic Family	Counseling	118	118	100	18	2	0	66	19	17	8	97	18%
Catholic Family	Psychiatry	50	50	43	8	1		8	13	10	18	36	28%
Catholic Family	Crisis Intervention	88	88	75	13	0	0	6	16	16	50	72	22%
Our Lady's Inn	Services for Teen Moms/Parents	55	55	47	8	0	0	7	45	3	0	10	30%
Children's Home S.	Respite Care	8	8	7	1	0	0	5	1	2	0	7	29%
F.A.C.T.	Parent Partner –PWF	282	253.8	216	38	1	1	106	48	50	76	204	25%
National Alliance on Mental Health	Community Based Services	80	80	68	12	3	0	59	8	10	0	69	14%
Community Living	Respite Care	4	4	3	1	0	0	1	2	1	0	2	50%
Behavioral Health Response	Crisis Helpline	165	165	140	25	4	4	80	63	11	3	94	12%
Foster and Adoptive Care Coalition	Crisis Intervention	10	10	9	2	0	0	7	0	3	0	10	30%
	TOTAL	3128	3041.3	2585	456	32	23	1221	892	481	437	2094	23%

N = Client stated they were not interested in doing the survey (typically an emotional response).

S = Client stated they were not served in 2012 or had been turned away.

T = BOLD attempted to contact client through mail and phone.

U = BOLD received incorrect contact information, phone was disconnected or individual who answered was unaware of what this service was about. Clients were not included in the calculation of the response rate.

Y = Survey was completed.

N2F = BOLD did not need to conduct a phone follow-up process for this client.

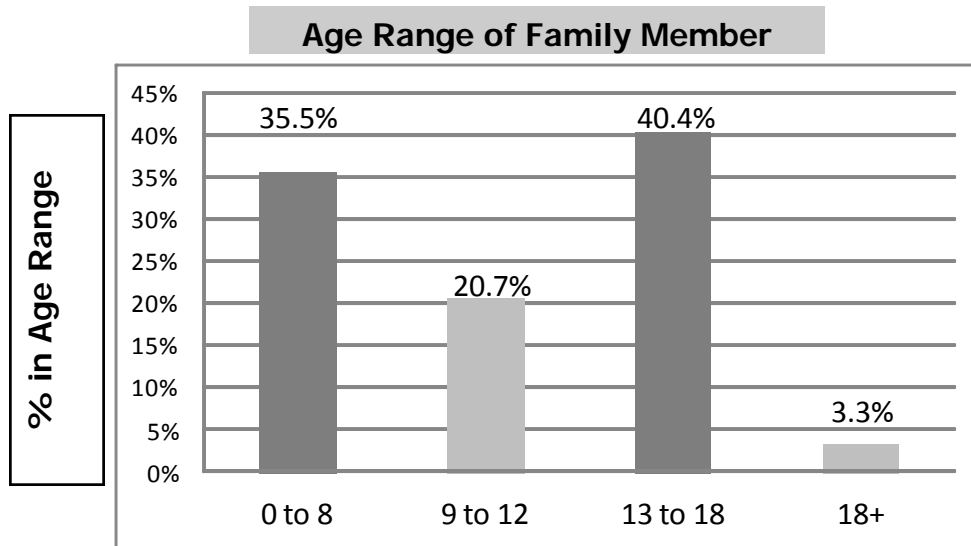
Revised Sample = Original sample minus the un-deliverables or U's.

R-Rate = Response rate per service.

Demographic Profile- Total Sample of Clients Surveyed

The demographic profile is presented below for two different total numbers of clients surveyed or represented. There are a couple of agencies who serve multiple youth with the same service, and therefore represent a larger number than the surveys that were received. Therefore, while there were 481 surveys sent in, they represent 539 youth/clients. Gender and age statistics are summarized for the 539 youth/clients represented, whereas the remaining questions are presented for the smaller sample of surveys where that information was provided. BOLD looked for the existence of gender or age differences in the questions that asked whether the client was in crisis, if the same staff member provided services, and if they were placed on a waitlist. This information is included in the "underlying findings" section below. Here is a summary of the demographic data:

- ⇒ **58% of the children/youth served in 2012 by CCRB-funded agencies were male.**
- ⇒ **Services reached more children in the 13-18 age range than any other group, represented by 40% of the total sample. The 0-8 age group made up 36% of the total sample.**
- ⇒ **77.8% of the clients noted that the same staff member from the agency provided them with services. This is a positive improvement from the 66% of clients who received services from the same staff member in 2010.**
- ⇒ **59.4% of the family members were in crisis when they were referred for services. This is a large increase from the 43% noted for the 2010 service period.**
- ⇒ **Only 18.5% (86 clients) of the entire sample surveyed were placed on a waitlist. Wait periods ranged from 1 day to 2 years. Specific wait list information is provided in the individualized agency service reports.**



N= 463-539; includes clients who sent survey back incomplete or only with demographic information provided.

Age and Gender Differences—Underlying Findings

- ⇒ BOLD found no significant differences between males and females on whether or not the youth was placed on a waitlist, and whether the youth was in crisis when referred for services. There was less than a 5% difference between males (79.2%) and females (75.4%) for the same staff member providing services.
- ⇒ There were no major differences found across age ranges for the youth being placed on a waitlist. 21% of clients age 13-18 were placed on a waitlist compared to 16% of clients age 0-8.
- ⇒ There were no major differences found across the age ranges for the same staff member providing services. 82% of the clients ranging in age from 9-12 age were provided services by the same staff member. This was the highest percentage reached across the age ranges.
- ⇒ The lowest percentage of youth in crisis was in the 0-8 age range, with 45% stating that they were in crisis. The highest percentage was identified for the 13-18 age range, where 71% of these youth were in crisis when seeking out services. The 9-12 age range had 56% of youth in crisis.

Satisfaction Survey Summary—Total Sample Surveyed

Introduction

The breakdown of responses for each of the 2012 survey questions is detailed in the tables starting on page 7. The 2010 survey questions and percentages are provided for comparative purposes on page 6. The 2012 survey tool and cover letter are available in the Appendix. The percentage in each box represents how many clients provided that rating scale across the total sample that were surveyed for the 2012 Client Satisfaction Survey. The average rating was not calculated for each item considering it may cause confusion in interpretation, since it is based on understanding the number as it pertains to nominal data. The W* score, was calculated (also termed the Weighted Percentage Score) since this takes into account that a *Good* rating does not carry the same weight as an *Excellent* rating. The W* Score is an adjusted percentage of the client's responses, where each rating option has a different value (assigned by BOLD). A comparative agency table was only developed for the three items selected for longitudinal analysis, which will allow the CCRB staff and board to see changes over time. These tables are not meant to allow for a comparison across the various services due to the diversity of their service delivery models.

In the Not-for-Profit World, it is not realistic to reach for an achievement rate of 100% in our performance measures and outcomes. Seek out similarly-aligned services and best practices to gauge your performance. Strive to do better in your respective area, and use this data to remain in line with the majority of the agencies.

Total Sample- Satisfaction Survey Summary

The percentage in parentheses is linked to the number of clients that provided the highest rating available.

- ⇒ The highest quality area was demonstrated in timely service delivery (92%) and scheduling appointments at a time and a place convenient for the youth (94%).
- ⇒ Services were rated lowest in improving the youth's behavior at school (76%), improving the youth's social skills (78%) and parents/guardians receiving useful information to manage the youth's situation outside of the home (78%). Yet, this was an improvement over the 72% score achieved for improving the youth's performance at school with their grades and improving attendance in the 2010 service period.
- ⇒ 4% or less of the clients rated the quality of the staff member's ability to understand the youth's needs and communicate with youth as either "bad" or "inadequate". There was an improvement seen from 2010 where 10% of clients stated that the staff was "bad" or "inadequate" at getting the youth the services that were needed, and in 2012, only 4.9% provided these ratings.
- ⇒ Communication seems to be rated good or excellent by a majority of the clients. A W-score of 90% was achieved for staff's ability to communicate with youth, and an 87% score was achieved for communication with parents/guardians. However, this item received the highest percentage of clients rating it low, were 7.2% provided a bad or inadequate rating for the staff.
- ⇒ Services are continuing to make a large impact in the home at the highest level, where an 82% score was achieved (similar to 2010). Further effect is occurring with the youth's social skills, but less so for improving the youth's behavior at school. These last two items mentioned may not be as applicable to all services as evidenced by the lower sample size (N) for youth's social skills and behavior at school. These items are important behavioral indicators, and the results show a weighted score range of 76% to 82% compared to the 2010 range of 72% to 79% for services improving the youth's social skills, behavior, grades or attendance at school. This positive trend shows that the agencies as a whole are paying attention to providing and improving upon a comprehensive service delivery model.
- ⇒ Approximately 12% of the clients disagreed that the frequency of the staff's contact with the parent or guardian was satisfactory. This percentage dropped to only 5% of clients disagreeing with this statement when it related to contact with the youth.
- ⇒ There was an improvement over time in two of the three items selected for trend analysis (from 2010 to 2012). A 3% increase was present for the staff's ability to understand the youth's needs. There was a 7% increase in the staff member's ability to get the youth the services needed. There was no change in the weighted percentage score of 82% for services improving the youth's situation in the home.

2010 Total Sample—Response Distribution Tables

Guideline for Interpretation: W* Score = Weighted Percentage Score

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability</i>	Bad	Inadequate	Average	Good	Excellent	W* Score
To understand the youth’s needs.	1%	2%	6%	45%	46%	87%
To communicate with parent/guardian.	2%	4%	7%	42%	46%	86%
To communicate with youth.	1%	2%	7%	42%	48%	87%
To provide helpful information.	1%	4%	10%	42%	43%	84%
To advocate for youth with school.	2%	4%	12%	27%	55%	86%
To get the youth the services needed.	2%	8%	10%	36%	44%	82%

Table 2: Percent of Agreement with Services Improving Youth’s Situation

<i>Services improved youth’s.....</i>	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	W* Score
Situation in the home.	2%	8%	10%	36%	44%	82%
Social skills (with family, friends, etc.).	2%	7%	17%	44%	30%	79%
Behavior at school.	4%	10%	19%	44%	24%	75%
Performance at school (grades).	5%	11%	21%	41%	21%	72%
Attendance at school.	4%	10%	28%	36%	22%	72%

Table 3: Percent of Agreement for Parent/Guardian Receiving Useful Information to Manage Youth’s Situation.

<i>Parent/guardian received useful information to manage.....</i>	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	W* Score
Youth’s situation in the home.	3%	8%	9%	50%	30%	79%
Youth’s situation at school.	3%	9%	14%	45%	29%	78%

Table 4: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	W* Score
The frequency of the staff’s contact with parent/guardian was satisfactory.	3%	8%	6%	41%	41%	81%
The frequency of the staff’s contact with youth was satisfactory.	2%	3%	7%	41%	47%	86%

Table 5: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always	W* Score
Services were delivered in a timely manner.	1%	2%	8%	23%	66%	90%
Appointments were scheduled at a time and place convenient for youth.	1%	1%	6%	21%	71%	92%
I would use this agency in the future, if necessary.	2%	3%	6%	23%	67%	91%

2012 Total Sample—Response Distribution Tables

Table 1: Percent of Quality Ratings for Staff Member's Ability

<i>The quality of the staff on his/her ability to....</i>	Bad	Inadequate	Average	Good	Excellent	N	W*
<i>2010—Understand the youth's needs.</i>	1%	2%	6%	45%	46%	*	87%
2012—Understand the youth's needs.	1.3%	2.2%	8.0%	20.5%	68%	463	90%
<i>2010—Get the youth the services needed.</i>	2%	8%	10%	36%	44%	*	82%
2012—Get the youth the services needed.	1.4%	3.5%	8.1%	24.0%	63.1%	434	89%
Communicate with parent/guardian.	2.2%	5.0%	9.4%	21.0%	62.4%	458	87%
Communicate with youth.	1.9%	2.1%	8.4%	21.7%	66.0%	429	90%
Provide helpful information.	1.7%	3.4%	7.7%	22.7%	64.5%	467	89%
Advocate for youth/family for other needs/ services in the community (if applicable).	2.6%	1.3%	12.9%	19.1%	64.0%	303	88%

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N	W*
<i>2010—Services improved youth's situation in home.</i>	2%	8%	10%	36%	44%	*	82%
2012—Services improved youth's situation in home.	2.4%	5.9%	14.1%	32.4%	45.2%	454	82%
Services improved youth's social skills.	2.3%	7.3%	21.4%	34.9%	34.2%	398	78%
Services improved youth's behavior at school.	5.2%	6.1%	25.2%	32.4%	31.2%	330	76%
Parent/Guardian received useful information to manage youth's situation in the home.	3.5%	9.0%	10.1%	37.3%	40.1%	424	80%
P/G received useful information to manage the youth's situation outside of the home.	3.4%	9.6%	14.6%	35.7%	36.7%	384	78%

Table 3: Percent of Agreement with Frequency of Staff's Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N	W*
The frequency of the staff's contact with parent/guardian was satisfactory.	4.0%	7.7%	8.1%	32.1%	48.1%	455	83%
The frequency of the staff's contact with youth receiving services was satisfactory.	1.2%	4.2%	6.9%	34.5%	53.2%	432	87%

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always	N	W*
Services were delivered in a timely manner.	0.9%	1.3%	7.7%	18.5%	71.6%	455	92%
Appointments scheduled with staff were at a time and place convenient for youth.	1.2%	2.3%	3.5%	12.8%	80.2%	429	94%

*2010 sample sizes not provided

General Satisfaction Measure Comparing All Services

One measure of general satisfaction is to ask clients if they would use the services again in the future, if necessary. Below is a table of all of the agencies W* Score for this measure of general satisfaction, which is organized from lowest to highest as they were rated for 2012 services. Comparative information for the 2010 service period is provided as well, in addition to sample size information. It should be noted that low sample sizes have a tendency to be more skewed when clients provide extreme ratings.

The lowest weighted score (W*) was a 67% for the 2012 service period. There were 16 agencies who had a score of 90% or higher for the 2012 service period compared to 12 agencies in the 2010 service period. An additional seven agencies were in the range of 80-89% for 2012.

Table 1. General Satisfaction Summary Information

W* Score 2012	W* Score 2010	Agency Name	Service Name	Sample Size-'12	Sample Size-'10
No score	80%	Salvation Army	Counseling Services	1	1
67%	NA	St. Charles Circuit Court	TSVP Program	11	NA
70%	73%	Our Lady's Inn	Services for Teen Moms/Parents	2	15
76%	NA	Behavioral Health Response	Crisis Helpline	11	NA
78%	97%	Catholic Family Services	Counseling	16	14
79%	79%	Preferred Family Healthcare	Outpatient S.A. Treatment	30	63
84%	90%	Bridgeway Behavioral Healthcare	Outpatient S.A. Treatment	11	22
84%	93%	Catholic Family Services	Crisis Intervention	15	26
84%	95%	National Alliance on Mental Health	Community Based Services	9	12
88%	NA	Youth In Need	Street Outreach	5	NA
89%	89%	F.A.C.T.	Parent Partner -Partnership with Families	50	39
89%	91%	Crider Health Center	School-based Mental Health Specialists	39	71
89%	98%	Crisis Nursery	Respite Care	28	98
90%	87%	Children's Home Society	Respite Care	2	3
91%	93%	Lutheran Family/Children's Services	Counseling	19	23
91%	89%	Crider Health Center	Pinocchio	30	58
91%	78%	Crider Health Center	Psychiatry	13	9
91%	90%	Youth In Need	Counseling	42	44
94%	95%	Crider Health Center	Partnership with Families	32	50
95%	NA	Nurses for Newborns	Home Based Services	16	NA
96%	88%	Youth In Need	Services to Teen Moms/Parents	17	30
98%	93%	United Services	IBIC Program	10	17
98%	89%	Catholic Family Services	Psychiatry	10	9
98%	95%	Crisis Nursery	Home and Comm. Based Services	12	30
100%	80%	Youth In Need	Temporary Shelter	5	18
100%	80%	Youth In Need	Transitional Living	1	2
100%	87%	Sts. Joachim & Ann Care Service	Home and Community Based Interventions	21	49
100%	73%	Community Living	Respite Care	1	3
100%	NA	Foster and Adoptive Care Coalition	Crisis Intervention	3	NA

NA-not applicable since not funded in 2010

2010 to 2012 Comparison of Selected Questions Across Service Categories

Purpose

Some level of comparison with the results of the 2010 Satisfaction Survey was desirable, which prompted careful consideration of three questions to analyze trends over time. Therefore, the three questions that were selected for longitudinal analysis include:

1. *The quality of the staff member's ability to understand the youth's needs.*
2. *The quality of the staff member's ability to get the youth the services needed.*
3. *Client's level of agreement that services improved the youth's situation at home.*

Therefore, on pages 10 through 18, data is presented on these three questions from 2010 and 2012 within the nine service categories representing various agencies and their programs. These include:

1. Temporary Shelter - Youth In Need
2. Respite Care - Crisis Nursery, Children's Home Society, and Community Living
3. Services to Teen Moms/Parents - Youth In Need, Nurses for Newborns, and Our Lady's Inn
4. Outpatient Substance Abuse - Bridgeway Behavioral Health and Preferred Family Healthcare.
5. Outpatient Psychiatric - Crider Health Center and Catholic Family Services
6. Transitional Living - Youth In Need
7. Crisis Intervention - Catholic Family Services, Behavioral Health Response and Youth In Need
8. Home and Community-based Services– Crisis Nursery, United Services, National Alliance on Mental Illness (NAMI), Sts. Joachim and Ann Care Service, The Eleventh Circuit Court, Crider Health Center (includes Pinocchio, School-based Mental Health Specialist, Parent-partner Program), and Family Advocacy and Community Training (F.A.C.T.)
9. Counseling - Youth In Need, Lutheran Family Services, Salvation Army and Catholic Family Services.

2010 to 2012 Service Category Comparison Table Summary

1. With the exception of the Counseling services category, the trend appears to show improvement or minimal change from 2010 to 2012 with the quality of the staff member's ability to understand the youth's needs. This information can be seen on pages 10 through 12. The lowest rated service for this item was the Youth Connection Helpline (Crisis Helpline) offered by Behavioral Health Response with a W-score of 78%. The highest rated services with a 100% W-Score were Youth In Needs' Transitional Living (N=1), Children's Home Society (N = 2) and Community Living's (N = 1) Respite Care services. However, it is easier to achieve a 100% score with a small sample size. There were an additional 12 services that had a W-score in the 90%-99% range.
2. Similar trends emerged when clients were asked about the staff's ability to get the youth the services needed. This information begins on page 13 and continues through page 15. The lowest rated service for this item was Eleventh Circuit Court's TSVP's program with a W-score of 65%. There were two services that had a W-score of 100%, which was Community Living's Respite Care (N = 1) and Youth In Need's Transitional Living service (N = 1). Thirteen services had a W-score that ranged from 90-99%.
3. The final longitudinal question asked clients to provide the level of agreement they have with services improving the youth's situation in the home. This information begins on page 16 and continues through page 18. You will notice that only one program received a W-score of 100%, which was Youth In Need's Transitional Living program (N=1). There were eight programs that had a W-score range of 90-99%. The lowest rated programs were Crider Health Center's Outpatient Psychiatric with a W-score of 69%, Behavioral Health Response's Crisis Helpline with a W-score of 69%, and the Eleventh Circuit Court's TSVP program with a W-score of 70%. Please note that the W-score should be interpreted based on the services provided and cannot be used as a comparative index across all of the programs. It is advised that changes over time are reviewed within the general service categories.

The Quality of the Staff in his/her Ability to Understand the Youth's Needs

		Temporary Shelter Services								
		Bad	Inadequate	Average	Good	Excellent	N	W*		
Youth In Need		6%	0%	0%	38%	56%	16	88%	2010	
Youth In Need		0%	0%	0%	20%	80%	5	96%	2012	
		Respite Care Services								
		Bad	Inadequate	Average	Good	Excellent	N	W*		
Crisis Nursery		0%	1%	0%	42%	57%	100	91%	2010	
Children's Home Society		0%	0%	0%	67%	33%	3	87%		
Community Living		33%	0%	0%	0%	67%	3	73%		
Crisis Nursery		11%	0%	4%	4%	82%	28	89%	2012	
Children's Home Society		0%	0%	0%	0%	100%	2	100%		
Community Living		0%	0%	0%	0%	100%	1	100%		
		Services to Teen Moms/Parents								
		Bad	Inadequate	Average	Good	Excellent	N	W*		
Youth In Need		0%	0%	0%	83%	17%	29	83%	2010	
Nurses for Newborns		Not funded in 2010								
Our Lady's Inn		6%	18%	24%	29%	24%	17	69%		
Youth In Need		0%	0%	6%	12%	82%	17	95%	2012	
Nurses for Newborns		0%	0%	6%	6%	88%	16	96%		
Our Lady's Inn		0%	0%	33%	33%	33%	3	80%		
		Outpatient Psychiatric Services								
		Bad	Inadequate	Average	Good	Excellent	N	W*		
Crider Health Center		0%	0%	11%	78%	11%	9	80%	2010	
Catholic Family Services		0%	0%	0%	56%	44%	9	89%		
Crider Health Center		0%	0%	23%	15%	62%	13	88%	2012	
Catholic Family Services		0%	0%	0%	20%	80%	10	96%		
		Transitional Living Services								
		Bad	Inadequate	Average	Good	Excellent	N	W*		
Youth In Need		0%	0%	0%	100%	0%	2	80%	2010	
Youth In Need		0%	0%	0%	0%	100%	1	100%	2012	

The Quality of the Staff in his/her Ability to Understand the Youth's Needs

		Crisis Intervention Services						
	Bad	Inadequate	Average	Good	Excellent	N	W*	
Catholic Family Services	0%	0%	0%	73%	27%	26	85%	2010
Behavioral Health Response	Not Funded in 2010							
Youth In Need	Not Funded in 2010							
Catholic Family Services	0%	7%	7%	27%	60%	15	88%	2012
Behavioral Health Response	9%	9%	9%	27%	46%	11	78%	
Youth In Need	0%	0%	0%	20%	80%	5	96%	

		Home and Community-based Services						
	Bad	Inadequate	Average	Good	Excellent	N	W*	
Crisis Nursery	0%	0%	0%	59%	41%	29	88%	2010
United Services	0%	0%	6%	29%	65%	17	92%	
NAMI	0%	14%	14%	14%	57%	7	83%	
Sts. Joachim & Ann Care Service	0%	6%	0%	58%	36%	36	85%	
Eleventh Circuit Court	Not Funded							
Crider—Pinocchio	2%	0%	7%	29%	62%	58	90%	
Crider-School-based Mental H.	0%	3%	12%	38%	47%	74	86%	
Crider-Parent Partner	2%	4%	4%	31%	60%	52	88%	
F.A.C.T.	0%	0%	5%	45%	50%	38	89%	
Crisis Nursery	0%	0%	0%	8%	92%	12	98%	2012
United Services	0%	0%	0%	18%	82%	11	96%	
NAMI	0%	0%	25%	13%	63%	8	88%	
Sts. Joachim & Ann Care Service	0%	0%	0%	13%	87%	23	97%	
Eleventh Circuit Court	0%	18%	18%	0%	64%	11	82%	
Crider—Pinocchio	0%	0%	7%	17%	77%	30	94%	
Crider-School-based Mental H.	3%	0%	3%	25%	70%	40	92%	
Crider-Parent Partner	0%	0%	6%	28%	66%	32	92%	
F.A.C.T.	0%	0%	17%	30%	53%	47	87%	

The Quality of the Staff in his/her Ability to Understand the Youth's Needs

Counseling Services

	Bad	Inadequate	Average	Good	Excellent	N	W*	
Youth In Need	0%	0%	2%	61%	37%	43	87%	2010
Lutheran Family Services	0%	0%	9%	30%	61%	23	90%	
Salvation Army	0%	0%	0%	100%	0%	1	80%	
Catholic Family Services	0%	0%	0%	64%	36%	14	87%	
Youth In Need	0%	7%	2%	19%	71%	42	91%	2012
Lutheran Family Services	0%	10%	5%	25%	60%	20	87%	
Salvation Army	Not rated by any clients							
Catholic Family Services	0%	0%	29%	29%	43%	14	83%	

Outpatient Substance Abuse Treatment

	Bad	Inadequate	Average	Good	Excellent	N	W*	
Bridgeway Behavioral Health	0%	0%	14%	55%	32%	22	84%	2010
Preferred Family Healthcare	0%	3%	21%	37%	39%	62	82%	
Bridgeway Behavioral Health	0%	0%	23%	31%	46%	13	85%	2012
Preferred Family Healthcare	3%	3%	7%	37%	50%	30	85%	

The Quality of the Staff in his/her Ability to Get the Youth the Services Needed

		Temporary Shelter Services								
	Bad	Inadequate	Average	Good	Excellent	N	W*			
Youth In Need	19%	0%	0%	44%	38%	16	76%	2010		
Youth In Need	0%	0%	0%	20%	80%	5	96%	2012		
		Respite Care Services								
	Bad	Inadequate	Average	Good	Excellent	N	W*			
Crisis Nursery	0%	8%	3%	26%	63%	96	88%	2010		
Children's Home Society	0%	0%	0%	50%	50%	2	90%			
Community Living	33%	0%	0%	0%	67%	3	73%			
Crisis Nursery	0%	4%	19%	0%	78%	27	90%	2012		
Children's Home Society	0%	0%	0%	50%	50%	2	90%			
Community Living	0%	0%	0%	0%	100%	1	100%			
		Services to Mom/Teen Parents								
	Bad	Inadequate	Average	Good	Excellent	N	W*			
Youth In Need	0%	0%	0%	67%	33%	30	87%	2010		
Nurses for Newborns	Not Funded in 2010									
Our Lady's Inn	6%	0%	38%	13%	44%	16	78%			
Youth In Need	0%	0%	0%	12%	88%	17	98%	2012		
Nurses for Newborns	0%	0%	0%	13%	87%	15	97%			
Our Lady's Inn	0%	0%	0%	33%	67%	3	93%			
		Outpatient Psychiatric Services								
	Bad	Inadequate	Average	Good	Excellent	N	W*			
Crider Health Center	0%	11	0%	67%	22%	9	80%	2010		
Catholic Family Services	0%	14%	0%	29%	57%	7	86%			
Crider Health Center	0%	8%	0%	23%	69%	13	91%	2012		
Catholic Family Services	0%	0%	0%	17%	83%	6	97%			
		Transitional Living Services								
	Bad	Inadequate	Average	Good	Excellent	N	W*			
Youth In Need	0%	0%	0%	50%	50%	2	90%	2010		
Youth In Need	0%	0%	0%	0%	100%	1	100%	2012		

The Quality of the Staff in his/her Ability to Get the Youth the Services Needed

		Crisis Intervention Services					N	W*	
	Bad	Inadequate	Average	Good	Excellent				
Catholic Family Services	8%	0%	0%	39%	54%	26	86%	2010	
Behavioral Health Response	Not Funded								
Youth In Need	Not Funded								
Catholic Family Services	0%	27%	9%	27%	36%	11	75%	2012	
Behavioral Health Response	10%	10%	10%	30%	40%	10	76%		
Youth In Need	0%	0%	20%	40%	40%	5	84%		

		Home and Community-based Services						N	W*	
	Bad	Inadequate	Average	Good	Excellent					
Crisis Nursery	0%	8%	0%	31%	62%	26	89%	2010		
United Services	0%	6%	12%	24%	59%	17	87%			
NAMI	0%	14%	14%	43%	29%	7	77%			
Sts. Joachim & Ann Care Service	0%	9%	2%	51%	38%	47	84%			
Eleventh Circuit Court	Not rated in 2010									
Crider—Pinocchio	0%	2%	7%	26%	65%	54	91%			
Crider-School-based Mental H	1%	1%	11%	29%	57%	72	88%			
Crider-Parent Partner	4%	6%	6%	31%	53%	49	84%			
F.A.C.T.	0%	3%	9%	15%	74%	34	92%			
Crisis Nursery	0%	0%	8%	17%	75%	12	93%	2012		
United Services	0%	0%	0%	9%	91%	11	98%			
NAMI	0%	0%	29%	29%	43%	7	83%			
Sts. Joachim & Ann Care Service	0%	0%	0%	5%	95%	21	99%			
Eleventh Circuit Court	25%	13%	13%	13%	38%	8	65%			
Crider—Pinocchio	0%	0%	11%	32%	57%	28	89%			
Crider-School-based Mental H	3%	3%	3%	32%	61%	38	89%			
Crider-Parent Partner	0%	0%	3%	28%	69%	32	93%			
F.A.C.T.	0%	2%	7%	36%	55%	44	89%			

The Quality of the Staff in his/her Ability to Get the Youth the Services Needed

Counseling Services

	Bad	Inadequate	Average	Good	Excellent	N	W*	
Youth In Need	5%	3%	0%	58%	34%	38	83%	2010
Lutheran Family Services	0%	0%	5%	36%	59%	22	91%	
Salvation Army	0%	0%	0%	100%	0%	1	80%	
Catholic Family Services	0%	0%	8%	58%	33%	12	85%	
Youth In Need	0%	5%	10%	15%	69%	39	90%	2012
Lutheran Family Services	0%	11%	17%	17%	56%	18	83%	
Salvation Army	Not rated by any clients							
Catholic Family Services	7%	0%	20%	47%	27%	15	77%	

Outpatient Substance Abuse Treatment

	Bad	Inadequate	Average	Good	Excellent	N	W*	
Bridgeway Behavioral Health	0%	10%	5%	25%	60%	20	87%	2010
Preferred Family Healthcare	4%	4%	16%	39%	37%	51	80%	
Bridgeway Behavioral Health	0%	0%	23%	39%	39%	13	83%	2012
Preferred Family Healthcare	3%	7%	7%	31%	52%	29	84%	

Client's Level of Agreement that Services Improved Youth's Situation in the Home

Temporary Shelter Services								
	Bad	Inadequate	Average	Good	Excellent	N	W*	
Youth In Need	13%	20%	0%	33%	33%	15	71%	2010
Youth In Need	0%	0%	0%	20%	80%	5	96%	2012
Respite Care Services								
	Bad	Inadequate	Average	Good	Excellent	N	W*	
Crisis Nursery	0%	0%	2%	6%	92%	97	98%	2010
Children's Home Society	0%	0%	0%	50%	50%	2	90%	
Community Living	50%	0%	0%	0%	50%	2	60%	
Crisis Nursery	11%	4%	4%	7%	74%	27	86%	2012
Children's Home Society	0%	0%	0%	50%	50%	2	90%	
Community Living	0%	0%	0%	100%	0%	1	80%	
Services to Teen Moms/Parents								
	Bad	Inadequate	Average	Good	Excellent	N	W*	
Youth In Need	0%	0%	11%	83%	6%	18	79%	2010
Nurses for Newborns	Not Funded in 2010							
Our Lady's Inn	13%	13%	19%	19%	38%	16	71%	
Youth In Need	0%	0%	0%	47%	53%	17	91%	2012
Nurses for Newborns	0%	0%	36%	29%	36%	14	80%	
Our Lady's Inn	0%	0%	0%	50%	50%	2	90%	
Outpatient Psychiatric Services								
	Bad	Inadequate	Average	Good	Excellent	N	W*	
Crider Health Center	0%	33%	11%	44%	11%	9	67%	2010
Catholic Family Services	0%	13%	0%	50%	38%	8	83%	
Crider Health Center	0%	15%	46%	15%	23%	13	69%	2012
Catholic Family Services	0%	0%	10%	10%	80%	10	94%	
Transitional Living Services								
	Bad	Inadequate	Average	Good	Excellent	N	W*	
Youth In Need	0%	0%	0%	50%	50%	2	90%	2010
Youth In Need	0%	0%	0%	0%	100%	1	100%	2012

Client’s Level of Agreement that Services Improved Youth’s Situation in the Home

		Crisis Intervention Services					N	W*	
	Bad	Inadequate	Average	Good	Excellent				
Catholic Family Services	0%	4%	0%	32%	64%	25	91%	2010	
Behavioral Health Response	Not Funded								
Youth In Need	Not Funded								
Catholic Family Services	0%	13%	13%	27%	47%	15	81%	2012	
Behavioral Health Response	18%	9%	9%	36%	27%	11	69%		
Youth In Need	0%	0%	40%	20%	40%	5	80%		

		Home and Community-based Services						N	W*	
	Bad	Inadequate	Average	Good	Excellent					
Crisis Nursery	0%	4%	0%	18%	78%	28	94%	2010		
United Services	0%	0%	6%	56%	38%	16	86%			
NAMI	0%	22%	22%	11%	44%	9	76%			
Sts. Joachim & Ann Care Service	0%	4%	0%	47%	49%	47	88%			
Eleventh Circuit Court	Not rated in 2010									
Crider—Pinocchio	0%	2%	20%	46%	32%	56	82%			
Crider-School-based Mental H	0%	14%	11%	46%	30%	74	78%			
Crider-Parent Partner	2%	6%	14%	34%	44%	50	82%			
F.A.C.T.	0%	11%	19%	42%	28%	36	77%			
Crisis Nursery	0%	0%	0%	50%	50%	12	90%	2012		
United Services	0%	0%	0%	27%	73%	11	95%			
NAMI	0%	0%	25%	38%	38%	8	83%			
Sts. Joachim & Ann Care Service	0%	0%	0%	9%	91%	22	98%			
Eleventh Circuit Court	20%	10%	20%	0%	50%	10	70%			
Crider—Pinocchio	0%	0%	20%	37%	43%	30	85%			
Crider-School-based Mental H	0%	8%	18%	33%	41%	39	82%			
Crider-Parent Partner	3%	3%	16%	34%	44%	32	83%			
F.A.C.T.	0%	7%	22%	37%	35%	46	80%			

Client’s Level of Agreement that Services Improved Youth’s Situation in the Home

Counseling Services								
	Bad	Inadequate	Average	Good	Excellent	N	W*	
Youth In Need	0%	5%	13%	41%	41%	39	84%	2010
Lutheran Family Services	0%	14%	9%	32%	46%	22	82%	
Salvation Army	0%	0%	0%	100%	0%	1	80%	
Catholic Family Services	0%	7%	0%	29%	64%	14	90%	
Youth In Need	3%	10%	10%	43%	35%	40	80%	2012
Lutheran Family Services	0%	5%	16%	53%	26%	19	80%	
Salvation Army	Not rated by any clients							
Catholic Family Services	6%	6%	18%	59%	12%	17	73%	

Outpatient Substance Abuse Treatment								
	Bad	Inadequate	Average	Good	Excellent	N	W*	
Bridgeway Behavioral Health	0%	10%	5%	65%	20%	20	79%	2010
Preferred Family Healthcare	8%	17%	17%	40%	18%	60	69%	
Bridgeway Behavioral Health	9%	9%	0%	36%	46%	11	80%	2012
Preferred Family Healthcare	0%	16%	13%	29%	42%	31	79%	

**Individualized
Agency
Service
Reports**

Youth In Need-Temporary Shelter

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 59 clients.
- Total completed phone + mail surveys = 5

Accounting for 31 clients that were undeliverable, three clients who stated they weren't interested, and one client who was not served.

Response rate = 21%

Demographics Summary

Gender

⇒ 75% of the youth were females.

Age*

⇒ 0% of the youth were in the 0-8 age range.
 ⇒ 0% were in the 9-12 age range.
 ⇒ 100% were in the 13-18 age range.
 ⇒ 0% were over 18 years old.
 *N=3

Staff Member Turnover or Change

⇒ 67% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 75% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 50% of clients noted that they were placed on a waitlist to receive the specific services. Two clients provided information on the length of their wait period, which was 1 week.

Youth In Need—Temporary Shelter

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	6%	0%	0%	38%	56%
2012—Understand the youth’s needs.	0%	0%	0%	20%	80%
<i>2010—Get the youth the services needed.</i>	19%	0%	0%	44%	38%
2012—Get the youth the services needed.	0%	0%	0%	20%	80%
Communicate with parent/guardian.	0%	0%	0%	40%	60%
Communicate with youth.	0%	0%	0%	40%	60%
Provide helpful information.	0%	0%	0%	40%	60%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	0%	0%	0%	100%

N = 5

* N= 3 Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	13%	20%	0%	33%	33%
2012—Services improved youth’s situation in home.	0%	0%	0%	20%	80%
Services improved youth’s social skills.*	0%	0%	0%	50%	50%
Services improved youth’s behavior at school.*	0%	0%	0%	33%	67%
P/G received useful information to manage youth’s situation in the home.*	0%	0%	0%	25%	75%
P/G received useful information to manage the youth’s situation outside of the home.*	0%	0%	0%	25%	75%

N = 4-5

P/G = parent/guardian

*N=3

Strengths of the Program

⇒ There is a high level of satisfaction across many of the individual items.

Programmatic Areas Needing Improvement

⇒ The lowest ratings were seen with questions that are not necessarily applicable to this program. This provides an opportunity to this agency to review how they may be making an impact in the youth’s life that goes above and beyond their current logic model or service delivery plan. For all of the items on this page, there is not one area marked low.

Youth In Need—Temporary Shelter

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	0%	0%	0%	0%	100%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	0%	0%	0%	100%

N = 4-5

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	0%	0%	100%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	0%	0%	0%	100%

N = 4
 *Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value.

2010 W* Score
80%

2012 W* Score
100%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	11%	6%	11%	17%	56%
2012	0%	0%	0%	0%	100%

Strengths of the Program

⇒ There is a high level of satisfaction across many of the individual items, as seen with the previous page.

Programmatic Areas Needing Improvement

⇒ There were no items rated low on this page.

Youth In Need-Services to Teen Moms/Parents

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 125 clients.
- Total completed phone + mail surveys = 17

Accounting for 44 clients that were undeliverable, one client who stated they weren't interested, and one client who was not served.

Response rate = 22%

Demographics Summary

Gender

⇒ 94% of the youth were females.

Age*

⇒ 0% of the youth were in the 0-8 age range.
 ⇒ 0% were in the 9-12 age range.
 ⇒ 75% were in the 13-18 age range.
 ⇒ 25% were over 18 years old.
 *N=16

Staff Member Turnover or Change

⇒ 82% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 53% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 12% of clients noted that they were placed on a waitlist to receive the specific services. One client provided information on the length of their wait period, which was 1 week.

Youth In Need—Services to Teen Moms/Parents

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	0%	0%	83%	17%
2012—Understand the youth’s needs.	0%	0%	6%	12%	82%
<i>2010—Get the youth the services needed.</i>	0%	0%	0%	67%	33%
2012—Get the youth the services needed.	0%	0%	0%	12%	88%
Communicate with parent/guardian.*	0%	0%	9%	27%	64%
Communicate with youth.	0%	0%	6%	12%	82%
Provide helpful information.	0%	0%	0%	18%	82%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	0%	10%	10%	80%

N = 17
 *N = 10-11; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	0%	11%	83%	6%
2012—Services improved youth’s situation in home.	0%	0%	0%	47%	53%
Services improved youth’s social skills.*	0%	7%	33%	40%	20%
Services improved youth’s behavior at school.**	0%	0%	33%	67%	0%
P/G received useful information to manage youth’s situation in the home.***	9%	0%	0%	73%	18%
P/G received useful information to manage the youth’s situation outside of the home.****	25%	0%	0%	50%	25%

N = 17 P/G = parent/guardian
 *N=15; **N=3; ***N = 11; ****N=8; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ Taking the items marked with asterisks out of consideration, this program is rated relatively high across many of the individual items as they relate to serving the youth. The highest ratings were in the quality of staff understanding the youth’s needs, communicating with youth, providing helpful information (all at 82%), and getting the youth the services they need (88%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings for applicable programmatic questions were with the staff’s ability to communicate with the youth and understand the youth’s needs, with 6% of respondents providing an “average” rating. However, it is important to understand that this only relates to one client responding, and should be interpreted with caution.

Youth In Need—Services to Teen Moms/Parents

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.*	8%	0%	0%	54%	39%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	0%	12%	35%	53%

N = 17

*N=13; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	0%	20%	80%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	7%	0%	13%	80%

N = 15

*Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 17

2010 W* Score
88%

2012 W* Score
96%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	3%	0%	0%	47%	50%
2012	0%	0%	0%	18%	82%

Strengths of the Program

⇒ The highest rated item on this set of questions was that services were delivered in a timely manner, where 80% of clients stated always and an additional 20% stated often.

Programmatic Areas Needing Improvement

⇒ The lowest rated applicable item with this set of questions was that 7% of clients stated that appointments were rarely scheduled with staff at a time and a place convenient for youth. Linking this information to the sample size of 15 clients demonstrates that this was a rating only held by one client and should be interpreted with caution. There appears to be some room for improvement in the frequency of staff contact with the youth receiving services, which in this case is the teen parent.

Youth In Need-Counseling

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 256 clients.
- Total completed phone + mail surveys = 45

Accounting for 44 clients that were undeliverable, one client who stated they weren't interested, and one client who was not served.

Response rate = 21%

Demographics Summary

Gender

⇒ 41% of the youth were females.

Age*

⇒ 13.6% of the youth were in the 0-8 age range.
 ⇒ 25% were in the 9-12 age range.
 ⇒ 56.8% were in the 13-18 age range.
 ⇒ 4.5% were over 18 years old.

*N=44

Staff Member Turnover or Change

⇒ 89% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 62% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 36% of clients noted that they were placed on a waitlist to receive the specific services. Sixteen clients provided information on the length of their wait period, which included 1 week (1 client), 2 weeks (1 client), 3-4 weeks (5 clients), 5-6 weeks (3 clients), 7-10 weeks (1 client), and over 10 weeks (5 clients).

Youth In Need—Counseling

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	0%	2%	61%	37%
2012—Understand the youth’s needs.	0%	7%	2%	19%	71%
<i>2010—Get the youth the services needed.</i>	5%	3%	0%	58%	34%
2012—Get the youth the services needed.	0%	5%	10%	15%	69%
Communicate with parent/guardian.	0%	0%	10%	17%	74%
Communicate with youth.	2%	7%	0%	19%	71%
Provide helpful information.	0%	2%	7%	21%	69%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	0%	4%	29%	67%

N = 39-42

*N = 24; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	5%	13%	41%	41%
2012—Services improved youth’s situation in home.	3%	10%	10%	43%	35%
Services improved youth’s social skills.*	3%	5%	18%	45%	29%
Services improved youth’s behavior at school.**	3%	7%	13%	55%	23%
P/G received useful information to manage youth’s situation in the home.	2%	2%	7%	46%	42%
P/G received useful information to manage the youth’s situation outside of the home.*	0%	5%	8%	50%	37%

N = 40-41

P/G = parent/guardian

*N = 38; **N = 31; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest rated item was in the quality of staff in his/her ability to communicate with the parent/guardian (74%). The Counseling program appears to be impacting other areas of the youth’s development outside of the scope of this program, especially in the staff’s ability to advocate for the youth/family with other community programs that may be of need to the client.

Programmatic Areas Needing Improvement

⇒ The lowest rated applicable item was for services improving the youth’s situation in the home, where 3% of clients strongly disagreed and 10% of clients disagreed. Another low rated item was seen in the staff’s ability to communicate with the youth, where there was a combined disagreement assessment provided by 9% of the clients.

Youth In Need—Counseling

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	2%	2%	2%	50%	43%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	2%	5%	42%	51%

N = 41-42

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	5%	0%	2%	18%	75%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	2%	5%	11%	82%

N = 44

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 42

**2010
W* Score
90%**

**2012
W* Score
91%**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	0%	0%	9%	32%	59%
2012	2%	0%	7%	21%	69%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (75%) and scheduling appointments at a time and place convenient for the youth (82%).

Programmatic Areas Needing Improvement

⇒ Based on the low percentages provided above, it appears that two clients were not satisfied with the frequency of the staff’s contact with the parent/guardian and stated that services were never delivered in a timely manner. One client would not use the agency again in the future.

Youth In Need-Transitional Living

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 15 clients.
- Total completed phone + mail surveys = 1

Accounting for 10 clients that were undeliverable and one client who was not interested in completing the survey.

Response rate = 25%

Demographics Summary

Gender

⇒ 100% of the youth were females.

Age*

⇒ 0% of the youth were in the 0-8 age range.
 ⇒ 0% were in the 9-12 age range.
 ⇒ 0% were in the 13-18 age range.
 ⇒ 100% were over 18 years old.
 *N=1

Staff Member Turnover or Change

⇒ 0% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 100% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 0% of clients noted that they were placed on a waitlist to receive the specific services.

Youth In Need—Transitional Living

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	0%	0%	100%	0%
2012—Understand the youth’s needs.	0%	0%	0%	0%	100%
<i>2010—Get the youth the services needed.</i>	0%	0%	0%	50%	50%
2012—Get the youth the services needed.	0%	0%	0%	0%	100%
Communicate with parent/guardian.*	Not Rated				
Communicate with youth.	0%	0%	0%	0%	100%
Provide helpful information.	0%	0%	0%	0%	100%
Advocate for youth/family for other needs/services in the community (if applicable for program).	0%	0%	0%	0%	100%
N = 1					
* Not Applicable Outcomes -indicating these items may or may not be applicable for this program.					

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	0%	0%	50%	50%
2012—Services improved youth’s situation in home.	0%	0%	0%	0%	100%
Services improved youth’s social skills.	0%	0%	0%	0%	100%
Services improved youth’s behavior at school.	0%	0%	0%	0%	100%
P/G received useful information to manage youth’s situation in the home.*	Not Rated				
P/G received useful information to manage the youth’s situation outside of the home.*	Not Rated				
N = 1 P/G = parent/guardian					
*Not Applicable Outcomes -indicating these items may or may not be applicable for this program.					

Strengths of the Program

⇒ All of the items were rated high by the one client who received these services in 2012 and who completed the survey. This is a very hard population of clients to reach and every possible attempt was made to reach these clients.

Youth In Need—Transitional Living

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	Not Rated				
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	0%	0%	0%	100%
N = 1					

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	0%	100%	0%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	0%	0%	0%	100%
N = 1					

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 1

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010 W* Score					
80%					
2012 W* Score					
100%					
2010	0%	0%	0%	100%	0%
2012	0%	0%	0%	0%	100%

Strengths of the Program

⇒ With the exception of services being delivered in a timely manner all of the time, this client provided the highest rating possible for the remaining items. There were two clients who had responded to this survey for the 2010 service period compared to one client completing the survey for the 2012 service period.

Programmatic Areas Needing Improvement

⇒ Considering the sample size, there is no suggested area for improvement. Please note that there was no qualitative feedback provided by the client.

Youth In Need-Street Outreach

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 64 clients.
- Total completed phone + mail surveys = 5

Accounting for 37 clients that were undeliverable, one client who stated they weren't interested, and one client who was not served.

Response rate = 20%

Demographics Summary

Gender

⇒ 50% of the youth were females.

Age*

⇒ 0% of the youth were in the 0-8 age range.

⇒ 25% were in the 9-12 age range.

⇒ 75% were in the 13-18 age range.

⇒ 0% were over 18 years old.

*N=4

Staff Member Turnover or Change

⇒ 100% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 80% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 0% of clients noted that they were placed on a waitlist to receive the specific services.

Youth In Need—Street Outreach

Table 1: Percent of Quality Ratings for Staff Member's Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth's needs.</i>	Not funded in 2010				
2012—Understand the youth's needs.	0%	0%	0%	20%	80%
<i>2010—Get the youth the services needed.</i>	Not funded in 2010				
2012—Get the youth the services needed.	0%	0%	20%	40%	40%
Communicate with parent/guardian.	0%	0%	20%	40%	40%
Communicate with youth.	0%	0%	25%	0%	75%
Provide helpful information.	0%	20%	0%	0%	80%
Advocate for youth/family for other needs/services in the community (if applicable for program).	0%	0%	25%	25%	50%
N = 4-5					

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth's situation in home.</i>	Not funded in 2010				
2012—Services improved youth's situation in home.	0%	0%	40%	20%	40%
Services improved youth's social skills.	0%	0%	60%	20%	20%
Services improved youth's behavior at school.*	0%	0%	50%	25%	25%
P/G received useful information to manage youth's situation in the home.	0%	0%	20%	40%	40%
P/G received useful information to manage the youth's situation outside of the home.	0%	20%	20%	20%	40%
N = 5 P/G = parent/guardian *N = 4; May Not Be an Applicable Outcomes for program-indicating these items may or may not be applicable for this program.					

Strengths of the Program

⇒ The highest ratings were in the quality of staff understanding the youth's needs (80%), providing helpful information (80%), and in communicating with youth (75%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings were seen with the quality of the staff's ability to provide helpful information (20% rated as inadequate) and the parent/guardian receiving useful information to manage the youth's situation outside of the home (20% of clients disagreed). However, with such a low sample size, this information should be interpreted with caution.

Youth In Need—Street Outreach

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/ guardian was satisfactory.	0%	0%	20%	40%	40%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	0%	20%	60%	20%

N =

*Not Applicable Outcomes -indicating these items may or may not be applicable for this program.

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	0%	20%	80%
Appointments scheduled with staff were at a time and place convenient for youth.*	0%	0%	0%	50%	50%

N = 5

*N=2; Not Applicable -indicating these items may or may not be applicable for this program.

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 5

**2010
W* Score**
Not Rated

**2012
W* Score**
88%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	Not Funded in 2010				
2012	0%	0%	0%	60%	40%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (80%) and scheduling appointments at a time and place convenient for the youth (50%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings were seen with the frequency of the staff’s contact with both the youth and the parent. However, considering the low sample size, the neutral rating was provided by only one client.

Crisis Nursery-Respite Care

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 215 clients.
- Total completed phone + mail surveys = 28

Accounting for 134 clients that were undeliverable and one client who was not interested in completing the survey.

Response rate = 35%

Demographics Summary

Gender

⇒ 57% of the youth were females.

Age*

⇒ 88.6% of the youth were in the 0-8 age range.

⇒ 11.4% were in the 9-12 age range.

⇒ 0% were in the 13-18 age range.

⇒ 0% were over 18 years old.

*N=35 clients represented

Staff Member Turnover or Change

⇒ 44% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 26% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 26% of clients (7 clients) noted that they were placed on a waitlist to receive the specific services. Five clients provided information on the length of their wait period, which included 1 week (4 clients), and 5 weeks (1 client).

Crisis Nursery– Respite Care

Table 1: Percent of Quality Ratings for Staff Member's Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth's needs.</i>	0%	1%	0%	42%	57%
2012—Understand the youth's needs.	11%	0%	4%	4%	82%
<i>2010—Get the youth the services needed.</i>	0%	8%	3%	26%	63%
2012—Get the youth the services needed.	0%	4%	19%	0%	78%
Communicate with parent/guardian.	11%	18%	4%	11%	57%
Communicate with youth.	11%	0%	7%	4%	78%
Provide helpful information.	11%	4%	4%	4%	79%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	14%	0%	10%	5%	71%

N = 27-28

* N = 21; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth's situation in home.</i>	0%	0%	2%	6%	92%
2012—Services improved youth's situation in home.	11%	4%	4%	7%	74%
Services improved youth's social skills.*	0%	5%	11%	47%	37%
Services improved youth's behavior at school.**	20%	7%	53%	7%	13%
P/G received useful information to manage youth's situation in the home.***	14%	10%	19%	14%	43%
P/G received useful information to manage the youth's situation outside of the home.****	19%	13%	13%	31%	25%

N = 27

P/G = parent/guardian

*N = 19; **N = 15; *** N = 21; ****N = 16 Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings were in the quality of staff understanding the youth's needs (82%), providing services that the youth needed (78%), communicating with the youth (78%), providing helpful information (79%), and services improving the youth's situation in the home (74%).

Programmatic Areas Needing Improvement

⇒ The lowest rating was seen in the staff's ability in communicating to the parent/guardian, where 11% of the clients rated the staff "bad" and 18% of the clients rated the staff inadequate. The next lowest rated items were in the staff's ability to provide helpful information (combined low rating of 15%) and services improving the youth's situation in the home (combined low rating of 15%). Items rated low that are marked with an asterisk should not be viewed as areas needing improvement since they are not applicable.

Crisis Nursery– Respite Care

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/ guardian was satisfactory.	14%	0%	21%	18%	46%
The frequency of the staff’s contact with youth receiving services was satisfactory.	4%	0%	4%	48%	44%
N = 27-28					

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	4%	0%	25%	7%	64%
Appointments scheduled with staff were at a time and place convenient for youth.	4%	0%	0%	31%	65%
N = 26-28					

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 28

**2010
W* Score
98%**

**2012
W* Score
89%**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	0%	0%	3%	6%	91%
2012	11%	0%	4%	4%	82%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (64%), and scheduling appointments at a time and place convenient for the youth (65%).

Programmatic Areas Needing Improvement

⇒ The lowest rating was linked to 14% of the clients stating that they strongly disagreed with the statement that the frequency of the staff’s contact with the parent/guardian was satisfactory.

Crisis Nursery-Home and Community-Based Interventions

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 77 clients.
 - Total completed phone + mail surveys = 12
- Accounting for 28 clients that were undeliverable.

Response rate = 24%

Demographics Summary

Gender

⇒ 58% of the youth were females.

Age*

⇒ 79.2% of the youth were in the 0-8 age range.
 ⇒ 16.7% were in the 9-12 age range.
 ⇒ 4.1% were in the 13-18 age range.
 ⇒ 0% were over 18 years old.
 *N=24 clients represented

Staff Member Turnover or Change

⇒ 75% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 82% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 42% of clients (5 clients) noted that they were placed on a waitlist to receive the specific services. Two clients provided information on the length of their wait period, which was 1 week (2 clients).

Crisis Nursery—Home and Community-Based Interventions

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	0%	0%	59%	41%
2012—Understand the youth’s needs.	0%	0%	0%	8%	92%
<i>2010—Get the youth the services needed.</i>	0%	8%	0%	31%	62%
2012—Get the youth the services needed.	0%	0%	8%	17%	75%
Communicate with parent/guardian.	8%	0%	8%	25%	58%
Communicate with youth.	0%	0%	0%	9%	91%
Provide helpful information.	0%	0%	0%	25%	75%
Advocate for youth/family for other needs/services in the community (if applicable for program).	0%	8%	0%	25%	67%
N = 11-12					

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	4%	0%	18%	78%
2012—Services improved youth’s situation in home.	0%	0%	0%	50%	50%
Services improved youth’s social skills.*	0%	0%	33%	33%	33%
Services improved youth’s behavior at school.*	0%	0%	44%	22%	33%
P/G received useful information to manage youth’s situation in the home.	0%	0%	0%	36%	64%
P/G received useful information to manage the youth’s situation outside of the home.	0%	0%	18%	46%	36%
N = 11 P/G = parent/guardian *N = 9; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.					

Strengths of the Program

⇒ The highest ratings were in the quality of staff understanding the youth’s needs (92%) and communicating with the youth (91%).

Programmatic Areas Needing Improvement

⇒ The lowest rating was seen with the staff’s ability to advocate for the youth/family for other needs/services in the community, where 8% of clients stated the staff were inadequate. Among the other applicable items, an area that could be improved is providing parents/guardians with useful information to manage the youth’s situation in the home, where 18% of clients provided a neutral rating.

Crisis Nursery—Home and Community-Based Interventions

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	0%	8%	8%	33%	50%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	8%	0%	25%	67%
N =12					

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	8%	17%	75%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	0%	17%	8%	75%
N =12					

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 12

**2010
W* Score
95%**

**2012
W* Score
98%**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	3%	0%	3%	3%	90%
2012	0%	0%	0%	8%	92%

Strengths of the Program

⇒ The highest ratings were in the delivering services in a timely manner (75%) and scheduling appointments at a time and place convenient for the youth (75%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings were seen with the frequency of the staff’s contact with both the youth and the parent, where 8% (or one client) disagreed that the frequency was satisfactory. An additional 8% of the clients provided a neutral rating for the staff contact with the parent/guardian. Another area that could be reviewed for quality improvement is scheduling appointments at a time and a place convenient for the youth. Seventeen percent (17%) of clients stated that this happened sometimes.

United Services-Intensive Behavioral Intervention Classrooms

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 47 clients.
 - Total completed phone + mail surveys = 11
- Accounting for one (1) client that was undeliverable.

Response rate = 24%

Demographics Summary

Gender

⇒ 9% of the youth were females.

Age*

⇒ 100% of the youth were in the 0-8 age range.

⇒ 0% were in the 9-12 age range.

⇒ 0% were in the 13-18 age range.

⇒ 0% were over 18 years old.

*N=10

Staff Member Turnover or Change

⇒ 82% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 9% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 9% of clients noted that they were placed on a waitlist to receive the specific services. No clients provided information on the length of their wait period.

United Services –Intensive Behavioral Intervention Classrooms

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	0%	6%	29%	65%
2012—Understand the youth’s needs.	0%	0%	0%	18%	82%
<i>2010—Get the youth the services needed.</i>	0%	6%	12%	24%	59%
2012—Get the youth the services needed.	0%	0%	0%	9%	91%
Communicate with parent/guardian.	0%	0%	9%	27%	64%
Communicate with youth.	0%	0%	0%	10%	90%
Provide helpful information.	0%	0%	0%	18%	82%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	0%	20%	20%	60%

N = 10-11

* N = 5; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	0%	6%	56%	38%
2012—Services improved youth’s situation in home.	0%	0%	0%	27%	73%
Services improved youth’s social skills.	0%	10%	0%	30%	60%
Services improved youth’s behavior at school.*	0%	0%	0%	43%	57%
P/G received useful information to manage youth’s situation in the home.**	0%	0%	11%	22%	67%
P/G received useful information to manage the youth’s situation outside of the home.***	0%	0%	17%	33%	50%

N = 10-11

P/G = parent/guardian

*N = 7; **N = 9; ***N = 6; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings were in the quality of staff understanding the youth’s needs (82%), getting the youth the services needed (94%), and providing helpful information (82%). Many of the other items were rated relatively high as well.

Programmatic Areas Needing Improvement

⇒ The lowest ratings for applicable items (non-asterisks) were seen in the staff’s ability to communicate with the parent/guardian, where 9% of clients provided an average rating. Beyond that 10% of clients disagreed that services improved youth social skills, but it is important to note that the IBIC program is geared towards youth who fall somewhere on the spectrum for Autism disorders, where social skills can be seriously impaired.

United Services –Intensive Behavioral Intervention Classrooms

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/ guardian was satisfactory.	0%	10%	10%	20%	60%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	0%	0%	46%	55%

N = 10-11

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	0%	0%	100%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	0%	0%	0%	100%

N = 10-11

*Not Applicable Outcomes -indicating these items may or may not be applicable for this program.

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value.

**2010
W* Score
93%**

**2012
W* Score
98%**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	0%	0%	6%	24%	71%
2012	0%	0%	0%	10%	90%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (100%) and scheduling appointments at a time and place convenient for the youth (100%).

Programmatic Areas Needing Improvement

⇒ The lowest rating was seen with the frequency of the staff’s contact with the parent/guardian where 10% of clients disagreed that the frequency was satisfactory.

Salvation Army-Counseling Services

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 25 clients.
- Total completed phone + mail surveys = 1

Accounting for 19 clients that were undeliverable, and one client who was not served.

Response rate = 20%

Demographics Summary

Gender

⇒ 100% of the youth were females.

Age*

⇒ 100% of the youth were in the 0-8 age range.

N=1

Staff Member Turnover or Change

⇒ 0% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 0% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 0% of clients noted that they were placed on a waitlist to receive the specific services.

Quantitative Feedback

⇒ One client responded to the survey with basic demographic information and some qualitative feedback that is provided on the next page. There is no quantitative data to report.

Nurses for Newborns-Home-based Services

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 114 clients.
 - Total completed phone + mail surveys = 16
- Accounting for 38 clients that were undeliverable.

Response rate = 21%

Demographics Summary

Gender

⇒ 44% of the youth were females.

Age*

⇒ 100% of the youth were in the 0-8 age range.

⇒ 0% were in the 9-12 age range.

⇒ 0% were in the 13-18 age range.

⇒ 0% were over 18 years old.

*N=16

Staff Member Turnover or Change

⇒ 88% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 27% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 0% of clients noted that they were placed on a waitlist to receive the specific services.

Nurses for Newborns-Home-based Services

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	Not Funded in 2010				
2012—Understand the youth’s needs.	0%	0%	6%	6%	88%
<i>2010—Get the youth the services needed.</i>	Not Funded in 2010				
2012—Get the youth the services needed.	0%	0%	0%	13%	87%
Communicate with parent/guardian.	0%	0%	0%	6%	94%
Communicate with youth.	0%	0%	0%	14%	86%
Provide helpful information.	0%	0%	0%	19%	81%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	0%	0%	38%	63%
N = 14-16 * N = 8; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.					

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	Not Funded in 2010				
2012—Services improved youth’s situation in home.	0%	0%	36%	29%	36%
Services improved youth’s social skills.*	0%	0%	33%	17%	50%
Services improved youth’s behavior at school.**	0%	0%	0%	50%	50%
P/G received useful information to manage youth’s situation in the home.***	0%	0%	0%	36%	64%
P/G received useful information to manage the youth’s situation outside of the home.****	0%	0%	14%	14%	71%
N = 14 P/G = parent/guardian *N = 6; **N = 2; ***N=11; ****N=7; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.					

Strengths of the Program

⇒ The highest ratings were in the quality of staff understanding the youth’s needs (88%), getting the youth the services that were needed (87%), communicating with parent/guardian (94%), and communicating with the youth (86%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings for applicable items were seen with services improving the youth’s situation in the home, where 36% of the clients provided a neutral rating. This could easily be a result of the program methodology not focusing on home activities.

Nurses for Newborns-Home-based Services

Table 3: Percent of Agreement with Frequency of Staff's Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff's contact with parent/guardian was satisfactory.	0%	7%	0%	53%	40%
The frequency of the staff's contact with youth receiving services was satisfactory.	0%	0%	8%	42%	50%
N = 12-15					

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	6%	13%	81%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	0%	0%	13%	88%
N = 16					

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the "overall satisfaction" measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value.

**2010
W* Score**
Not Funded

**2012
W* Score**
95%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	Not Funded in 2010				
2012	0%	0%	0%	25%	75%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (81%) and scheduling appointments at a time and place convenient for the youth (88%).

Programmatic Areas Needing Improvement

⇒ The lowest rating was in the frequency of the staff's contact with the parent/guardian, where 7% of the clients disagreed that the frequency was satisfactory.

Crider Health Center-Partnership with Families

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 199 clients.
- Total completed phone + mail surveys = 33

Accounting for 36 clients that were undeliverable, three clients who stated they weren't interested, and one client who was not served.

Response rate = 21%

Demographics Summary

Gender

⇒ 28% of the youth were females.

Age*

⇒ 9.4% of the youth were in the 0-8 age range.

⇒ 25% were in the 9-12 age range.

⇒ 62.5% were in the 13-18 age range.

⇒ 3.1% were over 18 years old.

*N=32

Staff Member Turnover or Change

⇒ 82% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 85% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 45% of clients (15 clients) noted that they were placed on a waitlist to receive the specific services. Thirteen clients provided information on the length of their wait period, which included 2 weeks (1 client), 3-4 weeks (2 clients), 5-6 weeks (2 clients), 7-10 weeks (2 clients), 11-16 weeks (3 clients), then one client each at 26 weeks, 36 weeks and 104 weeks.

Crider Health Center—Partnership with Families

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	2%	4%	4%	31%	60%
2012—Understand the youth’s needs.	0%	0%	6%	28%	66%
<i>2010—Get the youth the services needed.</i>	4%	6%	6%	31%	53%
2012—Get the youth the services needed.	0%	0%	3%	28%	69%
Communicate with parent/guardian.	0%	0%	6%	9%	84%
Communicate with youth.	0%	3%	0%	16%	81%
Provide helpful information.	0%	0%	0%	16%	84%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	0%	3%	10%	86%

N= 31-32

* N = 29; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	2%	6%	14%	34%	44%
2012—Services improved youth’s situation in home.	3%	3%	16%	34%	44%
Services improved youth’s social skills.	0%	3%	7%	40%	50%
Services improved youth’s behavior at school.*	0%	0%	29%	32%	39%
P/G received useful information to manage youth’s situation in the home.	0%	3%	9%	31%	56%
P/G received useful information to manage the youth’s situation outside of the home.	0%	0%	16%	31%	53%

N =30-32

P/G = parent/guardian

*N = 28; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff communicating with the parent/guardian (84%), communicating with youth (81%), and providing helpful information (84%). While the advocacy item may not be as applicable, there was still a high rating provided by clients where 86% rated the staff’s ability as excellent.

Programmatic Areas Needing Improvement

⇒ The lowest ratings were seen with the services improving the youth’s situation in the home where there was a combined 6% of clients who rated this item as strongly disagree or disagree. A possible area to improve upon would be to provide parents/guardians with useful information to manage the youth’s situation outside of the home, although this item may not be a specific outcome or deliverable of this program.

Crider Health Center—Partnership with Families

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/ guardian was satisfactory.	0%	0%	0%	19%	81%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	0%	0%	22%	78%
N = 32					

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	0%	13%	88%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	0%	0%	9%	91%
N = 32					

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value.

**2010
W* Score**
95%

**2012
W* Score**
94%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	0%	2%	2%	14%	82%
2012	0%	3%	3%	13%	81%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (88%) and scheduling appointments at a time and place convenient for the youth (91%).

Programmatic Areas Needing Improvement

⇒ There were no outstanding areas needing improvement for items on this page.

Crider Health Center-School-based Mental Health Specialists

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 185 clients.
- Total completed phone + mail surveys = 40

Accounting for 19 clients that were undeliverable and one client who was not interested in completing the survey.

Demographics Summary

Gender

⇒ 30% of the youth were females.

Age*

⇒ 30% of the youth were in the 0-8 age range.

⇒ 52.5% were in the 9-12 age range.

⇒ 17.5% were in the 13-18 age range.

⇒ 0% were over 18 years old.

*N=40

Staff Member Turnover or Change

⇒ 80% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 69% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 10% of clients noted that they were placed on a waitlist to receive the specific services. Two clients provided information on the length of their wait period, which included 2 weeks (1 client), and 32 weeks (1 client).

Crider Health Center—School-based Mental Health Specialists

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	3%	12%	38%	47%
2012—Understand the youth’s needs.	3%	0%	3%	25%	70%
<i>2010—Get the youth the services needed.</i>	1%	1%	11%	29%	57%
2012—Get the youth the services needed.	3%	3%	3%	32%	61%
Communicate with parent/guardian.	3%	0%	10%	18%	70%
Communicate with youth.	3%	0%	5%	23%	70%
Provide helpful information.	3%	5%	0%	33%	60%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	4%	0%	12%	19%	65%

N= 38-40

* N = 26; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	14%	11%	46%	30%
2012—Services improved youth’s situation in home.	0%	8%	18%	33%	41%
Services improved youth’s social skills.	0%	8%	16%	42%	34%
Services improved youth’s behavior at school.	0%	11%	18%	40%	32%
P/G received useful information to manage youth’s situation in the home.	3%	8%	8%	45%	37%
P/G received useful information to manage the youth’s situation outside of the home.*	0%	8%	14%	43%	35%

N =38-39

P/G = parent/guardian

*N = 37: Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff understanding the youth’s needs (70%), communicating with the parent/guardian (70%), and communicating with youth (70%). While the advocacy item may not be as applicable, there was still a high rating provided by clients where 65% rated the staff’s ability as excellent.

Programmatic Areas Needing Improvement

⇒ The lowest ratings were seen with the services improving the youth’s behavior at school (11% disagreed) and the parents/guardians receiving useful information to manage the youth’s situation in the home (combined disagreement rating of 11%).

Crider Health Center—School-based Mental Health Specialists

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	0%	13%	8%	30%	50%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	8%	10%	28%	55%

N = 40

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	3%	8%	13%	78%
Appointments scheduled with staff were at a time and place convenient for youth.	3%	0%	3%	8%	87%

N = 39-40

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 39

**2010
W* Score
91%**

**2012
W* Score
89%**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	1%	1%	9%	18%	70%
2012	0%	5%	3%	33%	59%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (78%) and scheduling appointments at a time and place convenient for the youth (87%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings were seen with the frequency of the staff’s contact with the parent/guardian being rated as satisfactory, where 13% of clients disagreed.

Crider Health Center-Pinocchio

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 120 clients.
- Total completed phone + mail surveys = 30

This data accounts for one client survey that was undeliverable.

Response rate = 25%

Demographics Summary

Gender

⇒ 30% of the youth were females.

Age*

⇒ 92.9% of the youth were in the 0-8 age range.

⇒ 7.1% were in the 9-12 age range.

⇒ 0% were in the 13-18 age range.

⇒ 0% were over 18 years old.

*N=28; 2 missing ages

Staff Member Turnover or Change

⇒ 83% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 38% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 3% of clients noted that they were placed on a waitlist to receive the specific services. One client provided information on the length of their wait period, which was 1 week.

Crider Health Center—Pinocchio

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	2%	0%	7%	29%	62%
2012—Understand the youth’s needs.	0%	0%	7%	17%	77%
<i>2010—Get the youth the services needed.</i>	0%	2%	7%	26%	65%
2012—Get the youth the services needed.	0%	0%	11%	32%	57%
Communicate with parent/guardian.	0%	0%	7%	20%	73%
Communicate with youth.	0%	0%	3%	31%	66%
Provide helpful information.	0%	7%	7%	27%	60%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	7%	21%	21%	50%

N= 28-30

* N = 14; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	2%	20%	46%	32%
2012—Services improved youth’s situation in home.	0%	0%	20%	37%	43%
Services improved youth’s social skills.	0%	0%	23%	40%	37%
Services improved youth’s behavior at school.*	0%	8%	15%	23%	54%
P/G received useful information to manage youth’s situation in the home.**	4%	11%	14%	32%	39%
P/G received useful information to manage the youth’s situation outside of the home.*	4%	12%	23%	31%	31%

N = 30-32

P/G = parent/guardian

*N = 26; **N = 28; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff communicating with the parent/guardian (73%) and understanding the youth’s needs (77%).

Programmatic Areas Needing Improvement

⇒ The lowest rating for an applicable item was with the quality of the staff’s ability to provide helpful information, where 7% of clients rated this as inadequate. While it may not be a direct program deliverable, items relating to parents/guardians receiving useful information to manage their youth’s situation could be improved upon if additional funding and/or resources are available for this.

Crider Health Center—Pinocchio

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	0%	13%	10%	37%	40%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	7%	7%	30%	57%

N = 30

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	0%	35%	66%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	0%	0%	4%	96%

N = 27-29

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 30

**2010
W* Score**
89%

**2012
W* Score**
91%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	2%	2%	5%	33%	59%
2012	0%	3%	3%	30%	63%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (66%) and scheduling appointments at a time and place convenient for the youth (96%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings were with 13% of staff disagreeing that the frequency of the staff’s contact with parent/guardian was satisfactory. Some improvement could also be made in the frequency of contact with the youth receiving services.

Crider Health Center-Psychiatry

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 72 clients.
- Total completed phone + mail surveys = 13

Accounting for 14 clients that were undeliverable and one client who was not interested in completing the survey.

Demographics Summary

Gender

⇒ 39% of the youth were females.

Age*

⇒ 25% of the youth were in the 0-8 age range.

⇒ 25% were in the 9-12 age range.

⇒ 50% were in the 13-18 age range.

⇒ 0% were over 18 years old.

*N=12

Staff Member Turnover or Change

⇒ 77% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 54% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 15% of clients noted that they were placed on a waitlist to receive the specific services. Two clients provided information on the length of their wait period, which included 8 weeks and 12 weeks.

Crider Health Center—Psychiatry

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	0%	11%	78%	11%
2012—Understand the youth’s needs.	0%	0%	23%	15%	62%
<i>2010—Get the youth the services needed.</i>	0%	11%	0%	67%	22%
2012—Get the youth the services needed.	0%	8%	0%	23%	69%
Communicate with parent/guardian.	0%	8%	8%	31%	54%
Communicate with youth.	0%	8%	15%	15%	62%
Provide helpful information.	0%	8%	15%	8%	69%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	0%	22%	22%	56%

N= 13

* N = 9; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	33%	11%	44%	11%
2012—Services improved youth’s situation in home.	0%	15%	46%	15%	23%
Services improved youth’s social skills.	0%	17%	42%	25%	17%
Services improved youth’s behavior at school.	8%	0%	50%	17%	25%
P/G received useful information to manage youth’s situation in the home.	0%	15%	23%	31%	31%
P/G received useful information to manage the youth’s situation outside of the home.	0%	15%	8%	46%	31%

N =12-13

P/G = parent/guardian

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff getting the youth the services needed (69%), providing helpful information (69%), understanding the youth’s needs (62%), and communicating with youth (62%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings were seen with the services improving the youth’s situation in the home where 15% of clients disagreed and 17% of clients disagreed that services improved the youth’s social skills. In addition, 15% of parents/guardians disagreed that they received useful information to manage their youth’s situation in the home or outside of the home, for example in the community. Not knowing the individual reasons that Psychiatric services were needed or requested may make interpretation of these items difficult.

Crider Health Center—Psychiatry

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	0%	17%	0%	42%	42%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	8%	0%	25%	67%
N = 12					

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	17%	8%	75%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	8%	8%	8%	75%
N = 12					

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value.

**2010
W* Score**
78%

**2012
W* Score**
91%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	0%	0%	11%	89%	0%
2012	0%	8%	0%	23%	69%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (75%) and scheduling appointments at a time and place convenient for the youth (75%).

Programmatic Areas Needing Improvement

⇒ The lowest rating was seen with 17% of clients disagreeing that the frequency of the staff’s contact with the parent/guardian was satisfactory.

Lutheran Family/Children's Services-Counseling

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 101 clients.
- Total completed phone + mail surveys = 20

This data accounts for 18 client surveys that were undeliverable.

Response rate = 24%

Demographics Summary

Gender

⇒ 55% of the youth were females.

Age*

⇒ 15% of the youth were in the 0-8 age range.

⇒ 50% were in the 9-12 age range.

⇒ 35% were in the 13-18 age range.

⇒ 0% were over 18 years old.

*N=20

Staff Member Turnover or Change

⇒ 75% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 50% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 10% of clients noted that they were placed on a waitlist to receive the specific services. Two clients provided information on the length of their wait period, which was 3 weeks and 4 weeks.

Lutheran Family/Children’s Services—Counseling

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	0%	9%	30%	61%
2012—Understand the youth’s needs.	0%	10%	5%	25%	60%
<i>2010—Get the youth the services needed.</i>	0%	0%	5%	36%	59%
2012—Get the youth the services needed.	0%	11%	17%	17%	56%
Communicate with parent/guardian.	0%	10%	5%	35%	50%
Communicate with youth.	5%	5%	10%	15%	65%
Provide helpful information.	0%	5%	26%	32%	37%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	0%	50%	17%	33%

N= 18-20

* N = 6; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	14%	9%	32%	46%
2012—Services improved youth’s situation in home.	0%	5%	16%	53%	26%
Services improved youth’s social skills.	0%	21%	21%	26%	32%
Services improved youth’s behavior at school.*	0%	13%	13%	40%	33%
P/G received useful information to manage youth’s situation in the home.	0%	16%	11%	47%	26%
P/G received useful information to manage the youth’s situation outside of the home.**	6%	12%	18%	41%	24%

N = 19-20

P/G = parent/guardian

*N = 15; **N=17; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff communicating with youth (65%) and understanding the youth’s needs (60%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings for items that are applicable to this service were seen with the youth getting the services needed where 11% of clients surveyed provided an inadequate rating, and communicating with the parent/guardian (10% inadequate rating). There were higher percentages of disagreement seen in Table 2, but this could be a result of the fact that Counseling services do not follow a specific service plan per youth. Individual counselors may not specifically focus on improving social skills, for example, across all clients. This information should be interpreted with caution due to this fact, in addition to the low sample size.

Lutheran Family/Children’s Services—Counseling

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	0%	0%	10%	55%	35%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	5%	10%	40%	45%

N = 20

*Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	5%	11%	26%	58%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	10%	20%	10%	60%

N = 19-20

*Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 19

**2010
W* Score
93%**

**2012
W* Score
91%**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	0%	0%	4%	26%	70%
2012	0%	5%	0%	32%	63%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (58%) and scheduling appointments at a time and place convenient for the youth (60%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings were seen with scheduling appointments at a time and place convenient for youth (10% of clients stated rarely). It is important to focus on the fact that 5-10% only represents 1-2 clients.

Sts. Joachim and Ann Care Service-Home & Community Interventions

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 254 clients.
- Total completed phone + mail surveys = 24

Accounting for 139 clients that were undeliverable, one client who stated they weren't interested, and seven clients who were not served.

Response rate = 22%

Demographics Summary

Gender

⇒ 51% of the youth were females.

Age*

⇒ 56.1% of the youth were in the 0-8 age range.

⇒ 21.1% were in the 9-12 age range.

⇒ 19.3% were in the 13-18 age range.

⇒ 3.5% were over 18 years old.

*N=57 clients represented.

Staff Member Turnover or Change

⇒ 83% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 78% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 4% of clients (1 client) noted that they were placed on a waitlist to receive the specific services. This client did not provide information on the length of the wait period.

Sts. Joachim and Ann Care Service-Home & Community Interventions

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	6%	0%	58%	36%
2012—Understand the youth’s needs.	0%	0%	0%	13%	87%
<i>2010—Get the youth the services needed.</i>	0%	9%	2%	51%	38%
2012—Get the youth the services needed.	0%	0%	0%	5%	95%
Communicate with parent/guardian.	0%	0%	0%	13%	87%
Communicate with youth.*	0%	0%	6%	13%	81%
Provide helpful information.	0%	0%	5%	5%	91%
Advocate for youth/family for other needs/services in the community (if applicable for program).	0%	0%	0%	0%	100%

N= 20-23

* N = 16; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	4%	0%	47%	49%
2012—Services improved youth’s situation in home.	0%	0%	0%	9%	91%
Services improved youth’s social skills.*	0%	0%	8%	15%	77%
Services improved youth’s behavior at school.**	0%	0%	10%	10%	80%
P/G received useful information to manage youth’s situation in the home.***	0%	6%	6%	13%	75%
P/G received useful information to manage the youth’s situation outside of the home.*	0%	0%	8%	0%	92%

N =22

P/G = parent/guardian

*N = 13; **N = 10; ***N=16 Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings for applicable items were seen with quality of staff to advocate for youth/family for other services/needs in the community (100% excellent ratings) and getting the youth the services needed (95% excellent ratings).

Programmatic Areas Needing Improvement

⇒ There was not an applicable item that had a low rating. While one item may not be truly applicable to this program, the Care Service could focus on providing the parent/guardian with more useful information to manage the youth’s situation in the home.

Sts. Joachim and Ann Care Service-Home & Community Interventions

Table 3: Percent of Agreement with Frequency of Staff's Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff's contact with parent/guardian was satisfactory.	0%	0%	0%	5%	95%
The frequency of the staff's contact with youth receiving services was satisfactory. *	0%	0%	7%	0%	93%

N = 21
*N = 15

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	0%	0%	100%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	0%	0%	0%	100%

N = 20
*N = 17

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the "overall satisfaction" measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value.

2010 W* Score
87%

2012 W* Score
100%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	6%	10%	0%	10%	74%
2012	0%	0%	0%	0%	100%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (100%) and scheduling appointments at a time and place convenient for the youth (100%).

Programmatic Areas Needing Improvement

⇒ The lowest rating was seen with the frequency of the staff's contact with youth, but this was a neutral rating so it is difficult to state that this is an area that should be improved upon. All clients who were surveyed would use this agency again in the future, if necessary.

Bridgeway Behavioral Healthcare-Outpatient Substance Abuse Treatment

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 71 clients.
- Total completed phone + mail surveys = 13

Accounting for 14 clients that were undeliverable, two clients who stated they weren't interested, and three clients who were not served.

Response rate = 25%

Demographics Summary

Gender

⇒ 15% of the youth were females.

Age*

⇒ 0% of the youth were in the 0-8 age range.
 ⇒ 0% were in the 9-12 age range.
 ⇒ 100% were in the 13-18 age range.
 ⇒ 0% were over 18 years old.

*N=13

Staff Member Turnover or Change

⇒ 92% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 54% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 0% of clients noted that they were placed on a waitlist to receive the specific services.

Bridgeway Behavioral Healthcare—Outpatient Substance Abuse Treatment

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	0%	14%	55%	32%
2012—Understand the youth’s needs.	0%	0%	23%	31%	46%
<i>2010—Get the youth the services needed.</i>	0%	10%	5%	25%	60%
2012—Get the youth the services needed.	0%	0%	23%	39%	39%
Communicate with parent/guardian.	0%	0%	25%	25%	50%
Communicate with youth.	0%	0%	31%	23%	46%
Provide helpful information.	0%	0%	8%	39%	54%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	0%	22%	33%	44%

N= 12-13

* N = 9; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	10%	5%	65%	20%
2012—Services improved youth’s situation in home.	9%	9%	0%	36%	46%
Services improved youth’s social skills.*	11%	11%	22%	56%	0%
Services improved youth’s behavior at school.*	13%	13%	25%	50%	0%
P/G received useful information to manage youth’s situation in the home.	9%	18%	9%	36%	27%
P/G received useful information to manage the youth’s situation outside of the home.*	0%	11%	0%	56%	33%

N = 11

P/G = parent/guardian

*N = 8-9; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff in their ability to provide helpful information (54%) and communicating with the parent/guardian (50%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings for applicable items were seen with the parents/guardians receiving useful information to manage the youth’s situation in the home, where 27% of clients disagreed with this, and that services improved the youth’s situation in the home (18% disagreement). The other low ratings were provided for items that may not be applicable to this program.

Bridgeway Behavioral Healthcare—Outpatient Substance Abuse Treatment

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	0%	8%	15%	15%	62%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	15%	0%	15%	69%

N = 13

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	8%	23%	69%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	15%	0%	15%	69%

N = 13

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value.

**2010
W* Score
90%**

**2012
W* Score
84%**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	0%	0%	9%	32%	59%
2012	9%	0%	18%	9%	64%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (69%), scheduling appointments at a time and place convenient for the youth (69%), and the frequency of staff’s contact with youth being satisfactory (69%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings were seen with the frequency of the staff’s contact with both the youth (15% disagreed that it was satisfactory) and appointments being scheduled at a time and place that was convenient for youth (15% of clients stated rarely).

Eleventh Circuit Family Court-TSVP Program

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 49 clients.
- Total completed phone + mail surveys = 13

Accounting for 13 clients that were undeliverable, two clients who stated they weren't interested, and two clients who were not served.

Response rate = 41%

Demographics Summary

Gender

⇒ 69% of the youth were females.

Age*

⇒ 8.3% of the youth were in the 0-8 age range.
 ⇒ 16.7% were in the 9-12 age range.
 ⇒ 66.7% were in the 13-18 age range.
 ⇒ 8.3% were over 18 years old.
 *N=12

Staff Member Turnover or Change

⇒ 90% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 36% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 55% of clients (6 clients) noted that they were placed on a waitlist to receive the specific services. Six clients provided information on the length of their wait period, which included 4 weeks (1 client), 8 weeks (1 client), 14 weeks (1 client), and 20-26 weeks (3 clients).

Eleventh Circuit Family Court—TSVP Program

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>					
2012—Understand the youth’s needs.	0%	18%	18%	0%	64%
<i>2010—Get the youth the services needed.</i>					
2012—Get the youth the services needed.*	25%	13%	13%	13%	38%
Communicate with parent/guardian.	10%	20%	10%	20%	40%
Communicate with youth.	0%	9%	27%	18%	46%
Provide helpful information.	18%	18%	18%	9%	36%
Advocate for youth/family for other needs/services in the community (if applicable for program).**	40%	0%	0%	20%	40%

N= 10-11

* N = 8; N = 5; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>					
2012—Services improved youth’s situation in home.	20%	10%	20%	0%	50%
Services improved youth’s social skills.*	33%	11%	22%	0%	33%
Services improved youth’s behavior at school.**	50%	0%	33%	0%	17%
P/G received useful information to manage youth’s situation in the home.	30%	10%	20%	10%	30%
P/G received useful information to manage the youth’s situation outside of the home.	30%	10%	20%	10%	30%

N = 10-11

P/G = parent/guardian

*N = 9; **N=6; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff in their ability to understand the youth’s needs (64%) and that services improved the youth’s situation in the home (50%).

Programmatic Areas Needing Improvement

⇒ There were numerous applicable items that had low ratings which should be reviewed and interpreted on an individual basis. The highlighted boxes in Table 1 and 2 demonstrate which items to focus on. Improvement efforts could be focused on getting the youth the services they need, in addition to providing more helpful information and communicating more effectively with the individuals in the home.

Eleventh Circuit Family Court—TSVP Program

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	9%	18%	18%	27%	27%
The frequency of the staff’s contact with youth receiving services was satisfactory.	9%	9%	18%	27%	36%
N = 11					

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner. *	13%	0%	13%	25%	50%
Appointments scheduled with staff were at a time and place convenient for youth.	9%	9%	0%	18%	64%
N = 11 *N = 8					

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 11

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010 W* Score	Not Funded in 2010				
2012 W* Score	67%				
2010	Not Funded in 2010				
2012	27%	9%	0%	27%	36%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (50%) and scheduling appointments at a time and place convenient for the youth (64%).

Programmatic Areas Needing Improvement

⇒ Every item identified in Tables 3 and 4 had low ratings that exceeded a combined total of 10%, so this should be reviewed. It is important to remind the reader that with such a low sample size, 10-20% may only represent 1-2 clients.

Preferred Family Healthcare-Outpatient Substance Abuse Treatment

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 161 clients.
- Total completed phone + mail surveys = 31

Accounting for 37 clients that were undeliverable and two clients who stated they weren't interested.

Response rate = 25%

Demographics Summary

Gender

⇒ 37% of the youth were females.

Age*

⇒ 0% of the youth were in the 0-8 age range.
 ⇒ 0% were in the 9-12 age range.
 ⇒ 100% were in the 13-18 age range.
 ⇒ 0% were over 18 years old.
 *N=30

Staff Member Turnover or Change

⇒ 66% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 75% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 3% of clients (1 client) noted that they were placed on a waitlist to receive the specific services. This client provided information on the length of the wait period, which was 4 weeks.

Preferred Family Healthcare—Outpatient Substance Abuse Treatment

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	3%	21%	37%	39%
2012—Understand the youth’s needs.	3%	3%	7%	37%	50%
<i>2010—Get the youth the services needed.</i>	4%	4%	16%	39%	37%
2012—Get the youth the services needed.	3%	7%	7%	31%	52%
Communicate with parent/guardian.	3%	7%	19%	26%	45%
Communicate with youth.	3%	3%	10%	23%	60%
Provide helpful information.	3%	0%	23%	20%	53%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	5%	0%	23%	23%	50%

N= 29-31

* N = 22; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	8%	17%	17%	40%	18%
2012—Services improved youth’s situation in home.	0%	16%	13%	29%	42%
Services improved youth’s social skills.	0%	20%	23%	30%	27%
Services improved youth’s behavior at school.*	4%	15%	30%	30%	22%
P/G received useful information to manage youth’s situation in the home.	3%	17%	13%	40%	27%
P/G received useful information to manage the youth’s situation outside of the home.	3%	21%	31%	28%	17%

N = 29-31

P/G = parent/guardian

*N = 27; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff in their ability to communicate with youth (60%), providing helpful information (53%) and getting the youth the services needed (52%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings for applicable items (which should be interpreted in conjunction with PfH staff and CCRB staff) were seen with the parents/guardians receiving useful information to manage the youth’s situation in or outside of the home. The Consultant is not focusing on the social skills item, because this may not be specifically applicable to the underlying needs of each youth served. However, it is important to note that 16% of clients disagreed that services improved the youth’s situation in the home.

Preferred Family Healthcare—Outpatient Substance Abuse Treatment

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	10%	19%	13%	23%	36%
The frequency of the staff’s contact with youth receiving services was satisfactory.	3%	3%	3%	52%	38%

N = 29-31

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	7%	36%	57%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	0%	3%	24%	72%

N = 28-29

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value.

**2010
W* Score**
79%

**2012
W* Score**
79%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	5%	6%	14%	38%	37%
2012	10%	7%	7%	33%	43%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (57%) and scheduling appointments at a time and place convenient for the youth (72%).

Programmatic Areas Needing Improvement

⇒ The lowest rating was tied to assessing client’s satisfaction with the frequency of the staff’s contact with the parent/guardian, where 29% of clients disagreed that they were satisfied.

Catholic Family Services-Counseling

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 118 clients.
- Total completed phone + mail surveys = 17

Accounting for 19 clients that were undeliverable and two clients who stated they weren't interested.

Response rate = 18%

Demographics Summary

Gender

⇒ 41% of the youth were females.

Age*

⇒ 43.8% of the youth were in the 0-8 age range.

⇒ 43.8% were in the 9-12 age range.

⇒ 12.4% were in the 13-18 age range.

⇒ 0% were over 18 years old.

*N=16

Staff Member Turnover or Change

⇒ 82% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 29% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 19% of clients (3 clients) noted that they were placed on a waitlist to receive the specific services. Three clients provided information on the length of their wait period, which included 1 week (2 clients), and 2 weeks (1 client).

Catholic Family Services—Counseling

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	0%	0%	64%	36%
2012—Understand the youth’s needs.	0%	0%	29%	29%	43%
<i>2010—Get the youth the services needed.</i>	0%	0%	8%	58%	33%
2012—Get the youth the services needed.	7%	0%	20%	47%	27%
Communicate with parent/guardian.	6%	44%	25%	6%	19%
Communicate with youth.	0%	0%	31%	44%	25%
Provide helpful information.	0%	6%	25%	44%	25%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	0%	17%	33%	50%

N= 14-16

* N = 6; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	7%	0%	29%	64%
2012—Services improved youth’s situation in home.	6%	6%	18%	59%	12%
Services improved youth’s social skills.	6%	0%	31%	56%	6%
Services improved youth’s behavior at school.	6%	0%	25%	63%	6%
P/G received useful information to manage youth’s situation in the home.	13%	40%	20%	20%	7%
P/G received useful information to manage the youth’s situation outside of the home.*	9%	46%	18%	27%	0%

N = 15-17

P/G = parent/guardian

*N = 11; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest rating for applicable items was in the quality of staff in their ability to understand the youth’s needs (43%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings for applicable items were seen with the parents/guardians receiving useful information to manage the youth’s situation in the home, where 53% of clients disagreed with this, and the ability of the staff to communicate with the parent/guardian (combined 50% low rating). Both of these questions relate to parent/guardian communication, which should be a focal area for quality improvement efforts.

Catholic Family Services—Counseling

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	40%	13%	13%	27%	7%
The frequency of the staff’s contact with youth receiving services was satisfactory.	6%	6%	19%	56%	13%

N = 15-16

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	6%	13%	31%	50%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	7%	0%	20%	73%

N = 15-16

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 16

**2010
W* Score
97%**

**2012
W* Score
78%**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	0%	0%	0%	14%	86%
2012	6%	0%	13%	63%	19%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (50%) and scheduling appointments at a time and place convenient for the youth (73%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings were seen with the frequency of the staff’s contact with both the youth and the parent, with 53% of clients rating parent contact on the low end of the rating scale. This finding is similar to the information on the previous page.

Catholic Family Services-Psychiatry

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 51 clients.
- Total completed phone + mail surveys = 10

Accounting for 13 clients that were undeliverable and one client who stated they weren't interested.

Response rate = 28%

Demographics Summary

Gender

⇒ 20% of the youth were females.

Age*

⇒ 14.3% of the youth were in the 0-8 age range.
 ⇒ 14.3% were in the 9-12 age range.
 ⇒ 57.1% were in the 13-18 age range.
 ⇒ 14.3% were over 18 years old.
 *N=7

Staff Member Turnover or Change

⇒ 100% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 30% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 20% of clients (2 clients) noted that they were placed on a waitlist to receive the specific services. Two clients provided information on the length of their wait period, which included 1 week (1 clients), and 6 weeks (1 client).

Catholic Family Services—Psychiatry

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	0%	0%	56%	44%
2012—Understand the youth’s needs.	0%	0%	0%	20%	80%
<i>2010—Get the youth the services needed.</i>	0%	14%	0%	29%	57%
2012—Get the youth the services needed.	0%	0%	0%	17%	83%
Communicate with parent/guardian.	0%	0%	0%	10%	90%
Communicate with youth.	0%	0%	10%	20%	70%
Provide helpful information.	0%	0%	0%	20%	80%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	20%	0%	40%	40%

N= 7-10

* N = 5; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	13%	0%	50%	38%
2012—Services improved youth’s situation in home.	0%	0%	10%	10%	80%
Services improved youth’s social skills.*	0%	0%	10%	30%	60%
Services improved youth’s behavior at school.	0%	0%	17%	33%	50%
P/G received useful information to manage youth’s situation in the home.	0%	0%	0%	70%	30%
P/G received useful information to manage the youth’s situation outside of the home.	0%	0%	10%	80%	10%

N = 10

P/G = parent/guardian

*N = 6; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff in their ability to get the youth the services needed (83%) and in communicating with the parent/guardian (90%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings for applicable items were seen with the services improving the youth’s behavior at school. This should be interpreted with caution since the lowest rating was neutral and is linked to a low sample size.

Catholic Family Services—Psychiatry

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	0%	0%	0%	30%	70%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	0%	0%	20%	80%
N = 10					

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	0%	10%	90%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	0%	10%	0%	90%
N = 10					

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 10

**2010
W* Score**
89%

**2012
W* Score**
98%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	0%	0%	0%	56%	44%
2012	0%	0%	0%	10%	90%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (90%) and scheduling appointments at a time and place convenient for the youth (90%).

Programmatic Areas Needing Improvement

⇒ The lowest rating was seen with 10% of clients stating that “sometimes” appointments were scheduled with staff and a time and a place convenient for youth. This represents only one client.

Catholic Family Services-Crisis Intervention

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 88 clients.
 - Total completed phone + mail surveys = 16
- Accounting for 16 clients that were undeliverable

Response rate = 22%

Demographics Summary

Gender

⇒ 40% of the youth were females.

Age*

⇒ 15.4% of the youth were in the 0-8 age range.
 ⇒ 46.2% were in the 9-12 age range.
 ⇒ 38.4% were in the 13-18 age range.
 ⇒ 0% were over 18 years old.
 *N=13

Staff Member Turnover or Change

⇒ 93% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 40% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 7% of clients (1 client) noted that they were placed on a waitlist to receive the specific services. This client provided information on the length of their wait period, which was 2 weeks.

Catholic Family Services—Crisis Intervention

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	0%	0%	73%	27%
2012—Understand the youth’s needs.	0%	7%	7%	27%	60%
<i>2010—Get the youth the services needed.</i>	8%	0%	0%	39%	54%
2012—Get the youth the services needed.	0%	27%	9%	27%	36%
Communicate with parent/guardian.	0%	13%	0%	47%	40%
Communicate with youth.	0%	0%	13%	27%	60%
Provide helpful information.	0%	13%	7%	40%	40%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	0%	75%	0%	25%

N= 11-15

* N = 4; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	4%	0%	32%	64%
2012—Services improved youth’s situation in home.	0%	13%	13%	27%	47%
Services improved youth’s social skills.	0%	21%	29%	14%	36%
Services improved youth’s behavior at school.*	0%	0%	40%	20%	40%
P/G received useful information to manage youth’s situation in the home.	0%	21%	7%	50%	21%
P/G received useful information to manage the youth’s situation outside of the home.**	0%	17%	17%	42%	25%

N = 14-15

P/G = parent/guardian

*N = 10; **N=12; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff in their ability to understand the youth’s needs (60%) and to communicate with the youth (60%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings for applicable items were seen with getting the youth the services needed, where 27% of clients rated this as inadequate and services improving the youth’s social skills (21% disagreed). Another item to mention is parents/guardians receiving useful information to manage the youth’s situation in the home, where 27% of clients disagreed with this, and that services improved the youth’s situation in the home (18% disagreement). All of the highlighted areas should be reviewed for quality improvement efforts.

Catholic Family Services—Crisis Intervention

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	0%	13%	20%	47%	20%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	7%	13%	33%	47%

N = 15

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	7%	27%	67%
Appointments scheduled with staff were at a time and place convenient for youth.	7%	0%	0%	7%	87%

N = 15

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value.

2010 W* Score	2012 W* Score		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
93%	84%	2010	0%	4%	0%	23%	73%
		2012	7%	7%	0%	33%	53%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (67%) and scheduling appointments at a time and place convenient for the youth (87%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings were seen with the frequency of the staff’s contact with the parent, where 13% disagreed that this was satisfactory.

Our Lady's Inn-Services to Teen Moms/Parents

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 55 clients.
 - Total completed phone + mail surveys = 3
- Accounting for 45 clients that were undeliverable.

Response rate = 30%

Demographics Summary

Gender

⇒ 33% of the youth were females.

Age*

⇒ 100% of the youth were in the 0-8 age range.

⇒ 0% were in the 9-12 age range.

⇒ 0% were in the 13-18 age range.

⇒ 0% were over 18 years old.

*N=3

Staff Member Turnover or Change

⇒ 67% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 100% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 0% of clients noted that they were placed on a waitlist to receive the specific services.

Our Lady’s Inn—Services to Teen Moms/Parents

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	6%	18%	24%	29%	24%
2012—Understand the youth’s needs.	0%	0%	33%	33%	33%
<i>2010—Get the youth the services needed.</i>	6%	0%	38%	13%	44%
2012—Get the youth the services needed.	0%	0%	0%	33%	67%
Communicate with parent/guardian.	0%	0%	33%	33%	33%
Communicate with youth. *	0%	0%	0%	0%	100%
Provide helpful information.	0%	0%	0%	33%	67%
Advocate for youth/family for other needs/services in the community (if applicable for program).	0%	0%	33%	33%	33%

N= 3

* N = 1; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	13%	13%	19%	19%	38%
2012—Services improved youth’s situation in home.	0%	0%	0%	50%	50%
Services improved youth’s social skills.*	0%	0%	0%	0%	100%
Services improved youth’s behavior at school.	0%	0%	0%	0%	0%
P/G received useful information to manage youth’s situation in the home.	0%	0%	0%	50%	50%
P/G received useful information to manage the youth’s situation outside of the home.*	0%	0%	0%	0%	100%

N = 2 P/G = parent/guardian

*N = 1; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff in their ability to get the youth the services needed (67% = excellent).

Programmatic Areas Needing Improvement

⇒ Average ratings were provided on two applicable items, but with such a small sample size, it is difficult to state that this should lead to quality improvement efforts.

Our Lady’s Inn—Services to Teen Moms/Parents

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	0%	0%	0%	50%	50%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	0%	0%	0%	100%
N = 1-2					

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	0%	50%	50%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	50%	0%	0%	50%
N = 2 *Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.					

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 2

2010 W* Score
73%

2012 W* Score
70%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	12%	13%	13%	13%	47%
2012	0%	50%	0%	0%	50%

Strengths of the Program

⇒ The highest rating was in the frequency of the staff’s contact with the youth being satisfactory. However, this is based on only one client.

Programmatic Areas Needing Improvement

⇒ One client provided a “rarely” response to appointments being scheduled at a time and a place convenient for youth. This should be interpreted with caution.

Children's Home Society-Respite Care

Introduction

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Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 8 clients.
 - Total completed phone + mail surveys = 2
- Accounting for 1 client that was undeliverable.

Response rate = 29%

Demographics Summary

Gender

⇒ 50% of the youth were females.

Age*

⇒ 0% of the youth were in the 0-8 age range.
 ⇒ 0% were in the 9-12 age range.
 ⇒ 100% were in the 13-18 age range.
 ⇒ 0% were over 18 years old.
 *N=2

Staff Member Turnover or Change

⇒ 50% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 50% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 50% of clients (1 client) noted that they were placed on a waitlist to receive the specific services. This client did not provide information on the length of their wait period.

Children’s Home Society—Respite Care

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0	0	0	67%	33%
2012—Understand the youth’s needs.	0%	0%	0%	0%	100%
<i>2010—Get the youth the services needed.</i>	0%	0%	0%	50%	50%
2012—Get the youth the services needed.	0%	0%	0%	50%	50%
Communicate with parent/guardian.	0%	0%	50%	0%	50%
Communicate with youth.	0%	0%	0%	50%	50%
Provide helpful information.	0%	0%	50%	0%	50%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	0%	0%	0%	0%

N= 2

* N = 0; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	0%	0%	50%	50%
2012—Services improved youth’s situation in home.	0%	0%	0%	50%	50%
Services improved youth’s social skills.*	0%	0%	0%	0%	100%
Services improved youth’s behavior at school.**	0%	0%	0%	0%	0%
P/G received useful information to manage youth’s situation in the home.**	0%	0%	0%	0%	0%
P/G received useful information to manage the youth’s situation outside of the home.**	0%	0%	0%	0%	0%

N = 2

P/G = parent/guardian

*N = 1; **N = 0; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest rating for an applicable item was in the quality of staff in their ability to understand the youth’s needs (100%).

Programmatic Areas Needing Improvement

⇒ There were no items that had ratings tied to the two lowest options.

Children’s Home Society—Respite Care

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/ guardian was satisfactory.	0%	0%	50%	0%	50%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	0%	50%	0%	50%
N = 2					

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	0%	50%	50%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	0%	0%	0%	100%
N = 1-2					

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value.

**2010
W* Score**
87%

**2012
W* Score**
90%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	0%	0%	0%	66%	33%
2012	0%	0%	0%	50%	50%

Strengths of the Program

⇒ The highest rating was in scheduling appointments at a time and place convenient for the youth (100%).

Programmatic Areas Needing Improvement

⇒ With such a low sample size, and the fact that no items on this page were rated low, the Consultant is not recommending any specific quality improvement efforts.

FACT-Parent Partner-Partnership with Families

Introduction

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Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 254 clients.
- Total completed phone + mail surveys = 50

Accounting for 48 clients that were undeliverable, one client who stated they weren't interested, and one client who was not served.

Response rate = 25%

Demographics Summary

Gender

⇒ 36% of the youth were females.

Age*

- ⇒ 6.4% of the youth were in the 0-8 age range.
- ⇒ 21.3% were in the 9-12 age range.
- ⇒ 63.8% were in the 13-18 age range.
- ⇒ 8.5% were over 18 years old.

*N=47

Staff Member Turnover or Change

⇒ 67% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 86% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 29% of clients (14 clients) noted that they were placed on a waitlist to receive the specific services. Seven clients provided information on the length of their wait period, which included 4 weeks (1 client), 6 weeks (2 clients), 12 weeks (2 clients), 26 weeks (1 client) and 80 weeks (1 client).

F.A.C.T.—Parent Partner—Partnership with Families

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	0%	5%	45%	50%
2012—Understand the youth’s needs.	0%	0%	17%	30%	53%
<i>2010—Get the youth the services needed.</i>	0%	3%	9%	15%	74%
2012—Get the youth the services needed.	0%	2%	7%	36%	55%
Communicate with parent/guardian.	2%	4%	8%	29%	57%
Communicate with youth. *	3%	0%	15%	41%	41%
Provide helpful information.	0%	0%	12%	26%	62%
Advocate for youth/family for other needs/services in the community (if applicable for program).	2%	0%	13%	21%	64%

N= 44-50

* N = 39; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	11%	19%	42%	28%
2012—Services improved youth’s situation in home.	0%	7%	22%	37%	35%
Services improved youth’s social skills.*	2%	5%	27%	32%	34%
Services improved youth’s behavior at school.**	11%	3%	27%	27%	32%
P/G received useful information to manage youth’s situation in the home.	0%	8%	4%	43%	45%
P/G received useful information to manage the youth’s situation outside of the home.	0%	8%	8%	37%	47%

N = 46-49

P/G = parent/guardian

*N = 41; **N =37; Not Applicable Outcomes for program-indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff in their ability to provide helpful information (62%) and advocating for other needs/services for the youth/family in the community (64%).

Programmatic Areas Needing Improvement

⇒ The lowest ratings for applicable items did not reach a combined 10%. Quality improvement efforts could focus on providing parents/guardians with more useful information to manage the youth’s situation in the home or outside of the home.

F.A.C.T.—Parent Partner– Partnership with Families

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/ guardian was satisfactory.	2%	10%	6%	34%	48%
The frequency of the staff’s contact with youth receiving services was satisfactory.	3%	5%	8%	43%	43%

N = 50

*N = 40; Not Applicable -indicating these items may or may not be applicable for this program.

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	6%	16%	16%	62%
Appointments scheduled with staff were at a time and place convenient for youth.	2%	0%	7%	19%	72%

N = 50

*N = 43; Not Applicable -indicating these items may or may not be applicable for this program.

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 50

2010 W* Score
89%

2012 W* Score
89%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	3%	5%	5%	21%	67%
2012	2%	0%	10%	28%	60%

Strengths of the Program

⇒ The highest ratings were in delivering services in a timely manner (62%) and scheduling appointments at a time and place convenient for the youth (72%).

Programmatic Areas Needing Improvement

⇒ The lowest rating was seen with the frequency of the staff’s contact with the parent, where 12% of clients disagreed that the frequency was satisfactory.

National Alliance on Mental Health-Community based Services

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 80 clients.
- Total completed phone + mail surveys = 10

Accounting for 8 clients that were undeliverable and three clients who stated they weren't interested.

Response rate = 14%

Demographics Summary

Gender

⇒ 22% of the youth were females.

Age*

⇒ 37.5% of the youth were in the 0-8 age range.

⇒ 0% were in the 9-12 age range.

⇒ 62.5% were in the 13-18 age range.

⇒ 0% were over 18 years old.

*N=9

Staff Member Turnover or Change

⇒ 67% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 50% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 13% of clients (1 client) noted that they were placed on a waitlist to receive the specific services. This client provided information on the length of the wait period, which was 2 weeks.

National Alliance on Mental Health—Community-based Services

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	0%	14%	14%	14%	57%
2012—Understand the youth’s needs.	0%	0%	25%	13%	63%
<i>2010—Get the youth the services needed.</i>	0%	14%	14%	43%	29%
2012—Get the youth the services needed.	0%	0%	29%	29%	43%
Communicate with parent/guardian.	0%	0%	29%	14%	57%
Communicate with youth. *	0%	0%	0%	0%	100%
Provide helpful information.	0%	0%	0%	44%	56%
Advocate for youth/family for other needs/services in the community (if applicable for program).**	0%	0%	33%	67%	0%

N= 7-9

* N = 1; **N=3; Not Applicable indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	0%	22%	22%	11%	44%
2012—Services improved youth’s situation in home.	0%	0%	25%	38%	38%
Services improved youth’s social skills.*	0%	0%	40%	40%	20%
Services improved youth’s behavior at school.**	0%	25%	25%	25%	25%
P/G received useful information to manage youth’s situation in the home.	0%	0%	11%	44%	44%
P/G received useful information to manage the youth’s situation outside of the home.	0%	13%	0%	38%	50%

N = 8-11

P/G = parent/guardian

*N = 5; **N=4; Not Applicable Outcomes -indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff in their ability to understand the youth’s needs (63%) and in communicating with the parent/guardian (57%).

Programmatic Areas Needing Improvement

⇒ The lowest rating for an applicable item was seen with the parent/guardian receiving useful information to manage the youth’s situation outside of the home where 13% of clients disagreed. This should be interpreted with caution since this survey was linked to three different types of services.

National Alliance on Mental Health—Community-based Services

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	0%	13%	0%	50%	38%
The frequency of the staff’s contact with youth receiving services was satisfactory. *	0%	0%	0%	67%	33%

N = 8

*N = 3; Not Applicable Outcomes indicating these items may or may not be applicable for this program.

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	22%	33%	44%
Appointments scheduled with staff were at a time and place convenient for youth.*	0%	0%	0%	25%	75%

N = 9

*N = 4; Not Applicable Outcomes—indicating these items may or may not be applicable for this program.

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 9

**2010
W* Score**
95%

**2012
W* Score**
84%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	0%	0%	8%	8%	83%
2012	0%	11%	0%	44%	44%

Strengths of the Program

⇒ The highest rating for an applicable item was that services were delivered in a timely manner where 44% of clients stated “always”.

Programmatic Areas Needing Improvement

⇒ The lowest rating for an applicable item was seen with 13% of clients disagreeing that the frequency of the staff’s contact with the parent/guardian was satisfactory.

Community Living-Respite Care

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 4 clients.
 - Total completed phone + mail surveys = 1
- Accounting for 2 clients that were undeliverable.

Response rate = 50%

Demographics Summary

Gender

⇒ 100% of the youth were females.

Age*

⇒ 0% of the youth were in the 0-8 age range.
 ⇒ 0% were in the 9-12 age range.
 ⇒ 100% were in the 13-18 age range.
 ⇒ 0% were over 18 years old.
 *N=1

Staff Member Turnover or Change

⇒ 100% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 100% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 0% of clients noted that they were placed on a waitlist to receive the specific services.

Community Living—Respite Care

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>	33%	0%	0%	0%	67%
2012—Understand the youth’s needs.	0%	0%	0%	0%	100%
<i>2010—Get the youth the services needed.</i>	33%	0%	0%	0%	67%
2012—Get the youth the services needed.	0%	0%	0%	0%	100%
Communicate with parent/guardian.	0%	0%	0%	0%	100%
Communicate with youth.	0%	0%	0%	100%	0%
Provide helpful information.	0%	0%	0%	0%	100%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	0%	0%	0%	0%

N= 1

* N = 0; Not Applicable Outcomes -indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>	50%	0%	0%	0%	50%
2012—Services improved youth’s situation in home.	0%	0%	0%	100%	0%
Services improved youth’s social skills.	0%	0%	0%	0%	100%
Services improved youth’s behavior at school.*	0%	0%	0%	0%	0%
P/G received useful information to manage youth’s situation in the home.*	0%	0%	0%	0%	0%
P/G received useful information to manage the youth’s situation outside of the home.*	0%	0%	0%	0%	0%

N = 1 P/G = parent/guardian

*N = 0; Not Applicable Outcomes -indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ Information for this program needs to be interpreted with caution considering there was only one client who completed this survey.

Programmatic Areas Needing Improvement

⇒ Information for this program needs to be interpreted with caution considering there was only one client who completed this survey.

Community Living—Respite Care

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	0%	0%	0%	0%	100%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	0%	0%	0%	100%
N = 1					

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	0%	0%	100%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	0%	0%	0%	100%
N = 1					

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 1

**2010
W* Score**
73%

**2012
W* Score**
100%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	33%	0%	0%	0%	67%
2012	0%	0%	0%	0%	100%

Strengths of the Program

⇒ Information for this program needs to be interpreted with caution considering there was only one client who completed this survey.

Programmatic Areas Needing Improvement

⇒ Information for this program needs to be interpreted with caution considering there was only one client who completed this survey.

Behavioral Health Response-Crisis Helpline

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Four questions were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 165 clients.
- Total completed phone + mail surveys = 11

Accounting for 63 clients that were undeliverable, four clients who stated they weren't interested, and four clients who were not served.

Response rate = 12%

Demographics Summary

Gender

⇒ 27% of the youth were females.

Age*

⇒ 0% of the youth were in the 0-8 age range.
 ⇒ 27.3% were in the 9-12 age range.
 ⇒ 72.7% were in the 13-18 age range.
 ⇒ 0% were over 18 years old.

*N=11

Staff Member Turnover or Change

⇒ 73% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 82% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 0% of clients noted that they were placed on a waitlist to receive the specific services.

Behavioral Health Response—Crisis Helpline

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>					
2012—Understand the youth’s needs.	9%	9%	9%	27%	46%
<i>2010—Get the youth the services needed.</i>					
2012—Get the youth the services needed.	10%	10%	10%	30%	40%
Communicate with parent/guardian.	9%	0%	18%	36%	36%
Communicate with youth. *	0%	14%	0%	29%	57%
Provide helpful information.	9%	18%	0%	27%	46%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	17%	33%	17%	33%

N= 10-11

* N = 6-7; Not Applicable Outcomes -indicating these items may or may not be applicable for this program.

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>					
2012—Services improved youth’s situation in home.	18%	9%	9%	36%	27%
Services improved youth’s social skills.	20%	10%	40%	20%	10%
Services improved youth’s behavior at school.	20%	10%	30%	30%	10%
P/G received useful information to manage youth’s situation in the home.	9%	9%	27%	27%	27%
P/G received useful information to manage the youth’s situation outside of the home.*	11%	22%	33%	11%	22%

N = 10-11

P/G = parent/guardian

*N = 9; Not Applicable Outcomes -indicating these items may or may not be applicable for this program.

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff in their ability to understand the youth’s needs (46%) and to provide helpful information (46%).

Programmatic Areas Needing Improvement

⇒ Low ratings for applicable items are highlighted above and should be analyzed for relevance to the program’s goals especially considering the sample size. There seems to be 2-3 clients represented who do not feel that the staff understood the youth’s needs, provided the services needed, and helped improve the youth’s situation and/or behavior.

Behavioral Health Response—Crisis Helpline

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	10%	10%	20%	20%	40%
The frequency of the staff’s contact with youth receiving services was satisfactory.*	0%	13%	25%	38%	25%

N = 10

*N = 8; Not Applicable Outcomes -indicating these items may or may not be applicable for this program.

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	10%	10%	80%
Appointments scheduled with staff were at a time and place convenient for youth.*	0%	0%	0%	40%	60%

N = 10

*N = 5; Not Applicable Outcomes -indicating these items may or may not be applicable for this program.

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 11

2010 W* Score
Not Funded

2012 W* Score
76%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	Not Funded in 2010				
2012	9%	9%	18%	18%	46%

Strengths of the Program

⇒ The highest rating was in delivering services in a timely manner (80%).

Programmatic Areas Needing Improvement

⇒ The lowest rating for an applicable item was the level of client disagreement (20% combined) that the frequency of the staff’s contact with parent/guardian was satisfactory.

Foster and Adoptive Care Coalition-Crisis Intervention

Introduction

This section provides aggregate client information on levels of satisfaction and measurable program outcomes for the agency's service listed above. This process and analysis was designed by BOLD LLC's, Cynthia Berry, Ph.D. for feedback purposes and to provide CCRB and your agencies' stakeholders with useful information that can be helpful in future programmatic decisions. On the next few pages you will see a breakdown of the responses for each survey question. Three questions, in addition to the general satisfaction question, were selected for a longitudinal analysis to measure change over time and data is presented for the 2010 and 2012 service period. The last section is the qualitative feedback provided by the client or their representative.

Take this as an opportunity to celebrate your strengths and identify and address areas that could use improvement. The survey items were not applicable across all of the programs that were surveyed, *so please pay special attention to sample sizes*. Items with significantly lower sample sizes than the total number of clients that were surveyed are marked with an asterisk. Some of these items may be potential future outcomes for your program if they have a high combined percentage for the 2 highest rating options. Any items with low sample sizes (<11) should be interpreted with caution. BOLD highlighted low-rated items (combined disagreement of 10% or more) for easy identification.

Sample Survey Information

- Survey sent to 11 clients.
- Total completed phone + mail surveys = 3

Response rate = 30%

Demographics Summary

Gender

⇒ 33% of the youth were females.

Age*

⇒ 33.3% of the youth were in the 0-8 age range.

⇒ 0% were in the 9-12 age range.

⇒ 66.7% were in the 13-18 age range.

⇒ 0% were over 18 years old.

*N=3

Staff Member Turnover or Change

⇒ 67% of clients stated that the same staff member provided their youth with services in 2012.

Child in Crisis

⇒ 100% of clients stated that the youth was in crisis when referred for services.

Waitlist Information for Service

⇒ 33% of clients noted that they were placed on a waitlist to receive the specific service. This client provided information on the length of the wait period, which was 2 weeks.

Foster and Adoptive Care Coalition—Crisis Intervention

Table 1: Percent of Quality Ratings for Staff Member’s Ability

<i>The quality of the staff on his/her ability to.....</i>	Bad	Inadequate	Average	Good	Excellent
<i>2010—Understand the youth’s needs.</i>					
2012—Understand the youth’s needs.	0%	0%	0%	0%	100%
<i>2010—Get the youth the services needed.</i>					
2012—Get the youth the services needed.	0%	0%	0%	67%	33%
Communicate with parent/guardian.	0%	0%	0%	0%	100%
Communicate with youth.	0%	0%	0%	33%	67%
Provide helpful information.	0%	0%	0%	33%	67%
Advocate for youth/family for other needs/services in the community (if applicable for program).*	0%	0%	0%	0%	100%
N= 3 * N = 1; Not Applicable Outcomes -indicating these items may or may not be applicable for this program.					

Table 2: Percent of Agreement with the Following Statements

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>2010—Services improved youth’s situation in home.</i>					
2012—Services improved youth’s situation in home.	0%	33%	0%	33%	33%
Services improved youth’s social skills.*	0%	0%	0%	100%	0%
Services improved youth’s behavior at school.*	0%	50%	50%	0%	0%
P/G received useful information to manage youth’s situation in the home.	0%	0%	33%	33%	33%
P/G received useful information to manage the youth’s situation outside of the home.	0%	0%	67%	0%	33%
N = 3 P/G = parent/guardian *N = 2; Not Applicable Outcomes -indicating these items may or may not be applicable for this program.					

Strengths of the Program

⇒ The highest ratings for applicable items were in the quality of staff in their ability to understand the youth’s needs (100%) and in communicating with the parent/guardian (100%).

Programmatic Areas Needing Improvement

⇒ The lowest rating for an applicable item was seen by 33% of clients disagreeing that services improved the youth’s situation in the home. This represents only one client and should be interpreted with caution.

Foster and Adoptive Care Coalition—Crisis Intervention

Table 3: Percent of Agreement with Frequency of Staff’s Contact

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The frequency of the staff’s contact with parent/guardian was satisfactory.	0%	0%	0%	33%	67%
The frequency of the staff’s contact with youth receiving services was satisfactory.	0%	0%	0%	33%	67%
N = 3					

Table 4: Frequency of Service Delivery and Appointment Scheduling

	Never	Rarely	Sometimes	Often	Always
Services were delivered in a timely manner.	0%	0%	0%	33%	67%
Appointments scheduled with staff were at a time and place convenient for youth.	0%	0%	0%	0%	100%
N = 3					

Table 5: Percent of Clients who Would Use the Agency in the Future, If Necessary.

This item is the “overall satisfaction” measure in that there is no better way to demonstrate a client is satisfied with services than to ask them if they would come back for services in the future. The W* Score is an adjusted percentage of the responses, where each rating option has a different value. N = 3

**2010
W* Score**
Not Funded

**2012
W* Score**
100%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2010	Not Funded in 2010				
2012	0%	0%	0%	0%	100%

Strengths of the Program

⇒ The highest rating was in scheduling appointments at a time and place convenient for the youth (100%).

Programmatic Areas Needing Improvement

⇒ There is no need to improve upon any of the items on this page due to the fact that all of the ratings provided were in the two highest categories.

Appendix A



About the Consultant

Cynthia Berry, Ph.D., is a Psychologist with a specialization in Industrial/Organizational, Personality, and Experimental Psychology. BOLD was started to assist organizations in improving the quality and sustainability of their business and the working life of their employees. She believes that employees are the key to making any organization successful. She has over 15 years of experience in Program Evaluation and Research, Human Resources, Organizational Development, and Training. She has successfully led capital campaigns, accreditation processes (specific to COA), program and fund development specifically tied to grant-making with over \$6 million raised mostly for St. Charles County in the last 6 years. In 2009, she won the St. Charles Business Magazine's Dove Award for best home-based business.

Consulting Services

- Survey Design, Research, and Analysis: complete survey development including questionnaire design, analysis of data, and report production. Also includes formalized assessment tools.
- Fund Development, Grant writing and Outcome Development: process to get your organization to a place where grant writing is a well-oiled machine and understands how to develop a logic model.
- Capital Expansion Campaign feasibility study and planning.
- Policy and Procedure development; also linked to leading an organization through a rigid accreditation process (COA) in less than 12-months time.
- Compensation Design and Analysis, including Benefits: establish internal and external equity in pay and benefits using a reliable and statistical method; may help if your organization has legal issues over pay.
- Program Evaluation: new project on the table, and you need to measure success? BOLD will set statistical measures before and after implementation to see if the program delivered. Beneficial for compliance issues and/or for funding purposes.
- Performance Evaluation Development: purchase the three-step package beginning with the creation of new form and process, moving to implementation and training manual development, and ending with a course on how to conduct a performance evaluation.
- Job Analysis/Selection: development and revision of job descriptions. All employees should know the job requirements and this protects your organization from claims of discrimination in the hiring, promotion, and disciplinary process. Certified in administering tests useful for hiring upper management positions. Measures those intangibles like conscientiousness.
- Personality and Work Style Testing with Myers-Briggs Type Indicator (MBTI®): organizations require that many individuals have the ability to work well in a team or group environment. The MBTI® is a reliable and valid tool for deriving the personality type of individuals. Type can be used to improve communication, teamwork, and leadership development. Great for boards and committees as well. Retreats!
- Organizational Needs Assessment: when you can't identify or solve the problem, contact BOLD. Dr. Berry is able to gather the information necessary to target the problem areas, or if you prefer, opportunities for improvement.
- Hiring Process Development: new business or is your hiring process out-dated? Create a standardized process for all jobs which will streamline tasks allowing for quick turn around, increase compliance protecting your organization from legal issues, and improve employee satisfaction.
- All other Human Resources' and Program Evaluation needs: including legal requirements, policy manual development/revision, and employee relations.

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Community and Children's Resource Board: Client Satisfaction Survey 2012—#

Directions: Provide ONLY ONE response for each item for the youth who received services in 2012 from the Agency/Program code list on page one that matches this code →

- Use the N/A (not applicable) option if you do not know about an item or if it does not apply.
- Use blue or black pen only.
- Completely fill in the bubble (do not use X's or check marks).

Is the youth: Male Female What is the age of the youth? _____

Did the same staff member provide the youth with these services in 2012? No Yes

Was the youth in crisis when referred for or requested services? No Yes

Was the youth put on a waitlist for this agency's service in 2012? No Yes

If yes, how many weeks? _____

<u>Rate the quality of the staff member on his/her ABILITY TO:</u>	Bad	Inadequate	Average	Good	Excellent	N/A
Understand the youth's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with parent/guardian.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with youth.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide helpful information.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get the youth the services needed.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate for youth/family for other needs/services in the community (if applicable for program).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<u>Rate the level of agreement with the following items:</u>	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
Services improved youth's situation.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services improved youth's social skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services improved youth's behavior at school (if known or if applicable for program).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parent/guardian received useful information to manage youth's situation in the home.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parent/guardian received useful information to manage youth's situation outside the home (i.e. community activities, school, if applicable for program)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The frequency of the staff's contact with parent/guardian was satisfactory.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The frequency of the staff's contact with youth receiving services was satisfactory.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would use this agency in the future, if necessary.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<u>Rate the frequency of the following statements:</u>	Never	Rarely	Sometimes	Often	Always	N/A
Services were delivered in a timely manner.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appointments scheduled with staff were at a time and place convenient for youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What suggestions for improvement will better meet the needs of the youth? (Be specific)

