

## Sutter-Yuba Mental Health Services Performance Outcomes

Families of Youth N=44 May 2007	Strongly Disagree 1	Disagree 2	I am Neutral 3	Agree 4	Strongly Agree 5	Not Applicable % of total forms	Missing % of total forms	Average Score of responses	% who agree or strongly agree (of those who responded)
<b>A. GOOD ACCESS TO SERVICE:</b>	<b>AVERAGE OF GOOD ACCESS TO SERVICES WAS 3.67</b>								
8. The location of services was convenient for us.	1	1	2	22	13	0	2	<b>3.86</b>	
	<b>2.4%</b>	<b>2.4%</b>	<b>4.8%</b>	<b>52.4%</b>	<b>31.0%</b>	<b>0.0%</b>	<b>4.5%</b>		<b>83.3%</b>
9. Services were available at times that were convenient for us.	4	1	3	17	12	0	3	<b>3.49</b>	
	<b>9.8%</b>	<b>2.4%</b>	<b>7.3%</b>	<b>41.5%</b>	<b>29.3%</b>	<b>0.0%</b>	<b>6.8%</b>		<b>70.7%</b>
<b>B. SATISFACTION WITH SERVICES:</b>	<b>AVERAGE OF SATISFACTION WITH SERVICES WAS 4.08</b>								
1. Overall, I am satisfied with the services my child received	1	0	4	17	20	1	0	<b>4.21</b>	
	<b>2.3%</b>	<b>0.0%</b>	<b>9.3%</b>	<b>39.5%</b>	<b>46.5%</b>	<b>2.3%</b>	<b>0.0%</b>		<b>86.0%</b>
4. The people helping my child stuck with us no matter what.	1	0	4	16	19	2	1	<b>4.20</b>	
	<b>2.4%</b>	<b>0.0%</b>	<b>9.8%</b>	<b>39.0%</b>	<b>46.3%</b>	<b>4.5%</b>	<b>2.3%</b>		<b>85.4%</b>
5. I felt my child had someone to talk to when he/she was troubled.	1	2	3	18	17	2	0	<b>4.07</b>	
	<b>2.4%</b>	<b>4.8%</b>	<b>7.1%</b>	<b>42.9%</b>	<b>40.5%</b>	<b>4.5%</b>	<b>0.0%</b>		<b>83.3%</b>
7. The services my child and/or family received were right for us.	0	3	3	22	14	0	1	<b>4.02</b>	
	<b>0.0%</b>	<b>7.0%</b>	<b>7.0%</b>	<b>51.2%</b>	<b>32.6%</b>	<b>0.0%</b>	<b>2.3%</b>		<b>83.7%</b>
10. My family got the help we wanted for my child.	0	1	6	22	14	0	0	<b>4.05</b>	
	<b>0.0%</b>	<b>2.3%</b>	<b>13.6%</b>	<b>50.0%</b>	<b>31.8%</b>	<b>0.0%</b>	<b>0.0%</b>		<b>81.8%</b>
11. My family got as much help as we needed for my child.	0	4	8	18	11	0	2	<b>3.79</b>	
	<b>0.0%</b>	<b>9.5%</b>	<b>19.0%</b>	<b>42.9%</b>	<b>26.2%</b>	<b>0.0%</b>	<b>4.5%</b>		<b>80.3%</b>

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<b>C. PARTICIPATION IN TREATMENT:</b>	<b>AVERAGE OF PARTICIPATION IN TREATMENT WAS 4.06</b>								
2. I helped to choose my child's services.	0	3	5	19	16	0	0	<b>4.02</b>	
	<b>0.0%</b>	<b>6.8%</b>	<b>11.4%</b>	<b>43.2%</b>	<b>36.4%</b>	<b>0.0%</b>	<b>0.0%</b>		<b>79.5%</b>
3. I helped to choose my child's treatment goals.	1	1	4	19	18	0	0	<b>4.11</b>	
	<b>2.3%</b>	<b>2.3%</b>	<b>9.1%</b>	<b>43.2%</b>	<b>40.9%</b>	<b>0.0%</b>	<b>0.0%</b>		<b>84.1%</b>
6. I was frequently involved in my child's treatment.	1	2	1	25	14	0	0	<b>4.05</b>	
	<b>2.3%</b>	<b>4.5%</b>	<b>2.3%</b>	<b>56.8%</b>	<b>31.8%</b>	<b>0.0%</b>	<b>0.0%</b>		<b>88.6%</b>
<b>D. CULTURAL SENSITIVITY:</b>	<b>AVERAGE OF CULTURAL SENSITIVITY WAS 4.29</b>								
12. Staff treated me with respect.	1	0	0	17	25	0	0	<b>4.41</b>	
	<b>2.3%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>38.6%</b>	<b>56.8%</b>	<b>0.0%</b>	<b>0.0%</b>		<b>95.5%</b>
13. Staff respected my family's religious/spiritual beliefs.	1	0	0	13	15	14	0	<b>4.27</b>	
	<b>3.3%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>43.3%</b>	<b>50.0%</b>	<b>31.8%</b>	<b>0.0%</b>		<b>93.3%</b>
14. Staff spoke with me in a way that I understood.	1	1	0	16	22	2	1	<b>4.32</b>	
	<b>2.4%</b>	<b>2.4%</b>	<b>0.0%</b>	<b>39.0%</b>	<b>53.7%</b>	<b>4.5%</b>	<b>2.3%</b>		<b>92.7%</b>
15. Staff were sensitive to my cultural/ethnic background.	1	1	1	13	15	10	2	<b>4.16</b>	
	<b>3.1%</b>	<b>3.1%</b>	<b>3.1%</b>	<b>40.6%</b>	<b>46.9%</b>	<b>31.3%</b>	<b>6.3%</b>		<b>87.5%</b>

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<b>E. POSITIVE OUTCOMES OF SERVICES:</b>	<b>AVERAGE OF POSITIVE OUTCOMES OF SERVICE WAS 3.61</b>								
16. My child is better at handling daily life.	0	4	12	20	5	2	0	<b>3.55</b>	
	<b>0.0%</b>	<b>9.5%</b>	<b>28.6%</b>	<b>47.6%</b>	<b>11.9%</b>	<b>4.5%</b>	<b>0.0%</b>		<b>59.5%</b>
17. My child gets along better with family members.	0	4	12	19	6	1	1	<b>3.57</b>	
	<b>0.0%</b>	<b>9.5%</b>	<b>28.6%</b>	<b>45.2%</b>	<b>14.3%</b>	<b>2.3%</b>	<b>2.3%</b>		<b>59.5%</b>
18. My child gets along better with friends and other people.	0	2	8	26	5	1	1	<b>3.74</b>	
	<b>0.0%</b>	<b>4.8%</b>	<b>19.0%</b>	<b>61.9%</b>	<b>11.9%</b>	<b>2.3%</b>	<b>2.3%</b>		<b>73.8%</b>
19. My child is doing better in school and/or work.	0	2	11	20	7	1	2	<b>3.71</b>	
	<b>0.0%</b>	<b>4.9%</b>	<b>26.8%</b>	<b>48.8%</b>	<b>17.1%</b>	<b>2.3%</b>	<b>4.5%</b>		<b>65.9%</b>
20. My child is better able to cope when things go wrong.	0	2	15	18	6	1	1	<b>3.60</b>	
	<b>0.0%</b>	<b>4.8%</b>	<b>35.7%</b>	<b>42.9%</b>	<b>14.3%</b>	<b>2.3%</b>	<b>2.3%</b>		<b>57.1%</b>
21. I am satisfied with our family life right now.	0	5	12	20	4	0	2	<b>3.48</b>	
	<b>0.0%</b>	<b>11.9%</b>	<b>28.6%</b>	<b>47.6%</b>	<b>9.5%</b>	<b>0.0%</b>	<b>4.5%</b>		<b>57.1%</b>

## Sutter-Yuba Mental Health Services Performance Outcomes

Familias de la Juventud N=44 May 2007	Definitiva- mente en desacuerdo 1	En desacuerdo 2	Indeciso 3	De acuerdo 4	Definitiva- mente de acuerdo 5	No Aplica	Falta	Como promedi o	% de acuerdo o definitiva- mente de acuerdo
<b>A. BUÉN ACCESO A SERVICIOS:</b>	<b>El Promedio Percepción del Acceso era 3.67</b>								
8. La localidad de los servicios era conveniente.	1	1	2	22	13	0	2	<b>3.86</b>	
	<b>2.4%</b>	<b>2.4%</b>	<b>4.8%</b>	<b>52.4%</b>	<b>31.0%</b>	<b>0.0%</b>	<b>4.5%</b>		<b>83.3%</b>
9. Los servicios estaban convenientes para mí.	4	1	3	17	12	0	3	<b>3.49</b>	
	<b>9.8%</b>	<b>2.4%</b>	<b>7.3%</b>	<b>41.5%</b>	<b>29.3%</b>	<b>0.0%</b>	<b>6.8%</b>		<b>70.7%</b>
<b>B. SATISFACCIÓN CON LOS SERVICIOS:</b>	<b>El Promedio Satisfacción con los servicios era 4.08</b>								
1. En general, estoy satisfecho(a) con los servicios que he recibido.	1	0	4	17	20	1	0	<b>4.21</b>	
	<b>2.3%</b>	<b>0.0%</b>	<b>9.3%</b>	<b>39.5%</b>	<b>46.5%</b>	<b>2.3%</b>	<b>0.0%</b>		<b>86.0%</b>
4. Las personas que me ayudaron estuvieron junto a mi durante el proceso.	1	0	4	16	19	2	1	<b>4.20</b>	
	<b>2.4%</b>	<b>0.0%</b>	<b>9.8%</b>	<b>39.0%</b>	<b>46.3%</b>	<b>4.5%</b>	<b>2.3%</b>		<b>85.4%</b>
5. Sentí que tenía a alguien con quien platicar cuándo tenía preocupaciones.	1	2	3	18	17	2	0	<b>4.07</b>	
	<b>2.4%</b>	<b>4.8%</b>	<b>7.1%</b>	<b>42.9%</b>	<b>40.5%</b>	<b>4.5%</b>	<b>0.0%</b>		<b>83.3%</b>
7. Recibí servicios que eran adecuados para mí.	0	3	3	22	14	0	1	<b>4.02</b>	
	<b>0.0%</b>	<b>7.0%</b>	<b>7.0%</b>	<b>51.2%</b>	<b>32.6%</b>	<b>0.0%</b>	<b>2.3%</b>		<b>83.7%</b>
10. Recibí la ayuda que quería.	0	1	6	22	14	0	0	<b>4.05</b>	
	<b>0.0%</b>	<b>2.3%</b>	<b>13.6%</b>	<b>50.0%</b>	<b>31.8%</b>	<b>0.0%</b>	<b>0.0%</b>		<b>81.8%</b>
11. Recibí la mayoría de la ayuda que necesitaba.	0	4	8	18	11	0	2	<b>3.79</b>	

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	0.0%	9.5%	19.0%	42.9%	26.2%	0.0%	4.5%		80.3%
<b>C. PARTICIPACIÓN EN EL TRATAMIENTO:</b>	<b>El Promedio Participación en el tratamiento era 4.06</b>								
2. Yo ayudé a escoger mis servicios.	0	3	5	19	16	0	0	4.02	
	0.0%	6.8%	11.4%	43.2%	36.4%	0.0%	0.0%		79.5%
3. Yo ayudé a escoger mis propias metas para mi tratamiento.	1	1	4	19	18	0	0	4.11	
	2.3%	2.3%	9.1%	43.2%	40.9%	0.0%	0.0%		84.1%
6. Yo participé en mi propio tratamiento.	1	2	1	25	14	0	0	4.05	
	2.3%	4.5%	2.3%	56.8%	31.8%	0.0%	0.0%		88.6%
<b>D. SENSIBILIDAD CULTURAL:</b>	<b>El Promedio Sensibilidad cultural era 4.29</b>								
12. El personal me trató con respeto.	1	0	0	17	25	0	0	4.41	
	2.3%	0.0%	0.0%	38.6%	56.8%	0.0%	0.0%		95.5%
13. El personal respetó la religión y las creencias espirituales de mi familia.	1	0	0	13	15	14	0	4.27	
	3.3%	0.0%	0.0%	43.3%	50.0%	31.8%	0.0%		93.3%
14. El personal me habló de una forma, que pude entender.	1	1	0	16	22	2	1	4.32	
	2.4%	2.4%	0.0%	39.0%	53.7%	4.5%	2.3%		92.7%
15. El personal tomó en cuenta y fue sensible a mi cultura y antecedentes étnicos.	1	1	1	13	15	10	2	4.16	
	3.1%	3.1%	3.1%	40.6%	46.9%	31.3%	6.3%		87.5%

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<b>E. RESULTADOS POSITIVOS DE LOS SERVICIOS:</b>	<b>El Promedio Resultados positivos de los servicios era 3.61</b>								
16. Es más fácil para mí tratar de solucionar mis problemas de cada día.	0	4	12	20	5	2	0	<b>3.55</b>	
	<b>0.0%</b>	<b>9.5%</b>	<b>28.6%</b>	<b>47.6%</b>	<b>11.9%</b>	<b>4.5%</b>	<b>0.0%</b>		<b>59.5%</b>
17. Me llevo mejor con mi familia.	0	4	12	19	6	1	1	<b>3.57</b>	
	<b>0.0%</b>	<b>9.5%</b>	<b>28.6%</b>	<b>45.2%</b>	<b>14.3%</b>	<b>2.3%</b>	<b>2.3%</b>		<b>59.5%</b>
18. Me llevo mejor con mis amigos(as) y otras personas.	0	2	8	26	5	1	1	<b>3.74</b>	
	<b>0.0%</b>	<b>4.8%</b>	<b>19.0%</b>	<b>61.9%</b>	<b>11.9%</b>	<b>2.3%</b>	<b>2.3%</b>		<b>73.8%</b>
19. Me va mejor en la escuela o en el trabajo.	0	2	11	20	7	1	2	<b>3.71</b>	
	<b>0.0%</b>	<b>4.9%</b>	<b>26.8%</b>	<b>48.8%</b>	<b>17.1%</b>	<b>2.3%</b>	<b>4.5%</b>		<b>65.9%</b>
20. Es más fácil para mi areglármelas cuándo algo me sale mal.	0	2	15	18	6	1	1	<b>3.60</b>	
	<b>0.0%</b>	<b>4.8%</b>	<b>35.7%</b>	<b>42.9%</b>	<b>14.3%</b>	<b>2.3%</b>	<b>2.3%</b>		<b>57.1%</b>
21. Ahora estoy satisfecho(a) con mi vida familiar.	0	5	12	20	4	0	2	<b>3.48</b>	
	<b>0.0%</b>	<b>11.9%</b>	<b>28.6%</b>	<b>47.6%</b>	<b>9.5%</b>	<b>0.0%</b>	<b>4.5%</b>		<b>57.1%</b>