



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Spring 2017

All Mental Health Programs

Overall Satisfaction¹
90.7%

Return Rate²
76.9%

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

People served May 15-19 2017 (Avatar billing): 4639
People surveyed: 3567 (1122 youth and 2445 adults)

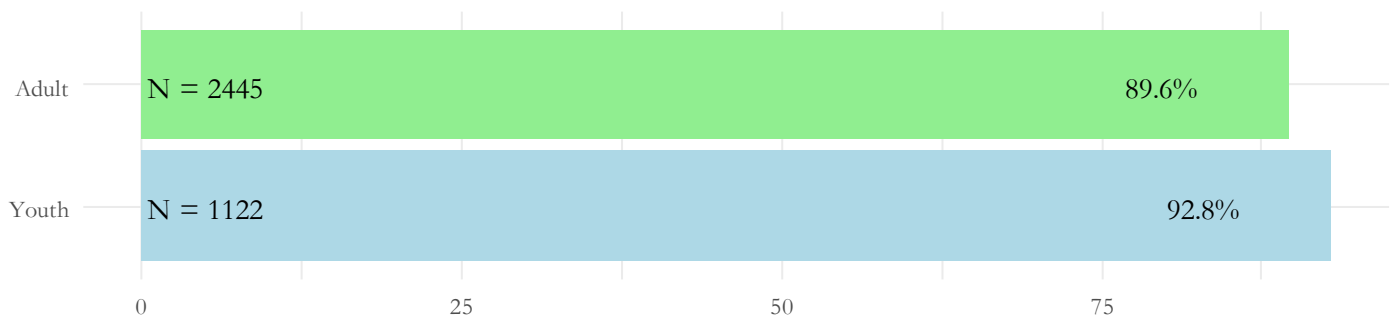
Adult satisfaction mean score: 4.29

Youth satisfaction mean score: 4.28

Family satisfaction mean score: 4.48

Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)



Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) mental health programs billed services for 4639 clients; surveys were returned for 3567 clients ($3567/4639 = 76.9\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

All Mental Health Programs

Overall Satisfaction¹
89.5%

Return Rate²
76.4%

Overall satisfaction³ mean score for mental health programs: **4.29**.

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

Highest Agreement Items

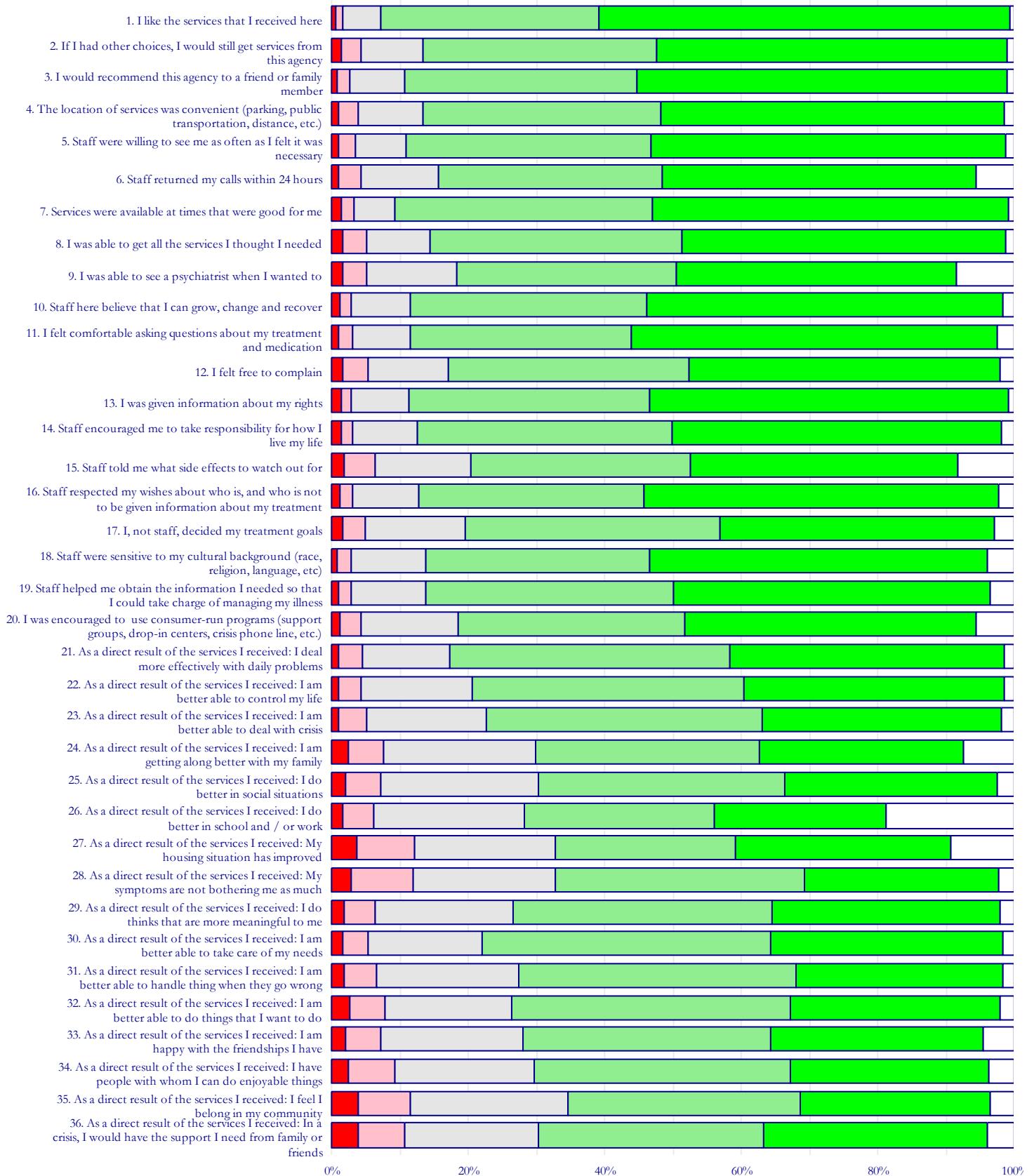
- 92.9% 1. I like the services that I received here
- 90.7% 7. Services were available at times that were good for me
- 89.2% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 77.9% 15. Staff told me what side effects to watch out for
- 80.0% 17. I, not staff, decided my treatment goals
- 80.1% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



MHSIP Items 1-25

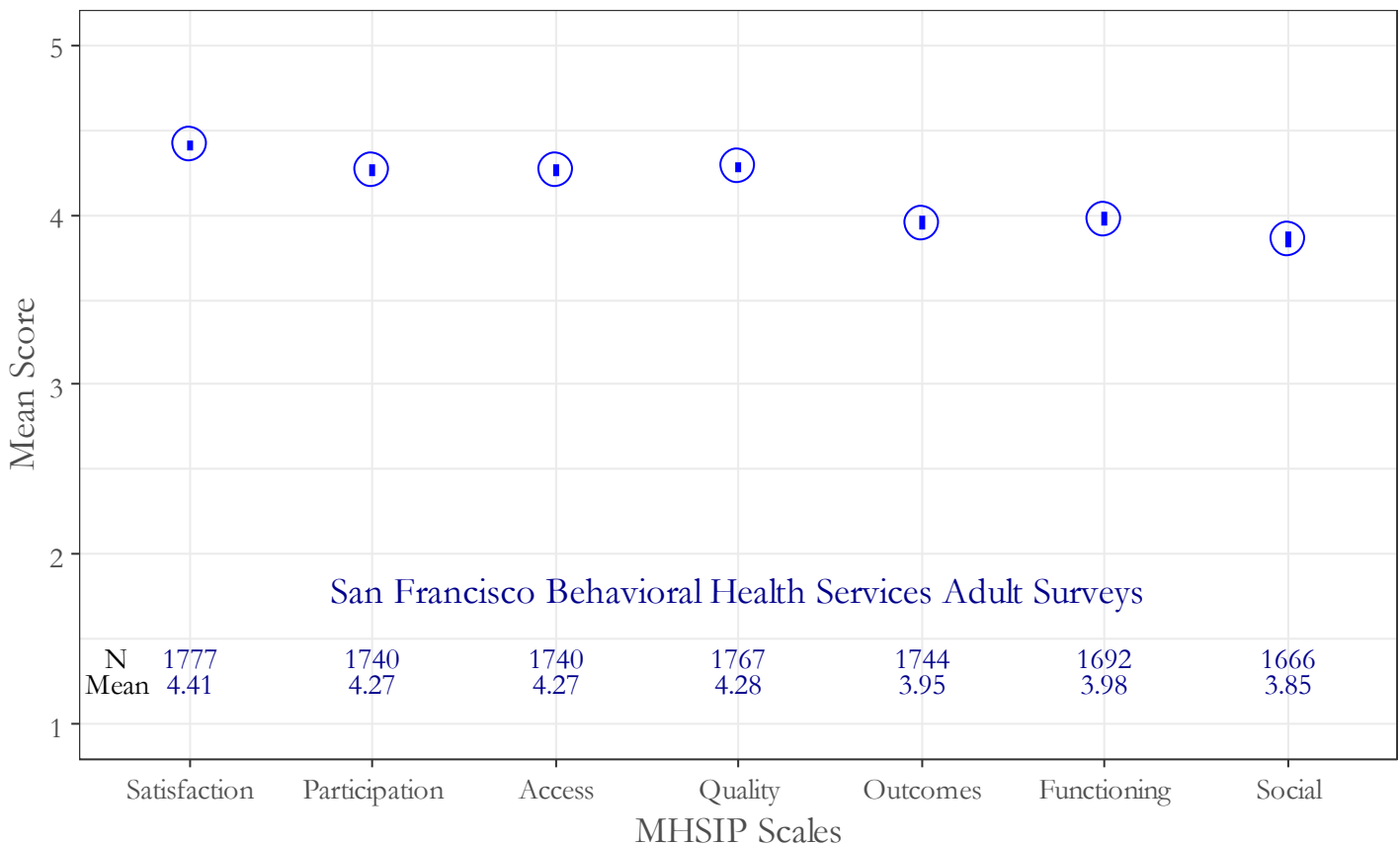
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|---------------|---------------|----------------|--------------|---------------|
| 92.9 % 1. I like the services that I received here | 11 0.4 % | 17 0.7 % | 96 3.7 % | 563 21.9 % | 1057 41.2 % | 11 0.4 % | 811 31.6 % |
| 86.5 % 2. If I had other choices, I would still get services from this agency | 22 0.9 % | 51 2.0 % | 157 6.1 % | 590 23.0 % | 886 34.5 % | 17 0.7 % | 843 32.9 % |
| 89.2 % 3. I would recommend this agency to a friend or family member | 12 0.5 % | 32 1.2 % | 140 5.5 % | 586 22.8 % | 932 36.3 % | 18 0.7 % | 846 33.0 % |
| 86.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 15 0.6 % | 53 2.1 % | 161 6.3 % | 603 23.5 % | 870 33.9 % | 27 1.0 % | 837 32.6 % |
| 89.0 % 5. Staff were willing to see me as often as I felt it was necessary | 16 0.6 % | 44 1.7 % | 129 5.0 % | 621 24.2 % | 904 35.2 % | 21 0.8 % | 831 32.4 % |
| 83.5 % 6. Staff returned my calls within 24 hours | 15 0.6 % | 58 2.3 % | 195 7.6 % | 565 22.0 % | 792 30.9 % | 95 3.7 % | 846 33.0 % |
| 90.7 % 7. Services were available at times that were good for me | 24 0.9 % | 33 1.3 % | 102 4.0 % | 654 25.5 % | 901 35.1 % | 14 0.5 % | 838 32.7 % |
| 85.5 % 8. I was able to get all the services I thought I needed | 28 1.1 % | 60 2.3 % | 160 6.2 % | 638 24.9 % | 820 32.0 % | 22 0.9 % | 838 32.7 % |
| 80.1 % 9. I was able to see a psychiatrist when I wanted to | 27 1.0 % | 59 2.3 % | 225 8.8 % | 551 21.5 % | 702 27.4 % | 146 5.7 % | 856 33.4 % |
| 88.4 % 10. Staff here believe that I can grow, change and recover | 19 0.7 % | 29 1.1 % | 149 5.8 % | 600 23.4 % | 901 35.1 % | 28 1.1 % | 840 32.7 % |
| 88.3 % 11. I felt comfortable asking questions about my treatment and medication | 17 0.7 % | 36 1.4 % | 144 5.6 % | 563 21.9 % | 925 36.0 % | 45 1.8 % | 836 32.6 % |
| 82.6 % 12. I felt free to complain | 29 1.1 % | 62 2.4 % | 204 8.0 % | 613 23.9 % | 790 30.8 % | 35 1.4 % | 833 32.5 % |
| 88.7 % 13. I was given information about my rights | 24 0.9 % | 25 1.0 % | 144 5.6 % | 610 23.8 % | 910 35.5 % | 15 0.6 % | 838 32.7 % |
| 87.3 % 14. Staff encouraged me to take responsibility for how I live my life | 22 0.9 % | 30 1.2 % | 165 6.4 % | 646 25.2 % | 840 32.7 % | 32 1.2 % | 831 32.4 % |
| 77.9 % 15. Staff told me what side effects to watch out for | 32 1.2 % | 75 2.9 % | 240 9.3 % | 551 21.5 % | 671 26.2 % | 143 5.6 % | 854 33.3 % |
| 87.1 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 19 0.7 % | 32 1.2 % | 168 6.6 % | 573 22.3 % | 901 35.1 % | 40 1.6 % | 833 32.5 % |
| 80.0 % 17. I, not staff, decided my treatment goals | 27 1.0 % | 57 2.2 % | 249 9.7 % | 641 25.0 % | 688 26.8 % | 51 2.0 % | 853 33.2 % |
| 85.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 14 0.5 % | 35 1.4 % | 187 7.3 % | 563 21.9 % | 852 33.2 % | 67 2.6 % | 848 33.1 % |
| 85.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 17 0.7 % | 33 1.3 % | 187 7.3 % | 624 24.3 % | 801 31.2 % | 60 2.3 % | 844 32.9 % |
| 80.5 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 20 0.8 % | 51 2.0 % | 233 9.1 % | 547 21.3 % | 705 27.5 % | 91 3.5 % | 919 35.8 % |
| 82.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 16 0.6 % | 59 2.3 % | 209 8.1 % | 677 26.4 % | 661 25.8 % | 24 0.9 % | 920 35.9 % |
| 79.2 % 22. As a direct result of the services I received: I am better able to control my life | 17 0.7 % | 54 2.1 % | 264 10.3 % | 650 25.3 % | 624 24.3 % | 25 1.0 % | 932 36.3 % |
| 77.1 % 23. As a direct result of the services I received: I am better able to deal with crisis | 17 0.7 % | 67 2.6 % | 294 11.5 % | 682 26.6 % | 588 22.9 % | 31 1.2 % | 887 34.6 % |
| 67.7 % 24. As a direct result of the services I received: I am getting along better with my family | 41 1.6 % | 87 3.4 % | 373 14.5 % | 548 21.4 % | 500 19.5 % | 126 4.9 % | 891 34.7 % |
| 68.9 % 25. As a direct result of the services I received: I do better in social situations | 32 1.2 % | 88 3.4 % | 386 15.0 % | 602 23.5 % | 520 20.3 % | 43 1.7 % | 895 34.9 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|--------------|---------------|---------------|----------------|---------------|---------------|
| 65.2 % 26. As a direct result of the services I received: I do better in school and / or work | 26 1.0 % | 74 2.9 % | 367 14.3 % | 459 17.9 % | 416 16.2 % | 313 12.2 % | 911 35.5 % |
| 63.9 % 27. As a direct result of the services I received: My housing situation has improved | 61 2.4 % | 140 5.5 % | 341 13.3 % | 439 17.1 % | 520 20.3 % | 156 6.1 % | 909 35.4 % |
| 66.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 48 1.9 % | 150 5.8 % | 348 13.6 % | 607 23.7 % | 475 18.5 % | 40 1.6 % | 898 35.0 % |
| 72.9 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 31 1.2 % | 74 2.9 % | 340 13.2 % | 637 24.8 % | 561 21.9 % | 37 1.4 % | 886 34.5 % |
| 77.6 % 30. As a direct result of the services I received: I am better able to take care of my needs | 26 1.0 % | 64 2.5 % | 281 10.9 % | 713 27.8 % | 571 22.2 % | 29 1.1 % | 882 34.4 % |
| 72.1 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 30 1.2 % | 80 3.1 % | 351 13.7 % | 683 26.6 % | 508 19.8 % | 30 1.2 % | 884 34.4 % |
| 73.1 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 44 1.7 % | 86 3.4 % | 309 12.0 % | 680 26.5 % | 513 20.0 % | 34 1.3 % | 900 35.1 % |
| 70.6 % 33. As a direct result of the services I received: I am happy with the friendships I have | 33 1.3 % | 85 3.3 % | 351 13.7 % | 607 23.7 % | 520 20.3 % | 78 3.0 % | 892 34.8 % |
| 69.2 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 41 1.6 % | 112 4.4 % | 340 13.2 % | 623 24.3 % | 486 18.9 % | 62 2.4 % | 902 35.1 % |
| 64.1 % 35. As a direct result of the services I received: I feel I belong in my community | 63 2.5 % | 126 4.9 % | 385 15.0 % | 564 22.0 % | 461 18.0 % | 59 2.3 % | 908 35.4 % |
| 68.4 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 64 2.5 % | 111 4.3 % | 326 12.7 % | 545 21.2 % | 541 21.1 % | 67 2.6 % | 912 35.5 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

| Completion Status | Adult/Older Adult | | Total |
|-------------------|-------------------|---------------|----------------|
| | Adult | Older Adult | |
| Refused | 471 21.9 % | 59 14.1 % | 530 20.7 % |
| Impaired | 111 5.2 % | 35 8.4 % | 146 5.7 % |
| Language | 12 0.6 % | 7 1.7 % | 19 0.7 % |
| Other | 70 3.3 % | 11 2.6 % | 81 3.2 % |
| No Data | 58 2.7 % | 10 2.4 % | 68 2.7 % |
| Completed Survey | 1427 66.4 % | 295 70.7 % | 1722 67.1 % |
| Total | 2149 100 % | 417 100 % | 2566 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) mental health programs billed services for 3004 adult clients; surveys were returned for 2311 adult clients ($2311/3004 = 76.4\%$).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for mental health programs (blue). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

All Mental Health Programs

Overall Satisfaction¹
92.8%

Return Rate²
77.9%

Overall satisfaction³ mean score for mental health programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

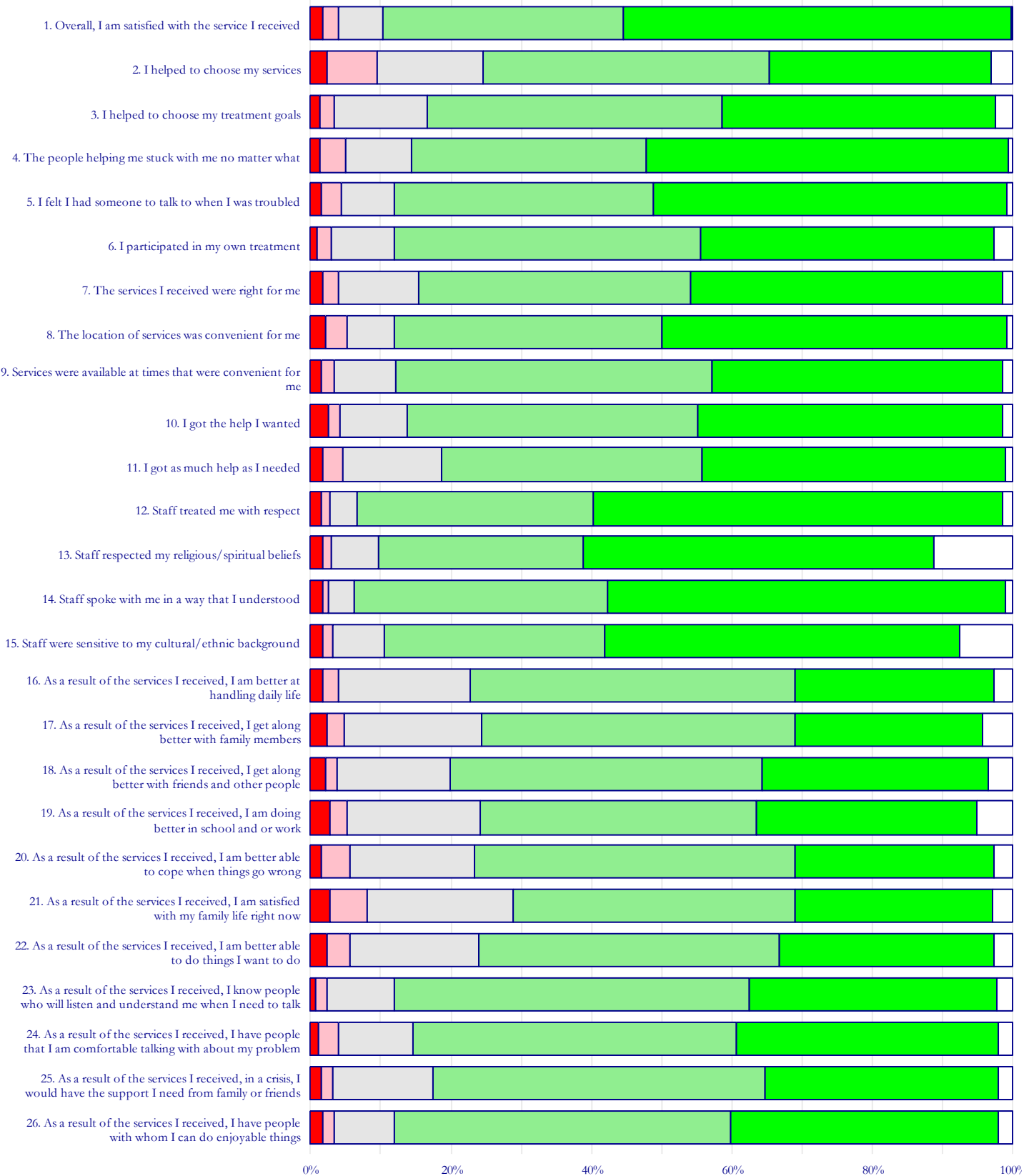
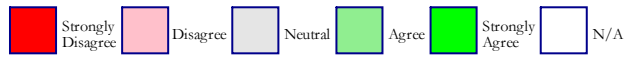
- 95.5% 14. Staff spoke with me in a way that I understood
- 95.3% 12. Staff treated me with respect
- 92.4% 13. Staff respected my religious/spiritual beliefs

Lowest Agreement Items

- 82.1% 2. I helped to choose my services
- 85.7% 11. I got as much help as I needed
- 86.4% 3. I helped to choose my treatment goals

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

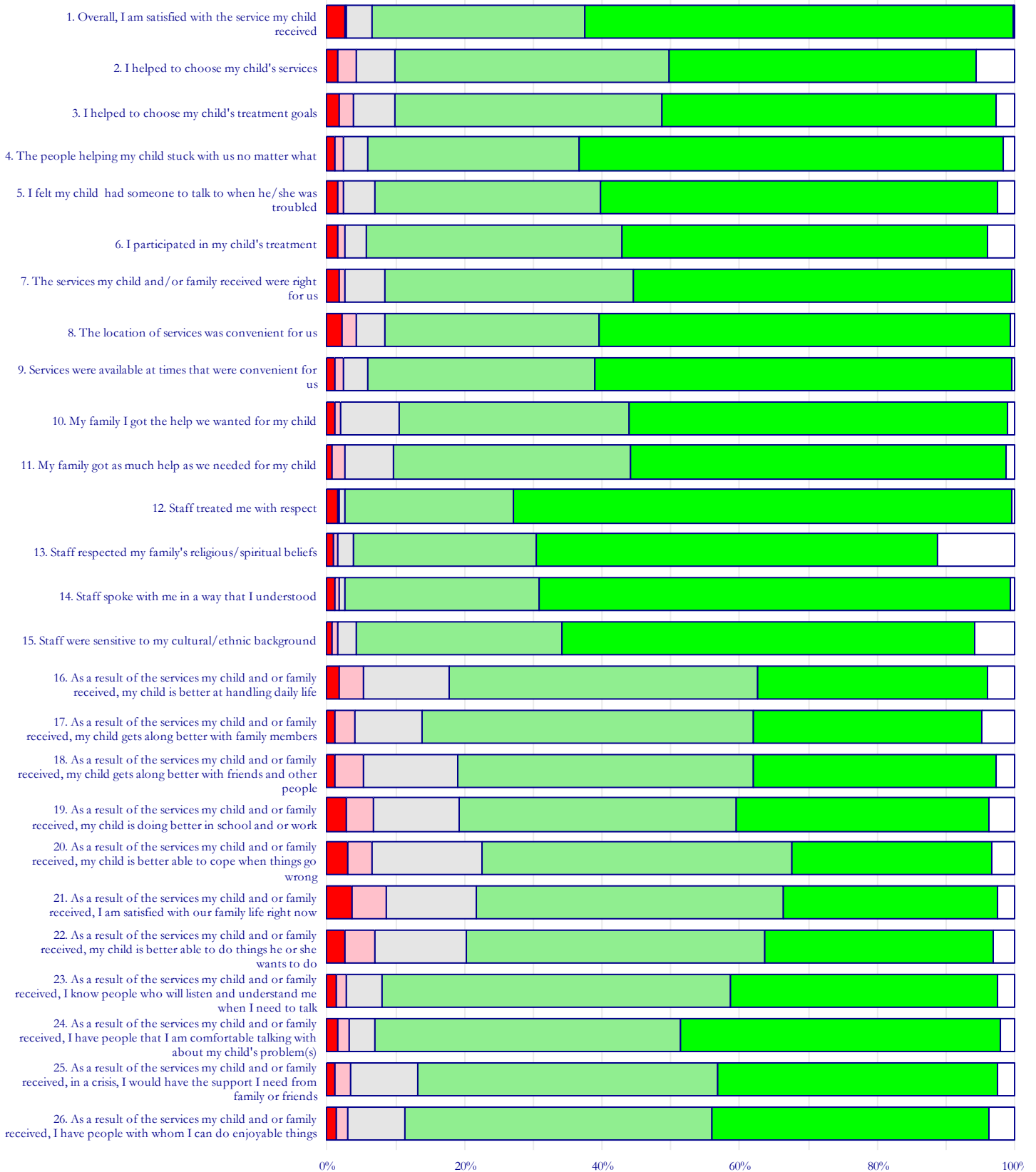
Youth Services Survey for Youth



Youth Services Survey for Youth N = 575

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|--------------|---------------|----------------|-------------|---------------|
| 89.7 % 1. Overall, I am satisfied with the service I received | 8 1.4 % | 10 1.7 % | 27 4.7 % | 151 26.3 % | 243 42.3 % | 1 0.2 % | 135 23.5 % |
| 74.5 % 2. I helped to choose my services | 10 1.7 % | 32 5.6 % | 66 11.5 % | 178 31.0 % | 138 24.0 % | 14 2.4 % | 137 23.8 % |
| 82.9 % 3. I helped to choose my treatment goals | 6 1.0 % | 9 1.6 % | 57 9.9 % | 181 31.5 % | 167 29.0 % | 11 1.9 % | 144 25.0 % |
| 85.4 % 4. The people helping me stuck with me no matter what | 6 1.0 % | 16 2.8 % | 41 7.1 % | 145 25.2 % | 224 39.0 % | 3 0.5 % | 140 24.3 % |
| 88.0 % 5. I felt I had someone to talk to when I was troubled | 7 1.2 % | 12 2.1 % | 33 5.7 % | 161 28.0 % | 220 38.3 % | 4 0.7 % | 138 24.0 % |
| 87.7 % 6. I participated in my own treatment | 4 0.7 % | 9 1.6 % | 39 6.8 % | 190 33.0 % | 182 31.6 % | 12 2.1 % | 139 24.2 % |
| 84.3 % 7. The services I received were right for me | 8 1.4 % | 9 1.6 % | 50 8.7 % | 167 29.0 % | 193 33.6 % | 6 1.0 % | 142 24.7 % |
| 88.0 % 8. The location of services was convenient for me | 9 1.6 % | 14 2.4 % | 29 5.0 % | 166 28.9 % | 214 37.2 % | 4 0.7 % | 139 24.2 % |
| 87.8 % 9. Services were available at times that were convenient for me | 7 1.2 % | 8 1.4 % | 37 6.4 % | 194 33.7 % | 179 31.1 % | 6 1.0 % | 144 25.0 % |
| 86.1 % 10. I got the help I wanted | 11 1.9 % | 7 1.2 % | 42 7.3 % | 181 31.5 % | 190 33.0 % | 6 1.0 % | 138 24.0 % |
| 81.2 % 11. I got as much help as I needed | 8 1.4 % | 12 2.1 % | 61 10.6 % | 162 28.2 % | 188 32.7 % | 5 0.9 % | 139 24.2 % |
| 93.3 % 12. Staff treated me with respect | 7 1.2 % | 5 0.9 % | 17 3.0 % | 148 25.7 % | 256 44.5 % | 6 1.0 % | 136 23.6 % |
| 89.1 % 13. Staff respected my religious/spiritual beliefs | 8 1.4 % | 5 0.9 % | 29 5.0 % | 127 22.1 % | 218 37.9 % | 49 8.5 % | 139 24.2 % |
| 93.8 % 14. Staff spoke with me in a way that I understood | 8 1.4 % | 3 0.5 % | 16 2.8 % | 158 27.5 % | 247 43.0 % | 5 0.9 % | 138 24.0 % |
| 88.7 % 15. Staff were sensitive to my cultural/ethnic background | 8 1.4 % | 6 1.0 % | 31 5.4 % | 136 23.6 % | 218 37.9 % | 33 5.7 % | 143 24.9 % |
| 76.6 % 16. As a result of the services I received, I am better at handling daily life | 8 1.4 % | 9 1.6 % | 82 14.3 % | 201 35.0 % | 123 21.4 % | 12 2.1 % | 140 24.3 % |
| 74.5 % 17. As a result of the services I received, I get along better with family members | 10 1.7 % | 11 1.9 % | 84 14.6 % | 192 33.4 % | 115 20.0 % | 19 3.3 % | 144 25.0 % |
| 79.4 % 18. As a result of the services I received, I get along better with friends and other people | 9 1.6 % | 7 1.2 % | 70 12.2 % | 192 33.4 % | 139 24.2 % | 15 2.6 % | 143 24.9 % |
| 74.6 % 19. As a result of the services I received, I am doing better in school and or work | 12 2.1 % | 11 1.9 % | 82 14.3 % | 171 29.7 % | 137 23.8 % | 22 3.8 % | 140 24.3 % |
| 76.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 7 1.2 % | 17 3.0 % | 77 13.4 % | 197 34.3 % | 122 21.2 % | 12 2.1 % | 143 24.9 % |
| 70.2 % 21. As a result of the services I received, I am satisfied with my family life right now | 12 2.1 % | 23 4.0 % | 91 15.8 % | 175 30.4 % | 122 21.2 % | 13 2.3 % | 139 24.2 % |
| 75.4 % 22. As a result of the services I received, I am better able to do things I want to do | 10 1.7 % | 14 2.4 % | 80 13.9 % | 186 32.4 % | 132 23.0 % | 12 2.1 % | 141 24.5 % |
| 87.7 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 3 0.5 % | 7 1.2 % | 42 7.3 % | 219 38.1 % | 153 26.6 % | 10 1.7 % | 141 24.5 % |
| 85.2 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 5 0.9 % | 12 2.1 % | 46 8.0 % | 200 34.8 % | 162 28.2 % | 9 1.6 % | 141 24.5 % |
| 82.2 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 7 1.2 % | 7 1.2 % | 61 10.6 % | 204 35.5 % | 143 24.9 % | 9 1.6 % | 144 25.0 % |
| 87.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 8 1.4 % | 7 1.2 % | 37 6.4 % | 206 35.8 % | 165 28.7 % | 9 1.6 % | 143 24.9 % |

Youth Services Survey for Families



Youth Services Survey for Families N = 710

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|---------------|----------------|-------------|---------------|
| 93.5 % 1. Overall, I am satisfied with the service my child received | 12 1.7 % | 1 0.1 % | 16 2.2 % | 139 19.6 % | 280 39.4 % | 1 0.1 % | 261 36.8 % |
| 89.6 % 2. I helped to choose my child's services | 7 1.0 % | 12 1.7 % | 25 3.5 % | 179 25.2 % | 200 28.2 % | 25 3.5 % | 262 36.9 % |
| 89.9 % 3. I helped to choose my child's treatment goals | 8 1.1 % | 9 1.3 % | 26 3.7 % | 171 24.1 % | 213 30.0 % | 12 1.7 % | 271 38.2 % |
| 94.1 % 4. The people helping my child stuck with us no matter what | 5 0.7 % | 6 0.8 % | 15 2.1 % | 137 19.3 % | 274 38.6 % | 8 1.1 % | 265 37.3 % |
| 92.9 % 5. I felt my child had someone to talk to when he/she was troubled | 7 1.0 % | 4 0.6 % | 20 2.8 % | 147 20.7 % | 258 36.3 % | 11 1.6 % | 263 37.0 % |
| 94.0 % 6. I participated in my child's treatment | 7 1.0 % | 5 0.7 % | 14 2.0 % | 166 23.4 % | 238 33.5 % | 18 2.5 % | 262 36.9 % |
| 91.5 % 7. The services my child and/or family received were right for us | 8 1.1 % | 4 0.6 % | 26 3.7 % | 161 22.7 % | 246 34.6 % | 2 0.3 % | 263 37.0 % |
| 91.4 % 8. The location of services was convenient for us | 10 1.4 % | 9 1.3 % | 19 2.7 % | 139 19.6 % | 267 37.6 % | 3 0.4 % | 263 37.0 % |
| 94.0 % 9. Services were available at times that were convenient for us | 5 0.7 % | 6 0.8 % | 16 2.2 % | 148 20.8 % | 272 38.3 % | 2 0.3 % | 261 36.8 % |
| 89.4 % 10. My family I got the help we wanted for my child | 5 0.7 % | 4 0.6 % | 38 5.3 % | 149 21.0 % | 246 34.6 % | 5 0.7 % | 263 37.0 % |
| 90.2 % 11. My family got as much help as we needed for my child | 3 0.4 % | 9 1.3 % | 31 4.4 % | 153 21.6 % | 243 34.2 % | 6 0.8 % | 265 37.3 % |
| 97.3 % 12. Staff treated me with respect | 7 1.0 % | 1 0.1 % | 4 0.6 % | 109 15.3 % | 324 45.6 % | 2 0.3 % | 263 37.0 % |
| 95.7 % 13. Staff respected my family's religious/spiritual beliefs | 4 0.6 % | 3 0.4 % | 10 1.4 % | 118 16.6 % | 258 36.3 % | 50 7.0 % | 267 37.6 % |
| 97.3 % 14. Staff spoke with me in a way that I understood | 5 0.7 % | 3 0.4 % | 4 0.6 % | 125 17.6 % | 305 43.0 % | 3 0.4 % | 265 37.3 % |
| 95.5 % 15. Staff were sensitive to my cultural/ethnic background | 3 0.4 % | 4 0.6 % | 12 1.7 % | 133 18.7 % | 266 37.5 % | 26 3.7 % | 266 37.5 % |
| 81.5 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 8 1.1 % | 16 2.2 % | 55 7.8 % | 199 28.0 % | 148 20.8 % | 18 2.5 % | 266 37.5 % |
| 85.5 % 17. As a result of the services my child and or family received, my child gets along better with family members | 5 0.7 % | 13 1.8 % | 43 6.1 % | 213 30.0 % | 147 20.7 % | 21 3.0 % | 268 37.8 % |
| 80.5 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 5 0.7 % | 18 2.5 % | 60 8.5 % | 188 26.5 % | 154 21.7 % | 12 1.7 % | 273 38.5 % |
| 79.9 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 13 1.8 % | 17 2.4 % | 56 7.9 % | 179 25.2 % | 163 23.0 % | 17 2.4 % | 265 37.3 % |
| 76.7 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 13 1.8 % | 16 2.2 % | 70 9.9 % | 198 27.9 % | 127 17.9 % | 15 2.1 % | 271 38.2 % |
| 77.7 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 16 2.2 % | 22 3.1 % | 58 8.2 % | 197 27.8 % | 137 19.3 % | 11 1.6 % | 269 37.9 % |
| 79.1 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 12 1.7 % | 19 2.7 % | 59 8.3 % | 193 27.2 % | 147 20.7 % | 14 2.0 % | 266 37.5 % |
| 91.8 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 6 0.8 % | 6 0.8 % | 23 3.2 % | 223 31.4 % | 171 24.1 % | 11 1.6 % | 270 38.0 % |
| 92.8 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 7 1.0 % | 7 1.0 % | 17 2.4 % | 195 27.5 % | 204 28.7 % | 9 1.3 % | 271 38.2 % |
| 86.6 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 5 0.7 % | 10 1.4 % | 42 5.9 % | 190 26.8 % | 177 24.9 % | 11 1.6 % | 275 38.7 % |
| 88.2 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 6 0.8 % | 7 1.0 % | 36 5.1 % | 193 27.2 % | 175 24.6 % | 16 2.2 % | 277 39.0 % |

| Completion Status | Survey Compliance Mental Health Programs Completion by Respondent Type | | Total |
|-------------------|---|---------------|---------------|
| | Family | Youth | |
| | Refused | 126 17.7 % | |
| Impaired | 3 0.4 % | 2 0.3 % | 5 0.4 % |
| Language | 2 0.3 % | 0 0 % | 2 0.2 % |
| Other | 98 13.8 % | 33 5.7 % | 131 10.2 % |
| No Data | 29 4.1 % | 8 1.4 % | 37 2.9 % |
| Completed Survey | 452 63.7 % | 442 76.9 % | 894 69.6 % |
| Total | 710 100 % | 575 100 % | 1285 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) mental health programs billed services for 1440 youth clients; surveys were returned for 1122 youth clients (1122/1440 = 77.9).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for mental health programs (blue) for youth and (green) for family. The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

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

Overall Satisfaction¹
92.9%

Return Rate²
38.7%

Overall satisfaction³ mean score for A Better Way Outpatient: **4.92** (youth), **4.28** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.49** (family).

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

Highest Agreement Items

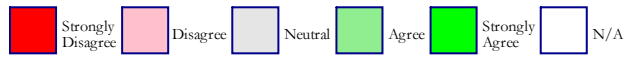
- 100.0% 6. I participated in my own treatment
- 100.0% 12. Staff treated me with respect
- 100.0% 13. Staff respected my religious/spiritual beliefs

Lowest Agreement Items

- 85.7% 4. The people helping me stuck with me no matter what
- 85.7% 5. I felt I had someone to talk to when I was troubled
- 85.7% 10. I got the help I wanted

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

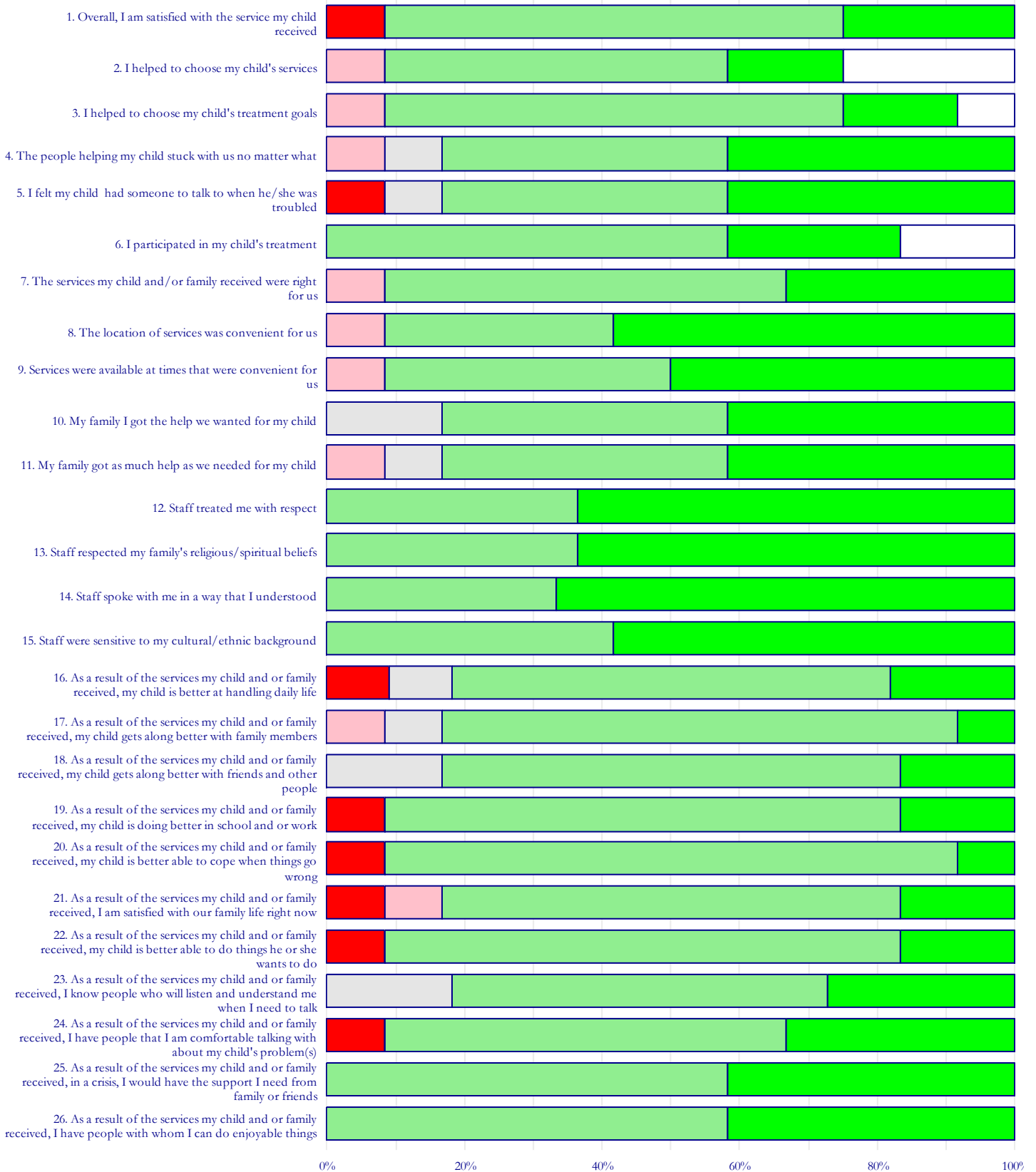
Youth Services Survey for Youth



Youth Services Survey for Youth N = 2

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

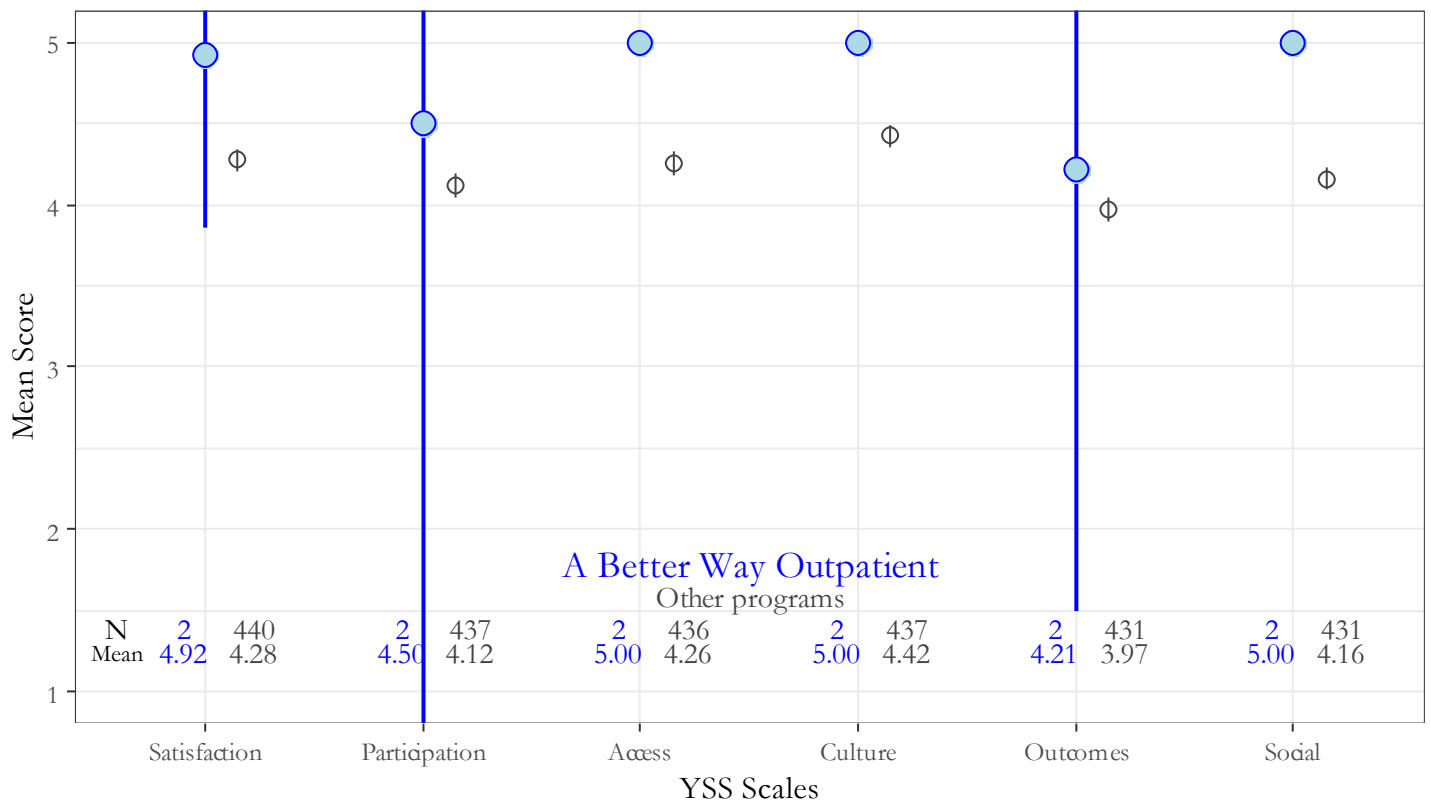
Youth Services Survey for Families



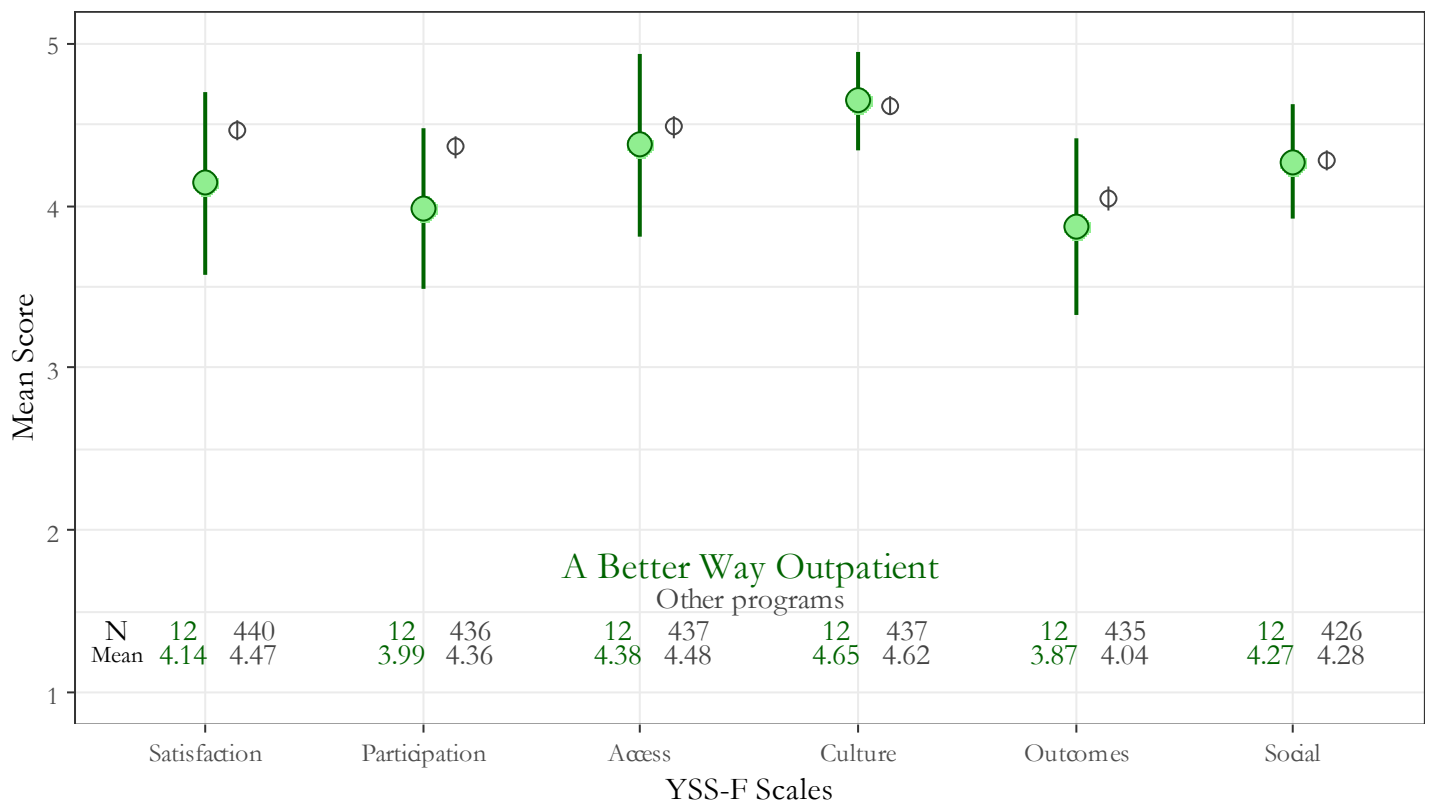
Youth Services Survey for Families N = 12

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|-------------|--------------|----------------|-------------|------------|
| 91.7 % 1. Overall, I am satisfied with the service my child received | 1 8.3 % | 0 0.0 % | 0 0.0 % | 8 66.7 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 2. I helped to choose my child's services | 0 0.0 % | 1 8.3 % | 0 0.0 % | 6 50.0 % | 2 16.7 % | 3 25.0 % | 0 0.0 % |
| 90.9 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 1 8.3 % | 0 0.0 % | 8 66.7 % | 2 16.7 % | 1 8.3 % | 0 0.0 % |
| 83.3 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 1 8.3 % | 1 8.3 % | 5 41.7 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 5. I felt my child had someone to talk to when he/she was troubled | 1 8.3 % | 0 0.0 % | 1 8.3 % | 5 41.7 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 58.3 % | 3 25.0 % | 2 16.7 % | 0 0.0 % |
| 91.7 % 7. The services my child and/or family received were right for us | 0 0.0 % | 1 8.3 % | 0 0.0 % | 7 58.3 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 8. The location of services was convenient for us | 0 0.0 % | 1 8.3 % | 0 0.0 % | 4 33.3 % | 7 58.3 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 9. Services were available at times that were convenient for us | 0 0.0 % | 1 8.3 % | 0 0.0 % | 5 41.7 % | 6 50.0 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 2 16.7 % | 5 41.7 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 11. My family got as much help as we needed for my child | 0 0.0 % | 1 8.3 % | 1 8.3 % | 5 41.7 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 33.3 % | 7 58.3 % | 0 0.0 % | 1 8.3 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 33.3 % | 7 58.3 % | 0 0.0 % | 1 8.3 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 33.3 % | 8 66.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 41.7 % | 7 58.3 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 1 8.3 % | 0 0.0 % | 1 8.3 % | 7 58.3 % | 2 16.7 % | 0 0.0 % | 1 8.3 % |
| 83.3 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 1 8.3 % | 1 8.3 % | 9 75.0 % | 1 8.3 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 2 16.7 % | 8 66.7 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 1 8.3 % | 0 0.0 % | 0 0.0 % | 9 75.0 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 1 8.3 % | 0 0.0 % | 0 0.0 % | 10 83.3 % | 1 8.3 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 1 8.3 % | 1 8.3 % | 0 0.0 % | 8 66.7 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 1 8.3 % | 0 0.0 % | 0 0.0 % | 9 75.0 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 91.7 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 1 8.3 % | 0 0.0 % | 0 0.0 % | 7 58.3 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 58.3 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 58.3 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|--------------------------|------------------------|------------|--------------|
| A Better Way | | | |
| Outpatient | | | |
| Completion Status | Completion by | | Total |
| | Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 12 100 % | 2 100 % | 14 100 % |
| Total | 12 100 % | 2 100 % | 14 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 31 clients; surveys were returned for 12 clients (12 / 31 = 38.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

AARS Project ADAPT Mental Health

Program Code(s): 38JBOP

Overall Satisfaction¹

100.0%

Return Rate²

92.9%

Overall satisfaction³ mean score for AARS Project ADAPT Mental Health: **4.67**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

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

100.0% 11. I felt comfortable asking questions about my treatment and medication

Lowest Agreement Items

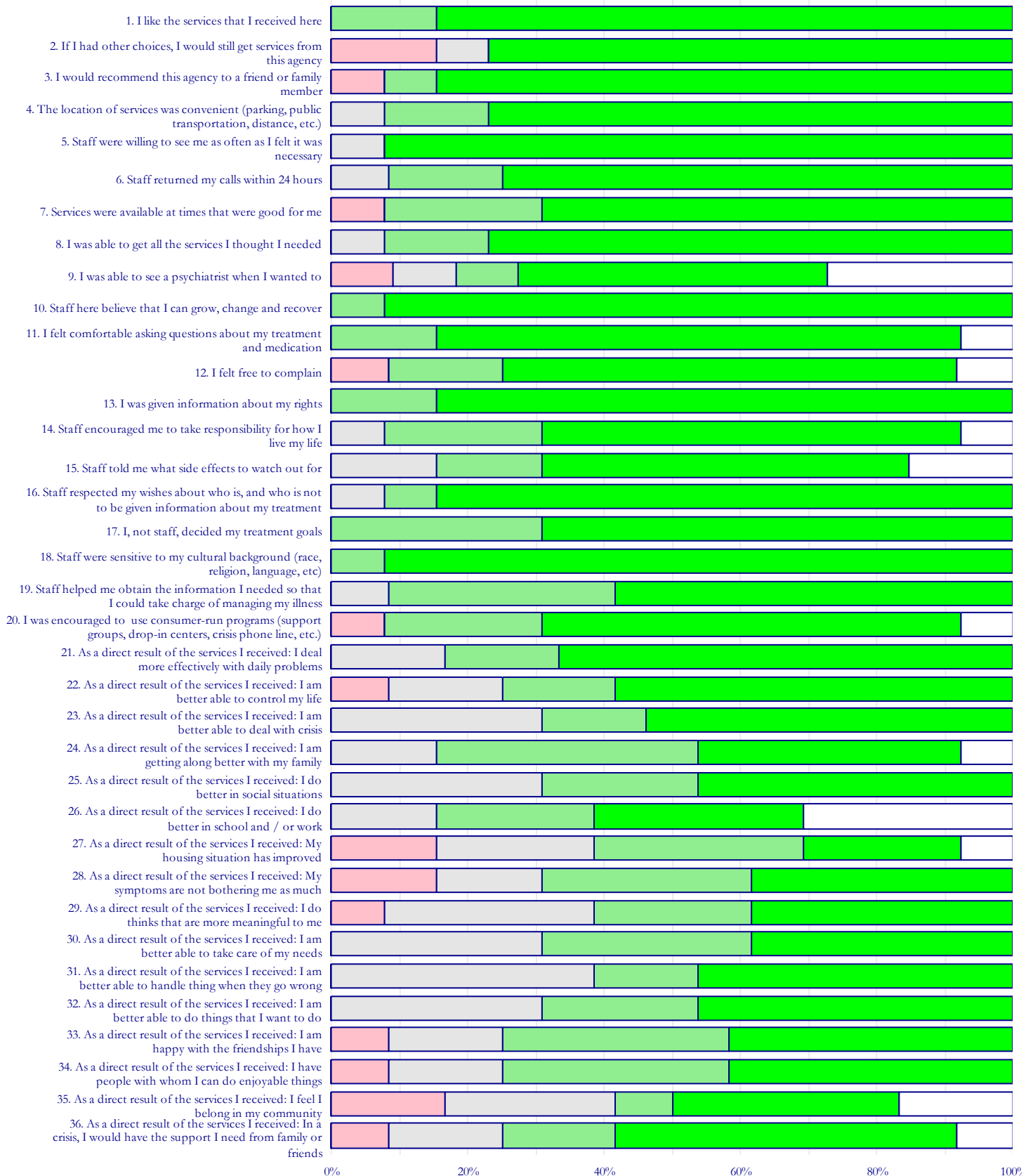
75.0% 9. I was able to see a psychiatrist when I wanted to

76.9% 2. If I had other choices, I would still get services from this agency

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

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

MHSIP Items



MHSIP Items 1-25

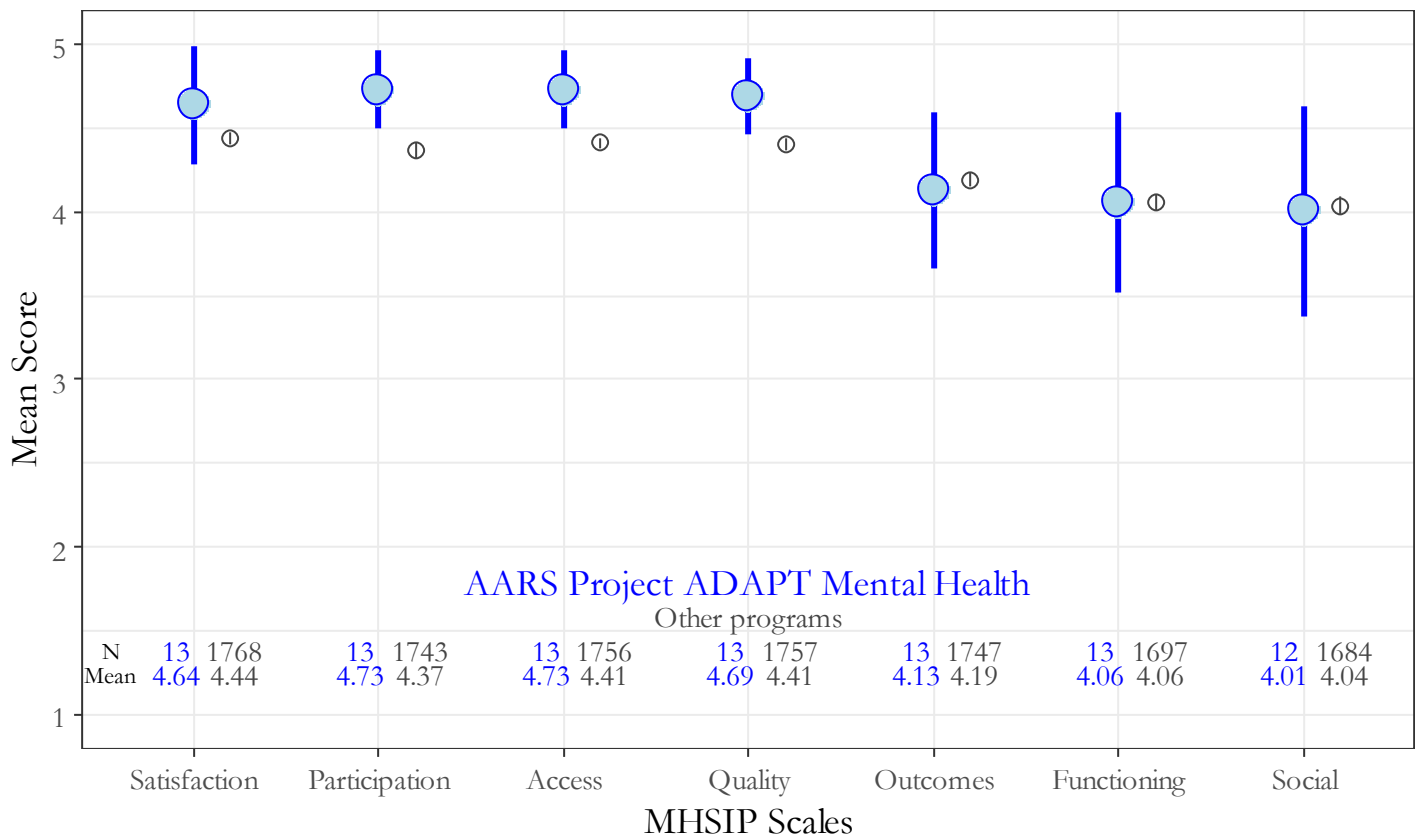
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 15.4 % | 11 84.6 % | 0 0.0 % | 0 0.0 % |
| 76.9 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 2 15.4 % | 1 7.7 % | 0 0.0 % | 10 76.9 % | 0 0.0 % | 0 0.0 % |
| 92.3 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 1 7.7 % | 0 0.0 % | 1 7.7 % | 11 84.6 % | 0 0.0 % | 0 0.0 % |
| 92.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 1 7.7 % | 2 15.4 % | 10 76.9 % | 0 0.0 % | 0 0.0 % |
| 92.3 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 1 7.7 % | 0 0.0 % | 12 92.3 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 1 7.7 % | 2 15.4 % | 9 69.2 % | 0 0.0 % | 1 7.7 % |
| 92.3 % 7. Services were available at times that were good for me | 0 0.0 % | 1 7.7 % | 0 0.0 % | 3 23.1 % | 9 69.2 % | 0 0.0 % | 0 0.0 % |
| 92.3 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 1 7.7 % | 2 15.4 % | 10 76.9 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 1 7.7 % | 1 7.7 % | 1 7.7 % | 5 38.5 % | 3 23.1 % | 2 15.4 % |
| 100.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 7.7 % | 12 92.3 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 15.4 % | 10 76.9 % | 1 7.7 % | 0 0.0 % |
| 90.9 % 12. I felt free to complain | 0 0.0 % | 1 7.7 % | 0 0.0 % | 2 15.4 % | 8 61.5 % | 1 7.7 % | 1 7.7 % |
| 100.0 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 15.4 % | 11 84.6 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 1 7.7 % | 3 23.1 % | 8 61.5 % | 1 7.7 % | 0 0.0 % |
| 81.8 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 2 15.4 % | 2 15.4 % | 7 53.8 % | 2 15.4 % | 0 0.0 % |
| 92.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 1 7.7 % | 1 7.7 % | 11 84.6 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 30.8 % | 9 69.2 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 7.7 % | 12 92.3 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 1 7.7 % | 4 30.8 % | 7 53.8 % | 0 0.0 % | 1 7.7 % |
| 91.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 1 7.7 % | 0 0.0 % | 3 23.1 % | 8 61.5 % | 1 7.7 % | 0 0.0 % |
| 83.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 2 15.4 % | 2 15.4 % | 8 61.5 % | 0 0.0 % | 1 7.7 % |
| 75.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 1 7.7 % | 2 15.4 % | 2 15.4 % | 7 53.8 % | 0 0.0 % | 1 7.7 % |
| 69.2 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 4 30.8 % | 2 15.4 % | 7 53.8 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 2 15.4 % | 5 38.5 % | 5 38.5 % | 1 7.7 % | 0 0.0 % |
| 69.2 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 4 30.8 % | 3 23.1 % | 6 46.2 % | 0 0.0 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|------------|
| 77.8 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 2 15.4 % | 3 23.1 % | 4 30.8 % | 4 30.8 % | 0 0.0 % |
| 58.3 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 2 15.4 % | 3 23.1 % | 4 30.8 % | 3 23.1 % | 1 7.7 % | 0 0.0 % |
| 69.2 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 2 15.4 % | 2 15.4 % | 4 30.8 % | 5 38.5 % | 0 0.0 % | 0 0.0 % |
| 61.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 1 7.7 % | 4 30.8 % | 3 23.1 % | 5 38.5 % | 0 0.0 % | 0 0.0 % |
| 69.2 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 4 30.8 % | 4 30.8 % | 5 38.5 % | 0 0.0 % | 0 0.0 % |
| 61.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 5 38.5 % | 2 15.4 % | 6 46.2 % | 0 0.0 % | 0 0.0 % |
| 69.2 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 4 30.8 % | 3 23.1 % | 6 46.2 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 1 7.7 % | 2 15.4 % | 4 30.8 % | 5 38.5 % | 0 0.0 % | 1 7.7 % |
| 75.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 7.7 % | 2 15.4 % | 4 30.8 % | 5 38.5 % | 0 0.0 % | 1 7.7 % |
| 50.0 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 2 15.4 % | 3 23.1 % | 1 7.7 % | 4 30.8 % | 2 15.4 % | 1 7.7 % |
| 72.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 7.7 % | 2 15.4 % | 2 15.4 % | 6 46.2 % | 1 7.7 % | 1 7.7 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 13 100 % | 0 0 % | 13 100 % |
| Total | 13 100 % | 0 100 % | 13 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 14 clients; surveys were returned for 13 clients (13/14 = 92.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

AARS Project Reconnect MH

Program Code(s): 38JCOP

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for AARS Project Reconnect MH: **4.25** (youth), **4.71** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

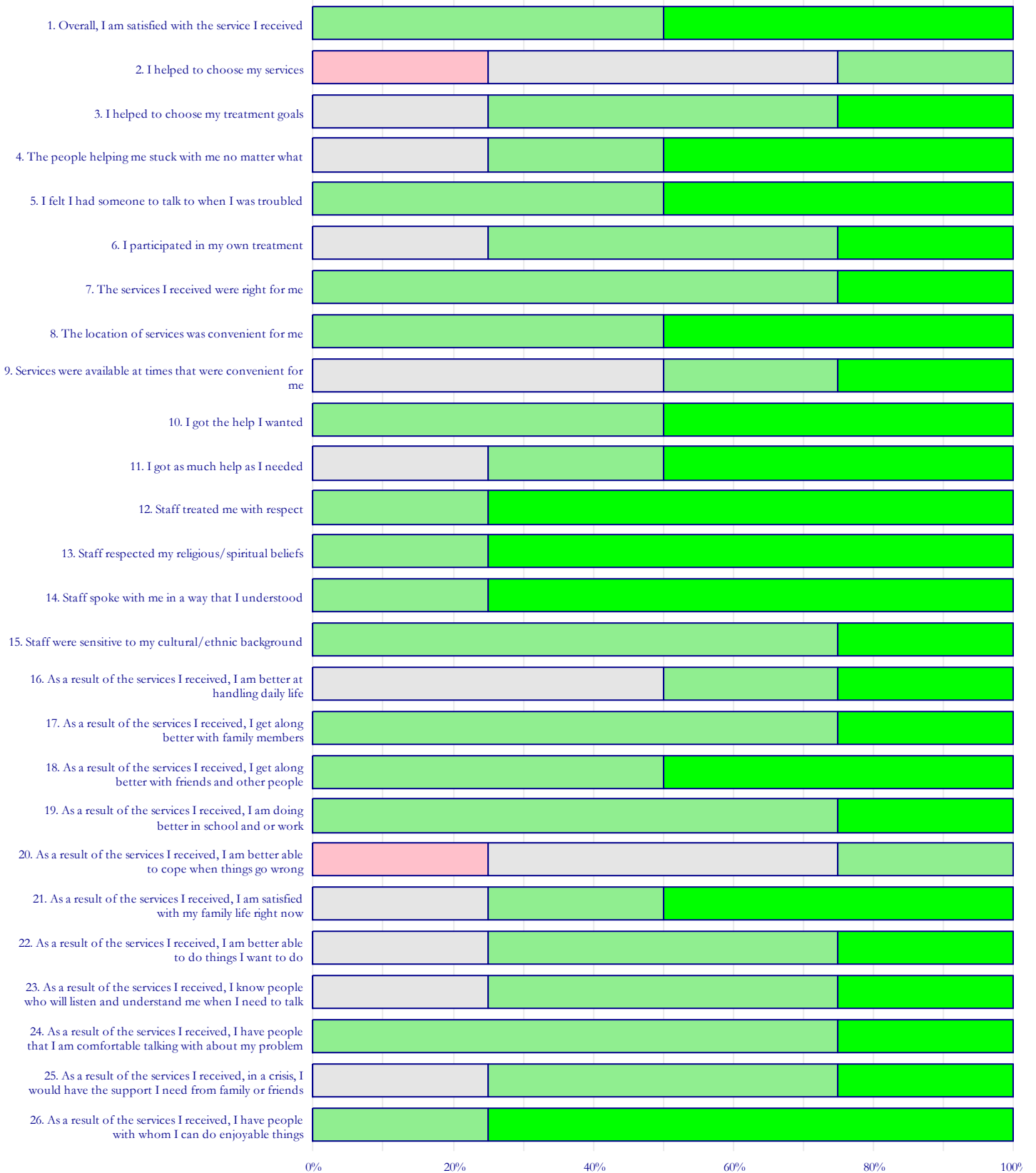
40.0% 2. I helped to choose my services

66.7% 9. Services were available at times that were convenient for me

83.3% 3. I helped to choose my treatment goals

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

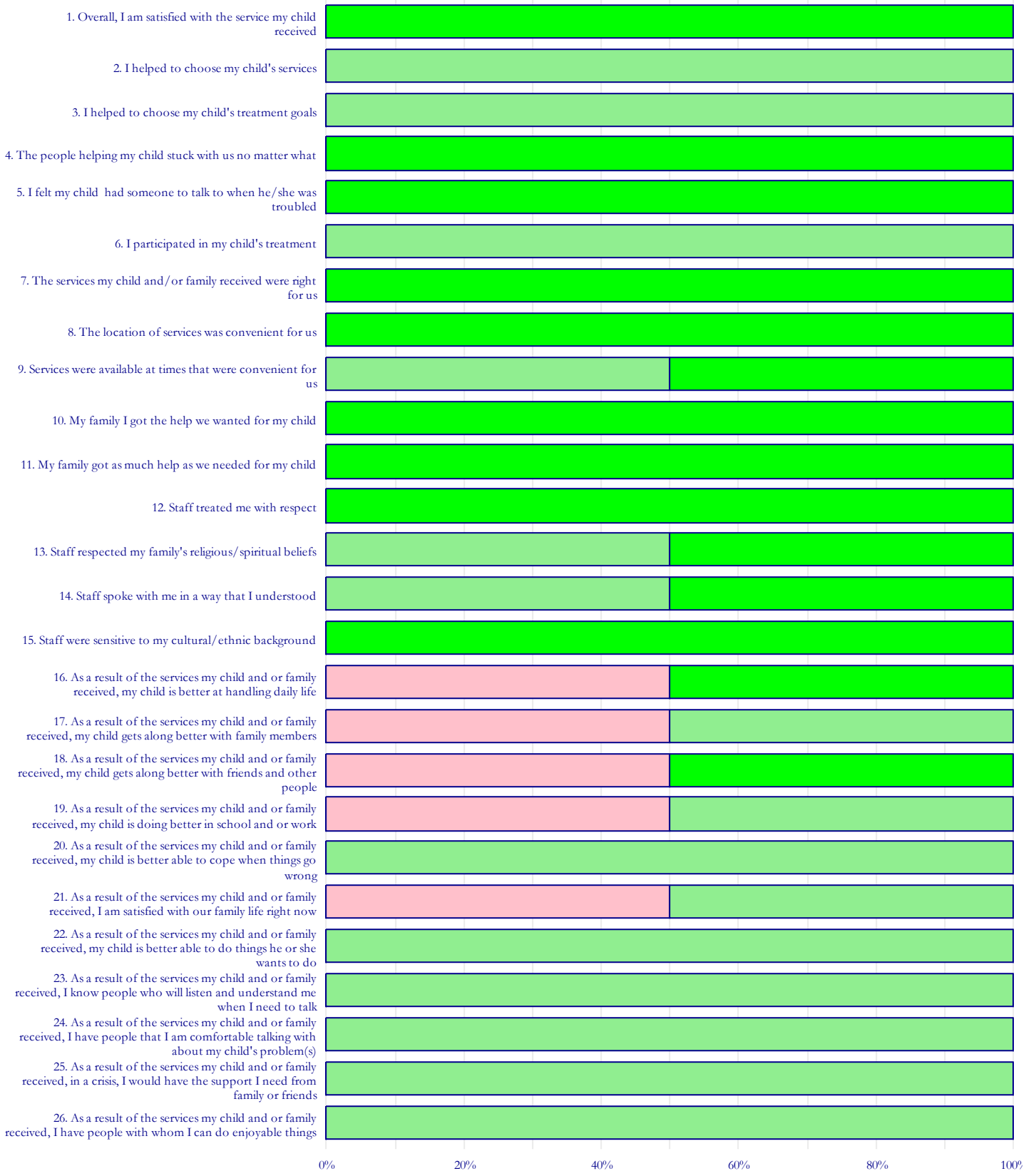
Youth Services Survey for Youth



Youth Services Survey for Youth N = 5

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 2 40.0 % | 0 0.0 % | 1 20.0 % |
| 25.0 % 2. I helped to choose my services | 0 0.0 % | 1 20.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % |
| 75.0 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 1 20.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 75.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 2 40.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 2 40.0 % | 0 0.0 % | 1 20.0 % |
| 75.0 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 1 20.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 2 40.0 % | 0 0.0 % | 1 20.0 % |
| 50.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 2 40.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 2 40.0 % | 0 0.0 % | 1 20.0 % |
| 75.0 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 2 40.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % | 3 60.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % | 3 60.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % | 3 60.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 50.0 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 2 40.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 2 40.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 25.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 1 20.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % |
| 75.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 2 40.0 % | 0 0.0 % | 1 20.0 % |
| 75.0 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 1 20.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 75.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 1 20.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 75.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 20.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % | 3 60.0 % | 0 0.0 % | 1 20.0 % |

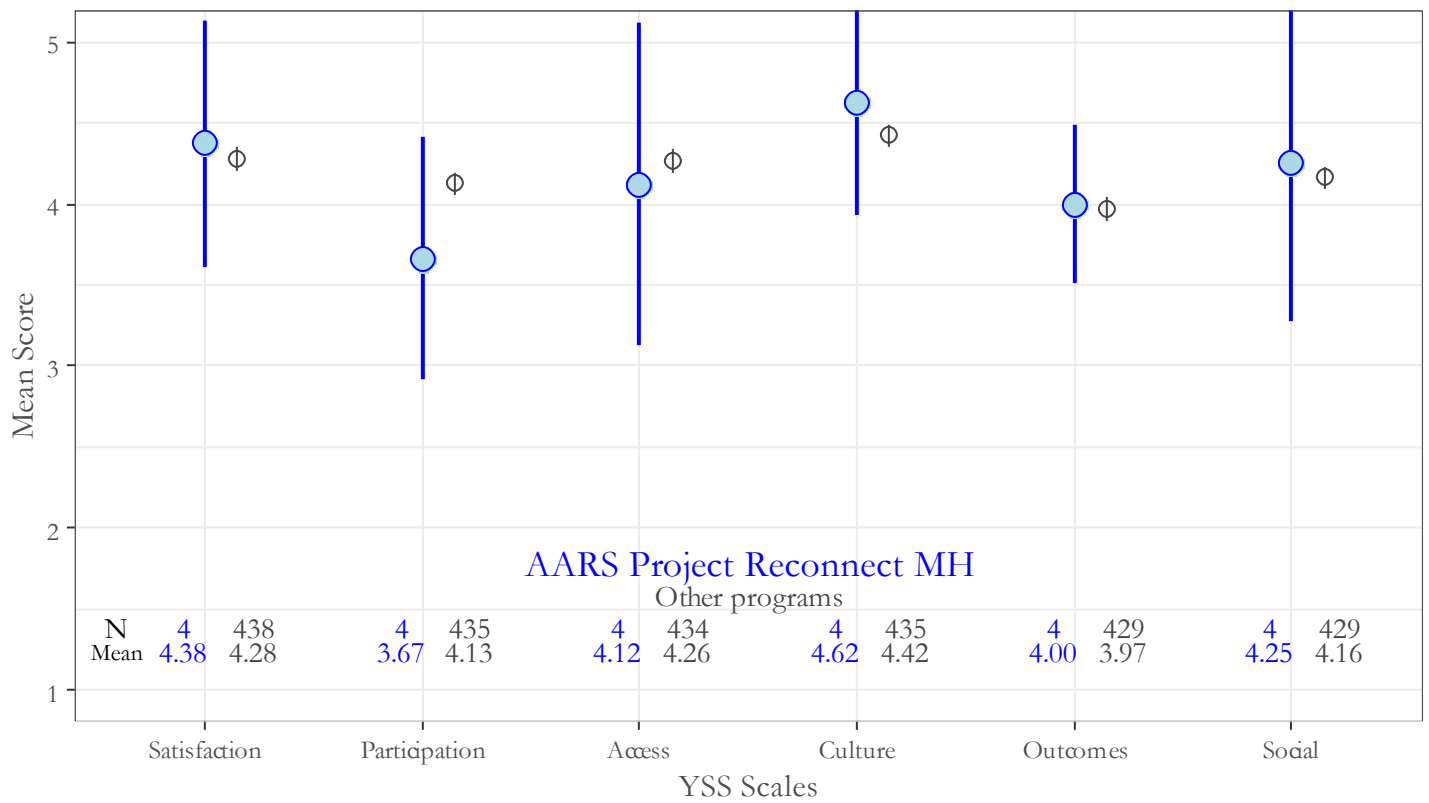
Youth Services Survey for Families



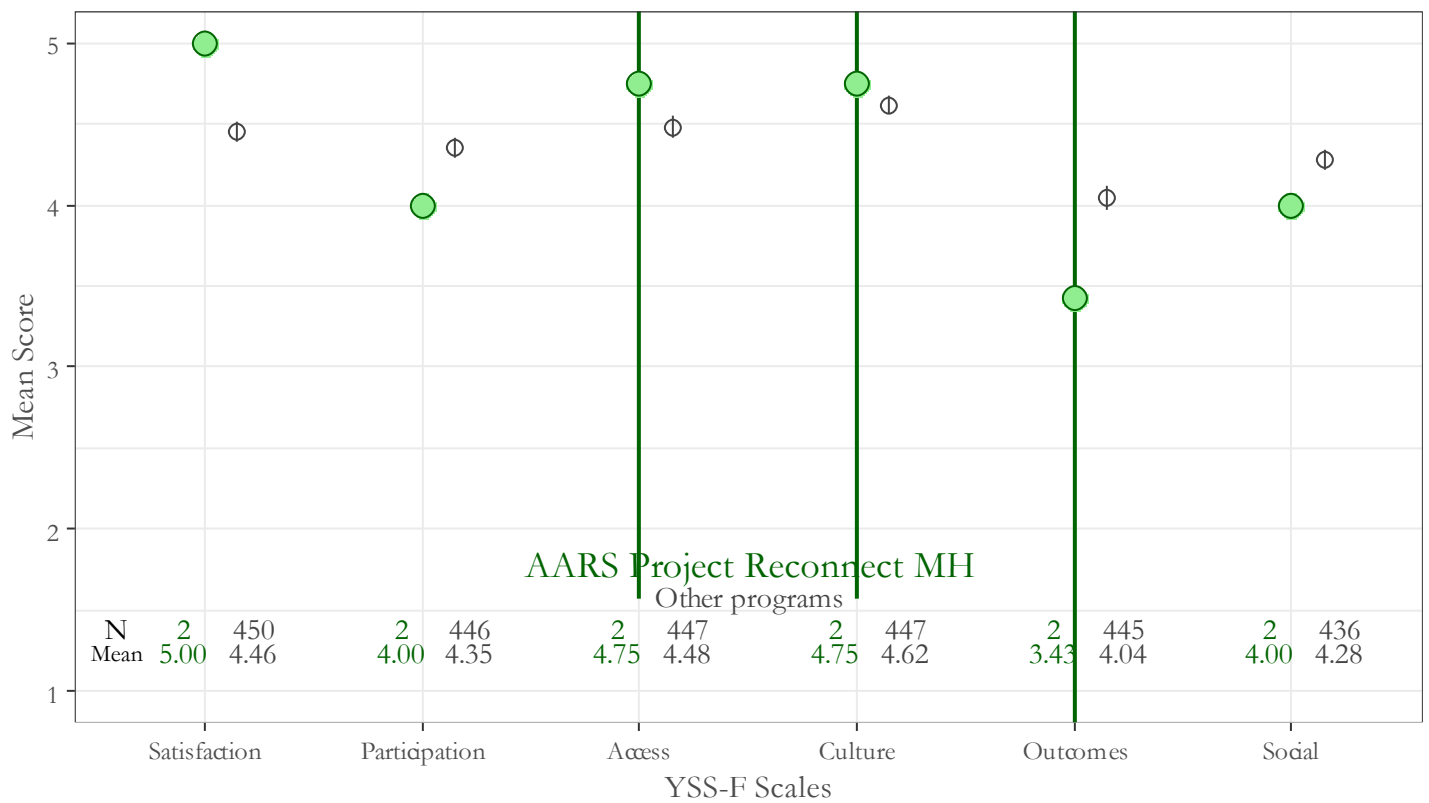
Youth Services Survey for Families N = 3

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|--------------------------|------------------------|------------|--------------|
| AARS Project | | | |
| Reconnect MH | | | |
| Completion Status | Completion by | | Total |
| | Respondent Type | | |
| | Family | Youth | |
| Refused | 1 33.3 % | 1 20 % | 2 25 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 2 66.7 % | 4 80 % | 6 75 % |
| Total | 3 100 % | 5 100 % | 8 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 8 clients; surveys were returned for 8 clients (8 / 8 = 100.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

African American Alternatives Program

Program Code(s): 38047

Overall Satisfaction¹

100.0%

Return Rate²

92.3%

Overall satisfaction³ mean score for African American Alternatives Program: **4.09**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

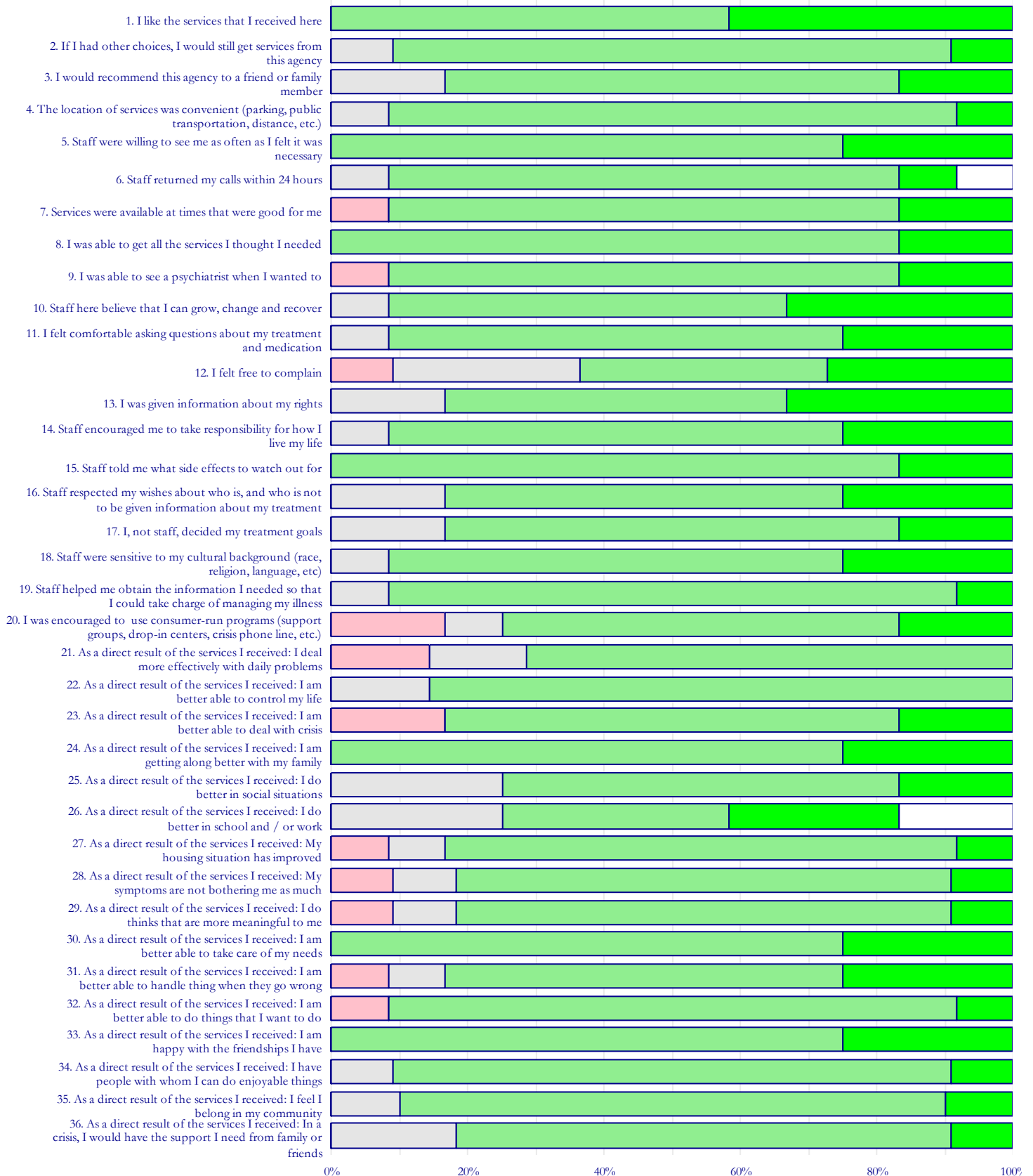
63.6% 12. I felt free to complain

75.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

83.3% 3. I would recommend this agency to a friend or family member

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

MHSIP Items



MHSIP Items 1-25

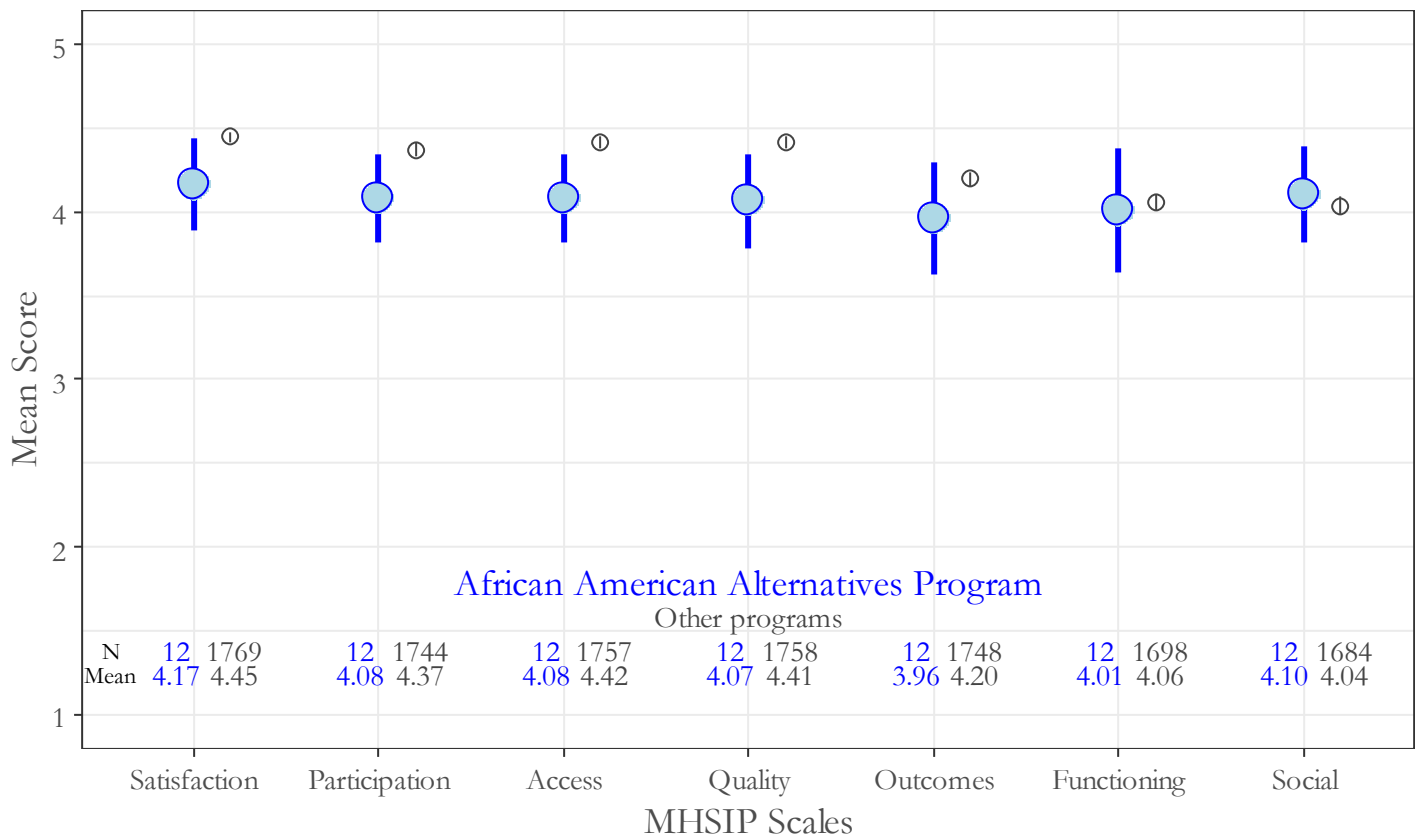
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|--------------|----------------|------------|-------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 58.3 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 1 8.3 % | 9 75.0 % | 1 8.3 % | 0 0.0 % | 1 8.3 % |
| 83.3 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 2 16.7 % | 8 66.7 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 1 8.3 % | 10 83.3 % | 1 8.3 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 75.0 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 1 8.3 % | 9 75.0 % | 1 8.3 % | 1 8.3 % | 0 0.0 % |
| 91.7 % 7. Services were available at times that were good for me | 0 0.0 % | 1 8.3 % | 0 0.0 % | 9 75.0 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 0 0.0 % | 10 83.3 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 1 8.3 % | 0 0.0 % | 9 75.0 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 1 8.3 % | 7 58.3 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 8.3 % | 8 66.7 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 63.6 % 12. I felt free to complain | 0 0.0 % | 1 8.3 % | 3 25.0 % | 4 33.3 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 83.3 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 1 8.3 % | 8 66.7 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 0 0.0 % | 10 83.3 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 2 16.7 % | 7 58.3 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 2 16.7 % | 8 66.7 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 1 8.3 % | 8 66.7 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 1 8.3 % | 10 83.3 % | 1 8.3 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 2 16.7 % | 1 8.3 % | 7 58.3 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 1 8.3 % | 1 8.3 % | 5 41.7 % | 0 0.0 % | 0 0.0 % | 5 41.7 % |
| 85.7 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 1 8.3 % | 6 50.0 % | 0 0.0 % | 0 0.0 % | 5 41.7 % |
| 83.3 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 2 16.7 % | 0 0.0 % | 8 66.7 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 75.0 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 3 25.0 % | 7 58.3 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|-------------|-------------|
| 70.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 3 25.0 % | 4 33.3 % | 3 25.0 % | 2 16.7 % | 0 0.0 % |
| 83.3 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 1 8.3 % | 1 8.3 % | 9 75.0 % | 1 8.3 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 1 8.3 % | 1 8.3 % | 8 66.7 % | 1 8.3 % | 0 0.0 % | 1 8.3 % |
| 81.8 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 1 8.3 % | 1 8.3 % | 8 66.7 % | 1 8.3 % | 0 0.0 % | 1 8.3 % |
| 100.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 75.0 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 1 8.3 % | 1 8.3 % | 7 58.3 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 8.3 % | 0 0.0 % | 10 83.3 % | 1 8.3 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 75.0 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 8.3 % | 9 75.0 % | 1 8.3 % | 0 0.0 % | 1 8.3 % |
| 90.0 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 0 0.0 % | 1 8.3 % | 8 66.7 % | 1 8.3 % | 0 0.0 % | 2 16.7 % |
| 81.8 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 16.7 % | 8 66.7 % | 1 8.3 % | 0 0.0 % | 1 8.3 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 12 100 % | 0 0 % | 12 100 % |
| Total | 12 100 % | 0 100 % | 12 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 13 clients; surveys were returned for 12 clients (12/13 = 92.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

AFS Outpatient Services & Therapeutic Visitation SF
Program Code(s): 38GS01 38GSOP

Overall Satisfaction¹
96.3%

Return Rate²
61.1%

Overall satisfaction³ mean score for AFS Outpatient Services & Therapeutic Visitation SF: **4.48** (youth), **4.29** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.49** (family).

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

Highest Agreement Items

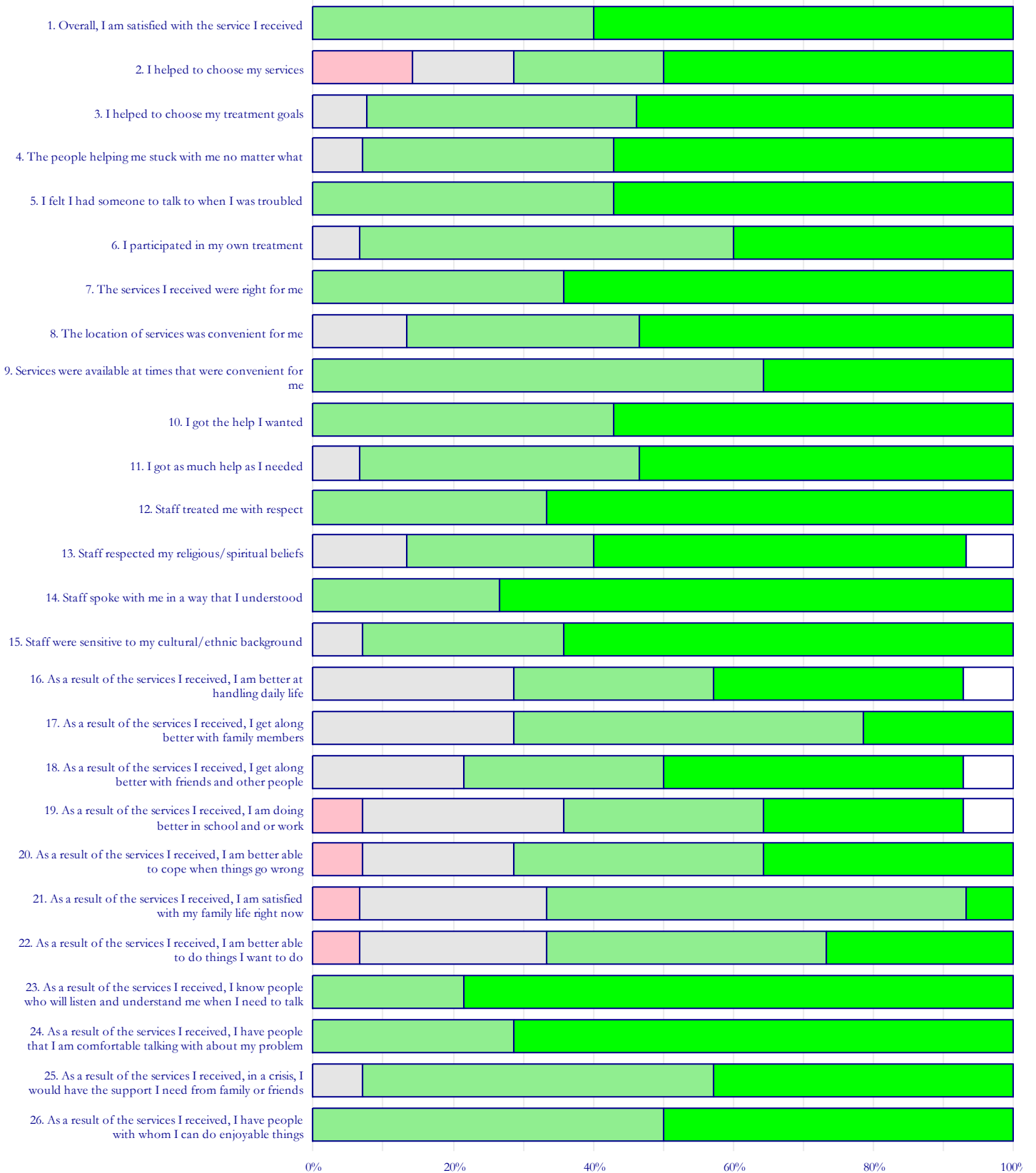
- 96.3%** 1. Overall, I am satisfied with the service I received
- 96.3%** 12. Staff treated me with respect
- 96.3%** 14. Staff spoke with me in a way that I understood

Lowest Agreement Items

- 70.8%** 2. I helped to choose my services
- 83.3%** 13. Staff respected my religious/spiritual beliefs
- 84.0%** 3. I helped to choose my treatment goals

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

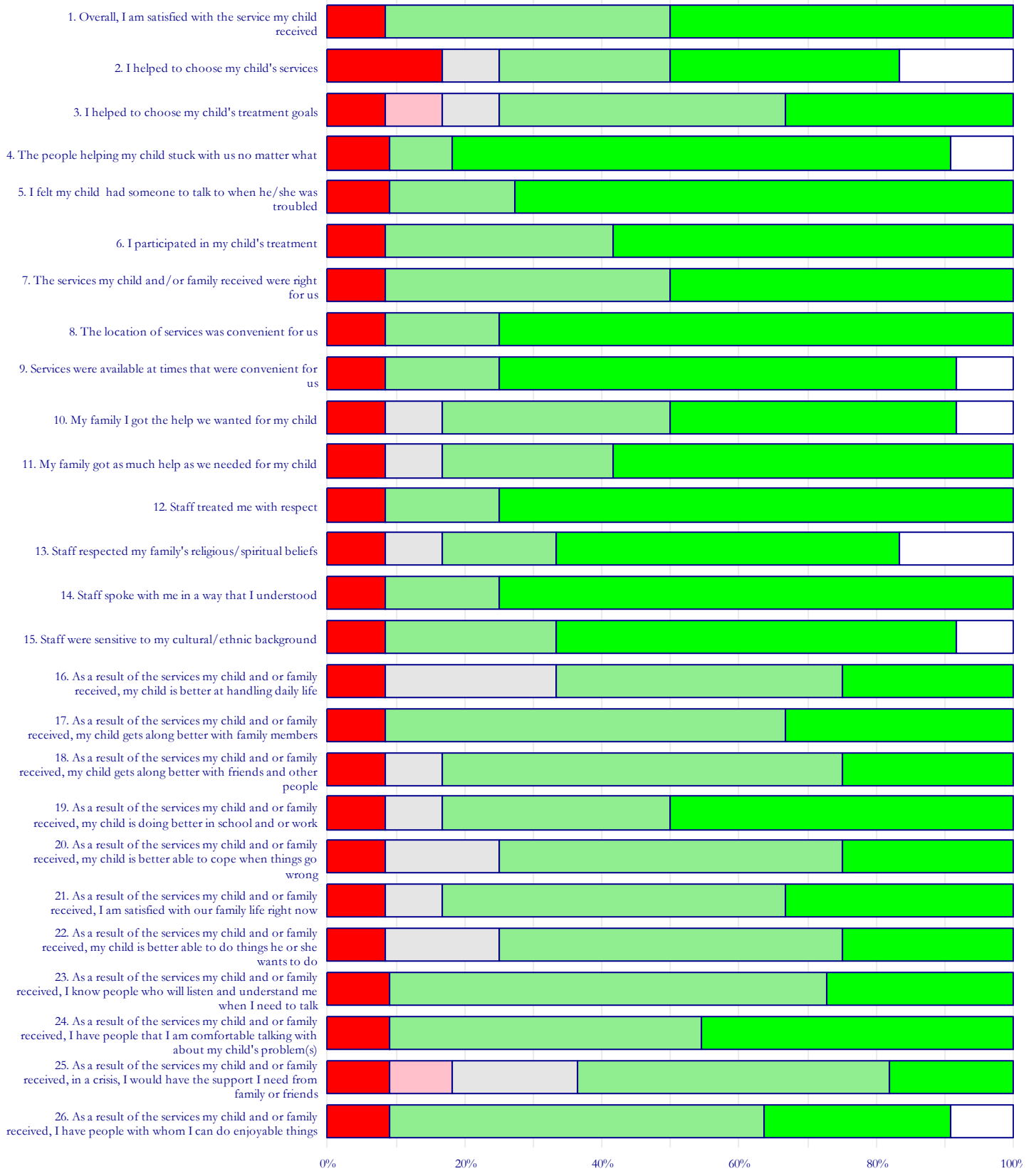
Youth Services Survey for Youth



Youth Services Survey for Youth N = 34

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|------------|--------------|
| 100.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 17.6 % | 9 26.5 % | 0 0.0 % | 19 55.9 % |
| 71.4 % 2. I helped to choose my services | 0 0.0 % | 2 5.9 % | 2 5.9 % | 3 8.8 % | 7 20.6 % | 0 0.0 % | 20 58.8 % |
| 92.3 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 1 2.9 % | 5 14.7 % | 7 20.6 % | 0 0.0 % | 21 61.8 % |
| 92.9 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 1 2.9 % | 5 14.7 % | 8 23.5 % | 0 0.0 % | 20 58.8 % |
| 100.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 17.6 % | 8 23.5 % | 0 0.0 % | 20 58.8 % |
| 93.3 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 1 2.9 % | 8 23.5 % | 6 17.6 % | 0 0.0 % | 19 55.9 % |
| 100.0 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 14.7 % | 9 26.5 % | 0 0.0 % | 20 58.8 % |
| 86.7 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 2 5.9 % | 5 14.7 % | 8 23.5 % | 0 0.0 % | 19 55.9 % |
| 100.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 26.5 % | 5 14.7 % | 0 0.0 % | 20 58.8 % |
| 100.0 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 17.6 % | 8 23.5 % | 0 0.0 % | 20 58.8 % |
| 93.3 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 1 2.9 % | 6 17.6 % | 8 23.5 % | 0 0.0 % | 19 55.9 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 14.7 % | 10 29.4 % | 0 0.0 % | 19 55.9 % |
| 85.7 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 2 5.9 % | 4 11.8 % | 8 23.5 % | 1 2.9 % | 19 55.9 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 11.8 % | 11 32.4 % | 0 0.0 % | 19 55.9 % |
| 92.9 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 1 2.9 % | 4 11.8 % | 9 26.5 % | 0 0.0 % | 20 58.8 % |
| 69.2 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 4 11.8 % | 4 11.8 % | 5 14.7 % | 1 2.9 % | 20 58.8 % |
| 71.4 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 4 11.8 % | 7 20.6 % | 3 8.8 % | 0 0.0 % | 20 58.8 % |
| 76.9 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 3 8.8 % | 4 11.8 % | 6 17.6 % | 1 2.9 % | 20 58.8 % |
| 61.5 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 1 2.9 % | 4 11.8 % | 4 11.8 % | 4 11.8 % | 1 2.9 % | 20 58.8 % |
| 71.4 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 1 2.9 % | 3 8.8 % | 5 14.7 % | 5 14.7 % | 0 0.0 % | 20 58.8 % |
| 66.7 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 1 2.9 % | 4 11.8 % | 9 26.5 % | 1 2.9 % | 0 0.0 % | 19 55.9 % |
| 66.7 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 1 2.9 % | 4 11.8 % | 6 17.6 % | 4 11.8 % | 0 0.0 % | 19 55.9 % |
| 100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 8.8 % | 11 32.4 % | 0 0.0 % | 20 58.8 % |
| 100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 11.8 % | 10 29.4 % | 0 0.0 % | 20 58.8 % |
| 92.9 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 2.9 % | 7 20.6 % | 6 17.6 % | 0 0.0 % | 20 58.8 % |
| 100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 20.6 % | 7 20.6 % | 0 0.0 % | 20 58.8 % |

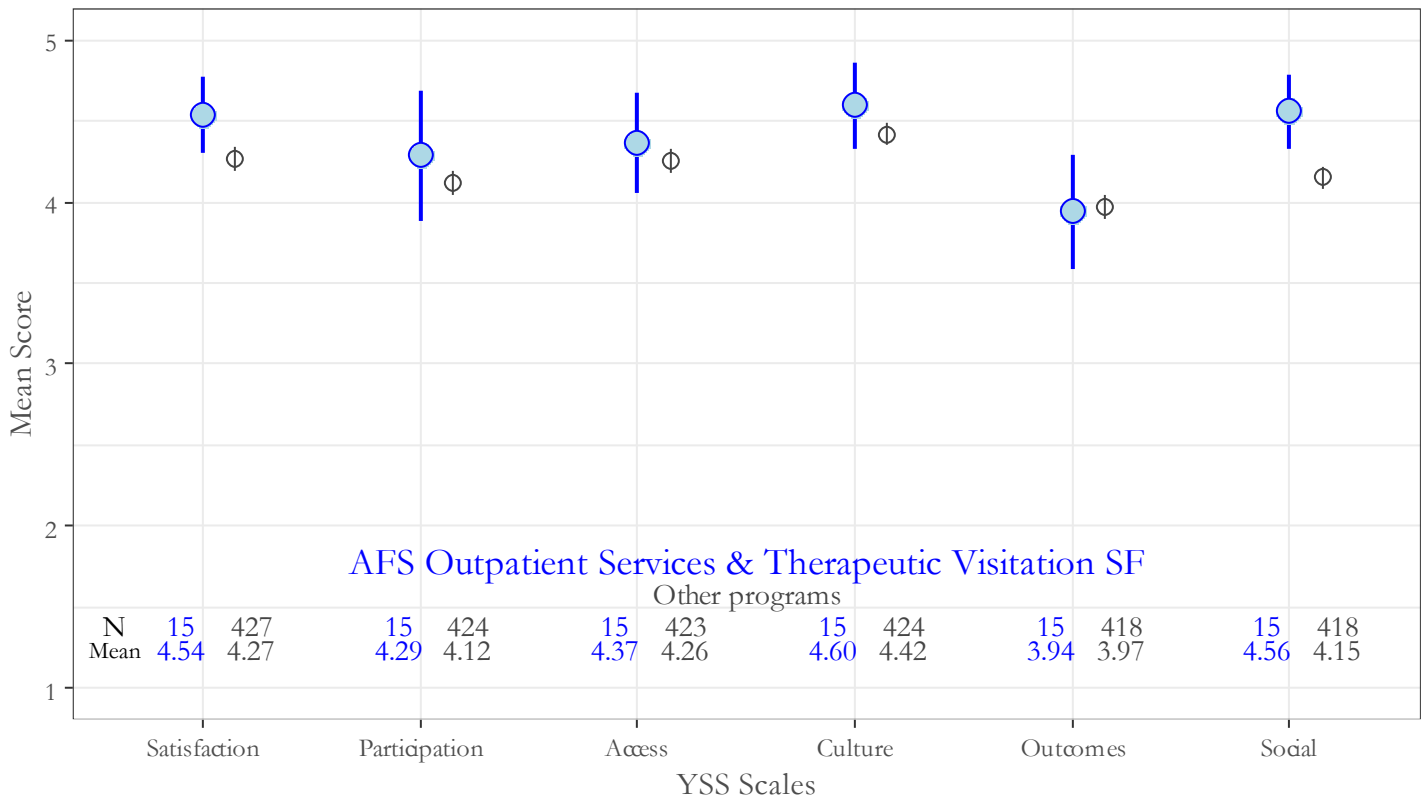
Youth Services Survey for Families



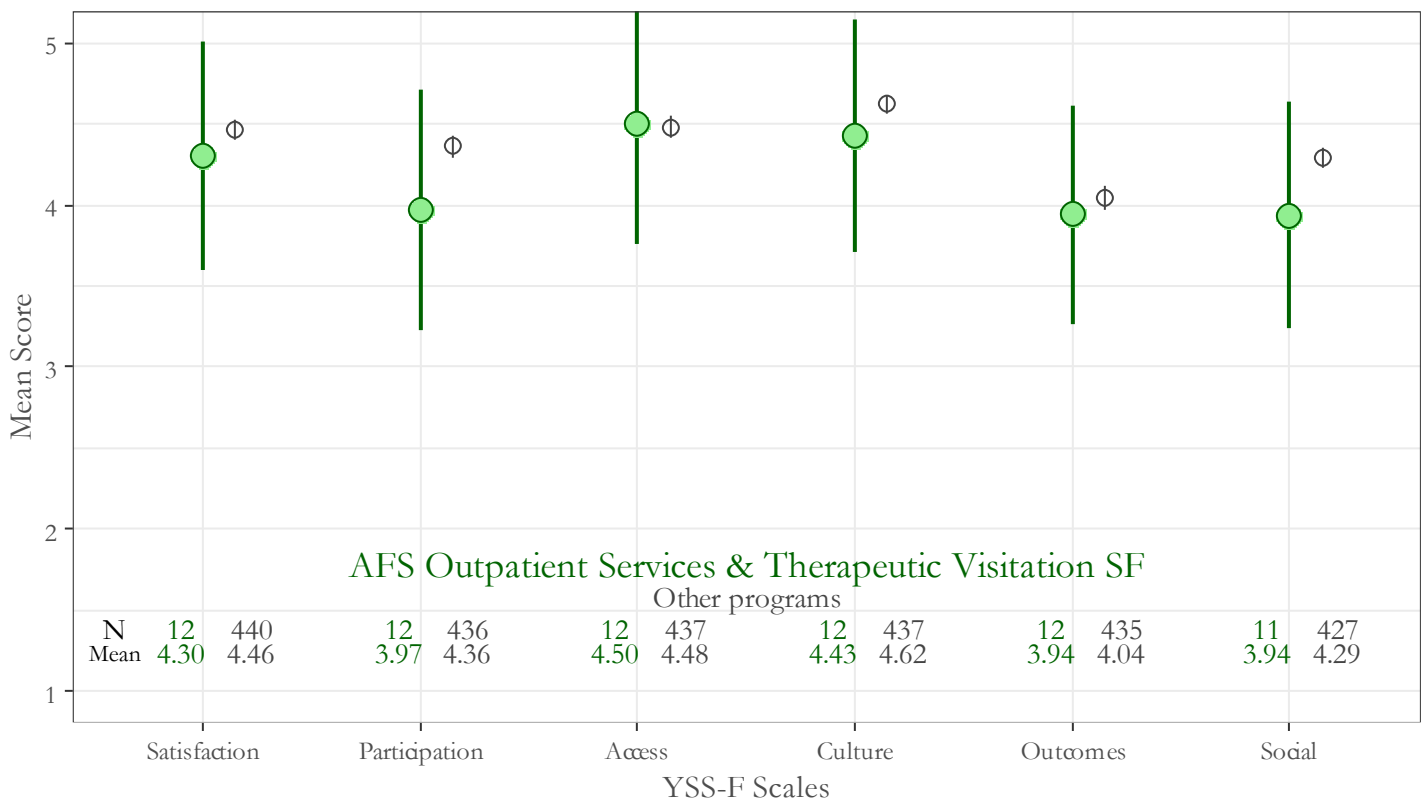
Youth Services Survey for Families N = 30

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|-------------|-------------|----------------|------------|--------------|
| 91.7 % 1. Overall, I am satisfied with the service my child received | 1 3.3 % | 0 0.0 % | 0 0.0 % | 5 16.7 % | 6 20.0 % | 0 0.0 % | 18 60.0 % |
| 70.0 % 2. I helped to choose my child's services | 2 6.7 % | 0 0.0 % | 1 3.3 % | 3 10.0 % | 4 13.3 % | 2 6.7 % | 18 60.0 % |
| 75.0 % 3. I helped to choose my child's treatment goals | 1 3.3 % | 1 3.3 % | 1 3.3 % | 5 16.7 % | 4 13.3 % | 0 0.0 % | 18 60.0 % |
| 90.0 % 4. The people helping my child stuck with us no matter what | 1 3.3 % | 0 0.0 % | 0 0.0 % | 1 3.3 % | 8 26.7 % | 1 3.3 % | 19 63.3 % |
| 90.9 % 5. I felt my child had someone to talk to when he/she was troubled | 1 3.3 % | 0 0.0 % | 0 0.0 % | 2 6.7 % | 8 26.7 % | 0 0.0 % | 19 63.3 % |
| 91.7 % 6. I participated in my child's treatment | 1 3.3 % | 0 0.0 % | 0 0.0 % | 4 13.3 % | 7 23.3 % | 0 0.0 % | 18 60.0 % |
| 91.7 % 7. The services my child and/or family received were right for us | 1 3.3 % | 0 0.0 % | 0 0.0 % | 5 16.7 % | 6 20.0 % | 0 0.0 % | 18 60.0 % |
| 91.7 % 8. The location of services was convenient for us | 1 3.3 % | 0 0.0 % | 0 0.0 % | 2 6.7 % | 9 30.0 % | 0 0.0 % | 18 60.0 % |
| 90.9 % 9. Services were available at times that were convenient for us | 1 3.3 % | 0 0.0 % | 0 0.0 % | 2 6.7 % | 8 26.7 % | 1 3.3 % | 18 60.0 % |
| 81.8 % 10. My family I got the help we wanted for my child | 1 3.3 % | 0 0.0 % | 1 3.3 % | 4 13.3 % | 5 16.7 % | 1 3.3 % | 18 60.0 % |
| 83.3 % 11. My family got as much help as we needed for my child | 1 3.3 % | 0 0.0 % | 1 3.3 % | 3 10.0 % | 7 23.3 % | 0 0.0 % | 18 60.0 % |
| 91.7 % 12. Staff treated me with respect | 1 3.3 % | 0 0.0 % | 0 0.0 % | 2 6.7 % | 9 30.0 % | 0 0.0 % | 18 60.0 % |
| 80.0 % 13. Staff respected my family's religious/spiritual beliefs | 1 3.3 % | 0 0.0 % | 1 3.3 % | 2 6.7 % | 6 20.0 % | 2 6.7 % | 18 60.0 % |
| 91.7 % 14. Staff spoke with me in a way that I understood | 1 3.3 % | 0 0.0 % | 0 0.0 % | 2 6.7 % | 9 30.0 % | 0 0.0 % | 18 60.0 % |
| 90.9 % 15. Staff were sensitive to my cultural/ethnic background | 1 3.3 % | 0 0.0 % | 0 0.0 % | 3 10.0 % | 7 23.3 % | 1 3.3 % | 18 60.0 % |
| 66.7 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 1 3.3 % | 0 0.0 % | 3 10.0 % | 5 16.7 % | 3 10.0 % | 0 0.0 % | 18 60.0 % |
| 91.7 % 17. As a result of the services my child and or family received, my child gets along better with family members | 1 3.3 % | 0 0.0 % | 0 0.0 % | 7 23.3 % | 4 13.3 % | 0 0.0 % | 18 60.0 % |
| 83.3 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 1 3.3 % | 0 0.0 % | 1 3.3 % | 7 23.3 % | 3 10.0 % | 0 0.0 % | 18 60.0 % |
| 83.3 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 1 3.3 % | 0 0.0 % | 1 3.3 % | 4 13.3 % | 6 20.0 % | 0 0.0 % | 18 60.0 % |
| 75.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 1 3.3 % | 0 0.0 % | 2 6.7 % | 6 20.0 % | 3 10.0 % | 0 0.0 % | 18 60.0 % |
| 83.3 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 1 3.3 % | 0 0.0 % | 1 3.3 % | 6 20.0 % | 4 13.3 % | 0 0.0 % | 18 60.0 % |
| 75.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 1 3.3 % | 0 0.0 % | 2 6.7 % | 6 20.0 % | 3 10.0 % | 0 0.0 % | 18 60.0 % |
| 90.9 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 1 3.3 % | 0 0.0 % | 0 0.0 % | 7 23.3 % | 3 10.0 % | 0 0.0 % | 19 63.3 % |
| 90.9 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 1 3.3 % | 0 0.0 % | 0 0.0 % | 5 16.7 % | 5 16.7 % | 0 0.0 % | 19 63.3 % |
| 63.6 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 1 3.3 % | 1 3.3 % | 2 6.7 % | 5 16.7 % | 2 6.7 % | 0 0.0 % | 19 63.3 % |
| 90.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 1 3.3 % | 0 0.0 % | 0 0.0 % | 6 20.0 % | 3 10.0 % | 1 3.3 % | 19 63.3 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|--------------------------------------|----------------------|--------------|--------------|
| AFS Outpatient | | | |
| Services & Therapeutic | | | |
| Completion Status | Visitation SF | | Total |
| Completion by Respondent Type | | | |
| | Family | Youth | |
| Refused | 15 50 % | 19 55.9 % | 34 53.1 % |
| Impaired | 2 6.7 % | 0 0 % | 2 3.1 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 1 3.3 % | 0 0 % | 1 1.6 % |
| Completed Survey | 12 40 % | 15 44.1 % | 27 42.2 % |
| Total | 30 100 % | 34 100 % | 64 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 90 clients; surveys were returned for 55 clients ($55 / 90 = 61.1\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

AIM Higher

Program Code(s): 38CQAH

Overall Satisfaction¹

91.7%

Return Rate²

112.5%

Overall satisfaction³ mean score for AIM Higher: **3.58** (youth), **4.52** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.48** (family).

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

Highest Agreement Items

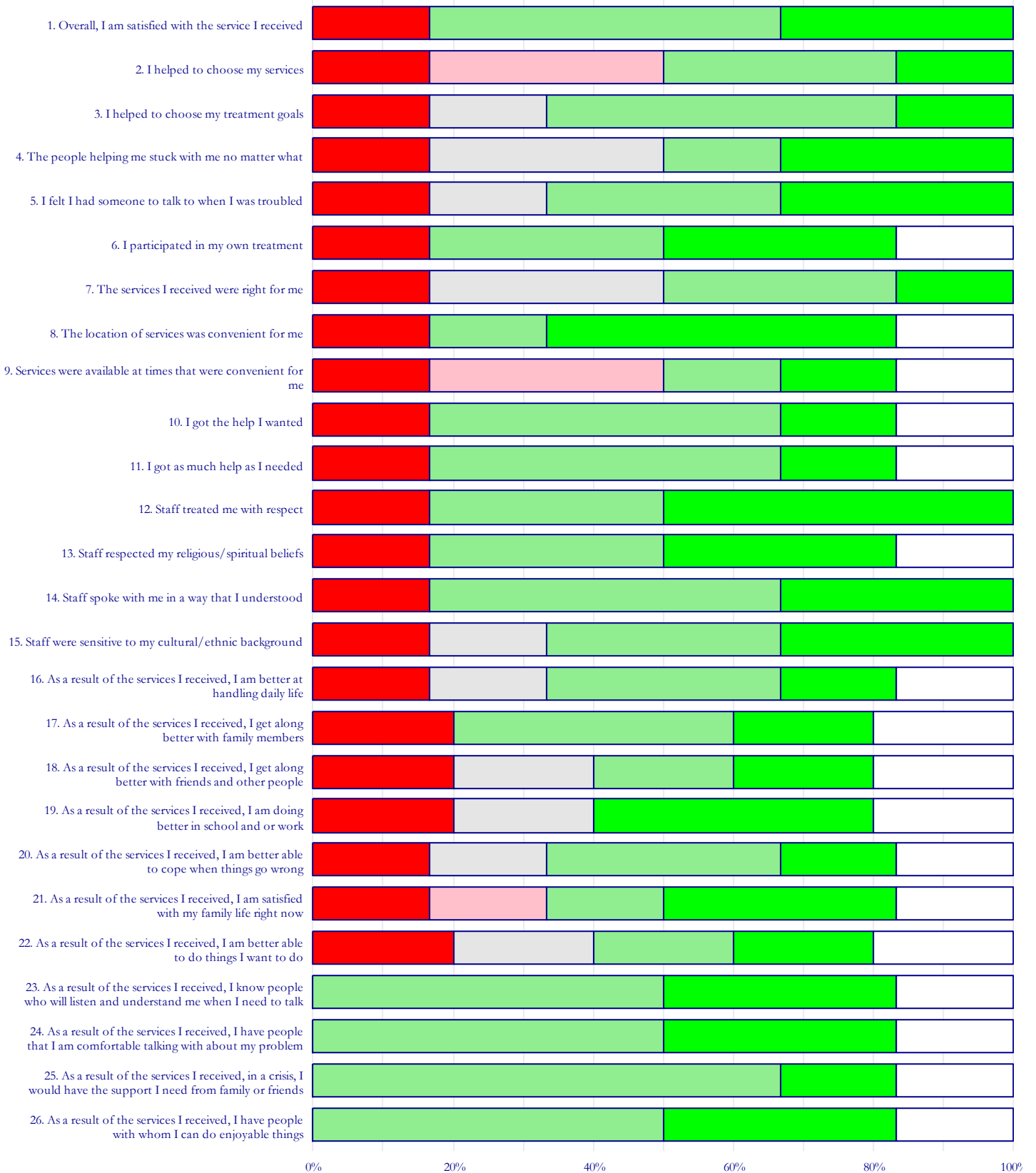
- 91.7% 12. Staff treated me with respect
- 91.7% 14. Staff spoke with me in a way that I understood
- 90.9% 1. Overall, I am satisfied with the service I received

Lowest Agreement Items

- 72.7% 9. Services were available at times that were convenient for me
- 75.0% 2. I helped to choose my services
- 75.0% 4. The people helping me stuck with me no matter what

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

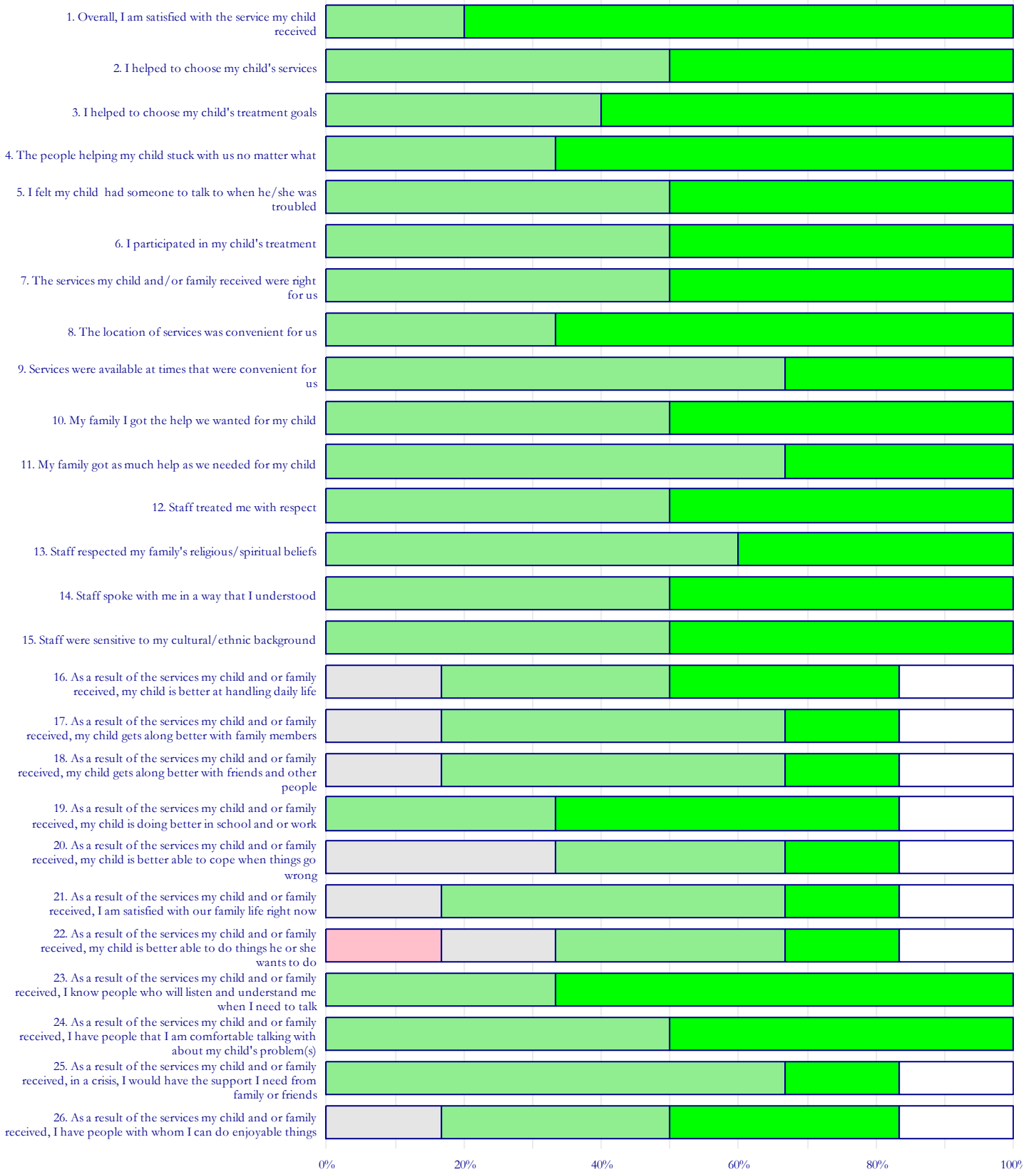
Youth Services Survey for Youth



Youth Services Survey for Youth N = 6

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 83.3 % 1. Overall, I am satisfied with the service I received | 1 16.7 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 2 33.3 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 2. I helped to choose my services | 1 16.7 % | 2 33.3 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 3. I helped to choose my treatment goals | 1 16.7 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 4. The people helping me stuck with me no matter what | 1 16.7 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 5. I felt I had someone to talk to when I was troubled | 1 16.7 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 6. I participated in my own treatment | 1 16.7 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 50.0 % 7. The services I received were right for me | 1 16.7 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 8. The location of services was convenient for me | 1 16.7 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 0 0.0 % |
| 40.0 % 9. Services were available at times that were convenient for me | 1 16.7 % | 2 33.3 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 80.0 % 10. I got the help I wanted | 1 16.7 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 80.0 % 11. I got as much help as I needed | 1 16.7 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 83.3 % 12. Staff treated me with respect | 1 16.7 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 3 50.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 13. Staff respected my religious/spiritual beliefs | 1 16.7 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 83.3 % 14. Staff spoke with me in a way that I understood | 1 16.7 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 2 33.3 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 15. Staff were sensitive to my cultural/ethnic background | 1 16.7 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 16. As a result of the services I received, I am better at handling daily life | 1 16.7 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 75.0 % 17. As a result of the services I received, I get along better with family members | 1 16.7 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 1 16.7 % |
| 50.0 % 18. As a result of the services I received, I get along better with friends and other people | 1 16.7 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 1 16.7 % |
| 50.0 % 19. As a result of the services I received, I am doing better in school and or work | 1 16.7 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 1 16.7 % |
| 60.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 1 16.7 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 60.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 1 16.7 % | 1 16.7 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 50.0 % 22. As a result of the services I received, I am better able to do things I want to do | 1 16.7 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 1 16.7 % |
| 100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 66.7 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |

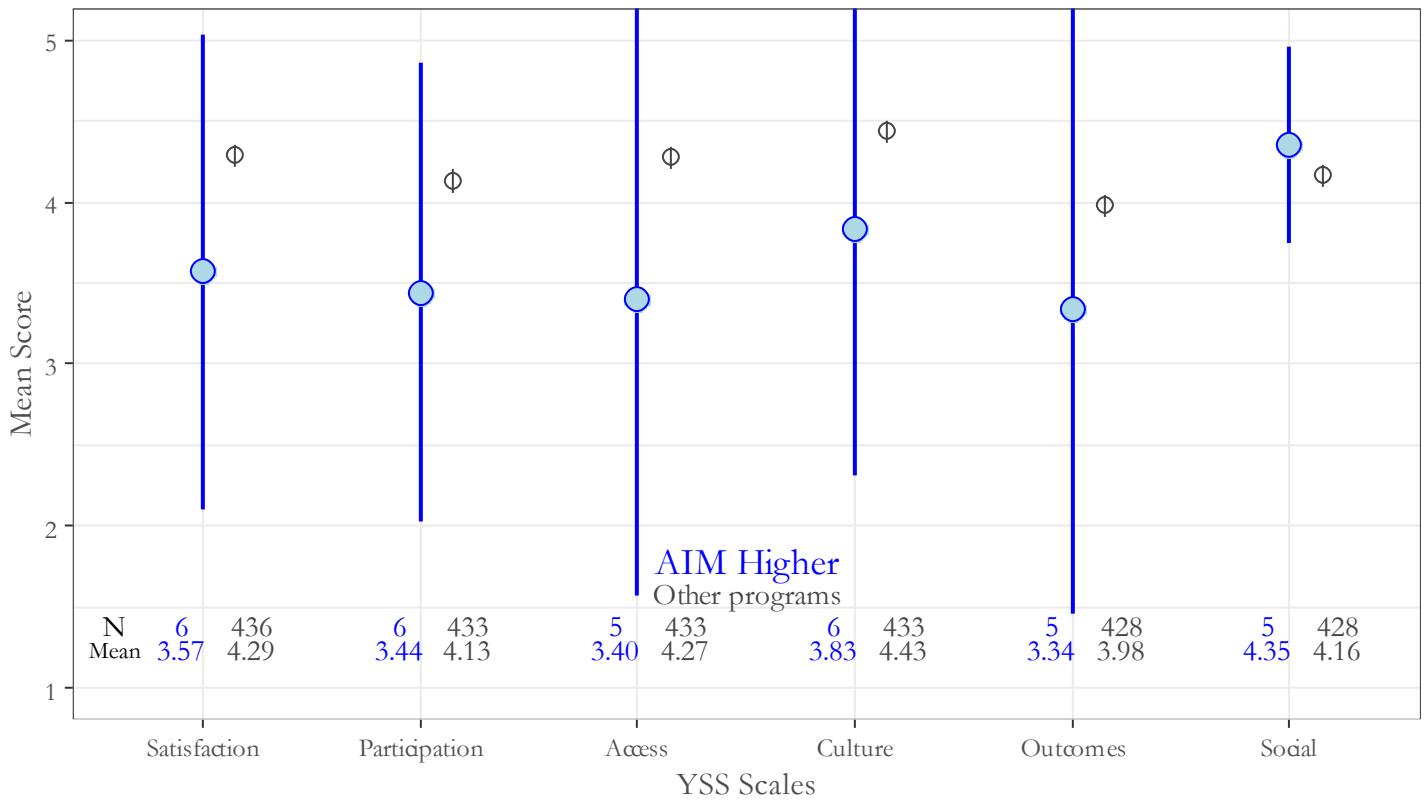
Youth Services Survey for Families



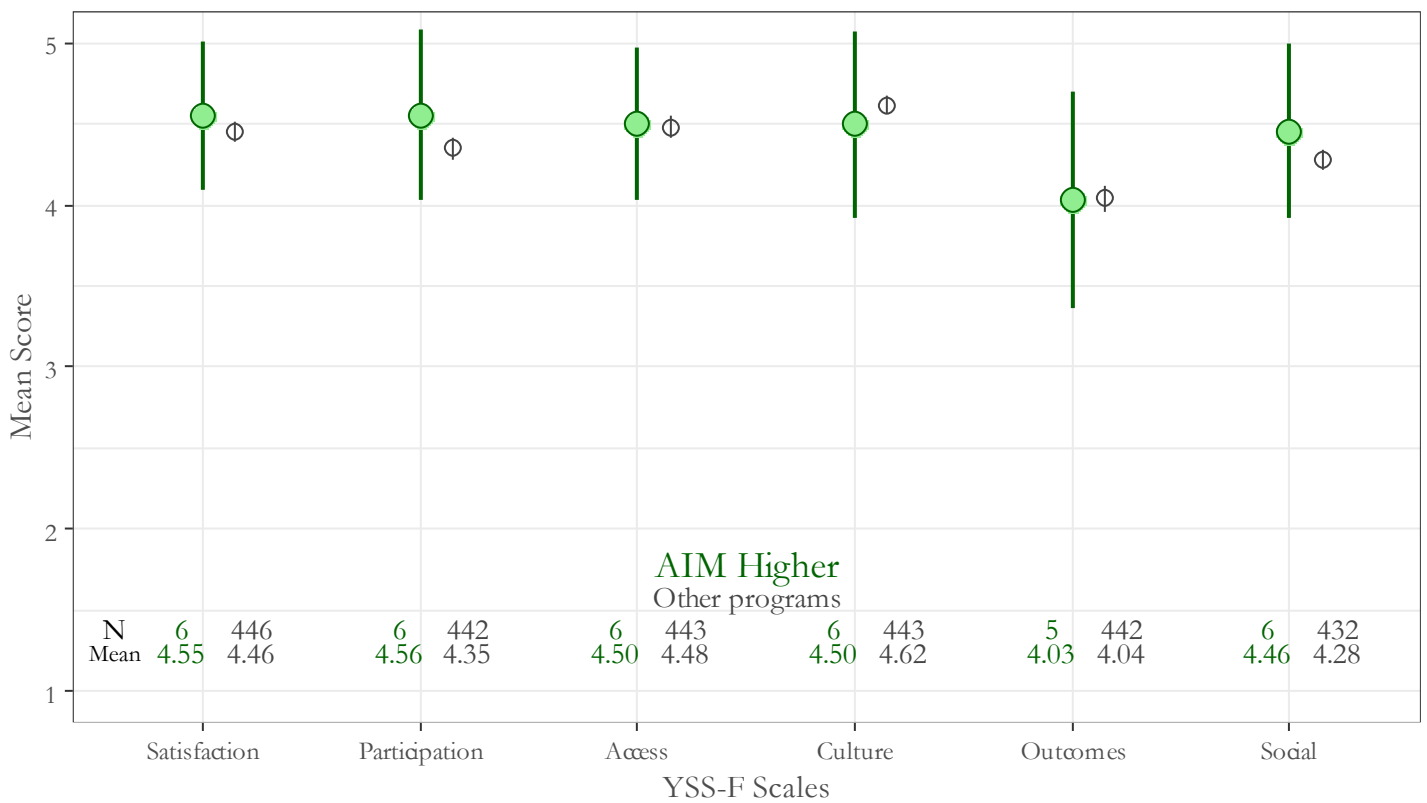
Youth Services Survey for Families N = 6

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 4 66.7 % | 0 0.0 % | 1 16.7 % |
| 100.0 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 3 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 3 50.0 % | 0 0.0 % | 1 16.7 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 4 66.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 3 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 3 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 3 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 4 66.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 66.7 % | 2 33.3 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 3 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 66.7 % | 2 33.3 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 3 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 3 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 3 50.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 80.0 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 80.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 3 50.0 % | 1 16.7 % | 0 0.0 % |
| 60.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 80.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 60.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 1 16.7 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 4 66.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 3 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 66.7 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 80.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Completion Status | Survey Compliance | | Total |
|-------------------|-------------------------------|--------------------------|---------------------------|
| | AIM Higher | | |
| | Completion by Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 6 100 % | 6 100 % | 12 100 % |
| Total | 6 100 % | 6 100 % | 12 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 8 clients; surveys were returned for 9 clients (9 / 8 = 112.5%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

BAART Community Health Care

Program Code(s): 38J8OP

Overall Satisfaction¹

100.0%

Return Rate²

93.8%

Overall satisfaction³ mean score for BAART Community Health Care: **4.51**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

100.0% 11. I felt comfortable asking questions about my treatment and medication

100.0% 13. I was given information about my rights

Lowest Agreement Items

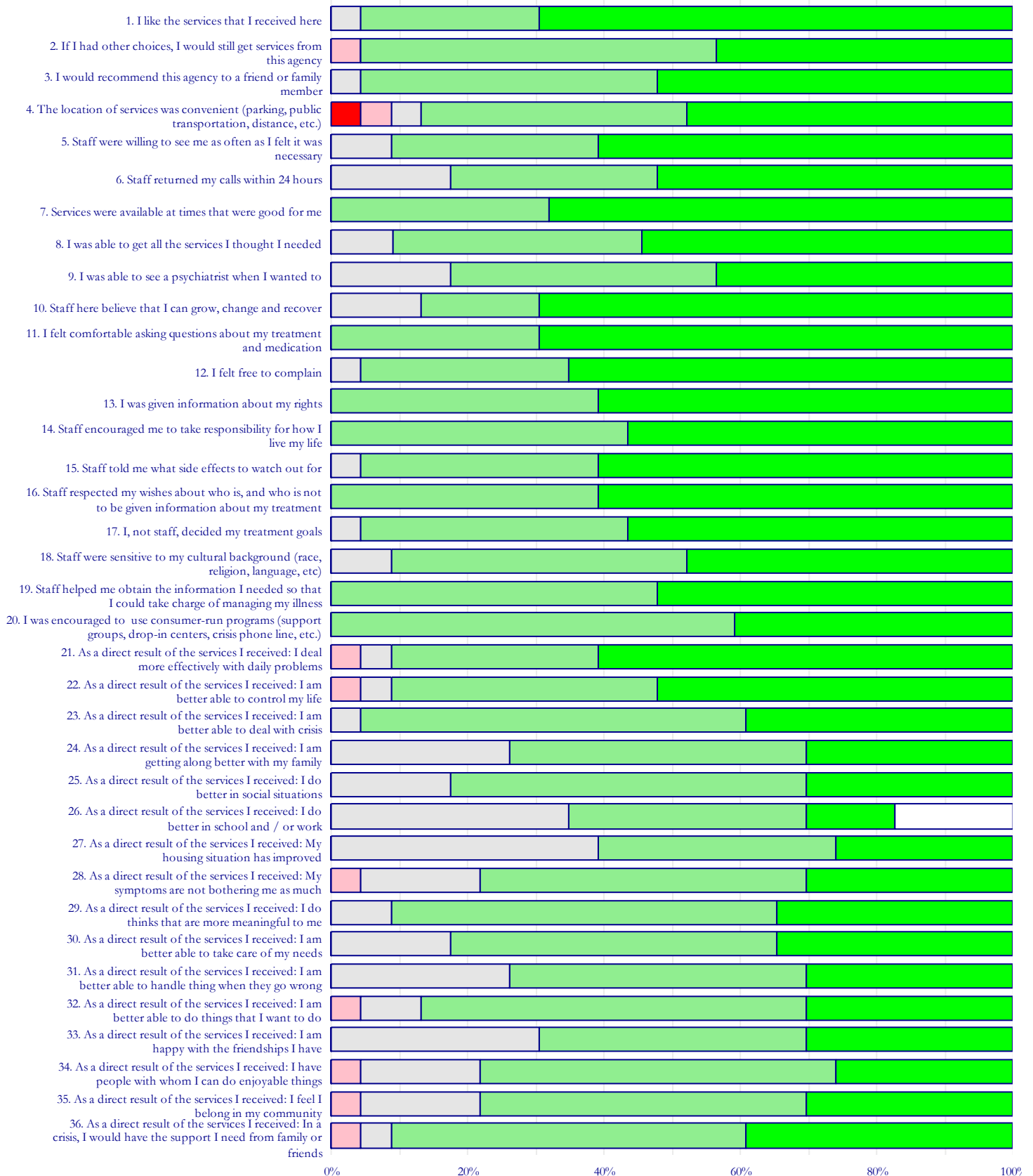
82.6% 6. Staff returned my calls within 24 hours

82.6% 9. I was able to see a psychiatrist when I wanted to

87.0% 10. Staff here believe that I can grow, change and recover

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

MHSIP Items



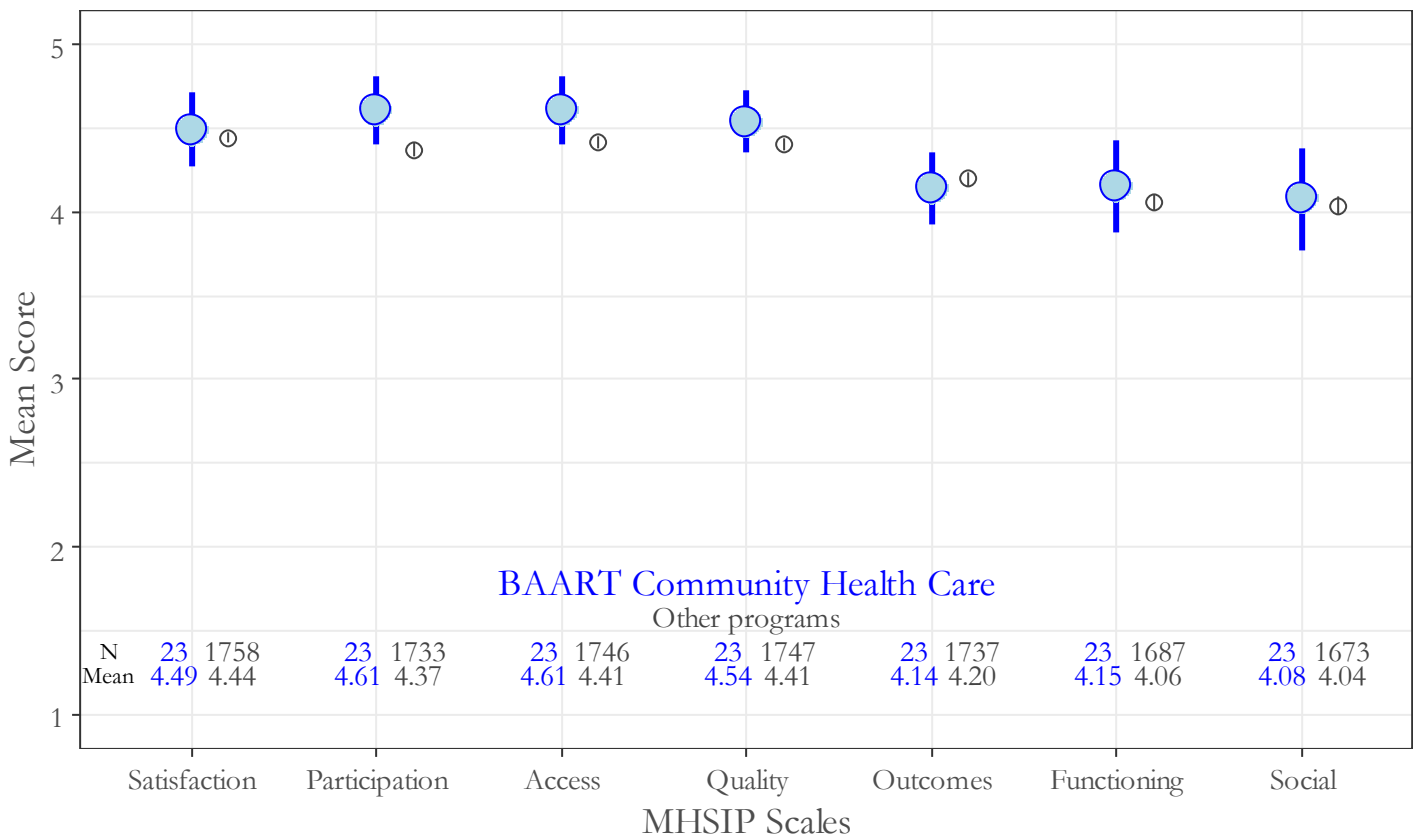
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 95.7 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 1 3.3 % | 6 20.0 % | 16 53.3 % | 0 0.0 % | 7 23.3 % |
| 95.7 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 1 3.3 % | 0 0.0 % | 12 40.0 % | 10 33.3 % | 0 0.0 % | 7 23.3 % |
| 95.7 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 1 3.3 % | 10 33.3 % | 12 40.0 % | 0 0.0 % | 7 23.3 % |
| 87.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 1 3.3 % | 1 3.3 % | 1 3.3 % | 9 30.0 % | 11 36.7 % | 0 0.0 % | 7 23.3 % |
| 91.3 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 2 6.7 % | 7 23.3 % | 14 46.7 % | 0 0.0 % | 7 23.3 % |
| 82.6 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 4 13.3 % | 7 23.3 % | 12 40.0 % | 0 0.0 % | 7 23.3 % |
| 100.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 23.3 % | 15 50.0 % | 0 0.0 % | 8 26.7 % |
| 90.9 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 2 6.7 % | 8 26.7 % | 12 40.0 % | 0 0.0 % | 8 26.7 % |
| 82.6 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 4 13.3 % | 9 30.0 % | 10 33.3 % | 0 0.0 % | 7 23.3 % |
| 87.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 3 10.0 % | 4 13.3 % | 16 53.3 % | 0 0.0 % | 7 23.3 % |
| 100.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 23.3 % | 16 53.3 % | 0 0.0 % | 7 23.3 % |
| 95.7 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 1 3.3 % | 7 23.3 % | 15 50.0 % | 0 0.0 % | 7 23.3 % |
| 100.0 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 30.0 % | 14 46.7 % | 0 0.0 % | 7 23.3 % |
| 100.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 10 33.3 % | 13 43.3 % | 0 0.0 % | 7 23.3 % |
| 95.7 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 1 3.3 % | 8 26.7 % | 14 46.7 % | 0 0.0 % | 7 23.3 % |
| 100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 30.0 % | 14 46.7 % | 0 0.0 % | 7 23.3 % |
| 95.7 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 1 3.3 % | 9 30.0 % | 13 43.3 % | 0 0.0 % | 7 23.3 % |
| 91.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 2 6.7 % | 10 33.3 % | 11 36.7 % | 0 0.0 % | 7 23.3 % |
| 100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 0 0.0 % | 11 36.7 % | 12 40.0 % | 0 0.0 % | 7 23.3 % |
| 100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 13 43.3 % | 9 30.0 % | 0 0.0 % | 8 26.7 % |
| 91.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 1 3.3 % | 1 3.3 % | 7 23.3 % | 14 46.7 % | 0 0.0 % | 7 23.3 % |
| 91.3 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 1 3.3 % | 1 3.3 % | 9 30.0 % | 12 40.0 % | 0 0.0 % | 7 23.3 % |
| 95.7 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 1 3.3 % | 13 43.3 % | 9 30.0 % | 0 0.0 % | 7 23.3 % |
| 73.9 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 6 20.0 % | 10 33.3 % | 7 23.3 % | 0 0.0 % | 7 23.3 % |
| 82.6 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 4 13.3 % | 12 40.0 % | 7 23.3 % | 0 0.0 % | 7 23.3 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|-------------|-------------|
| 57.9 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 8 26.7 % | 8 26.7 % | 3 10.0 % | 4 13.3 % | 7 23.3 % |
| 60.9 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 0 0.0 % | 9 30.0 % | 8 26.7 % | 6 20.0 % | 0 0.0 % | 7 23.3 % |
| 78.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 1 3.3 % | 4 13.3 % | 11 36.7 % | 7 23.3 % | 0 0.0 % | 7 23.3 % |
| 91.3 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 2 6.7 % | 13 43.3 % | 8 26.7 % | 0 0.0 % | 7 23.3 % |
| 82.6 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 4 13.3 % | 11 36.7 % | 8 26.7 % | 0 0.0 % | 7 23.3 % |
| 73.9 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 6 20.0 % | 10 33.3 % | 7 23.3 % | 0 0.0 % | 7 23.3 % |
| 87.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 3.3 % | 2 6.7 % | 13 43.3 % | 7 23.3 % | 0 0.0 % | 7 23.3 % |
| 69.6 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 7 23.3 % | 9 30.0 % | 7 23.3 % | 0 0.0 % | 7 23.3 % |
| 78.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 3.3 % | 4 13.3 % | 12 40.0 % | 6 20.0 % | 0 0.0 % | 7 23.3 % |
| 78.3 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 1 3.3 % | 4 13.3 % | 11 36.7 % | 7 23.3 % | 0 0.0 % | 7 23.3 % |
| 91.3 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 3.3 % | 1 3.3 % | 12 40.0 % | 9 30.0 % | 0 0.0 % | 7 23.3 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult | Older Adult | |
| Refused | 6 22.2 % | 1 33.3 % | 7 23.3 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 21 77.8 % | 2 66.7 % | 23 76.7 % |
| Total | 27 100 % | 3 100 % | 30 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 32 clients; surveys were returned for 30 clients (30/32 = 93.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Balboa Teen Health Center

Program Code(s): 38518

Overall Satisfaction¹

88.9%

Return Rate²

Unknown, no Avatar billing

Overall satisfaction³ mean score for Balboa Teen Health Center: **4.26** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.48** (family).

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

Highest Agreement Items

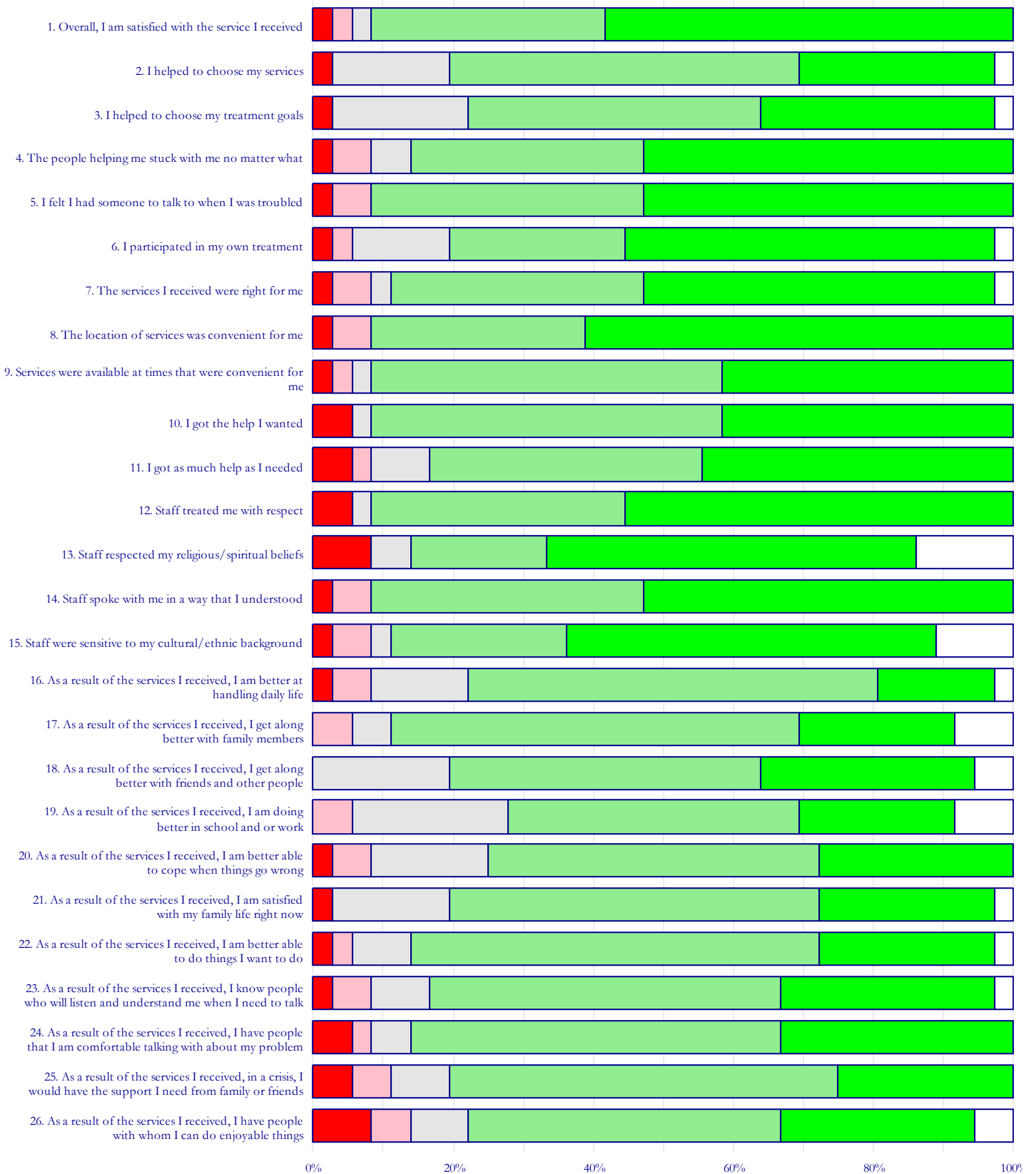
- 91.7% 1. Overall, I am satisfied with the service I received
- 91.7% 5. I felt I had someone to talk to when I was troubled
- 91.7% 9. Services were available at times that were convenient for me

Lowest Agreement Items

- 77.1% 3. I helped to choose my treatment goals
- 80.0% 2. I helped to choose my services
- 80.0% 6. I participated in my own treatment

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

Youth Services Survey for Youth



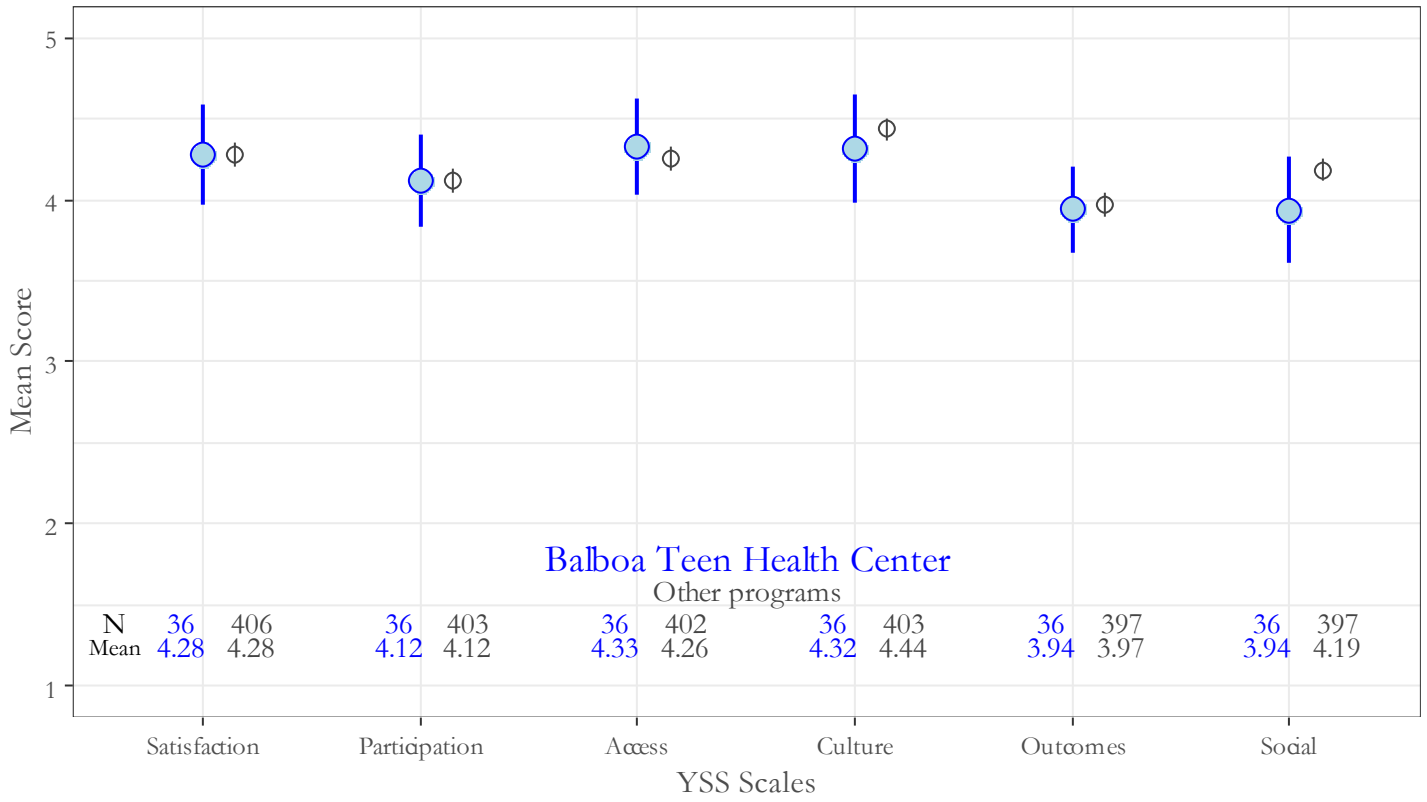
Youth Services Survey for Youth N = 39

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|-------------|--------------|----------------|-------------|------------|
| 91.7 % 1. Overall, I am satisfied with the service I received | 1 2.6 % | 1 2.6 % | 1 2.6 % | 12 30.8 % | 21 53.8 % | 0 0.0 % | 3 7.7 % |
| 80.0 % 2. I helped to choose my services | 1 2.6 % | 0 0.0 % | 6 15.4 % | 18 46.2 % | 10 25.6 % | 1 2.6 % | 3 7.7 % |
| 77.1 % 3. I helped to choose my treatment goals | 1 2.6 % | 0 0.0 % | 7 17.9 % | 15 38.5 % | 12 30.8 % | 1 2.6 % | 3 7.7 % |
| 86.1 % 4. The people helping me stuck with me no matter what | 1 2.6 % | 2 5.1 % | 2 5.1 % | 12 30.8 % | 19 48.7 % | 0 0.0 % | 3 7.7 % |
| 91.7 % 5. I felt I had someone to talk to when I was troubled | 1 2.6 % | 2 5.1 % | 0 0.0 % | 14 35.9 % | 19 48.7 % | 0 0.0 % | 3 7.7 % |
| 80.0 % 6. I participated in my own treatment | 1 2.6 % | 1 2.6 % | 5 12.8 % | 9 23.1 % | 19 48.7 % | 1 2.6 % | 3 7.7 % |
| 88.6 % 7. The services I received were right for me | 1 2.6 % | 2 5.1 % | 1 2.6 % | 13 33.3 % | 18 46.2 % | 1 2.6 % | 3 7.7 % |
| 91.7 % 8. The location of services was convenient for me | 1 2.6 % | 2 5.1 % | 0 0.0 % | 11 28.2 % | 22 56.4 % | 0 0.0 % | 3 7.7 % |
| 91.7 % 9. Services were available at times that were convenient for me | 1 2.6 % | 1 2.6 % | 1 2.6 % | 18 46.2 % | 15 38.5 % | 0 0.0 % | 3 7.7 % |
| 91.7 % 10. I got the help I wanted | 2 5.1 % | 0 0.0 % | 1 2.6 % | 18 46.2 % | 15 38.5 % | 0 0.0 % | 3 7.7 % |
| 83.3 % 11. I got as much help as I needed | 2 5.1 % | 1 2.6 % | 3 7.7 % | 14 35.9 % | 16 41.0 % | 0 0.0 % | 3 7.7 % |
| 91.7 % 12. Staff treated me with respect | 2 5.1 % | 0 0.0 % | 1 2.6 % | 13 33.3 % | 20 51.3 % | 0 0.0 % | 3 7.7 % |
| 83.9 % 13. Staff respected my religious/spiritual beliefs | 3 7.7 % | 0 0.0 % | 2 5.1 % | 7 17.9 % | 19 48.7 % | 5 12.8 % | 3 7.7 % |
| 91.7 % 14. Staff spoke with me in a way that I understood | 1 2.6 % | 2 5.1 % | 0 0.0 % | 14 35.9 % | 19 48.7 % | 0 0.0 % | 3 7.7 % |
| 87.5 % 15. Staff were sensitive to my cultural/ethnic background | 1 2.6 % | 2 5.1 % | 1 2.6 % | 9 23.1 % | 19 48.7 % | 4 10.3 % | 3 7.7 % |
| 77.1 % 16. As a result of the services I received, I am better at handling daily life | 1 2.6 % | 2 5.1 % | 5 12.8 % | 21 53.8 % | 6 15.4 % | 1 2.6 % | 3 7.7 % |
| 87.9 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 2 5.1 % | 2 5.1 % | 21 53.8 % | 8 20.5 % | 3 7.7 % | 3 7.7 % |
| 79.4 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 7 17.9 % | 16 41.0 % | 11 28.2 % | 2 5.1 % | 3 7.7 % |
| 69.7 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 2 5.1 % | 8 20.5 % | 15 38.5 % | 8 20.5 % | 3 7.7 % | 3 7.7 % |
| 75.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 1 2.6 % | 2 5.1 % | 6 15.4 % | 17 43.6 % | 10 25.6 % | 0 0.0 % | 3 7.7 % |
| 80.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 1 2.6 % | 0 0.0 % | 6 15.4 % | 19 48.7 % | 9 23.1 % | 1 2.6 % | 3 7.7 % |
| 85.7 % 22. As a result of the services I received, I am better able to do things I want to do | 1 2.6 % | 1 2.6 % | 3 7.7 % | 21 53.8 % | 9 23.1 % | 1 2.6 % | 3 7.7 % |
| 82.9 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 1 2.6 % | 2 5.1 % | 3 7.7 % | 18 46.2 % | 11 28.2 % | 1 2.6 % | 3 7.7 % |
| 86.1 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 2 5.1 % | 1 2.6 % | 2 5.1 % | 19 48.7 % | 12 30.8 % | 0 0.0 % | 3 7.7 % |
| 80.6 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 2 5.1 % | 2 5.1 % | 3 7.7 % | 20 51.3 % | 9 23.1 % | 0 0.0 % | 3 7.7 % |
| 76.5 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 3 7.7 % | 2 5.1 % | 3 7.7 % | 16 41.0 % | 10 25.6 % | 2 5.1 % | 3 7.7 % |

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough Family data for scale means CI chart

Survey Compliance

| Completion Status | Balboa Teen Health Center Completion by Respondent Type | | <i>Total</i> |
|---------------------|---|--------------|--------------|
| | Family | Youth | |
| | Refused | 0 0 % | |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 1 2.6 % | 1 2.6 % |
| Completed Survey | 0 0 % | 36 92.3 % | 36 92.3 % |
| <i>Total</i> | 0 100 % | 39 100 % | 39 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 0 clients; surveys were returned for 39 clients.
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

BP Assisted Independent Living Program AILP

Program Code(s): 8908OP

Overall Satisfaction¹

91.4%

Return Rate²

111.1%

Overall satisfaction³ mean score for BP Assisted Independent Living Program AILP: **4.22**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

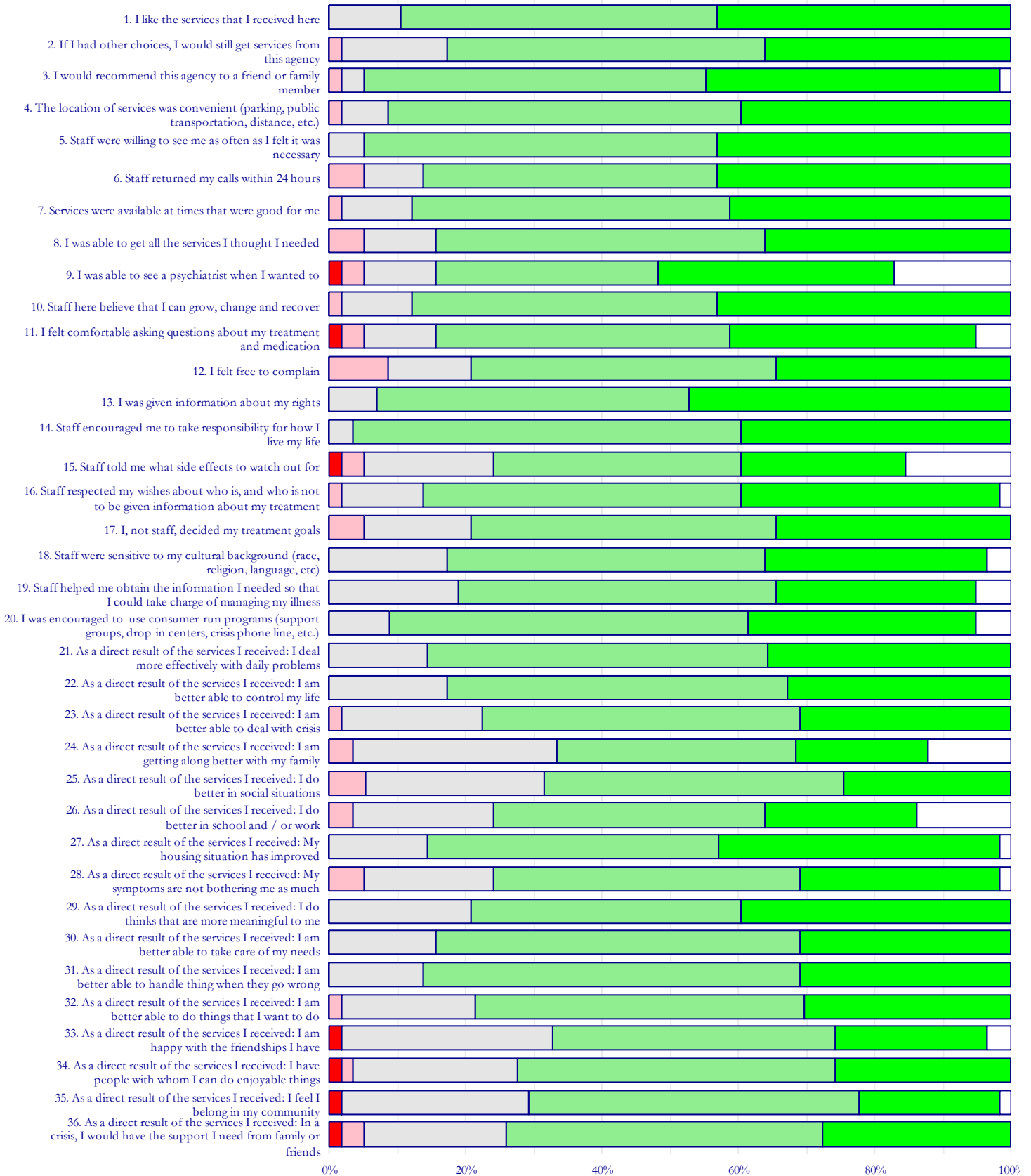
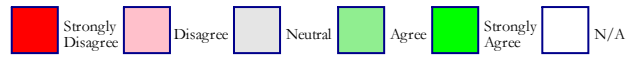
- 96.6%** 14. Staff encouraged me to take responsibility for how I live my life
- 94.8%** 5. Staff were willing to see me as often as I felt it was necessary
- 94.7%** 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 71.4%** 15. Staff told me what side effects to watch out for
- 79.3%** 12. I felt free to complain
- 79.3%** 17. I, not staff, decided my treatment goals

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

MHSIP Items



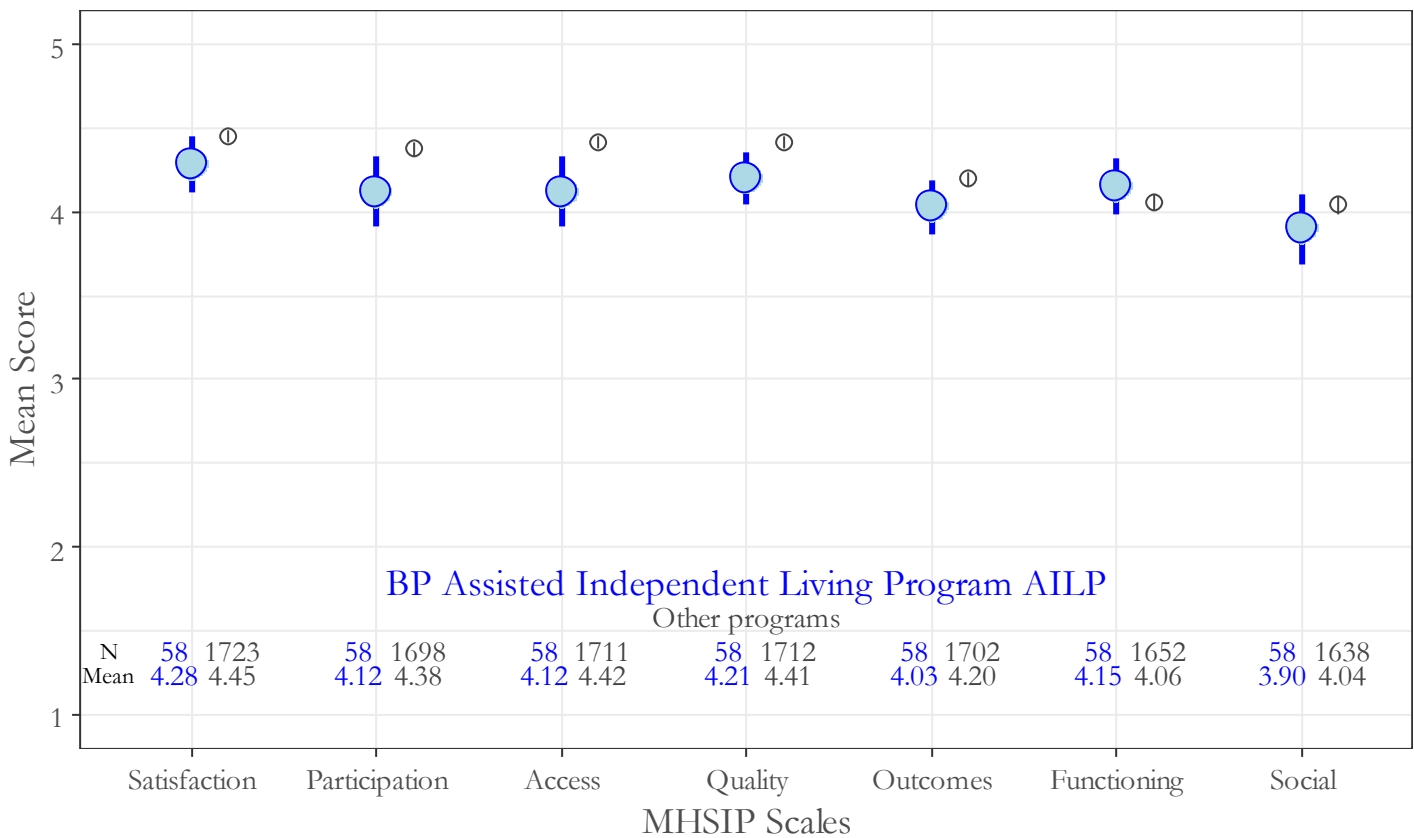
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|--------------|--------------|----------------|--------------|------------|
| 89.7 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 6 10.0 % | 27 45.0 % | 25 41.7 % | 0 0.0 % | 2 3.3 % |
| 82.8 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 1 1.7 % | 9 15.0 % | 27 45.0 % | 21 35.0 % | 0 0.0 % | 2 3.3 % |
| 94.7 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 1 1.7 % | 2 3.3 % | 29 48.3 % | 25 41.7 % | 1 1.7 % | 2 3.3 % |
| 91.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 1 1.7 % | 4 6.7 % | 30 50.0 % | 23 38.3 % | 0 0.0 % | 2 3.3 % |
| 94.8 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 3 5.0 % | 30 50.0 % | 25 41.7 % | 0 0.0 % | 2 3.3 % |
| 86.2 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 3 5.0 % | 5 8.3 % | 25 41.7 % | 25 41.7 % | 0 0.0 % | 2 3.3 % |
| 87.9 % 7. Services were available at times that were good for me | 0 0.0 % | 1 1.7 % | 6 10.0 % | 27 45.0 % | 24 40.0 % | 0 0.0 % | 2 3.3 % |
| 84.5 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 3 5.0 % | 6 10.0 % | 28 46.7 % | 21 35.0 % | 0 0.0 % | 2 3.3 % |
| 81.2 % 9. I was able to see a psychiatrist when I wanted to | 1 1.7 % | 2 3.3 % | 6 10.0 % | 19 31.7 % | 20 33.3 % | 10 16.7 % | 2 3.3 % |
| 87.9 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 1 1.7 % | 6 10.0 % | 26 43.3 % | 25 41.7 % | 0 0.0 % | 2 3.3 % |
| 83.6 % 11. I felt comfortable asking questions about my treatment and medication | 1 1.7 % | 2 3.3 % | 6 10.0 % | 25 41.7 % | 21 35.0 % | 3 5.0 % | 2 3.3 % |
| 79.3 % 12. I felt free to complain | 0 0.0 % | 5 8.3 % | 7 11.7 % | 26 43.3 % | 20 33.3 % | 0 0.0 % | 2 3.3 % |
| 93.0 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 4 6.7 % | 26 43.3 % | 27 45.0 % | 0 0.0 % | 3 5.0 % |
| 96.6 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 2 3.3 % | 33 55.0 % | 23 38.3 % | 0 0.0 % | 2 3.3 % |
| 71.4 % 15. Staff told me what side effects to watch out for | 1 1.7 % | 2 3.3 % | 11 18.3 % | 21 35.0 % | 14 23.3 % | 9 15.0 % | 2 3.3 % |
| 86.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 1 1.7 % | 7 11.7 % | 27 45.0 % | 22 36.7 % | 1 1.7 % | 2 3.3 % |
| 79.3 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 3 5.0 % | 9 15.0 % | 26 43.3 % | 20 33.3 % | 0 0.0 % | 2 3.3 % |
| 82.1 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 10 16.7 % | 27 45.0 % | 19 31.7 % | 2 3.3 % | 2 3.3 % |
| 80.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 11 18.3 % | 27 45.0 % | 17 28.3 % | 3 5.0 % | 2 3.3 % |
| 90.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 5 8.3 % | 30 50.0 % | 19 31.7 % | 3 5.0 % | 3 5.0 % |
| 85.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 8 13.3 % | 28 46.7 % | 20 33.3 % | 0 0.0 % | 4 6.7 % |
| 82.8 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 10 16.7 % | 29 48.3 % | 19 31.7 % | 0 0.0 % | 2 3.3 % |
| 77.6 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 1 1.7 % | 12 20.0 % | 27 45.0 % | 18 30.0 % | 0 0.0 % | 2 3.3 % |
| 62.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 2 3.3 % | 17 28.3 % | 20 33.3 % | 11 18.3 % | 7 11.7 % | 3 5.0 % |
| 68.4 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 3 5.0 % | 15 25.0 % | 25 41.7 % | 14 23.3 % | 0 0.0 % | 3 5.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|--------------|--------------|----------------|-------------|------------|
| 72.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 2 3.3 % | 12 20.0 % | 23 38.3 % | 13 21.7 % | 8 13.3 % | 2 3.3 % |
| 85.5 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 0 0.0 % | 8 13.3 % | 24 40.0 % | 23 38.3 % | 1 1.7 % | 4 6.7 % |
| 75.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 3 5.0 % | 11 18.3 % | 26 43.3 % | 17 28.3 % | 1 1.7 % | 2 3.3 % |
| 79.3 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 12 20.0 % | 23 38.3 % | 23 38.3 % | 0 0.0 % | 2 3.3 % |
| 84.5 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 9 15.0 % | 31 51.7 % | 18 30.0 % | 0 0.0 % | 2 3.3 % |
| 86.2 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 8 13.3 % | 32 53.3 % | 18 30.0 % | 0 0.0 % | 2 3.3 % |
| 78.6 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 1.7 % | 11 18.3 % | 27 45.0 % | 17 28.3 % | 0 0.0 % | 4 6.7 % |
| 66.1 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 1.7 % | 0 0.0 % | 18 30.0 % | 24 40.0 % | 13 21.7 % | 2 3.3 % | 2 3.3 % |
| 72.4 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 1.7 % | 1 1.7 % | 14 23.3 % | 27 45.0 % | 15 25.0 % | 0 0.0 % | 2 3.3 % |
| 70.2 % 35. As a direct result of the services I received: I feel I belong in my community | 1 1.7 % | 0 0.0 % | 16 26.7 % | 28 46.7 % | 12 20.0 % | 1 1.7 % | 2 3.3 % |
| 74.1 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 1 1.7 % | 2 3.3 % | 12 20.0 % | 27 45.0 % | 16 26.7 % | 0 0.0 % | 2 3.3 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult | Older Adult | |
| Refused | 2 3.9 % | 0 0 % | 2 3.3 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 49 96.1 % | 9 100 % | 58 96.7 % |
| Total | 51 100 % | 9 100 % | 60 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 54 clients; surveys were returned for 60 clients (60/54 = 111.1%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

BP Baker Street House

Program Code(s): 38391

Overall Satisfaction¹

92.3%

Return Rate²

100.0%

Overall satisfaction³ mean score for BP Baker Street House: **4.29**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

100.0% 6. Staff returned my calls within 24 hours

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

Lowest Agreement Items

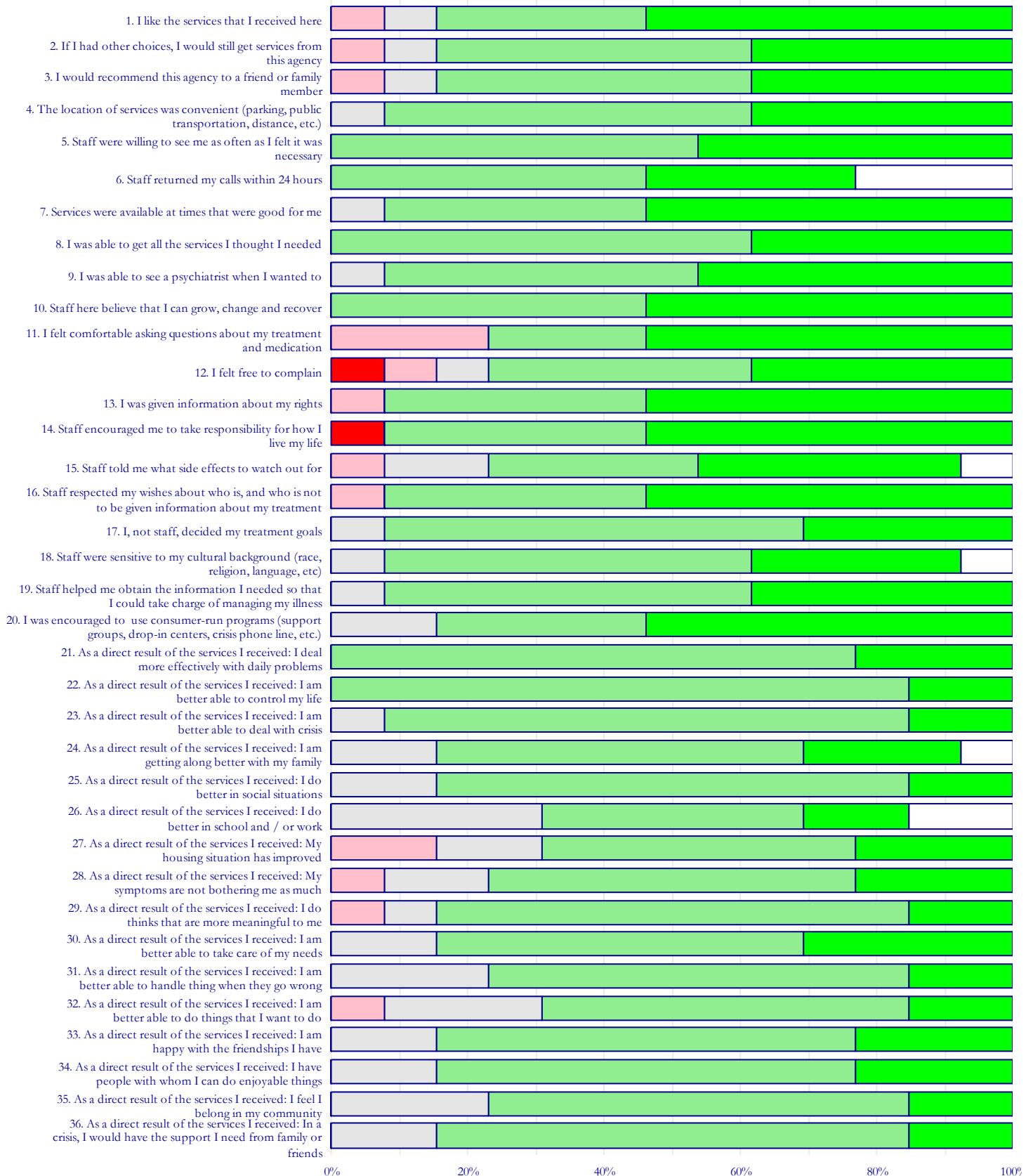
75.0% 15. Staff told me what side effects to watch out for

76.9% 11. I felt comfortable asking questions about my treatment and medication

76.9% 12. I felt free to complain

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

MHSIP Items



MHSIP Items 1-25

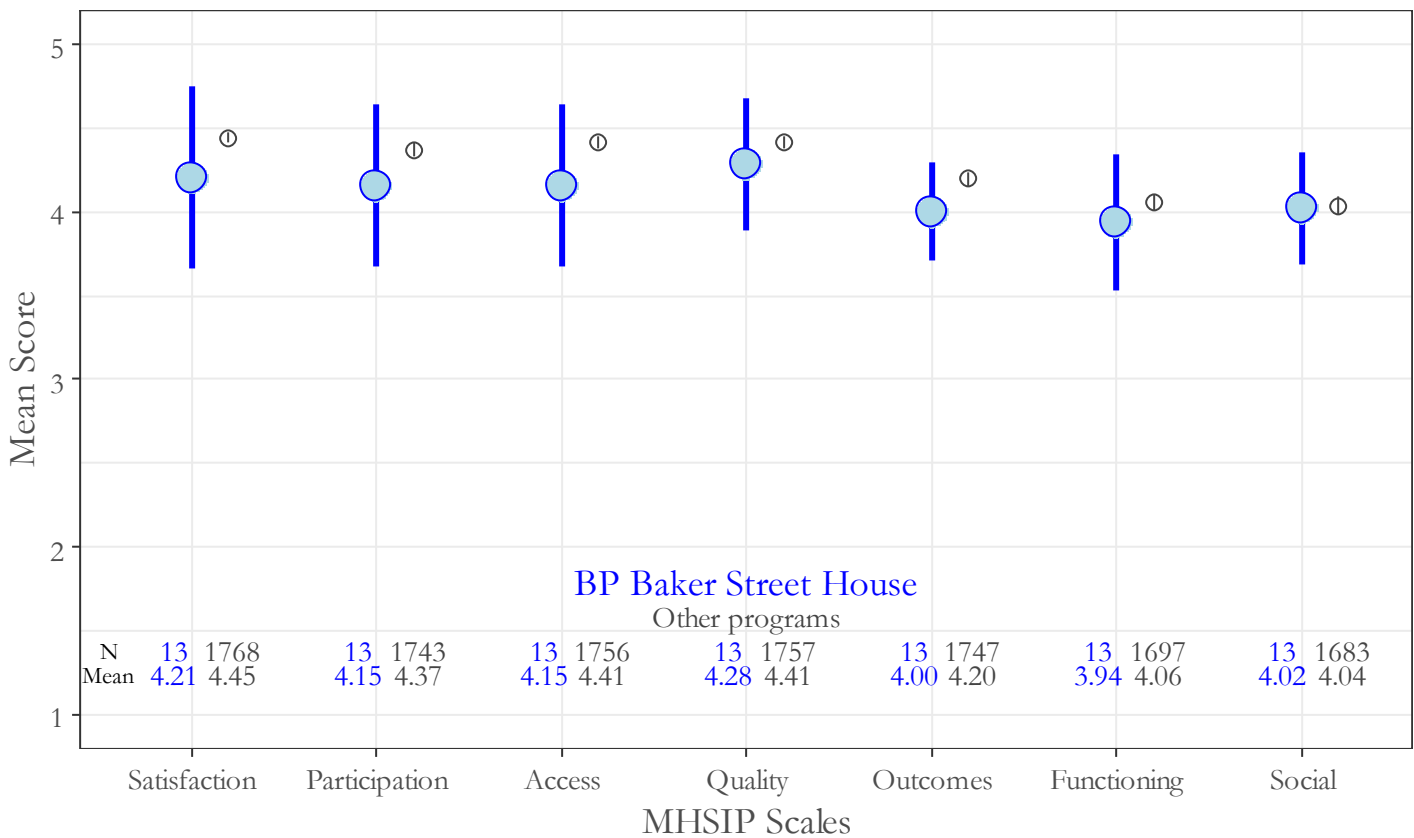
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|--------------|----------------|-------------|-------------|
| 84.6 % 1. I like the services that I received here | 0 0.0 % | 1 6.7 % | 1 6.7 % | 4 26.7 % | 7 46.7 % | 0 0.0 % | 2 13.3 % |
| 84.6 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 1 6.7 % | 1 6.7 % | 6 40.0 % | 5 33.3 % | 0 0.0 % | 2 13.3 % |
| 84.6 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 1 6.7 % | 1 6.7 % | 6 40.0 % | 5 33.3 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 1 6.7 % | 7 46.7 % | 5 33.3 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 46.7 % | 6 40.0 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 40.0 % | 4 26.7 % | 3 20.0 % | 2 13.3 % |
| 92.3 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 1 6.7 % | 5 33.3 % | 7 46.7 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 53.3 % | 5 33.3 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 1 6.7 % | 6 40.0 % | 6 40.0 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 40.0 % | 7 46.7 % | 0 0.0 % | 2 13.3 % |
| 76.9 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 3 20.0 % | 0 0.0 % | 3 20.0 % | 7 46.7 % | 0 0.0 % | 2 13.3 % |
| 76.9 % 12. I felt free to complain | 1 6.7 % | 1 6.7 % | 1 6.7 % | 5 33.3 % | 5 33.3 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 13. I was given information about my rights | 0 0.0 % | 1 6.7 % | 0 0.0 % | 5 33.3 % | 7 46.7 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 14. Staff encouraged me to take responsibility for how I live my life | 1 6.7 % | 0 0.0 % | 0 0.0 % | 5 33.3 % | 7 46.7 % | 0 0.0 % | 2 13.3 % |
| 75.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 1 6.7 % | 2 13.3 % | 4 26.7 % | 5 33.3 % | 1 6.7 % | 2 13.3 % |
| 92.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 1 6.7 % | 0 0.0 % | 5 33.3 % | 7 46.7 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 1 6.7 % | 8 53.3 % | 4 26.7 % | 0 0.0 % | 2 13.3 % |
| 91.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 1 6.7 % | 7 46.7 % | 4 26.7 % | 1 6.7 % | 2 13.3 % |
| 92.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 1 6.7 % | 7 46.7 % | 5 33.3 % | 0 0.0 % | 2 13.3 % |
| 84.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 2 13.3 % | 4 26.7 % | 7 46.7 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 0 0.0 % | 10 66.7 % | 3 20.0 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 11 73.3 % | 2 13.3 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 1 6.7 % | 10 66.7 % | 2 13.3 % | 0 0.0 % | 2 13.3 % |
| 83.3 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 2 13.3 % | 7 46.7 % | 3 20.0 % | 1 6.7 % | 2 13.3 % |
| 84.6 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 2 13.3 % | 9 60.0 % | 2 13.3 % | 0 0.0 % | 2 13.3 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 63.6 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 4 26.7 % | 5 33.3 % | 2 13.3 % | 2 13.3 % | 2 13.3 % |
| 69.2 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 2 13.3 % | 2 13.3 % | 6 40.0 % | 3 20.0 % | 0 0.0 % | 2 13.3 % |
| 76.9 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 1 6.7 % | 2 13.3 % | 7 46.7 % | 3 20.0 % | 0 0.0 % | 2 13.3 % |
| 84.6 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 1 6.7 % | 1 6.7 % | 9 60.0 % | 2 13.3 % | 0 0.0 % | 2 13.3 % |
| 84.6 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 2 13.3 % | 7 46.7 % | 4 26.7 % | 0 0.0 % | 2 13.3 % |
| 76.9 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 3 20.0 % | 8 53.3 % | 2 13.3 % | 0 0.0 % | 2 13.3 % |
| 69.2 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 6.7 % | 3 20.0 % | 7 46.7 % | 2 13.3 % | 0 0.0 % | 2 13.3 % |
| 84.6 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 2 13.3 % | 8 53.3 % | 3 20.0 % | 0 0.0 % | 2 13.3 % |
| 84.6 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 2 13.3 % | 8 53.3 % | 3 20.0 % | 0 0.0 % | 2 13.3 % |
| 76.9 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 0 0.0 % | 3 20.0 % | 8 53.3 % | 2 13.3 % | 0 0.0 % | 2 13.3 % |
| 84.6 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 13.3 % | 9 60.0 % | 2 13.3 % | 0 0.0 % | 2 13.3 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult | Older Adult | |
| Refused | 2 14.3 % | 0 0 % | 2 13.3 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 12 85.7 % | 1 100 % | 13 86.7 % |
| Total | 14 100 % | 1 100 % | 15 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 13 clients; surveys were returned for 13 clients (13/13 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

BP Grove Street House

Program Code(s): 89781

Overall Satisfaction¹

80.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for BP Grove Street House: **3.88**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

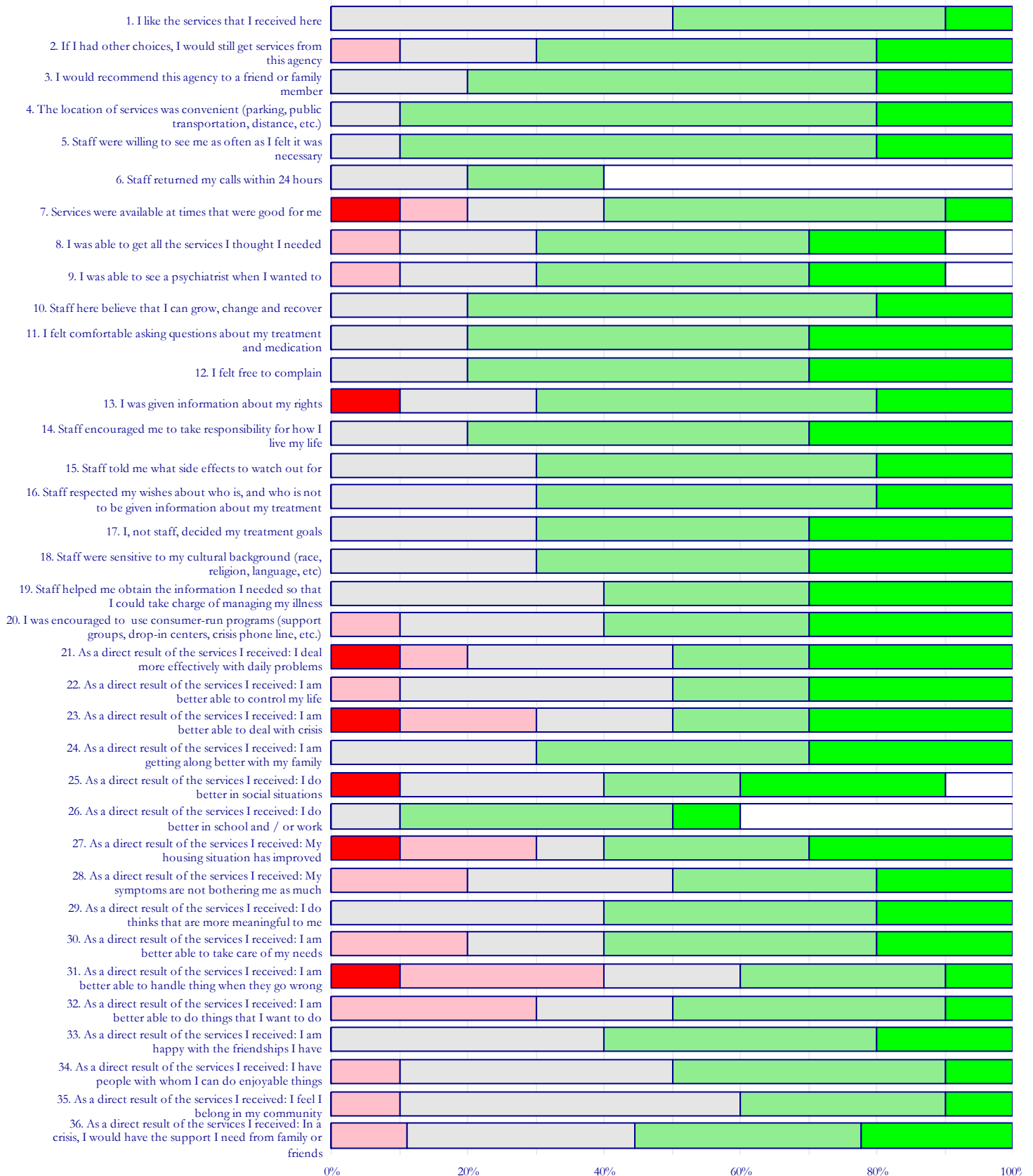
- 90.0% 5. Staff were willing to see me as often as I felt it was necessary
- 80.0% 3. I would recommend this agency to a friend or family member
- 80.0% 10. Staff here believe that I can grow, change and recover

Lowest Agreement Items

- 50.0% 1. I like the services that I received here
- 50.0% 6. Staff returned my calls within 24 hours
- 60.0% 7. Services were available at times that were good for me

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

MHSIP Items



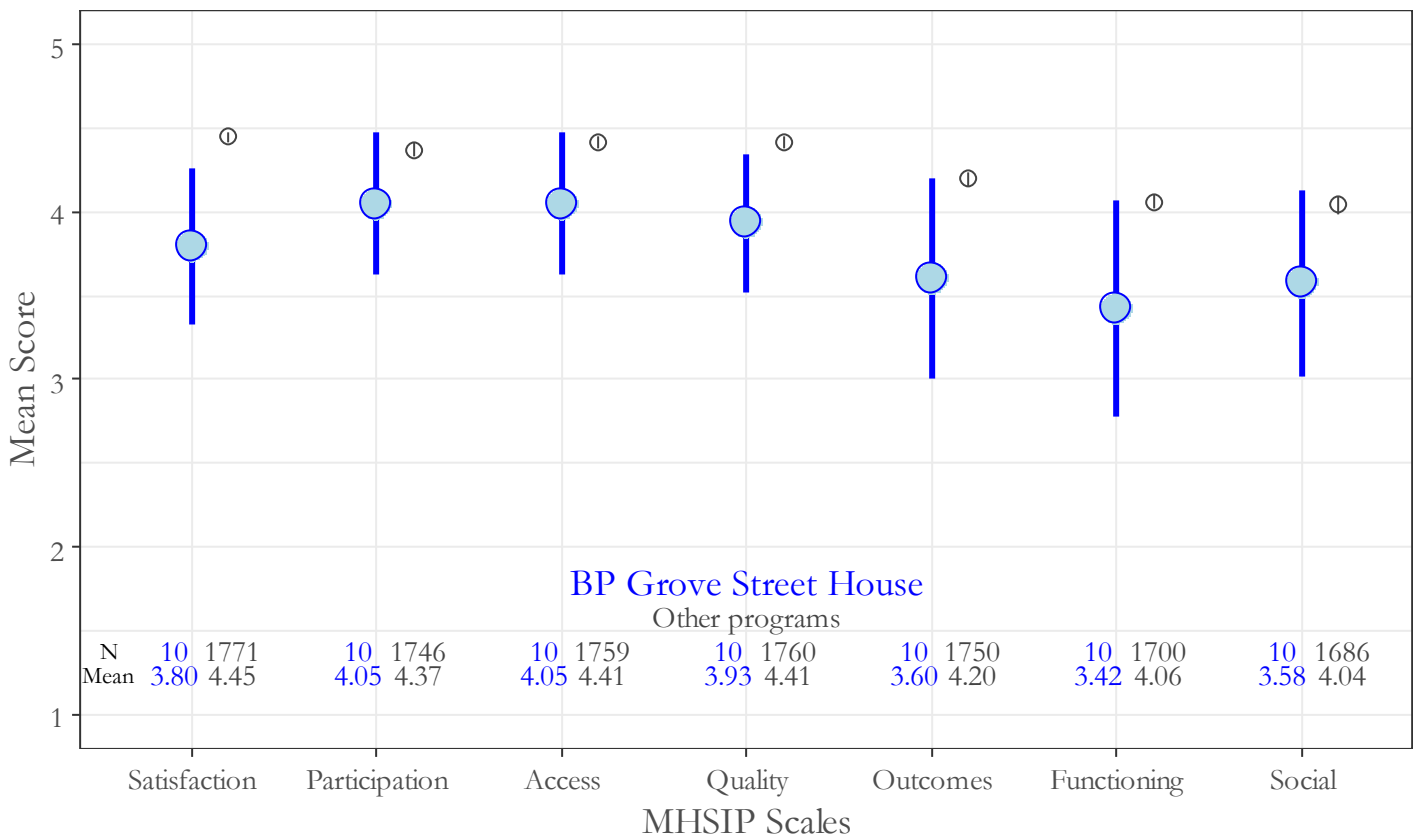
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|-------------|----------------|
| 50.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 5 50.0 % | 4 40.0 % | 1 10.0 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 1 10.0 % | 2 20.0 % | 5 50.0 % | 2 20.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 2 20.0 % | 6 60.0 % | 2 20.0 % | 0 0.0 % | 0 0.0 % |
| 90.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 1 10.0 % | 7 70.0 % | 2 20.0 % | 0 0.0 % | 0 0.0 % |
| 90.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 1 10.0 % | 7 70.0 % | 2 20.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 2 20.0 % | 2 20.0 % | 0 0.0 % | 6 60.0 % | 0 0.0 % |
| 60.0 % 7. Services were available at times that were good for me | 1 10.0 % | 1 10.0 % | 2 20.0 % | 5 50.0 % | 1 10.0 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 1 10.0 % | 2 20.0 % | 4 40.0 % | 2 20.0 % | 1 10.0 % | 0 0.0 % |
| 66.7 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 1 10.0 % | 2 20.0 % | 4 40.0 % | 2 20.0 % | 1 10.0 % | 0 0.0 % |
| 80.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 2 20.0 % | 6 60.0 % | 2 20.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 2 20.0 % | 5 50.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 2 20.0 % | 5 50.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 13. I was given information about my rights | 1 10.0 % | 0 0.0 % | 2 20.0 % | 5 50.0 % | 2 20.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 2 20.0 % | 5 50.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 3 30.0 % | 5 50.0 % | 2 20.0 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 3 30.0 % | 5 50.0 % | 2 20.0 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 3 30.0 % | 4 40.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 3 30.0 % | 4 40.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 4 40.0 % | 3 30.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 1 10.0 % | 3 30.0 % | 3 30.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 1 10.0 % | 1 10.0 % | 3 30.0 % | 2 20.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 1 10.0 % | 4 40.0 % | 2 20.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 23. As a direct result of the services I received: I am better able to deal with crisis | 1 10.0 % | 2 20.0 % | 2 20.0 % | 2 20.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 3 30.0 % | 4 40.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 55.6 % 25. As a direct result of the services I received: I do better in social situations | 1 10.0 % | 0 0.0 % | 3 30.0 % | 2 20.0 % | 3 30.0 % | 1 10.0 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 83.3 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 1 10.0 % | 4 40.0 % | 1 10.0 % | 4 40.0 % | 0 0.0 % |
| 60.0 % 27. As a direct result of the services I received: My housing situation has improved | 1 10.0 % | 2 20.0 % | 1 10.0 % | 3 30.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 2 20.0 % | 3 30.0 % | 3 30.0 % | 2 20.0 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 4 40.0 % | 4 40.0 % | 2 20.0 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 2 20.0 % | 2 20.0 % | 4 40.0 % | 2 20.0 % | 0 0.0 % | 0 0.0 % |
| 40.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 10.0 % | 3 30.0 % | 2 20.0 % | 3 30.0 % | 1 10.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 3 30.0 % | 2 20.0 % | 4 40.0 % | 1 10.0 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 4 40.0 % | 4 40.0 % | 2 20.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 10.0 % | 4 40.0 % | 4 40.0 % | 1 10.0 % | 0 0.0 % | 0 0.0 % |
| 40.0 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 1 10.0 % | 5 50.0 % | 3 30.0 % | 1 10.0 % | 0 0.0 % | 0 0.0 % |
| 55.6 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 10.0 % | 3 30.0 % | 3 30.0 % | 2 20.0 % | 0 0.0 % | 1 10.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 8 100 % | 2 100 % | 10 100 % |
| Total | 8 100 % | 2 100 % | 10 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 10 clients; surveys were returned for 10 clients (10/10 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

BP Jo Ruffin Place

Program Code(s): 89911

Overall Satisfaction¹

46.2%

Return Rate²

100.0%

Overall satisfaction³ mean score for BP Jo Ruffin Place: **3.70**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

84.6% 10. Staff here believe that I can grow, change and recover

76.9% 13. I was given information about my rights

76.9% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

Lowest Agreement Items

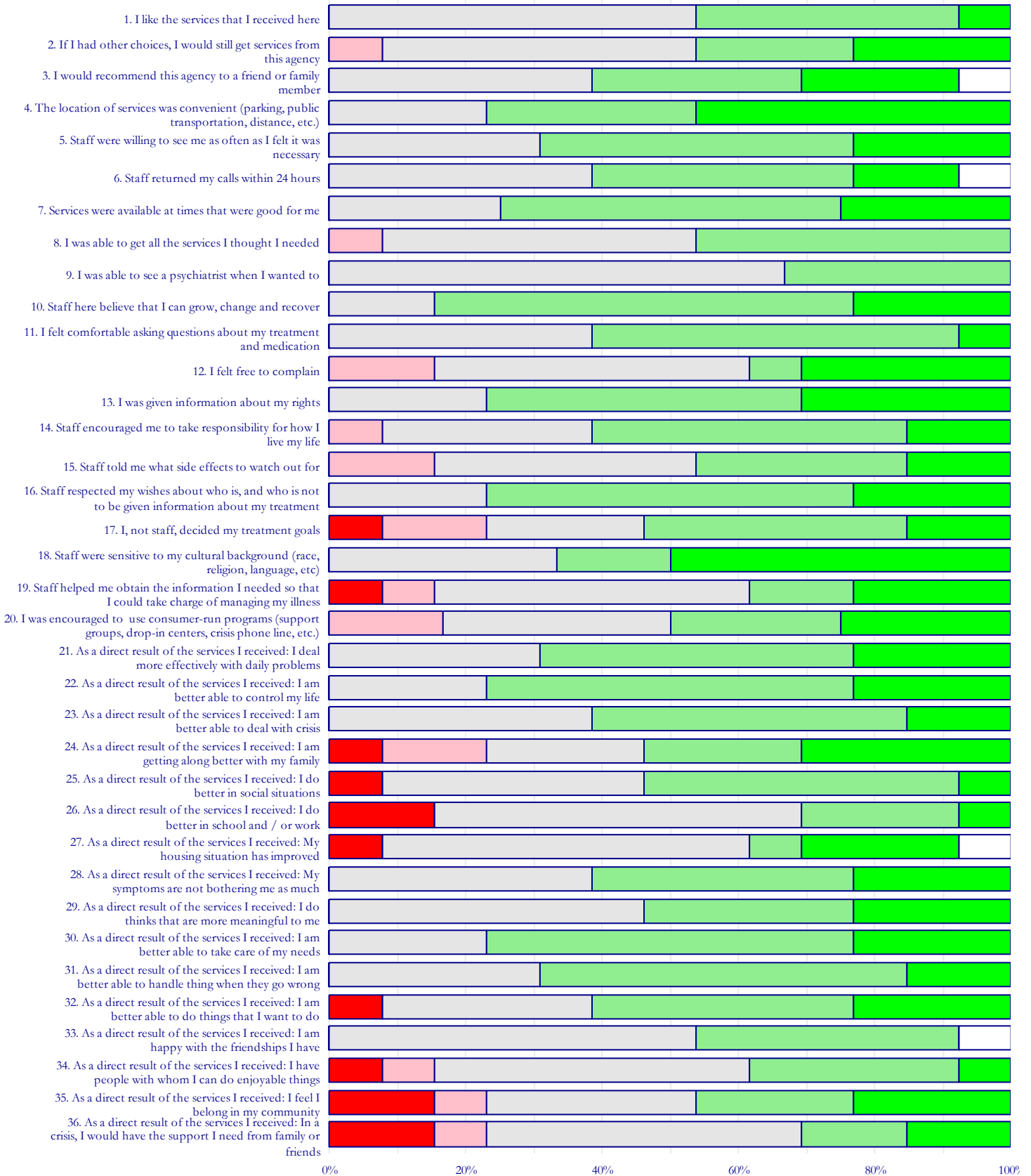
33.3% 9. I was able to see a psychiatrist when I wanted to

38.5% 12. I felt free to complain

38.5% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

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

MHSIP Items



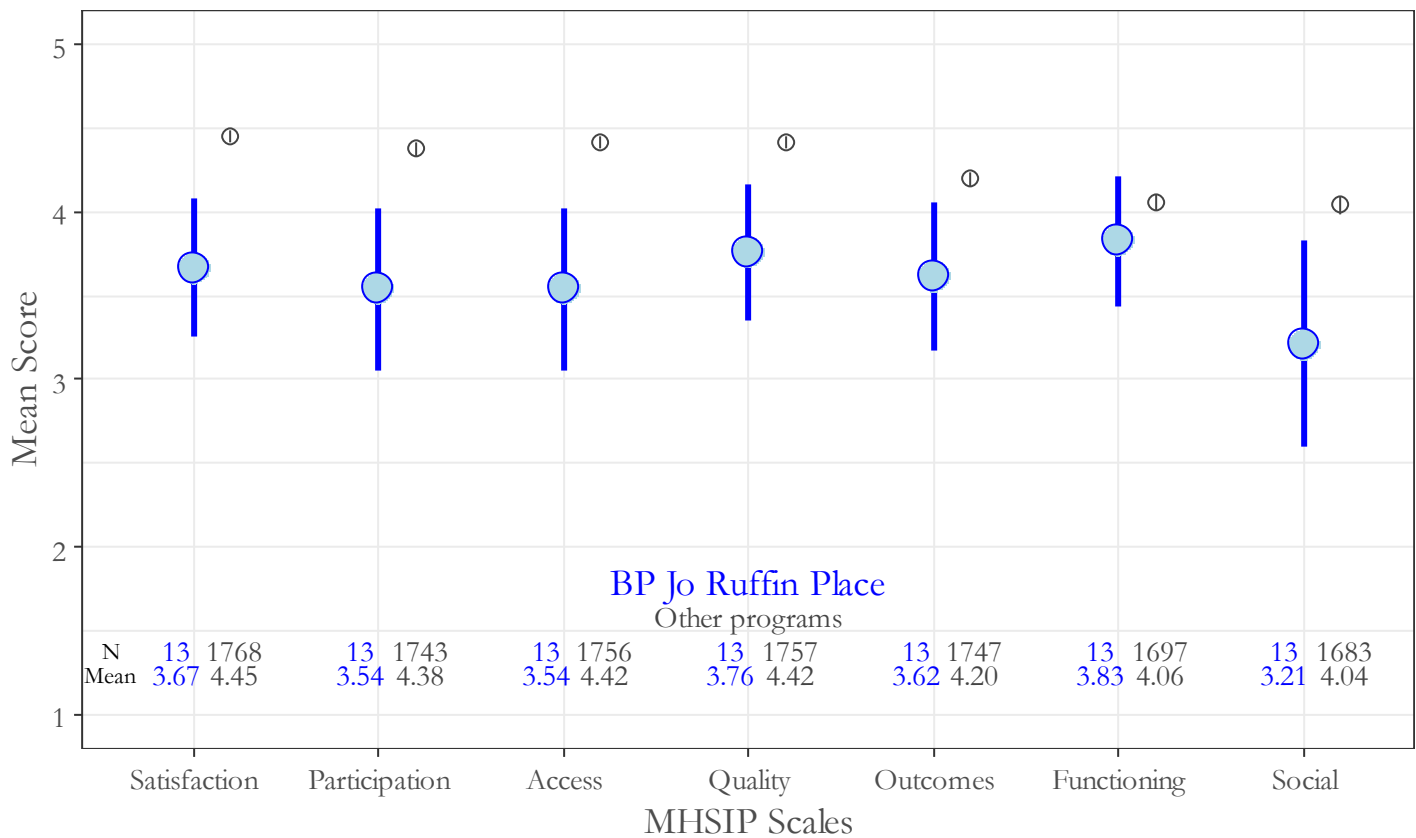
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|------------|------------|
| 46.2 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 7 53.8 % | 5 38.5 % | 1 7.7 % | 0 0.0 % | 0 0.0 % |
| 46.2 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 1 7.7 % | 6 46.2 % | 3 23.1 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 58.3 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 5 38.5 % | 4 30.8 % | 3 23.1 % | 1 7.7 % | 0 0.0 % |
| 76.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 3 23.1 % | 4 30.8 % | 6 46.2 % | 0 0.0 % | 0 0.0 % |
| 69.2 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 4 30.8 % | 6 46.2 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 58.3 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 5 38.5 % | 5 38.5 % | 2 15.4 % | 1 7.7 % | 0 0.0 % |
| 75.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 3 23.1 % | 6 46.2 % | 3 23.1 % | 0 0.0 % | 1 7.7 % |
| 46.2 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 1 7.7 % | 6 46.2 % | 6 46.2 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 33.3 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 8 61.5 % | 4 30.8 % | 0 0.0 % | 0 0.0 % | 1 7.7 % |
| 84.6 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 2 15.4 % | 8 61.5 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 61.5 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 5 38.5 % | 7 53.8 % | 1 7.7 % | 0 0.0 % | 0 0.0 % |
| 38.5 % 12. I felt free to complain | 0 0.0 % | 2 15.4 % | 6 46.2 % | 1 7.7 % | 4 30.8 % | 0 0.0 % | 0 0.0 % |
| 76.9 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 3 23.1 % | 6 46.2 % | 4 30.8 % | 0 0.0 % | 0 0.0 % |
| 61.5 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 1 7.7 % | 4 30.8 % | 6 46.2 % | 2 15.4 % | 0 0.0 % | 0 0.0 % |
| 46.2 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 2 15.4 % | 5 38.5 % | 4 30.8 % | 2 15.4 % | 0 0.0 % | 0 0.0 % |
| 76.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 3 23.1 % | 7 53.8 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 53.8 % 17. I, not staff, decided my treatment goals | 1 7.7 % | 2 15.4 % | 3 23.1 % | 5 38.5 % | 2 15.4 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 4 30.8 % | 2 15.4 % | 6 46.2 % | 0 0.0 % | 1 7.7 % |
| 38.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 1 7.7 % | 1 7.7 % | 6 46.2 % | 2 15.4 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 2 15.4 % | 4 30.8 % | 3 23.1 % | 3 23.1 % | 0 0.0 % | 1 7.7 % |
| 69.2 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 4 30.8 % | 6 46.2 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 76.9 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 3 23.1 % | 7 53.8 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 61.5 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 5 38.5 % | 6 46.2 % | 2 15.4 % | 0 0.0 % | 0 0.0 % |
| 53.8 % 24. As a direct result of the services I received: I am getting along better with my family | 1 7.7 % | 2 15.4 % | 3 23.1 % | 3 23.1 % | 4 30.8 % | 0 0.0 % | 0 0.0 % |
| 53.8 % 25. As a direct result of the services I received: I do better in social situations | 1 7.7 % | 0 0.0 % | 5 38.5 % | 6 46.2 % | 1 7.7 % | 0 0.0 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|------------|------------|
| 30.8 % 26. As a direct result of the services I received: I do better in school and / or work | 2 15.4 % | 0 0.0 % | 7 53.8 % | 3 23.1 % | 1 7.7 % | 0 0.0 % | 0 0.0 % |
| 33.3 % 27. As a direct result of the services I received: My housing situation has improved | 1 7.7 % | 0 0.0 % | 7 53.8 % | 1 7.7 % | 3 23.1 % | 1 7.7 % | 0 0.0 % |
| 61.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 0 0.0 % | 5 38.5 % | 5 38.5 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 53.8 % 29. As a direct result of the services I received: I do think that are more meaningful to me | 0 0.0 % | 0 0.0 % | 6 46.2 % | 4 30.8 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 76.9 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 3 23.1 % | 7 53.8 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 69.2 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong | 0 0.0 % | 0 0.0 % | 4 30.8 % | 7 53.8 % | 2 15.4 % | 0 0.0 % | 0 0.0 % |
| 61.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 7.7 % | 0 0.0 % | 4 30.8 % | 5 38.5 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 41.7 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 7 53.8 % | 5 38.5 % | 0 0.0 % | 1 7.7 % | 0 0.0 % |
| 38.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 7.7 % | 1 7.7 % | 6 46.2 % | 4 30.8 % | 1 7.7 % | 0 0.0 % | 0 0.0 % |
| 46.2 % 35. As a direct result of the services I received: I feel I belong in my community | 2 15.4 % | 1 7.7 % | 4 30.8 % | 3 23.1 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 30.8 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 2 15.4 % | 1 7.7 % | 6 46.2 % | 2 15.4 % | 2 15.4 % | 0 0.0 % | 0 0.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 12 100 % | 1 100 % | 13 100 % |
| Total | 12 100 % | 1 100 % | 13 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 13 clients; surveys were returned for 13 clients (13/13 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

BP Odyssey House
Program Code(s): 3840OP

Overall Satisfaction¹
100.0%

Return Rate²
100.0%

Overall satisfaction³ mean score for BP Odyssey House: **4.25**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

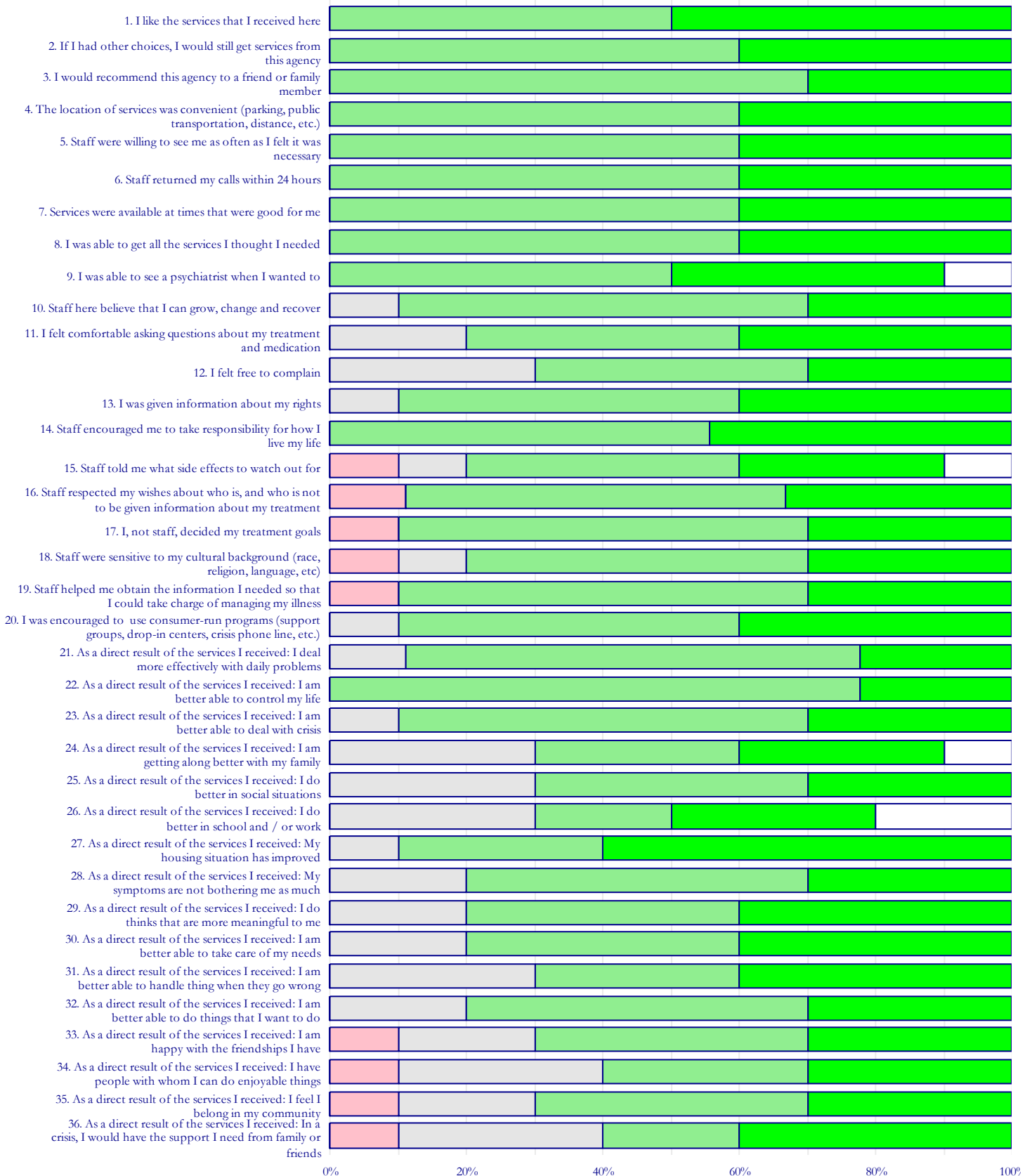
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 70.0% 12. I felt free to complain
- 77.8% 15. Staff told me what side effects to watch out for
- 80.0% 11. I felt comfortable asking questions about my treatment and medication

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

MHSIP Items



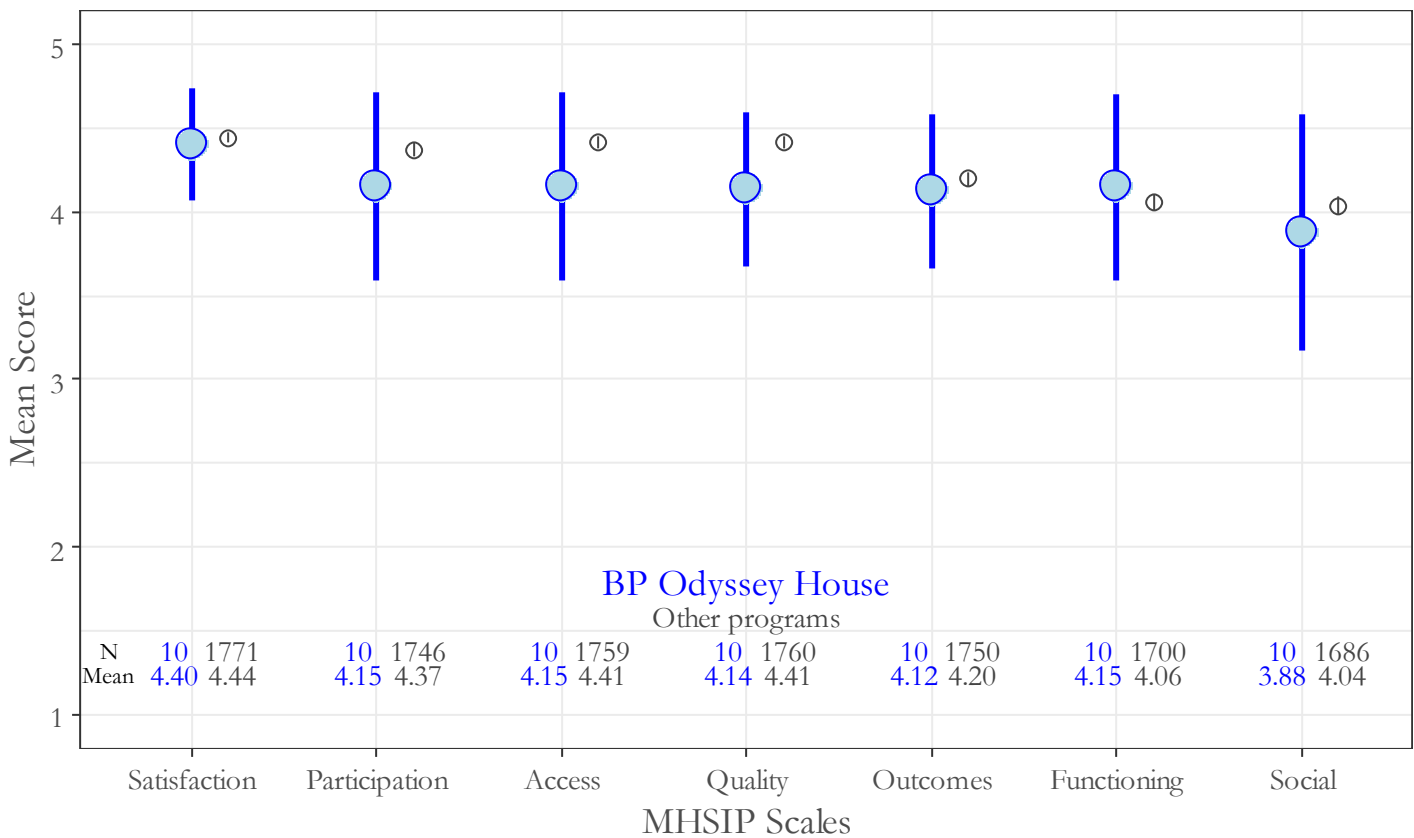
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 50.0 % | 5 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 60.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 70.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 60.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 60.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 60.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 60.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 60.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 50.0 % | 4 40.0 % | 1 10.0 % | 0 0.0 % |
| 90.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 1 10.0 % | 6 60.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 2 20.0 % | 4 40.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 3 30.0 % | 4 40.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 90.0 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 10.0 % | 5 50.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 50.0 % | 4 40.0 % | 0 0.0 % | 1 10.0 % |
| 77.8 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 1 10.0 % | 1 10.0 % | 4 40.0 % | 3 30.0 % | 1 10.0 % | 0 0.0 % |
| 88.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 1 10.0 % | 0 0.0 % | 5 50.0 % | 3 30.0 % | 0 0.0 % | 1 10.0 % |
| 90.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 1 10.0 % | 0 0.0 % | 6 60.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 1 10.0 % | 1 10.0 % | 5 50.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 90.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 1 10.0 % | 0 0.0 % | 6 60.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 90.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 1 10.0 % | 5 50.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 1 10.0 % | 6 60.0 % | 2 20.0 % | 0 0.0 % | 1 10.0 % |
| 100.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 70.0 % | 2 20.0 % | 0 0.0 % | 1 10.0 % |
| 90.0 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 1 10.0 % | 6 60.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 3 30.0 % | 3 30.0 % | 3 30.0 % | 1 10.0 % | 0 0.0 % |
| 70.0 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 3 30.0 % | 4 40.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|------------|
| 62.5 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 3 30.0 % | 2 20.0 % | 3 30.0 % | 2 20.0 % | 0 0.0 % |
| 90.0 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 0 0.0 % | 1 10.0 % | 3 30.0 % | 6 60.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 0 0.0 % | 2 20.0 % | 5 50.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 2 20.0 % | 4 40.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 2 20.0 % | 4 40.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 3 30.0 % | 3 30.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 2 20.0 % | 5 50.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 1 10.0 % | 2 20.0 % | 4 40.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 10.0 % | 3 30.0 % | 3 30.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 1 10.0 % | 2 20.0 % | 4 40.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 10.0 % | 3 30.0 % | 2 20.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 9 100 % | 1 100 % | 10 100 % |
| Total | 9 100 % | 1 100 % | 10 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 10 clients; surveys were returned for 10 clients (10/10 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

BP Robertson Place

Program Code(s): 38851

Overall Satisfaction¹

91.7%

Return Rate²

109.1%

Overall satisfaction³ mean score for BP Robertson Place: **4.24**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

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

100.0% 11. I felt comfortable asking questions about my treatment and medication

Lowest Agreement Items

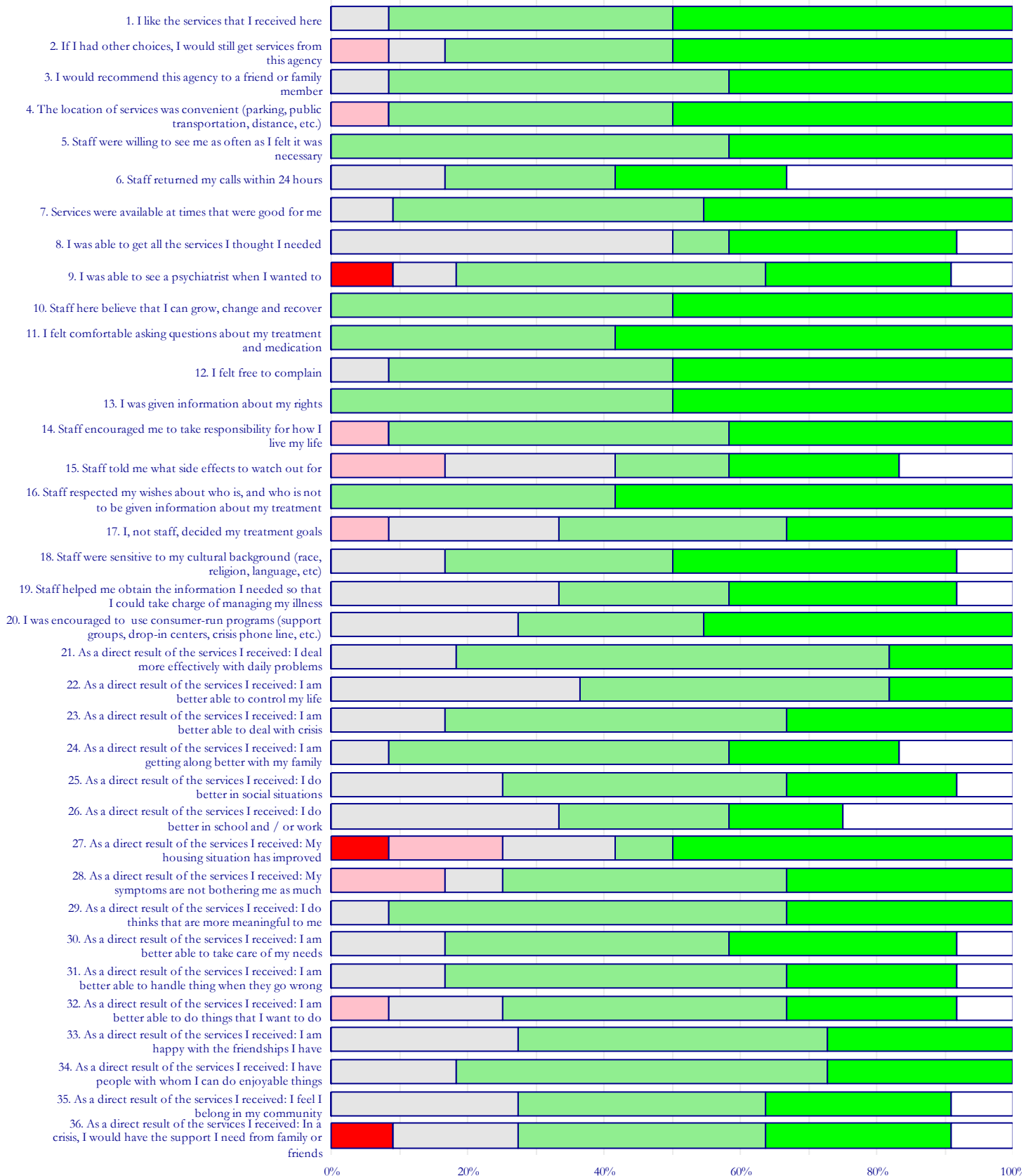
45.5% 8. I was able to get all the services I thought I needed

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

63.6% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

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

MHSIP Items



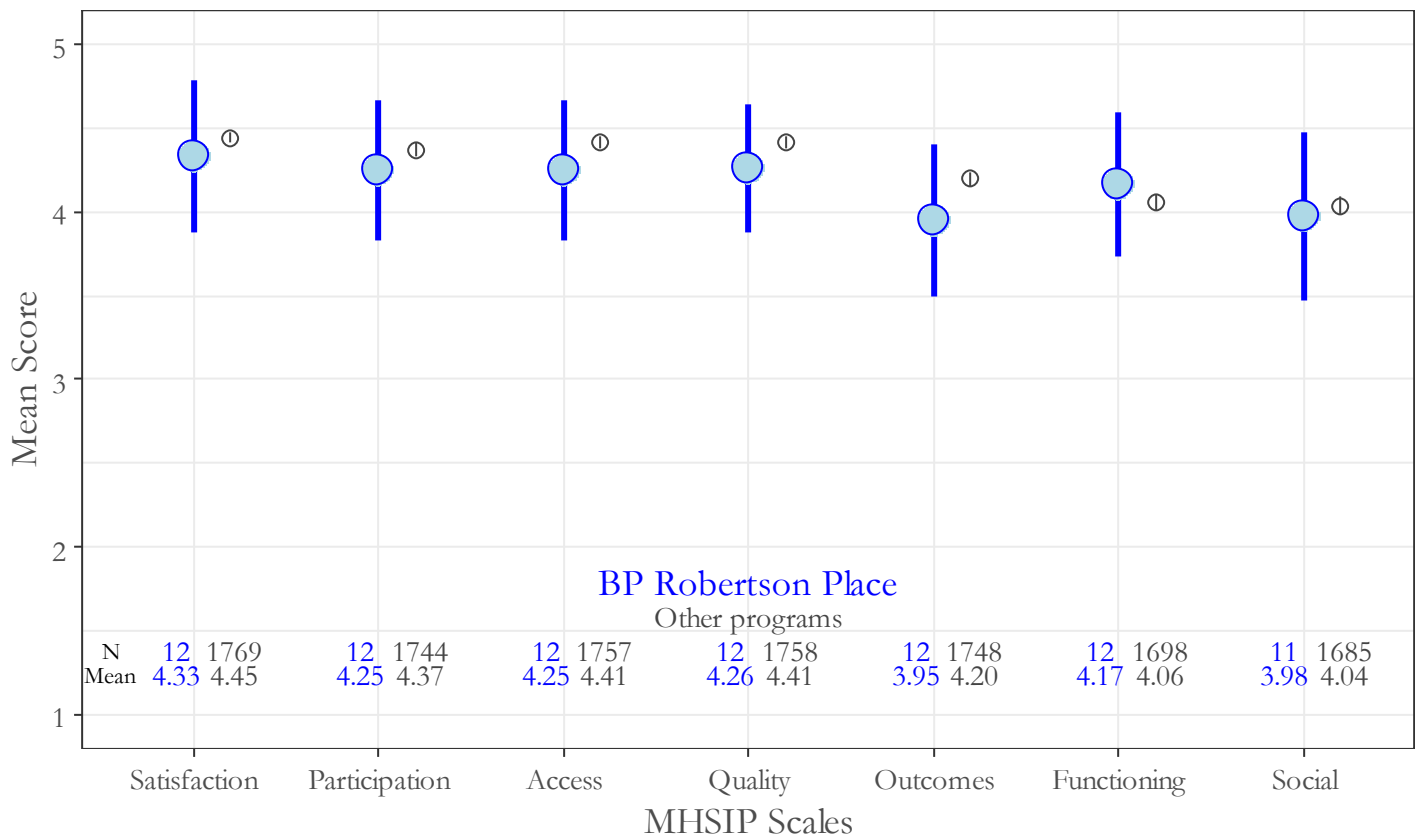
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|------------|
| 91.7 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 1 8.3 % | 5 41.7 % | 6 50.0 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 1 8.3 % | 1 8.3 % | 4 33.3 % | 6 50.0 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 1 8.3 % | 6 50.0 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 1 8.3 % | 0 0.0 % | 5 41.7 % | 6 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 58.3 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 2 16.7 % | 3 25.0 % | 3 25.0 % | 4 33.3 % | 0 0.0 % |
| 90.9 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 1 8.3 % | 5 41.7 % | 5 41.7 % | 0 0.0 % | 1 8.3 % |
| 45.5 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 6 50.0 % | 1 8.3 % | 4 33.3 % | 1 8.3 % | 0 0.0 % |
| 80.0 % 9. I was able to see a psychiatrist when I wanted to | 1 8.3 % | 0 0.0 % | 1 8.3 % | 5 41.7 % | 3 25.0 % | 1 8.3 % | 1 8.3 % |
| 100.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 50.0 % | 6 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 41.7 % | 7 58.3 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 1 8.3 % | 5 41.7 % | 6 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 50.0 % | 6 50.0 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 1 8.3 % | 0 0.0 % | 6 50.0 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 2 16.7 % | 3 25.0 % | 2 16.7 % | 3 25.0 % | 2 16.7 % | 0 0.0 % |
| 100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 41.7 % | 7 58.3 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 1 8.3 % | 3 25.0 % | 4 33.3 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 2 16.7 % | 4 33.3 % | 5 41.7 % | 1 8.3 % | 0 0.0 % |
| 63.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 4 33.3 % | 3 25.0 % | 4 33.3 % | 1 8.3 % | 0 0.0 % |
| 72.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 3 25.0 % | 3 25.0 % | 5 41.7 % | 0 0.0 % | 1 8.3 % |
| 81.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 2 16.7 % | 7 58.3 % | 2 16.7 % | 0 0.0 % | 1 8.3 % |
| 63.6 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 4 33.3 % | 5 41.7 % | 2 16.7 % | 0 0.0 % | 1 8.3 % |
| 83.3 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 90.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 1 8.3 % | 6 50.0 % | 3 25.0 % | 2 16.7 % | 0 0.0 % |
| 72.7 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 3 25.0 % | 5 41.7 % | 3 25.0 % | 1 8.3 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|------------|
| 55.6 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 4 33.3 % | 3 25.0 % | 2 16.7 % | 3 25.0 % | 0 0.0 % |
| 58.3 % 27. As a direct result of the services I received: My housing situation has improved | 1 8.3 % | 2 16.7 % | 2 16.7 % | 1 8.3 % | 6 50.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 2 16.7 % | 1 8.3 % | 5 41.7 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 1 8.3 % | 7 58.3 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 2 16.7 % | 5 41.7 % | 4 33.3 % | 1 8.3 % | 0 0.0 % |
| 81.8 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 3 25.0 % | 1 8.3 % | 0 0.0 % |
| 72.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 8.3 % | 2 16.7 % | 5 41.7 % | 3 25.0 % | 1 8.3 % | 0 0.0 % |
| 72.7 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 3 25.0 % | 5 41.7 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 81.8 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 70.0 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 0 0.0 % | 3 25.0 % | 4 33.3 % | 3 25.0 % | 1 8.3 % | 1 8.3 % |
| 70.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 1 8.3 % | 0 0.0 % | 2 16.7 % | 4 33.3 % | 3 25.0 % | 1 8.3 % | 1 8.3 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 12 100 % | 0 0 % | 12 100 % |
| Total | 12 100 % | 0 100 % | 12 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 11 clients; surveys were returned for 12 clients (12/11 = 109.1%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

BP San Jose Place

Program Code(s): 38BS1

Overall Satisfaction¹

100.0%

Return Rate²

109.1%

Overall satisfaction³ mean score for BP San Jose Place: **4.34**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

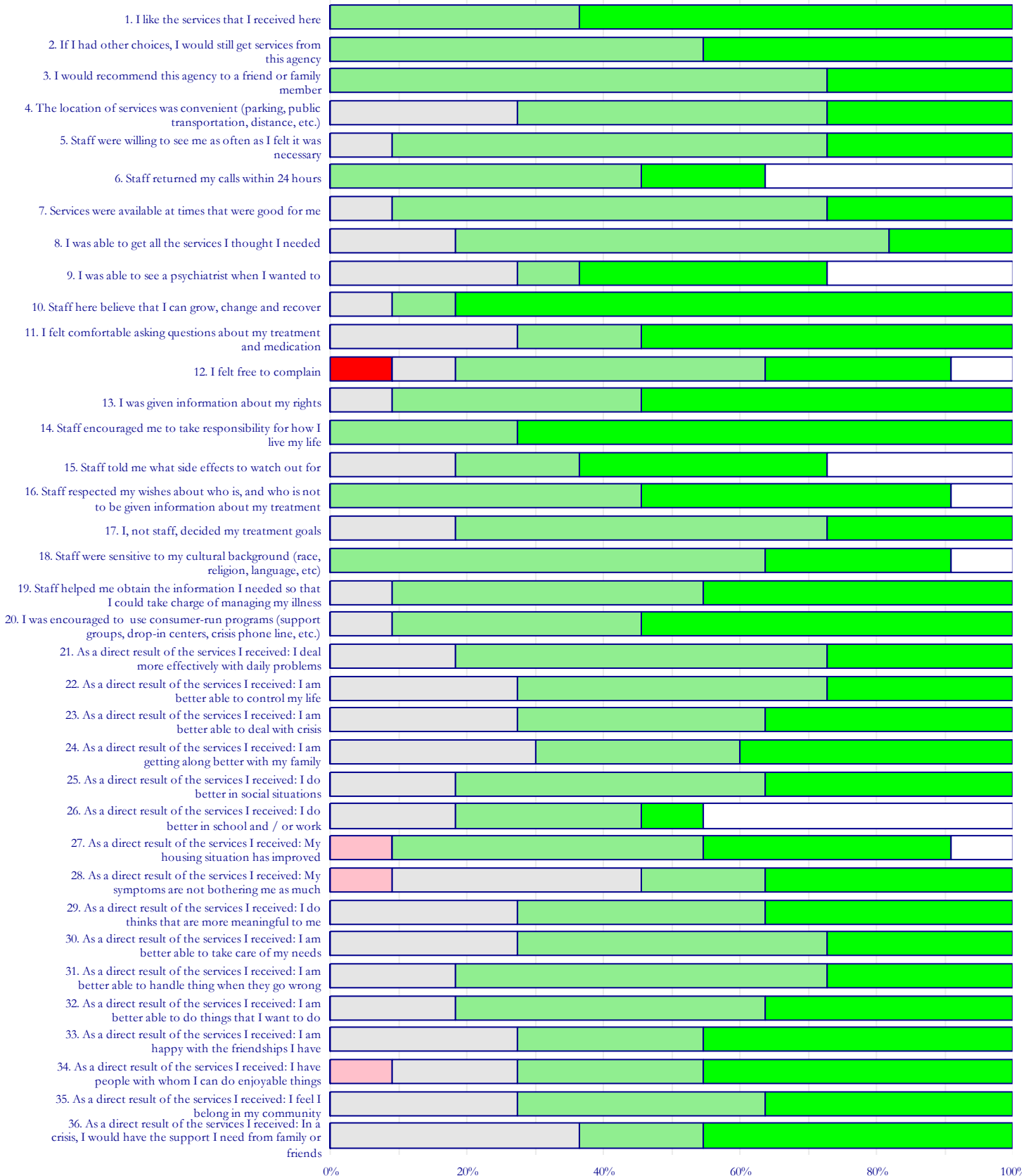
62.5% 9. I was able to see a psychiatrist when I wanted to

72.7% 11. I felt comfortable asking questions about my treatment and medication

75.0% 15. Staff told me what side effects to watch out for

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

MHSIP Items



MHSIP Items 1-25

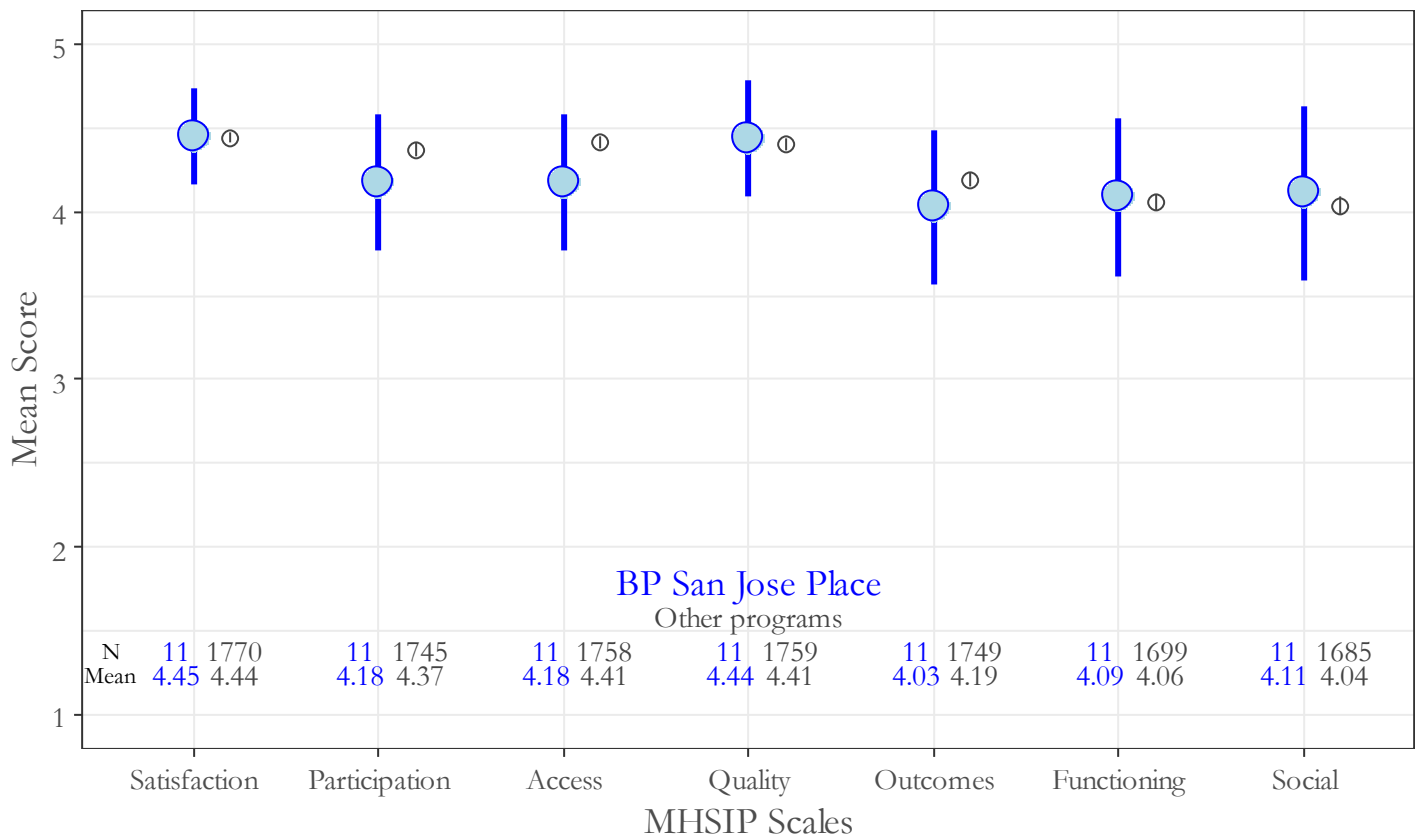
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 33.3 % | 7 58.3 % | 0 0.0 % | 1 8.3 % |
| 100.0 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 50.0 % | 5 41.7 % | 0 0.0 % | 1 8.3 % |
| 100.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 66.7 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 72.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 3 25.0 % | 5 41.7 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 90.9 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 1 8.3 % | 7 58.3 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 100.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 41.7 % | 2 16.7 % | 4 33.3 % | 1 8.3 % |
| 90.9 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 1 8.3 % | 7 58.3 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 81.8 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 2 16.7 % | 7 58.3 % | 2 16.7 % | 0 0.0 % | 1 8.3 % |
| 62.5 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 3 25.0 % | 1 8.3 % | 4 33.3 % | 3 25.0 % | 1 8.3 % |
| 90.9 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 1 8.3 % | 1 8.3 % | 9 75.0 % | 0 0.0 % | 1 8.3 % |
| 72.7 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 3 25.0 % | 2 16.7 % | 6 50.0 % | 0 0.0 % | 1 8.3 % |
| 80.0 % 12. I felt free to complain | 1 8.3 % | 0 0.0 % | 1 8.3 % | 5 41.7 % | 3 25.0 % | 1 8.3 % | 1 8.3 % |
| 90.9 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 8.3 % | 4 33.3 % | 6 50.0 % | 0 0.0 % | 1 8.3 % |
| 100.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 25.0 % | 8 66.7 % | 0 0.0 % | 1 8.3 % |
| 75.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 2 16.7 % | 2 16.7 % | 4 33.3 % | 3 25.0 % | 1 8.3 % |
| 100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 41.7 % | 5 41.7 % | 1 8.3 % | 1 8.3 % |
| 81.8 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 58.3 % | 3 25.0 % | 1 8.3 % | 1 8.3 % |
| 90.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 1 8.3 % | 5 41.7 % | 5 41.7 % | 0 0.0 % | 1 8.3 % |
| 90.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 1 8.3 % | 4 33.3 % | 6 50.0 % | 0 0.0 % | 1 8.3 % |
| 81.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 72.7 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 3 25.0 % | 5 41.7 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 72.7 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 3 25.0 % | 4 33.3 % | 4 33.3 % | 0 0.0 % | 1 8.3 % |
| 70.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 3 25.0 % | 3 25.0 % | 4 33.3 % | 0 0.0 % | 2 16.7 % |
| 81.8 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 2 16.7 % | 5 41.7 % | 4 33.3 % | 0 0.0 % | 1 8.3 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|-------------|------------|
| 66.7 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 2 16.7 % | 3 25.0 % | 1 8.3 % | 5 41.7 % | 1 8.3 % |
| 90.0 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 1 8.3 % | 0 0.0 % | 5 41.7 % | 4 33.3 % | 1 8.3 % | 1 8.3 % |
| 54.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 1 8.3 % | 4 33.3 % | 2 16.7 % | 4 33.3 % | 0 0.0 % | 1 8.3 % |
| 72.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 3 25.0 % | 4 33.3 % | 4 33.3 % | 0 0.0 % | 1 8.3 % |
| 72.7 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 3 25.0 % | 5 41.7 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 81.8 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 81.8 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 2 16.7 % | 5 41.7 % | 4 33.3 % | 0 0.0 % | 1 8.3 % |
| 72.7 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 3 25.0 % | 3 25.0 % | 5 41.7 % | 0 0.0 % | 1 8.3 % |
| 72.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 8.3 % | 2 16.7 % | 3 25.0 % | 5 41.7 % | 0 0.0 % | 1 8.3 % |
| 72.7 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 0 0.0 % | 3 25.0 % | 4 33.3 % | 4 33.3 % | 0 0.0 % | 1 8.3 % |
| 63.6 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 4 33.3 % | 2 16.7 % | 5 41.7 % | 0 0.0 % | 1 8.3 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult | Older Adult | |
| Refused | 1 10 % | 0 0 % | 1 8.3 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 9 90 % | 2 100 % | 11 91.7 % |
| Total | 10 100 % | 2 100 % | 12 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 11 clients; surveys were returned for 12 clients (12/11 = 109.1%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

BVHP Integrated Behavioral Health Program

Program Code(s): 38513

Overall Satisfaction¹

85.7%

Return Rate²

94.6%

Overall satisfaction³ mean score for BVHP Integrated Behavioral Health Program: **4.38**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

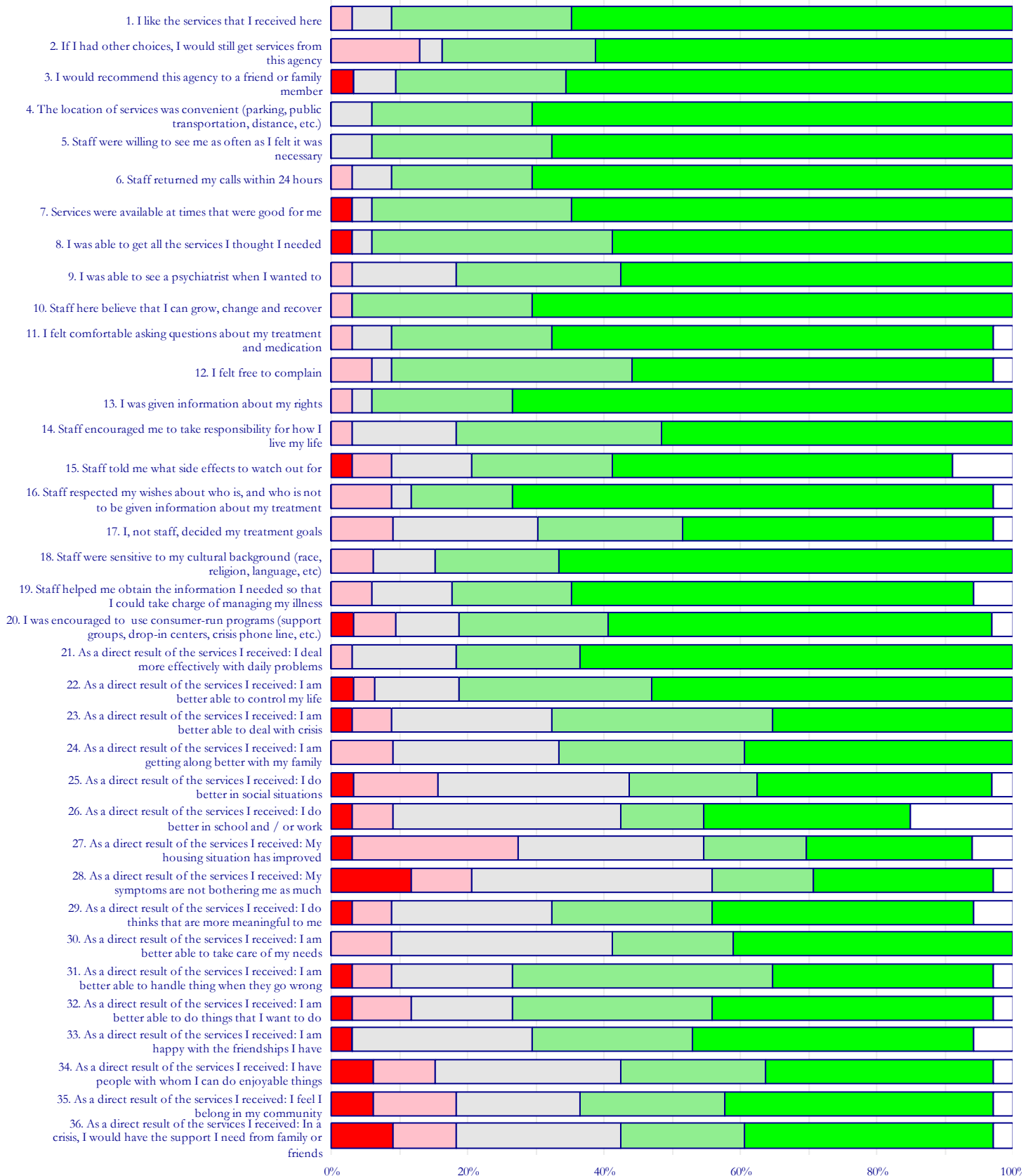
- 97.1%** 10. Staff here believe that I can grow, change and recover
- 94.1%** 5. Staff were willing to see me as often as I felt it was necessary
- 94.1%** 7. Services were available at times that were good for me

Lowest Agreement Items

- 68.8%** 17. I, not staff, decided my treatment goals
- 77.4%** 15. Staff told me what side effects to watch out for
- 80.6%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

MHSIP Items



MHSIP Items 1-25

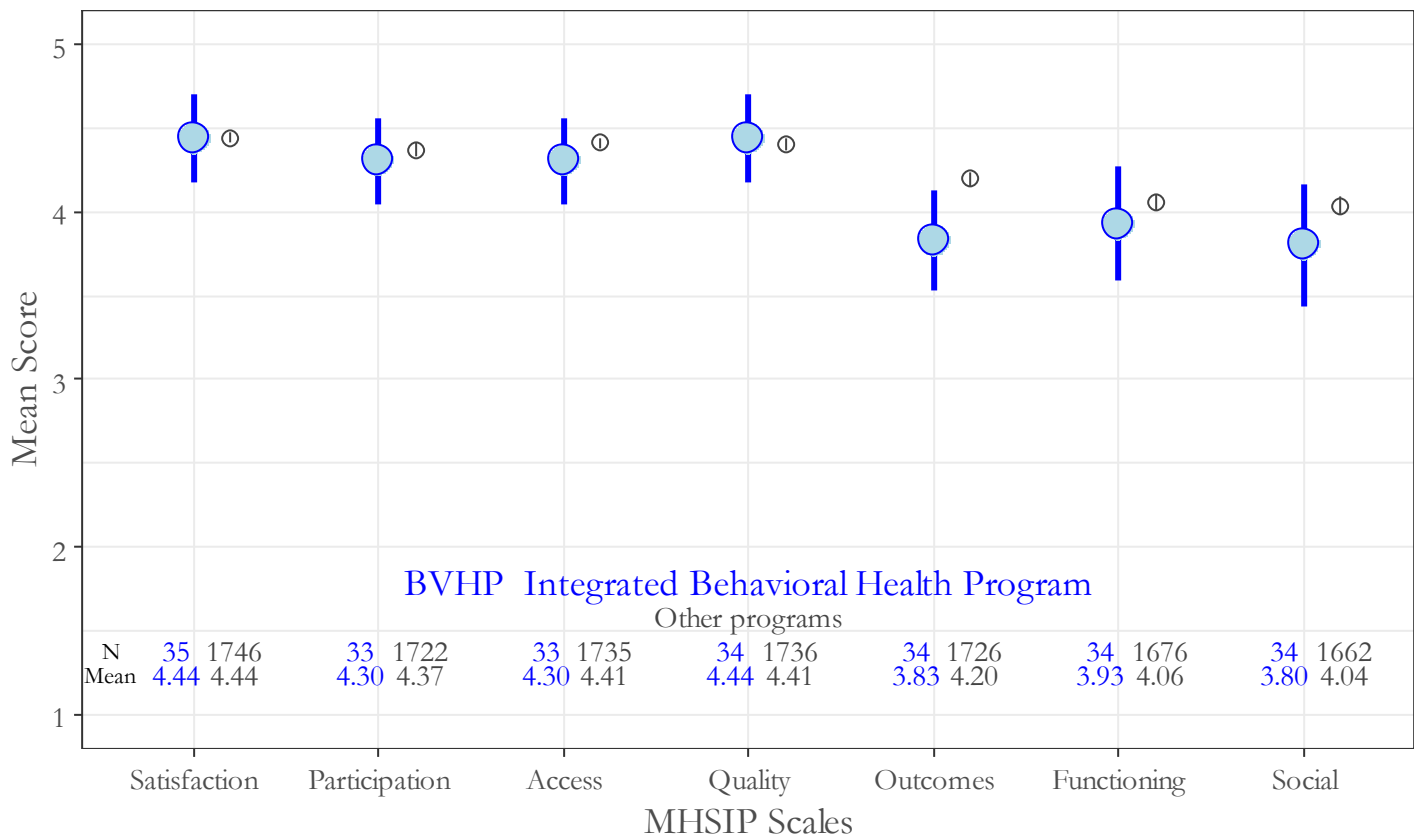
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|--------------|----------------|------------|-------------|
| 91.2 % 1. I like the services that I received here | 0 0.0 % | 1 2.9 % | 2 5.7 % | 9 25.7 % | 22 62.9 % | 0 0.0 % | 1 2.9 % |
| 83.9 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 4 11.4 % | 1 2.9 % | 7 20.0 % | 19 54.3 % | 0 0.0 % | 4 11.4 % |
| 90.6 % 3. I would recommend this agency to a friend or family member | 1 2.9 % | 0 0.0 % | 2 5.7 % | 8 22.9 % | 21 60.0 % | 0 0.0 % | 3 8.6 % |
| 94.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 2 5.7 % | 8 22.9 % | 24 68.6 % | 0 0.0 % | 1 2.9 % |
| 94.1 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 2 5.7 % | 9 25.7 % | 23 65.7 % | 0 0.0 % | 1 2.9 % |
| 91.2 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 1 2.9 % | 2 5.7 % | 7 20.0 % | 24 68.6 % | 0 0.0 % | 1 2.9 % |
| 94.1 % 7. Services were available at times that were good for me | 1 2.9 % | 0 0.0 % | 1 2.9 % | 10 28.6 % | 22 62.9 % | 0 0.0 % | 1 2.9 % |
| 94.1 % 8. I was able to get all the services I thought I needed | 1 2.9 % | 0 0.0 % | 1 2.9 % | 12 34.3 % | 20 57.1 % | 0 0.0 % | 1 2.9 % |
| 81.8 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 1 2.9 % | 5 14.3 % | 8 22.9 % | 19 54.3 % | 0 0.0 % | 2 5.7 % |
| 97.1 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 1 2.9 % | 0 0.0 % | 9 25.7 % | 24 68.6 % | 0 0.0 % | 1 2.9 % |
| 90.9 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 1 2.9 % | 2 5.7 % | 8 22.9 % | 22 62.9 % | 1 2.9 % | 1 2.9 % |
| 90.9 % 12. I felt free to complain | 0 0.0 % | 2 5.7 % | 1 2.9 % | 12 34.3 % | 18 51.4 % | 1 2.9 % | 1 2.9 % |
| 94.1 % 13. I was given information about my rights | 0 0.0 % | 1 2.9 % | 1 2.9 % | 7 20.0 % | 25 71.4 % | 0 0.0 % | 1 2.9 % |
| 81.8 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 1 2.9 % | 5 14.3 % | 10 28.6 % | 17 48.6 % | 0 0.0 % | 2 5.7 % |
| 77.4 % 15. Staff told me what side effects to watch out for | 1 2.9 % | 2 5.7 % | 4 11.4 % | 7 20.0 % | 17 48.6 % | 3 8.6 % | 1 2.9 % |
| 87.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 3 8.6 % | 1 2.9 % | 5 14.3 % | 24 68.6 % | 1 2.9 % | 1 2.9 % |
| 68.8 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 3 8.6 % | 7 20.0 % | 7 20.0 % | 15 42.9 % | 1 2.9 % | 2 5.7 % |
| 84.8 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 2 5.7 % | 3 8.6 % | 6 17.1 % | 22 62.9 % | 0 0.0 % | 2 5.7 % |
| 81.2 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 2 5.7 % | 4 11.4 % | 6 17.1 % | 20 57.1 % | 2 5.7 % | 1 2.9 % |
| 80.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 1 2.9 % | 2 5.7 % | 3 8.6 % | 7 20.0 % | 18 51.4 % | 1 2.9 % | 3 8.6 % |
| 81.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 1 2.9 % | 5 14.3 % | 6 17.1 % | 21 60.0 % | 0 0.0 % | 2 5.7 % |
| 81.2 % 22. As a direct result of the services I received: I am better able to control my life | 1 2.9 % | 1 2.9 % | 4 11.4 % | 9 25.7 % | 17 48.6 % | 0 0.0 % | 3 8.6 % |
| 67.6 % 23. As a direct result of the services I received: I am better able to deal with crisis | 1 2.9 % | 2 5.7 % | 8 22.9 % | 11 31.4 % | 12 34.3 % | 0 0.0 % | 1 2.9 % |
| 66.7 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 3 8.6 % | 8 22.9 % | 9 25.7 % | 13 37.1 % | 0 0.0 % | 2 5.7 % |
| 54.8 % 25. As a direct result of the services I received: I do better in social situations | 1 2.9 % | 4 11.4 % | 9 25.7 % | 6 17.1 % | 11 31.4 % | 1 2.9 % | 3 8.6 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|--------------|--------------|----------------|-------------|------------|
| 50.0 % 26. As a direct result of the services I received: I do better in school and / or work | 1 2.9 % | 2 5.7 % | 11 31.4 % | 4 11.4 % | 10 28.6 % | 5 14.3 % | 2 5.7 % |
| 41.9 % 27. As a direct result of the services I received: My housing situation has improved | 1 2.9 % | 8 22.9 % | 9 25.7 % | 5 14.3 % | 8 22.9 % | 2 5.7 % | 2 5.7 % |
| 42.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 4 11.4 % | 3 8.6 % | 12 34.3 % | 5 14.3 % | 9 25.7 % | 1 2.9 % | 1 2.9 % |
| 65.6 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 1 2.9 % | 2 5.7 % | 8 22.9 % | 8 22.9 % | 13 37.1 % | 2 5.7 % | 1 2.9 % |
| 58.8 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 3 8.6 % | 11 31.4 % | 6 17.1 % | 14 40.0 % | 0 0.0 % | 1 2.9 % |
| 72.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 2.9 % | 2 5.7 % | 6 17.1 % | 13 37.1 % | 11 31.4 % | 1 2.9 % | 1 2.9 % |
| 72.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 2.9 % | 3 8.6 % | 5 14.3 % | 10 28.6 % | 14 40.0 % | 1 2.9 % | 1 2.9 % |
| 68.8 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 2.9 % | 0 0.0 % | 9 25.7 % | 8 22.9 % | 14 40.0 % | 2 5.7 % | 1 2.9 % |
| 56.2 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 2 5.7 % | 3 8.6 % | 9 25.7 % | 7 20.0 % | 11 31.4 % | 1 2.9 % | 2 5.7 % |
| 62.5 % 35. As a direct result of the services I received: I feel I belong in my community | 2 5.7 % | 4 11.4 % | 6 17.1 % | 7 20.0 % | 13 37.1 % | 1 2.9 % | 2 5.7 % |
| 56.2 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 3 8.6 % | 3 8.6 % | 8 22.9 % | 6 17.1 % | 12 34.3 % | 1 2.9 % | 2 5.7 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 1 14.3 % | 1 2.9 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 28 100 % | 6 85.7 % | 34 97.1 % |
| Total | 28 100 % | 7 100 % | 35 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 37 clients; surveys were returned for 35 clients (35/37 = 94.6%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

BVHP Children's Behavioral Health Program

Program Code(s): 38516

Overall Satisfaction¹

66.7%

Return Rate²

36.8%

Overall satisfaction³ mean score for BVHP Children's Behavioral Health Program: **3.93** (youth), **4.15** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.48** (family).

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

Highest Agreement Items

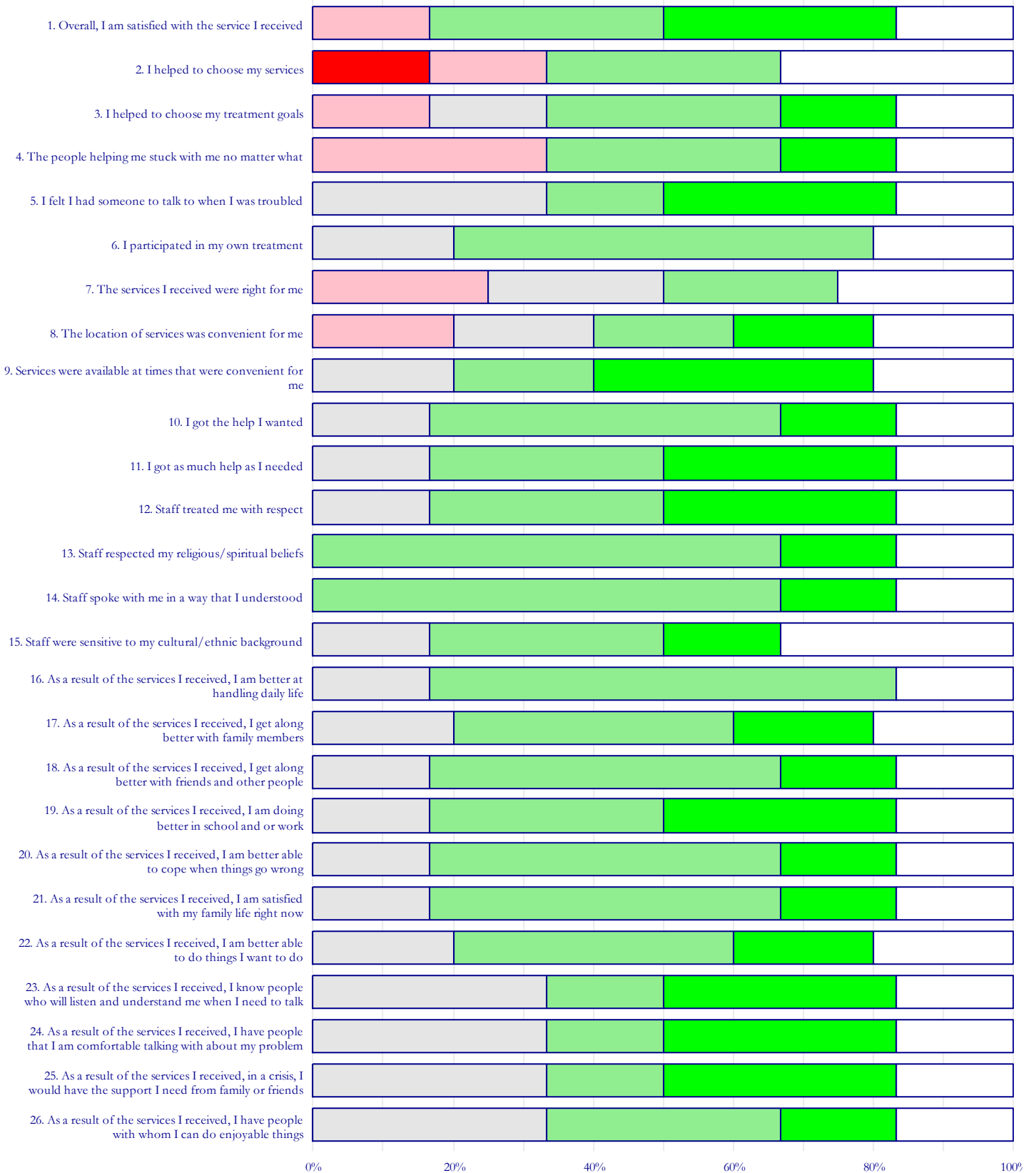
- 100.0% 13. Staff respected my religious/spiritual beliefs
- 100.0% 14. Staff spoke with me in a way that I understood
- 83.3% 1. Overall, I am satisfied with the service I received

Lowest Agreement Items

- 50.0% 7. The services I received were right for me
- 60.0% 2. I helped to choose my services
- 60.0% 6. I participated in my own treatment

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

Youth Services Survey for Youth



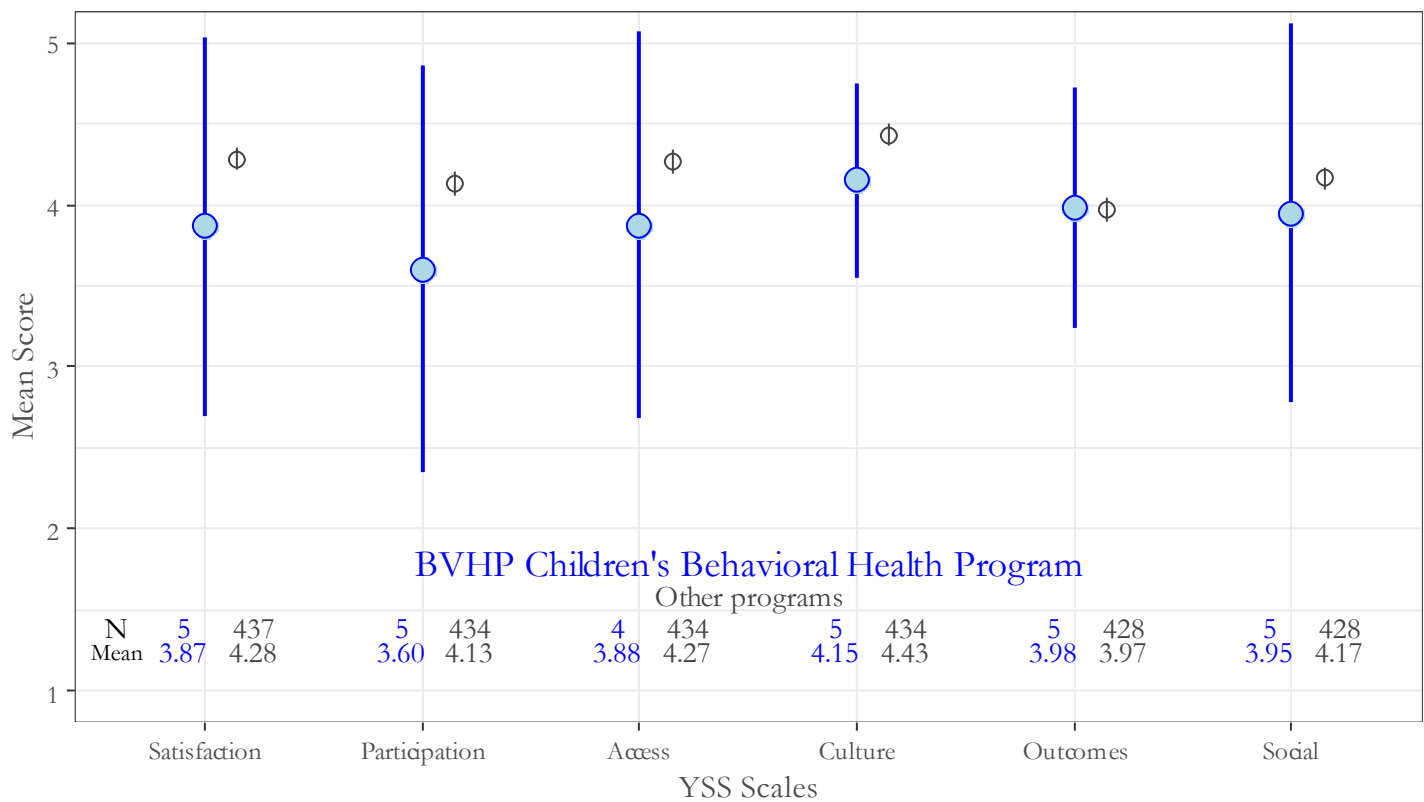
Youth Services Survey for Youth N = 6

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 80.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 1 16.7 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 50.0 % 2. I helped to choose my services | 1 16.7 % | 1 16.7 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 2 33.3 % | 0 0.0 % |
| 60.0 % 3. I helped to choose my treatment goals | 0 0.0 % | 1 16.7 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 60.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 2 33.3 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 60.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 75.0 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % |
| 33.3 % 7. The services I received were right for me | 0 0.0 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 1 16.7 % | 2 33.3 % |
| 50.0 % 8. The location of services was convenient for me | 0 0.0 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 1 16.7 % |
| 75.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 1 16.7 % |
| 80.0 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 80.0 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 80.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 100.0 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 66.7 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 66.7 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 75.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 2 33.3 % | 0 0.0 % |
| 80.0 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 1 16.7 % | 4 66.7 % | 0 0.0 % | 1 16.7 % | 0 0.0 % |
| 75.0 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 1 16.7 % |
| 80.0 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 80.0 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 80.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 80.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 75.0 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 1 16.7 % |
| 60.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 60.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 60.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 60.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough Family data for scale means CI chart

Survey Compliance

| BVHP Children's Behavioral Health | | | |
|--|---------------------------|-------------|--------------|
| Completion Status | Program Completion | | Total |
| | by Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 1 16.7 % | 1 14.3 % |
| Completed Survey | 1 100 % | 5 83.3 % | 6 85.7 % |
| Total | 1 100 % | 6 100 % | 7 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 19 clients; surveys were returned for 7 clients (7 / 19 = 36.8%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

CASARC Outpatient Services

Program Code(s): 38C51

Overall Satisfaction¹

100.0%

Return Rate²

166.7%

Overall satisfaction³ mean score for CASARC Outpatient Services: **4.79** (youth), **4.35** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.49** (family).

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

Highest Agreement Items

100.0% 6. I participated in my own treatment

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

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

Lowest Agreement Items

75.0% 3. I helped to choose my treatment goals

84.6% 2. I helped to choose my services

85.7% 10. I got the help I wanted

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

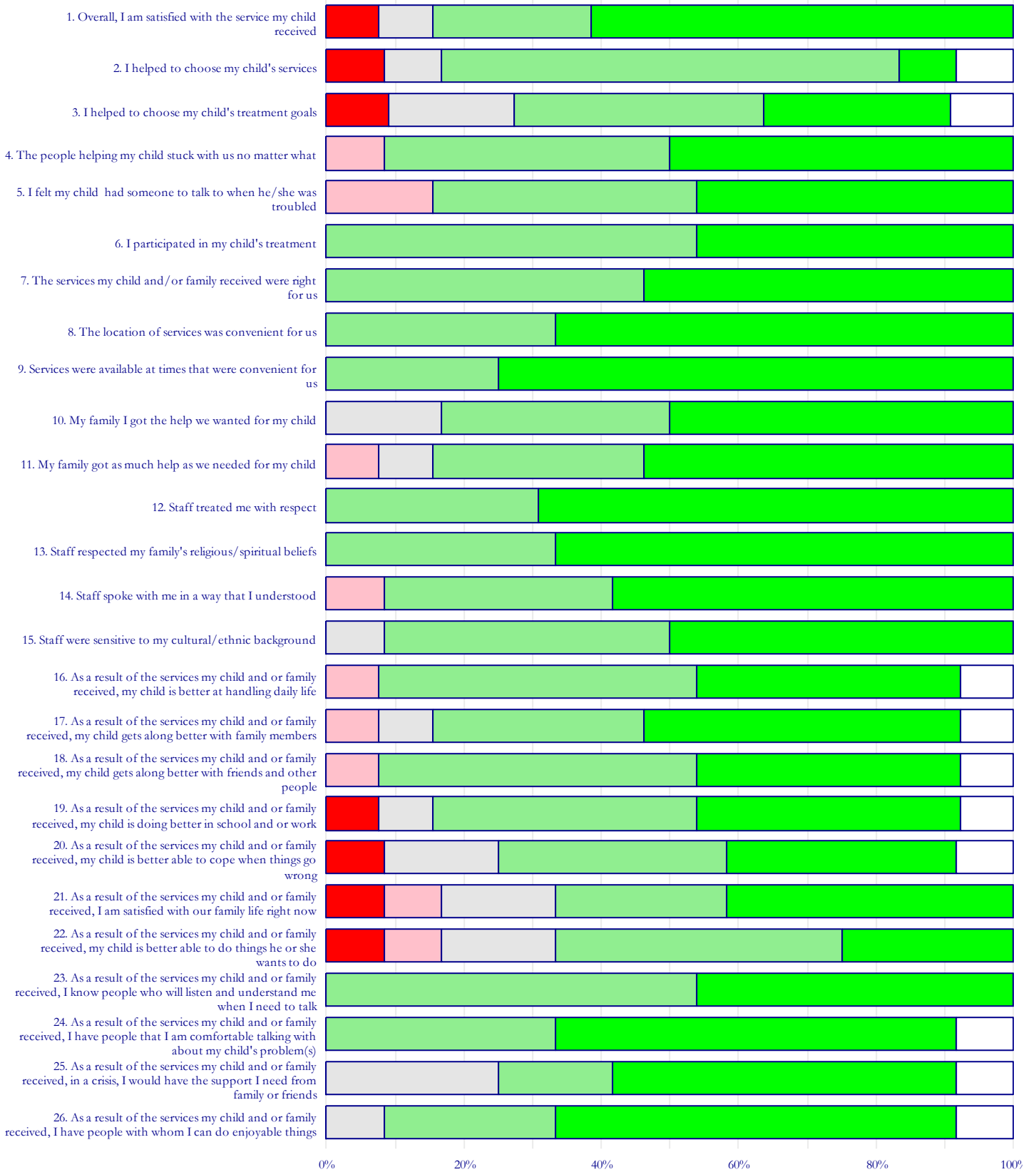
Youth Services Survey for Youth



Youth Services Survey for Youth N = 6

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|------------|-------------|----------------|------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 2. I helped to choose my services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 5 83.3 % |
| 100.0 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 0 0.0 % | 5 83.3 % |
| 100.0 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 0 0.0 % | 5 83.3 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 5 83.3 % |
| 100.0 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 0 0.0 % | 5 83.3 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 5 83.3 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 0 0.0 % | 5 83.3 % |
| 100.0 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 5 83.3 % |
| 100.0 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 5 83.3 % |
| 100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 4 66.7 % |
| 100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 5 83.3 % |

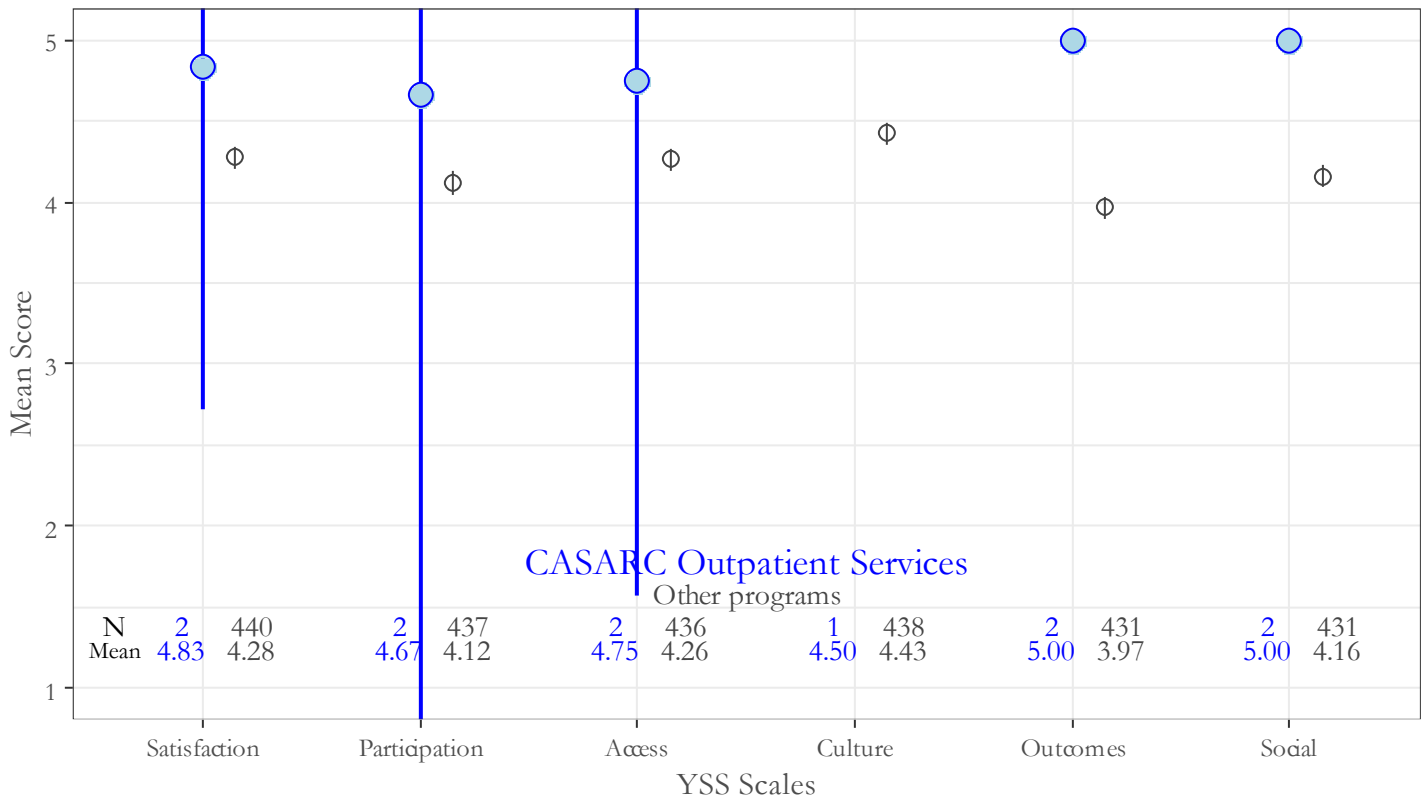
Youth Services Survey for Families



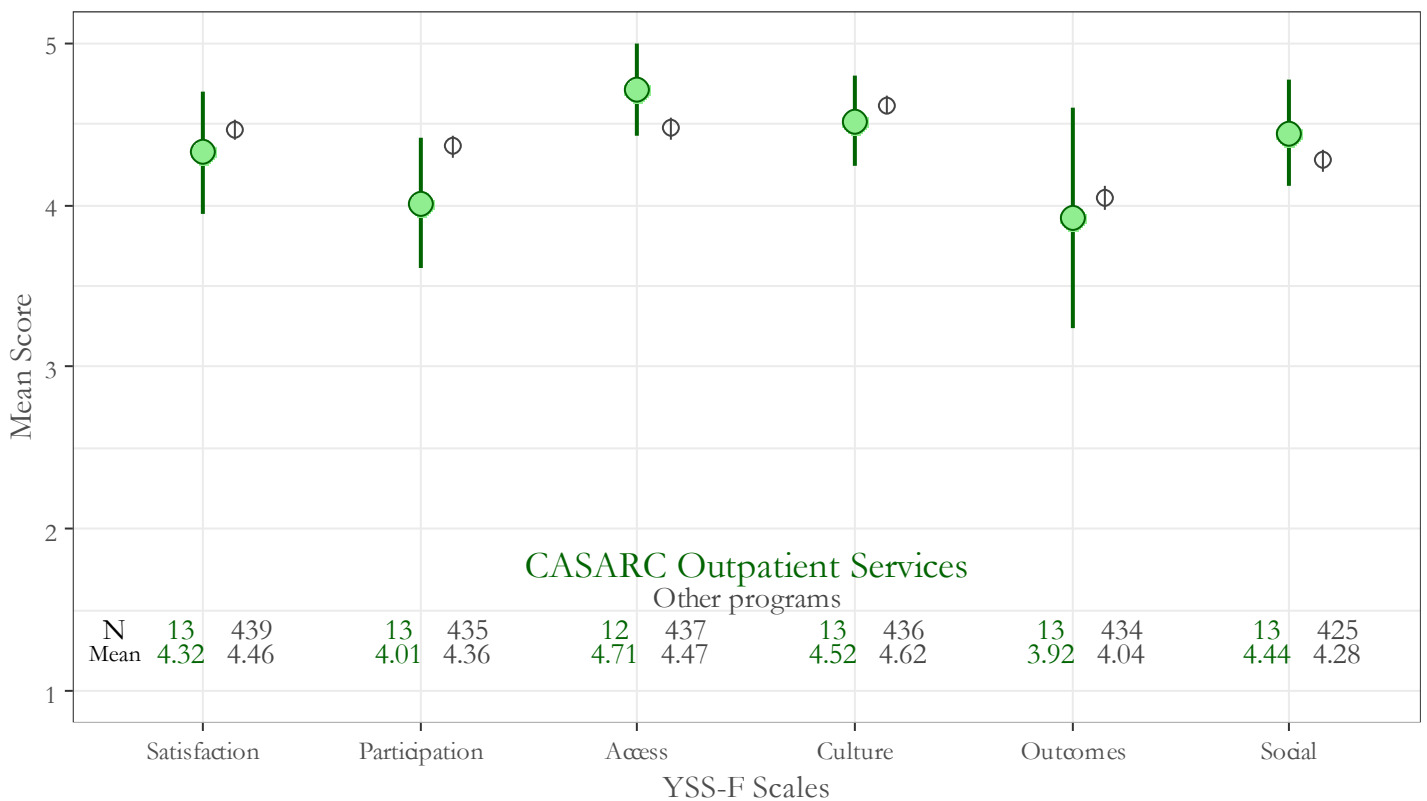
Youth Services Survey for Families N = 32

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|------------|-------------|----------------|------------|--------------|
| 84.6 % 1. Overall, I am satisfied with the service my child received | 1 3.1 % | 0 0.0 % | 1 3.1 % | 3 9.4 % | 8 25.0 % | 0 0.0 % | 19 59.4 % |
| 81.8 % 2. I helped to choose my child's services | 1 3.1 % | 0 0.0 % | 1 3.1 % | 8 25.0 % | 1 3.1 % | 1 3.1 % | 20 62.5 % |
| 70.0 % 3. I helped to choose my child's treatment goals | 1 3.1 % | 0 0.0 % | 2 6.2 % | 4 12.5 % | 3 9.4 % | 1 3.1 % | 21 65.6 % |
| 91.7 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 1 3.1 % | 0 0.0 % | 5 15.6 % | 6 18.8 % | 0 0.0 % | 20 62.5 % |
| 84.6 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 2 6.2 % | 0 0.0 % | 5 15.6 % | 6 18.8 % | 0 0.0 % | 19 59.4 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 21.9 % | 6 18.8 % | 0 0.0 % | 19 59.4 % |
| 100.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 18.8 % | 7 21.9 % | 0 0.0 % | 19 59.4 % |
| 100.0 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 12.5 % | 8 25.0 % | 0 0.0 % | 20 62.5 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 9.4 % | 9 28.1 % | 0 0.0 % | 20 62.5 % |
| 83.3 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 2 6.2 % | 4 12.5 % | 6 18.8 % | 0 0.0 % | 20 62.5 % |
| 84.6 % 11. My family got as much help as we needed for my child | 0 0.0 % | 1 3.1 % | 1 3.1 % | 4 12.5 % | 7 21.9 % | 0 0.0 % | 19 59.4 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 12.5 % | 9 28.1 % | 0 0.0 % | 19 59.4 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 12.5 % | 8 25.0 % | 0 0.0 % | 20 62.5 % |
| 91.7 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 1 3.1 % | 0 0.0 % | 4 12.5 % | 7 21.9 % | 0 0.0 % | 20 62.5 % |
| 91.7 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 1 3.1 % | 5 15.6 % | 6 18.8 % | 0 0.0 % | 20 62.5 % |
| 91.7 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 1 3.1 % | 0 0.0 % | 6 18.8 % | 5 15.6 % | 1 3.1 % | 19 59.4 % |
| 83.3 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 1 3.1 % | 1 3.1 % | 4 12.5 % | 6 18.8 % | 1 3.1 % | 19 59.4 % |
| 91.7 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 1 3.1 % | 0 0.0 % | 6 18.8 % | 5 15.6 % | 1 3.1 % | 19 59.4 % |
| 83.3 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 1 3.1 % | 0 0.0 % | 1 3.1 % | 5 15.6 % | 5 15.6 % | 1 3.1 % | 19 59.4 % |
| 72.7 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 1 3.1 % | 0 0.0 % | 2 6.2 % | 4 12.5 % | 4 12.5 % | 1 3.1 % | 20 62.5 % |
| 66.7 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 1 3.1 % | 1 3.1 % | 2 6.2 % | 3 9.4 % | 5 15.6 % | 0 0.0 % | 20 62.5 % |
| 66.7 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 1 3.1 % | 1 3.1 % | 2 6.2 % | 5 15.6 % | 3 9.4 % | 0 0.0 % | 20 62.5 % |
| 100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 21.9 % | 6 18.8 % | 0 0.0 % | 19 59.4 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 12.5 % | 7 21.9 % | 1 3.1 % | 20 62.5 % |
| 72.7 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 3 9.4 % | 2 6.2 % | 6 18.8 % | 1 3.1 % | 20 62.5 % |
| 90.9 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 3.1 % | 3 9.4 % | 7 21.9 % | 1 3.1 % | 20 62.5 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|--------------------------|----------------------------|--------------------------|---------------------------|
| CASARC Outpatient | | | |
| Completion Status | Services Completion | | Total |
| | by Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 9 28.1 % | 2 33.3 % | 11 28.9 % |
| No Data | 10 31.2 % | 2 33.3 % | 12 31.6 % |
| Completed Survey | 13 40.6 % | 2 33.3 % | 15 39.5 % |
| Total | 32 100 % | 6 100 % | 38 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 18 clients; surveys were returned for 30 clients (30 / 18 = 166.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

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

Overall Satisfaction¹
66.7%

Return Rate²
60.0%

Overall satisfaction³ mean score for Catholic Charities CYO SF Boys and Girls Home - Euclid House: **3.50** (youth), **4.00** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.48** (family).

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

Highest Agreement Items

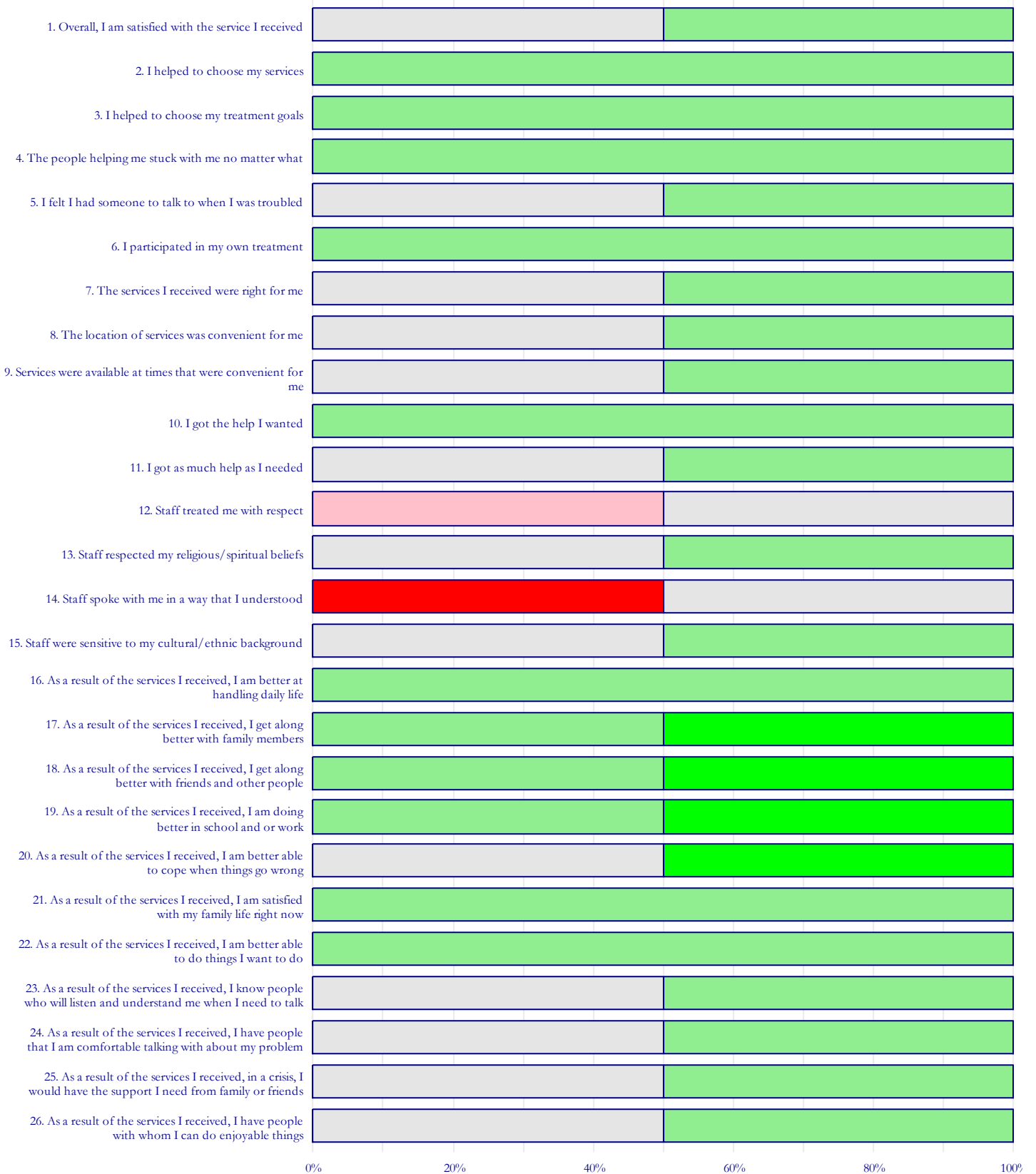
- 100.0% 2. I helped to choose my services
- 100.0% 3. I helped to choose my treatment goals
- 100.0% 4. The people helping me stuck with me no matter what

Lowest Agreement Items

- 33.3% 12. Staff treated me with respect
- 33.3% 14. Staff spoke with me in a way that I understood
- 66.7% 1. Overall, I am satisfied with the service I received

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

Youth Services Survey for Youth



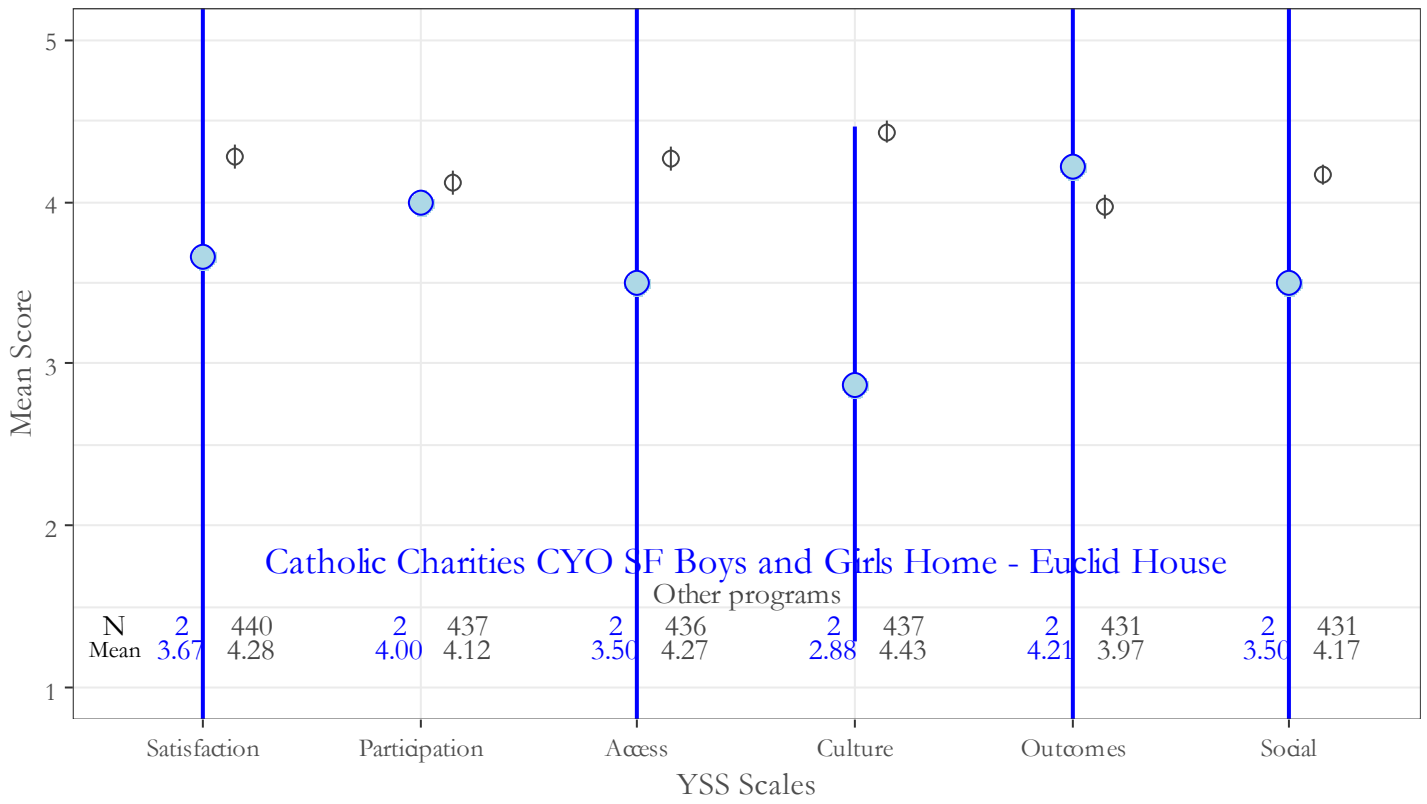
Youth Services Survey for Youth N = 3

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

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough Family data for scale means CI chart

Survey Compliance

| Completion Status | Catholic Charities CYO SF Boys and Girls Home - Euclid House Completion by | | <i>Total</i> |
|---------------------|---|-------------|--------------|
| | Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 1 33.3 % | 1 25 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 1 100 % | 2 66.7 % | 3 75 % |
| <i>Total</i> | 1 100 % | 3 100 % | 4 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 5 clients; surveys were returned for 3 clients (3 / 5 = 60.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Catholic Charities CYO SF Boys and Girls Home - Shelter

Program Code(s): 38GC3

Overall Satisfaction¹

88.9%

Return Rate²

87.5%

Overall satisfaction³ mean score for Catholic Charities CYO SF Boys and Girls Home - Shelter: **3.80** (youth), **4.23** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.48** (family).

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

Highest Agreement Items

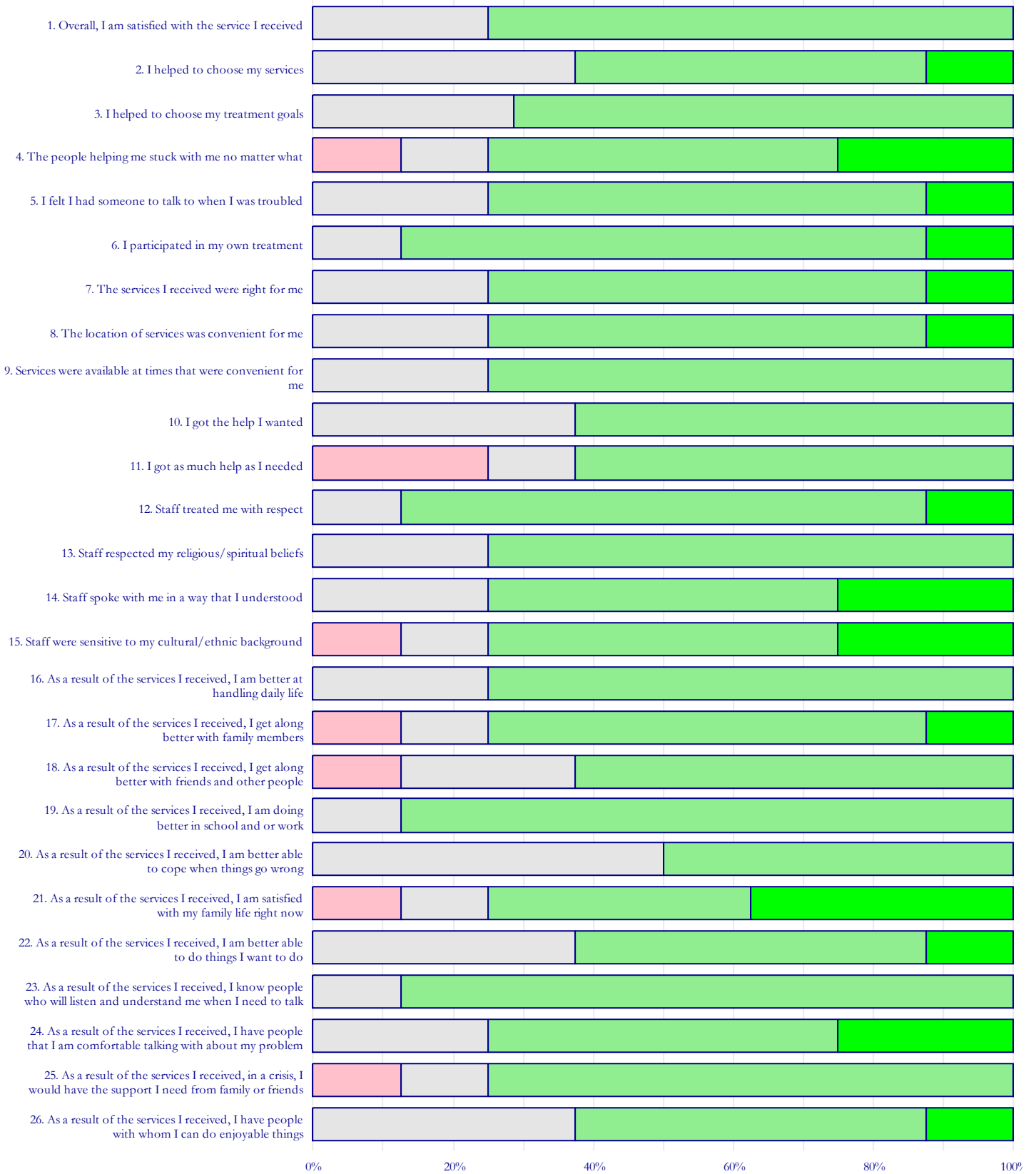
- 88.9% 6. I participated in my own treatment
- 88.9% 12. Staff treated me with respect
- 77.8% 1. Overall, I am satisfied with the service I received

Lowest Agreement Items

- 55.6% 2. I helped to choose my services
- 66.7% 10. I got the help I wanted
- 66.7% 11. I got as much help as I needed

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

Youth Services Survey for Youth



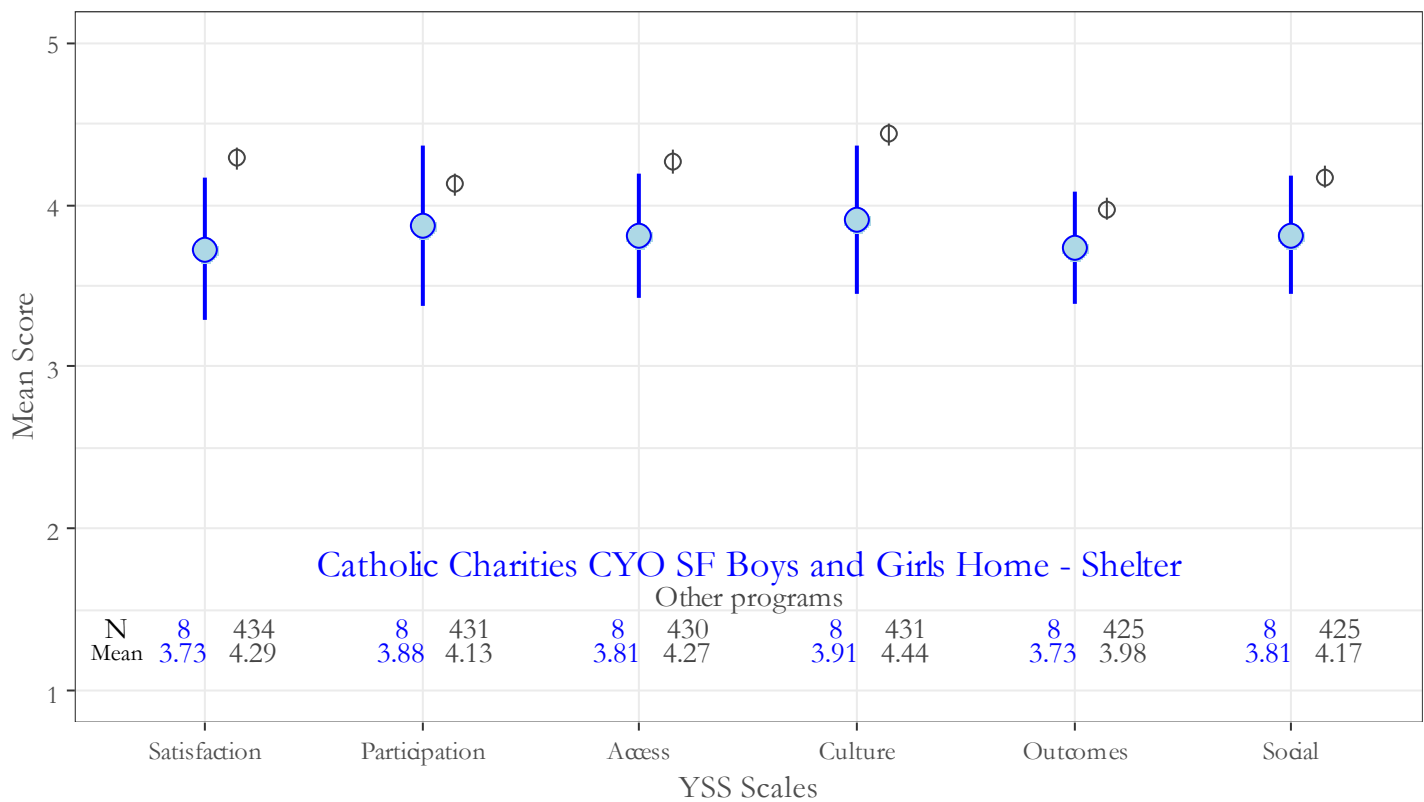
Youth Services Survey for Youth N = 8

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 75.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 2 25.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 62.5 % 2. I helped to choose my services | 0 0.0 % | 0 0.0 % | 3 37.5 % | 4 50.0 % | 1 12.5 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 2 25.0 % | 5 62.5 % | 0 0.0 % | 0 0.0 % | 1 12.5 % |
| 75.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 1 12.5 % | 1 12.5 % | 4 50.0 % | 2 25.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 2 25.0 % | 5 62.5 % | 1 12.5 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 1 12.5 % | 6 75.0 % | 1 12.5 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 2 25.0 % | 5 62.5 % | 1 12.5 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 2 25.0 % | 5 62.5 % | 1 12.5 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 2 25.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 62.5 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 3 37.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 62.5 % 11. I got as much help as I needed | 0 0.0 % | 2 25.0 % | 1 12.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 1 12.5 % | 6 75.0 % | 1 12.5 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 2 25.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 2 25.0 % | 4 50.0 % | 2 25.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 1 12.5 % | 1 12.5 % | 4 50.0 % | 2 25.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 2 25.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 1 12.5 % | 1 12.5 % | 5 62.5 % | 1 12.5 % | 0 0.0 % | 0 0.0 % |
| 62.5 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 1 12.5 % | 2 25.0 % | 5 62.5 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 1 12.5 % | 7 87.5 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 4 50.0 % | 4 50.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 1 12.5 % | 1 12.5 % | 3 37.5 % | 3 37.5 % | 0 0.0 % | 0 0.0 % |
| 62.5 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 3 37.5 % | 4 50.0 % | 1 12.5 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 1 12.5 % | 7 87.5 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 2 25.0 % | 4 50.0 % | 2 25.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 12.5 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 62.5 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 3 37.5 % | 4 50.0 % | 1 12.5 % | 0 0.0 % | 0 0.0 % |

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough Family data for scale means CI chart

Survey Compliance

| Completion Status | Catholic Charities CYO SF Boys and Girls Home - Shelter | | <i>Total</i> |
|---------------------|---|------------|--------------|
| | Completion by | | |
| | Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 1 100 % | 8 100 % | 9 100 % |
| <i>Total</i> | 1 100 % | 8 100 % | 9 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 8 clients; surveys were returned for 7 clients (7 / 8 = 87.5%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Catholic Charities CYO St. Vincent's School for Boys
Program Code(s): 38DD3 38DD7

Overall Satisfaction¹
82.4%

Return Rate²
63.2%

Overall satisfaction³ mean score for Catholic Charities CYO St. Vincent's School for Boys: **4.04** (youth), **4.35** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.49** (family).

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

Highest Agreement Items

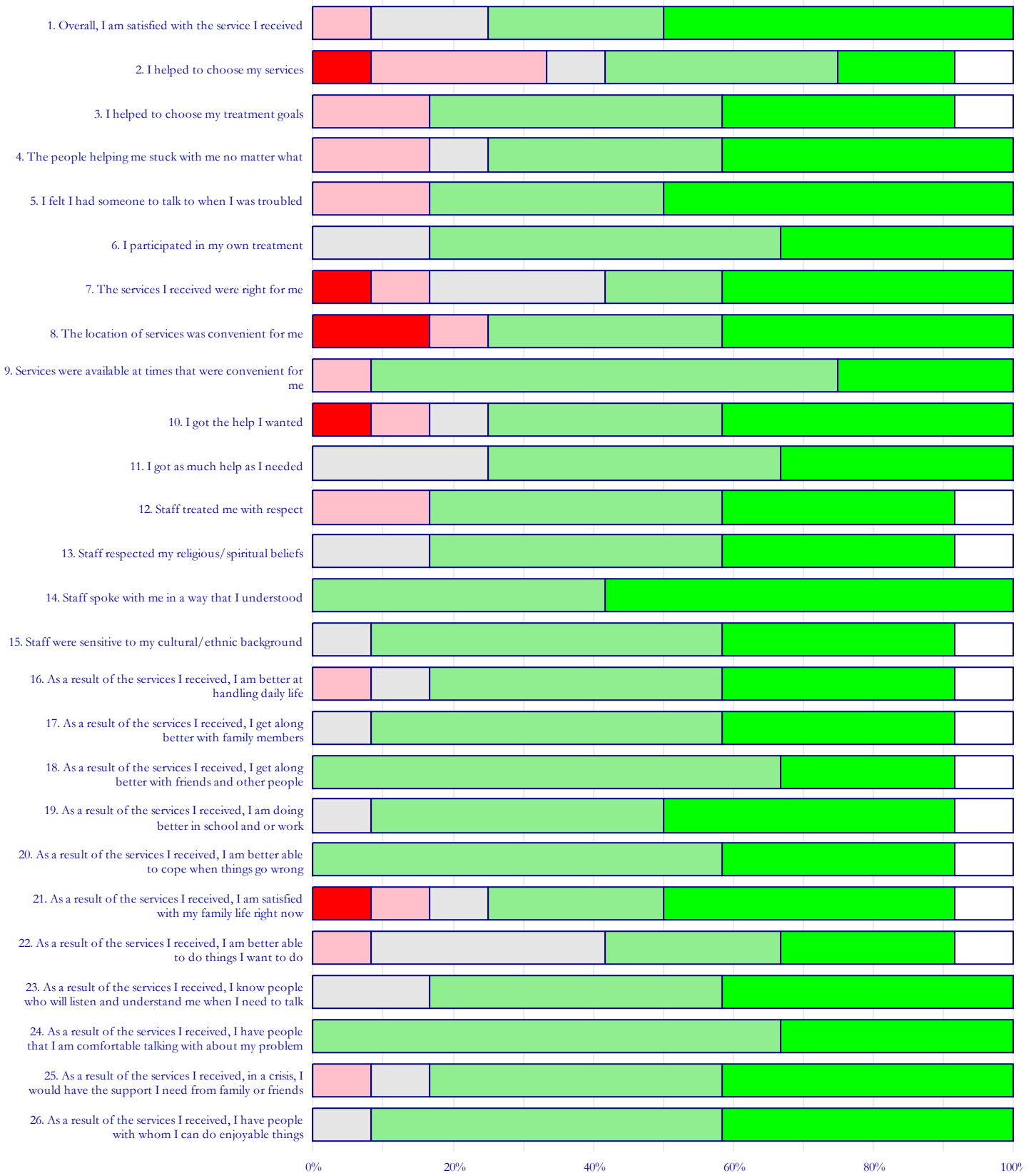
- 100.0% 14. Staff spoke with me in a way that I understood
- 94.1% 9. Services were available at times that were convenient for me
- 93.3% 15. Staff were sensitive to my cultural/ethnic background

Lowest Agreement Items

- 46.7% 2. I helped to choose my services
- 70.6% 7. The services I received were right for me
- 80.0% 3. I helped to choose my treatment goals

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

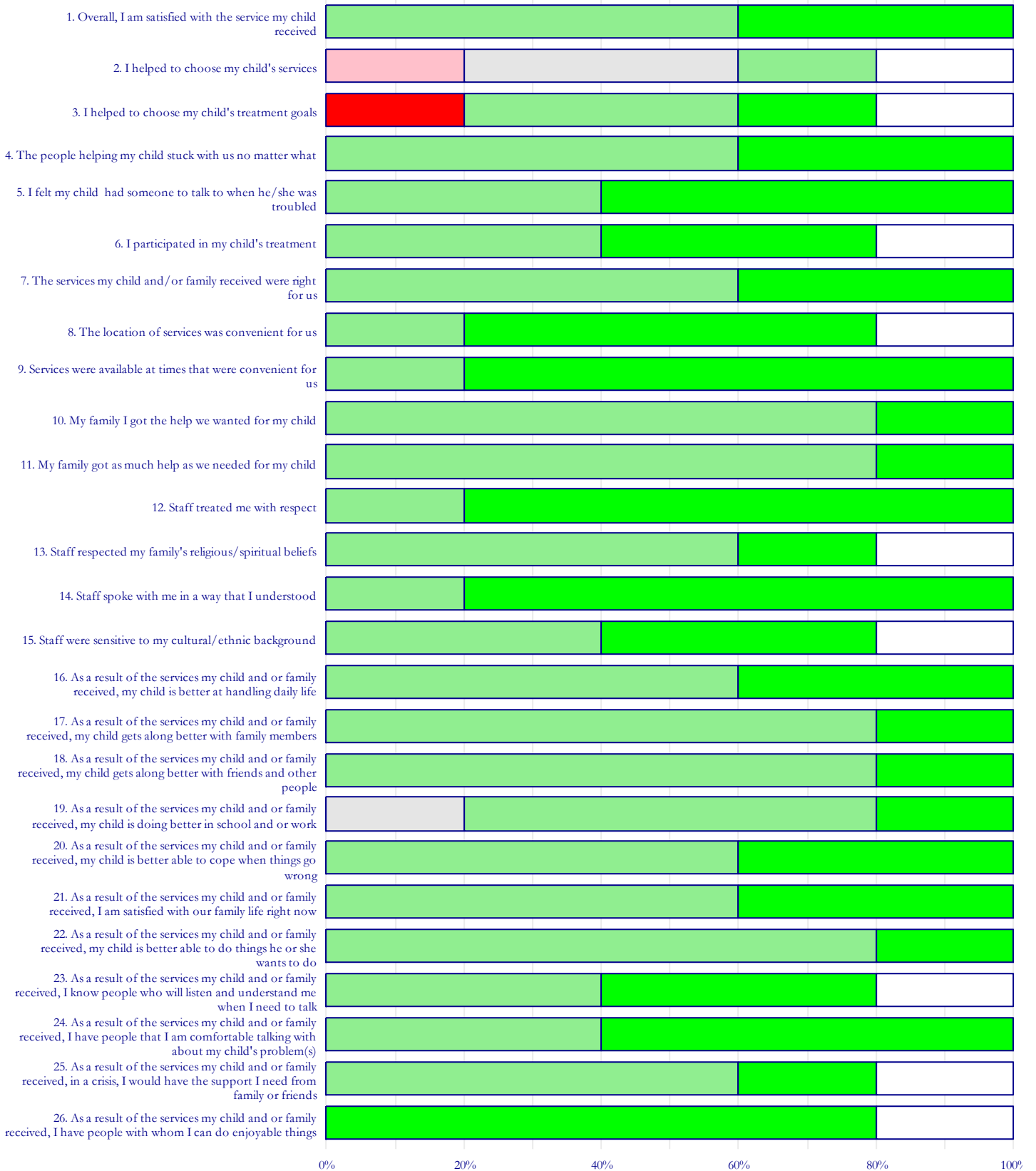
Youth Services Survey for Youth



Youth Services Survey for Youth N = 12

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|------------|------------|
| 75.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 1 8.3 % | 2 16.7 % | 3 25.0 % | 6 50.0 % | 0 0.0 % | 0 0.0 % |
| 54.5 % 2. I helped to choose my services | 1 8.3 % | 3 25.0 % | 1 8.3 % | 4 33.3 % | 2 16.7 % | 1 8.3 % | 0 0.0 % |
| 81.8 % 3. I helped to choose my treatment goals | 0 0.0 % | 2 16.7 % | 0 0.0 % | 5 41.7 % | 4 33.3 % | 1 8.3 % | 0 0.0 % |
| 75.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 2 16.7 % | 1 8.3 % | 4 33.3 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 2 16.7 % | 0 0.0 % | 4 33.3 % | 6 50.0 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 58.3 % 7. The services I received were right for me | 1 8.3 % | 1 8.3 % | 3 25.0 % | 2 16.7 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 8. The location of services was convenient for me | 2 16.7 % | 1 8.3 % | 0 0.0 % | 4 33.3 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 9. Services were available at times that were convenient for me | 0 0.0 % | 1 8.3 % | 0 0.0 % | 8 66.7 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 10. I got the help I wanted | 1 8.3 % | 1 8.3 % | 1 8.3 % | 4 33.3 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 3 25.0 % | 5 41.7 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 12. Staff treated me with respect | 0 0.0 % | 2 16.7 % | 0 0.0 % | 5 41.7 % | 4 33.3 % | 1 8.3 % | 0 0.0 % |
| 81.8 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 2 16.7 % | 5 41.7 % | 4 33.3 % | 1 8.3 % | 0 0.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 41.7 % | 7 58.3 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 1 8.3 % | 6 50.0 % | 4 33.3 % | 1 8.3 % | 0 0.0 % |
| 81.8 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 1 8.3 % | 1 8.3 % | 5 41.7 % | 4 33.3 % | 1 8.3 % | 0 0.0 % |
| 90.9 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 1 8.3 % | 6 50.0 % | 4 33.3 % | 1 8.3 % | 0 0.0 % |
| 100.0 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 66.7 % | 3 25.0 % | 1 8.3 % | 0 0.0 % |
| 90.9 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 1 8.3 % | 5 41.7 % | 5 41.7 % | 1 8.3 % | 0 0.0 % |
| 100.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 58.3 % | 4 33.3 % | 1 8.3 % | 0 0.0 % |
| 72.7 % 21. As a result of the services I received, I am satisfied with my family life right now | 1 8.3 % | 1 8.3 % | 1 8.3 % | 3 25.0 % | 5 41.7 % | 1 8.3 % | 0 0.0 % |
| 54.5 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 1 8.3 % | 4 33.3 % | 3 25.0 % | 3 25.0 % | 1 8.3 % | 0 0.0 % |
| 83.3 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 2 16.7 % | 5 41.7 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 66.7 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 8.3 % | 1 8.3 % | 5 41.7 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 8.3 % | 6 50.0 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |

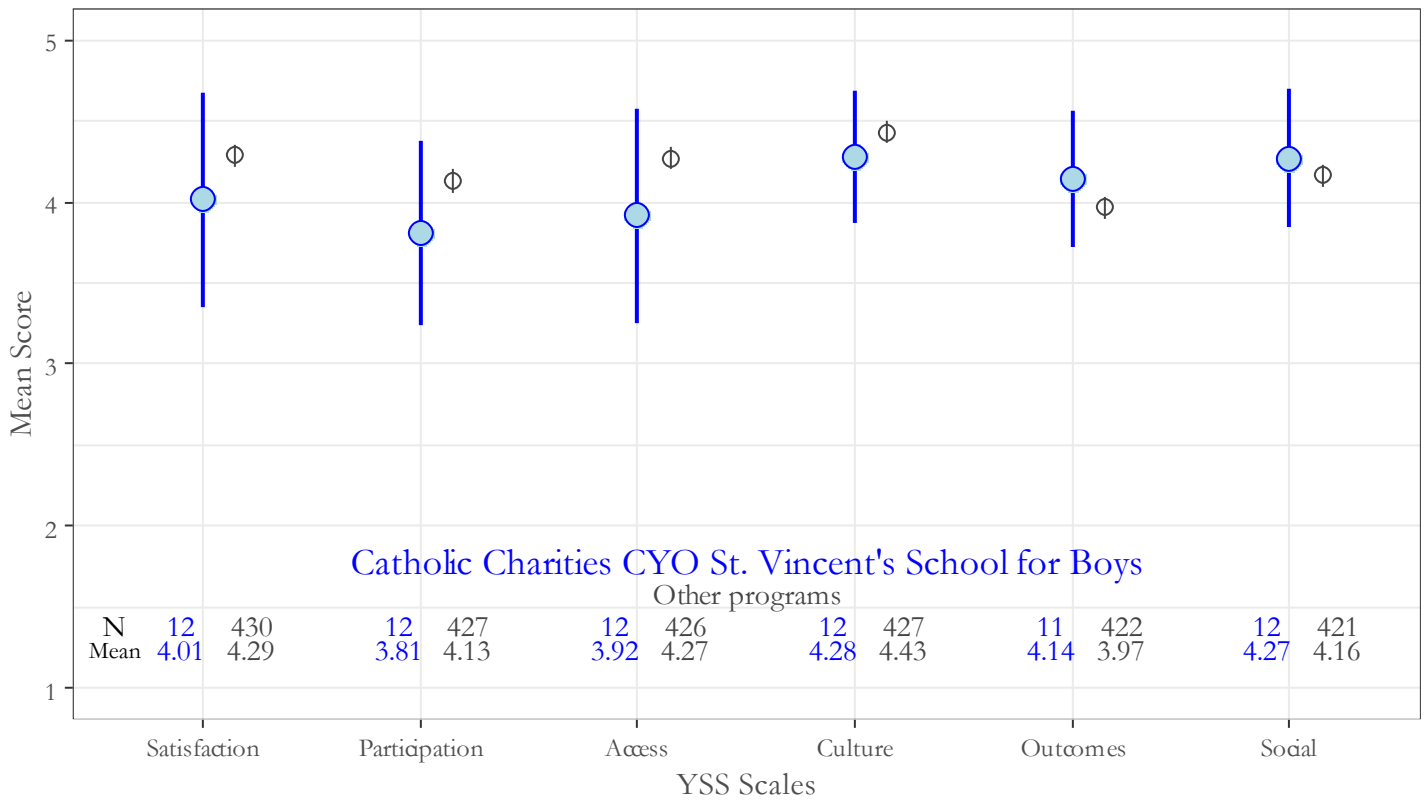
Youth Services Survey for Families



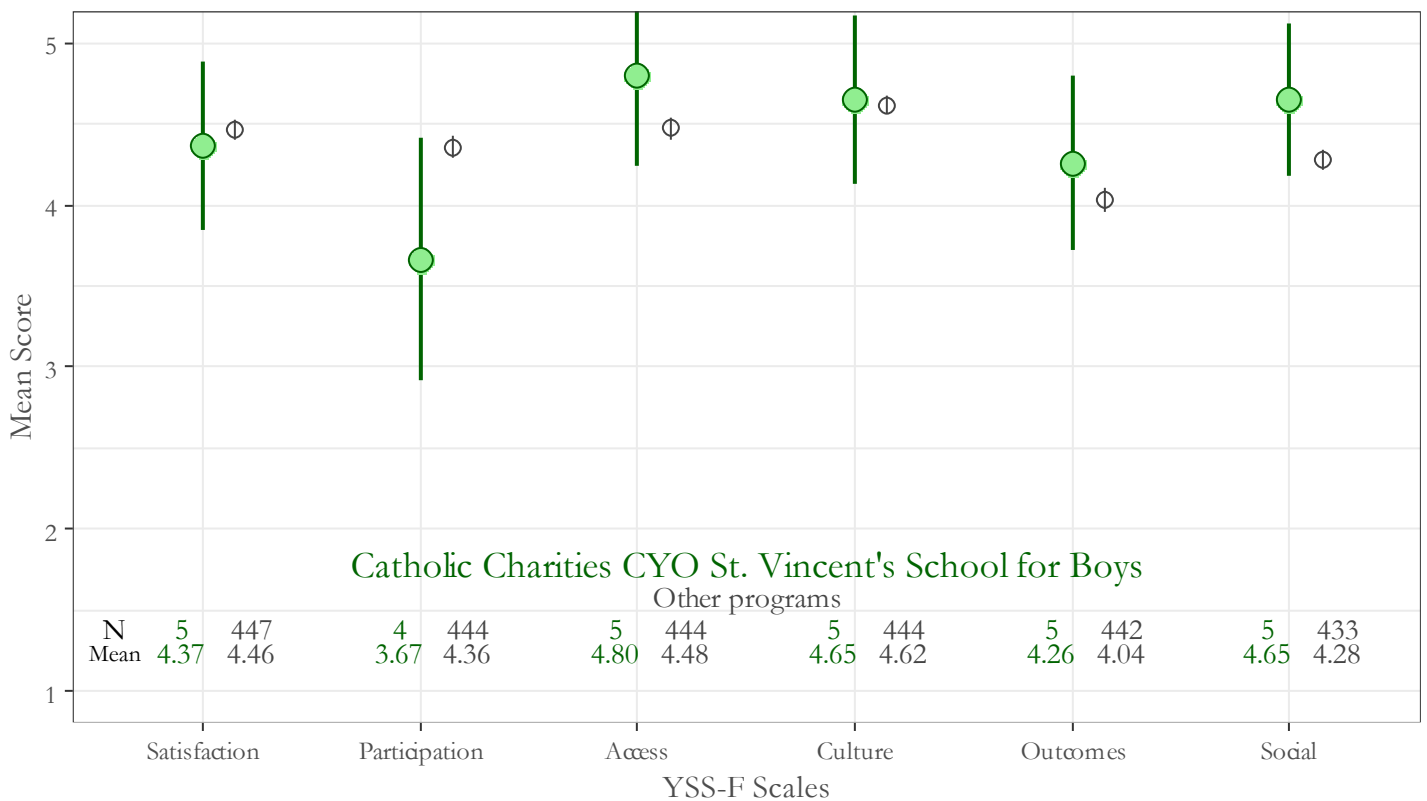
Youth Services Survey for Families N = 5

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 2 40.0 % | 0 0.0 % | 0 0.0 % |
| 25.0 % 2. I helped to choose my child's services | 0 0.0 % | 1 20.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % | 0 0.0 % |
| 75.0 % 3. I helped to choose my child's treatment goals | 1 20.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 2 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 3 60.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % |
| 100.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 2 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % | 3 60.0 % | 1 20.0 % | 0 0.0 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % | 4 80.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 80.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 80.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % | 4 80.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % | 4 80.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % |
| 100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 2 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 80.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 80.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 0 0.0 % | 1 20.0 % | 3 60.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 2 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 2 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 80.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 3 60.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % |
| 100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 80.0 % | 1 20.0 % | 0 0.0 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|---------------------------|------------------------|-------------|--------------|
| Catholic Charities | | | |
| CYO St. Vincent's | | | |
| Completion Status | School for Boys | | Total |
| | Completion by | | |
| | Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 5 100 % | 12 100 % | 17 100 % |
| Total | 5 100 % | 12 100 % | 17 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 19 clients; surveys were returned for 12 clients (12 / 19 = 63.2%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

CATS A Woman's Place

Program Code(s): 38BKOP

Overall Satisfaction¹

88.2%

Return Rate²

126.9%

Overall satisfaction³ mean score for CATS A Woman's Place: **4.18**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

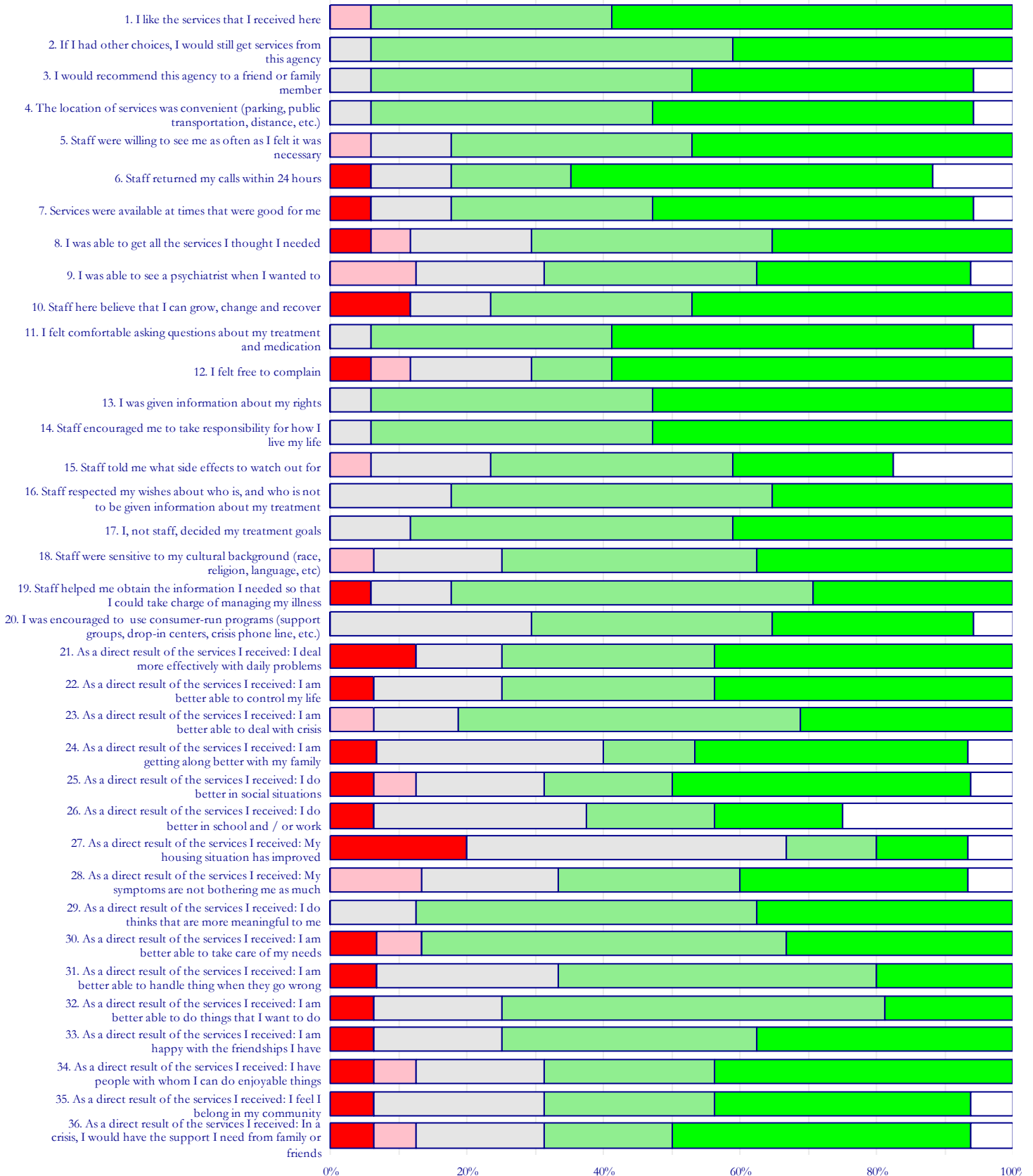
- 94.1% 1. I like the services that I received here
- 94.1% 2. If I had other choices, I would still get services from this agency
- 94.1% 13. I was given information about my rights

Lowest Agreement Items

- 66.7% 9. I was able to see a psychiatrist when I wanted to
- 68.8% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 70.6% 8. I was able to get all the services I thought I needed

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

MHSIP Items



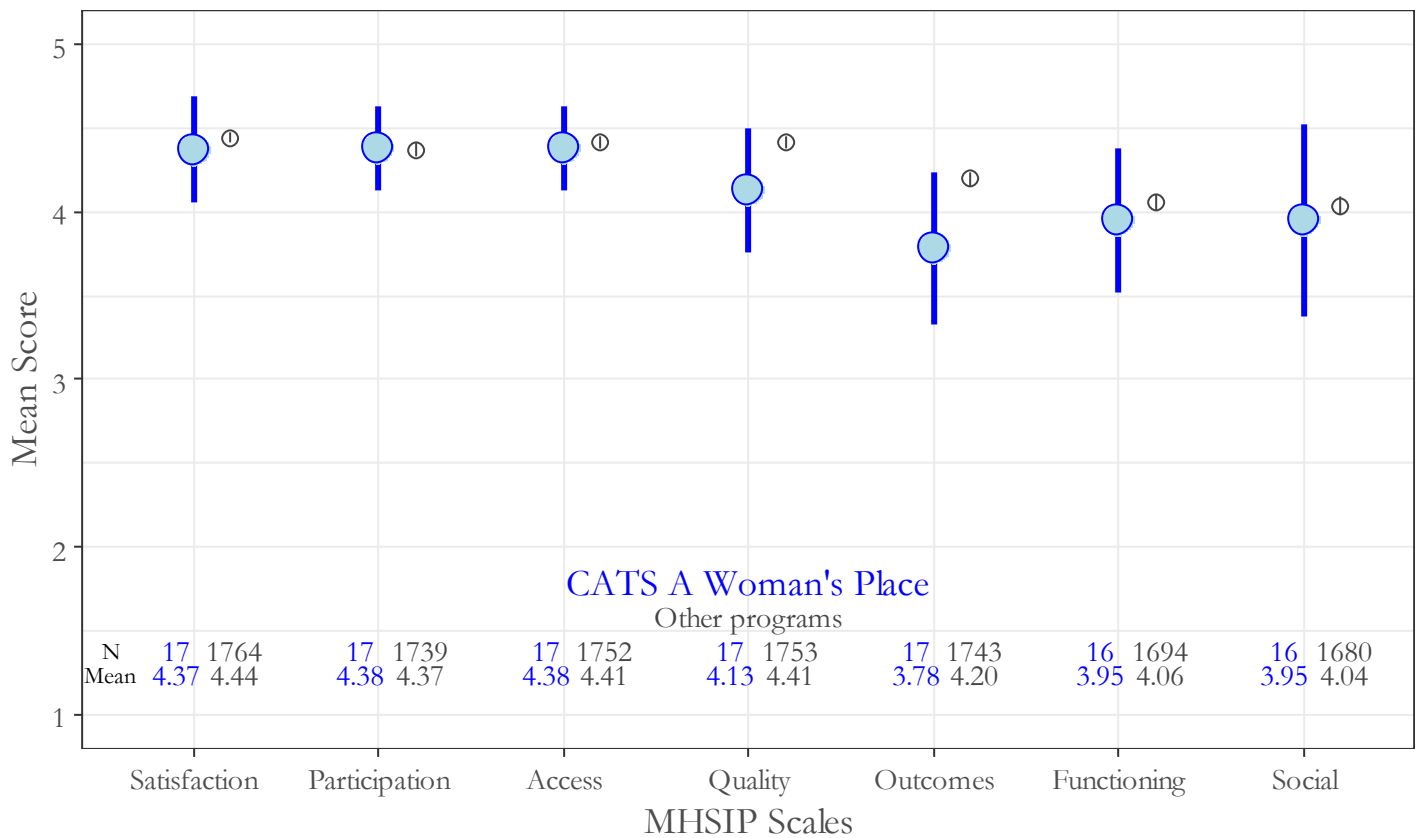
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 94.1 % 1. I like the services that I received here | 0 0.0 % | 1 3.0 % | 0 0.0 % | 6 18.2 % | 10 30.3 % | 0 0.0 % | 16 48.5 % |
| 94.1 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 1 3.0 % | 9 27.3 % | 7 21.2 % | 0 0.0 % | 16 48.5 % |
| 93.8 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 1 3.0 % | 8 24.2 % | 7 21.2 % | 1 3.0 % | 16 48.5 % |
| 93.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 1 3.0 % | 7 21.2 % | 8 24.2 % | 1 3.0 % | 16 48.5 % |
| 82.4 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 1 3.0 % | 2 6.1 % | 6 18.2 % | 8 24.2 % | 0 0.0 % | 16 48.5 % |
| 80.0 % 6. Staff returned my calls within 24 hours | 1 3.0 % | 0 0.0 % | 2 6.1 % | 3 9.1 % | 9 27.3 % | 2 6.1 % | 16 48.5 % |
| 81.2 % 7. Services were available at times that were good for me | 1 3.0 % | 0 0.0 % | 2 6.1 % | 5 15.2 % | 8 24.2 % | 1 3.0 % | 16 48.5 % |
| 70.6 % 8. I was able to get all the services I thought I needed | 1 3.0 % | 1 3.0 % | 3 9.1 % | 6 18.2 % | 6 18.2 % | 0 0.0 % | 16 48.5 % |
| 66.7 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 2 6.1 % | 3 9.1 % | 5 15.2 % | 5 15.2 % | 1 3.0 % | 17 51.5 % |
| 76.5 % 10. Staff here believe that I can grow, change and recover | 2 6.1 % | 0 0.0 % | 2 6.1 % | 5 15.2 % | 8 24.2 % | 0 0.0 % | 16 48.5 % |
| 93.8 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 3.0 % | 6 18.2 % | 9 27.3 % | 1 3.0 % | 16 48.5 % |
| 70.6 % 12. I felt free to complain | 1 3.0 % | 1 3.0 % | 3 9.1 % | 2 6.1 % | 10 30.3 % | 0 0.0 % | 16 48.5 % |
| 94.1 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 3.0 % | 7 21.2 % | 9 27.3 % | 0 0.0 % | 16 48.5 % |
| 94.1 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 1 3.0 % | 7 21.2 % | 9 27.3 % | 0 0.0 % | 16 48.5 % |
| 71.4 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 1 3.0 % | 3 9.1 % | 6 18.2 % | 4 12.1 % | 3 9.1 % | 16 48.5 % |
| 82.4 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 3 9.1 % | 8 24.2 % | 6 18.2 % | 0 0.0 % | 16 48.5 % |
| 88.2 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 2 6.1 % | 8 24.2 % | 7 21.2 % | 0 0.0 % | 16 48.5 % |
| 75.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 1 3.0 % | 3 9.1 % | 6 18.2 % | 6 18.2 % | 0 0.0 % | 17 51.5 % |
| 82.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 1 3.0 % | 0 0.0 % | 2 6.1 % | 9 27.3 % | 5 15.2 % | 0 0.0 % | 16 48.5 % |
| 68.8 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 5 15.2 % | 6 18.2 % | 5 15.2 % | 1 3.0 % | 16 48.5 % |
| 75.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 2 6.1 % | 0 0.0 % | 2 6.1 % | 5 15.2 % | 7 21.2 % | 0 0.0 % | 17 51.5 % |
| 75.0 % 22. As a direct result of the services I received: I am better able to control my life | 1 3.0 % | 0 0.0 % | 3 9.1 % | 5 15.2 % | 7 21.2 % | 0 0.0 % | 17 51.5 % |
| 81.2 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 1 3.0 % | 2 6.1 % | 8 24.2 % | 5 15.2 % | 0 0.0 % | 17 51.5 % |
| 57.1 % 24. As a direct result of the services I received: I am getting along better with my family | 1 3.0 % | 0 0.0 % | 5 15.2 % | 2 6.1 % | 6 18.2 % | 1 3.0 % | 18 54.5 % |
| 66.7 % 25. As a direct result of the services I received: I do better in social situations | 1 3.0 % | 1 3.0 % | 3 9.1 % | 3 9.1 % | 7 21.2 % | 1 3.0 % | 17 51.5 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|-------------|--------------|
| 50.0 % 26. As a direct result of the services I received: I do better in school and / or work | 1 3.0 % | 0 0.0 % | 5 15.2 % | 3 9.1 % | 3 9.1 % | 4 12.1 % | 17 51.5 % |
| 28.6 % 27. As a direct result of the services I received: My housing situation has improved | 3 9.1 % | 0 0.0 % | 7 21.2 % | 2 6.1 % | 2 6.1 % | 1 3.0 % | 18 54.5 % |
| 64.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 2 6.1 % | 3 9.1 % | 4 12.1 % | 5 15.2 % | 1 3.0 % | 18 54.5 % |
| 87.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 2 6.1 % | 8 24.2 % | 6 18.2 % | 0 0.0 % | 17 51.5 % |
| 86.7 % 30. As a direct result of the services I received: I am better able to take care of my needs | 1 3.0 % | 1 3.0 % | 0 0.0 % | 8 24.2 % | 5 15.2 % | 0 0.0 % | 18 54.5 % |
| 66.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 3.0 % | 0 0.0 % | 4 12.1 % | 7 21.2 % | 3 9.1 % | 0 0.0 % | 18 54.5 % |
| 75.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 3.0 % | 0 0.0 % | 3 9.1 % | 9 27.3 % | 3 9.1 % | 0 0.0 % | 17 51.5 % |
| 75.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 3.0 % | 0 0.0 % | 3 9.1 % | 6 18.2 % | 6 18.2 % | 0 0.0 % | 17 51.5 % |
| 68.8 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 3.0 % | 1 3.0 % | 3 9.1 % | 4 12.1 % | 7 21.2 % | 0 0.0 % | 17 51.5 % |
| 66.7 % 35. As a direct result of the services I received: I feel I belong in my community | 1 3.0 % | 0 0.0 % | 4 12.1 % | 4 12.1 % | 6 18.2 % | 1 3.0 % | 17 51.5 % |
| 66.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 1 3.0 % | 1 3.0 % | 3 9.1 % | 3 9.1 % | 7 21.2 % | 1 3.0 % | 17 51.5 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 1 3.7 % | 0 0 % | 1 3 % |
| Impaired | 1 3.7 % | 0 0 % | 1 3 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 5 18.5 % | 1 16.7 % | 6 18.2 % |
| No Data | 6 22.2 % | 2 33.3 % | 8 24.2 % |
| Completed Survey | 14 51.9 % | 3 50 % | 17 51.5 % |
| Total | 27 100 % | 6 100 % | 33 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 26 clients; surveys were returned for 33 clients (33/26 = 126.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Central City Behavioral Health Services

Program Code(s): 89073

Overall Satisfaction¹

90.5%

Return Rate²

122.2%

Overall satisfaction³ mean score for Central City Behavioral Health Services: **4.49**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

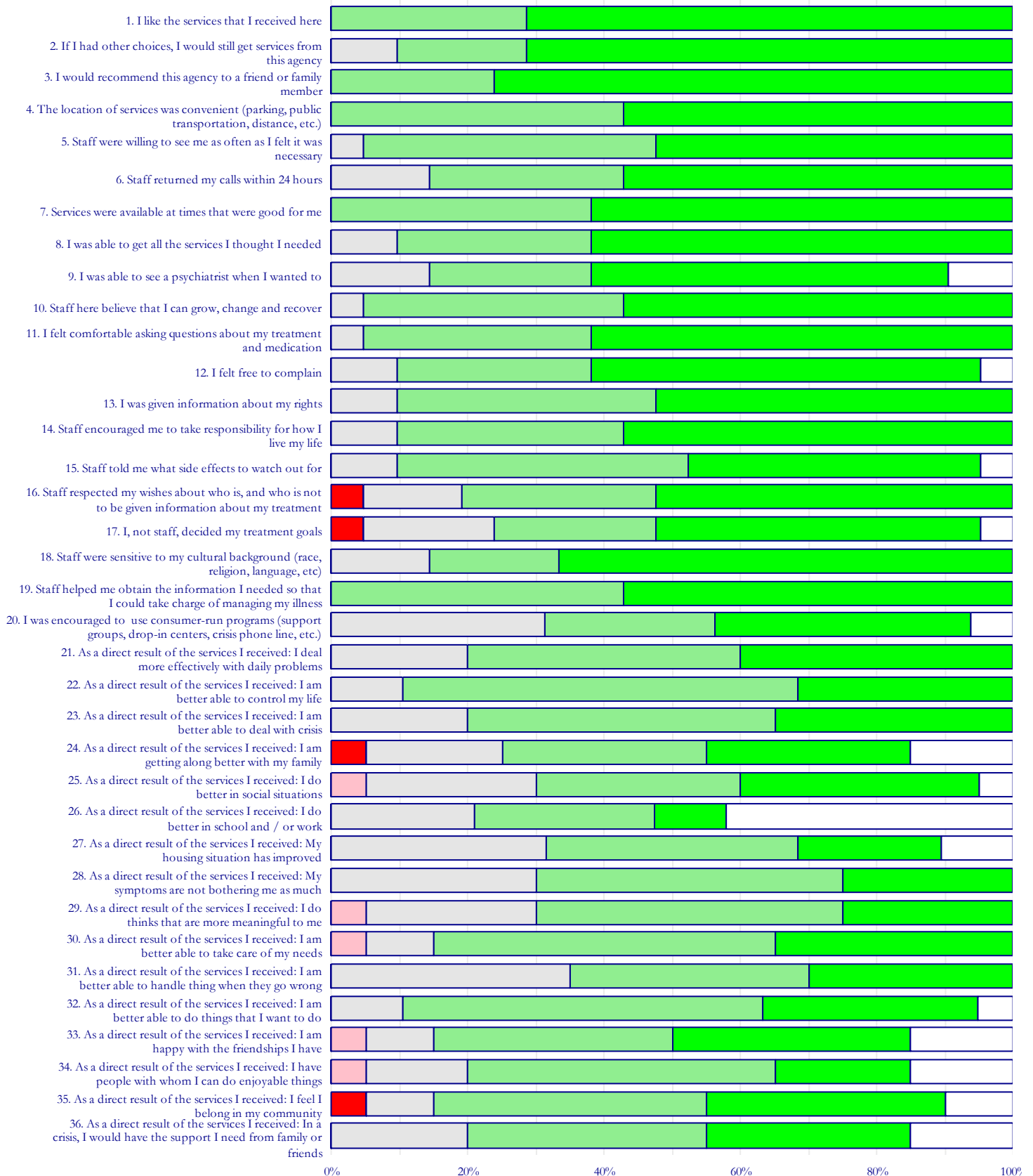
66.7% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

81.0% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

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

MHSIP Items



MHSIP Items 1-25

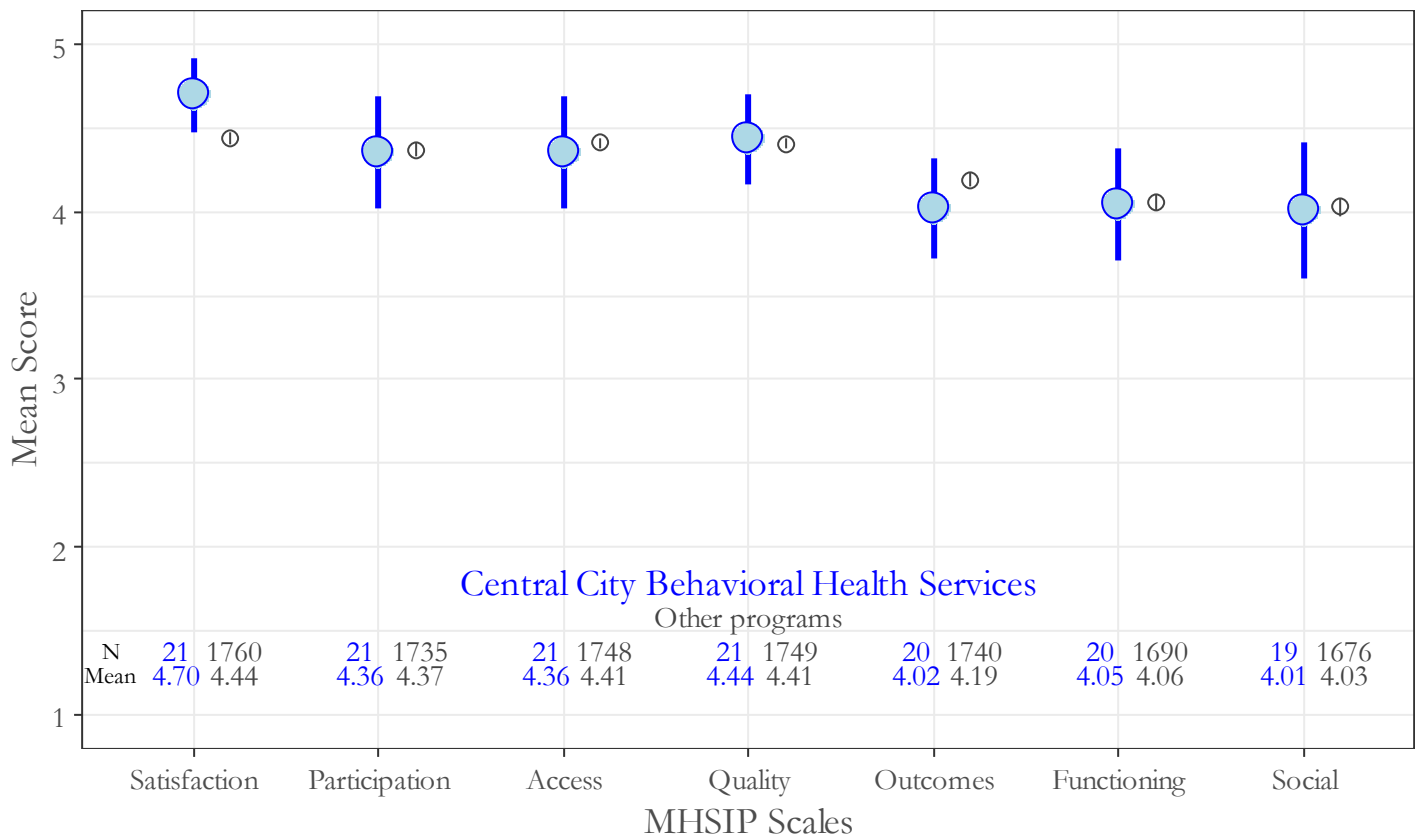
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|------------|--------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 18.2 % | 15 45.5 % | 0 0.0 % | 12 36.4 % |
| 90.5 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 2 6.1 % | 4 12.1 % | 15 45.5 % | 0 0.0 % | 12 36.4 % |
| 100.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 15.2 % | 16 48.5 % | 0 0.0 % | 12 36.4 % |
| 100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 27.3 % | 12 36.4 % | 0 0.0 % | 12 36.4 % |
| 95.2 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 1 3.0 % | 9 27.3 % | 11 33.3 % | 0 0.0 % | 12 36.4 % |
| 85.7 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 3 9.1 % | 6 18.2 % | 12 36.4 % | 0 0.0 % | 12 36.4 % |
| 100.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 24.2 % | 13 39.4 % | 0 0.0 % | 12 36.4 % |
| 90.5 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 2 6.1 % | 6 18.2 % | 13 39.4 % | 0 0.0 % | 12 36.4 % |
| 84.2 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 3 9.1 % | 5 15.2 % | 11 33.3 % | 2 6.1 % | 12 36.4 % |
| 95.2 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 1 3.0 % | 8 24.2 % | 12 36.4 % | 0 0.0 % | 12 36.4 % |
| 95.2 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 3.0 % | 7 21.2 % | 13 39.4 % | 0 0.0 % | 12 36.4 % |
| 90.0 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 2 6.1 % | 6 18.2 % | 12 36.4 % | 1 3.0 % | 12 36.4 % |
| 90.5 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 2 6.1 % | 8 24.2 % | 11 33.3 % | 0 0.0 % | 12 36.4 % |
| 90.5 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 2 6.1 % | 7 21.2 % | 12 36.4 % | 0 0.0 % | 12 36.4 % |
| 90.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 2 6.1 % | 9 27.3 % | 9 27.3 % | 1 3.0 % | 12 36.4 % |
| 81.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 1 3.0 % | 0 0.0 % | 3 9.1 % | 6 18.2 % | 11 33.3 % | 0 0.0 % | 12 36.4 % |
| 75.0 % 17. I, not staff, decided my treatment goals | 1 3.0 % | 0 0.0 % | 4 12.1 % | 5 15.2 % | 10 30.3 % | 1 3.0 % | 12 36.4 % |
| 85.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 3 9.1 % | 4 12.1 % | 14 42.4 % | 0 0.0 % | 12 36.4 % |
| 100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 27.3 % | 12 36.4 % | 0 0.0 % | 12 36.4 % |
| 66.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 5 15.2 % | 4 12.1 % | 6 18.2 % | 1 3.0 % | 17 51.5 % |
| 80.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 4 12.1 % | 8 24.2 % | 8 24.2 % | 0 0.0 % | 13 39.4 % |
| 89.5 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 2 6.1 % | 11 33.3 % | 6 18.2 % | 0 0.0 % | 14 42.4 % |
| 80.0 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 4 12.1 % | 9 27.3 % | 7 21.2 % | 0 0.0 % | 13 39.4 % |
| 70.6 % 24. As a direct result of the services I received: I am getting along better with my family | 1 3.0 % | 0 0.0 % | 4 12.1 % | 6 18.2 % | 6 18.2 % | 3 9.1 % | 13 39.4 % |
| 68.4 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 1 3.0 % | 5 15.2 % | 6 18.2 % | 7 21.2 % | 1 3.0 % | 13 39.4 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|-------------|--------------|
| 63.6 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 4 12.1 % | 5 15.2 % | 2 6.1 % | 8 24.2 % | 14 42.4 % |
| 64.7 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 0 0.0 % | 6 18.2 % | 7 21.2 % | 4 12.1 % | 2 6.1 % | 14 42.4 % |
| 70.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 0 0.0 % | 6 18.2 % | 9 27.3 % | 5 15.2 % | 0 0.0 % | 13 39.4 % |
| 70.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 1 3.0 % | 5 15.2 % | 9 27.3 % | 5 15.2 % | 0 0.0 % | 13 39.4 % |
| 85.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 1 3.0 % | 2 6.1 % | 10 30.3 % | 7 21.2 % | 0 0.0 % | 13 39.4 % |
| 65.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 7 21.2 % | 7 21.2 % | 6 18.2 % | 0 0.0 % | 13 39.4 % |
| 88.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 2 6.1 % | 10 30.3 % | 6 18.2 % | 1 3.0 % | 14 42.4 % |
| 82.4 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 1 3.0 % | 2 6.1 % | 7 21.2 % | 7 21.2 % | 3 9.1 % | 13 39.4 % |
| 76.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 3.0 % | 3 9.1 % | 9 27.3 % | 4 12.1 % | 3 9.1 % | 13 39.4 % |
| 83.3 % 35. As a direct result of the services I received: I feel I belong in my community | 1 3.0 % | 0 0.0 % | 2 6.1 % | 8 24.2 % | 7 21.2 % | 2 6.1 % | 13 39.4 % |
| 76.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 4 12.1 % | 7 21.2 % | 6 18.2 % | 3 9.1 % | 13 39.4 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|--------------|--------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 2 6.1 % | 2 6.1 % |
| Impaired | 0 0 % | 10 30.3 % | 10 30.3 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 0 0 % | 21 63.6 % | 21 63.6 % |
| Total | 0 100 % | 33 100 % | 33 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 27 clients; surveys were returned for 33 clients (33/27 = 122.2%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Chinatown Child Development Center

Program Code(s): 38746

Overall Satisfaction¹

100.0%

Return Rate²

67.2%

Overall satisfaction³ mean score for Chinatown Child Development Center: **4.22** (youth), **4.74** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.47** (family).

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

Highest Agreement Items

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

100.0% 12. Staff treated me with respect

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

Lowest Agreement Items

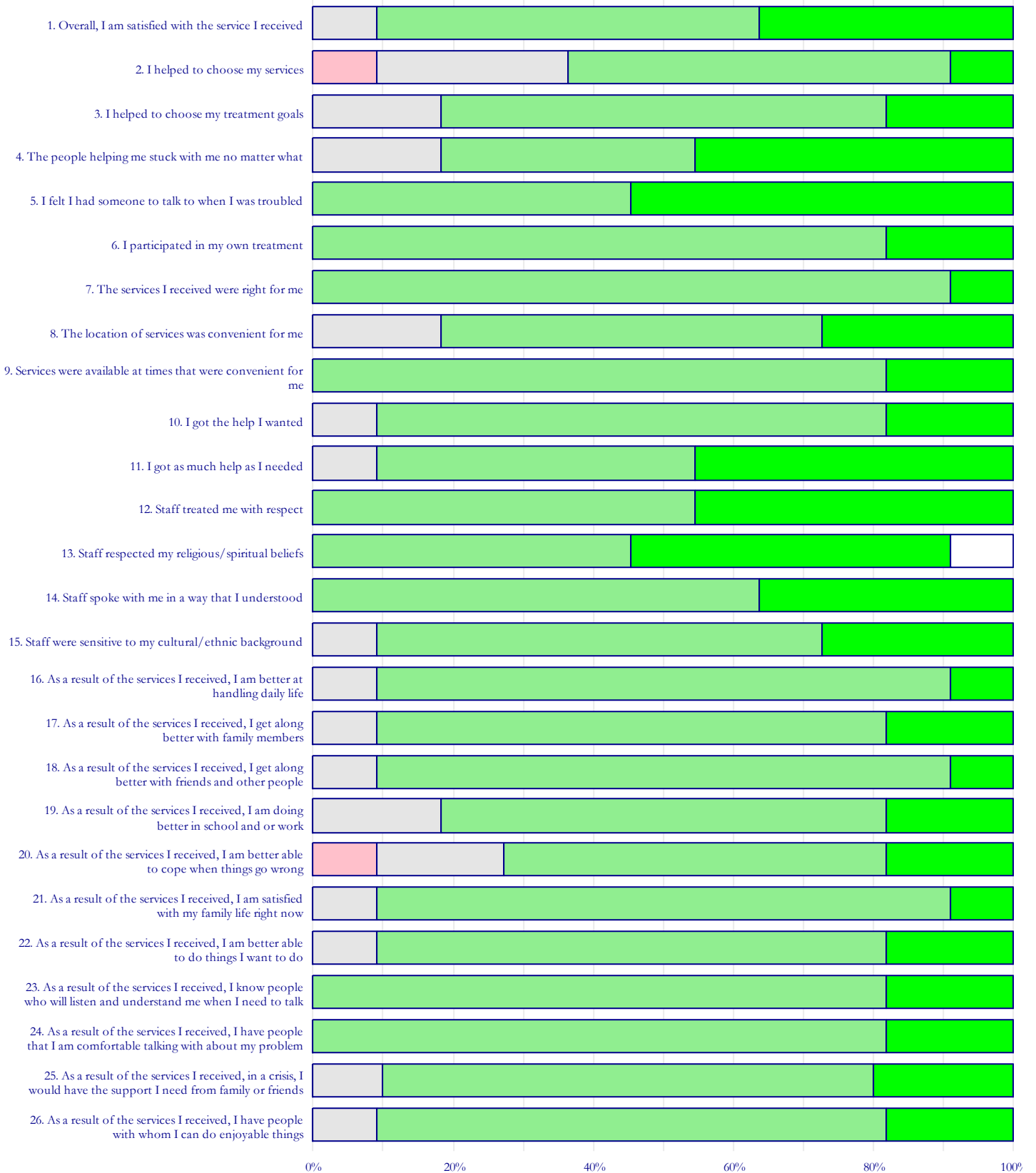
84.2% 2. I helped to choose my services

91.9% 15. Staff were sensitive to my cultural/ethnic background

92.1% 3. I helped to choose my treatment goals

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

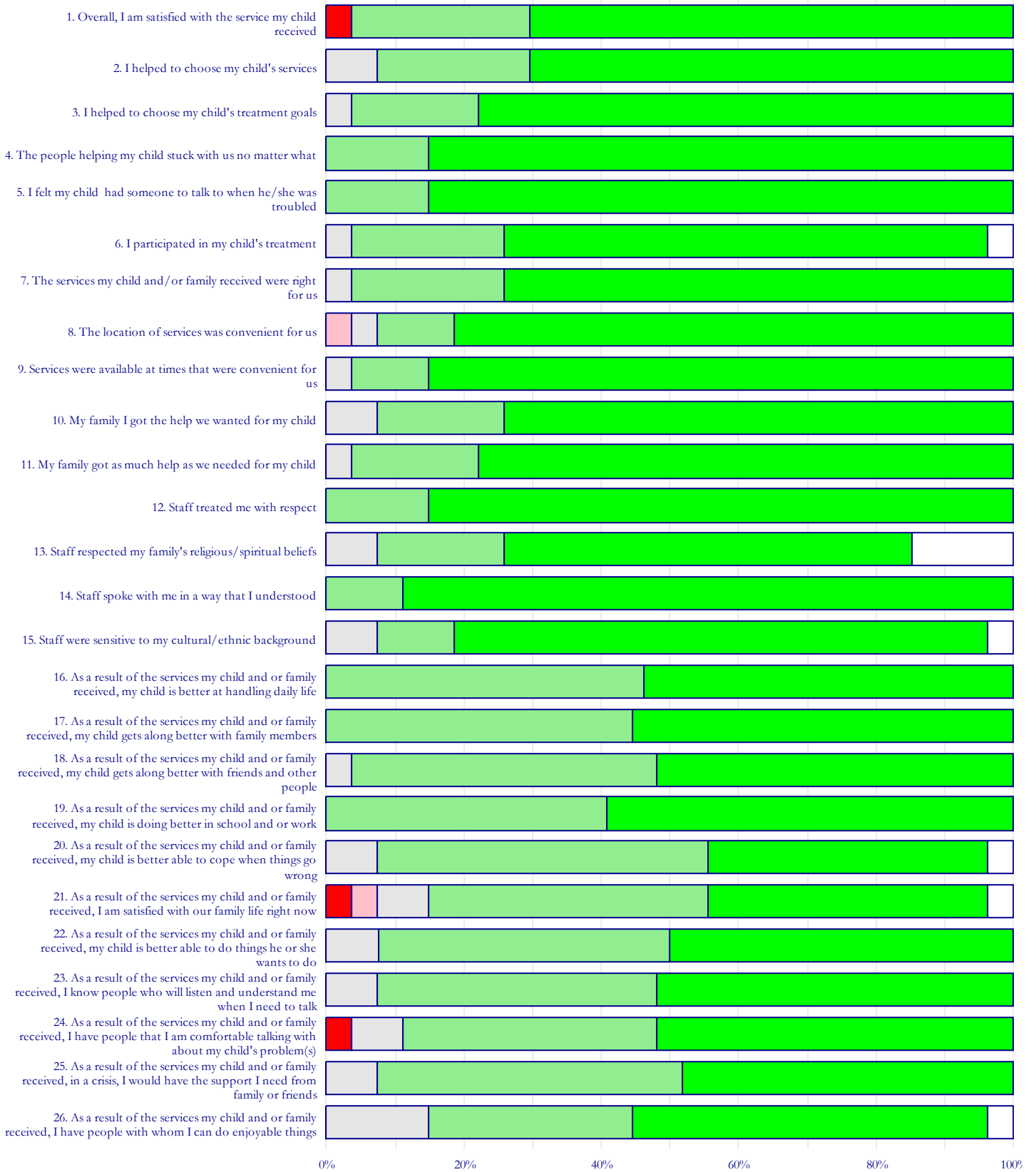
Youth Services Survey for Youth



Youth Services Survey for Youth N = 13

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|------------|-------------|
| 90.9 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 1 7.7 % | 6 46.2 % | 4 30.8 % | 0 0.0 % | 2 15.4 % |
| 63.6 % 2. I helped to choose my services | 0 0.0 % | 1 7.7 % | 3 23.1 % | 6 46.2 % | 1 7.7 % | 0 0.0 % | 2 15.4 % |
| 81.8 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 2 15.4 % | 7 53.8 % | 2 15.4 % | 0 0.0 % | 2 15.4 % |
| 81.8 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 2 15.4 % | 4 30.8 % | 5 38.5 % | 0 0.0 % | 2 15.4 % |
| 100.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 6 46.2 % | 0 0.0 % | 2 15.4 % |
| 100.0 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 69.2 % | 2 15.4 % | 0 0.0 % | 2 15.4 % |
| 100.0 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 10 76.9 % | 1 7.7 % | 0 0.0 % | 2 15.4 % |
| 81.8 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 2 15.4 % | 6 46.2 % | 3 23.1 % | 0 0.0 % | 2 15.4 % |
| 100.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 69.2 % | 2 15.4 % | 0 0.0 % | 2 15.4 % |
| 90.9 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 1 7.7 % | 8 61.5 % | 2 15.4 % | 0 0.0 % | 2 15.4 % |
| 90.9 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 1 7.7 % | 5 38.5 % | 5 38.5 % | 0 0.0 % | 2 15.4 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 46.2 % | 5 38.5 % | 0 0.0 % | 2 15.4 % |
| 100.0 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 5 38.5 % | 1 7.7 % | 2 15.4 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 53.8 % | 4 30.8 % | 0 0.0 % | 2 15.4 % |
| 90.9 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 1 7.7 % | 7 53.8 % | 3 23.1 % | 0 0.0 % | 2 15.4 % |
| 90.9 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 1 7.7 % | 9 69.2 % | 1 7.7 % | 0 0.0 % | 2 15.4 % |
| 90.9 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 1 7.7 % | 8 61.5 % | 2 15.4 % | 0 0.0 % | 2 15.4 % |
| 90.9 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 1 7.7 % | 9 69.2 % | 1 7.7 % | 0 0.0 % | 2 15.4 % |
| 81.8 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 2 15.4 % | 7 53.8 % | 2 15.4 % | 0 0.0 % | 2 15.4 % |
| 72.7 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 1 7.7 % | 2 15.4 % | 6 46.2 % | 2 15.4 % | 0 0.0 % | 2 15.4 % |
| 90.9 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 0 0.0 % | 1 7.7 % | 9 69.2 % | 1 7.7 % | 0 0.0 % | 2 15.4 % |
| 90.9 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 1 7.7 % | 8 61.5 % | 2 15.4 % | 0 0.0 % | 2 15.4 % |
| 100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 69.2 % | 2 15.4 % | 0 0.0 % | 2 15.4 % |
| 100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 69.2 % | 2 15.4 % | 0 0.0 % | 2 15.4 % |
| 90.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 7.7 % | 7 53.8 % | 2 15.4 % | 0 0.0 % | 3 23.1 % |
| 90.9 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 7.7 % | 8 61.5 % | 2 15.4 % | 0 0.0 % | 2 15.4 % |

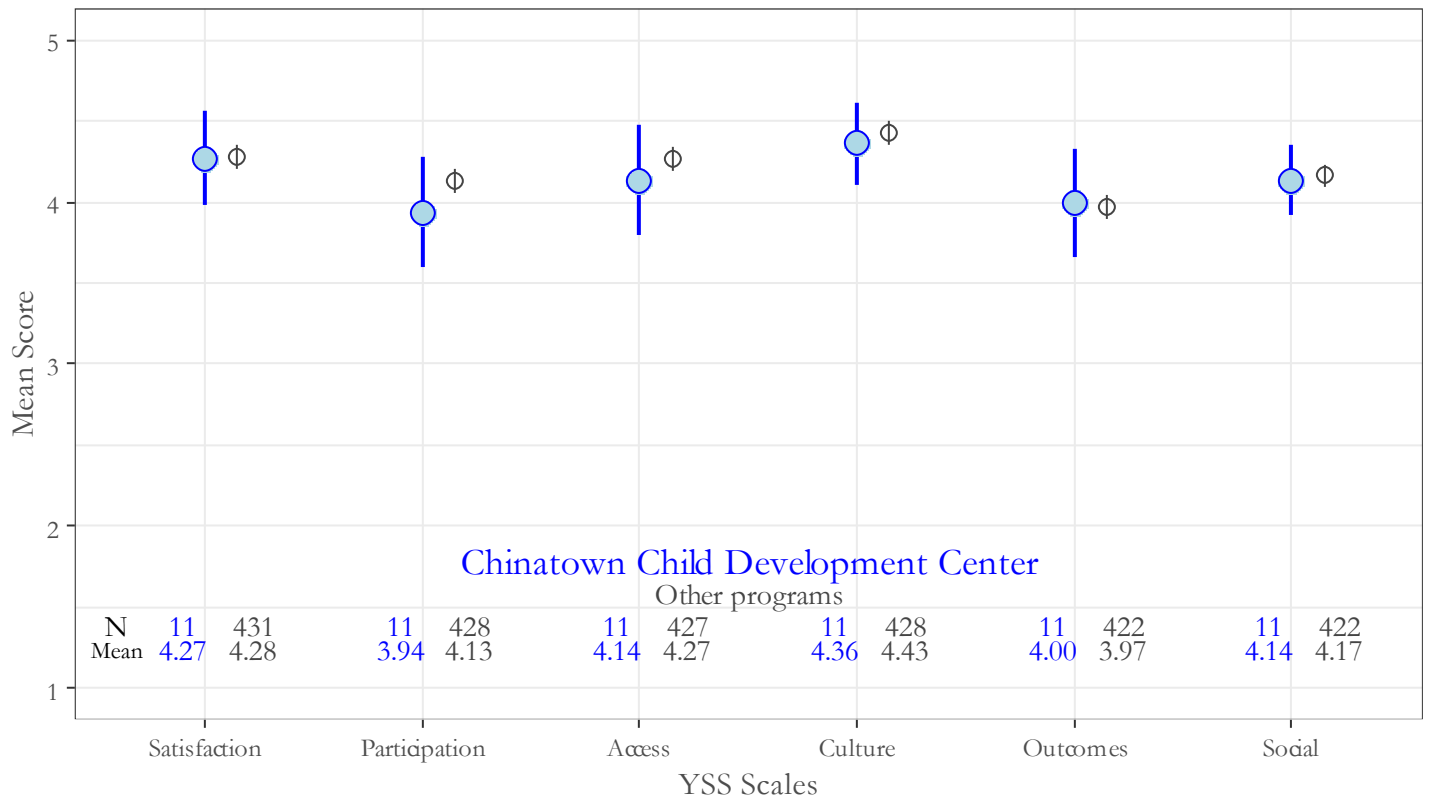
Youth Services Survey for Families



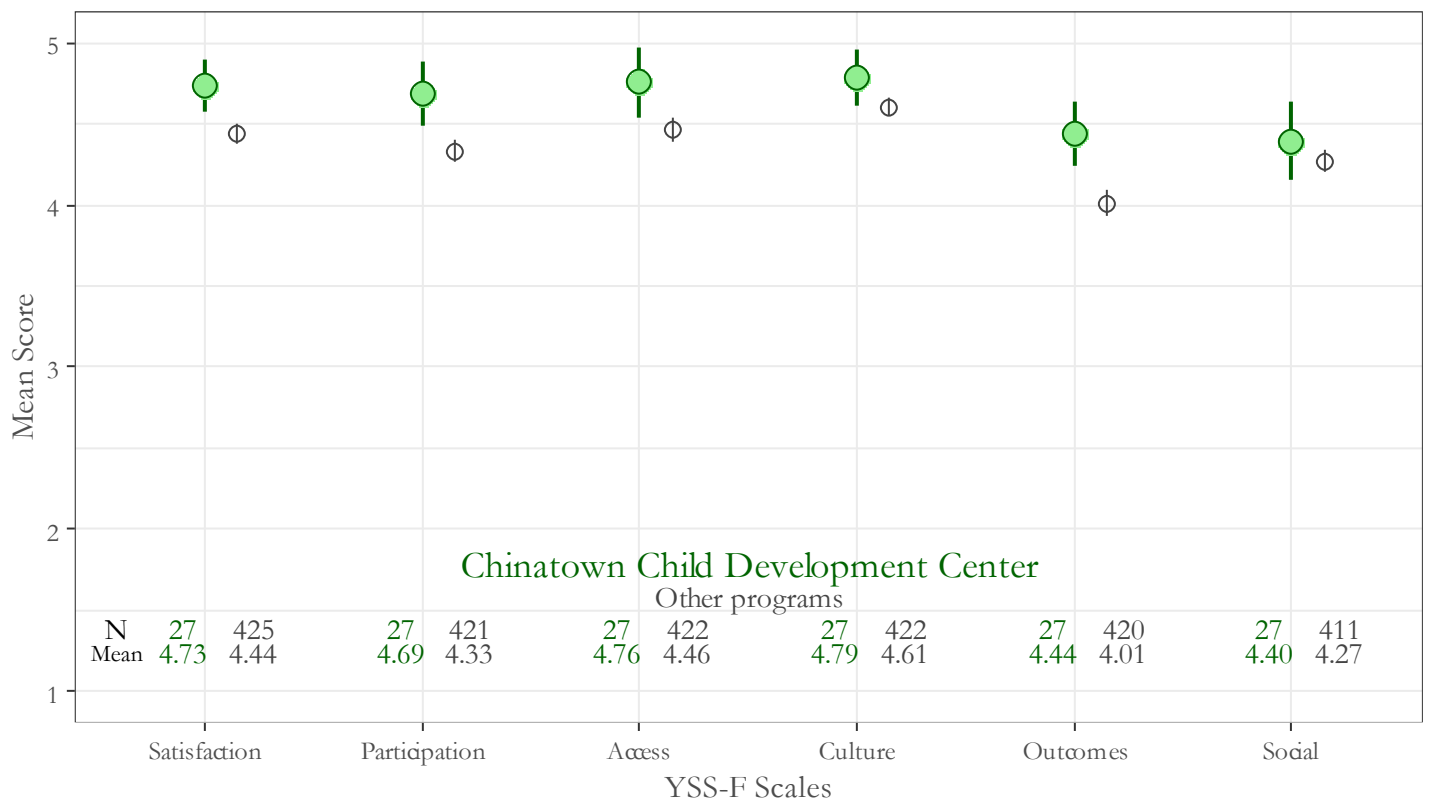
Youth Services Survey for Families N = 32

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|-------------|--------------|----------------|-------------|-------------|
| 96.3 % 1. Overall, I am satisfied with the service my child received | 1 3.1 % | 0 0.0 % | 0 0.0 % | 7 21.9 % | 19 59.4 % | 0 0.0 % | 5 15.6 % |
| 92.6 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 2 6.2 % | 6 18.8 % | 19 59.4 % | 0 0.0 % | 5 15.6 % |
| 96.3 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 1 3.1 % | 5 15.6 % | 21 65.6 % | 0 0.0 % | 5 15.6 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 12.5 % | 23 71.9 % | 0 0.0 % | 5 15.6 % |
| 100.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 12.5 % | 23 71.9 % | 0 0.0 % | 5 15.6 % |
| 96.2 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 1 3.1 % | 6 18.8 % | 19 59.4 % | 1 3.1 % | 5 15.6 % |
| 96.3 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 1 3.1 % | 6 18.8 % | 20 62.5 % | 0 0.0 % | 5 15.6 % |
| 92.6 % 8. The location of services was convenient for us | 0 0.0 % | 1 3.1 % | 1 3.1 % | 3 9.4 % | 22 68.8 % | 0 0.0 % | 5 15.6 % |
| 96.3 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 1 3.1 % | 3 9.4 % | 23 71.9 % | 0 0.0 % | 5 15.6 % |
| 92.6 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 2 6.2 % | 5 15.6 % | 20 62.5 % | 0 0.0 % | 5 15.6 % |
| 96.3 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 1 3.1 % | 5 15.6 % | 21 65.6 % | 0 0.0 % | 5 15.6 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 12.5 % | 23 71.9 % | 0 0.0 % | 5 15.6 % |
| 91.3 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 2 6.2 % | 5 15.6 % | 16 50.0 % | 4 12.5 % | 5 15.6 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 9.4 % | 24 75.0 % | 0 0.0 % | 5 15.6 % |
| 92.3 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 2 6.2 % | 3 9.4 % | 21 65.6 % | 1 3.1 % | 5 15.6 % |
| 100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 12 37.5 % | 14 43.8 % | 0 0.0 % | 6 18.8 % |
| 100.0 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 0 0.0 % | 12 37.5 % | 15 46.9 % | 0 0.0 % | 5 15.6 % |
| 96.3 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 1 3.1 % | 12 37.5 % | 14 43.8 % | 0 0.0 % | 5 15.6 % |
| 100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 0 0.0 % | 0 0.0 % | 11 34.4 % | 16 50.0 % | 0 0.0 % | 5 15.6 % |
| 92.3 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 2 6.2 % | 13 40.6 % | 11 34.4 % | 1 3.1 % | 5 15.6 % |
| 84.6 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 1 3.1 % | 1 3.1 % | 2 6.2 % | 11 34.4 % | 11 34.4 % | 1 3.1 % | 5 15.6 % |
| 92.3 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 0 0.0 % | 2 6.2 % | 11 34.4 % | 13 40.6 % | 0 0.0 % | 6 18.8 % |
| 92.6 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 2 6.2 % | 11 34.4 % | 14 43.8 % | 0 0.0 % | 5 15.6 % |
| 88.9 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 1 3.1 % | 0 0.0 % | 2 6.2 % | 10 31.2 % | 14 43.8 % | 0 0.0 % | 5 15.6 % |
| 92.6 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 6.2 % | 12 37.5 % | 13 40.6 % | 0 0.0 % | 5 15.6 % |
| 84.6 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 4 12.5 % | 8 25.0 % | 14 43.8 % | 1 3.1 % | 5 15.6 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|---------------------------|------------------------|--------------|--------------|
| Chinatown Child | | | |
| Development Center | | | |
| Completion Status | Completion by | | Total |
| | Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 4 12.5 % | 2 15.4 % | 6 13.3 % |
| No Data | 1 3.1 % | 0 0 % | 1 2.2 % |
| Completed Survey | 27 84.4 % | 11 84.6 % | 38 84.4 % |
| Total | 32 100 % | 13 100 % | 45 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 58 clients; surveys were returned for 39 clients (39 / 58 = 67.2%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Chinatown North Beach Mental Health Services

Program Code(s): 38723

Overall Satisfaction¹

84.7%

Return Rate²

50.0%

Overall satisfaction³ mean score for Chinatown North Beach Mental Health Services: **4.31**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

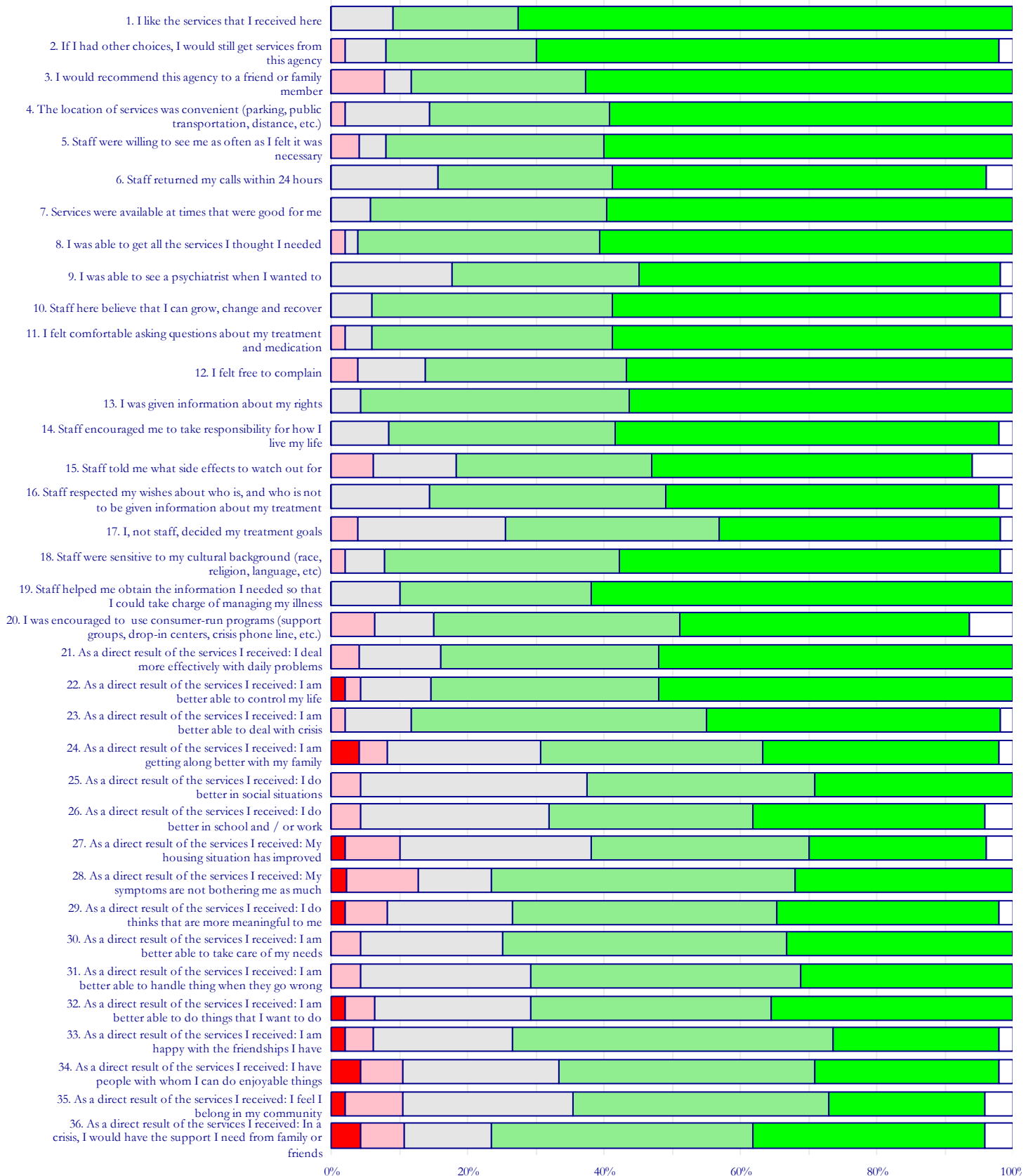
- 96.1% 8. I was able to get all the services I thought I needed
- 95.8% 13. I was given information about my rights
- 94.2% 7. Services were available at times that were good for me

Lowest Agreement Items

- 74.0% 17. I, not staff, decided my treatment goals
- 80.4% 15. Staff told me what side effects to watch out for
- 82.0% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



MHSIP Items 1-25

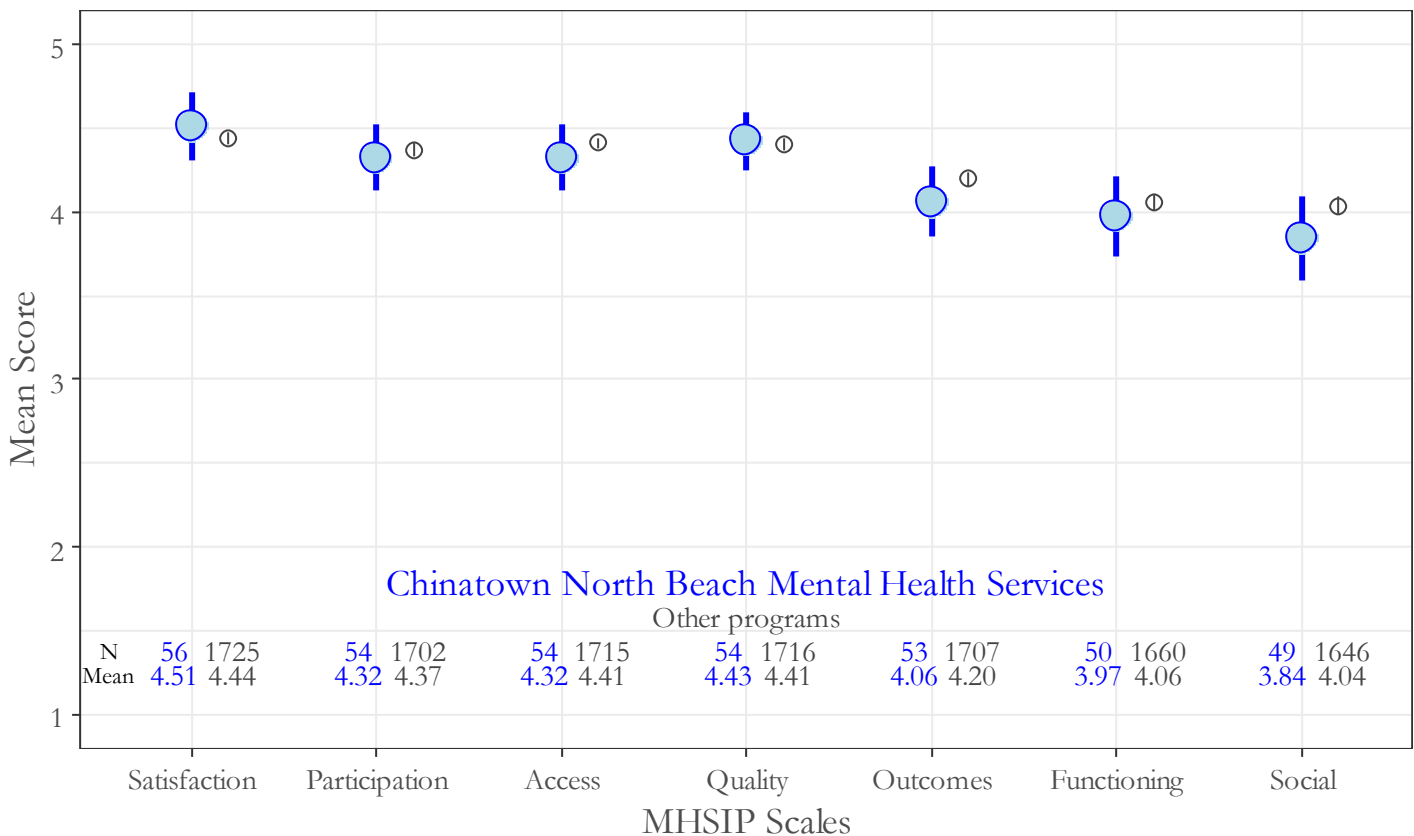
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|--------------|--------------|----------------|------------|--------------|
| 90.9 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 5 4.3 % | 10 8.6 % | 40 34.2 % | 0 0.0 % | 62 53.0 % |
| 91.8 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 1 0.8 % | 3 2.6 % | 11 9.4 % | 34 29.1 % | 1 0.8 % | 67 57.3 % |
| 88.2 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 4 3.4 % | 2 1.7 % | 13 11.1 % | 32 27.4 % | 0 0.0 % | 66 56.4 % |
| 85.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 1 0.8 % | 6 5.1 % | 13 11.1 % | 29 24.8 % | 0 0.0 % | 68 58.1 % |
| 92.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 2 1.7 % | 2 1.7 % | 16 13.7 % | 30 25.6 % | 0 0.0 % | 67 57.3 % |
| 83.7 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 8 6.8 % | 13 11.1 % | 28 23.9 % | 2 1.7 % | 66 56.4 % |
| 94.2 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 3 2.6 % | 18 15.4 % | 31 26.5 % | 0 0.0 % | 65 55.6 % |
| 96.1 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 1 0.8 % | 1 0.8 % | 18 15.4 % | 31 26.5 % | 0 0.0 % | 66 56.4 % |
| 82.0 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 9 7.7 % | 14 12.0 % | 27 23.1 % | 1 0.8 % | 66 56.4 % |
| 94.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 3 2.6 % | 18 15.4 % | 29 24.8 % | 1 0.8 % | 66 56.4 % |
| 94.1 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 1 0.8 % | 2 1.7 % | 18 15.4 % | 30 25.6 % | 0 0.0 % | 66 56.4 % |
| 86.3 % 12. I felt free to complain | 0 0.0 % | 2 1.7 % | 5 4.3 % | 15 12.8 % | 29 24.8 % | 0 0.0 % | 66 56.4 % |
| 95.8 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 2 1.7 % | 19 16.2 % | 27 23.1 % | 0 0.0 % | 69 59.0 % |
| 91.5 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 4 3.4 % | 16 13.7 % | 27 23.1 % | 1 0.8 % | 69 59.0 % |
| 80.4 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 3 2.6 % | 6 5.1 % | 14 12.0 % | 23 19.7 % | 3 2.6 % | 68 58.1 % |
| 85.4 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 7 6.0 % | 17 14.5 % | 24 20.5 % | 1 0.8 % | 68 58.1 % |
| 74.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 2 1.7 % | 11 9.4 % | 16 13.7 % | 21 17.9 % | 1 0.8 % | 66 56.4 % |
| 92.2 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 1 0.8 % | 3 2.6 % | 18 15.4 % | 29 24.8 % | 1 0.8 % | 65 55.6 % |
| 90.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 5 4.3 % | 14 12.0 % | 31 26.5 % | 0 0.0 % | 67 57.3 % |
| 84.1 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 3 2.6 % | 4 3.4 % | 17 14.5 % | 20 17.1 % | 3 2.6 % | 70 59.8 % |
| 84.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 2 1.7 % | 6 5.1 % | 16 13.7 % | 26 22.2 % | 0 0.0 % | 67 57.3 % |
| 85.4 % 22. As a direct result of the services I received: I am better able to control my life | 1 0.8 % | 1 0.8 % | 5 4.3 % | 16 13.7 % | 25 21.4 % | 0 0.0 % | 69 59.0 % |
| 88.0 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 1 0.8 % | 5 4.3 % | 22 18.8 % | 22 18.8 % | 1 0.8 % | 66 56.4 % |
| 68.8 % 24. As a direct result of the services I received: I am getting along better with my family | 2 1.7 % | 2 1.7 % | 11 9.4 % | 16 13.7 % | 17 14.5 % | 1 0.8 % | 68 58.1 % |
| 62.5 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 2 1.7 % | 16 13.7 % | 16 13.7 % | 14 12.0 % | 0 0.0 % | 69 59.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|--------------|--------------|----------------|------------|--------------|
| 66.7 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 2 1.7 % | 13 11.1 % | 14 12.0 % | 16 13.7 % | 2 1.7 % | 70 59.8 % |
| 60.4 % 27. As a direct result of the services I received: My housing situation has improved | 1 0.8 % | 4 3.4 % | 14 12.0 % | 16 13.7 % | 13 11.1 % | 2 1.7 % | 67 57.3 % |
| 76.6 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 1 0.8 % | 5 4.3 % | 5 4.3 % | 21 17.9 % | 15 12.8 % | 0 0.0 % | 70 59.8 % |
| 72.9 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 1 0.8 % | 3 2.6 % | 9 7.7 % | 19 16.2 % | 16 13.7 % | 1 0.8 % | 68 58.1 % |
| 75.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 2 1.7 % | 10 8.6 % | 20 17.1 % | 16 13.7 % | 0 0.0 % | 69 59.0 % |
| 70.8 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 2 1.7 % | 12 10.3 % | 19 16.2 % | 15 12.8 % | 0 0.0 % | 69 59.0 % |
| 70.8 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 0.8 % | 2 1.7 % | 11 9.4 % | 17 14.5 % | 17 14.5 % | 0 0.0 % | 69 59.0 % |
| 72.9 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 0.8 % | 2 1.7 % | 10 8.6 % | 23 19.7 % | 12 10.3 % | 1 0.8 % | 68 58.1 % |
| 66.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 2 1.7 % | 3 2.6 % | 11 9.4 % | 18 15.4 % | 13 11.1 % | 1 0.8 % | 69 59.0 % |
| 63.0 % 35. As a direct result of the services I received: I feel I belong in my community | 1 0.8 % | 4 3.4 % | 12 10.3 % | 18 15.4 % | 11 9.4 % | 2 1.7 % | 69 59.0 % |
| 75.6 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 2 1.7 % | 3 2.6 % | 6 5.1 % | 18 15.4 % | 16 13.7 % | 2 1.7 % | 70 59.8 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 39 38.2 % | 6 40 % | 45 38.5 % |
| Impaired | 9 8.8 % | 2 13.3 % | 11 9.4 % |
| Language | 2 2 % | 1 6.7 % | 3 2.6 % |
| Other | 4 3.9 % | 0 0 % | 4 3.4 % |
| No Data | 3 2.9 % | 0 0 % | 3 2.6 % |
| Completed Survey | 45 44.1 % | 6 40 % | 51 43.6 % |
| Total | 102 100 % | 15 100 % | 117 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 232 clients; surveys were returned for 116 clients (116/232 = 50.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

CHP Essex House
Program Code(s): 38IDOP

Overall Satisfaction¹
100.0%

Return Rate²
116.7%

Overall satisfaction³ mean score for CHP Essex House: **4.54**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

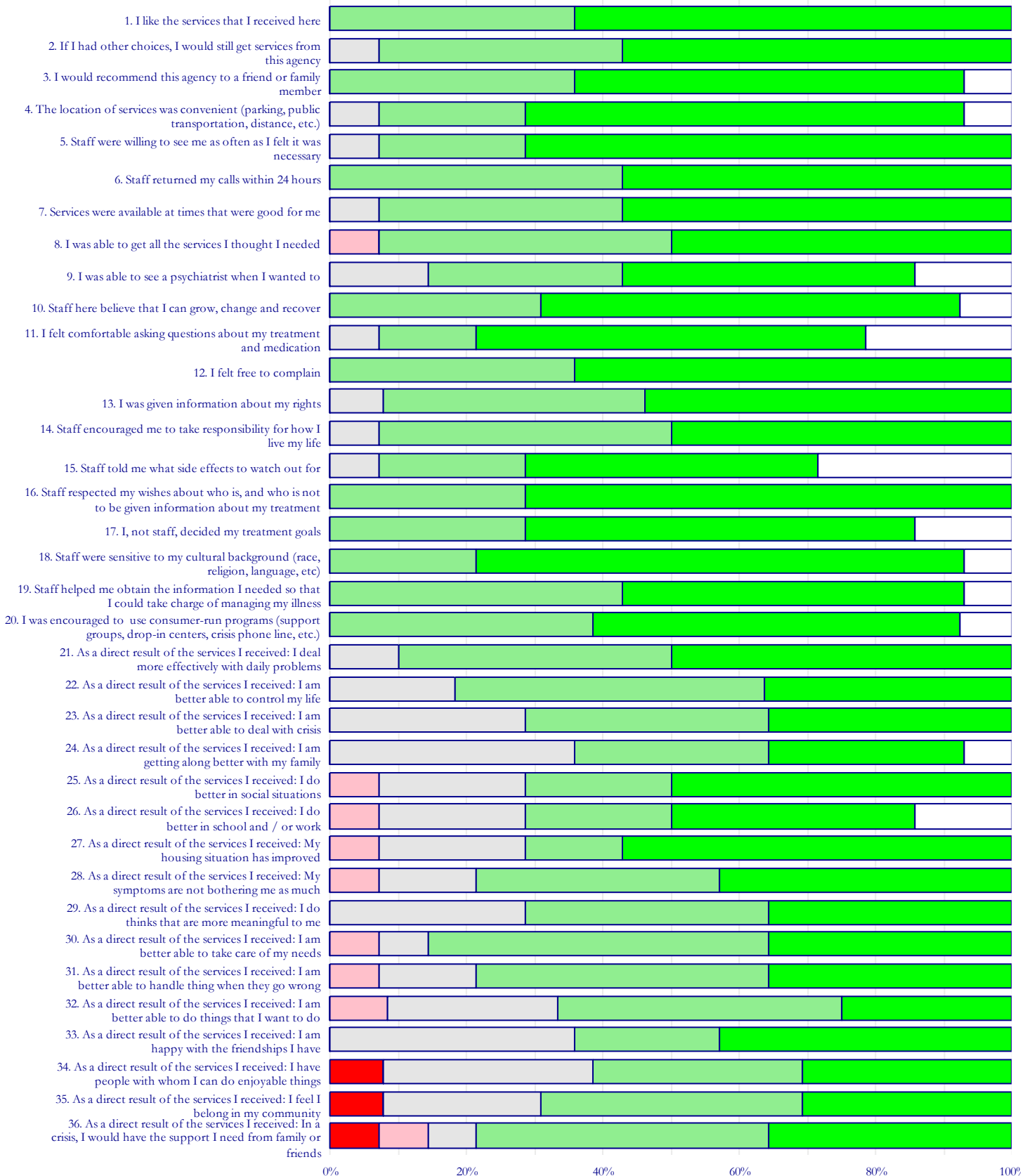
- 100.0% 1. I like the services that I received here
- 100.0% 3. I would recommend this agency to a friend or family member
- 100.0% 6. Staff returned my calls within 24 hours

Lowest Agreement Items

- 83.3% 9. I was able to see a psychiatrist when I wanted to
- 90.0% 15. Staff told me what side effects to watch out for
- 90.9% 11. I felt comfortable asking questions about my treatment and medication

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

MHSIP Items



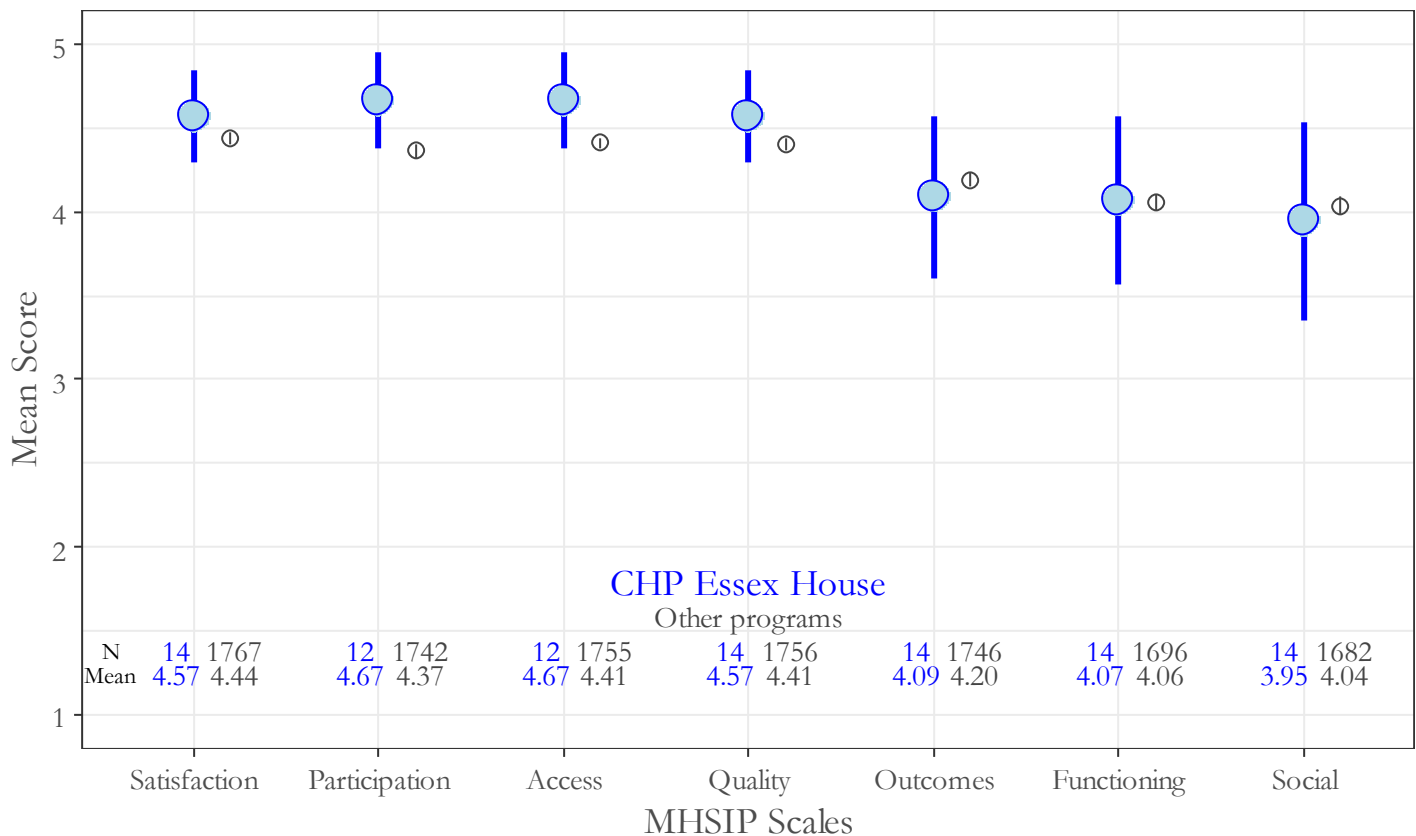
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 35.7 % | 9 64.3 % | 0 0.0 % | 0 0.0 % |
| 92.9 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 1 7.1 % | 5 35.7 % | 8 57.1 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 35.7 % | 8 57.1 % | 1 7.1 % | 0 0.0 % |
| 92.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 1 7.1 % | 3 21.4 % | 9 64.3 % | 1 7.1 % | 0 0.0 % |
| 92.9 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 1 7.1 % | 3 21.4 % | 10 71.4 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 42.9 % | 8 57.1 % | 0 0.0 % | 0 0.0 % |
| 92.9 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 1 7.1 % | 5 35.7 % | 8 57.1 % | 0 0.0 % | 0 0.0 % |
| 92.9 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 1 7.1 % | 0 0.0 % | 6 42.9 % | 7 50.0 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 2 14.3 % | 4 28.6 % | 6 42.9 % | 2 14.3 % | 0 0.0 % |
| 100.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 28.6 % | 8 57.1 % | 1 7.1 % | 1 7.1 % |
| 90.9 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 7.1 % | 2 14.3 % | 8 57.1 % | 3 21.4 % | 0 0.0 % |
| 100.0 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 35.7 % | 9 64.3 % | 0 0.0 % | 0 0.0 % |
| 92.3 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 7.1 % | 5 35.7 % | 7 50.0 % | 0 0.0 % | 1 7.1 % |
| 92.9 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 1 7.1 % | 6 42.9 % | 7 50.0 % | 0 0.0 % | 0 0.0 % |
| 90.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 1 7.1 % | 3 21.4 % | 6 42.9 % | 4 28.6 % | 0 0.0 % |
| 100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 28.6 % | 10 71.4 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 28.6 % | 8 57.1 % | 2 14.3 % | 0 0.0 % |
| 100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 21.4 % | 10 71.4 % | 1 7.1 % | 0 0.0 % |
| 100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 42.9 % | 7 50.0 % | 1 7.1 % | 0 0.0 % |
| 100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 35.7 % | 7 50.0 % | 1 7.1 % | 1 7.1 % |
| 90.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 1 7.1 % | 4 28.6 % | 5 35.7 % | 0 0.0 % | 4 28.6 % |
| 81.8 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 2 14.3 % | 5 35.7 % | 4 28.6 % | 0 0.0 % | 3 21.4 % |
| 71.4 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 4 28.6 % | 5 35.7 % | 5 35.7 % | 0 0.0 % | 0 0.0 % |
| 61.5 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 5 35.7 % | 4 28.6 % | 4 28.6 % | 1 7.1 % | 0 0.0 % |
| 71.4 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 1 7.1 % | 3 21.4 % | 3 21.4 % | 7 50.0 % | 0 0.0 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|-------------|-------------|
| 66.7 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 1 7.1 % | 3 21.4 % | 3 21.4 % | 5 35.7 % | 2 14.3 % | 0 0.0 % |
| 71.4 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 1 7.1 % | 3 21.4 % | 2 14.3 % | 8 57.1 % | 0 0.0 % | 0 0.0 % |
| 78.6 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 1 7.1 % | 2 14.3 % | 5 35.7 % | 6 42.9 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 4 28.6 % | 5 35.7 % | 5 35.7 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 1 7.1 % | 1 7.1 % | 7 50.0 % | 5 35.7 % | 0 0.0 % | 0 0.0 % |
| 78.6 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 1 7.1 % | 2 14.3 % | 6 42.9 % | 5 35.7 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 7.1 % | 3 21.4 % | 5 35.7 % | 3 21.4 % | 0 0.0 % | 2 14.3 % |
| 64.3 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 5 35.7 % | 3 21.4 % | 6 42.9 % | 0 0.0 % | 0 0.0 % |
| 61.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 7.1 % | 0 0.0 % | 4 28.6 % | 4 28.6 % | 4 28.6 % | 0 0.0 % | 1 7.1 % |
| 69.2 % 35. As a direct result of the services I received: I feel I belong in my community | 1 7.1 % | 0 0.0 % | 3 21.4 % | 5 35.7 % | 4 28.6 % | 0 0.0 % | 1 7.1 % |
| 78.6 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 1 7.1 % | 1 7.1 % | 1 7.1 % | 6 42.9 % | 5 35.7 % | 0 0.0 % | 0 0.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 11 100 % | 3 100 % | 14 100 % |
| Total | 11 100 % | 3 100 % | 14 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 12 clients; surveys were returned for 14 clients (14/12 = 116.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Citywide-Assisted Outpatient

Program Code(s): 8911AO

Overall Satisfaction¹

42.9%

Return Rate²

140.0%

Overall satisfaction³ mean score for Citywide-Assisted Outpatient: **3.56**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

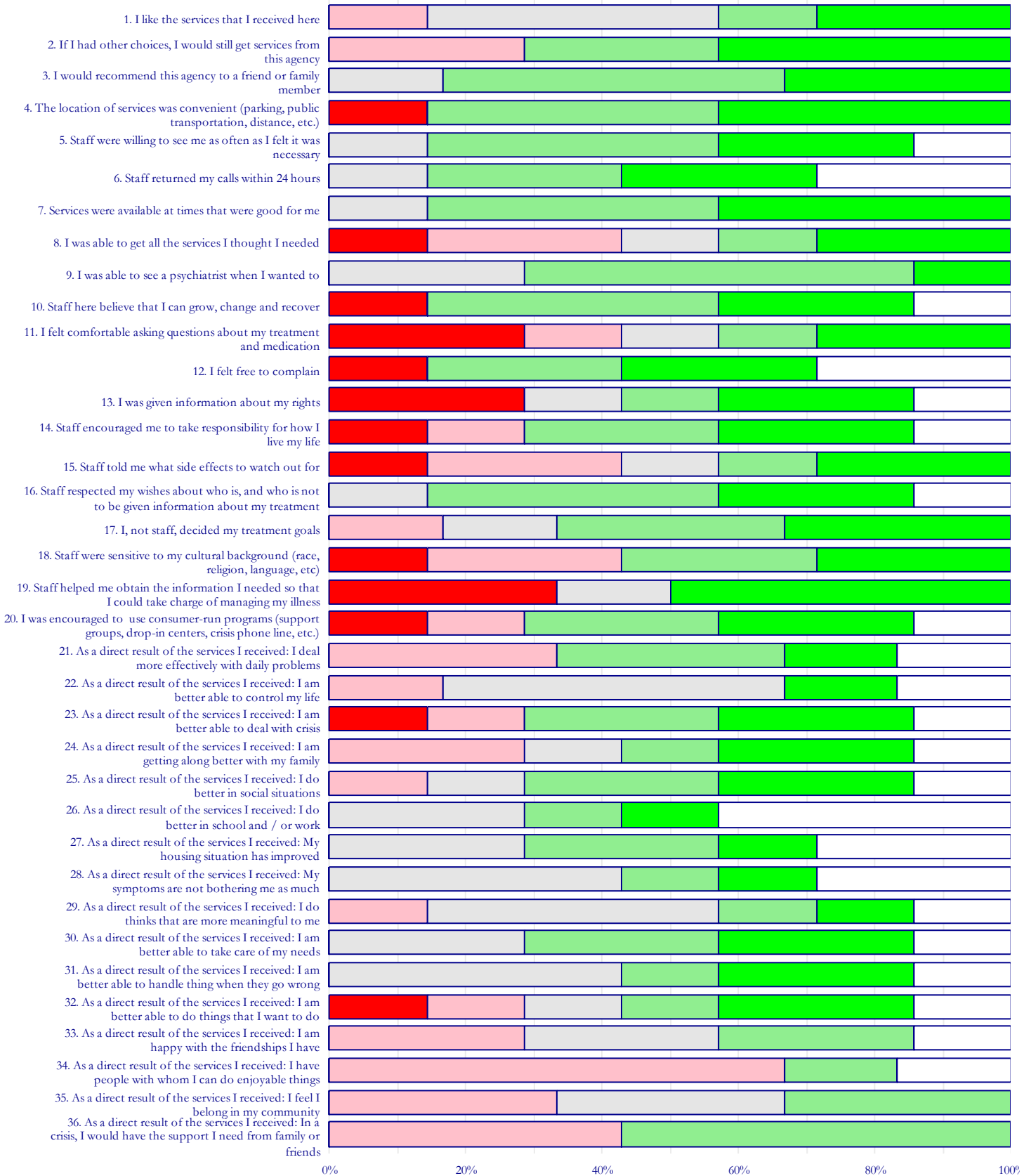
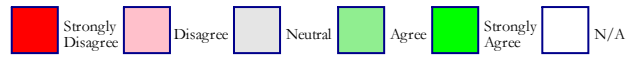
- 85.7% 7. Services were available at times that were good for me
- 83.3% 3. I would recommend this agency to a friend or family member
- 83.3% 5. Staff were willing to see me as often as I felt it was necessary

Lowest Agreement Items

- 42.9% 1. I like the services that I received here
- 42.9% 8. I was able to get all the services I thought I needed
- 42.9% 11. I felt comfortable asking questions about my treatment and medication

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

MHSIP Items



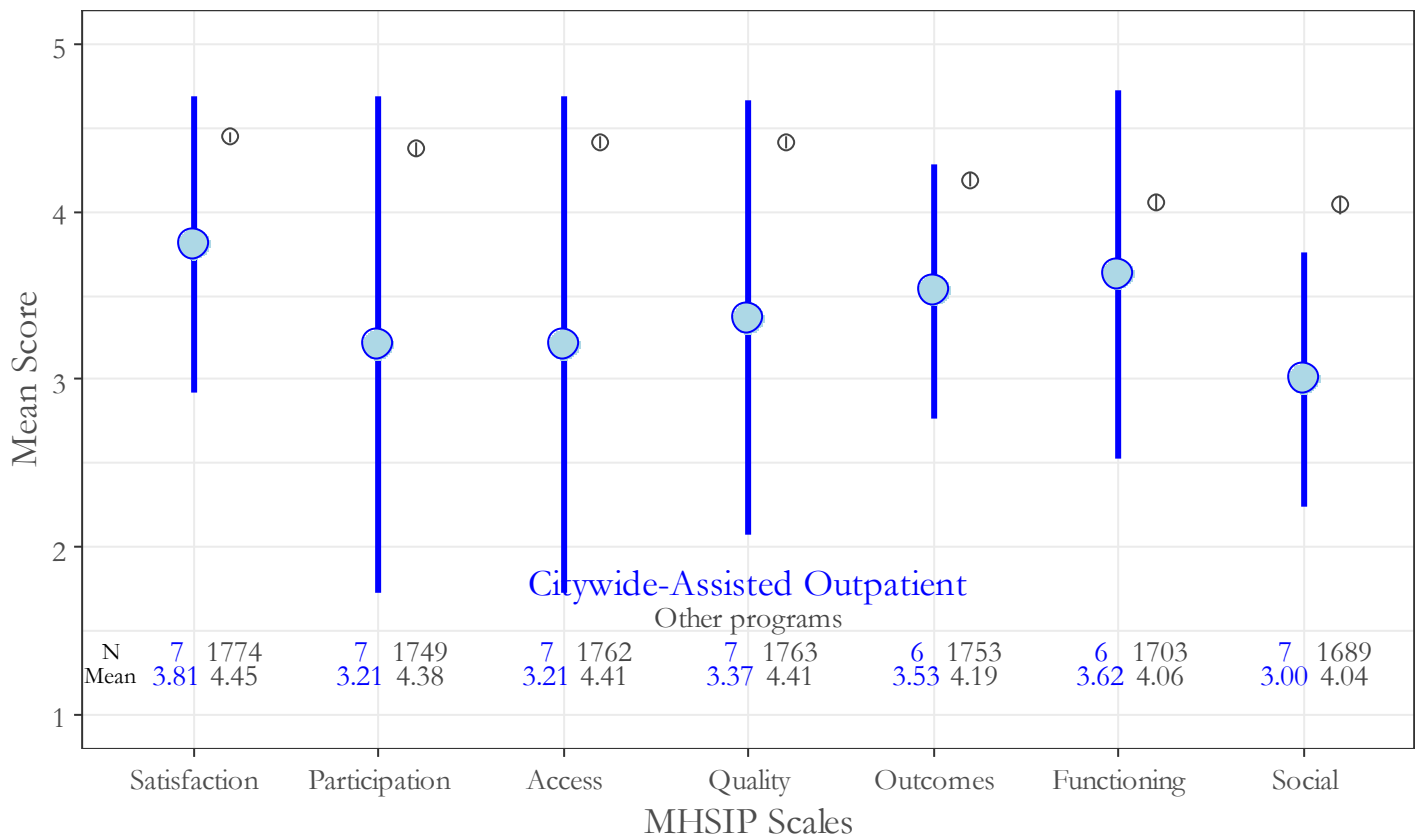
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|-------------|----------------|
| 42.9 % 1. I like the services that I received here | 0 0.0 % | 1 6.7 % | 3 20.0 % | 1 6.7 % | 2 13.3 % | 0 0.0 % | 8 53.3 % |
| 71.4 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 2 13.3 % | 0 0.0 % | 2 13.3 % | 3 20.0 % | 0 0.0 % | 8 53.3 % |
| 83.3 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 1 6.7 % | 3 20.0 % | 2 13.3 % | 0 0.0 % | 9 60.0 % |
| 85.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 1 6.7 % | 0 0.0 % | 0 0.0 % | 3 20.0 % | 3 20.0 % | 0 0.0 % | 8 53.3 % |
| 83.3 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 1 6.7 % | 3 20.0 % | 2 13.3 % | 1 6.7 % | 8 53.3 % |
| 80.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 1 6.7 % | 2 13.3 % | 2 13.3 % | 2 13.3 % | 8 53.3 % |
| 85.7 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 1 6.7 % | 3 20.0 % | 3 20.0 % | 0 0.0 % | 8 53.3 % |
| 42.9 % 8. I was able to get all the services I thought I needed | 1 6.7 % | 2 13.3 % | 1 6.7 % | 1 6.7 % | 2 13.3 % | 0 0.0 % | 8 53.3 % |
| 71.4 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 2 13.3 % | 4 26.7 % | 1 6.7 % | 0 0.0 % | 8 53.3 % |
| 83.3 % 10. Staff here believe that I can grow, change and recover | 1 6.7 % | 0 0.0 % | 0 0.0 % | 3 20.0 % | 2 13.3 % | 1 6.7 % | 8 53.3 % |
| 42.9 % 11. I felt comfortable asking questions about my treatment and medication | 2 13.3 % | 1 6.7 % | 1 6.7 % | 1 6.7 % | 2 13.3 % | 0 0.0 % | 8 53.3 % |
| 80.0 % 12. I felt free to complain | 1 6.7 % | 0 0.0 % | 0 0.0 % | 2 13.3 % | 2 13.3 % | 2 13.3 % | 8 53.3 % |
| 50.0 % 13. I was given information about my rights | 2 13.3 % | 0 0.0 % | 1 6.7 % | 1 6.7 % | 2 13.3 % | 1 6.7 % | 8 53.3 % |
| 66.7 % 14. Staff encouraged me to take responsibility for how I live my life | 1 6.7 % | 1 6.7 % | 0 0.0 % | 2 13.3 % | 2 13.3 % | 1 6.7 % | 8 53.3 % |
| 42.9 % 15. Staff told me what side effects to watch out for | 1 6.7 % | 2 13.3 % | 1 6.7 % | 1 6.7 % | 2 13.3 % | 0 0.0 % | 8 53.3 % |
| 83.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 1 6.7 % | 3 20.0 % | 2 13.3 % | 1 6.7 % | 8 53.3 % |
| 66.7 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 1 6.7 % | 1 6.7 % | 2 13.3 % | 2 13.3 % | 0 0.0 % | 9 60.0 % |
| 57.1 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 1 6.7 % | 2 13.3 % | 0 0.0 % | 2 13.3 % | 2 13.3 % | 0 0.0 % | 8 53.3 % |
| 50.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 2 13.3 % | 0 0.0 % | 1 6.7 % | 0 0.0 % | 3 20.0 % | 0 0.0 % | 9 60.0 % |
| 66.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 1 6.7 % | 1 6.7 % | 0 0.0 % | 2 13.3 % | 2 13.3 % | 1 6.7 % | 8 53.3 % |
| 60.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 2 13.3 % | 0 0.0 % | 2 13.3 % | 1 6.7 % | 1 6.7 % | 9 60.0 % |
| 20.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 1 6.7 % | 3 20.0 % | 0 0.0 % | 1 6.7 % | 1 6.7 % | 9 60.0 % |
| 66.7 % 23. As a direct result of the services I received: I am better able to deal with crisis | 1 6.7 % | 1 6.7 % | 0 0.0 % | 2 13.3 % | 2 13.3 % | 1 6.7 % | 8 53.3 % |
| 50.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 2 13.3 % | 1 6.7 % | 1 6.7 % | 2 13.3 % | 1 6.7 % | 8 53.3 % |
| 66.7 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 1 6.7 % | 1 6.7 % | 2 13.3 % | 2 13.3 % | 1 6.7 % | 8 53.3 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 50.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 2 13.3 % | 1 6.7 % | 1 6.7 % | 3 20.0 % | 8 53.3 % |
| 60.0 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 0 0.0 % | 2 13.3 % | 2 13.3 % | 1 6.7 % | 2 13.3 % | 8 53.3 % |
| 40.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 0 0.0 % | 3 20.0 % | 1 6.7 % | 1 6.7 % | 2 13.3 % | 8 53.3 % |
| 33.3 % 29. As a direct result of the services I received: I do think that are more meaningful to me | 0 0.0 % | 1 6.7 % | 3 20.0 % | 1 6.7 % | 1 6.7 % | 1 6.7 % | 8 53.3 % |
| 66.7 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 2 13.3 % | 2 13.3 % | 2 13.3 % | 1 6.7 % | 8 53.3 % |
| 50.0 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong | 0 0.0 % | 0 0.0 % | 3 20.0 % | 1 6.7 % | 2 13.3 % | 1 6.7 % | 8 53.3 % |
| 50.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 6.7 % | 1 6.7 % | 1 6.7 % | 1 6.7 % | 2 13.3 % | 1 6.7 % | 8 53.3 % |
| 33.3 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 2 13.3 % | 2 13.3 % | 2 13.3 % | 0 0.0 % | 1 6.7 % | 8 53.3 % |
| 20.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 4 26.7 % | 0 0.0 % | 1 6.7 % | 0 0.0 % | 1 6.7 % | 9 60.0 % |
| 33.3 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 2 13.3 % | 2 13.3 % | 2 13.3 % | 0 0.0 % | 0 0.0 % | 9 60.0 % |
| 57.1 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 3 20.0 % | 0 0.0 % | 4 26.7 % | 0 0.0 % | 0 0.0 % | 8 53.3 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 1 6.7 % | 0 0 % | 1 6.7 % |
| Impaired | 3 20 % | 0 0 % | 3 20 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 4 26.7 % | 0 0 % | 4 26.7 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 7 46.7 % | 0 0 % | 7 46.7 % |
| Total | 15 100 % | 0 100 % | 15 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 10 clients; surveys were returned for 14 clients (14/10 = 140.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

CJCJ Community Options for Youth

Program Code(s): 38GJ2 38GJ3

Overall Satisfaction¹

100.0%

Return Rate²

35.0%

Overall satisfaction³ mean score for CJCJ Community Options for Youth: **4.42** (youth), **4.93** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

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

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

100.0% 6. I participated in my own treatment

Lowest Agreement Items

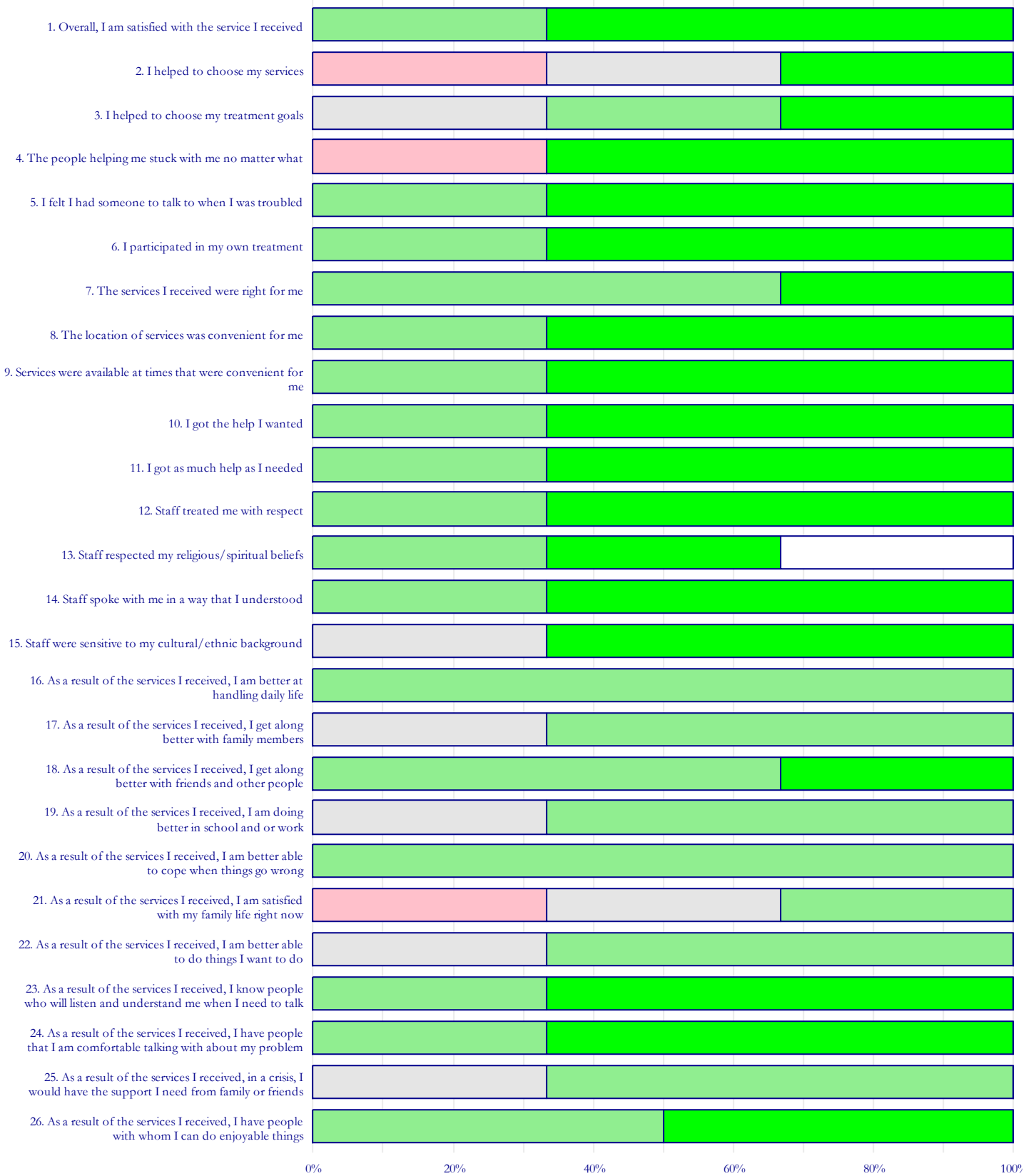
50.0% 2. I helped to choose my services

75.0% 3. I helped to choose my treatment goals

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

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

Youth Services Survey for Youth



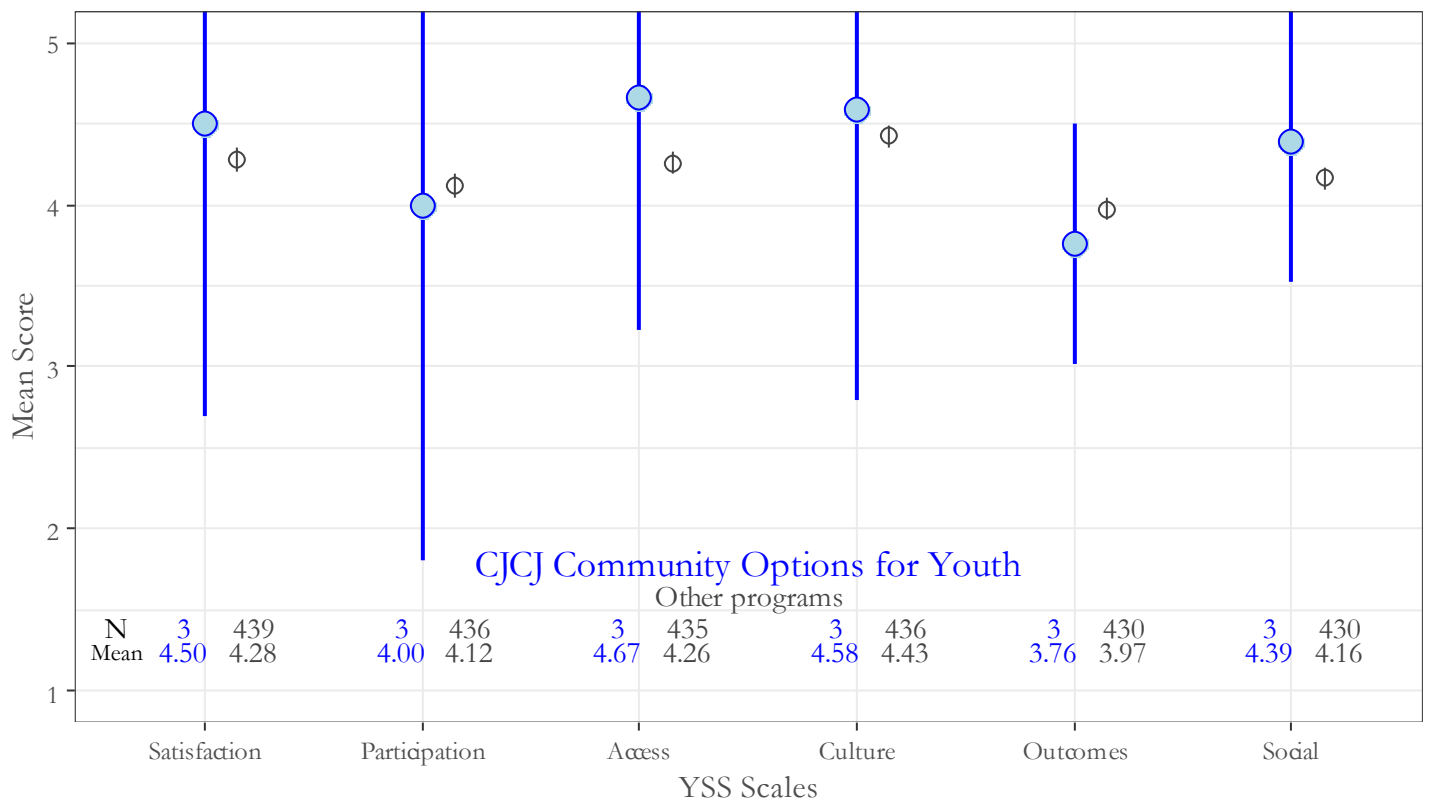
Youth Services Survey for Youth N = 6

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 3 50.0 % |
| 33.3 % 2. I helped to choose my services | 0 0.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 3 50.0 % |
| 66.7 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 3 50.0 % |
| 66.7 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 1 16.7 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 3 50.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 3 50.0 % |
| 66.7 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % |
| 66.7 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 0 0.0 % | 3 50.0 % |
| 66.7 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % |
| 33.3 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 0 0.0 % | 3 50.0 % |
| 66.7 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 3 50.0 % |
| 66.7 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 0 0.0 % | 3 50.0 % |
| 100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 4 66.7 % |

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough Family data for scale means CI chart

Survey Compliance

| Completion Status | CJCJ Community Options for Youth | | Total |
|--------------------------|---|------------------------|--------------|
| | Completion by | | |
| | Respondent Type | Respondent Type | |
| | Family | Youth | |
| Refused | 0 0 % | 3 50 % | 3 42.9 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 1 100 % | 3 50 % | 4 57.1 % |
| Total | 1 100 % | 6 100 % | 7 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 20 clients; surveys were returned for 7 clients (7 / 20 = 35.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

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

Overall Satisfaction¹
96.2%

Return Rate²
385.0%

Overall satisfaction³ mean score for Community Youth Center: **4.50** (youth), **4.38** (family).

Overall satisfaction mean score for all other programs: **4.24** (youth), **4.49** (family).

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

Highest Agreement Items

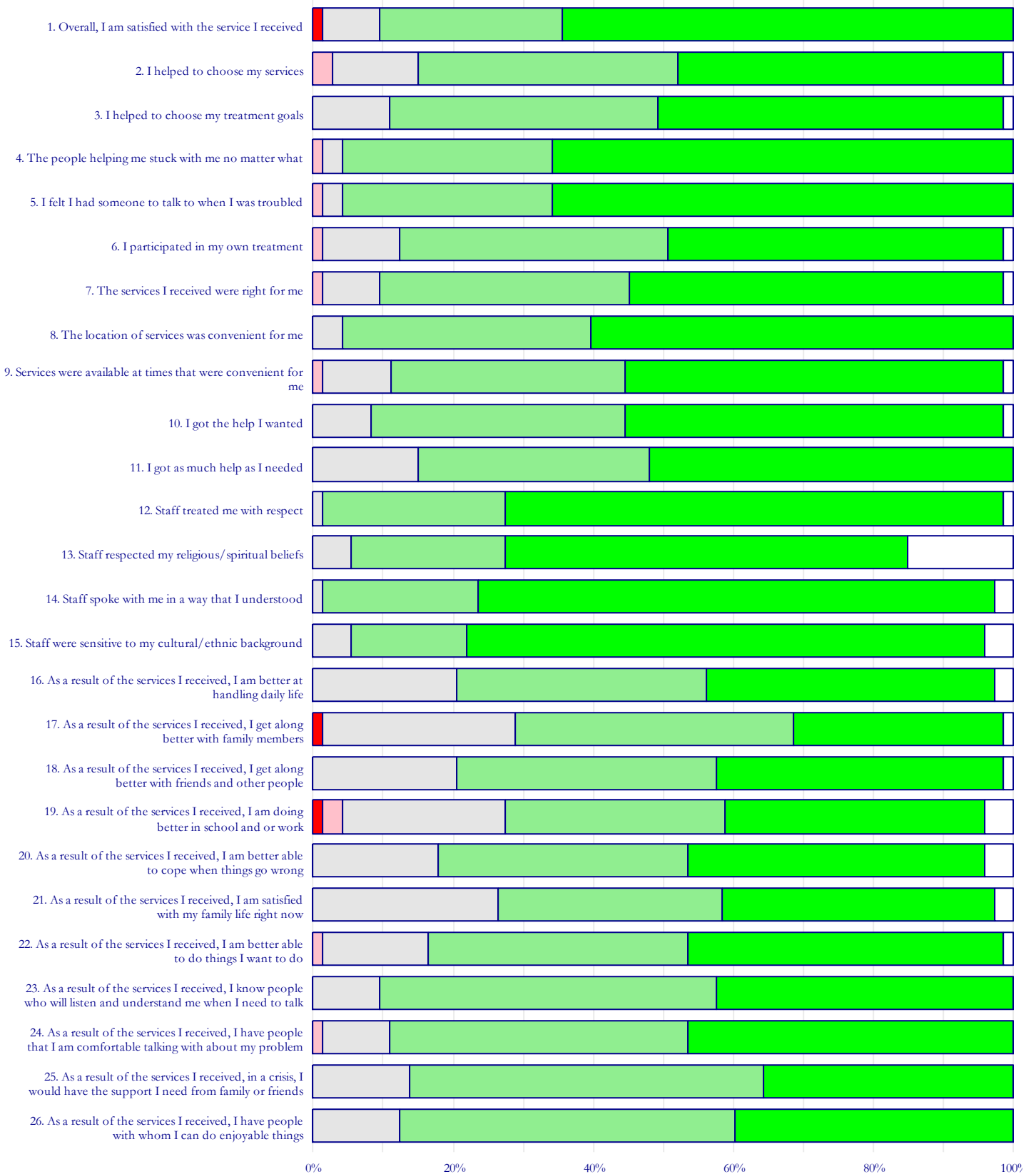
- 98.7% 12. Staff treated me with respect
- 98.7% 14. Staff spoke with me in a way that I understood
- 96.2% 4. The people helping me stuck with me no matter what

Lowest Agreement Items

- 82.3% 2. I helped to choose my services
- 85.0% 11. I got as much help as I needed
- 87.0% 6. I participated in my own treatment

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

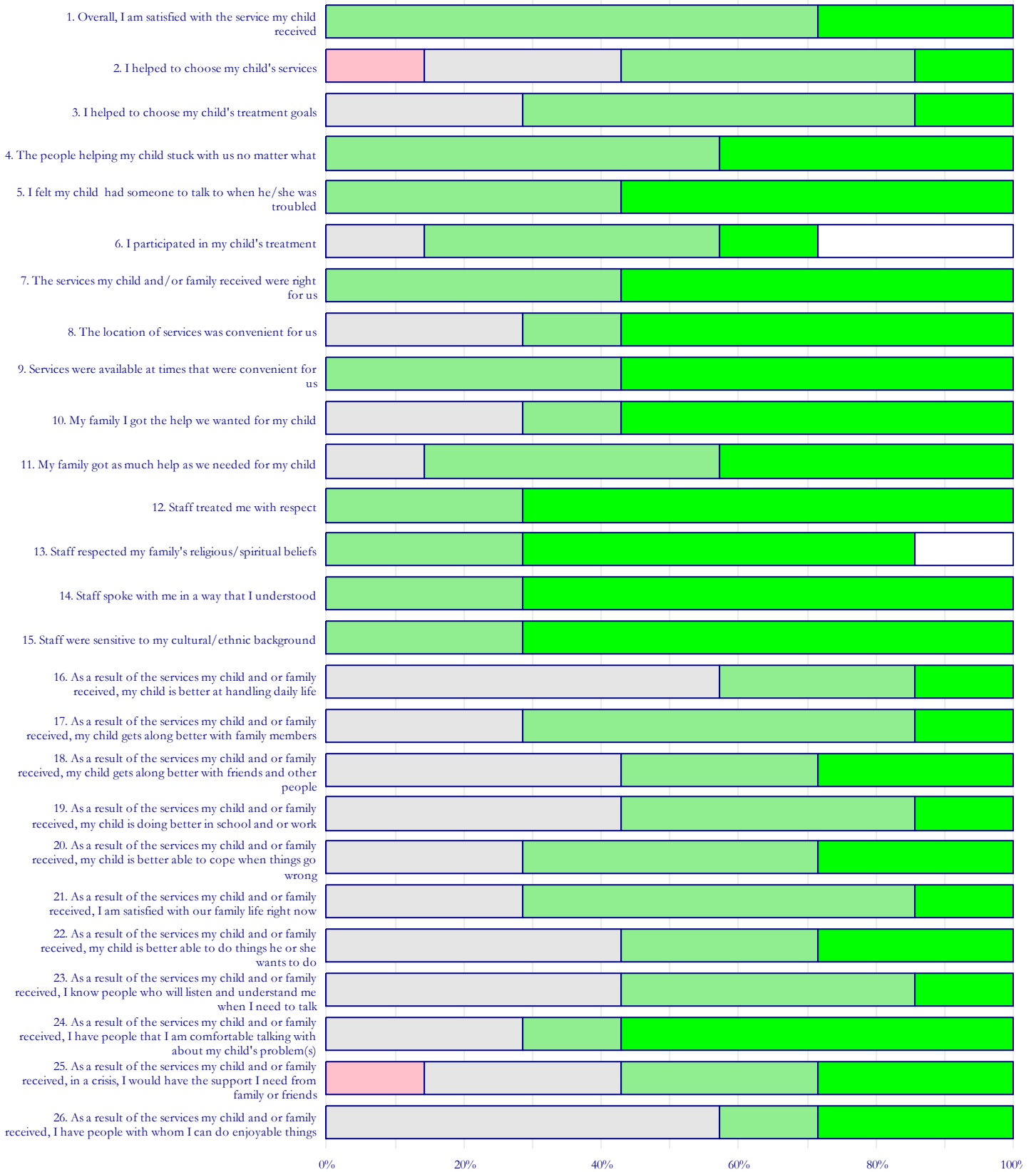
Youth Services Survey for Youth



Youth Services Survey for Youth N = 73

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|--------------|--------------|----------------|--------------|------------|
| 90.4 % 1. Overall, I am satisfied with the service I received | 1 1.4 % | 0 0.0 % | 6 8.2 % | 19 26.0 % | 47 64.4 % | 0 0.0 % | 0 0.0 % |
| 84.7 % 2. I helped to choose my services | 0 0.0 % | 2 2.7 % | 9 12.3 % | 27 37.0 % | 34 46.6 % | 1 1.4 % | 0 0.0 % |
| 88.9 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 8 11.0 % | 28 38.4 % | 36 49.3 % | 1 1.4 % | 0 0.0 % |
| 95.9 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 1 1.4 % | 2 2.7 % | 22 30.1 % | 48 65.8 % | 0 0.0 % | 0 0.0 % |
| 95.9 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 1 1.4 % | 2 2.7 % | 22 30.1 % | 48 65.8 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 6. I participated in my own treatment | 0 0.0 % | 1 1.4 % | 8 11.0 % | 28 38.4 % | 35 47.9 % | 1 1.4 % | 0 0.0 % |
| 90.3 % 7. The services I received were right for me | 0 0.0 % | 1 1.4 % | 6 8.2 % | 26 35.6 % | 39 53.4 % | 1 1.4 % | 0 0.0 % |
| 95.9 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 3 4.1 % | 26 35.6 % | 44 60.3 % | 0 0.0 % | 0 0.0 % |
| 88.7 % 9. Services were available at times that were convenient for me | 0 0.0 % | 1 1.4 % | 7 9.6 % | 24 32.9 % | 39 53.4 % | 1 1.4 % | 1 1.4 % |
| 91.5 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 6 8.2 % | 26 35.6 % | 39 53.4 % | 1 1.4 % | 1 1.4 % |
| 84.9 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 11 15.1 % | 24 32.9 % | 38 52.0 % | 0 0.0 % | 0 0.0 % |
| 98.6 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 1 1.4 % | 19 26.0 % | 52 71.2 % | 1 1.4 % | 0 0.0 % |
| 93.5 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 4 5.5 % | 16 21.9 % | 42 57.5 % | 11 15.1 % | 0 0.0 % |
| 98.6 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 1 1.4 % | 16 21.9 % | 53 72.6 % | 2 2.7 % | 1 1.4 % |
| 94.3 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 4 5.5 % | 12 16.4 % | 54 74.0 % | 3 4.1 % | 0 0.0 % |
| 78.9 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 15 20.5 % | 26 35.6 % | 30 41.1 % | 2 2.7 % | 0 0.0 % |
| 70.8 % 17. As a result of the services I received, I get along better with family members | 1 1.4 % | 0 0.0 % | 20 27.4 % | 29 39.7 % | 22 30.1 % | 1 1.4 % | 0 0.0 % |
| 79.2 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 15 20.5 % | 27 37.0 % | 30 41.1 % | 1 1.4 % | 0 0.0 % |
| 71.4 % 19. As a result of the services I received, I am doing better in school and or work | 1 1.4 % | 2 2.7 % | 17 23.3 % | 23 31.5 % | 27 37.0 % | 3 4.1 % | 0 0.0 % |
| 81.4 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 13 17.8 % | 26 35.6 % | 31 42.5 % | 3 4.1 % | 0 0.0 % |
| 72.9 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 0 0.0 % | 19 26.0 % | 23 31.5 % | 28 38.4 % | 2 2.7 % | 1 1.4 % |
| 83.3 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 1 1.4 % | 11 15.1 % | 27 37.0 % | 33 45.2 % | 1 1.4 % | 0 0.0 % |
| 90.4 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 7 9.6 % | 35 47.9 % | 31 42.5 % | 0 0.0 % | 0 0.0 % |
| 89.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 1 1.4 % | 7 9.6 % | 31 42.5 % | 34 46.6 % | 0 0.0 % | 0 0.0 % |
| 86.3 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 10 13.7 % | 37 50.7 % | 26 35.6 % | 0 0.0 % | 0 0.0 % |
| 87.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 9 12.3 % | 35 47.9 % | 29 39.7 % | 0 0.0 % | 0 0.0 % |

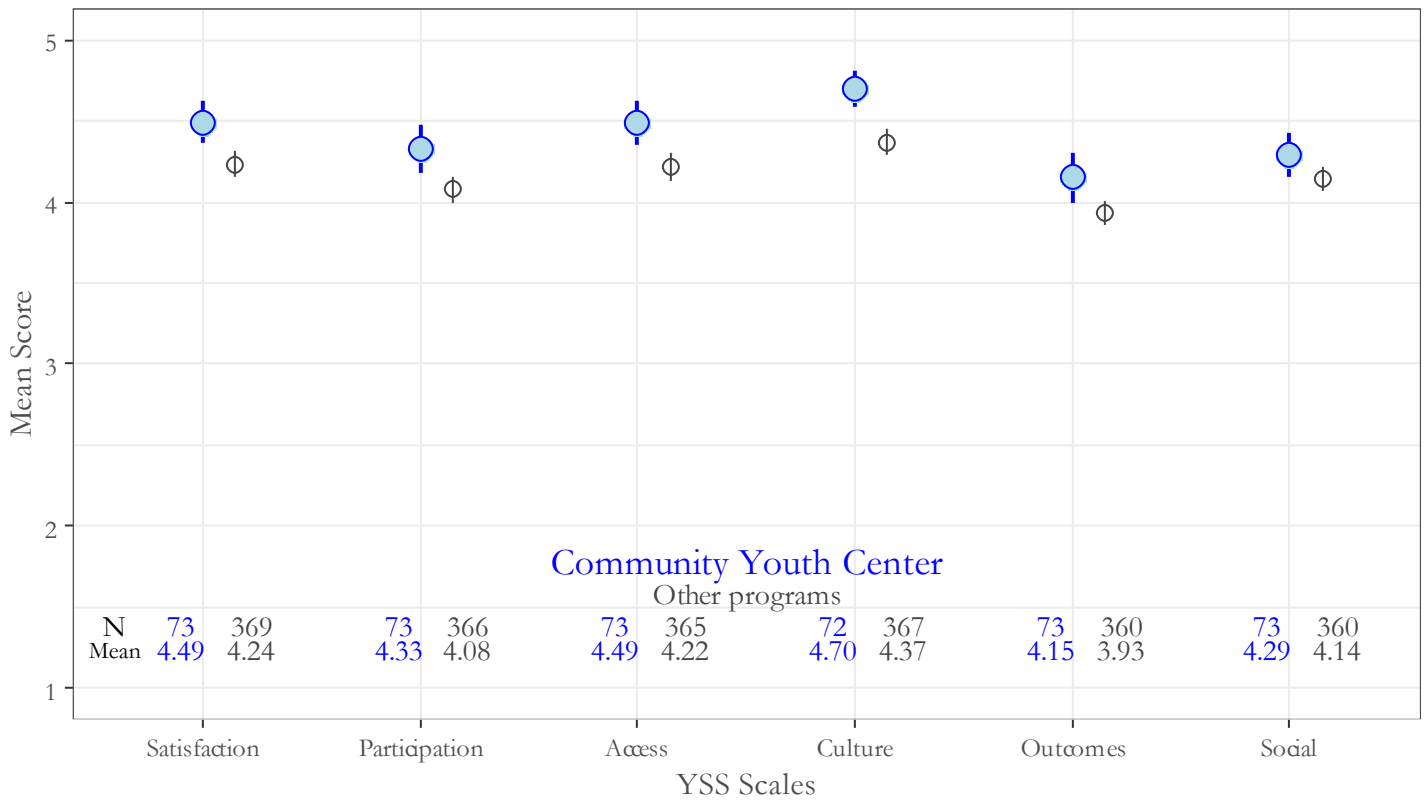
Youth Services Survey for Families



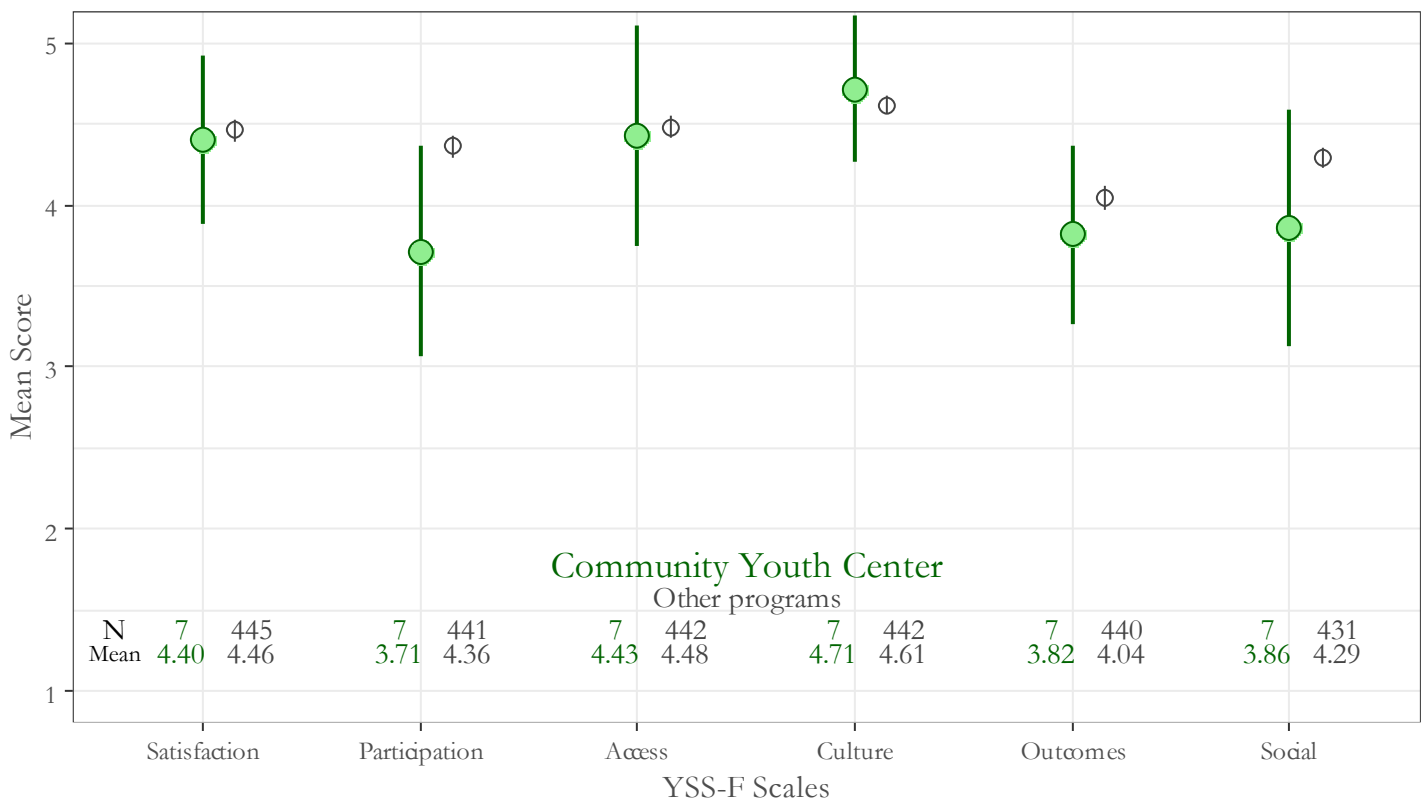
Youth Services Survey for Families N = 7

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|-------------|------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 71.4 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 57.1 % 2. I helped to choose my child's services | 0 0.0 % | 1 14.3 % | 2 28.6 % | 3 42.9 % | 1 14.3 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 2 28.6 % | 4 57.1 % | 1 14.3 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 57.1 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 1 14.3 % | 3 42.9 % | 1 14.3 % | 2 28.6 % | 0 0.0 % |
| 100.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 2 28.6 % | 1 14.3 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 2 28.6 % | 1 14.3 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 1 14.3 % | 3 42.9 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 5 71.4 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 4 57.1 % | 1 14.3 % | 0 0.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 5 71.4 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 5 71.4 % | 0 0.0 % | 0 0.0 % |
| 42.9 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 4 57.1 % | 2 28.6 % | 1 14.3 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 2 28.6 % | 4 57.1 % | 1 14.3 % | 0 0.0 % | 0 0.0 % |
| 57.1 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 3 42.9 % | 2 28.6 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 57.1 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 0 0.0 % | 3 42.9 % | 3 42.9 % | 1 14.3 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 0 0.0 % | 2 28.6 % | 4 57.1 % | 1 14.3 % | 0 0.0 % | 0 0.0 % |
| 57.1 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 0 0.0 % | 3 42.9 % | 2 28.6 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 57.1 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 3 42.9 % | 3 42.9 % | 1 14.3 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 2 28.6 % | 1 14.3 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 57.1 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 14.3 % | 2 28.6 % | 2 28.6 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 42.9 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 4 57.1 % | 1 14.3 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Completion Status | Survey Compliance Community Youth Center Completion by | | <i>Total</i> |
|---------------------|--|-------------|--------------|
| | Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 7 100 % | 73 100 % | 80 100 % |
| <i>Total</i> | 7 100 % | 73 100 % | 80 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 20 clients; surveys were returned for 77 clients ($77 / 20 = 385.0\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Conard House Outpatient Services

Program Code(s): 89492

Overall Satisfaction¹

89.5%

Return Rate²

79.9%

Overall satisfaction³ mean score for Conard House Outpatient Services: **4.15**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

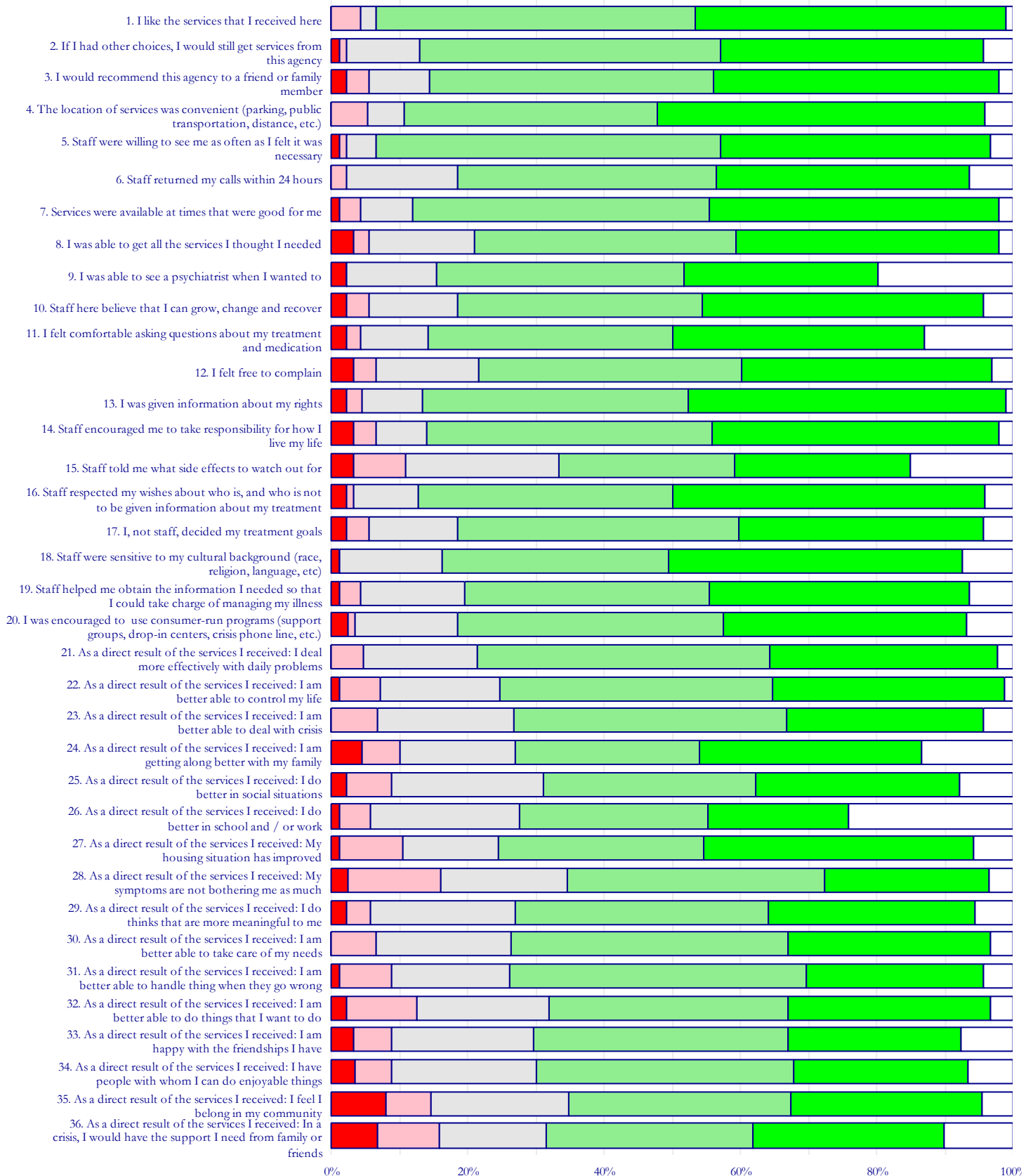
- 93.4% 1. I like the services that I received here
- 93.2% 5. Staff were willing to see me as often as I felt it was necessary
- 87.8% 7. Services were available at times that were good for me

Lowest Agreement Items

- 60.8% 15. Staff told me what side effects to watch out for
- 77.8% 12. I felt free to complain
- 78.7% 8. I was able to get all the services I thought I needed

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

MHSIP Items



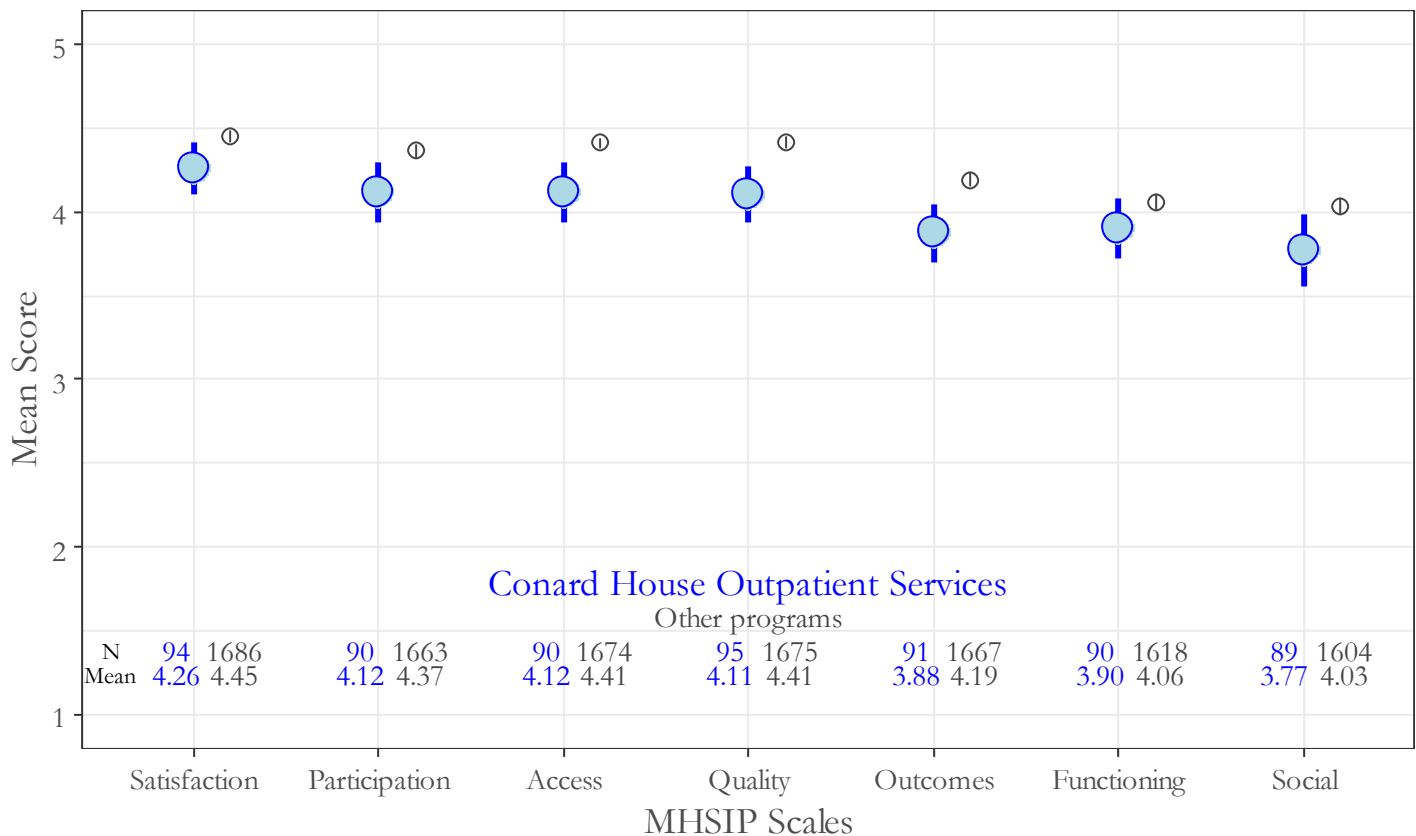
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|--------------|--------------|----------------|--------------|--------------|
| 93.4 % 1. I like the services that I received here | 0 0.0 % | 4 3.3 % | 2 1.6 % | 43 35.2 % | 42 34.4 % | 1 0.8 % | 30 24.6 % |
| 86.5 % 2. If I had other choices, I would still get services from this agency | 1 0.8 % | 1 0.8 % | 10 8.2 % | 41 33.6 % | 36 29.5 % | 4 3.3 % | 29 23.8 % |
| 85.4 % 3. I would recommend this agency to a friend or family member | 2 1.6 % | 3 2.5 % | 8 6.6 % | 38 31.1 % | 38 31.1 % | 2 1.6 % | 31 25.4 % |
| 88.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 5 4.1 % | 5 4.1 % | 35 28.7 % | 45 36.9 % | 4 3.3 % | 28 22.9 % |
| 93.2 % 5. Staff were willing to see me as often as I felt it was necessary | 1 0.8 % | 1 0.8 % | 4 3.3 % | 46 37.7 % | 36 29.5 % | 3 2.5 % | 31 25.4 % |
| 80.2 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 2 1.6 % | 15 12.3 % | 35 28.7 % | 34 27.9 % | 6 4.9 % | 30 24.6 % |
| 87.8 % 7. Services were available at times that were good for me | 1 0.8 % | 3 2.5 % | 7 5.7 % | 40 32.8 % | 39 32.0 % | 2 1.6 % | 30 24.6 % |
| 78.7 % 8. I was able to get all the services I thought I needed | 3 2.5 % | 2 1.6 % | 14 11.5 % | 35 28.7 % | 35 28.7 % | 2 1.6 % | 31 25.4 % |
| 80.8 % 9. I was able to see a psychiatrist when I wanted to | 2 1.6 % | 0 0.0 % | 12 9.8 % | 33 27.1 % | 26 21.3 % | 18 14.8 % | 31 25.4 % |
| 80.7 % 10. Staff here believe that I can grow, change and recover | 2 1.6 % | 3 2.5 % | 12 9.8 % | 33 27.1 % | 38 31.1 % | 4 3.3 % | 30 24.6 % |
| 83.8 % 11. I felt comfortable asking questions about my treatment and medication | 2 1.6 % | 2 1.6 % | 9 7.4 % | 33 27.1 % | 34 27.9 % | 12 9.8 % | 30 24.6 % |
| 77.8 % 12. I felt free to complain | 3 2.5 % | 3 2.5 % | 14 11.5 % | 36 29.5 % | 34 27.9 % | 3 2.5 % | 29 23.8 % |
| 86.5 % 13. I was given information about my rights | 2 1.6 % | 2 1.6 % | 8 6.6 % | 35 28.7 % | 42 34.4 % | 1 0.8 % | 32 26.2 % |
| 85.7 % 14. Staff encouraged me to take responsibility for how I live my life | 3 2.5 % | 3 2.5 % | 7 5.7 % | 39 32.0 % | 39 32.0 % | 2 1.6 % | 29 23.8 % |
| 60.8 % 15. Staff told me what side effects to watch out for | 3 2.5 % | 7 5.7 % | 21 17.2 % | 24 19.7 % | 24 19.7 % | 14 11.5 % | 29 23.8 % |
| 86.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 2 1.6 % | 1 0.8 % | 9 7.4 % | 35 28.7 % | 43 35.2 % | 4 3.3 % | 28 22.9 % |
| 80.7 % 17. I, not staff, decided my treatment goals | 2 1.6 % | 3 2.5 % | 12 9.8 % | 38 31.1 % | 33 27.1 % | 4 3.3 % | 30 24.6 % |
| 82.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 1 0.8 % | 0 0.0 % | 14 11.5 % | 31 25.4 % | 40 32.8 % | 7 5.7 % | 29 23.8 % |
| 79.1 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 1 0.8 % | 3 2.5 % | 14 11.5 % | 33 27.1 % | 35 28.7 % | 6 4.9 % | 30 24.6 % |
| 80.2 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 2 1.6 % | 1 0.8 % | 13 10.7 % | 34 27.9 % | 31 25.4 % | 6 4.9 % | 35 28.7 % |
| 78.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 4 3.3 % | 14 11.5 % | 36 29.5 % | 28 22.9 % | 2 1.6 % | 38 31.1 % |
| 75.0 % 22. As a direct result of the services I received: I am better able to control my life | 1 0.8 % | 5 4.1 % | 15 12.3 % | 34 27.9 % | 29 23.8 % | 1 0.8 % | 37 30.3 % |
| 72.1 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 6 4.9 % | 18 14.8 % | 36 29.5 % | 26 21.3 % | 4 3.3 % | 32 26.2 % |
| 68.8 % 24. As a direct result of the services I received: I am getting along better with my family | 4 3.3 % | 5 4.1 % | 15 12.3 % | 24 19.7 % | 29 23.8 % | 12 9.8 % | 33 27.1 % |
| 66.3 % 25. As a direct result of the services I received: I do better in social situations | 2 1.6 % | 6 4.9 % | 20 16.4 % | 28 22.9 % | 27 22.1 % | 7 5.7 % | 32 26.2 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|--------------|--------------|----------------|--------------|--------------|
| 63.6 % 26. As a direct result of the services I received: I do better in school and / or work | 1 0.8 % | 4 3.3 % | 19 15.6 % | 24 19.7 % | 18 14.8 % | 21 17.2 % | 35 28.7 % |
| 74.1 % 27. As a direct result of the services I received: My housing situation has improved | 1 0.8 % | 8 6.6 % | 12 9.8 % | 26 21.3 % | 34 27.9 % | 5 4.1 % | 36 29.5 % |
| 64.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 2 1.6 % | 12 9.8 % | 16 13.1 % | 33 27.1 % | 21 17.2 % | 3 2.5 % | 35 28.7 % |
| 71.4 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 2 1.6 % | 3 2.5 % | 19 15.6 % | 33 27.1 % | 27 22.1 % | 5 4.1 % | 33 27.1 % |
| 72.7 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 6 4.9 % | 18 14.8 % | 37 30.3 % | 27 22.1 % | 3 2.5 % | 31 25.4 % |
| 72.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 0.8 % | 7 5.7 % | 16 13.1 % | 40 32.8 % | 24 19.7 % | 4 3.3 % | 30 24.6 % |
| 67.1 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 2 1.6 % | 9 7.4 % | 17 13.9 % | 31 25.4 % | 26 21.3 % | 3 2.5 % | 34 27.9 % |
| 67.9 % 33. As a direct result of the services I received: I am happy with the friendships I have | 3 2.5 % | 5 4.1 % | 19 15.6 % | 34 27.9 % | 23 18.9 % | 7 5.7 % | 31 25.4 % |
| 67.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 3 2.5 % | 5 4.1 % | 19 15.6 % | 34 27.9 % | 23 18.9 % | 6 4.9 % | 32 26.2 % |
| 63.5 % 35. As a direct result of the services I received: I feel I belong in my community | 7 5.7 % | 6 4.9 % | 18 14.8 % | 29 23.8 % | 25 20.5 % | 4 3.3 % | 33 27.1 % |
| 65.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 6 4.9 % | 8 6.6 % | 14 11.5 % | 27 22.1 % | 25 20.5 % | 9 7.4 % | 33 27.1 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|--------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 7 8.3 % | 8 21.1 % | 15 12.3 % |
| Impaired | 3 3.6 % | 1 2.6 % | 4 3.3 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 2 2.4 % | 0 0 % | 2 1.6 % |
| No Data | 5 6 % | 1 2.6 % | 6 4.9 % |
| Completed Survey | 67 79.8 % | 28 73.7 % | 95 77.9 % |
| Total | 84 100 % | 38 100 % | 122 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 149 clients; surveys were returned for 119 clients (119/149 = 79.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Conard Rep Payee

Program Code(s): 8949RP

Overall Satisfaction¹

86.7%

Return Rate²

Unknown, no Avatar billing

Overall satisfaction³ mean score for Conard Rep Payee: **4.29**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

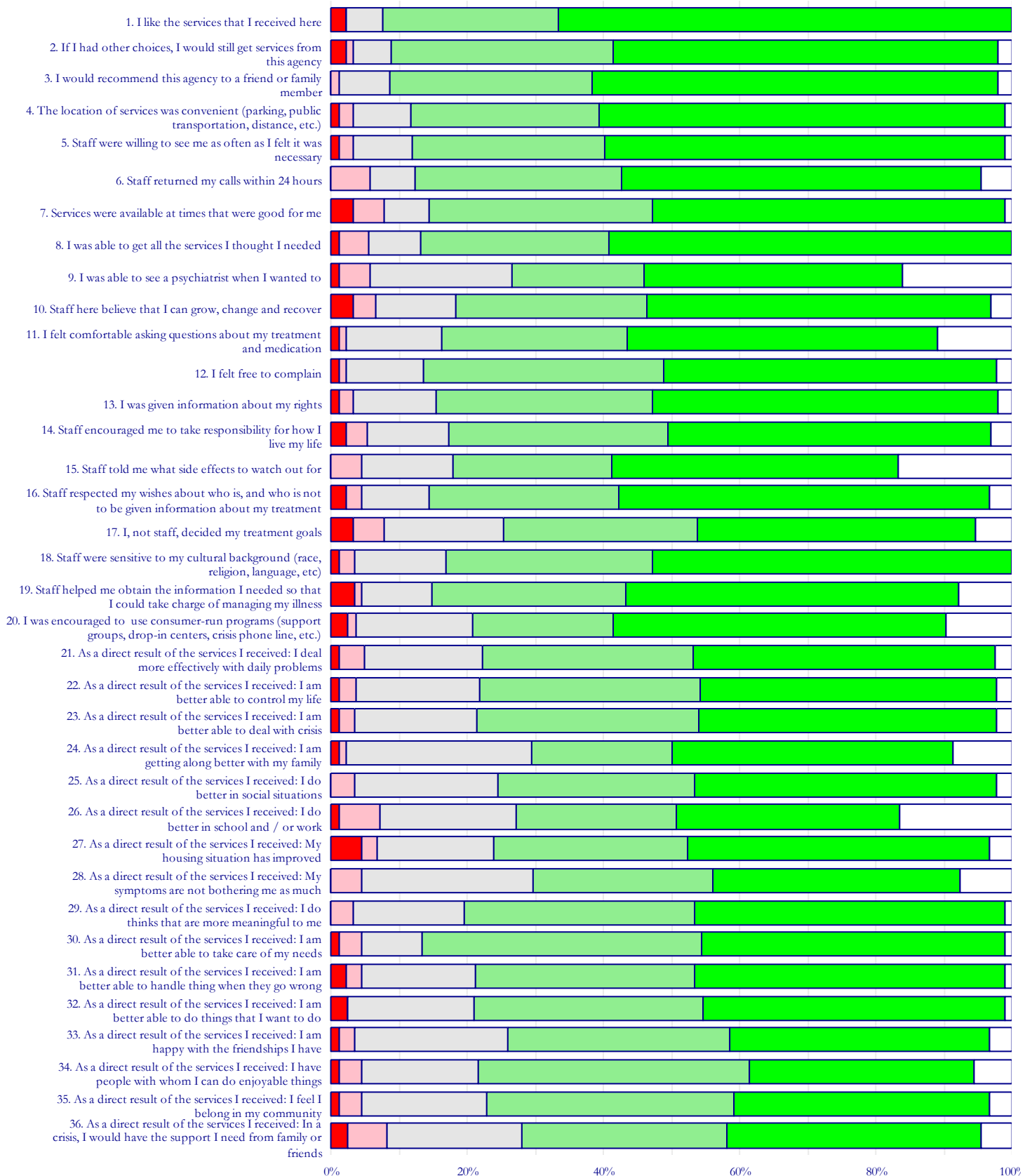
- 92.5% 1. I like the services that I received here
- 91.3% 3. I would recommend this agency to a friend or family member
- 91.1% 2. If I had other choices, I would still get services from this agency

Lowest Agreement Items

- 68.5% 9. I was able to see a psychiatrist when I wanted to
- 73.3% 17. I, not staff, decided my treatment goals
- 77.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

MHSIP Items



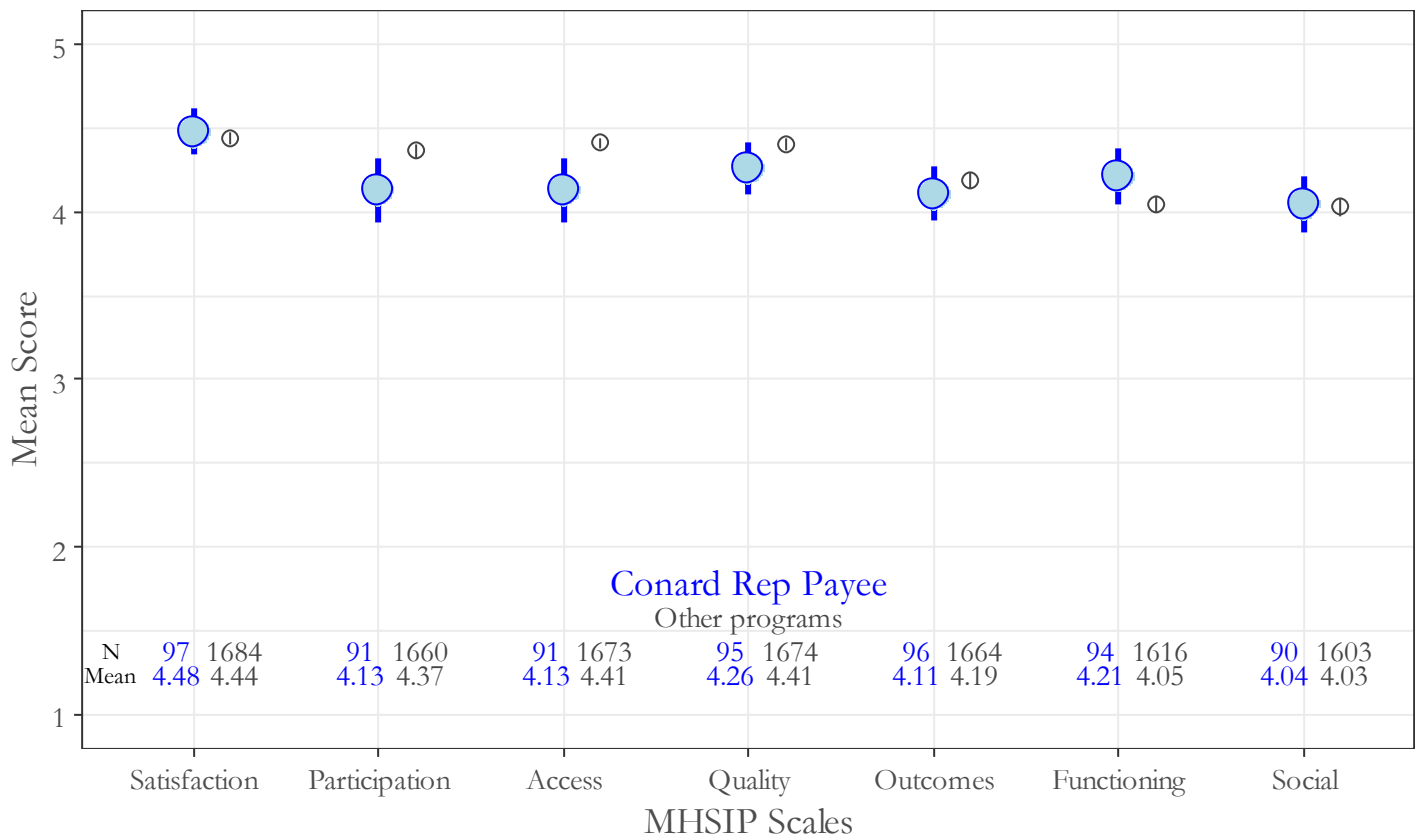
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|--------------|--------------|----------------|--------------|--------------|
| 92.5 % 1. I like the services that I received here | 2 1.4 % | 0 0.0 % | 5 3.5 % | 24 16.7 % | 62 43.1 % | 0 0.0 % | 51 35.4 % |
| 91.1 % 2. If I had other choices, I would still get services from this agency | 2 1.4 % | 1 0.7 % | 5 3.5 % | 30 20.8 % | 52 36.1 % | 2 1.4 % | 52 36.1 % |
| 91.3 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 1 0.7 % | 7 4.9 % | 28 19.4 % | 56 38.9 % | 2 1.4 % | 50 34.7 % |
| 88.2 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 1 0.7 % | 2 1.4 % | 8 5.6 % | 26 18.1 % | 56 38.9 % | 1 0.7 % | 50 34.7 % |
| 87.9 % 5. Staff were willing to see me as often as I felt it was necessary | 1 0.7 % | 2 1.4 % | 8 5.6 % | 26 18.1 % | 54 37.5 % | 1 0.7 % | 52 36.1 % |
| 87.1 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 5 3.5 % | 6 4.2 % | 27 18.8 % | 47 32.6 % | 4 2.8 % | 55 38.2 % |
| 85.6 % 7. Services were available at times that were good for me | 3 2.1 % | 4 2.8 % | 6 4.2 % | 30 20.8 % | 47 32.6 % | 1 0.7 % | 53 36.8 % |
| 86.8 % 8. I was able to get all the services I thought I needed | 1 0.7 % | 4 2.8 % | 7 4.9 % | 25 17.4 % | 54 37.5 % | 0 0.0 % | 53 36.8 % |
| 68.5 % 9. I was able to see a psychiatrist when I wanted to | 1 0.7 % | 4 2.8 % | 18 12.5 % | 17 11.8 % | 33 22.9 % | 14 9.7 % | 57 39.6 % |
| 81.1 % 10. Staff here believe that I can grow, change and recover | 3 2.1 % | 3 2.1 % | 11 7.6 % | 26 18.1 % | 47 32.6 % | 3 2.1 % | 51 35.4 % |
| 81.7 % 11. I felt comfortable asking questions about my treatment and medication | 1 0.7 % | 1 0.7 % | 13 9.0 % | 25 17.4 % | 42 29.2 % | 10 6.9 % | 52 36.1 % |
| 86.0 % 12. I felt free to complain | 1 0.7 % | 1 0.7 % | 10 6.9 % | 31 21.5 % | 43 29.9 % | 2 1.4 % | 56 38.9 % |
| 84.3 % 13. I was given information about my rights | 1 0.7 % | 2 1.4 % | 11 7.6 % | 29 20.1 % | 46 31.9 % | 2 1.4 % | 53 36.8 % |
| 82.2 % 14. Staff encouraged me to take responsibility for how I live my life | 2 1.4 % | 3 2.1 % | 11 7.6 % | 30 20.8 % | 44 30.6 % | 3 2.1 % | 51 35.4 % |
| 78.7 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 4 2.8 % | 12 8.3 % | 21 14.6 % | 38 26.4 % | 15 10.4 % | 54 37.5 % |
| 85.1 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 2 1.4 % | 2 1.4 % | 9 6.2 % | 25 17.4 % | 49 34.0 % | 3 2.1 % | 54 37.5 % |
| 73.3 % 17. I, not staff, decided my treatment goals | 3 2.1 % | 4 2.8 % | 16 11.1 % | 26 18.1 % | 37 25.7 % | 5 3.5 % | 53 36.8 % |
| 83.1 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 1 0.7 % | 2 1.4 % | 12 8.3 % | 27 18.8 % | 47 32.6 % | 0 0.0 % | 55 38.2 % |
| 84.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 3 2.1 % | 1 0.7 % | 9 6.2 % | 25 17.4 % | 43 29.9 % | 7 4.9 % | 56 38.9 % |
| 77.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 2 1.4 % | 1 0.7 % | 14 9.7 % | 17 11.8 % | 40 27.8 % | 8 5.6 % | 62 43.1 % |
| 77.2 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 1 0.7 % | 3 2.1 % | 14 9.7 % | 25 17.4 % | 36 25.0 % | 2 1.4 % | 63 43.8 % |
| 77.8 % 22. As a direct result of the services I received: I am better able to control my life | 1 0.7 % | 2 1.4 % | 15 10.4 % | 27 18.8 % | 36 25.0 % | 2 1.4 % | 61 42.4 % |
| 78.2 % 23. As a direct result of the services I received: I am better able to deal with crisis | 1 0.7 % | 2 1.4 % | 16 11.1 % | 29 20.1 % | 39 27.1 % | 2 1.4 % | 55 38.2 % |
| 67.9 % 24. As a direct result of the services I received: I am getting along better with my family | 1 0.7 % | 1 0.7 % | 25 17.4 % | 19 13.2 % | 38 26.4 % | 8 5.6 % | 52 36.1 % |
| 75.0 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 3 2.1 % | 19 13.2 % | 26 18.1 % | 40 27.8 % | 2 1.4 % | 54 37.5 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|--------------|--------------|----------------|-------------|--------------|
| 67.6 % 26. As a direct result of the services I received: I do better in school and / or work | 1 0.7 % | 5 3.5 % | 17 11.8 % | 20 13.9 % | 28 19.4 % | 14 9.7 % | 59 41.0 % |
| 75.3 % 27. As a direct result of the services I received: My housing situation has improved | 4 2.8 % | 2 1.4 % | 15 10.4 % | 25 17.4 % | 39 27.1 % | 3 2.1 % | 56 38.9 % |
| 67.9 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 4 2.8 % | 23 16.0 % | 24 16.7 % | 33 22.9 % | 7 4.9 % | 53 36.8 % |
| 80.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 3 2.1 % | 15 10.4 % | 31 21.5 % | 42 29.2 % | 1 0.7 % | 52 36.1 % |
| 86.5 % 30. As a direct result of the services I received: I am better able to take care of my needs | 1 0.7 % | 3 2.1 % | 8 5.6 % | 37 25.7 % | 40 27.8 % | 1 0.7 % | 54 37.5 % |
| 78.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 2 1.4 % | 2 1.4 % | 15 10.4 % | 29 20.1 % | 41 28.5 % | 1 0.7 % | 54 37.5 % |
| 78.8 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 2 1.4 % | 0 0.0 % | 16 11.1 % | 29 20.1 % | 38 26.4 % | 1 0.7 % | 58 40.3 % |
| 73.3 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 0.7 % | 2 1.4 % | 20 13.9 % | 29 20.1 % | 34 23.6 % | 3 2.1 % | 55 38.2 % |
| 77.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 0.7 % | 3 2.1 % | 15 10.4 % | 35 24.3 % | 29 20.1 % | 5 3.5 % | 56 38.9 % |
| 76.5 % 35. As a direct result of the services I received: I feel I belong in my community | 1 0.7 % | 3 2.1 % | 16 11.1 % | 32 22.2 % | 33 22.9 % | 3 2.1 % | 56 38.9 % |
| 70.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 2 1.4 % | 5 3.5 % | 17 11.8 % | 26 18.1 % | 32 22.2 % | 4 2.8 % | 58 40.3 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|--------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 36 32.4 % | 12 36.4 % | 48 33.3 % |
| Impaired | 1 0.9 % | 0 0 % | 1 0.7 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 1 3 % | 1 0.7 % |
| Completed Survey | 74 66.7 % | 20 60.6 % | 94 65.3 % |
| Total | 111 100 % | 33 100 % | 144 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 0 clients; surveys were returned for 91 clients.
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Counseling Enriched Educational Program

Program Code(s): 38CMOP

Overall Satisfaction¹

96.4%

Return Rate²

106.7%

Overall satisfaction³ mean score for Counseling Enriched Educational Program: **4.09** (youth), **4.75** (family).

Overall satisfaction mean score for all other programs: **4.30** (youth), **4.47** (family).

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

Highest Agreement Items

95.7% 15. Staff were sensitive to my cultural/ethnic background

95.1% 13. Staff respected my religious/spiritual beliefs

94.5% 1. Overall, I am satisfied with the service I received

Lowest Agreement Items

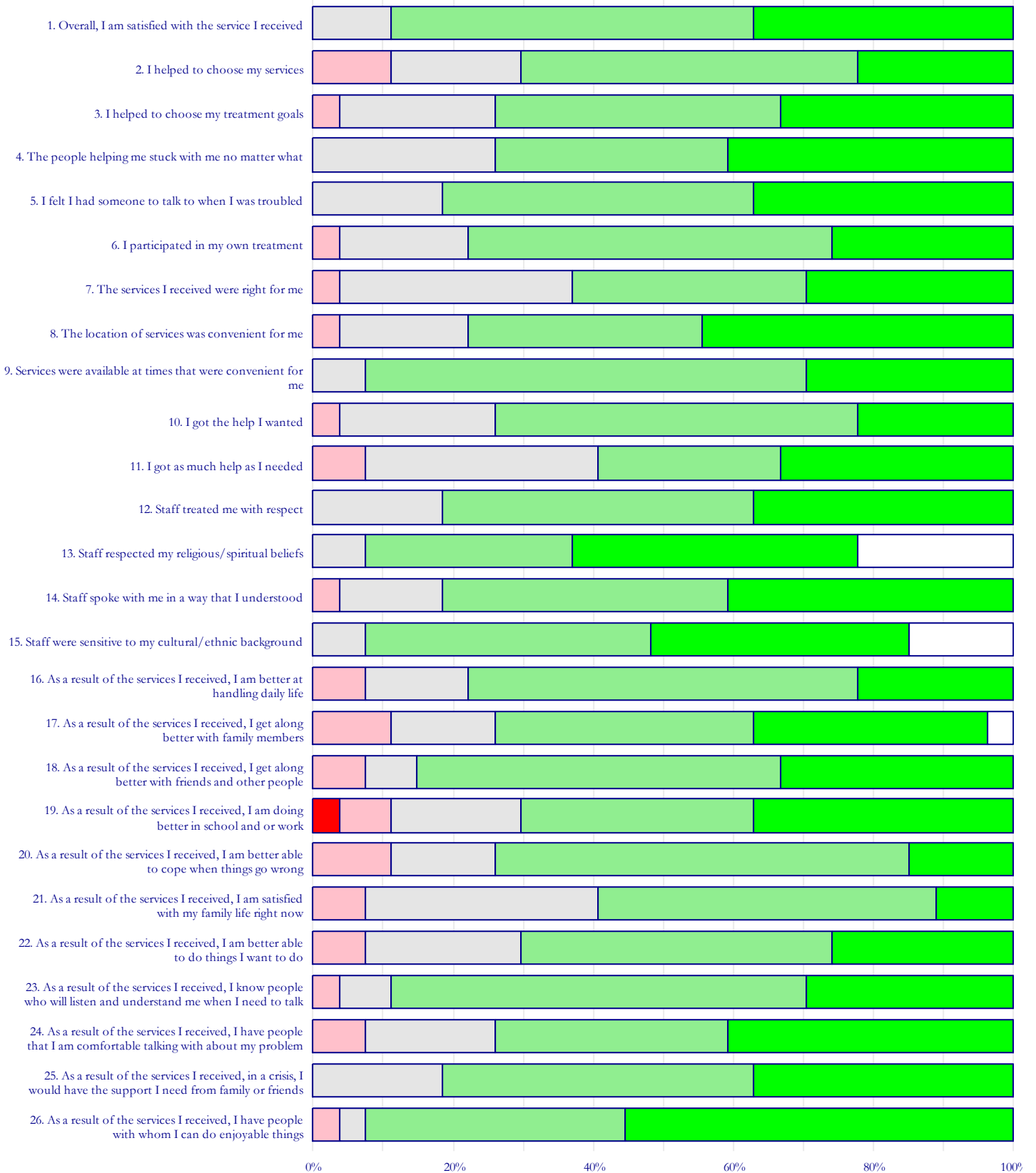
72.7% 11. I got as much help as I needed

76.4% 7. The services I received were right for me

83.6% 10. I got the help I wanted

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

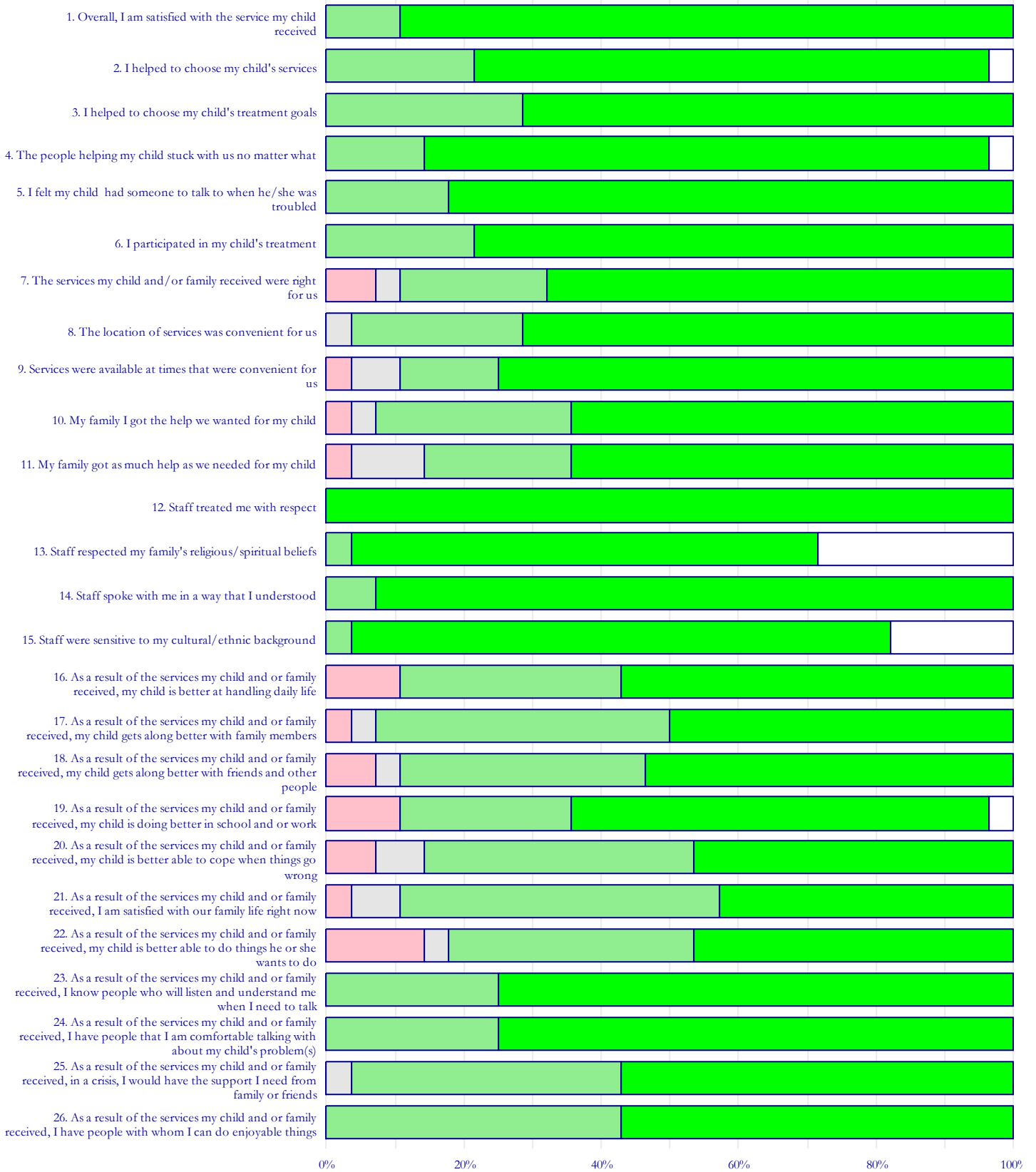
Youth Services Survey for Youth



Youth Services Survey for Youth N = 31

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|-------------|--------------|----------------|-------------|-------------|
| 88.9 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 3 9.7 % | 14 45.2 % | 10 32.3 % | 0 0.0 % | 4 12.9 % |
| 70.4 % 2. I helped to choose my services | 0 0.0 % | 3 9.7 % | 5 16.1 % | 13 41.9 % | 6 19.4 % | 0 0.0 % | 4 12.9 % |
| 74.1 % 3. I helped to choose my treatment goals | 0 0.0 % | 1 3.2 % | 6 19.4 % | 11 35.5 % | 9 29.0 % | 0 0.0 % | 4 12.9 % |
| 74.1 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 7 22.6 % | 9 29.0 % | 11 35.5 % | 0 0.0 % | 4 12.9 % |
| 81.5 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 5 16.1 % | 12 38.7 % | 10 32.3 % | 0 0.0 % | 4 12.9 % |
| 77.8 % 6. I participated in my own treatment | 0 0.0 % | 1 3.2 % | 5 16.1 % | 14 45.2 % | 7 22.6 % | 0 0.0 % | 4 12.9 % |
| 63.0 % 7. The services I received were right for me | 0 0.0 % | 1 3.2 % | 9 29.0 % | 9 29.0 % | 8 25.8 % | 0 0.0 % | 4 12.9 % |
| 77.8 % 8. The location of services was convenient for me | 0 0.0 % | 1 3.2 % | 5 16.1 % | 9 29.0 % | 12 38.7 % | 0 0.0 % | 4 12.9 % |
| 92.6 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 2 6.4 % | 17 54.8 % | 8 25.8 % | 0 0.0 % | 4 12.9 % |
| 74.1 % 10. I got the help I wanted | 0 0.0 % | 1 3.2 % | 6 19.4 % | 14 45.2 % | 6 19.4 % | 0 0.0 % | 4 12.9 % |
| 59.3 % 11. I got as much help as I needed | 0 0.0 % | 2 6.4 % | 9 29.0 % | 7 22.6 % | 9 29.0 % | 0 0.0 % | 4 12.9 % |
| 81.5 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 5 16.1 % | 12 38.7 % | 10 32.3 % | 0 0.0 % | 4 12.9 % |
| 90.5 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 2 6.4 % | 8 25.8 % | 11 35.5 % | 6 19.4 % | 4 12.9 % |
| 81.5 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 1 3.2 % | 4 12.9 % | 11 35.5 % | 11 35.5 % | 0 0.0 % | 4 12.9 % |
| 91.3 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 2 6.4 % | 11 35.5 % | 10 32.3 % | 4 12.9 % | 4 12.9 % |
| 77.8 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 2 6.4 % | 4 12.9 % | 15 48.4 % | 6 19.4 % | 0 0.0 % | 4 12.9 % |
| 73.1 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 3 9.7 % | 4 12.9 % | 10 32.3 % | 9 29.0 % | 1 3.2 % | 4 12.9 % |
| 85.2 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 2 6.4 % | 2 6.4 % | 14 45.2 % | 9 29.0 % | 0 0.0 % | 4 12.9 % |
| 70.4 % 19. As a result of the services I received, I am doing better in school and or work | 1 3.2 % | 2 6.4 % | 5 16.1 % | 9 29.0 % | 10 32.3 % | 0 0.0 % | 4 12.9 % |
| 74.1 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 3 9.7 % | 4 12.9 % | 16 51.6 % | 4 12.9 % | 0 0.0 % | 4 12.9 % |
| 59.3 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 2 6.4 % | 9 29.0 % | 13 41.9 % | 3 9.7 % | 0 0.0 % | 4 12.9 % |
| 70.4 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 2 6.4 % | 6 19.4 % | 12 38.7 % | 7 22.6 % | 0 0.0 % | 4 12.9 % |
| 88.9 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 1 3.2 % | 2 6.4 % | 16 51.6 % | 8 25.8 % | 0 0.0 % | 4 12.9 % |
| 74.1 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 2 6.4 % | 5 16.1 % | 9 29.0 % | 11 35.5 % | 0 0.0 % | 4 12.9 % |
| 81.5 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 5 16.1 % | 12 38.7 % | 10 32.3 % | 0 0.0 % | 4 12.9 % |
| 92.6 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 1 3.2 % | 1 3.2 % | 10 32.3 % | 15 48.4 % | 0 0.0 % | 4 12.9 % |

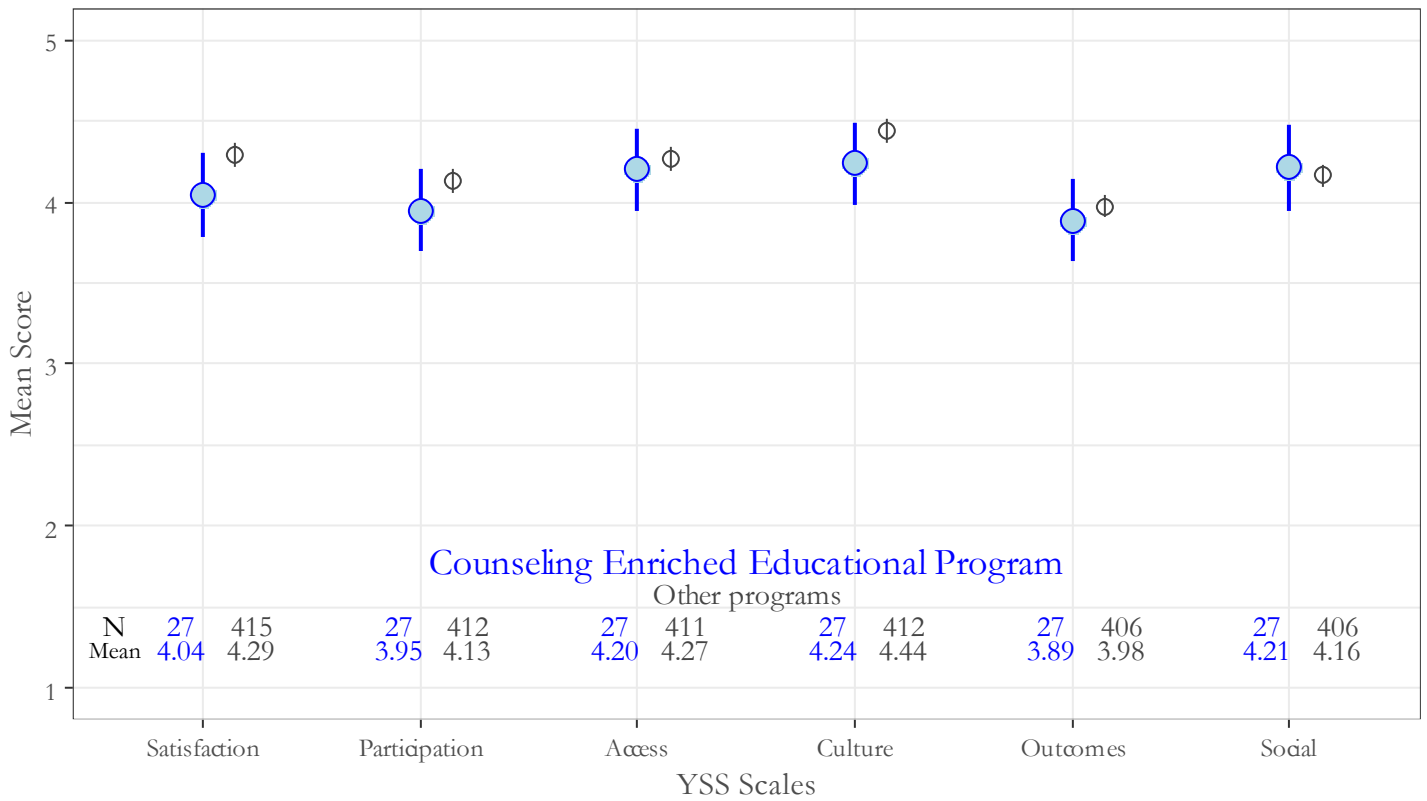
Youth Services Survey for Families



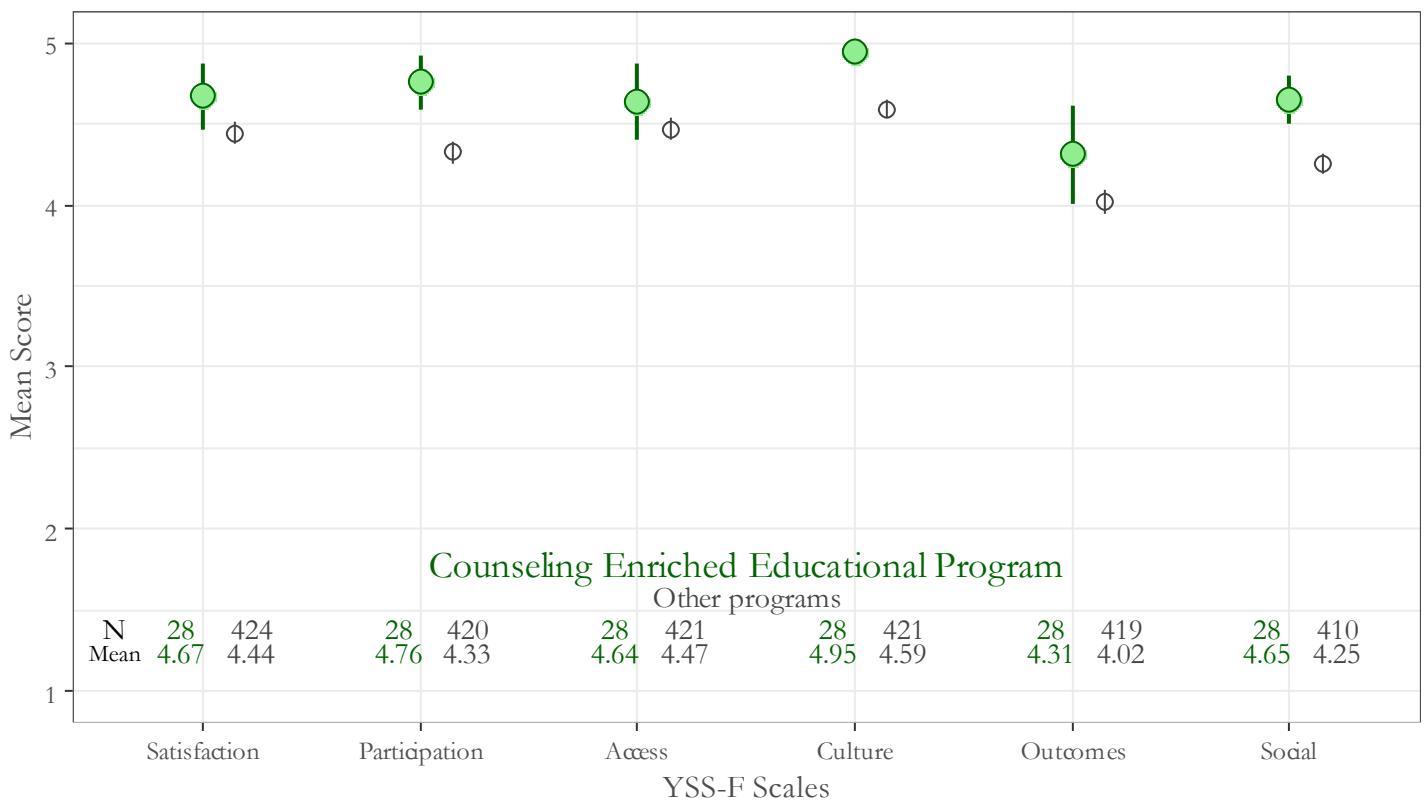
Youth Services Survey for Families N = 32

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|------------|--------------|----------------|-------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 9.4 % | 25 78.1 % | 0 0.0 % | 4 12.5 % |
| 100.0 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 18.8 % | 21 65.6 % | 1 3.1 % | 4 12.5 % |
| 100.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 25.0 % | 20 62.5 % | 0 0.0 % | 4 12.5 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 12.5 % | 23 71.9 % | 1 3.1 % | 4 12.5 % |
| 100.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 15.6 % | 23 71.9 % | 0 0.0 % | 4 12.5 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 18.8 % | 22 68.8 % | 0 0.0 % | 4 12.5 % |
| 89.3 % 7. The services my child and/or family received were right for us | 0 0.0 % | 2 6.2 % | 1 3.1 % | 6 18.8 % | 19 59.4 % | 0 0.0 % | 4 12.5 % |
| 96.4 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 1 3.1 % | 7 21.9 % | 20 62.5 % | 0 0.0 % | 4 12.5 % |
| 89.3 % 9. Services were available at times that were convenient for us | 0 0.0 % | 1 3.1 % | 2 6.2 % | 4 12.5 % | 21 65.6 % | 0 0.0 % | 4 12.5 % |
| 92.9 % 10. My family I got the help we wanted for my child | 0 0.0 % | 1 3.1 % | 1 3.1 % | 8 25.0 % | 18 56.2 % | 0 0.0 % | 4 12.5 % |
| 85.7 % 11. My family got as much help as we needed for my child | 0 0.0 % | 1 3.1 % | 3 9.4 % | 6 18.8 % | 18 56.2 % | 0 0.0 % | 4 12.5 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 28 87.5 % | 0 0.0 % | 4 12.5 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 3.1 % | 19 59.4 % | 8 25.0 % | 4 12.5 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 6.2 % | 26 81.2 % | 0 0.0 % | 4 12.5 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 3.1 % | 22 68.8 % | 5 15.6 % | 4 12.5 % |
| 89.3 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 3 9.4 % | 0 0.0 % | 9 28.1 % | 16 50.0 % | 0 0.0 % | 4 12.5 % |
| 92.9 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 1 3.1 % | 1 3.1 % | 12 37.5 % | 14 43.8 % | 0 0.0 % | 4 12.5 % |
| 89.3 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 2 6.2 % | 1 3.1 % | 10 31.2 % | 15 46.9 % | 0 0.0 % | 4 12.5 % |
| 88.9 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 3 9.4 % | 0 0.0 % | 7 21.9 % | 17 53.1 % | 1 3.1 % | 4 12.5 % |
| 85.7 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 2 6.2 % | 2 6.2 % | 11 34.4 % | 13 40.6 % | 0 0.0 % | 4 12.5 % |
| 89.3 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 1 3.1 % | 2 6.2 % | 13 40.6 % | 12 37.5 % | 0 0.0 % | 4 12.5 % |
| 82.1 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 4 12.5 % | 1 3.1 % | 10 31.2 % | 13 40.6 % | 0 0.0 % | 4 12.5 % |
| 100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 21.9 % | 21 65.6 % | 0 0.0 % | 4 12.5 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 21.9 % | 21 65.6 % | 0 0.0 % | 4 12.5 % |
| 96.4 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 3.1 % | 11 34.4 % | 16 50.0 % | 0 0.0 % | 4 12.5 % |
| 100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 12 37.5 % | 16 50.0 % | 0 0.0 % | 4 12.5 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



**Survey Compliance
Counseling Enriched
Educational Program**

| Completion Status | Completion by Respondent Type | | Total |
|-------------------|-------------------------------|--------------|--------------|
| | Family | Youth | |
| Refused | 3 9.4 % | 3 9.7 % | 6 9.5 % |
| Impaired | 1 3.1 % | 1 3.2 % | 2 3.2 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 28 87.5 % | 27 87.1 % | 55 87.3 % |
| Total | 32 100 % | 31 100 % | 63 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 30 clients; surveys were returned for 32 clients (32 / 30 = 106.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

ECS SF START

Program Code(s): 8961OP

Overall Satisfaction¹

100.0%

Return Rate²

88.9%

Overall satisfaction³ mean score for ECS SF START: **4.34**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

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

100.0% 12. I felt free to complain

Lowest Agreement Items

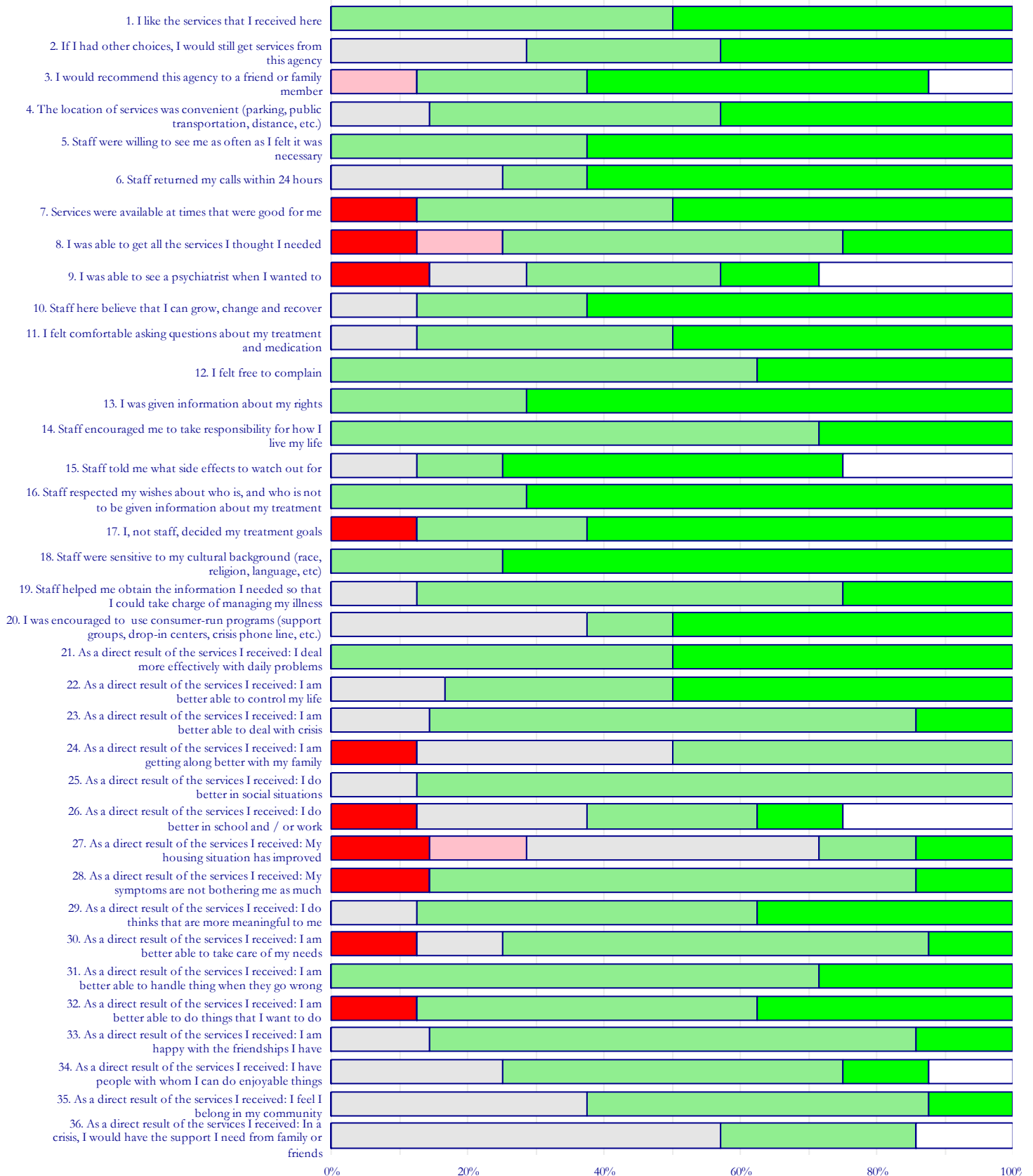
60.0% 9. I was able to see a psychiatrist when I wanted to

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

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

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

MHSIP Items



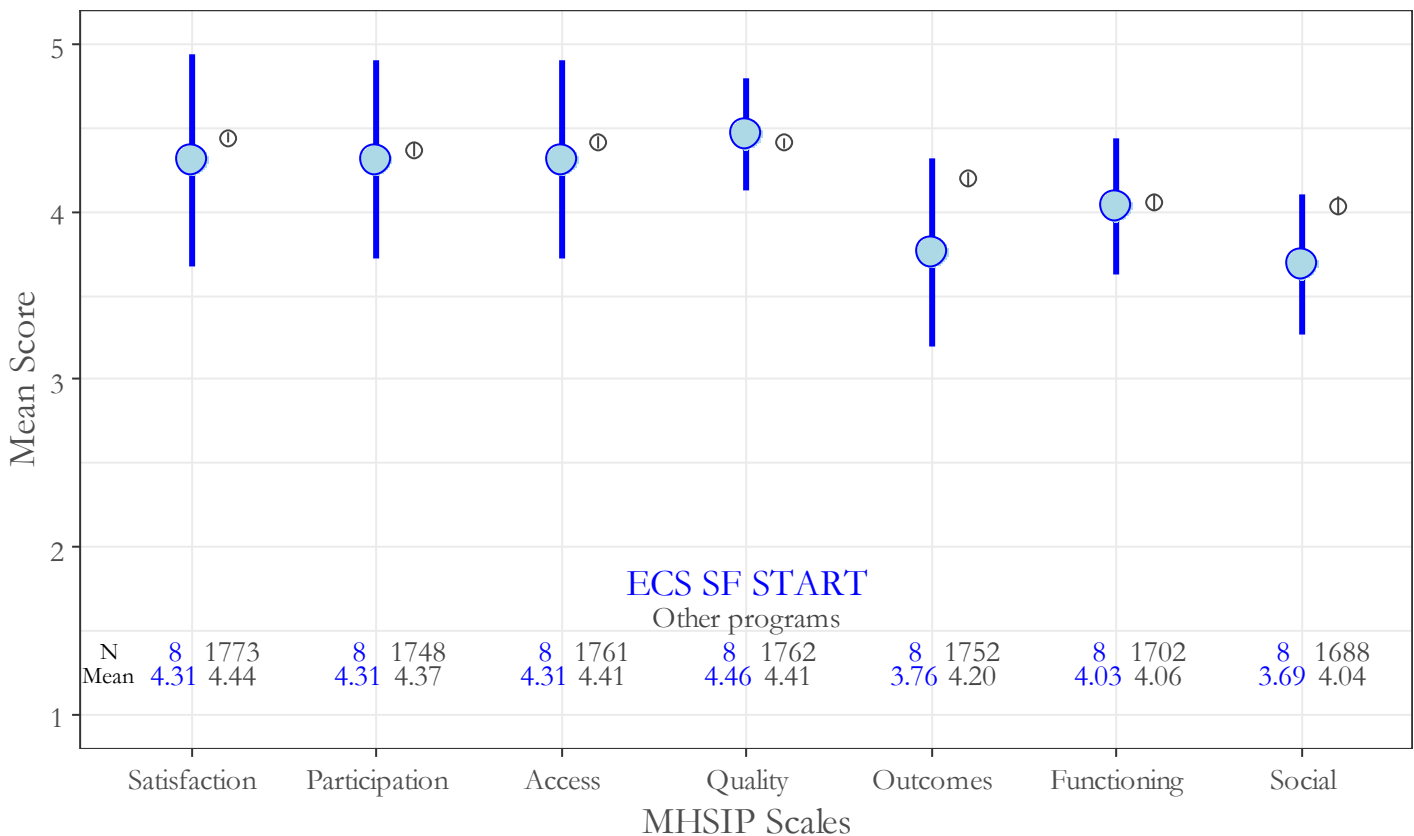
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|-------------|----------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 25.0 % | 4 25.0 % | 0 0.0 % | 8 50.0 % |
| 71.4 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 2 12.5 % | 2 12.5 % | 3 18.8 % | 0 0.0 % | 9 56.2 % |
| 85.7 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 1 6.2 % | 0 0.0 % | 2 12.5 % | 4 25.0 % | 1 6.2 % | 8 50.0 % |
| 85.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 1 6.2 % | 3 18.8 % | 3 18.8 % | 0 0.0 % | 9 56.2 % |
| 100.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 18.8 % | 5 31.2 % | 0 0.0 % | 8 50.0 % |
| 75.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 2 12.5 % | 1 6.2 % | 5 31.2 % | 0 0.0 % | 8 50.0 % |
| 87.5 % 7. Services were available at times that were good for me | 1 6.2 % | 0 0.0 % | 0 0.0 % | 3 18.8 % | 4 25.0 % | 0 0.0 % | 8 50.0 % |
| 75.0 % 8. I was able to get all the services I thought I needed | 1 6.2 % | 1 6.2 % | 0 0.0 % | 4 25.0 % | 2 12.5 % | 0 0.0 % | 8 50.0 % |
| 60.0 % 9. I was able to see a psychiatrist when I wanted to | 1 6.2 % | 0 0.0 % | 1 6.2 % | 2 12.5 % | 1 6.2 % | 2 12.5 % | 9 56.2 % |
| 87.5 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 1 6.2 % | 2 12.5 % | 5 31.2 % | 0 0.0 % | 8 50.0 % |
| 87.5 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 6.2 % | 3 18.8 % | 4 25.0 % | 0 0.0 % | 8 50.0 % |
| 100.0 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 31.2 % | 3 18.8 % | 0 0.0 % | 8 50.0 % |
| 100.0 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 12.5 % | 5 31.2 % | 0 0.0 % | 9 56.2 % |
| 100.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 31.2 % | 2 12.5 % | 0 0.0 % | 9 56.2 % |
| 83.3 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 1 6.2 % | 1 6.2 % | 4 25.0 % | 2 12.5 % | 8 50.0 % |
| 100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 12.5 % | 5 31.2 % | 0 0.0 % | 9 56.2 % |
| 87.5 % 17. I, not staff, decided my treatment goals | 1 6.2 % | 0 0.0 % | 0 0.0 % | 2 12.5 % | 5 31.2 % | 0 0.0 % | 8 50.0 % |
| 100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 12.5 % | 6 37.5 % | 0 0.0 % | 8 50.0 % |
| 87.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 1 6.2 % | 5 31.2 % | 2 12.5 % | 0 0.0 % | 8 50.0 % |
| 62.5 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 3 18.8 % | 1 6.2 % | 4 25.0 % | 0 0.0 % | 8 50.0 % |
| 100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 18.8 % | 3 18.8 % | 0 0.0 % | 10 62.5 % |
| 83.3 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 1 6.2 % | 2 12.5 % | 3 18.8 % | 0 0.0 % | 10 62.5 % |
| 85.7 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 1 6.2 % | 5 31.2 % | 1 6.2 % | 0 0.0 % | 9 56.2 % |
| 50.0 % 24. As a direct result of the services I received: I am getting along better with my family | 1 6.2 % | 0 0.0 % | 3 18.8 % | 4 25.0 % | 0 0.0 % | 0 0.0 % | 8 50.0 % |
| 87.5 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 1 6.2 % | 7 43.8 % | 0 0.0 % | 0 0.0 % | 8 50.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|-------------|-------------|
| 50.0 % 26. As a direct result of the services I received: I do better in school and / or work | 1 6.2 % | 0 0.0 % | 2 12.5 % | 2 12.5 % | 1 6.2 % | 2 12.5 % | 8 50.0 % |
| 28.6 % 27. As a direct result of the services I received: My housing situation has improved | 1 6.2 % | 1 6.2 % | 3 18.8 % | 1 6.2 % | 1 6.2 % | 0 0.0 % | 9 56.2 % |
| 85.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 1 6.2 % | 0 0.0 % | 0 0.0 % | 5 31.2 % | 1 6.2 % | 0 0.0 % | 9 56.2 % |
| 87.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 1 6.2 % | 4 25.0 % | 3 18.8 % | 0 0.0 % | 8 50.0 % |
| 75.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 1 6.2 % | 0 0.0 % | 1 6.2 % | 5 31.2 % | 1 6.2 % | 0 0.0 % | 8 50.0 % |
| 100.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 31.2 % | 2 12.5 % | 0 0.0 % | 9 56.2 % |
| 87.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 6.2 % | 0 0.0 % | 0 0.0 % | 4 25.0 % | 3 18.8 % | 0 0.0 % | 8 50.0 % |
| 85.7 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 1 6.2 % | 5 31.2 % | 1 6.2 % | 0 0.0 % | 9 56.2 % |
| 71.4 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 2 12.5 % | 4 25.0 % | 1 6.2 % | 1 6.2 % | 8 50.0 % |
| 62.5 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 0 0.0 % | 3 18.8 % | 4 25.0 % | 1 6.2 % | 0 0.0 % | 8 50.0 % |
| 33.3 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 4 25.0 % | 2 12.5 % | 0 0.0 % | 1 6.2 % | 9 56.2 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 3 21.4 % | 1 50 % | 4 25 % |
| Impaired | 4 28.6 % | 0 0 % | 4 25 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 7 50 % | 1 50 % | 8 50 % |
| Total | 14 100 % | 2 100 % | 16 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 18 clients; surveys were returned for 16 clients (16/18 = 88.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Spring 2017

Edgewood Bayview

Youth program codes (RUs): 885814 885819

Adult program codes (RUs): 885814

Overall Satisfaction¹

93.8%

Return Rate²

39.3%

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program's survey results.

People served May 15-19 2017 (Avatar billing): 84

People surveyed: 33 (32 youth and 1 adults)

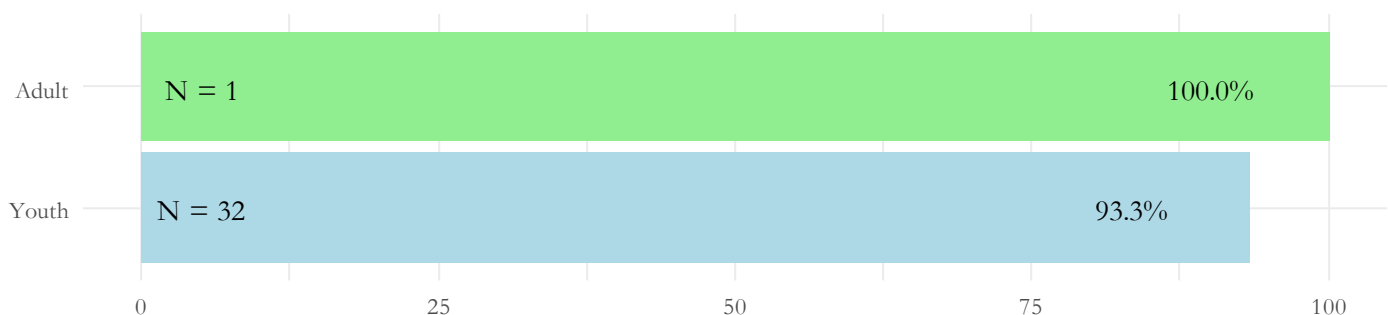
Adult satisfaction mean score: 4.53

Youth satisfaction mean score: 3.57

Family satisfaction mean score: 4.65

Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)



Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 84 clients; surveys were returned for 33 clients ($33/84 = 39.3\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Edgewood Bayview

Program Code(s): 885814

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for Edgewood Bayview: **4.53**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

[Not enough data for highest satisfaction chart](#)

Lowest Agreement Items

[Not enough data for lowest satisfaction chart](#)

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

[Not enough data for scale means CI chart](#)

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

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

Not enough data for Likert chart

Survey Compliance

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 1 clients; surveys were returned for 1 clients (1/1 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Edgewood Bayview

Program Code(s): 885814 885819

Overall Satisfaction¹

93.3%

Return Rate²

38.6%

Overall satisfaction³ mean score for Edgewood Bayview: **3.57** (youth), **4.65** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.48** (family).

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

Highest Agreement Items

93.3% 5. I felt I had someone to talk to when I was troubled

93.3% 6. I participated in my own treatment

92.9% 1. Overall, I am satisfied with the service I received

Lowest Agreement Items

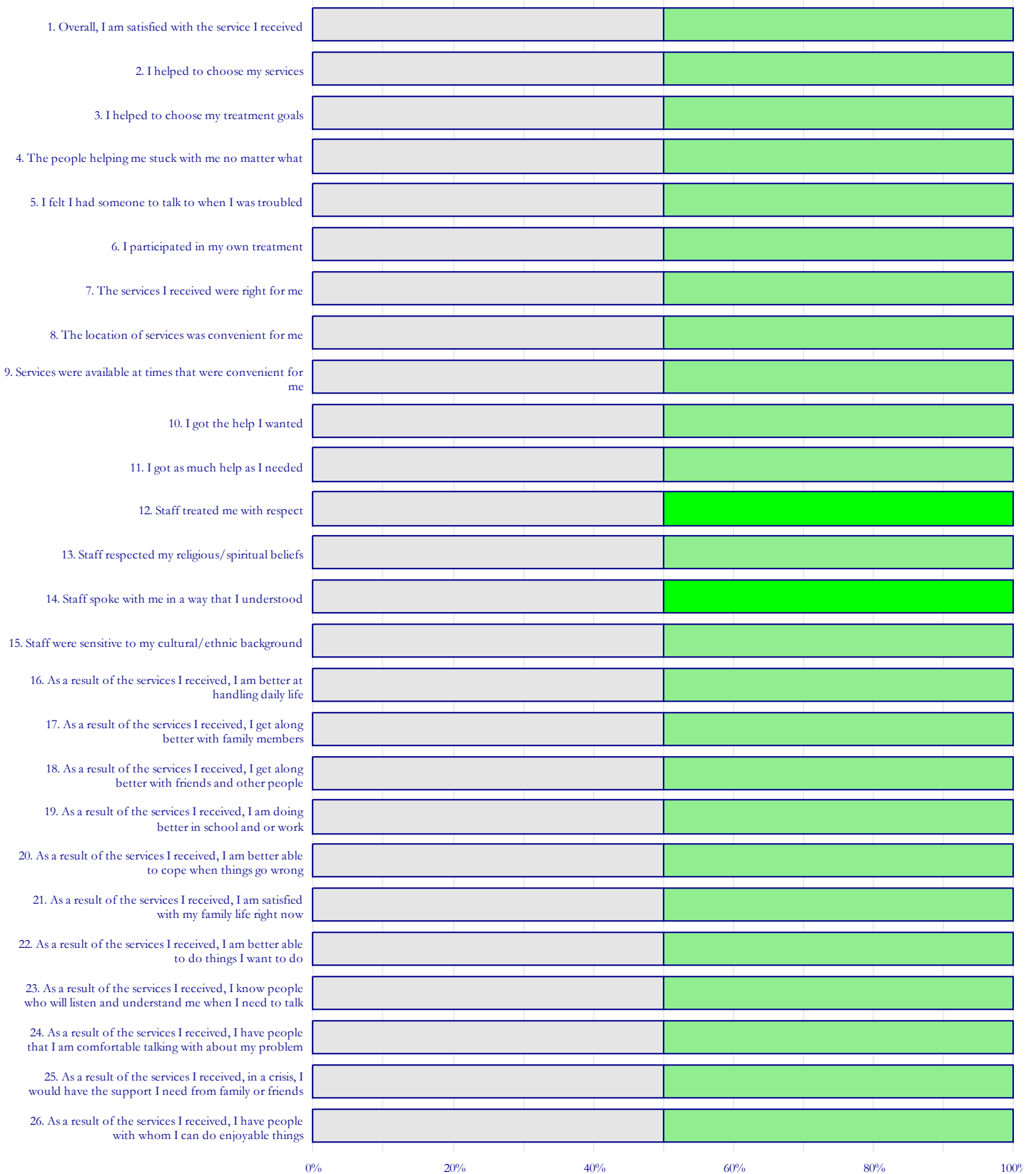
84.6% 11. I got as much help as I needed

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

86.7% 4. The people helping me stuck with me no matter what

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

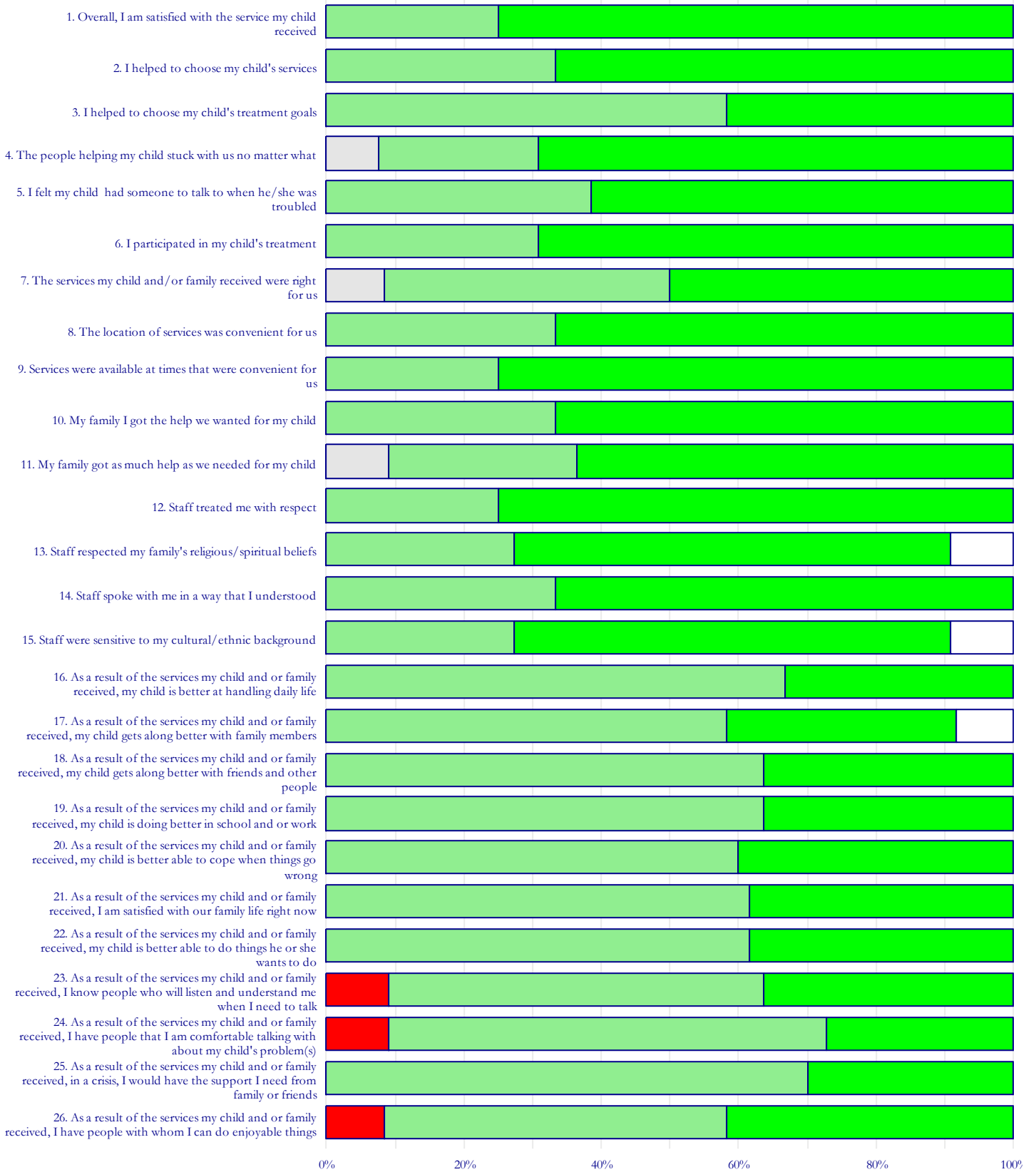
Youth Services Survey for Youth



Youth Services Survey for Youth N = 5

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|------------|-------------|
| 50.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 2. I helped to choose my services | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |
| 50.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % |

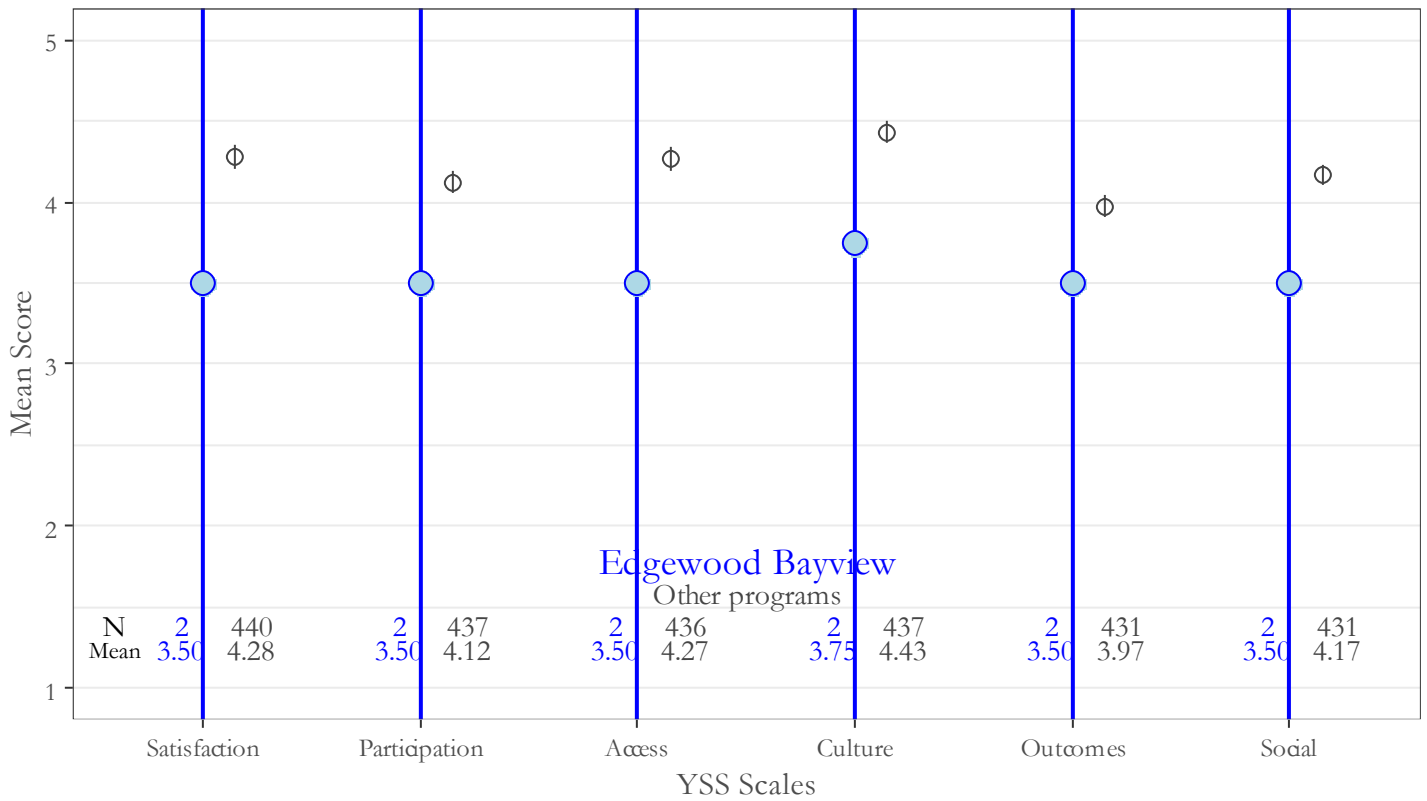
Youth Services Survey for Families



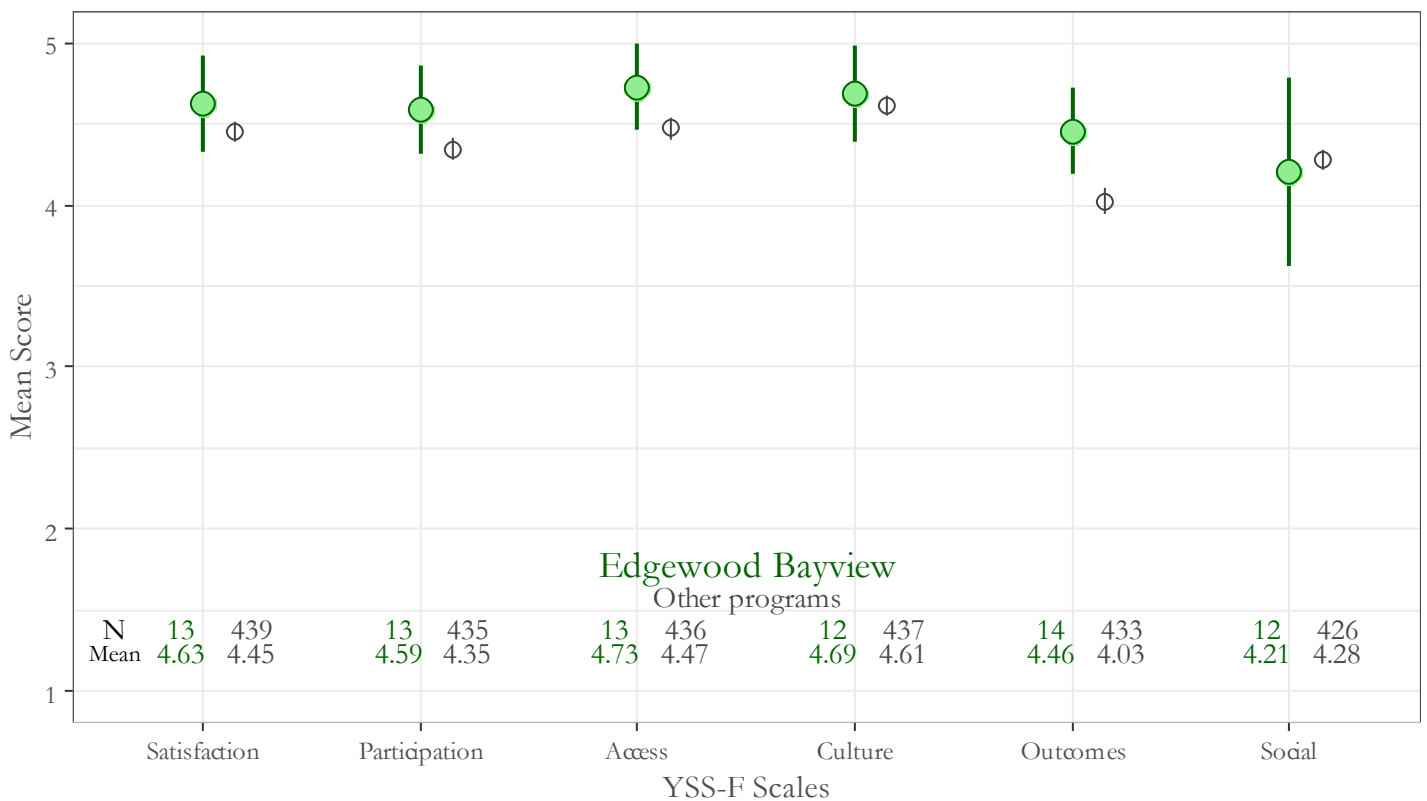
Youth Services Survey for Families N = 31

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|------------|-------------|----------------|------------|--------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 9.7 % | 9 29.0 % | 0 0.0 % | 19 61.3 % |
| 100.0 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 12.9 % | 8 25.8 % | 0 0.0 % | 19 61.3 % |
| 100.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 22.6 % | 5 16.1 % | 0 0.0 % | 19 61.3 % |
| 92.3 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 1 3.2 % | 3 9.7 % | 9 29.0 % | 0 0.0 % | 18 58.1 % |
| 100.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 16.1 % | 8 25.8 % | 0 0.0 % | 18 58.1 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 12.9 % | 9 29.0 % | 0 0.0 % | 18 58.1 % |
| 91.7 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 1 3.2 % | 5 16.1 % | 6 19.4 % | 0 0.0 % | 19 61.3 % |
| 100.0 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 12.9 % | 8 25.8 % | 0 0.0 % | 19 61.3 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 9.7 % | 9 29.0 % | 0 0.0 % | 19 61.3 % |
| 100.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 12.9 % | 8 25.8 % | 0 0.0 % | 19 61.3 % |
| 90.9 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 1 3.2 % | 3 9.7 % | 7 22.6 % | 0 0.0 % | 20 64.5 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 9.7 % | 9 29.0 % | 0 0.0 % | 19 61.3 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 9.7 % | 7 22.6 % | 1 3.2 % | 20 64.5 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 12.9 % | 8 25.8 % | 0 0.0 % | 19 61.3 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 9.7 % | 7 22.6 % | 1 3.2 % | 20 64.5 % |
| 100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 25.8 % | 4 12.9 % | 0 0.0 % | 19 61.3 % |
| 100.0 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 22.6 % | 4 12.9 % | 1 3.2 % | 19 61.3 % |
| 100.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 22.6 % | 4 12.9 % | 0 0.0 % | 20 64.5 % |
| 100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 22.6 % | 4 12.9 % | 0 0.0 % | 20 64.5 % |
| 100.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 19.4 % | 4 12.9 % | 0 0.0 % | 21 67.7 % |
| 100.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 25.8 % | 5 16.1 % | 0 0.0 % | 18 58.1 % |
| 100.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 25.8 % | 5 16.1 % | 0 0.0 % | 18 58.1 % |
| 90.9 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 1 3.2 % | 0 0.0 % | 0 0.0 % | 6 19.4 % | 4 12.9 % | 0 0.0 % | 20 64.5 % |
| 90.9 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 1 3.2 % | 0 0.0 % | 0 0.0 % | 7 22.6 % | 3 9.7 % | 0 0.0 % | 20 64.5 % |
| 100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 22.6 % | 3 9.7 % | 0 0.0 % | 21 67.7 % |
| 91.7 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 1 3.2 % | 0 0.0 % | 0 0.0 % | 6 19.4 % | 5 16.1 % | 0 0.0 % | 19 61.3 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|--------------------------|--------------------------------------|--------------------------|---------------------------|
| Edgewood Bayview | | | |
| Completion Status | Completion by Respondent Type | | Total |
| | Family | Youth | |
| Refused | 6 19.4 % | 3 60 % | 9 25 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 9 29 % | 0 0 % | 9 25 % |
| No Data | 3 9.7 % | 0 0 % | 3 8.3 % |
| Completed Survey | 13 41.9 % | 2 40 % | 15 41.7 % |
| Total | 31 100 % | 5 100 % | 36 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 83 clients; surveys were returned for 32 clients (32 / 83 = 38.6%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Spring 2017

Edgewood Campus Programs

Youth program codes (RUs): 885818 8858OP

Adult program codes (RUs): 885818 8858OP

Overall Satisfaction¹

65.2%

Return Rate²

76.5%

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program's survey results.

People served May 15-19 2017 (Avatar billing): 34

People surveyed: 26 (22 youth and 4 adults)

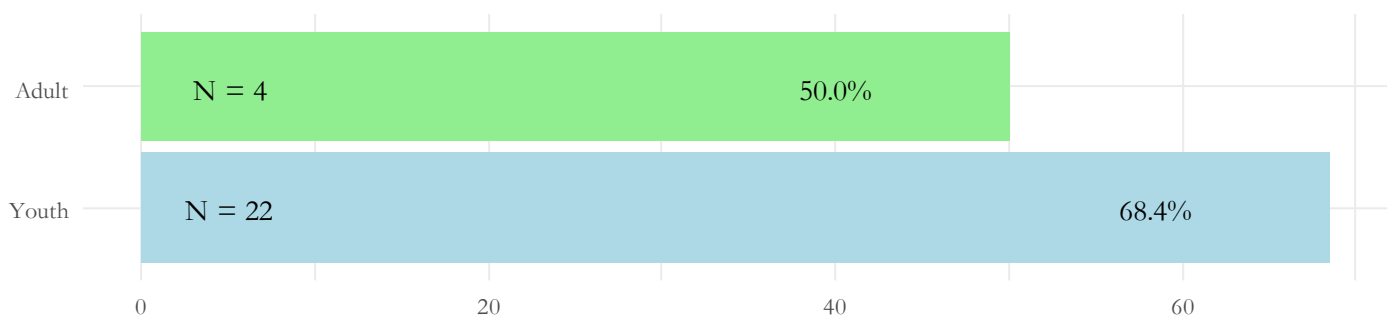
Adult satisfaction mean score: 3.65

Youth satisfaction mean score: 3.92

Family satisfaction mean score: 4.20

Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)



Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 34 clients; surveys were returned for 26 clients ($26/34 = 76.5\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Edgewood Campus Programs

Program Code(s): 885818 8858OP

Overall Satisfaction¹

50.0%

Return Rate²

66.7%

Overall satisfaction³ mean score for Edgewood Campus Programs: **3.65**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

100.0% 6. Staff returned my calls within 24 hours

75.0% 1. I like the services that I received here

75.0% 2. If I had other choices, I would still get services from this agency

Lowest Agreement Items

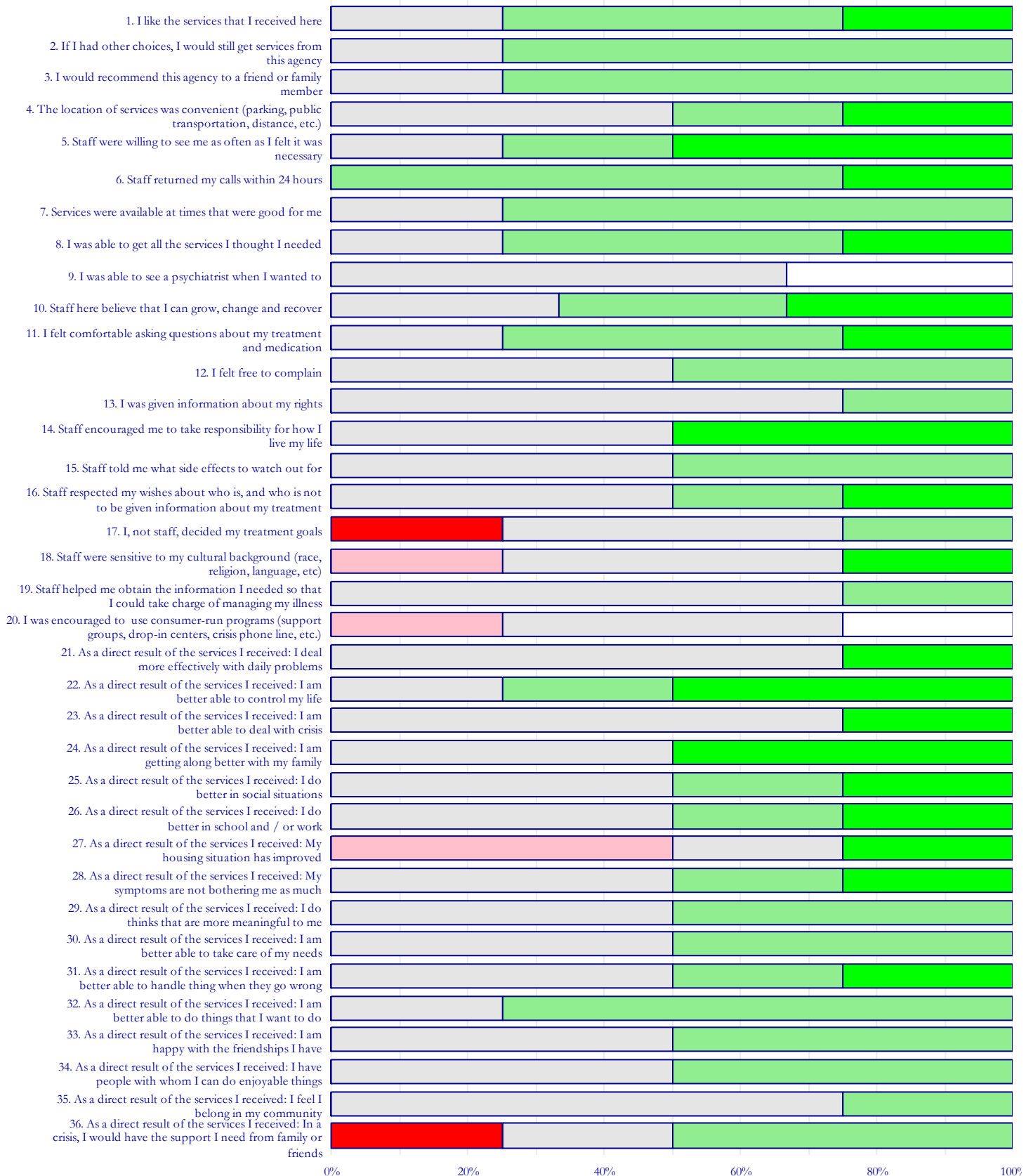
0.0% 9. I was able to see a psychiatrist when I wanted to

0.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

25.0% 13. I was given information about my rights

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

MHSIP Items



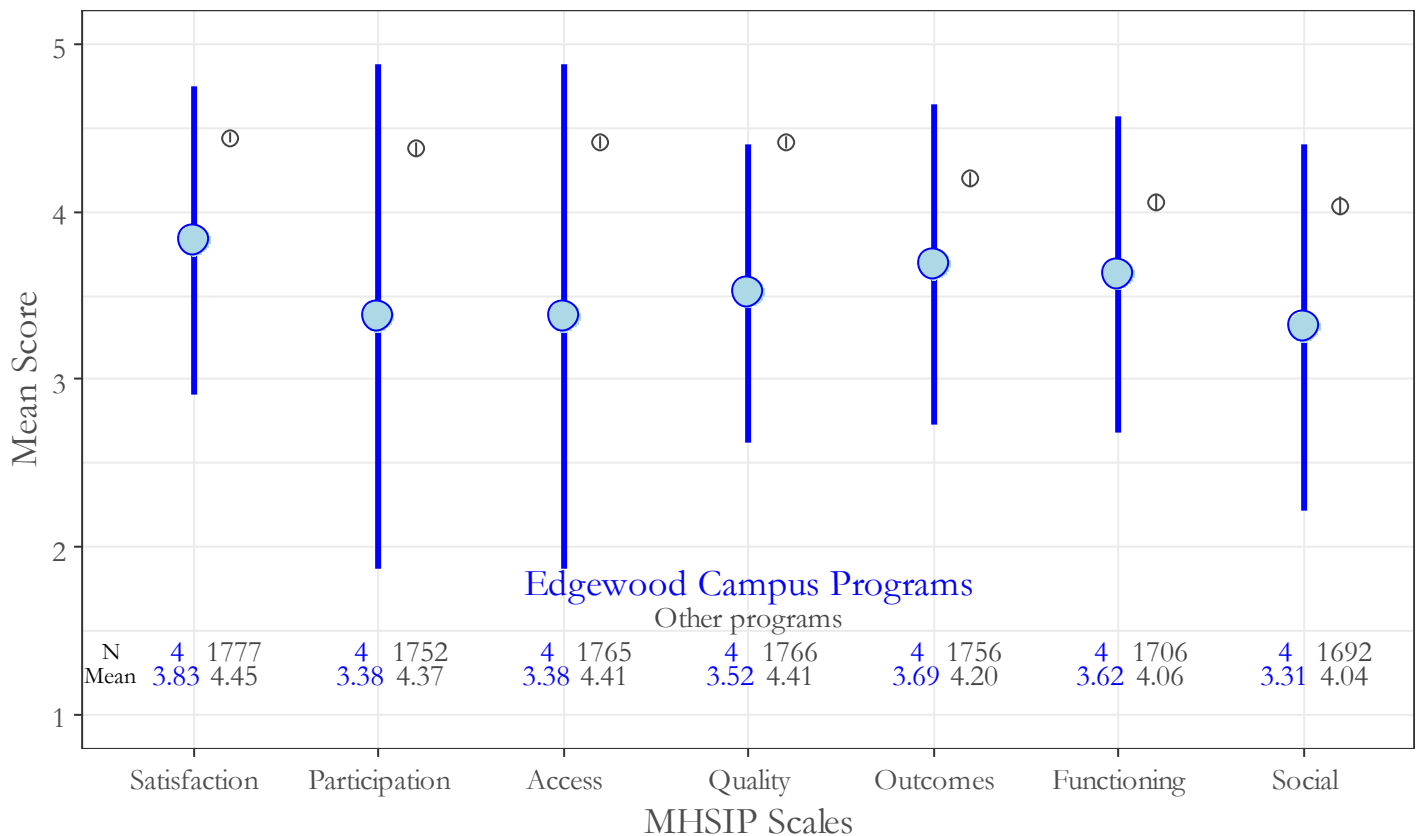
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 75.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 1 25.0 % | 2 50.0 % | 1 25.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 1 25.0 % | 3 75.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 1 25.0 % | 3 75.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 2 50.0 % | 1 25.0 % | 1 25.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 1 25.0 % | 1 25.0 % | 2 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 75.0 % | 1 25.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 1 25.0 % | 3 75.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 1 25.0 % | 2 50.0 % | 1 25.0 % | 0 0.0 % | 0 0.0 % |
| 0.0 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 2 50.0 % | 0 0.0 % | 0 0.0 % | 1 25.0 % | 1 25.0 % |
| 66.7 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 1 25.0 % | 1 25.0 % | 1 25.0 % | 0 0.0 % | 1 25.0 % |
| 75.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 25.0 % | 2 50.0 % | 1 25.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 2 50.0 % | 2 50.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 25.0 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 3 75.0 % | 1 25.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 2 50.0 % | 0 0.0 % | 2 50.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 2 50.0 % | 2 50.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 2 50.0 % | 1 25.0 % | 1 25.0 % | 0 0.0 % | 0 0.0 % |
| 25.0 % 17. I, not staff, decided my treatment goals | 1 25.0 % | 0 0.0 % | 2 50.0 % | 1 25.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 25.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 1 25.0 % | 2 50.0 % | 0 0.0 % | 1 25.0 % | 0 0.0 % | 0 0.0 % |
| 25.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 3 75.0 % | 1 25.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % |
| 0.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 1 25.0 % | 2 50.0 % | 0 0.0 % | 0 0.0 % | 1 25.0 % | 0 0.0 % |
| 25.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 3 75.0 % | 0 0.0 % | 1 25.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 1 25.0 % | 1 25.0 % | 2 50.0 % | 0 0.0 % | 0 0.0 % |
| 25.0 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 3 75.0 % | 0 0.0 % | 1 25.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 2 50.0 % | 0 0.0 % | 2 50.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 2 50.0 % | 1 25.0 % | 1 25.0 % | 0 0.0 % | 0 0.0 % |

MHSIP Items 26-36 Percent Agree

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

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 6 clients; surveys were returned for 4 clients (4/6 = 66.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Edgewood Campus Programs

Program Code(s): 885818 8858OP

Overall Satisfaction¹

68.4%

Return Rate²

78.6%

Overall satisfaction³ mean score for Edgewood Campus Programs: **3.92** (youth), **4.20** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.49** (family).

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

Highest Agreement Items

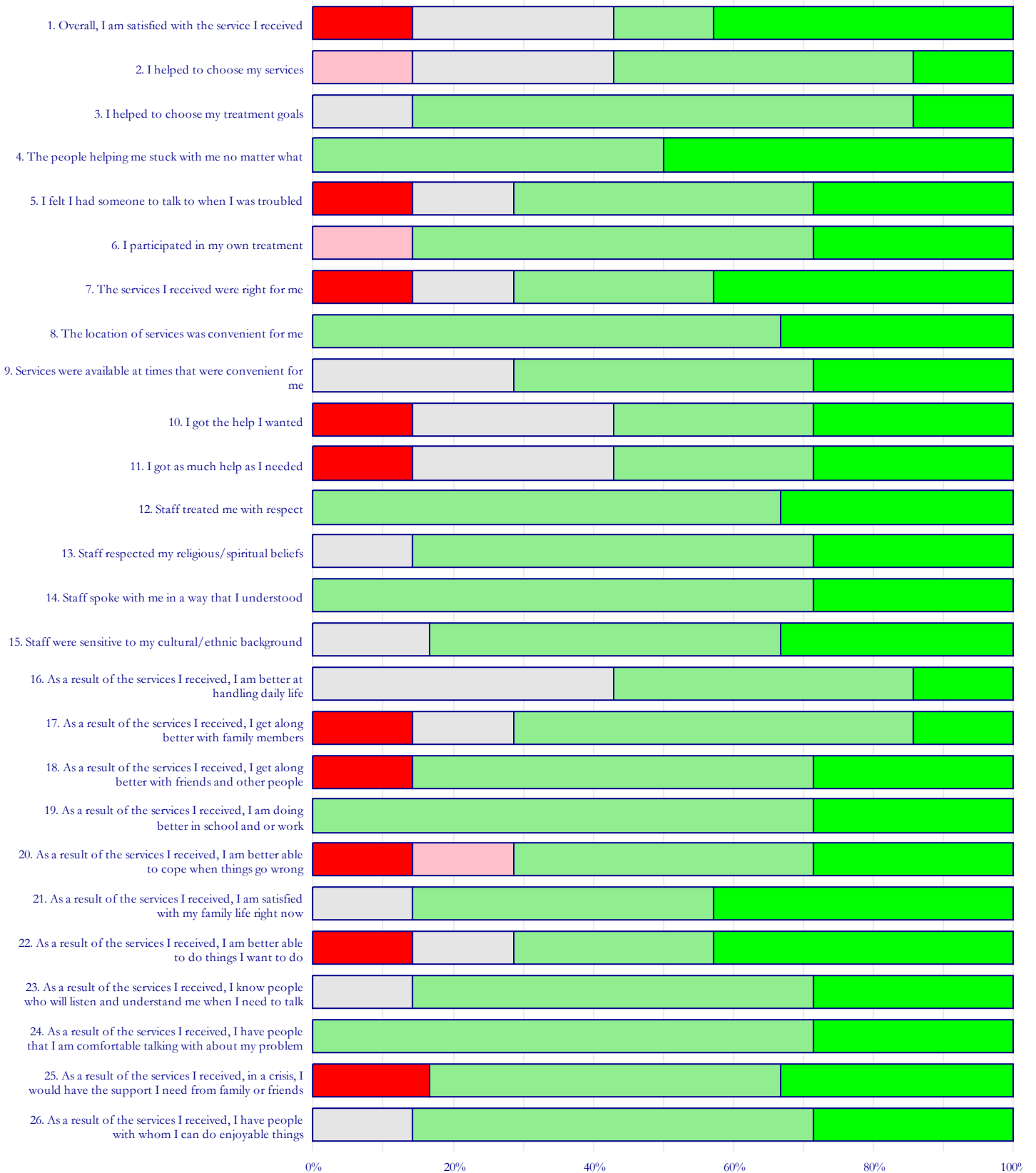
- 94.4% 14. Staff spoke with me in a way that I understood
- 88.9% 4. The people helping me stuck with me no matter what
- 88.9% 12. Staff treated me with respect

Lowest Agreement Items

- 68.4% 1. Overall, I am satisfied with the service I received
- 68.4% 2. I helped to choose my services
- 68.4% 10. I got the help I wanted

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

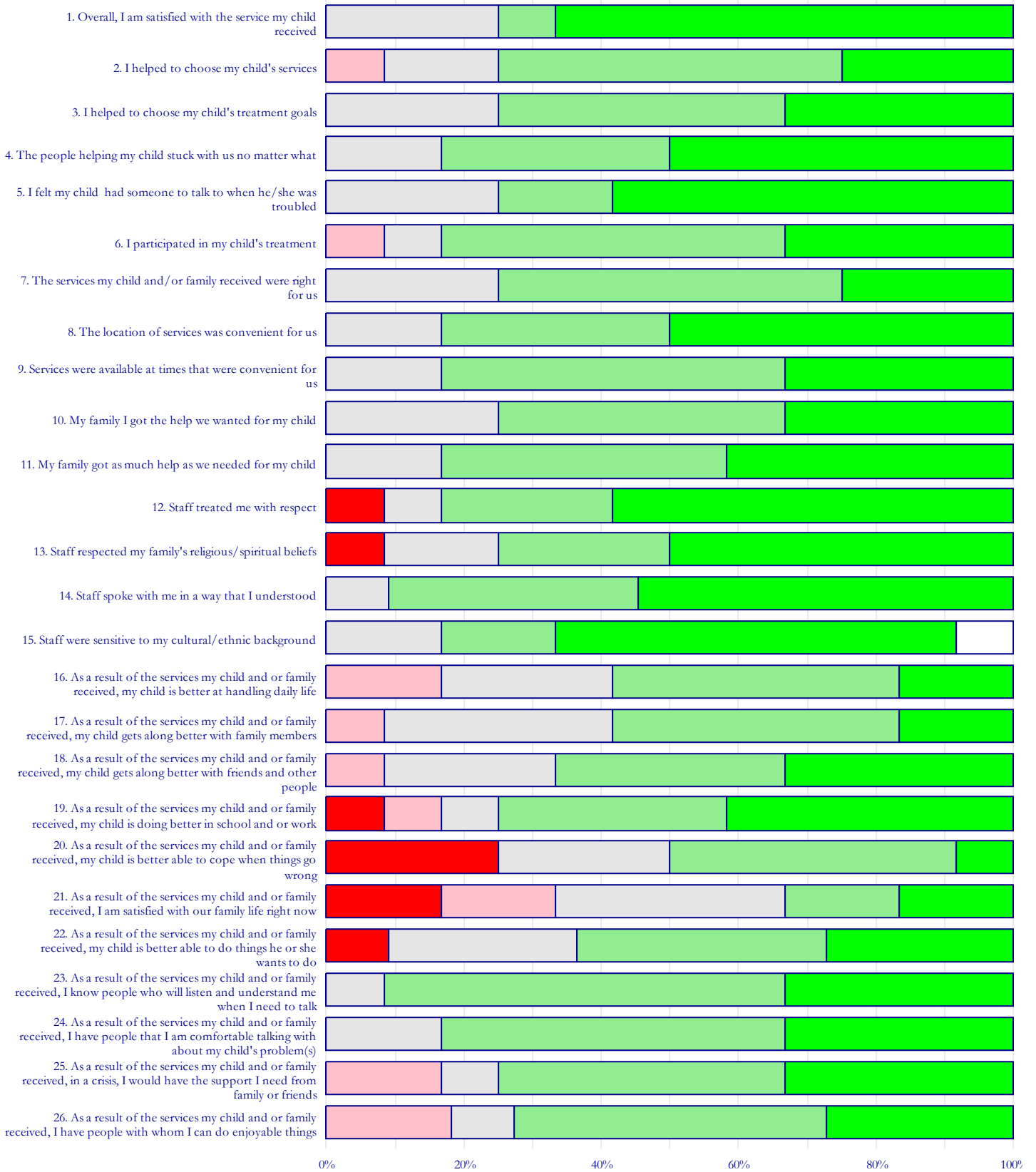
Youth Services Survey for Youth



Youth Services Survey for Youth N = 8

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 57.1 % 1. Overall, I am satisfied with the service I received | 1 12.5 % | 0 0.0 % | 2 25.0 % | 1 12.5 % | 3 37.5 % | 0 0.0 % | 1 12.5 % |
| 57.1 % 2. I helped to choose my services | 0 0.0 % | 1 12.5 % | 2 25.0 % | 3 37.5 % | 1 12.5 % | 0 0.0 % | 1 12.5 % |
| 85.7 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 1 12.5 % | 5 62.5 % | 1 12.5 % | 0 0.0 % | 1 12.5 % |
| 100.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 3 37.5 % | 0 0.0 % | 2 25.0 % |
| 71.4 % 5. I felt I had someone to talk to when I was troubled | 1 12.5 % | 0 0.0 % | 1 12.5 % | 3 37.5 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |
| 85.7 % 6. I participated in my own treatment | 0 0.0 % | 1 12.5 % | 0 0.0 % | 4 50.0 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |
| 71.4 % 7. The services I received were right for me | 1 12.5 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 3 37.5 % | 0 0.0 % | 1 12.5 % |
| 100.0 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 50.0 % | 2 25.0 % | 0 0.0 % | 2 25.0 % |
| 71.4 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 2 25.0 % | 3 37.5 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |
| 57.1 % 10. I got the help I wanted | 1 12.5 % | 0 0.0 % | 2 25.0 % | 2 25.0 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |
| 57.1 % 11. I got as much help as I needed | 1 12.5 % | 0 0.0 % | 2 25.0 % | 2 25.0 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 50.0 % | 2 25.0 % | 0 0.0 % | 2 25.0 % |
| 85.7 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 1 12.5 % | 4 50.0 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 62.5 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |
| 83.3 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 1 12.5 % | 3 37.5 % | 2 25.0 % | 0 0.0 % | 2 25.0 % |
| 57.1 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 3 37.5 % | 3 37.5 % | 1 12.5 % | 0 0.0 % | 1 12.5 % |
| 71.4 % 17. As a result of the services I received, I get along better with family members | 1 12.5 % | 0 0.0 % | 1 12.5 % | 4 50.0 % | 1 12.5 % | 0 0.0 % | 1 12.5 % |
| 85.7 % 18. As a result of the services I received, I get along better with friends and other people | 1 12.5 % | 0 0.0 % | 0 0.0 % | 4 50.0 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |
| 100.0 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 62.5 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |
| 71.4 % 20. As a result of the services I received, I am better able to cope when things go wrong | 1 12.5 % | 1 12.5 % | 0 0.0 % | 3 37.5 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |
| 85.7 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 0 0.0 % | 1 12.5 % | 3 37.5 % | 3 37.5 % | 0 0.0 % | 1 12.5 % |
| 71.4 % 22. As a result of the services I received, I am better able to do things I want to do | 1 12.5 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 3 37.5 % | 0 0.0 % | 1 12.5 % |
| 85.7 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 1 12.5 % | 4 50.0 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |
| 100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 62.5 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |
| 83.3 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 1 12.5 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 2 25.0 % | 0 0.0 % | 2 25.0 % |
| 85.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 12.5 % | 4 50.0 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |

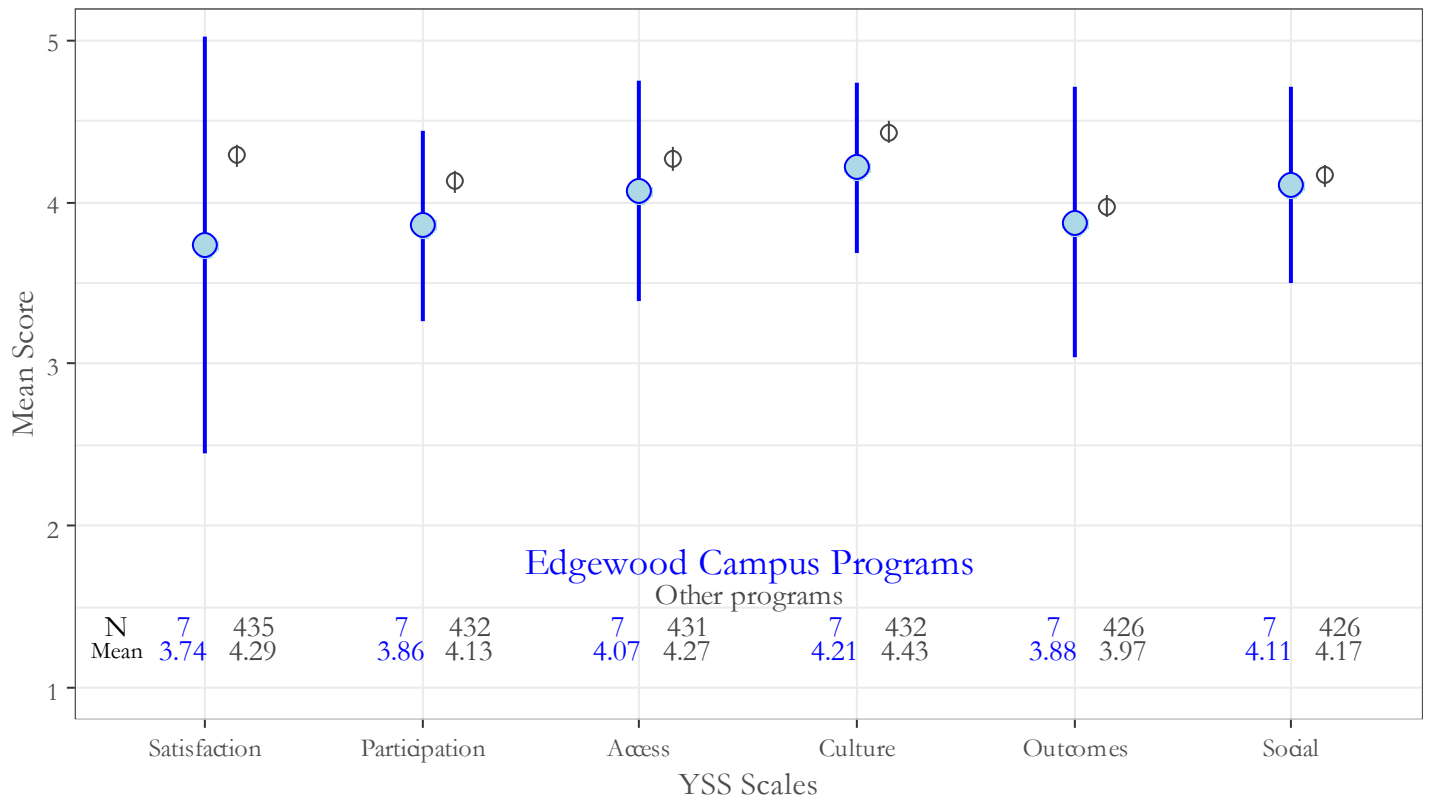
Youth Services Survey for Families



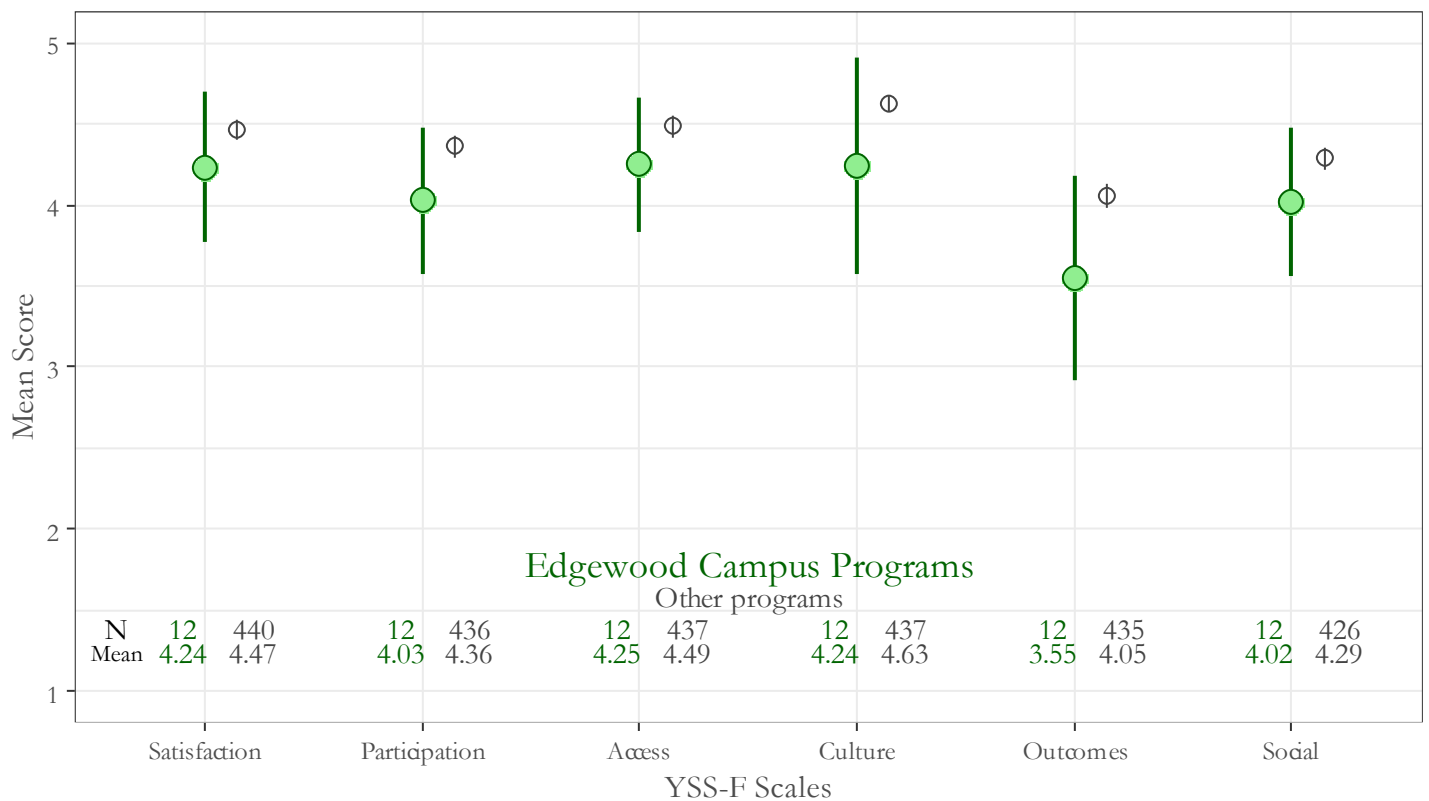
Youth Services Survey for Families N = 17

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 75.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 3 17.6 % | 1 5.9 % | 8 47.1 % | 0 0.0 % | 5 29.4 % |
| 75.0 % 2. I helped to choose my child's services | 0 0.0 % | 1 5.9 % | 2 11.8 % | 6 35.3 % | 3 17.6 % | 0 0.0 % | 5 29.4 % |
| 75.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 3 17.6 % | 5 29.4 % | 4 23.5 % | 0 0.0 % | 5 29.4 % |
| 83.3 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 2 11.8 % | 4 23.5 % | 6 35.3 % | 0 0.0 % | 5 29.4 % |
| 75.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 3 17.6 % | 2 11.8 % | 7 41.2 % | 0 0.0 % | 5 29.4 % |
| 83.3 % 6. I participated in my child's treatment | 0 0.0 % | 1 5.9 % | 1 5.9 % | 6 35.3 % | 4 23.5 % | 0 0.0 % | 5 29.4 % |
| 75.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 3 17.6 % | 6 35.3 % | 3 17.6 % | 0 0.0 % | 5 29.4 % |
| 83.3 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 2 11.8 % | 4 23.5 % | 6 35.3 % | 0 0.0 % | 5 29.4 % |
| 83.3 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 2 11.8 % | 6 35.3 % | 4 23.5 % | 0 0.0 % | 5 29.4 % |
| 75.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 3 17.6 % | 5 29.4 % | 4 23.5 % | 0 0.0 % | 5 29.4 % |
| 83.3 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 2 11.8 % | 5 29.4 % | 5 29.4 % | 0 0.0 % | 5 29.4 % |
| 83.3 % 12. Staff treated me with respect | 1 5.9 % | 0 0.0 % | 1 5.9 % | 3 17.6 % | 7 41.2 % | 0 0.0 % | 5 29.4 % |
| 75.0 % 13. Staff respected my family's religious/spiritual beliefs | 1 5.9 % | 0 0.0 % | 2 11.8 % | 3 17.6 % | 6 35.3 % | 0 0.0 % | 5 29.4 % |
| 90.9 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 1 5.9 % | 4 23.5 % | 6 35.3 % | 0 0.0 % | 6 35.3 % |
| 81.8 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 2 11.8 % | 2 11.8 % | 7 41.2 % | 1 5.9 % | 5 29.4 % |
| 58.3 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 2 11.8 % | 3 17.6 % | 5 29.4 % | 2 11.8 % | 0 0.0 % | 5 29.4 % |
| 58.3 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 1 5.9 % | 4 23.5 % | 5 29.4 % | 2 11.8 % | 0 0.0 % | 5 29.4 % |
| 66.7 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 1 5.9 % | 3 17.6 % | 4 23.5 % | 4 23.5 % | 0 0.0 % | 5 29.4 % |
| 75.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 1 5.9 % | 1 5.9 % | 1 5.9 % | 4 23.5 % | 5 29.4 % | 0 0.0 % | 5 29.4 % |
| 50.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 3 17.6 % | 0 0.0 % | 3 17.6 % | 5 29.4 % | 1 5.9 % | 0 0.0 % | 5 29.4 % |
| 33.3 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 2 11.8 % | 2 11.8 % | 4 23.5 % | 2 11.8 % | 2 11.8 % | 0 0.0 % | 5 29.4 % |
| 63.6 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 1 5.9 % | 0 0.0 % | 3 17.6 % | 4 23.5 % | 3 17.6 % | 0 0.0 % | 6 35.3 % |
| 91.7 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 1 5.9 % | 7 41.2 % | 4 23.5 % | 0 0.0 % | 5 29.4 % |
| 83.3 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 2 11.8 % | 6 35.3 % | 4 23.5 % | 0 0.0 % | 5 29.4 % |
| 75.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 2 11.8 % | 1 5.9 % | 5 29.4 % | 4 23.5 % | 0 0.0 % | 5 29.4 % |
| 72.7 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 2 11.8 % | 1 5.9 % | 5 29.4 % | 3 17.6 % | 0 0.0 % | 6 35.3 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|--------------------------|----------------------------|-------------|--------------|
| Edgewood Campus | | | |
| Completion Status | Programs Completion | | Total |
| | by Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 1 5.9 % | 0 0 % | 1 4 % |
| Other | 4 23.5 % | 1 12.5 % | 5 20 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 12 70.6 % | 7 87.5 % | 19 76 % |
| Total | 17 100 % | 8 100 % | 25 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 28 clients; surveys were returned for 22 clients (22 / 28 = 78.6%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Spring 2017

Edgewood Children's Center Residential MHS

Youth program codes (RUs): 8858H2

Adult program codes (RUs): 88584

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program's survey results.

People served May 15-19 2017 (Avatar billing): 2

People surveyed: 2 (1 youth and 1 adults)

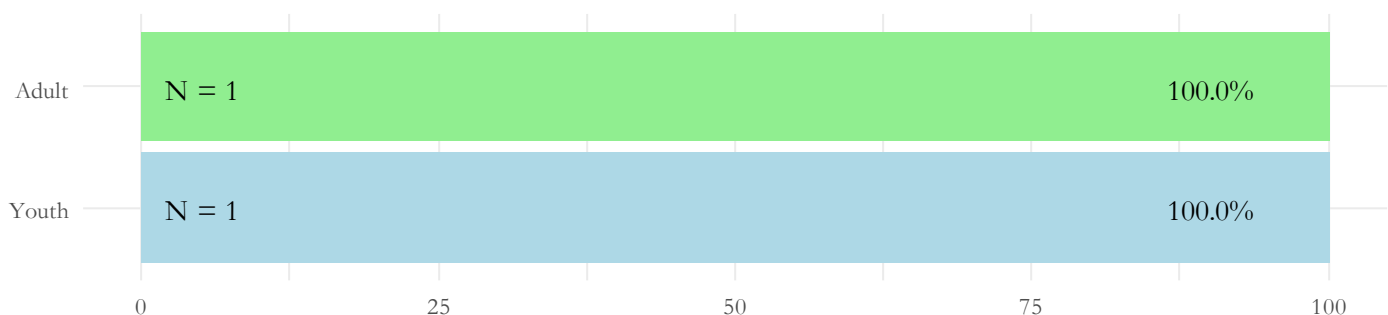
Adult satisfaction mean score: 4.67

Youth satisfaction mean score: - -

Family satisfaction mean score: 4.15

Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)



Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 2 clients; surveys were returned for 2 clients ($2/2 = 100.0\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Edgewood Children's Center Residential MHS

Program Code(s): 88584

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for Edgewood Children's Center Residential MHS: **4.67**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

[Not enough data for highest satisfaction chart](#)

Lowest Agreement Items

[Not enough data for lowest satisfaction chart](#)

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

[Not enough data for scale means CI chart](#)

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

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

Not enough data for Likert chart

Survey Compliance

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 1 clients; surveys were returned for 1 clients (1/1 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Edgewood Children's Center Residential MHS

Program Code(s): 8858H2

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for Edgewood Children's Center Residential MHS: No YSS (youth) data for this program, **4.15** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

[Not enough data for highest satisfaction chart](#)

Lowest Agreement Items

[Not enough data for lowest satisfaction chart](#)

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

[Not enough Youth data for Likert chart](#)

Not enough Youth survey data to create a table.

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Not enough Youth data for scale means CI chart

Not enough Family data for scale means CI chart

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

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 1 clients; surveys were returned for 1 clients (1 / 1 = 100.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Family Mosaic Project
Program Code(s): 8957OP

Overall Satisfaction¹
100.0%

Return Rate²
43.3%

Overall satisfaction³ mean score for Family Mosaic Project: **4.23** (youth), **4.53** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

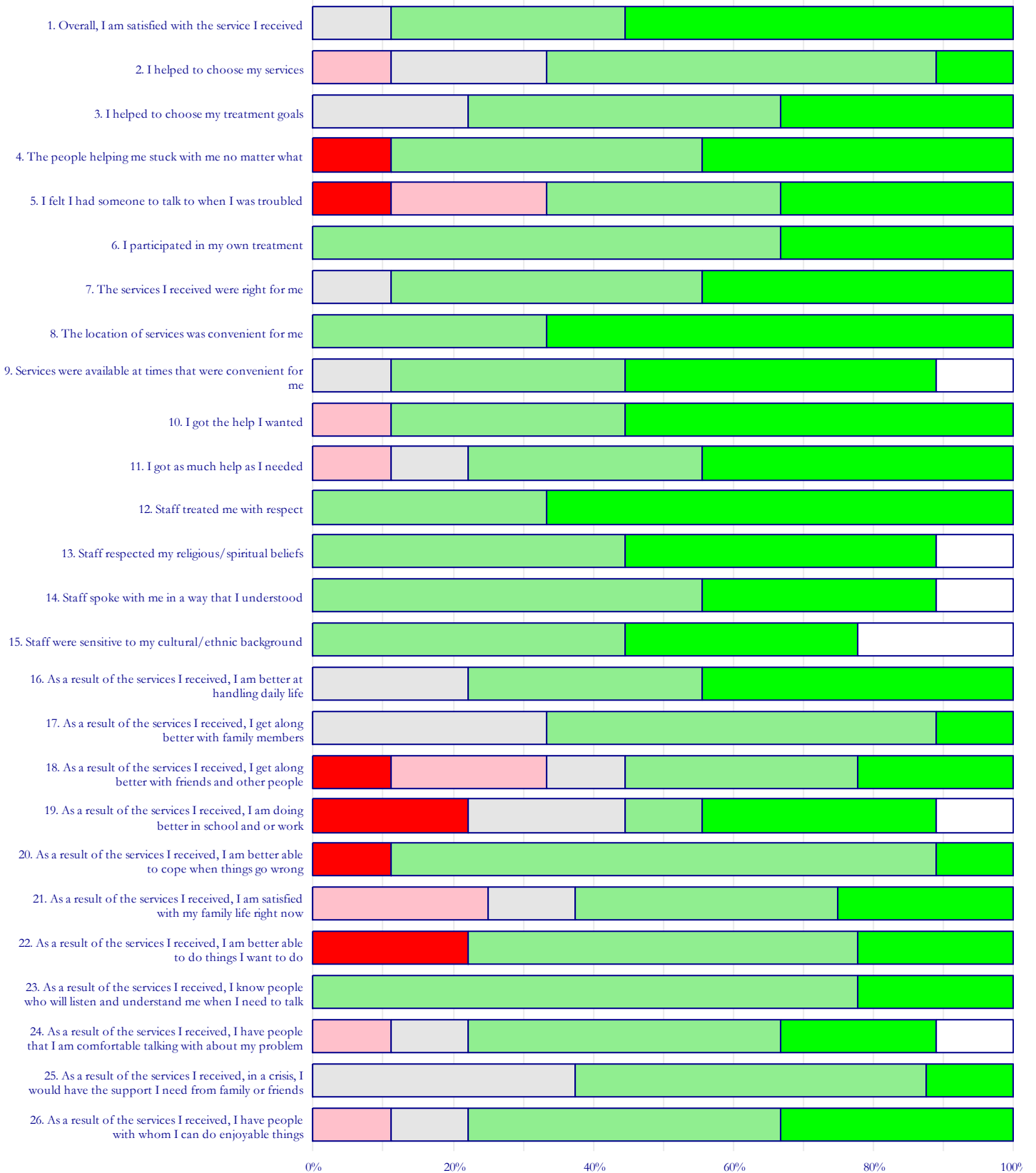
- 100.0% 6. I participated in my own treatment
- 100.0% 12. Staff treated me with respect
- 100.0% 13. Staff respected my religious/spiritual beliefs

Lowest Agreement Items

- 78.9% 5. I felt I had someone to talk to when I was troubled
- 83.3% 9. Services were available at times that were convenient for me
- 84.2% 2. I helped to choose my services

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

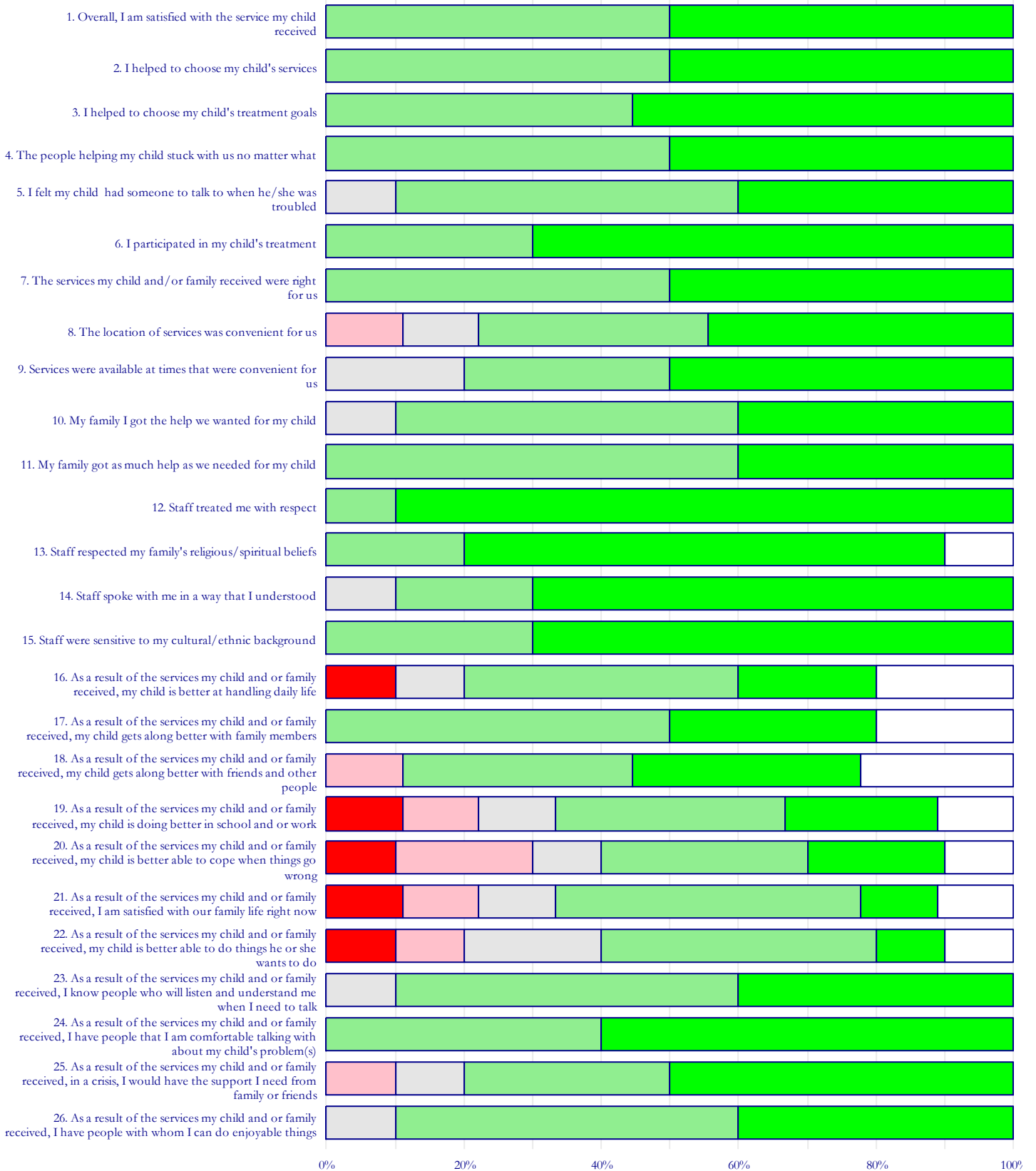
Youth Services Survey for Youth



Youth Services Survey for Youth N = 9

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 88.9 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 1 11.1 % | 3 33.3 % | 5 55.6 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 2. I helped to choose my services | 0 0.0 % | 1 11.1 % | 2 22.2 % | 5 55.6 % | 1 11.1 % | 0 0.0 % | 0 0.0 % |
| 77.8 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 2 22.2 % | 4 44.4 % | 3 33.3 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 4. The people helping me stuck with me no matter what | 1 11.1 % | 0 0.0 % | 0 0.0 % | 4 44.4 % | 4 44.4 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 5. I felt I had someone to talk to when I was troubled | 1 11.1 % | 2 22.2 % | 0 0.0 % | 3 33.3 % | 3 33.3 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 66.7 % | 3 33.3 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 1 11.1 % | 4 44.4 % | 4 44.4 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 33.3 % | 6 66.7 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 1 11.1 % | 3 33.3 % | 4 44.4 % | 1 11.1 % | 0 0.0 % |
| 88.9 % 10. I got the help I wanted | 0 0.0 % | 1 11.1 % | 0 0.0 % | 3 33.3 % | 5 55.6 % | 0 0.0 % | 0 0.0 % |
| 77.8 % 11. I got as much help as I needed | 0 0.0 % | 1 11.1 % | 1 11.1 % | 3 33.3 % | 4 44.4 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 33.3 % | 6 66.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 44.4 % | 4 44.4 % | 1 11.1 % | 0 0.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 55.6 % | 3 33.3 % | 1 11.1 % | 0 0.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 44.4 % | 3 33.3 % | 2 22.2 % | 0 0.0 % |
| 77.8 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 2 22.2 % | 3 33.3 % | 4 44.4 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 3 33.3 % | 5 55.6 % | 1 11.1 % | 0 0.0 % | 0 0.0 % |
| 55.6 % 18. As a result of the services I received, I get along better with friends and other people | 1 11.1 % | 2 22.2 % | 1 11.1 % | 3 33.3 % | 2 22.2 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 19. As a result of the services I received, I am doing better in school and or work | 2 22.2 % | 0 0.0 % | 2 22.2 % | 1 11.1 % | 3 33.3 % | 1 11.1 % | 0 0.0 % |
| 88.9 % 20. As a result of the services I received, I am better able to cope when things go wrong | 1 11.1 % | 0 0.0 % | 0 0.0 % | 7 77.8 % | 1 11.1 % | 0 0.0 % | 0 0.0 % |
| 62.5 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 2 22.2 % | 1 11.1 % | 3 33.3 % | 2 22.2 % | 0 0.0 % | 1 11.1 % |
| 77.8 % 22. As a result of the services I received, I am better able to do things I want to do | 2 22.2 % | 0 0.0 % | 0 0.0 % | 5 55.6 % | 2 22.2 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 77.8 % | 2 22.2 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 1 11.1 % | 1 11.1 % | 4 44.4 % | 2 22.2 % | 1 11.1 % | 0 0.0 % |
| 62.5 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 3 33.3 % | 4 44.4 % | 1 11.1 % | 0 0.0 % | 1 11.1 % |
| 77.8 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 1 11.1 % | 1 11.1 % | 4 44.4 % | 3 33.3 % | 0 0.0 % | 0 0.0 % |

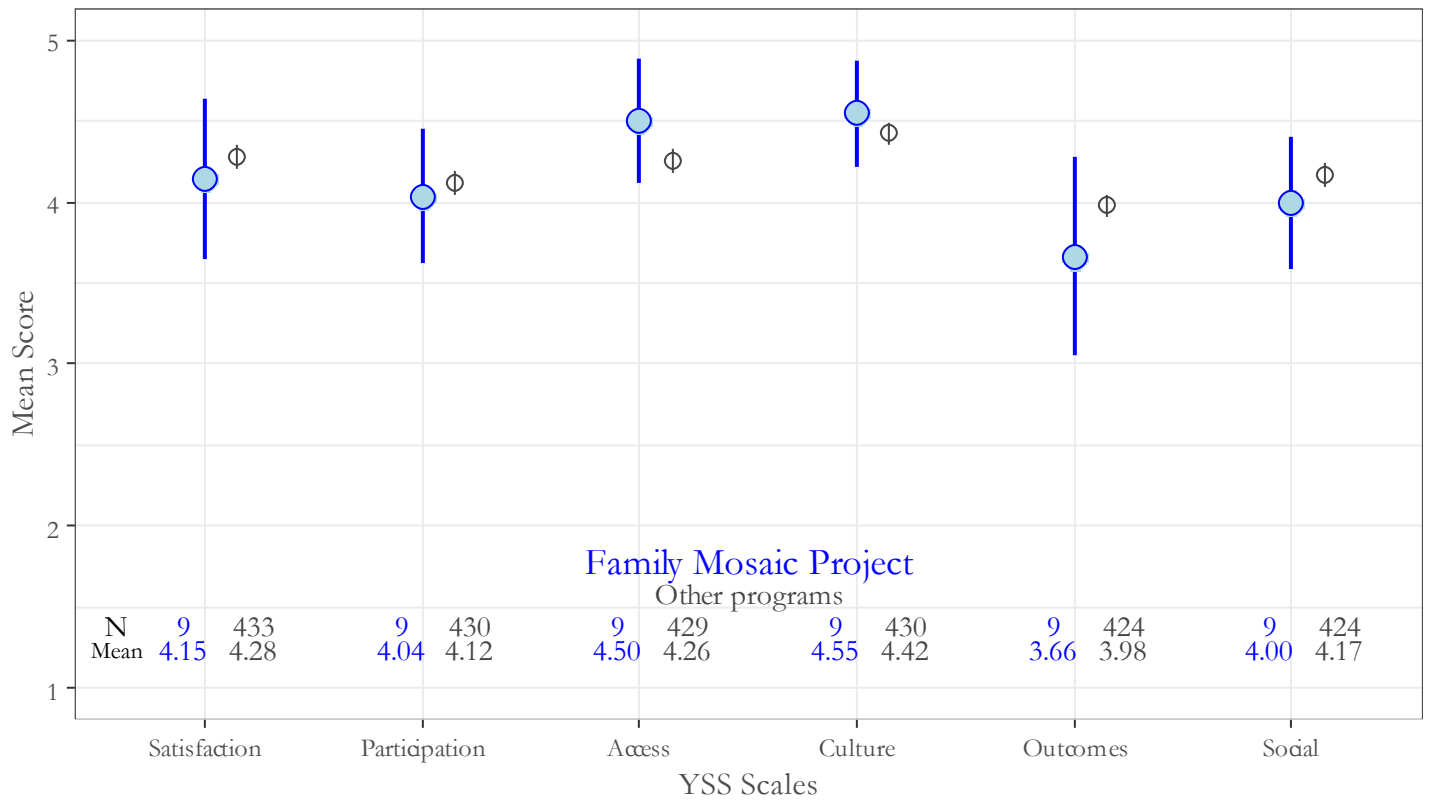
Youth Services Survey for Families



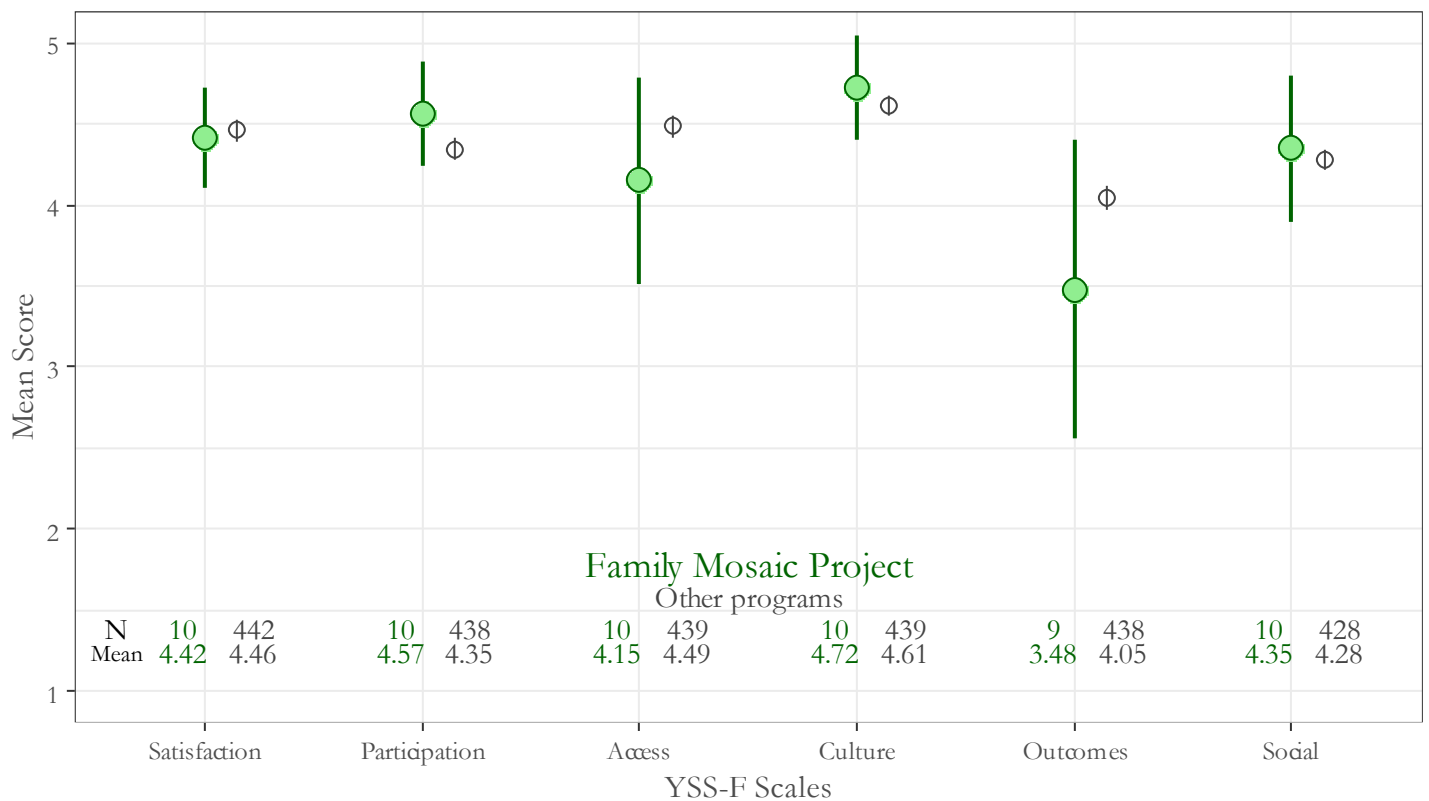
Youth Services Survey for Families N = 10

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 50.0 % | 5 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 50.0 % | 5 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 40.0 % | 5 50.0 % | 0 0.0 % | 1 10.0 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 50.0 % | 5 50.0 % | 0 0.0 % | 0 0.0 % |
| 90.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 1 10.0 % | 5 50.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 30.0 % | 7 70.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 50.0 % | 5 50.0 % | 0 0.0 % | 0 0.0 % |
| 77.8 % 8. The location of services was convenient for us | 0 0.0 % | 1 10.0 % | 1 10.0 % | 3 30.0 % | 4 40.0 % | 0 0.0 % | 1 10.0 % |
| 80.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 2 20.0 % | 3 30.0 % | 5 50.0 % | 0 0.0 % | 0 0.0 % |
| 90.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 1 10.0 % | 5 50.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 60.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 10.0 % | 9 90.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 20.0 % | 7 70.0 % | 1 10.0 % | 0 0.0 % |
| 90.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 1 10.0 % | 2 20.0 % | 7 70.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 30.0 % | 7 70.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 1 10.0 % | 0 0.0 % | 1 10.0 % | 4 40.0 % | 2 20.0 % | 2 20.0 % | 0 0.0 % |
| 100.0 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 50.0 % | 3 30.0 % | 2 20.0 % | 0 0.0 % |
| 85.7 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 1 10.0 % | 0 0.0 % | 3 30.0 % | 3 30.0 % | 2 20.0 % | 1 10.0 % |
| 62.5 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 1 10.0 % | 1 10.0 % | 1 10.0 % | 3 30.0 % | 2 20.0 % | 1 10.0 % | 1 10.0 % |
| 55.6 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 1 10.0 % | 2 20.0 % | 1 10.0 % | 3 30.0 % | 2 20.0 % | 1 10.0 % | 0 0.0 % |
| 62.5 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 1 10.0 % | 1 10.0 % | 1 10.0 % | 4 40.0 % | 1 10.0 % | 1 10.0 % | 1 10.0 % |
| 55.6 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 1 10.0 % | 1 10.0 % | 2 20.0 % | 4 40.0 % | 1 10.0 % | 1 10.0 % | 0 0.0 % |
| 90.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 1 10.0 % | 5 50.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 40.0 % | 6 60.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 10.0 % | 1 10.0 % | 3 30.0 % | 5 50.0 % | 0 0.0 % | 0 0.0 % |
| 90.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 10.0 % | 5 50.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



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

| | Family | Youth | <i>Total</i> |
|---------------------|-------------|------------|--------------|
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 10 100 % | 9 100 % | 19 100 % |
| <i>Total</i> | 10 100 % | 9 100 % | 19 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 30 clients; surveys were returned for 13 clients (13 / 30 = 43.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Foster Care Mental Health Program

Program Code(s): 89973

Overall Satisfaction¹

90.0%

Return Rate²

30.0%

Overall satisfaction³ mean score for Foster Care Mental Health Program: **4.15** (youth), **4.81** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

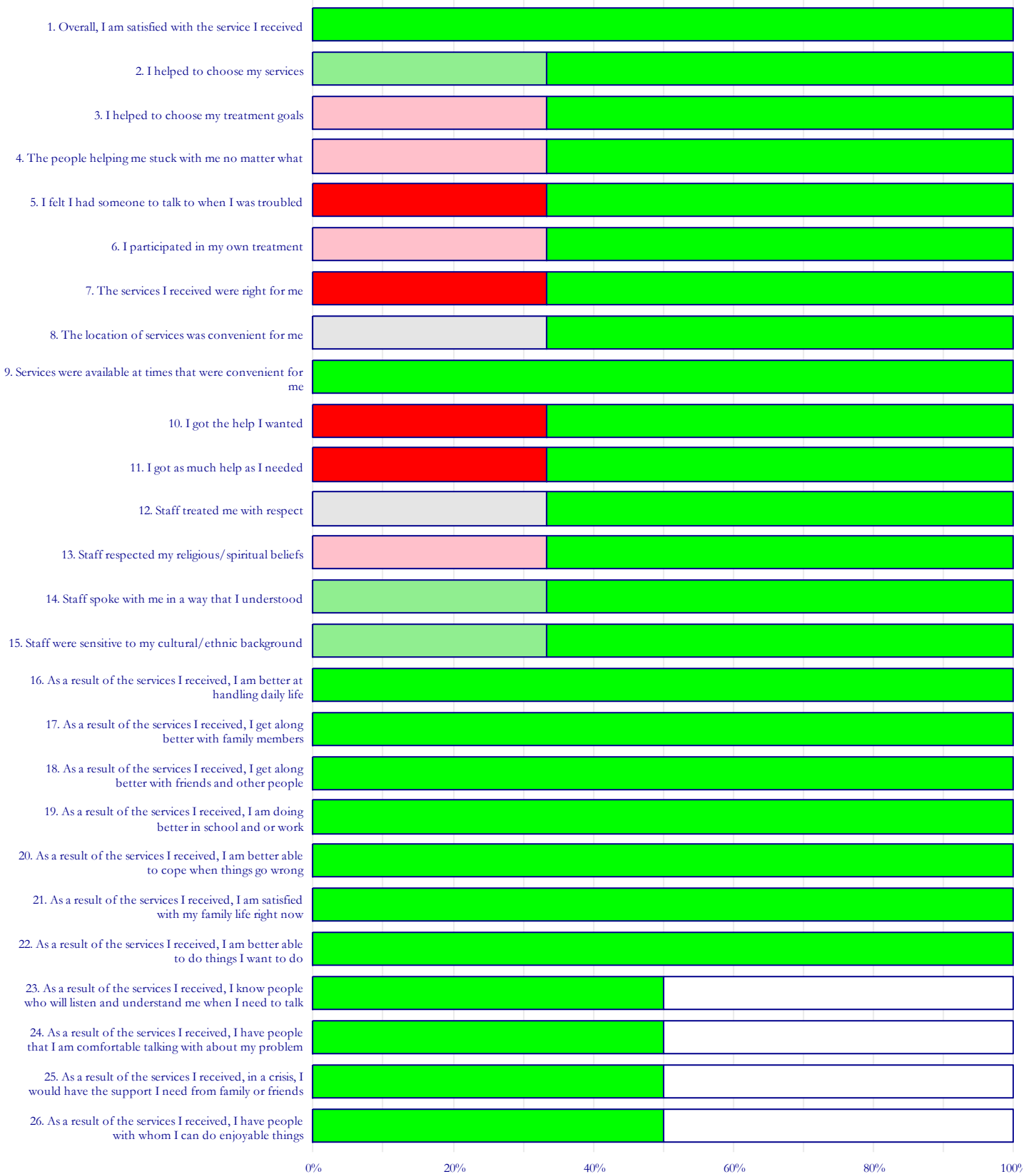
80.0% 3. I helped to choose my treatment goals

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

88.9% 2. I helped to choose my services

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

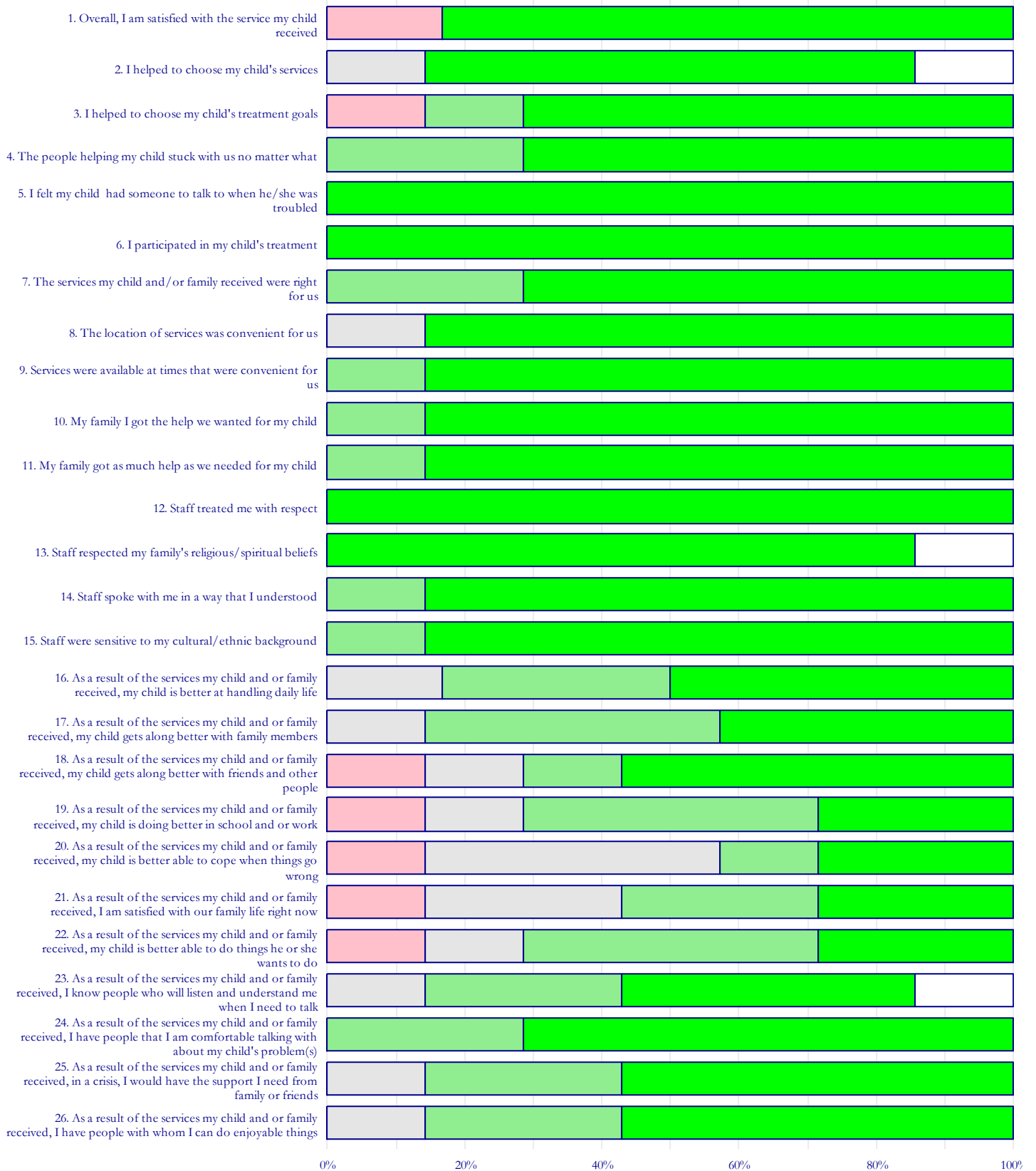
Youth Services Survey for Youth



Youth Services Survey for Youth N = 3

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

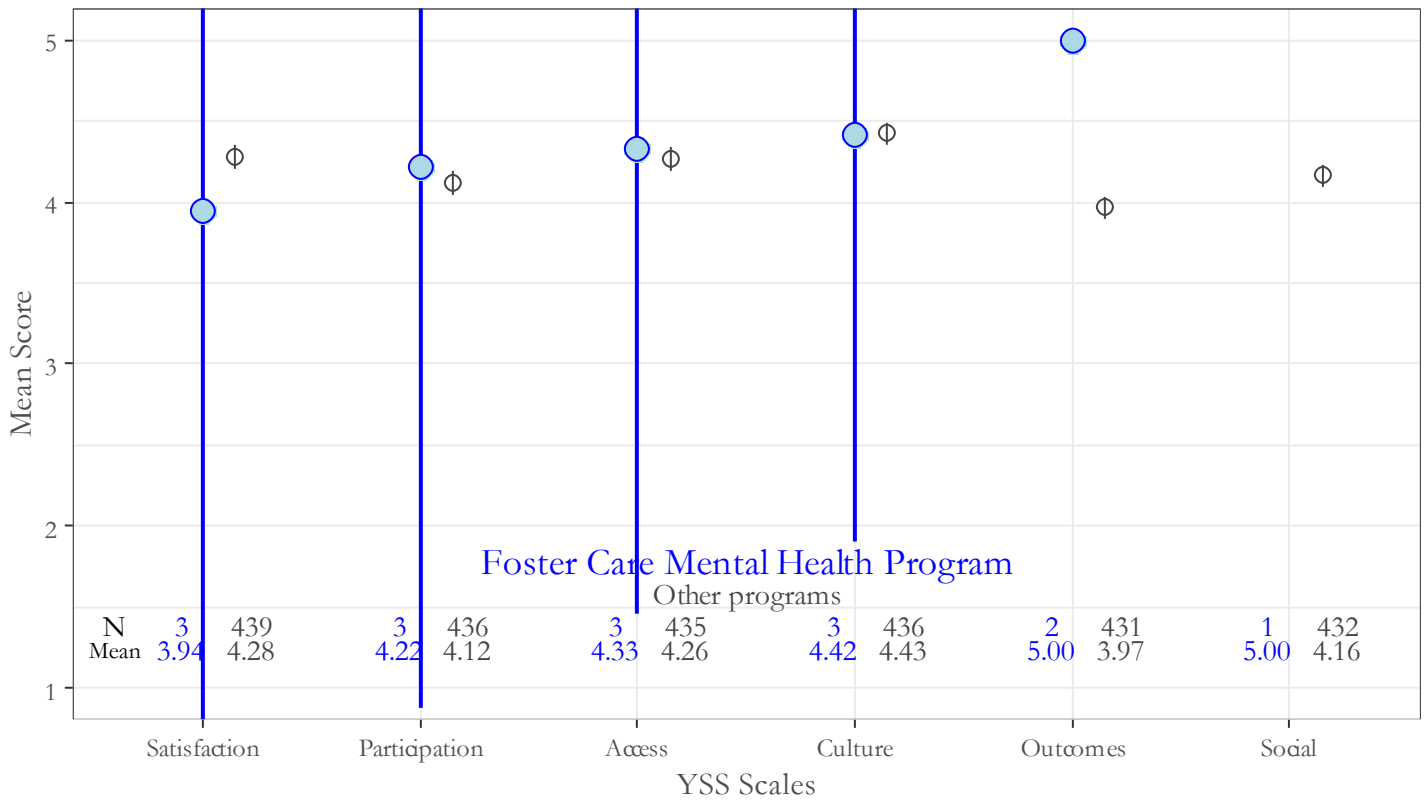
Youth Services Survey for Families



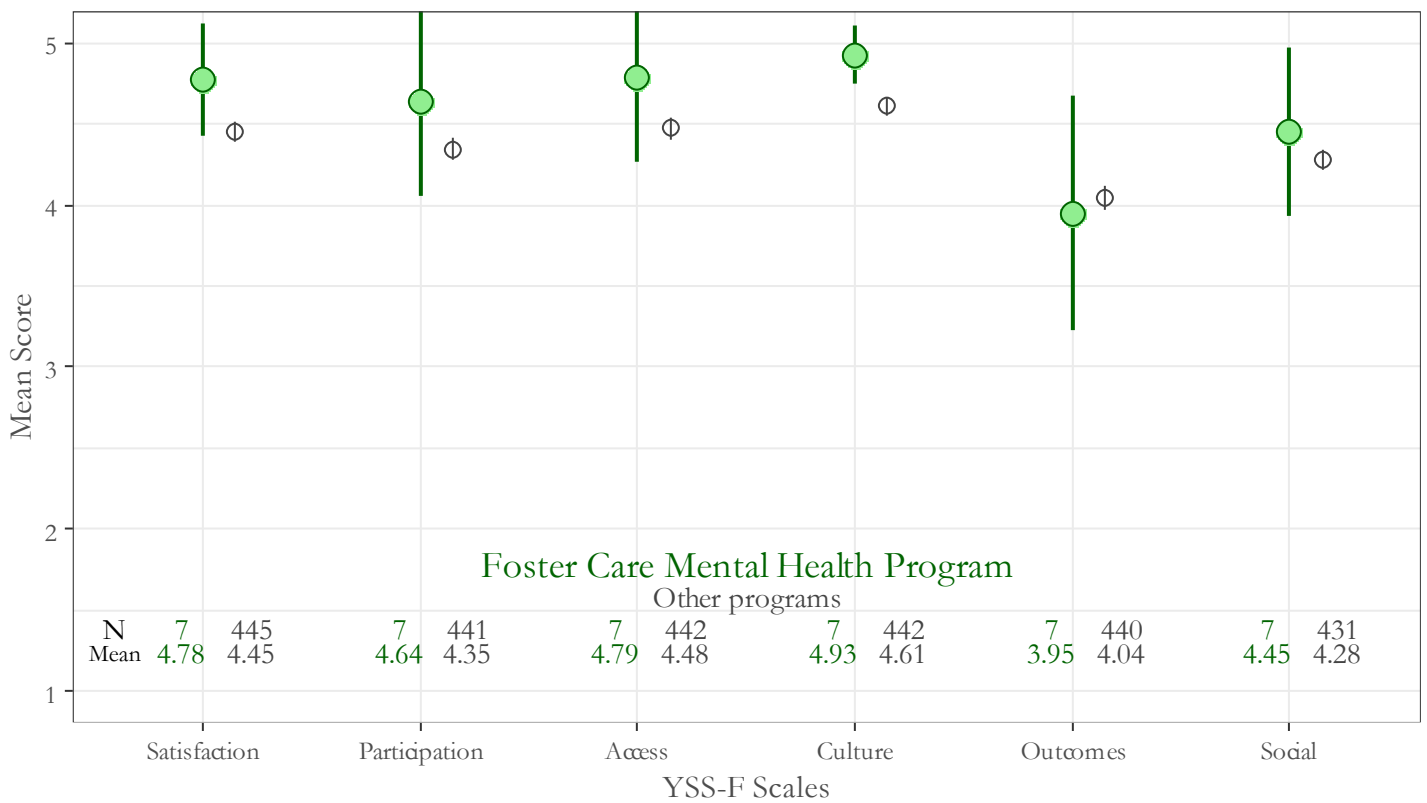
Youth Services Survey for Families N = 7

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 83.3 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 1 14.3 % | 0 0.0 % | 0 0.0 % | 5 71.4 % | 0 0.0 % | 1 14.3 % |
| 83.3 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 1 14.3 % | 0 0.0 % | 5 71.4 % | 1 14.3 % | 0 0.0 % |
| 85.7 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 1 14.3 % | 0 0.0 % | 1 14.3 % | 5 71.4 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 5 71.4 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 100.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 100.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 5 71.4 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 1 14.3 % | 0 0.0 % | 6 85.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 14.3 % | 6 85.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 14.3 % | 6 85.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 14.3 % | 6 85.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 100.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 85.7 % | 1 14.3 % | 0 0.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 14.3 % | 6 85.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 14.3 % | 6 85.7 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 1 14.3 % |
| 85.7 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 1 14.3 % | 3 42.9 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 1 14.3 % | 1 14.3 % | 1 14.3 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 1 14.3 % | 1 14.3 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 42.9 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 1 14.3 % | 3 42.9 % | 1 14.3 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 57.1 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 1 14.3 % | 2 28.6 % | 2 28.6 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 1 14.3 % | 1 14.3 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 4 57.1 % | 1 14.3 % | 0 0.0 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 5 71.4 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|--|--------------------------------------|------------|--------------|
| Foster Care Mental Health Program | | | |
| Completion Status | Completion by Respondent Type | | Total |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 7 100 % | 3 100 % | 10 100 % |
| Total | 7 100 % | 3 100 % | 10 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 30 clients; surveys were returned for 9 clients (9 / 30 = 30.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

FSA Adult Full Service Partnership FSP-CARE

Program Code(s): 3822A3 3822OP

Overall Satisfaction¹

88.7%

Return Rate²

91.0%

Overall satisfaction³ mean score for FSA Adult Full Service Partnership FSP-CARE: **4.17**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

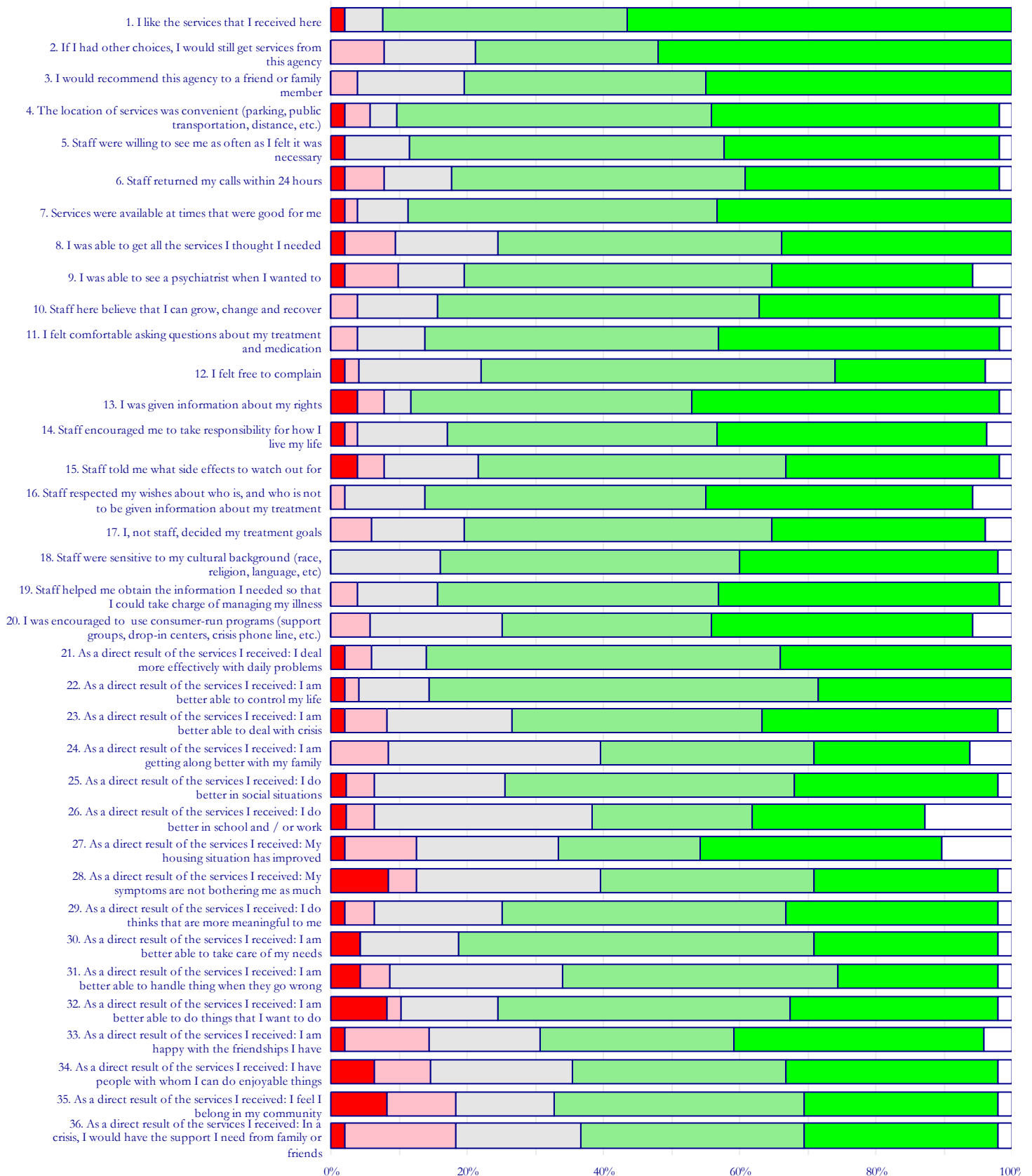
- 92.5% 1. I like the services that I received here
- 88.7% 7. Services were available at times that were good for me
- 88.2% 5. Staff were willing to see me as often as I felt it was necessary

Lowest Agreement Items

- 73.5% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 75.5% 8. I was able to get all the services I thought I needed
- 77.1% 12. I felt free to complain

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

MHSIP Items



MHSIP Items 1-25

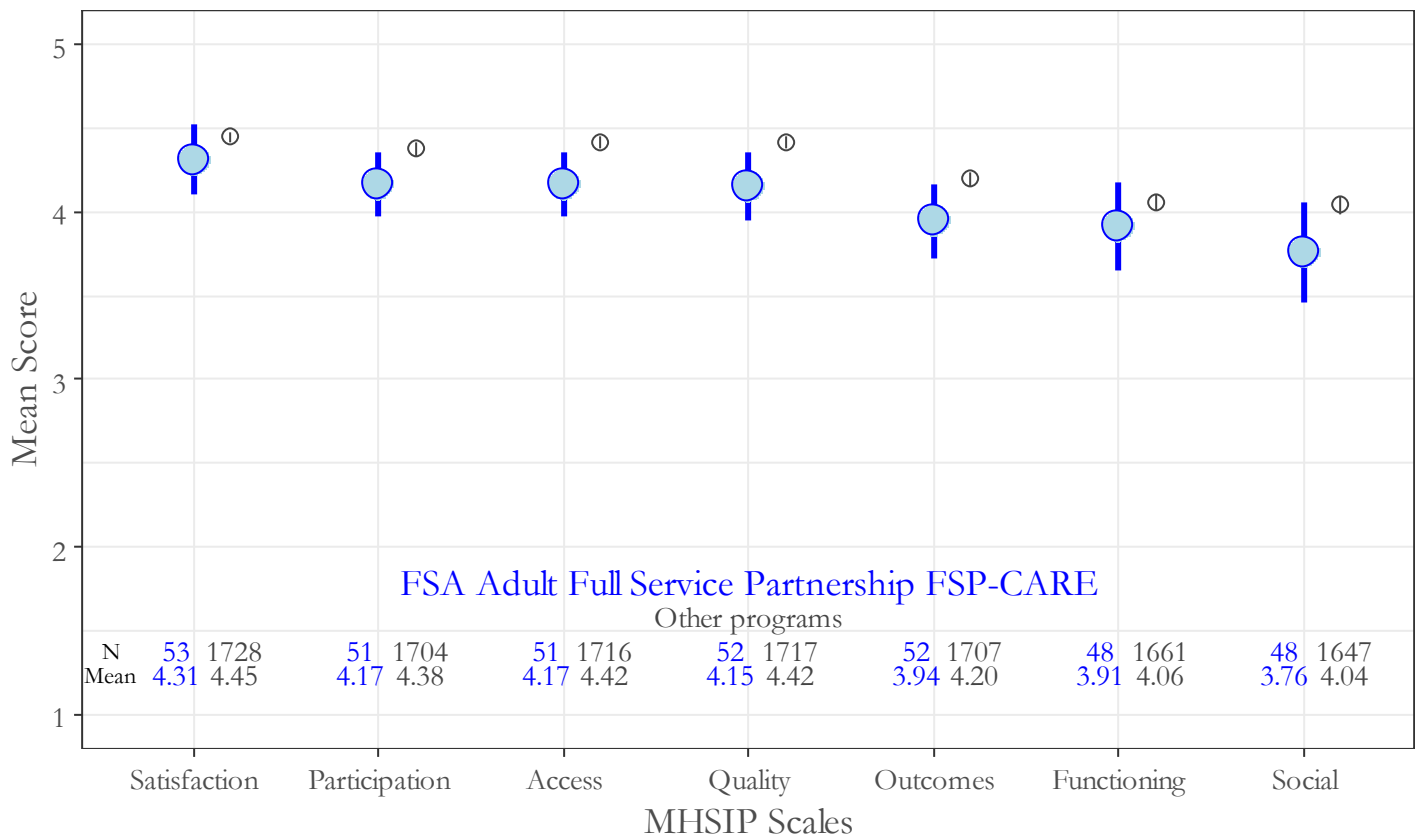
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|--------------|--------------|----------------|------------|--------------|
| 92.5 % 1. I like the services that I received here | 1 1.6 % | 0 0.0 % | 3 4.8 % | 19 30.6 % | 30 48.4 % | 0 0.0 % | 9 14.5 % |
| 78.8 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 4 6.4 % | 7 11.3 % | 14 22.6 % | 27 43.5 % | 0 0.0 % | 10 16.1 % |
| 80.4 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 2 3.2 % | 8 12.9 % | 18 29.0 % | 23 37.1 % | 0 0.0 % | 11 17.7 % |
| 90.2 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 1 1.6 % | 2 3.2 % | 2 3.2 % | 24 38.7 % | 22 35.5 % | 1 1.6 % | 10 16.1 % |
| 88.2 % 5. Staff were willing to see me as often as I felt it was necessary | 1 1.6 % | 0 0.0 % | 5 8.1 % | 24 38.7 % | 21 33.9 % | 1 1.6 % | 10 16.1 % |
| 82.0 % 6. Staff returned my calls within 24 hours | 1 1.6 % | 3 4.8 % | 5 8.1 % | 22 35.5 % | 19 30.6 % | 1 1.6 % | 11 17.7 % |
| 88.7 % 7. Services were available at times that were good for me | 1 1.6 % | 1 1.6 % | 4 6.4 % | 24 38.7 % | 23 37.1 % | 0 0.0 % | 9 14.5 % |
| 75.5 % 8. I was able to get all the services I thought I needed | 1 1.6 % | 4 6.4 % | 8 12.9 % | 22 35.5 % | 18 29.0 % | 0 0.0 % | 9 14.5 % |
| 79.2 % 9. I was able to see a psychiatrist when I wanted to | 1 1.6 % | 4 6.4 % | 5 8.1 % | 23 37.1 % | 15 24.2 % | 3 4.8 % | 11 17.7 % |
| 84.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 2 3.2 % | 6 9.7 % | 24 38.7 % | 18 29.0 % | 1 1.6 % | 11 17.7 % |
| 86.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 2 3.2 % | 5 8.1 % | 22 35.5 % | 21 33.9 % | 1 1.6 % | 11 17.7 % |
| 77.1 % 12. I felt free to complain | 1 1.6 % | 1 1.6 % | 9 14.5 % | 26 41.9 % | 11 17.7 % | 2 3.2 % | 12 19.4 % |
| 88.0 % 13. I was given information about my rights | 2 3.2 % | 2 3.2 % | 2 3.2 % | 21 33.9 % | 23 37.1 % | 1 1.6 % | 11 17.7 % |
| 82.4 % 14. Staff encouraged me to take responsibility for how I live my life | 1 1.6 % | 1 1.6 % | 7 11.3 % | 21 33.9 % | 21 33.9 % | 2 3.2 % | 9 14.5 % |
| 78.0 % 15. Staff told me what side effects to watch out for | 2 3.2 % | 2 3.2 % | 7 11.3 % | 23 37.1 % | 16 25.8 % | 1 1.6 % | 11 17.7 % |
| 85.4 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 1 1.6 % | 6 9.7 % | 21 33.9 % | 20 32.3 % | 3 4.8 % | 11 17.7 % |
| 79.6 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 3 4.8 % | 7 11.3 % | 23 37.1 % | 16 25.8 % | 2 3.2 % | 11 17.7 % |
| 83.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 8 12.9 % | 22 35.5 % | 19 30.6 % | 1 1.6 % | 12 19.4 % |
| 84.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 2 3.2 % | 6 9.7 % | 21 33.9 % | 21 33.9 % | 1 1.6 % | 11 17.7 % |
| 73.5 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 3 4.8 % | 10 16.1 % | 16 25.8 % | 20 32.3 % | 3 4.8 % | 10 16.1 % |
| 86.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 1 1.6 % | 2 3.2 % | 4 6.4 % | 26 41.9 % | 17 27.4 % | 0 0.0 % | 12 19.4 % |
| 85.7 % 22. As a direct result of the services I received: I am better able to control my life | 1 1.6 % | 1 1.6 % | 5 8.1 % | 28 45.2 % | 14 22.6 % | 0 0.0 % | 13 21.0 % |
| 72.9 % 23. As a direct result of the services I received: I am better able to deal with crisis | 1 1.6 % | 3 4.8 % | 9 14.5 % | 18 29.0 % | 17 27.4 % | 1 1.6 % | 13 21.0 % |
| 57.8 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 4 6.4 % | 15 24.2 % | 15 24.2 % | 11 17.7 % | 3 4.8 % | 14 22.6 % |
| 73.9 % 25. As a direct result of the services I received: I do better in social situations | 1 1.6 % | 2 3.2 % | 9 14.5 % | 20 32.3 % | 14 22.6 % | 1 1.6 % | 15 24.2 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|--------------|--------------|----------------|------------|--------------|
| 56.1 % 26. As a direct result of the services I received: I do better in school and / or work | 1 1.6 % | 2 3.2 % | 15 24.2 % | 11 17.7 % | 12 19.4 % | 6 9.7 % | 15 24.2 % |
| 62.8 % 27. As a direct result of the services I received: My housing situation has improved | 1 1.6 % | 5 8.1 % | 10 16.1 % | 10 16.1 % | 17 27.4 % | 5 8.1 % | 14 22.6 % |
| 59.6 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 4 6.4 % | 2 3.2 % | 13 21.0 % | 15 24.2 % | 13 21.0 % | 1 1.6 % | 14 22.6 % |
| 74.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 1 1.6 % | 2 3.2 % | 9 14.5 % | 20 32.3 % | 15 24.2 % | 1 1.6 % | 14 22.6 % |
| 80.9 % 30. As a direct result of the services I received: I am better able to take care of my needs | 2 3.2 % | 0 0.0 % | 7 11.3 % | 25 40.3 % | 13 21.0 % | 1 1.6 % | 14 22.6 % |
| 65.2 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 2 3.2 % | 2 3.2 % | 12 19.4 % | 19 30.6 % | 11 17.7 % | 1 1.6 % | 15 24.2 % |
| 75.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 4 6.4 % | 1 1.6 % | 7 11.3 % | 21 33.9 % | 15 24.2 % | 1 1.6 % | 13 21.0 % |
| 68.1 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 1.6 % | 6 9.7 % | 8 12.9 % | 14 22.6 % | 18 29.0 % | 2 3.2 % | 13 21.0 % |
| 63.8 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 3 4.8 % | 4 6.4 % | 10 16.1 % | 15 24.2 % | 15 24.2 % | 1 1.6 % | 14 22.6 % |
| 66.7 % 35. As a direct result of the services I received: I feel I belong in my community | 4 6.4 % | 5 8.1 % | 7 11.3 % | 18 29.0 % | 14 22.6 % | 1 1.6 % | 13 21.0 % |
| 62.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 1 1.6 % | 8 12.9 % | 9 14.5 % | 16 25.8 % | 14 22.6 % | 1 1.6 % | 13 21.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 9 14.5 % | 0 0 % | 9 14.5 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 53 85.5 % | 0 0 % | 53 85.5 % |
| Total | 62 100 % | 0 100 % | 62 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 67 clients; surveys were returned for 61 clients (61/67 = 91.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

FSA Deaf Community Counseling Services

Program Code(s): 3822DC

Overall Satisfaction¹

85.7%

Return Rate²

87.5%

Overall satisfaction³ mean score for FSA Deaf Community Counseling Services: **4.18**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

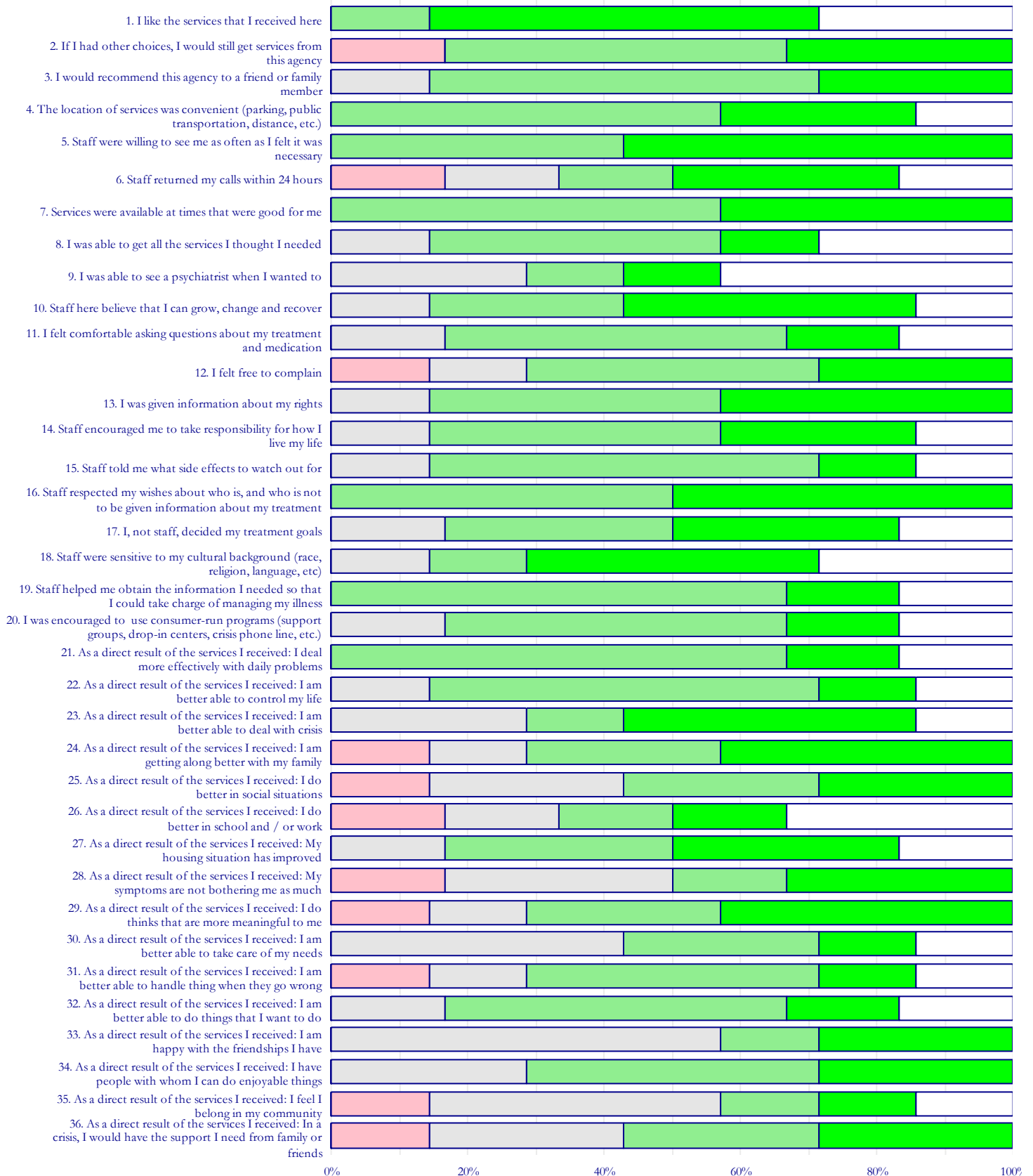
50.0% 9. I was able to see a psychiatrist when I wanted to

60.0% 6. Staff returned my calls within 24 hours

71.4% 12. I felt free to complain

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

MHSIP Items



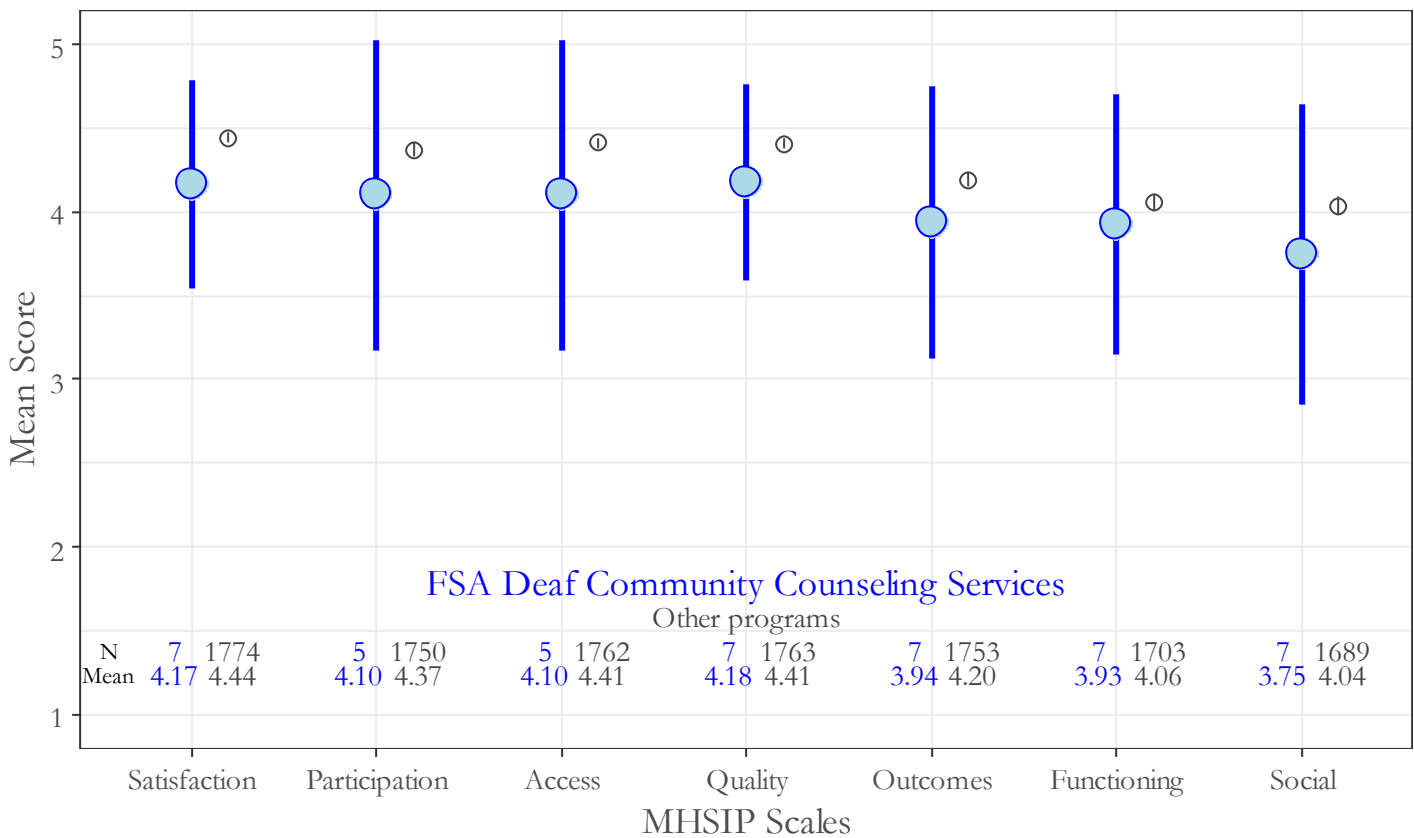
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 14.3 % | 4 57.1 % | 2 28.6 % | 0 0.0 % |
| 83.3 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 1 14.3 % | 0 0.0 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 1 14.3 % |
| 85.7 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 1 14.3 % | 4 57.1 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 57.1 % | 2 28.6 % | 1 14.3 % | 0 0.0 % |
| 100.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 1 14.3 % | 1 14.3 % | 1 14.3 % | 2 28.6 % | 1 14.3 % | 1 14.3 % |
| 100.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 57.1 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 1 14.3 % | 3 42.9 % | 1 14.3 % | 2 28.6 % | 0 0.0 % |
| 50.0 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 2 28.6 % | 1 14.3 % | 1 14.3 % | 3 42.9 % | 0 0.0 % |
| 83.3 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 3 42.9 % | 1 14.3 % | 0 0.0 % |
| 80.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 14.3 % | 3 42.9 % | 1 14.3 % | 1 14.3 % | 1 14.3 % |
| 71.4 % 12. I felt free to complain | 0 0.0 % | 1 14.3 % | 1 14.3 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 14.3 % | 3 42.9 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 1 14.3 % | 3 42.9 % | 2 28.6 % | 1 14.3 % | 0 0.0 % |
| 83.3 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 1 14.3 % | 4 57.1 % | 1 14.3 % | 1 14.3 % | 0 0.0 % |
| 100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 3 42.9 % | 0 0.0 % | 1 14.3 % |
| 80.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 2 28.6 % | 1 14.3 % | 1 14.3 % |
| 80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 1 14.3 % | 1 14.3 % | 3 42.9 % | 2 28.6 % | 0 0.0 % |
| 100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 57.1 % | 1 14.3 % | 1 14.3 % | 1 14.3 % |
| 80.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 1 14.3 % | 3 42.9 % | 1 14.3 % | 1 14.3 % | 1 14.3 % |
| 100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 57.1 % | 1 14.3 % | 1 14.3 % | 1 14.3 % |
| 83.3 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 1 14.3 % | 4 57.1 % | 1 14.3 % | 1 14.3 % | 0 0.0 % |
| 66.7 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 2 28.6 % | 1 14.3 % | 3 42.9 % | 1 14.3 % | 0 0.0 % |
| 71.4 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 1 14.3 % | 1 14.3 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 57.1 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 1 14.3 % | 2 28.6 % | 2 28.6 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 50.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 1 14.3 % | 1 14.3 % | 1 14.3 % | 1 14.3 % | 2 28.6 % | 1 14.3 % |
| 80.0 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 2 28.6 % | 1 14.3 % | 1 14.3 % |
| 50.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 1 14.3 % | 2 28.6 % | 1 14.3 % | 2 28.6 % | 0 0.0 % | 1 14.3 % |
| 71.4 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 1 14.3 % | 1 14.3 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 3 42.9 % | 2 28.6 % | 1 14.3 % | 1 14.3 % | 0 0.0 % |
| 66.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 1 14.3 % | 1 14.3 % | 3 42.9 % | 1 14.3 % | 1 14.3 % | 0 0.0 % |
| 80.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 1 14.3 % | 3 42.9 % | 1 14.3 % | 1 14.3 % | 1 14.3 % |
| 42.9 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 4 57.1 % | 1 14.3 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 33.3 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 1 14.3 % | 3 42.9 % | 1 14.3 % | 1 14.3 % | 1 14.3 % | 0 0.0 % |
| 57.1 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 14.3 % | 2 28.6 % | 2 28.6 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 7 100 % | 0 0 % | 7 100 % |
| Total | 7 100 % | 0 100 % | 7 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 8 clients; surveys were returned for 7 clients (7/8 = 87.5%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

FSA Full Circle Family Program

Program Code(s): 3822O3

Overall Satisfaction¹

89.7%

Return Rate²

93.3%

Overall satisfaction³ mean score for FSA Full Circle Family Program: **3.89** (youth), **4.33** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.49** (family).

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

Highest Agreement Items

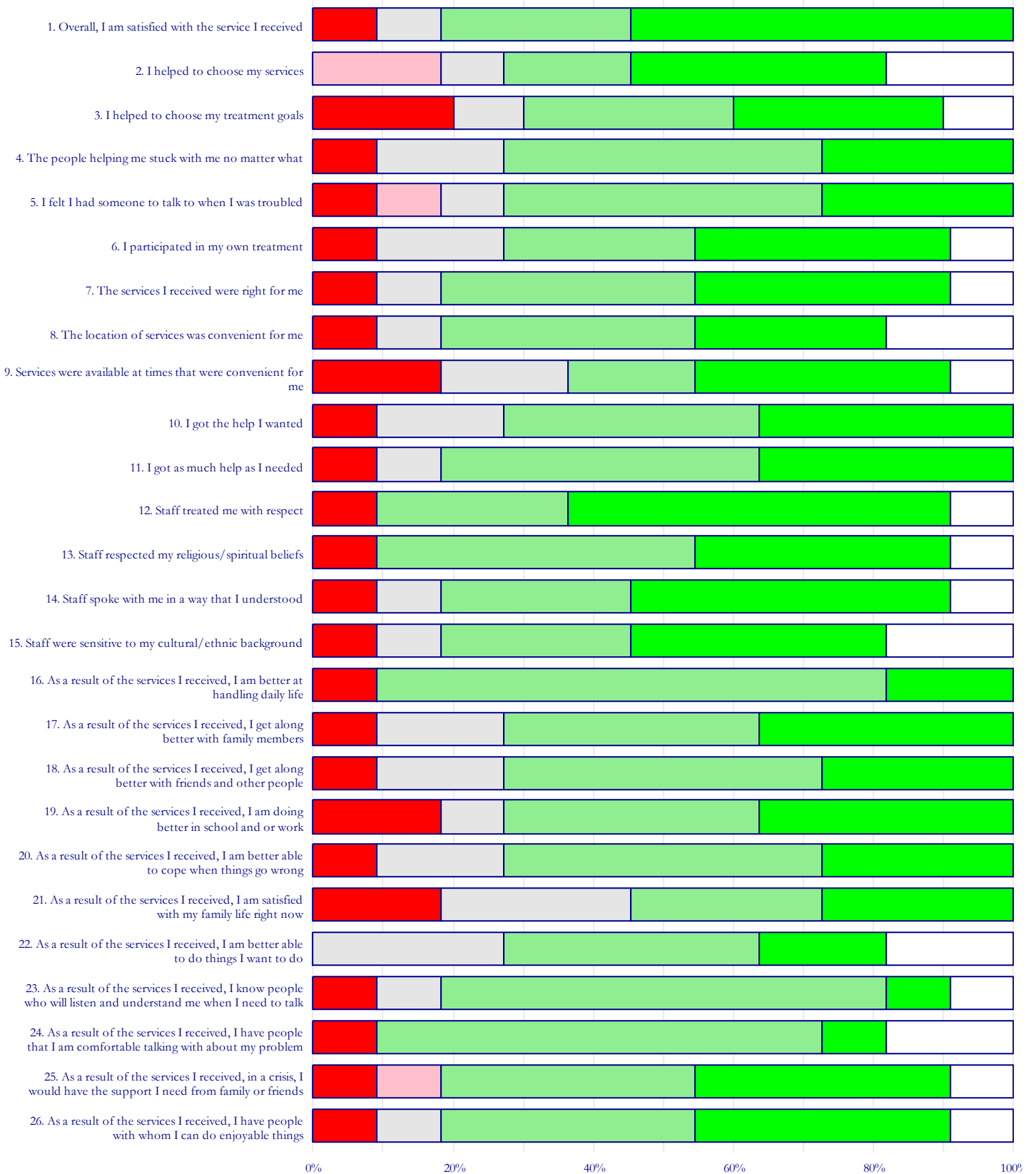
- 96.4% 12. Staff treated me with respect
- 96.2% 13. Staff respected my religious/spiritual beliefs
- 92.6% 14. Staff spoke with me in a way that I understood

Lowest Agreement Items

- 72.0% 2. I helped to choose my services
- 78.6% 10. I got the help I wanted
- 83.3% 3. I helped to choose my treatment goals

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

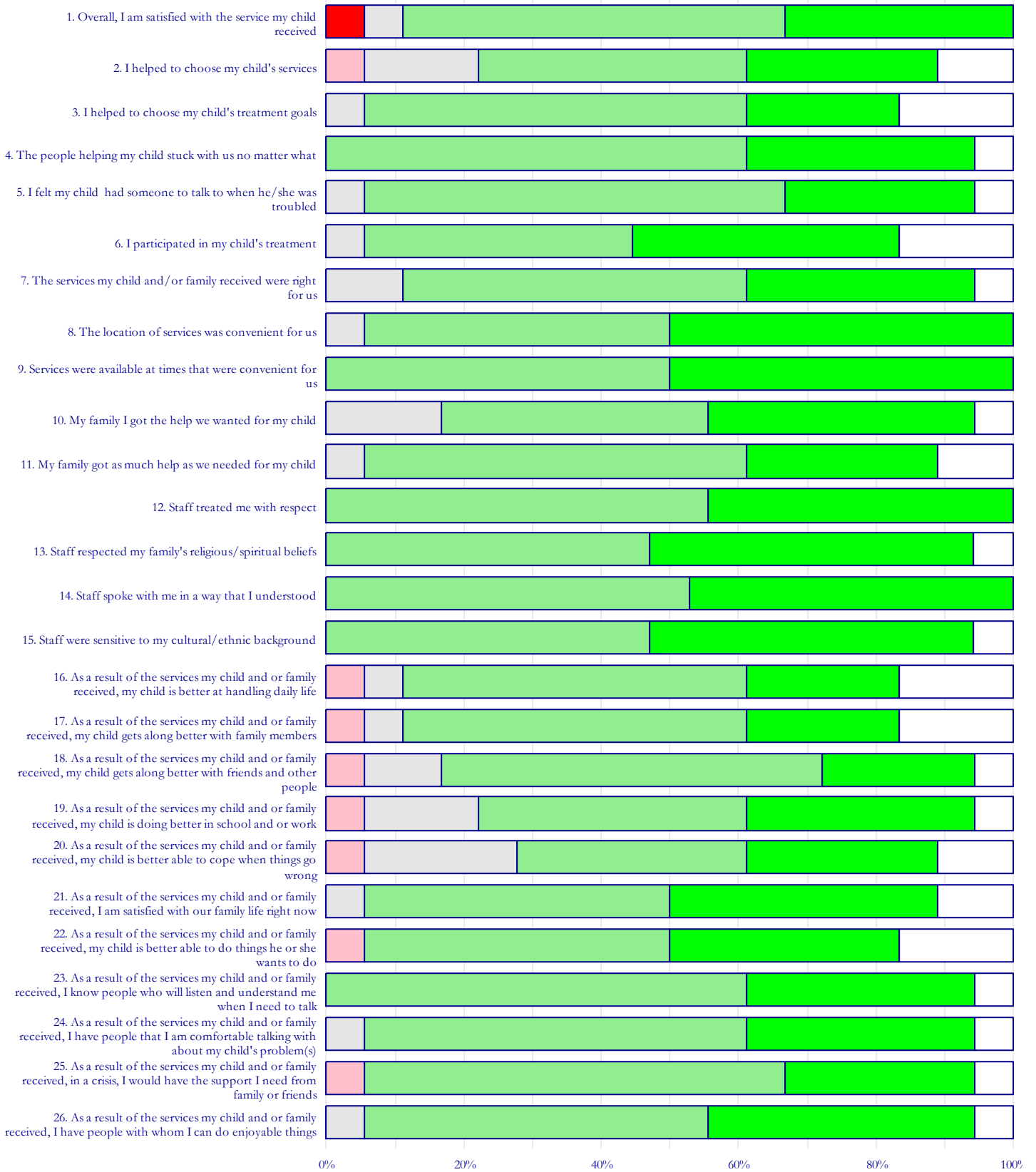
Youth Services Survey for Youth



Youth Services Survey for Youth N = 15

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 81.8 % 1. Overall, I am satisfied with the service I received | 1 6.7 % | 0 0.0 % | 1 6.7 % | 3 20.0 % | 6 40.0 % | 0 0.0 % | 4 26.7 % |
| 66.7 % 2. I helped to choose my services | 0 0.0 % | 2 13.3 % | 1 6.7 % | 2 13.3 % | 4 26.7 % | 2 13.3 % | 4 26.7 % |
| 66.7 % 3. I helped to choose my treatment goals | 2 13.3 % | 0 0.0 % | 1 6.7 % | 3 20.0 % | 3 20.0 % | 1 6.7 % | 5 33.3 % |
| 72.7 % 4. The people helping me stuck with me no matter what | 1 6.7 % | 0 0.0 % | 2 13.3 % | 5 33.3 % | 3 20.0 % | 0 0.0 % | 4 26.7 % |
| 72.7 % 5. I felt I had someone to talk to when I was troubled | 1 6.7 % | 1 6.7 % | 1 6.7 % | 5 33.3 % | 3 20.0 % | 0 0.0 % | 4 26.7 % |
| 70.0 % 6. I participated in my own treatment | 1 6.7 % | 0 0.0 % | 2 13.3 % | 3 20.0 % | 4 26.7 % | 1 6.7 % | 4 26.7 % |
| 80.0 % 7. The services I received were right for me | 1 6.7 % | 0 0.0 % | 1 6.7 % | 4 26.7 % | 4 26.7 % | 1 6.7 % | 4 26.7 % |
| 77.8 % 8. The location of services was convenient for me | 1 6.7 % | 0 0.0 % | 1 6.7 % | 4 26.7 % | 3 20.0 % | 2 13.3 % | 4 26.7 % |
| 60.0 % 9. Services were available at times that were convenient for me | 2 13.3 % | 0 0.0 % | 2 13.3 % | 2 13.3 % | 4 26.7 % | 1 6.7 % | 4 26.7 % |
| 72.7 % 10. I got the help I wanted | 1 6.7 % | 0 0.0 % | 2 13.3 % | 4 26.7 % | 4 26.7 % | 0 0.0 % | 4 26.7 % |
| 81.8 % 11. I got as much help as I needed | 1 6.7 % | 0 0.0 % | 1 6.7 % | 5 33.3 % | 4 26.7 % | 0 0.0 % | 4 26.7 % |
| 90.0 % 12. Staff treated me with respect | 1 6.7 % | 0 0.0 % | 0 0.0 % | 3 20.0 % | 6 40.0 % | 1 6.7 % | 4 26.7 % |
| 90.0 % 13. Staff respected my religious/spiritual beliefs | 1 6.7 % | 0 0.0 % | 0 0.0 % | 5 33.3 % | 4 26.7 % | 1 6.7 % | 4 26.7 % |
| 80.0 % 14. Staff spoke with me in a way that I understood | 1 6.7 % | 0 0.0 % | 1 6.7 % | 3 20.0 % | 5 33.3 % | 1 6.7 % | 4 26.7 % |
| 77.8 % 15. Staff were sensitive to my cultural/ethnic background | 1 6.7 % | 0 0.0 % | 1 6.7 % | 3 20.0 % | 4 26.7 % | 2 13.3 % | 4 26.7 % |
| 90.9 % 16. As a result of the services I received, I am better at handling daily life | 1 6.7 % | 0 0.0 % | 0 0.0 % | 8 53.3 % | 2 13.3 % | 0 0.0 % | 4 26.7 % |
| 72.7 % 17. As a result of the services I received, I get along better with family members | 1 6.7 % | 0 0.0 % | 2 13.3 % | 4 26.7 % | 4 26.7 % | 0 0.0 % | 4 26.7 % |
| 72.7 % 18. As a result of the services I received, I get along better with friends and other people | 1 6.7 % | 0 0.0 % | 2 13.3 % | 5 33.3 % | 3 20.0 % | 0 0.0 % | 4 26.7 % |
| 72.7 % 19. As a result of the services I received, I am doing better in school and or work | 2 13.3 % | 0 0.0 % | 1 6.7 % | 4 26.7 % | 4 26.7 % | 0 0.0 % | 4 26.7 % |
| 72.7 % 20. As a result of the services I received, I am better able to cope when things go wrong | 1 6.7 % | 0 0.0 % | 2 13.3 % | 5 33.3 % | 3 20.0 % | 0 0.0 % | 4 26.7 % |
| 54.5 % 21. As a result of the services I received, I am satisfied with my family life right now | 2 13.3 % | 0 0.0 % | 3 20.0 % | 3 20.0 % | 3 20.0 % | 0 0.0 % | 4 26.7 % |
| 66.7 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 3 20.0 % | 4 26.7 % | 2 13.3 % | 2 13.3 % | 4 26.7 % |
| 80.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 1 6.7 % | 0 0.0 % | 1 6.7 % | 7 46.7 % | 1 6.7 % | 1 6.7 % | 4 26.7 % |
| 88.9 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 1 6.7 % | 0 0.0 % | 0 0.0 % | 7 46.7 % | 1 6.7 % | 2 13.3 % | 4 26.7 % |
| 80.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 1 6.7 % | 1 6.7 % | 0 0.0 % | 4 26.7 % | 4 26.7 % | 1 6.7 % | 4 26.7 % |
| 80.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 1 6.7 % | 0 0.0 % | 1 6.7 % | 4 26.7 % | 4 26.7 % | 1 6.7 % | 4 26.7 % |

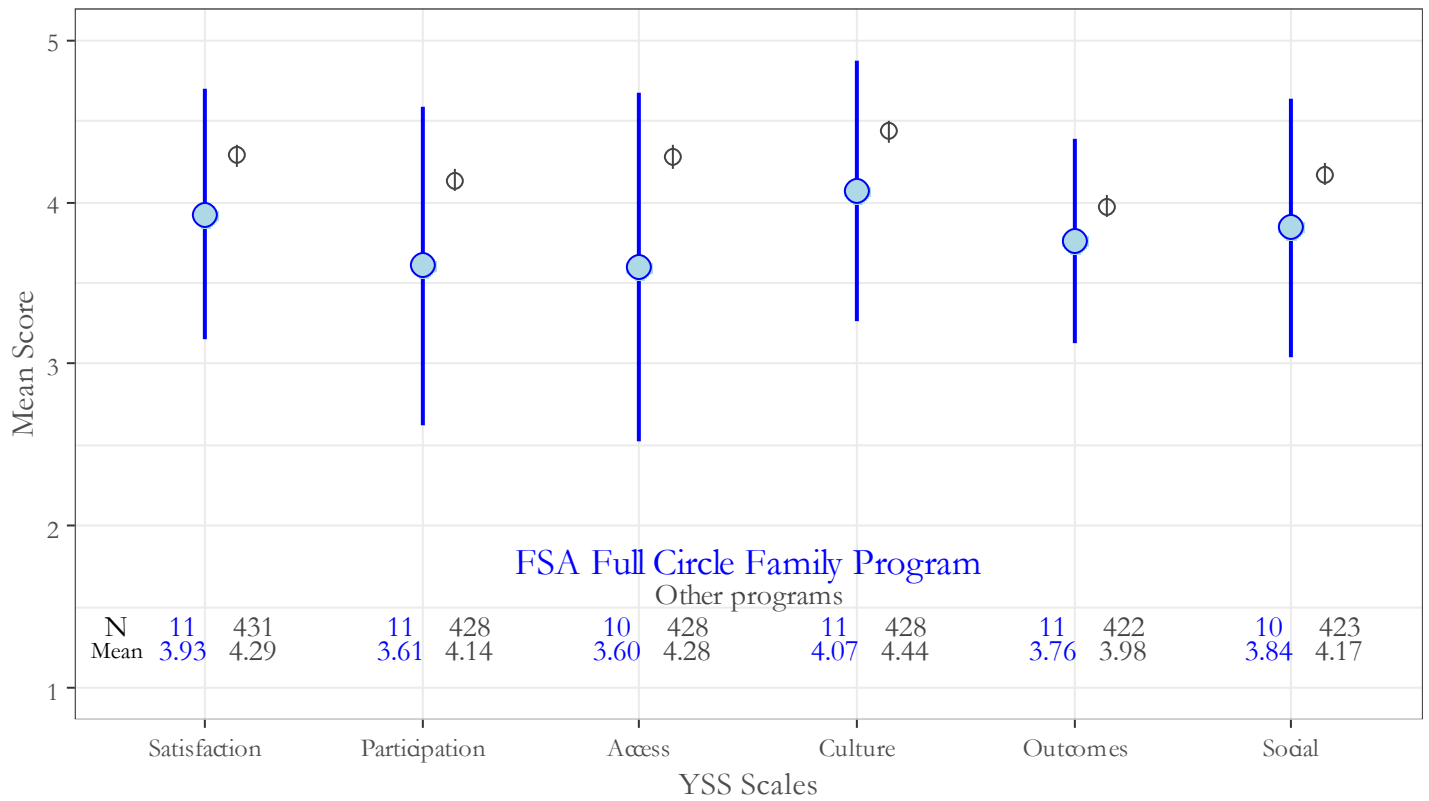
Youth Services Survey for Families



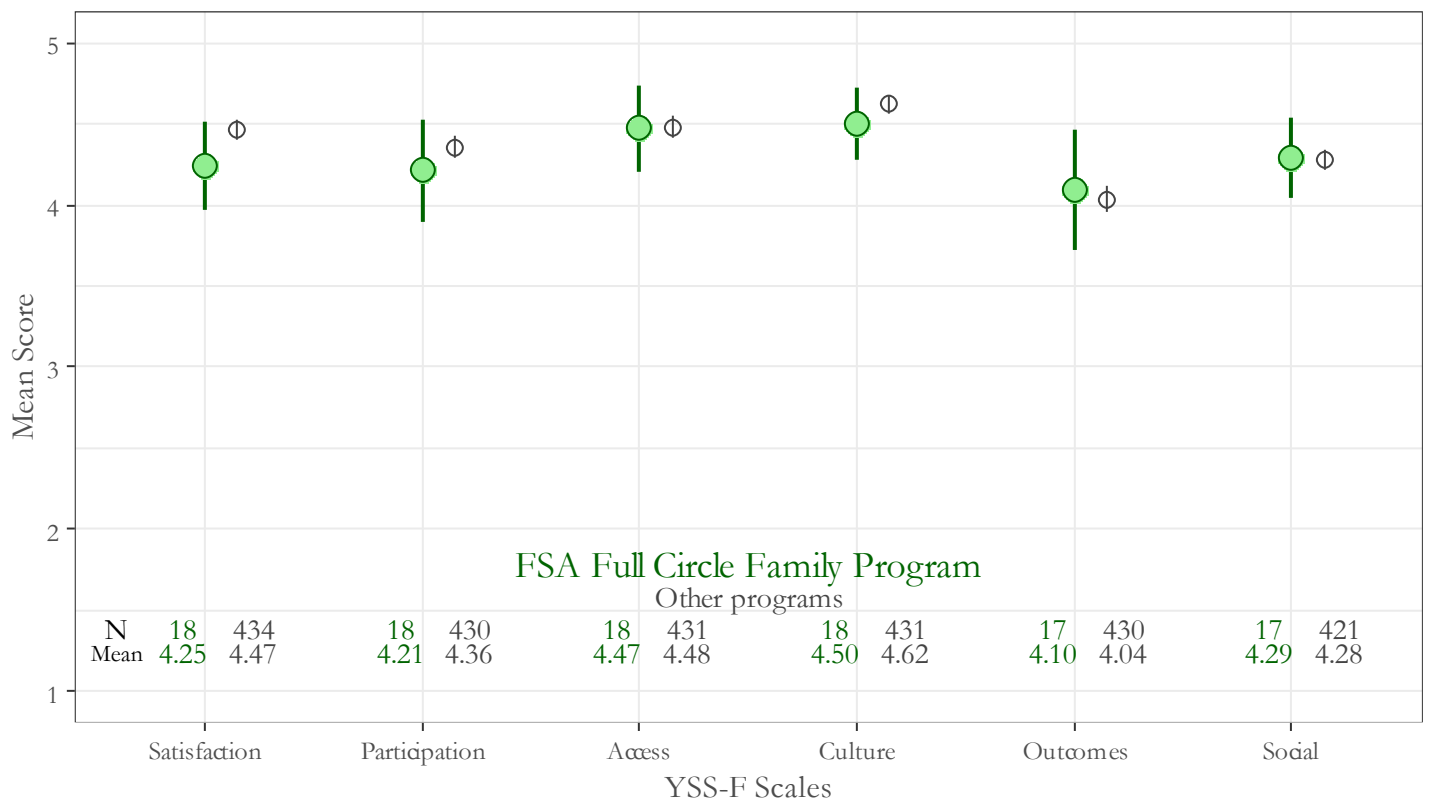
Youth Services Survey for Families N = 26

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|-------------|--------------|----------------|-------------|-------------|
| 88.9 % 1. Overall, I am satisfied with the service my child received | 1 3.8 % | 0 0.0 % | 1 3.8 % | 10 38.5 % | 6 23.1 % | 0 0.0 % | 8 30.8 % |
| 75.0 % 2. I helped to choose my child's services | 0 0.0 % | 1 3.8 % | 3 11.5 % | 7 26.9 % | 5 19.2 % | 2 7.7 % | 8 30.8 % |
| 93.3 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 1 3.8 % | 10 38.5 % | 4 15.4 % | 3 11.5 % | 8 30.8 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 11 42.3 % | 6 23.1 % | 1 3.8 % | 8 30.8 % |
| 94.1 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 1 3.8 % | 11 42.3 % | 5 19.2 % | 1 3.8 % | 8 30.8 % |
| 93.3 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 1 3.8 % | 7 26.9 % | 7 26.9 % | 3 11.5 % | 8 30.8 % |
| 88.2 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 2 7.7 % | 9 34.6 % | 6 23.1 % | 1 3.8 % | 8 30.8 % |
| 94.4 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 1 3.8 % | 8 30.8 % | 9 34.6 % | 0 0.0 % | 8 30.8 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 34.6 % | 9 34.6 % | 0 0.0 % | 8 30.8 % |
| 82.4 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 3 11.5 % | 7 26.9 % | 7 26.9 % | 1 3.8 % | 8 30.8 % |
| 93.8 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 1 3.8 % | 10 38.5 % | 5 19.2 % | 2 7.7 % | 8 30.8 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 10 38.5 % | 8 30.8 % | 0 0.0 % | 8 30.8 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 30.8 % | 8 30.8 % | 1 3.8 % | 9 34.6 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 34.6 % | 8 30.8 % | 0 0.0 % | 9 34.6 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 30.8 % | 8 30.8 % | 1 3.8 % | 9 34.6 % |
| 86.7 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 1 3.8 % | 1 3.8 % | 9 34.6 % | 4 15.4 % | 3 11.5 % | 8 30.8 % |
| 86.7 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 1 3.8 % | 1 3.8 % | 9 34.6 % | 4 15.4 % | 3 11.5 % | 8 30.8 % |
| 82.4 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 1 3.8 % | 2 7.7 % | 10 38.5 % | 4 15.4 % | 1 3.8 % | 8 30.8 % |
| 76.5 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 1 3.8 % | 3 11.5 % | 7 26.9 % | 6 23.1 % | 1 3.8 % | 8 30.8 % |
| 68.8 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 1 3.8 % | 4 15.4 % | 6 23.1 % | 5 19.2 % | 2 7.7 % | 8 30.8 % |
| 93.8 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 0 0.0 % | 1 3.8 % | 8 30.8 % | 7 26.9 % | 2 7.7 % | 8 30.8 % |
| 93.3 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 1 3.8 % | 0 0.0 % | 8 30.8 % | 6 23.1 % | 3 11.5 % | 8 30.8 % |
| 100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 11 42.3 % | 6 23.1 % | 1 3.8 % | 8 30.8 % |
| 94.1 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 1 3.8 % | 10 38.5 % | 6 23.1 % | 1 3.8 % | 8 30.8 % |
| 94.1 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 3.8 % | 0 0.0 % | 11 42.3 % | 5 19.2 % | 1 3.8 % | 8 30.8 % |
| 94.1 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 3.8 % | 9 34.6 % | 7 26.9 % | 1 3.8 % | 8 30.8 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|--------------------------|------------------------|--------------|--------------|
| FSA Full Circle | | | |
| Family Program | | | |
| Completion Status | Completion by | | Total |
| | Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 7 26.9 % | 4 26.7 % | 11 26.8 % |
| No Data | 1 3.8 % | 0 0 % | 1 2.4 % |
| Completed Survey | 18 69.2 % | 11 73.3 % | 29 70.7 % |
| Total | 26 100 % | 15 100 % | 41 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 30 clients; surveys were returned for 28 clients (28 / 30 = 93.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

FSA Geriatric Outpatient Services

Program Code(s): 38223MH

Overall Satisfaction¹

93.3%

Return Rate²

100.0%

Overall satisfaction³ mean score for FSA Geriatric Outpatient Services: **4.22**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

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

93.3% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

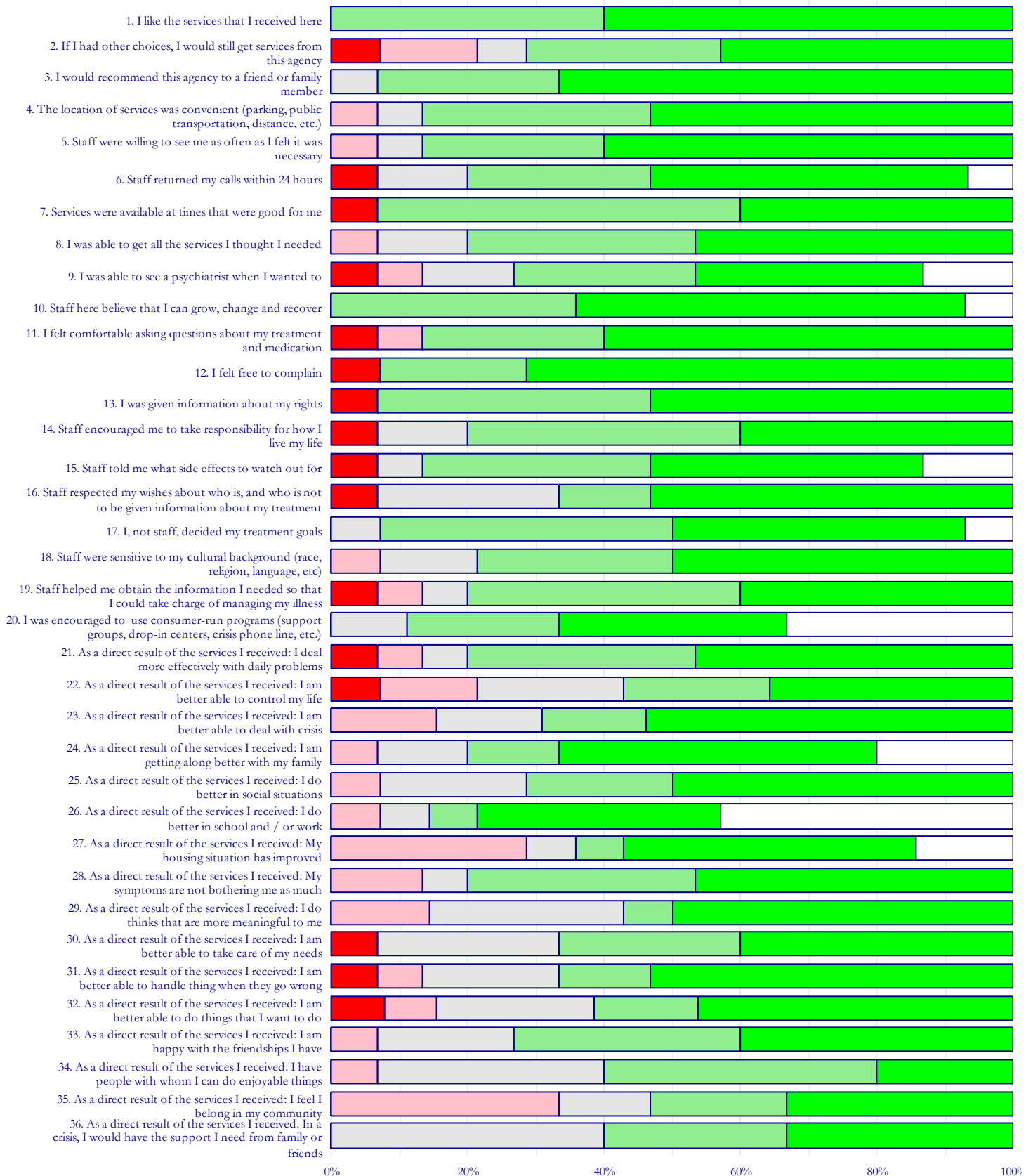
66.7% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

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

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

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

MHSIP Items



MHSIP Items 1-25

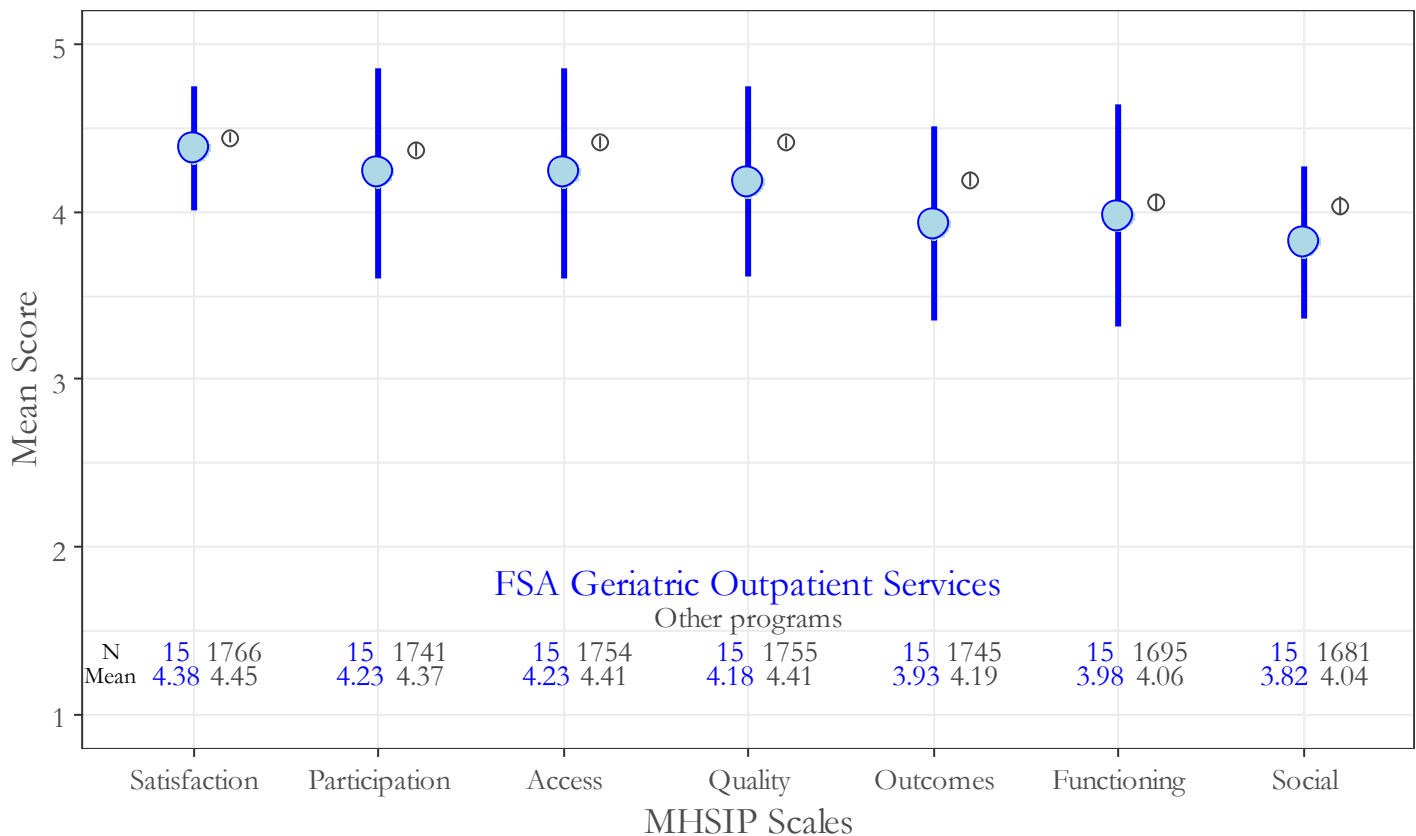
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|-------------|--------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 26.1 % | 9 39.1 % | 0 0.0 % | 8 34.8 % |
| 71.4 % 2. If I had other choices, I would still get services from this agency | 1 4.3 % | 2 8.7 % | 1 4.3 % | 4 17.4 % | 6 26.1 % | 0 0.0 % | 9 39.1 % |
| 93.3 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 1 4.3 % | 4 17.4 % | 10 43.5 % | 0 0.0 % | 8 34.8 % |
| 86.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 1 4.3 % | 1 4.3 % | 5 21.7 % | 8 34.8 % | 0 0.0 % | 8 34.8 % |
| 86.7 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 1 4.3 % | 1 4.3 % | 4 17.4 % | 9 39.1 % | 0 0.0 % | 8 34.8 % |
| 78.6 % 6. Staff returned my calls within 24 hours | 1 4.3 % | 0 0.0 % | 2 8.7 % | 4 17.4 % | 7 30.4 % | 1 4.3 % | 8 34.8 % |
| 93.3 % 7. Services were available at times that were good for me | 1 4.3 % | 0 0.0 % | 0 0.0 % | 8 34.8 % | 6 26.1 % | 0 0.0 % | 8 34.8 % |
| 80.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 1 4.3 % | 2 8.7 % | 5 21.7 % | 7 30.4 % | 0 0.0 % | 8 34.8 % |
| 69.2 % 9. I was able to see a psychiatrist when I wanted to | 1 4.3 % | 1 4.3 % | 2 8.7 % | 4 17.4 % | 5 21.7 % | 2 8.7 % | 8 34.8 % |
| 100.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 21.7 % | 8 34.8 % | 1 4.3 % | 9 39.1 % |
| 86.7 % 11. I felt comfortable asking questions about my treatment and medication | 1 4.3 % | 1 4.3 % | 0 0.0 % | 4 17.4 % | 9 39.1 % | 0 0.0 % | 8 34.8 % |
| 92.9 % 12. I felt free to complain | 1 4.3 % | 0 0.0 % | 0 0.0 % | 3 13.0 % | 10 43.5 % | 0 0.0 % | 9 39.1 % |
| 93.3 % 13. I was given information about my rights | 1 4.3 % | 0 0.0 % | 0 0.0 % | 6 26.1 % | 8 34.8 % | 0 0.0 % | 8 34.8 % |
| 80.0 % 14. Staff encouraged me to take responsibility for how I live my life | 1 4.3 % | 0 0.0 % | 2 8.7 % | 6 26.1 % | 6 26.1 % | 0 0.0 % | 8 34.8 % |
| 84.6 % 15. Staff told me what side effects to watch out for | 1 4.3 % | 0 0.0 % | 1 4.3 % | 5 21.7 % | 6 26.1 % | 2 8.7 % | 8 34.8 % |
| 66.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 1 4.3 % | 0 0.0 % | 4 17.4 % | 2 8.7 % | 8 34.8 % | 0 0.0 % | 8 34.8 % |
| 92.3 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 1 4.3 % | 6 26.1 % | 6 26.1 % | 1 4.3 % | 9 39.1 % |
| 78.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 1 4.3 % | 2 8.7 % | 4 17.4 % | 7 30.4 % | 0 0.0 % | 9 39.1 % |
| 80.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 1 4.3 % | 1 4.3 % | 1 4.3 % | 6 26.1 % | 6 26.1 % | 0 0.0 % | 8 34.8 % |
| 83.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 1 4.3 % | 2 8.7 % | 3 13.0 % | 3 13.0 % | 14 60.9 % |
| 80.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 1 4.3 % | 1 4.3 % | 1 4.3 % | 5 21.7 % | 7 30.4 % | 0 0.0 % | 8 34.8 % |
| 57.1 % 22. As a direct result of the services I received: I am better able to control my life | 1 4.3 % | 2 8.7 % | 3 13.0 % | 3 13.0 % | 5 21.7 % | 0 0.0 % | 9 39.1 % |
| 69.2 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 2 8.7 % | 2 8.7 % | 2 8.7 % | 7 30.4 % | 0 0.0 % | 10 43.5 % |
| 75.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 1 4.3 % | 2 8.7 % | 2 8.7 % | 7 30.4 % | 3 13.0 % | 8 34.8 % |
| 71.4 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 1 4.3 % | 3 13.0 % | 3 13.0 % | 7 30.4 % | 0 0.0 % | 9 39.1 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|--------------|
| 75.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 1 4.3 % | 1 4.3 % | 1 4.3 % | 5 21.7 % | 6 26.1 % | 9 39.1 % |
| 58.3 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 4 17.4 % | 1 4.3 % | 1 4.3 % | 6 26.1 % | 2 8.7 % | 9 39.1 % |
| 80.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 2 8.7 % | 1 4.3 % | 5 21.7 % | 7 30.4 % | 0 0.0 % | 8 34.8 % |
| 57.1 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 2 8.7 % | 4 17.4 % | 1 4.3 % | 7 30.4 % | 0 0.0 % | 9 39.1 % |
| 66.7 % 30. As a direct result of the services I received: I am better able to take care of my needs | 1 4.3 % | 0 0.0 % | 4 17.4 % | 4 17.4 % | 6 26.1 % | 0 0.0 % | 8 34.8 % |
| 66.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 4.3 % | 1 4.3 % | 3 13.0 % | 2 8.7 % | 8 34.8 % | 0 0.0 % | 8 34.8 % |
| 61.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 4.3 % | 1 4.3 % | 3 13.0 % | 2 8.7 % | 6 26.1 % | 0 0.0 % | 10 43.5 % |
| 73.3 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 1 4.3 % | 3 13.0 % | 5 21.7 % | 6 26.1 % | 0 0.0 % | 8 34.8 % |
| 60.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 4.3 % | 5 21.7 % | 6 26.1 % | 3 13.0 % | 0 0.0 % | 8 34.8 % |
| 53.3 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 5 21.7 % | 2 8.7 % | 3 13.0 % | 5 21.7 % | 0 0.0 % | 8 34.8 % |
| 60.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 6 26.1 % | 4 17.4 % | 5 21.7 % | 0 0.0 % | 8 34.8 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|--------------|--------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 4 17.4 % | 4 17.4 % |
| Impaired | 0 0 % | 1 4.3 % | 1 4.3 % |
| Language | 0 0 % | 2 8.7 % | 2 8.7 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 1 4.3 % | 1 4.3 % |
| Completed Survey | 0 0 % | 15 65.2 % | 15 65.2 % |
| Total | 0 100 % | 23 100 % | 23 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 23 clients; surveys were returned for 23 clients (23/23 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

FSA Geriatric Services West

Program Code(s): 89903

Overall Satisfaction¹

93.3%

Return Rate²

96.4%

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

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

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

93.3% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

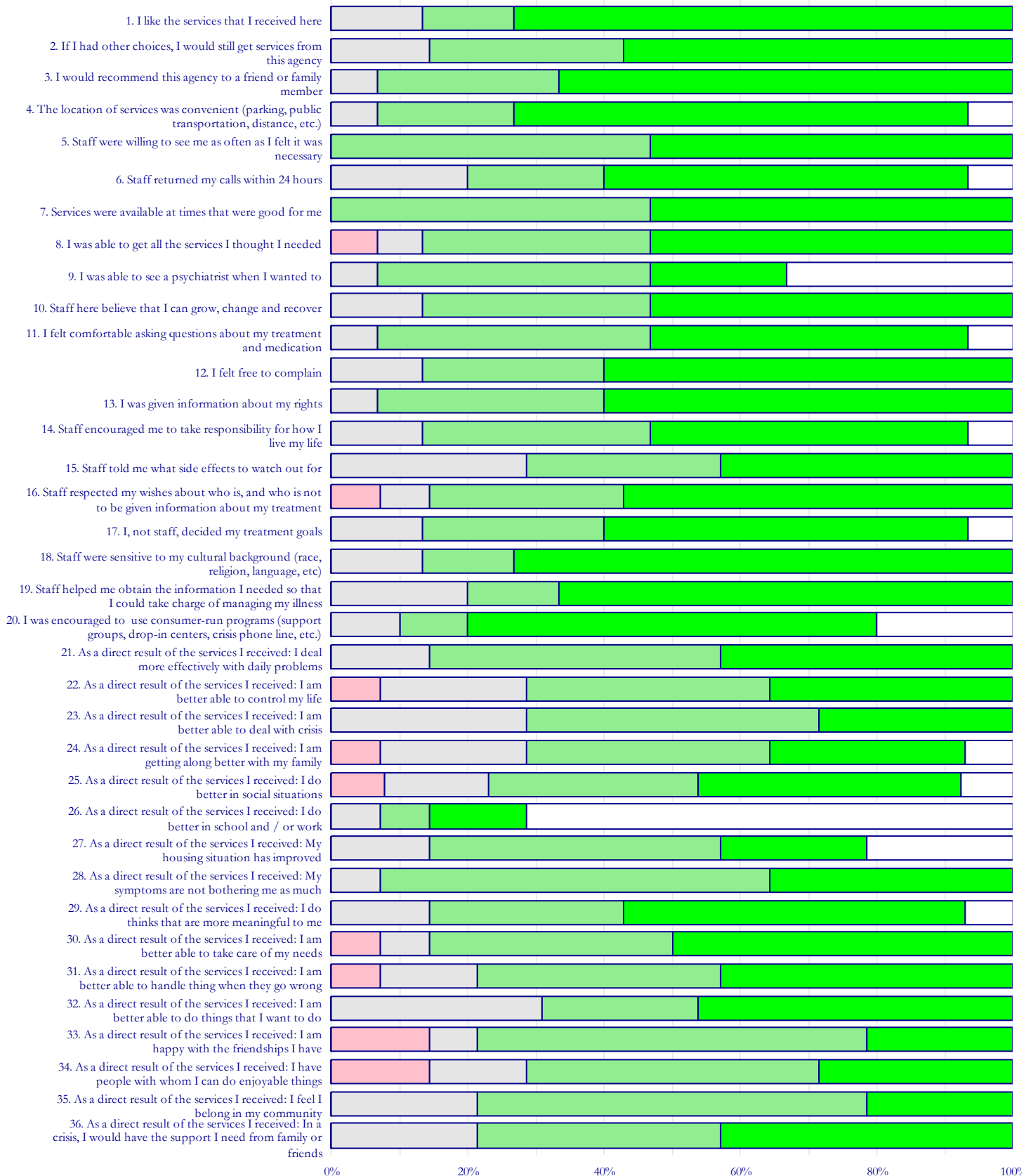
71.4% 15. Staff told me what side effects to watch out for

78.6% 6. Staff returned my calls within 24 hours

80.0% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

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

MHSIP Items



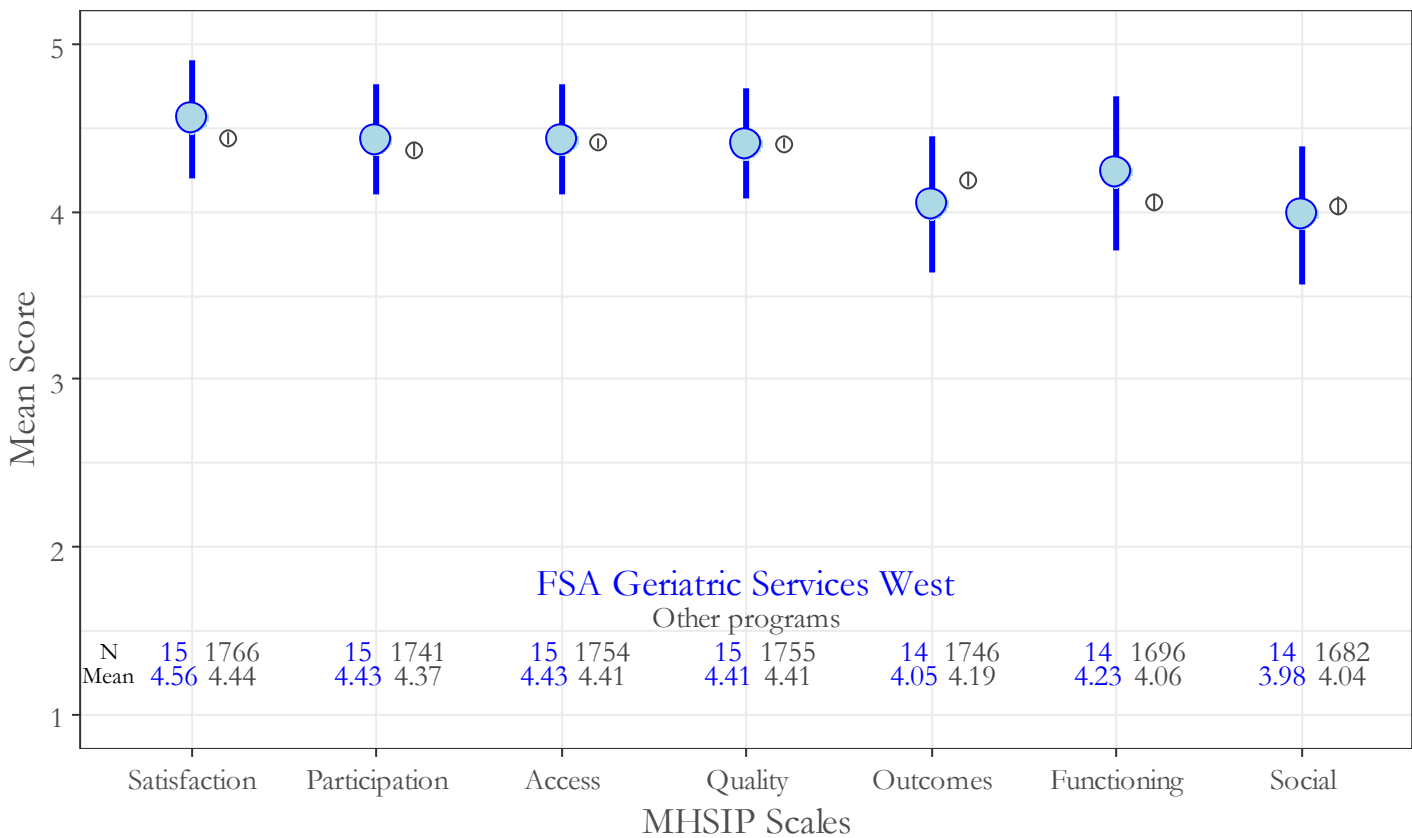
MHSIP Items 1-25
Percent Agree

| | | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|----------------|--|--------------------------|-----------------|----------------|--------------|-----------------------|-------------|----------------|
| 86.7 % | 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 2 7.1 % | 2 7.1 % | 11 39.3 % | 0 0.0 % | 13 46.4 % |
| 85.7 % | 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 2 7.1 % | 4 14.3 % | 8 28.6 % | 0 0.0 % | 14 50.0 % |
| 93.3 % | 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 1 3.6 % | 4 14.3 % | 10 35.7 % | 0 0.0 % | 13 46.4 % |
| 92.9 % | 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 1 3.6 % | 3 10.7 % | 10 35.7 % | 1 3.6 % | 13 46.4 % |
| 100.0 % | 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 25.0 % | 8 28.6 % | 0 0.0 % | 13 46.4 % |
| 78.6 % | 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 3 10.7 % | 3 10.7 % | 8 28.6 % | 1 3.6 % | 13 46.4 % |
| 100.0 % | 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 25.0 % | 8 28.6 % | 0 0.0 % | 13 46.4 % |
| 86.7 % | 8. I was able to get all the services I thought I needed | 0 0.0 % | 1 3.6 % | 1 3.6 % | 5 17.9 % | 8 28.6 % | 0 0.0 % | 13 46.4 % |
| 90.0 % | 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 1 3.6 % | 6 21.4 % | 3 10.7 % | 5 17.9 % | 13 46.4 % |
| 86.7 % | 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 2 7.1 % | 5 17.9 % | 8 28.6 % | 0 0.0 % | 13 46.4 % |
| 92.9 % | 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 3.6 % | 6 21.4 % | 7 25.0 % | 1 3.6 % | 13 46.4 % |
| 86.7 % | 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 2 7.1 % | 4 14.3 % | 9 32.1 % | 0 0.0 % | 13 46.4 % |
| 93.3 % | 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 3.6 % | 5 17.9 % | 9 32.1 % | 0 0.0 % | 13 46.4 % |
| 85.7 % | 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 2 7.1 % | 5 17.9 % | 7 25.0 % | 1 3.6 % | 13 46.4 % |
| 71.4 % | 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 4 14.3 % | 4 14.3 % | 6 21.4 % | 0 0.0 % | 14 50.0 % |
| 85.7 % | 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 1 3.6 % | 1 3.6 % | 4 14.3 % | 8 28.6 % | 0 0.0 % | 14 50.0 % |
| 85.7 % | 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 2 7.1 % | 4 14.3 % | 8 28.6 % | 1 3.6 % | 13 46.4 % |
| 86.7 % | 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 2 7.1 % | 2 7.1 % | 11 39.3 % | 0 0.0 % | 13 46.4 % |
| 80.0 % | 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 3 10.7 % | 2 7.1 % | 10 35.7 % | 0 0.0 % | 13 46.4 % |
| 87.5 % | 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 1 3.6 % | 1 3.6 % | 6 21.4 % | 2 7.1 % | 18 64.3 % |
| 85.7 % | 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 2 7.1 % | 6 21.4 % | 6 21.4 % | 0 0.0 % | 14 50.0 % |
| 71.4 % | 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 1 3.6 % | 3 10.7 % | 5 17.9 % | 5 17.9 % | 0 0.0 % | 14 50.0 % |
| 71.4 % | 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 4 14.3 % | 6 21.4 % | 4 14.3 % | 0 0.0 % | 14 50.0 % |
| 69.2 % | 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 1 3.6 % | 3 10.7 % | 5 17.9 % | 4 14.3 % | 1 3.6 % | 14 50.0 % |
| 75.0 % | 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 1 3.6 % | 2 7.1 % | 4 14.3 % | 5 17.9 % | 1 3.6 % | 15 53.6 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|--------------|--------------|
| 75.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 1 3.6 % | 1 3.6 % | 2 7.1 % | 10 35.7 % | 14 50.0 % |
| 81.8 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 0 0.0 % | 2 7.1 % | 6 21.4 % | 3 10.7 % | 3 10.7 % | 14 50.0 % |
| 92.9 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 0 0.0 % | 1 3.6 % | 8 28.6 % | 5 17.9 % | 0 0.0 % | 14 50.0 % |
| 84.6 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 2 7.1 % | 4 14.3 % | 7 25.0 % | 1 3.6 % | 14 50.0 % |
| 85.7 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 1 3.6 % | 1 3.6 % | 5 17.9 % | 7 25.0 % | 0 0.0 % | 14 50.0 % |
| 78.6 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 1 3.6 % | 2 7.1 % | 5 17.9 % | 6 21.4 % | 0 0.0 % | 14 50.0 % |
| 69.2 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 4 14.3 % | 3 10.7 % | 6 21.4 % | 0 0.0 % | 15 53.6 % |
| 78.6 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 2 7.1 % | 1 3.6 % | 8 28.6 % | 3 10.7 % | 0 0.0 % | 14 50.0 % |
| 71.4 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 2 7.1 % | 2 7.1 % | 6 21.4 % | 4 14.3 % | 0 0.0 % | 14 50.0 % |
| 78.6 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 0 0.0 % | 3 10.7 % | 8 28.6 % | 3 10.7 % | 0 0.0 % | 14 50.0 % |
| 78.6 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 3 10.7 % | 5 17.9 % | 6 21.4 % | 0 0.0 % | 14 50.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|--------------|-------------|
| | Adult | Older Adult | |
| Refused | 1 100 % | 3 11.1 % | 4 14.3 % |
| Impaired | 0 0 % | 8 29.6 % | 8 28.6 % |
| Language | 0 0 % | 1 3.7 % | 1 3.6 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 1 3.7 % | 1 3.6 % |
| Completed Survey | 0 0 % | 14 51.9 % | 14 50 % |
| Total | 1 100 % | 27 100 % | 28 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 28 clients; surveys were returned for 27 clients (27/28 = 96.4%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

FSA Older Adult Day Support Center - OADSC
Program Code(s): 38KKOA

Overall Satisfaction¹
100.0%

Return Rate²
86.7%

Overall satisfaction³ mean score for FSA Older Adult Day Support Center - OADSC: **4.56**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

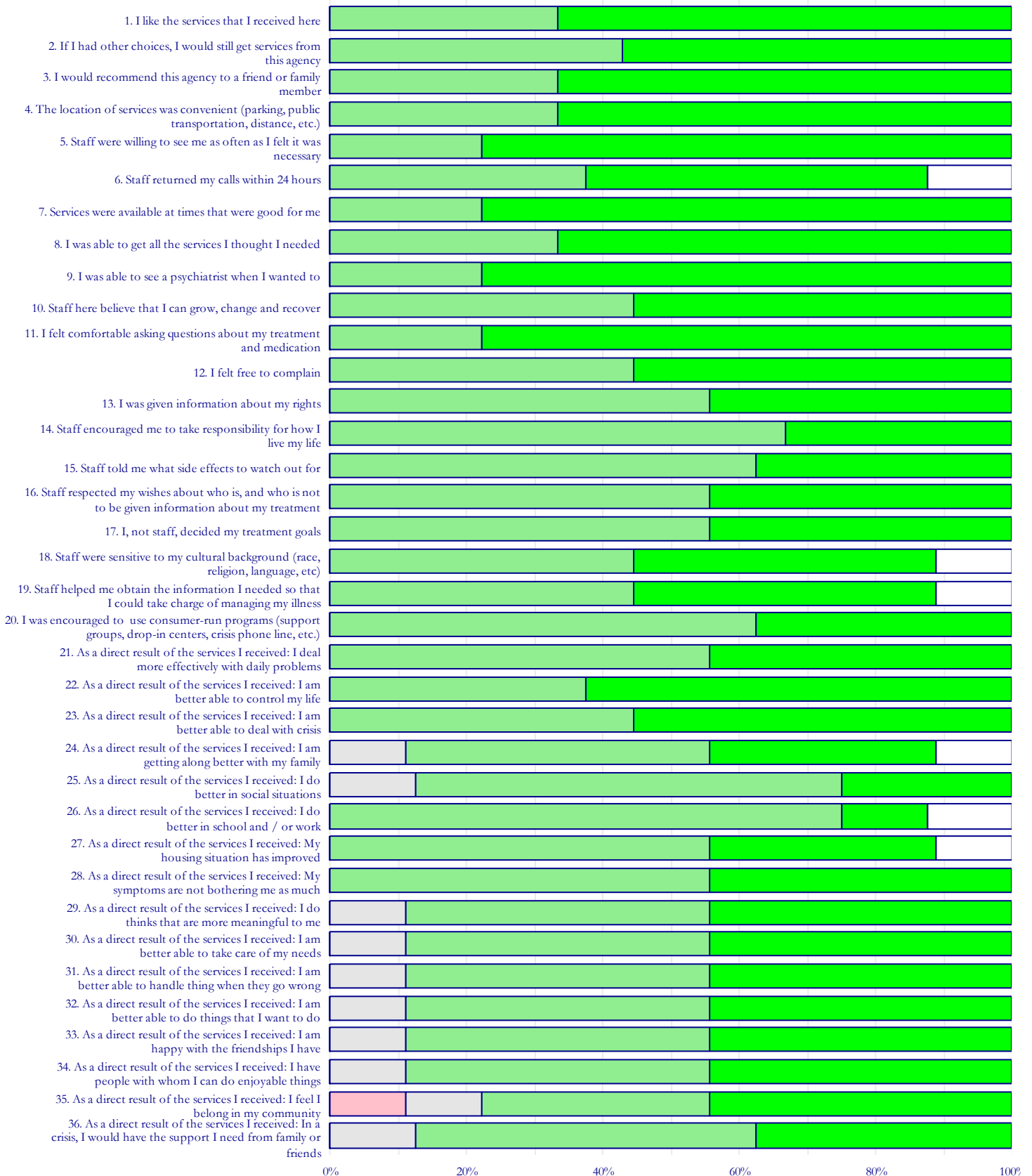
100.0% 1. I like the services that I received here

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

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

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

MHSIP Items



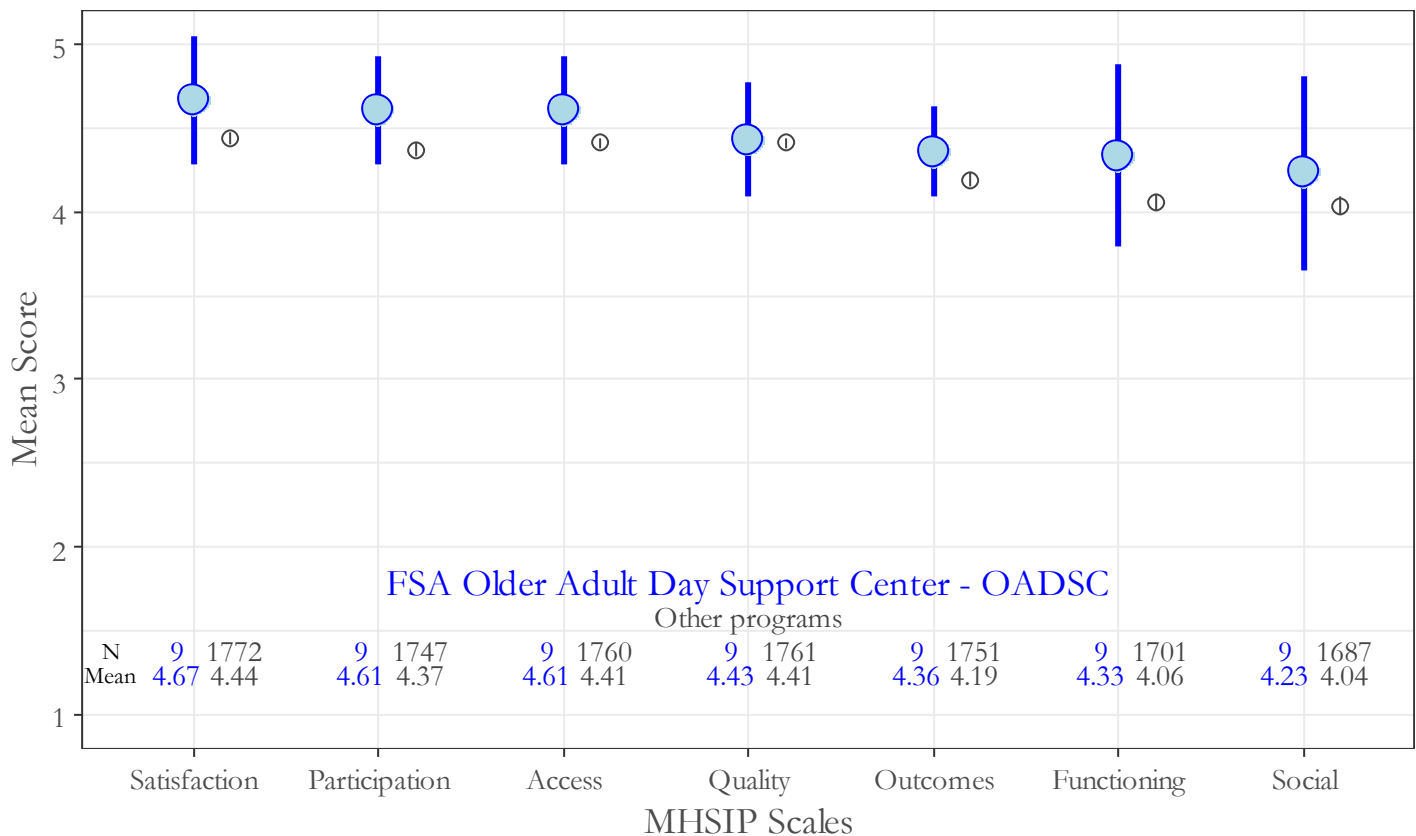
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 23.1 % | 6 46.2 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 23.1 % | 4 30.8 % | 0 0.0 % | 6 46.2 % |
| 100.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 23.1 % | 6 46.2 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 23.1 % | 6 46.2 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 15.4 % | 7 53.8 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 23.1 % | 4 30.8 % | 1 7.7 % | 5 38.5 % |
| 100.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 15.4 % | 7 53.8 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 23.1 % | 6 46.2 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 15.4 % | 7 53.8 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 30.8 % | 5 38.5 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 15.4 % | 7 53.8 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 30.8 % | 5 38.5 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 4 30.8 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 46.2 % | 3 23.1 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 3 23.1 % | 0 0.0 % | 5 38.5 % |
| 100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 4 30.8 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 4 30.8 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 30.8 % | 4 30.8 % | 1 7.7 % | 4 30.8 % |
| 100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 30.8 % | 4 30.8 % | 1 7.7 % | 4 30.8 % |
| 100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 3 23.1 % | 0 0.0 % | 5 38.5 % |
| 100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 4 30.8 % | 0 0.0 % | 4 30.8 % |
| 100.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 23.1 % | 5 38.5 % | 0 0.0 % | 5 38.5 % |
| 100.0 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 30.8 % | 5 38.5 % | 0 0.0 % | 4 30.8 % |
| 87.5 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 1 7.7 % | 4 30.8 % | 3 23.1 % | 1 7.7 % | 4 30.8 % |
| 87.5 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 1 7.7 % | 5 38.5 % | 2 15.4 % | 0 0.0 % | 5 38.5 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|------------|-------------|----------------|------------|-------------|
| 100.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 46.2 % | 1 7.7 % | 1 7.7 % | 5 38.5 % |
| 100.0 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 3 23.1 % | 1 7.7 % | 4 30.8 % |
| 100.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 4 30.8 % | 0 0.0 % | 4 30.8 % |
| 88.9 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 1 7.7 % | 4 30.8 % | 4 30.8 % | 0 0.0 % | 4 30.8 % |
| 88.9 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 1 7.7 % | 4 30.8 % | 4 30.8 % | 0 0.0 % | 4 30.8 % |
| 88.9 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 1 7.7 % | 4 30.8 % | 4 30.8 % | 0 0.0 % | 4 30.8 % |
| 88.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 1 7.7 % | 4 30.8 % | 4 30.8 % | 0 0.0 % | 4 30.8 % |
| 88.9 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 1 7.7 % | 4 30.8 % | 4 30.8 % | 0 0.0 % | 4 30.8 % |
| 88.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 7.7 % | 4 30.8 % | 4 30.8 % | 0 0.0 % | 4 30.8 % |
| 77.8 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 1 7.7 % | 1 7.7 % | 3 23.1 % | 4 30.8 % | 0 0.0 % | 4 30.8 % |
| 87.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 7.7 % | 4 30.8 % | 3 23.1 % | 0 0.0 % | 5 38.5 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 4 30.8 % | 4 30.8 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 0 0 % | 9 69.2 % | 9 69.2 % |
| Total | 0 100 % | 13 100 % | 13 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 15 clients; surveys were returned for 13 clients (13/15 = 86.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

FSA Older Adult Full Service Partnership SrFSP
Program Code(s): 38JWFSP

Overall Satisfaction¹
90.0%

Return Rate²
66.7%

Overall satisfaction³ mean score for FSA Older Adult Full Service Partnership SrFSP: **4.21**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

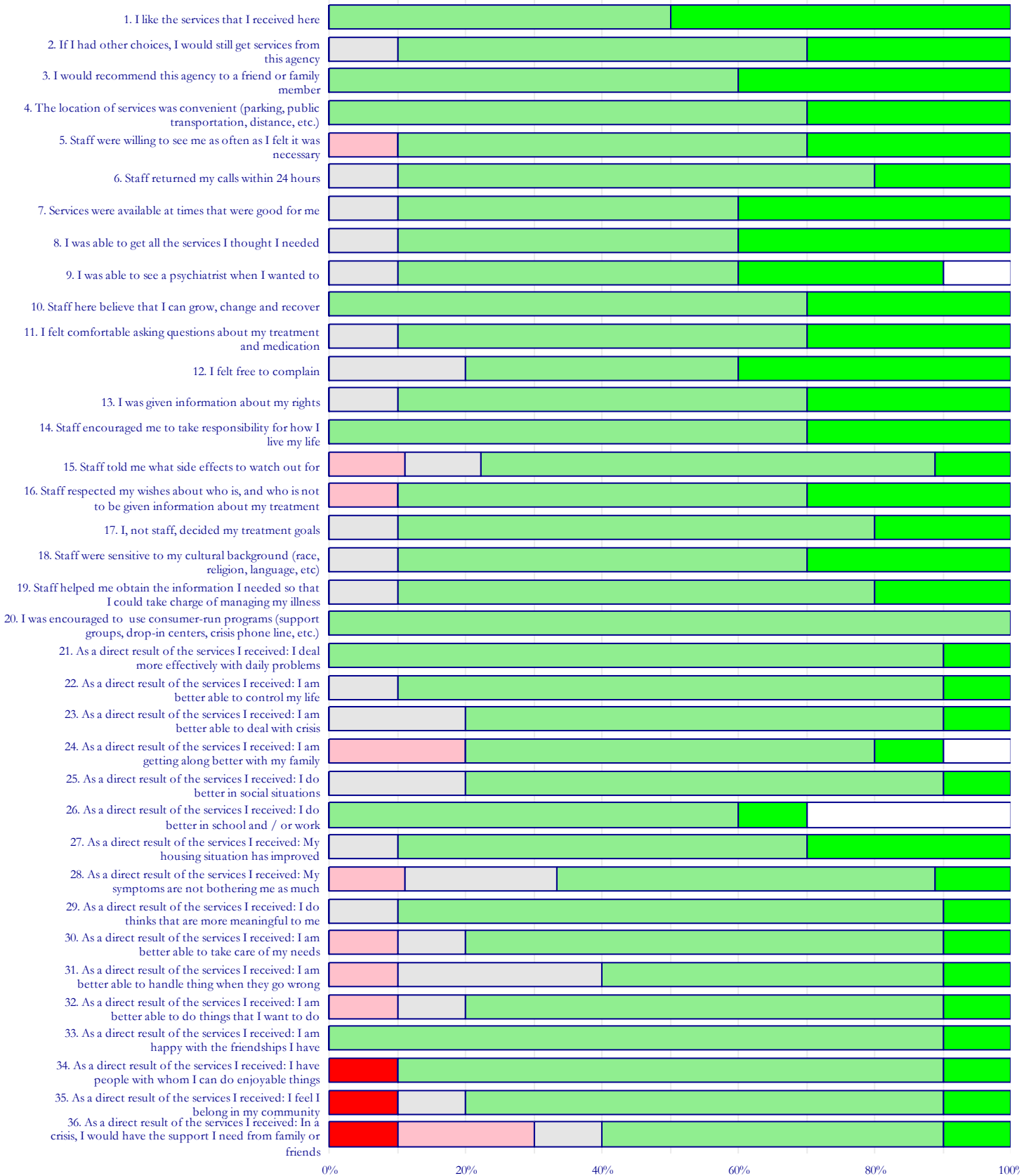
- 100.0% 1. I like the services that I received here
- 100.0% 3. I would recommend this agency to a friend or family member
- 100.0% 10. Staff here believe that I can grow, change and recover

Lowest Agreement Items

- 77.8% 15. Staff told me what side effects to watch out for
- 80.0% 12. I felt free to complain
- 88.9% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



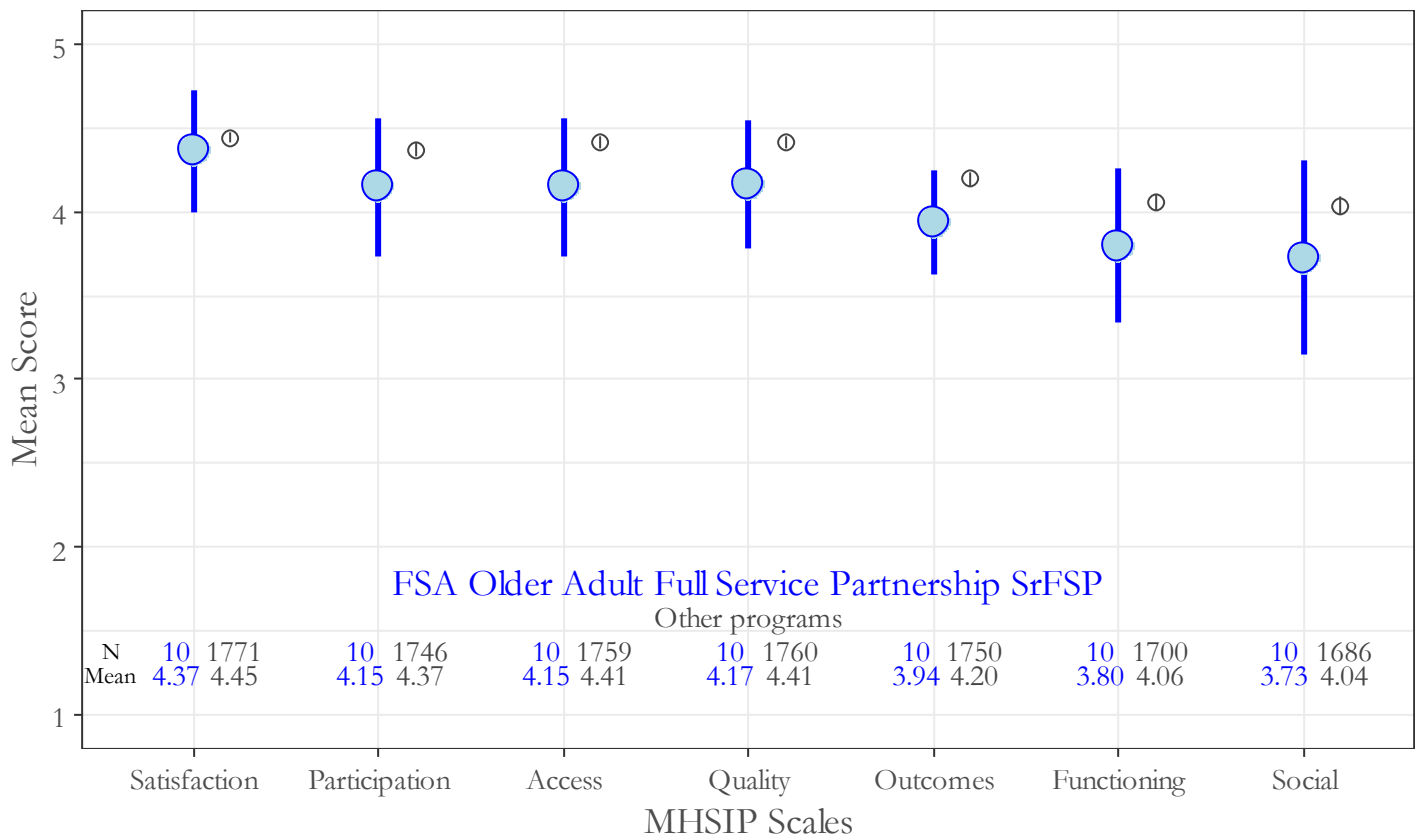
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 35.7 % | 5 35.7 % | 0 0.0 % | 4 28.6 % |
| 90.0 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 1 7.1 % | 6 42.9 % | 3 21.4 % | 0 0.0 % | 4 28.6 % |
| 100.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 42.9 % | 4 28.6 % | 0 0.0 % | 4 28.6 % |
| 100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 50.0 % | 3 21.4 % | 0 0.0 % | 4 28.6 % |
| 90.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 1 7.1 % | 0 0.0 % | 6 42.9 % | 3 21.4 % | 0 0.0 % | 4 28.6 % |
| 90.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 1 7.1 % | 7 50.0 % | 2 14.3 % | 0 0.0 % | 4 28.6 % |
| 90.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 1 7.1 % | 5 35.7 % | 4 28.6 % | 0 0.0 % | 4 28.6 % |
| 90.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 1 7.1 % | 5 35.7 % | 4 28.6 % | 0 0.0 % | 4 28.6 % |
| 88.9 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 1 7.1 % | 5 35.7 % | 3 21.4 % | 1 7.1 % | 4 28.6 % |
| 100.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 50.0 % | 3 21.4 % | 0 0.0 % | 4 28.6 % |
| 90.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 7.1 % | 6 42.9 % | 3 21.4 % | 0 0.0 % | 4 28.6 % |
| 80.0 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 2 14.3 % | 4 28.6 % | 4 28.6 % | 0 0.0 % | 4 28.6 % |
| 90.0 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 7.1 % | 6 42.9 % | 3 21.4 % | 0 0.0 % | 4 28.6 % |
| 100.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 50.0 % | 3 21.4 % | 0 0.0 % | 4 28.6 % |
| 77.8 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 1 7.1 % | 1 7.1 % | 6 42.9 % | 1 7.1 % | 0 0.0 % | 5 35.7 % |
| 90.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 1 7.1 % | 0 0.0 % | 6 42.9 % | 3 21.4 % | 0 0.0 % | 4 28.6 % |
| 90.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 1 7.1 % | 7 50.0 % | 2 14.3 % | 0 0.0 % | 4 28.6 % |
| 90.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 1 7.1 % | 6 42.9 % | 3 21.4 % | 0 0.0 % | 4 28.6 % |
| 90.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 1 7.1 % | 7 50.0 % | 2 14.3 % | 0 0.0 % | 4 28.6 % |
| 100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 42.9 % | 0 0.0 % | 0 0.0 % | 8 57.1 % |
| 100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 64.3 % | 1 7.1 % | 0 0.0 % | 4 28.6 % |
| 90.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 1 7.1 % | 8 57.1 % | 1 7.1 % | 0 0.0 % | 4 28.6 % |
| 80.0 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 2 14.3 % | 7 50.0 % | 1 7.1 % | 0 0.0 % | 4 28.6 % |
| 77.8 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 2 14.3 % | 0 0.0 % | 6 42.9 % | 1 7.1 % | 1 7.1 % | 4 28.6 % |
| 80.0 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 2 14.3 % | 7 50.0 % | 1 7.1 % | 0 0.0 % | 4 28.6 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 42.9 % | 1 7.1 % | 3 21.4 % | 4 28.6 % |
| 90.0 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 0 0.0 % | 1 7.1 % | 6 42.9 % | 3 21.4 % | 0 0.0 % | 4 28.6 % |
| 66.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 1 7.1 % | 2 14.3 % | 5 35.7 % | 1 7.1 % | 0 0.0 % | 5 35.7 % |
| 90.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 1 7.1 % | 8 57.1 % | 1 7.1 % | 0 0.0 % | 4 28.6 % |
| 80.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 1 7.1 % | 1 7.1 % | 7 50.0 % | 1 7.1 % | 0 0.0 % | 4 28.6 % |
| 60.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 1 7.1 % | 3 21.4 % | 5 35.7 % | 1 7.1 % | 0 0.0 % | 4 28.6 % |
| 80.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 7.1 % | 1 7.1 % | 7 50.0 % | 1 7.1 % | 0 0.0 % | 4 28.6 % |
| 100.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 64.3 % | 1 7.1 % | 0 0.0 % | 4 28.6 % |
| 90.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 7.1 % | 0 0.0 % | 0 0.0 % | 8 57.1 % | 1 7.1 % | 0 0.0 % | 4 28.6 % |
| 80.0 % 35. As a direct result of the services I received: I feel I belong in my community | 1 7.1 % | 0 0.0 % | 1 7.1 % | 7 50.0 % | 1 7.1 % | 0 0.0 % | 4 28.6 % |
| 60.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 1 7.1 % | 2 14.3 % | 1 7.1 % | 5 35.7 % | 1 7.1 % | 0 0.0 % | 4 28.6 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|--------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 0 0 % | 1 7.1 % | 1 7.1 % |
| Impaired | 0 0 % | 1 7.1 % | 1 7.1 % |
| Language | 0 0 % | 1 7.1 % | 1 7.1 % |
| Other | 0 0 % | 1 7.1 % | 1 7.1 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 0 0 % | 10 71.4 % | 10 71.4 % |
| Total | 0 100 % | 14 100 % | 14 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 21 clients; surveys were returned for 14 clients (14/21 = 66.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

FSA Older Adult Full Service Partnership SrICM
Program Code(s): 382213

Overall Satisfaction¹
100.0%

Return Rate²
130.0%

Overall satisfaction³ mean score for FSA Older Adult Full Service Partnership SrICM: **4.28**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

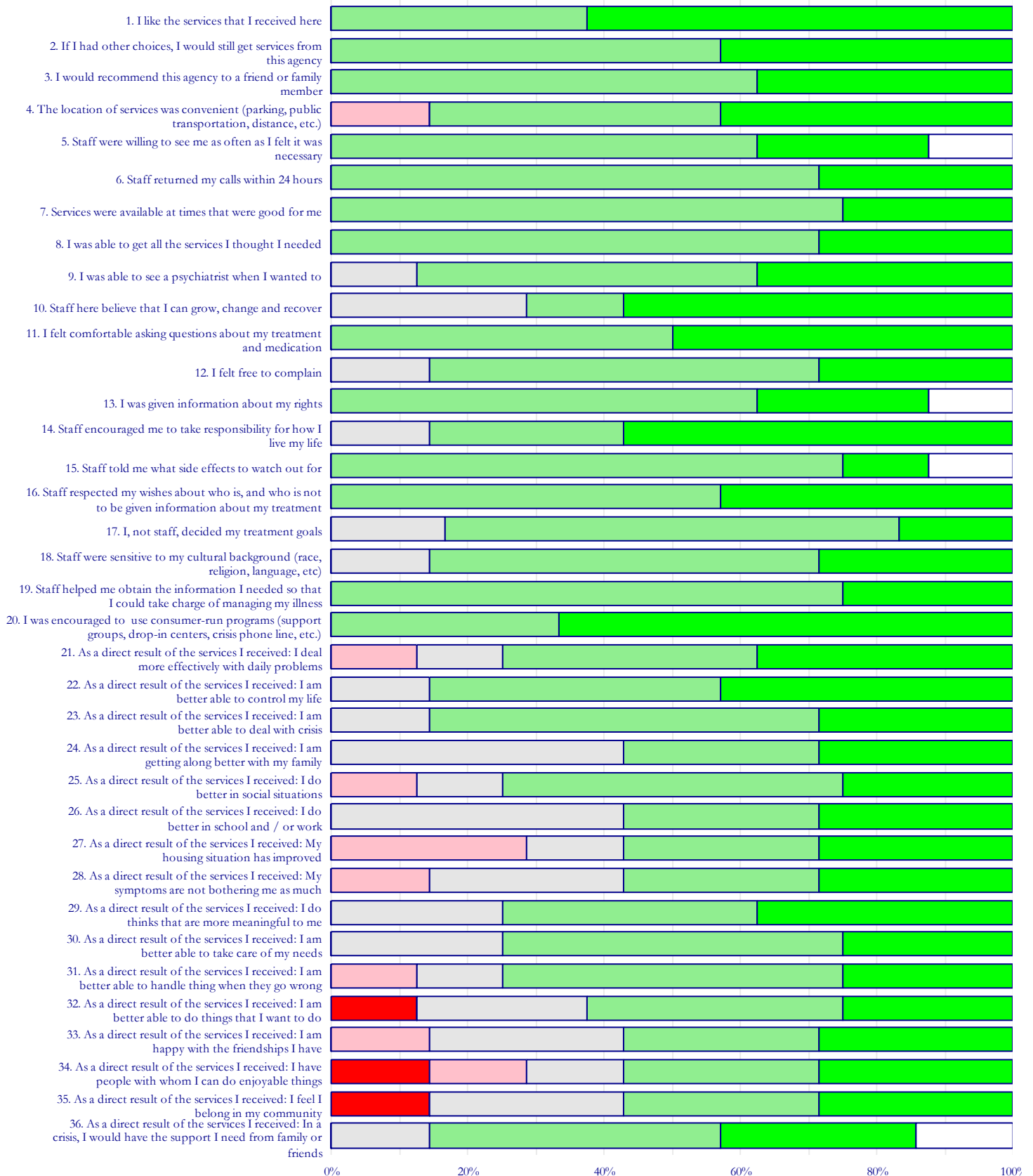
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 71.4% 10. Staff here believe that I can grow, change and recover
- 83.3% 17. I, not staff, decided my treatment goals
- 85.7% 12. I felt free to complain

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

MHSIP Items



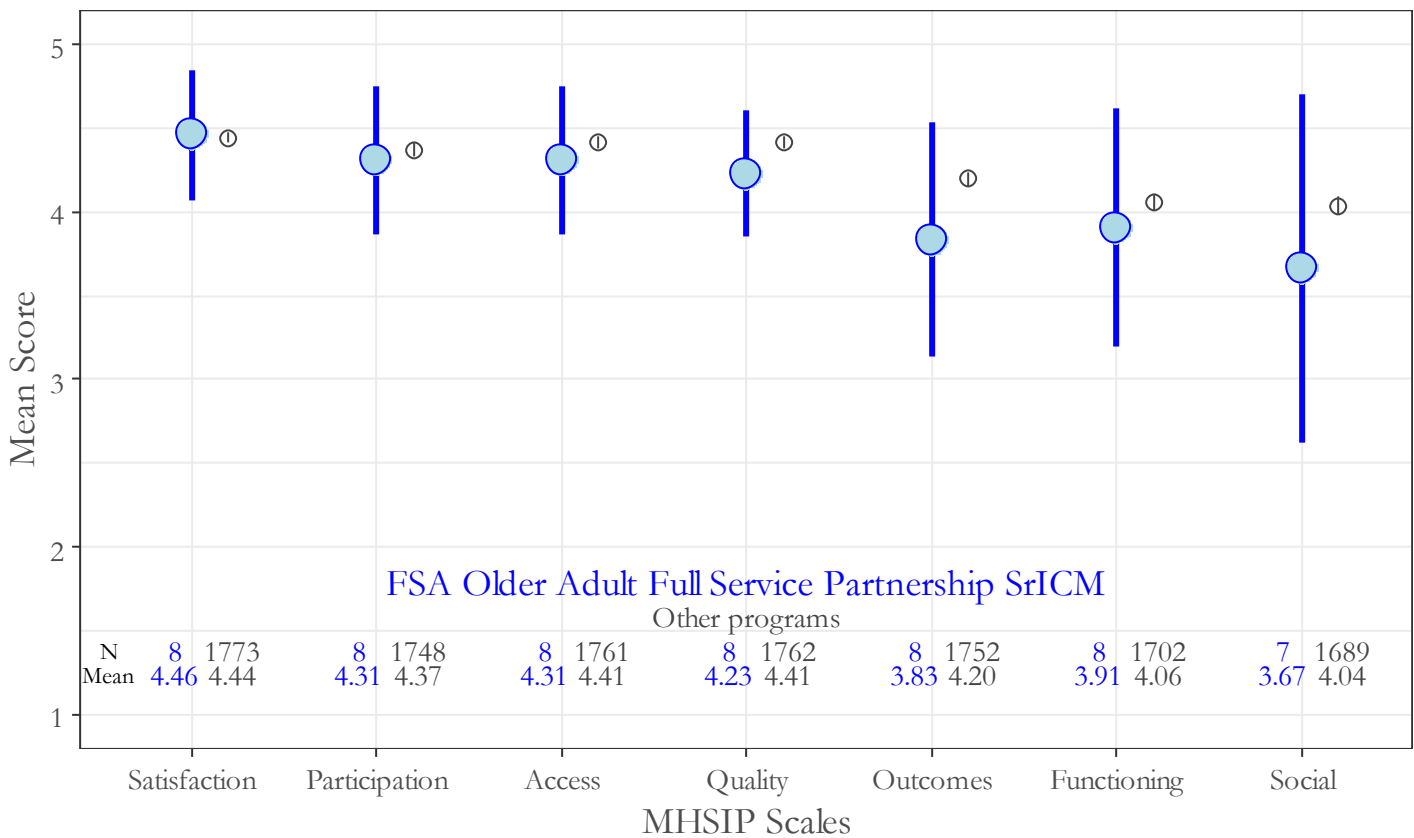
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 23.1 % | 5 38.5 % | 0 0.0 % | 5 38.5 % |
| 100.0 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 30.8 % | 3 23.1 % | 0 0.0 % | 6 46.2 % |
| 100.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 3 23.1 % | 0 0.0 % | 5 38.5 % |
| 85.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 1 7.7 % | 0 0.0 % | 3 23.1 % | 3 23.1 % | 0 0.0 % | 6 46.2 % |
| 100.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 2 15.4 % | 1 7.7 % | 5 38.5 % |
| 100.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 2 15.4 % | 0 0.0 % | 6 46.2 % |
| 100.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 46.2 % | 2 15.4 % | 0 0.0 % | 5 38.5 % |
| 100.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 2 15.4 % | 0 0.0 % | 6 46.2 % |
| 87.5 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 1 7.7 % | 4 30.8 % | 3 23.1 % | 0 0.0 % | 5 38.5 % |
| 71.4 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 2 15.4 % | 1 7.7 % | 4 30.8 % | 0 0.0 % | 6 46.2 % |
| 100.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 30.8 % | 4 30.8 % | 0 0.0 % | 5 38.5 % |
| 85.7 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 1 7.7 % | 4 30.8 % | 2 15.4 % | 0 0.0 % | 6 46.2 % |
| 100.0 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 38.5 % | 2 15.4 % | 1 7.7 % | 5 38.5 % |
| 85.7 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 1 7.7 % | 2 15.4 % | 4 30.8 % | 0 0.0 % | 6 46.2 % |
| 100.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 46.2 % | 1 7.7 % | 1 7.7 % | 5 38.5 % |
| 100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 30.8 % | 3 23.1 % | 0 0.0 % | 6 46.2 % |
| 83.3 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 1 7.7 % | 4 30.8 % | 1 7.7 % | 0 0.0 % | 7 53.8 % |
| 85.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 1 7.7 % | 4 30.8 % | 2 15.4 % | 0 0.0 % | 6 46.2 % |
| 100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 46.2 % | 2 15.4 % | 0 0.0 % | 5 38.5 % |
| 100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 7.7 % | 2 15.4 % | 0 0.0 % | 10 76.9 % |
| 75.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 1 7.7 % | 1 7.7 % | 3 23.1 % | 3 23.1 % | 0 0.0 % | 5 38.5 % |
| 85.7 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 1 7.7 % | 3 23.1 % | 3 23.1 % | 0 0.0 % | 6 46.2 % |
| 85.7 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 1 7.7 % | 4 30.8 % | 2 15.4 % | 0 0.0 % | 6 46.2 % |
| 57.1 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 3 23.1 % | 2 15.4 % | 2 15.4 % | 0 0.0 % | 6 46.2 % |
| 75.0 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 1 7.7 % | 1 7.7 % | 4 30.8 % | 2 15.4 % | 0 0.0 % | 5 38.5 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 57.1 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 3 23.1 % | 2 15.4 % | 2 15.4 % | 0 0.0 % | 6 46.2 % |
| 57.1 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 2 15.4 % | 1 7.7 % | 2 15.4 % | 2 15.4 % | 0 0.0 % | 6 46.2 % |
| 57.1 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 1 7.7 % | 2 15.4 % | 2 15.4 % | 2 15.4 % | 0 0.0 % | 6 46.2 % |
| 75.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me | 0 0.0 % | 0 0.0 % | 2 15.4 % | 3 23.1 % | 3 23.1 % | 0 0.0 % | 5 38.5 % |
| 75.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 2 15.4 % | 4 30.8 % | 2 15.4 % | 0 0.0 % | 5 38.5 % |
| 75.0 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong | 0 0.0 % | 1 7.7 % | 1 7.7 % | 4 30.8 % | 2 15.4 % | 0 0.0 % | 5 38.5 % |
| 62.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 7.7 % | 0 0.0 % | 2 15.4 % | 3 23.1 % | 2 15.4 % | 0 0.0 % | 5 38.5 % |
| 57.1 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 1 7.7 % | 2 15.4 % | 2 15.4 % | 2 15.4 % | 0 0.0 % | 6 46.2 % |
| 57.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 7.7 % | 1 7.7 % | 1 7.7 % | 2 15.4 % | 2 15.4 % | 0 0.0 % | 6 46.2 % |
| 57.1 % 35. As a direct result of the services I received: I feel I belong in my community | 1 7.7 % | 0 0.0 % | 2 15.4 % | 2 15.4 % | 2 15.4 % | 0 0.0 % | 6 46.2 % |
| 83.3 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 7.7 % | 3 23.1 % | 2 15.4 % | 1 7.7 % | 6 46.2 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 2 15.4 % | 2 15.4 % |
| Impaired | 0 0 % | 1 7.7 % | 1 7.7 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 2 15.4 % | 2 15.4 % |
| Completed Survey | 0 0 % | 8 61.5 % | 8 61.5 % |
| Total | 0 100 % | 13 100 % | 13 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 10 clients; surveys were returned for 13 clients (13/10 = 130.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

FSA Prevention & Recovery in Early Psychosis PREP

Program Code(s): 8990EP

Overall Satisfaction¹

87.5%

Return Rate²

87.5%

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

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

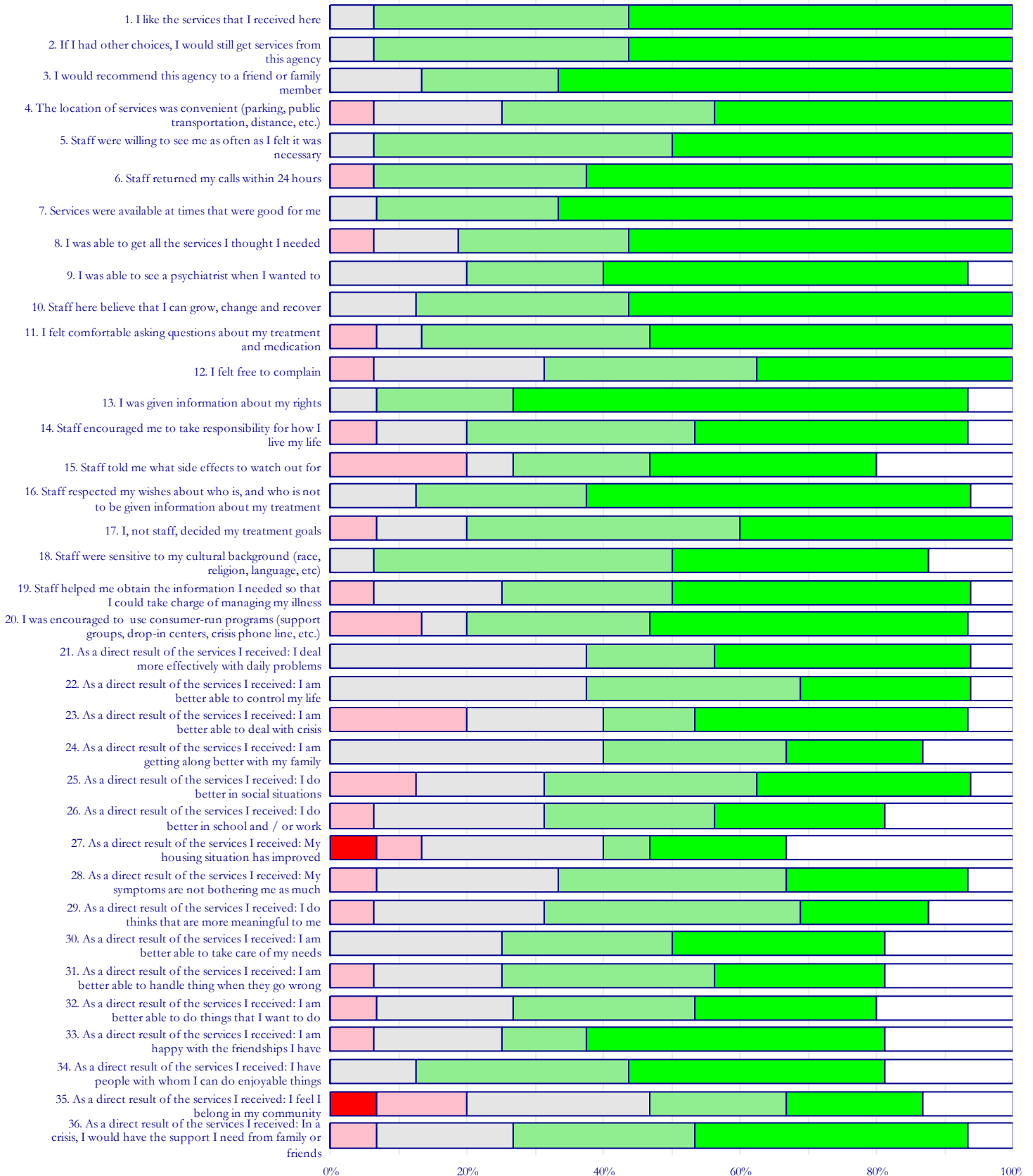
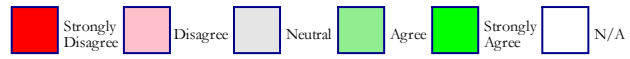
- 93.8% 1. I like the services that I received here
- 93.8% 2. If I had other choices, I would still get services from this agency
- 93.8% 5. Staff were willing to see me as often as I felt it was necessary

Lowest Agreement Items

- 66.7% 15. Staff told me what side effects to watch out for
- 68.8% 12. I felt free to complain
- 73.3% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

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

MHSIP Items



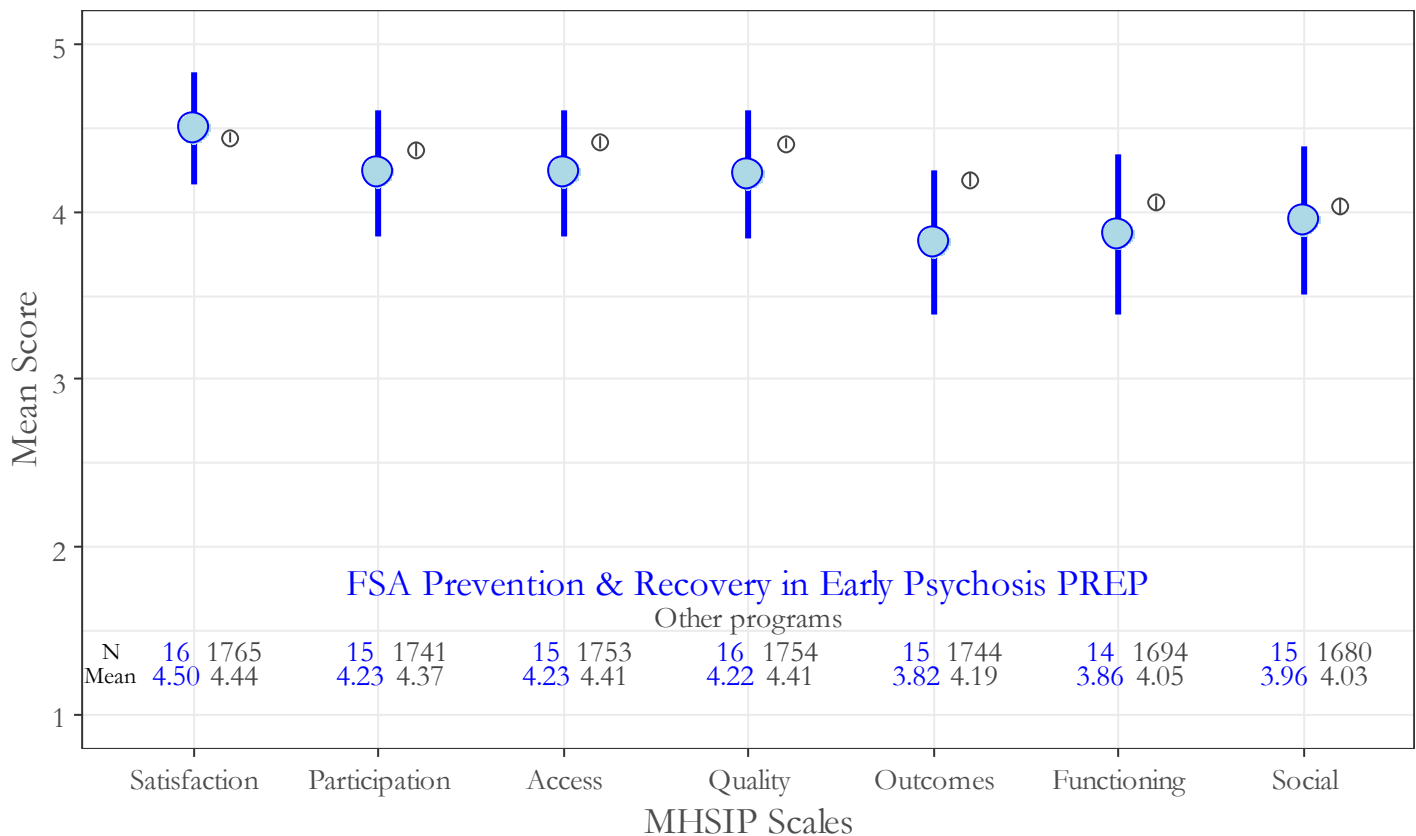
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 93.8 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 1 4.5 % | 6 27.3 % | 9 40.9 % | 0 0.0 % | 6 27.3 % |
| 93.8 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 1 4.5 % | 6 27.3 % | 9 40.9 % | 0 0.0 % | 6 27.3 % |
| 86.7 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 2 9.1 % | 3 13.6 % | 10 45.5 % | 0 0.0 % | 7 31.8 % |
| 75.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 1 4.5 % | 3 13.6 % | 5 22.7 % | 7 31.8 % | 0 0.0 % | 6 27.3 % |
| 93.8 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 1 4.5 % | 7 31.8 % | 8 36.4 % | 0 0.0 % | 6 27.3 % |
| 93.8 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 1 4.5 % | 0 0.0 % | 5 22.7 % | 10 45.5 % | 0 0.0 % | 6 27.3 % |
| 93.3 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 1 4.5 % | 4 18.2 % | 10 45.5 % | 0 0.0 % | 7 31.8 % |
| 81.2 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 1 4.5 % | 2 9.1 % | 4 18.2 % | 9 40.9 % | 0 0.0 % | 6 27.3 % |
| 78.6 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 3 13.6 % | 3 13.6 % | 8 36.4 % | 1 4.5 % | 7 31.8 % |
| 87.5 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 2 9.1 % | 5 22.7 % | 9 40.9 % | 0 0.0 % | 6 27.3 % |
| 86.7 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 1 4.5 % | 1 4.5 % | 5 22.7 % | 8 36.4 % | 0 0.0 % | 7 31.8 % |
| 68.8 % 12. I felt free to complain | 0 0.0 % | 1 4.5 % | 4 18.2 % | 5 22.7 % | 6 27.3 % | 0 0.0 % | 6 27.3 % |
| 92.9 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 4.5 % | 3 13.6 % | 10 45.5 % | 1 4.5 % | 7 31.8 % |
| 78.6 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 1 4.5 % | 2 9.1 % | 5 22.7 % | 6 27.3 % | 1 4.5 % | 7 31.8 % |
| 66.7 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 3 13.6 % | 1 4.5 % | 3 13.6 % | 5 22.7 % | 3 13.6 % | 7 31.8 % |
| 86.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 2 9.1 % | 4 18.2 % | 9 40.9 % | 1 4.5 % | 6 27.3 % |
| 80.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 1 4.5 % | 2 9.1 % | 6 27.3 % | 6 27.3 % | 0 0.0 % | 7 31.8 % |
| 92.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 1 4.5 % | 7 31.8 % | 6 27.3 % | 2 9.1 % | 6 27.3 % |
| 73.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 1 4.5 % | 3 13.6 % | 4 18.2 % | 7 31.8 % | 1 4.5 % | 6 27.3 % |
| 78.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 2 9.1 % | 1 4.5 % | 4 18.2 % | 7 31.8 % | 1 4.5 % | 7 31.8 % |
| 60.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 6 27.3 % | 3 13.6 % | 6 27.3 % | 1 4.5 % | 6 27.3 % |
| 60.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 6 27.3 % | 5 22.7 % | 4 18.2 % | 1 4.5 % | 6 27.3 % |
| 57.1 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 3 13.6 % | 3 13.6 % | 2 9.1 % | 6 27.3 % | 1 4.5 % | 7 31.8 % |
| 53.8 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 6 27.3 % | 4 18.2 % | 3 13.6 % | 2 9.1 % | 7 31.8 % |
| 66.7 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 2 9.1 % | 3 13.6 % | 5 22.7 % | 5 22.7 % | 1 4.5 % | 6 27.3 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|-------------|-------------|
| 61.5 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 1 4.5 % | 4 18.2 % | 4 18.2 % | 4 18.2 % | 3 13.6 % | 6 27.3 % |
| 40.0 % 27. As a direct result of the services I received: My housing situation has improved | 1 4.5 % | 1 4.5 % | 4 18.2 % | 1 4.5 % | 3 13.6 % | 5 22.7 % | 7 31.8 % |
| 64.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 1 4.5 % | 4 18.2 % | 5 22.7 % | 4 18.2 % | 1 4.5 % | 7 31.8 % |
| 64.3 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 1 4.5 % | 4 18.2 % | 6 27.3 % | 3 13.6 % | 2 9.1 % | 6 27.3 % |
| 69.2 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 4 18.2 % | 4 18.2 % | 5 22.7 % | 3 13.6 % | 6 27.3 % |
| 69.2 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 1 4.5 % | 3 13.6 % | 5 22.7 % | 4 18.2 % | 3 13.6 % | 6 27.3 % |
| 66.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 4.5 % | 3 13.6 % | 4 18.2 % | 4 18.2 % | 3 13.6 % | 7 31.8 % |
| 69.2 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 1 4.5 % | 3 13.6 % | 2 9.1 % | 7 31.8 % | 3 13.6 % | 6 27.3 % |
| 84.6 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 2 9.1 % | 5 22.7 % | 6 27.3 % | 3 13.6 % | 6 27.3 % |
| 46.2 % 35. As a direct result of the services I received: I feel I belong in my community | 1 4.5 % | 2 9.1 % | 4 18.2 % | 3 13.6 % | 3 13.6 % | 2 9.1 % | 7 31.8 % |
| 71.4 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 4.5 % | 3 13.6 % | 4 18.2 % | 6 27.3 % | 1 4.5 % | 7 31.8 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 4 18.2 % | 0 0 % | 4 18.2 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 1 4.5 % | 0 0 % | 1 4.5 % |
| No Data | 1 4.5 % | 0 0 % | 1 4.5 % |
| Completed Survey | 16 72.7 % | 0 0 % | 16 72.7 % |
| Total | 22 100 % | 0 100 % | 22 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 24 clients; surveys were returned for 21 clients (21/24 = 87.5%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

FSA SOAR Academy

Program Code(s): 3822SED

Overall Satisfaction¹

100.0%

Return Rate²

75.0%

Overall satisfaction³ mean score for FSA SOAR Academy: No YSS (youth) data for this program, **4.07** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

[Not enough data for highest satisfaction chart](#)

Lowest Agreement Items

[Not enough data for lowest satisfaction chart](#)

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

[Not enough Youth data for Likert chart](#)

Not enough Youth survey data to create a table.

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Not enough Youth data for scale means CI chart

Not enough Family data for scale means CI chart

Survey Compliance

| Completion Status | FSA SOAR Academy | | Total |
|-------------------|-------------------------------|------------|-------------|
| | Completion by Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 2 66.7 % | 0 0 % | 2 66.7 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 1 33.3 % | 0 0 % | 1 33.3 % |
| Total | 3 100 % | 0 100 % | 3 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 4 clients; surveys were returned for 3 clients (3 / 4 = 75.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

FSA TAY FSP Outpatient Services

Program Code(s): 3822T3

Overall Satisfaction¹

76.9%

Return Rate²

130.8%

Overall satisfaction³ mean score for FSA TAY FSP Outpatient Services: **4.33**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

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

92.3% 5. Staff were willing to see me as often as I felt it was necessary

Lowest Agreement Items

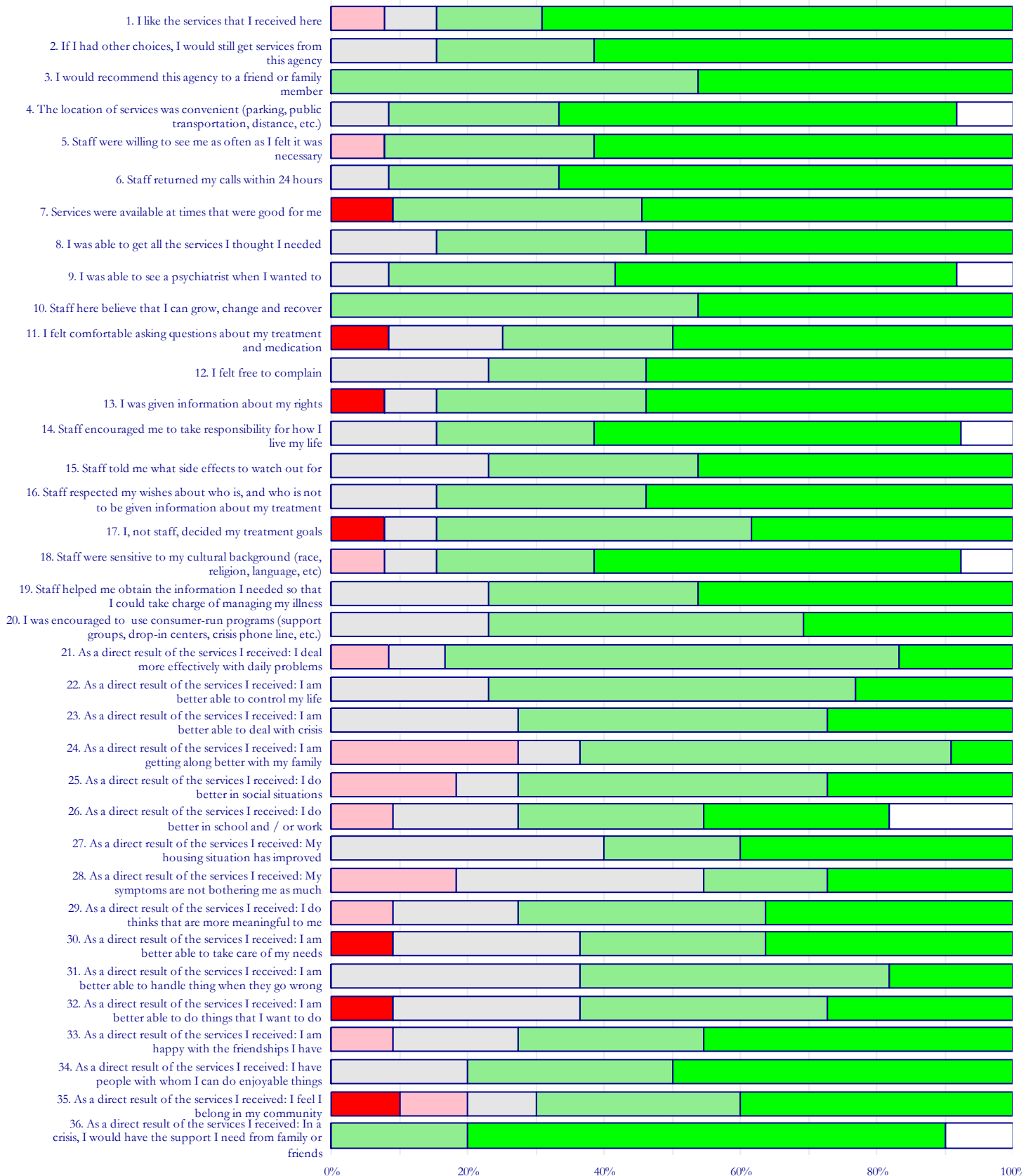
75.0% 11. I felt comfortable asking questions about my treatment and medication

76.9% 12. I felt free to complain

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

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

MHSIP Items



MHSIP Items 1-25

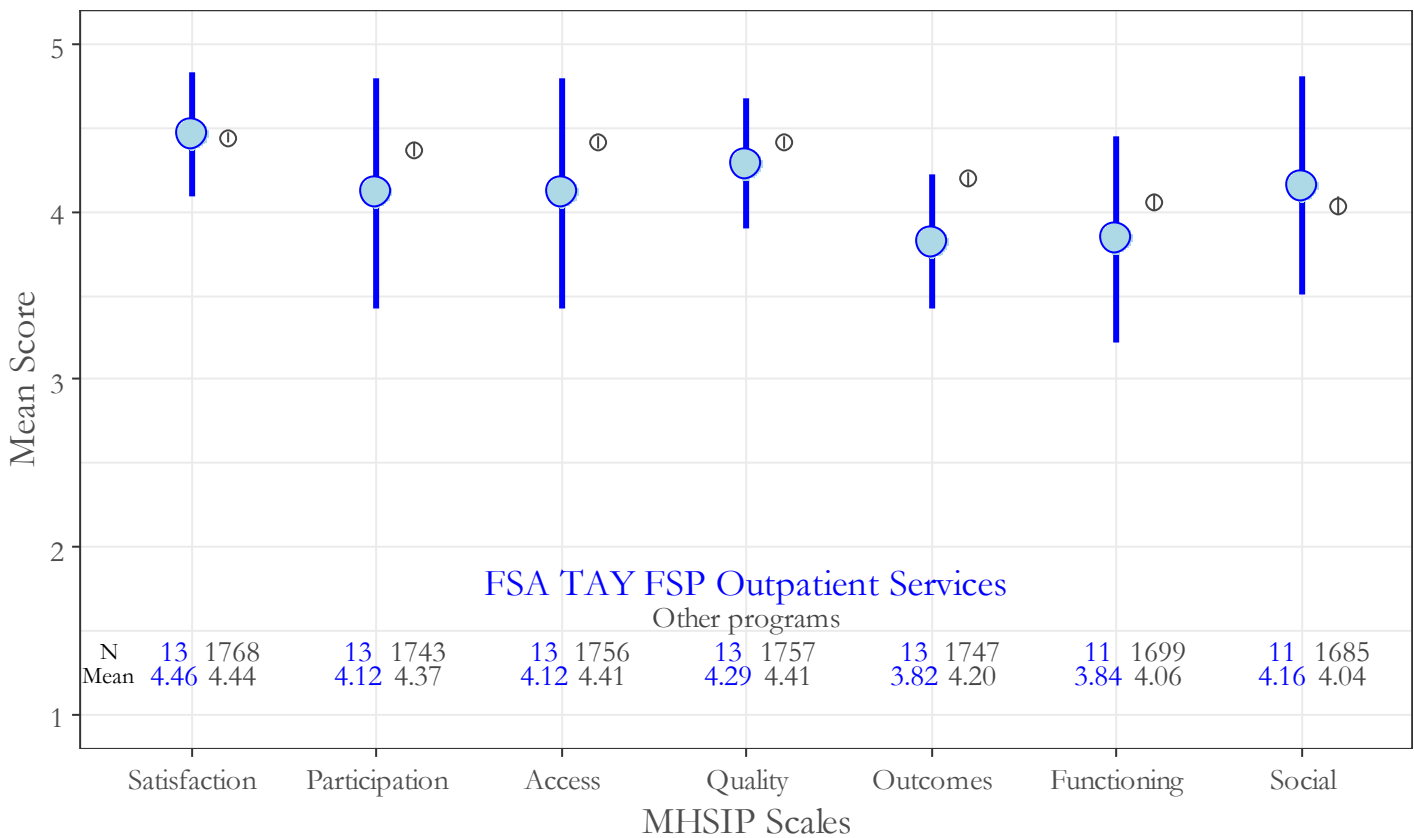
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 84.6 % 1. I like the services that I received here | 0 0.0 % | 1 5.9 % | 1 5.9 % | 2 11.8 % | 9 52.9 % | 0 0.0 % | 4 23.5 % |
| 84.6 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 2 11.8 % | 3 17.6 % | 8 47.1 % | 0 0.0 % | 4 23.5 % |
| 100.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 41.2 % | 6 35.3 % | 0 0.0 % | 4 23.5 % |
| 90.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 1 5.9 % | 3 17.6 % | 7 41.2 % | 1 5.9 % | 5 29.4 % |
| 92.3 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 1 5.9 % | 0 0.0 % | 4 23.5 % | 8 47.1 % | 0 0.0 % | 4 23.5 % |
| 91.7 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 1 5.9 % | 3 17.6 % | 8 47.1 % | 0 0.0 % | 5 29.4 % |
| 90.9 % 7. Services were available at times that were good for me | 1 5.9 % | 0 0.0 % | 0 0.0 % | 4 23.5 % | 6 35.3 % | 0 0.0 % | 6 35.3 % |
| 84.6 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 2 11.8 % | 4 23.5 % | 7 41.2 % | 0 0.0 % | 4 23.5 % |
| 90.9 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 1 5.9 % | 4 23.5 % | 6 35.3 % | 1 5.9 % | 5 29.4 % |
| 100.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 41.2 % | 6 35.3 % | 0 0.0 % | 4 23.5 % |
| 75.0 % 11. I felt comfortable asking questions about my treatment and medication | 1 5.9 % | 0 0.0 % | 2 11.8 % | 3 17.6 % | 6 35.3 % | 0 0.0 % | 5 29.4 % |
| 76.9 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 3 17.6 % | 3 17.6 % | 7 41.2 % | 0 0.0 % | 4 23.5 % |
| 84.6 % 13. I was given information about my rights | 1 5.9 % | 0 0.0 % | 1 5.9 % | 4 23.5 % | 7 41.2 % | 0 0.0 % | 4 23.5 % |
| 83.3 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 2 11.8 % | 3 17.6 % | 7 41.2 % | 1 5.9 % | 4 23.5 % |
| 76.9 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 3 17.6 % | 4 23.5 % | 6 35.3 % | 0 0.0 % | 4 23.5 % |
| 84.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 2 11.8 % | 4 23.5 % | 7 41.2 % | 0 0.0 % | 4 23.5 % |
| 84.6 % 17. I, not staff, decided my treatment goals | 1 5.9 % | 0 0.0 % | 1 5.9 % | 6 35.3 % | 5 29.4 % | 0 0.0 % | 4 23.5 % |
| 83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 1 5.9 % | 1 5.9 % | 3 17.6 % | 7 41.2 % | 1 5.9 % | 4 23.5 % |
| 76.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 3 17.6 % | 4 23.5 % | 6 35.3 % | 0 0.0 % | 4 23.5 % |
| 76.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 3 17.6 % | 6 35.3 % | 4 23.5 % | 0 0.0 % | 4 23.5 % |
| 83.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 1 5.9 % | 1 5.9 % | 8 47.1 % | 2 11.8 % | 0 0.0 % | 5 29.4 % |
| 76.9 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 3 17.6 % | 7 41.2 % | 3 17.6 % | 0 0.0 % | 4 23.5 % |
| 72.7 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 3 17.6 % | 5 29.4 % | 3 17.6 % | 0 0.0 % | 6 35.3 % |
| 63.6 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 3 17.6 % | 1 5.9 % | 6 35.3 % | 1 5.9 % | 0 0.0 % | 6 35.3 % |
| 72.7 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 2 11.8 % | 1 5.9 % | 5 29.4 % | 3 17.6 % | 0 0.0 % | 6 35.3 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 66.7 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 1 5.9 % | 2 11.8 % | 3 17.6 % | 3 17.6 % | 2 11.8 % | 6 35.3 % |
| 60.0 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 0 0.0 % | 4 23.5 % | 2 11.8 % | 4 23.5 % | 0 0.0 % | 7 41.2 % |
| 45.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 2 11.8 % | 4 23.5 % | 2 11.8 % | 3 17.6 % | 0 0.0 % | 6 35.3 % |
| 72.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 1 5.9 % | 2 11.8 % | 4 23.5 % | 4 23.5 % | 0 0.0 % | 6 35.3 % |
| 63.6 % 30. As a direct result of the services I received: I am better able to take care of my needs | 1 5.9 % | 0 0.0 % | 3 17.6 % | 3 17.6 % | 4 23.5 % | 0 0.0 % | 6 35.3 % |
| 63.6 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 4 23.5 % | 5 29.4 % | 2 11.8 % | 0 0.0 % | 6 35.3 % |
| 63.6 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 5.9 % | 0 0.0 % | 3 17.6 % | 4 23.5 % | 3 17.6 % | 0 0.0 % | 6 35.3 % |
| 72.7 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 1 5.9 % | 2 11.8 % | 3 17.6 % | 5 29.4 % | 0 0.0 % | 6 35.3 % |
| 80.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 2 11.8 % | 3 17.6 % | 5 29.4 % | 0 0.0 % | 7 41.2 % |
| 70.0 % 35. As a direct result of the services I received: I feel I belong in my community | 1 5.9 % | 1 5.9 % | 1 5.9 % | 3 17.6 % | 4 23.5 % | 0 0.0 % | 7 41.2 % |
| 100.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 11.8 % | 7 41.2 % | 1 5.9 % | 7 41.2 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 4 23.5 % | 0 0 % | 4 23.5 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 13 76.5 % | 0 0 % | 13 76.5 % |
| Total | 17 100 % | 0 100 % | 17 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 13 clients; surveys were returned for 17 clients (17/13 = 130.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

HealthRIGHT 360 Integrated Care Center

Program Code(s): 38CC3

Overall Satisfaction¹

92.1%

Return Rate²

125.0%

Overall satisfaction³ mean score for HealthRIGHT 360 Integrated Care Center: **4.43**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

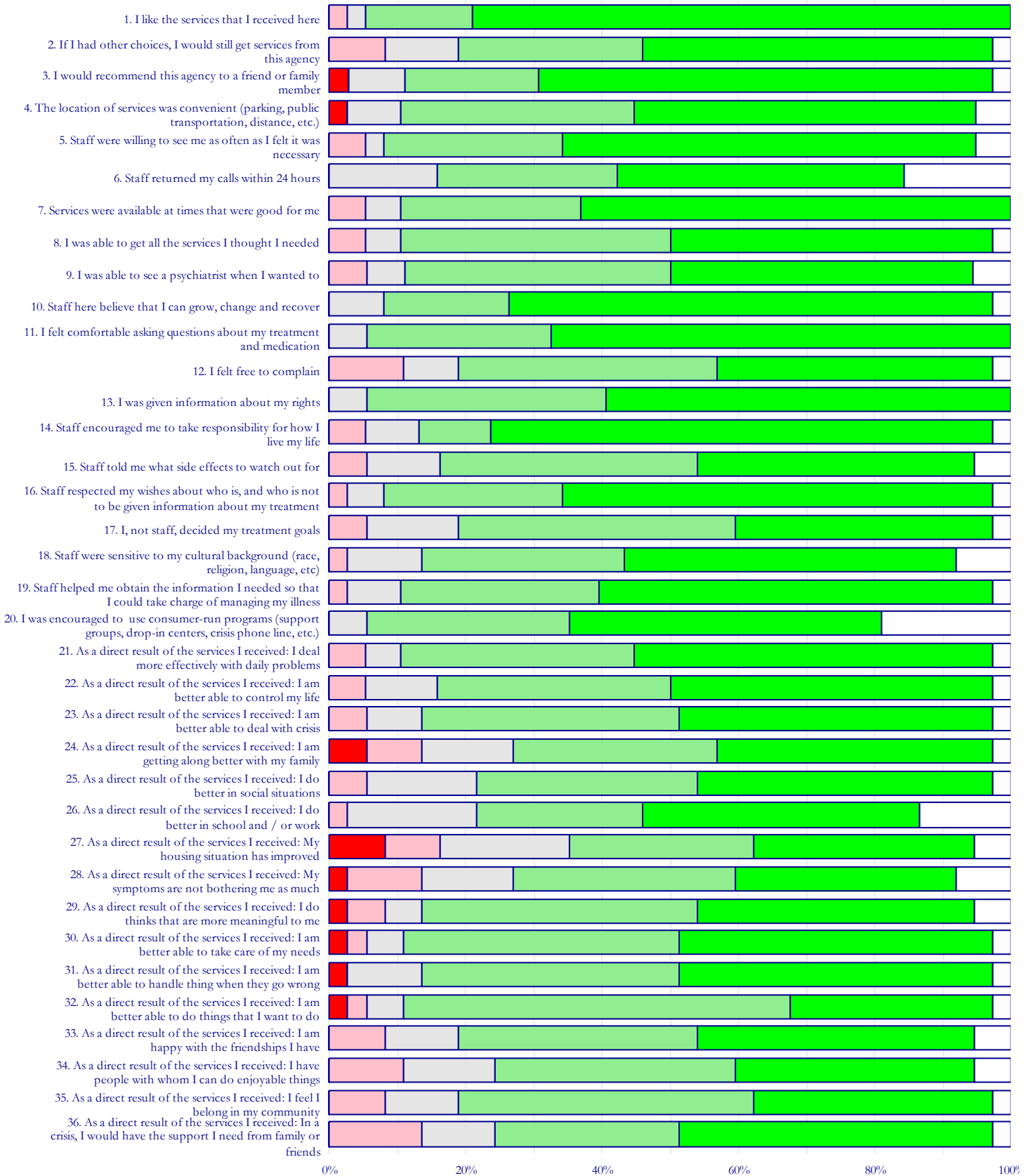
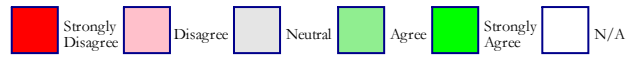
- 94.7% 1. I like the services that I received here
- 94.6% 11. I felt comfortable asking questions about my treatment and medication
- 94.6% 13. I was given information about my rights

Lowest Agreement Items

- 80.6% 2. If I had other choices, I would still get services from this agency
- 80.6% 12. I felt free to complain
- 80.6% 17. I, not staff, decided my treatment goals

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

MHSIP Items



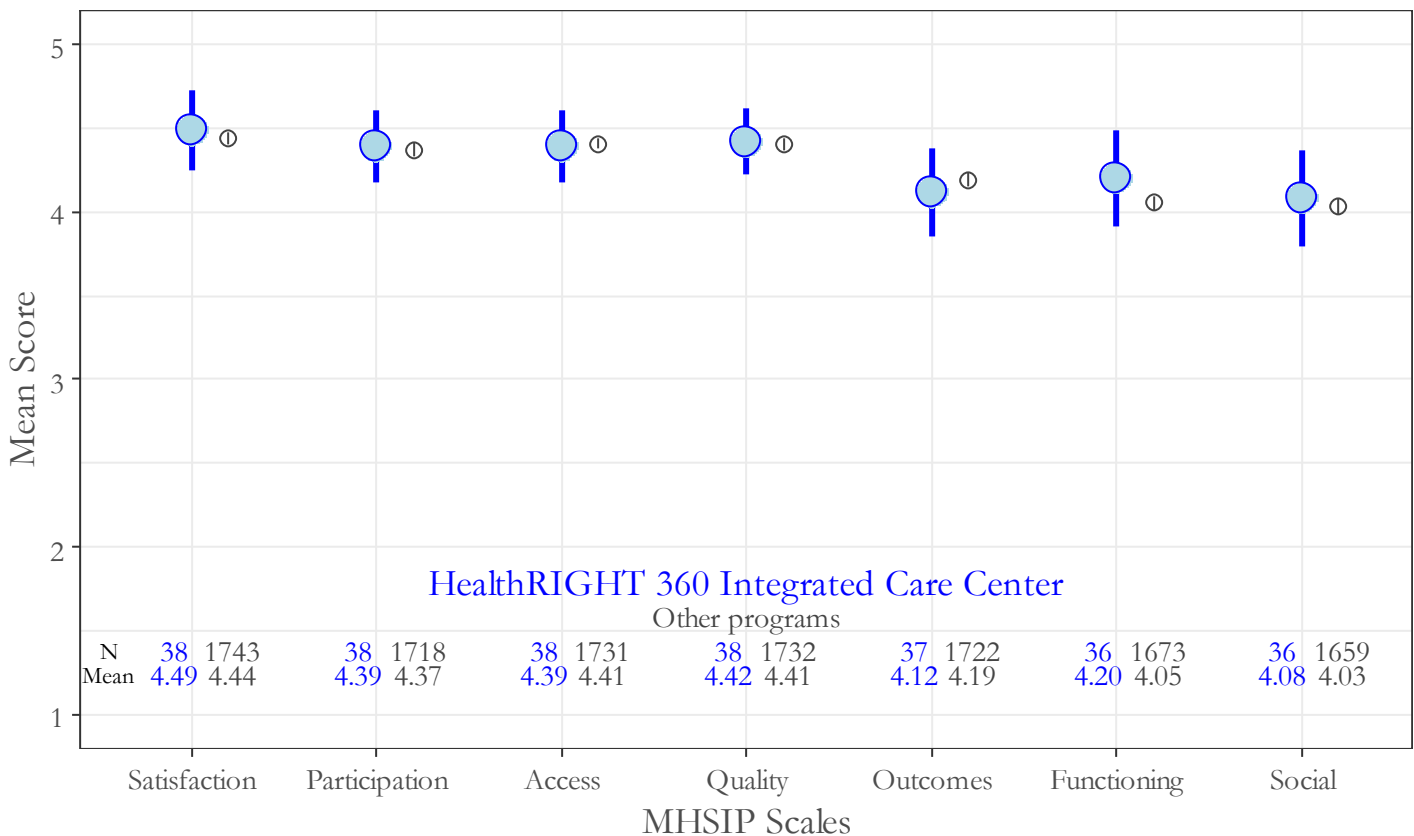
MHSIP Items 1-25
Percent Agree

| | | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---------------|--|--------------------------|-----------------|----------------|--------------|-----------------------|-------------|----------------|
| 94.7 % | 1. I like the services that I received here | 0 0.0 % | 1 2.5 % | 1 2.5 % | 6 15.0 % | 30 75.0 % | 0 0.0 % | 2 5.0 % |
| 80.6 % | 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 3 7.5 % | 4 10.0 % | 10 25.0 % | 19 47.5 % | 1 2.5 % | 3 7.5 % |
| 88.6 % | 3. I would recommend this agency to a friend or family member | 1 2.5 % | 0 0.0 % | 3 7.5 % | 7 17.5 % | 24 60.0 % | 1 2.5 % | 4 10.0 % |
| 88.9 % | 4. The location of services was convenient (parking, public transportation, distance, etc.) | 1 2.5 % | 0 0.0 % | 3 7.5 % | 13 32.5 % | 19 47.5 % | 2 5.0 % | 2 5.0 % |
| 91.7 % | 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 2 5.0 % | 1 2.5 % | 10 25.0 % | 23 57.5 % | 2 5.0 % | 2 5.0 % |
| 81.2 % | 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 6 15.0 % | 10 25.0 % | 16 40.0 % | 6 15.0 % | 2 5.0 % |
| 89.5 % | 7. Services were available at times that were good for me | 0 0.0 % | 2 5.0 % | 2 5.0 % | 10 25.0 % | 24 60.0 % | 0 0.0 % | 2 5.0 % |
| 89.2 % | 8. I was able to get all the services I thought I needed | 0 0.0 % | 2 5.0 % | 2 5.0 % | 15 37.5 % | 18 45.0 % | 1 2.5 % | 2 5.0 % |
| 88.2 % | 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 2 5.0 % | 2 5.0 % | 14 35.0 % | 16 40.0 % | 2 5.0 % | 4 10.0 % |
| 91.9 % | 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 3 7.5 % | 7 17.5 % | 27 67.5 % | 1 2.5 % | 2 5.0 % |
| 94.6 % | 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 2 5.0 % | 10 25.0 % | 25 62.5 % | 0 0.0 % | 3 7.5 % |
| 80.6 % | 12. I felt free to complain | 0 0.0 % | 4 10.0 % | 3 7.5 % | 14 35.0 % | 15 37.5 % | 1 2.5 % | 3 7.5 % |
| 94.6 % | 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 2 5.0 % | 13 32.5 % | 22 55.0 % | 0 0.0 % | 3 7.5 % |
| 86.5 % | 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 2 5.0 % | 3 7.5 % | 4 10.0 % | 28 70.0 % | 1 2.5 % | 2 5.0 % |
| 82.9 % | 15. Staff told me what side effects to watch out for | 0 0.0 % | 2 5.0 % | 4 10.0 % | 14 35.0 % | 15 37.5 % | 2 5.0 % | 3 7.5 % |
| 91.9 % | 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 1 2.5 % | 2 5.0 % | 10 25.0 % | 24 60.0 % | 1 2.5 % | 2 5.0 % |
| 80.6 % | 17. I, not staff, decided my treatment goals | 0 0.0 % | 2 5.0 % | 5 12.5 % | 15 37.5 % | 14 35.0 % | 1 2.5 % | 3 7.5 % |
| 85.3 % | 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 1 2.5 % | 4 10.0 % | 11 27.5 % | 18 45.0 % | 3 7.5 % | 3 7.5 % |
| 89.2 % | 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 1 2.5 % | 3 7.5 % | 11 27.5 % | 22 55.0 % | 1 2.5 % | 2 5.0 % |
| 93.3 % | 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 2 5.0 % | 11 27.5 % | 17 42.5 % | 7 17.5 % | 3 7.5 % |
| 89.2 % | 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 2 5.0 % | 2 5.0 % | 13 32.5 % | 20 50.0 % | 1 2.5 % | 2 5.0 % |
| 83.8 % | 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 2 5.0 % | 4 10.0 % | 13 32.5 % | 18 45.0 % | 1 2.5 % | 2 5.0 % |
| 86.1 % | 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 2 5.0 % | 3 7.5 % | 14 35.0 % | 17 42.5 % | 1 2.5 % | 3 7.5 % |
| 72.2 % | 24. As a direct result of the services I received: I am getting along better with my family | 2 5.0 % | 3 7.5 % | 5 12.5 % | 11 27.5 % | 15 37.5 % | 1 2.5 % | 3 7.5 % |
| 77.8 % | 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 2 5.0 % | 6 15.0 % | 12 30.0 % | 16 40.0 % | 1 2.5 % | 3 7.5 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|--------------|----------------|-------------|------------|
| 75.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 1 2.5 % | 7 17.5 % | 9 22.5 % | 15 37.5 % | 5 12.5 % | 3 7.5 % |
| 62.9 % 27. As a direct result of the services I received: My housing situation has improved | 3 7.5 % | 3 7.5 % | 7 17.5 % | 10 25.0 % | 12 30.0 % | 2 5.0 % | 3 7.5 % |
| 70.6 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 1 2.5 % | 4 10.0 % | 5 12.5 % | 12 30.0 % | 12 30.0 % | 3 7.5 % | 3 7.5 % |
| 85.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 1 2.5 % | 2 5.0 % | 2 5.0 % | 15 37.5 % | 15 37.5 % | 2 5.0 % | 3 7.5 % |
| 88.9 % 30. As a direct result of the services I received: I am better able to take care of my needs | 1 2.5 % | 1 2.5 % | 2 5.0 % | 15 37.5 % | 17 42.5 % | 1 2.5 % | 3 7.5 % |
| 86.1 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 2.5 % | 0 0.0 % | 4 10.0 % | 14 35.0 % | 17 42.5 % | 1 2.5 % | 3 7.5 % |
| 88.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 2.5 % | 1 2.5 % | 2 5.0 % | 21 52.5 % | 11 27.5 % | 1 2.5 % | 3 7.5 % |
| 80.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 3 7.5 % | 4 10.0 % | 13 32.5 % | 15 37.5 % | 2 5.0 % | 3 7.5 % |
| 74.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 4 10.0 % | 5 12.5 % | 13 32.5 % | 13 32.5 % | 2 5.0 % | 3 7.5 % |
| 80.6 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 3 7.5 % | 4 10.0 % | 16 40.0 % | 13 32.5 % | 1 2.5 % | 3 7.5 % |
| 75.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 5 12.5 % | 4 10.0 % | 10 25.0 % | 17 42.5 % | 1 2.5 % | 3 7.5 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 1 2.5 % | 0 0 % | 1 2.5 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 1 2.5 % | 0 0 % | 1 2.5 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 38 95 % | 0 0 % | 38 95 % |
| Total | 40 100 % | 0 100 % | 40 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 32 clients; surveys were returned for 40 clients (40/32 = 125.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Homeless Childrens Network

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

Overall Satisfaction¹

92.9%

Return Rate²

78.6%

Overall satisfaction³ mean score for Homeless Childrens Network: No YSS (youth) data for this program, **4.43** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.49** (family).

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

Highest Agreement Items

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

92.9% 1. Overall, I am satisfied with the service I received

92.9% 9. Services were available at times that were convenient for me

Lowest Agreement Items

78.6% 4. The people helping me stuck with me no matter what

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

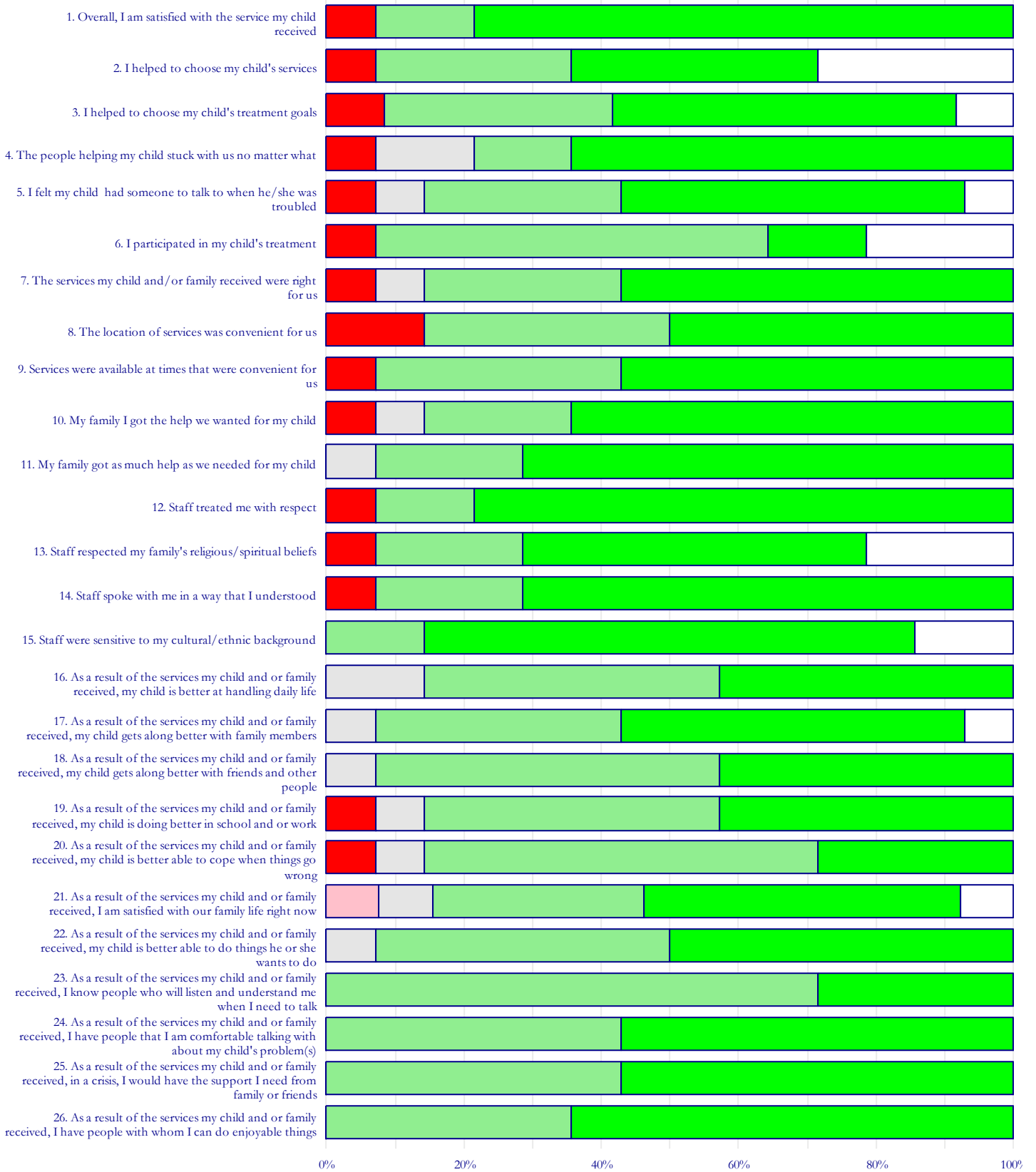
85.7% 7. The services I received were right for me

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

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.

Youth Services Survey for Families

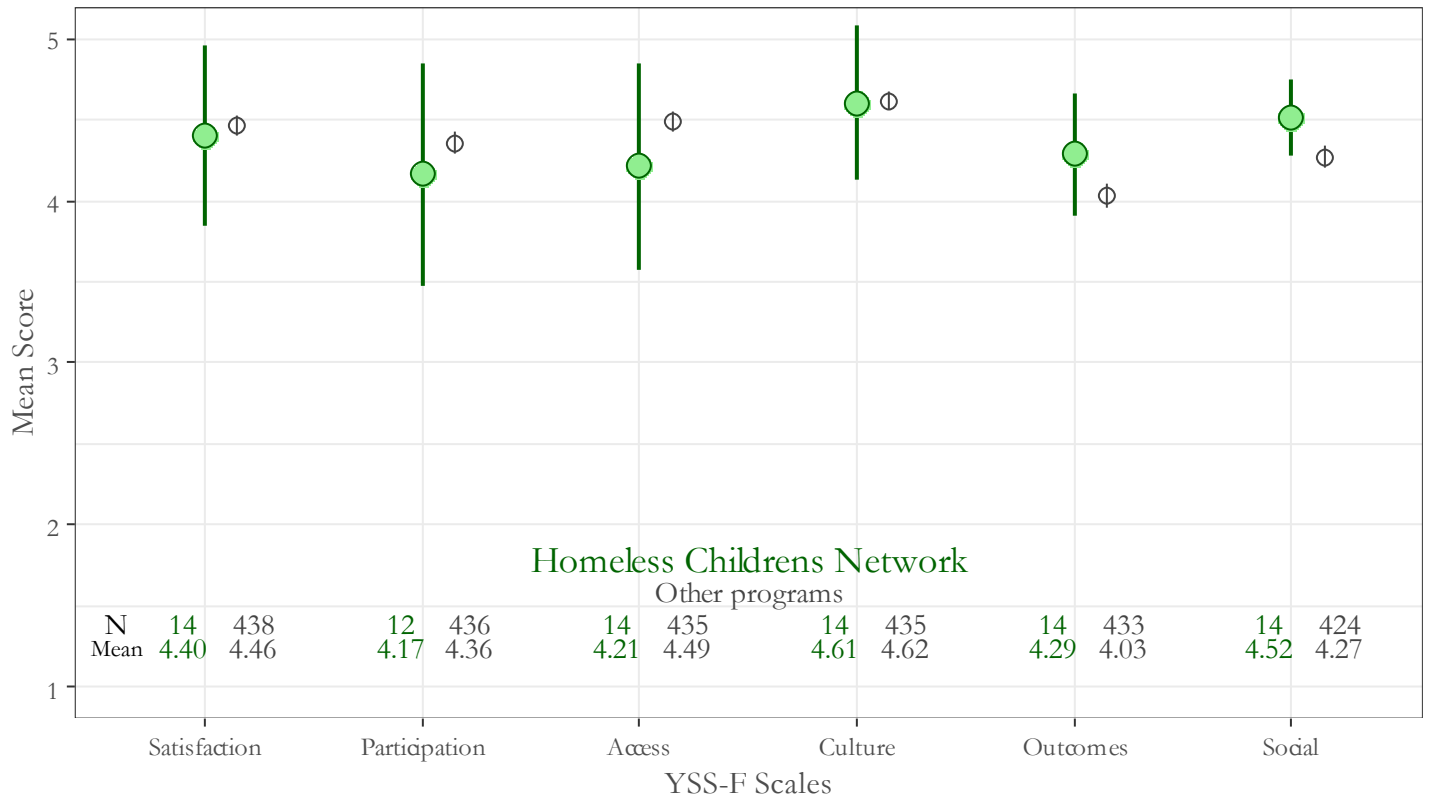


Youth Services Survey for Families N = 32

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|------------|--------------|----------------|-------------|--------------|
| 92.9 % 1. Overall, I am satisfied with the service my child received | 1 3.1 % | 0 0.0 % | 0 0.0 % | 2 6.2 % | 11 34.4 % | 0 0.0 % | 18 56.2 % |
| 90.0 % 2. I helped to choose my child's services | 1 3.1 % | 0 0.0 % | 0 0.0 % | 4 12.5 % | 5 15.6 % | 4 12.5 % | 18 56.2 % |
| 90.9 % 3. I helped to choose my child's treatment goals | 1 3.1 % | 0 0.0 % | 0 0.0 % | 4 12.5 % | 6 18.8 % | 1 3.1 % | 20 62.5 % |
| 78.6 % 4. The people helping my child stuck with us no matter what | 1 3.1 % | 0 0.0 % | 2 6.2 % | 2 6.2 % | 9 28.1 % | 0 0.0 % | 18 56.2 % |
| 84.6 % 5. I felt my child had someone to talk to when he/she was troubled | 1 3.1 % | 0 0.0 % | 1 3.1 % | 4 12.5 % | 7 21.9 % | 1 3.1 % | 18 56.2 % |
| 90.9 % 6. I participated in my child's treatment | 1 3.1 % | 0 0.0 % | 0 0.0 % | 8 25.0 % | 2 6.2 % | 3 9.4 % | 18 56.2 % |
| 85.7 % 7. The services my child and/or family received were right for us | 1 3.1 % | 0 0.0 % | 1 3.1 % | 4 12.5 % | 8 25.0 % | 0 0.0 % | 18 56.2 % |
| 85.7 % 8. The location of services was convenient for us | 2 6.2 % | 0 0.0 % | 0 0.0 % | 5 15.6 % | 7 21.9 % | 0 0.0 % | 18 56.2 % |
| 92.9 % 9. Services were available at times that were convenient for us | 1 3.1 % | 0 0.0 % | 0 0.0 % | 5 15.6 % | 8 25.0 % | 0 0.0 % | 18 56.2 % |
| 85.7 % 10. My family I got the help we wanted for my child | 1 3.1 % | 0 0.0 % | 1 3.1 % | 3 9.4 % | 9 28.1 % | 0 0.0 % | 18 56.2 % |
| 92.9 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 1 3.1 % | 3 9.4 % | 10 31.2 % | 0 0.0 % | 18 56.2 % |
| 92.9 % 12. Staff treated me with respect | 1 3.1 % | 0 0.0 % | 0 0.0 % | 2 6.2 % | 11 34.4 % | 0 0.0 % | 18 56.2 % |
| 90.9 % 13. Staff respected my family's religious/spiritual beliefs | 1 3.1 % | 0 0.0 % | 0 0.0 % | 3 9.4 % | 7 21.9 % | 3 9.4 % | 18 56.2 % |
| 92.9 % 14. Staff spoke with me in a way that I understood | 1 3.1 % | 0 0.0 % | 0 0.0 % | 3 9.4 % | 10 31.2 % | 0 0.0 % | 18 56.2 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 6.2 % | 10 31.2 % | 2 6.2 % | 18 56.2 % |
| 85.7 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 2 6.2 % | 6 18.8 % | 6 18.8 % | 0 0.0 % | 18 56.2 % |
| 92.3 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 1 3.1 % | 5 15.6 % | 7 21.9 % | 1 3.1 % | 18 56.2 % |
| 92.9 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 1 3.1 % | 7 21.9 % | 6 18.8 % | 0 0.0 % | 18 56.2 % |
| 85.7 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 1 3.1 % | 0 0.0 % | 1 3.1 % | 6 18.8 % | 6 18.8 % | 0 0.0 % | 18 56.2 % |
| 85.7 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 1 3.1 % | 0 0.0 % | 1 3.1 % | 8 25.0 % | 4 12.5 % | 0 0.0 % | 18 56.2 % |
| 83.3 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 1 3.1 % | 1 3.1 % | 4 12.5 % | 6 18.8 % | 1 3.1 % | 19 59.4 % |
| 92.9 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 0 0.0 % | 1 3.1 % | 6 18.8 % | 7 21.9 % | 0 0.0 % | 18 56.2 % |
| 100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 10 31.2 % | 4 12.5 % | 0 0.0 % | 18 56.2 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 18.8 % | 8 25.0 % | 0 0.0 % | 18 56.2 % |
| 100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 18.8 % | 8 25.0 % | 0 0.0 % | 18 56.2 % |
| 100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 15.6 % | 9 28.1 % | 0 0.0 % | 18 56.2 % |

Not enough Youth data for scale means CI chart

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



Survey Compliance

| Completion Status | Homeless Childrens Network Completion by Respondent Type | | Total |
|-------------------|--|------------|--------------|
| | Family | Youth | |
| Refused | 17 53.1 % | 1 100 % | 18 54.5 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 1 3.1 % | 0 0 % | 1 3 % |
| Completed Survey | 14 43.8 % | 0 0 % | 14 42.4 % |
| Total | 32 100 % | 1 100 % | 33 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 42 clients; surveys were returned for 33 clients ($33 / 42 = 78.6\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Huckleberry Youth Programs

Program Code(s): 38bu3

Overall Satisfaction¹

93.9%

Return Rate²

362.5%

Overall satisfaction³ mean score for Huckleberry Youth Programs: **4.40** (youth), **4.75** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

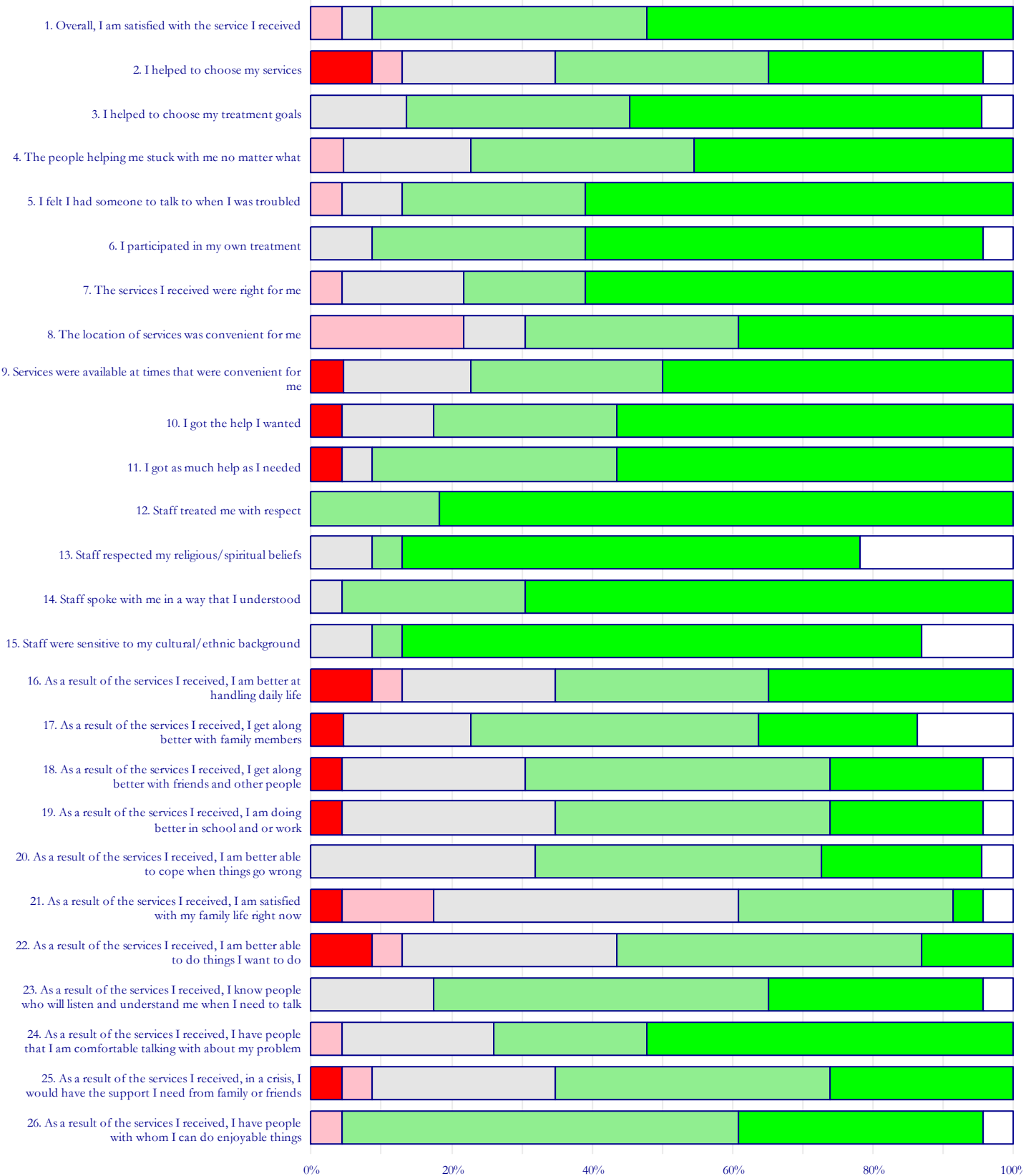
- 100.0% 12. Staff treated me with respect
- 97.0% 14. Staff spoke with me in a way that I understood
- 93.9% 1. Overall, I am satisfied with the service I received

Lowest Agreement Items

- 66.7% 2. I helped to choose my services
- 81.2% 9. Services were available at times that were convenient for me
- 81.8% 7. The services I received were right for me

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

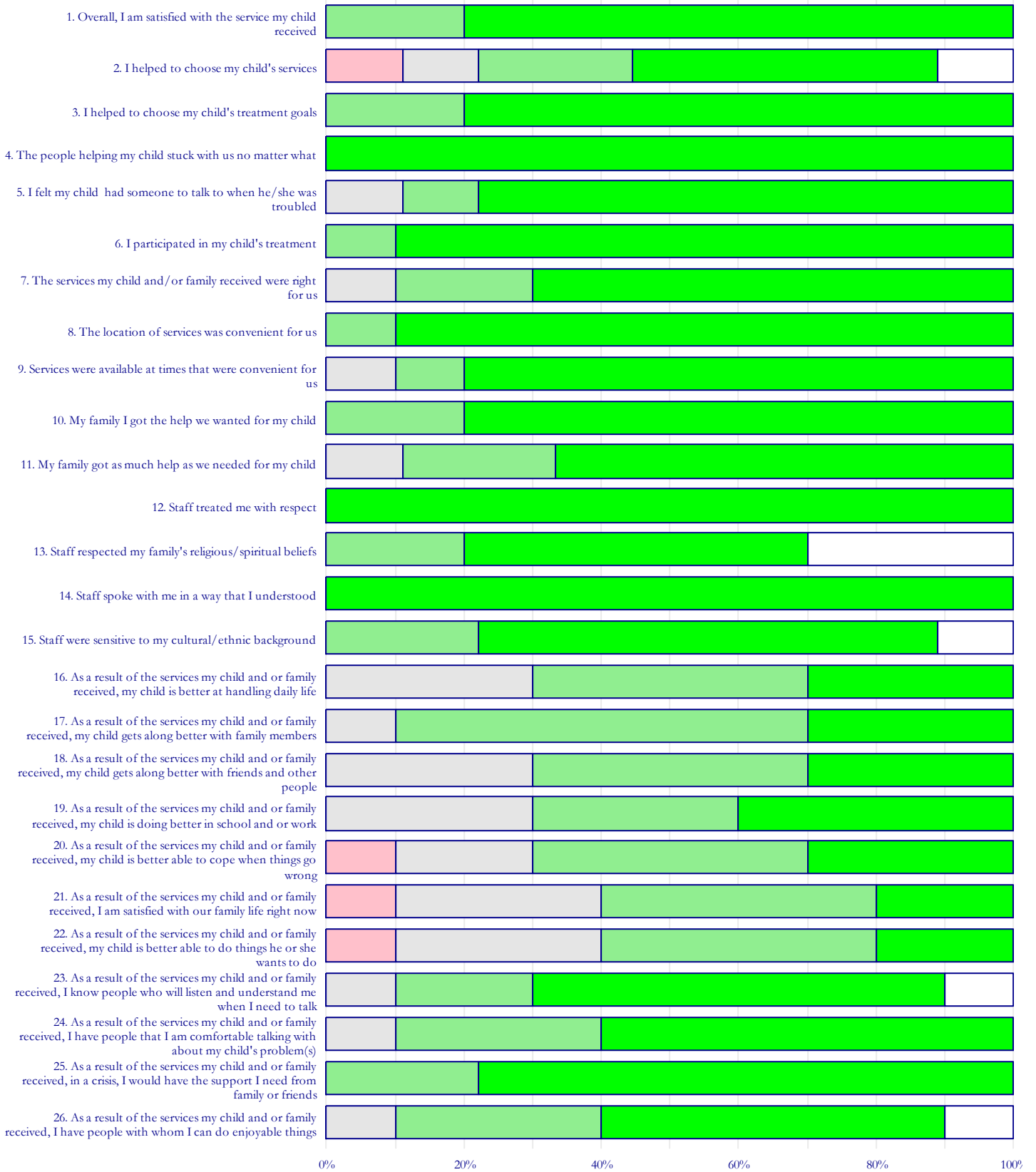
Youth Services Survey for Youth



Youth Services Survey for Youth N = 24

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|--------------|--------------|----------------|-------------|------------|
| 91.3 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 1 4.2 % | 1 4.2 % | 9 37.5 % | 12 50.0 % | 0 0.0 % | 1 4.2 % |
| 63.6 % 2. I helped to choose my services | 2 8.3 % | 1 4.2 % | 5 20.8 % | 7 29.2 % | 7 29.2 % | 1 4.2 % | 1 4.2 % |
| 85.7 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 3 12.5 % | 7 29.2 % | 11 45.8 % | 1 4.2 % | 2 8.3 % |
| 77.3 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 1 4.2 % | 4 16.7 % | 7 29.2 % | 10 41.7 % | 0 0.0 % | 2 8.3 % |
| 87.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 1 4.2 % | 2 8.3 % | 6 25.0 % | 14 58.3 % | 0 0.0 % | 1 4.2 % |
| 90.9 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 2 8.3 % | 7 29.2 % | 13 54.2 % | 1 4.2 % | 1 4.2 % |
| 78.3 % 7. The services I received were right for me | 0 0.0 % | 1 4.2 % | 4 16.7 % | 4 16.7 % | 14 58.3 % | 0 0.0 % | 1 4.2 % |
| 69.6 % 8. The location of services was convenient for me | 0 0.0 % | 5 20.8 % | 2 8.3 % | 7 29.2 % | 9 37.5 % | 0 0.0 % | 1 4.2 % |
| 77.3 % 9. Services were available at times that were convenient for me | 1 4.2 % | 0 0.0 % | 4 16.7 % | 6 25.0 % | 11 45.8 % | 0 0.0 % | 2 8.3 % |
| 82.6 % 10. I got the help I wanted | 1 4.2 % | 0 0.0 % | 3 12.5 % | 6 25.0 % | 13 54.2 % | 0 0.0 % | 1 4.2 % |
| 91.3 % 11. I got as much help as I needed | 1 4.2 % | 0 0.0 % | 1 4.2 % | 8 33.3 % | 13 54.2 % | 0 0.0 % | 1 4.2 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 16.7 % | 18 75.0 % | 0 0.0 % | 2 8.3 % |
| 88.9 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 2 8.3 % | 1 4.2 % | 15 62.5 % | 5 20.8 % | 1 4.2 % |
| 95.7 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 1 4.2 % | 6 25.0 % | 16 66.7 % | 0 0.0 % | 1 4.2 % |
| 90.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 2 8.3 % | 1 4.2 % | 17 70.8 % | 3 12.5 % | 1 4.2 % |
| 65.2 % 16. As a result of the services I received, I am better at handling daily life | 2 8.3 % | 1 4.2 % | 5 20.8 % | 7 29.2 % | 8 33.3 % | 0 0.0 % | 1 4.2 % |
| 73.7 % 17. As a result of the services I received, I get along better with family members | 1 4.2 % | 0 0.0 % | 4 16.7 % | 9 37.5 % | 5 20.8 % | 3 12.5 % | 2 8.3 % |
| 68.2 % 18. As a result of the services I received, I get along better with friends and other people | 1 4.2 % | 0 0.0 % | 6 25.0 % | 10 41.7 % | 5 20.8 % | 1 4.2 % | 1 4.2 % |
| 63.6 % 19. As a result of the services I received, I am doing better in school and or work | 1 4.2 % | 0 0.0 % | 7 29.2 % | 9 37.5 % | 5 20.8 % | 1 4.2 % | 1 4.2 % |
| 66.7 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 7 29.2 % | 9 37.5 % | 5 20.8 % | 1 4.2 % | 2 8.3 % |
| 36.4 % 21. As a result of the services I received, I am satisfied with my family life right now | 1 4.2 % | 3 12.5 % | 10 41.7 % | 7 29.2 % | 1 4.2 % | 1 4.2 % | 1 4.2 % |
| 56.5 % 22. As a result of the services I received, I am better able to do things I want to do | 2 8.3 % | 1 4.2 % | 7 29.2 % | 10 41.7 % | 3 12.5 % | 0 0.0 % | 1 4.2 % |
| 81.8 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 4 16.7 % | 11 45.8 % | 7 29.2 % | 1 4.2 % | 1 4.2 % |
| 73.9 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 1 4.2 % | 5 20.8 % | 5 20.8 % | 12 50.0 % | 0 0.0 % | 1 4.2 % |
| 65.2 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 1 4.2 % | 1 4.2 % | 6 25.0 % | 9 37.5 % | 6 25.0 % | 0 0.0 % | 1 4.2 % |
| 95.5 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 1 4.2 % | 0 0.0 % | 13 54.2 % | 8 33.3 % | 1 4.2 % | 1 4.2 % |

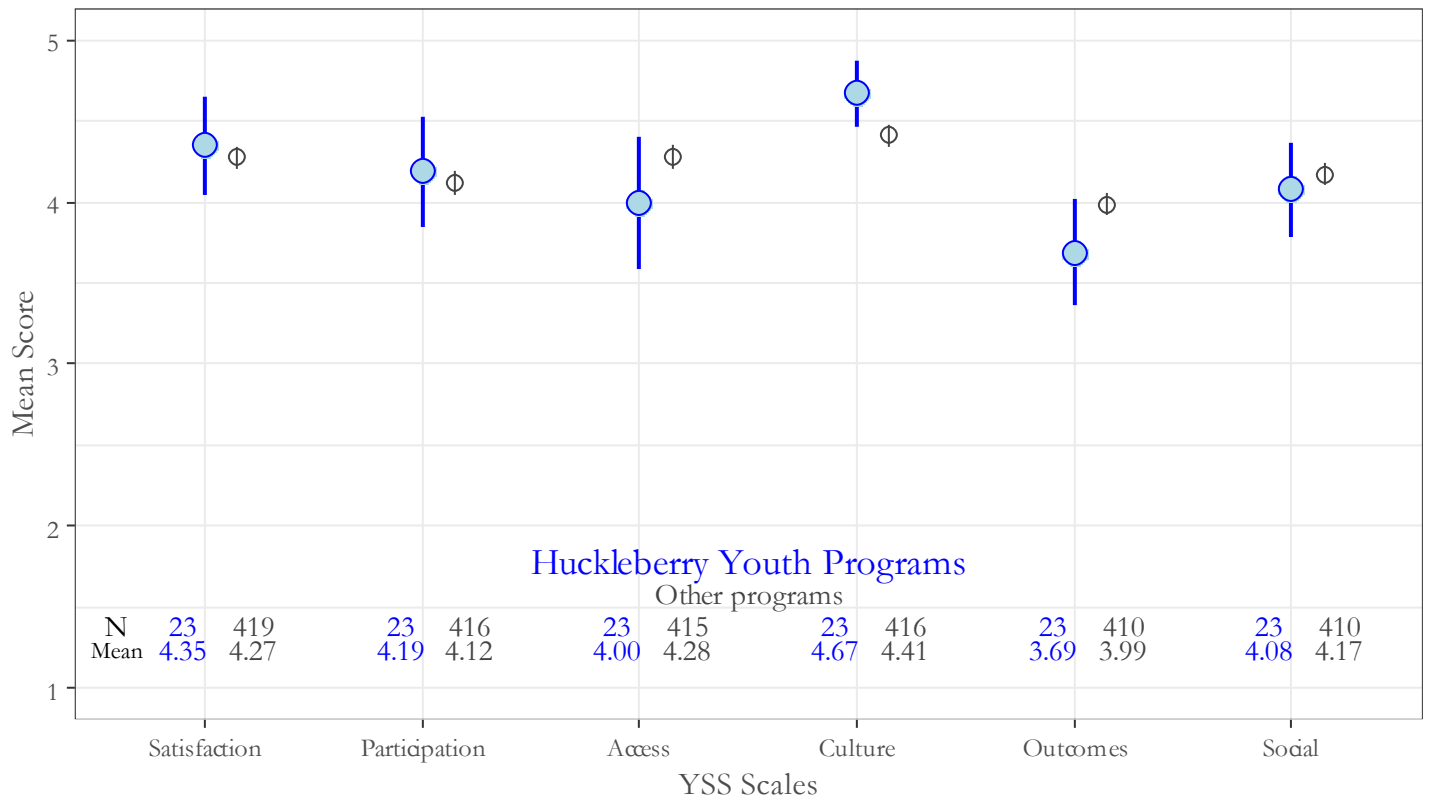
Youth Services Survey for Families



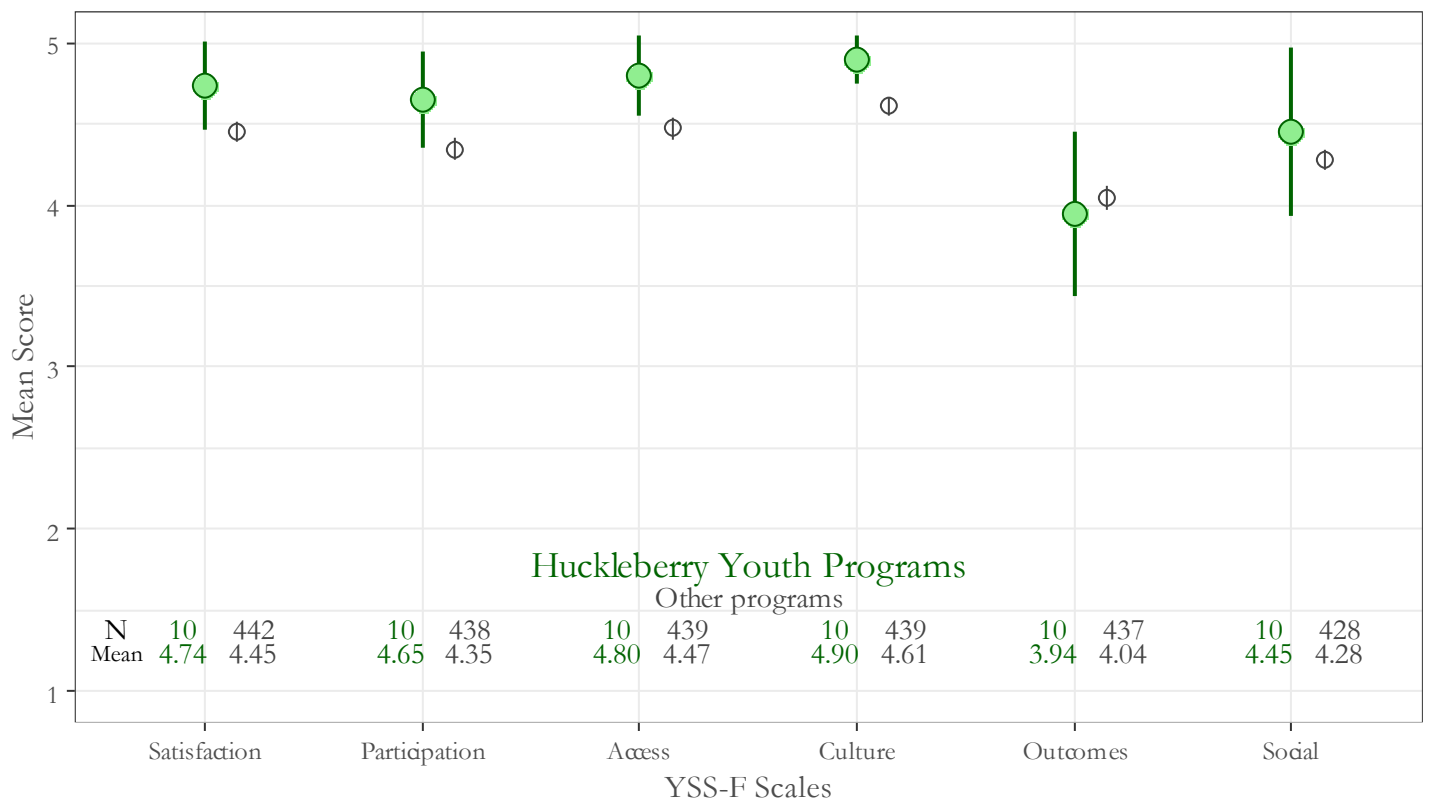
Youth Services Survey for Families N = 10

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 20.0 % | 8 80.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 2. I helped to choose my child's services | 0 0.0 % | 1 10.0 % | 1 10.0 % | 2 20.0 % | 4 40.0 % | 1 10.0 % | 1 10.0 % |
| 100.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 20.0 % | 8 80.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 10 100.0 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 1 10.0 % | 1 10.0 % | 7 70.0 % | 0 0.0 % | 1 10.0 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 10.0 % | 9 90.0 % | 0 0.0 % | 0 0.0 % |
| 90.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 1 10.0 % | 2 20.0 % | 7 70.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 10.0 % | 9 90.0 % | 0 0.0 % | 0 0.0 % |
| 90.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 1 10.0 % | 1 10.0 % | 8 80.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 20.0 % | 8 80.0 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 1 10.0 % | 2 20.0 % | 6 60.0 % | 0 0.0 % | 1 10.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 10 100.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 20.0 % | 5 50.0 % | 3 30.0 % | 0 0.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 10 100.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 20.0 % | 6 60.0 % | 1 10.0 % | 1 10.0 % |
| 70.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 3 30.0 % | 4 40.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 90.0 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 1 10.0 % | 6 60.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 3 30.0 % | 4 40.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 0 0.0 % | 3 30.0 % | 3 30.0 % | 4 40.0 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 1 10.0 % | 2 20.0 % | 4 40.0 % | 3 30.0 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 1 10.0 % | 3 30.0 % | 4 40.0 % | 2 20.0 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 1 10.0 % | 3 30.0 % | 4 40.0 % | 2 20.0 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 1 10.0 % | 2 20.0 % | 6 60.0 % | 1 10.0 % | 0 0.0 % |
| 90.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 1 10.0 % | 3 30.0 % | 6 60.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 20.0 % | 7 70.0 % | 0 0.0 % | 1 10.0 % |
| 88.9 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 10.0 % | 3 30.0 % | 5 50.0 % | 1 10.0 % | 0 0.0 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|--------------------------|----------------------------|--------------|--------------|
| Huckleberry Youth | | | |
| Completion Status | Programs Completion | | Total |
| | by Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 1 4.2 % | 1 2.9 % |
| Completed Survey | 10 100 % | 23 95.8 % | 33 97.1 % |
| Total | 10 100 % | 24 100 % | 34 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 8 clients; surveys were returned for 29 clients (29 / 8 = 362.5%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Hyde Street Community Services

Program Code(s): 38BR3

Overall Satisfaction¹

97.8%

Return Rate²

65.6%

Overall satisfaction³ mean score for Hyde Street Community Services: **4.40**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

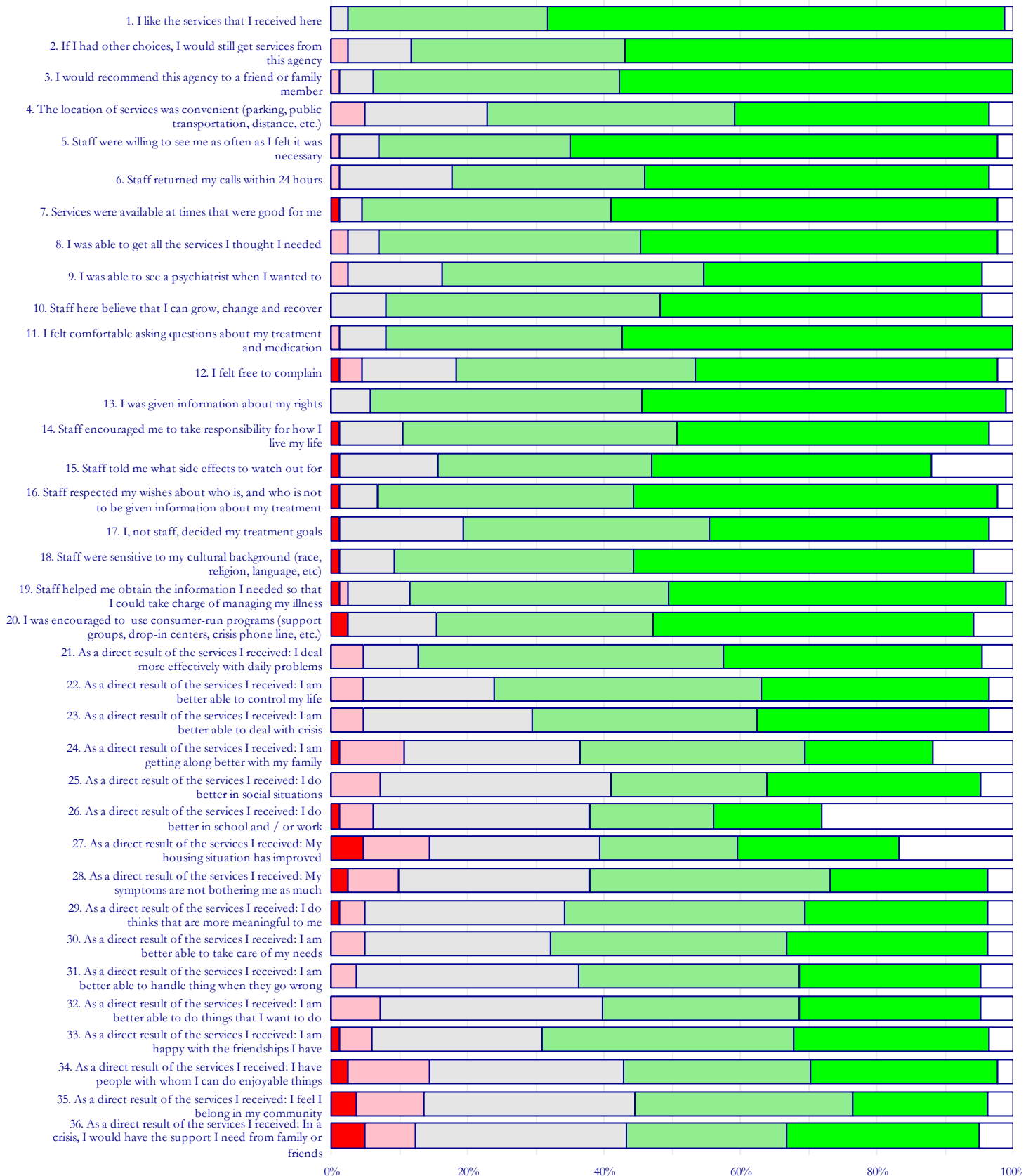
- 97.6% 1. I like the services that I received here
- 95.3% 7. Services were available at times that were good for me
- 94.3% 13. I was given information about my rights

Lowest Agreement Items

- 80.0% 17. I, not staff, decided my treatment goals
- 81.4% 12. I felt free to complain
- 81.7% 6. Staff returned my calls within 24 hours

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

MHSIP Items



MHSIP Items 1-25

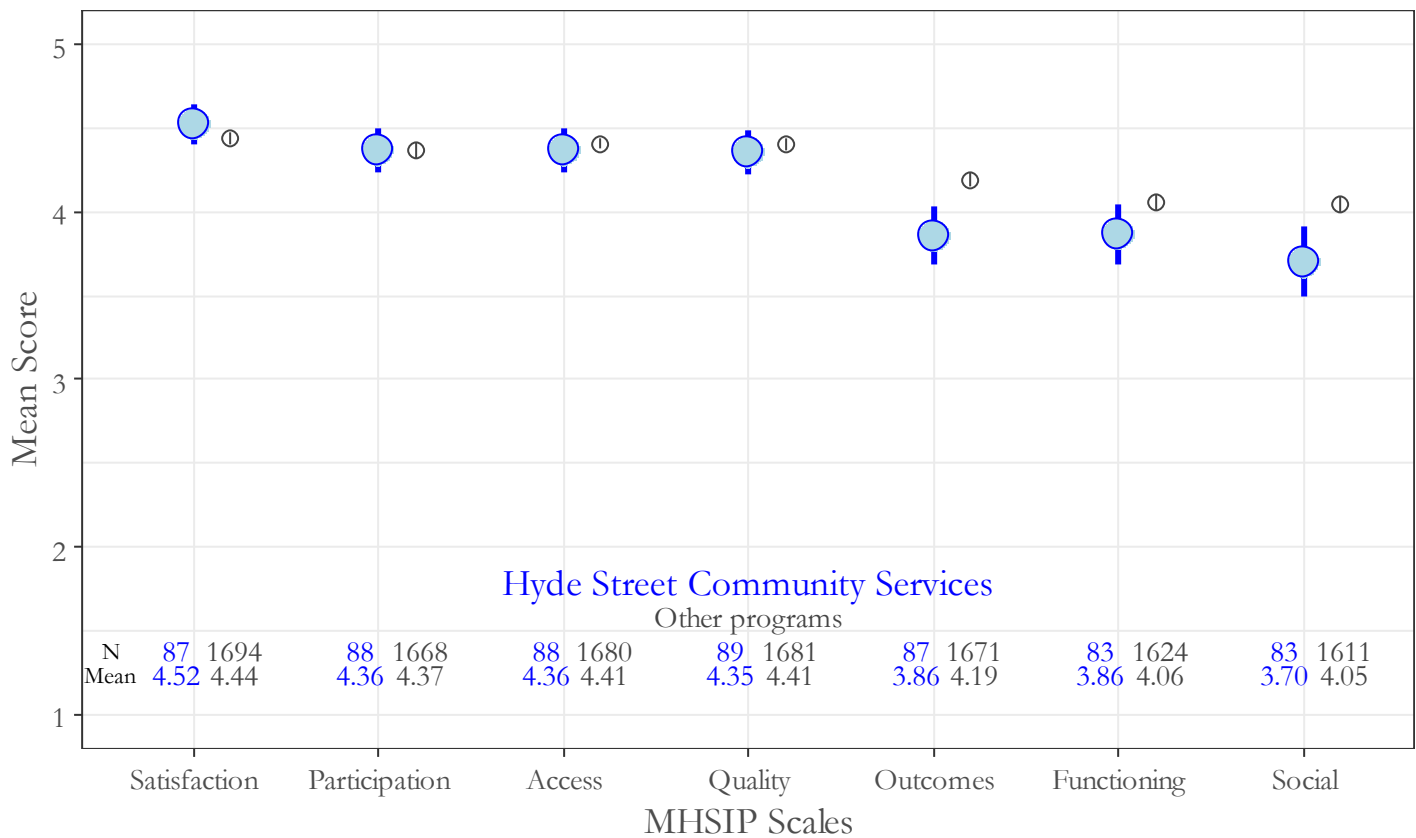
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|--------------|--------------|----------------|-------------|--------------|
| 97.6 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 2 1.7 % | 25 21.0 % | 57 47.9 % | 1 0.8 % | 34 28.6 % |
| 88.4 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 2 1.7 % | 8 6.7 % | 27 22.7 % | 49 41.2 % | 0 0.0 % | 33 27.7 % |
| 94.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 1 0.8 % | 4 3.4 % | 30 25.2 % | 48 40.3 % | 0 0.0 % | 36 30.2 % |
| 76.2 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 4 3.4 % | 15 12.6 % | 30 25.2 % | 31 26.1 % | 3 2.5 % | 36 30.2 % |
| 92.9 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 1 0.8 % | 5 4.2 % | 24 20.2 % | 54 45.4 % | 2 1.7 % | 33 27.7 % |
| 81.7 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 1 0.8 % | 14 11.8 % | 24 20.2 % | 43 36.1 % | 3 2.5 % | 34 28.6 % |
| 95.3 % 7. Services were available at times that were good for me | 1 0.8 % | 0 0.0 % | 3 2.5 % | 32 26.9 % | 50 42.0 % | 2 1.7 % | 31 26.1 % |
| 92.9 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 2 1.7 % | 4 3.4 % | 33 27.7 % | 45 37.8 % | 2 1.7 % | 33 27.7 % |
| 82.9 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 2 1.7 % | 12 10.1 % | 33 27.7 % | 35 29.4 % | 4 3.4 % | 33 27.7 % |
| 91.6 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 7 5.9 % | 35 29.4 % | 41 34.4 % | 4 3.4 % | 32 26.9 % |
| 92.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 1 0.8 % | 6 5.0 % | 30 25.2 % | 50 42.0 % | 0 0.0 % | 32 26.9 % |
| 81.4 % 12. I felt free to complain | 1 0.8 % | 3 2.5 % | 12 10.1 % | 31 26.1 % | 39 32.8 % | 2 1.7 % | 31 26.1 % |
| 94.3 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 5 4.2 % | 35 29.4 % | 47 39.5 % | 1 0.8 % | 31 26.1 % |
| 89.3 % 14. Staff encouraged me to take responsibility for how I live my life | 1 0.8 % | 0 0.0 % | 8 6.7 % | 35 29.4 % | 40 33.6 % | 3 2.5 % | 32 26.9 % |
| 82.2 % 15. Staff told me what side effects to watch out for | 1 0.8 % | 0 0.0 % | 12 10.1 % | 26 21.9 % | 34 28.6 % | 10 8.4 % | 36 30.2 % |
| 93.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 1 0.8 % | 0 0.0 % | 5 4.2 % | 33 27.7 % | 47 39.5 % | 2 1.7 % | 31 26.1 % |
| 80.0 % 17. I, not staff, decided my treatment goals | 1 0.8 % | 0 0.0 % | 15 12.6 % | 30 25.2 % | 34 28.6 % | 3 2.5 % | 36 30.2 % |
| 90.1 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 1 0.8 % | 0 0.0 % | 7 5.9 % | 30 25.2 % | 43 36.1 % | 5 4.2 % | 33 27.7 % |
| 88.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 1 0.8 % | 1 0.8 % | 8 6.7 % | 33 27.7 % | 43 36.1 % | 1 0.8 % | 32 26.9 % |
| 83.8 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 2 1.7 % | 0 0.0 % | 11 9.2 % | 27 22.7 % | 40 33.6 % | 5 4.2 % | 34 28.6 % |
| 86.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 4 3.4 % | 7 5.9 % | 39 32.8 % | 33 27.7 % | 4 3.4 % | 32 26.9 % |
| 75.3 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 4 3.4 % | 16 13.5 % | 33 27.7 % | 28 23.5 % | 3 2.5 % | 35 29.4 % |
| 69.5 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 4 3.4 % | 21 17.6 % | 28 23.5 % | 29 24.4 % | 3 2.5 % | 34 28.6 % |
| 58.7 % 24. As a direct result of the services I received: I am getting along better with my family | 1 0.8 % | 8 6.7 % | 22 18.5 % | 28 23.5 % | 16 13.5 % | 10 8.4 % | 34 28.6 % |
| 57.0 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 6 5.0 % | 28 23.5 % | 19 16.0 % | 26 21.9 % | 4 3.4 % | 36 30.2 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|--------------|--------------|----------------|--------------|--------------|
| 47.5 % 26. As a direct result of the services I received: I do better in school and / or work | 1 0.8 % | 4 3.4 % | 26 21.9 % | 15 12.6 % | 13 10.9 % | 23 19.3 % | 37 31.1 % |
| 52.9 % 27. As a direct result of the services I received: My housing situation has improved | 4 3.4 % | 8 6.7 % | 21 17.6 % | 17 14.3 % | 20 16.8 % | 14 11.8 % | 35 29.4 % |
| 60.8 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 2 1.7 % | 6 5.0 % | 23 19.3 % | 29 24.4 % | 19 16.0 % | 3 2.5 % | 37 31.1 % |
| 64.6 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 1 0.8 % | 3 2.5 % | 24 20.2 % | 29 24.4 % | 22 18.5 % | 3 2.5 % | 37 31.1 % |
| 66.7 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 4 3.4 % | 22 18.5 % | 28 23.5 % | 24 20.2 % | 3 2.5 % | 38 31.9 % |
| 62.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 3 2.5 % | 27 22.7 % | 27 22.7 % | 22 18.5 % | 4 3.4 % | 36 30.2 % |
| 58.2 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 6 5.0 % | 27 22.7 % | 24 20.2 % | 22 18.5 % | 4 3.4 % | 36 30.2 % |
| 67.9 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 0.8 % | 4 3.4 % | 21 17.6 % | 31 26.1 % | 24 20.2 % | 3 2.5 % | 35 29.4 % |
| 56.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 2 1.7 % | 10 8.4 % | 24 20.2 % | 23 19.3 % | 23 19.3 % | 2 1.7 % | 35 29.4 % |
| 53.8 % 35. As a direct result of the services I received: I feel I belong in my community | 3 2.5 % | 8 6.7 % | 25 21.0 % | 26 21.9 % | 16 13.5 % | 3 2.5 % | 38 31.9 % |
| 54.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 4 3.4 % | 6 5.0 % | 25 21.0 % | 19 16.0 % | 23 19.3 % | 4 3.4 % | 38 31.9 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 18 15.1 % | 0 0 % | 18 15.1 % |
| Impaired | 2 1.7 % | 0 0 % | 2 1.7 % |
| Language | 2 1.7 % | 0 0 % | 2 1.7 % |
| Other | 1 0.8 % | 0 0 % | 1 0.8 % |
| No Data | 7 5.9 % | 0 0 % | 7 5.9 % |
| Completed Survey | 89 74.8 % | 0 0 % | 89 74.8 % |
| Total | 119 100 % | 0 100 % | 119 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 180 clients; surveys were returned for 118 clients (118/180 = 65.6%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Hyde Street Community Services FSP

Program Code(s): 38BRA3

Overall Satisfaction¹

81.8%

Return Rate²

50.0%

Overall satisfaction³ mean score for Hyde Street Community Services FSP: **4.02**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

90.9% 1. I like the services that I received here

90.0% 15. Staff told me what side effects to watch out for

Lowest Agreement Items

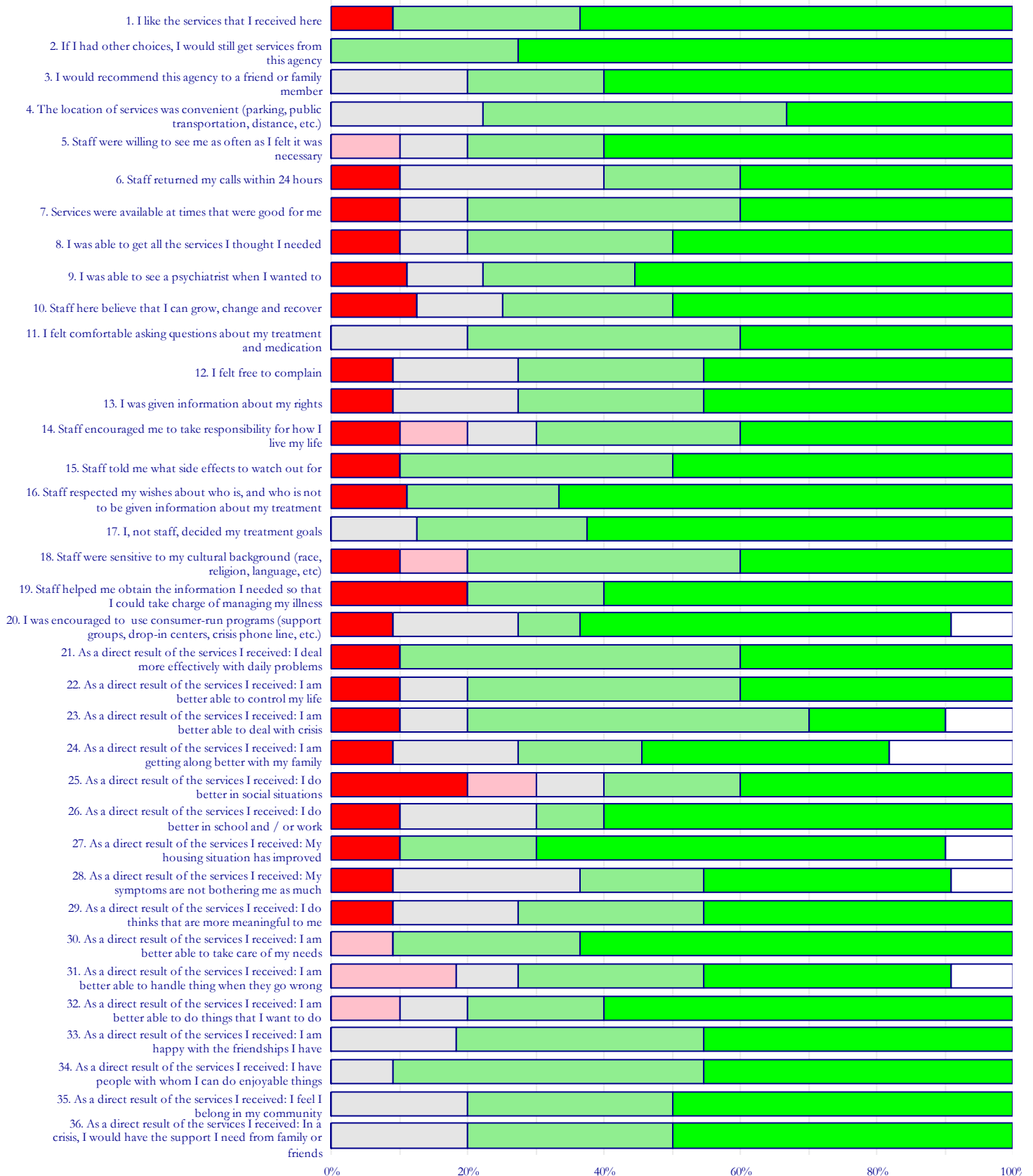
60.0% 6. Staff returned my calls within 24 hours

70.0% 14. Staff encouraged me to take responsibility for how I live my life

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

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

MHSIP Items



MHSIP Items 1-25

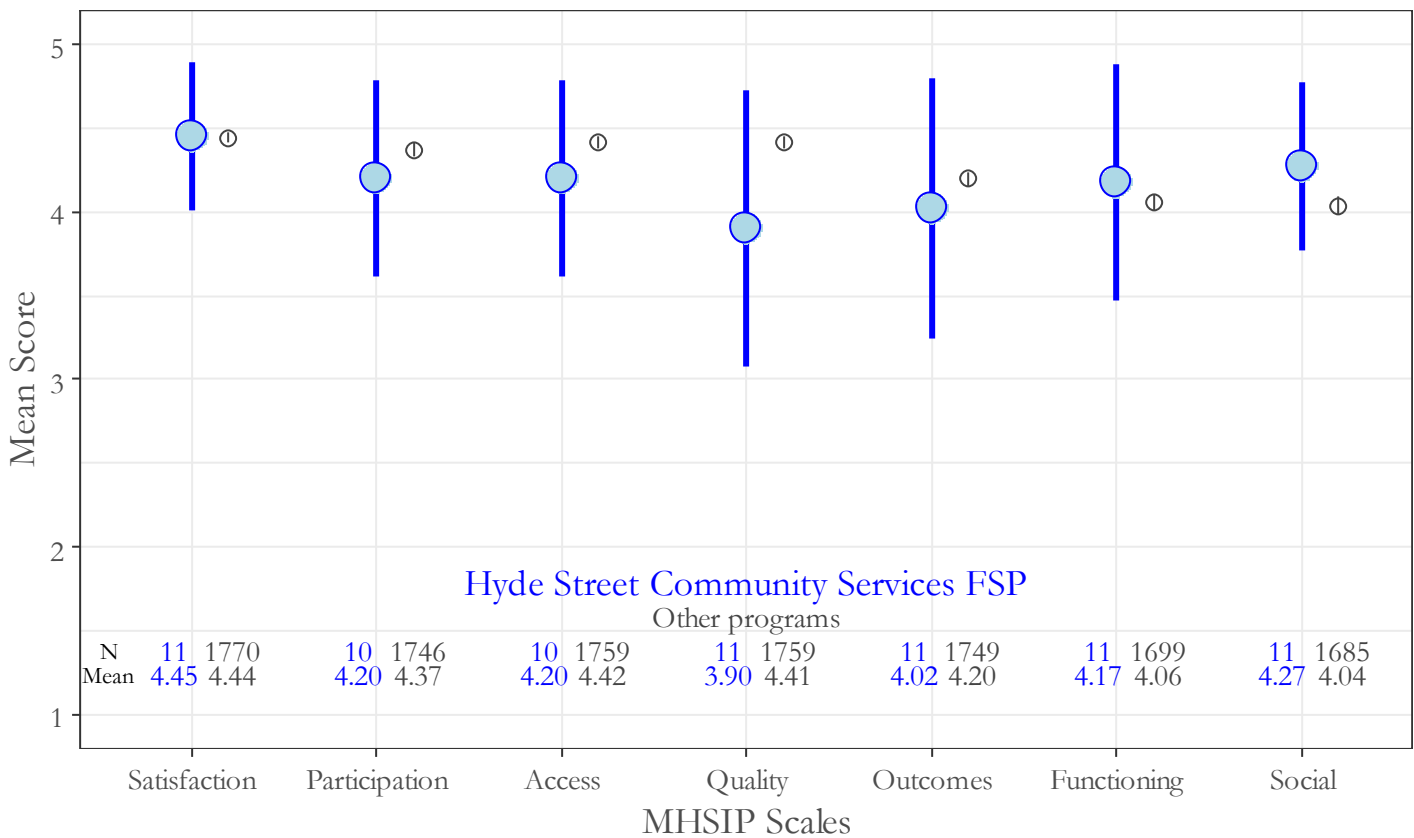
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|-------------|-------------|
| 90.9 % 1. I like the services that I received here | 1 8.3 % | 0 0.0 % | 0 0.0 % | 3 25.0 % | 7 58.3 % | 0 0.0 % | 1 8.3 % |
| 100.0 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 25.0 % | 8 66.7 % | 0 0.0 % | 1 8.3 % |
| 80.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 2 16.7 % | 2 16.7 % | 6 50.0 % | 0 0.0 % | 2 16.7 % |
| 77.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 2 16.7 % | 4 33.3 % | 3 25.0 % | 0 0.0 % | 3 25.0 % |
| 80.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 1 8.3 % | 1 8.3 % | 2 16.7 % | 6 50.0 % | 0 0.0 % | 2 16.7 % |
| 60.0 % 6. Staff returned my calls within 24 hours | 1 8.3 % | 0 0.0 % | 3 25.0 % | 2 16.7 % | 4 33.3 % | 0 0.0 % | 2 16.7 % |
| 80.0 % 7. Services were available at times that were good for me | 1 8.3 % | 0 0.0 % | 1 8.3 % | 4 33.3 % | 4 33.3 % | 0 0.0 % | 2 16.7 % |
| 80.0 % 8. I was able to get all the services I thought I needed | 1 8.3 % | 0 0.0 % | 1 8.3 % | 3 25.0 % | 5 41.7 % | 0 0.0 % | 2 16.7 % |
| 77.8 % 9. I was able to see a psychiatrist when I wanted to | 1 8.3 % | 0 0.0 % | 1 8.3 % | 2 16.7 % | 5 41.7 % | 0 0.0 % | 3 25.0 % |
| 75.0 % 10. Staff here believe that I can grow, change and recover | 1 8.3 % | 0 0.0 % | 1 8.3 % | 2 16.7 % | 4 33.3 % | 0 0.0 % | 4 33.3 % |
| 80.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 2 16.7 % | 4 33.3 % | 4 33.3 % | 0 0.0 % | 2 16.7 % |
| 72.7 % 12. I felt free to complain | 1 8.3 % | 0 0.0 % | 2 16.7 % | 3 25.0 % | 5 41.7 % | 0 0.0 % | 1 8.3 % |
| 72.7 % 13. I was given information about my rights | 1 8.3 % | 0 0.0 % | 2 16.7 % | 3 25.0 % | 5 41.7 % | 0 0.0 % | 1 8.3 % |
| 70.0 % 14. Staff encouraged me to take responsibility for how I live my life | 1 8.3 % | 1 8.3 % | 1 8.3 % | 3 25.0 % | 4 33.3 % | 0 0.0 % | 2 16.7 % |
| 90.0 % 15. Staff told me what side effects to watch out for | 1 8.3 % | 0 0.0 % | 0 0.0 % | 4 33.3 % | 5 41.7 % | 0 0.0 % | 2 16.7 % |
| 88.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 1 8.3 % | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 0 0.0 % | 3 25.0 % |
| 87.5 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 1 8.3 % | 2 16.7 % | 5 41.7 % | 0 0.0 % | 4 33.3 % |
| 80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 1 8.3 % | 1 8.3 % | 0 0.0 % | 4 33.3 % | 4 33.3 % | 0 0.0 % | 2 16.7 % |
| 80.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 2 16.7 % | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 0 0.0 % | 2 16.7 % |
| 70.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 1 8.3 % | 0 0.0 % | 2 16.7 % | 1 8.3 % | 6 50.0 % | 1 8.3 % | 1 8.3 % |
| 90.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 1 8.3 % | 0 0.0 % | 0 0.0 % | 5 41.7 % | 4 33.3 % | 0 0.0 % | 2 16.7 % |
| 80.0 % 22. As a direct result of the services I received: I am better able to control my life | 1 8.3 % | 0 0.0 % | 1 8.3 % | 4 33.3 % | 4 33.3 % | 0 0.0 % | 2 16.7 % |
| 77.8 % 23. As a direct result of the services I received: I am better able to deal with crisis | 1 8.3 % | 0 0.0 % | 1 8.3 % | 5 41.7 % | 2 16.7 % | 1 8.3 % | 2 16.7 % |
| 66.7 % 24. As a direct result of the services I received: I am getting along better with my family | 1 8.3 % | 0 0.0 % | 2 16.7 % | 2 16.7 % | 4 33.3 % | 2 16.7 % | 1 8.3 % |
| 60.0 % 25. As a direct result of the services I received: I do better in social situations | 2 16.7 % | 1 8.3 % | 1 8.3 % | 2 16.7 % | 4 33.3 % | 0 0.0 % | 2 16.7 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 70.0 % 26. As a direct result of the services I received: I do better in school and / or work | 1 8.3 % | 0 0.0 % | 2 16.7 % | 1 8.3 % | 6 50.0 % | 0 0.0 % | 2 16.7 % |
| 88.9 % 27. As a direct result of the services I received: My housing situation has improved | 1 8.3 % | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 1 8.3 % | 2 16.7 % |
| 60.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 1 8.3 % | 0 0.0 % | 3 25.0 % | 2 16.7 % | 4 33.3 % | 1 8.3 % | 1 8.3 % |
| 72.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 1 8.3 % | 0 0.0 % | 2 16.7 % | 3 25.0 % | 5 41.7 % | 0 0.0 % | 1 8.3 % |
| 90.9 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 1 8.3 % | 0 0.0 % | 3 25.0 % | 7 58.3 % | 0 0.0 % | 1 8.3 % |
| 70.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 2 16.7 % | 1 8.3 % | 3 25.0 % | 4 33.3 % | 1 8.3 % | 1 8.3 % |
| 80.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 8.3 % | 1 8.3 % | 2 16.7 % | 6 50.0 % | 0 0.0 % | 2 16.7 % |
| 81.8 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 2 16.7 % | 4 33.3 % | 5 41.7 % | 0 0.0 % | 1 8.3 % |
| 90.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 8.3 % | 5 41.7 % | 5 41.7 % | 0 0.0 % | 1 8.3 % |
| 80.0 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 0 0.0 % | 2 16.7 % | 3 25.0 % | 5 41.7 % | 0 0.0 % | 2 16.7 % |
| 80.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 16.7 % | 3 25.0 % | 5 41.7 % | 0 0.0 % | 2 16.7 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 1 8.3 % | 0 0 % | 1 8.3 % |
| Completed Survey | 11 91.7 % | 0 0 % | 11 91.7 % |
| Total | 12 100 % | 0 100 % | 12 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 22 clients; surveys were returned for 11 clients (11/22 = 50.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Spring 2017

IFR Adult Behavioral Health Services

Youth program codes (RUs): 38183

Adult program codes (RUs): 38183

Overall Satisfaction¹

96.7%

Return Rate²

80.4%

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program's survey results.

People served May 15-19 2017 (Avatar billing): 46

People surveyed: 37 (1 youth and 36 adults)

Adult satisfaction mean score: 4.50

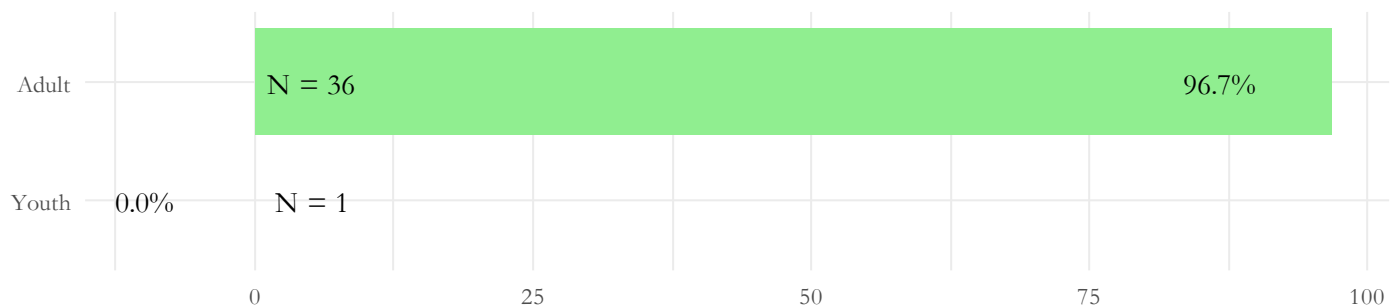
Youth satisfaction mean score: - -

Family satisfaction mean score: - -

Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)

No youth surveys contained satisfaction data



Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 46 clients; surveys were returned for 37 clients ($37/46 = 80.4\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

IFR Adult Behavioral Health Services

Program Code(s): 38183

Overall Satisfaction¹

96.7%

Return Rate²

85.7%

Overall satisfaction³ mean score for IFR Adult Behavioral Health Services: **4.50**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

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

96.7% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

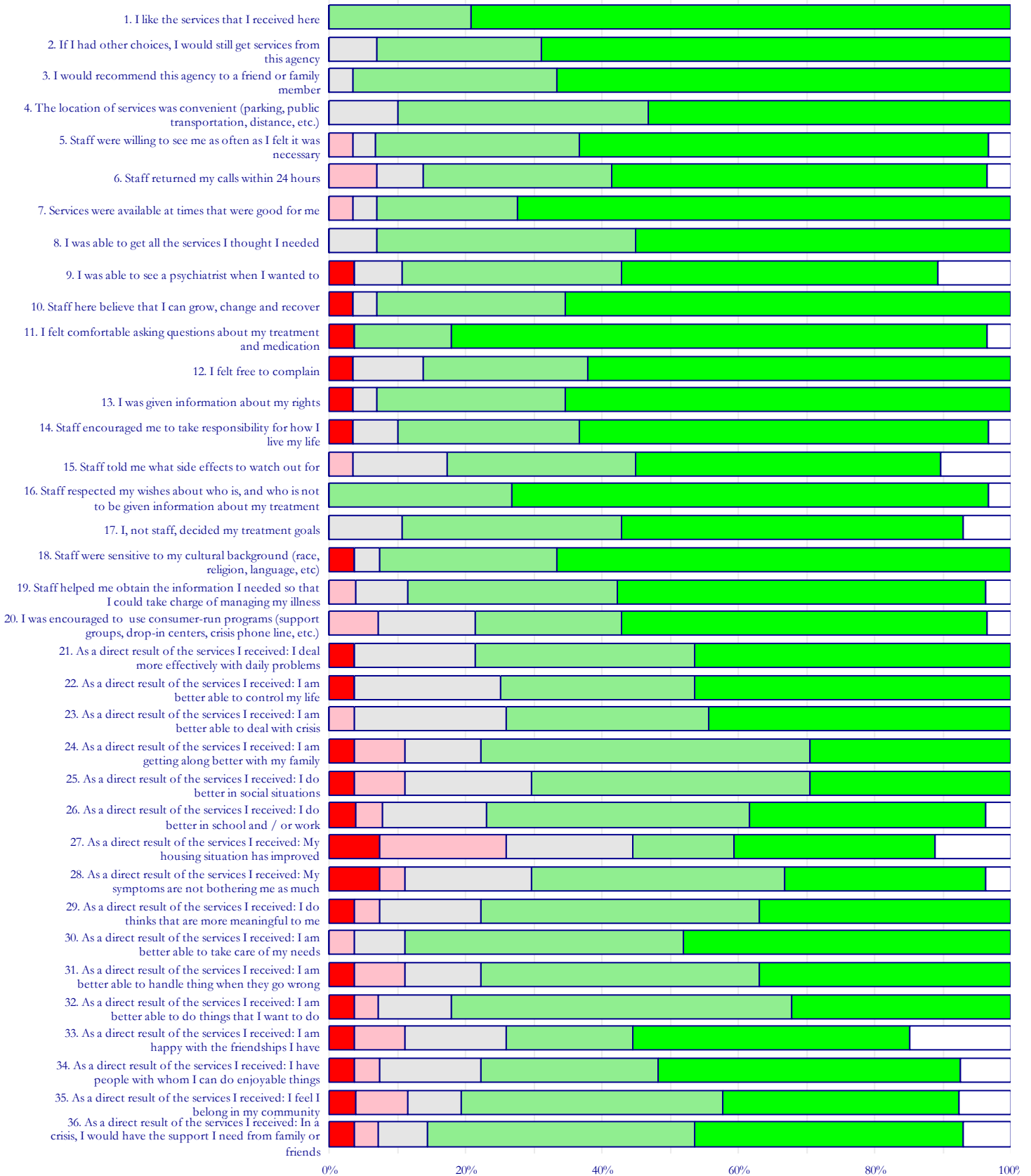
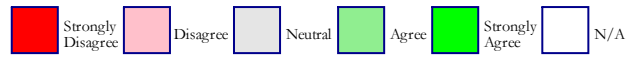
77.8% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

80.8% 15. Staff told me what side effects to watch out for

85.7% 6. Staff returned my calls within 24 hours

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

MHSIP Items



MHSIP Items 1-25

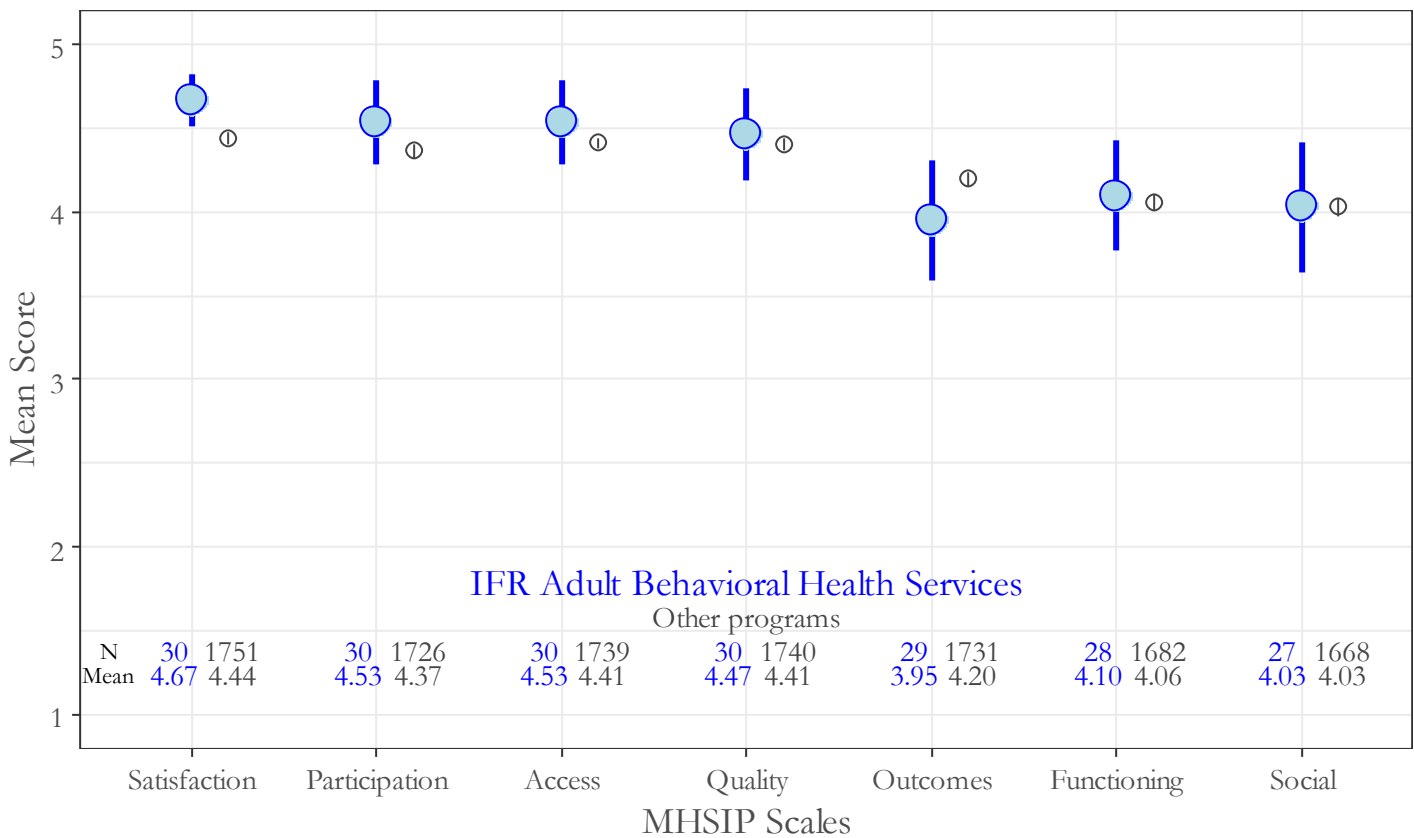
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|------------|--------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 16.7 % | 23 63.9 % | 0 0.0 % | 7 19.4 % |
| 93.1 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 2 5.6 % | 7 19.4 % | 20 55.6 % | 0 0.0 % | 7 19.4 % |
| 96.7 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 1 2.8 % | 9 25.0 % | 20 55.6 % | 0 0.0 % | 6 16.7 % |
| 90.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 3 8.3 % | 11 30.6 % | 16 44.4 % | 0 0.0 % | 6 16.7 % |
| 93.1 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 1 2.8 % | 1 2.8 % | 9 25.0 % | 18 50.0 % | 1 2.8 % | 6 16.7 % |
| 85.7 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 2 5.6 % | 2 5.6 % | 8 22.2 % | 16 44.4 % | 1 2.8 % | 7 19.4 % |
| 93.1 % 7. Services were available at times that were good for me | 0 0.0 % | 1 2.8 % | 1 2.8 % | 6 16.7 % | 21 58.3 % | 0 0.0 % | 7 19.4 % |
| 93.1 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 2 5.6 % | 11 30.6 % | 16 44.4 % | 0 0.0 % | 7 19.4 % |
| 88.0 % 9. I was able to see a psychiatrist when I wanted to | 1 2.8 % | 0 0.0 % | 2 5.6 % | 9 25.0 % | 13 36.1 % | 3 8.3 % | 8 22.2 % |
| 93.1 % 10. Staff here believe that I can grow, change and recover | 1 2.8 % | 0 0.0 % | 1 2.8 % | 8 22.2 % | 19 52.8 % | 0 0.0 % | 7 19.4 % |
| 96.3 % 11. I felt comfortable asking questions about my treatment and medication | 1 2.8 % | 0 0.0 % | 0 0.0 % | 4 11.1 % | 22 61.1 % | 1 2.8 % | 8 22.2 % |
| 86.2 % 12. I felt free to complain | 1 2.8 % | 0 0.0 % | 3 8.3 % | 7 19.4 % | 18 50.0 % | 0 0.0 % | 7 19.4 % |
| 93.1 % 13. I was given information about my rights | 1 2.8 % | 0 0.0 % | 1 2.8 % | 8 22.2 % | 19 52.8 % | 0 0.0 % | 7 19.4 % |
| 89.7 % 14. Staff encouraged me to take responsibility for how I live my life | 1 2.8 % | 0 0.0 % | 2 5.6 % | 8 22.2 % | 18 50.0 % | 1 2.8 % | 6 16.7 % |
| 80.8 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 1 2.8 % | 4 11.1 % | 8 22.2 % | 13 36.1 % | 3 8.3 % | 7 19.4 % |
| 100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 22.2 % | 21 58.3 % | 1 2.8 % | 6 16.7 % |
| 88.5 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 3 8.3 % | 9 25.0 % | 14 38.9 % | 2 5.6 % | 8 22.2 % |
| 92.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 1 2.8 % | 0 0.0 % | 1 2.8 % | 7 19.4 % | 18 50.0 % | 0 0.0 % | 9 25.0 % |
| 88.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 1 2.8 % | 2 5.6 % | 8 22.2 % | 14 38.9 % | 1 2.8 % | 10 27.8 % |
| 77.8 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 2 5.6 % | 4 11.1 % | 6 16.7 % | 15 41.7 % | 1 2.8 % | 8 22.2 % |
| 78.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 1 2.8 % | 0 0.0 % | 5 13.9 % | 9 25.0 % | 13 36.1 % | 0 0.0 % | 8 22.2 % |
| 75.0 % 22. As a direct result of the services I received: I am better able to control my life | 1 2.8 % | 0 0.0 % | 6 16.7 % | 8 22.2 % | 13 36.1 % | 0 0.0 % | 8 22.2 % |
| 74.1 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 1 2.8 % | 6 16.7 % | 8 22.2 % | 12 33.3 % | 0 0.0 % | 9 25.0 % |
| 77.8 % 24. As a direct result of the services I received: I am getting along better with my family | 1 2.8 % | 2 5.6 % | 3 8.3 % | 13 36.1 % | 8 22.2 % | 0 0.0 % | 9 25.0 % |
| 70.4 % 25. As a direct result of the services I received: I do better in social situations | 1 2.8 % | 2 5.6 % | 5 13.9 % | 11 30.6 % | 8 22.2 % | 0 0.0 % | 9 25.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|--------------|----------------|-------------|--------------|
| 76.0 % 26. As a direct result of the services I received: I do better in school and / or work | 1 2.8 % | 1 2.8 % | 4 11.1 % | 10 27.8 % | 9 25.0 % | 1 2.8 % | 10 27.8 % |
| 50.0 % 27. As a direct result of the services I received: My housing situation has improved | 2 5.6 % | 5 13.9 % | 5 13.9 % | 4 11.1 % | 8 22.2 % | 3 8.3 % | 9 25.0 % |
| 69.2 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 2 5.6 % | 1 2.8 % | 5 13.9 % | 10 27.8 % | 8 22.2 % | 1 2.8 % | 9 25.0 % |
| 77.8 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 1 2.8 % | 1 2.8 % | 4 11.1 % | 11 30.6 % | 10 27.8 % | 0 0.0 % | 9 25.0 % |
| 88.9 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 1 2.8 % | 2 5.6 % | 11 30.6 % | 13 36.1 % | 0 0.0 % | 9 25.0 % |
| 77.8 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 2.8 % | 2 5.6 % | 3 8.3 % | 11 30.6 % | 10 27.8 % | 0 0.0 % | 9 25.0 % |
| 82.1 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 2.8 % | 1 2.8 % | 3 8.3 % | 14 38.9 % | 9 25.0 % | 0 0.0 % | 8 22.2 % |
| 69.6 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 2.8 % | 2 5.6 % | 4 11.1 % | 5 13.9 % | 11 30.6 % | 4 11.1 % | 9 25.0 % |
| 76.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 2.8 % | 1 2.8 % | 4 11.1 % | 7 19.4 % | 12 33.3 % | 2 5.6 % | 9 25.0 % |
| 79.2 % 35. As a direct result of the services I received: I feel I belong in my community | 1 2.8 % | 2 5.6 % | 2 5.6 % | 10 27.8 % | 9 25.0 % | 2 5.6 % | 10 27.8 % |
| 84.6 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 1 2.8 % | 1 2.8 % | 2 5.6 % | 11 30.6 % | 11 30.6 % | 2 5.6 % | 8 22.2 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 4 12.1 % | 1 33.3 % | 5 13.9 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 2 66.7 % | 2 5.6 % |
| Completed Survey | 29 87.9 % | 0 0 % | 29 80.6 % |
| Total | 33 100 % | 3 100 % | 36 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 42 clients; surveys were returned for 36 clients (36/42 = 85.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

IFR Adult Behavioral Health Services

Program Code(s): 38183

Overall Satisfaction¹

NaN%

Return Rate²

25.0%

Overall satisfaction³ mean score for IFR Adult Behavioral Health Services: No YSS (youth) data for this program, No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

[Not enough data for highest satisfaction chart](#)

Lowest Agreement Items

[Not enough data for lowest satisfaction chart](#)

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

[Not enough Youth data for Likert chart](#)

Not enough Youth survey data to create a table.

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Not enough Youth data for scale means CI chart

Not enough Family data for scale means CI chart

| Survey Compliance | | | |
|-----------------------------|------------------------|------------|--------------|
| IFR Adult Behavioral | | | |
| Health Services | | | |
| Completion Status | Completion by | | Total |
| | Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 1 100 % | 1 100 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 0 0 % | 0 0 % | 0 0 % |
| Total | 0 100 % | 1 100 % | 1 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 4 clients; surveys were returned for 1 clients (1 / 4 = 25.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Spring 2017

IFR CYF Behavioral Health Services

Youth program codes (RUs): 381810 38182 38185 38186

Adult program codes (RUs): 381810 38185

Overall Satisfaction¹

94.7%

Return Rate²

100.0%

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program's survey results.

People served May 15-19 2017 (Avatar billing): 40

People surveyed: 40 (32 youth and 8 adults)

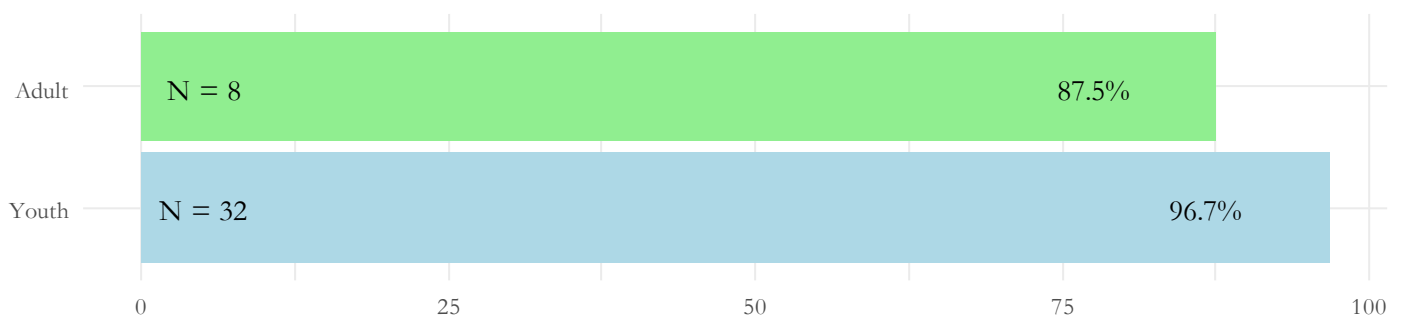
Adult satisfaction mean score: 4.47

Youth satisfaction mean score: 4.08

Family satisfaction mean score: 4.56

Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)



Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 40 clients; surveys were returned for 40 clients (40/40 = 100.0%).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

IFR CYF Behavioral Health Services

Program Code(s): 381810 38185

Overall Satisfaction¹

87.5%

Return Rate²

160.0%

Overall satisfaction³ mean score for IFR CYF Behavioral Health Services: **4.47**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

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

100.0% 6. Staff returned my calls within 24 hours

Lowest Agreement Items

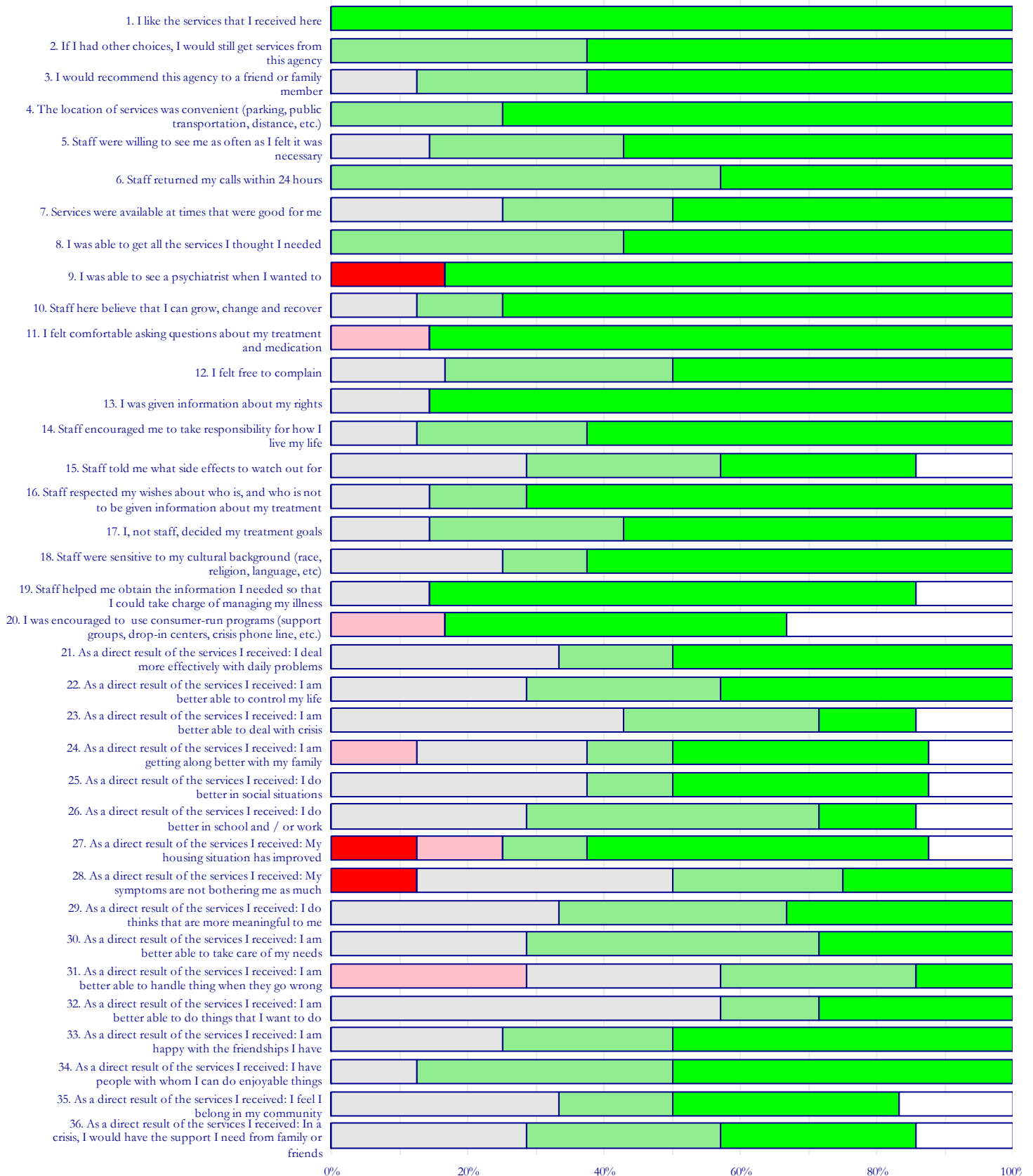
66.7% 15. Staff told me what side effects to watch out for

75.0% 7. Services were available at times that were good for me

75.0% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

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

MHSIP Items



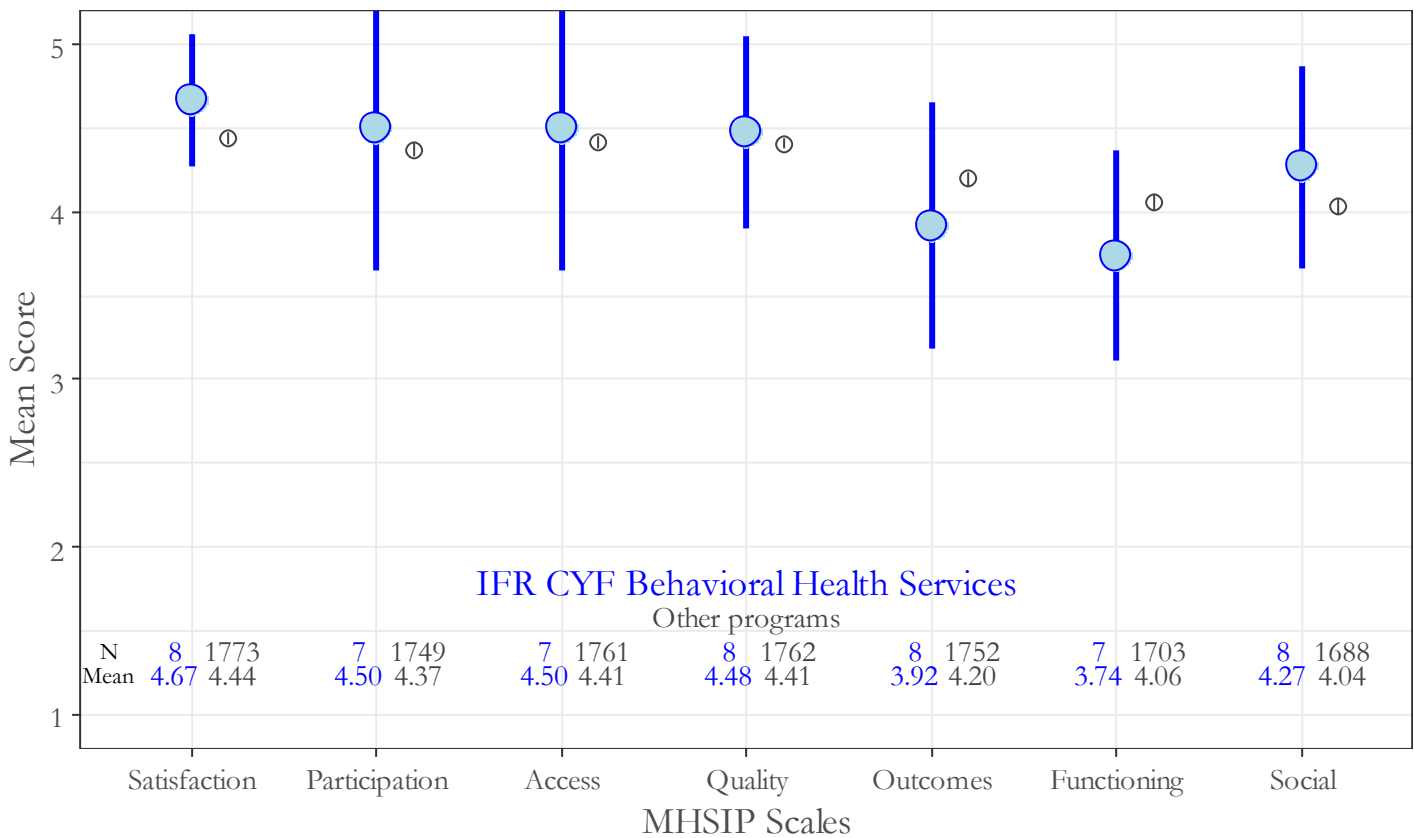
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 87.5 % | 0 0.0 % | 1 12.5 % |
| 100.0 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 25.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 4 50.0 % | 0 0.0 % | 1 12.5 % |
| 100.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 50.0 % | 3 37.5 % | 0 0.0 % | 1 12.5 % |
| 75.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 2 25.0 % | 2 25.0 % | 4 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 4 50.0 % | 0 0.0 % | 1 12.5 % |
| 83.3 % 9. I was able to see a psychiatrist when I wanted to | 1 12.5 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 62.5 % | 0 0.0 % | 2 25.0 % |
| 87.5 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 1 12.5 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 1 12.5 % | 0 0.0 % | 0 0.0 % | 6 75.0 % | 0 0.0 % | 1 12.5 % |
| 83.3 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 3 37.5 % | 0 0.0 % | 2 25.0 % |
| 85.7 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 12.5 % | 0 0.0 % | 6 75.0 % | 0 0.0 % | 1 12.5 % |
| 87.5 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 2 25.0 % | 2 25.0 % | 2 25.0 % | 1 12.5 % | 1 12.5 % |
| 85.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 1 12.5 % | 1 12.5 % | 5 62.5 % | 0 0.0 % | 1 12.5 % |
| 85.7 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 4 50.0 % | 0 0.0 % | 1 12.5 % |
| 75.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 2 25.0 % | 1 12.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 1 12.5 % | 0 0.0 % | 5 62.5 % | 1 12.5 % | 1 12.5 % |
| 75.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 1 12.5 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 2 25.0 % | 2 25.0 % |
| 66.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 2 25.0 % | 1 12.5 % | 3 37.5 % | 0 0.0 % | 2 25.0 % |
| 71.4 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 2 25.0 % | 2 25.0 % | 3 37.5 % | 0 0.0 % | 1 12.5 % |
| 50.0 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 3 37.5 % | 2 25.0 % | 1 12.5 % | 1 12.5 % | 1 12.5 % |
| 57.1 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 1 12.5 % | 2 25.0 % | 1 12.5 % | 3 37.5 % | 1 12.5 % | 0 0.0 % |
| 57.1 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 3 37.5 % | 1 12.5 % | 3 37.5 % | 1 12.5 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 66.7 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 2 25.0 % | 3 37.5 % | 1 12.5 % | 1 12.5 % | 1 12.5 % |
| 71.4 % 27. As a direct result of the services I received: My housing situation has improved | 1 12.5 % | 1 12.5 % | 0 0.0 % | 1 12.5 % | 4 50.0 % | 1 12.5 % | 0 0.0 % |
| 50.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 1 12.5 % | 0 0.0 % | 3 37.5 % | 2 25.0 % | 2 25.0 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 2 25.0 % | 2 25.0 % | 2 25.0 % | 0 0.0 % | 2 25.0 % |
| 71.4 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 2 25.0 % | 3 37.5 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |
| 42.9 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 2 25.0 % | 2 25.0 % | 2 25.0 % | 1 12.5 % | 0 0.0 % | 1 12.5 % |
| 42.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 4 50.0 % | 1 12.5 % | 2 25.0 % | 0 0.0 % | 1 12.5 % |
| 75.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 2 25.0 % | 2 25.0 % | 4 50.0 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 12.5 % | 3 37.5 % | 4 50.0 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 0 0.0 % | 2 25.0 % | 1 12.5 % | 2 25.0 % | 1 12.5 % | 2 25.0 % |
| 66.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 25.0 % | 2 25.0 % | 2 25.0 % | 1 12.5 % | 1 12.5 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | <i>Total</i> |
|---------------------|--------------------------|--------------------------|--------------------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 7 100 % | 1 100 % | 8 100 % |
| <i>Total</i> | 7 100 % | 1 100 % | 8 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 5 clients; surveys were returned for 8 clients (8/5 = 160.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

IFR CYF Behavioral Health Services

Program Code(s): 381810 38182 38185 38186

Overall Satisfaction¹

96.7%

Return Rate²

91.4%

Overall satisfaction³ mean score for IFR CYF Behavioral Health Services: **4.08** (youth), **4.56** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.48** (family).

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

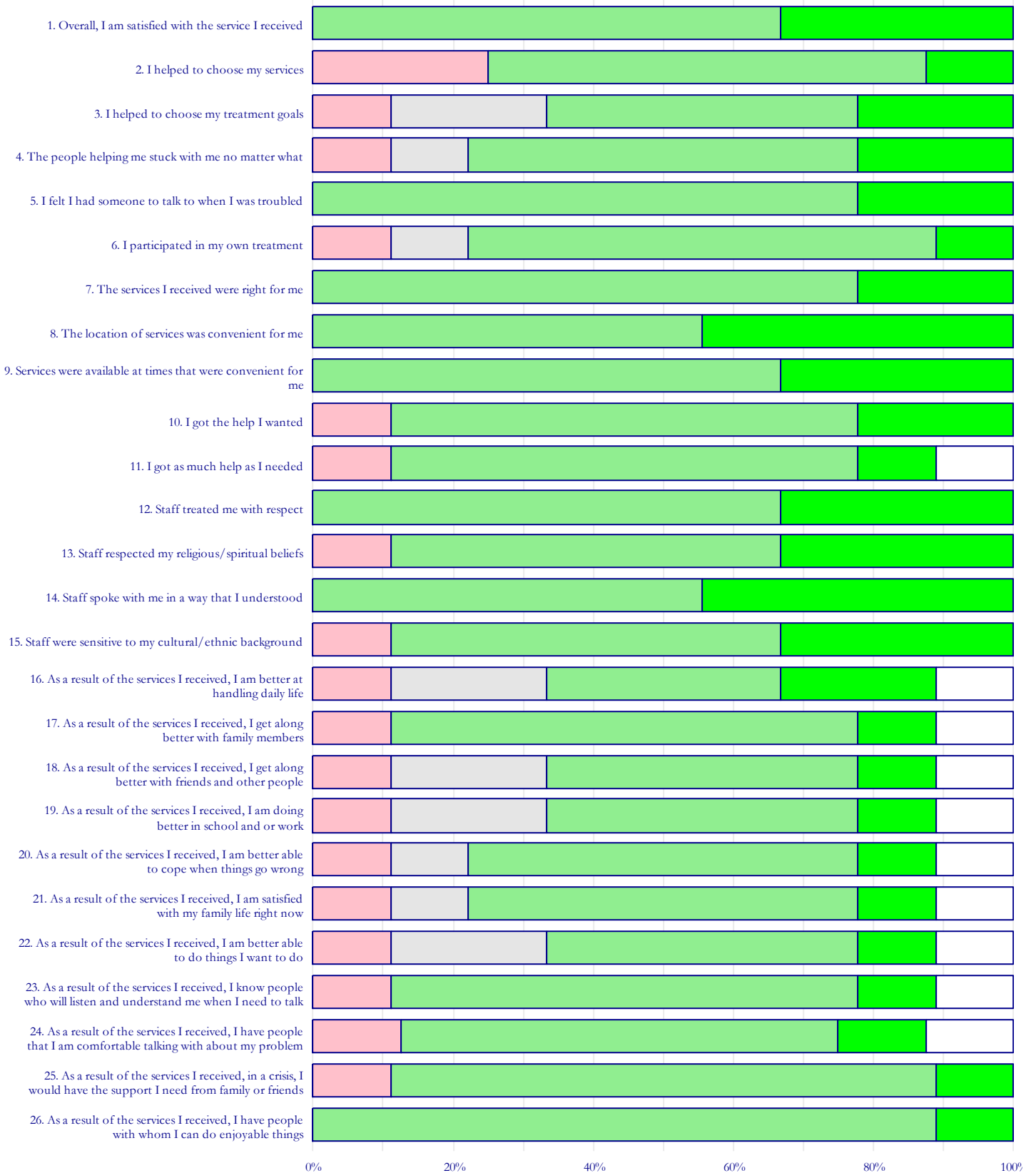
89.3% 3. I helped to choose my treatment goals

89.3% 4. The people helping me stuck with me no matter what

92.9% 2. I helped to choose my services

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

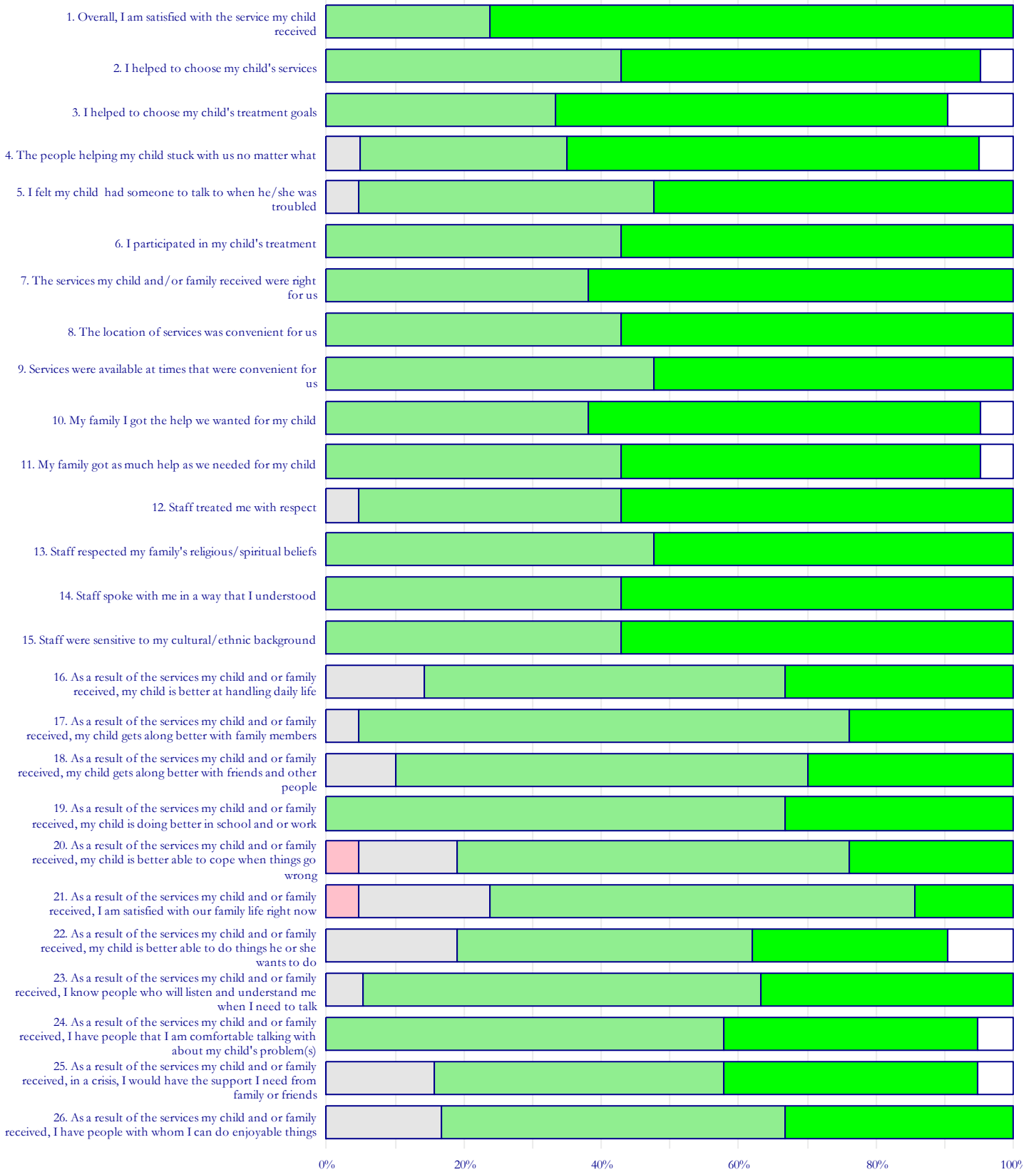
Youth Services Survey for Youth



Youth Services Survey for Youth N = 10

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 60.0 % | 3 30.0 % | 0 0.0 % | 1 10.0 % |
| 75.0 % 2. I helped to choose my services | 0 0.0 % | 2 20.0 % | 0 0.0 % | 5 50.0 % | 1 10.0 % | 0 0.0 % | 2 20.0 % |
| 66.7 % 3. I helped to choose my treatment goals | 0 0.0 % | 1 10.0 % | 2 20.0 % | 4 40.0 % | 2 20.0 % | 0 0.0 % | 1 10.0 % |
| 77.8 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 1 10.0 % | 1 10.0 % | 5 50.0 % | 2 20.0 % | 0 0.0 % | 1 10.0 % |
| 100.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 70.0 % | 2 20.0 % | 0 0.0 % | 1 10.0 % |
| 77.8 % 6. I participated in my own treatment | 0 0.0 % | 1 10.0 % | 1 10.0 % | 6 60.0 % | 1 10.0 % | 0 0.0 % | 1 10.0 % |
| 100.0 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 70.0 % | 2 20.0 % | 0 0.0 % | 1 10.0 % |
| 100.0 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 50.0 % | 4 40.0 % | 0 0.0 % | 1 10.0 % |
| 100.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 60.0 % | 3 30.0 % | 0 0.0 % | 1 10.0 % |
| 88.9 % 10. I got the help I wanted | 0 0.0 % | 1 10.0 % | 0 0.0 % | 6 60.0 % | 2 20.0 % | 0 0.0 % | 1 10.0 % |
| 87.5 % 11. I got as much help as I needed | 0 0.0 % | 1 10.0 % | 0 0.0 % | 6 60.0 % | 1 10.0 % | 1 10.0 % | 1 10.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 60.0 % | 3 30.0 % | 0 0.0 % | 1 10.0 % |
| 88.9 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 1 10.0 % | 0 0.0 % | 5 50.0 % | 3 30.0 % | 0 0.0 % | 1 10.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 50.0 % | 4 40.0 % | 0 0.0 % | 1 10.0 % |
| 88.9 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 1 10.0 % | 0 0.0 % | 5 50.0 % | 3 30.0 % | 0 0.0 % | 1 10.0 % |
| 62.5 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 1 10.0 % | 2 20.0 % | 3 30.0 % | 2 20.0 % | 1 10.0 % | 1 10.0 % |
| 87.5 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 1 10.0 % | 0 0.0 % | 6 60.0 % | 1 10.0 % | 1 10.0 % | 1 10.0 % |
| 62.5 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 1 10.0 % | 2 20.0 % | 4 40.0 % | 1 10.0 % | 1 10.0 % | 1 10.0 % |
| 62.5 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 1 10.0 % | 2 20.0 % | 4 40.0 % | 1 10.0 % | 1 10.0 % | 1 10.0 % |
| 75.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 1 10.0 % | 1 10.0 % | 5 50.0 % | 1 10.0 % | 1 10.0 % | 1 10.0 % |
| 75.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 1 10.0 % | 1 10.0 % | 5 50.0 % | 1 10.0 % | 1 10.0 % | 1 10.0 % |
| 62.5 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 1 10.0 % | 2 20.0 % | 4 40.0 % | 1 10.0 % | 1 10.0 % | 1 10.0 % |
| 87.5 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 1 10.0 % | 0 0.0 % | 6 60.0 % | 1 10.0 % | 1 10.0 % | 1 10.0 % |
| 85.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 1 10.0 % | 0 0.0 % | 5 50.0 % | 1 10.0 % | 1 10.0 % | 2 20.0 % |
| 88.9 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 10.0 % | 0 0.0 % | 7 70.0 % | 1 10.0 % | 0 0.0 % | 1 10.0 % |
| 100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 80.0 % | 1 10.0 % | 0 0.0 % | 1 10.0 % |

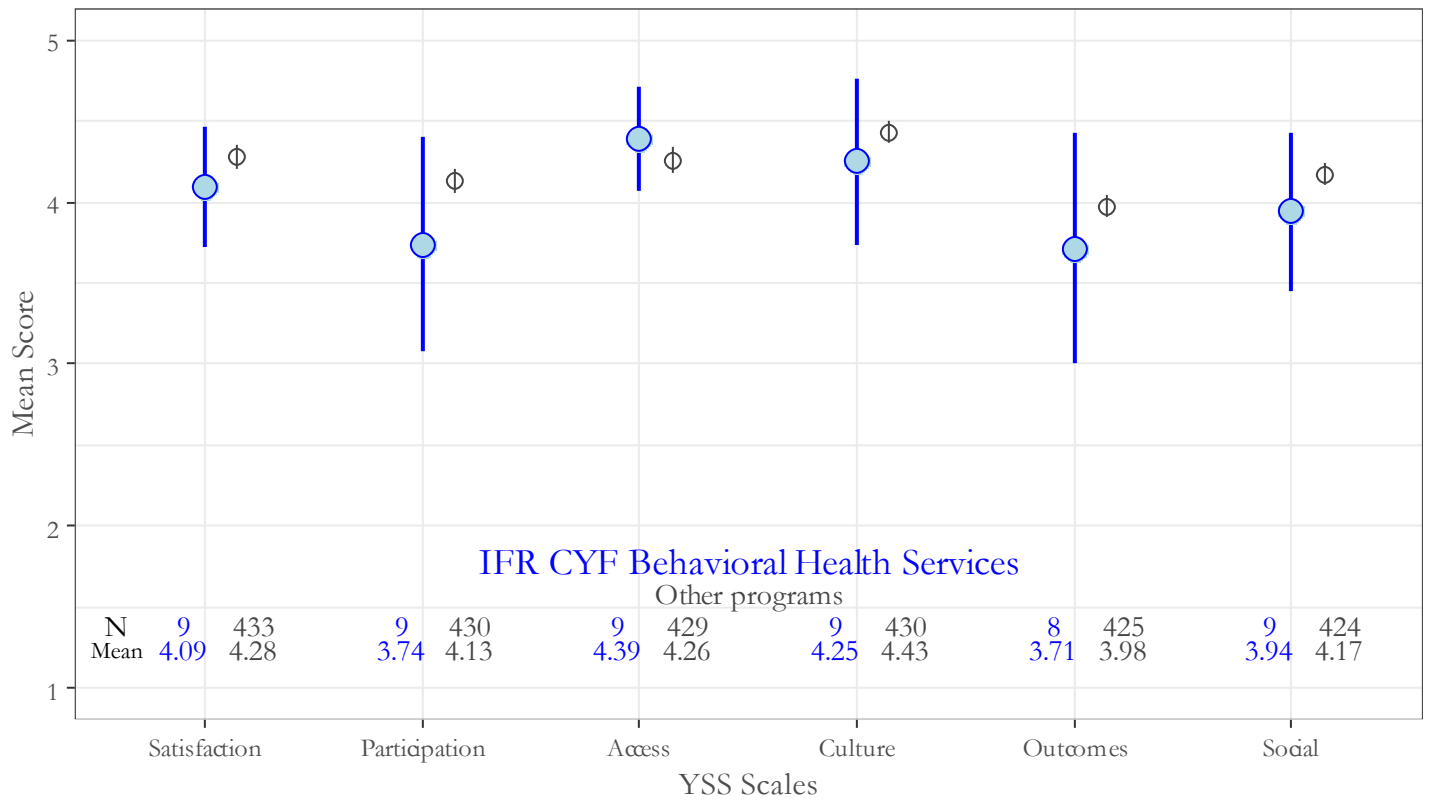
Youth Services Survey for Families



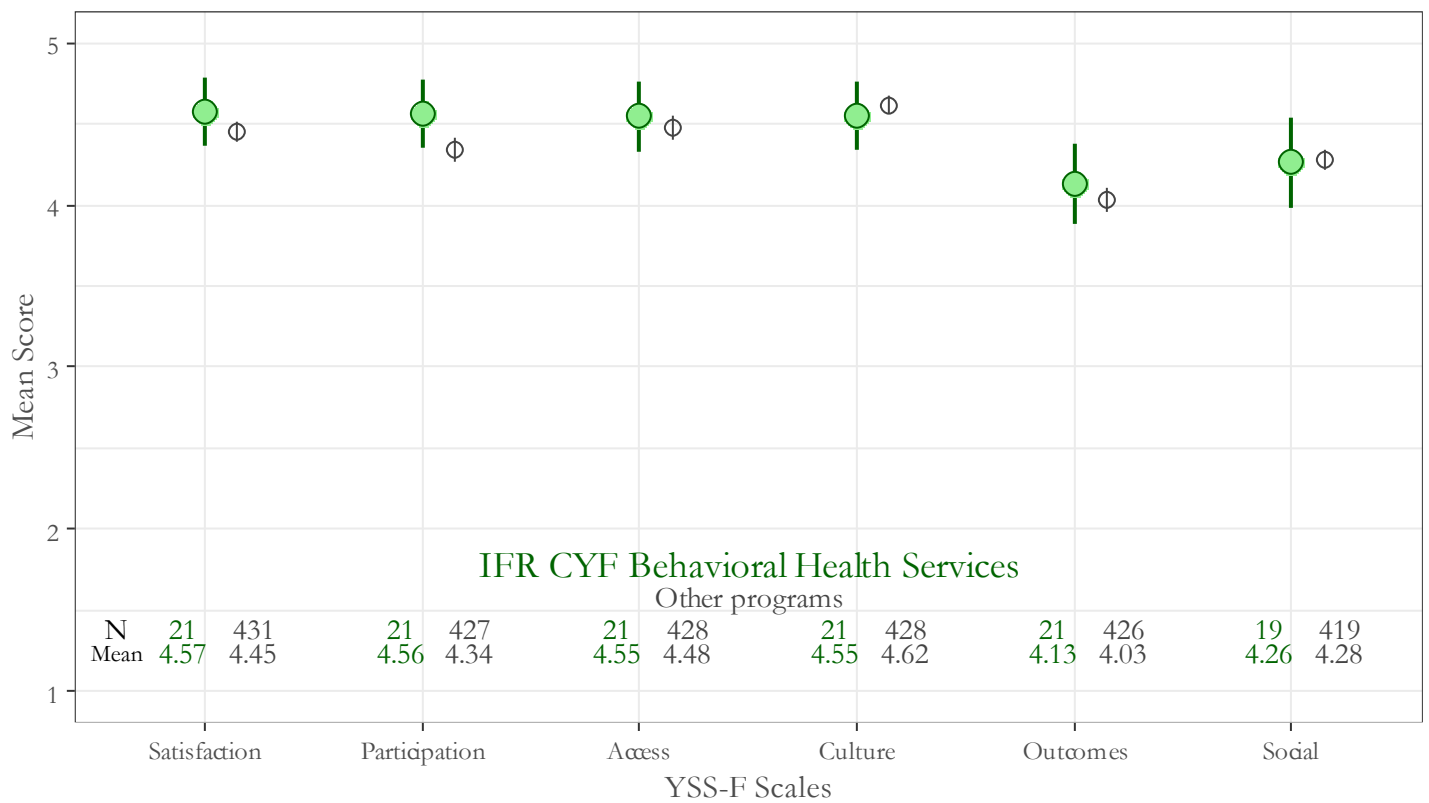
Youth Services Survey for Families N = 22

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 22.7 % | 16 72.7 % | 0 0.0 % | 1 4.5 % |
| 100.0 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 40.9 % | 11 50.0 % | 1 4.5 % | 1 4.5 % |
| 100.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 31.8 % | 12 54.5 % | 2 9.1 % | 1 4.5 % |
| 94.7 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 1 4.5 % | 6 27.3 % | 12 54.5 % | 1 4.5 % | 2 9.1 % |
| 95.2 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 1 4.5 % | 9 40.9 % | 11 50.0 % | 0 0.0 % | 1 4.5 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 40.9 % | 12 54.5 % | 0 0.0 % | 1 4.5 % |
| 100.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 36.4 % | 13 59.1 % | 0 0.0 % | 1 4.5 % |
| 100.0 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 40.9 % | 12 54.5 % | 0 0.0 % | 1 4.5 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 10 45.5 % | 11 50.0 % | 0 0.0 % | 1 4.5 % |
| 100.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 36.4 % | 12 54.5 % | 1 4.5 % | 1 4.5 % |
| 100.0 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 40.9 % | 11 50.0 % | 1 4.5 % | 1 4.5 % |
| 95.2 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 1 4.5 % | 8 36.4 % | 12 54.5 % | 0 0.0 % | 1 4.5 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 10 45.5 % | 11 50.0 % | 0 0.0 % | 1 4.5 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 40.9 % | 12 54.5 % | 0 0.0 % | 1 4.5 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 40.9 % | 12 54.5 % | 0 0.0 % | 1 4.5 % |
| 85.7 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 3 13.6 % | 11 50.0 % | 7 31.8 % | 0 0.0 % | 1 4.5 % |
| 95.2 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 1 4.5 % | 15 68.2 % | 5 22.7 % | 0 0.0 % | 1 4.5 % |
| 90.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 2 9.1 % | 12 54.5 % | 6 27.3 % | 0 0.0 % | 2 9.1 % |
| 100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 0 0.0 % | 0 0.0 % | 14 63.6 % | 7 31.8 % | 0 0.0 % | 1 4.5 % |
| 81.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 1 4.5 % | 3 13.6 % | 12 54.5 % | 5 22.7 % | 0 0.0 % | 1 4.5 % |
| 76.2 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 1 4.5 % | 4 18.2 % | 13 59.1 % | 3 13.6 % | 0 0.0 % | 1 4.5 % |
| 78.9 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 0 0.0 % | 4 18.2 % | 9 40.9 % | 6 27.3 % | 2 9.1 % | 1 4.5 % |
| 94.7 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 1 4.5 % | 11 50.0 % | 7 31.8 % | 0 0.0 % | 3 13.6 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 11 50.0 % | 7 31.8 % | 1 4.5 % | 3 13.6 % |
| 83.3 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 3 13.6 % | 8 36.4 % | 7 31.8 % | 1 4.5 % | 3 13.6 % |
| 83.3 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 3 13.6 % | 9 40.9 % | 6 27.3 % | 0 0.0 % | 4 18.2 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance
IFR CYF Behavioral
Health Services

| Completion Status | Completion by Respondent Type | | Total |
|-------------------|-------------------------------|-------------|--------------|
| | Family | Youth | |
| Refused | 1 4.5 % | 1 10 % | 2 6.2 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 21 95.5 % | 9 90 % | 30 93.8 % |
| Total | 22 100 % | 10 100 % | 32 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 35 clients; surveys were returned for 32 clients (32 / 35 = 91.4%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

IFR Semillas

Program Code(s): 3818C

Overall Satisfaction¹

100.0%

Return Rate²

66.7%

Overall satisfaction³ mean score for IFR Semillas: **4.93** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

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

100.0% 3. I helped to choose my treatment goals

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

Lowest Agreement Items

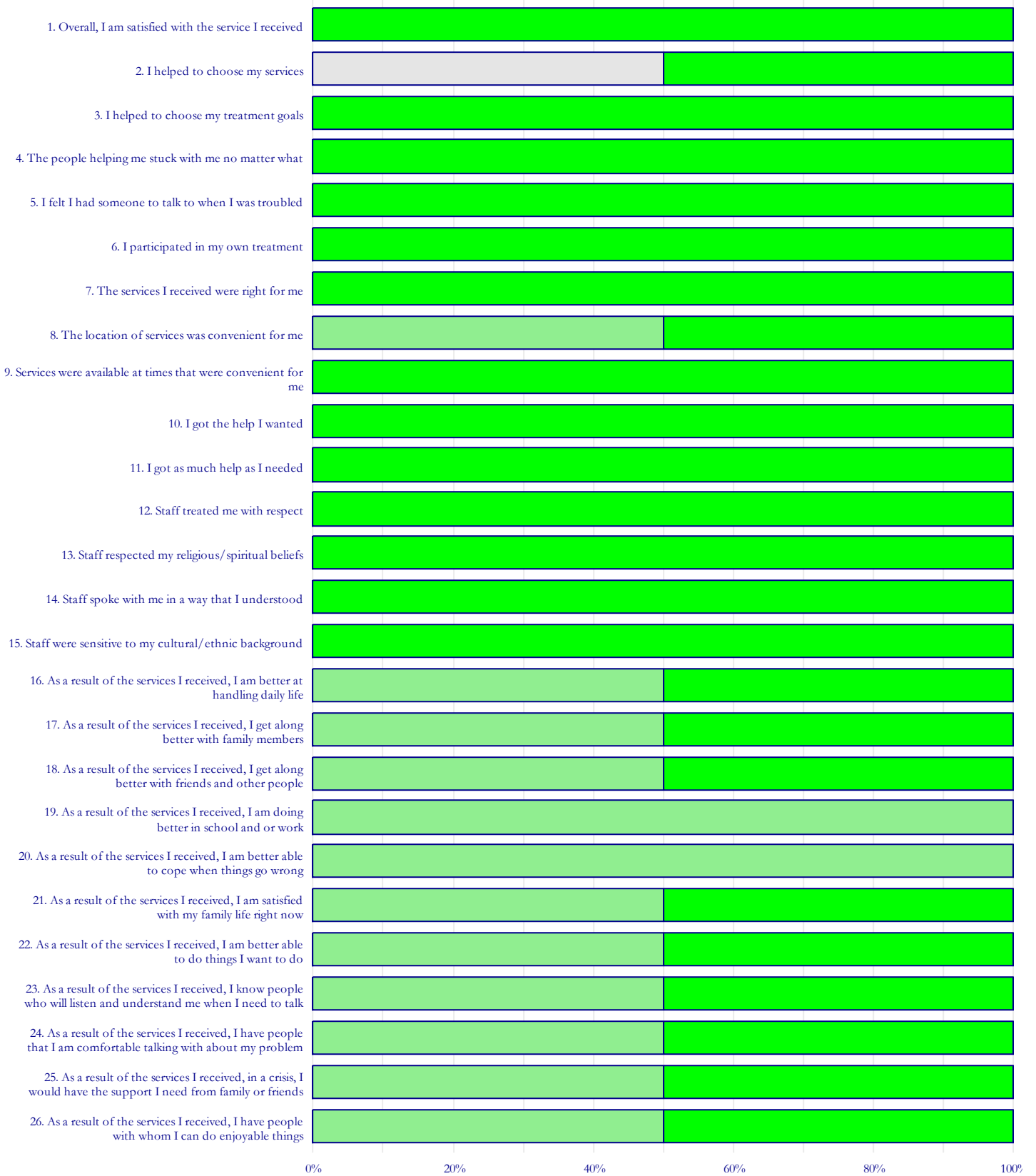
50.0% 2. I helped to choose my services

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

100.0% 3. I helped to choose my treatment goals

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

Youth Services Survey for Youth



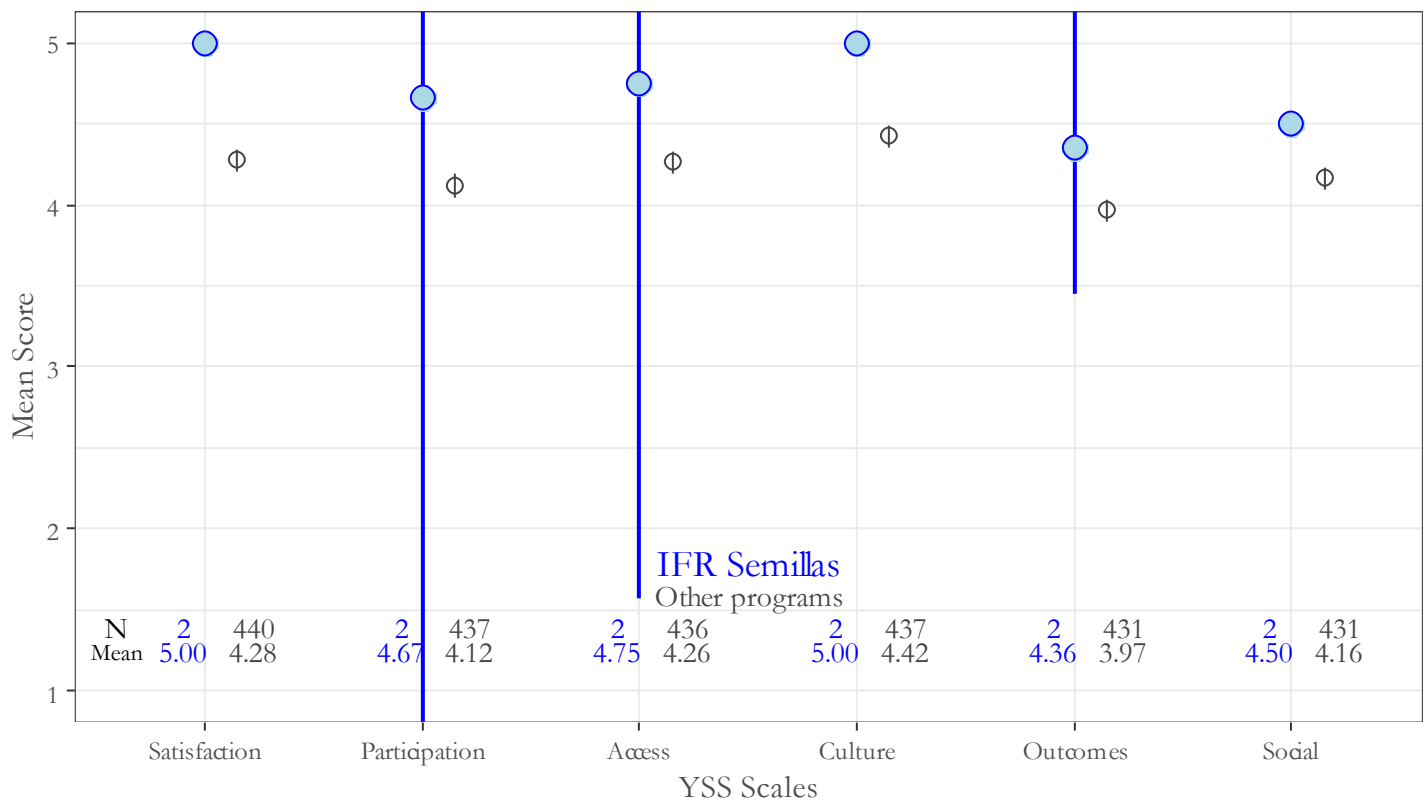
Youth Services Survey for Youth N = 2

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

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough Family data for scale means CI chart

Survey Compliance

| Completion Status | IFR Semillas Completion by Respondent Type | | Total |
|-------------------|--|------------|------------|
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 0 0 % | 2 100 % | 2 100 % |
| Total | 0 100 % | 2 100 % | 2 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 3 clients; surveys were returned for 2 clients (2 / 3 = 66.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

IFR Spark FSP

Program Code(s): 3818FSP

Overall Satisfaction¹

66.7%

Return Rate²

71.4%

Overall satisfaction³ mean score for IFR Spark FSP: No YSS (youth) data for this program, **4.05** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.49** (family).

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

Highest Agreement Items

100.0% 2. I helped to choose my services

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

100.0% 13. Staff respected my religious/spiritual beliefs

Lowest Agreement Items

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

66.7% 3. I helped to choose my treatment goals

66.7% 4. The people helping me stuck with me no matter what

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

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.

Youth Services Survey for Families

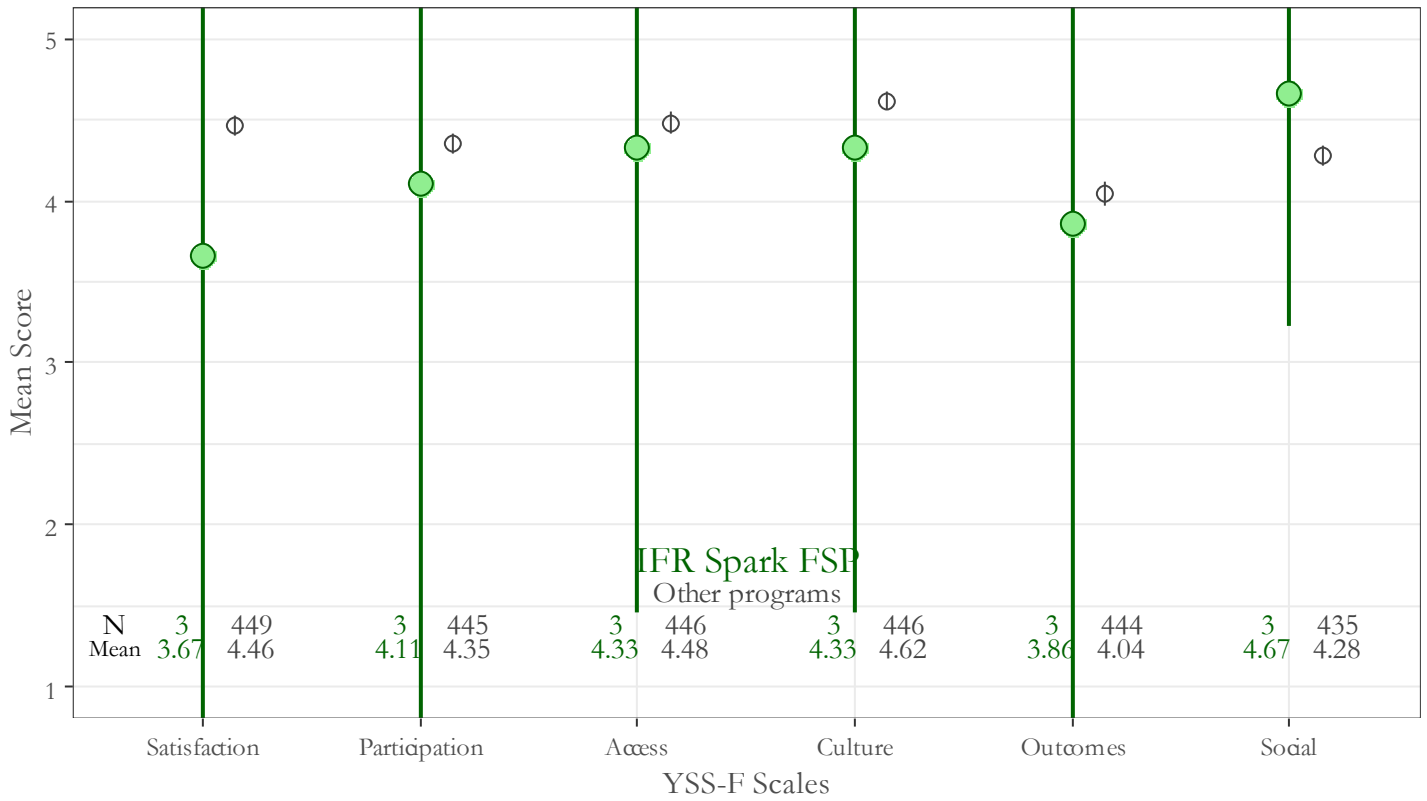


Youth Services Survey for Families N = 5

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|------------|------------|----------------|------------|-------------|
| 66.7 % 1. Overall, I am satisfied with the service my child received | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 100.0 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 3. I helped to choose my child's treatment goals | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 4. The people helping my child stuck with us no matter what | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 5. I felt my child had someone to talk to when he/she was troubled | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 6. I participated in my child's treatment | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 7. The services my child and/or family received were right for us | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 8. The location of services was convenient for us | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 10. My family I got the help we wanted for my child | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 11. My family got as much help as we needed for my child | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 12. Staff treated me with respect | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 14. Staff spoke with me in a way that I understood | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 17. As a result of the services my child and or family received, my child gets along better with family members | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 100.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 66.7 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 0 0.0 % | 2 40.0 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 0 0.0 % | 2 40.0 % |
| 100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 0 0.0 % | 2 40.0 % |
| 100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 0 0.0 % | 2 40.0 % |

Not enough Youth data for scale means CI chart

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



Survey Compliance

| Completion Status | IFR Spark FSP Completion by Respondent Type | | Total |
|-------------------|---|------------|------------|
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 2 40 % | 0 0 % | 2 40 % |
| Completed Survey | 3 60 % | 0 0 % | 3 60 % |
| Total | 5 100 % | 0 100 % | 5 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 7 clients; surveys were returned for 5 clients ($5 / 7 = 71.4\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

James Baldwin Academy OP

Program Code(s): 8980OP

Overall Satisfaction¹

100.0%

Return Rate²

10.0%

Overall satisfaction³ mean score for James Baldwin Academy OP: **4.00** (youth), **4.11** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.49** (family).

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

Highest Agreement Items

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

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

66.7% 6. I participated in my own treatment

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

100.0% 2. I helped to choose my services

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

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.

Youth Services Survey for Families

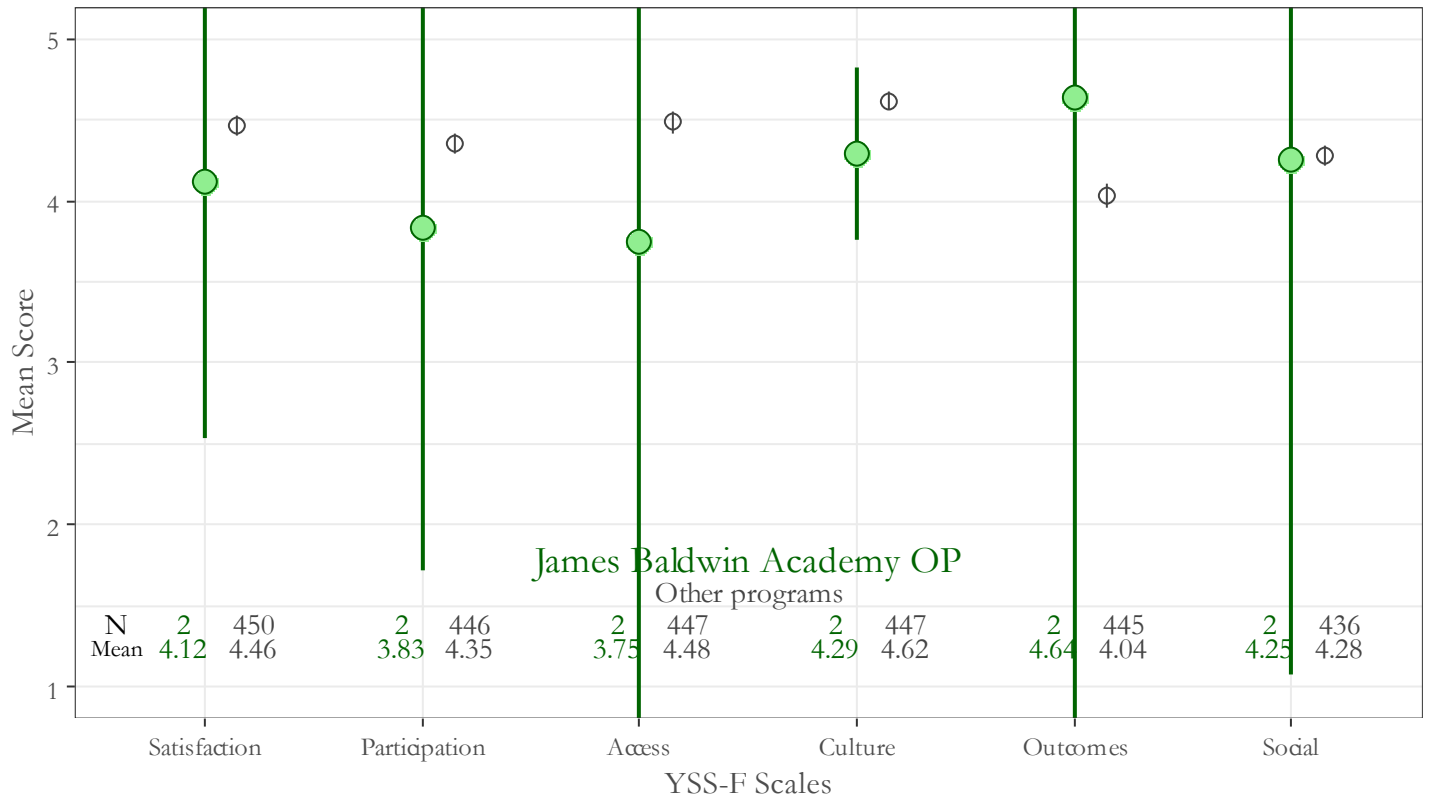


Youth Services Survey for Families N = 2

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

Not enough Youth data for scale means CI chart

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



Survey Compliance

| Completion Status | James Baldwin Academy OP | | Total |
|--------------------------|-------------------------------------|------------------------|--------------|
| | Completion by | | |
| | Respondent Type | Respondent Type | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 2 100 % | 1 100 % | 3 100 % |
| Total | 2 100 % | 1 100 % | 3 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 20 clients; surveys were returned for 2 clients (2 / 20 = 10.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Jewish Family & Children's Services - Scott

Program Code(s): 38AE3

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for Jewish Family & Children's Services - Scott: **4.57** (youth), **4.85** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

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

100.0% 3. I helped to choose my treatment goals

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

Lowest Agreement Items

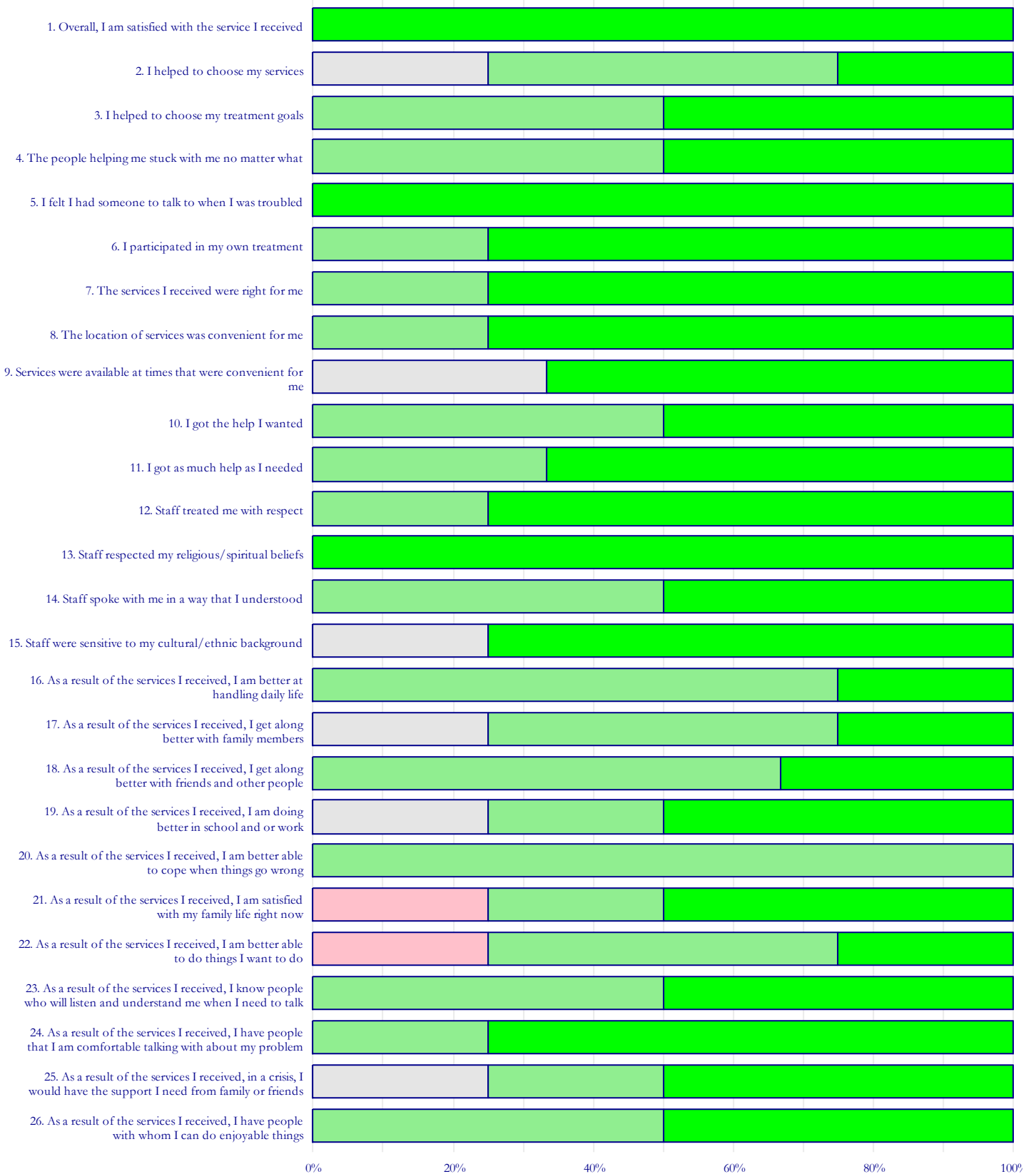
83.3% 9. Services were available at times that were convenient for me

83.3% 15. Staff were sensitive to my cultural/ethnic background

85.7% 2. I helped to choose my services

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

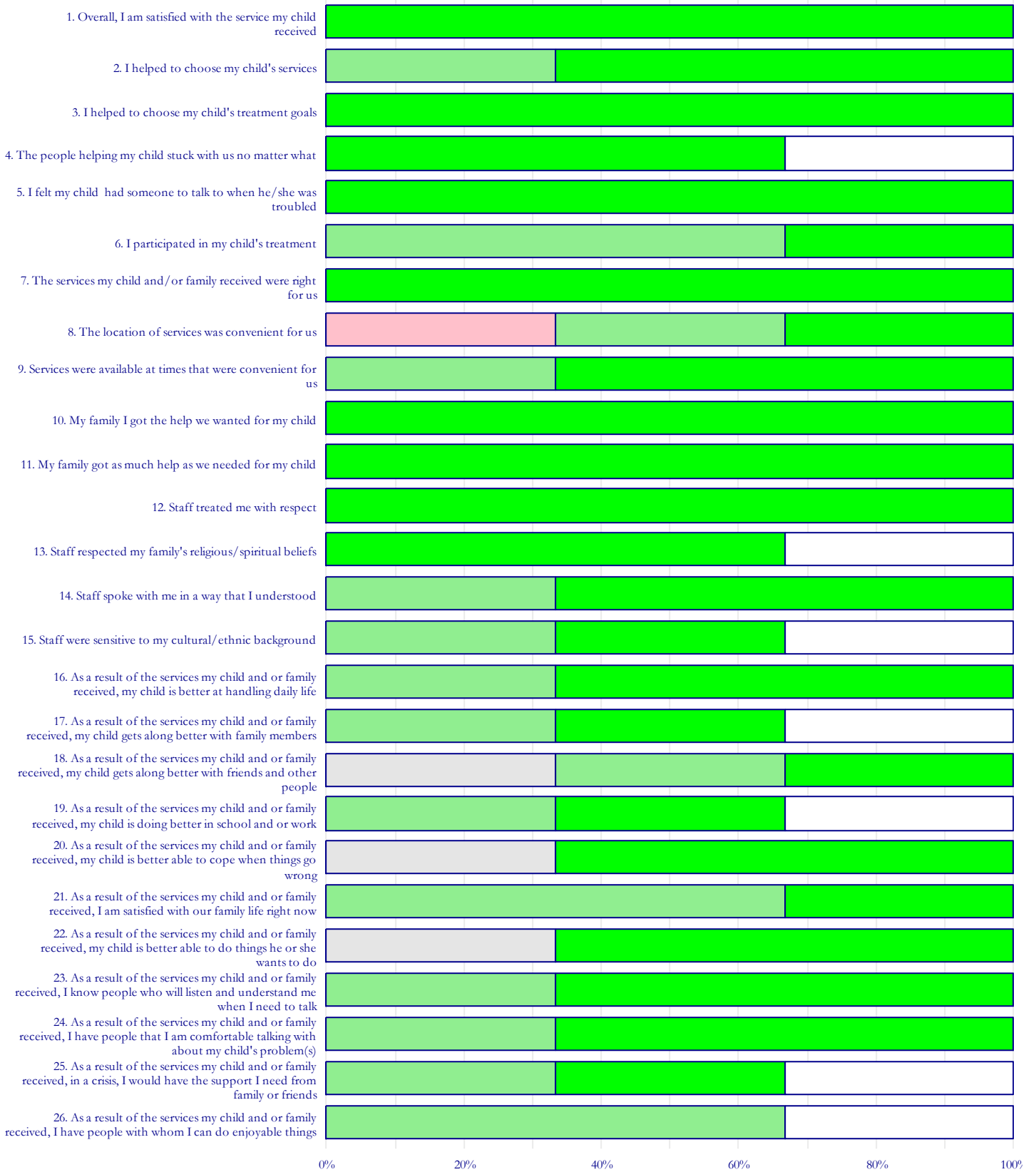
Youth Services Survey for Youth



Youth Services Survey for Youth N = 4

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

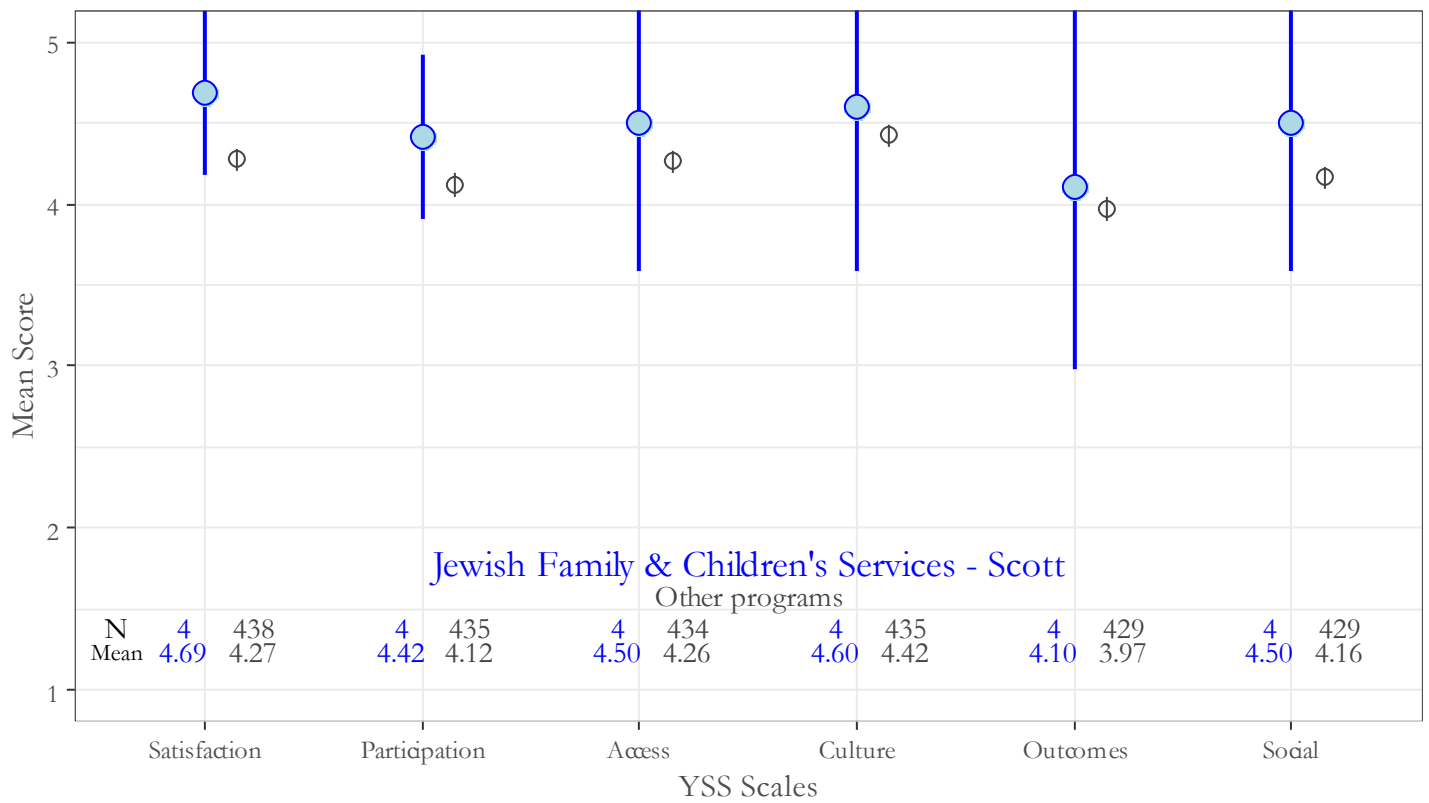
Youth Services Survey for Families



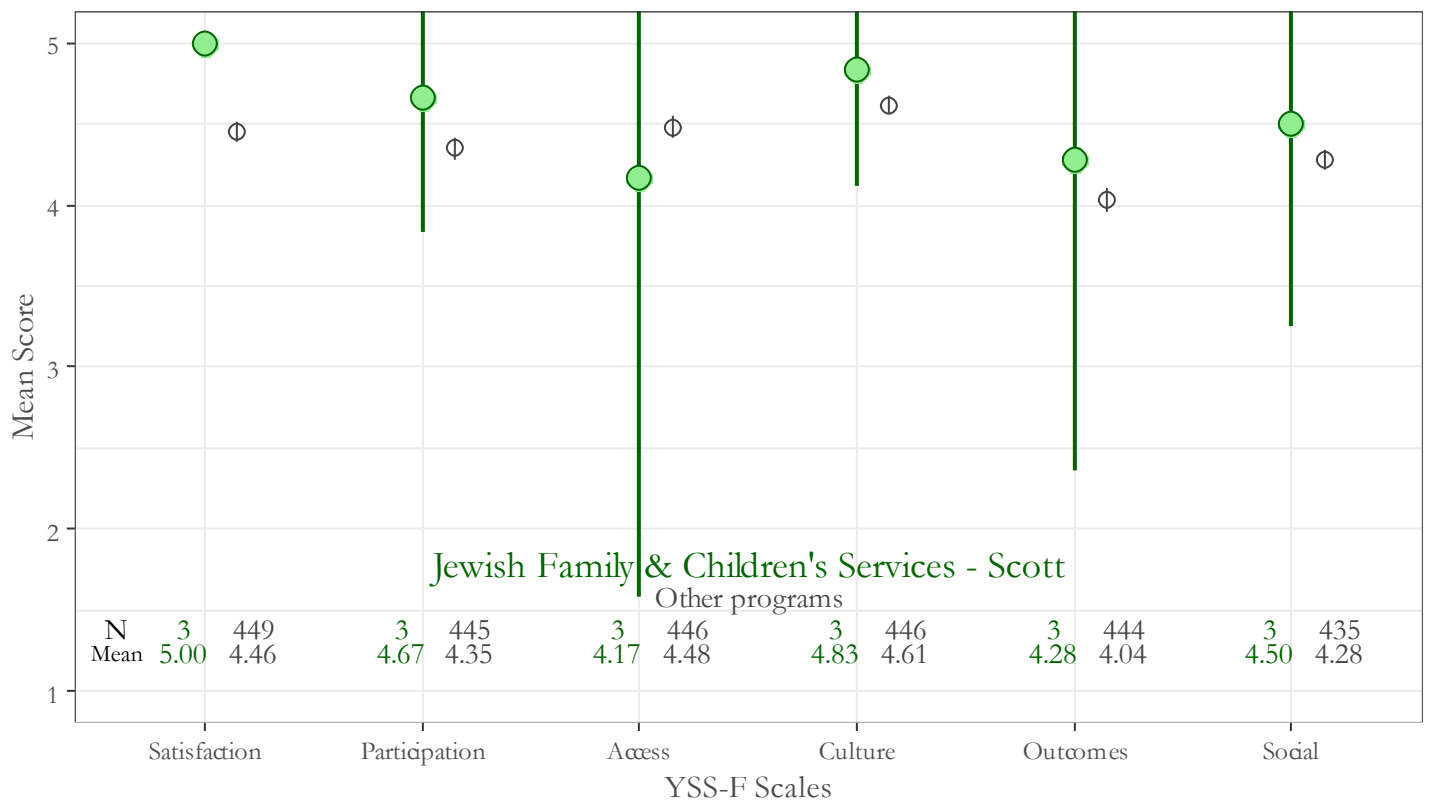
Youth Services Survey for Families N = 3

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



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

| | Family | Youth | Total |
|------------------|--------------------------|--------------------------|--------------------------|
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 3 100 % | 4 100 % | 7 100 % |
| Total | 3 100 % | 4 100 % | 7 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 7 clients; surveys were returned for 7 clients (7 / 7 = 100.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Jewish Family & Children's Services Adult - Judah
Program Code(s): 38ADM1

Overall Satisfaction¹
100.0%

Return Rate²
100.0%

Overall satisfaction³ mean score for Jewish Family & Children's Services Adult - Judah: **4.93**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

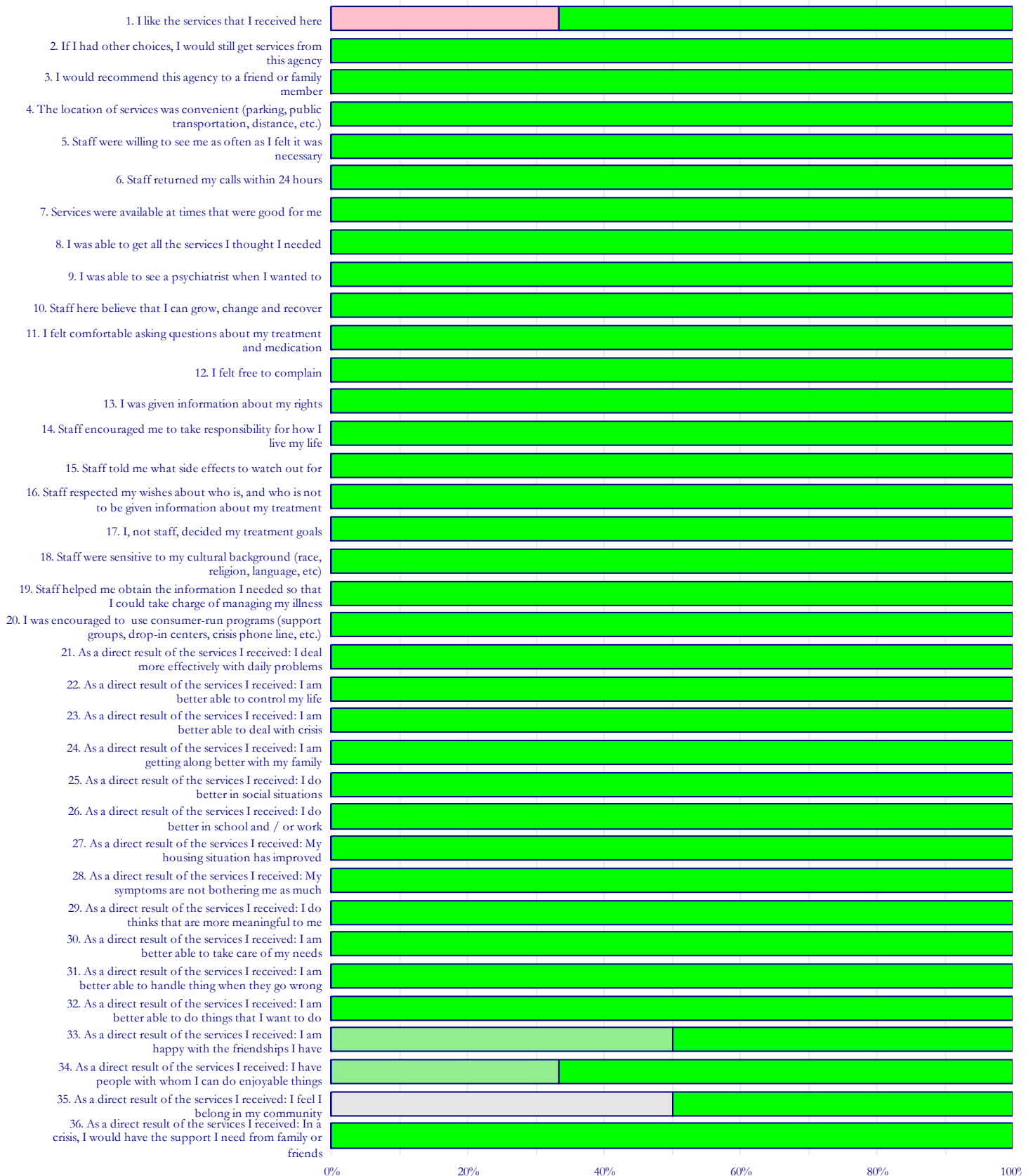
66.7% 1. I like the services that I received here

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

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

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

MHSIP Items



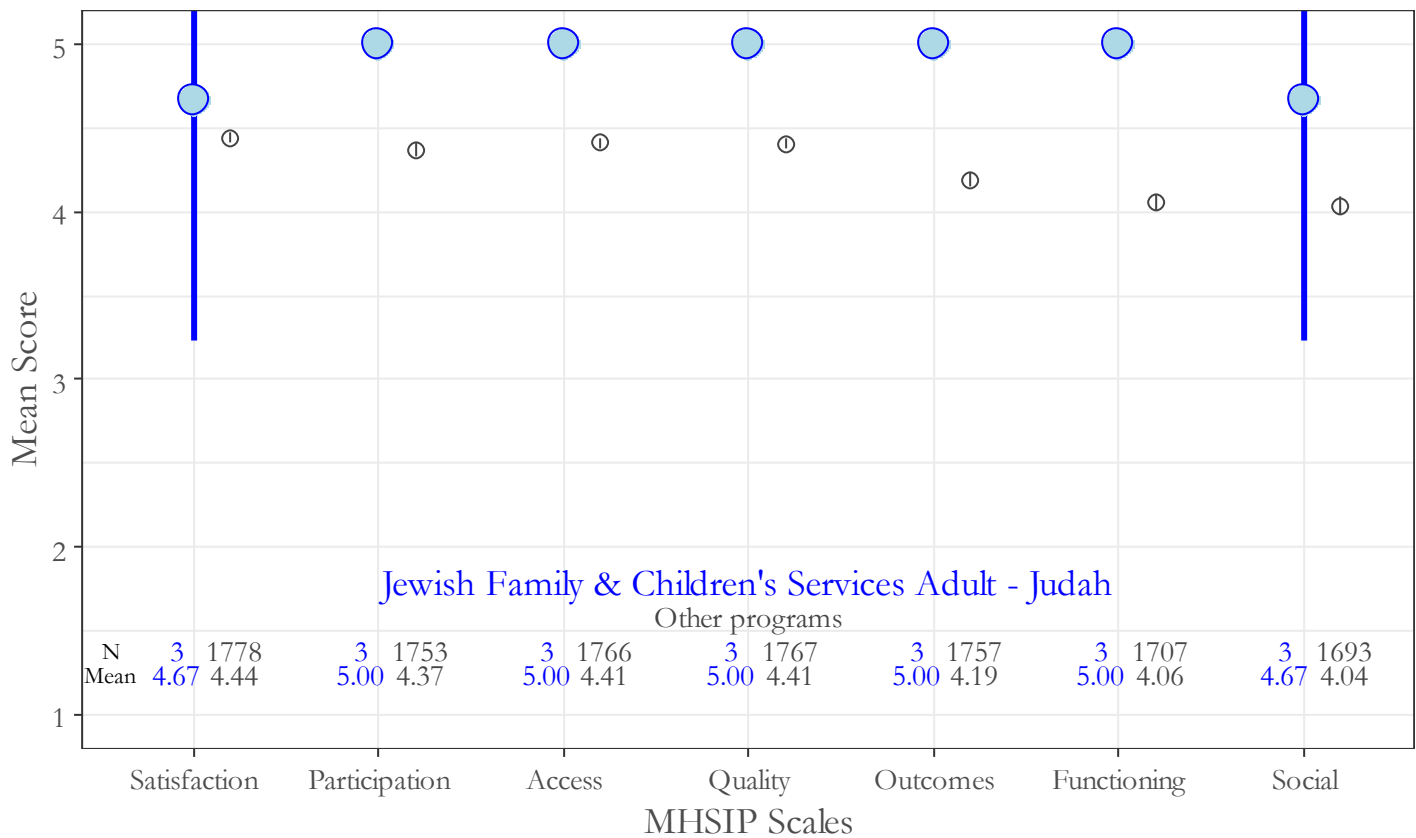
MHSIP Items 1-25
Percent Agree

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

MHSIP Items 26-36
Percent Agree

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

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|--------------------------|--------------------------|--------------------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 3 100 % | 0 0 % | 3 100 % |
| Total | 3 100 % | 0 100 % | 3 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 3 clients; surveys were returned for 3 clients (3/3 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Mission ACT

Program Code(s): 3804SP

Overall Satisfaction¹

85.7%

Return Rate²

100.0%

Overall satisfaction³ mean score for Mission ACT: **4.22**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

100.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

92.9% 10. Staff here believe that I can grow, change and recover

Lowest Agreement Items

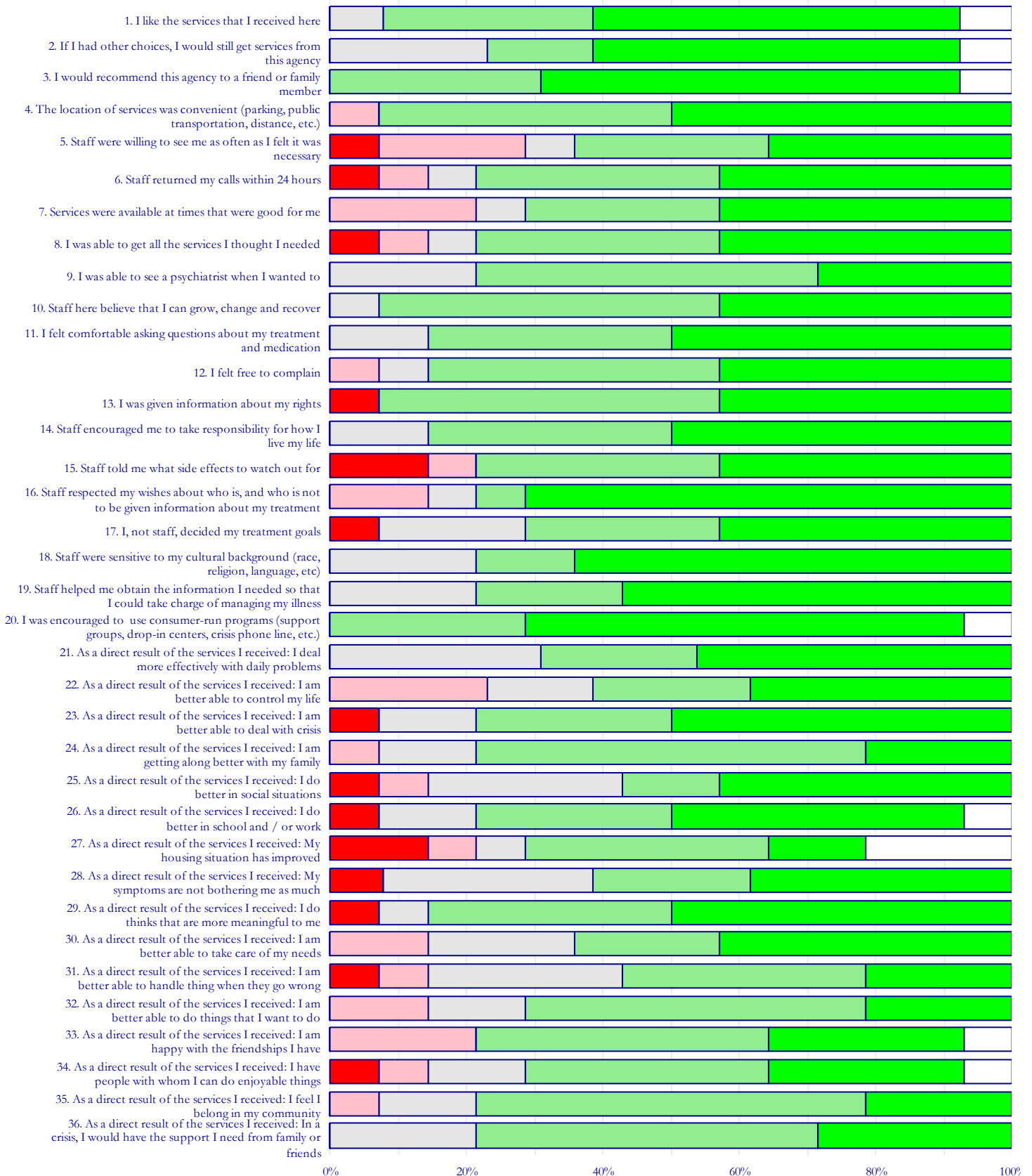
64.3% 5. Staff were willing to see me as often as I felt it was necessary

71.4% 7. Services were available at times that were good for me

71.4% 17. I, not staff, decided my treatment goals

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

MHSIP Items



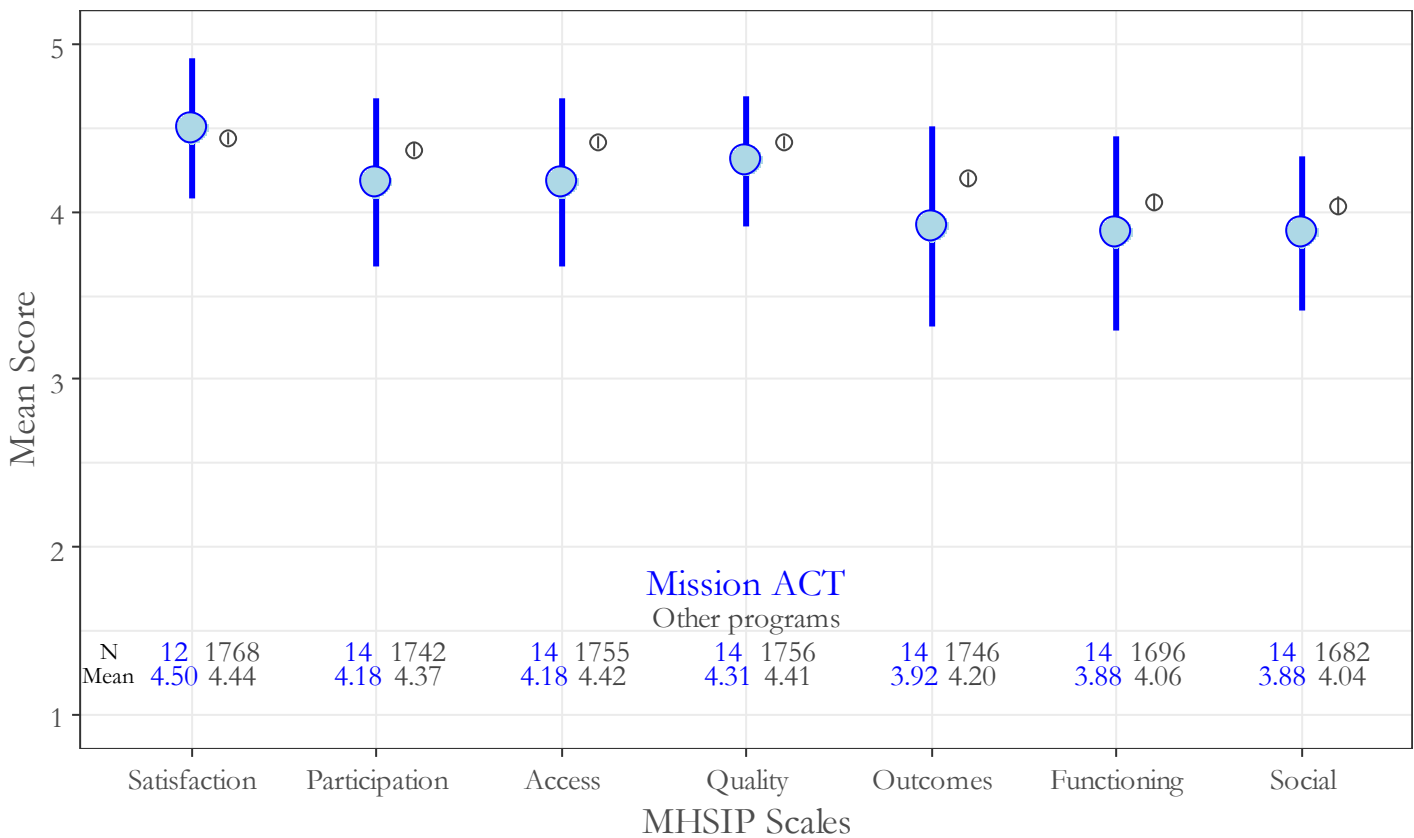
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 91.7 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 1 2.1 % | 4 8.3 % | 7 14.6 % | 1 2.1 % | 35 72.9 % |
| 75.0 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 3 6.2 % | 2 4.2 % | 7 14.6 % | 1 2.1 % | 35 72.9 % |
| 100.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 8.3 % | 8 16.7 % | 1 2.1 % | 35 72.9 % |
| 92.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 1 2.1 % | 0 0.0 % | 6 12.5 % | 7 14.6 % | 0 0.0 % | 34 70.8 % |
| 64.3 % 5. Staff were willing to see me as often as I felt it was necessary | 1 2.1 % | 3 6.2 % | 1 2.1 % | 4 8.3 % | 5 10.4 % | 0 0.0 % | 34 70.8 % |
| 78.6 % 6. Staff returned my calls within 24 hours | 1 2.1 % | 1 2.1 % | 1 2.1 % | 5 10.4 % | 6 12.5 % | 0 0.0 % | 34 70.8 % |
| 71.4 % 7. Services were available at times that were good for me | 0 0.0 % | 3 6.2 % | 1 2.1 % | 4 8.3 % | 6 12.5 % | 0 0.0 % | 34 70.8 % |
| 78.6 % 8. I was able to get all the services I thought I needed | 1 2.1 % | 1 2.1 % | 1 2.1 % | 5 10.4 % | 6 12.5 % | 0 0.0 % | 34 70.8 % |
| 78.6 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 3 6.2 % | 7 14.6 % | 4 8.3 % | 0 0.0 % | 34 70.8 % |
| 92.9 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 1 2.1 % | 7 14.6 % | 6 12.5 % | 0 0.0 % | 34 70.8 % |
| 85.7 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 2 4.2 % | 5 10.4 % | 7 14.6 % | 0 0.0 % | 34 70.8 % |
| 85.7 % 12. I felt free to complain | 0 0.0 % | 1 2.1 % | 1 2.1 % | 6 12.5 % | 6 12.5 % | 0 0.0 % | 34 70.8 % |
| 92.9 % 13. I was given information about my rights | 1 2.1 % | 0 0.0 % | 0 0.0 % | 7 14.6 % | 6 12.5 % | 0 0.0 % | 34 70.8 % |
| 85.7 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 2 4.2 % | 5 10.4 % | 7 14.6 % | 0 0.0 % | 34 70.8 % |
| 78.6 % 15. Staff told me what side effects to watch out for | 2 4.2 % | 1 2.1 % | 0 0.0 % | 5 10.4 % | 6 12.5 % | 0 0.0 % | 34 70.8 % |
| 78.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 2 4.2 % | 1 2.1 % | 1 2.1 % | 10 20.8 % | 0 0.0 % | 34 70.8 % |
| 71.4 % 17. I, not staff, decided my treatment goals | 1 2.1 % | 0 0.0 % | 3 6.2 % | 4 8.3 % | 6 12.5 % | 0 0.0 % | 34 70.8 % |
| 78.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 3 6.2 % | 2 4.2 % | 9 18.8 % | 0 0.0 % | 34 70.8 % |
| 78.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 3 6.2 % | 3 6.2 % | 8 16.7 % | 0 0.0 % | 34 70.8 % |
| 100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 8.3 % | 9 18.8 % | 1 2.1 % | 34 70.8 % |
| 69.2 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 4 8.3 % | 3 6.2 % | 6 12.5 % | 0 0.0 % | 35 72.9 % |
| 61.5 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 3 6.2 % | 2 4.2 % | 3 6.2 % | 5 10.4 % | 0 0.0 % | 35 72.9 % |
| 78.6 % 23. As a direct result of the services I received: I am better able to deal with crisis | 1 2.1 % | 0 0.0 % | 2 4.2 % | 4 8.3 % | 7 14.6 % | 0 0.0 % | 34 70.8 % |
| 78.6 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 1 2.1 % | 2 4.2 % | 8 16.7 % | 3 6.2 % | 0 0.0 % | 34 70.8 % |
| 57.1 % 25. As a direct result of the services I received: I do better in social situations | 1 2.1 % | 1 2.1 % | 4 8.3 % | 2 4.2 % | 6 12.5 % | 0 0.0 % | 34 70.8 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|------------|-------------|----------------|------------|--------------|
| 75.9 % 26. As a direct result of the services I received: I do better in school and / or work | 1 2.1 % | 0 0.0 % | 2 4.2 % | 4 8.3 % | 6 12.5 % | 1 2.1 % | 34 70.8 % |
| 63.6 % 27. As a direct result of the services I received: My housing situation has improved | 2 4.2 % | 1 2.1 % | 1 2.1 % | 5 10.4 % | 2 4.2 % | 3 6.2 % | 34 70.8 % |
| 61.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 1 2.1 % | 0 0.0 % | 4 8.3 % | 3 6.2 % | 5 10.4 % | 0 0.0 % | 35 72.9 % |
| 85.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 1 2.1 % | 0 0.0 % | 1 2.1 % | 5 10.4 % | 7 14.6 % | 0 0.0 % | 34 70.8 % |
| 64.3 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 2 4.2 % | 3 6.2 % | 3 6.2 % | 6 12.5 % | 0 0.0 % | 34 70.8 % |
| 57.1 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 2.1 % | 1 2.1 % | 4 8.3 % | 5 10.4 % | 3 6.2 % | 0 0.0 % | 34 70.8 % |
| 71.4 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 2 4.2 % | 2 4.2 % | 7 14.6 % | 3 6.2 % | 0 0.0 % | 34 70.8 % |
| 76.9 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 3 6.2 % | 0 0.0 % | 6 12.5 % | 4 8.3 % | 1 2.1 % | 34 70.8 % |
| 69.2 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 2.1 % | 1 2.1 % | 2 4.2 % | 5 10.4 % | 4 8.3 % | 1 2.1 % | 34 70.8 % |
| 78.6 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 1 2.1 % | 2 4.2 % | 8 16.7 % | 3 6.2 % | 0 0.0 % | 34 70.8 % |
| 78.6 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 3 6.2 % | 7 14.6 % | 4 8.3 % | 0 0.0 % | 34 70.8 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult | Older Adult | |
| Refused | 27 56.2 % | 0 0 % | 27 56.2 % |
| Impaired | 2 4.2 % | 0 0 % | 2 4.2 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 1 2.1 % | 0 0 % | 1 2.1 % |
| No Data | 4 8.3 % | 0 0 % | 4 8.3 % |
| Completed Survey | 14 29.2 % | 0 0 % | 14 29.2 % |
| Total | 48 100 % | 0 100 % | 48 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 40 clients; surveys were returned for 40 clients (40/40 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Mission Family Center

Program Code(s): 38016

Overall Satisfaction¹

97.8%

Return Rate²

76.4%

Overall satisfaction³ mean score for Mission Family Center: **4.53** (youth), **4.41** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.49** (family).

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

Highest Agreement Items

100.0% 13. Staff respected my religious/spiritual beliefs

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

97.8% 12. Staff treated me with respect

Lowest Agreement Items

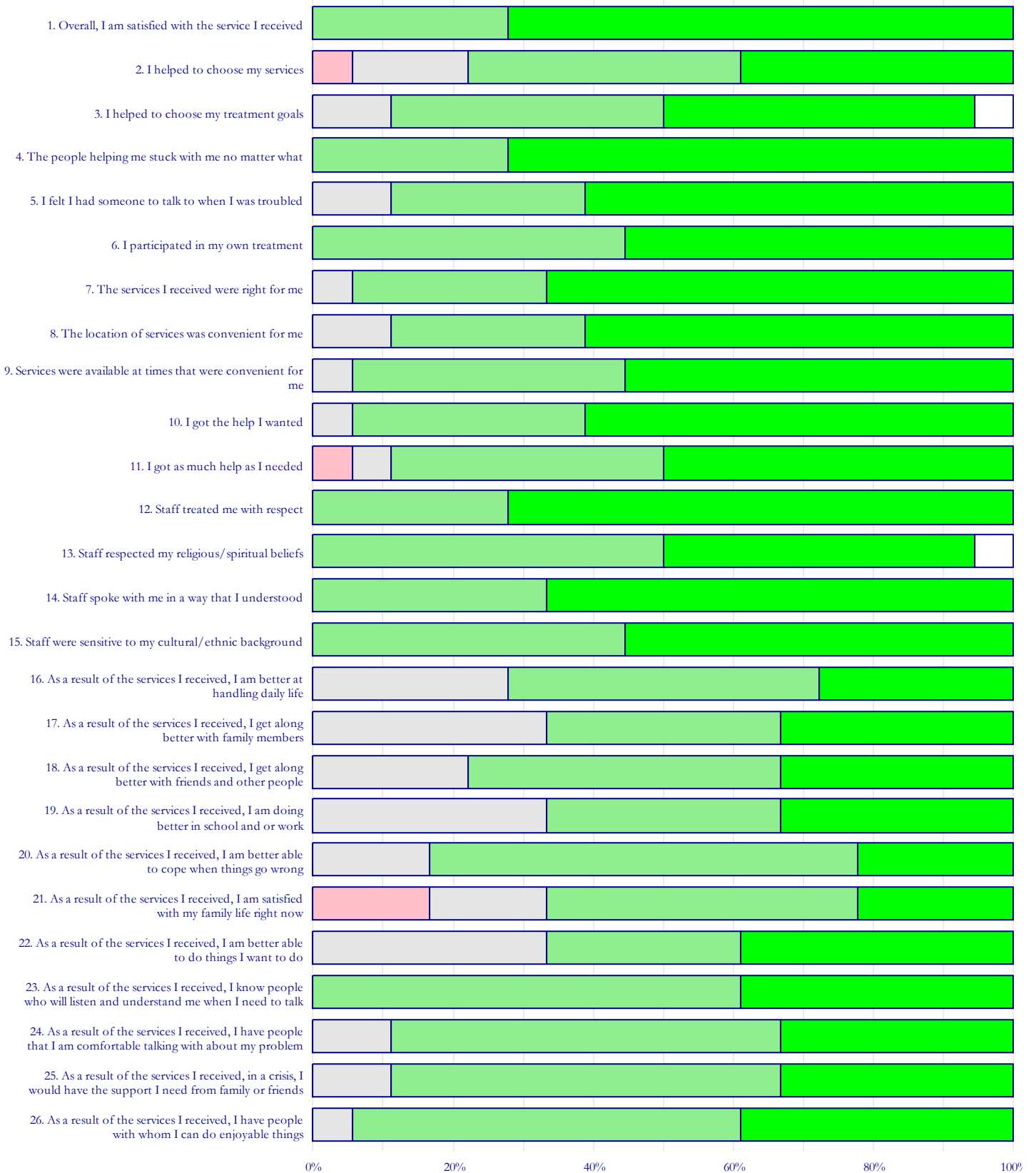
78.6% 3. I helped to choose my treatment goals

88.4% 2. I helped to choose my services

88.6% 5. I felt I had someone to talk to when I was troubled

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

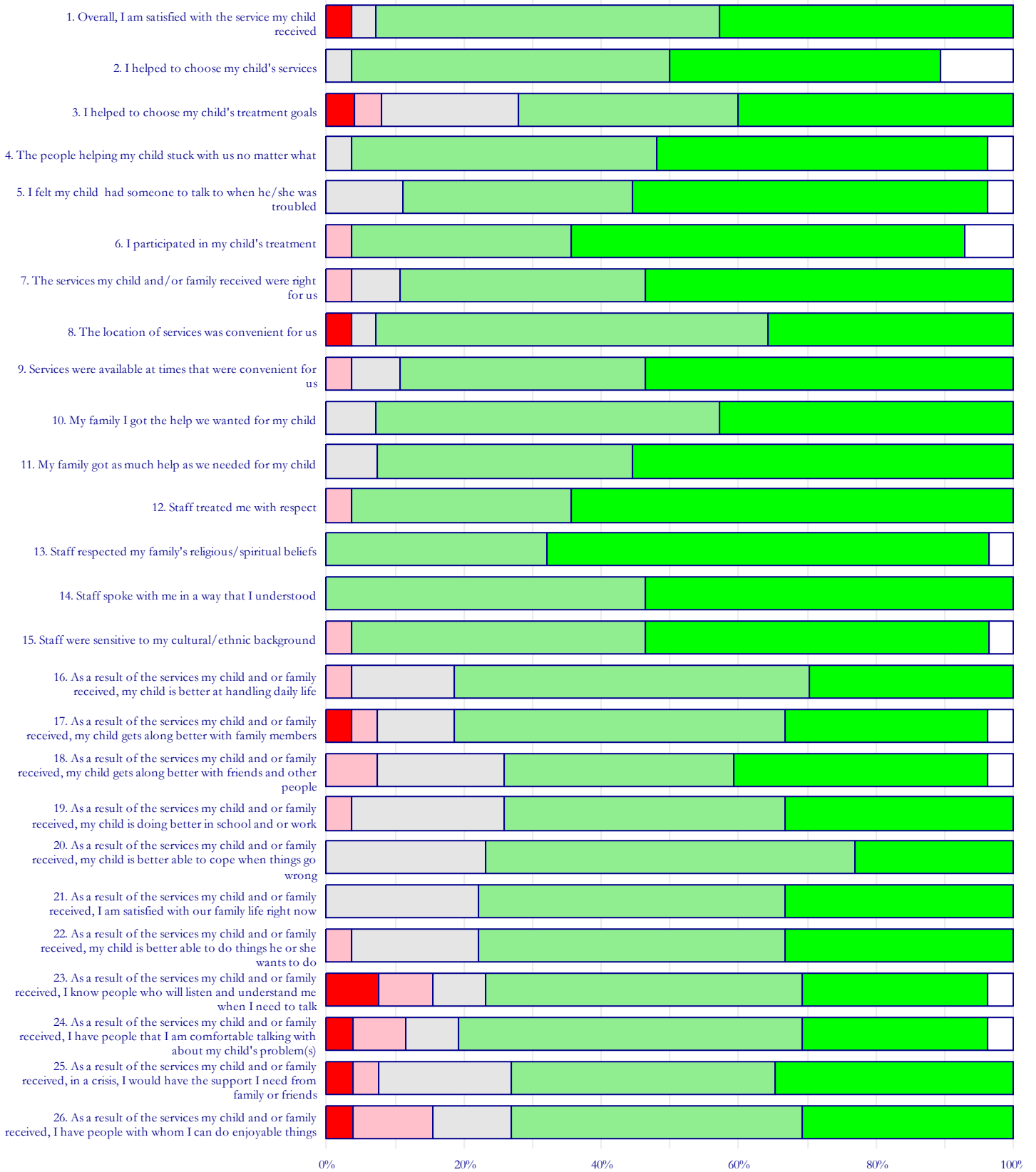
Youth Services Survey for Youth



Youth Services Survey for Youth N = 18

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|--------------|----------------|------------|------------|
| 100.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 27.8 % | 13 72.2 % | 0 0.0 % | 0 0.0 % |
| 77.8 % 2. I helped to choose my services | 0 0.0 % | 1 5.6 % | 3 16.7 % | 7 38.9 % | 7 38.9 % | 0 0.0 % | 0 0.0 % |
| 88.2 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 2 11.1 % | 7 38.9 % | 8 44.4 % | 1 5.6 % | 0 0.0 % |
| 100.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 27.8 % | 13 72.2 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 2 11.1 % | 5 27.8 % | 11 61.1 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 44.4 % | 10 55.6 % | 0 0.0 % | 0 0.0 % |
| 94.4 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 1 5.6 % | 5 27.8 % | 12 66.7 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 2 11.1 % | 5 27.8 % | 11 61.1 % | 0 0.0 % | 0 0.0 % |
| 94.4 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 1 5.6 % | 7 38.9 % | 10 55.6 % | 0 0.0 % | 0 0.0 % |
| 94.4 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 1 5.6 % | 6 33.3 % | 11 61.1 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 11. I got as much help as I needed | 0 0.0 % | 1 5.6 % | 1 5.6 % | 7 38.9 % | 9 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 27.8 % | 13 72.2 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 50.0 % | 8 44.4 % | 1 5.6 % | 0 0.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 33.3 % | 12 66.7 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 44.4 % | 10 55.6 % | 0 0.0 % | 0 0.0 % |
| 72.2 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 5 27.8 % | 8 44.4 % | 5 27.8 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 6 33.3 % | 6 33.3 % | 6 33.3 % | 0 0.0 % | 0 0.0 % |
| 77.8 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 4 22.2 % | 8 44.4 % | 6 33.3 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 6 33.3 % | 6 33.3 % | 6 33.3 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 3 16.7 % | 11 61.1 % | 4 22.2 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 3 16.7 % | 3 16.7 % | 8 44.4 % | 4 22.2 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 6 33.3 % | 5 27.8 % | 7 38.9 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 11 61.1 % | 7 38.9 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 2 11.1 % | 10 55.6 % | 6 33.3 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 11.1 % | 10 55.6 % | 6 33.3 % | 0 0.0 % | 0 0.0 % |
| 94.4 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 5.6 % | 10 55.6 % | 7 38.9 % | 0 0.0 % | 0 0.0 % |

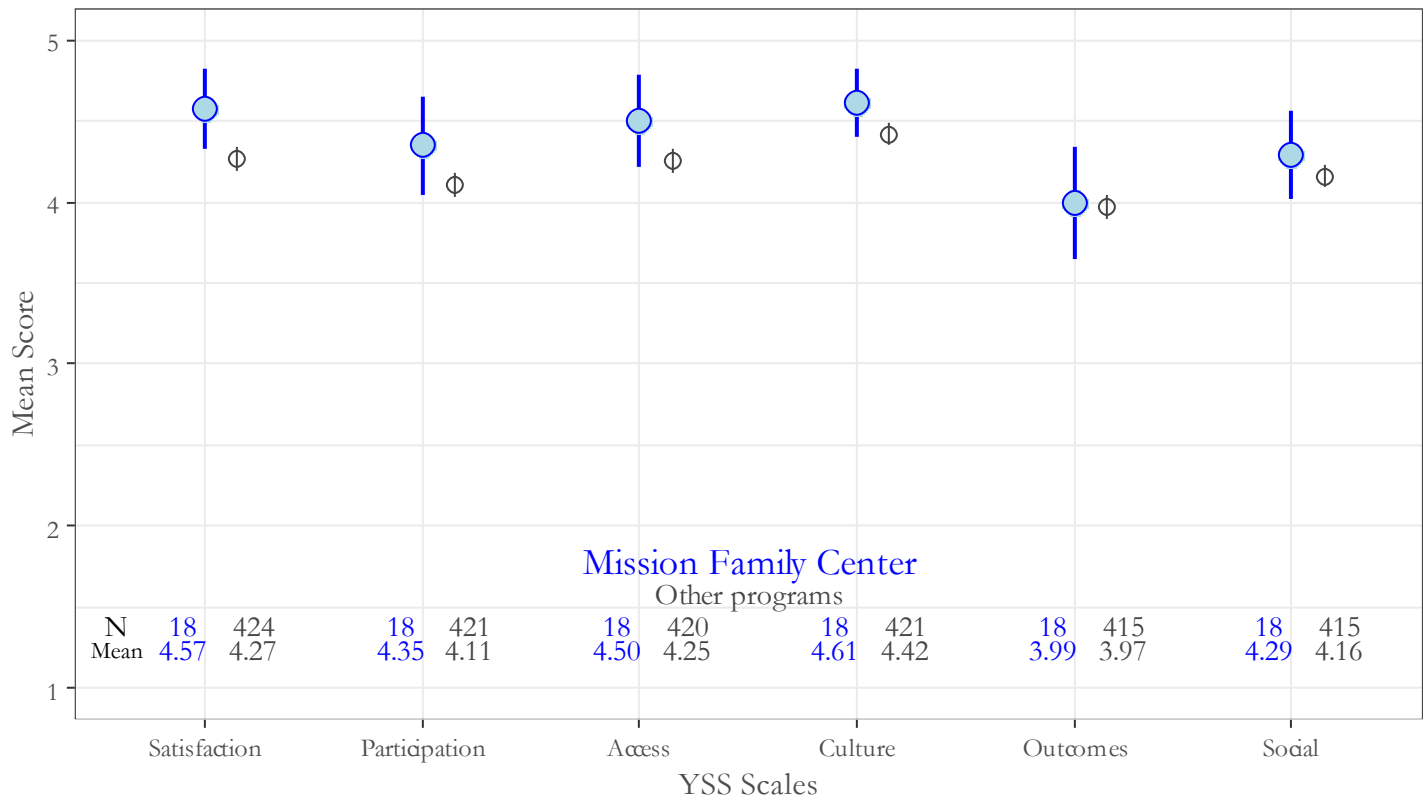
Youth Services Survey for Families



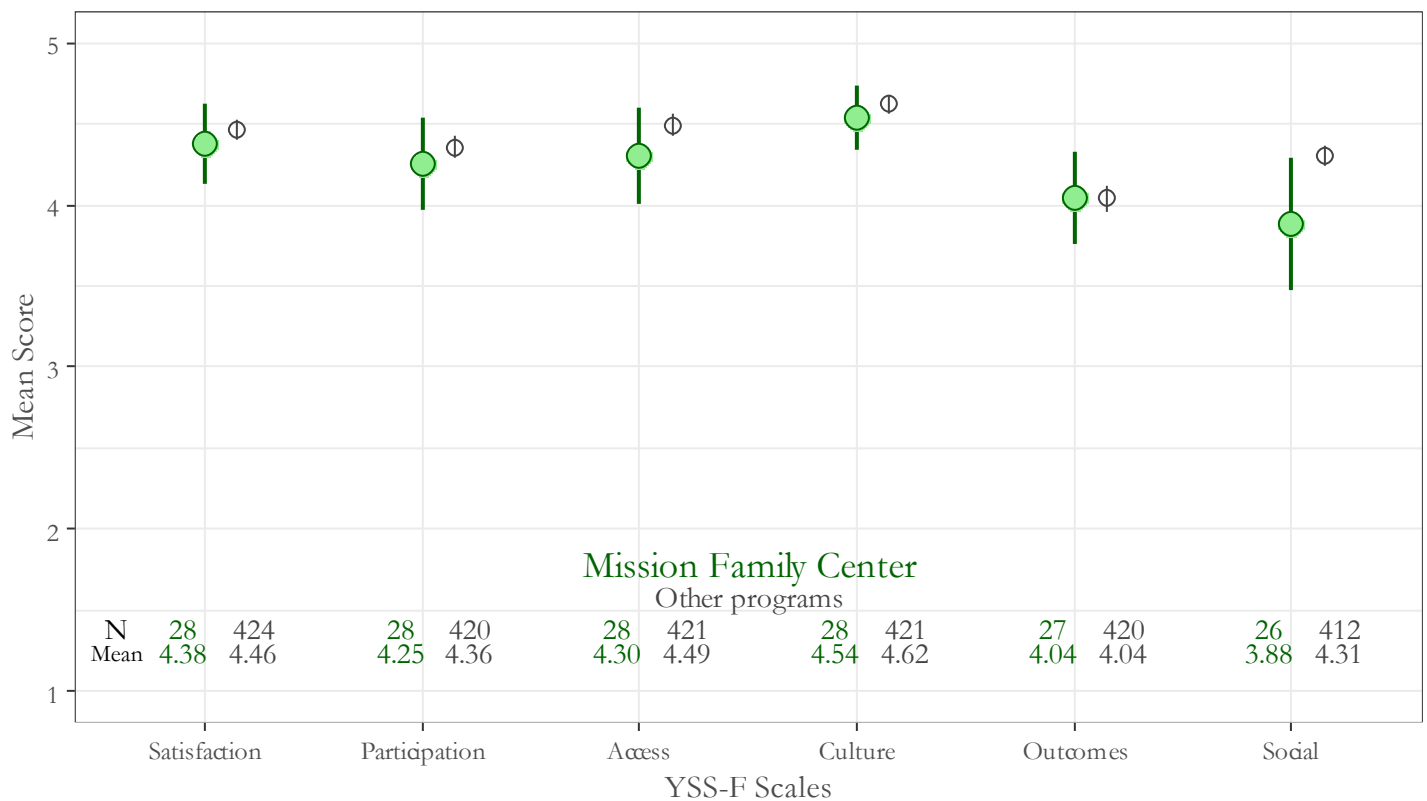
Youth Services Survey for Families N = 29

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|--------------|----------------|-------------|-------------|
| 92.9 % 1. Overall, I am satisfied with the service my child received | 1 3.4 % | 0 0.0 % | 1 3.4 % | 14 48.3 % | 12 41.4 % | 0 0.0 % | 1 3.4 % |
| 96.0 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 1 3.4 % | 13 44.8 % | 11 37.9 % | 3 10.3 % | 1 3.4 % |
| 72.0 % 3. I helped to choose my child's treatment goals | 1 3.4 % | 1 3.4 % | 5 17.2 % | 8 27.6 % | 10 34.5 % | 0 0.0 % | 4 13.8 % |
| 96.2 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 1 3.4 % | 12 41.4 % | 13 44.8 % | 1 3.4 % | 2 6.9 % |
| 88.5 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 3 10.3 % | 9 31.0 % | 14 48.3 % | 1 3.4 % | 2 6.9 % |
| 96.2 % 6. I participated in my child's treatment | 0 0.0 % | 1 3.4 % | 0 0.0 % | 9 31.0 % | 16 55.2 % | 2 6.9 % | 1 3.4 % |
| 89.3 % 7. The services my child and/or family received were right for us | 0 0.0 % | 1 3.4 % | 2 6.9 % | 10 34.5 % | 15 51.7 % | 0 0.0 % | 1 3.4 % |
| 92.9 % 8. The location of services was convenient for us | 1 3.4 % | 0 0.0 % | 1 3.4 % | 16 55.2 % | 10 34.5 % | 0 0.0 % | 1 3.4 % |
| 89.3 % 9. Services were available at times that were convenient for us | 0 0.0 % | 1 3.4 % | 2 6.9 % | 10 34.5 % | 15 51.7 % | 0 0.0 % | 1 3.4 % |
| 92.9 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 2 6.9 % | 14 48.3 % | 12 41.4 % | 0 0.0 % | 1 3.4 % |
| 92.6 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 2 6.9 % | 10 34.5 % | 15 51.7 % | 0 0.0 % | 2 6.9 % |
| 96.4 % 12. Staff treated me with respect | 0 0.0 % | 1 3.4 % | 0 0.0 % | 9 31.0 % | 18 62.1 % | 0 0.0 % | 1 3.4 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 31.0 % | 18 62.1 % | 1 3.4 % | 1 3.4 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 13 44.8 % | 15 51.7 % | 0 0.0 % | 1 3.4 % |
| 96.3 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 1 3.4 % | 0 0.0 % | 12 41.4 % | 14 48.3 % | 1 3.4 % | 1 3.4 % |
| 81.5 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 1 3.4 % | 4 13.8 % | 14 48.3 % | 8 27.6 % | 0 0.0 % | 2 6.9 % |
| 80.8 % 17. As a result of the services my child and or family received, my child gets along better with family members | 1 3.4 % | 1 3.4 % | 3 10.3 % | 13 44.8 % | 8 27.6 % | 1 3.4 % | 2 6.9 % |
| 73.1 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 2 6.9 % | 5 17.2 % | 9 31.0 % | 10 34.5 % | 1 3.4 % | 2 6.9 % |
| 74.1 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 1 3.4 % | 6 20.7 % | 11 37.9 % | 9 31.0 % | 0 0.0 % | 2 6.9 % |
| 76.9 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 6 20.7 % | 14 48.3 % | 6 20.7 % | 0 0.0 % | 3 10.3 % |
| 77.8 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 0 0.0 % | 6 20.7 % | 12 41.4 % | 9 31.0 % | 0 0.0 % | 2 6.9 % |
| 77.8 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 1 3.4 % | 5 17.2 % | 12 41.4 % | 9 31.0 % | 0 0.0 % | 2 6.9 % |
| 76.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 2 6.9 % | 2 6.9 % | 2 6.9 % | 12 41.4 % | 7 24.1 % | 1 3.4 % | 3 10.3 % |
| 80.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 1 3.4 % | 2 6.9 % | 2 6.9 % | 13 44.8 % | 7 24.1 % | 1 3.4 % | 3 10.3 % |
| 73.1 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 1 3.4 % | 1 3.4 % | 5 17.2 % | 10 34.5 % | 9 31.0 % | 0 0.0 % | 3 10.3 % |
| 73.1 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 1 3.4 % | 3 10.3 % | 3 10.3 % | 11 37.9 % | 8 27.6 % | 0 0.0 % | 3 10.3 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Completion Status | Mission Family Center Completion by Respondent Type | | Total |
|-------------------|---|-------------|--------------|
| | Family | Youth | |
| | Refused | 1 3.4 % | |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 28 96.6 % | 18 100 % | 46 97.9 % |
| Total | 29 100 % | 18 100 % | 47 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 55 clients; surveys were returned for 42 clients (42 / 55 = 76.4%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Mission Mental Health Team I

Program Code(s): 38043

Overall Satisfaction¹

90.8%

Return Rate²

68.9%

Overall satisfaction³ mean score for Mission Mental Health Team I: **4.29**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

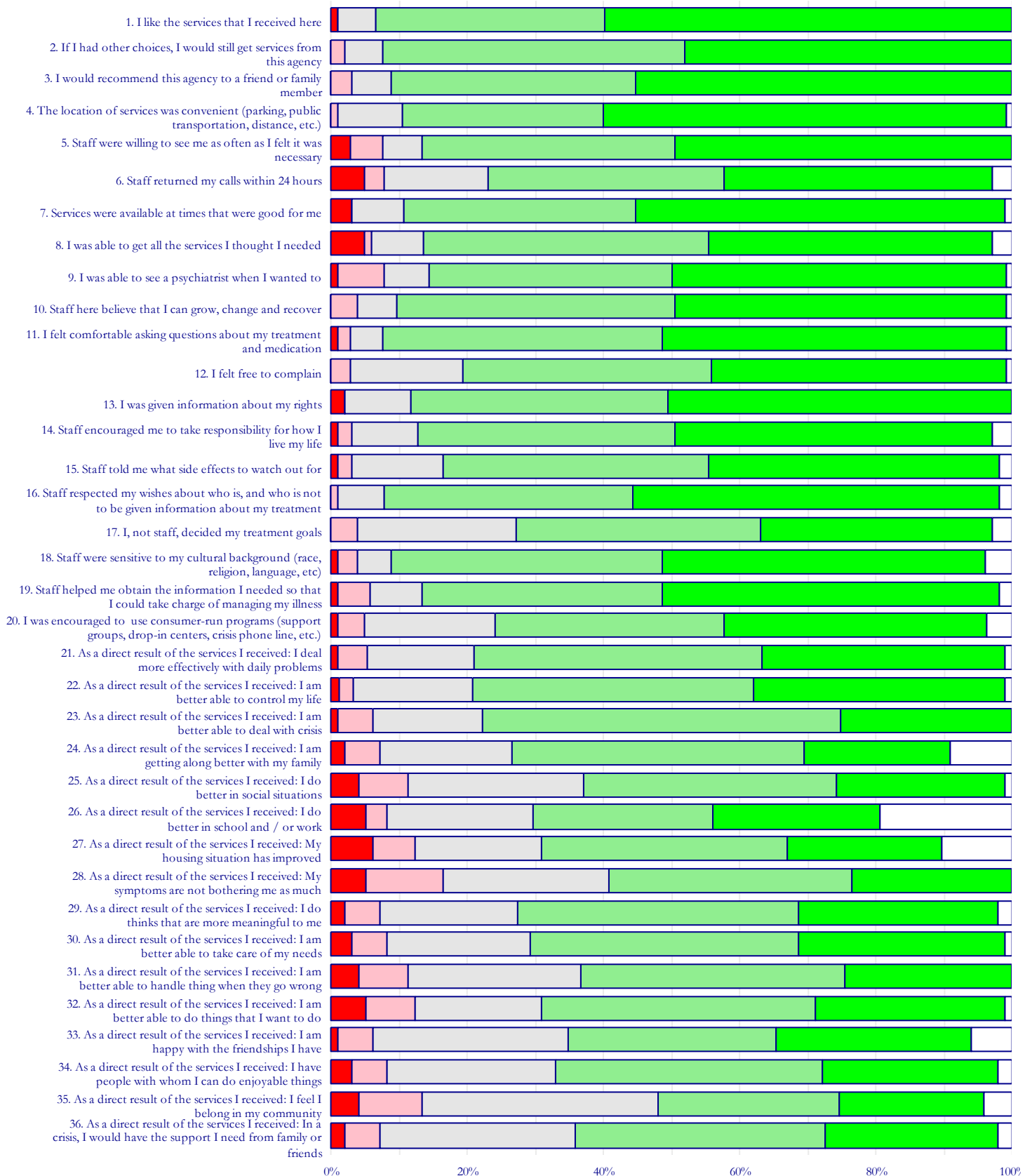
- 93.5% 1. I like the services that I received here
- 92.5% 2. If I had other choices, I would still get services from this agency
- 92.3% 11. I felt comfortable asking questions about my treatment and medication

Lowest Agreement Items

- 72.0% 17. I, not staff, decided my treatment goals
- 75.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 76.2% 6. Staff returned my calls within 24 hours

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

MHSIP Items



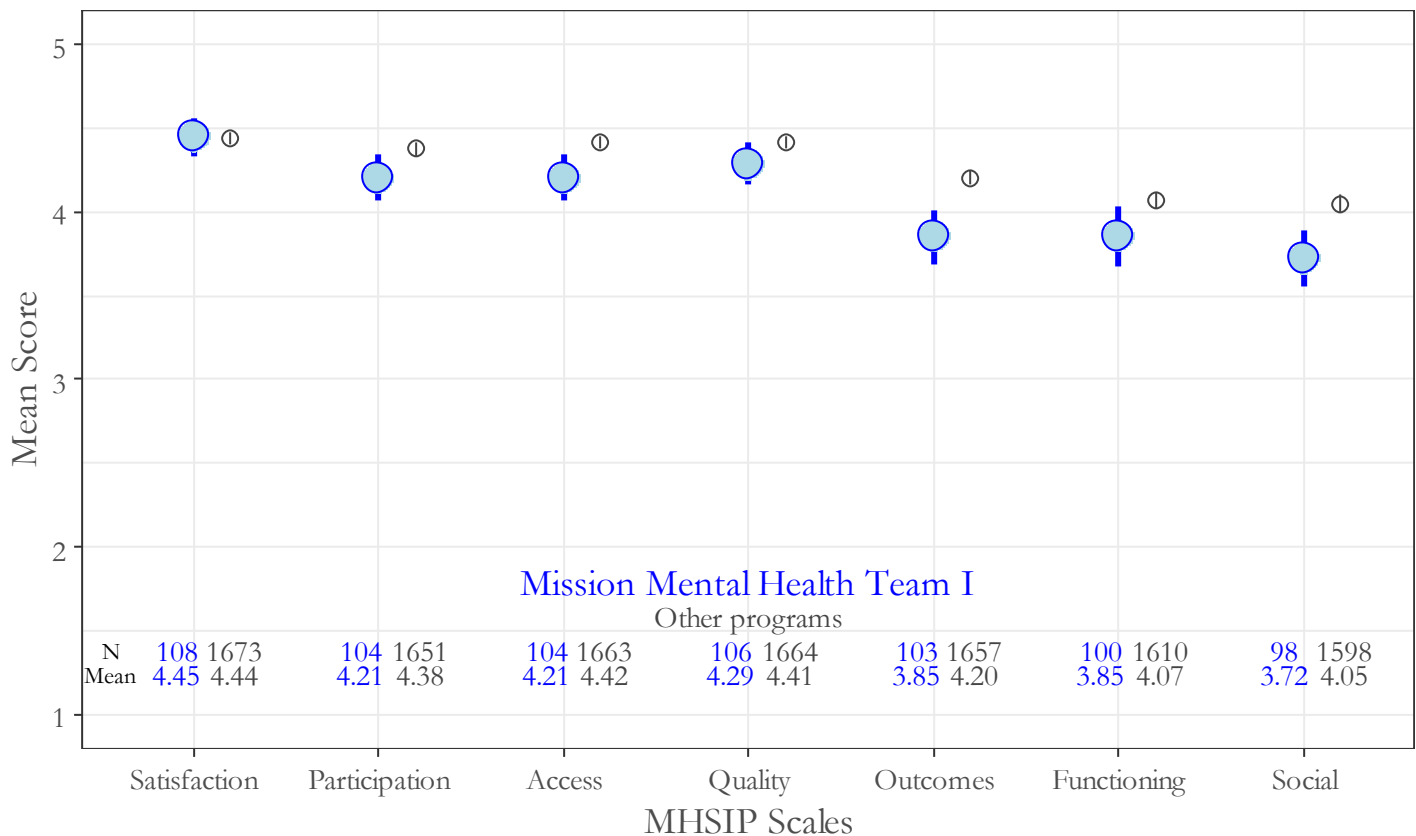
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 93.5 % 1. I like the services that I received here | 1 0.5 % | 0 0.0 % | 6 3.2 % | 36 18.9 % | 64 33.7 % | 0 0.0 % | 83 43.7 % |
| 92.5 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 2 1.0 % | 6 3.2 % | 47 24.7 % | 51 26.8 % | 0 0.0 % | 84 44.2 % |
| 91.3 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 3 1.6 % | 6 3.2 % | 37 19.5 % | 57 30.0 % | 0 0.0 % | 87 45.8 % |
| 89.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 1 0.5 % | 10 5.3 % | 31 16.3 % | 62 32.6 % | 1 0.5 % | 85 44.7 % |
| 86.7 % 5. Staff were willing to see me as often as I felt it was necessary | 3 1.6 % | 5 2.6 % | 6 3.2 % | 39 20.5 % | 52 27.4 % | 0 0.0 % | 85 44.7 % |
| 76.2 % 6. Staff returned my calls within 24 hours | 5 2.6 % | 3 1.6 % | 16 8.4 % | 36 18.9 % | 41 21.6 % | 3 1.6 % | 86 45.3 % |
| 89.2 % 7. Services were available at times that were good for me | 3 1.6 % | 0 0.0 % | 8 4.2 % | 35 18.4 % | 56 29.5 % | 1 0.5 % | 87 45.8 % |
| 86.0 % 8. I was able to get all the services I thought I needed | 5 2.6 % | 1 0.5 % | 8 4.2 % | 43 22.6 % | 43 22.6 % | 3 1.6 % | 87 45.8 % |
| 85.4 % 9. I was able to see a psychiatrist when I wanted to | 1 0.5 % | 7 3.7 % | 7 3.7 % | 37 19.5 % | 51 26.8 % | 1 0.5 % | 86 45.3 % |
| 90.4 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 4 2.1 % | 6 3.2 % | 43 22.6 % | 51 26.8 % | 1 0.5 % | 85 44.7 % |
| 92.3 % 11. I felt comfortable asking questions about my treatment and medication | 1 0.5 % | 2 1.0 % | 5 2.6 % | 43 22.6 % | 53 27.9 % | 1 0.5 % | 85 44.7 % |
| 80.6 % 12. I felt free to complain | 0 0.0 % | 3 1.6 % | 17 8.9 % | 38 20.0 % | 45 23.7 % | 1 0.5 % | 86 45.3 % |
| 88.3 % 13. I was given information about my rights | 2 1.0 % | 0 0.0 % | 10 5.3 % | 39 20.5 % | 52 27.4 % | 0 0.0 % | 87 45.8 % |
| 87.0 % 14. Staff encouraged me to take responsibility for how I live my life | 1 0.5 % | 2 1.0 % | 10 5.3 % | 39 20.5 % | 48 25.3 % | 3 1.6 % | 87 45.8 % |
| 83.2 % 15. Staff told me what side effects to watch out for | 1 0.5 % | 2 1.0 % | 14 7.4 % | 40 21.1 % | 44 23.2 % | 2 1.0 % | 87 45.8 % |
| 92.2 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 1 0.5 % | 7 3.7 % | 38 20.0 % | 56 29.5 % | 2 1.0 % | 86 45.3 % |
| 72.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 4 2.1 % | 24 12.6 % | 37 19.5 % | 35 18.4 % | 3 1.6 % | 87 45.8 % |
| 90.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 1 0.5 % | 3 1.6 % | 5 2.6 % | 41 21.6 % | 49 25.8 % | 4 2.1 % | 87 45.8 % |
| 86.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 1 0.5 % | 5 2.6 % | 8 4.2 % | 37 19.5 % | 52 27.4 % | 2 1.0 % | 85 44.7 % |
| 75.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 1 0.5 % | 4 2.1 % | 20 10.5 % | 35 18.4 % | 40 21.1 % | 4 2.1 % | 86 45.3 % |
| 78.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 1 0.5 % | 4 2.1 % | 15 7.9 % | 40 21.1 % | 34 17.9 % | 1 0.5 % | 95 50.0 % |
| 79.1 % 22. As a direct result of the services I received: I am better able to control my life | 1 0.5 % | 2 1.0 % | 16 8.4 % | 38 20.0 % | 34 17.9 % | 1 0.5 % | 98 51.6 % |
| 77.8 % 23. As a direct result of the services I received: I am better able to deal with crisis | 1 0.5 % | 5 2.6 % | 16 8.4 % | 52 27.4 % | 25 13.2 % | 0 0.0 % | 91 47.9 % |
| 70.8 % 24. As a direct result of the services I received: I am getting along better with my family | 2 1.0 % | 5 2.6 % | 19 10.0 % | 42 22.1 % | 21 11.1 % | 9 4.7 % | 92 48.4 % |
| 62.5 % 25. As a direct result of the services I received: I do better in social situations | 4 2.1 % | 7 3.7 % | 25 13.2 % | 36 18.9 % | 24 12.6 % | 1 0.5 % | 93 48.9 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|--------------|--------------|----------------|--------------|--------------|
| 63.3 % 26. As a direct result of the services I received: I do better in school and / or work | 5 2.6 % | 3 1.6 % | 21 11.1 % | 26 13.7 % | 24 12.6 % | 19 10.0 % | 92 48.4 % |
| 65.5 % 27. As a direct result of the services I received: My housing situation has improved | 6 3.2 % | 6 3.2 % | 18 9.5 % | 35 18.4 % | 22 11.6 % | 10 5.3 % | 93 48.9 % |
| 59.2 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 5 2.6 % | 11 5.8 % | 24 12.6 % | 35 18.4 % | 23 12.1 % | 0 0.0 % | 92 48.4 % |
| 72.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 2 1.0 % | 5 2.6 % | 20 10.5 % | 41 21.6 % | 29 15.3 % | 2 1.0 % | 91 47.9 % |
| 70.4 % 30. As a direct result of the services I received: I am better able to take care of my needs | 3 1.6 % | 5 2.6 % | 21 11.1 % | 39 20.5 % | 30 15.8 % | 1 0.5 % | 91 47.9 % |
| 63.3 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 4 2.1 % | 7 3.7 % | 25 13.2 % | 38 20.0 % | 24 12.6 % | 0 0.0 % | 92 48.4 % |
| 68.8 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 5 2.6 % | 7 3.7 % | 18 9.5 % | 39 20.5 % | 27 14.2 % | 1 0.5 % | 93 48.9 % |
| 63.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 0.5 % | 5 2.6 % | 28 14.7 % | 30 15.8 % | 28 14.7 % | 6 3.2 % | 92 48.4 % |
| 66.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 3 1.6 % | 5 2.6 % | 24 12.6 % | 38 20.0 % | 25 13.2 % | 2 1.0 % | 93 48.9 % |
| 50.0 % 35. As a direct result of the services I received: I feel I belong in my community | 4 2.1 % | 9 4.7 % | 34 17.9 % | 26 13.7 % | 21 11.1 % | 4 2.1 % | 92 48.4 % |
| 63.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 2 1.0 % | 5 2.6 % | 28 14.7 % | 36 18.9 % | 25 13.2 % | 2 1.0 % | 92 48.4 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|---------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 65 34.2 % | 0 0 % | 65 34.2 % |
| Impaired | 11 5.8 % | 0 0 % | 11 5.8 % |
| Language | 1 0.5 % | 0 0 % | 1 0.5 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 5 2.6 % | 0 0 % | 5 2.6 % |
| Completed Survey | 108 56.8 % | 0 0 % | 108 56.8 % |
| Total | 190 100 % | 0 100 % | 190 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 257 clients; surveys were returned for 177 clients ($177/257 = 68.9\%$).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

MSJ Epiphany Family Treatment Center

Program Code(s): 38BN3

Overall Satisfaction¹

88.9%

Return Rate²

100.0%

Overall satisfaction³ mean score for MSJ Epiphany Family Treatment Center: **4.30** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

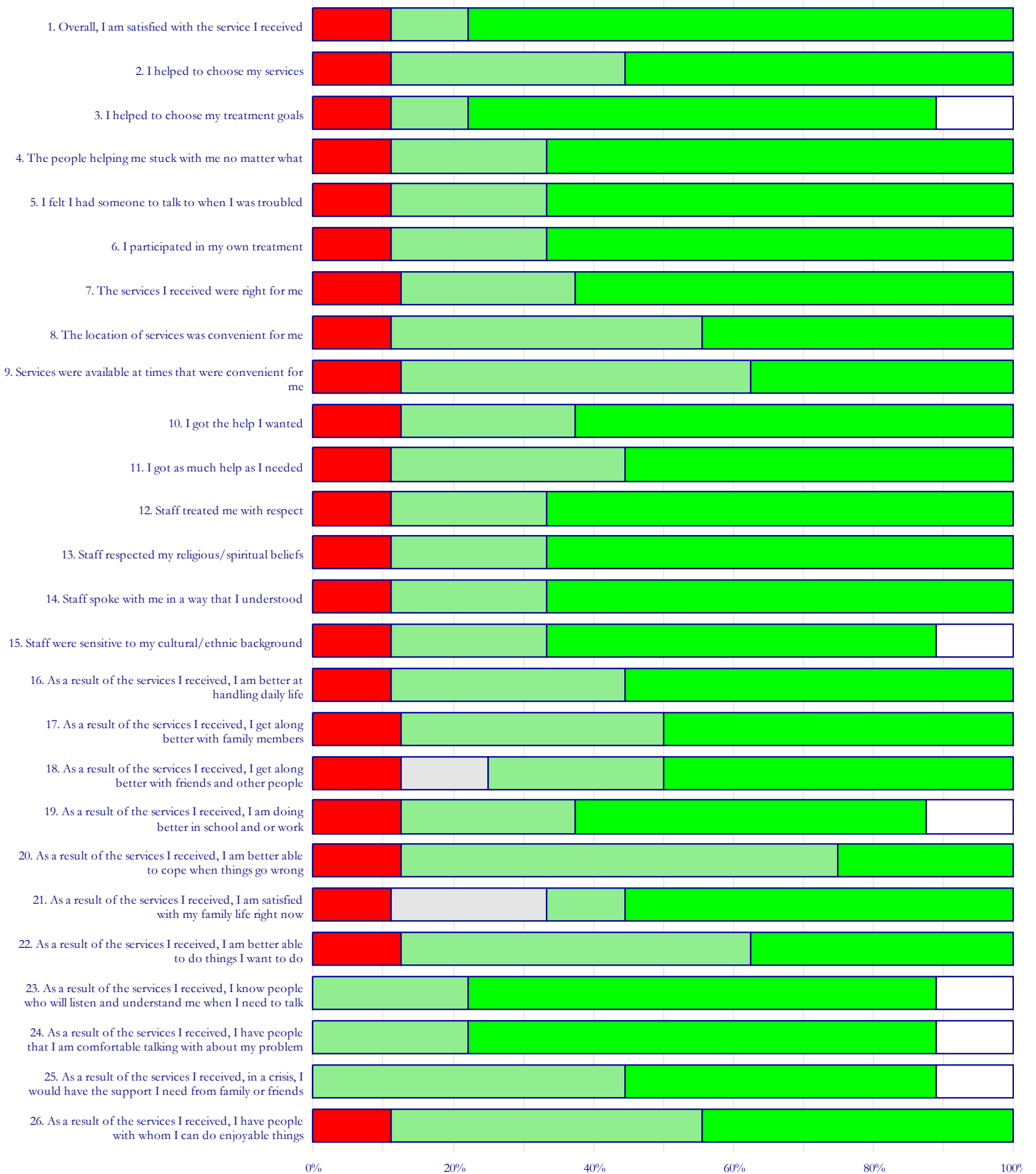
- 88.9% 1. Overall, I am satisfied with the service I received
- 88.9% 2. I helped to choose my services
- 88.9% 4. The people helping me stuck with me no matter what

Lowest Agreement Items

- 87.5% 3. I helped to choose my treatment goals
- 87.5% 7. The services I received were right for me
- 87.5% 9. Services were available at times that were convenient for me

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

Youth Services Survey for Youth



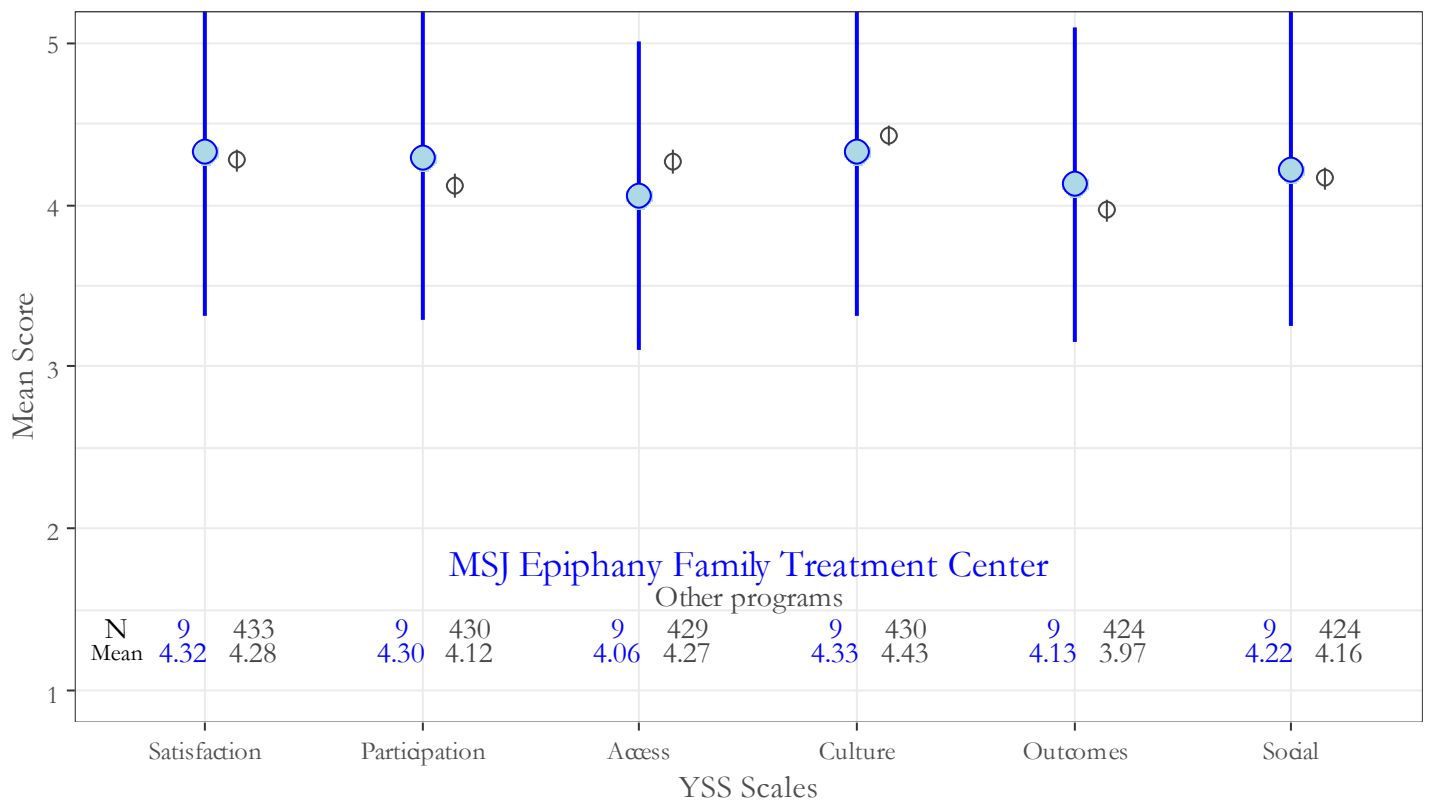
Youth Services Survey for Youth N = 9

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|-------------|-------------|
| 88.9 % 1. Overall, I am satisfied with the service I received | 1 11.1 % | 0 0.0 % | 0 0.0 % | 1 11.1 % | 7 77.8 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 2. I helped to choose my services | 1 11.1 % | 0 0.0 % | 0 0.0 % | 3 33.3 % | 5 55.6 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 3. I helped to choose my treatment goals | 1 11.1 % | 0 0.0 % | 0 0.0 % | 1 11.1 % | 6 66.7 % | 1 11.1 % | 0 0.0 % |
| 88.9 % 4. The people helping me stuck with me no matter what | 1 11.1 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 6 66.7 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 5. I felt I had someone to talk to when I was troubled | 1 11.1 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 6 66.7 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 6. I participated in my own treatment | 1 11.1 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 6 66.7 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 7. The services I received were right for me | 1 11.1 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 5 55.6 % | 0 0.0 % | 1 11.1 % |
| 88.9 % 8. The location of services was convenient for me | 1 11.1 % | 0 0.0 % | 0 0.0 % | 4 44.4 % | 4 44.4 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 9. Services were available at times that were convenient for me | 1 11.1 % | 0 0.0 % | 0 0.0 % | 4 44.4 % | 3 33.3 % | 0 0.0 % | 1 11.1 % |
| 87.5 % 10. I got the help I wanted | 1 11.1 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 5 55.6 % | 0 0.0 % | 1 11.1 % |
| 88.9 % 11. I got as much help as I needed | 1 11.1 % | 0 0.0 % | 0 0.0 % | 3 33.3 % | 5 55.6 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 12. Staff treated me with respect | 1 11.1 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 6 66.7 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 13. Staff respected my religious/spiritual beliefs | 1 11.1 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 6 66.7 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 14. Staff spoke with me in a way that I understood | 1 11.1 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 6 66.7 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 15. Staff were sensitive to my cultural/ethnic background | 1 11.1 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 5 55.6 % | 1 11.1 % | 0 0.0 % |
| 88.9 % 16. As a result of the services I received, I am better at handling daily life | 1 11.1 % | 0 0.0 % | 0 0.0 % | 3 33.3 % | 5 55.6 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 17. As a result of the services I received, I get along better with family members | 1 11.1 % | 0 0.0 % | 0 0.0 % | 3 33.3 % | 4 44.4 % | 0 0.0 % | 1 11.1 % |
| 75.0 % 18. As a result of the services I received, I get along better with friends and other people | 1 11.1 % | 0 0.0 % | 1 11.1 % | 2 22.2 % | 4 44.4 % | 0 0.0 % | 1 11.1 % |
| 85.7 % 19. As a result of the services I received, I am doing better in school and or work | 1 11.1 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 4 44.4 % | 1 11.1 % | 1 11.1 % |
| 87.5 % 20. As a result of the services I received, I am better able to cope when things go wrong | 1 11.1 % | 0 0.0 % | 0 0.0 % | 5 55.6 % | 2 22.2 % | 0 0.0 % | 1 11.1 % |
| 66.7 % 21. As a result of the services I received, I am satisfied with my family life right now | 1 11.1 % | 0 0.0 % | 2 22.2 % | 1 11.1 % | 5 55.6 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 22. As a result of the services I received, I am better able to do things I want to do | 1 11.1 % | 0 0.0 % | 0 0.0 % | 4 44.4 % | 3 33.3 % | 0 0.0 % | 1 11.1 % |
| 100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 6 66.7 % | 1 11.1 % | 0 0.0 % |
| 100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 6 66.7 % | 1 11.1 % | 0 0.0 % |
| 100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 44.4 % | 4 44.4 % | 1 11.1 % | 0 0.0 % |
| 88.9 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 1 11.1 % | 0 0.0 % | 0 0.0 % | 4 44.4 % | 4 44.4 % | 0 0.0 % | 0 0.0 % |

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough Family data for scale means CI chart

Survey Compliance

| Completion Status | MSJ Epiphany Family Treatment Center | | Total |
|--------------------------|---|------------|--------------|
| | Completion by Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 0 0 % | 9 100 % | 9 100 % |
| Total | 0 100 % | 9 100 % | 9 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 9 clients; surveys were returned for 9 clients (9 / 9 = 100.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Oakes Children's Center

Program Code(s): 88593 88594 8859SD

Overall Satisfaction¹

64.7%

Return Rate²

122.4%

Overall satisfaction³ mean score for Oakes Children's Center: **3.82** (youth), **4.50** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.48** (family).

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

Highest Agreement Items

87.5% 6. I participated in my own treatment

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

86.7% 12. Staff treated me with respect

Lowest Agreement Items

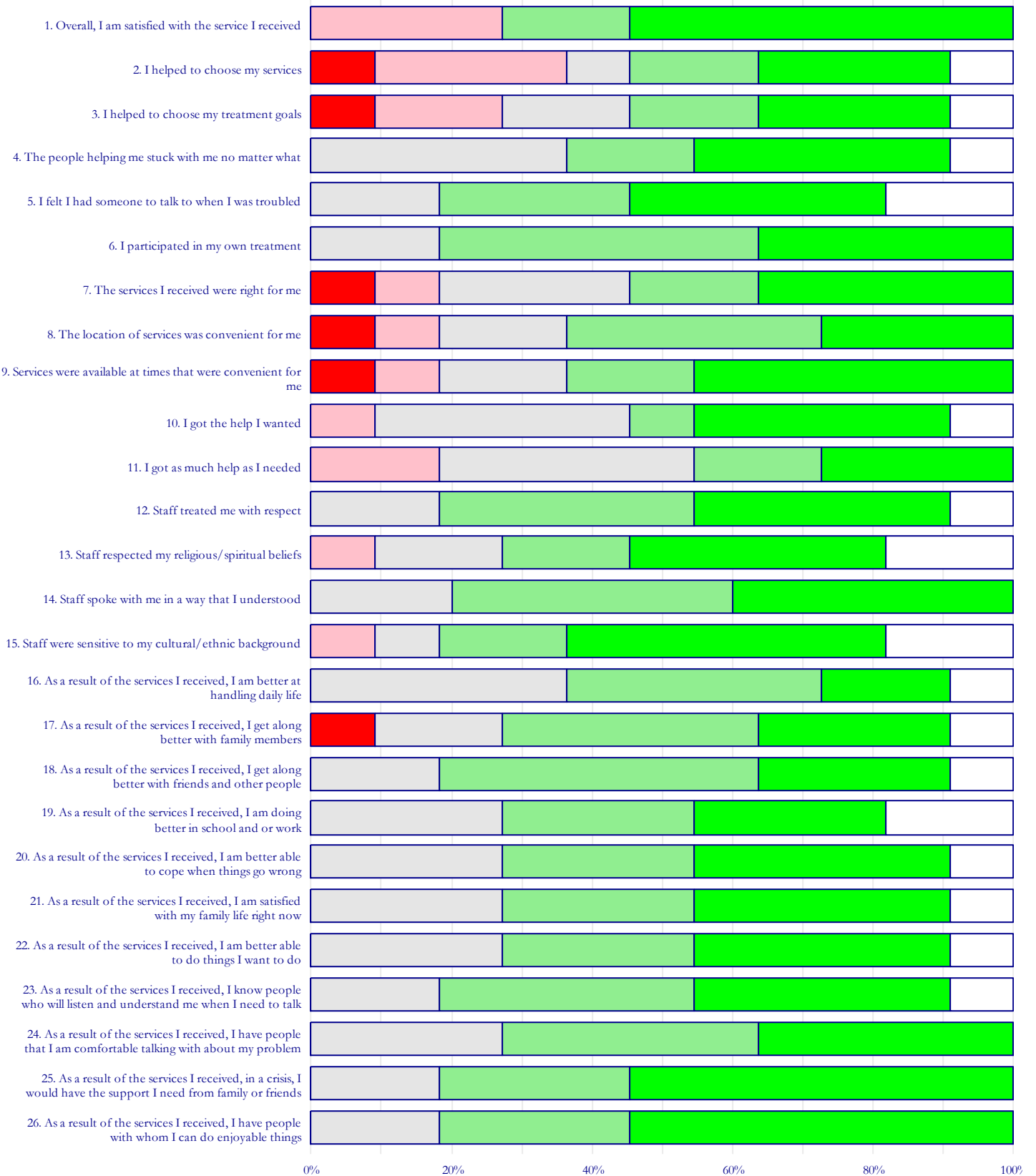
62.5% 11. I got as much help as I needed

66.7% 2. I helped to choose my services

66.7% 3. I helped to choose my treatment goals

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

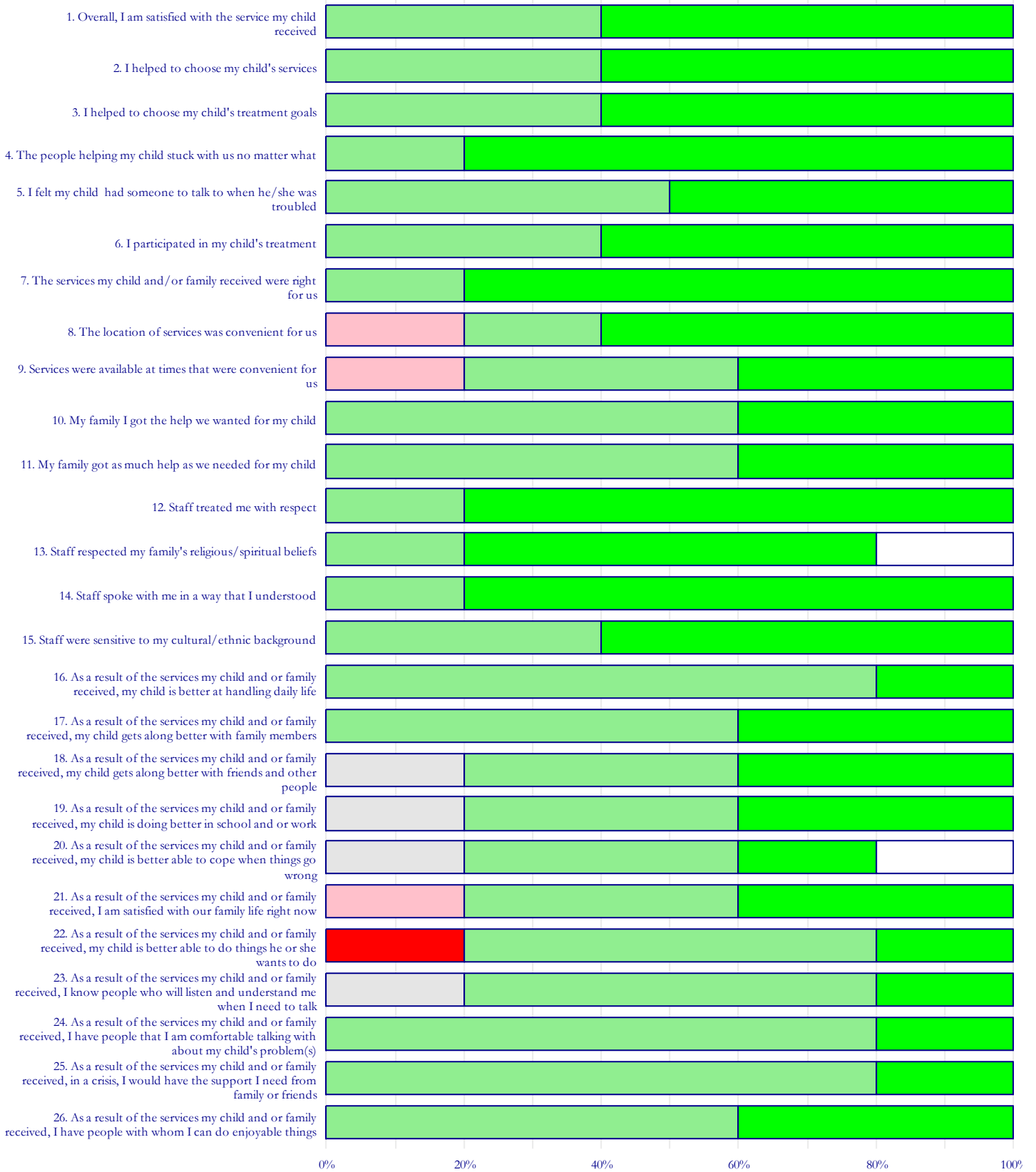
Youth Services Survey for Youth



Youth Services Survey for Youth N = 32

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|-------------|-------------|----------------|------------|--------------|
| 72.7 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 3 9.4 % | 0 0.0 % | 2 6.2 % | 6 18.8 % | 0 0.0 % | 21 65.6 % |
| 50.0 % 2. I helped to choose my services | 1 3.1 % | 3 9.4 % | 1 3.1 % | 2 6.2 % | 3 9.4 % | 1 3.1 % | 21 65.6 % |
| 50.0 % 3. I helped to choose my treatment goals | 1 3.1 % | 2 6.2 % | 2 6.2 % | 2 6.2 % | 3 9.4 % | 1 3.1 % | 21 65.6 % |
| 60.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 4 12.5 % | 2 6.2 % | 4 12.5 % | 1 3.1 % | 21 65.6 % |
| 77.8 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 2 6.2 % | 3 9.4 % | 4 12.5 % | 2 6.2 % | 21 65.6 % |
| 81.8 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 2 6.2 % | 5 15.6 % | 4 12.5 % | 0 0.0 % | 21 65.6 % |
| 54.5 % 7. The services I received were right for me | 1 3.1 % | 1 3.1 % | 3 9.4 % | 2 6.2 % | 4 12.5 % | 0 0.0 % | 21 65.6 % |
| 63.6 % 8. The location of services was convenient for me | 1 3.1 % | 1 3.1 % | 2 6.2 % | 4 12.5 % | 3 9.4 % | 0 0.0 % | 21 65.6 % |
| 63.6 % 9. Services were available at times that were convenient for me | 1 3.1 % | 1 3.1 % | 2 6.2 % | 2 6.2 % | 5 15.6 % | 0 0.0 % | 21 65.6 % |
| 50.0 % 10. I got the help I wanted | 0 0.0 % | 1 3.1 % | 4 12.5 % | 1 3.1 % | 4 12.5 % | 1 3.1 % | 21 65.6 % |
| 45.5 % 11. I got as much help as I needed | 0 0.0 % | 2 6.2 % | 4 12.5 % | 2 6.2 % | 3 9.4 % | 0 0.0 % | 21 65.6 % |
| 80.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 2 6.2 % | 4 12.5 % | 4 12.5 % | 1 3.1 % | 21 65.6 % |
| 66.7 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 1 3.1 % | 2 6.2 % | 2 6.2 % | 4 12.5 % | 2 6.2 % | 21 65.6 % |
| 80.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 2 6.2 % | 4 12.5 % | 4 12.5 % | 0 0.0 % | 22 68.8 % |
| 77.8 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 1 3.1 % | 1 3.1 % | 2 6.2 % | 5 15.6 % | 2 6.2 % | 21 65.6 % |
| 60.0 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 4 12.5 % | 4 12.5 % | 2 6.2 % | 1 3.1 % | 21 65.6 % |
| 70.0 % 17. As a result of the services I received, I get along better with family members | 1 3.1 % | 0 0.0 % | 2 6.2 % | 4 12.5 % | 3 9.4 % | 1 3.1 % | 21 65.6 % |
| 80.0 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 2 6.2 % | 5 15.6 % | 3 9.4 % | 1 3.1 % | 21 65.6 % |
| 66.7 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 3 9.4 % | 3 9.4 % | 3 9.4 % | 2 6.2 % | 21 65.6 % |
| 70.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 3 9.4 % | 3 9.4 % | 4 12.5 % | 1 3.1 % | 21 65.6 % |
| 70.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 0 0.0 % | 3 9.4 % | 3 9.4 % | 4 12.5 % | 1 3.1 % | 21 65.6 % |
| 70.0 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 3 9.4 % | 3 9.4 % | 4 12.5 % | 1 3.1 % | 21 65.6 % |
| 80.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 2 6.2 % | 4 12.5 % | 4 12.5 % | 1 3.1 % | 21 65.6 % |
| 72.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 3 9.4 % | 4 12.5 % | 4 12.5 % | 0 0.0 % | 21 65.6 % |
| 81.8 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 6.2 % | 3 9.4 % | 6 18.8 % | 0 0.0 % | 21 65.6 % |
| 81.8 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 2 6.2 % | 3 9.4 % | 6 18.8 % | 0 0.0 % | 21 65.6 % |

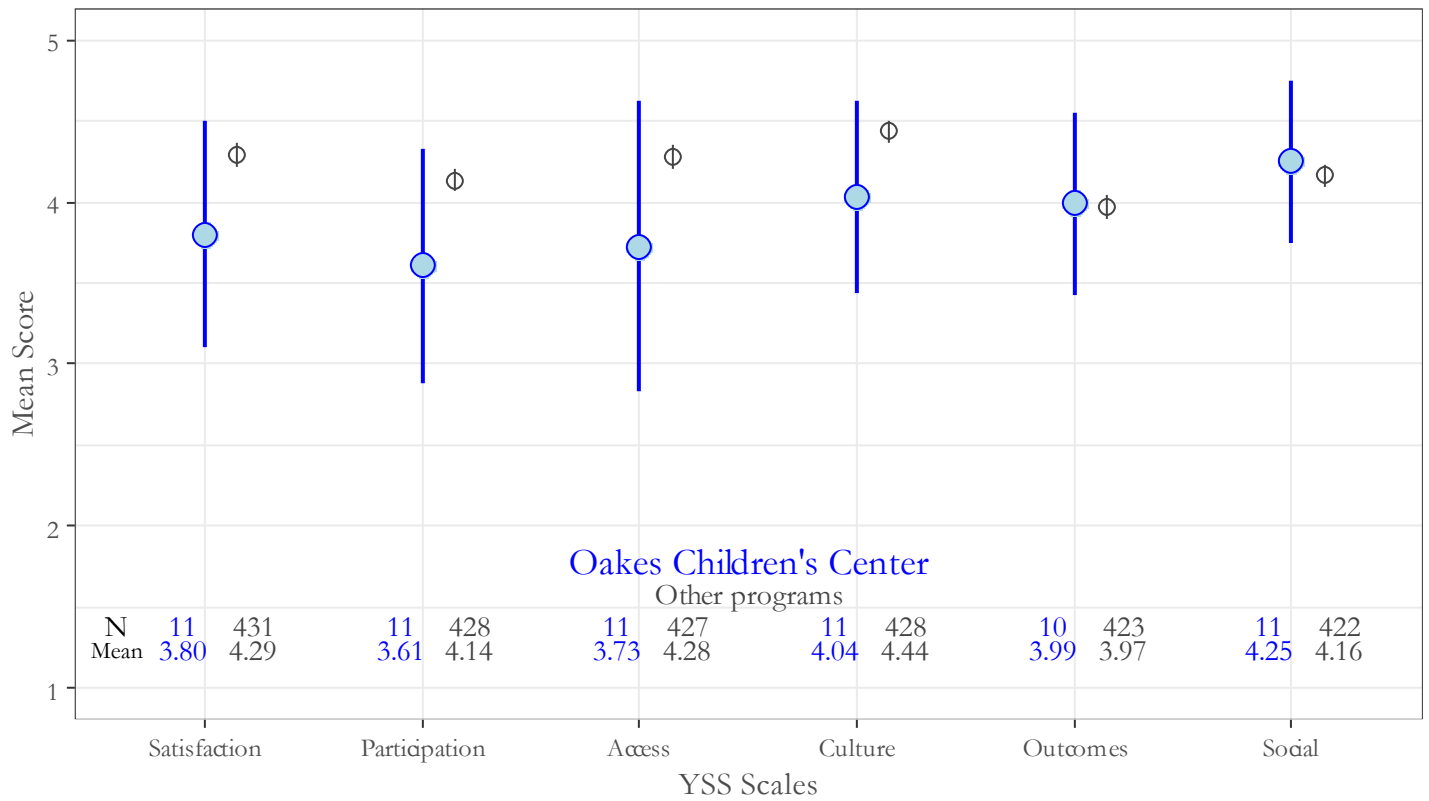
Youth Services Survey for Families



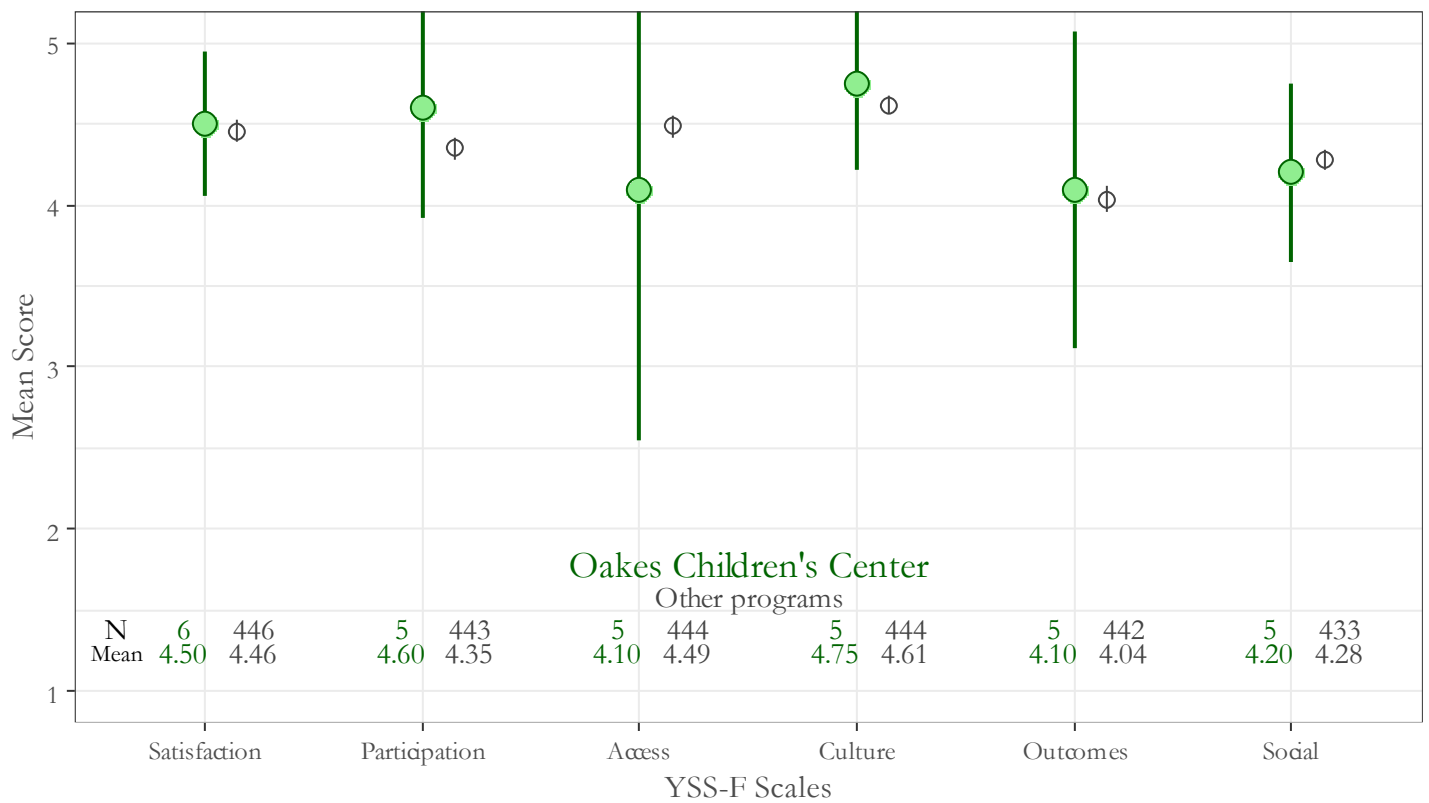
Youth Services Survey for Families N = 63

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|------------|------------|----------------|------------|--------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 3.2 % | 3 4.8 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 3.2 % | 3 4.8 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 3.2 % | 3 4.8 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 1.6 % | 4 6.3 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 4.8 % | 3 4.8 % | 0 0.0 % | 57 90.5 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 3.2 % | 3 4.8 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 1.6 % | 4 6.3 % | 0 0.0 % | 58 92.1 % |
| 80.0 % 8. The location of services was convenient for us | 0 0.0 % | 1 1.6 % | 0 0.0 % | 1 1.6 % | 3 4.8 % | 0 0.0 % | 58 92.1 % |
| 80.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 1 1.6 % | 0 0.0 % | 2 3.2 % | 2 3.2 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 4.8 % | 2 3.2 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 4.8 % | 2 3.2 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 1.6 % | 4 6.3 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 1.6 % | 3 4.8 % | 1 1.6 % | 58 92.1 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 1.6 % | 4 6.3 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 3.2 % | 3 4.8 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 6.3 % | 1 1.6 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 4.8 % | 2 3.2 % | 0 0.0 % | 58 92.1 % |
| 80.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 1 1.6 % | 2 3.2 % | 2 3.2 % | 0 0.0 % | 58 92.1 % |
| 80.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 0 0.0 % | 1 1.6 % | 2 3.2 % | 2 3.2 % | 0 0.0 % | 58 92.1 % |
| 75.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 1 1.6 % | 2 3.2 % | 1 1.6 % | 1 1.6 % | 58 92.1 % |
| 80.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 1 1.6 % | 0 0.0 % | 2 3.2 % | 2 3.2 % | 0 0.0 % | 58 92.1 % |
| 80.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 1 1.6 % | 0 0.0 % | 0 0.0 % | 3 4.8 % | 1 1.6 % | 0 0.0 % | 58 92.1 % |
| 80.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 1 1.6 % | 3 4.8 % | 1 1.6 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 6.3 % | 1 1.6 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 6.3 % | 1 1.6 % | 0 0.0 % | 58 92.1 % |
| 100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 4.8 % | 2 3.2 % | 0 0.0 % | 58 92.1 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Completion Status | Survey Compliance Oakes Children's Center Completion by | | <i>Total</i> |
|---------------------|---|--------------|--------------|
| | Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 4 12.5 % | 4 4.2 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 53 84.1 % | 17 53.1 % | 70 73.7 % |
| No Data | 4 6.3 % | 0 0 % | 4 4.2 % |
| Completed Survey | 6 9.5 % | 11 34.4 % | 17 17.9 % |
| <i>Total</i> | 63 100 % | 32 100 % | 95 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 76 clients; surveys were returned for 93 clients ($93 / 76 = 122.4\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Occupational Therapy Training Program

Program Code(s): 38GB2 38GB3

Overall Satisfaction¹

96.7%

Return Rate²

79.7%

Overall satisfaction³ mean score for Occupational Therapy Training Program: **4.53** (youth), **4.20** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.49** (family).

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

Highest Agreement Items

96.7% 9. Services were available at times that were convenient for me

96.7% 12. Staff treated me with respect

96.6% 4. The people helping me stuck with me no matter what

Lowest Agreement Items

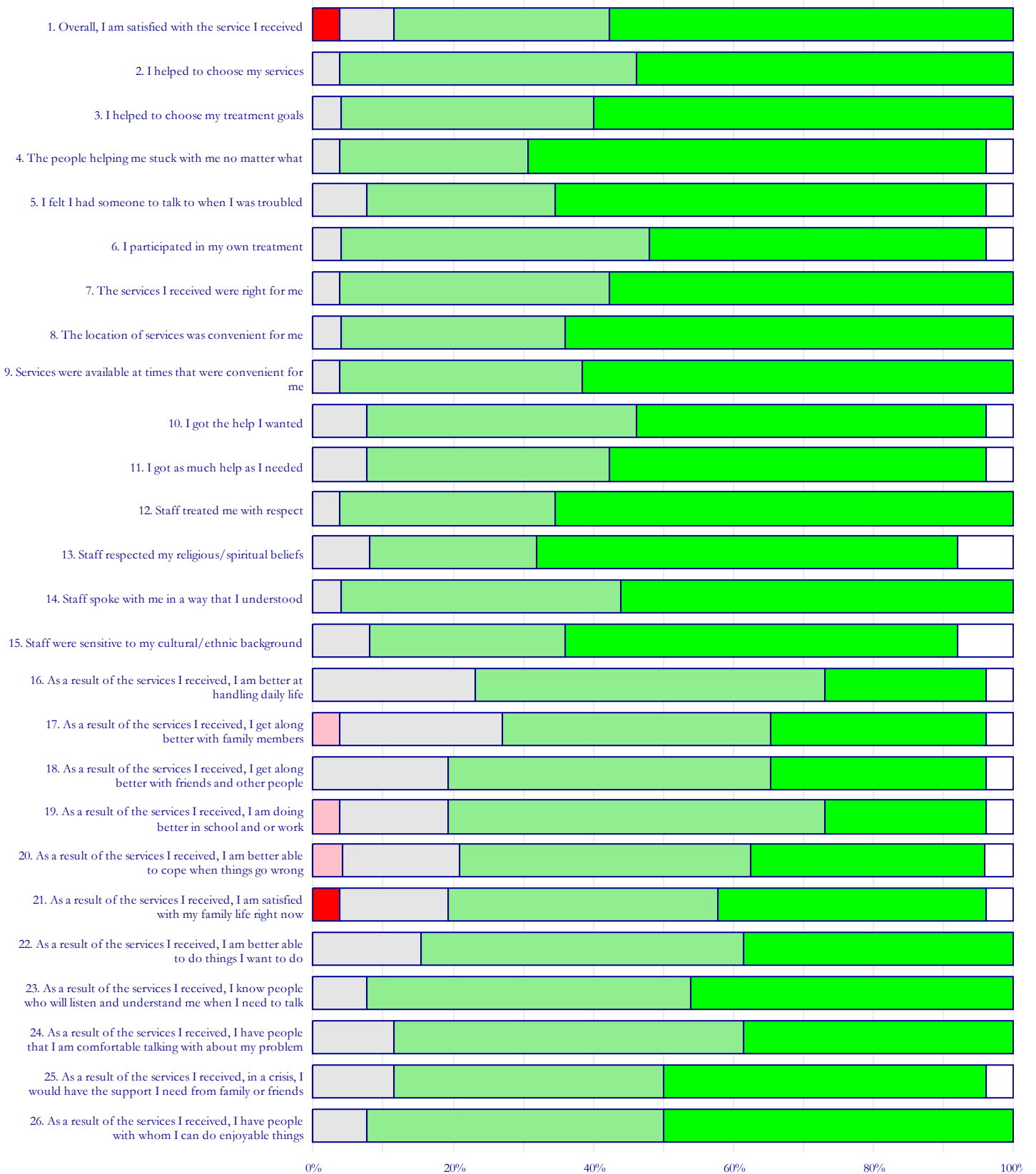
85.7% 6. I participated in my own treatment

86.7% 1. Overall, I am satisfied with the service I received

89.7% 10. I got the help I wanted

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

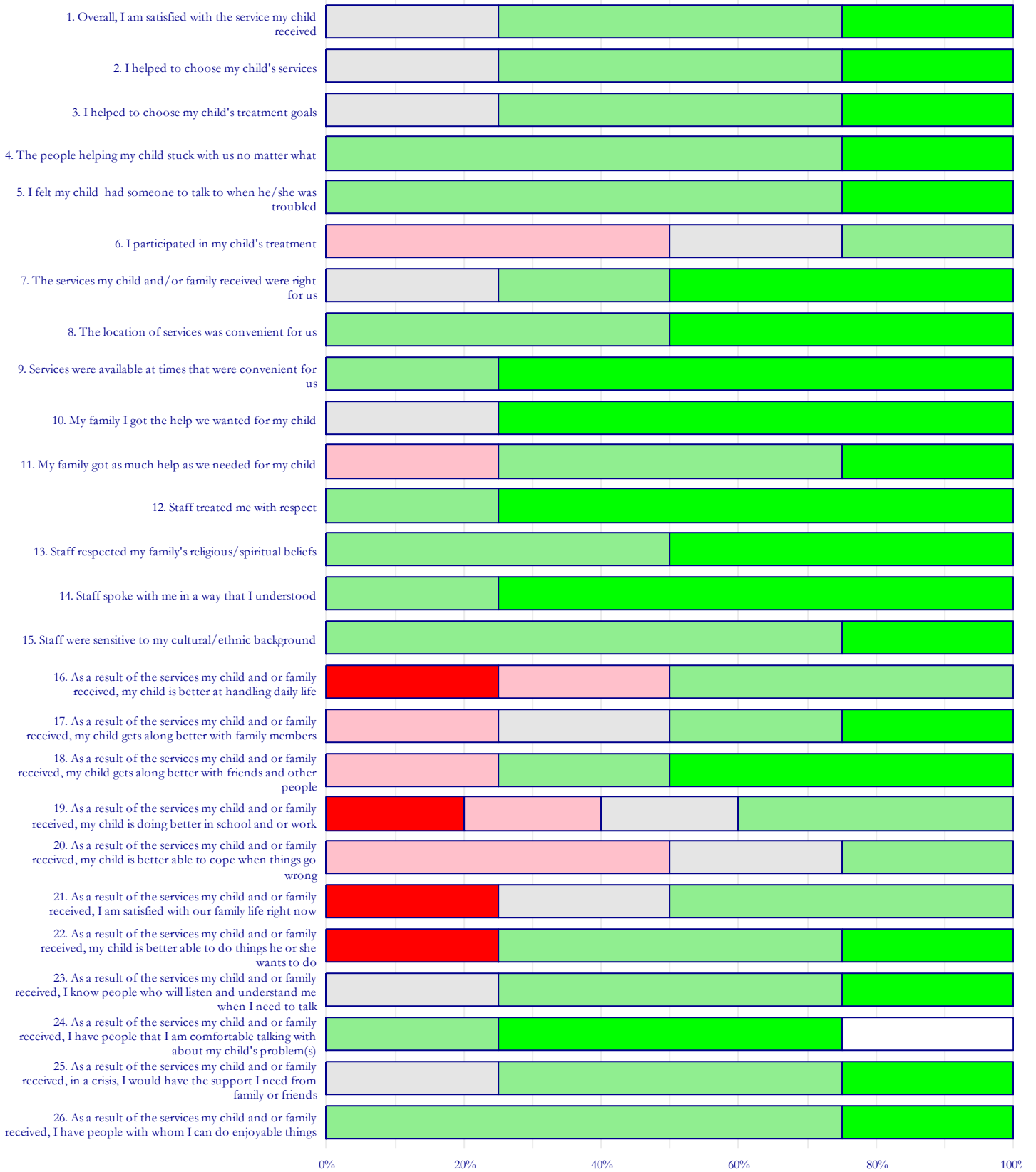
Youth Services Survey for Youth



Youth Services Survey for Youth N = 29

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|-------------|--------------|----------------|------------|-------------|
| 88.5 % 1. Overall, I am satisfied with the service I received | 1 3.4 % | 0 0.0 % | 2 6.9 % | 8 27.6 % | 15 51.7 % | 0 0.0 % | 3 10.3 % |
| 96.2 % 2. I helped to choose my services | 0 0.0 % | 0 0.0 % | 1 3.4 % | 11 37.9 % | 14 48.3 % | 0 0.0 % | 3 10.3 % |
| 96.0 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 1 3.4 % | 9 31.0 % | 15 51.7 % | 0 0.0 % | 4 13.8 % |
| 96.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 1 3.4 % | 7 24.1 % | 17 58.6 % | 1 3.4 % | 3 10.3 % |
| 92.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 2 6.9 % | 7 24.1 % | 16 55.2 % | 1 3.4 % | 3 10.3 % |
| 95.8 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 1 3.4 % | 11 37.9 % | 12 41.4 % | 1 3.4 % | 4 13.8 % |
| 96.2 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 1 3.4 % | 10 34.5 % | 15 51.7 % | 0 0.0 % | 3 10.3 % |
| 96.0 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 1 3.4 % | 8 27.6 % | 16 55.2 % | 0 0.0 % | 4 13.8 % |
| 96.2 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 1 3.4 % | 9 31.0 % | 16 55.2 % | 0 0.0 % | 3 10.3 % |
| 92.0 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 2 6.9 % | 10 34.5 % | 13 44.8 % | 1 3.4 % | 3 10.3 % |
| 92.0 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 2 6.9 % | 9 31.0 % | 14 48.3 % | 1 3.4 % | 3 10.3 % |
| 96.2 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 1 3.4 % | 8 27.6 % | 17 58.6 % | 0 0.0 % | 3 10.3 % |
| 91.3 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 2 6.9 % | 6 20.7 % | 15 51.7 % | 2 6.9 % | 4 13.8 % |
| 96.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 1 3.4 % | 10 34.5 % | 14 48.3 % | 0 0.0 % | 4 13.8 % |
| 91.3 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 2 6.9 % | 7 24.1 % | 14 48.3 % | 2 6.9 % | 4 13.8 % |
| 76.0 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 6 20.7 % | 13 44.8 % | 6 20.7 % | 1 3.4 % | 3 10.3 % |
| 72.0 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 1 3.4 % | 6 20.7 % | 10 34.5 % | 8 27.6 % | 1 3.4 % | 3 10.3 % |
| 80.0 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 5 17.2 % | 12 41.4 % | 8 27.6 % | 1 3.4 % | 3 10.3 % |
| 80.0 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 1 3.4 % | 4 13.8 % | 14 48.3 % | 6 20.7 % | 1 3.4 % | 3 10.3 % |
| 78.3 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 1 3.4 % | 4 13.8 % | 10 34.5 % | 8 27.6 % | 1 3.4 % | 5 17.2 % |
| 80.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 1 3.4 % | 0 0.0 % | 4 13.8 % | 10 34.5 % | 10 34.5 % | 1 3.4 % | 3 10.3 % |
| 84.6 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 4 13.8 % | 12 41.4 % | 10 34.5 % | 0 0.0 % | 3 10.3 % |
| 92.3 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 2 6.9 % | 12 41.4 % | 12 41.4 % | 0 0.0 % | 3 10.3 % |
| 88.5 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 3 10.3 % | 13 44.8 % | 10 34.5 % | 0 0.0 % | 3 10.3 % |
| 88.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 3 10.3 % | 10 34.5 % | 12 41.4 % | 1 3.4 % | 3 10.3 % |
| 92.3 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 2 6.9 % | 11 37.9 % | 13 44.8 % | 0 0.0 % | 3 10.3 % |

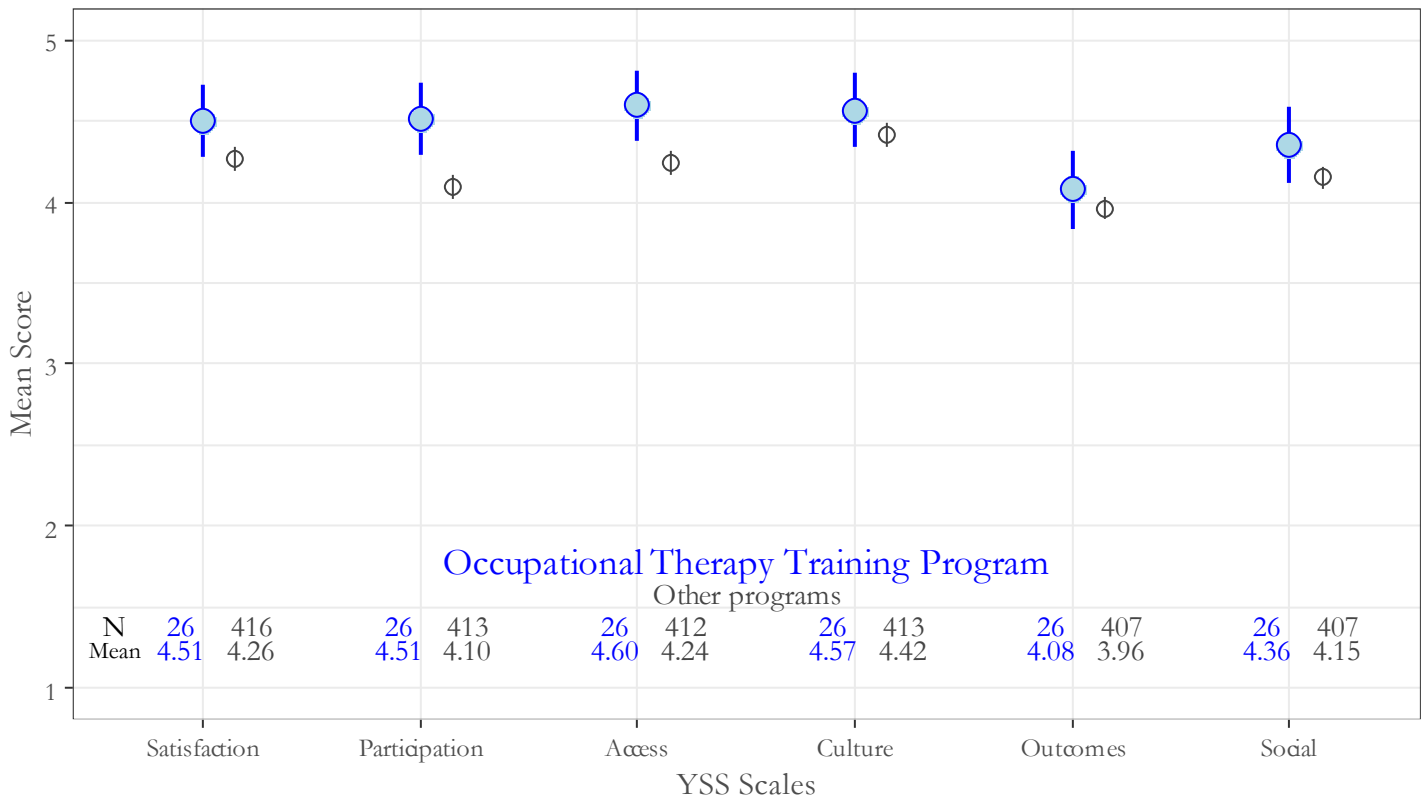
Youth Services Survey for Families



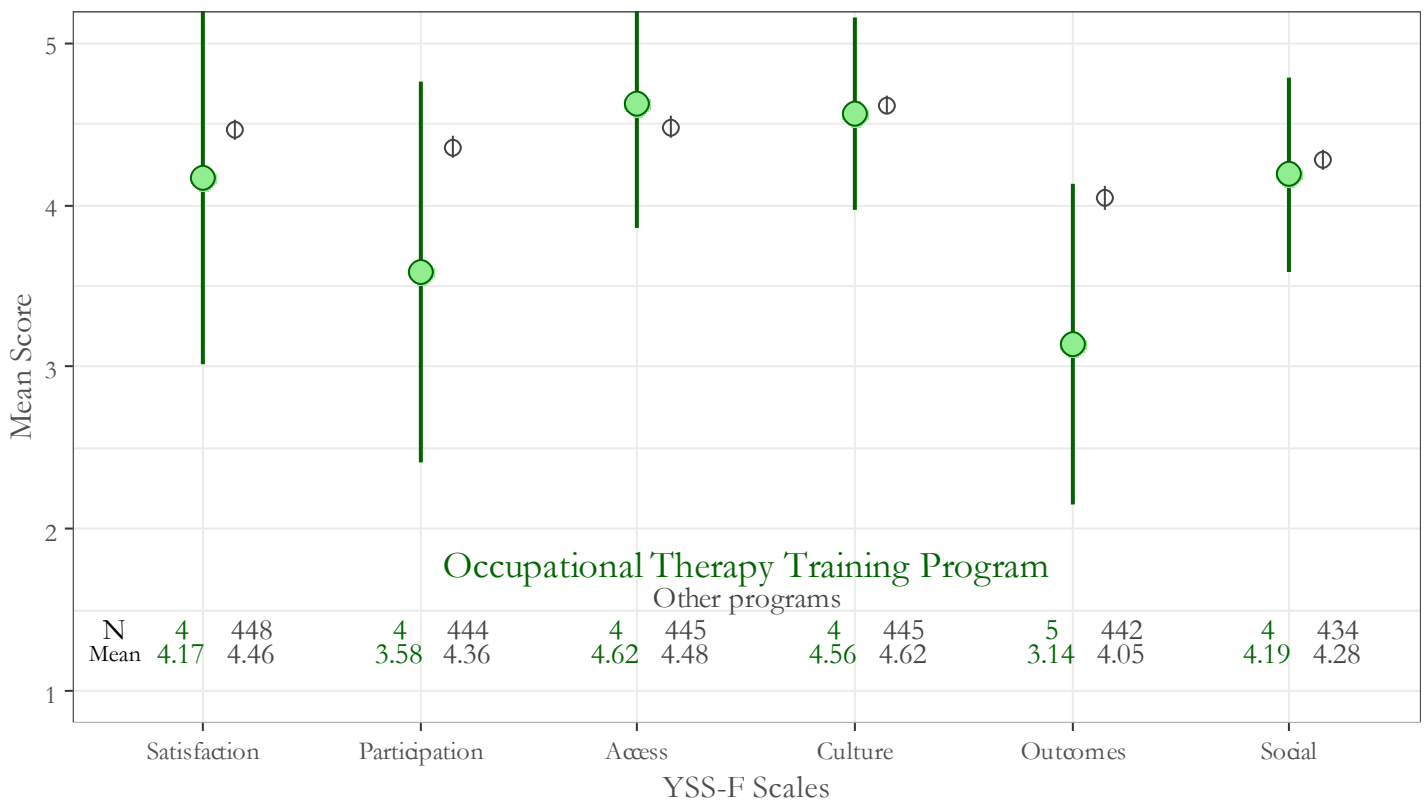
Youth Services Survey for Families N = 19

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|------------|-------------|----------------|------------|--------------|
| 75.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 1 5.3 % | 2 10.5 % | 1 5.3 % | 0 0.0 % | 15 79.0 % |
| 75.0 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 1 5.3 % | 2 10.5 % | 1 5.3 % | 0 0.0 % | 15 79.0 % |
| 75.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 1 5.3 % | 2 10.5 % | 1 5.3 % | 0 0.0 % | 15 79.0 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 15.8 % | 1 5.3 % | 0 0.0 % | 15 79.0 % |
| 100.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 15.8 % | 1 5.3 % | 0 0.0 % | 15 79.0 % |
| 25.0 % 6. I participated in my child's treatment | 0 0.0 % | 2 10.5 % | 1 5.3 % | 1 5.3 % | 0 0.0 % | 0 0.0 % | 15 79.0 % |
| 75.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 1 5.3 % | 1 5.3 % | 2 10.5 % | 0 0.0 % | 15 79.0 % |
| 100.0 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 10.5 % | 2 10.5 % | 0 0.0 % | 15 79.0 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 5.3 % | 3 15.8 % | 0 0.0 % | 15 79.0 % |
| 75.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 1 5.3 % | 0 0.0 % | 3 15.8 % | 0 0.0 % | 15 79.0 % |
| 75.0 % 11. My family got as much help as we needed for my child | 0 0.0 % | 1 5.3 % | 0 0.0 % | 2 10.5 % | 1 5.3 % | 0 0.0 % | 15 79.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 5.3 % | 3 15.8 % | 0 0.0 % | 15 79.0 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 10.5 % | 2 10.5 % | 0 0.0 % | 15 79.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 5.3 % | 3 15.8 % | 0 0.0 % | 15 79.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 15.8 % | 1 5.3 % | 0 0.0 % | 15 79.0 % |
| 50.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 1 5.3 % | 1 5.3 % | 0 0.0 % | 2 10.5 % | 0 0.0 % | 0 0.0 % | 15 79.0 % |
| 50.0 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 1 5.3 % | 1 5.3 % | 1 5.3 % | 1 5.3 % | 0 0.0 % | 15 79.0 % |
| 75.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 1 5.3 % | 0 0.0 % | 1 5.3 % | 2 10.5 % | 0 0.0 % | 15 79.0 % |
| 40.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 1 5.3 % | 1 5.3 % | 1 5.3 % | 2 10.5 % | 0 0.0 % | 0 0.0 % | 14 73.7 % |
| 25.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 2 10.5 % | 1 5.3 % | 1 5.3 % | 0 0.0 % | 0 0.0 % | 15 79.0 % |
| 50.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 1 5.3 % | 0 0.0 % | 1 5.3 % | 2 10.5 % | 0 0.0 % | 0 0.0 % | 15 79.0 % |
| 75.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 1 5.3 % | 0 0.0 % | 0 0.0 % | 2 10.5 % | 1 5.3 % | 0 0.0 % | 15 79.0 % |
| 75.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 1 5.3 % | 2 10.5 % | 1 5.3 % | 0 0.0 % | 15 79.0 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 5.3 % | 2 10.5 % | 1 5.3 % | 15 79.0 % |
| 75.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 5.3 % | 2 10.5 % | 1 5.3 % | 0 0.0 % | 15 79.0 % |
| 100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 15.8 % | 1 5.3 % | 0 0.0 % | 15 79.0 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



**Survey Compliance
Occupational Therapy
Training Program**

| Completion Status | Completion by Respondent Type | | Total |
|--------------------------|--|--------------|--------------|
| | Family | Youth | |
| Refused | 15 78.9 % | 3 10.3 % | 18 37.5 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 4 21.1 % | 26 89.7 % | 30 62.5 % |
| Total | 19 100 % | 29 100 % | 48 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 59 clients; surveys were returned for 47 clients ($47 / 59 = 79.7\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Spring 2017

OMI Family Center

Youth program codes (RUs): 38805

Adult program codes (RUs): 38803

Overall Satisfaction¹

92.6%

Return Rate²

65.0%

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program's survey results.

People served May 15-19 2017 (Avatar billing): 140

People surveyed: 91 (11 youth and 80 adults)

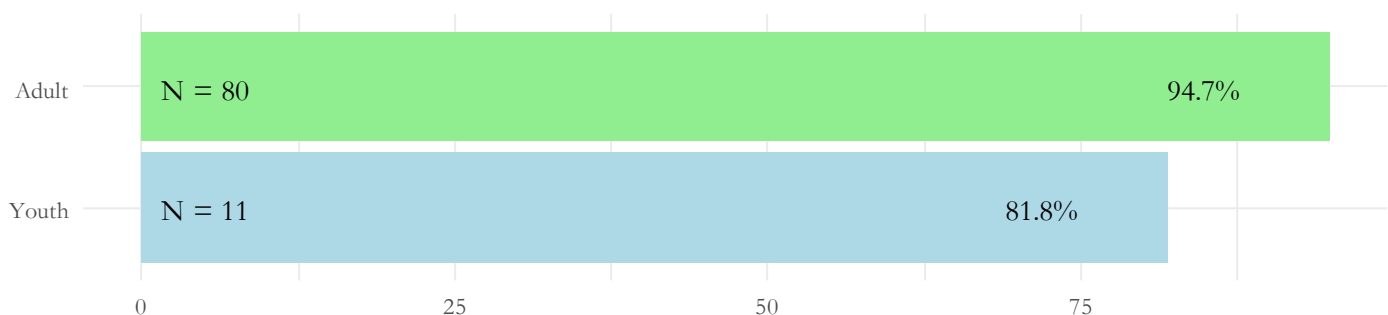
Adult satisfaction mean score: 4.41

Youth satisfaction mean score: 4.36

Family satisfaction mean score: 4.03

Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)



Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 140 clients; surveys were returned for 91 clients ($91/140 = 65.0\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

OMI Family Center

Program Code(s): 38803

Overall Satisfaction¹

94.7%

Return Rate²

67.2%

Overall satisfaction³ mean score for OMI Family Center: **4.41**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

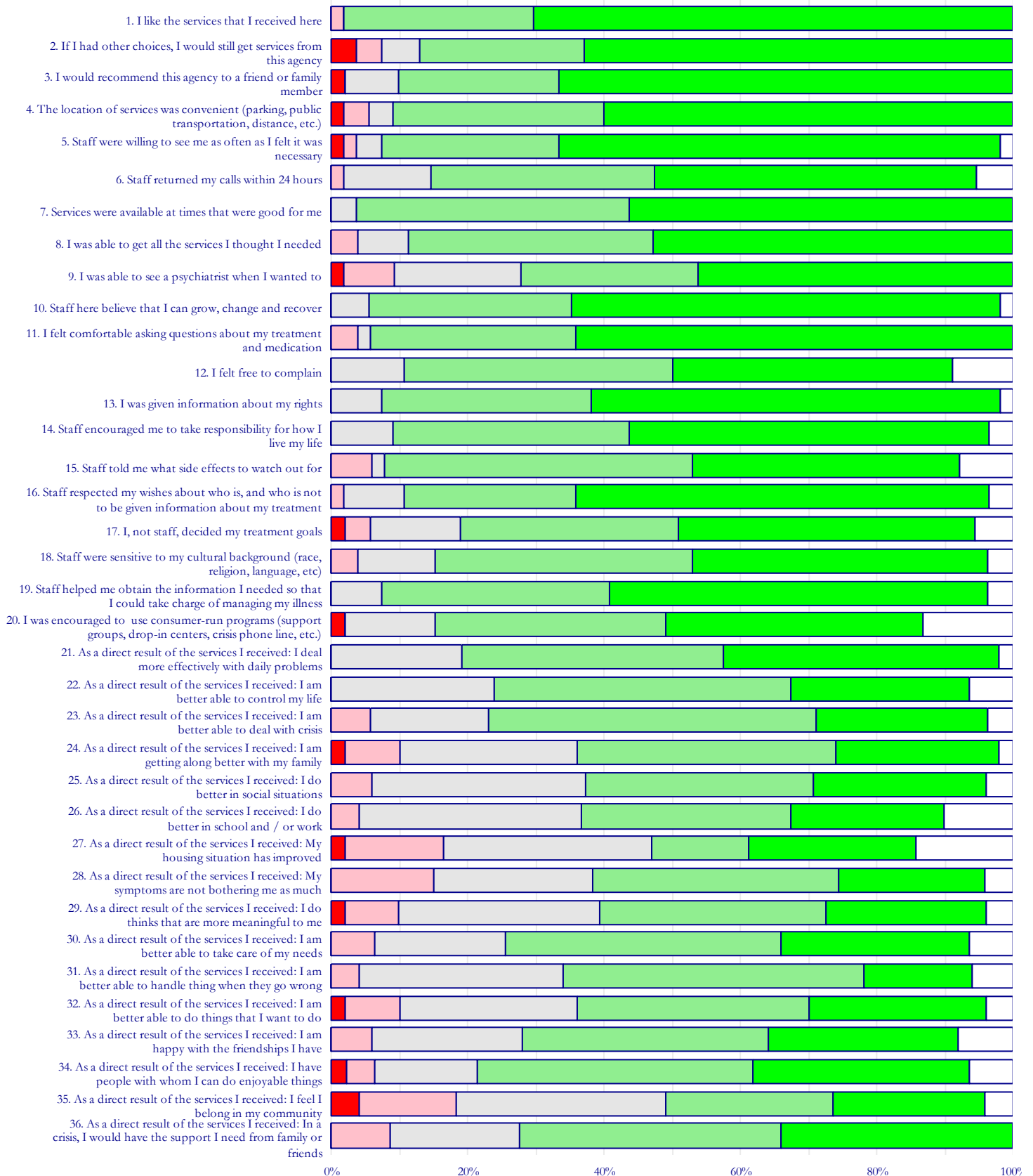
- 98.1% 1. I like the services that I received here
- 96.4% 7. Services were available at times that were good for me
- 94.3% 10. Staff here believe that I can grow, change and recover

Lowest Agreement Items

- 72.2% 9. I was able to see a psychiatrist when I wanted to
- 80.0% 17. I, not staff, decided my treatment goals
- 82.6% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

MHSIP Items



MHSIP Items 1-25

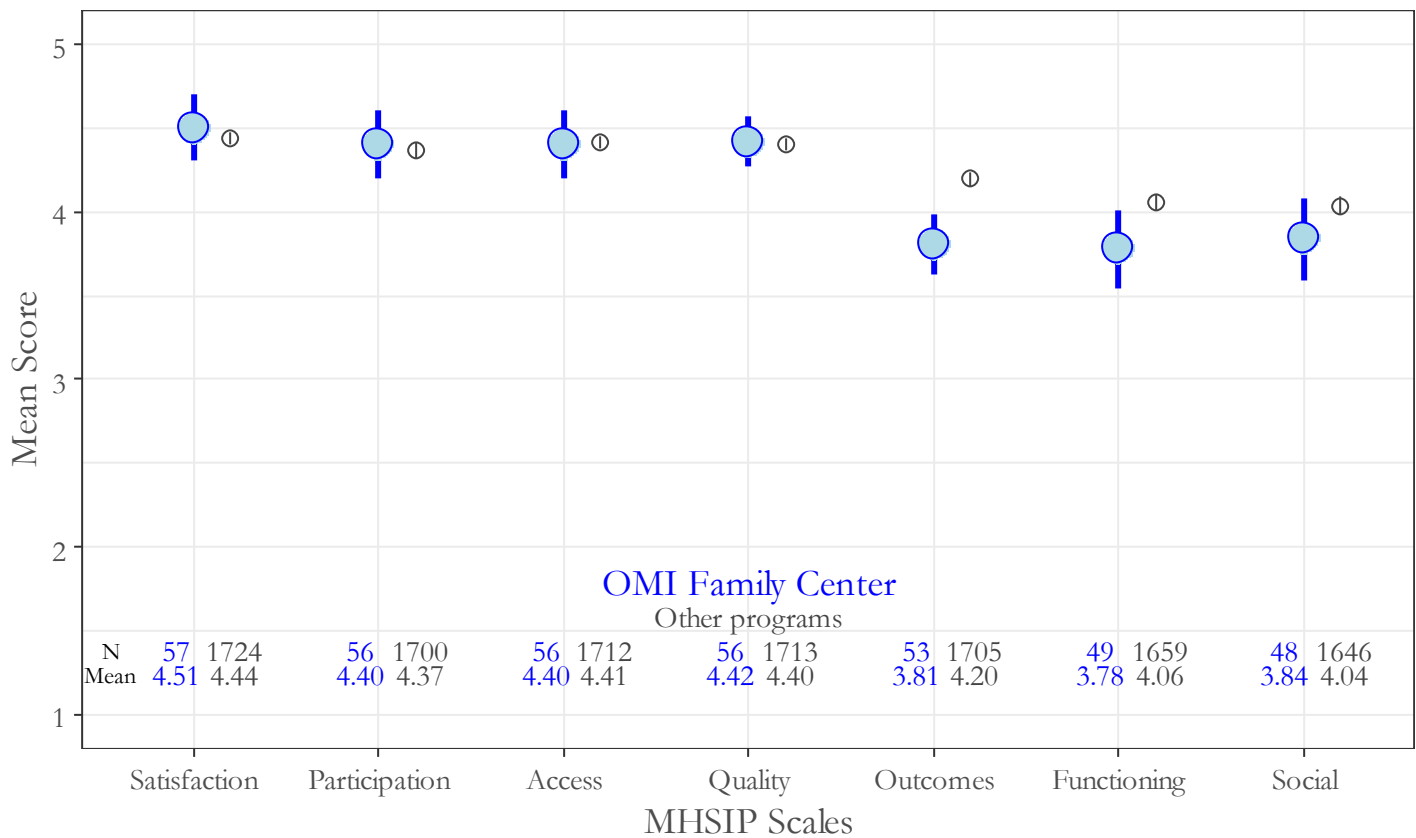
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|--------------|--------------|----------------|------------|--------------|
| 98.1 % 1. I like the services that I received here | 0 0.0 % | 1 1.2 % | 0 0.0 % | 15 18.3 % | 38 46.3 % | 0 0.0 % | 28 34.2 % |
| 87.0 % 2. If I had other choices, I would still get services from this agency | 2 2.4 % | 2 2.4 % | 3 3.7 % | 13 15.8 % | 34 41.5 % | 0 0.0 % | 28 34.2 % |
| 90.2 % 3. I would recommend this agency to a friend or family member | 1 1.2 % | 0 0.0 % | 4 4.9 % | 12 14.6 % | 34 41.5 % | 0 0.0 % | 31 37.8 % |
| 90.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 1 1.2 % | 2 2.4 % | 2 2.4 % | 17 20.7 % | 33 40.2 % | 0 0.0 % | 27 32.9 % |
| 92.5 % 5. Staff were willing to see me as often as I felt it was necessary | 1 1.2 % | 1 1.2 % | 2 2.4 % | 14 17.1 % | 35 42.7 % | 1 1.2 % | 28 34.2 % |
| 84.6 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 1 1.2 % | 7 8.5 % | 18 21.9 % | 26 31.7 % | 3 3.7 % | 27 32.9 % |
| 96.4 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 2 2.4 % | 22 26.8 % | 31 37.8 % | 0 0.0 % | 27 32.9 % |
| 88.7 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 2 2.4 % | 4 4.9 % | 19 23.2 % | 28 34.2 % | 0 0.0 % | 29 35.4 % |
| 72.2 % 9. I was able to see a psychiatrist when I wanted to | 1 1.2 % | 4 4.9 % | 10 12.2 % | 14 17.1 % | 25 30.5 % | 0 0.0 % | 28 34.2 % |
| 94.3 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 3 3.7 % | 16 19.5 % | 34 41.5 % | 1 1.2 % | 28 34.2 % |
| 94.3 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 2 2.4 % | 1 1.2 % | 16 19.5 % | 34 41.5 % | 0 0.0 % | 29 35.4 % |
| 88.2 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 6 7.3 % | 22 26.8 % | 23 28.1 % | 5 6.1 % | 26 31.7 % |
| 92.6 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 4 4.9 % | 17 20.7 % | 33 40.2 % | 1 1.2 % | 27 32.9 % |
| 90.6 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 5 6.1 % | 19 23.2 % | 29 35.4 % | 2 2.4 % | 27 32.9 % |
| 91.5 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 3 3.7 % | 1 1.2 % | 23 28.1 % | 20 24.4 % | 4 4.9 % | 31 37.8 % |
| 88.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 1 1.2 % | 5 6.1 % | 14 17.1 % | 34 41.5 % | 2 2.4 % | 26 31.7 % |
| 80.0 % 17. I, not staff, decided my treatment goals | 1 1.2 % | 2 2.4 % | 7 8.5 % | 17 20.7 % | 23 28.1 % | 3 3.7 % | 29 35.4 % |
| 84.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 2 2.4 % | 6 7.3 % | 20 24.4 % | 23 28.1 % | 2 2.4 % | 29 35.4 % |
| 92.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 4 4.9 % | 18 21.9 % | 30 36.6 % | 2 2.4 % | 28 34.2 % |
| 82.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 1 1.2 % | 0 0.0 % | 7 8.5 % | 18 21.9 % | 20 24.4 % | 7 8.5 % | 29 35.4 % |
| 80.4 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 9 11.0 % | 18 21.9 % | 19 23.2 % | 1 1.2 % | 35 42.7 % |
| 74.4 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 11 13.4 % | 20 24.4 % | 12 14.6 % | 3 3.7 % | 36 43.9 % |
| 76.0 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 3 3.7 % | 9 11.0 % | 25 30.5 % | 13 15.8 % | 2 2.4 % | 30 36.6 % |
| 63.3 % 24. As a direct result of the services I received: I am getting along better with my family | 1 1.2 % | 4 4.9 % | 13 15.8 % | 19 23.2 % | 12 14.6 % | 1 1.2 % | 32 39.0 % |
| 61.2 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 3 3.7 % | 16 19.5 % | 17 20.7 % | 13 15.8 % | 2 2.4 % | 31 37.8 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|--------------|--------------|----------------|------------|--------------|
| 59.1 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 2 2.4 % | 16 19.5 % | 15 18.3 % | 11 13.4 % | 5 6.1 % | 33 40.2 % |
| 45.2 % 27. As a direct result of the services I received: My housing situation has improved | 1 1.2 % | 7 8.5 % | 15 18.3 % | 7 8.5 % | 12 14.6 % | 7 8.5 % | 33 40.2 % |
| 60.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 7 8.5 % | 11 13.4 % | 17 20.7 % | 10 12.2 % | 2 2.4 % | 35 42.7 % |
| 59.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 1 1.2 % | 4 4.9 % | 15 18.3 % | 17 20.7 % | 12 14.6 % | 2 2.4 % | 31 37.8 % |
| 72.7 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 3 3.7 % | 9 11.0 % | 19 23.2 % | 13 15.8 % | 3 3.7 % | 35 42.7 % |
| 63.8 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 2 2.4 % | 15 18.3 % | 22 26.8 % | 8 9.8 % | 3 3.7 % | 32 39.0 % |
| 62.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 1.2 % | 4 4.9 % | 13 15.8 % | 17 20.7 % | 13 15.8 % | 2 2.4 % | 32 39.0 % |
| 69.6 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 3 3.7 % | 11 13.4 % | 18 21.9 % | 14 17.1 % | 4 4.9 % | 32 39.0 % |
| 77.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 1.2 % | 2 2.4 % | 7 8.5 % | 19 23.2 % | 15 18.3 % | 3 3.7 % | 35 42.7 % |
| 48.9 % 35. As a direct result of the services I received: I feel I belong in my community | 2 2.4 % | 7 8.5 % | 15 18.3 % | 12 14.6 % | 11 13.4 % | 2 2.4 % | 33 40.2 % |
| 72.3 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 4 4.9 % | 9 11.0 % | 18 21.9 % | 16 19.5 % | 0 0.0 % | 35 42.7 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 15 18.5 % | 0 0 % | 15 18.3 % |
| Impaired | 10 12.3 % | 0 0 % | 10 12.2 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 1 1.2 % | 0 0 % | 1 1.2 % |
| Completed Survey | 55 67.9 % | 1 100 % | 56 68.3 % |
| Total | 81 100 % | 1 100 % | 82 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 119 clients; surveys were returned for 80 clients (80/119 = 67.2%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

OMI Family Center

Program Code(s): 38805

Overall Satisfaction¹

81.8%

Return Rate²

52.4%

Overall satisfaction³ mean score for OMI Family Center: **4.36** (youth), **4.03** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.49** (family).

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

Highest Agreement Items

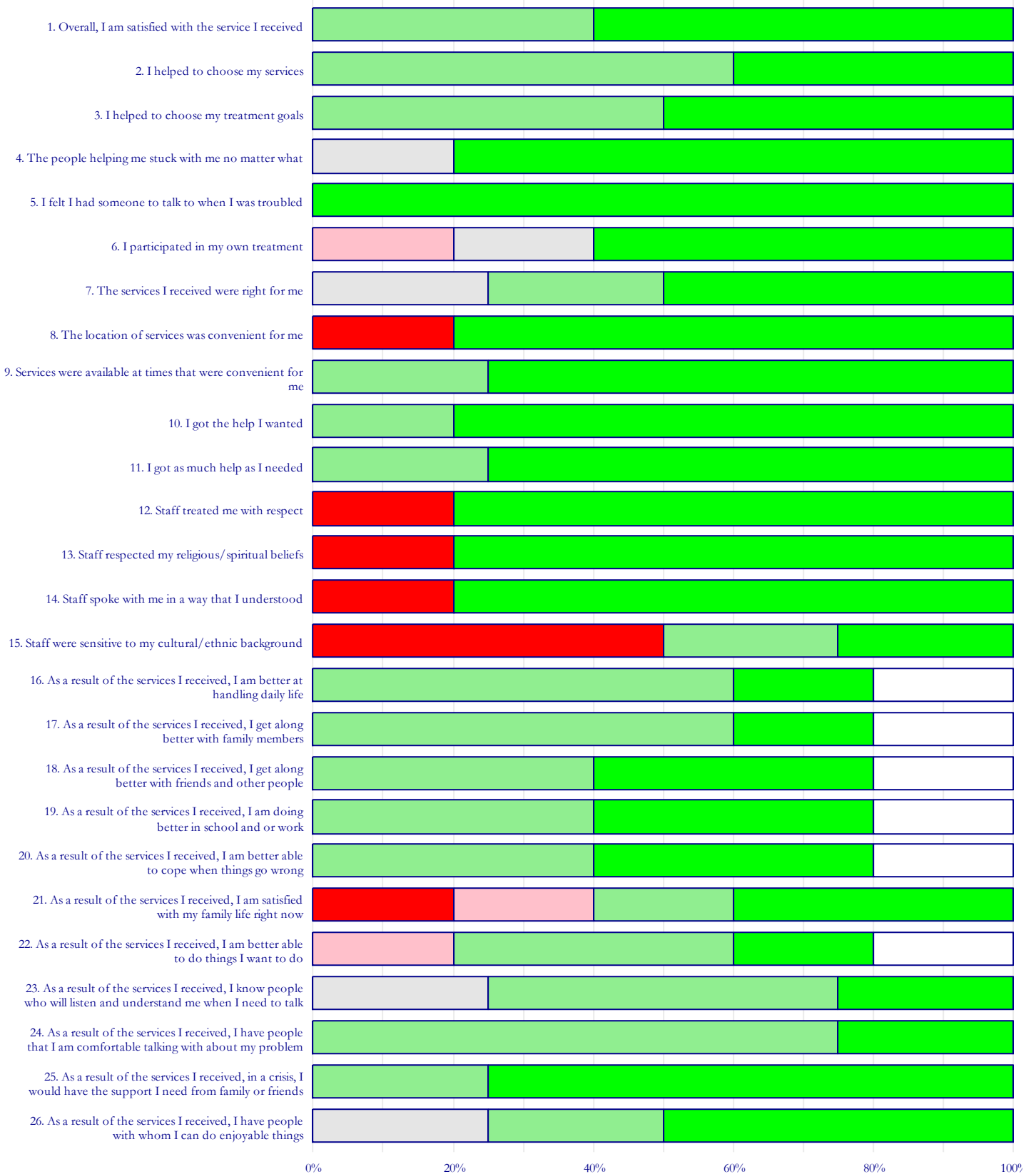
- 90.0% 3. I helped to choose my treatment goals
- 90.0% 5. I felt I had someone to talk to when I was troubled
- 81.8% 1. Overall, I am satisfied with the service I received

Lowest Agreement Items

- 62.5% 15. Staff were sensitive to my cultural/ethnic background
- 63.6% 10. I got the help I wanted
- 70.0% 6. I participated in my own treatment

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

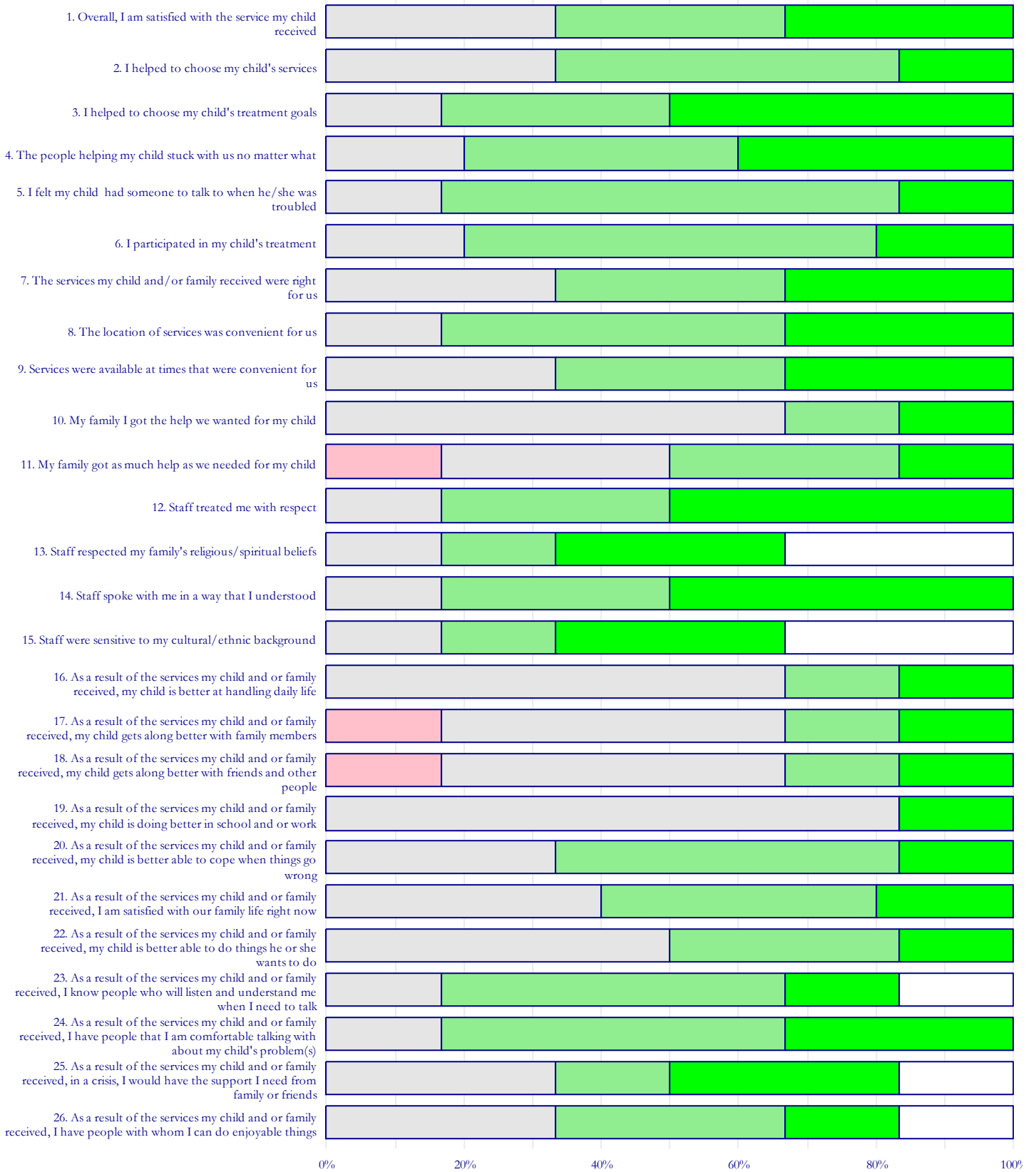
Youth Services Survey for Youth



Youth Services Survey for Youth N = 5

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 3 60.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 2. I helped to choose my services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 2 40.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 2 40.0 % | 0 0.0 % | 1 20.0 % |
| 80.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 1 20.0 % | 0 0.0 % | 4 80.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 80.0 % | 0 0.0 % | 1 20.0 % |
| 60.0 % 6. I participated in my own treatment | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 3 60.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 2 40.0 % | 0 0.0 % | 1 20.0 % |
| 80.0 % 8. The location of services was convenient for me | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 80.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % | 3 60.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % | 4 80.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % | 3 60.0 % | 0 0.0 % | 1 20.0 % |
| 80.0 % 12. Staff treated me with respect | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 80.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 13. Staff respected my religious/spiritual beliefs | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 80.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 14. Staff spoke with me in a way that I understood | 1 20.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 80.0 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 15. Staff were sensitive to my cultural/ethnic background | 2 40.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % |
| 100.0 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % |
| 100.0 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % |
| 100.0 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % |
| 100.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 40.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % |
| 60.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 1 20.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % | 2 40.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 1 20.0 % | 0 0.0 % | 2 40.0 % | 1 20.0 % | 1 20.0 % | 0 0.0 % |
| 75.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 1 20.0 % | 2 40.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 60.0 % | 1 20.0 % | 0 0.0 % | 1 20.0 % |
| 100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 20.0 % | 3 60.0 % | 0 0.0 % | 1 20.0 % |
| 75.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 20.0 % | 1 20.0 % | 2 40.0 % | 0 0.0 % | 1 20.0 % |

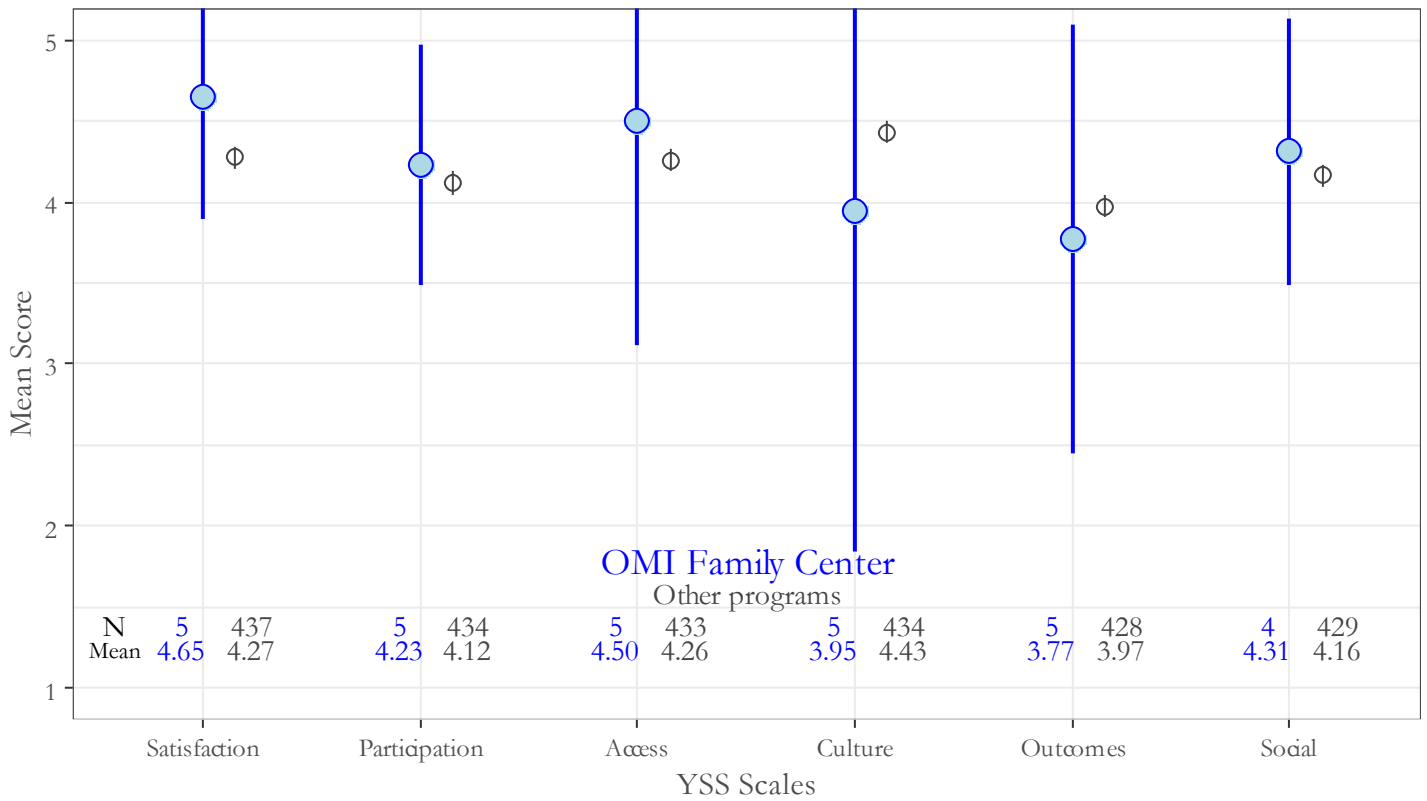
Youth Services Survey for Families



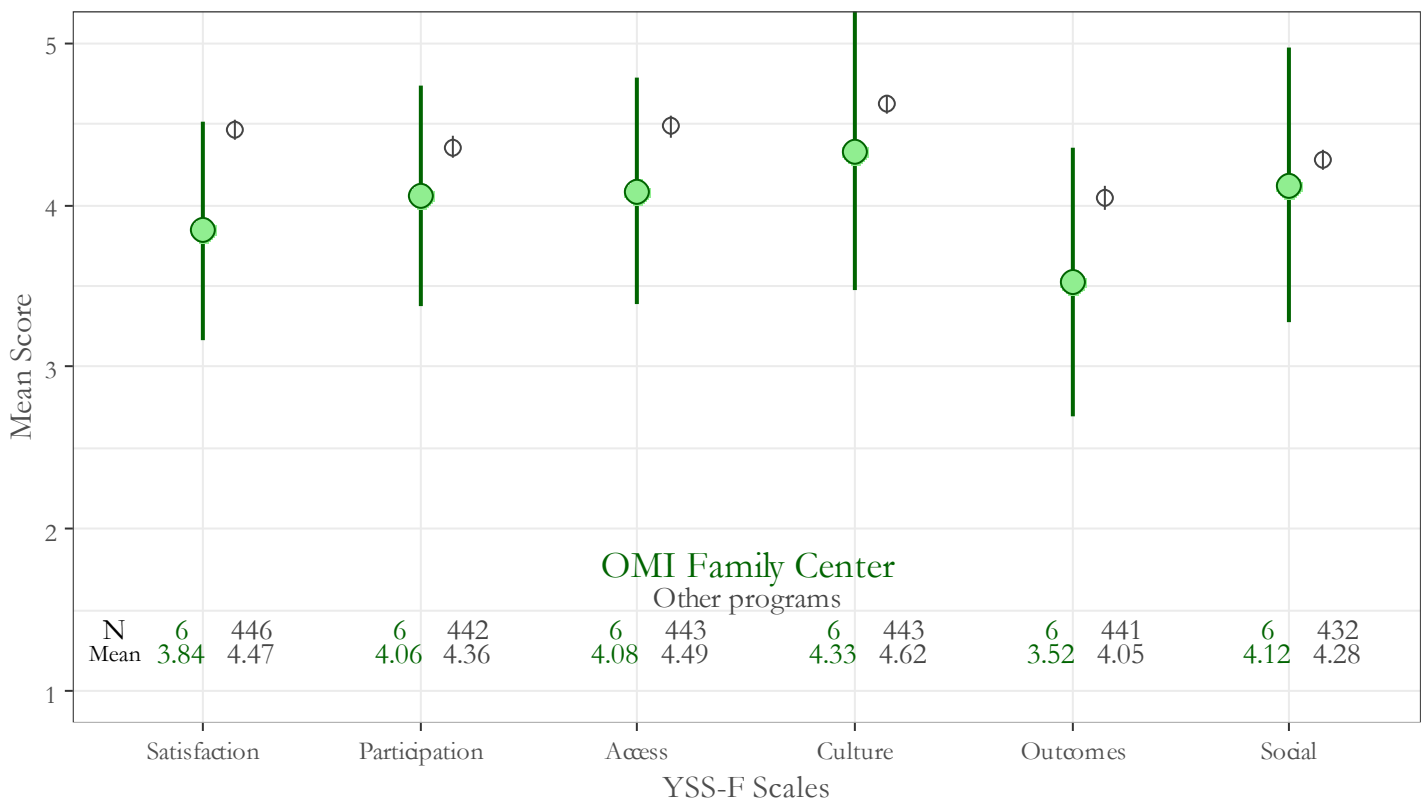
Youth Services Survey for Families N = 6

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 66.7 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 2 33.3 % | 3 50.0 % | 1 16.7 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 3 50.0 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 83.3 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 1 16.7 % | 4 66.7 % | 1 16.7 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 0 0.0 % | 1 16.7 % |
| 66.7 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 2 33.3 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 0 0.0 % |
| 33.3 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 4 66.7 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 11. My family got as much help as we needed for my child | 0 0.0 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 3 50.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 0 0.0 % |
| 83.3 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 3 50.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 0 0.0 % |
| 33.3 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 4 66.7 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 0 0.0 % |
| 33.3 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 0 0.0 % |
| 33.3 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 0 0.0 % |
| 16.7 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 0 0.0 % | 5 83.3 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 2 33.3 % | 3 50.0 % | 1 16.7 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 0 0.0 % | 1 16.7 % |
| 50.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 0 0.0 % | 3 50.0 % | 2 33.3 % | 1 16.7 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |
| 83.3 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 2 33.3 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 0 0.0 % |
| 60.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 0 0.0 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance
OMI Family Center

| Completion Status | Completion by Respondent Type | | Total |
|--------------------------|--------------------------------------|------------|--------------|
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 6 100 % | 5 100 % | 11 100 % |
| Total | 6 100 % | 5 100 % | 11 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 21 clients; surveys were returned for 11 clients (11 / 21 = 52.4%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

OTTP - FMP

Program Code(s): 38GB4

Overall Satisfaction¹

0.0%

Return Rate²

50.0%

Overall satisfaction³ mean score for OTTP - FMP: **3.36** (youth), **3.44** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.49** (family).

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

Highest Agreement Items

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

100.0% 12. Staff treated me with respect

100.0% 13. Staff respected my religious/spiritual beliefs

Lowest Agreement Items

0.0% 3. I helped to choose my treatment goals

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

0.0% 5. I felt I had someone to talk to when I was troubled

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

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Not enough Youth data for scale means CI chart

Not enough Family data for scale means CI chart

Survey Compliance

| Completion Status | OTTP - FMP Completion by Respondent Type | | Total |
|-------------------|--|------------|------------|
| | Family | Youth | |
| | Refused | 3 75 % | |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 1 25 % | 1 100 % | 2 40 % |
| Total | 4 100 % | 1 100 % | 5 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 10 clients; surveys were returned for 5 clients (5 / 10 = 50.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

PF Ashbury House

Program Code(s): 89841

Overall Satisfaction¹

87.5%

Return Rate²

100.0%

Overall satisfaction³ mean score for PF Ashbury House: **4.47**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

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

100.0% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

Lowest Agreement Items

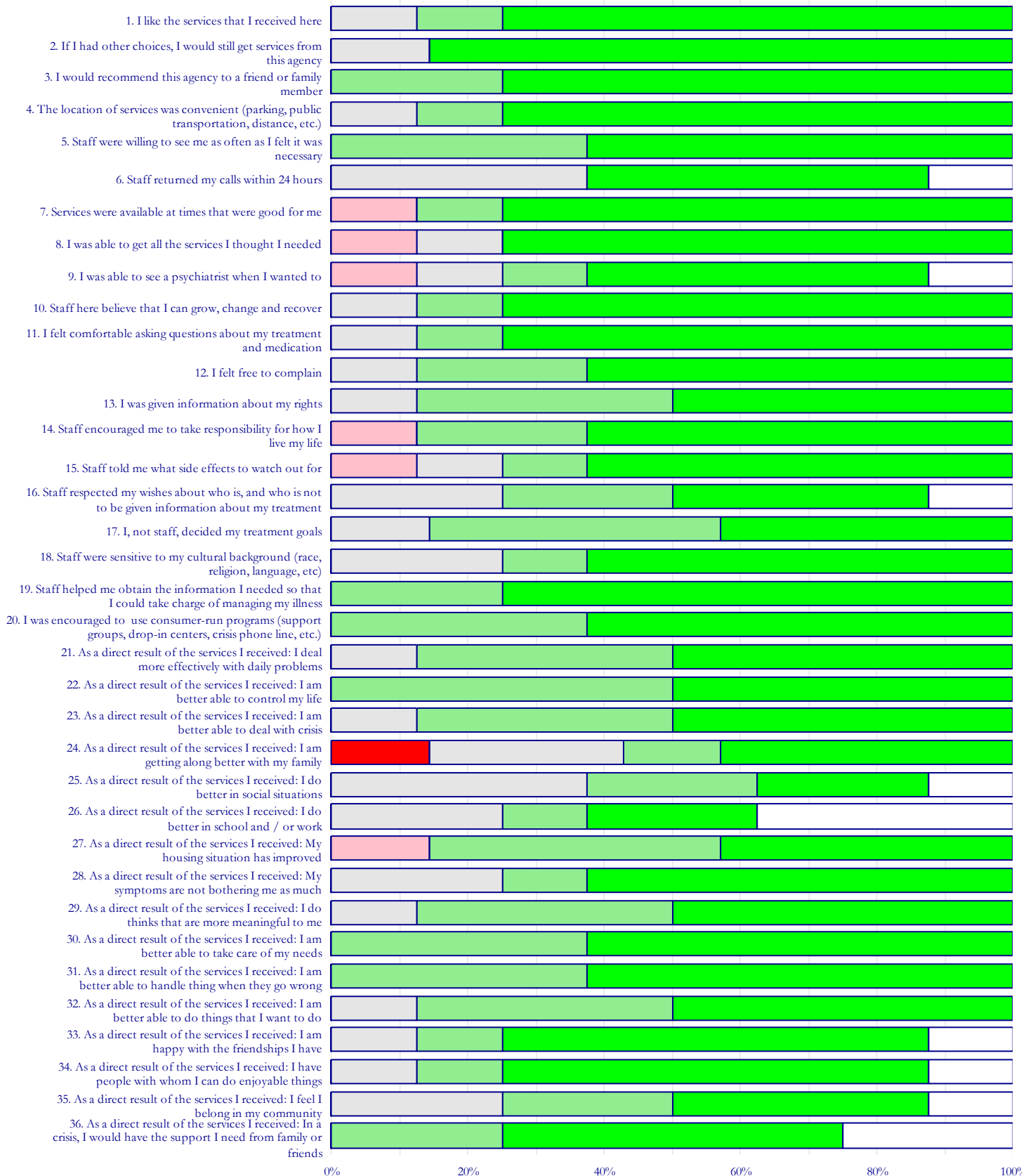
57.1% 6. Staff returned my calls within 24 hours

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

71.4% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

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

MHSIP Items



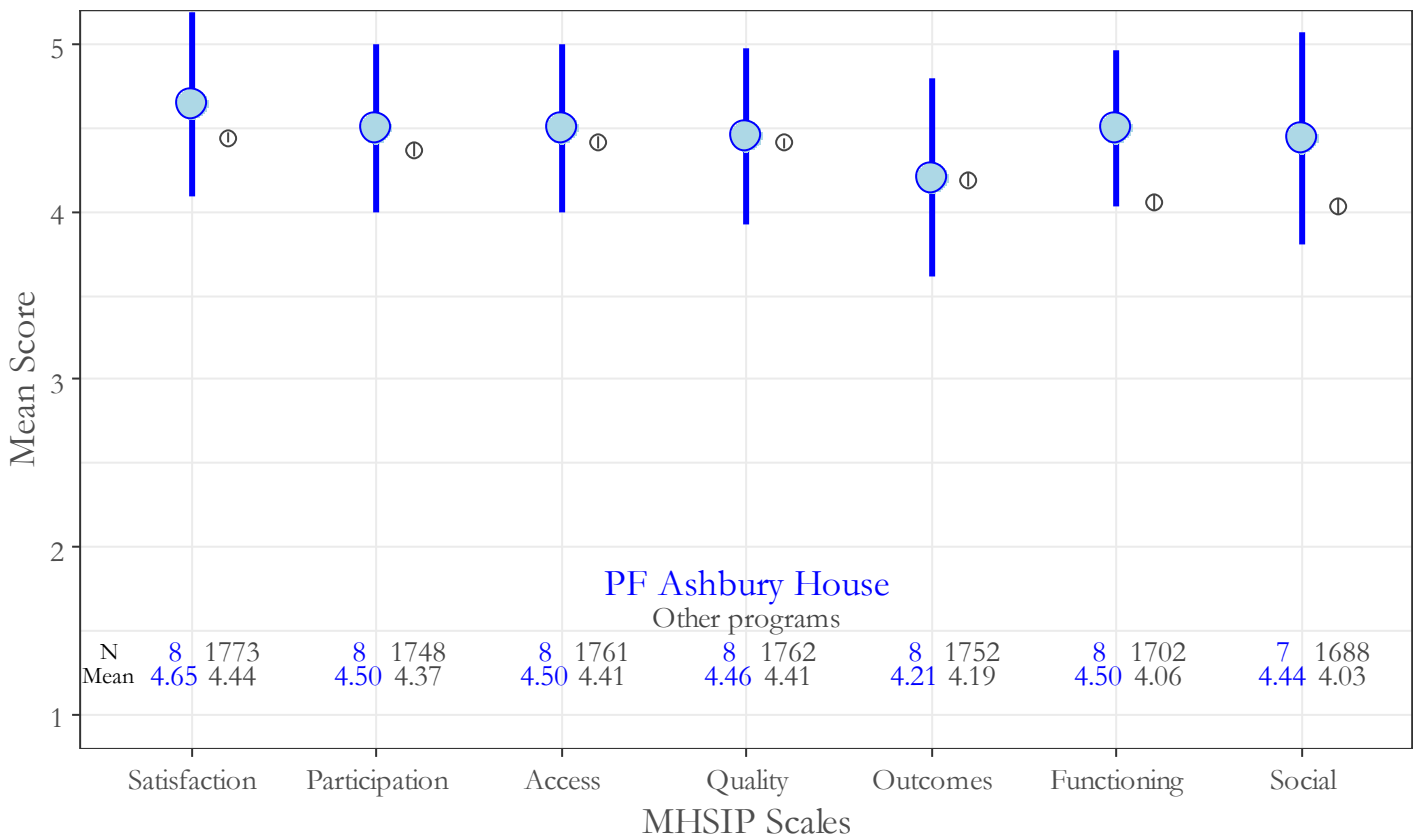
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|--------------------------|-----------------|----------------|--------------|-----------------------|-------------|----------------|
| 87.5 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 1 12.5 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 1 12.5 % | 0 0.0 % | 6 75.0 % | 0 0.0 % | 1 12.5 % |
| 100.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 25.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 1 12.5 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 57.1 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 3 37.5 % | 0 0.0 % | 4 50.0 % | 1 12.5 % | 0 0.0 % |
| 87.5 % 7. Services were available at times that were good for me | 0 0.0 % | 1 12.5 % | 0 0.0 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 1 12.5 % | 1 12.5 % | 0 0.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 1 12.5 % | 1 12.5 % | 1 12.5 % | 4 50.0 % | 1 12.5 % | 0 0.0 % |
| 87.5 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 1 12.5 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 12.5 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 12.5 % | 3 37.5 % | 4 50.0 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 1 12.5 % | 0 0.0 % | 2 25.0 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 1 12.5 % | 1 12.5 % | 1 12.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 2 25.0 % | 2 25.0 % | 3 37.5 % | 1 12.5 % | 0 0.0 % |
| 85.7 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 1 12.5 % | 3 37.5 % | 3 37.5 % | 0 0.0 % | 1 12.5 % |
| 75.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 2 25.0 % | 1 12.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 25.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 1 12.5 % | 3 37.5 % | 4 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 50.0 % | 4 50.0 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 1 12.5 % | 3 37.5 % | 4 50.0 % | 0 0.0 % | 0 0.0 % |
| 57.1 % 24. As a direct result of the services I received: I am getting along better with my family | 1 12.5 % | 0 0.0 % | 2 25.0 % | 1 12.5 % | 3 37.5 % | 0 0.0 % | 1 12.5 % |
| 57.1 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 3 37.5 % | 2 25.0 % | 2 25.0 % | 1 12.5 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 60.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 2 25.0 % | 1 12.5 % | 2 25.0 % | 3 37.5 % | 0 0.0 % |
| 85.7 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 1 12.5 % | 0 0.0 % | 3 37.5 % | 3 37.5 % | 0 0.0 % | 1 12.5 % |
| 75.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 0 0.0 % | 2 25.0 % | 1 12.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 1 12.5 % | 3 37.5 % | 4 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 1 12.5 % | 3 37.5 % | 4 50.0 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 1 12.5 % | 1 12.5 % | 5 62.5 % | 1 12.5 % | 0 0.0 % |
| 85.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 12.5 % | 1 12.5 % | 5 62.5 % | 1 12.5 % | 0 0.0 % |
| 71.4 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 0 0.0 % | 2 25.0 % | 2 25.0 % | 3 37.5 % | 1 12.5 % | 0 0.0 % |
| 100.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 25.0 % | 4 50.0 % | 2 25.0 % | 0 0.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|--------------------------|--------------------------|--------------------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 4 100 % | 4 100 % | 8 100 % |
| Total | 4 100 % | 4 100 % | 8 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 8 clients; surveys were returned for 8 clients (8/8 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

PF Avenues

Program Code(s): 38A41

Overall Satisfaction¹

100.0%

Return Rate²

66.7%

Overall satisfaction³ mean score for PF Avenues: **4.52**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

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

100.0% 6. Staff returned my calls within 24 hours

Lowest Agreement Items

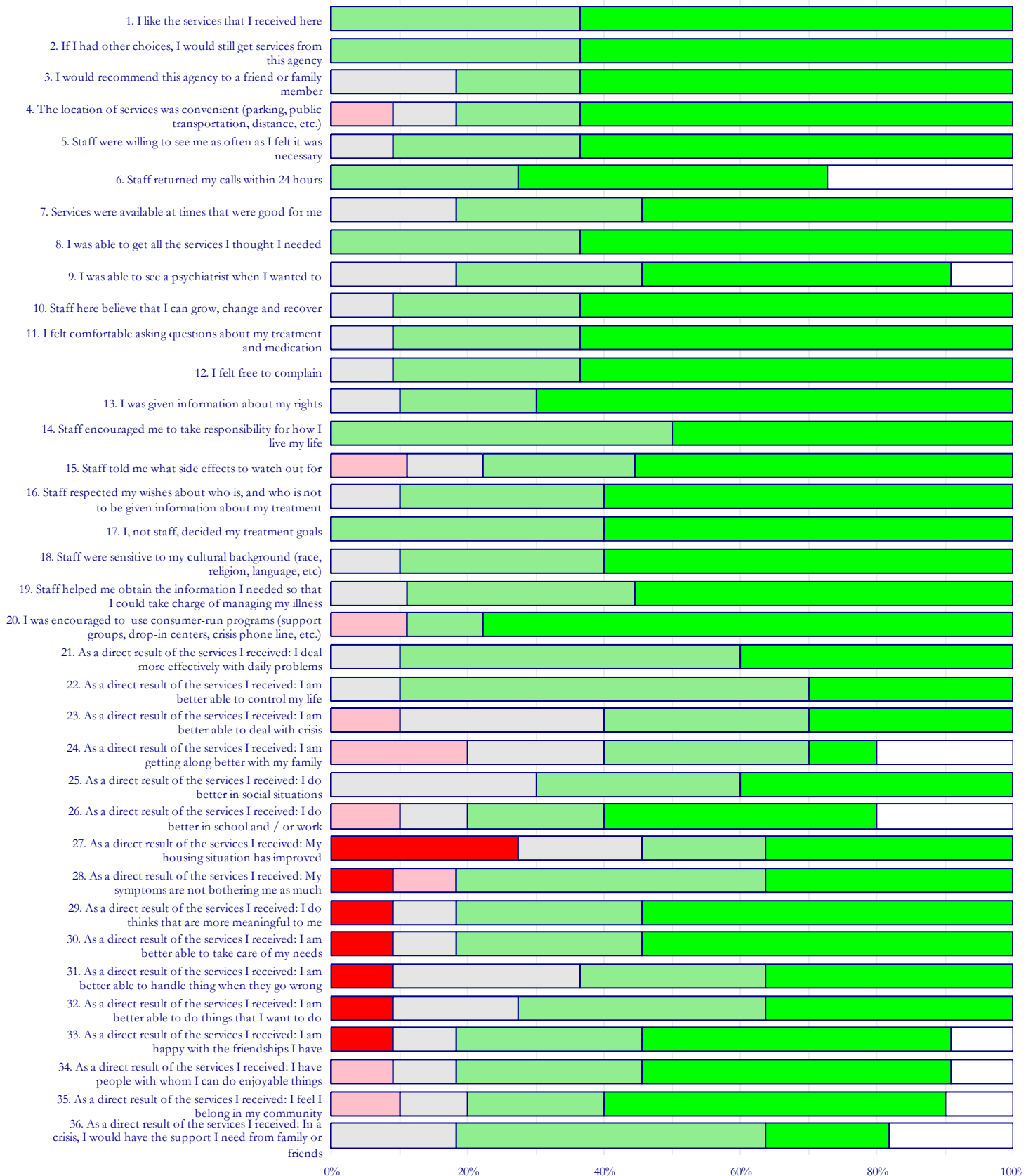
77.8% 15. Staff told me what side effects to watch out for

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

81.8% 3. I would recommend this agency to a friend or family member

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

MHSIP Items



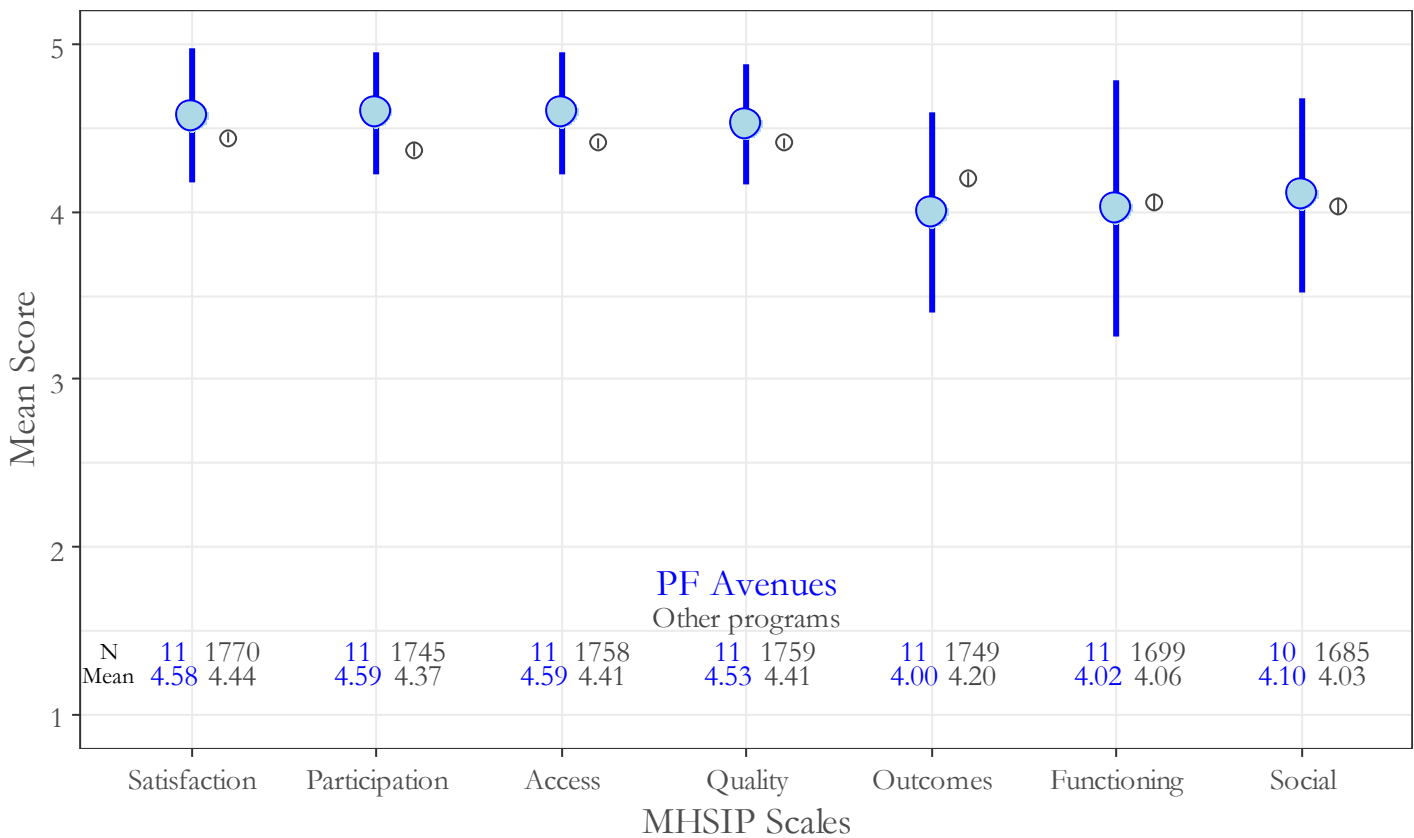
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 36.4 % | 7 63.6 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 36.4 % | 7 63.6 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 2 18.2 % | 2 18.2 % | 7 63.6 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 1 9.1 % | 1 9.1 % | 2 18.2 % | 7 63.6 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 1 9.1 % | 3 27.3 % | 7 63.6 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 27.3 % | 5 45.5 % | 3 27.3 % | 0 0.0 % |
| 81.8 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 2 18.2 % | 3 27.3 % | 6 54.5 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 36.4 % | 7 63.6 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 2 18.2 % | 3 27.3 % | 5 45.5 % | 1 9.1 % | 0 0.0 % |
| 90.9 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 1 9.1 % | 3 27.3 % | 7 63.6 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 9.1 % | 3 27.3 % | 7 63.6 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 1 9.1 % | 3 27.3 % | 7 63.6 % | 0 0.0 % | 0 0.0 % |
| 90.0 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 9.1 % | 2 18.2 % | 7 63.6 % | 0 0.0 % | 1 9.1 % |
| 100.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 45.5 % | 5 45.5 % | 0 0.0 % | 1 9.1 % |
| 77.8 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 1 9.1 % | 1 9.1 % | 2 18.2 % | 5 45.5 % | 0 0.0 % | 2 18.2 % |
| 90.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 1 9.1 % | 3 27.3 % | 6 54.5 % | 0 0.0 % | 1 9.1 % |
| 100.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 36.4 % | 6 54.5 % | 0 0.0 % | 1 9.1 % |
| 90.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 1 9.1 % | 3 27.3 % | 6 54.5 % | 0 0.0 % | 1 9.1 % |
| 88.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 1 9.1 % | 3 27.3 % | 5 45.5 % | 0 0.0 % | 2 18.2 % |
| 88.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 1 9.1 % | 0 0.0 % | 1 9.1 % | 7 63.6 % | 0 0.0 % | 2 18.2 % |
| 90.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 1 9.1 % | 5 45.5 % | 4 36.4 % | 0 0.0 % | 1 9.1 % |
| 90.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 1 9.1 % | 6 54.5 % | 3 27.3 % | 0 0.0 % | 1 9.1 % |
| 60.0 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 1 9.1 % | 3 27.3 % | 3 27.3 % | 3 27.3 % | 0 0.0 % | 1 9.1 % |
| 50.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 2 18.2 % | 2 18.2 % | 3 27.3 % | 1 9.1 % | 2 18.2 % | 1 9.1 % |
| 70.0 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 3 27.3 % | 3 27.3 % | 4 36.4 % | 0 0.0 % | 1 9.1 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|-------------|------------|
| 75.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 1 9.1 % | 1 9.1 % | 2 18.2 % | 4 36.4 % | 2 18.2 % | 1 9.1 % |
| 54.5 % 27. As a direct result of the services I received: My housing situation has improved | 3 27.3 % | 0 0.0 % | 2 18.2 % | 2 18.2 % | 4 36.4 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 1 9.1 % | 1 9.1 % | 0 0.0 % | 5 45.5 % | 4 36.4 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 1 9.1 % | 0 0.0 % | 1 9.1 % | 3 27.3 % | 6 54.5 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 30. As a direct result of the services I received: I am better able to take care of my needs | 1 9.1 % | 0 0.0 % | 1 9.1 % | 3 27.3 % | 6 54.5 % | 0 0.0 % | 0 0.0 % |
| 63.6 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 9.1 % | 0 0.0 % | 3 27.3 % | 3 27.3 % | 4 36.4 % | 0 0.0 % | 0 0.0 % |
| 72.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 9.1 % | 0 0.0 % | 2 18.2 % | 4 36.4 % | 4 36.4 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 9.1 % | 0 0.0 % | 1 9.1 % | 3 27.3 % | 5 45.5 % | 1 9.1 % | 0 0.0 % |
| 80.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 9.1 % | 1 9.1 % | 3 27.3 % | 5 45.5 % | 1 9.1 % | 0 0.0 % |
| 77.8 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 1 9.1 % | 1 9.1 % | 2 18.2 % | 5 45.5 % | 1 9.1 % | 1 9.1 % |
| 77.8 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 18.2 % | 5 45.5 % | 2 18.2 % | 2 18.2 % | 0 0.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 9 100 % | 2 100 % | 11 100 % |
| Total | 9 100 % | 2 100 % | 11 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 15 clients; surveys were returned for 10 clients (10/15 = 66.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

PF Clay Street Residential

Program Code(s): 89851

Overall Satisfaction¹

60.0%

Return Rate²

86.7%

Overall satisfaction³ mean score for PF Clay Street Residential: **3.74**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

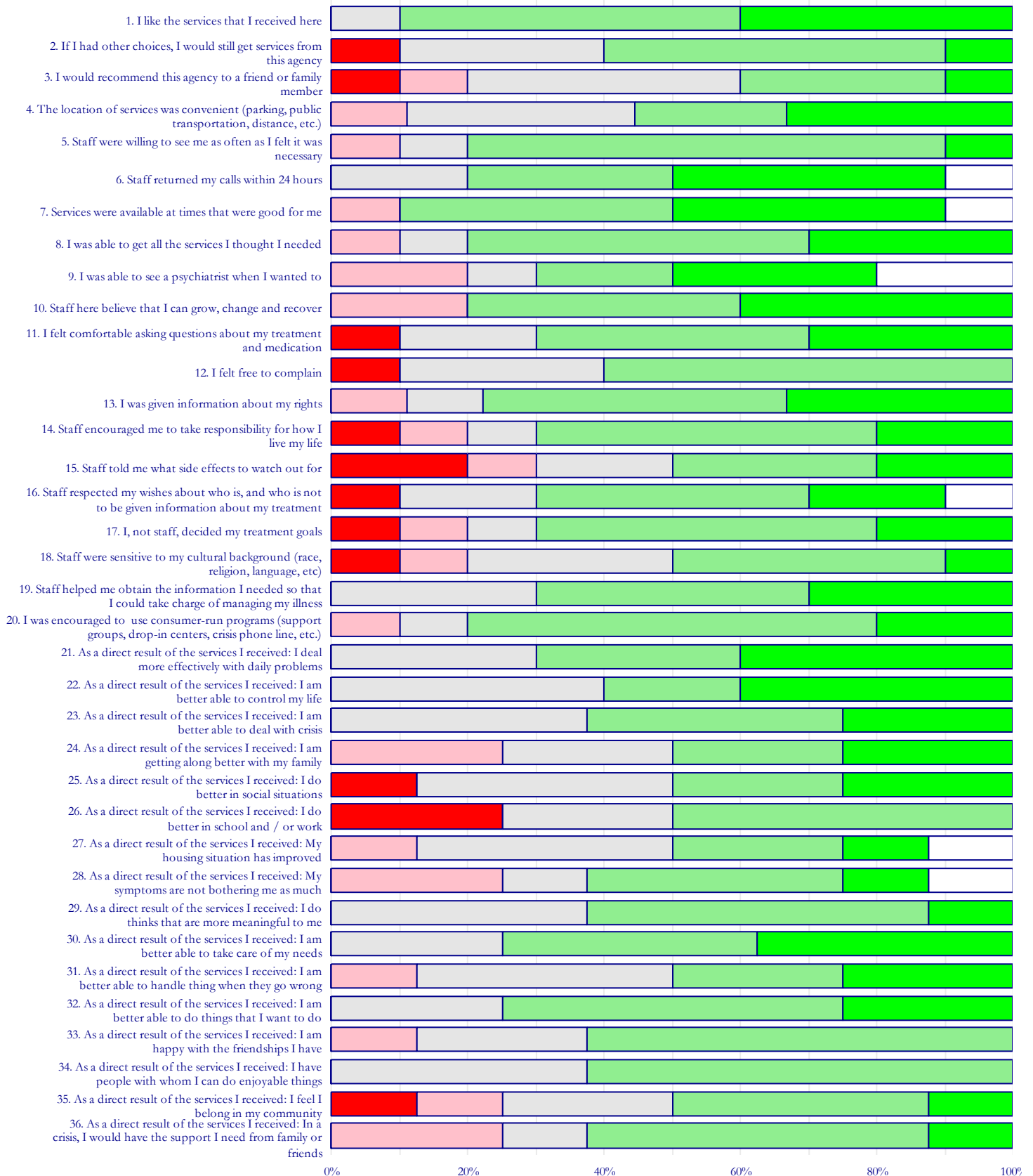
- 90.0% 1. I like the services that I received here
- 88.9% 7. Services were available at times that were good for me
- 80.0% 5. Staff were willing to see me as often as I felt it was necessary

Lowest Agreement Items

- 40.0% 3. I would recommend this agency to a friend or family member
- 50.0% 15. Staff told me what side effects to watch out for
- 50.0% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

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

MHSIP Items



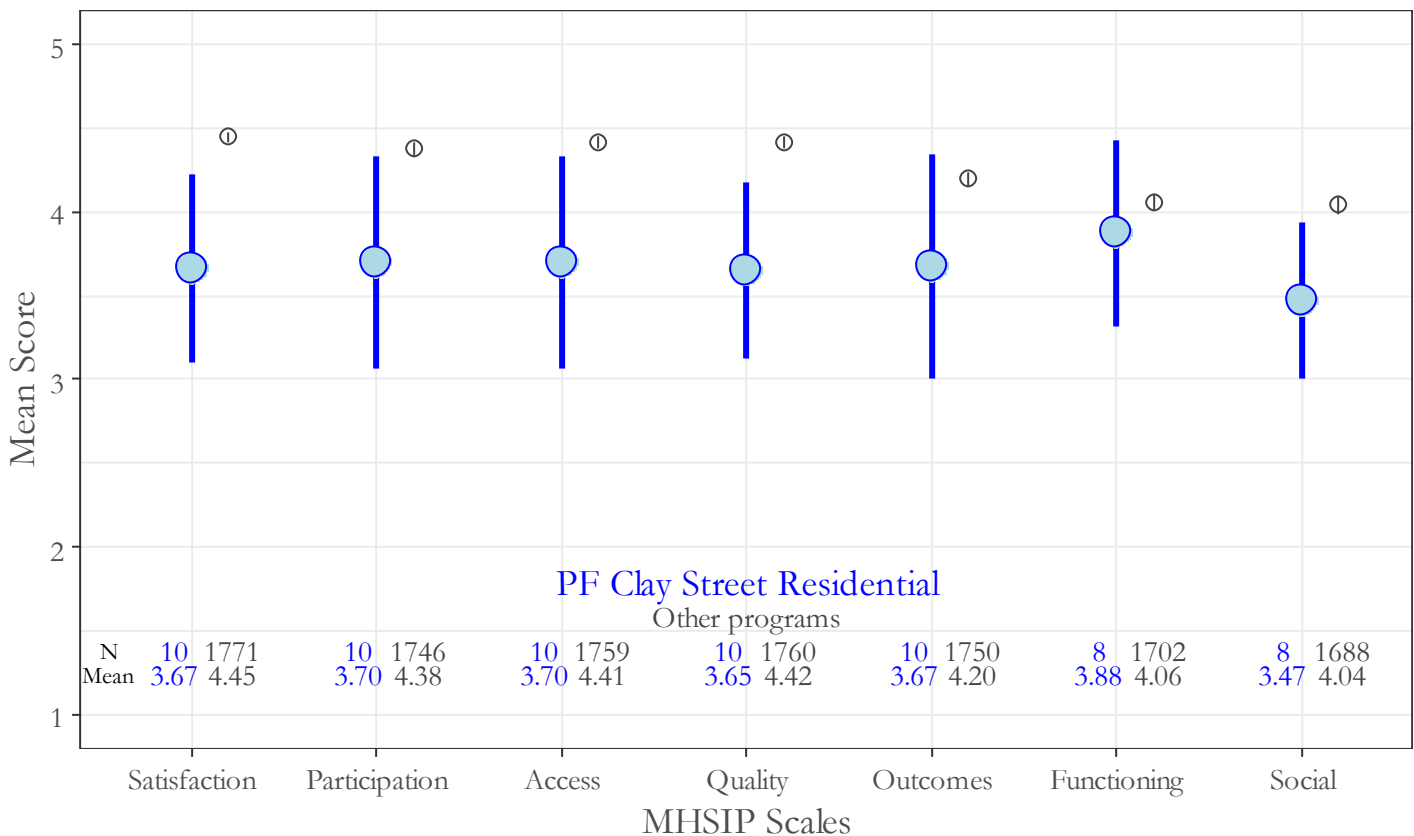
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|-------------|----------------|
| 90.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 1 7.7 % | 5 38.5 % | 4 30.8 % | 0 0.0 % | 3 23.1 % |
| 60.0 % 2. If I had other choices, I would still get services from this agency | 1 7.7 % | 0 0.0 % | 3 23.1 % | 5 38.5 % | 1 7.7 % | 0 0.0 % | 3 23.1 % |
| 40.0 % 3. I would recommend this agency to a friend or family member | 1 7.7 % | 1 7.7 % | 4 30.8 % | 3 23.1 % | 1 7.7 % | 0 0.0 % | 3 23.1 % |
| 55.6 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 1 7.7 % | 3 23.1 % | 2 15.4 % | 3 23.1 % | 0 0.0 % | 4 30.8 % |
| 80.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 1 7.7 % | 1 7.7 % | 7 53.8 % | 1 7.7 % | 0 0.0 % | 3 23.1 % |
| 77.8 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 2 15.4 % | 3 23.1 % | 4 30.8 % | 1 7.7 % | 3 23.1 % |
| 88.9 % 7. Services were available at times that were good for me | 0 0.0 % | 1 7.7 % | 0 0.0 % | 4 30.8 % | 4 30.8 % | 1 7.7 % | 3 23.1 % |
| 80.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 1 7.7 % | 1 7.7 % | 5 38.5 % | 3 23.1 % | 0 0.0 % | 3 23.1 % |
| 62.5 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 2 15.4 % | 1 7.7 % | 2 15.4 % | 3 23.1 % | 2 15.4 % | 3 23.1 % |
| 80.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 2 15.4 % | 0 0.0 % | 4 30.8 % | 4 30.8 % | 0 0.0 % | 3 23.1 % |
| 70.0 % 11. I felt comfortable asking questions about my treatment and medication | 1 7.7 % | 0 0.0 % | 2 15.4 % | 4 30.8 % | 3 23.1 % | 0 0.0 % | 3 23.1 % |
| 60.0 % 12. I felt free to complain | 1 7.7 % | 0 0.0 % | 3 23.1 % | 6 46.2 % | 0 0.0 % | 0 0.0 % | 3 23.1 % |
| 77.8 % 13. I was given information about my rights | 0 0.0 % | 1 7.7 % | 1 7.7 % | 4 30.8 % | 3 23.1 % | 0 0.0 % | 4 30.8 % |
| 70.0 % 14. Staff encouraged me to take responsibility for how I live my life | 1 7.7 % | 1 7.7 % | 1 7.7 % | 5 38.5 % | 2 15.4 % | 0 0.0 % | 3 23.1 % |
| 50.0 % 15. Staff told me what side effects to watch out for | 2 15.4 % | 1 7.7 % | 2 15.4 % | 3 23.1 % | 2 15.4 % | 0 0.0 % | 3 23.1 % |
| 66.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 1 7.7 % | 0 0.0 % | 2 15.4 % | 4 30.8 % | 2 15.4 % | 1 7.7 % | 3 23.1 % |
| 70.0 % 17. I, not staff, decided my treatment goals | 1 7.7 % | 1 7.7 % | 1 7.7 % | 5 38.5 % | 2 15.4 % | 0 0.0 % | 3 23.1 % |
| 50.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 1 7.7 % | 1 7.7 % | 3 23.1 % | 4 30.8 % | 1 7.7 % | 0 0.0 % | 3 23.1 % |
| 70.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 3 23.1 % | 4 30.8 % | 3 23.1 % | 0 0.0 % | 3 23.1 % |
| 80.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 1 7.7 % | 1 7.7 % | 6 46.2 % | 2 15.4 % | 0 0.0 % | 3 23.1 % |
| 70.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 3 23.1 % | 3 23.1 % | 4 30.8 % | 0 0.0 % | 3 23.1 % |
| 60.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 4 30.8 % | 2 15.4 % | 4 30.8 % | 0 0.0 % | 3 23.1 % |
| 62.5 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 3 23.1 % | 3 23.1 % | 2 15.4 % | 0 0.0 % | 5 38.5 % |
| 50.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 2 15.4 % | 2 15.4 % | 2 15.4 % | 2 15.4 % | 0 0.0 % | 5 38.5 % |
| 50.0 % 25. As a direct result of the services I received: I do better in social situations | 1 7.7 % | 0 0.0 % | 3 23.1 % | 2 15.4 % | 2 15.4 % | 0 0.0 % | 5 38.5 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 50.0 % 26. As a direct result of the services I received: I do better in school and / or work | 2 15.4 % | 0 0.0 % | 2 15.4 % | 4 30.8 % | 0 0.0 % | 0 0.0 % | 5 38.5 % |
| 42.9 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 1 7.7 % | 3 23.1 % | 2 15.4 % | 1 7.7 % | 1 7.7 % | 5 38.5 % |
| 57.1 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 2 15.4 % | 1 7.7 % | 3 23.1 % | 1 7.7 % | 1 7.7 % | 5 38.5 % |
| 62.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 3 23.1 % | 4 30.8 % | 1 7.7 % | 0 0.0 % | 5 38.5 % |
| 75.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 2 15.4 % | 3 23.1 % | 3 23.1 % | 0 0.0 % | 5 38.5 % |
| 50.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 1 7.7 % | 3 23.1 % | 2 15.4 % | 2 15.4 % | 0 0.0 % | 5 38.5 % |
| 75.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 2 15.4 % | 4 30.8 % | 2 15.4 % | 0 0.0 % | 5 38.5 % |
| 62.5 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 1 7.7 % | 2 15.4 % | 5 38.5 % | 0 0.0 % | 0 0.0 % | 5 38.5 % |
| 62.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 3 23.1 % | 5 38.5 % | 0 0.0 % | 0 0.0 % | 5 38.5 % |
| 50.0 % 35. As a direct result of the services I received: I feel I belong in my community | 1 7.7 % | 1 7.7 % | 2 15.4 % | 3 23.1 % | 1 7.7 % | 0 0.0 % | 5 38.5 % |
| 62.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 2 15.4 % | 1 7.7 % | 4 30.8 % | 1 7.7 % | 0 0.0 % | 5 38.5 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 3 23.1 % | 0 0 % | 3 23.1 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 10 76.9 % | 0 0 % | 10 76.9 % |
| Total | 13 100 % | 0 100 % | 13 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 15 clients; surveys were returned for 13 clients (13/15 = 86.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

PF Cortland House Residential

Program Code(s): 38631

Overall Satisfaction¹

88.9%

Return Rate²

90.0%

Overall satisfaction³ mean score for PF Cortland House Residential: **4.24**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

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

100.0% 14. Staff encouraged me to take responsibility for how I live my life

Lowest Agreement Items

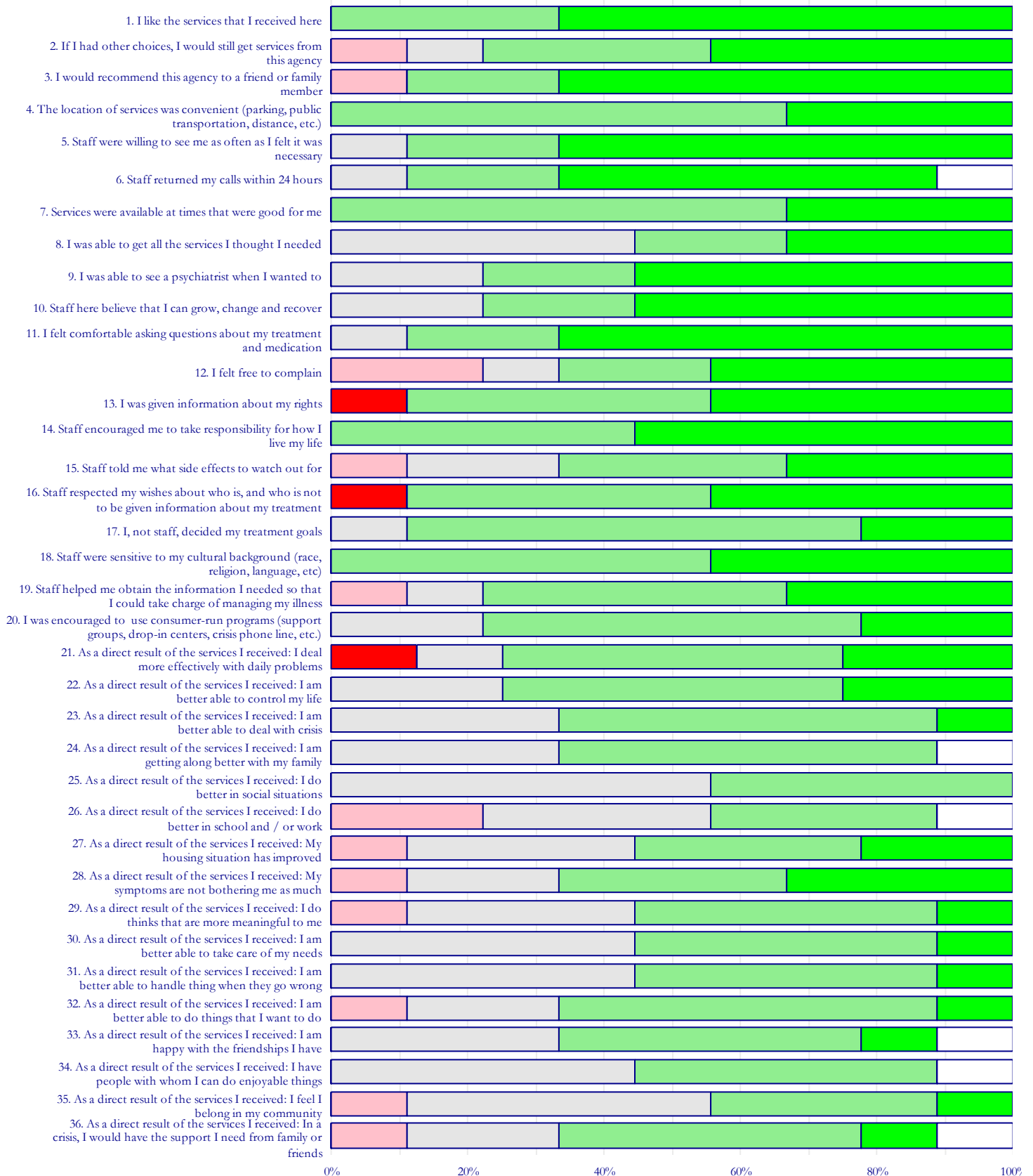
55.6% 8. I was able to get all the services I thought I needed

66.7% 12. I felt free to complain

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

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

MHSIP Items



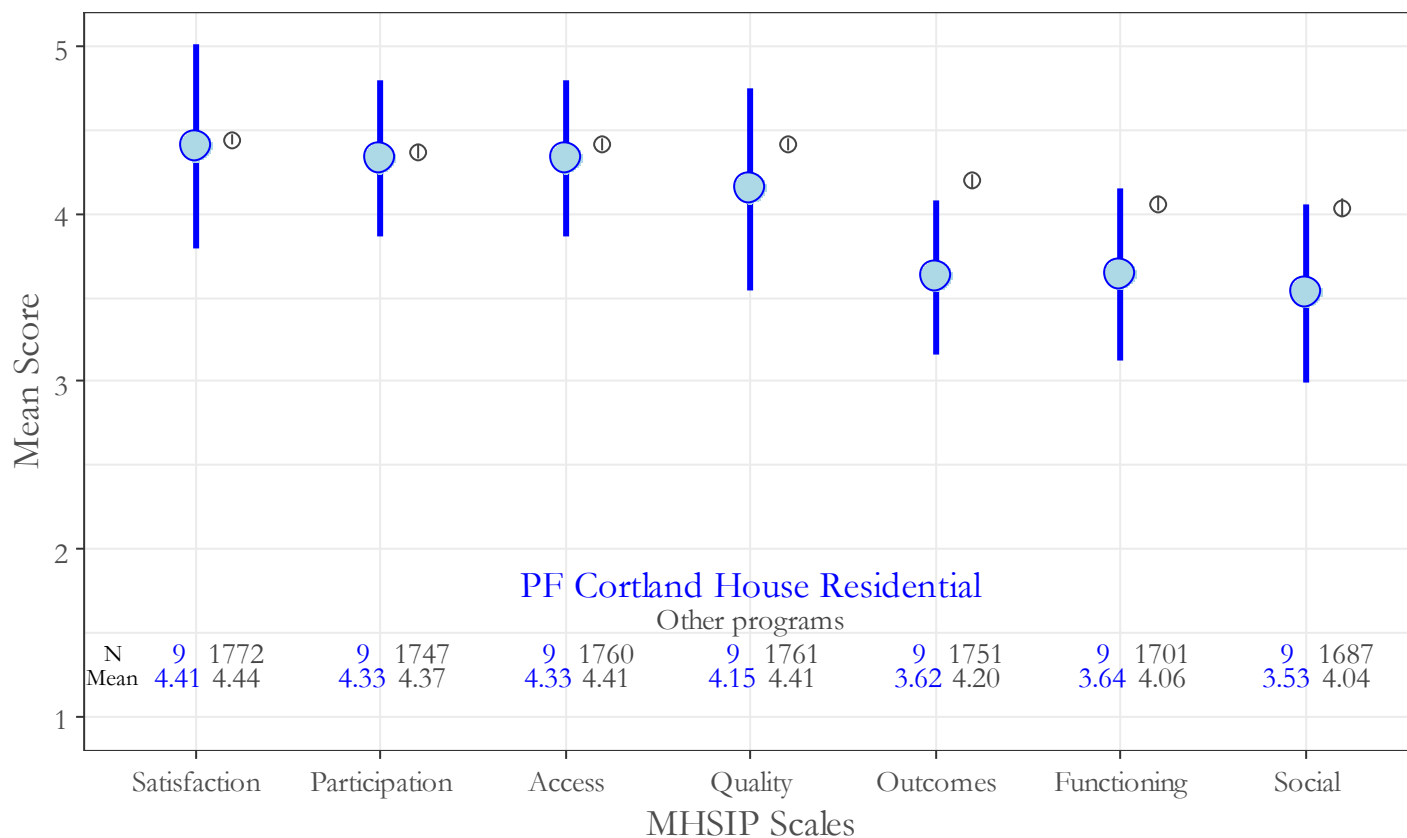
MHSIP Items 1-25
Percent Agree

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

MHSIP Items 26-36 Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|------------|
| 37.5 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 2 22.2 % | 3 33.3 % | 3 33.3 % | 0 0.0 % | 1 11.1 % | 0 0.0 % |
| 55.6 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 1 11.1 % | 3 33.3 % | 3 33.3 % | 2 22.2 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 1 11.1 % | 2 22.2 % | 3 33.3 % | 3 33.3 % | 0 0.0 % | 0 0.0 % |
| 55.6 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 1 11.1 % | 3 33.3 % | 4 44.4 % | 1 11.1 % | 0 0.0 % | 0 0.0 % |
| 55.6 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 4 44.4 % | 4 44.4 % | 1 11.1 % | 0 0.0 % | 0 0.0 % |
| 55.6 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 4 44.4 % | 4 44.4 % | 1 11.1 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 11.1 % | 2 22.2 % | 5 55.6 % | 1 11.1 % | 0 0.0 % | 0 0.0 % |
| 62.5 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 3 33.3 % | 4 44.4 % | 1 11.1 % | 1 11.1 % | 0 0.0 % |
| 50.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 4 44.4 % | 4 44.4 % | 0 0.0 % | 1 11.1 % | 0 0.0 % |
| 44.4 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 1 11.1 % | 4 44.4 % | 3 33.3 % | 1 11.1 % | 0 0.0 % | 0 0.0 % |
| 62.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 11.1 % | 2 22.2 % | 4 44.4 % | 1 11.1 % | 1 11.1 % | 0 0.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | <i>Total</i> |
|---------------------|--------------------------|--------------------------|--------------------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 9 100 % | 0 0 % | 9 100 % |
| <i>Total</i> | 9 100 % | 0 100 % | 9 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 10 clients; surveys were returned for 9 clients (9/10 = 90.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

PF Dore House Crisis Residential Program and Outpatient

Program Code(s): 38GM1

Overall Satisfaction¹

100.0%

Return Rate²

62.5%

Overall satisfaction³ mean score for PF Dore House Crisis Residential Program and Outpatient: **4.58**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

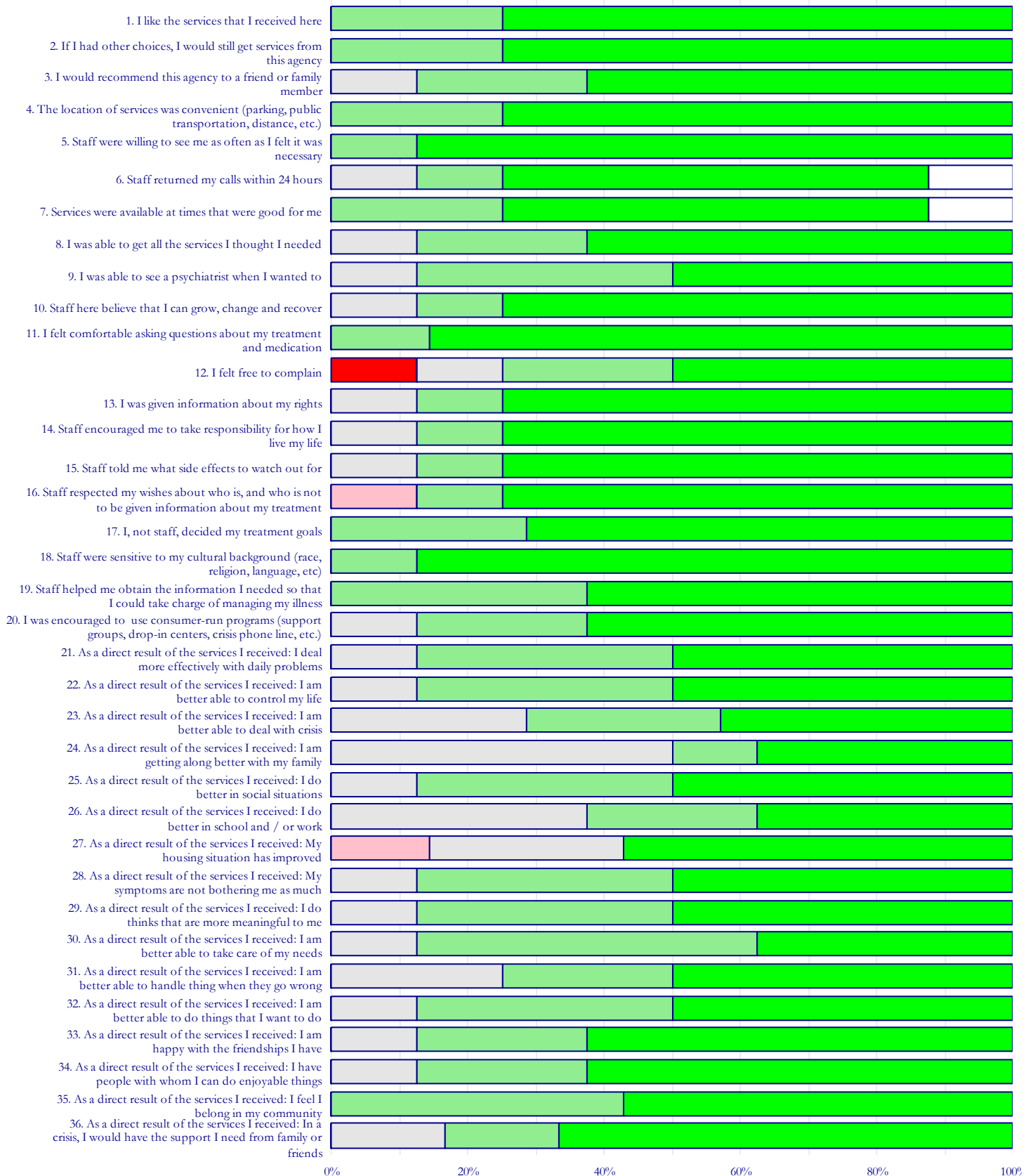
75.0% 12. I felt free to complain

85.7% 6. Staff returned my calls within 24 hours

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

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

MHSIP Items



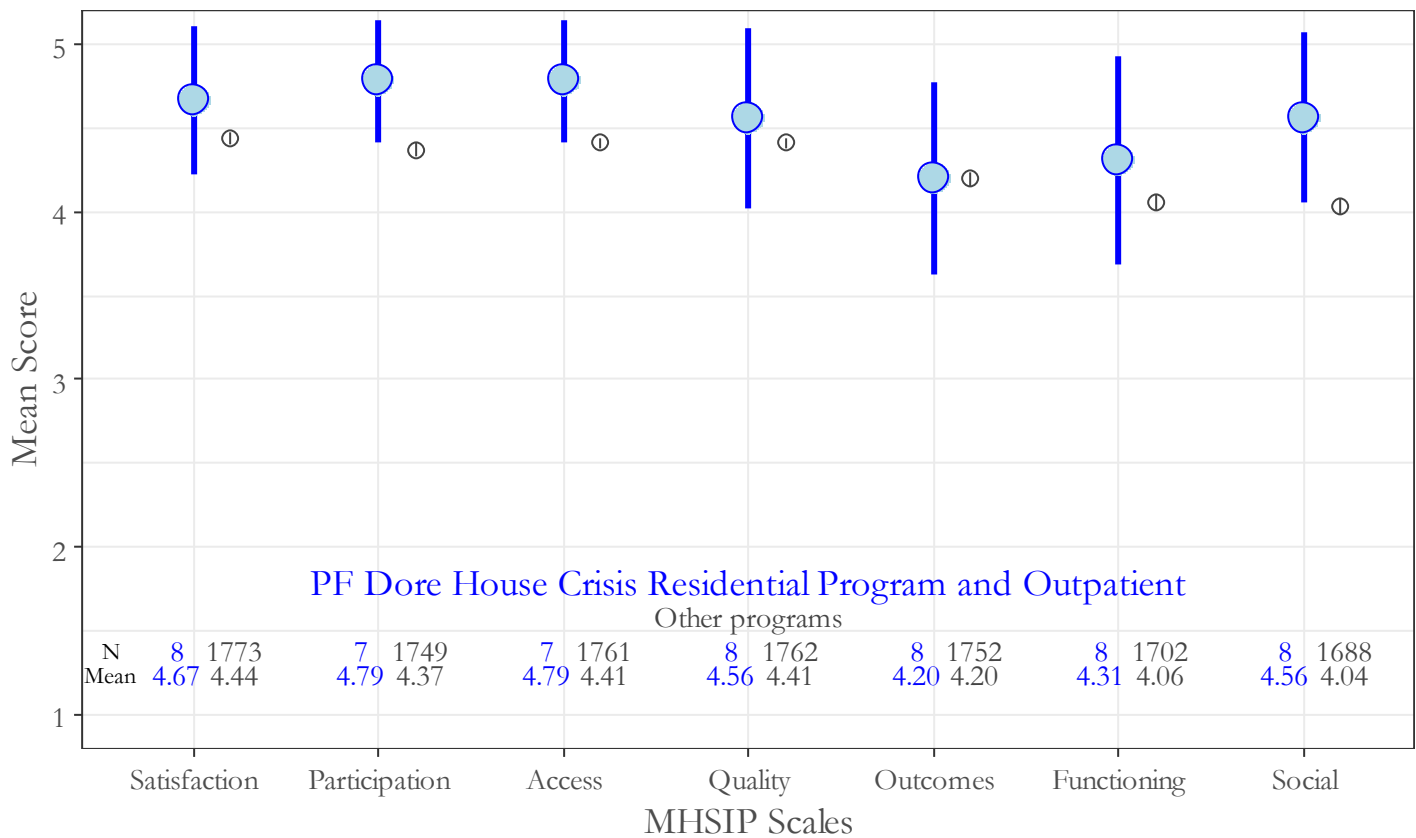
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 20.0 % | 6 60.0 % | 0 0.0 % | 2 20.0 % |
| 100.0 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 20.0 % | 6 60.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 1 10.0 % | 2 20.0 % | 5 50.0 % | 0 0.0 % | 2 20.0 % |
| 100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 20.0 % | 6 60.0 % | 0 0.0 % | 2 20.0 % |
| 100.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 10.0 % | 7 70.0 % | 0 0.0 % | 2 20.0 % |
| 85.7 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 1 10.0 % | 1 10.0 % | 5 50.0 % | 1 10.0 % | 2 20.0 % |
| 100.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 20.0 % | 5 50.0 % | 1 10.0 % | 2 20.0 % |
| 87.5 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 1 10.0 % | 2 20.0 % | 5 50.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 1 10.0 % | 3 30.0 % | 4 40.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 1 10.0 % | 1 10.0 % | 6 60.0 % | 0 0.0 % | 2 20.0 % |
| 100.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 10.0 % | 6 60.0 % | 0 0.0 % | 3 30.0 % |
| 75.0 % 12. I felt free to complain | 1 10.0 % | 0 0.0 % | 1 10.0 % | 2 20.0 % | 4 40.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 10.0 % | 1 10.0 % | 6 60.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 1 10.0 % | 1 10.0 % | 6 60.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 1 10.0 % | 1 10.0 % | 6 60.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 1 10.0 % | 0 0.0 % | 1 10.0 % | 6 60.0 % | 0 0.0 % | 2 20.0 % |
| 100.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 20.0 % | 5 50.0 % | 0 0.0 % | 3 30.0 % |
| 100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 10.0 % | 7 70.0 % | 0 0.0 % | 2 20.0 % |
| 100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 30.0 % | 5 50.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 1 10.0 % | 2 20.0 % | 5 50.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 1 10.0 % | 3 30.0 % | 4 40.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 1 10.0 % | 3 30.0 % | 4 40.0 % | 0 0.0 % | 2 20.0 % |
| 71.4 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 2 20.0 % | 2 20.0 % | 3 30.0 % | 0 0.0 % | 3 30.0 % |
| 50.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 4 40.0 % | 1 10.0 % | 3 30.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 1 10.0 % | 3 30.0 % | 4 40.0 % | 0 0.0 % | 2 20.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 62.5 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 3 30.0 % | 2 20.0 % | 3 30.0 % | 0 0.0 % | 2 20.0 % |
| 57.1 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 1 10.0 % | 2 20.0 % | 0 0.0 % | 4 40.0 % | 0 0.0 % | 3 30.0 % |
| 87.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 0 0.0 % | 1 10.0 % | 3 30.0 % | 4 40.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 1 10.0 % | 3 30.0 % | 4 40.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 1 10.0 % | 4 40.0 % | 3 30.0 % | 0 0.0 % | 2 20.0 % |
| 75.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 2 20.0 % | 2 20.0 % | 4 40.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 1 10.0 % | 3 30.0 % | 4 40.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 1 10.0 % | 2 20.0 % | 5 50.0 % | 0 0.0 % | 2 20.0 % |
| 87.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 10.0 % | 2 20.0 % | 5 50.0 % | 0 0.0 % | 2 20.0 % |
| 100.0 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 30.0 % | 4 40.0 % | 0 0.0 % | 3 30.0 % |
| 83.3 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 10.0 % | 1 10.0 % | 4 40.0 % | 0 0.0 % | 4 40.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 1 10 % | 0 0 % | 1 10 % |
| No Data | 1 10 % | 0 0 % | 1 10 % |
| Completed Survey | 8 80 % | 0 0 % | 8 80 % |
| Total | 10 100 % | 0 100 % | 10 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 16 clients; surveys were returned for 10 clients (10/16 = 62.5%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

PF Dorine Loso House
Program Code(s): 38GH1

Overall Satisfaction¹
70.0%

Return Rate²
100.0%

Overall satisfaction³ mean score for PF Dorine Loso House: **3.90**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

88.9% 13. I was given information about my rights

87.5% 6. Staff returned my calls within 24 hours

87.5% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

Lowest Agreement Items

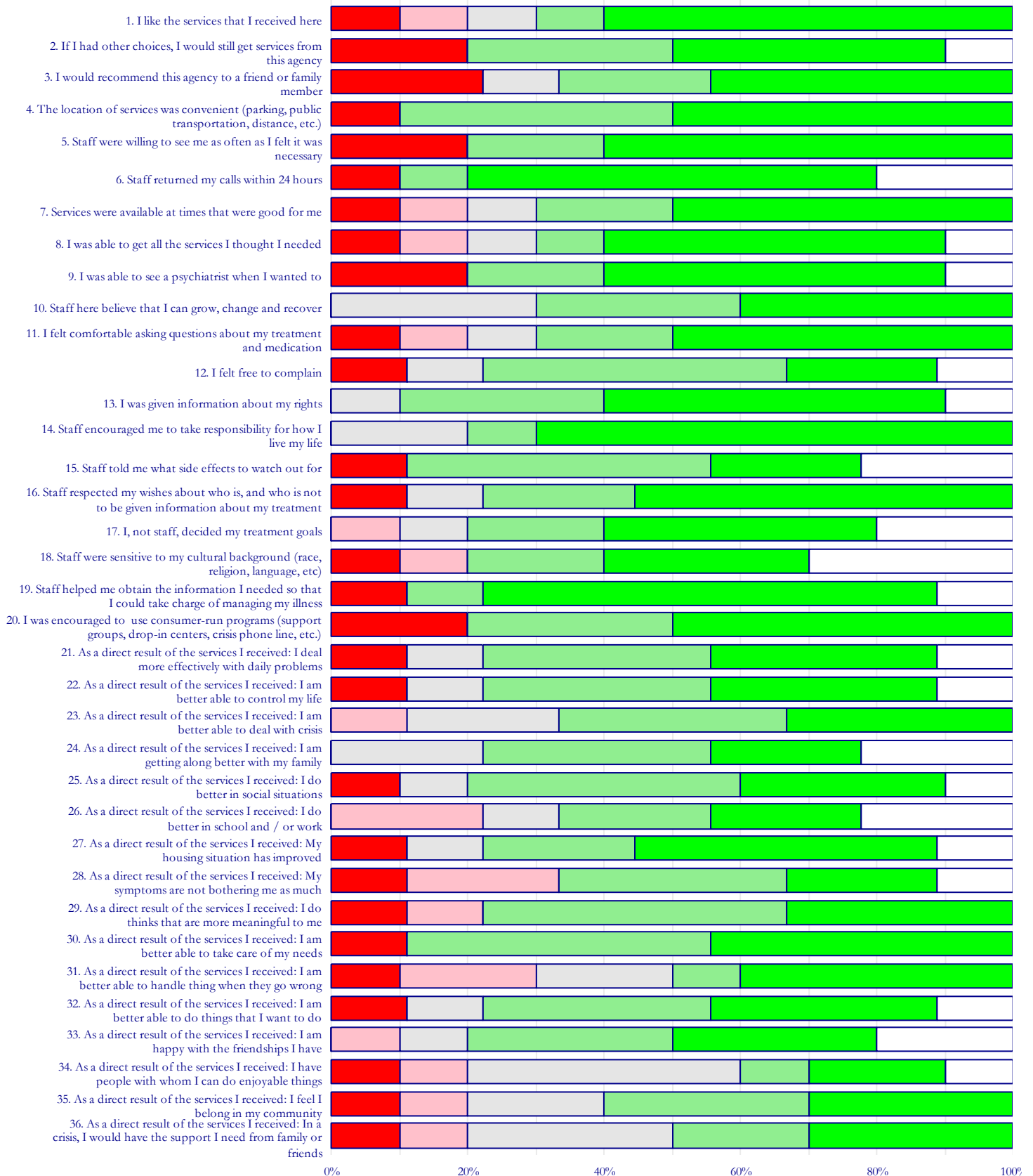
66.7% 3. I would recommend this agency to a friend or family member

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

70.0% 1. I like the services that I received here

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

MHSIP Items



MHSIP Items 1-25

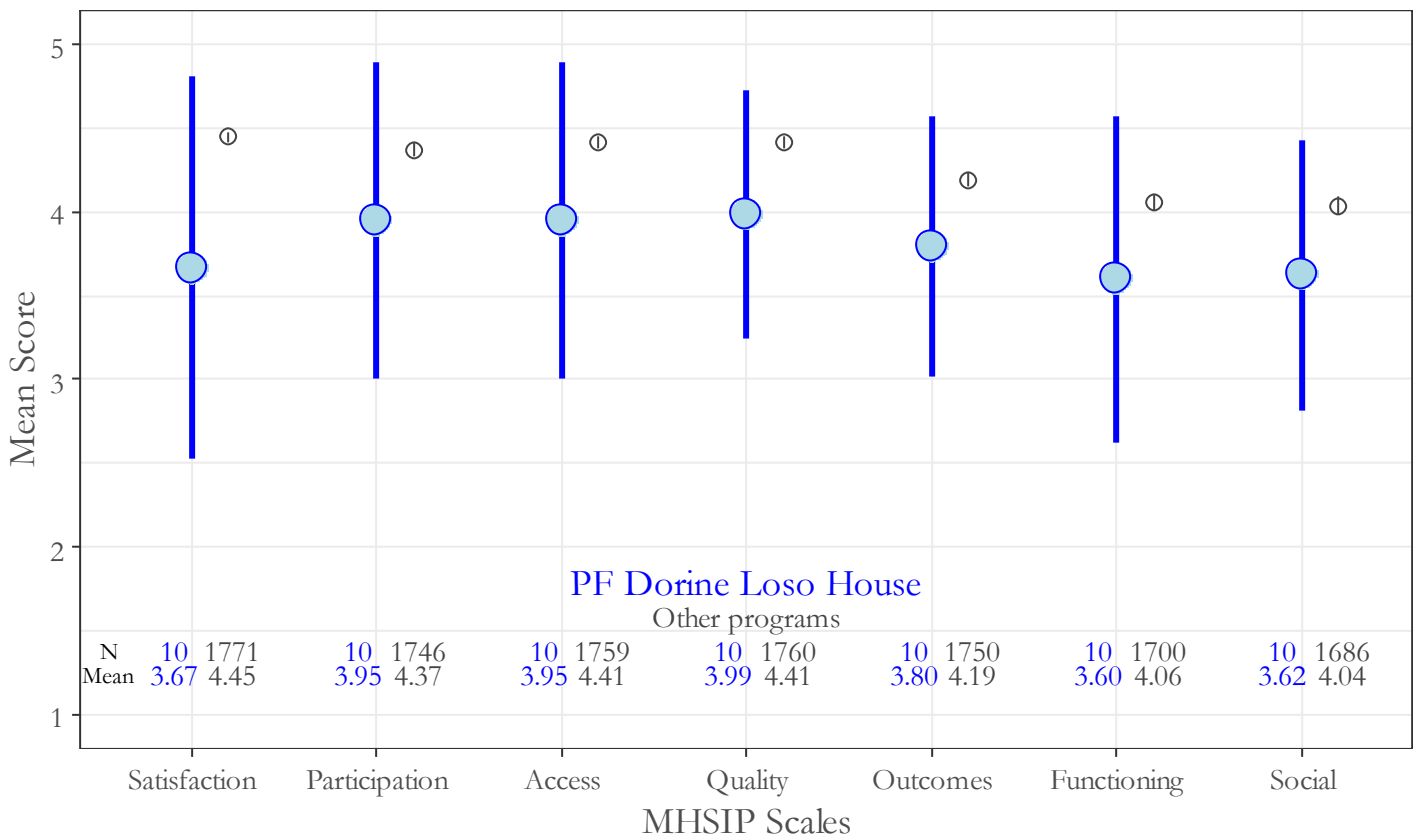
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|-------------|-------------|
| 70.0 % 1. I like the services that I received here | 1 8.3 % | 1 8.3 % | 1 8.3 % | 1 8.3 % | 6 50.0 % | 0 0.0 % | 2 16.7 % |
| 77.8 % 2. If I had other choices, I would still get services from this agency | 2 16.7 % | 0 0.0 % | 0 0.0 % | 3 25.0 % | 4 33.3 % | 1 8.3 % | 2 16.7 % |
| 66.7 % 3. I would recommend this agency to a friend or family member | 2 16.7 % | 0 0.0 % | 1 8.3 % | 2 16.7 % | 4 33.3 % | 0 0.0 % | 3 25.0 % |
| 90.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 1 8.3 % | 0 0.0 % | 0 0.0 % | 4 33.3 % | 5 41.7 % | 0 0.0 % | 2 16.7 % |
| 80.0 % 5. Staff were willing to see me as often as I felt it was necessary | 2 16.7 % | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 0 0.0 % | 2 16.7 % |
| 87.5 % 6. Staff returned my calls within 24 hours | 1 8.3 % | 0 0.0 % | 0 0.0 % | 1 8.3 % | 6 50.0 % | 2 16.7 % | 2 16.7 % |
| 70.0 % 7. Services were available at times that were good for me | 1 8.3 % | 1 8.3 % | 1 8.3 % | 2 16.7 % | 5 41.7 % | 0 0.0 % | 2 16.7 % |
| 66.7 % 8. I was able to get all the services I thought I needed | 1 8.3 % | 1 8.3 % | 1 8.3 % | 1 8.3 % | 5 41.7 % | 1 8.3 % | 2 16.7 % |
| 77.8 % 9. I was able to see a psychiatrist when I wanted to | 2 16.7 % | 0 0.0 % | 0 0.0 % | 2 16.7 % | 5 41.7 % | 1 8.3 % | 2 16.7 % |
| 70.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 3 25.0 % | 3 25.0 % | 4 33.3 % | 0 0.0 % | 2 16.7 % |
| 70.0 % 11. I felt comfortable asking questions about my treatment and medication | 1 8.3 % | 1 8.3 % | 1 8.3 % | 2 16.7 % | 5 41.7 % | 0 0.0 % | 2 16.7 % |
| 75.0 % 12. I felt free to complain | 1 8.3 % | 0 0.0 % | 1 8.3 % | 4 33.3 % | 2 16.7 % | 1 8.3 % | 3 25.0 % |
| 88.9 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 8.3 % | 3 25.0 % | 5 41.7 % | 1 8.3 % | 2 16.7 % |
| 80.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 2 16.7 % | 1 8.3 % | 7 58.3 % | 0 0.0 % | 2 16.7 % |
| 85.7 % 15. Staff told me what side effects to watch out for | 1 8.3 % | 0 0.0 % | 0 0.0 % | 4 33.3 % | 2 16.7 % | 2 16.7 % | 3 25.0 % |
| 77.8 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 1 8.3 % | 0 0.0 % | 1 8.3 % | 2 16.7 % | 5 41.7 % | 0 0.0 % | 3 25.0 % |
| 75.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 1 8.3 % | 1 8.3 % | 2 16.7 % | 4 33.3 % | 2 16.7 % | 2 16.7 % |
| 71.4 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 1 8.3 % | 1 8.3 % | 0 0.0 % | 2 16.7 % | 3 25.0 % | 3 25.0 % | 2 16.7 % |
| 87.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 1 8.3 % | 0 0.0 % | 0 0.0 % | 1 8.3 % | 6 50.0 % | 1 8.3 % | 3 25.0 % |
| 80.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 2 16.7 % | 0 0.0 % | 0 0.0 % | 3 25.0 % | 5 41.7 % | 0 0.0 % | 2 16.7 % |
| 75.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 1 8.3 % | 0 0.0 % | 1 8.3 % | 3 25.0 % | 3 25.0 % | 1 8.3 % | 3 25.0 % |
| 75.0 % 22. As a direct result of the services I received: I am better able to control my life | 1 8.3 % | 0 0.0 % | 1 8.3 % | 3 25.0 % | 3 25.0 % | 1 8.3 % | 3 25.0 % |
| 66.7 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 1 8.3 % | 2 16.7 % | 3 25.0 % | 3 25.0 % | 0 0.0 % | 3 25.0 % |
| 71.4 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 2 16.7 % | 3 25.0 % | 2 16.7 % | 2 16.7 % | 3 25.0 % |
| 77.8 % 25. As a direct result of the services I received: I do better in social situations | 1 8.3 % | 0 0.0 % | 1 8.3 % | 4 33.3 % | 3 25.0 % | 1 8.3 % | 2 16.7 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 57.1 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 2 16.7 % | 1 8.3 % | 2 16.7 % | 2 16.7 % | 2 16.7 % | 3 25.0 % |
| 75.0 % 27. As a direct result of the services I received: My housing situation has improved | 1 8.3 % | 0 0.0 % | 1 8.3 % | 2 16.7 % | 4 33.3 % | 1 8.3 % | 3 25.0 % |
| 62.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 1 8.3 % | 2 16.7 % | 0 0.0 % | 3 25.0 % | 2 16.7 % | 1 8.3 % | 3 25.0 % |
| 77.8 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 1 8.3 % | 1 8.3 % | 0 0.0 % | 4 33.3 % | 3 25.0 % | 0 0.0 % | 3 25.0 % |
| 88.9 % 30. As a direct result of the services I received: I am better able to take care of my needs | 1 8.3 % | 0 0.0 % | 0 0.0 % | 4 33.3 % | 4 33.3 % | 0 0.0 % | 3 25.0 % |
| 50.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 8.3 % | 2 16.7 % | 2 16.7 % | 1 8.3 % | 4 33.3 % | 0 0.0 % | 2 16.7 % |
| 75.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 8.3 % | 0 0.0 % | 1 8.3 % | 3 25.0 % | 3 25.0 % | 1 8.3 % | 3 25.0 % |
| 75.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 1 8.3 % | 1 8.3 % | 3 25.0 % | 3 25.0 % | 2 16.7 % | 2 16.7 % |
| 33.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 8.3 % | 1 8.3 % | 4 33.3 % | 1 8.3 % | 2 16.7 % | 1 8.3 % | 2 16.7 % |
| 60.0 % 35. As a direct result of the services I received: I feel I belong in my community | 1 8.3 % | 1 8.3 % | 2 16.7 % | 3 25.0 % | 3 25.0 % | 0 0.0 % | 2 16.7 % |
| 50.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 1 8.3 % | 1 8.3 % | 3 25.0 % | 2 16.7 % | 3 25.0 % | 0 0.0 % | 2 16.7 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 2 16.7 % | 0 0 % | 2 16.7 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 10 83.3 % | 0 0 % | 10 83.3 % |
| Total | 12 100 % | 0 100 % | 12 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 12 clients; surveys were returned for 12 clients (12/12 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

PF La Amistad

Program Code(s): 38091

Overall Satisfaction¹

91.7%

Return Rate²

100.0%

Overall satisfaction³ mean score for PF La Amistad: **4.13**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

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

91.7% 2. If I had other choices, I would still get services from this agency

Lowest Agreement Items

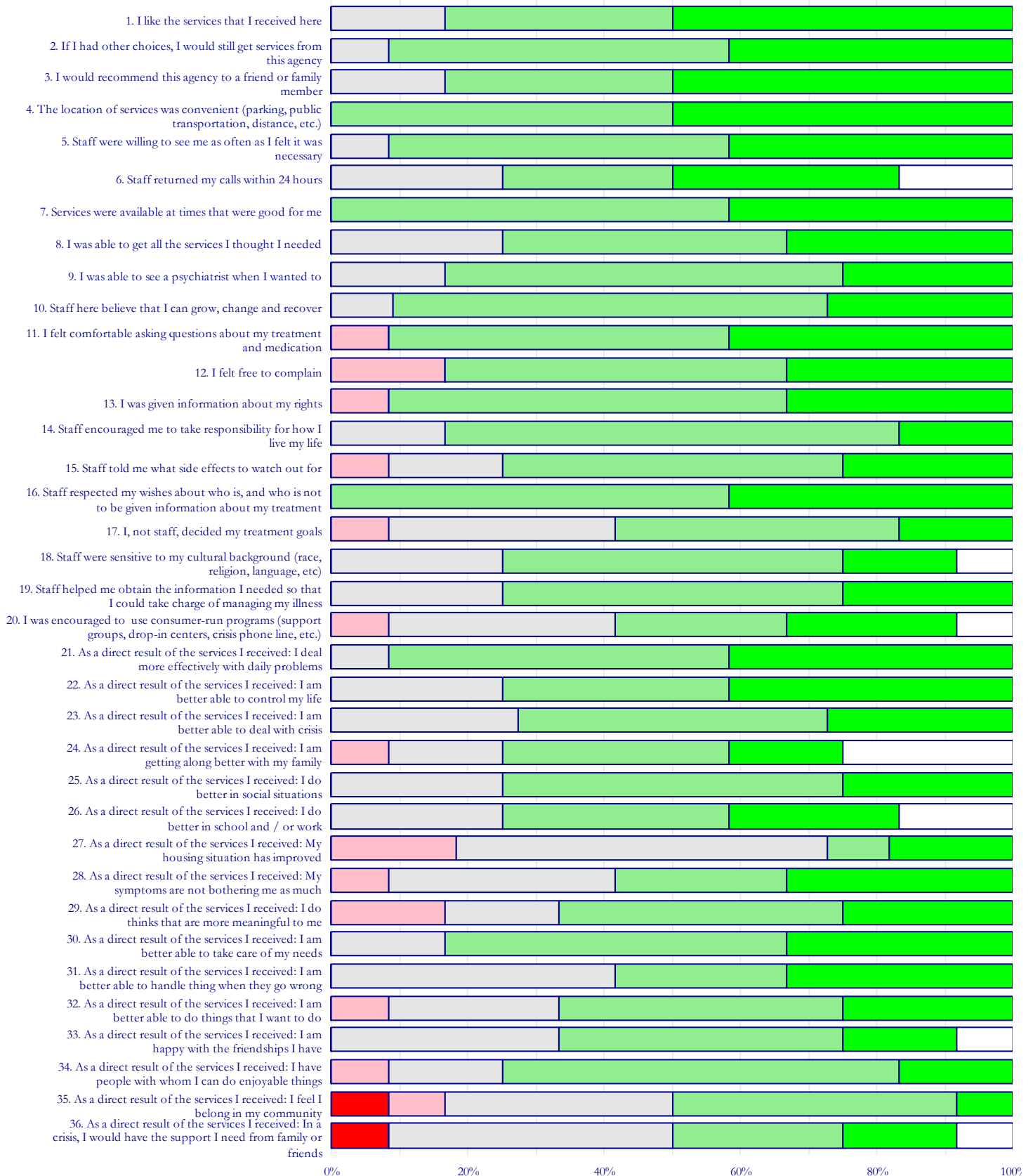
54.5% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

58.3% 17. I, not staff, decided my treatment goals

70.0% 6. Staff returned my calls within 24 hours

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

MHSIP Items



0% 20% 40% 60% 80% 100%

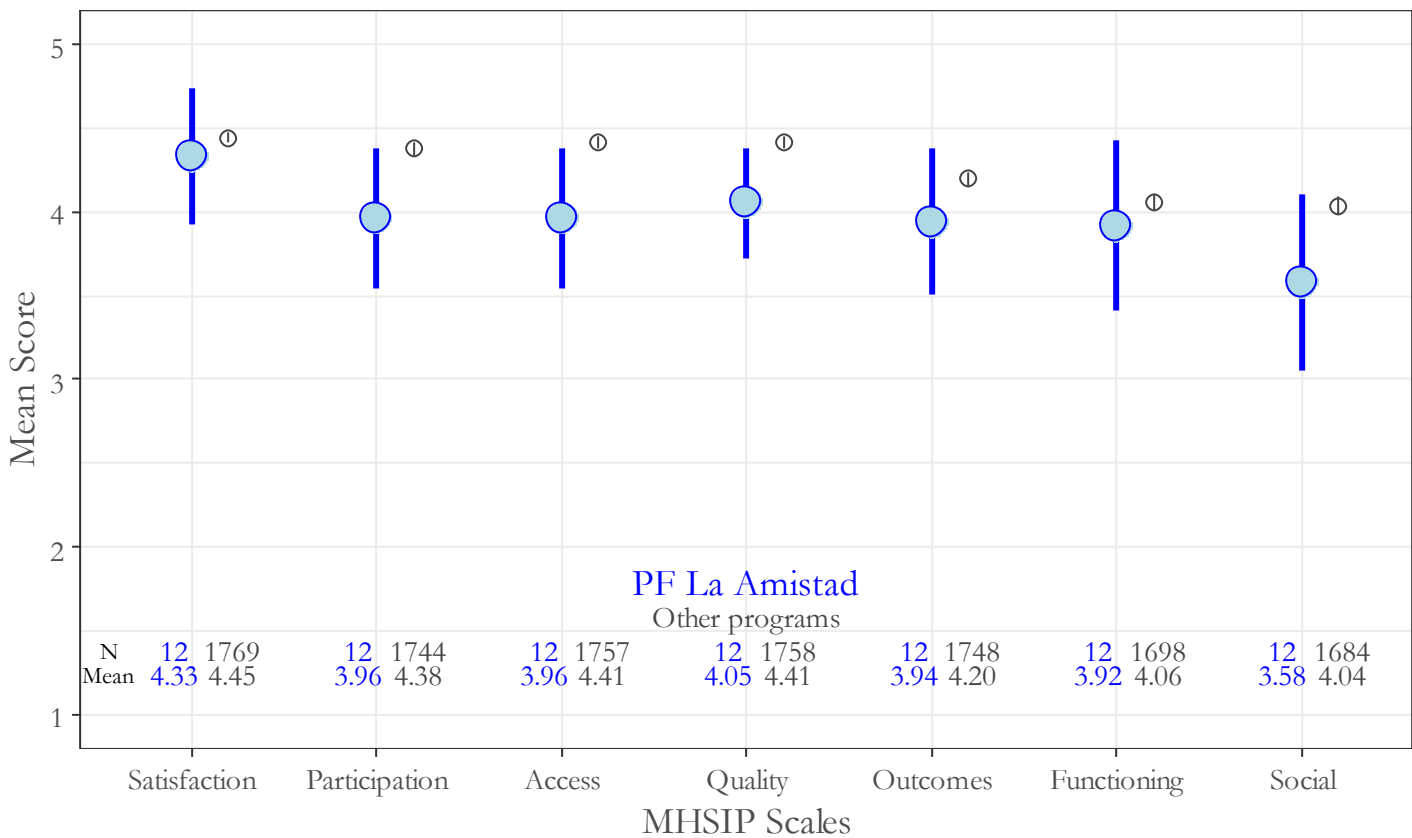
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|------------|
| 83.3 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 2 16.7 % | 4 33.3 % | 6 50.0 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 1 8.3 % | 6 50.0 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 2 16.7 % | 4 33.3 % | 6 50.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 50.0 % | 6 50.0 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 1 8.3 % | 6 50.0 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 3 25.0 % | 3 25.0 % | 4 33.3 % | 2 16.7 % | 0 0.0 % |
| 100.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 58.3 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 3 25.0 % | 5 41.7 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 2 16.7 % | 7 58.3 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 1 8.3 % | 7 58.3 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 91.7 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 1 8.3 % | 0 0.0 % | 6 50.0 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 12. I felt free to complain | 0 0.0 % | 2 16.7 % | 0 0.0 % | 6 50.0 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 91.7 % 13. I was given information about my rights | 0 0.0 % | 1 8.3 % | 0 0.0 % | 7 58.3 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 2 16.7 % | 8 66.7 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 1 8.3 % | 2 16.7 % | 6 50.0 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 58.3 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 58.3 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 1 8.3 % | 4 33.3 % | 5 41.7 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 72.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 3 25.0 % | 6 50.0 % | 2 16.7 % | 1 8.3 % | 0 0.0 % |
| 75.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 3 25.0 % | 6 50.0 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 54.5 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 1 8.3 % | 4 33.3 % | 3 25.0 % | 3 25.0 % | 1 8.3 % | 0 0.0 % |
| 91.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 1 8.3 % | 6 50.0 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 3 25.0 % | 4 33.3 % | 5 41.7 % | 0 0.0 % | 0 0.0 % |
| 72.7 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 3 25.0 % | 5 41.7 % | 3 25.0 % | 0 0.0 % | 1 8.3 % |
| 66.7 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 1 8.3 % | 2 16.7 % | 4 33.3 % | 2 16.7 % | 3 25.0 % | 0 0.0 % |
| 75.0 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 3 25.0 % | 6 50.0 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|------------|
| 70.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 3 25.0 % | 4 33.3 % | 3 25.0 % | 2 16.7 % | 0 0.0 % |
| 27.3 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 2 16.7 % | 6 50.0 % | 1 8.3 % | 2 16.7 % | 0 0.0 % | 1 8.3 % |
| 58.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 1 8.3 % | 4 33.3 % | 3 25.0 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 2 16.7 % | 2 16.7 % | 5 41.7 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 58.3 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 5 41.7 % | 3 25.0 % | 4 33.3 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 8.3 % | 3 25.0 % | 5 41.7 % | 3 25.0 % | 0 0.0 % | 0 0.0 % |
| 63.6 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 4 33.3 % | 5 41.7 % | 2 16.7 % | 1 8.3 % | 0 0.0 % |
| 75.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 8.3 % | 2 16.7 % | 7 58.3 % | 2 16.7 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 35. As a direct result of the services I received: I feel I belong in my community | 1 8.3 % | 1 8.3 % | 4 33.3 % | 5 41.7 % | 1 8.3 % | 0 0.0 % | 0 0.0 % |
| 45.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 1 8.3 % | 0 0.0 % | 5 41.7 % | 3 25.0 % | 2 16.7 % | 1 8.3 % | 0 0.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 9 100 % | 3 100 % | 12 100 % |
| Total | 9 100 % | 3 100 % | 12 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 12 clients; surveys were returned for 12 clients (12/12 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

PF La Posada Residential Adult

Program Code(s): 38081

Overall Satisfaction¹

100.0%

Return Rate²

90.0%

Overall satisfaction³ mean score for PF La Posada Residential Adult: **4.29**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

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

100.0% 14. Staff encouraged me to take responsibility for how I live my life

Lowest Agreement Items

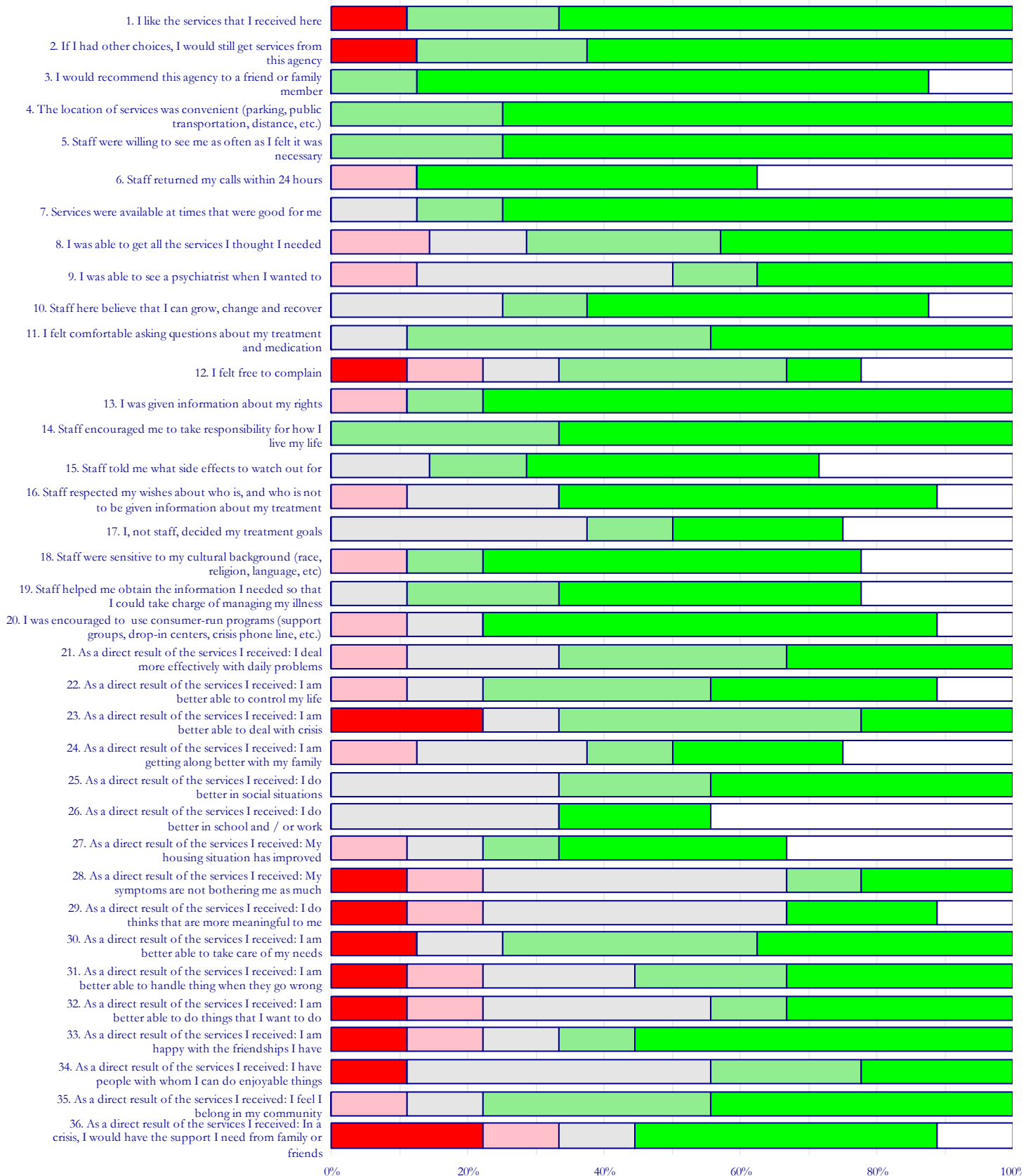
50.0% 9. I was able to see a psychiatrist when I wanted to

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

57.1% 12. I felt free to complain

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

MHSIP Items



MHSIP Items 1-25

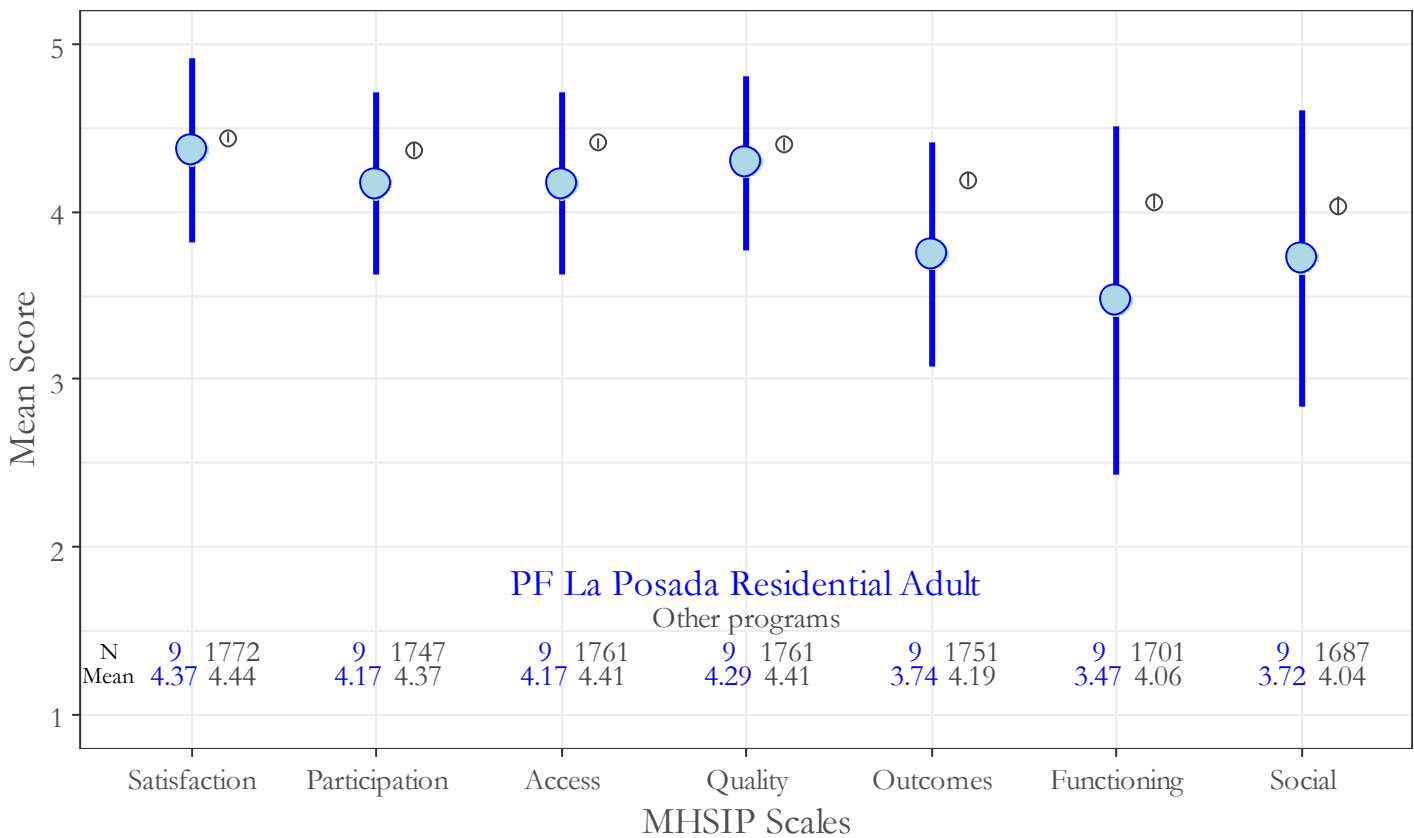
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 88.9 % 1. I like the services that I received here | 1 11.1 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 6 66.7 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 2. If I had other choices, I would still get services from this agency | 1 11.1 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 5 55.6 % | 0 0.0 % | 1 11.1 % |
| 100.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 11.1 % | 6 66.7 % | 1 11.1 % | 1 11.1 % |
| 100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 6 66.7 % | 0 0.0 % | 1 11.1 % |
| 100.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 6 66.7 % | 0 0.0 % | 1 11.1 % |
| 80.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 1 11.1 % | 0 0.0 % | 0 0.0 % | 4 44.4 % | 3 33.3 % | 1 11.1 % |
| 87.5 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 1 11.1 % | 1 11.1 % | 6 66.7 % | 0 0.0 % | 1 11.1 % |
| 71.4 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 1 11.1 % | 1 11.1 % | 2 22.2 % | 3 33.3 % | 0 0.0 % | 2 22.2 % |
| 50.0 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 1 11.1 % | 3 33.3 % | 1 11.1 % | 3 33.3 % | 0 0.0 % | 1 11.1 % |
| 71.4 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 2 22.2 % | 1 11.1 % | 4 44.4 % | 1 11.1 % | 1 11.1 % |
| 88.9 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 11.1 % | 4 44.4 % | 4 44.4 % | 0 0.0 % | 0 0.0 % |
| 57.1 % 12. I felt free to complain | 1 11.1 % | 1 11.1 % | 1 11.1 % | 3 33.3 % | 1 11.1 % | 2 22.2 % | 0 0.0 % |
| 88.9 % 13. I was given information about my rights | 0 0.0 % | 1 11.1 % | 0 0.0 % | 1 11.1 % | 7 77.8 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 33.3 % | 6 66.7 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 1 11.1 % | 1 11.1 % | 3 33.3 % | 2 22.2 % | 2 22.2 % |
| 62.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 1 11.1 % | 2 22.2 % | 0 0.0 % | 5 55.6 % | 1 11.1 % | 0 0.0 % |
| 50.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 3 33.3 % | 1 11.1 % | 2 22.2 % | 2 22.2 % | 1 11.1 % |
| 85.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 1 11.1 % | 0 0.0 % | 1 11.1 % | 5 55.6 % | 2 22.2 % | 0 0.0 % |
| 85.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 1 11.1 % | 2 22.2 % | 4 44.4 % | 2 22.2 % | 0 0.0 % |
| 75.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 1 11.1 % | 1 11.1 % | 0 0.0 % | 6 66.7 % | 1 11.1 % | 0 0.0 % |
| 66.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 1 11.1 % | 2 22.2 % | 3 33.3 % | 3 33.3 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 1 11.1 % | 1 11.1 % | 3 33.3 % | 3 33.3 % | 1 11.1 % | 0 0.0 % |
| 66.7 % 23. As a direct result of the services I received: I am better able to deal with crisis | 2 22.2 % | 0 0.0 % | 1 11.1 % | 4 44.4 % | 2 22.2 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 1 11.1 % | 2 22.2 % | 1 11.1 % | 2 22.2 % | 2 22.2 % | 1 11.1 % |
| 66.7 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 3 33.3 % | 2 22.2 % | 4 44.4 % | 0 0.0 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 40.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 3 33.3 % | 0 0.0 % | 2 22.2 % | 4 44.4 % | 0 0.0 % |
| 66.7 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 1 11.1 % | 1 11.1 % | 1 11.1 % | 3 33.3 % | 3 33.3 % | 0 0.0 % |
| 33.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 1 11.1 % | 1 11.1 % | 4 44.4 % | 1 11.1 % | 2 22.2 % | 0 0.0 % | 0 0.0 % |
| 25.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 1 11.1 % | 1 11.1 % | 4 44.4 % | 0 0.0 % | 2 22.2 % | 1 11.1 % | 0 0.0 % |
| 75.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 1 11.1 % | 0 0.0 % | 1 11.1 % | 3 33.3 % | 3 33.3 % | 0 0.0 % | 1 11.1 % |
| 55.6 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 11.1 % | 1 11.1 % | 2 22.2 % | 2 22.2 % | 3 33.3 % | 0 0.0 % | 0 0.0 % |
| 44.4 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 11.1 % | 1 11.1 % | 3 33.3 % | 1 11.1 % | 3 33.3 % | 0 0.0 % | 0 0.0 % |
| 66.7 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 11.1 % | 1 11.1 % | 1 11.1 % | 1 11.1 % | 5 55.6 % | 0 0.0 % | 0 0.0 % |
| 44.4 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 11.1 % | 0 0.0 % | 4 44.4 % | 2 22.2 % | 2 22.2 % | 0 0.0 % | 0 0.0 % |
| 77.8 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 1 11.1 % | 1 11.1 % | 3 33.3 % | 4 44.4 % | 0 0.0 % | 0 0.0 % |
| 50.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 2 22.2 % | 1 11.1 % | 1 11.1 % | 0 0.0 % | 4 44.4 % | 1 11.1 % | 0 0.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 8 100 % | 1 100 % | 9 100 % |
| Total | 8 100 % | 1 100 % | 9 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 10 clients; surveys were returned for 9 clients (9/10 = 90.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

PF Progress House

Program Code(s): 38371MH

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for PF Progress House: **4.71**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

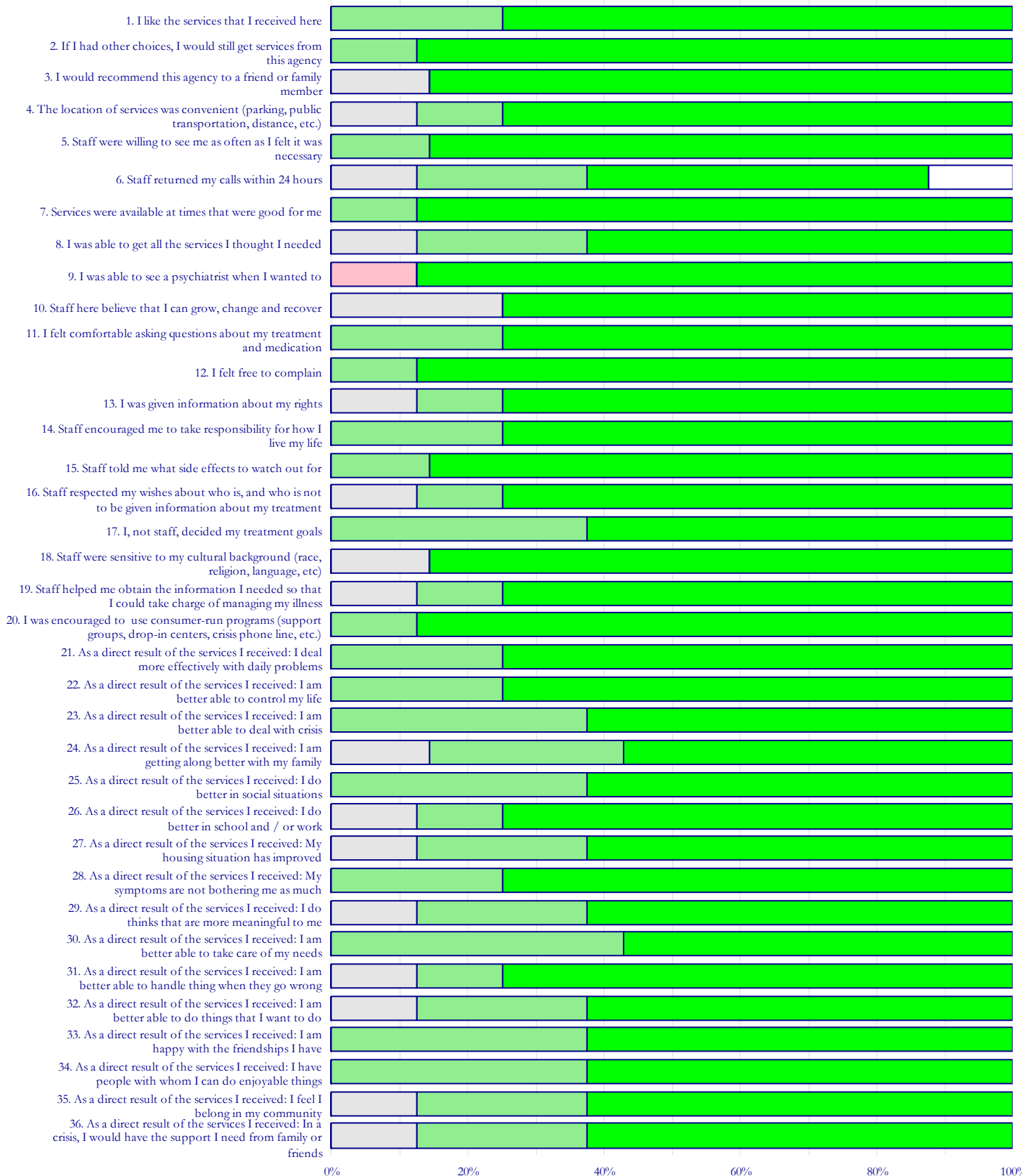
75.0% 10. Staff here believe that I can grow, change and recover

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

85.7% 6. Staff returned my calls within 24 hours

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

MHSIP Items



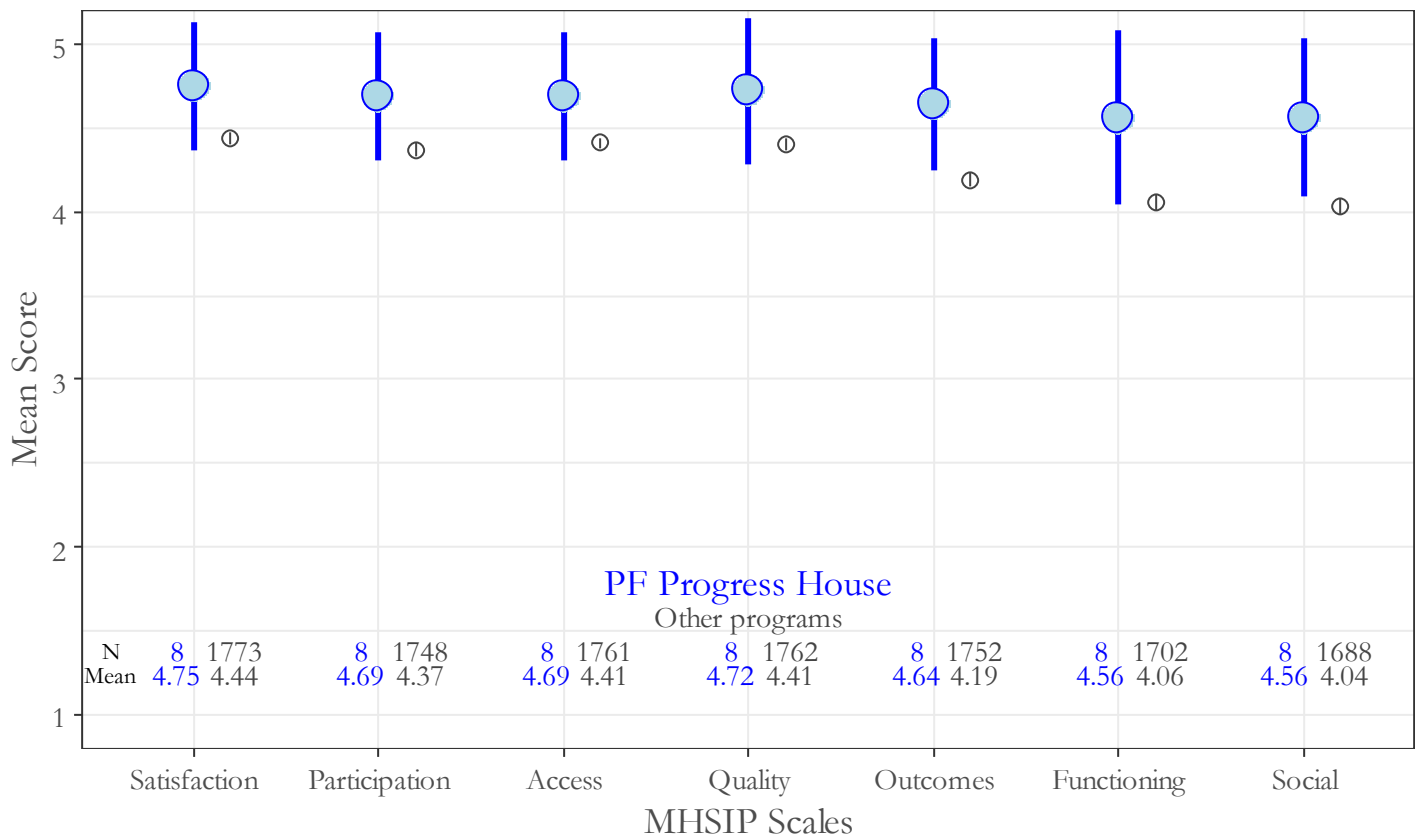
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|--------------------------|-----------------|----------------|--------------|-----------------------|-------------|----------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 25.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 12.5 % | 7 87.5 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 1 12.5 % | 0 0.0 % | 6 75.0 % | 0 0.0 % | 1 12.5 % |
| 87.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 1 12.5 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 1 12.5 % |
| 85.7 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 4 50.0 % | 1 12.5 % | 0 0.0 % |
| 100.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 12.5 % | 7 87.5 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 1 12.5 % | 0 0.0 % | 0 0.0 % | 7 87.5 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 2 25.0 % | 0 0.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 25.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 12.5 % | 7 87.5 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 12.5 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 25.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 1 12.5 % |
| 87.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 1 12.5 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 1 12.5 % | 0 0.0 % | 6 75.0 % | 0 0.0 % | 1 12.5 % |
| 87.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 1 12.5 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 12.5 % | 7 87.5 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 25.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 25.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 4 50.0 % | 0 0.0 % | 1 12.5 % |
| 100.0 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|------------|-------------|
| 87.5 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 1 12.5 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 25.0 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 4 50.0 % | 0 0.0 % | 1 12.5 % |
| 87.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 1 12.5 % | 1 12.5 % | 6 75.0 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 37.5 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 12.5 % | 2 25.0 % | 5 62.5 % | 0 0.0 % | 0 0.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 8 clients; surveys were returned for 8 clients (8/8 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

PF Progress Supportive Living Program

Program Code(s): 3838OP

Overall Satisfaction¹

100.0%

Return Rate²

104.0%

Overall satisfaction³ mean score for PF Progress Supportive Living Program: **4.38**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

100.0% 14. Staff encouraged me to take responsibility for how I live my life

97.7% 5. Staff were willing to see me as often as I felt it was necessary

Lowest Agreement Items

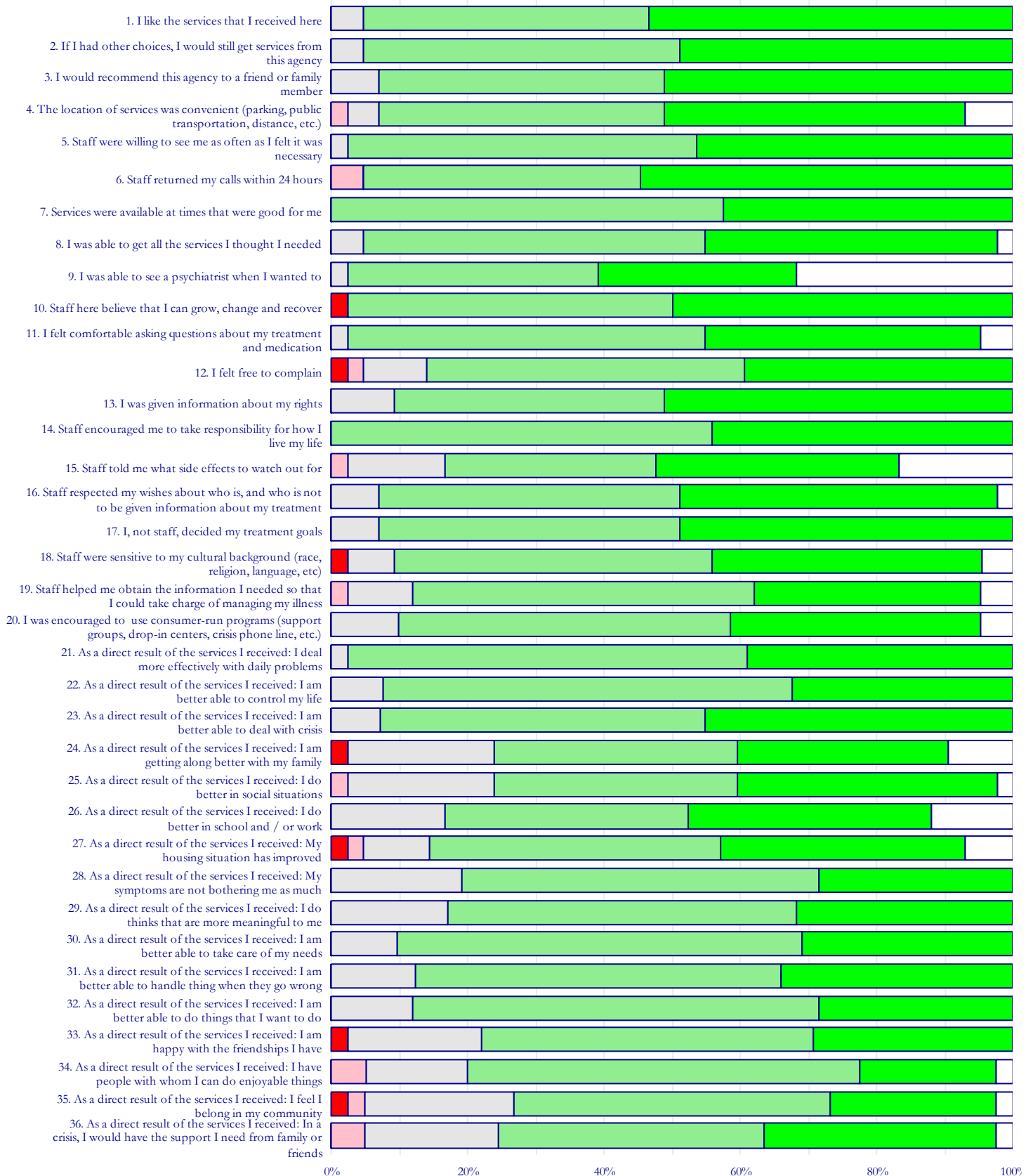
80.0% 15. Staff told me what side effects to watch out for

86.0% 12. I felt free to complain

87.5% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

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

MHSIP Items



MHSIP Items 1-25

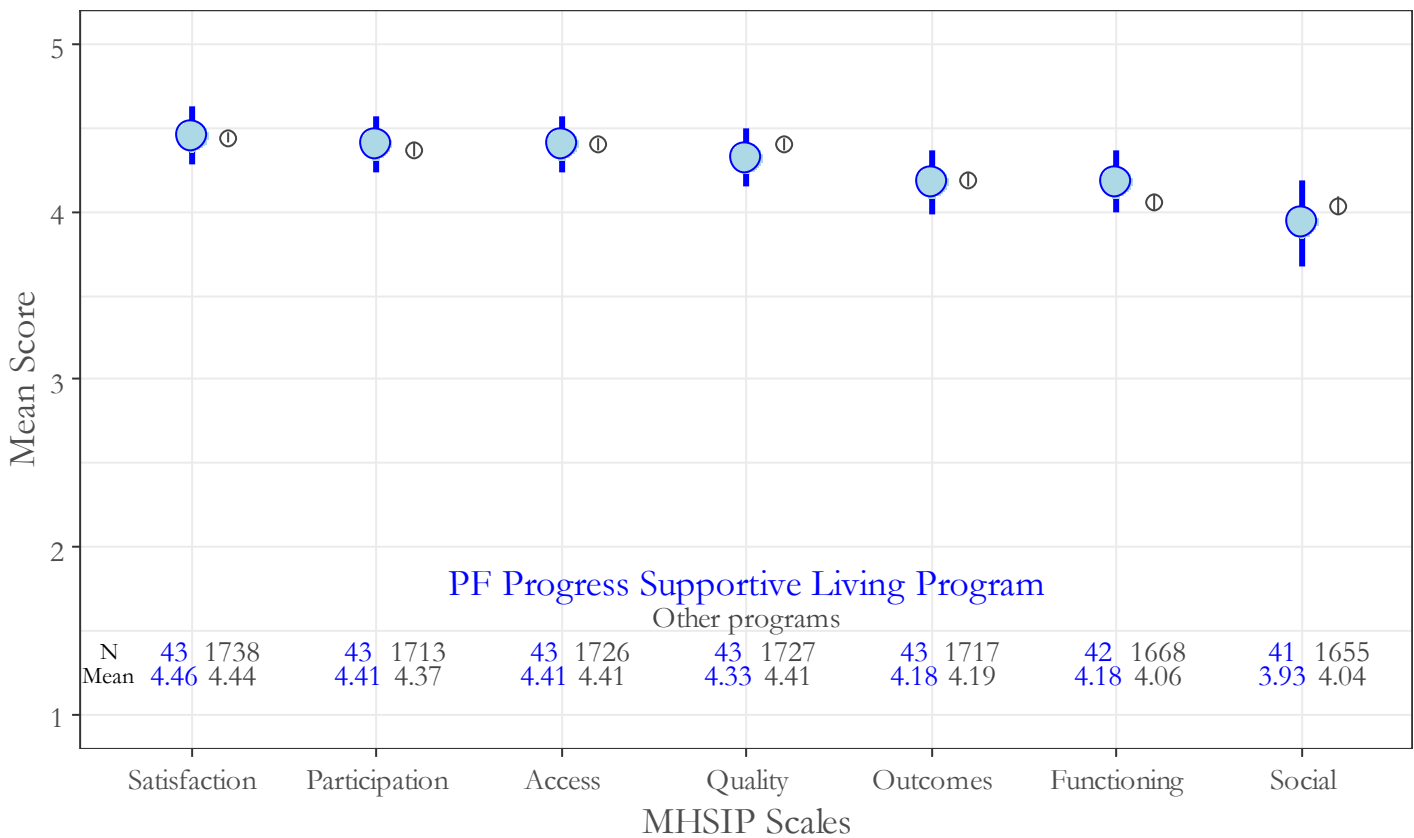
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|--------------|--------------|
| 95.3 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 2 3.8 % | 18 34.0 % | 23 43.4 % | 0 0.0 % | 10 18.9 % |
| 95.3 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 2 3.8 % | 20 37.7 % | 21 39.6 % | 0 0.0 % | 10 18.9 % |
| 93.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 3 5.7 % | 18 34.0 % | 22 41.5 % | 0 0.0 % | 10 18.9 % |
| 92.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 1 1.9 % | 2 3.8 % | 18 34.0 % | 19 35.9 % | 3 5.7 % | 10 18.9 % |
| 97.7 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 1 1.9 % | 22 41.5 % | 20 37.7 % | 0 0.0 % | 10 18.9 % |
| 95.2 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 2 3.8 % | 0 0.0 % | 17 32.1 % | 23 43.4 % | 0 0.0 % | 11 20.8 % |
| 100.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 23 43.4 % | 17 32.1 % | 0 0.0 % | 13 24.5 % |
| 95.1 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 2 3.8 % | 21 39.6 % | 18 34.0 % | 1 1.9 % | 11 20.8 % |
| 96.4 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 1 1.9 % | 15 28.3 % | 12 22.6 % | 13 24.5 % | 12 22.6 % |
| 97.6 % 10. Staff here believe that I can grow, change and recover | 1 1.9 % | 0 0.0 % | 0 0.0 % | 20 37.7 % | 21 39.6 % | 0 0.0 % | 11 20.8 % |
| 97.5 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 1.9 % | 22 41.5 % | 17 32.1 % | 2 3.8 % | 11 20.8 % |
| 86.0 % 12. I felt free to complain | 1 1.9 % | 1 1.9 % | 4 7.5 % | 20 37.7 % | 17 32.1 % | 0 0.0 % | 10 18.9 % |
| 90.7 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 4 7.5 % | 17 32.1 % | 22 41.5 % | 0 0.0 % | 10 18.9 % |
| 100.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 24 45.3 % | 19 35.9 % | 0 0.0 % | 10 18.9 % |
| 80.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 1 1.9 % | 6 11.3 % | 13 24.5 % | 15 28.3 % | 7 13.2 % | 11 20.8 % |
| 92.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 3 5.7 % | 19 35.9 % | 20 37.7 % | 1 1.9 % | 10 18.9 % |
| 93.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 3 5.7 % | 19 35.9 % | 21 39.6 % | 0 0.0 % | 10 18.9 % |
| 90.2 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 1 1.9 % | 0 0.0 % | 3 5.7 % | 20 37.7 % | 17 32.1 % | 2 3.8 % | 10 18.9 % |
| 87.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 1 1.9 % | 4 7.5 % | 21 39.6 % | 14 26.4 % | 2 3.8 % | 11 20.8 % |
| 89.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 4 7.5 % | 20 37.7 % | 15 28.3 % | 2 3.8 % | 12 22.6 % |
| 97.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 1 1.9 % | 24 45.3 % | 16 30.2 % | 0 0.0 % | 12 22.6 % |
| 92.5 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 3 5.7 % | 24 45.3 % | 13 24.5 % | 0 0.0 % | 13 24.5 % |
| 92.9 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 3 5.7 % | 20 37.7 % | 19 35.9 % | 0 0.0 % | 11 20.8 % |
| 73.7 % 24. As a direct result of the services I received: I am getting along better with my family | 1 1.9 % | 0 0.0 % | 9 17.0 % | 15 28.3 % | 13 24.5 % | 4 7.5 % | 11 20.8 % |
| 75.6 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 1 1.9 % | 9 17.0 % | 15 28.3 % | 16 30.2 % | 1 1.9 % | 11 20.8 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|------------|--------------|
| 81.1 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 7 13.2 % | 15 28.3 % | 15 28.3 % | 5 9.4 % | 11 20.8 % |
| 84.6 % 27. As a direct result of the services I received: My housing situation has improved | 1 1.9 % | 1 1.9 % | 4 7.5 % | 18 34.0 % | 15 28.3 % | 3 5.7 % | 11 20.8 % |
| 81.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 0 0.0 % | 8 15.1 % | 22 41.5 % | 12 22.6 % | 0 0.0 % | 11 20.8 % |
| 82.9 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 7 13.2 % | 21 39.6 % | 13 24.5 % | 0 0.0 % | 12 22.6 % |
| 90.5 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 4 7.5 % | 25 47.2 % | 13 24.5 % | 0 0.0 % | 11 20.8 % |
| 87.8 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 5 9.4 % | 22 41.5 % | 14 26.4 % | 0 0.0 % | 12 22.6 % |
| 88.1 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 5 9.4 % | 25 47.2 % | 12 22.6 % | 0 0.0 % | 11 20.8 % |
| 78.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 1.9 % | 0 0.0 % | 8 15.1 % | 20 37.7 % | 12 22.6 % | 0 0.0 % | 12 22.6 % |
| 79.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 2 3.8 % | 6 11.3 % | 23 43.4 % | 8 15.1 % | 1 1.9 % | 13 24.5 % |
| 72.5 % 35. As a direct result of the services I received: I feel I belong in my community | 1 1.9 % | 1 1.9 % | 9 17.0 % | 19 35.9 % | 10 18.9 % | 1 1.9 % | 12 22.6 % |
| 75.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 2 3.8 % | 8 15.1 % | 16 30.2 % | 14 26.4 % | 1 1.9 % | 12 22.6 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|--------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 5 12.8 % | 1 7.1 % | 6 11.3 % |
| Impaired | 1 2.6 % | 0 0 % | 1 1.9 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 2 5.1 % | 0 0 % | 2 3.8 % |
| No Data | 1 2.6 % | 0 0 % | 1 1.9 % |
| Completed Survey | 30 76.9 % | 13 92.9 % | 43 81.1 % |
| Total | 39 100 % | 14 100 % | 53 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 50 clients; surveys were returned for 52 clients (52/50 = 104.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

PF Rypins House Residential Seniors Program

Program Code(s): 38532

Overall Satisfaction¹

91.7%

Return Rate²

77.4%

Overall satisfaction³ mean score for PF Rypins House Residential Seniors Program: **4.23**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

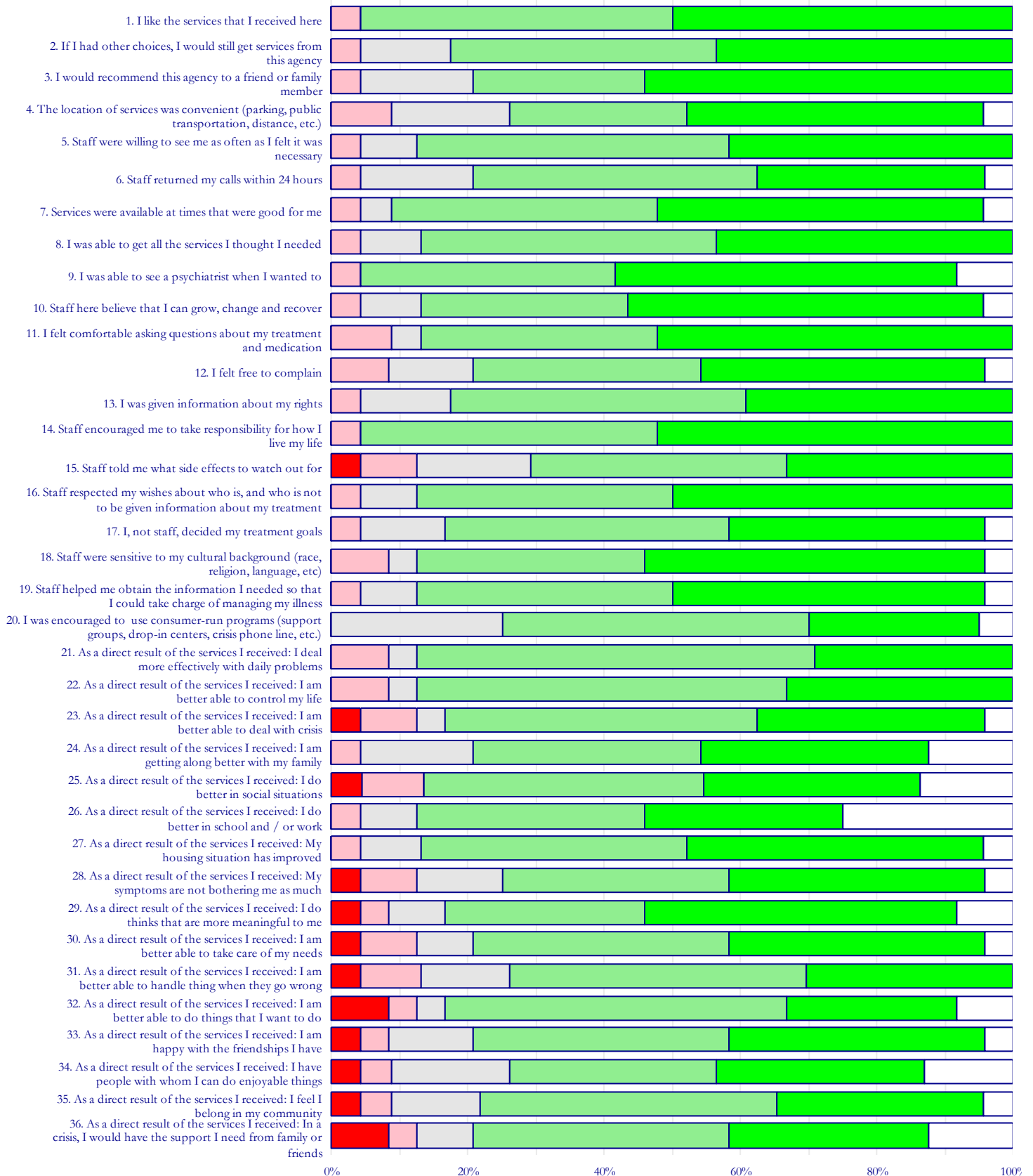
- 95.8% 1. I like the services that I received here
- 95.7% 14. Staff encouraged me to take responsibility for how I live my life
- 95.5% 9. I was able to see a psychiatrist when I wanted to

Lowest Agreement Items

- 70.8% 15. Staff told me what side effects to watch out for
- 73.7% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 78.3% 6. Staff returned my calls within 24 hours

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

MHSIP Items



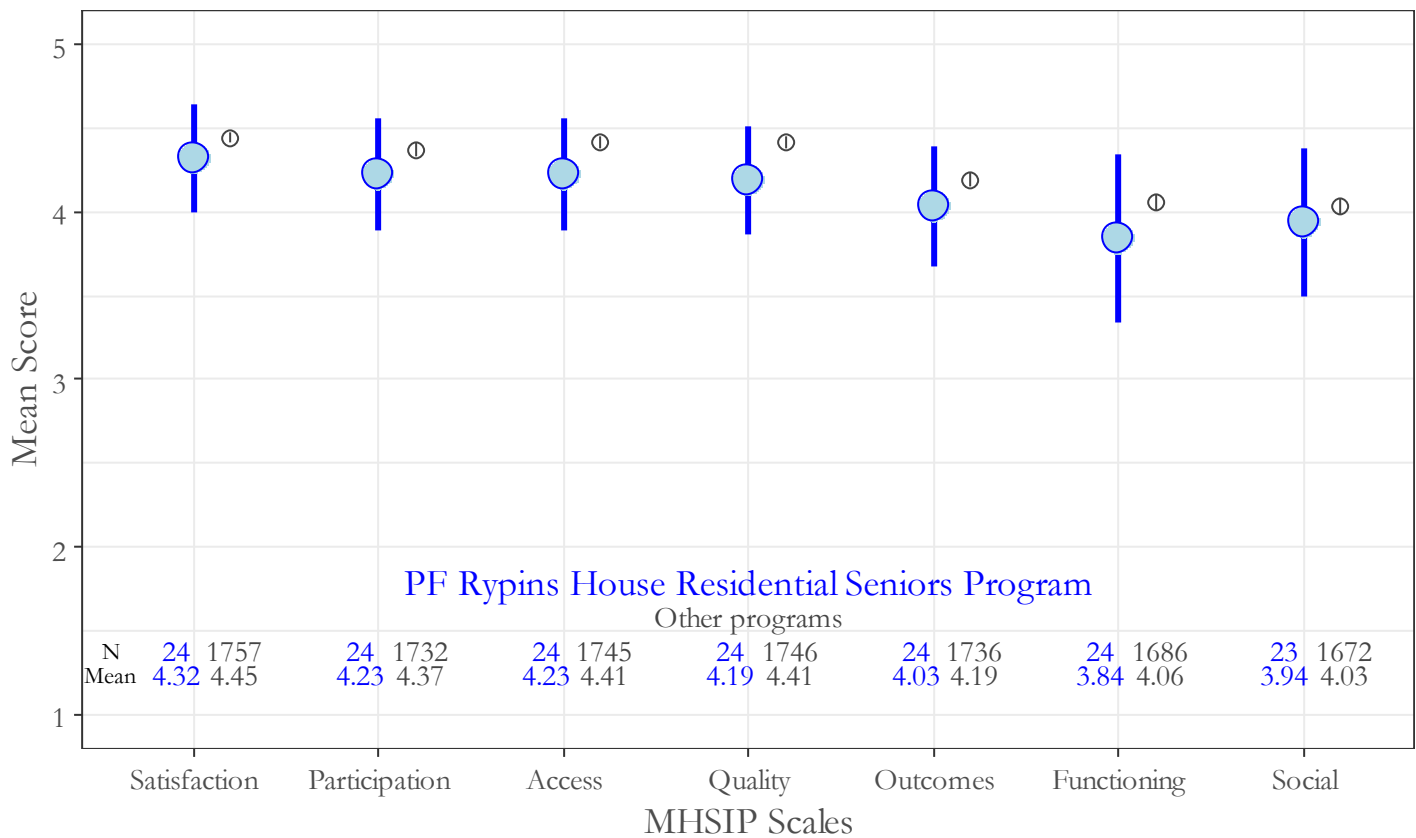
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|-------------|-------------|
| 95.8 % 1. I like the services that I received here | 0 0.0 % | 1 4.2 % | 0 0.0 % | 11 45.8 % | 12 50.0 % | 0 0.0 % | 0 0.0 % |
| 82.6 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 1 4.2 % | 3 12.5 % | 9 37.5 % | 10 41.7 % | 0 0.0 % | 1 4.2 % |
| 79.2 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 1 4.2 % | 4 16.7 % | 6 25.0 % | 13 54.2 % | 0 0.0 % | 0 0.0 % |
| 72.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 2 8.3 % | 4 16.7 % | 6 25.0 % | 10 41.7 % | 1 4.2 % | 1 4.2 % |
| 87.5 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 1 4.2 % | 2 8.3 % | 11 45.8 % | 10 41.7 % | 0 0.0 % | 0 0.0 % |
| 78.3 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 1 4.2 % | 4 16.7 % | 10 41.7 % | 8 33.3 % | 1 4.2 % | 0 0.0 % |
| 90.9 % 7. Services were available at times that were good for me | 0 0.0 % | 1 4.2 % | 1 4.2 % | 9 37.5 % | 11 45.8 % | 1 4.2 % | 1 4.2 % |
| 87.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 1 4.2 % | 2 8.3 % | 10 41.7 % | 10 41.7 % | 0 0.0 % | 1 4.2 % |
| 95.5 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 1 4.2 % | 0 0.0 % | 9 37.5 % | 12 50.0 % | 2 8.3 % | 0 0.0 % |
| 86.4 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 1 4.2 % | 2 8.3 % | 7 29.2 % | 12 50.0 % | 1 4.2 % | 1 4.2 % |
| 87.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 2 8.3 % | 1 4.2 % | 8 33.3 % | 12 50.0 % | 0 0.0 % | 1 4.2 % |
| 78.3 % 12. I felt free to complain | 0 0.0 % | 2 8.3 % | 3 12.5 % | 8 33.3 % | 10 41.7 % | 1 4.2 % | 0 0.0 % |
| 82.6 % 13. I was given information about my rights | 0 0.0 % | 1 4.2 % | 3 12.5 % | 10 41.7 % | 9 37.5 % | 0 0.0 % | 1 4.2 % |
| 95.7 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 1 4.2 % | 0 0.0 % | 10 41.7 % | 12 50.0 % | 0 0.0 % | 1 4.2 % |
| 70.8 % 15. Staff told me what side effects to watch out for | 1 4.2 % | 2 8.3 % | 4 16.7 % | 9 37.5 % | 8 33.3 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 1 4.2 % | 2 8.3 % | 9 37.5 % | 12 50.0 % | 0 0.0 % | 0 0.0 % |
| 82.6 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 1 4.2 % | 3 12.5 % | 10 41.7 % | 9 37.5 % | 1 4.2 % | 0 0.0 % |
| 87.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 2 8.3 % | 1 4.2 % | 8 33.3 % | 12 50.0 % | 1 4.2 % | 0 0.0 % |
| 87.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 1 4.2 % | 2 8.3 % | 9 37.5 % | 11 45.8 % | 1 4.2 % | 0 0.0 % |
| 73.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 5 20.8 % | 9 37.5 % | 5 20.8 % | 1 4.2 % | 4 16.7 % |
| 87.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 2 8.3 % | 1 4.2 % | 14 58.3 % | 7 29.2 % | 0 0.0 % | 0 0.0 % |
| 87.5 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 2 8.3 % | 1 4.2 % | 13 54.2 % | 8 33.3 % | 0 0.0 % | 0 0.0 % |
| 82.6 % 23. As a direct result of the services I received: I am better able to deal with crisis | 1 4.2 % | 2 8.3 % | 1 4.2 % | 11 45.8 % | 8 33.3 % | 1 4.2 % | 0 0.0 % |
| 76.2 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 1 4.2 % | 4 16.7 % | 8 33.3 % | 8 33.3 % | 3 12.5 % | 0 0.0 % |
| 84.2 % 25. As a direct result of the services I received: I do better in social situations | 1 4.2 % | 2 8.3 % | 0 0.0 % | 9 37.5 % | 7 29.2 % | 3 12.5 % | 2 8.3 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|-------------|------------|
| 83.3 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 1 4.2 % | 2 8.3 % | 8 33.3 % | 7 29.2 % | 6 25.0 % | 0 0.0 % |
| 86.4 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 1 4.2 % | 2 8.3 % | 9 37.5 % | 10 41.7 % | 1 4.2 % | 1 4.2 % |
| 73.9 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 1 4.2 % | 2 8.3 % | 3 12.5 % | 8 33.3 % | 9 37.5 % | 1 4.2 % | 0 0.0 % |
| 81.8 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 1 4.2 % | 1 4.2 % | 2 8.3 % | 7 29.2 % | 11 45.8 % | 2 8.3 % | 0 0.0 % |
| 78.3 % 30. As a direct result of the services I received: I am better able to take care of my needs | 1 4.2 % | 2 8.3 % | 2 8.3 % | 9 37.5 % | 9 37.5 % | 1 4.2 % | 0 0.0 % |
| 73.9 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 4.2 % | 2 8.3 % | 3 12.5 % | 10 41.7 % | 7 29.2 % | 0 0.0 % | 1 4.2 % |
| 81.8 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 2 8.3 % | 1 4.2 % | 1 4.2 % | 12 50.0 % | 6 25.0 % | 2 8.3 % | 0 0.0 % |
| 78.3 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 4.2 % | 1 4.2 % | 3 12.5 % | 9 37.5 % | 9 37.5 % | 1 4.2 % | 0 0.0 % |
| 70.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 4.2 % | 1 4.2 % | 4 16.7 % | 7 29.2 % | 7 29.2 % | 3 12.5 % | 1 4.2 % |
| 77.3 % 35. As a direct result of the services I received: I feel I belong in my community | 1 4.2 % | 1 4.2 % | 3 12.5 % | 10 41.7 % | 7 29.2 % | 1 4.2 % | 1 4.2 % |
| 76.2 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 2 8.3 % | 1 4.2 % | 2 8.3 % | 9 37.5 % | 7 29.2 % | 3 12.5 % | 0 0.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 0 0 % | 24 100 % | 24 100 % |
| Total | 0 100 % | 24 100 % | 24 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 31 clients; surveys were returned for 24 clients (24/31 = 77.4%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

PF Shrader House

Program Code(s): 89661

Overall Satisfaction¹

92.9%

Return Rate²

93.3%

Overall satisfaction³ mean score for PF Shrader House: **4.19**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

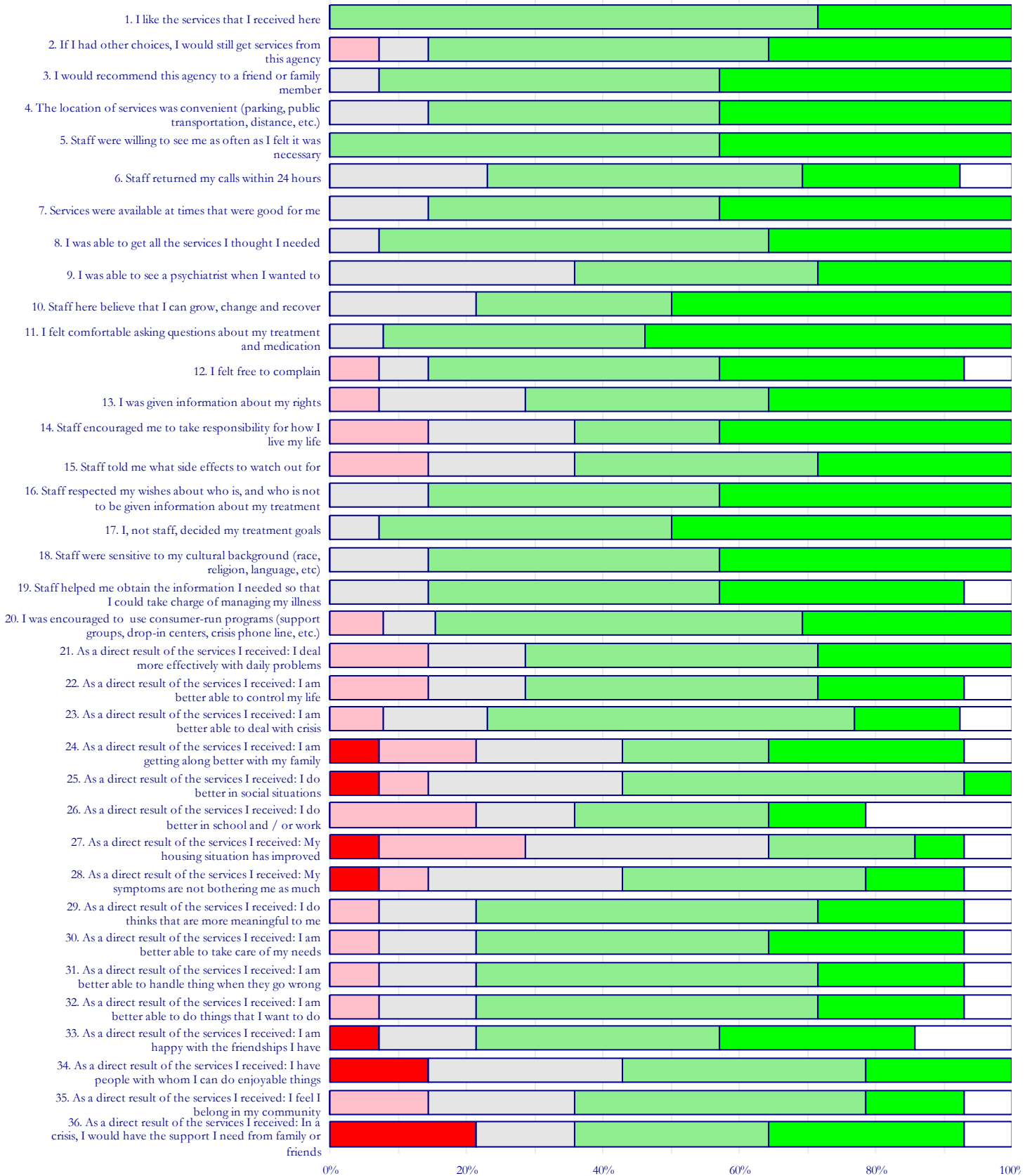
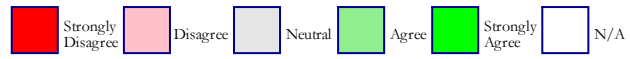
64.3% 9. I was able to see a psychiatrist when I wanted to

64.3% 14. Staff encouraged me to take responsibility for how I live my life

64.3% 15. Staff told me what side effects to watch out for

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

MHSIP Items



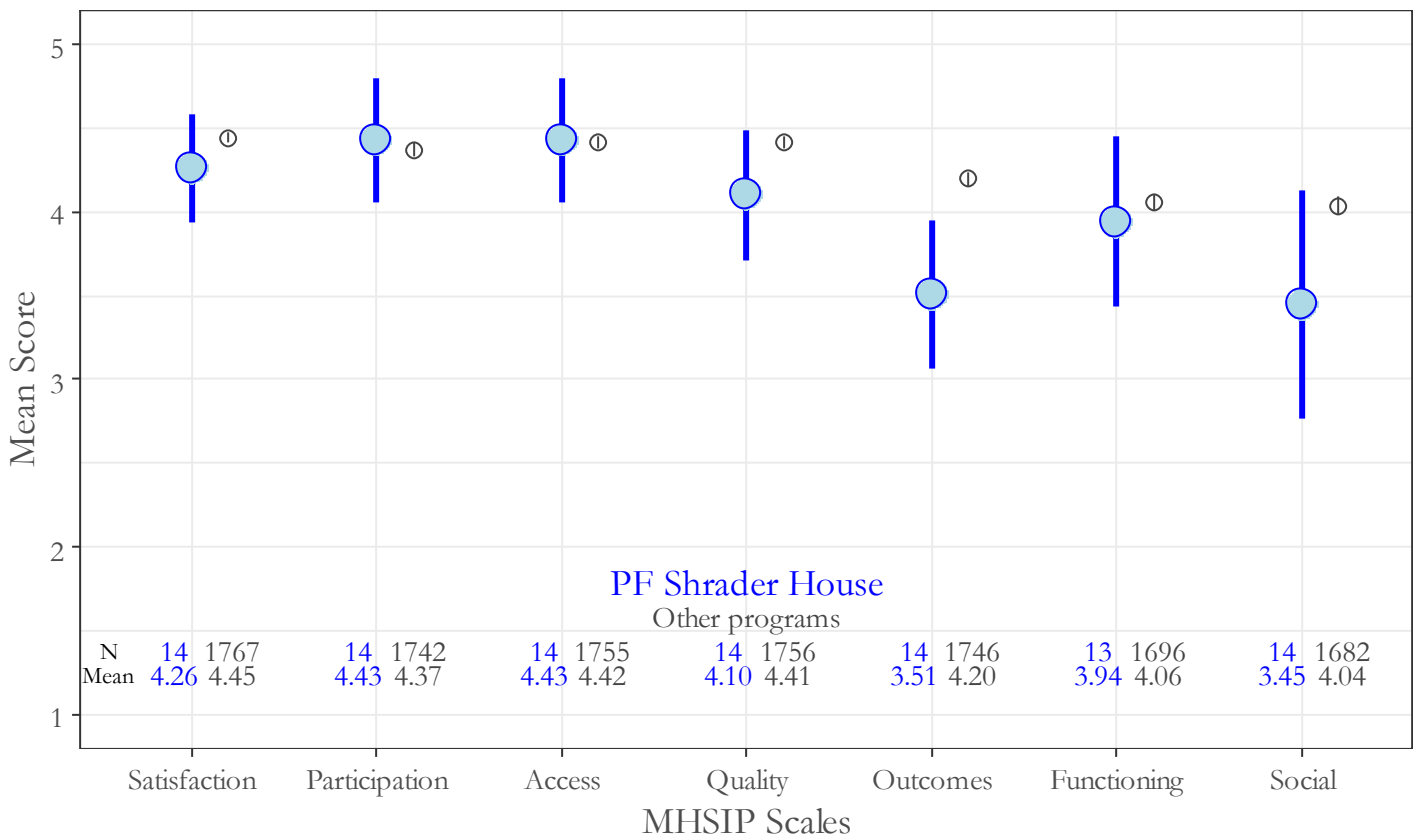
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 100.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 0 0.0 % | 10 71.4 % | 4 28.6 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 1 7.1 % | 1 7.1 % | 7 50.0 % | 5 35.7 % | 0 0.0 % | 0 0.0 % |
| 92.9 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 1 7.1 % | 7 50.0 % | 6 42.9 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 2 14.3 % | 6 42.9 % | 6 42.9 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 57.1 % | 6 42.9 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 3 21.4 % | 6 42.9 % | 3 21.4 % | 1 7.1 % | 1 7.1 % |
| 85.7 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 2 14.3 % | 6 42.9 % | 6 42.9 % | 0 0.0 % | 0 0.0 % |
| 92.9 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 1 7.1 % | 8 57.1 % | 5 35.7 % | 0 0.0 % | 0 0.0 % |
| 64.3 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 5 35.7 % | 5 35.7 % | 4 28.6 % | 0 0.0 % | 0 0.0 % |
| 78.6 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 3 21.4 % | 4 28.6 % | 7 50.0 % | 0 0.0 % | 0 0.0 % |
| 92.3 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 7.1 % | 5 35.7 % | 7 50.0 % | 0 0.0 % | 1 7.1 % |
| 84.6 % 12. I felt free to complain | 0 0.0 % | 1 7.1 % | 1 7.1 % | 6 42.9 % | 5 35.7 % | 1 7.1 % | 0 0.0 % |
| 71.4 % 13. I was given information about my rights | 0 0.0 % | 1 7.1 % | 3 21.4 % | 5 35.7 % | 5 35.7 % | 0 0.0 % | 0 0.0 % |
| 64.3 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 2 14.3 % | 3 21.4 % | 3 21.4 % | 6 42.9 % | 0 0.0 % | 0 0.0 % |
| 64.3 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 2 14.3 % | 3 21.4 % | 5 35.7 % | 4 28.6 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 2 14.3 % | 6 42.9 % | 6 42.9 % | 0 0.0 % | 0 0.0 % |
| 92.9 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 1 7.1 % | 6 42.9 % | 7 50.0 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 2 14.3 % | 6 42.9 % | 6 42.9 % | 0 0.0 % | 0 0.0 % |
| 84.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 2 14.3 % | 6 42.9 % | 5 35.7 % | 1 7.1 % | 0 0.0 % |
| 84.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 1 7.1 % | 1 7.1 % | 7 50.0 % | 4 28.6 % | 0 0.0 % | 1 7.1 % |
| 71.4 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 2 14.3 % | 2 14.3 % | 6 42.9 % | 4 28.6 % | 0 0.0 % | 0 0.0 % |
| 69.2 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 2 14.3 % | 2 14.3 % | 6 42.9 % | 3 21.4 % | 1 7.1 % | 0 0.0 % |
| 75.0 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 1 7.1 % | 2 14.3 % | 7 50.0 % | 2 14.3 % | 1 7.1 % | 1 7.1 % |
| 53.8 % 24. As a direct result of the services I received: I am getting along better with my family | 1 7.1 % | 2 14.3 % | 3 21.4 % | 3 21.4 % | 4 28.6 % | 1 7.1 % | 0 0.0 % |
| 57.1 % 25. As a direct result of the services I received: I do better in social situations | 1 7.1 % | 1 7.1 % | 4 28.6 % | 7 50.0 % | 1 7.1 % | 0 0.0 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|------------|
| 54.5 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 3 21.4 % | 2 14.3 % | 4 28.6 % | 2 14.3 % | 3 21.4 % | 0 0.0 % |
| 30.8 % 27. As a direct result of the services I received: My housing situation has improved | 1 7.1 % | 3 21.4 % | 5 35.7 % | 3 21.4 % | 1 7.1 % | 1 7.1 % | 0 0.0 % |
| 53.8 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 1 7.1 % | 1 7.1 % | 4 28.6 % | 5 35.7 % | 2 14.3 % | 1 7.1 % | 0 0.0 % |
| 76.9 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 1 7.1 % | 2 14.3 % | 7 50.0 % | 3 21.4 % | 1 7.1 % | 0 0.0 % |
| 76.9 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 1 7.1 % | 2 14.3 % | 6 42.9 % | 4 28.6 % | 1 7.1 % | 0 0.0 % |
| 76.9 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 1 7.1 % | 2 14.3 % | 7 50.0 % | 3 21.4 % | 1 7.1 % | 0 0.0 % |
| 76.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 7.1 % | 2 14.3 % | 7 50.0 % | 3 21.4 % | 1 7.1 % | 0 0.0 % |
| 75.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 7.1 % | 0 0.0 % | 2 14.3 % | 5 35.7 % | 4 28.6 % | 2 14.3 % | 0 0.0 % |
| 57.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 2 14.3 % | 0 0.0 % | 4 28.6 % | 5 35.7 % | 3 21.4 % | 0 0.0 % | 0 0.0 % |
| 61.5 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 2 14.3 % | 3 21.4 % | 6 42.9 % | 2 14.3 % | 1 7.1 % | 0 0.0 % |
| 61.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 3 21.4 % | 0 0.0 % | 2 14.3 % | 4 28.6 % | 4 28.6 % | 1 7.1 % | 0 0.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 13 100 % | 1 100 % | 14 100 % |
| Total | 13 100 % | 1 100 % | 14 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 15 clients; surveys were returned for 14 clients (14/15 = 93.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

RAMS Adult Older Adult Outpatient Services

Program Code(s): 38943

Overall Satisfaction¹

97.1%

Return Rate²

53.6%

Overall satisfaction³ mean score for RAMS Adult Older Adult Outpatient Services: **4.45**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

99.0% 1. I like the services that I received here

96.0% 11. I felt comfortable asking questions about my treatment and medication

93.1% 13. I was given information about my rights

Lowest Agreement Items

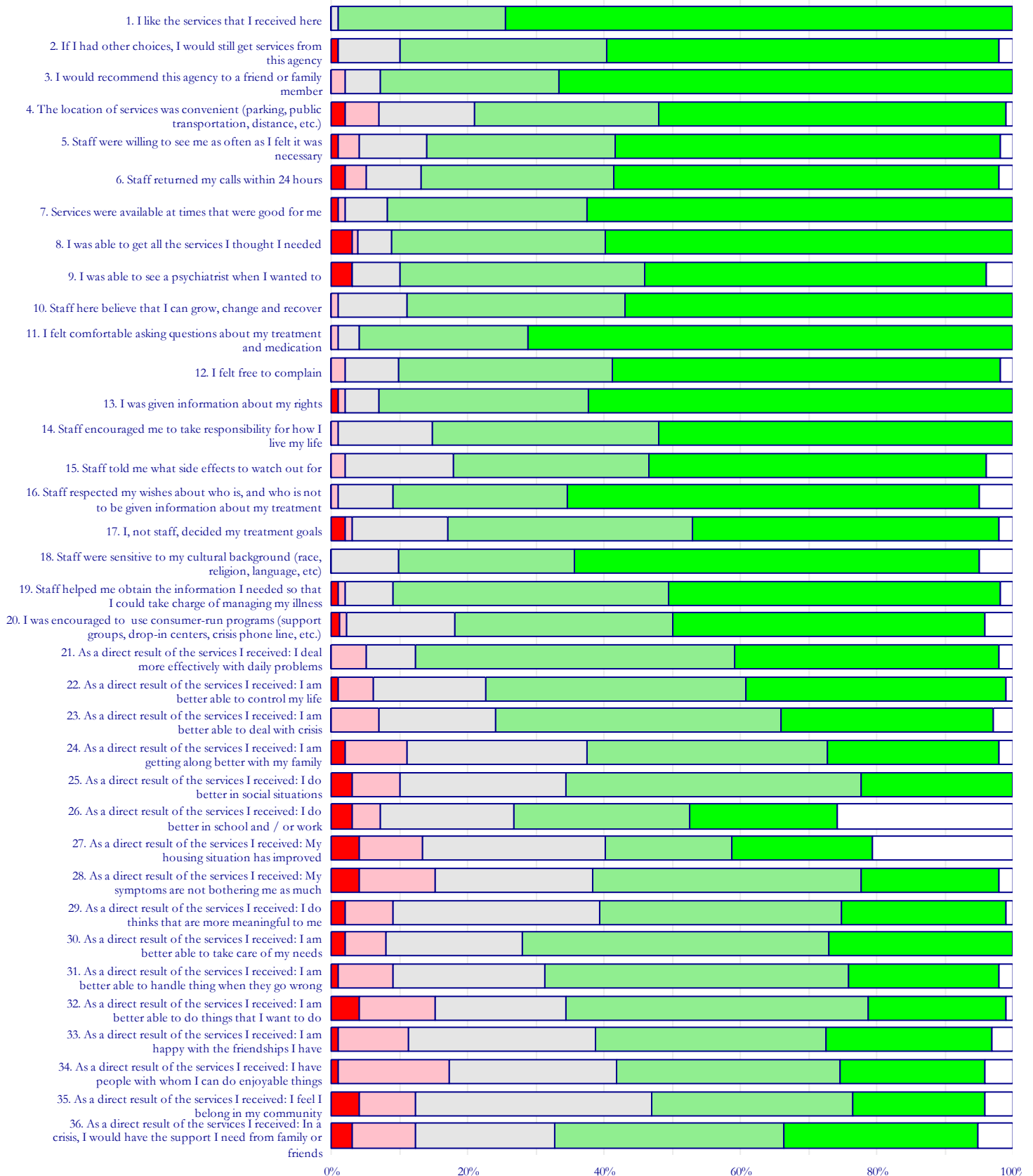
81.1% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

81.4% 15. Staff told me what side effects to watch out for

82.7% 17. I, not staff, decided my treatment goals

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

MHSIP Items



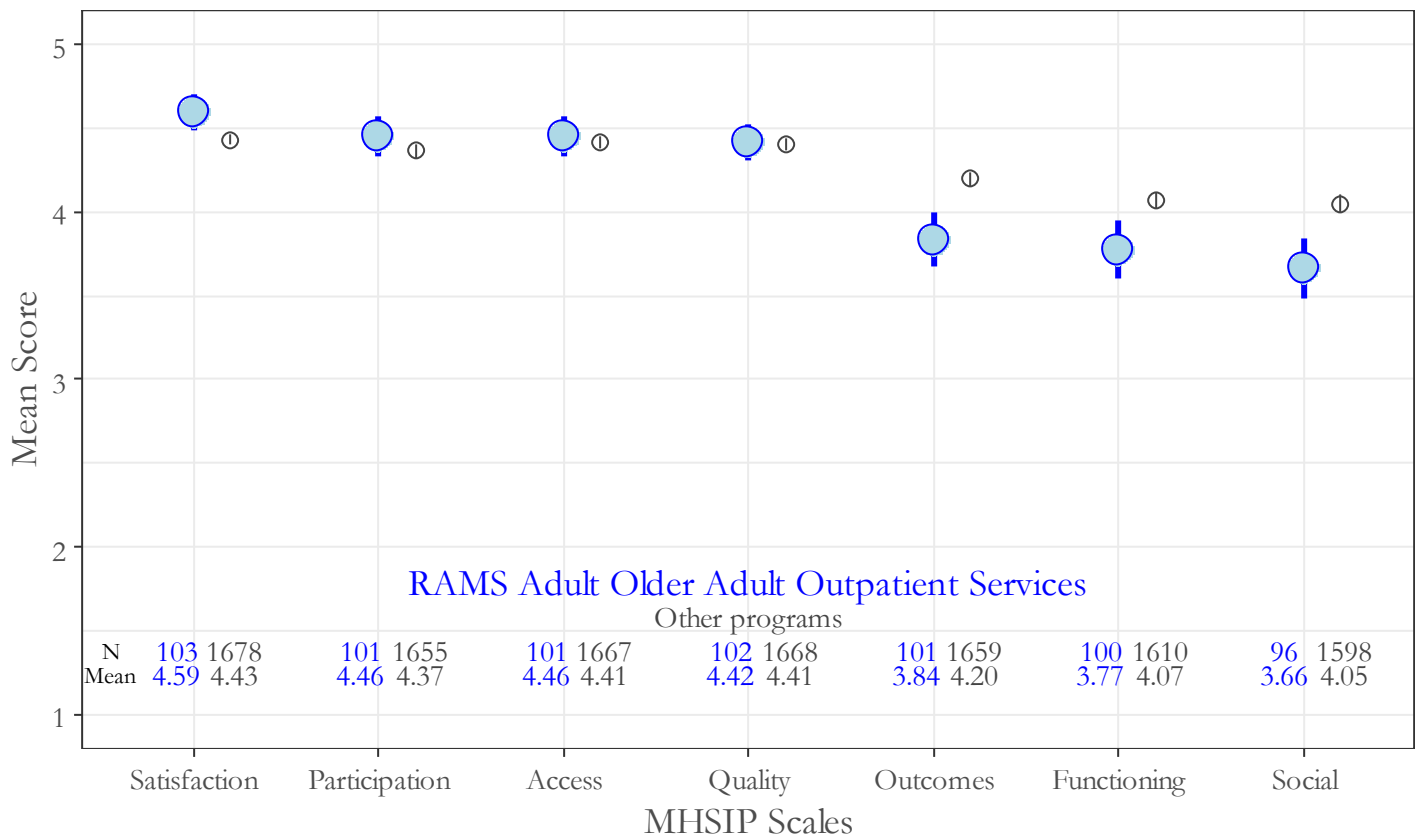
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 99.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 1 0.8 % | 25 20.8 % | 76 63.3 % | 0 0.0 % | 18 15.0 % |
| 89.7 % 2. If I had other choices, I would still get services from this agency | 1 0.8 % | 0 0.0 % | 9 7.5 % | 30 25.0 % | 57 47.5 % | 2 1.7 % | 21 17.5 % |
| 92.9 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 2 1.7 % | 5 4.2 % | 26 21.7 % | 66 55.0 % | 0 0.0 % | 21 17.5 % |
| 78.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 2 1.7 % | 5 4.2 % | 14 11.7 % | 27 22.5 % | 51 42.5 % | 1 0.8 % | 20 16.7 % |
| 85.9 % 5. Staff were willing to see me as often as I felt it was necessary | 1 0.8 % | 3 2.5 % | 10 8.3 % | 28 23.3 % | 57 47.5 % | 2 1.7 % | 19 15.8 % |
| 86.6 % 6. Staff returned my calls within 24 hours | 2 1.7 % | 3 2.5 % | 8 6.7 % | 28 23.3 % | 56 46.7 % | 2 1.7 % | 21 17.5 % |
| 91.9 % 7. Services were available at times that were good for me | 1 0.8 % | 1 0.8 % | 6 5.0 % | 29 24.2 % | 62 51.7 % | 0 0.0 % | 21 17.5 % |
| 91.2 % 8. I was able to get all the services I thought I needed | 3 2.5 % | 1 0.8 % | 5 4.2 % | 32 26.7 % | 61 50.8 % | 0 0.0 % | 18 15.0 % |
| 89.6 % 9. I was able to see a psychiatrist when I wanted to | 3 2.5 % | 0 0.0 % | 7 5.8 % | 36 30.0 % | 50 41.7 % | 4 3.3 % | 20 16.7 % |
| 89.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 1 0.8 % | 10 8.3 % | 32 26.7 % | 57 47.5 % | 0 0.0 % | 20 16.7 % |
| 96.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 1 0.8 % | 3 2.5 % | 25 20.8 % | 72 60.0 % | 0 0.0 % | 19 15.8 % |
| 90.0 % 12. I felt free to complain | 0 0.0 % | 2 1.7 % | 8 6.7 % | 32 26.7 % | 58 48.3 % | 2 1.7 % | 18 15.0 % |
| 93.1 % 13. I was given information about my rights | 1 0.8 % | 1 0.8 % | 5 4.2 % | 31 25.8 % | 63 52.5 % | 0 0.0 % | 19 15.8 % |
| 85.3 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 1 0.8 % | 14 11.7 % | 34 28.3 % | 53 44.2 % | 0 0.0 % | 18 15.0 % |
| 81.4 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 2 1.7 % | 16 13.3 % | 29 24.2 % | 50 41.7 % | 4 3.3 % | 19 15.8 % |
| 90.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 1 0.8 % | 8 6.7 % | 26 21.7 % | 61 50.8 % | 5 4.2 % | 19 15.8 % |
| 82.7 % 17. I, not staff, decided my treatment goals | 2 1.7 % | 1 0.8 % | 14 11.7 % | 36 30.0 % | 45 37.5 % | 2 1.7 % | 20 16.7 % |
| 89.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 10 8.3 % | 26 21.7 % | 60 50.0 % | 5 4.2 % | 19 15.8 % |
| 90.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 1 0.8 % | 1 0.8 % | 7 5.8 % | 41 34.2 % | 49 40.8 % | 2 1.7 % | 19 15.8 % |
| 81.1 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 1 0.8 % | 1 0.8 % | 15 12.5 % | 30 25.0 % | 43 35.8 % | 4 3.3 % | 26 21.7 % |
| 87.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 5 4.2 % | 7 5.8 % | 46 38.3 % | 38 31.7 % | 2 1.7 % | 22 18.3 % |
| 77.1 % 22. As a direct result of the services I received: I am better able to control my life | 1 0.8 % | 5 4.2 % | 16 13.3 % | 37 30.8 % | 37 30.8 % | 1 0.8 % | 23 19.2 % |
| 75.3 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 7 5.8 % | 17 14.2 % | 42 35.0 % | 31 25.8 % | 3 2.5 % | 20 16.7 % |
| 61.9 % 24. As a direct result of the services I received: I am getting along better with my family | 2 1.7 % | 9 7.5 % | 26 21.7 % | 35 29.2 % | 25 20.8 % | 2 1.7 % | 21 17.5 % |
| 65.7 % 25. As a direct result of the services I received: I do better in social situations | 3 2.5 % | 7 5.8 % | 24 20.0 % | 43 35.8 % | 22 18.3 % | 0 0.0 % | 21 17.5 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|--------------|--------------|--------------|----------------|--------------|--------------|
| 63.9 % 26. As a direct result of the services I received: I do better in school and / or work | 3 2.5 % | 4 3.3 % | 19 15.8 % | 25 20.8 % | 21 17.5 % | 25 20.8 % | 23 19.2 % |
| 49.4 % 27. As a direct result of the services I received: My housing situation has improved | 4 3.3 % | 9 7.5 % | 26 21.7 % | 18 15.0 % | 20 16.7 % | 20 16.7 % | 23 19.2 % |
| 60.8 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 4 3.3 % | 11 9.2 % | 23 19.2 % | 39 32.5 % | 20 16.7 % | 2 1.7 % | 21 17.5 % |
| 60.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 2 1.7 % | 7 5.8 % | 30 25.0 % | 35 29.2 % | 24 20.0 % | 1 0.8 % | 21 17.5 % |
| 72.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 2 1.7 % | 6 5.0 % | 20 16.7 % | 45 37.5 % | 27 22.5 % | 0 0.0 % | 20 16.7 % |
| 68.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 0.8 % | 8 6.7 % | 22 18.3 % | 44 36.7 % | 22 18.3 % | 2 1.7 % | 21 17.5 % |
| 65.3 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 4 3.3 % | 11 9.2 % | 19 15.8 % | 44 36.7 % | 20 16.7 % | 1 0.8 % | 21 17.5 % |
| 60.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 0.8 % | 10 8.3 % | 27 22.5 % | 33 27.5 % | 24 20.0 % | 3 2.5 % | 22 18.3 % |
| 56.4 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 0.8 % | 16 13.3 % | 24 20.0 % | 32 26.7 % | 21 17.5 % | 4 3.3 % | 22 18.3 % |
| 51.1 % 35. As a direct result of the services I received: I feel I belong in my community | 4 3.3 % | 8 6.7 % | 34 28.3 % | 29 24.2 % | 19 15.8 % | 4 3.3 % | 22 18.3 % |
| 65.6 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 3 2.5 % | 9 7.5 % | 20 16.7 % | 33 27.5 % | 28 23.3 % | 5 4.2 % | 22 18.3 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|---------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 8 8 % | 1 5 % | 9 7.5 % |
| Impaired | 1 1 % | 0 0 % | 1 0.8 % |
| Language | 0 0 % | 2 10 % | 2 1.7 % |
| Other | 4 4 % | 0 0 % | 4 3.3 % |
| No Data | 3 3 % | 0 0 % | 3 2.5 % |
| Completed Survey | 84 84 % | 17 85 % | 101 84.2 % |
| Total | 100 100 % | 20 100 % | 120 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 222 clients; surveys were returned for 119 clients (119/222 = 53.6%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

RAMS Child, Youth & Family Services

Program Code(s): 38946 38947 3894MC 3894SD

Overall Satisfaction¹

93.9%

Return Rate²

57.6%

Overall satisfaction³ mean score for RAMS Child, Youth & Family Services: **4.36** (youth), **4.45** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.49** (family).

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

Highest Agreement Items

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

97.9% 12. Staff treated me with respect

97.9% 9. Services were available at times that were convenient for me

Lowest Agreement Items

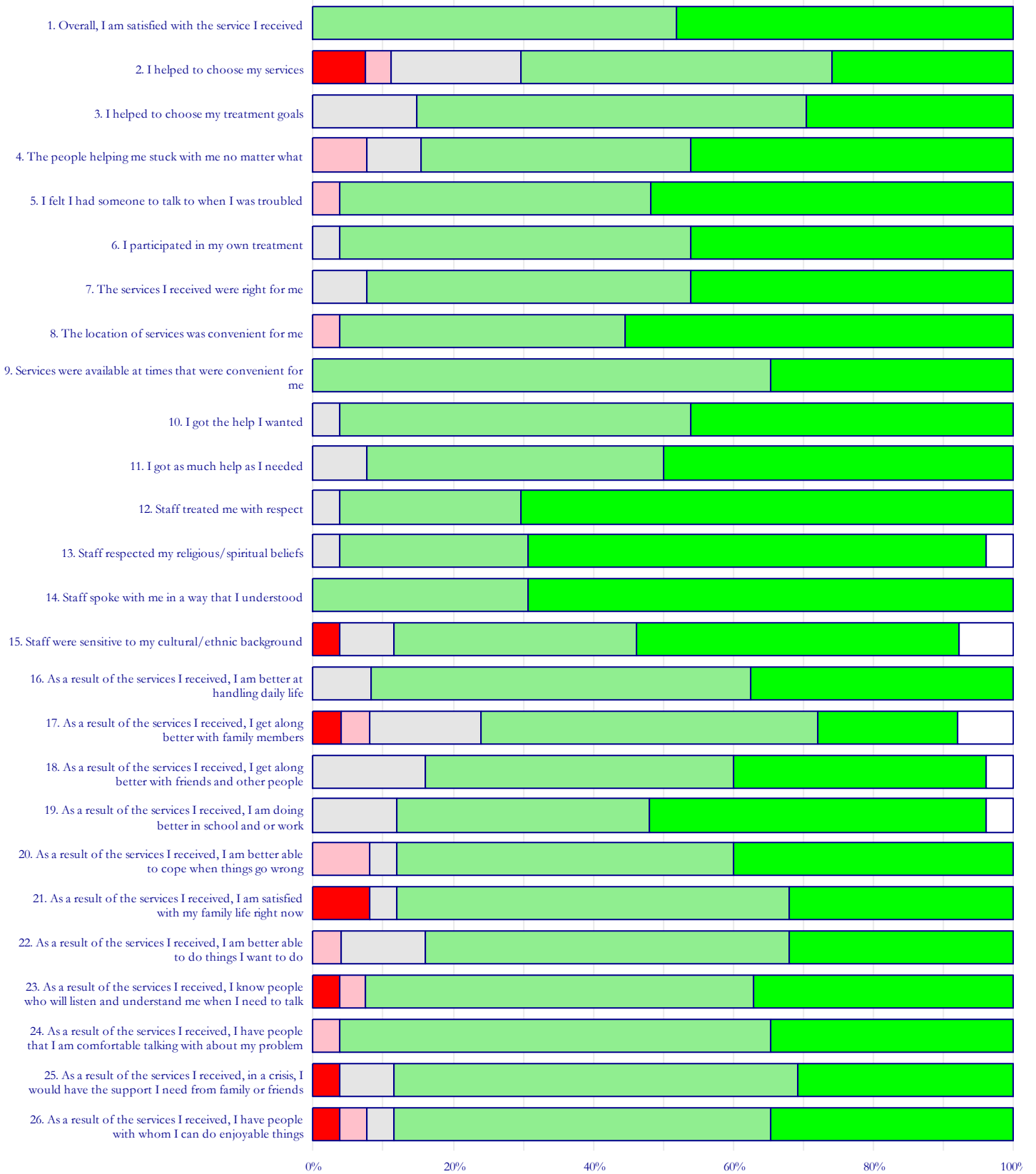
76.6% 2. I helped to choose my services

83.3% 3. I helped to choose my treatment goals

89.1% 11. I got as much help as I needed

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

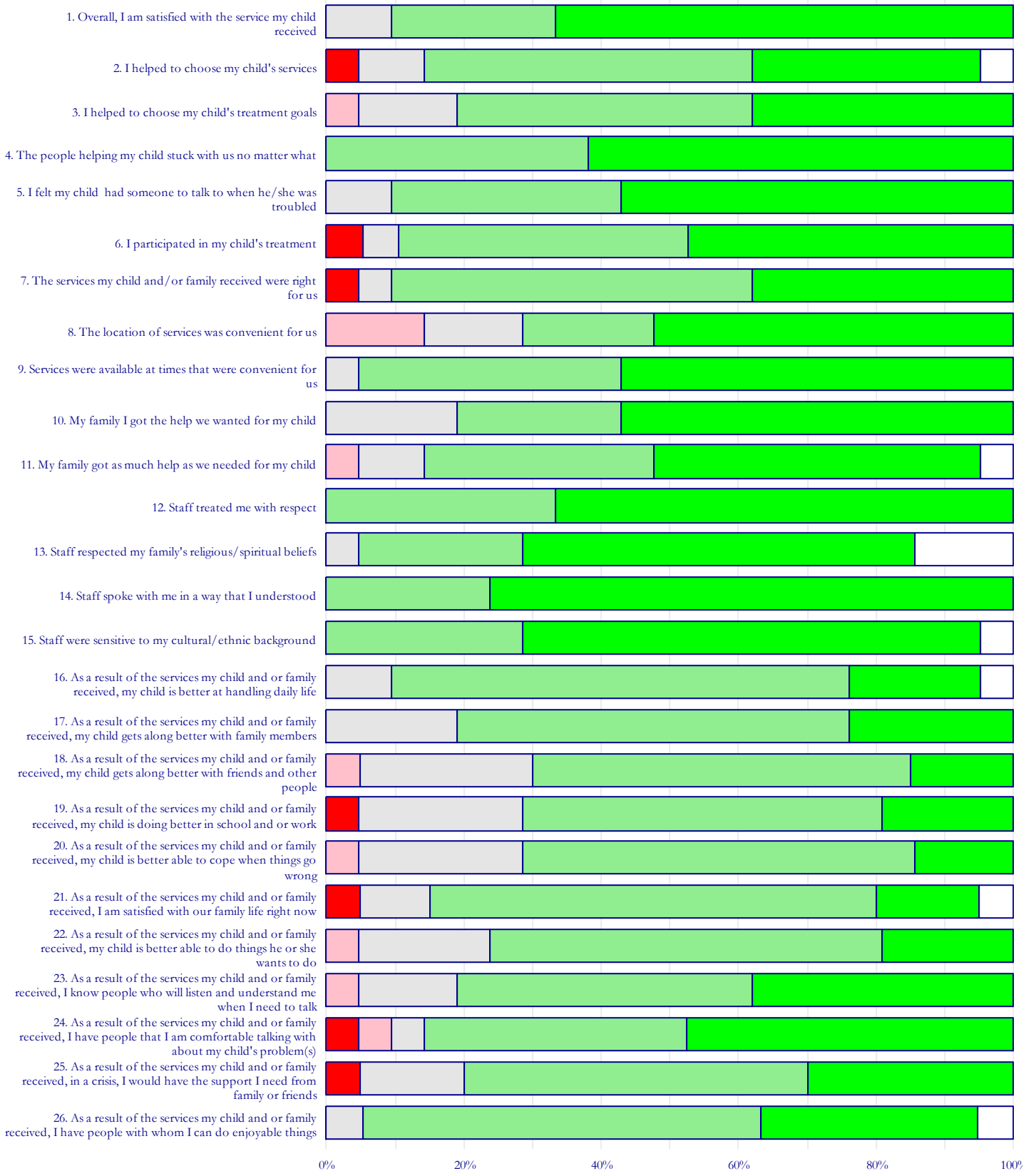
Youth Services Survey for Youth



Youth Services Survey for Youth N = 51

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|------------|--------------|----------------|------------|--------------|
| 100.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 14 27.5 % | 13 25.5 % | 0 0.0 % | 24 47.1 % |
| 70.4 % 2. I helped to choose my services | 2 3.9 % | 1 2.0 % | 5 9.8 % | 12 23.5 % | 7 13.7 % | 0 0.0 % | 24 47.1 % |
| 85.2 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 4 7.8 % | 15 29.4 % | 8 15.7 % | 0 0.0 % | 24 47.1 % |
| 84.6 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 2 3.9 % | 2 3.9 % | 10 19.6 % | 12 23.5 % | 0 0.0 % | 25 49.0 % |
| 96.3 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 1 2.0 % | 0 0.0 % | 12 23.5 % | 14 27.5 % | 0 0.0 % | 24 47.1 % |
| 96.2 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 1 2.0 % | 13 25.5 % | 12 23.5 % | 0 0.0 % | 25 49.0 % |
| 92.3 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 2 3.9 % | 12 23.5 % | 12 23.5 % | 0 0.0 % | 25 49.0 % |
| 96.3 % 8. The location of services was convenient for me | 0 0.0 % | 1 2.0 % | 0 0.0 % | 11 21.6 % | 15 29.4 % | 0 0.0 % | 24 47.1 % |
| 100.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 17 33.3 % | 9 17.6 % | 0 0.0 % | 25 49.0 % |
| 96.2 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 1 2.0 % | 13 25.5 % | 12 23.5 % | 0 0.0 % | 25 49.0 % |
| 92.3 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 2 3.9 % | 11 21.6 % | 13 25.5 % | 0 0.0 % | 25 49.0 % |
| 96.3 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 1 2.0 % | 7 13.7 % | 19 37.2 % | 0 0.0 % | 24 47.1 % |
| 96.0 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 1 2.0 % | 7 13.7 % | 17 33.3 % | 1 2.0 % | 25 49.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 15.7 % | 18 35.3 % | 0 0.0 % | 25 49.0 % |
| 87.5 % 15. Staff were sensitive to my cultural/ethnic background | 1 2.0 % | 0 0.0 % | 2 3.9 % | 9 17.6 % | 12 23.5 % | 2 3.9 % | 25 49.0 % |
| 91.7 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 2 3.9 % | 13 25.5 % | 9 17.6 % | 0 0.0 % | 27 52.9 % |
| 73.9 % 17. As a result of the services I received, I get along better with family members | 1 2.0 % | 1 2.0 % | 4 7.8 % | 12 23.5 % | 5 9.8 % | 2 3.9 % | 26 51.0 % |
| 83.3 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 4 7.8 % | 11 21.6 % | 9 17.6 % | 1 2.0 % | 26 51.0 % |
| 87.5 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 3 5.9 % | 9 17.6 % | 12 23.5 % | 1 2.0 % | 26 51.0 % |
| 88.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 2 3.9 % | 1 2.0 % | 12 23.5 % | 10 19.6 % | 0 0.0 % | 26 51.0 % |
| 88.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 2 3.9 % | 0 0.0 % | 1 2.0 % | 14 27.5 % | 8 15.7 % | 0 0.0 % | 26 51.0 % |
| 84.0 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 1 2.0 % | 3 5.9 % | 13 25.5 % | 8 15.7 % | 0 0.0 % | 26 51.0 % |
| 92.6 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 1 2.0 % | 1 2.0 % | 0 0.0 % | 15 29.4 % | 10 19.6 % | 0 0.0 % | 24 47.1 % |
| 96.2 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 1 2.0 % | 0 0.0 % | 16 31.4 % | 9 17.6 % | 0 0.0 % | 25 49.0 % |
| 88.5 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 1 2.0 % | 0 0.0 % | 2 3.9 % | 15 29.4 % | 8 15.7 % | 0 0.0 % | 25 49.0 % |
| 88.5 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 1 2.0 % | 1 2.0 % | 1 2.0 % | 14 27.5 % | 9 17.6 % | 0 0.0 % | 25 49.0 % |

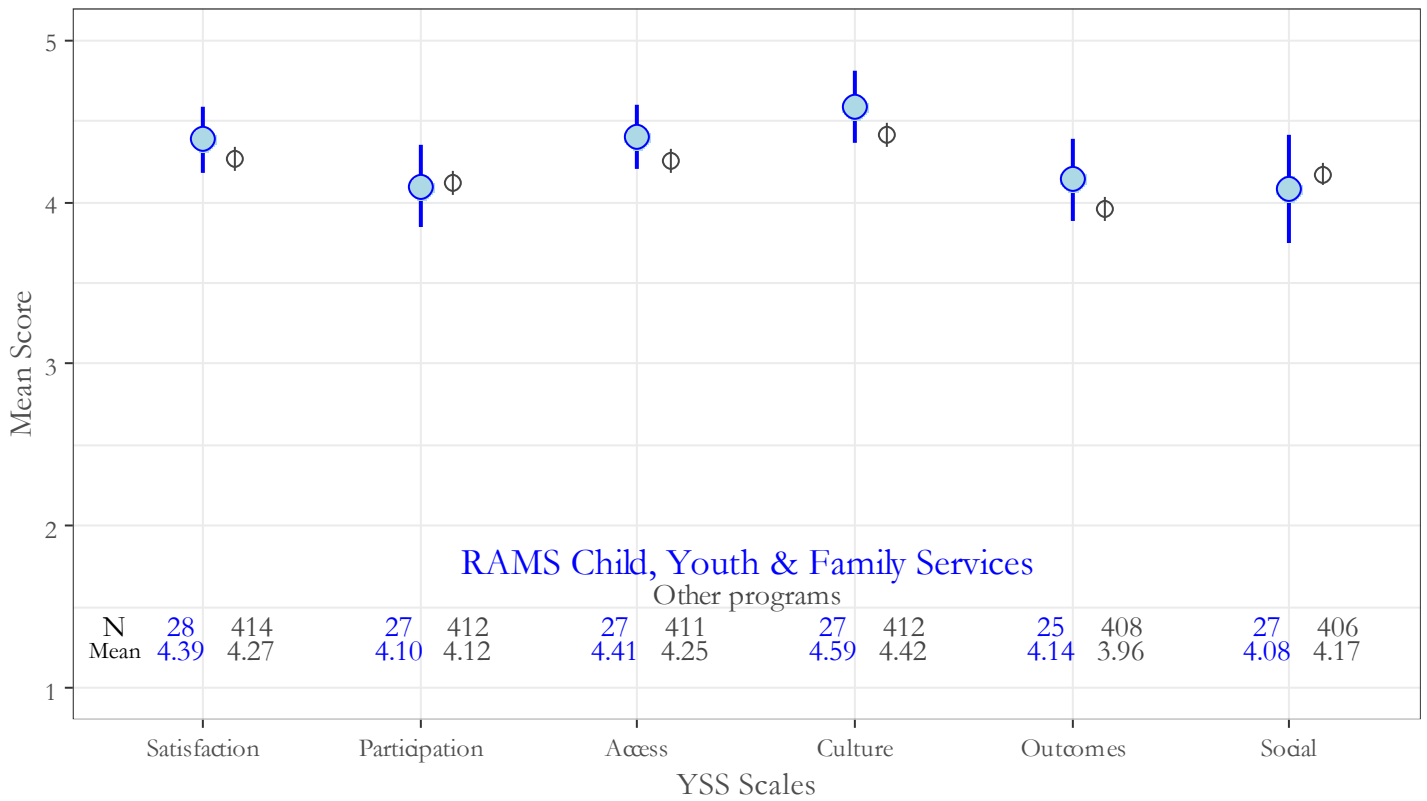
Youth Services Survey for Families



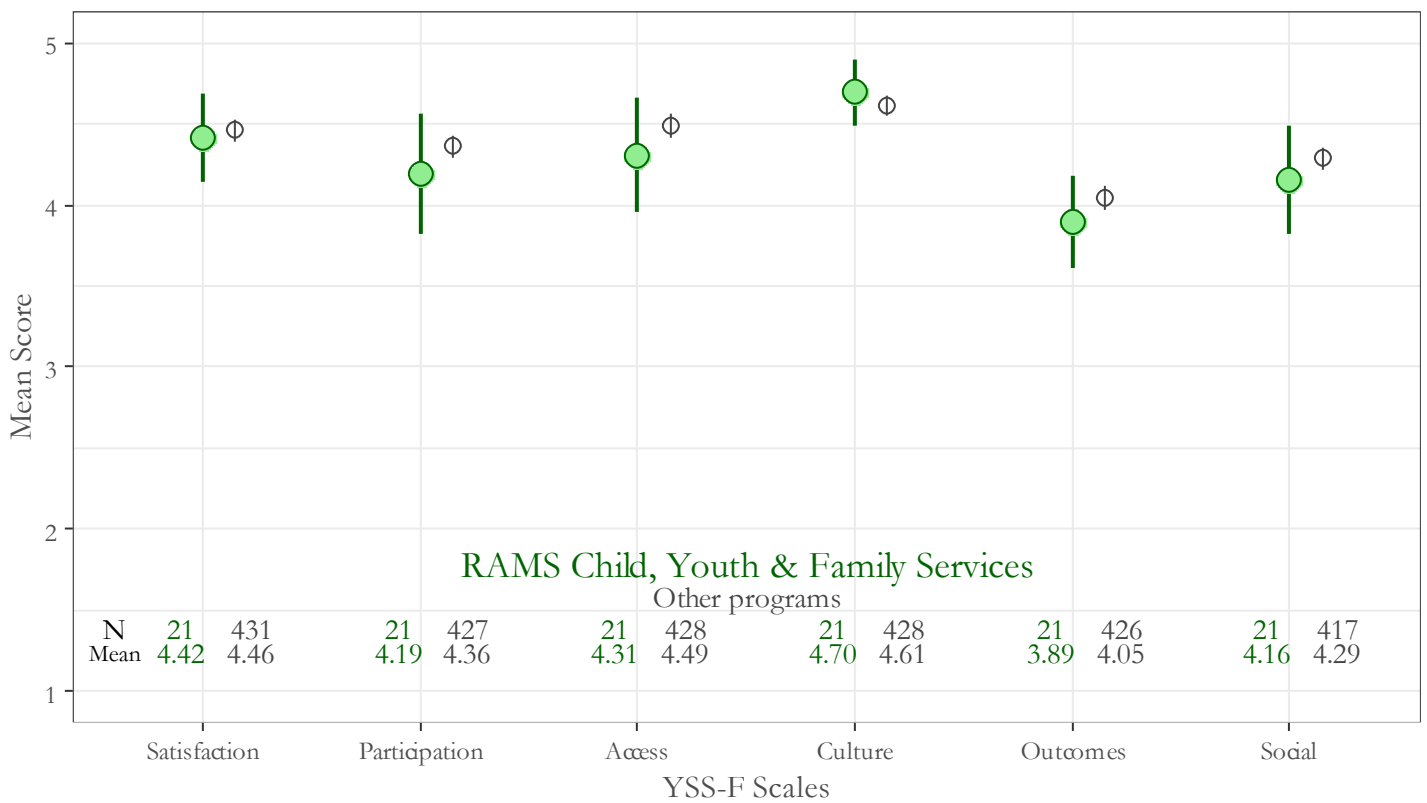
Youth Services Survey for Families N = 25

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|--------------|----------------|-------------|-------------|
| 90.5 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 2 8.0 % | 5 20.0 % | 14 56.0 % | 0 0.0 % | 4 16.0 % |
| 85.0 % 2. I helped to choose my child's services | 1 4.0 % | 0 0.0 % | 2 8.0 % | 10 40.0 % | 7 28.0 % | 1 4.0 % | 4 16.0 % |
| 81.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 1 4.0 % | 3 12.0 % | 9 36.0 % | 8 32.0 % | 0 0.0 % | 4 16.0 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 32.0 % | 13 52.0 % | 0 0.0 % | 4 16.0 % |
| 90.5 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 2 8.0 % | 7 28.0 % | 12 48.0 % | 0 0.0 % | 4 16.0 % |
| 89.5 % 6. I participated in my child's treatment | 1 4.0 % | 0 0.0 % | 1 4.0 % | 8 32.0 % | 9 36.0 % | 0 0.0 % | 6 24.0 % |
| 90.5 % 7. The services my child and/or family received were right for us | 1 4.0 % | 0 0.0 % | 1 4.0 % | 11 44.0 % | 8 32.0 % | 0 0.0 % | 4 16.0 % |
| 71.4 % 8. The location of services was convenient for us | 0 0.0 % | 3 12.0 % | 3 12.0 % | 4 16.0 % | 11 44.0 % | 0 0.0 % | 4 16.0 % |
| 95.2 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 1 4.0 % | 8 32.0 % | 12 48.0 % | 0 0.0 % | 4 16.0 % |
| 81.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 4 16.0 % | 5 20.0 % | 12 48.0 % | 0 0.0 % | 4 16.0 % |
| 85.0 % 11. My family got as much help as we needed for my child | 0 0.0 % | 1 4.0 % | 2 8.0 % | 7 28.0 % | 10 40.0 % | 1 4.0 % | 4 16.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 28.0 % | 14 56.0 % | 0 0.0 % | 4 16.0 % |
| 94.4 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 1 4.0 % | 5 20.0 % | 12 48.0 % | 3 12.0 % | 4 16.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 20.0 % | 16 64.0 % | 0 0.0 % | 4 16.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 24.0 % | 14 56.0 % | 1 4.0 % | 4 16.0 % |
| 90.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 2 8.0 % | 14 56.0 % | 4 16.0 % | 1 4.0 % | 4 16.0 % |
| 81.0 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 4 16.0 % | 12 48.0 % | 5 20.0 % | 0 0.0 % | 4 16.0 % |
| 70.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 1 4.0 % | 5 20.0 % | 11 44.0 % | 3 12.0 % | 0 0.0 % | 5 20.0 % |
| 71.4 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 1 4.0 % | 0 0.0 % | 5 20.0 % | 11 44.0 % | 4 16.0 % | 0 0.0 % | 4 16.0 % |
| 71.4 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 1 4.0 % | 5 20.0 % | 12 48.0 % | 3 12.0 % | 0 0.0 % | 4 16.0 % |
| 84.2 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 1 4.0 % | 0 0.0 % | 2 8.0 % | 13 52.0 % | 3 12.0 % | 1 4.0 % | 5 20.0 % |
| 76.2 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 1 4.0 % | 4 16.0 % | 12 48.0 % | 4 16.0 % | 0 0.0 % | 4 16.0 % |
| 81.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 1 4.0 % | 3 12.0 % | 9 36.0 % | 8 32.0 % | 0 0.0 % | 4 16.0 % |
| 85.7 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 1 4.0 % | 1 4.0 % | 1 4.0 % | 8 32.0 % | 10 40.0 % | 0 0.0 % | 4 16.0 % |
| 80.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 1 4.0 % | 0 0.0 % | 3 12.0 % | 10 40.0 % | 6 24.0 % | 0 0.0 % | 5 20.0 % |
| 94.4 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 4.0 % | 11 44.0 % | 6 24.0 % | 1 4.0 % | 6 24.0 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance
RAMS Child, Youth &
Family Services

| Completion Status | Completion by Respondent Type | | Total |
|--------------------------|--------------------------------------|--------------|--------------|
| | Family | Youth | |
| Refused | 2 8 % | 17 33.3 % | 19 25 % |
| Impaired | 0 0 % | 1 2 % | 1 1.3 % |
| Language | 1 4 % | 0 0 % | 1 1.3 % |
| Other | 1 4 % | 5 9.8 % | 6 7.9 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 21 84 % | 28 54.9 % | 49 64.5 % |
| Total | 25 100 % | 51 100 % | 76 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 118 clients; surveys were returned for 68 clients (68 / 118 = 57.6%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

San Francisco Child Abuse Prevention Center

Program Code(s): 38HROP

Overall Satisfaction¹

100.0%

Return Rate²

77.8%

Overall satisfaction³ mean score for San Francisco Child Abuse Prevention Center: **4.93** (youth), **4.47** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

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

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

85.7% 10. I got the help I wanted

85.7% 11. I got as much help as I needed

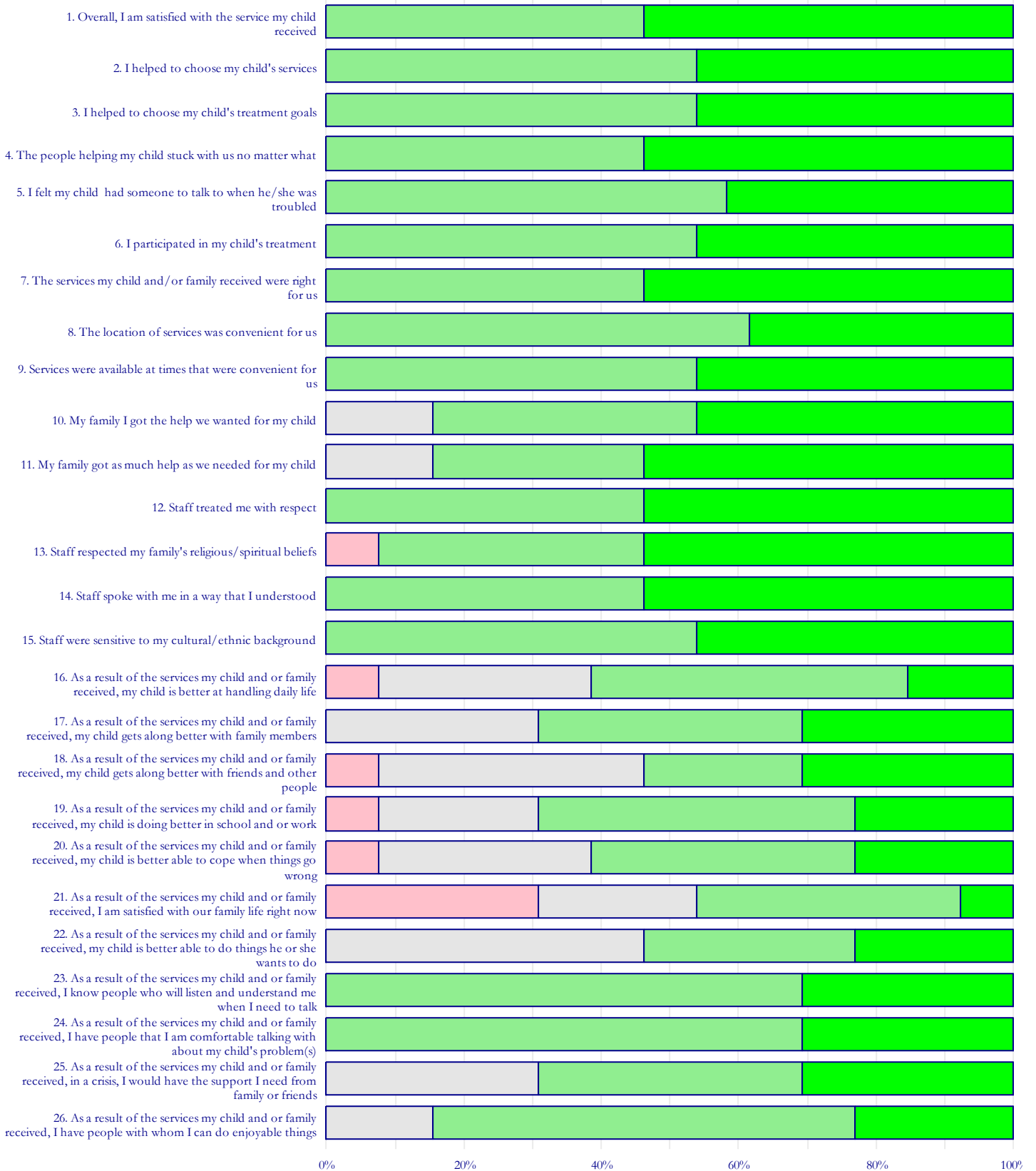
92.9% 13. Staff respected my religious/spiritual beliefs

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

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.

Youth Services Survey for Families

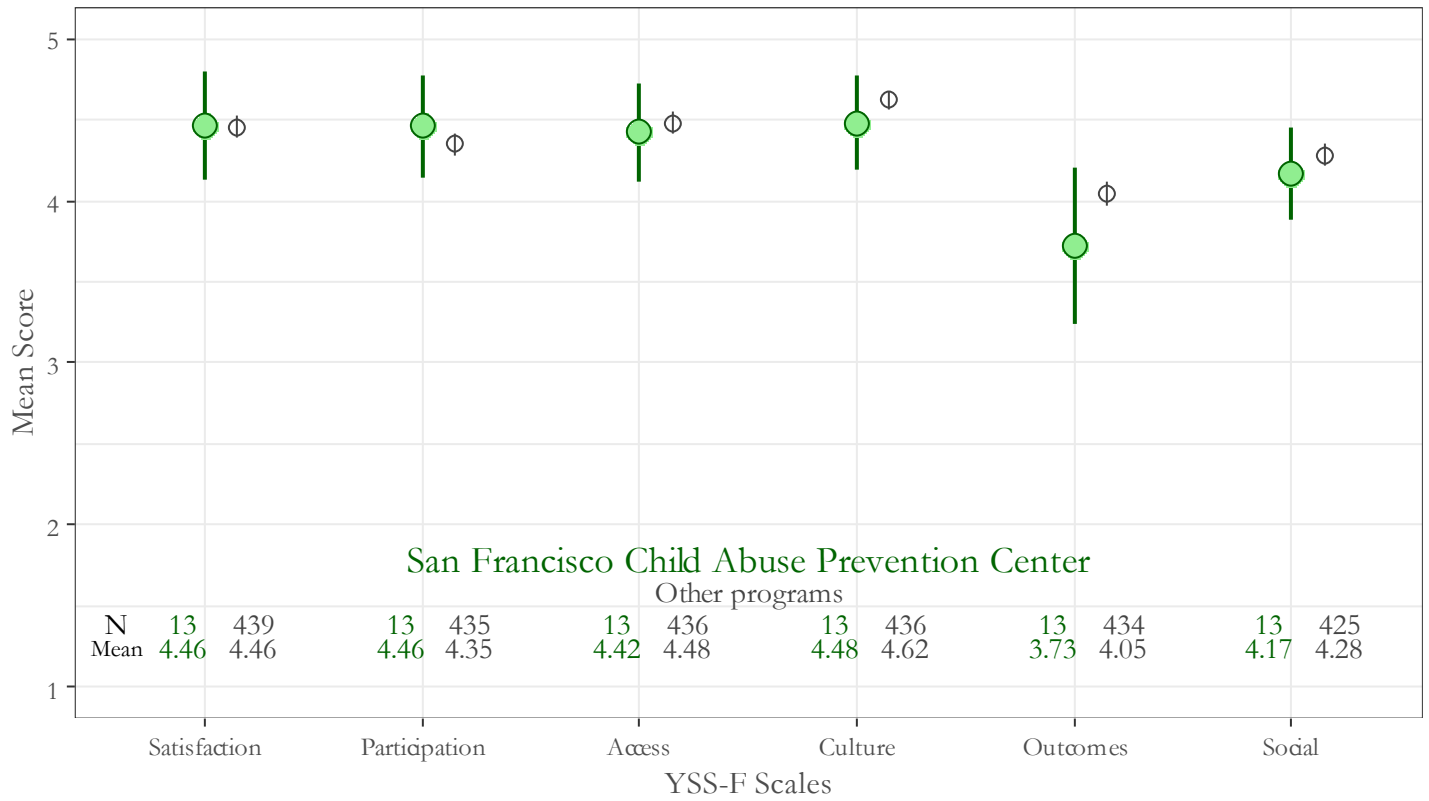


Youth Services Survey for Families N = 13

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|------------|------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 46.2 % | 7 53.8 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 53.8 % | 6 46.2 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 53.8 % | 6 46.2 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 46.2 % | 7 53.8 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 53.8 % | 5 38.5 % | 0 0.0 % | 1 7.7 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 53.8 % | 6 46.2 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 46.2 % | 7 53.8 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 61.5 % | 5 38.5 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 53.8 % | 6 46.2 % | 0 0.0 % | 0 0.0 % |
| 84.6 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 2 15.4 % | 5 38.5 % | 6 46.2 % | 0 0.0 % | 0 0.0 % |
| 84.6 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 2 15.4 % | 4 30.8 % | 7 53.8 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 46.2 % | 7 53.8 % | 0 0.0 % | 0 0.0 % |
| 92.3 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 1 7.7 % | 0 0.0 % | 5 38.5 % | 7 53.8 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 46.2 % | 7 53.8 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 53.8 % | 6 46.2 % | 0 0.0 % | 0 0.0 % |
| 61.5 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 1 7.7 % | 4 30.8 % | 6 46.2 % | 2 15.4 % | 0 0.0 % | 0 0.0 % |
| 69.2 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 4 30.8 % | 5 38.5 % | 4 30.8 % | 0 0.0 % | 0 0.0 % |
| 53.8 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 1 7.7 % | 5 38.5 % | 3 23.1 % | 4 30.8 % | 0 0.0 % | 0 0.0 % |
| 69.2 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 1 7.7 % | 3 23.1 % | 6 46.2 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 61.5 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 1 7.7 % | 4 30.8 % | 5 38.5 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 46.2 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 4 30.8 % | 3 23.1 % | 5 38.5 % | 1 7.7 % | 0 0.0 % | 0 0.0 % |
| 53.8 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 0 0.0 % | 6 46.2 % | 4 30.8 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 69.2 % | 4 30.8 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 69.2 % | 4 30.8 % | 0 0.0 % | 0 0.0 % |
| 69.2 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 4 30.8 % | 5 38.5 % | 4 30.8 % | 0 0.0 % | 0 0.0 % |
| 84.6 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 2 15.4 % | 8 61.5 % | 3 23.1 % | 0 0.0 % | 0 0.0 % |

Not enough Youth data for scale means CI chart

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



Survey Compliance

| Completion Status | San Francisco Child Abuse Prevention Center Completion by <i>Total</i> Respondent Type | | |
|---------------------|--|------------|-------------|
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 13 100 % | 1 100 % | 14 100 % |
| <i>Total</i> | 13 100 % | 1 100 % | 14 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 18 clients; surveys were returned for 14 clients ($14 / 18 = 77.8\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Spring 2017

Seneca Connections Wraparound

Youth program codes (RUs): 38CQ4

Adult program codes (RUs): 38CQ4

Overall Satisfaction¹

94.1%

Return Rate²

19.3%

Your program collected both Adult³ and Youth⁴ versions of the Consumer Perception Survey⁵. This integrated report combines the data from all survey types to produce overall satisfaction results for your program. Please review the separate Adult and Youth reports for item-level detail and additional information about your program's survey results.

People served May 15-19 2017 (Avatar billing): 88

People surveyed: 17 (16 youth and 1 adults)

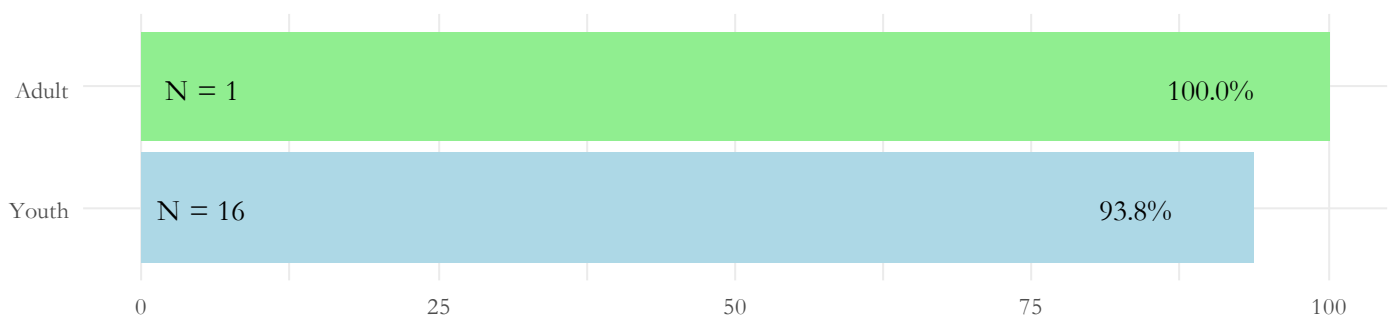
Adult satisfaction mean score: 5.00

Youth satisfaction mean score: 3.96

Family satisfaction mean score: 4.54

Means are based on a one to five Likert scale.

Percent Satisfied by Survey Type (Adult/Youth and Family)



Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Overall Satisfaction is calculated using YSS/YSS-F items 1-7 and 9-15 or MHSIP items 1-3 and 5-20. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 88 clients; surveys were returned for 17 clients ($17/88 = 19.3\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Seneca Connections Wraparound

Program Code(s): 38CQ4

Overall Satisfaction¹

100.0%

Return Rate²

10.0%

Overall satisfaction³ mean score for Seneca Connections Wraparound: **5.00**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

[Not enough data for highest satisfaction chart](#)

Lowest Agreement Items

[Not enough data for lowest satisfaction chart](#)

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

[Not enough data for scale means CI chart](#)

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

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

Not enough data for Likert chart

Survey Compliance

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 10 clients; surveys were returned for 1 clients (1/10 = 10.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Seneca Connections Wraparound

Program Code(s): 38CQ4

Overall Satisfaction¹

93.8%

Return Rate²

20.5%

Overall satisfaction³ mean score for Seneca Connections Wraparound: **3.96** (youth), **4.54** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.48** (family).

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

Highest Agreement Items

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

93.8% 12. Staff treated me with respect

93.8% 14. Staff spoke with me in a way that I understood

Lowest Agreement Items

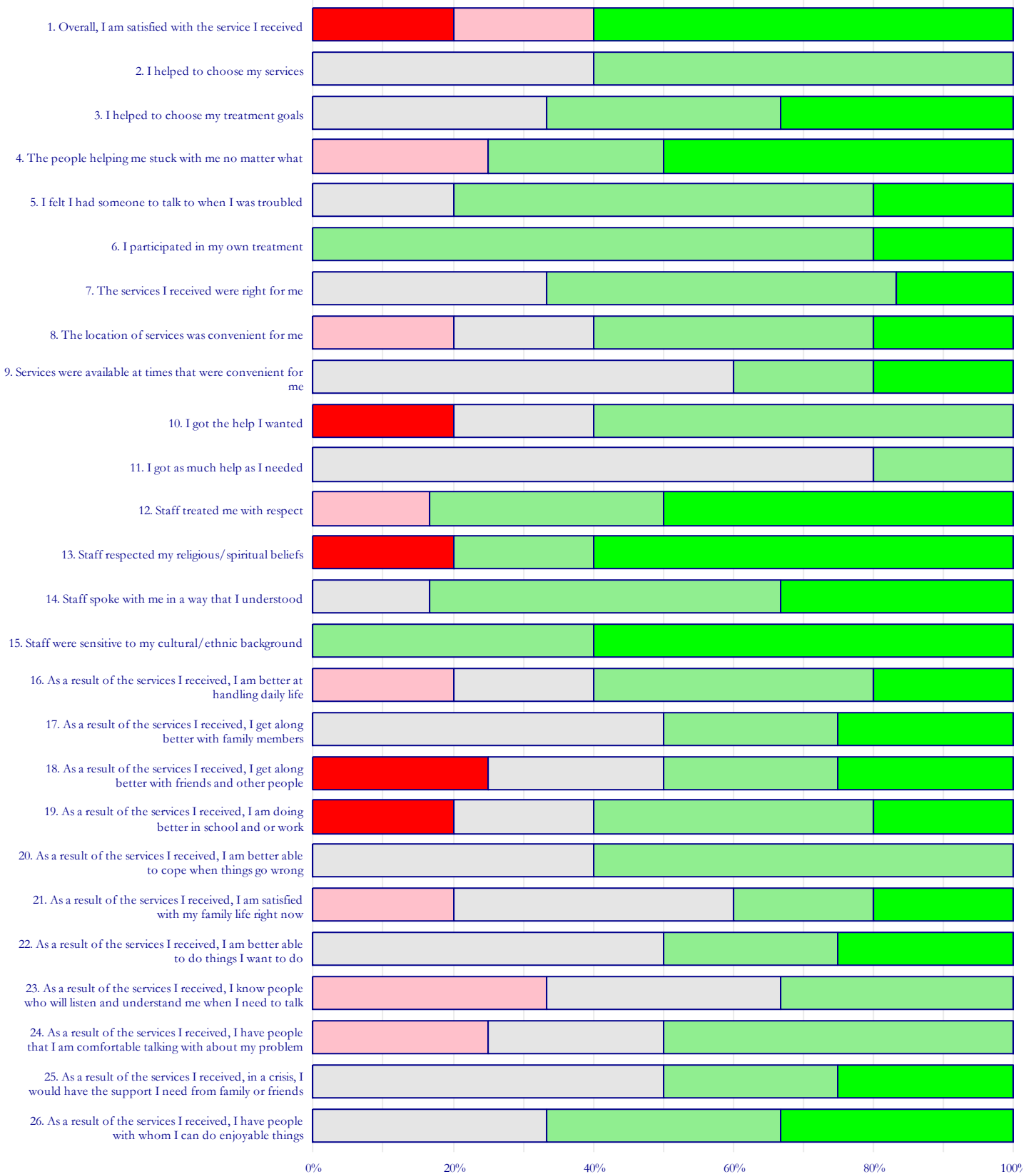
53.3% 11. I got as much help as I needed

75.0% 7. The services I received were right for me

76.9% 3. I helped to choose my treatment goals

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

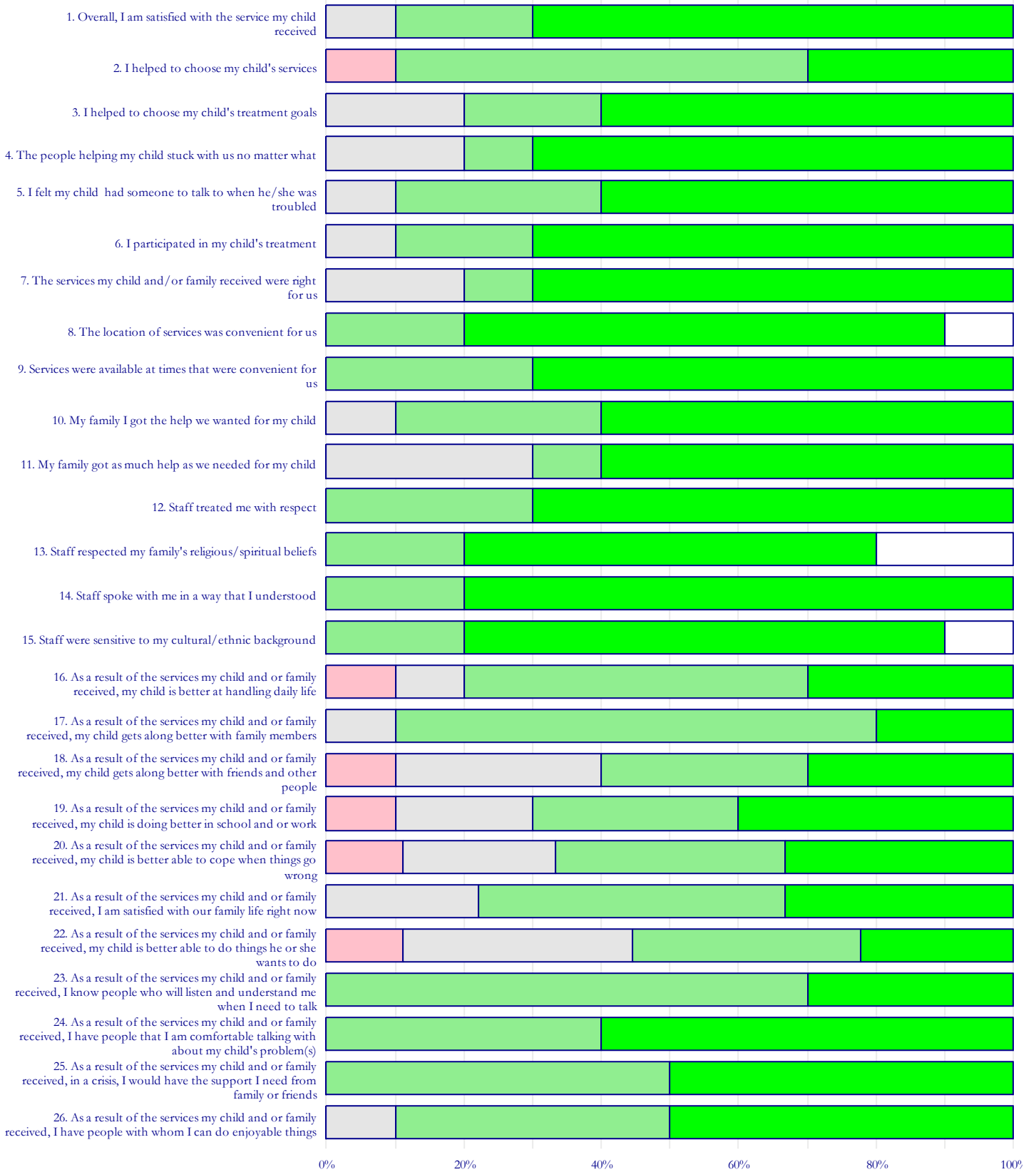
Youth Services Survey for Youth



Youth Services Survey for Youth N = 9

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 60.0 % 1. Overall, I am satisfied with the service I received | 1 11.1 % | 1 11.1 % | 0 0.0 % | 0 0.0 % | 3 33.3 % | 0 0.0 % | 4 44.4 % |
| 60.0 % 2. I helped to choose my services | 0 0.0 % | 0 0.0 % | 2 22.2 % | 3 33.3 % | 0 0.0 % | 0 0.0 % | 4 44.4 % |
| 66.7 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 1 11.1 % | 1 11.1 % | 1 11.1 % | 0 0.0 % | 6 66.7 % |
| 75.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 1 11.1 % | 0 0.0 % | 1 11.1 % | 2 22.2 % | 0 0.0 % | 5 55.6 % |
| 80.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 1 11.1 % | 3 33.3 % | 1 11.1 % | 0 0.0 % | 4 44.4 % |
| 100.0 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 44.4 % | 1 11.1 % | 0 0.0 % | 4 44.4 % |
| 66.7 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 2 22.2 % | 3 33.3 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |
| 60.0 % 8. The location of services was convenient for me | 0 0.0 % | 1 11.1 % | 1 11.1 % | 2 22.2 % | 1 11.1 % | 0 0.0 % | 4 44.4 % |
| 40.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 3 33.3 % | 1 11.1 % | 1 11.1 % | 0 0.0 % | 4 44.4 % |
| 60.0 % 10. I got the help I wanted | 1 11.1 % | 0 0.0 % | 1 11.1 % | 3 33.3 % | 0 0.0 % | 0 0.0 % | 4 44.4 % |
| 20.0 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 4 44.4 % | 1 11.1 % | 0 0.0 % | 0 0.0 % | 4 44.4 % |
| 83.3 % 12. Staff treated me with respect | 0 0.0 % | 1 11.1 % | 0 0.0 % | 2 22.2 % | 3 33.3 % | 0 0.0 % | 3 33.3 % |
| 80.0 % 13. Staff respected my religious/spiritual beliefs | 1 11.1 % | 0 0.0 % | 0 0.0 % | 1 11.1 % | 3 33.3 % | 0 0.0 % | 4 44.4 % |
| 83.3 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 1 11.1 % | 3 33.3 % | 2 22.2 % | 0 0.0 % | 3 33.3 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 3 33.3 % | 0 0.0 % | 4 44.4 % |
| 60.0 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 1 11.1 % | 1 11.1 % | 2 22.2 % | 1 11.1 % | 0 0.0 % | 4 44.4 % |
| 50.0 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 2 22.2 % | 1 11.1 % | 1 11.1 % | 0 0.0 % | 5 55.6 % |
| 50.0 % 18. As a result of the services I received, I get along better with friends and other people | 1 11.1 % | 0 0.0 % | 1 11.1 % | 1 11.1 % | 1 11.1 % | 0 0.0 % | 5 55.6 % |
| 60.0 % 19. As a result of the services I received, I am doing better in school and or work | 1 11.1 % | 0 0.0 % | 1 11.1 % | 2 22.2 % | 1 11.1 % | 0 0.0 % | 4 44.4 % |
| 60.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 2 22.2 % | 3 33.3 % | 0 0.0 % | 0 0.0 % | 4 44.4 % |
| 40.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 1 11.1 % | 2 22.2 % | 1 11.1 % | 1 11.1 % | 0 0.0 % | 4 44.4 % |
| 50.0 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 2 22.2 % | 1 11.1 % | 1 11.1 % | 0 0.0 % | 5 55.6 % |
| 33.3 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 1 11.1 % | 1 11.1 % | 1 11.1 % | 0 0.0 % | 0 0.0 % | 6 66.7 % |
| 50.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 1 11.1 % | 1 11.1 % | 2 22.2 % | 0 0.0 % | 0 0.0 % | 5 55.6 % |
| 50.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 22.2 % | 1 11.1 % | 1 11.1 % | 0 0.0 % | 5 55.6 % |
| 66.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 11.1 % | 1 11.1 % | 1 11.1 % | 0 0.0 % | 6 66.7 % |

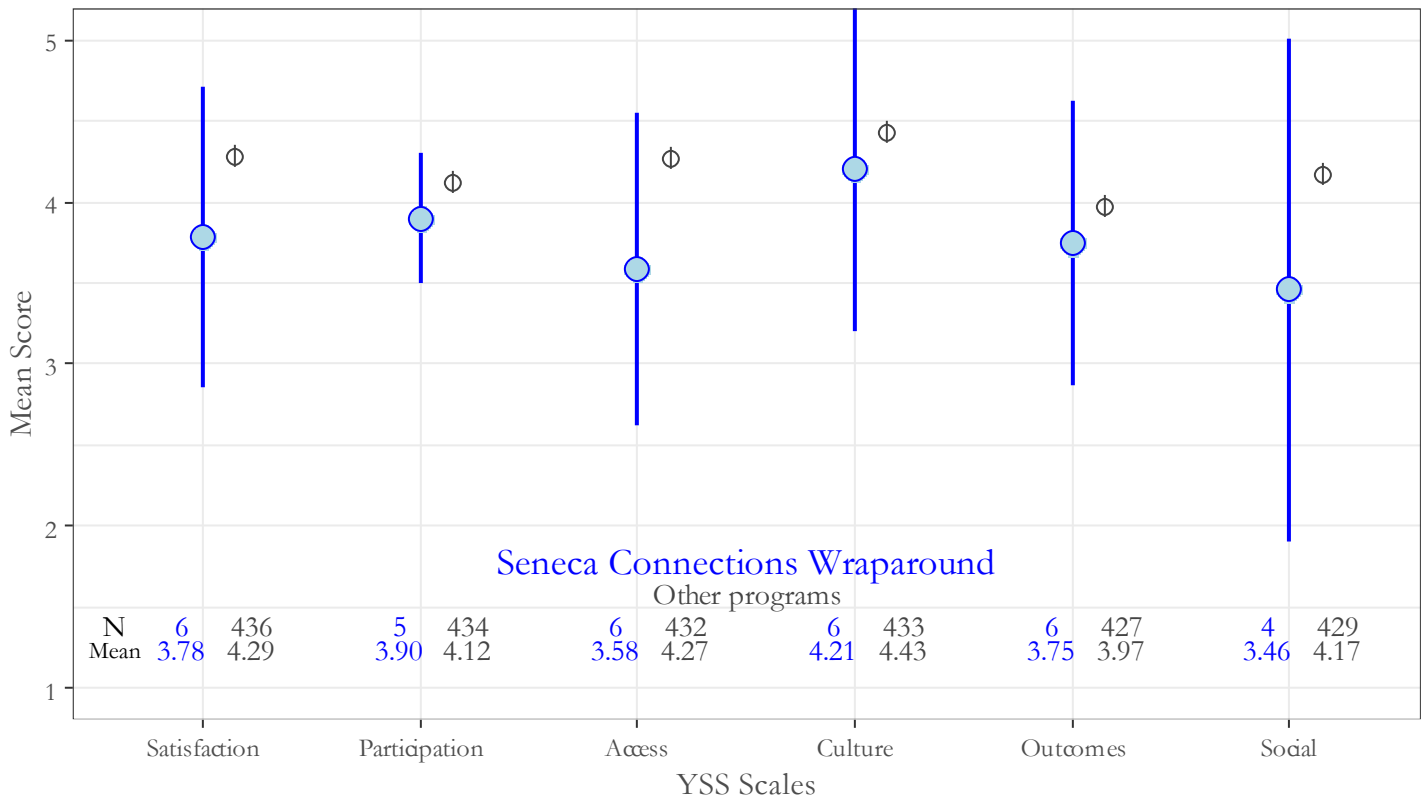
Youth Services Survey for Families



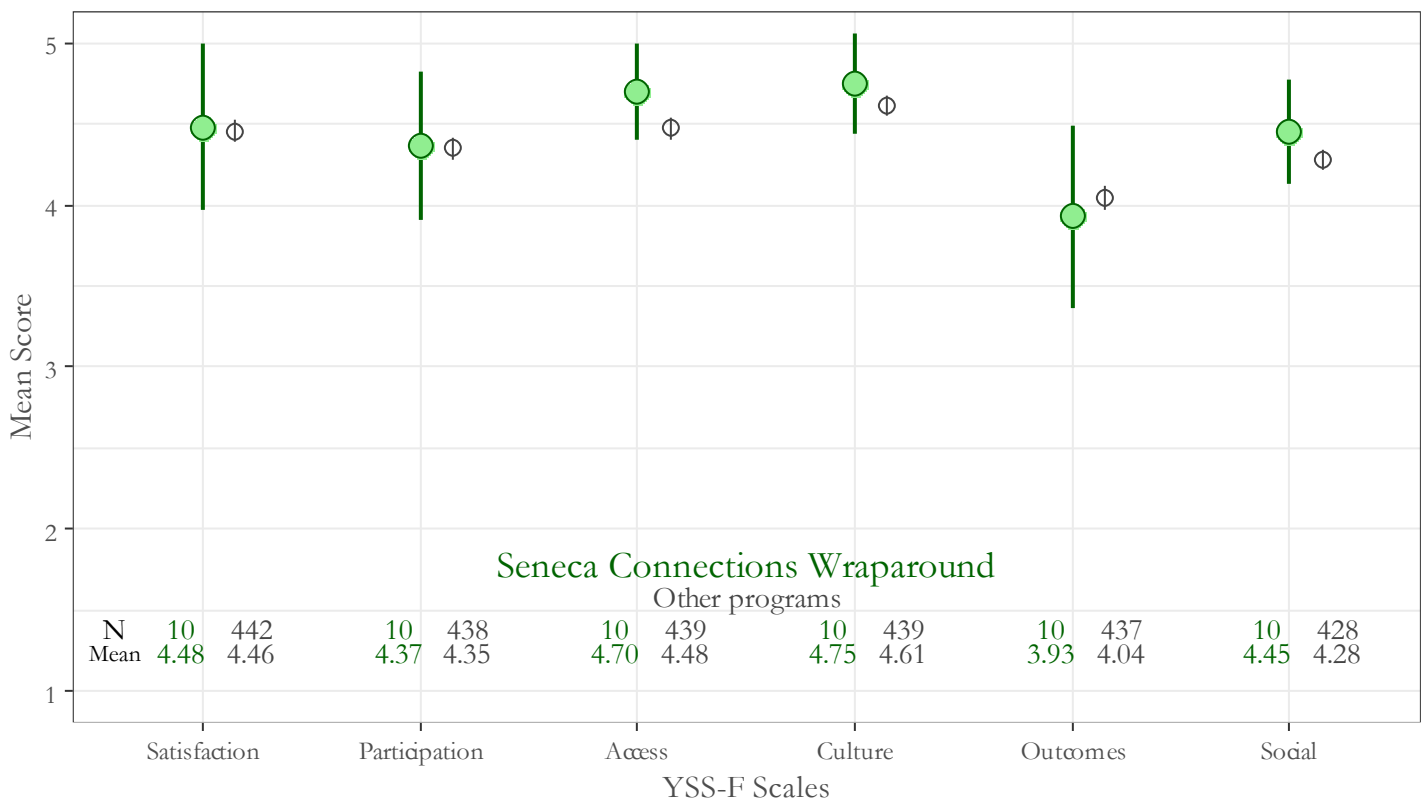
Youth Services Survey for Families N = 12

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|-------------|-------------|
| 90.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 1 8.3 % | 2 16.7 % | 7 58.3 % | 0 0.0 % | 2 16.7 % |
| 90.0 % 2. I helped to choose my child's services | 0 0.0 % | 1 8.3 % | 0 0.0 % | 6 50.0 % | 3 25.0 % | 0 0.0 % | 2 16.7 % |
| 80.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 2 16.7 % | 2 16.7 % | 6 50.0 % | 0 0.0 % | 2 16.7 % |
| 80.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 2 16.7 % | 1 8.3 % | 7 58.3 % | 0 0.0 % | 2 16.7 % |
| 90.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 1 8.3 % | 3 25.0 % | 6 50.0 % | 0 0.0 % | 2 16.7 % |
| 90.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 1 8.3 % | 2 16.7 % | 7 58.3 % | 0 0.0 % | 2 16.7 % |
| 80.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 2 16.7 % | 1 8.3 % | 7 58.3 % | 0 0.0 % | 2 16.7 % |
| 100.0 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 16.7 % | 7 58.3 % | 1 8.3 % | 2 16.7 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 25.0 % | 7 58.3 % | 0 0.0 % | 2 16.7 % |
| 90.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 1 8.3 % | 3 25.0 % | 6 50.0 % | 0 0.0 % | 2 16.7 % |
| 70.0 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 3 25.0 % | 1 8.3 % | 6 50.0 % | 0 0.0 % | 2 16.7 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 25.0 % | 7 58.3 % | 0 0.0 % | 2 16.7 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 16.7 % | 6 50.0 % | 2 16.7 % | 2 16.7 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 16.7 % | 8 66.7 % | 0 0.0 % | 2 16.7 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 16.7 % | 7 58.3 % | 1 8.3 % | 2 16.7 % |
| 80.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 1 8.3 % | 1 8.3 % | 5 41.7 % | 3 25.0 % | 0 0.0 % | 2 16.7 % |
| 90.0 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 1 8.3 % | 7 58.3 % | 2 16.7 % | 0 0.0 % | 2 16.7 % |
| 60.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 1 8.3 % | 3 25.0 % | 3 25.0 % | 3 25.0 % | 0 0.0 % | 2 16.7 % |
| 70.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 1 8.3 % | 2 16.7 % | 3 25.0 % | 4 33.3 % | 0 0.0 % | 2 16.7 % |
| 66.7 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 1 8.3 % | 2 16.7 % | 3 25.0 % | 3 25.0 % | 0 0.0 % | 3 25.0 % |
| 77.8 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 0 0.0 % | 2 16.7 % | 4 33.3 % | 3 25.0 % | 0 0.0 % | 3 25.0 % |
| 55.6 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 1 8.3 % | 3 25.0 % | 3 25.0 % | 2 16.7 % | 0 0.0 % | 3 25.0 % |
| 100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 58.3 % | 3 25.0 % | 0 0.0 % | 2 16.7 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 33.3 % | 6 50.0 % | 0 0.0 % | 2 16.7 % |
| 100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 41.7 % | 5 41.7 % | 0 0.0 % | 2 16.7 % |
| 90.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 8.3 % | 4 33.3 % | 5 41.7 % | 0 0.0 % | 2 16.7 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|---------------------------|------------------------|-------------|--------------|
| Seneca Connections | | | |
| Wraparound | | | |
| Completion Status | Completion by | | Total |
| | Respondent Type | | |
| | Family | Youth | |
| Refused | 1 8.3 % | 2 22.2 % | 3 14.3 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 1 8.3 % | 1 11.1 % | 2 9.5 % |
| Completed Survey | 10 83.3 % | 6 66.7 % | 16 76.2 % |
| Total | 12 100 % | 9 100 % | 21 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 78 clients; surveys were returned for 16 clients (16 / 78 = 20.5%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Seneca Youth Transitional Services

Program Code(s): 38CQMST

Overall Satisfaction¹

81.8%

Return Rate²

175.0%

Overall satisfaction³ mean score for Seneca Youth Transitional Services: **4.48** (youth), **3.62** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.49** (family).

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

Highest Agreement Items

100.0% 13. Staff respected my religious/spiritual beliefs

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

90.9% 3. I helped to choose my treatment goals

Lowest Agreement Items

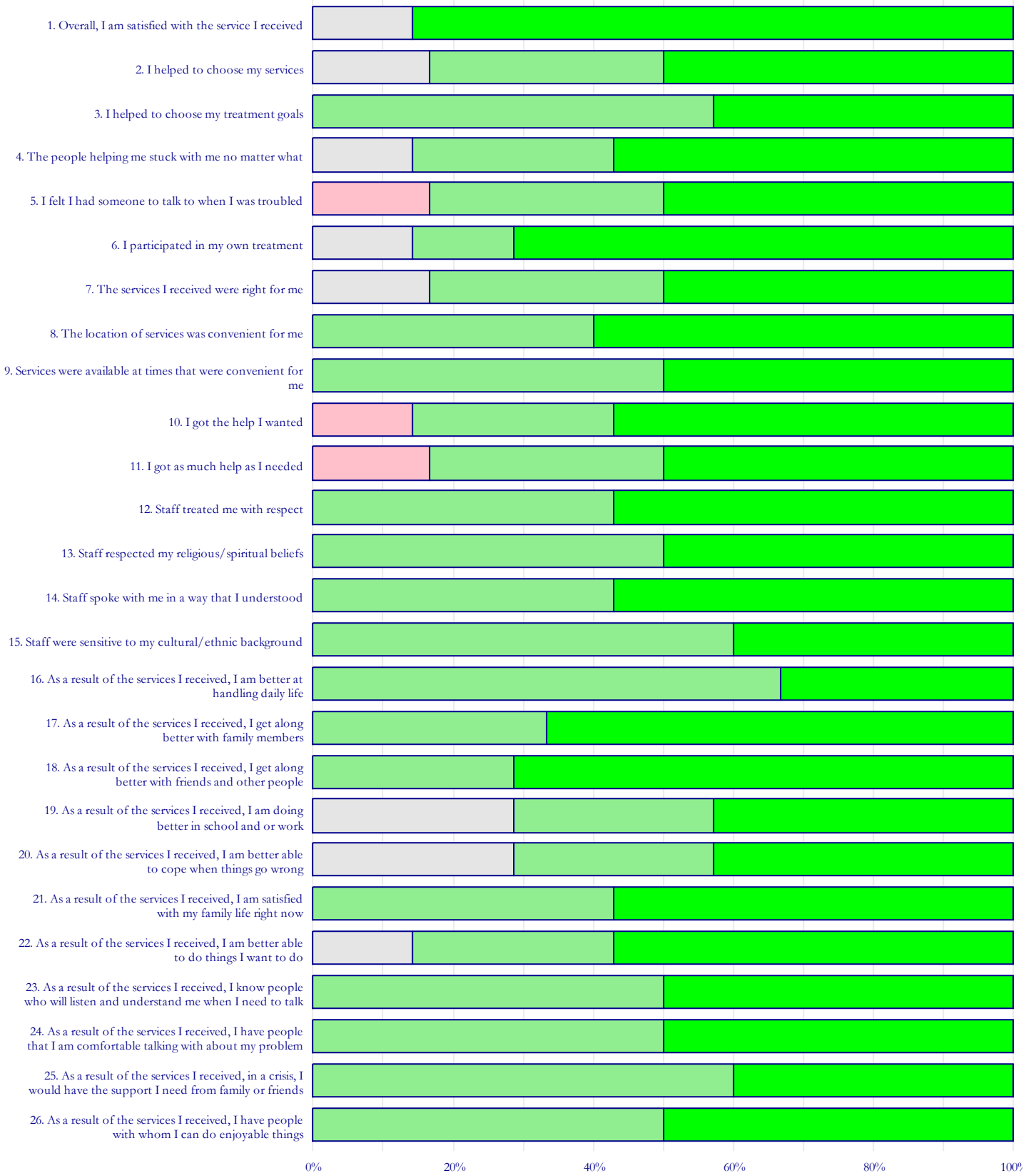
70.0% 2. I helped to choose my services

80.0% 5. I felt I had someone to talk to when I was troubled

80.0% 7. The services I received were right for me

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

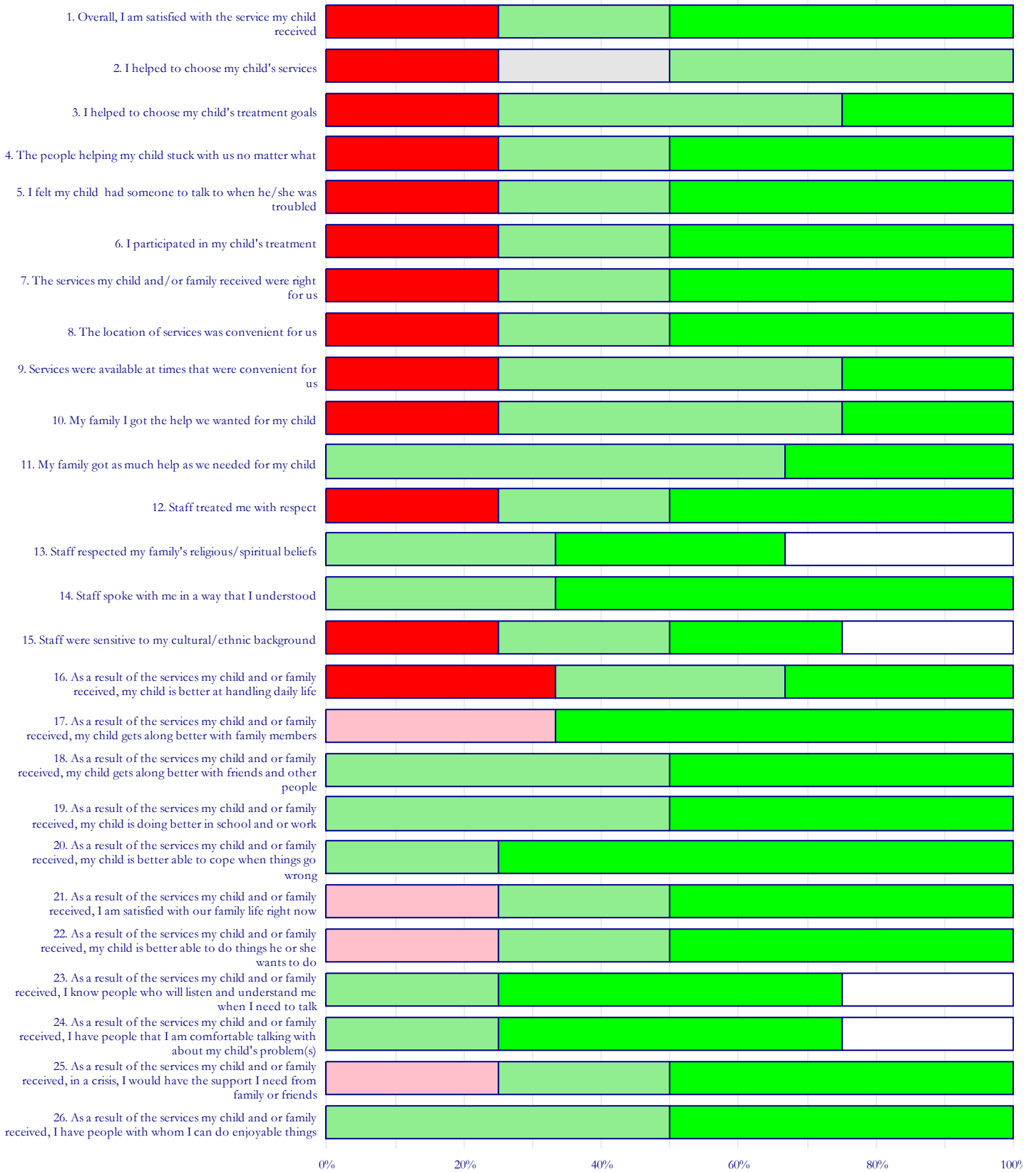
Youth Services Survey for Youth



Youth Services Survey for Youth N = 7

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 85.7 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 1 14.3 % | 0 0.0 % | 6 85.7 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 2. I helped to choose my services | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 1 14.3 % |
| 100.0 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 57.1 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 1 14.3 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 1 14.3 % |
| 85.7 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 1 14.3 % | 1 14.3 % | 5 71.4 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 1 14.3 % |
| 100.0 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 3 42.9 % | 0 0.0 % | 1 14.3 % |
| 85.7 % 10. I got the help I wanted | 0 0.0 % | 1 14.3 % | 0 0.0 % | 2 28.6 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 11. I got as much help as I needed | 0 0.0 % | 1 14.3 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 1 14.3 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 3 42.9 % | 0 0.0 % | 1 14.3 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 57.1 % | 2 28.6 % | 0 0.0 % | 1 14.3 % |
| 100.0 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 4 57.1 % | 0 0.0 % | 1 14.3 % |
| 100.0 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 5 71.4 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 2 28.6 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 2 28.6 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 3 42.9 % | 0 0.0 % | 1 14.3 % |
| 100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 3 42.9 % | 0 0.0 % | 1 14.3 % |
| 100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 3 42.9 % | 0 0.0 % | 1 14.3 % |

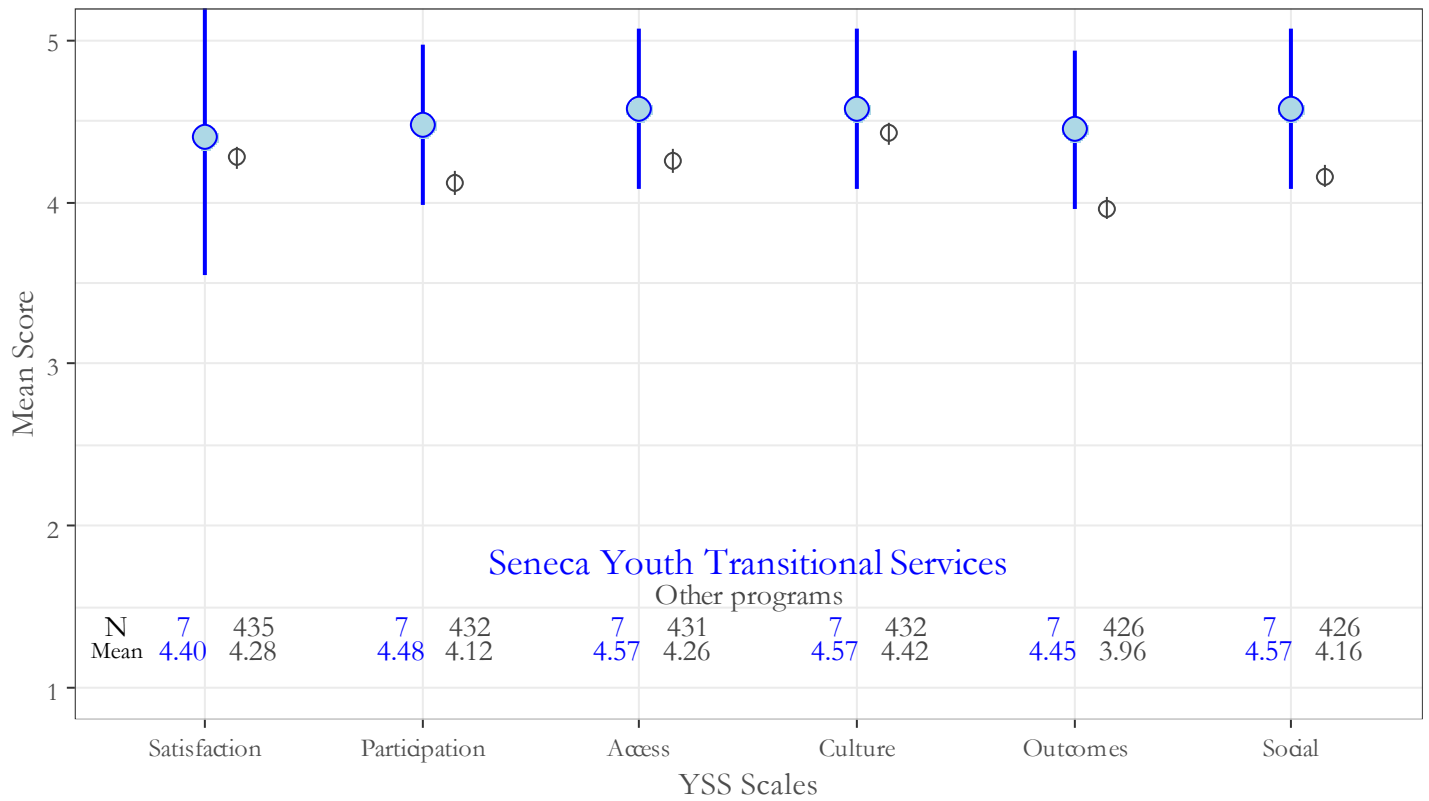
Youth Services Survey for Families



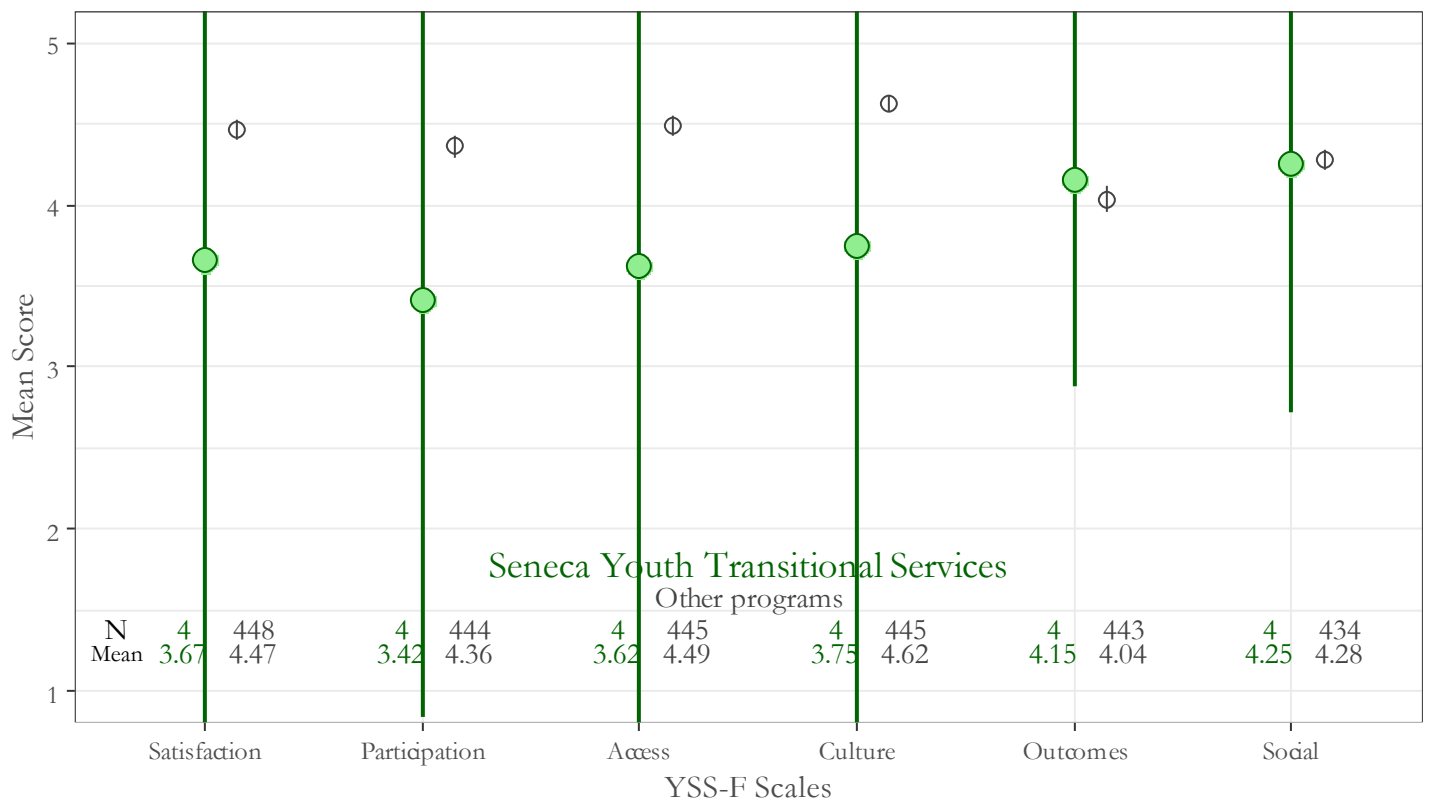
Youth Services Survey for Families N = 4

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|--|---------------------------|------------|--------------|
| Seneca Youth | | | |
| Transitional | | | |
| Completion Status Services Completion Total | by Respondent Type | | |
| | Family | Youth | <i>Total</i> |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 4 100 % | 7 100 % | 11 100 % |
| <i>Total</i> | 4 100 % | 7 100 % | 11 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 4 clients; surveys were returned for 7 clients (7 / 4 = 175.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Services for Supportive Housing

Program Code(s): 8911SH

Overall Satisfaction¹

82.5%

Return Rate²

108.2%

Overall satisfaction³ mean score for Services for Supportive Housing: **4.19**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

94.1% 1. I like the services that I received here

92.3% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

88.9% 13. I was given information about my rights

Lowest Agreement Items

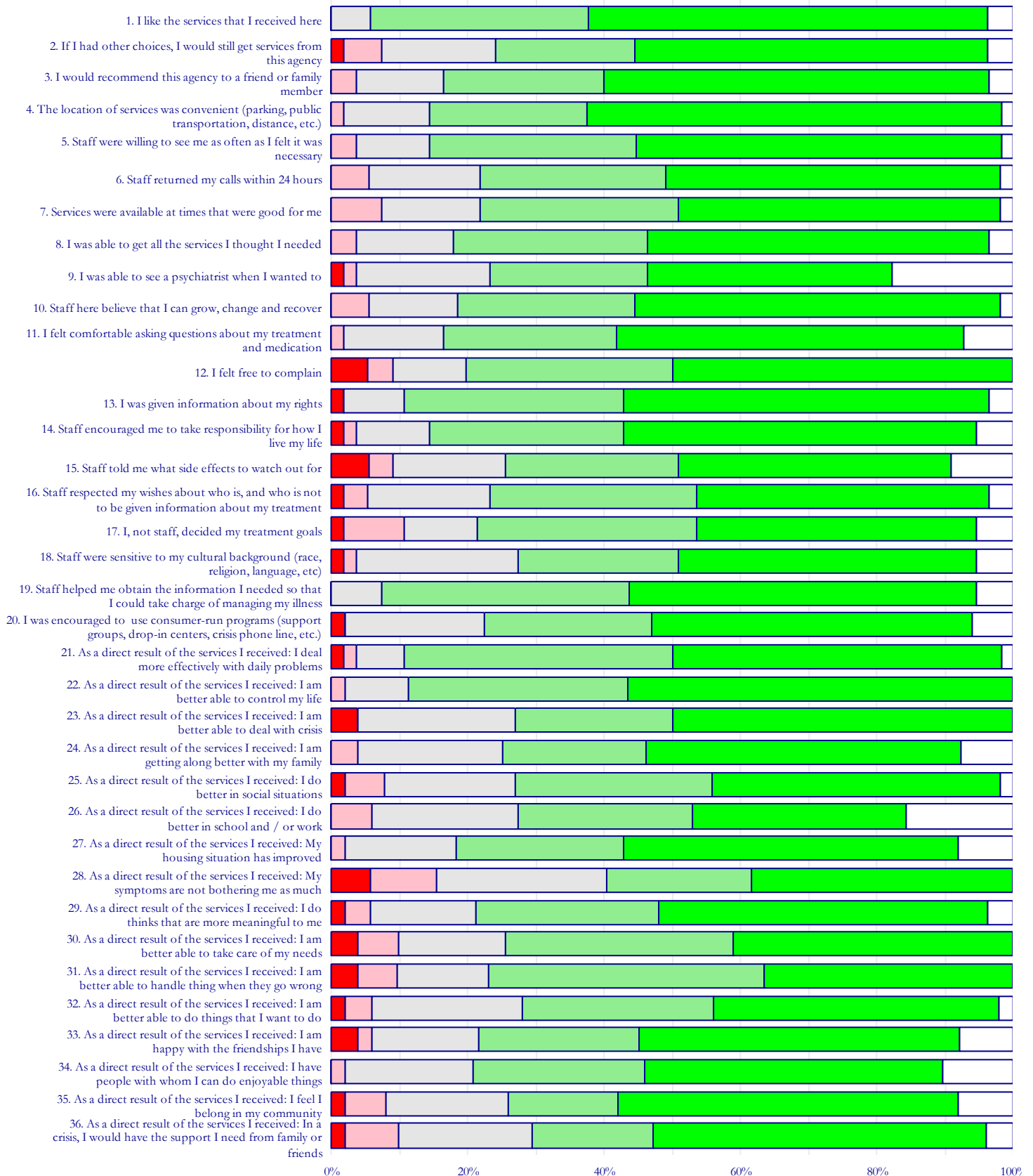
71.2% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

71.7% 9. I was able to see a psychiatrist when I wanted to

72.0% 15. Staff told me what side effects to watch out for

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

MHSIP Items



MHSIP Items 1-25

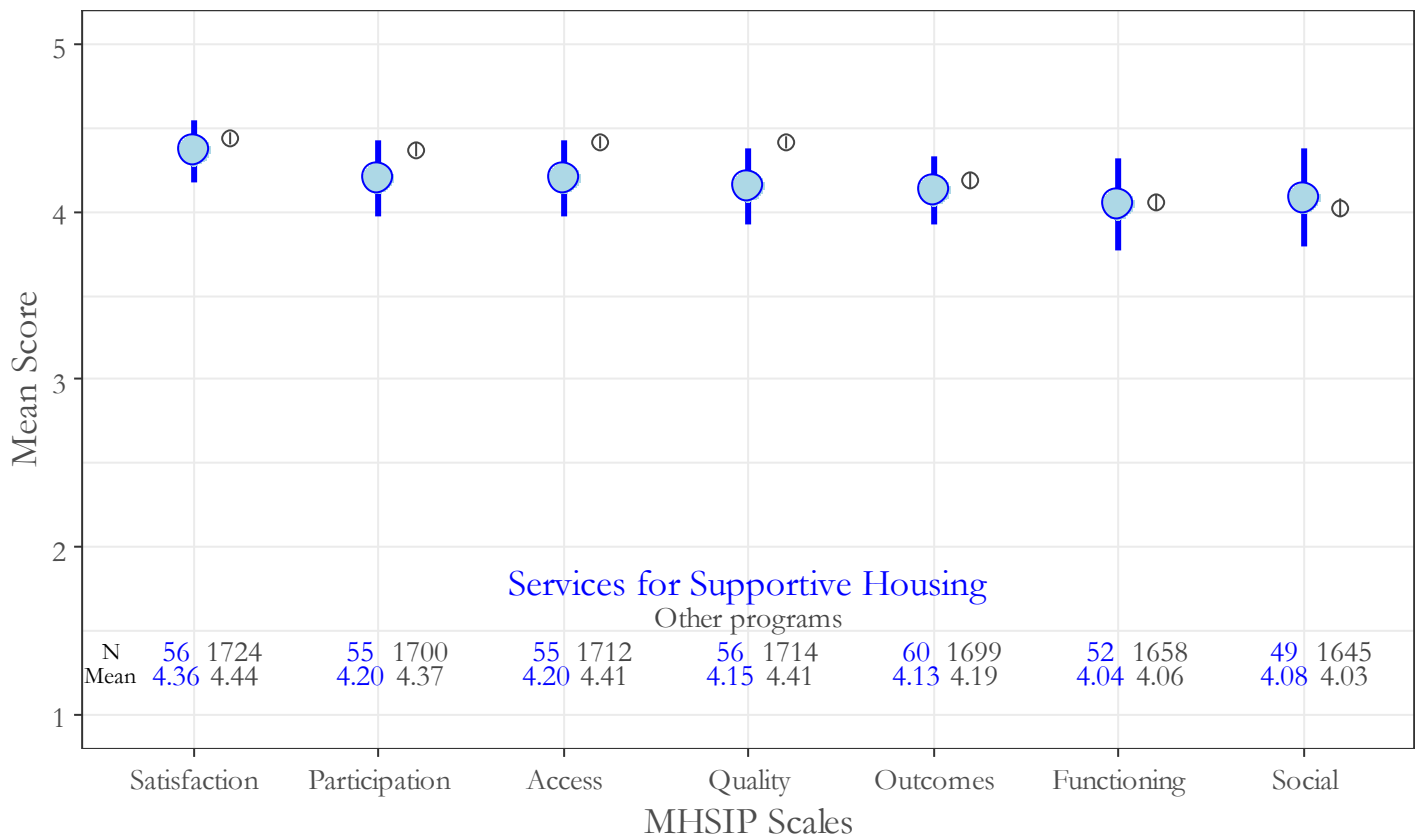
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|--------------|--------------|----------------|-------------|--------------|
| 94.1 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 3 2.7 % | 17 15.4 % | 31 28.2 % | 2 1.8 % | 57 51.8 % |
| 75.0 % 2. If I had other choices, I would still get services from this agency | 1 0.9 % | 3 2.7 % | 9 8.2 % | 11 10.0 % | 28 25.4 % | 2 1.8 % | 56 50.9 % |
| 83.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 2 1.8 % | 7 6.4 % | 13 11.8 % | 31 28.2 % | 2 1.8 % | 55 50.0 % |
| 85.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 1 0.9 % | 7 6.4 % | 13 11.8 % | 34 30.9 % | 1 0.9 % | 54 49.1 % |
| 85.5 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 2 1.8 % | 6 5.4 % | 17 15.4 % | 30 27.3 % | 1 0.9 % | 54 49.1 % |
| 77.8 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 3 2.7 % | 9 8.2 % | 15 13.6 % | 27 24.6 % | 1 0.9 % | 55 50.0 % |
| 77.8 % 7. Services were available at times that were good for me | 0 0.0 % | 4 3.6 % | 8 7.3 % | 16 14.5 % | 26 23.6 % | 1 0.9 % | 55 50.0 % |
| 81.5 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 2 1.8 % | 8 7.3 % | 16 14.5 % | 28 25.4 % | 2 1.8 % | 54 49.1 % |
| 71.7 % 9. I was able to see a psychiatrist when I wanted to | 1 0.9 % | 1 0.9 % | 11 10.0 % | 13 11.8 % | 20 18.2 % | 10 9.1 % | 54 49.1 % |
| 81.1 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 3 2.7 % | 7 6.4 % | 14 12.7 % | 29 26.4 % | 1 0.9 % | 56 50.9 % |
| 82.4 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 1 0.9 % | 8 7.3 % | 14 12.7 % | 28 25.4 % | 4 3.6 % | 55 50.0 % |
| 80.4 % 12. I felt free to complain | 3 2.7 % | 2 1.8 % | 6 5.4 % | 17 15.4 % | 28 25.4 % | 0 0.0 % | 54 49.1 % |
| 88.9 % 13. I was given information about my rights | 1 0.9 % | 0 0.0 % | 5 4.5 % | 18 16.4 % | 30 27.3 % | 2 1.8 % | 54 49.1 % |
| 84.9 % 14. Staff encouraged me to take responsibility for how I live my life | 1 0.9 % | 1 0.9 % | 6 5.4 % | 16 14.5 % | 29 26.4 % | 3 2.7 % | 54 49.1 % |
| 72.0 % 15. Staff told me what side effects to watch out for | 3 2.7 % | 2 1.8 % | 9 8.2 % | 14 12.7 % | 22 20.0 % | 5 4.5 % | 55 50.0 % |
| 75.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 1 0.9 % | 2 1.8 % | 10 9.1 % | 17 15.4 % | 24 21.8 % | 2 1.8 % | 54 49.1 % |
| 77.4 % 17. I, not staff, decided my treatment goals | 1 0.9 % | 5 4.5 % | 6 5.4 % | 18 16.4 % | 23 20.9 % | 3 2.7 % | 54 49.1 % |
| 71.2 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 1 0.9 % | 1 0.9 % | 13 11.8 % | 13 11.8 % | 24 21.8 % | 3 2.7 % | 55 50.0 % |
| 92.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 4 3.6 % | 20 18.2 % | 28 25.4 % | 3 2.7 % | 55 50.0 % |
| 76.1 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 1 0.9 % | 0 0.0 % | 10 9.1 % | 12 10.9 % | 23 20.9 % | 3 2.7 % | 61 55.5 % |
| 89.1 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 1 0.9 % | 1 0.9 % | 4 3.6 % | 22 20.0 % | 27 24.6 % | 1 0.9 % | 54 49.1 % |
| 88.7 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 1 0.9 % | 5 4.5 % | 17 15.4 % | 30 27.3 % | 0 0.0 % | 57 51.8 % |
| 73.1 % 23. As a direct result of the services I received: I am better able to deal with crisis | 2 1.8 % | 0 0.0 % | 12 10.9 % | 12 10.9 % | 26 23.6 % | 0 0.0 % | 58 52.7 % |
| 72.9 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 2 1.8 % | 11 10.0 % | 11 10.0 % | 24 21.8 % | 4 3.6 % | 58 52.7 % |
| 72.5 % 25. As a direct result of the services I received: I do better in social situations | 1 0.9 % | 3 2.7 % | 10 9.1 % | 15 13.6 % | 22 20.0 % | 1 0.9 % | 58 52.7 % |

MHSIP Items 26-36 Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|--------------|--------------|----------------|------------|--------------|
| 67.4 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 3 2.7 % | 11 10.0 % | 13 11.8 % | 16 14.5 % | 8 7.3 % | 59 53.6 % |
| 80.0 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 1 0.9 % | 8 7.3 % | 12 10.9 % | 24 21.8 % | 4 3.6 % | 61 55.5 % |
| 59.6 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 3 2.7 % | 5 4.5 % | 13 11.8 % | 11 10.0 % | 20 18.2 % | 0 0.0 % | 58 52.7 % |
| 78.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me | 1 0.9 % | 2 1.8 % | 8 7.3 % | 14 12.7 % | 25 22.7 % | 2 1.8 % | 58 52.7 % |
| 74.5 % 30. As a direct result of the services I received: I am better able to take care of my needs | 2 1.8 % | 3 2.7 % | 8 7.3 % | 17 15.4 % | 21 19.1 % | 0 0.0 % | 59 53.6 % |
| 76.9 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong | 2 1.8 % | 3 2.7 % | 7 6.4 % | 21 19.1 % | 19 17.3 % | 0 0.0 % | 58 52.7 % |
| 71.4 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 0.9 % | 2 1.8 % | 11 10.0 % | 14 12.7 % | 21 19.1 % | 1 0.9 % | 60 54.5 % |
| 76.6 % 33. As a direct result of the services I received: I am happy with the friendships I have | 2 1.8 % | 1 0.9 % | 8 7.3 % | 12 10.9 % | 24 21.8 % | 4 3.6 % | 59 53.6 % |
| 76.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 0.9 % | 9 8.2 % | 12 10.9 % | 21 19.1 % | 5 4.5 % | 62 56.4 % |
| 71.7 % 35. As a direct result of the services I received: I feel I belong in my community | 1 0.9 % | 3 2.7 % | 9 8.2 % | 8 7.3 % | 25 22.7 % | 4 3.6 % | 60 54.5 % |
| 69.4 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 1 0.9 % | 4 3.6 % | 10 9.1 % | 9 8.2 % | 25 22.7 % | 2 1.8 % | 59 53.6 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 41 42.7 % | 5 35.7 % | 46 41.8 % |
| Impaired | 6 6.2 % | 1 7.1 % | 7 6.4 % |
| Language | 2 2.1 % | 0 0 % | 2 1.8 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 47 49 % | 8 57.1 % | 55 50 % |
| Total | 96 100 % | 14 100 % | 110 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 97 clients; surveys were returned for 105 clients (105/97 = 108.2%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

SF FIRST

Program Code(s): 38719A

Overall Satisfaction¹

66.7%

Return Rate²

25.0%

Overall satisfaction³ mean score for SF FIRST: **3.70**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

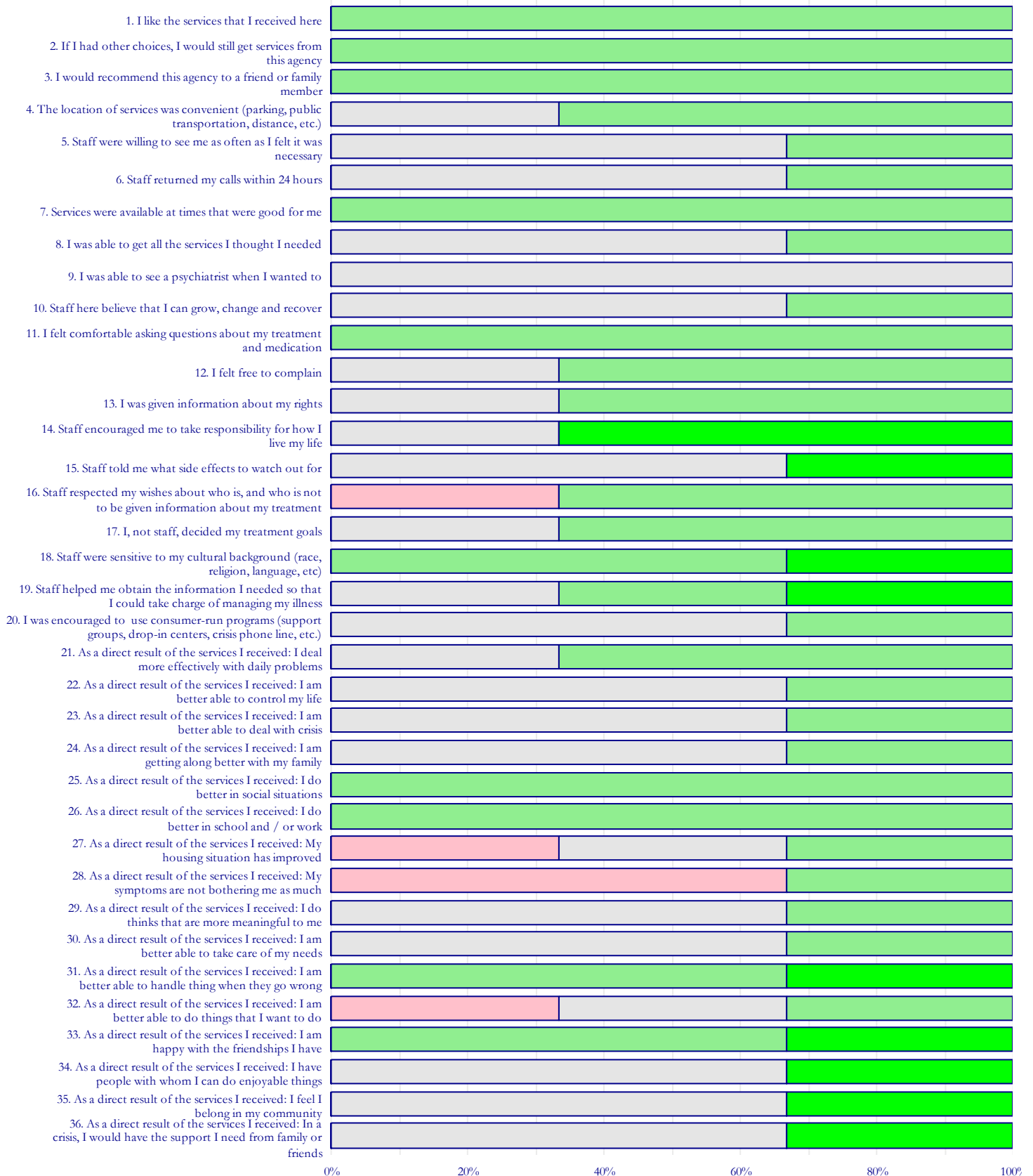
0.0% 9. I was able to see a psychiatrist when I wanted to

33.3% 5. Staff were willing to see me as often as I felt it was necessary

33.3% 6. Staff returned my calls within 24 hours

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

MHSIP Items



MHSIP Items 1-25

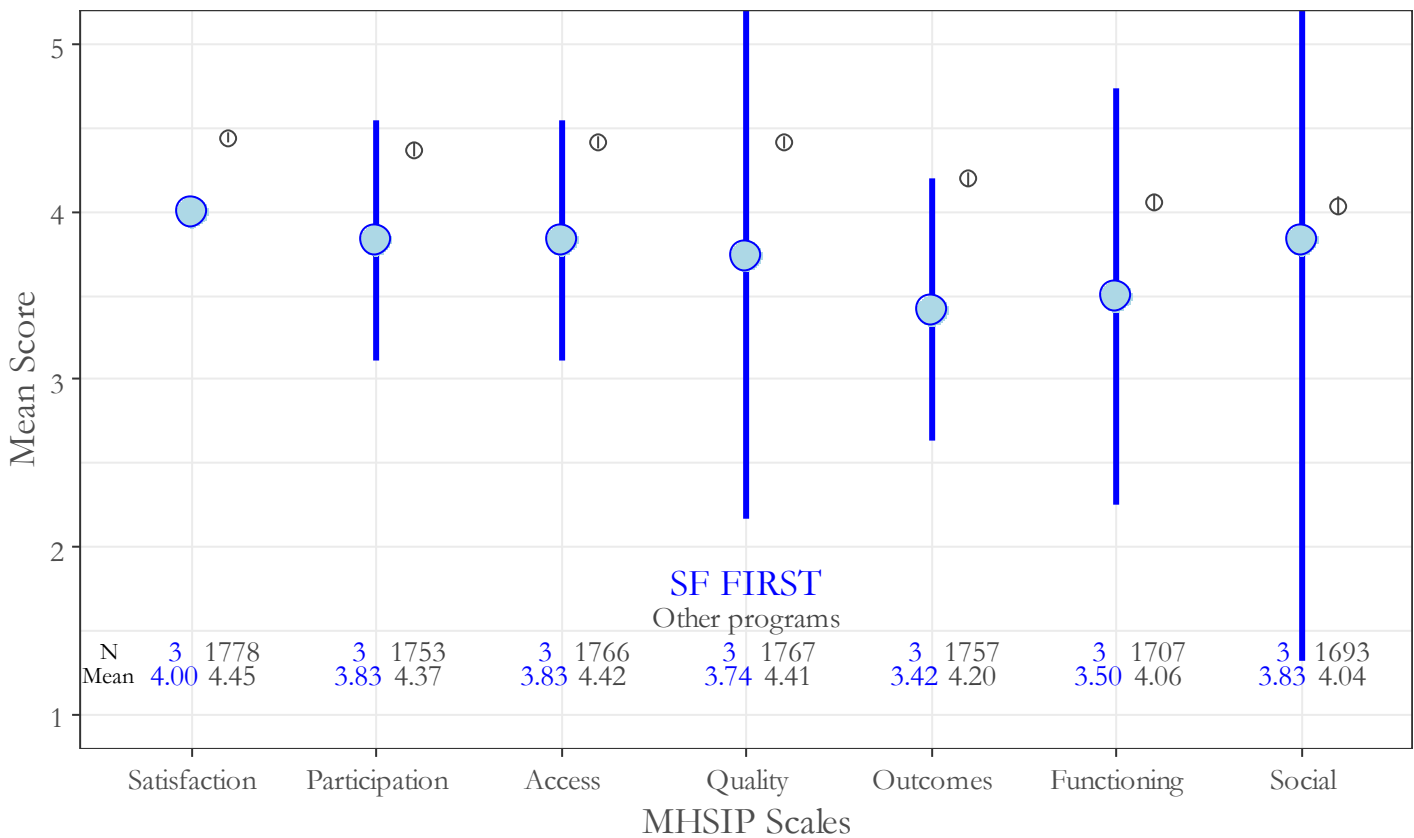
Percent Agree

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

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 100.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 33.3 % | 0 0.0 % | 0 0.0 % | 6 66.7 % |
| 33.3 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 1 11.1 % | 1 11.1 % | 1 11.1 % | 0 0.0 % | 0 0.0 % | 6 66.7 % |
| 33.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 2 22.2 % | 0 0.0 % | 1 11.1 % | 0 0.0 % | 0 0.0 % | 6 66.7 % |
| 33.3 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 2 22.2 % | 1 11.1 % | 0 0.0 % | 0 0.0 % | 6 66.7 % |
| 33.3 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 2 22.2 % | 1 11.1 % | 0 0.0 % | 0 0.0 % | 6 66.7 % |
| 100.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 1 11.1 % | 0 0.0 % | 6 66.7 % |
| 33.3 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 11.1 % | 1 11.1 % | 1 11.1 % | 0 0.0 % | 0 0.0 % | 6 66.7 % |
| 100.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 22.2 % | 1 11.1 % | 0 0.0 % | 6 66.7 % |
| 33.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 2 22.2 % | 0 0.0 % | 1 11.1 % | 0 0.0 % | 6 66.7 % |
| 33.3 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 0 0.0 % | 2 22.2 % | 0 0.0 % | 1 11.1 % | 0 0.0 % | 6 66.7 % |
| 33.3 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 22.2 % | 0 0.0 % | 1 11.1 % | 0 0.0 % | 6 66.7 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 6 66.7 % | 0 0 % | 6 66.7 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 3 33.3 % | 0 0 % | 3 33.3 % |
| Total | 9 100 % | 0 100 % | 9 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 36 clients; surveys were returned for 9 clients (9/36 = 25.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

South of Market MHS

Program Code(s): 38719

Overall Satisfaction¹

85.0%

Return Rate²

32.6%

Overall satisfaction³ mean score for South of Market MHS: **4.29**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

97.4% 11. I felt comfortable asking questions about my treatment and medication

95.0% 1. I like the services that I received here

94.7% 7. Services were available at times that were good for me

Lowest Agreement Items

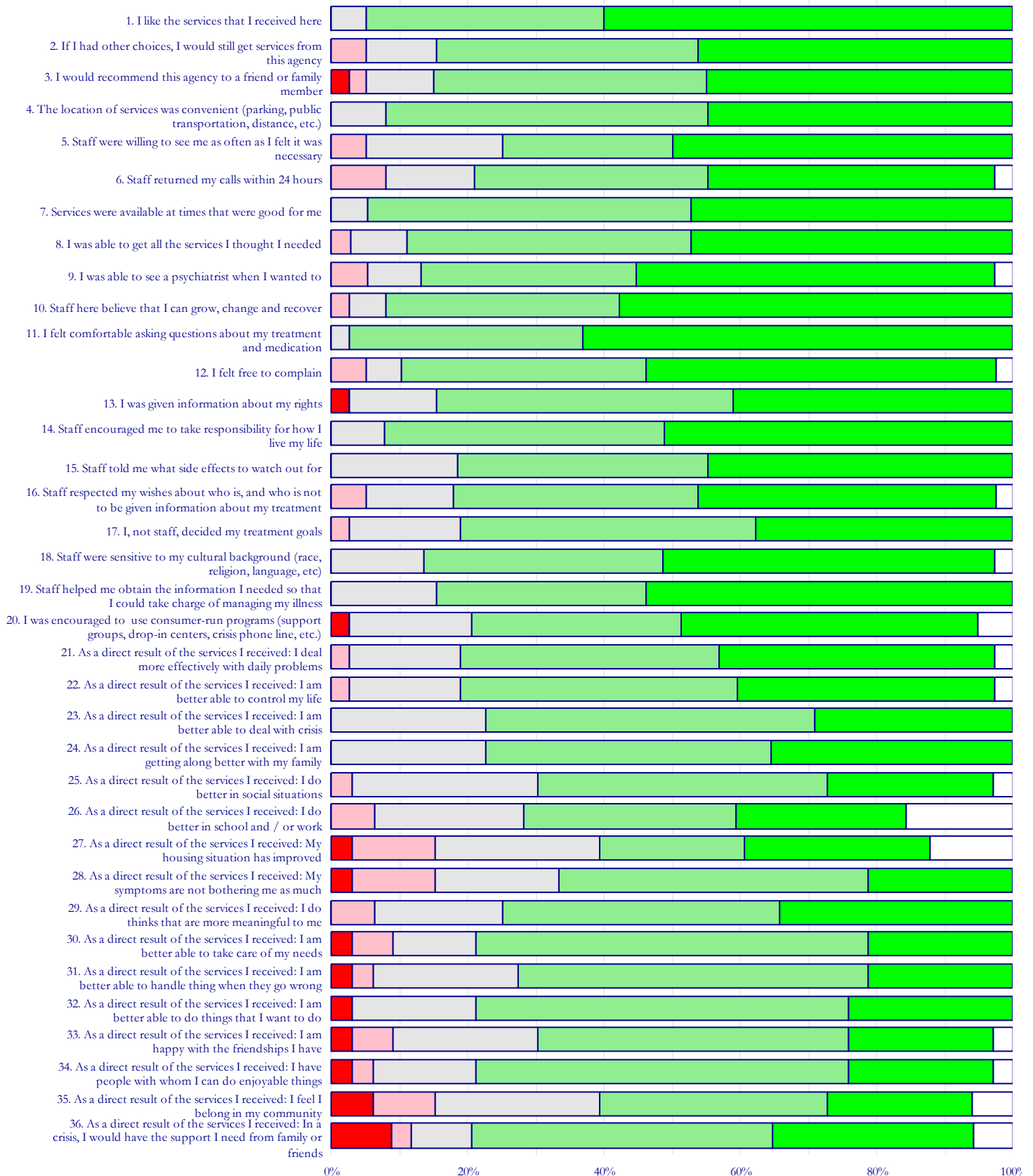
75.0% 5. Staff were willing to see me as often as I felt it was necessary

78.4% 6. Staff returned my calls within 24 hours

78.4% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

MHSIP Items



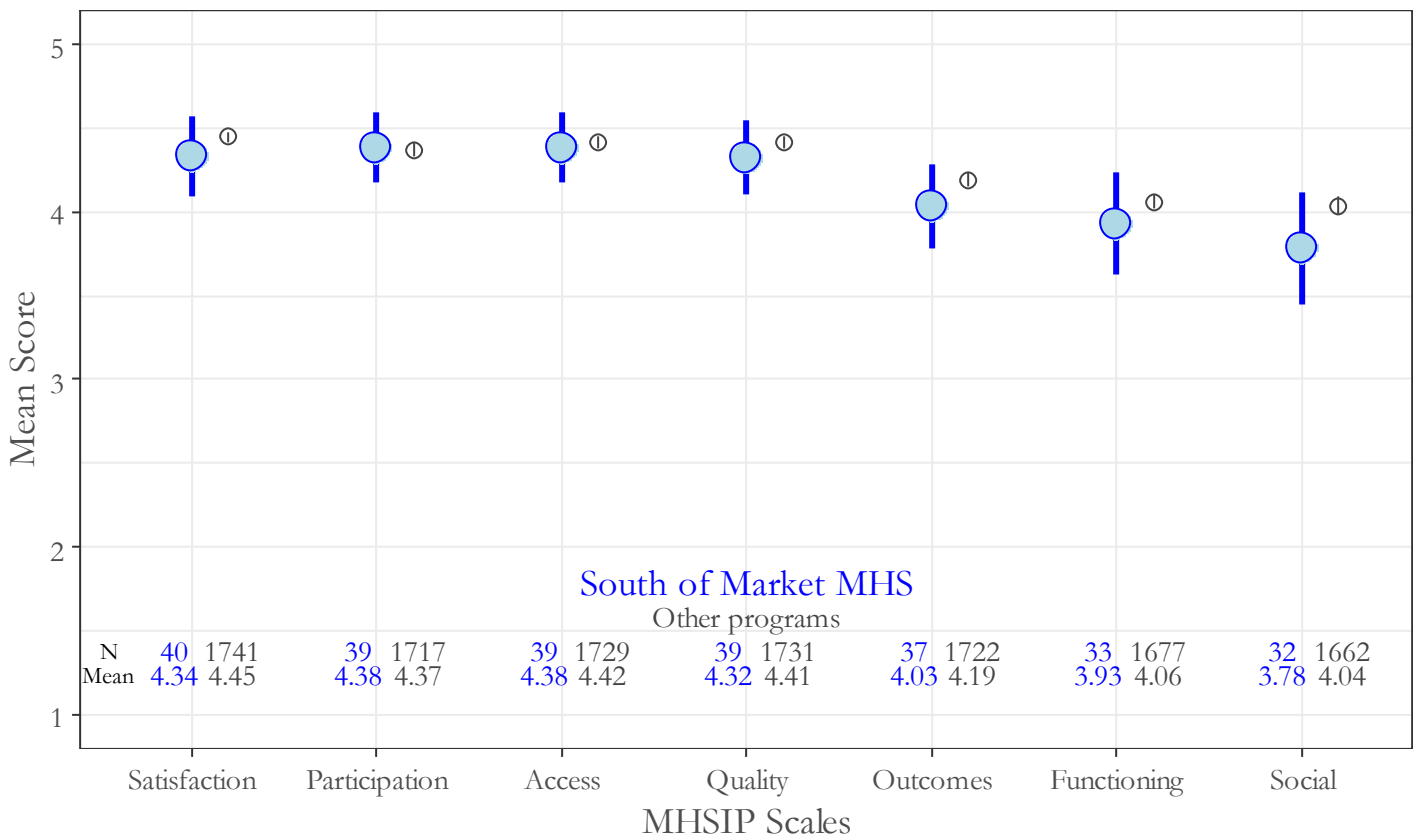
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 95.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 2 3.4 % | 14 24.1 % | 24 41.4 % | 0 0.0 % | 18 31.0 % |
| 84.6 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 2 3.4 % | 4 6.9 % | 15 25.9 % | 18 31.0 % | 0 0.0 % | 19 32.8 % |
| 85.0 % 3. I would recommend this agency to a friend or family member | 1 1.7 % | 1 1.7 % | 4 6.9 % | 16 27.6 % | 18 31.0 % | 0 0.0 % | 18 31.0 % |
| 92.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 3 5.2 % | 18 31.0 % | 17 29.3 % | 0 0.0 % | 20 34.5 % |
| 75.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 2 3.4 % | 8 13.8 % | 10 17.2 % | 20 34.5 % | 0 0.0 % | 18 31.0 % |
| 78.4 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 3 5.2 % | 5 8.6 % | 13 22.4 % | 16 27.6 % | 1 1.7 % | 20 34.5 % |
| 94.7 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 2 3.4 % | 18 31.0 % | 18 31.0 % | 0 0.0 % | 20 34.5 % |
| 88.9 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 1 1.7 % | 3 5.2 % | 15 25.9 % | 17 29.3 % | 0 0.0 % | 22 37.9 % |
| 86.5 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 2 3.4 % | 3 5.2 % | 12 20.7 % | 20 34.5 % | 1 1.7 % | 20 34.5 % |
| 92.1 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 1 1.7 % | 2 3.4 % | 13 22.4 % | 22 37.9 % | 0 0.0 % | 20 34.5 % |
| 97.4 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 1.7 % | 13 22.4 % | 24 41.4 % | 0 0.0 % | 20 34.5 % |
| 89.5 % 12. I felt free to complain | 0 0.0 % | 2 3.4 % | 2 3.4 % | 14 24.1 % | 20 34.5 % | 1 1.7 % | 19 32.8 % |
| 84.6 % 13. I was given information about my rights | 1 1.7 % | 0 0.0 % | 5 8.6 % | 17 29.3 % | 16 27.6 % | 0 0.0 % | 19 32.8 % |
| 92.3 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 3 5.2 % | 16 27.6 % | 20 34.5 % | 0 0.0 % | 19 32.8 % |
| 81.6 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 7 12.1 % | 14 24.1 % | 17 29.3 % | 0 0.0 % | 20 34.5 % |
| 81.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 2 3.4 % | 5 8.6 % | 14 24.1 % | 17 29.3 % | 1 1.7 % | 19 32.8 % |
| 81.1 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 1 1.7 % | 6 10.3 % | 16 27.6 % | 14 24.1 % | 0 0.0 % | 21 36.2 % |
| 86.1 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 5 8.6 % | 13 22.4 % | 18 31.0 % | 1 1.7 % | 21 36.2 % |
| 84.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 6 10.3 % | 12 20.7 % | 21 36.2 % | 0 0.0 % | 19 32.8 % |
| 78.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 1 1.7 % | 0 0.0 % | 7 12.1 % | 12 20.7 % | 17 29.3 % | 2 3.4 % | 19 32.8 % |
| 80.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 1 1.7 % | 6 10.3 % | 14 24.1 % | 15 25.9 % | 1 1.7 % | 21 36.2 % |
| 80.6 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 1 1.7 % | 6 10.3 % | 15 25.9 % | 14 24.1 % | 1 1.7 % | 21 36.2 % |
| 77.4 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 7 12.1 % | 15 25.9 % | 9 15.5 % | 0 0.0 % | 27 46.6 % |
| 77.4 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 7 12.1 % | 13 22.4 % | 11 19.0 % | 0 0.0 % | 27 46.6 % |
| 68.8 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 1 1.7 % | 9 15.5 % | 14 24.1 % | 8 13.8 % | 1 1.7 % | 25 43.1 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|------------|--------------|
| 66.7 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 2 3.4 % | 7 12.1 % | 10 17.2 % | 8 13.8 % | 5 8.6 % | 26 44.8 % |
| 55.2 % 27. As a direct result of the services I received: My housing situation has improved | 1 1.7 % | 4 6.9 % | 8 13.8 % | 7 12.1 % | 9 15.5 % | 4 6.9 % | 25 43.1 % |
| 66.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 1 1.7 % | 4 6.9 % | 6 10.3 % | 15 25.9 % | 7 12.1 % | 0 0.0 % | 25 43.1 % |
| 75.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 2 3.4 % | 6 10.3 % | 13 22.4 % | 11 19.0 % | 0 0.0 % | 26 44.8 % |
| 78.8 % 30. As a direct result of the services I received: I am better able to take care of my needs | 1 1.7 % | 2 3.4 % | 4 6.9 % | 19 32.8 % | 7 12.1 % | 0 0.0 % | 25 43.1 % |
| 72.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 1.7 % | 1 1.7 % | 7 12.1 % | 17 29.3 % | 7 12.1 % | 0 0.0 % | 25 43.1 % |
| 78.8 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 1.7 % | 0 0.0 % | 6 10.3 % | 18 31.0 % | 8 13.8 % | 0 0.0 % | 25 43.1 % |
| 68.8 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 1.7 % | 2 3.4 % | 7 12.1 % | 15 25.9 % | 7 12.1 % | 1 1.7 % | 25 43.1 % |
| 78.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 1.7 % | 1 1.7 % | 5 8.6 % | 18 31.0 % | 7 12.1 % | 1 1.7 % | 25 43.1 % |
| 58.1 % 35. As a direct result of the services I received: I feel I belong in my community | 2 3.4 % | 3 5.2 % | 8 13.8 % | 11 19.0 % | 7 12.1 % | 2 3.4 % | 25 43.1 % |
| 78.1 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 3 5.2 % | 1 1.7 % | 3 5.2 % | 15 25.9 % | 10 17.2 % | 2 3.4 % | 24 41.4 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 13 22.4 % | 0 0 % | 13 22.4 % |
| Impaired | 1 1.7 % | 0 0 % | 1 1.7 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 4 6.9 % | 0 0 % | 4 6.9 % |
| Completed Survey | 40 69 % | 0 0 % | 40 69 % |
| Total | 58 100 % | 0 100 % | 58 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 175 clients; surveys were returned for 57 clients ($57/175 = 32.6\%$).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

South Van Ness HIV and Gender Services

Program Code(s): 38BH02 38BH08

Overall Satisfaction¹

95.5%

Return Rate²

71.0%

Overall satisfaction³ mean score for South Van Ness HIV and Gender Services: **4.62**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

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

100.0% 13. I was given information about my rights

95.5% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

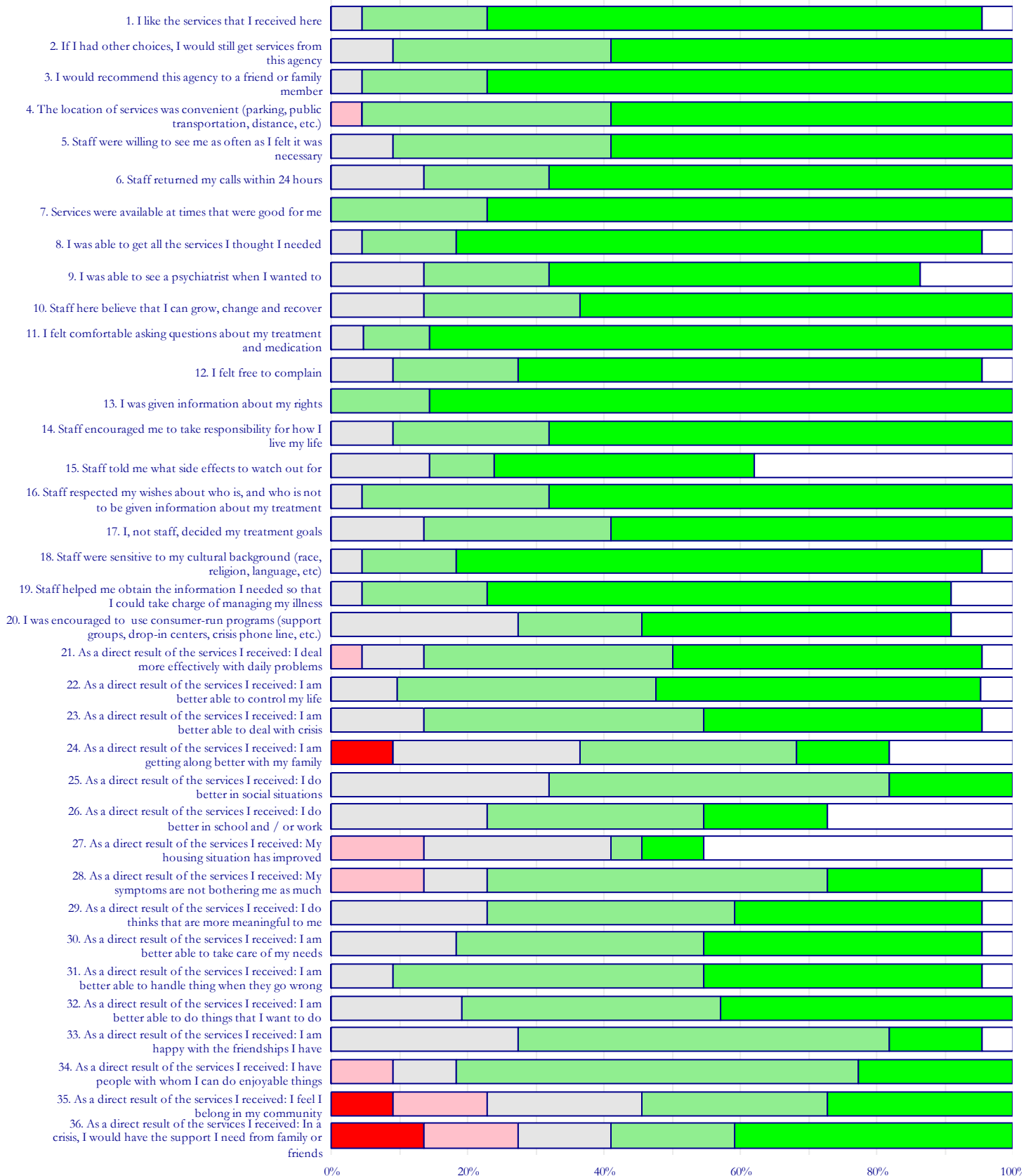
70.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

84.2% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



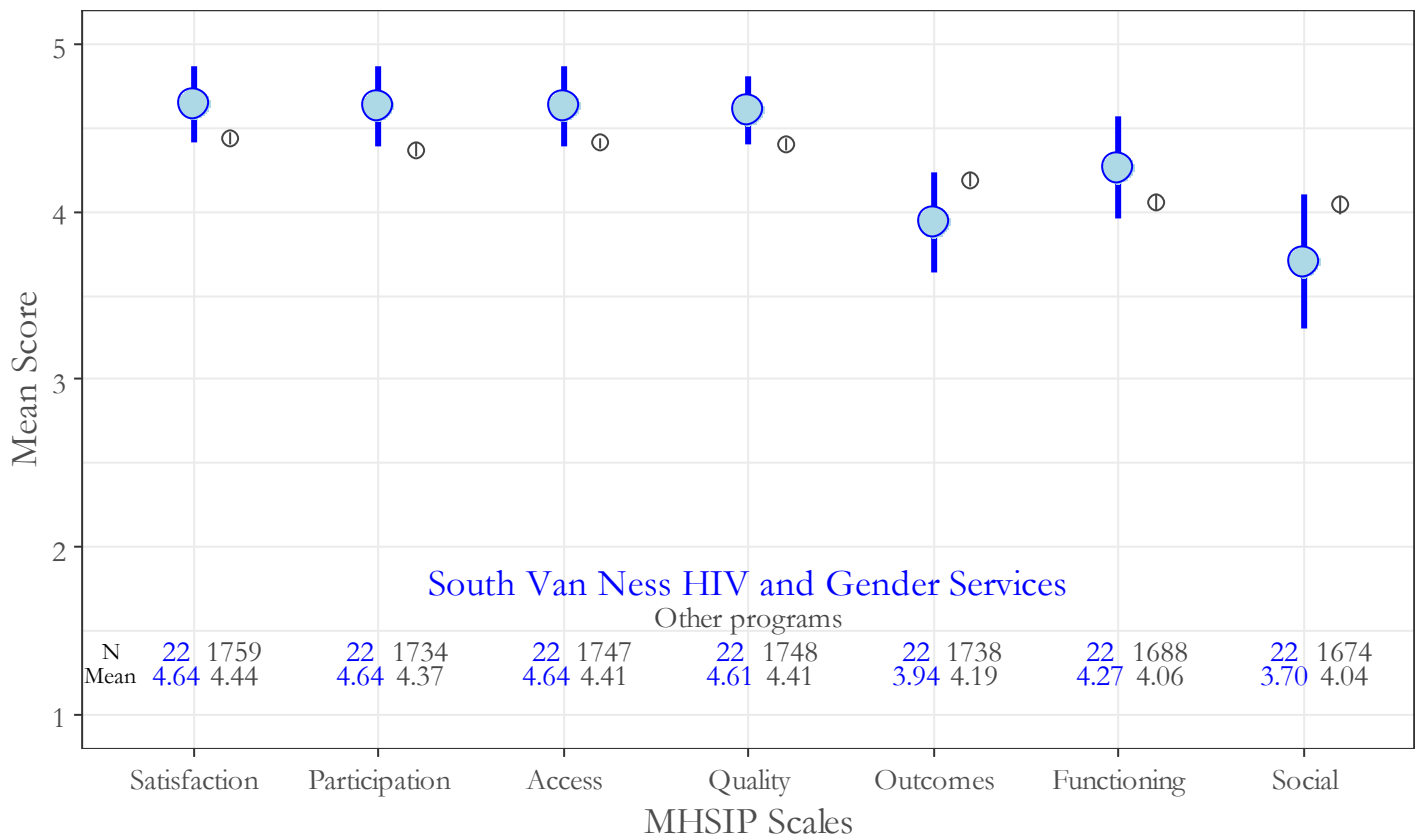
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|-------------|------------|
| 95.2 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 1 4.5 % | 4 18.2 % | 16 72.7 % | 1 4.5 % | 0 0.0 % |
| 90.9 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 2 9.1 % | 7 31.8 % | 13 59.1 % | 0 0.0 % | 0 0.0 % |
| 95.5 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 1 4.5 % | 4 18.2 % | 17 77.3 % | 0 0.0 % | 0 0.0 % |
| 95.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 1 4.5 % | 0 0.0 % | 8 36.4 % | 13 59.1 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 2 9.1 % | 7 31.8 % | 13 59.1 % | 0 0.0 % | 0 0.0 % |
| 86.4 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 3 13.6 % | 4 18.2 % | 15 68.2 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 22.7 % | 17 77.3 % | 0 0.0 % | 0 0.0 % |
| 95.2 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 1 4.5 % | 3 13.6 % | 17 77.3 % | 1 4.5 % | 0 0.0 % |
| 84.2 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 3 13.6 % | 4 18.2 % | 12 54.5 % | 3 13.6 % | 0 0.0 % |
| 86.4 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 3 13.6 % | 5 22.7 % | 14 63.6 % | 0 0.0 % | 0 0.0 % |
| 95.2 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 4.5 % | 2 9.1 % | 18 81.8 % | 0 0.0 % | 1 4.5 % |
| 90.5 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 2 9.1 % | 4 18.2 % | 15 68.2 % | 1 4.5 % | 0 0.0 % |
| 100.0 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 13.6 % | 18 81.8 % | 0 0.0 % | 1 4.5 % |
| 90.9 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 2 9.1 % | 5 22.7 % | 15 68.2 % | 0 0.0 % | 0 0.0 % |
| 76.9 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 3 13.6 % | 2 9.1 % | 8 36.4 % | 8 36.4 % | 1 4.5 % |
| 95.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 1 4.5 % | 6 27.3 % | 15 68.2 % | 0 0.0 % | 0 0.0 % |
| 86.4 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 3 13.6 % | 6 27.3 % | 13 59.1 % | 0 0.0 % | 0 0.0 % |
| 95.2 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 1 4.5 % | 3 13.6 % | 17 77.3 % | 1 4.5 % | 0 0.0 % |
| 95.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 1 4.5 % | 4 18.2 % | 15 68.2 % | 2 9.1 % | 0 0.0 % |
| 70.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 6 27.3 % | 4 18.2 % | 10 45.5 % | 2 9.1 % | 0 0.0 % |
| 85.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 1 4.5 % | 2 9.1 % | 8 36.4 % | 10 45.5 % | 1 4.5 % | 0 0.0 % |
| 90.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 2 9.1 % | 8 36.4 % | 10 45.5 % | 1 4.5 % | 1 4.5 % |
| 85.7 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 3 13.6 % | 9 40.9 % | 9 40.9 % | 1 4.5 % | 0 0.0 % |
| 55.6 % 24. As a direct result of the services I received: I am getting along better with my family | 2 9.1 % | 0 0.0 % | 6 27.3 % | 7 31.8 % | 3 13.6 % | 4 18.2 % | 0 0.0 % |
| 68.2 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 7 31.8 % | 11 50.0 % | 4 18.2 % | 0 0.0 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|--------------|----------------|--------------|------------|
| 68.8 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 5 22.7 % | 7 31.8 % | 4 18.2 % | 6 27.3 % | 0 0.0 % |
| 25.0 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 3 13.6 % | 6 27.3 % | 1 4.5 % | 2 9.1 % | 10 45.5 % | 0 0.0 % |
| 76.2 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 3 13.6 % | 2 9.1 % | 11 50.0 % | 5 22.7 % | 1 4.5 % | 0 0.0 % |
| 76.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 5 22.7 % | 8 36.4 % | 8 36.4 % | 1 4.5 % | 0 0.0 % |
| 81.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 4 18.2 % | 8 36.4 % | 9 40.9 % | 1 4.5 % | 0 0.0 % |
| 90.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 2 9.1 % | 10 45.5 % | 9 40.9 % | 1 4.5 % | 0 0.0 % |
| 81.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 4 18.2 % | 8 36.4 % | 9 40.9 % | 0 0.0 % | 1 4.5 % |
| 71.4 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 6 27.3 % | 12 54.5 % | 3 13.6 % | 1 4.5 % | 0 0.0 % |
| 81.8 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 2 9.1 % | 2 9.1 % | 13 59.1 % | 5 22.7 % | 0 0.0 % | 0 0.0 % |
| 54.5 % 35. As a direct result of the services I received: I feel I belong in my community | 2 9.1 % | 3 13.6 % | 5 22.7 % | 6 27.3 % | 6 27.3 % | 0 0.0 % | 0 0.0 % |
| 59.1 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 3 13.6 % | 3 13.6 % | 3 13.6 % | 4 18.2 % | 9 40.9 % | 0 0.0 % | 0 0.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 1 4.5 % | 0 0 % | 1 4.5 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 21 95.5 % | 0 0 % | 21 95.5 % |
| Total | 22 100 % | 0 100 % | 22 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 31 clients; surveys were returned for 22 clients (22/31 = 71.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Southeast Child and Family Therapy 1

Program Code(s): 38456

Overall Satisfaction¹

89.5%

Return Rate²

57.1%

Overall satisfaction³ mean score for Southeast Child and Family Therapy 1: **4.19** (youth), **4.61** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

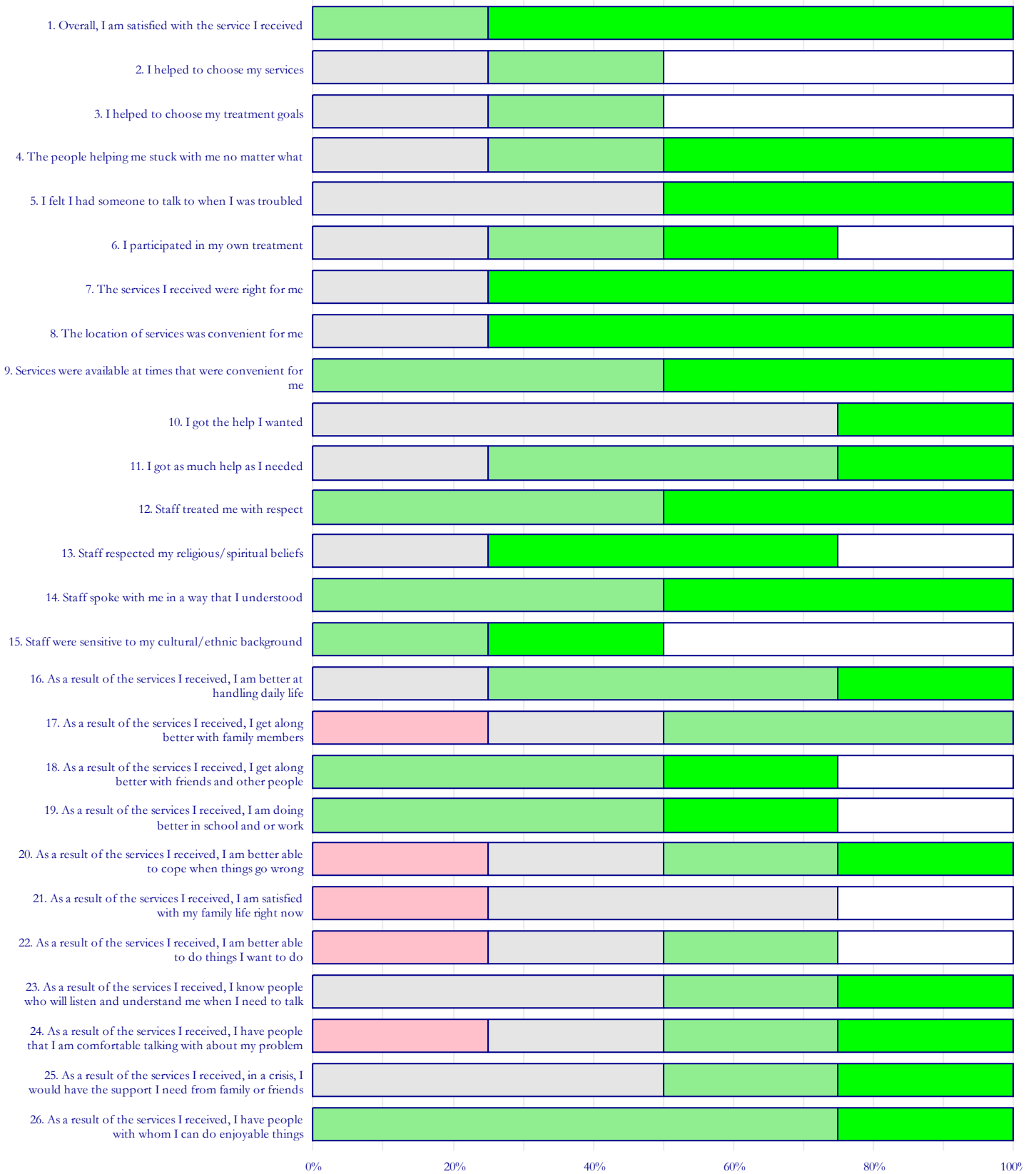
- 94.7% 1. Overall, I am satisfied with the service I received
- 94.7% 9. Services were available at times that were convenient for me
- 94.7% 12. Staff treated me with respect

Lowest Agreement Items

- 78.9% 5. I felt I had someone to talk to when I was troubled
- 78.9% 10. I got the help I wanted
- 88.2% 2. I helped to choose my services

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

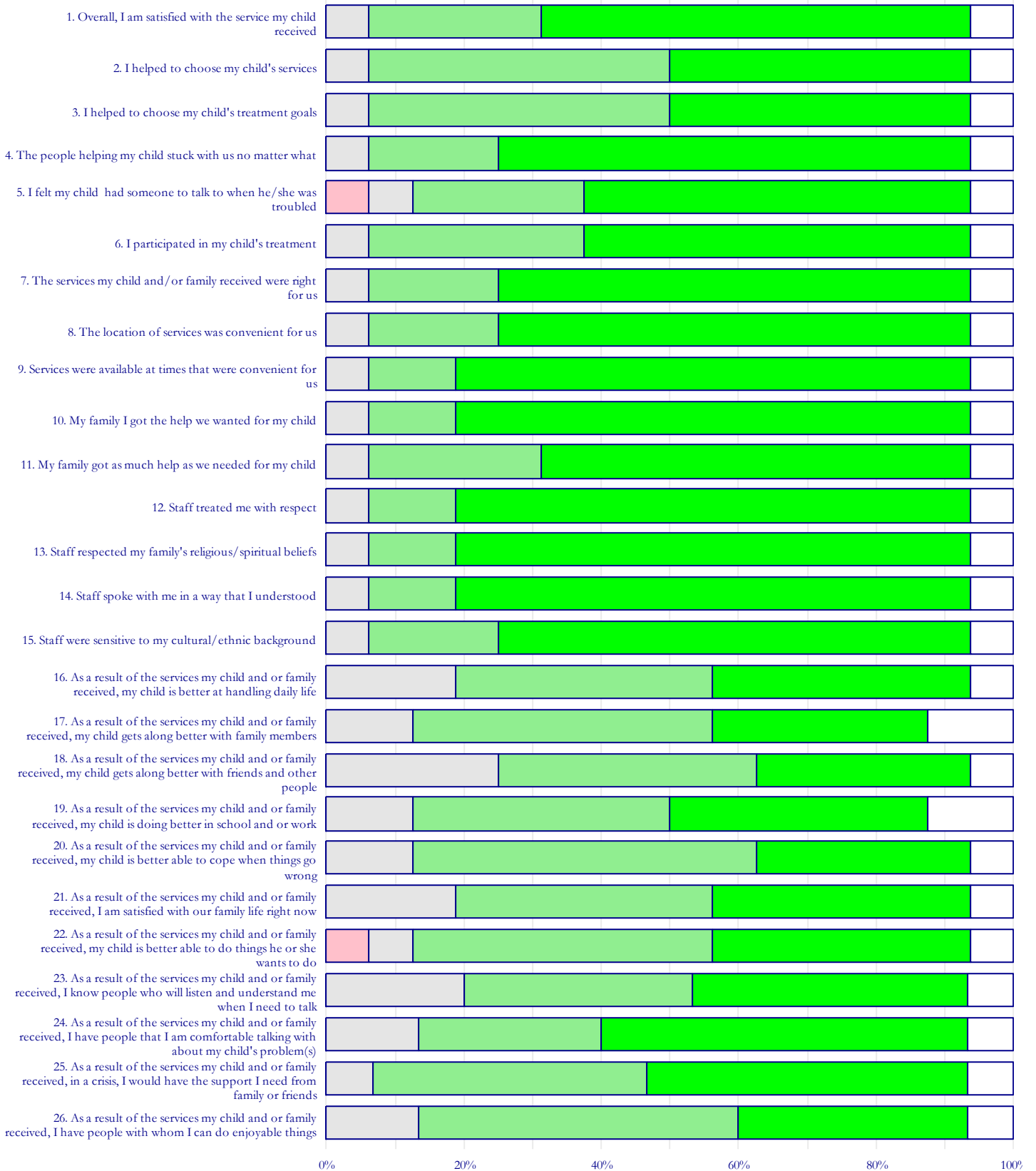
Youth Services Survey for Youth



Youth Services Survey for Youth N = 6

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 0 0.0 % | 2 33.3 % |
| 50.0 % 2. I helped to choose my services | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 2 33.3 % | 2 33.3 % |
| 50.0 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 2 33.3 % | 2 33.3 % |
| 75.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 2 33.3 % |
| 50.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 2 33.3 % |
| 66.7 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 2 33.3 % |
| 75.0 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 3 50.0 % | 0 0.0 % | 2 33.3 % |
| 75.0 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 3 50.0 % | 0 0.0 % | 2 33.3 % |
| 100.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 2 33.3 % |
| 25.0 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 3 50.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 2 33.3 % |
| 75.0 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 0 0.0 % | 2 33.3 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 2 33.3 % |
| 66.7 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 2 33.3 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 2 33.3 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 2 33.3 % | 2 33.3 % |
| 75.0 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 0 0.0 % | 2 33.3 % |
| 50.0 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 1 16.7 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 0 0.0 % | 2 33.3 % |
| 100.0 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 2 33.3 % |
| 100.0 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 2 33.3 % |
| 50.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 2 33.3 % |
| 0.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % |
| 33.3 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 1 16.7 % | 2 33.3 % |
| 50.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 2 33.3 % |
| 50.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 2 33.3 % |
| 50.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 2 33.3 % |
| 100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 1 16.7 % | 0 0.0 % | 2 33.3 % |

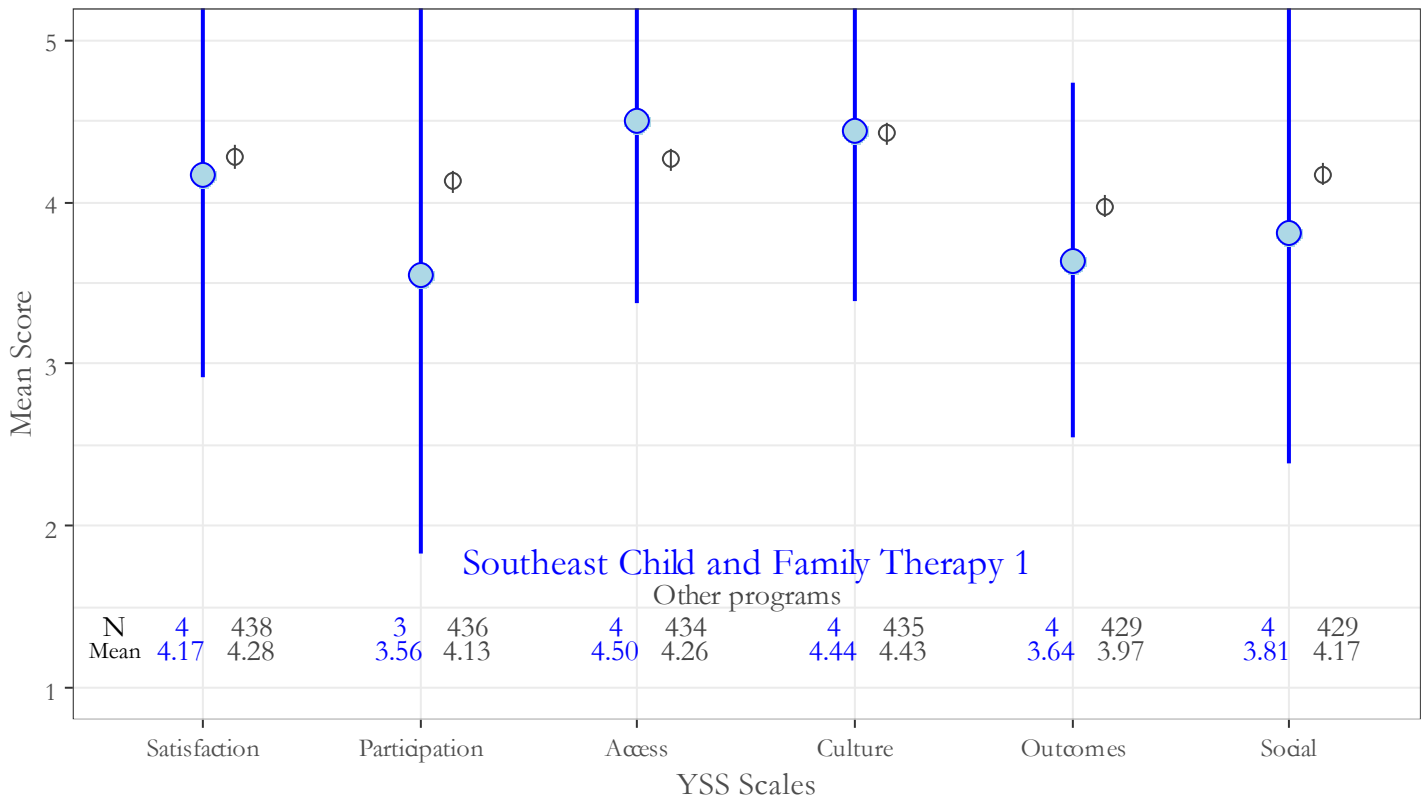
Youth Services Survey for Families



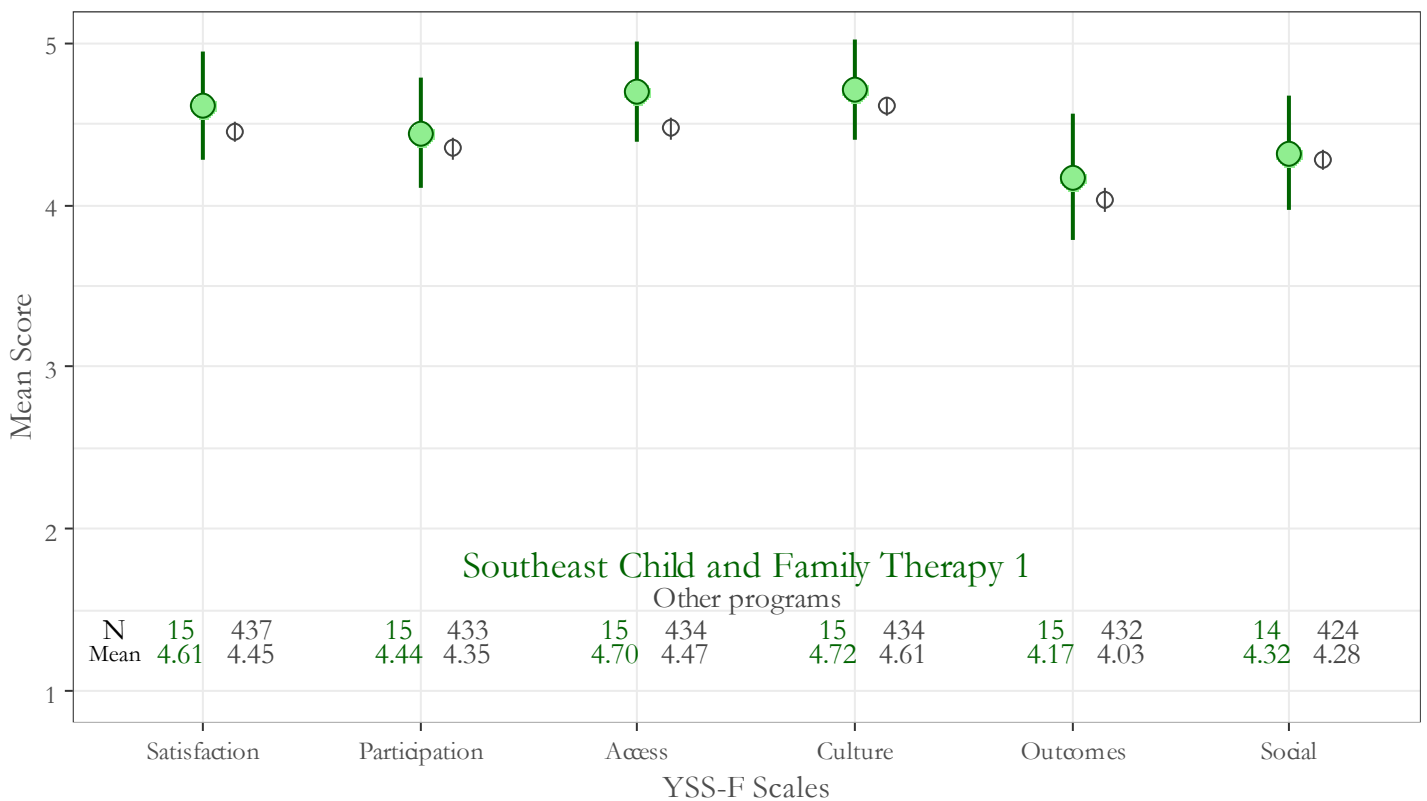
Youth Services Survey for Families N = 23

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|-------------|-------------|----------------|------------|-------------|
| 93.3 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 1 4.3 % | 4 17.4 % | 10 43.5 % | 1 4.3 % | 7 30.4 % |
| 93.3 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 1 4.3 % | 7 30.4 % | 7 30.4 % | 1 4.3 % | 7 30.4 % |
| 93.3 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 1 4.3 % | 7 30.4 % | 7 30.4 % | 1 4.3 % | 7 30.4 % |
| 93.3 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 1 4.3 % | 3 13.0 % | 11 47.8 % | 1 4.3 % | 7 30.4 % |
| 86.7 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 1 4.3 % | 1 4.3 % | 4 17.4 % | 9 39.1 % | 1 4.3 % | 7 30.4 % |
| 93.3 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 1 4.3 % | 5 21.7 % | 9 39.1 % | 1 4.3 % | 7 30.4 % |
| 93.3 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 1 4.3 % | 3 13.0 % | 11 47.8 % | 1 4.3 % | 7 30.4 % |
| 93.3 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 1 4.3 % | 3 13.0 % | 11 47.8 % | 1 4.3 % | 7 30.4 % |
| 93.3 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 1 4.3 % | 2 8.7 % | 12 52.2 % | 1 4.3 % | 7 30.4 % |
| 93.3 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 1 4.3 % | 2 8.7 % | 12 52.2 % | 1 4.3 % | 7 30.4 % |
| 93.3 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 1 4.3 % | 4 17.4 % | 10 43.5 % | 1 4.3 % | 7 30.4 % |
| 93.3 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 1 4.3 % | 2 8.7 % | 12 52.2 % | 1 4.3 % | 7 30.4 % |
| 93.3 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 1 4.3 % | 2 8.7 % | 12 52.2 % | 1 4.3 % | 7 30.4 % |
| 93.3 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 1 4.3 % | 2 8.7 % | 12 52.2 % | 1 4.3 % | 7 30.4 % |
| 93.3 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 1 4.3 % | 3 13.0 % | 11 47.8 % | 1 4.3 % | 7 30.4 % |
| 80.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 3 13.0 % | 6 26.1 % | 6 26.1 % | 1 4.3 % | 7 30.4 % |
| 85.7 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 2 8.7 % | 7 30.4 % | 5 21.7 % | 2 8.7 % | 7 30.4 % |
| 73.3 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 4 17.4 % | 6 26.1 % | 5 21.7 % | 1 4.3 % | 7 30.4 % |
| 85.7 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 0 0.0 % | 2 8.7 % | 6 26.1 % | 6 26.1 % | 2 8.7 % | 7 30.4 % |
| 86.7 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 2 8.7 % | 8 34.8 % | 5 21.7 % | 1 4.3 % | 7 30.4 % |
| 80.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 0 0.0 % | 3 13.0 % | 6 26.1 % | 6 26.1 % | 1 4.3 % | 7 30.4 % |
| 86.7 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 1 4.3 % | 1 4.3 % | 7 30.4 % | 6 26.1 % | 1 4.3 % | 7 30.4 % |
| 78.6 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 3 13.0 % | 5 21.7 % | 6 26.1 % | 1 4.3 % | 8 34.8 % |
| 85.7 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 2 8.7 % | 4 17.4 % | 8 34.8 % | 1 4.3 % | 8 34.8 % |
| 92.9 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 4.3 % | 6 26.1 % | 7 30.4 % | 1 4.3 % | 8 34.8 % |
| 85.7 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 2 8.7 % | 7 30.4 % | 5 21.7 % | 1 4.3 % | 8 34.8 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|---|--------------------------------------|-------------|--------------|
| Southeast Child and Family Therapy 1 | | | |
| Completion Status | Completion by Respondent Type | | Total |
| | Family | Youth | |
| Refused | 3 13 % | 1 16.7 % | 4 13.8 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 4 17.4 % | 1 16.7 % | 5 17.2 % |
| No Data | 1 4.3 % | 0 0 % | 1 3.4 % |
| Completed Survey | 15 65.2 % | 4 66.7 % | 19 65.5 % |
| Total | 23 100 % | 6 100 % | 29 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 49 clients; surveys were returned for 28 clients (28 / 49 = 57.1%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Southeast Child and Family Therapy Center

Program Code(s): 38484

Overall Satisfaction¹

100.0%

Return Rate²

89.5%

Overall satisfaction³ mean score for Southeast Child and Family Therapy Center: **4.53** (youth), **4.52** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

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

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

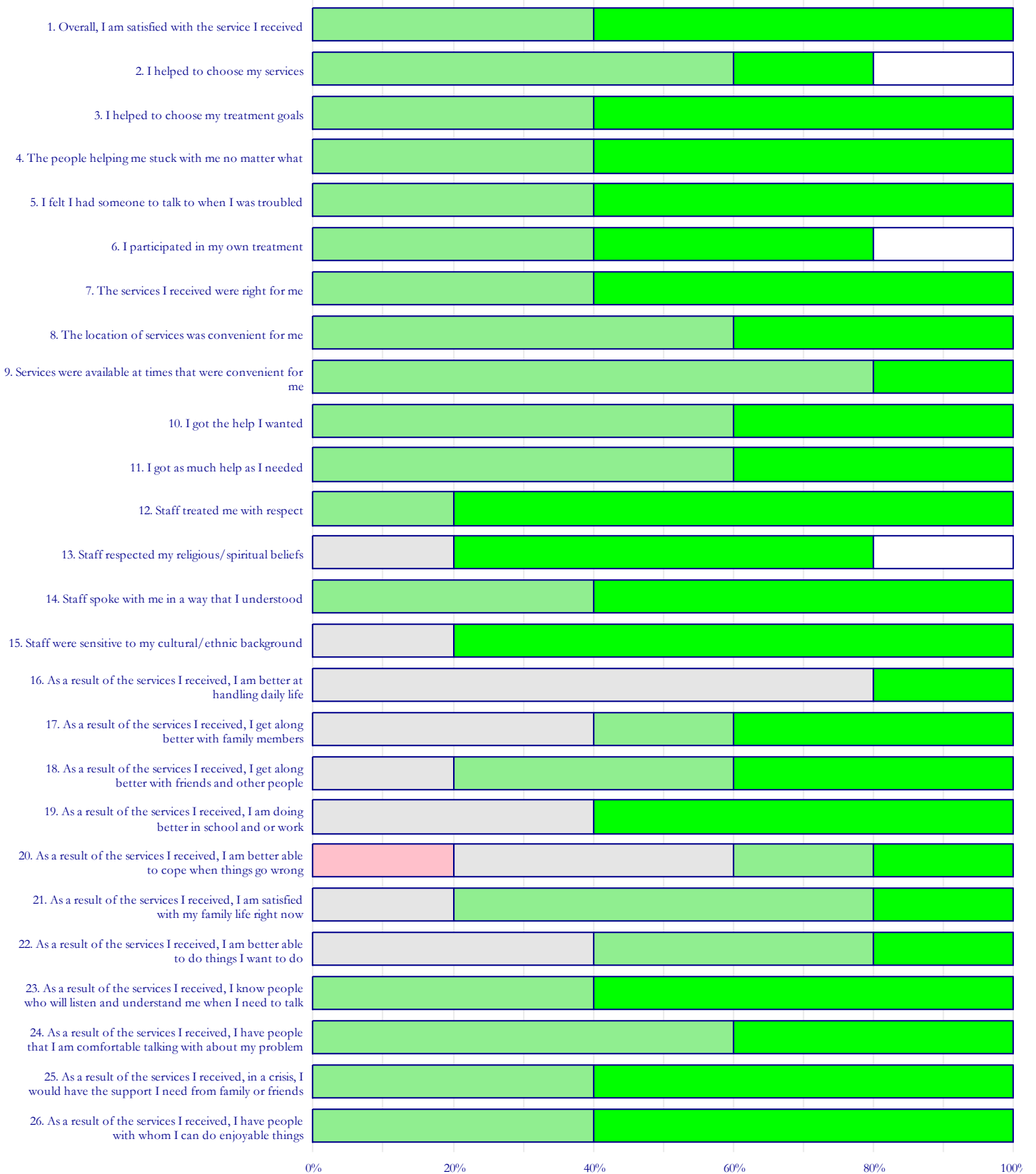
88.9% 15. Staff were sensitive to my cultural/ethnic background

94.1% 13. Staff respected my religious/spiritual beliefs

94.4% 7. The services I received were right for me

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

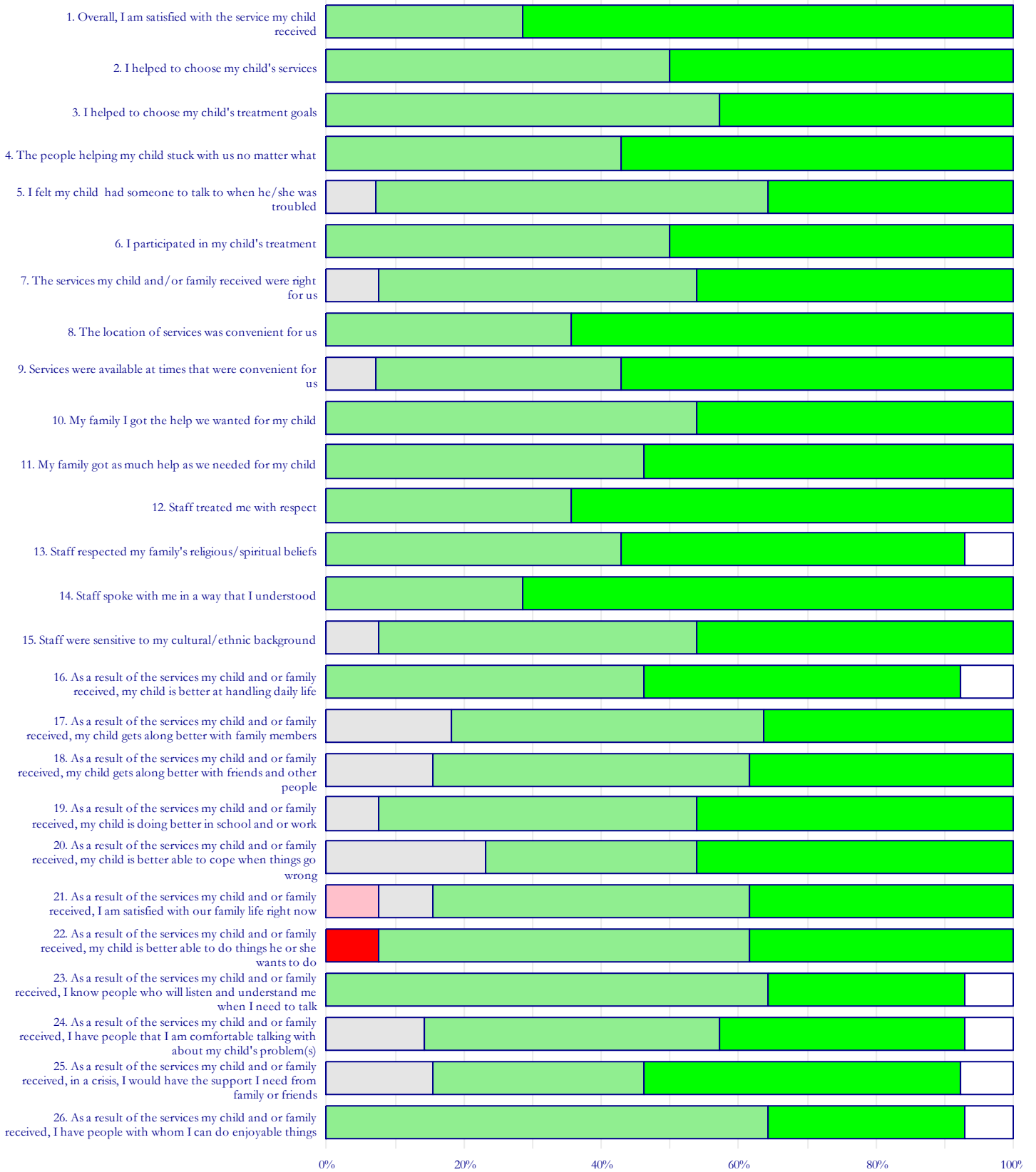
Youth Services Survey for Youth



Youth Services Survey for Youth N = 7

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 2. I helped to choose my services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 1 14.3 % | 1 14.3 % | 2 28.6 % |
| 100.0 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 2 28.6 % | 1 14.3 % | 2 28.6 % |
| 100.0 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 57.1 % | 1 14.3 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 14.3 % | 4 57.1 % | 0 0.0 % | 2 28.6 % |
| 75.0 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 1 14.3 % | 0 0.0 % | 3 42.9 % | 1 14.3 % | 2 28.6 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 2 28.6 % |
| 80.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 1 14.3 % | 0 0.0 % | 4 57.1 % | 0 0.0 % | 2 28.6 % |
| 20.0 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 4 57.1 % | 0 0.0 % | 1 14.3 % | 0 0.0 % | 2 28.6 % |
| 60.0 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 2 28.6 % | 1 14.3 % | 2 28.6 % | 0 0.0 % | 2 28.6 % |
| 80.0 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 2 28.6 % | 0 0.0 % | 2 28.6 % |
| 60.0 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 2 28.6 % | 0 0.0 % | 3 42.9 % | 0 0.0 % | 2 28.6 % |
| 40.0 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 1 14.3 % | 2 28.6 % | 1 14.3 % | 1 14.3 % | 0 0.0 % | 2 28.6 % |
| 80.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 0 0.0 % | 1 14.3 % | 3 42.9 % | 1 14.3 % | 0 0.0 % | 2 28.6 % |
| 60.0 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 2 28.6 % | 2 28.6 % | 1 14.3 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 2 28.6 % |
| 100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 2 28.6 % |

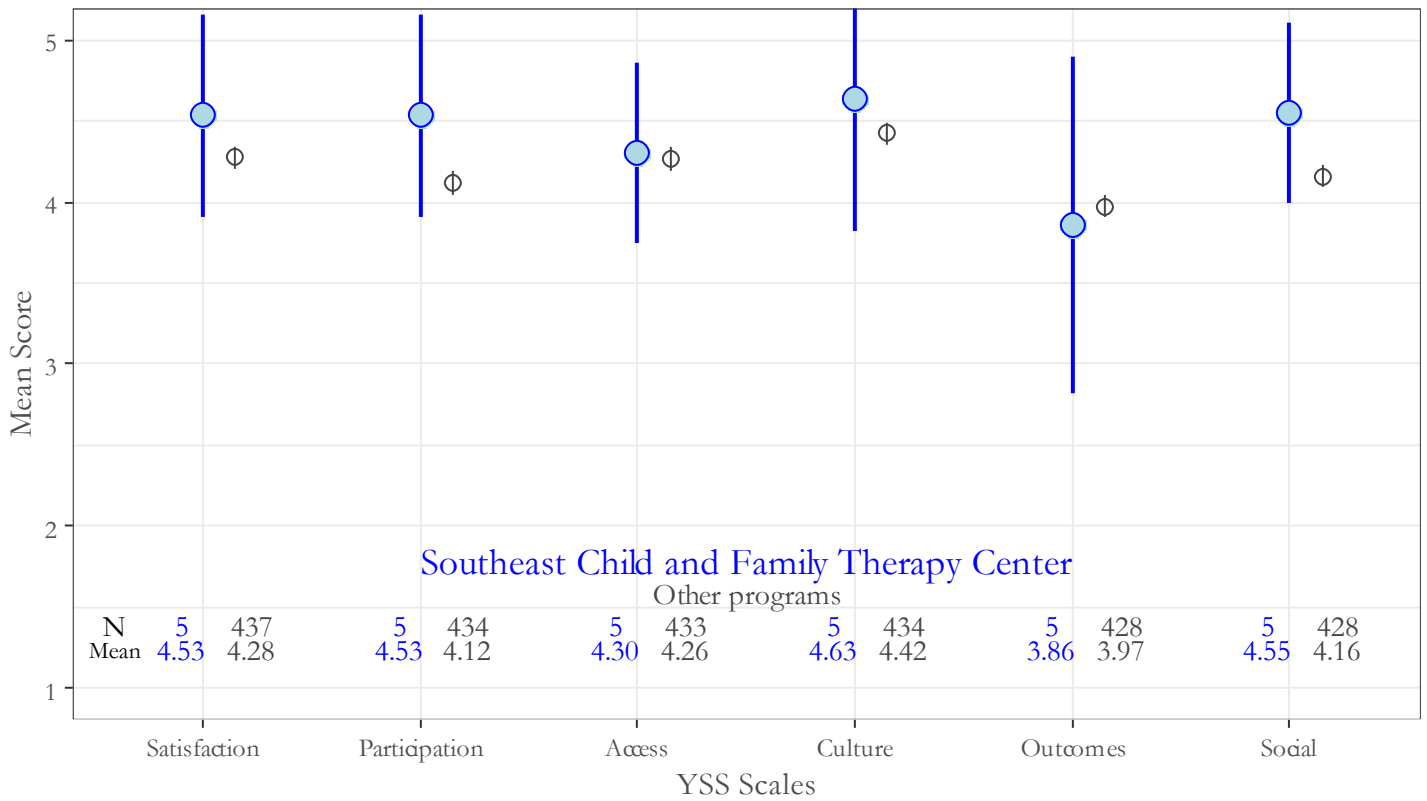
Youth Services Survey for Families



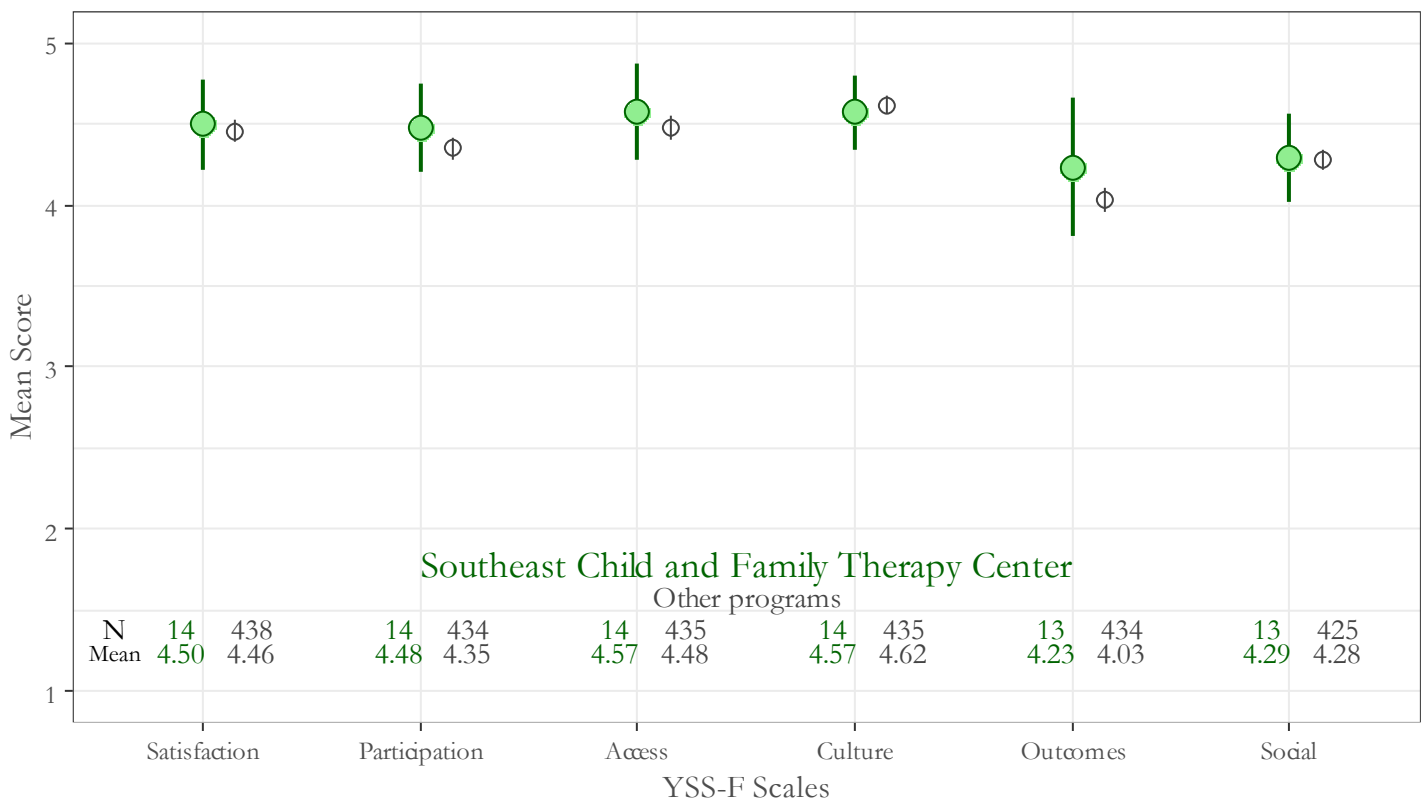
Youth Services Survey for Families N = 15

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|-------------|-------------|----------------|------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 26.7 % | 10 66.7 % | 0 0.0 % | 1 6.7 % |
| 100.0 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 46.7 % | 7 46.7 % | 0 0.0 % | 1 6.7 % |
| 100.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 53.3 % | 6 40.0 % | 0 0.0 % | 1 6.7 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 40.0 % | 8 53.3 % | 0 0.0 % | 1 6.7 % |
| 92.9 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 1 6.7 % | 8 53.3 % | 5 33.3 % | 0 0.0 % | 1 6.7 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 46.7 % | 7 46.7 % | 0 0.0 % | 1 6.7 % |
| 92.3 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 1 6.7 % | 6 40.0 % | 6 40.0 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 33.3 % | 9 60.0 % | 0 0.0 % | 1 6.7 % |
| 92.9 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 1 6.7 % | 5 33.3 % | 8 53.3 % | 0 0.0 % | 1 6.7 % |
| 100.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 46.7 % | 6 40.0 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 40.0 % | 7 46.7 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 33.3 % | 9 60.0 % | 0 0.0 % | 1 6.7 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 40.0 % | 7 46.7 % | 1 6.7 % | 1 6.7 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 26.7 % | 10 66.7 % | 0 0.0 % | 1 6.7 % |
| 92.3 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 1 6.7 % | 6 40.0 % | 6 40.0 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 40.0 % | 6 40.0 % | 1 6.7 % | 2 13.3 % |
| 81.8 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 2 13.3 % | 5 33.3 % | 4 26.7 % | 0 0.0 % | 4 26.7 % |
| 84.6 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 2 13.3 % | 6 40.0 % | 5 33.3 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 0 0.0 % | 1 6.7 % | 6 40.0 % | 6 40.0 % | 0 0.0 % | 2 13.3 % |
| 76.9 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 3 20.0 % | 4 26.7 % | 6 40.0 % | 0 0.0 % | 2 13.3 % |
| 84.6 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 1 6.7 % | 1 6.7 % | 6 40.0 % | 5 33.3 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 1 6.7 % | 0 0.0 % | 0 0.0 % | 7 46.7 % | 5 33.3 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 60.0 % | 4 26.7 % | 1 6.7 % | 1 6.7 % |
| 84.6 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 2 13.3 % | 6 40.0 % | 5 33.3 % | 1 6.7 % | 1 6.7 % |
| 83.3 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 13.3 % | 4 26.7 % | 6 40.0 % | 1 6.7 % | 2 13.3 % |
| 100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 60.0 % | 4 26.7 % | 1 6.7 % | 1 6.7 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



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

| | Family | Youth | |
|---------------------|--------------|-------------|--------------|
| Refused | 1 6.7 % | 1 14.3 % | 2 9.1 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 1 14.3 % | 1 4.5 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 14 93.3 % | 5 71.4 % | 19 86.4 % |
| <i>Total</i> | 15 100 % | 7 100 % | 22 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 19 clients; surveys were returned for 17 clients (17 / 19 = 89.5%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Southeast Child and Family Therapy Center 2

Program Code(s): 38BB3

Overall Satisfaction¹

95.0%

Return Rate²

55.0%

Overall satisfaction³ mean score for Southeast Child and Family Therapy Center 2: **4.40** (youth), **4.50** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

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

100.0% 6. I participated in my own treatment

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

Lowest Agreement Items

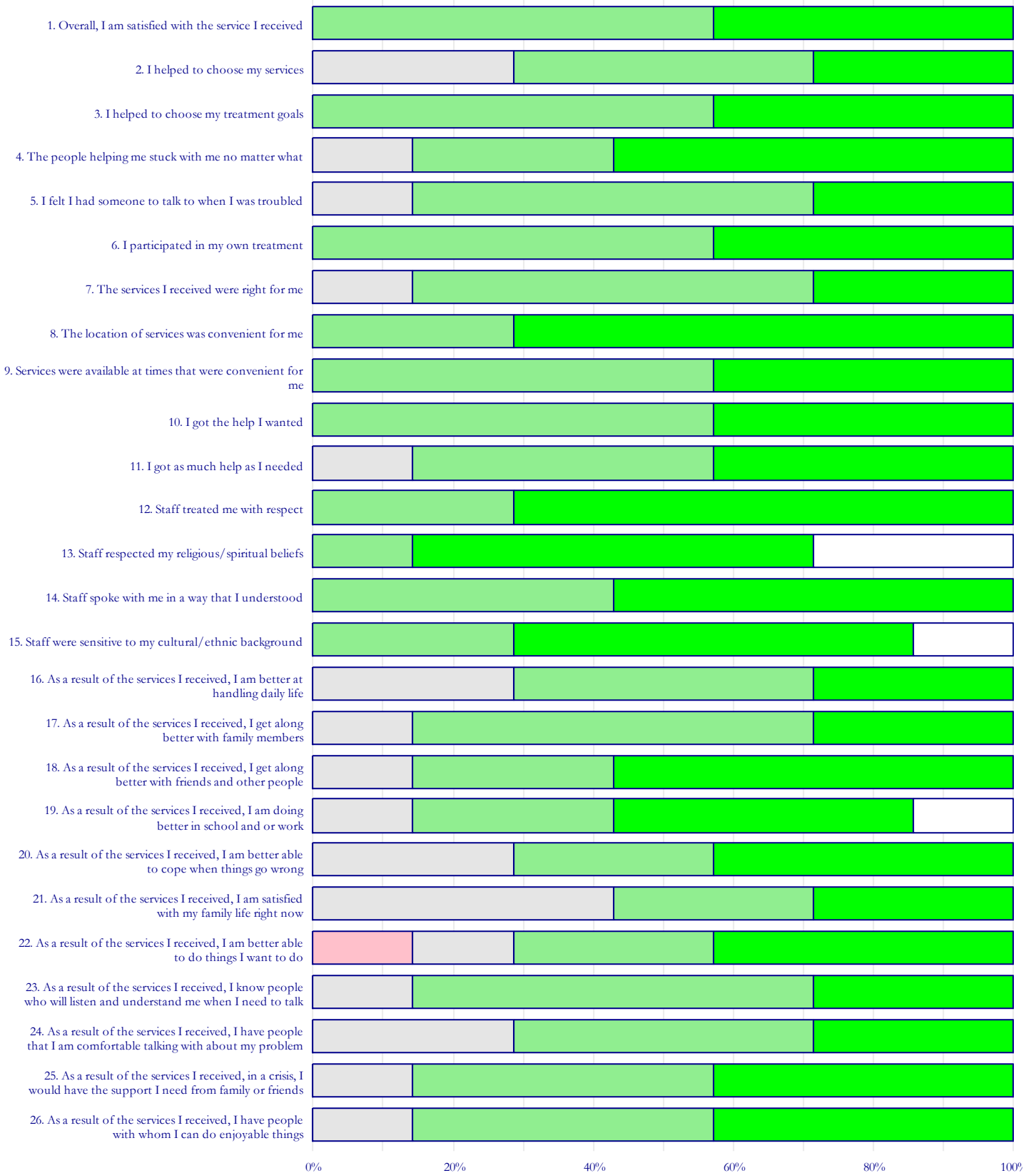
78.9% 2. I helped to choose my services

90.0% 3. I helped to choose my treatment goals

90.0% 4. The people helping me stuck with me no matter what

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

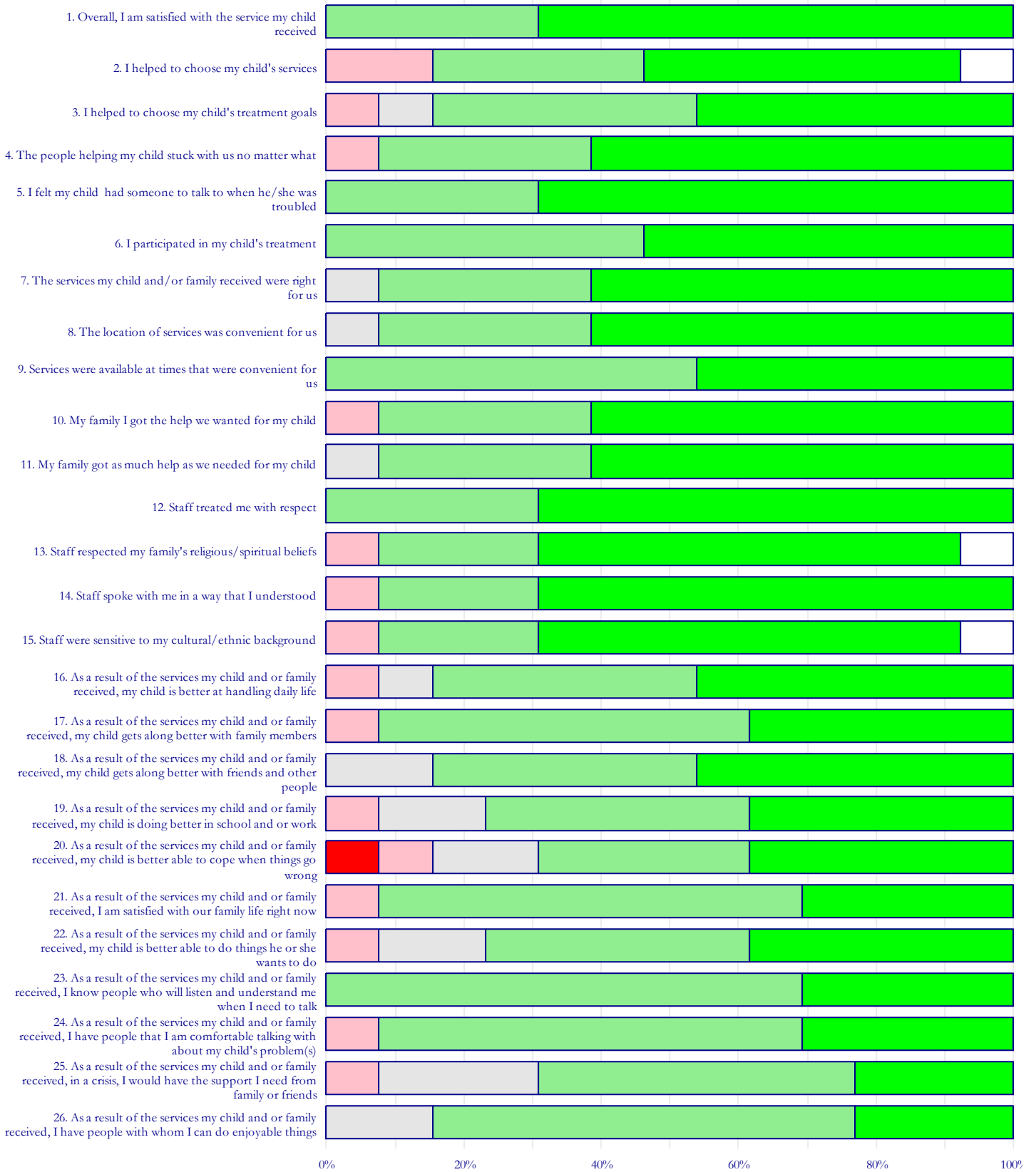
Youth Services Survey for Youth



Youth Services Survey for Youth N = 7

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|-------------|------------|
| 100.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 57.1 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 2. I helped to choose my services | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 57.1 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 1 14.3 % | 4 57.1 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 6. I participated in my own treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 57.1 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 1 14.3 % | 4 57.1 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 5 71.4 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 9. Services were available at times that were convenient for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 57.1 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 57.1 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 1 14.3 % | 3 42.9 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 5 71.4 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 14.3 % | 4 57.1 % | 2 28.6 % | 0 0.0 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 42.9 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 28.6 % | 4 57.1 % | 1 14.3 % | 0 0.0 % |
| 71.4 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 1 14.3 % | 4 57.1 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 4 57.1 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 1 14.3 % | 2 28.6 % | 3 42.9 % | 1 14.3 % | 0 0.0 % |
| 71.4 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 2 28.6 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 57.1 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 0 0.0 % | 3 42.9 % | 2 28.6 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 1 14.3 % | 1 14.3 % | 2 28.6 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 1 14.3 % | 4 57.1 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 2 28.6 % | 3 42.9 % | 2 28.6 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 14.3 % | 3 42.9 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 1 14.3 % | 3 42.9 % | 3 42.9 % | 0 0.0 % | 0 0.0 % |

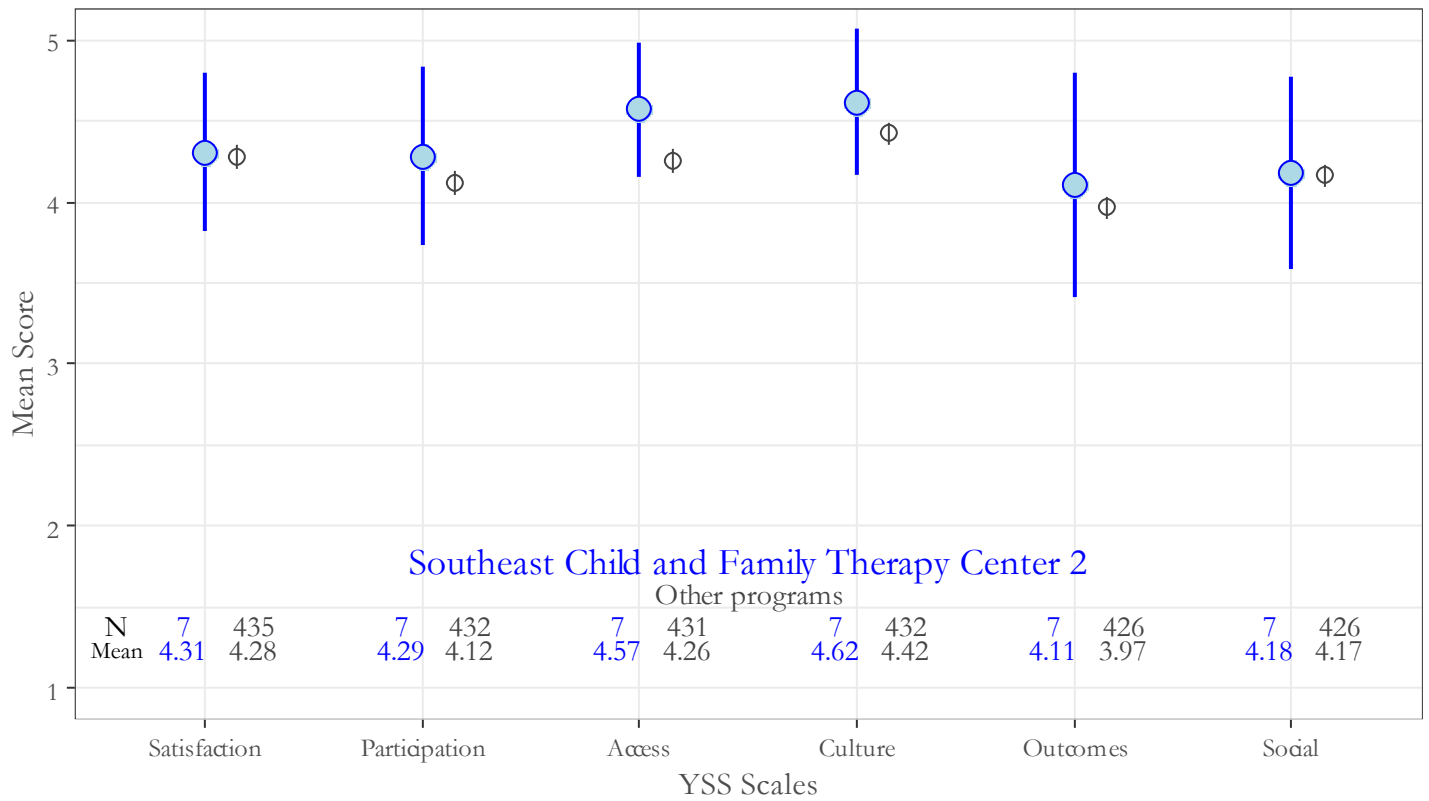
Youth Services Survey for Families



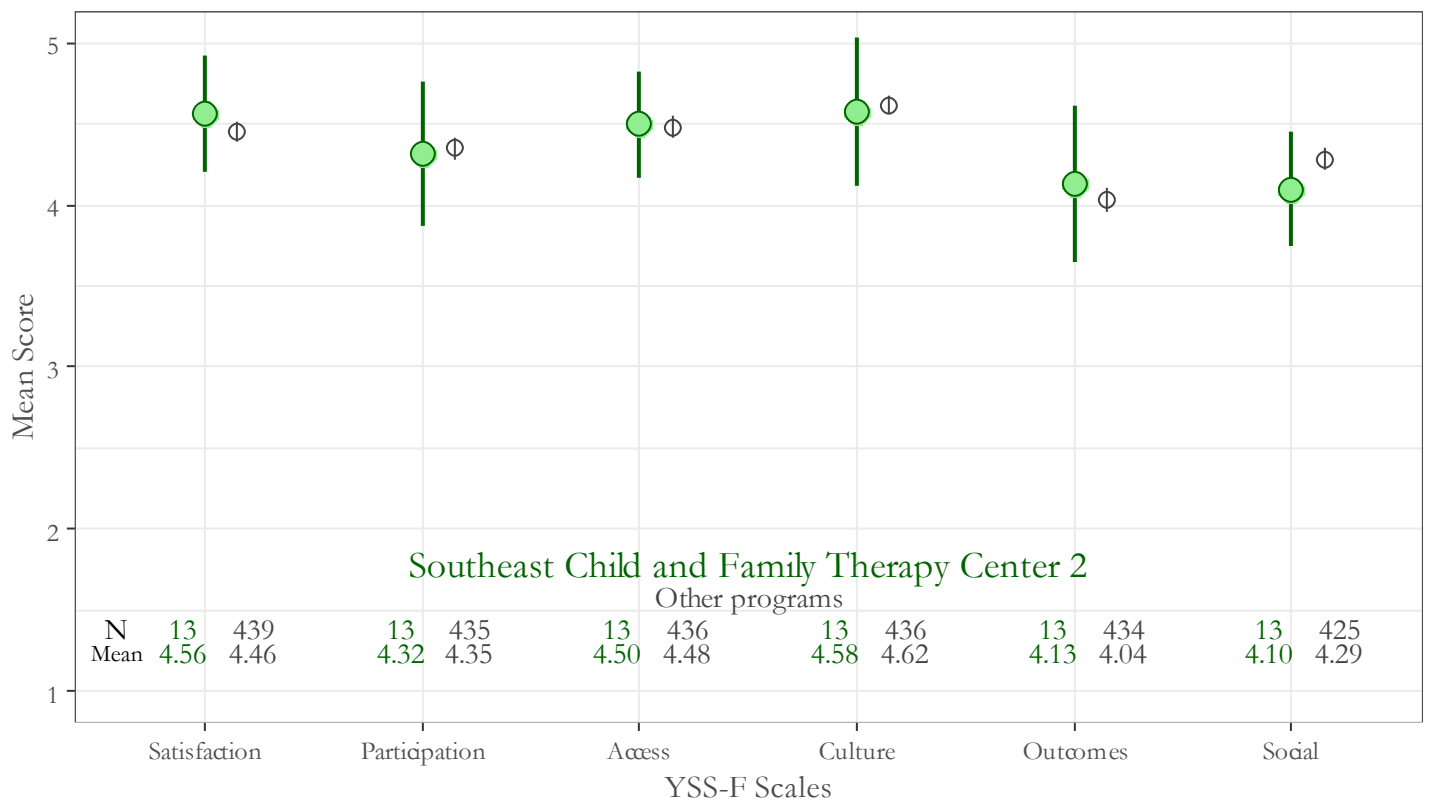
Youth Services Survey for Families N = 15

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 26.7 % | 9 60.0 % | 0 0.0 % | 2 13.3 % |
| 83.3 % 2. I helped to choose my child's services | 0 0.0 % | 2 13.3 % | 0 0.0 % | 4 26.7 % | 6 40.0 % | 1 6.7 % | 2 13.3 % |
| 84.6 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 1 6.7 % | 1 6.7 % | 5 33.3 % | 6 40.0 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 1 6.7 % | 0 0.0 % | 4 26.7 % | 8 53.3 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 26.7 % | 9 60.0 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 40.0 % | 7 46.7 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 1 6.7 % | 4 26.7 % | 8 53.3 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 1 6.7 % | 4 26.7 % | 8 53.3 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 46.7 % | 6 40.0 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 10. My family I got the help we wanted for my child | 0 0.0 % | 1 6.7 % | 0 0.0 % | 4 26.7 % | 8 53.3 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 1 6.7 % | 4 26.7 % | 8 53.3 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 26.7 % | 9 60.0 % | 0 0.0 % | 2 13.3 % |
| 91.7 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 1 6.7 % | 0 0.0 % | 3 20.0 % | 8 53.3 % | 1 6.7 % | 2 13.3 % |
| 92.3 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 1 6.7 % | 0 0.0 % | 3 20.0 % | 9 60.0 % | 0 0.0 % | 2 13.3 % |
| 91.7 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 1 6.7 % | 0 0.0 % | 3 20.0 % | 8 53.3 % | 1 6.7 % | 2 13.3 % |
| 84.6 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 1 6.7 % | 1 6.7 % | 5 33.3 % | 6 40.0 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 1 6.7 % | 0 0.0 % | 7 46.7 % | 5 33.3 % | 0 0.0 % | 2 13.3 % |
| 84.6 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 2 13.3 % | 5 33.3 % | 6 40.0 % | 0 0.0 % | 2 13.3 % |
| 76.9 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 1 6.7 % | 2 13.3 % | 5 33.3 % | 5 33.3 % | 0 0.0 % | 2 13.3 % |
| 69.2 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 1 6.7 % | 1 6.7 % | 2 13.3 % | 4 26.7 % | 5 33.3 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 1 6.7 % | 0 0.0 % | 8 53.3 % | 4 26.7 % | 0 0.0 % | 2 13.3 % |
| 76.9 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 1 6.7 % | 2 13.3 % | 5 33.3 % | 5 33.3 % | 0 0.0 % | 2 13.3 % |
| 100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 60.0 % | 4 26.7 % | 0 0.0 % | 2 13.3 % |
| 92.3 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 1 6.7 % | 0 0.0 % | 8 53.3 % | 4 26.7 % | 0 0.0 % | 2 13.3 % |
| 69.2 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 6.7 % | 3 20.0 % | 6 40.0 % | 3 20.0 % | 0 0.0 % | 2 13.3 % |
| 84.6 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 2 13.3 % | 8 53.3 % | 3 20.0 % | 0 0.0 % | 2 13.3 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



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

| | Family | Youth | |
|------------------|--------------|------------|--------------|
| Refused | 2 13.3 % | 0 0 % | 2 9.1 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 13 86.7 % | 7 100 % | 20 90.9 % |
| Total | 15 100 % | 7 100 % | 22 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 40 clients; surveys were returned for 22 clients (22 / 40 = 55.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Southeast Mission Geriatric Services

Program Code(s): 38483

Overall Satisfaction¹

91.7%

Return Rate²

61.3%

Overall satisfaction³ mean score for Southeast Mission Geriatric Services: **4.46**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

100.0% 12. I felt free to complain

94.4% 1. I like the services that I received here

94.4% 2. If I had other choices, I would still get services from this agency

Lowest Agreement Items

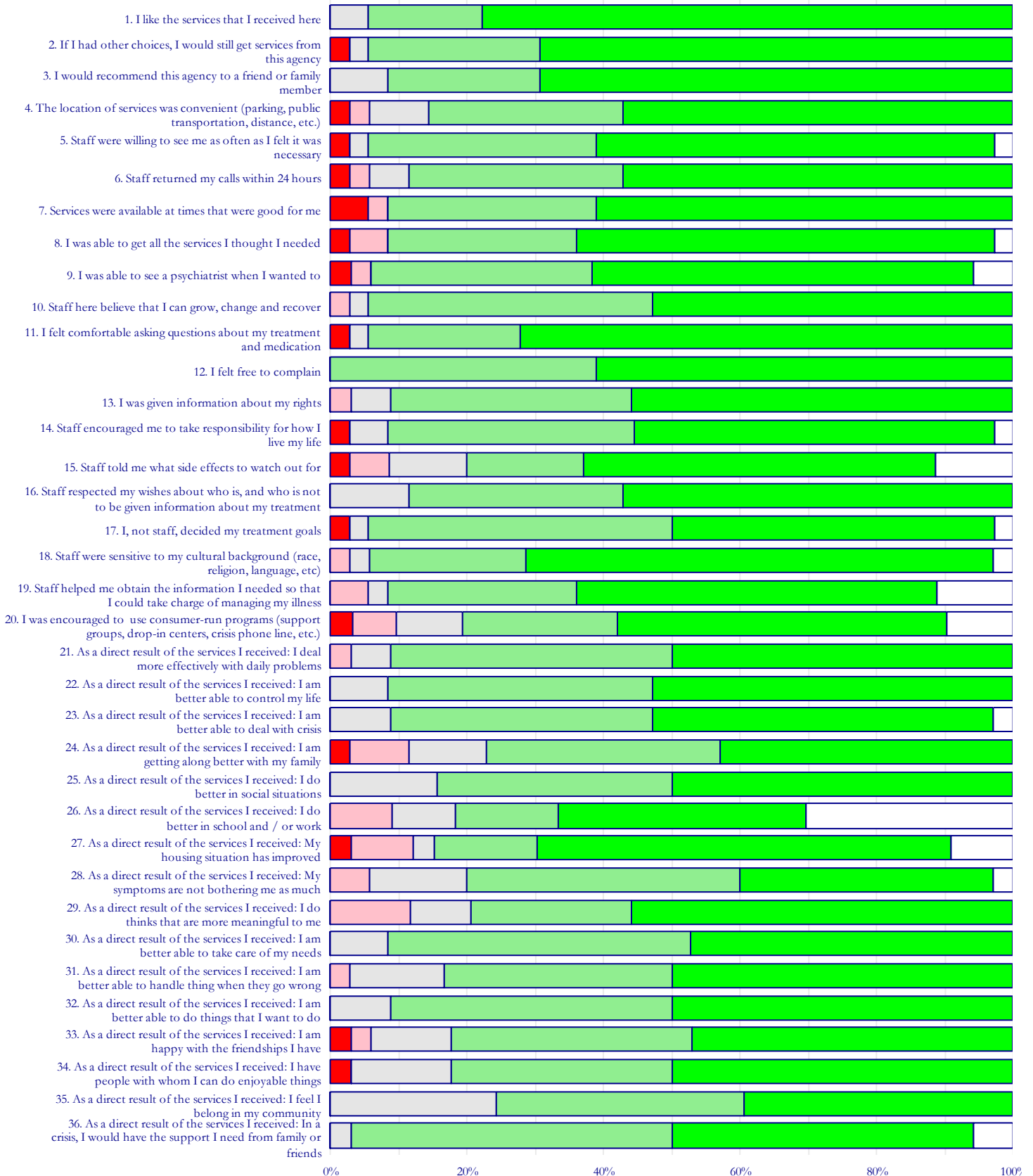
77.4% 15. Staff told me what side effects to watch out for

78.6% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

88.6% 6. Staff returned my calls within 24 hours

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

MHSIP Items



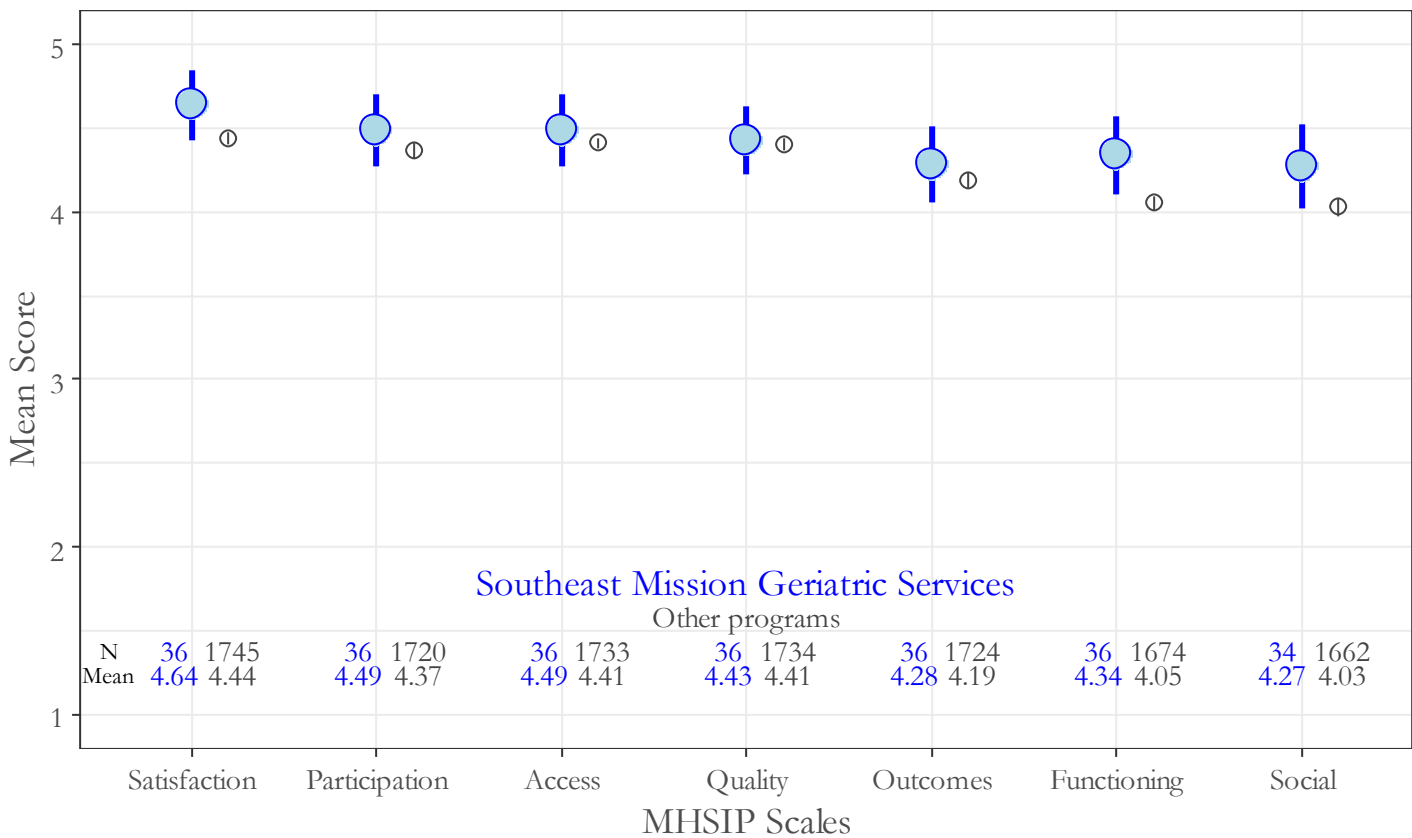
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 94.4 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 2 4.3 % | 6 13.0 % | 28 60.9 % | 0 0.0 % | 10 21.7 % |
| 94.4 % 2. If I had other choices, I would still get services from this agency | 1 2.2 % | 0 0.0 % | 1 2.2 % | 9 19.6 % | 25 54.4 % | 0 0.0 % | 10 21.7 % |
| 91.7 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 3 6.5 % | 8 17.4 % | 25 54.4 % | 0 0.0 % | 10 21.7 % |
| 85.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 1 2.2 % | 1 2.2 % | 3 6.5 % | 10 21.7 % | 20 43.5 % | 0 0.0 % | 11 23.9 % |
| 94.3 % 5. Staff were willing to see me as often as I felt it was necessary | 1 2.2 % | 0 0.0 % | 1 2.2 % | 12 26.1 % | 21 45.6 % | 1 2.2 % | 10 21.7 % |
| 88.6 % 6. Staff returned my calls within 24 hours | 1 2.2 % | 1 2.2 % | 2 4.3 % | 11 23.9 % | 20 43.5 % | 0 0.0 % | 11 23.9 % |
| 91.7 % 7. Services were available at times that were good for me | 2 4.3 % | 1 2.2 % | 0 0.0 % | 11 23.9 % | 22 47.8 % | 0 0.0 % | 10 21.7 % |
| 91.4 % 8. I was able to get all the services I thought I needed | 1 2.2 % | 2 4.3 % | 0 0.0 % | 10 21.7 % | 22 47.8 % | 1 2.2 % | 10 21.7 % |
| 93.8 % 9. I was able to see a psychiatrist when I wanted to | 1 2.2 % | 1 2.2 % | 0 0.0 % | 11 23.9 % | 19 41.3 % | 2 4.3 % | 12 26.1 % |
| 94.4 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 1 2.2 % | 1 2.2 % | 15 32.6 % | 19 41.3 % | 0 0.0 % | 10 21.7 % |
| 94.4 % 11. I felt comfortable asking questions about my treatment and medication | 1 2.2 % | 0 0.0 % | 1 2.2 % | 8 17.4 % | 26 56.5 % | 0 0.0 % | 10 21.7 % |
| 100.0 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 0 0.0 % | 14 30.4 % | 22 47.8 % | 0 0.0 % | 10 21.7 % |
| 91.2 % 13. I was given information about my rights | 0 0.0 % | 1 2.2 % | 2 4.3 % | 12 26.1 % | 19 41.3 % | 0 0.0 % | 12 26.1 % |
| 91.4 % 14. Staff encouraged me to take responsibility for how I live my life | 1 2.2 % | 0 0.0 % | 2 4.3 % | 13 28.3 % | 19 41.3 % | 1 2.2 % | 10 21.7 % |
| 77.4 % 15. Staff told me what side effects to watch out for | 1 2.2 % | 2 4.3 % | 4 8.7 % | 6 13.0 % | 18 39.1 % | 4 8.7 % | 11 23.9 % |
| 88.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 4 8.7 % | 11 23.9 % | 20 43.5 % | 0 0.0 % | 11 23.9 % |
| 94.3 % 17. I, not staff, decided my treatment goals | 1 2.2 % | 0 0.0 % | 1 2.2 % | 16 34.8 % | 17 37.0 % | 1 2.2 % | 10 21.7 % |
| 94.1 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 1 2.2 % | 1 2.2 % | 8 17.4 % | 24 52.2 % | 1 2.2 % | 11 23.9 % |
| 90.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 2 4.3 % | 1 2.2 % | 10 21.7 % | 19 41.3 % | 4 8.7 % | 10 21.7 % |
| 78.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 1 2.2 % | 2 4.3 % | 3 6.5 % | 7 15.2 % | 15 32.6 % | 3 6.5 % | 15 32.6 % |
| 91.2 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 1 2.2 % | 2 4.3 % | 14 30.4 % | 17 37.0 % | 0 0.0 % | 12 26.1 % |
| 91.7 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 3 6.5 % | 14 30.4 % | 19 41.3 % | 0 0.0 % | 10 21.7 % |
| 90.9 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 3 6.5 % | 13 28.3 % | 17 37.0 % | 1 2.2 % | 12 26.1 % |
| 77.1 % 24. As a direct result of the services I received: I am getting along better with my family | 1 2.2 % | 3 6.5 % | 4 8.7 % | 12 26.1 % | 15 32.6 % | 0 0.0 % | 11 23.9 % |
| 84.4 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 5 10.9 % | 11 23.9 % | 16 34.8 % | 0 0.0 % | 14 30.4 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|--------------|--------------|
| 73.9 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 3 6.5 % | 3 6.5 % | 5 10.9 % | 12 26.1 % | 10 21.7 % | 13 28.3 % |
| 83.3 % 27. As a direct result of the services I received: My housing situation has improved | 1 2.2 % | 3 6.5 % | 1 2.2 % | 5 10.9 % | 20 43.5 % | 3 6.5 % | 13 28.3 % |
| 79.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 2 4.3 % | 5 10.9 % | 14 30.4 % | 13 28.3 % | 1 2.2 % | 11 23.9 % |
| 79.4 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 4 8.7 % | 3 6.5 % | 8 17.4 % | 19 41.3 % | 0 0.0 % | 12 26.1 % |
| 91.7 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 3 6.5 % | 16 34.8 % | 17 37.0 % | 0 0.0 % | 10 21.7 % |
| 83.3 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 1 2.2 % | 5 10.9 % | 12 26.1 % | 18 39.1 % | 0 0.0 % | 10 21.7 % |
| 91.2 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 3 6.5 % | 14 30.4 % | 17 37.0 % | 0 0.0 % | 12 26.1 % |
| 82.4 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 2.2 % | 1 2.2 % | 4 8.7 % | 12 26.1 % | 16 34.8 % | 0 0.0 % | 12 26.1 % |
| 82.4 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 2.2 % | 0 0.0 % | 5 10.9 % | 11 23.9 % | 17 37.0 % | 0 0.0 % | 12 26.1 % |
| 75.8 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 0 0.0 % | 8 17.4 % | 12 26.1 % | 13 28.3 % | 0 0.0 % | 13 28.3 % |
| 96.9 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 1 2.2 % | 16 34.8 % | 15 32.6 % | 2 4.3 % | 12 26.1 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|--------------|--------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 2 4.3 % | 2 4.3 % |
| Impaired | 0 0 % | 6 13 % | 6 13 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 2 4.3 % | 2 4.3 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 0 0 % | 36 78.3 % | 36 78.3 % |
| Total | 0 100 % | 46 100 % | 46 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 75 clients; surveys were returned for 46 clients ($46/75 = 61.3\%$).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Stonewall Project Integrated and Full Service OP IFSO Services
Program Code(s): 38HSOP

Overall Satisfaction¹
100.0%

Return Rate²
75.0%

Overall satisfaction³ mean score for Stonewall Project Integrated and Full Service OP IFSO Services: **4.10**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

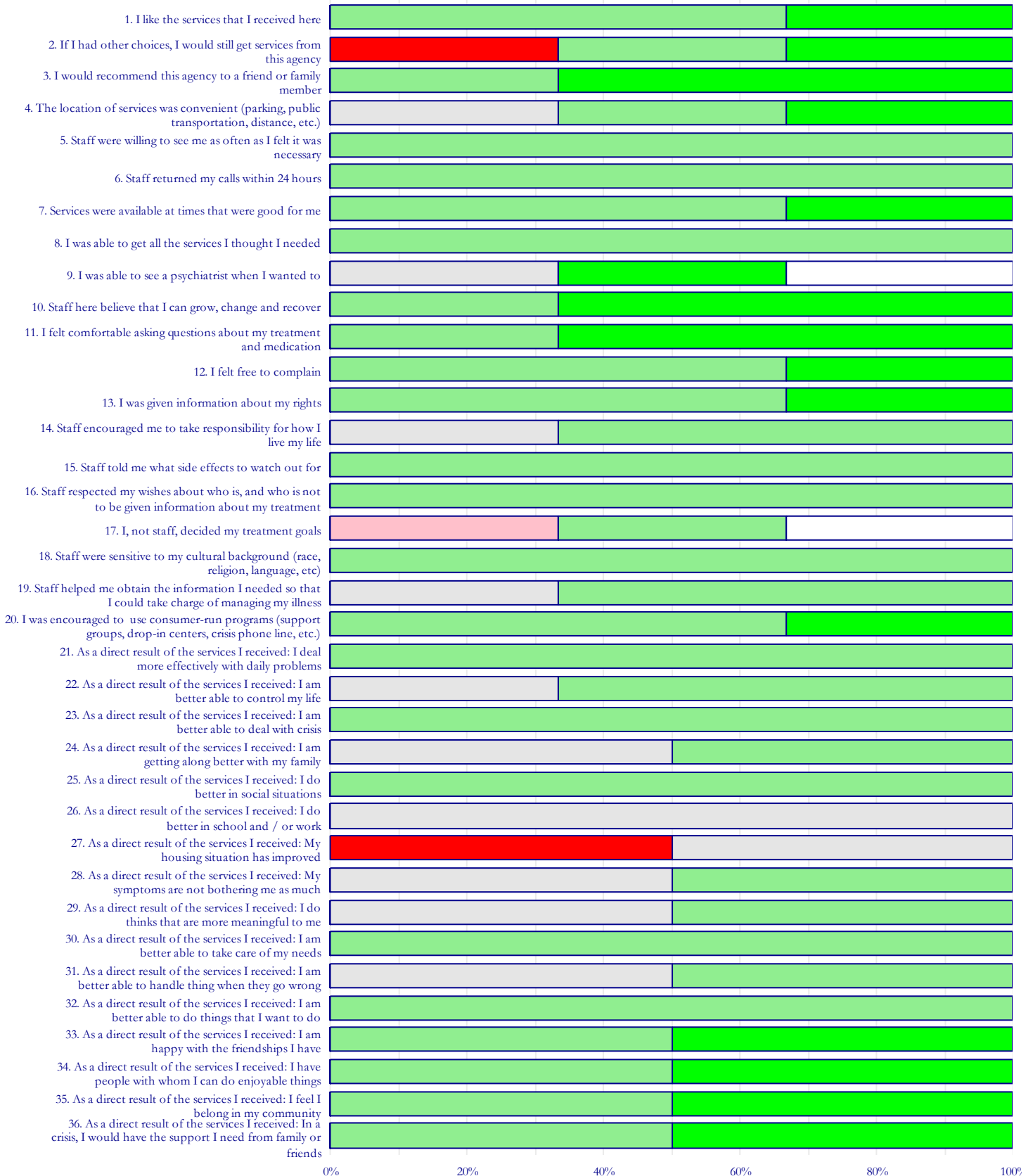
- 100.0% 1. I like the services that I received here
- 100.0% 3. I would recommend this agency to a friend or family member
- 100.0% 5. Staff were willing to see me as often as I felt it was necessary

Lowest Agreement Items

- 50.0% 9. I was able to see a psychiatrist when I wanted to
- 50.0% 17. I, not staff, decided my treatment goals
- 66.7% 2. If I had other choices, I would still get services from this agency

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

MHSIP Items



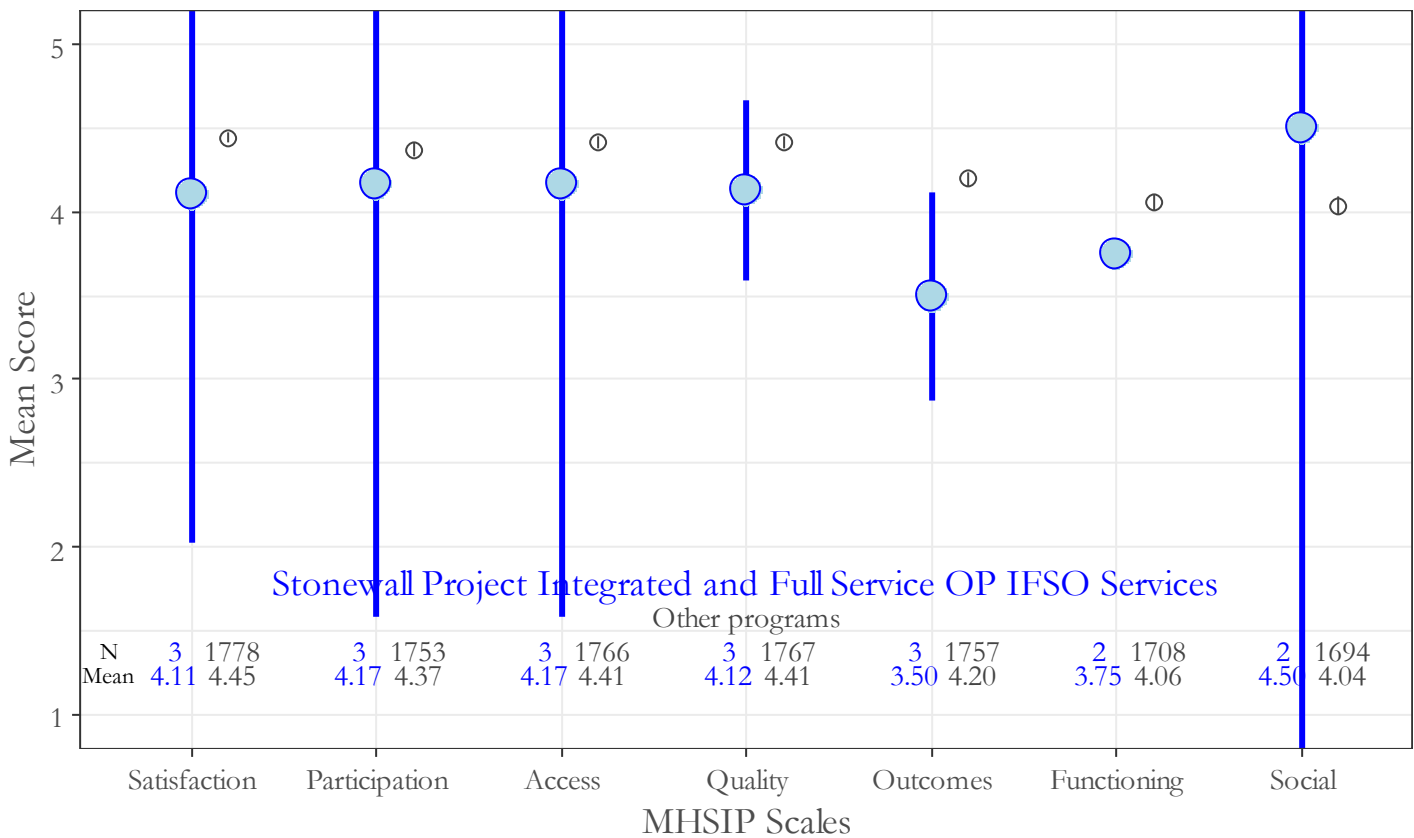
MHSIP Items 1-25
Percent Agree

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

MHSIP Items 26-36
Percent Agree

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

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|--------------------------|--------------------------|--------------------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 3 100 % | 0 0 % | 3 100 % |
| Total | 3 100 % | 0 100 % | 3 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 4 clients; surveys were returned for 3 clients (3/4 = 75.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Sunset Mental Health Services Adult

Program Code(s): 38823

Overall Satisfaction¹

89.6%

Return Rate²

58.6%

Overall satisfaction³ mean score for Sunset Mental Health Services Adult: **4.36**.

Overall satisfaction mean score for all other programs: **4.40**.

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

Highest Agreement Items

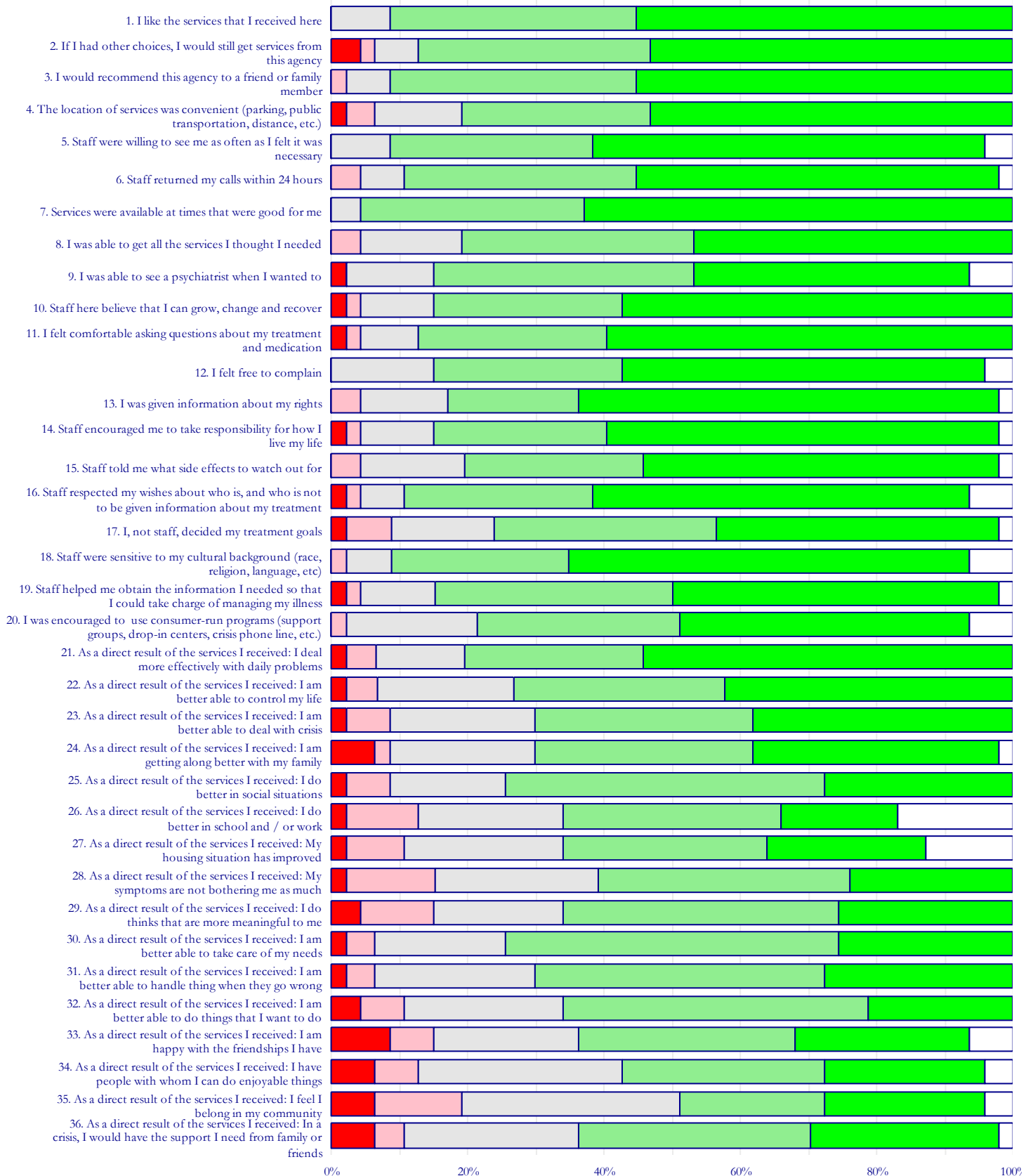
- 95.7% 7. Services were available at times that were good for me
- 91.5% 1. I like the services that I received here
- 91.5% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 75.6% 17. I, not staff, decided my treatment goals
- 77.3% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 80.0% 15. Staff told me what side effects to watch out for

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

MHSIP Items



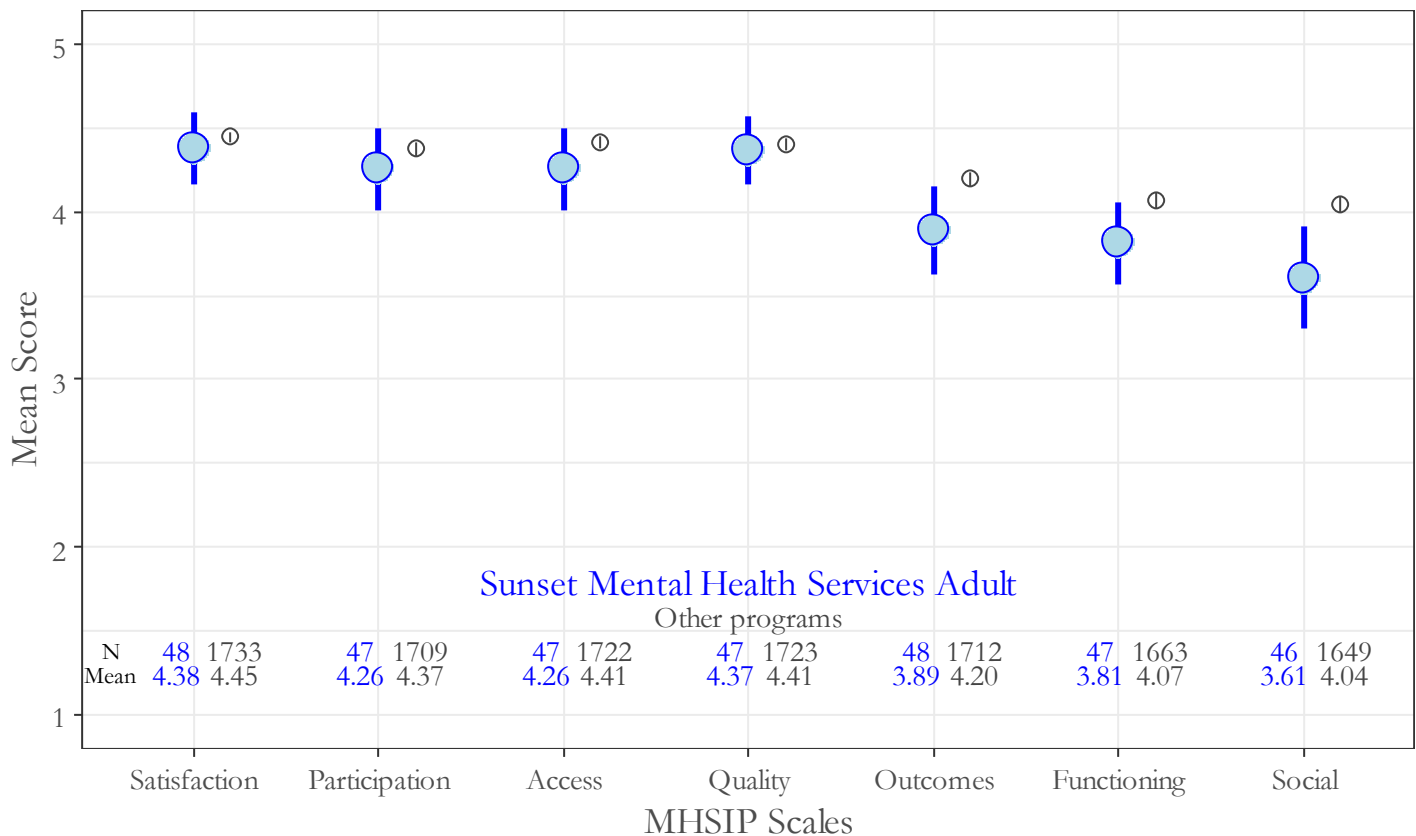
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 91.5 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 4 4.6 % | 17 19.8 % | 26 30.2 % | 0 0.0 % | 39 45.4 % |
| 87.2 % 2. If I had other choices, I would still get services from this agency | 2 2.3 % | 1 1.2 % | 3 3.5 % | 16 18.6 % | 25 29.1 % | 0 0.0 % | 39 45.4 % |
| 91.5 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 1 1.2 % | 3 3.5 % | 17 19.8 % | 26 30.2 % | 0 0.0 % | 39 45.4 % |
| 80.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 1 1.2 % | 2 2.3 % | 6 7.0 % | 13 15.1 % | 25 29.1 % | 0 0.0 % | 39 45.4 % |
| 91.1 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 4 4.6 % | 14 16.3 % | 27 31.4 % | 2 2.3 % | 39 45.4 % |
| 89.1 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 2 2.3 % | 3 3.5 % | 16 18.6 % | 25 29.1 % | 1 1.2 % | 39 45.4 % |
| 95.7 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 2 2.3 % | 15 17.4 % | 29 33.7 % | 0 0.0 % | 40 46.5 % |
| 80.9 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 2 2.3 % | 7 8.1 % | 16 18.6 % | 22 25.6 % | 0 0.0 % | 39 45.4 % |
| 84.1 % 9. I was able to see a psychiatrist when I wanted to | 1 1.2 % | 0 0.0 % | 6 7.0 % | 18 20.9 % | 19 22.1 % | 3 3.5 % | 39 45.4 % |
| 85.1 % 10. Staff here believe that I can grow, change and recover | 1 1.2 % | 1 1.2 % | 5 5.8 % | 13 15.1 % | 27 31.4 % | 0 0.0 % | 39 45.4 % |
| 87.2 % 11. I felt comfortable asking questions about my treatment and medication | 1 1.2 % | 1 1.2 % | 4 4.6 % | 13 15.1 % | 28 32.6 % | 0 0.0 % | 39 45.4 % |
| 84.4 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 7 8.1 % | 13 15.1 % | 25 29.1 % | 2 2.3 % | 39 45.4 % |
| 82.6 % 13. I was given information about my rights | 0 0.0 % | 2 2.3 % | 6 7.0 % | 9 10.5 % | 29 33.7 % | 1 1.2 % | 39 45.4 % |
| 84.8 % 14. Staff encouraged me to take responsibility for how I live my life | 1 1.2 % | 1 1.2 % | 5 5.8 % | 12 14.0 % | 27 31.4 % | 1 1.2 % | 39 45.4 % |
| 80.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 2 2.3 % | 7 8.1 % | 12 14.0 % | 24 27.9 % | 1 1.2 % | 40 46.5 % |
| 88.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 1 1.2 % | 1 1.2 % | 3 3.5 % | 13 15.1 % | 26 30.2 % | 3 3.5 % | 39 45.4 % |
| 75.6 % 17. I, not staff, decided my treatment goals | 1 1.2 % | 3 3.5 % | 7 8.1 % | 15 17.4 % | 19 22.1 % | 1 1.2 % | 40 46.5 % |
| 90.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 1 1.2 % | 3 3.5 % | 12 14.0 % | 27 31.4 % | 3 3.5 % | 40 46.5 % |
| 84.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 1 1.2 % | 1 1.2 % | 5 5.8 % | 16 18.6 % | 22 25.6 % | 1 1.2 % | 40 46.5 % |
| 77.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 1 1.2 % | 9 10.5 % | 14 16.3 % | 20 23.3 % | 3 3.5 % | 39 45.4 % |
| 80.4 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 1 1.2 % | 2 2.3 % | 6 7.0 % | 12 14.0 % | 25 29.1 % | 0 0.0 % | 40 46.5 % |
| 73.3 % 22. As a direct result of the services I received: I am better able to control my life | 1 1.2 % | 2 2.3 % | 9 10.5 % | 14 16.3 % | 19 22.1 % | 0 0.0 % | 41 47.7 % |
| 70.2 % 23. As a direct result of the services I received: I am better able to deal with crisis | 1 1.2 % | 3 3.5 % | 10 11.6 % | 15 17.4 % | 18 20.9 % | 0 0.0 % | 39 45.4 % |
| 69.6 % 24. As a direct result of the services I received: I am getting along better with my family | 3 3.5 % | 1 1.2 % | 10 11.6 % | 15 17.4 % | 17 19.8 % | 1 1.2 % | 39 45.4 % |
| 74.5 % 25. As a direct result of the services I received: I do better in social situations | 1 1.2 % | 3 3.5 % | 8 9.3 % | 22 25.6 % | 13 15.1 % | 0 0.0 % | 39 45.4 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|--------------|--------------|----------------|------------|--------------|
| 59.0 % 26. As a direct result of the services I received: I do better in school and / or work | 1 1.2 % | 5 5.8 % | 10 11.6 % | 15 17.4 % | 8 9.3 % | 8 9.3 % | 39 45.4 % |
| 61.0 % 27. As a direct result of the services I received: My housing situation has improved | 1 1.2 % | 4 4.6 % | 11 12.8 % | 14 16.3 % | 11 12.8 % | 6 7.0 % | 39 45.4 % |
| 60.9 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 1 1.2 % | 6 7.0 % | 11 12.8 % | 17 19.8 % | 11 12.8 % | 0 0.0 % | 40 46.5 % |
| 66.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 2 2.3 % | 5 5.8 % | 9 10.5 % | 19 22.1 % | 12 14.0 % | 0 0.0 % | 39 45.4 % |
| 74.5 % 30. As a direct result of the services I received: I am better able to take care of my needs | 1 1.2 % | 2 2.3 % | 9 10.5 % | 23 26.7 % | 12 14.0 % | 0 0.0 % | 39 45.4 % |
| 70.2 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 1 1.2 % | 2 2.3 % | 11 12.8 % | 20 23.3 % | 13 15.1 % | 0 0.0 % | 39 45.4 % |
| 66.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 2 2.3 % | 3 3.5 % | 11 12.8 % | 21 24.4 % | 10 11.6 % | 0 0.0 % | 39 45.4 % |
| 61.4 % 33. As a direct result of the services I received: I am happy with the friendships I have | 4 4.6 % | 3 3.5 % | 10 11.6 % | 15 17.4 % | 12 14.0 % | 3 3.5 % | 39 45.4 % |
| 55.6 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 3 3.5 % | 3 3.5 % | 14 16.3 % | 14 16.3 % | 11 12.8 % | 2 2.3 % | 39 45.4 % |
| 46.7 % 35. As a direct result of the services I received: I feel I belong in my community | 3 3.5 % | 6 7.0 % | 15 17.4 % | 10 11.6 % | 11 12.8 % | 2 2.3 % | 39 45.4 % |
| 63.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 3 3.5 % | 2 2.3 % | 12 14.0 % | 16 18.6 % | 13 15.1 % | 1 1.2 % | 39 45.4 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult | Older Adult | |
| Refused | 37 45.1 % | 1 25 % | 38 44.2 % |
| Impaired | 1 1.2 % | 2 50 % | 3 3.5 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 44 53.7 % | 1 25 % | 45 52.3 % |
| Total | 82 100 % | 4 100 % | 86 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 145 clients; surveys were returned for 85 clients (85/145 = 58.6%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Sunset Mental Health Services CYF

Program Code(s): 38826

Overall Satisfaction¹

100.0%

Return Rate²

75.0%

Overall satisfaction³ mean score for Sunset Mental Health Services CYF: **4.00** (youth), **4.51** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

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

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

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

85.7% 10. I got the help I wanted

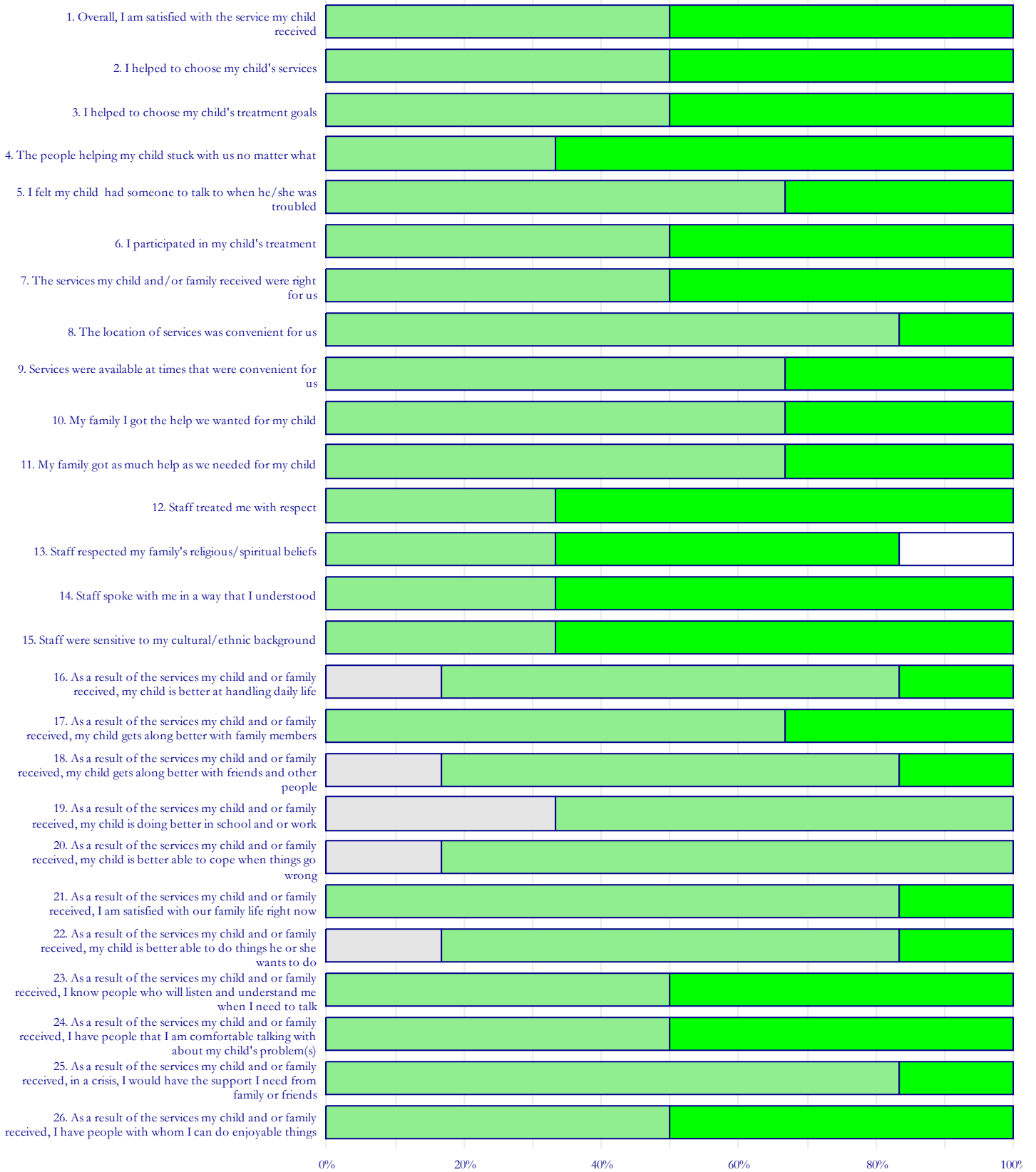
85.7% 11. I got as much help as I needed

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

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.

Youth Services Survey for Families

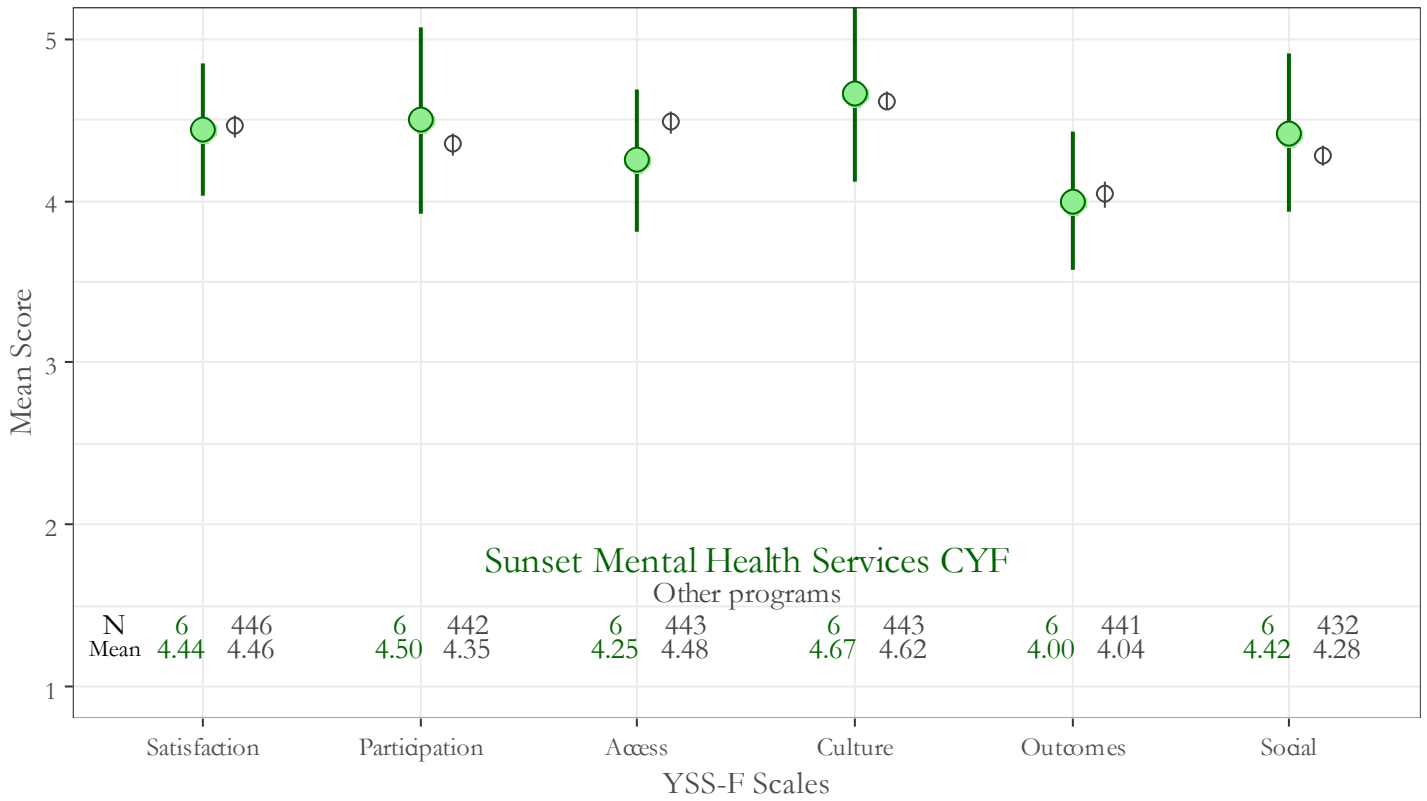


Youth Services Survey for Families N = 11

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 27.3 % | 3 27.3 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 27.3 % | 3 27.3 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 27.3 % | 3 27.3 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 18.2 % | 4 36.4 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 36.4 % | 2 18.2 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 27.3 % | 3 27.3 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 27.3 % | 3 27.3 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 45.5 % | 1 9.1 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 36.4 % | 2 18.2 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 36.4 % | 2 18.2 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 36.4 % | 2 18.2 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 18.2 % | 4 36.4 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 18.2 % | 3 27.3 % | 1 9.1 % | 5 45.5 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 18.2 % | 4 36.4 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 18.2 % | 4 36.4 % | 0 0.0 % | 5 45.5 % |
| 83.3 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 1 9.1 % | 4 36.4 % | 1 9.1 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 36.4 % | 2 18.2 % | 0 0.0 % | 5 45.5 % |
| 83.3 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 1 9.1 % | 4 36.4 % | 1 9.1 % | 0 0.0 % | 5 45.5 % |
| 66.7 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 0 0.0 % | 2 18.2 % | 4 36.4 % | 0 0.0 % | 0 0.0 % | 5 45.5 % |
| 83.3 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 1 9.1 % | 5 45.5 % | 0 0.0 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 45.5 % | 1 9.1 % | 0 0.0 % | 5 45.5 % |
| 83.3 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 0 0.0 % | 1 9.1 % | 4 36.4 % | 1 9.1 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 27.3 % | 3 27.3 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 27.3 % | 3 27.3 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 45.5 % | 1 9.1 % | 0 0.0 % | 5 45.5 % |
| 100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 27.3 % | 3 27.3 % | 0 0.0 % | 5 45.5 % |

Not enough Youth data for scale means CI chart

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



Survey Compliance

| Completion Status | Sunset Mental Health Services CYF | | <i>Total</i> |
|---------------------|--------------------------------------|-------------|--------------|
| | Completion by Respondent Type | | |
| | Family | Youth | |
| Refused | 0 0 % | 2 66.7 % | 2 14.3 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 5 45.5 % | 0 0 % | 5 35.7 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 6 54.5 % | 1 33.3 % | 7 50 % |
| <i>Total</i> | 11 100 % | 3 100 % | 14 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 16 clients; surveys were returned for 12 clients (12 / 16 = 75.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Sunset Mental Health Team II

Program Code(s): 38I9OP

Overall Satisfaction¹

66.7%

Return Rate²

75.0%

Overall satisfaction³ mean score for Sunset Mental Health Team II: **3.96**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

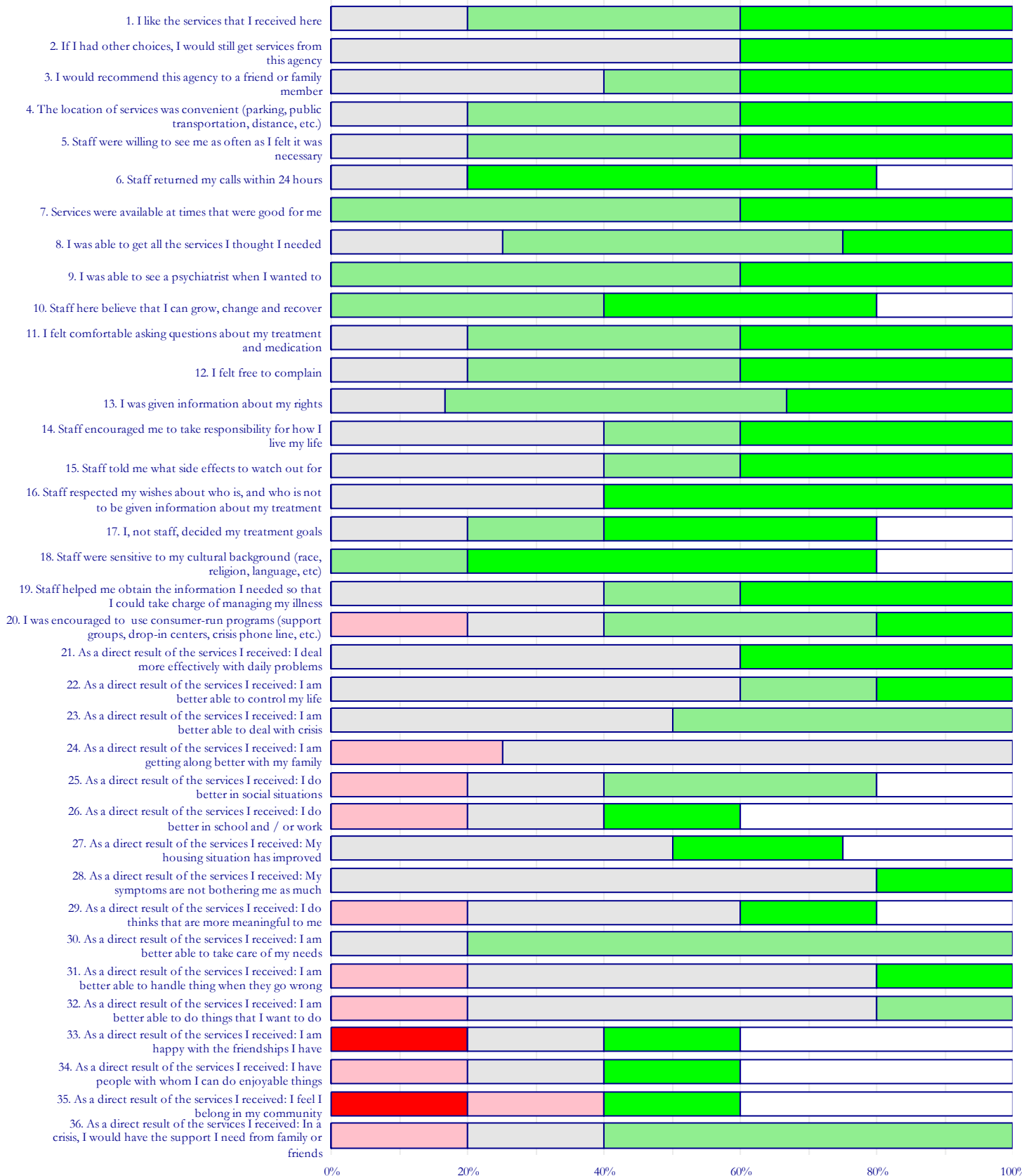
40.0% 2. If I had other choices, I would still get services from this agency

60.0% 3. I would recommend this agency to a friend or family member

60.0% 14. Staff encouraged me to take responsibility for how I live my life

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

MHSIP Items



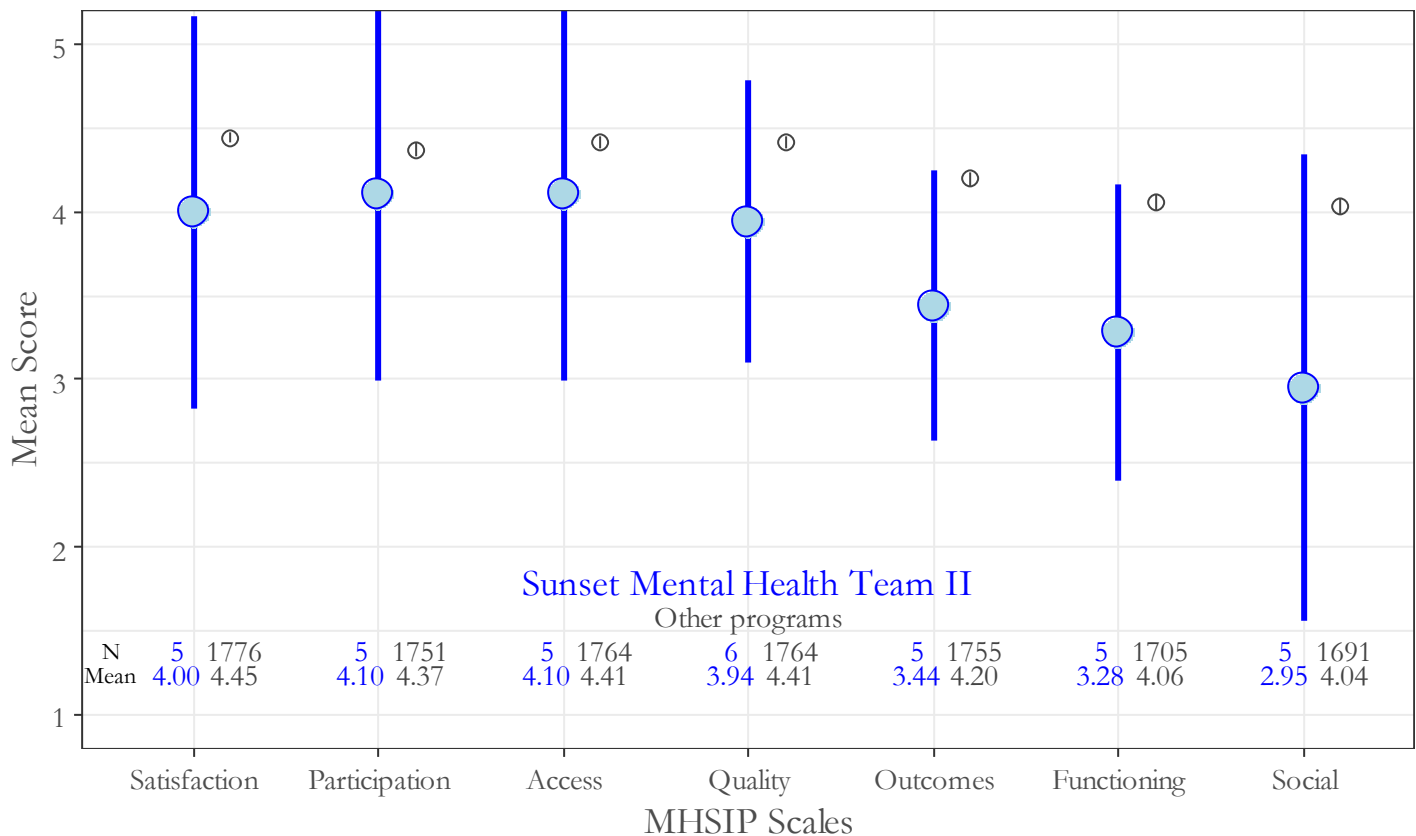
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 80.0 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 40.0 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 3 50.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 60.0 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 80.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 80.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 75.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 3 50.0 % | 1 16.7 % | 1 16.7 % |
| 100.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 75.0 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 0 0.0 % | 2 33.3 % |
| 100.0 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 50.0 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 100.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 1 16.7 % | 1 16.7 % |
| 80.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 80.0 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 83.3 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 2 33.3 % | 0 0.0 % | 0 0.0 % |
| 60.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 60.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 60.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 3 50.0 % | 0 0.0 % | 1 16.7 % |
| 75.0 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 1 16.7 % |
| 100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 1 16.7 % |
| 60.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 2 33.3 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 60.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 1 16.7 % | 1 16.7 % | 2 33.3 % | 1 16.7 % | 0 0.0 % | 1 16.7 % |
| 40.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 3 50.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 1 16.7 % |
| 40.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 3 50.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 1 16.7 % |
| 50.0 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 2 33.3 % | 2 33.3 % | 0 0.0 % | 0 0.0 % | 2 33.3 % |
| 0.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 1 16.7 % | 3 50.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 33.3 % |
| 50.0 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 1 16.7 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 1 16.7 % | 1 16.7 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 33.3 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 1 16.7 % |
| 33.3 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 0 0.0 % | 2 33.3 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 2 33.3 % |
| 20.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 0 0.0 % | 4 66.7 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 1 16.7 % |
| 25.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 1 16.7 % | 2 33.3 % | 0 0.0 % | 1 16.7 % | 1 16.7 % | 1 16.7 % |
| 80.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 1 16.7 % | 4 66.7 % | 0 0.0 % | 0 0.0 % | 1 16.7 % |
| 20.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 1 16.7 % | 3 50.0 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 1 16.7 % |
| 20.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 16.7 % | 3 50.0 % | 1 16.7 % | 0 0.0 % | 0 0.0 % | 1 16.7 % |
| 33.3 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 16.7 % | 0 0.0 % | 1 16.7 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 1 16.7 % |
| 33.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 16.7 % | 1 16.7 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 1 16.7 % |
| 33.3 % 35. As a direct result of the services I received: I feel I belong in my community | 1 16.7 % | 1 16.7 % | 0 0.0 % | 0 0.0 % | 1 16.7 % | 2 33.3 % | 1 16.7 % |
| 60.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 16.7 % | 1 16.7 % | 3 50.0 % | 0 0.0 % | 0 0.0 % | 1 16.7 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 8 clients; surveys were returned for 6 clients (6/8 = 75.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Transitional Age Youth Service FSP

Program Code(s): 38BH4 38BHT3

Overall Satisfaction¹

93.3%

Return Rate²

83.3%

Overall satisfaction³ mean score for Transitional Age Youth Service FSP: **4.32**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

100.0% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

93.3% 1. I like the services that I received here

Lowest Agreement Items

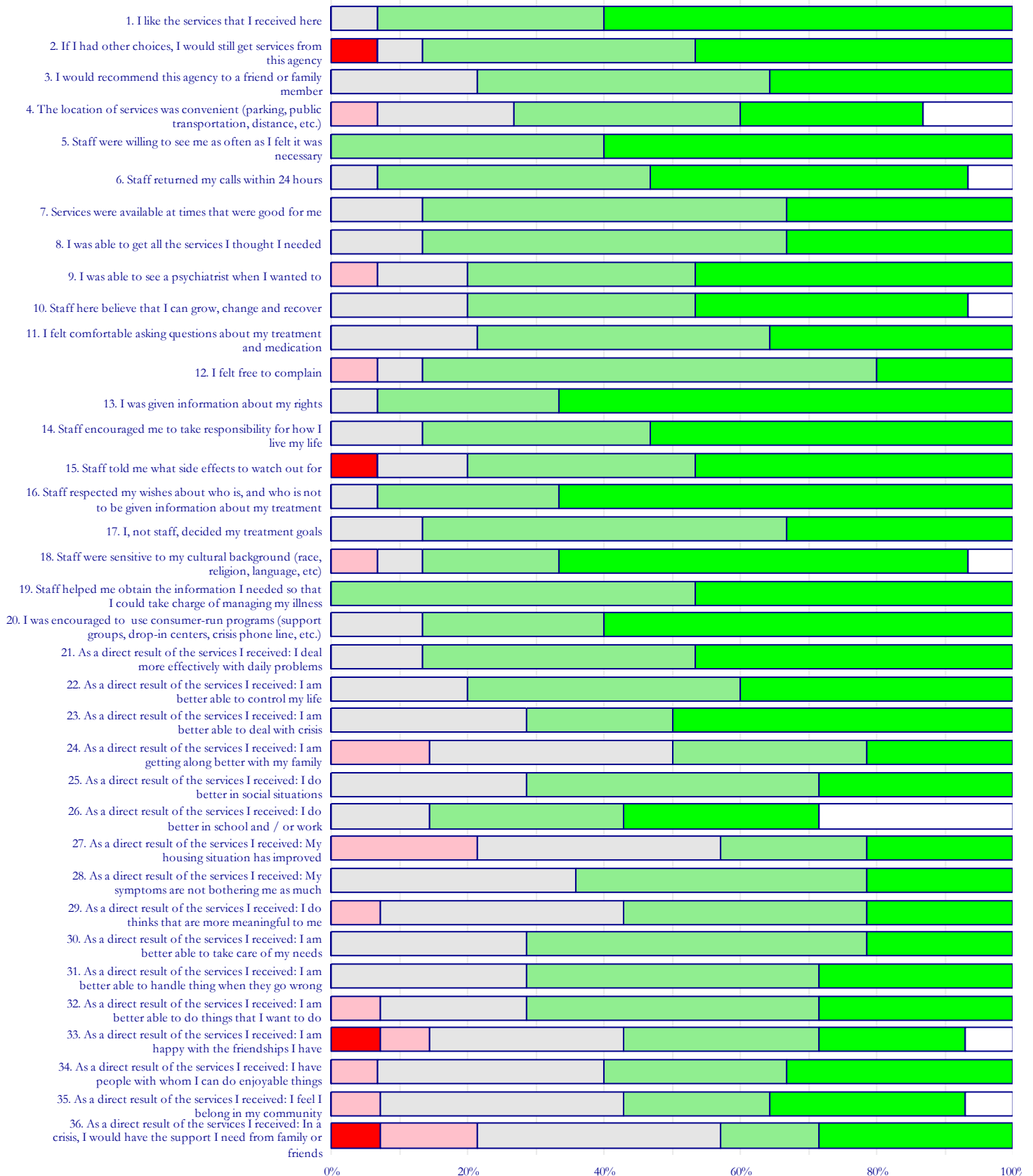
78.6% 3. I would recommend this agency to a friend or family member

78.6% 10. Staff here believe that I can grow, change and recover

78.6% 11. I felt comfortable asking questions about my treatment and medication

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

MHSIP Items



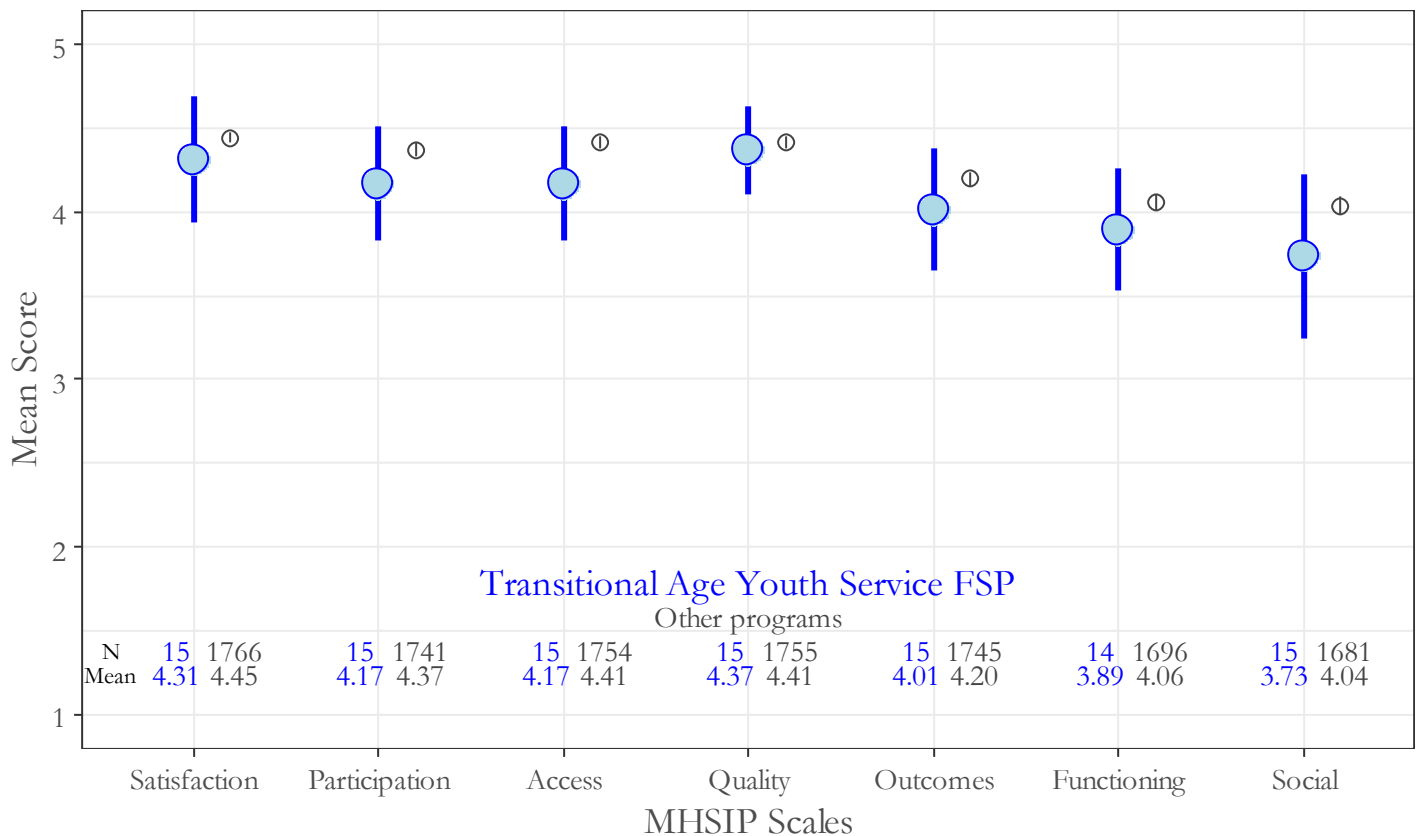
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|--------------|----------------|-------------|------------|
| 93.3 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 1 6.7 % | 5 33.3 % | 9 60.0 % | 0 0.0 % | 0 0.0 % |
| 86.7 % 2. If I had other choices, I would still get services from this agency | 1 6.7 % | 0 0.0 % | 1 6.7 % | 6 40.0 % | 7 46.7 % | 0 0.0 % | 0 0.0 % |
| 78.6 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 3 20.0 % | 6 40.0 % | 5 33.3 % | 0 0.0 % | 1 6.7 % |
| 69.2 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 1 6.7 % | 3 20.0 % | 5 33.3 % | 4 26.7 % | 2 13.3 % | 0 0.0 % |
| 100.0 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 40.0 % | 9 60.0 % | 0 0.0 % | 0 0.0 % |
| 92.9 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 0 0.0 % | 1 6.7 % | 6 40.0 % | 7 46.7 % | 1 6.7 % | 0 0.0 % |
| 86.7 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 2 13.3 % | 8 53.3 % | 5 33.3 % | 0 0.0 % | 0 0.0 % |
| 86.7 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 2 13.3 % | 8 53.3 % | 5 33.3 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 1 6.7 % | 2 13.3 % | 5 33.3 % | 7 46.7 % | 0 0.0 % | 0 0.0 % |
| 78.6 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 3 20.0 % | 5 33.3 % | 6 40.0 % | 1 6.7 % | 0 0.0 % |
| 78.6 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 3 20.0 % | 6 40.0 % | 5 33.3 % | 0 0.0 % | 1 6.7 % |
| 86.7 % 12. I felt free to complain | 0 0.0 % | 1 6.7 % | 1 6.7 % | 10 66.7 % | 3 20.0 % | 0 0.0 % | 0 0.0 % |
| 93.3 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 6.7 % | 4 26.7 % | 10 66.7 % | 0 0.0 % | 0 0.0 % |
| 86.7 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 2 13.3 % | 5 33.3 % | 8 53.3 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 15. Staff told me what side effects to watch out for | 1 6.7 % | 0 0.0 % | 2 13.3 % | 5 33.3 % | 7 46.7 % | 0 0.0 % | 0 0.0 % |
| 93.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 1 6.7 % | 4 26.7 % | 10 66.7 % | 0 0.0 % | 0 0.0 % |
| 86.7 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 2 13.3 % | 8 53.3 % | 5 33.3 % | 0 0.0 % | 0 0.0 % |
| 85.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 1 6.7 % | 1 6.7 % | 3 20.0 % | 9 60.0 % | 1 6.7 % | 0 0.0 % |
| 100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 53.3 % | 7 46.7 % | 0 0.0 % | 0 0.0 % |
| 86.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 2 13.3 % | 4 26.7 % | 9 60.0 % | 0 0.0 % | 0 0.0 % |
| 86.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 2 13.3 % | 6 40.0 % | 7 46.7 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 3 20.0 % | 6 40.0 % | 6 40.0 % | 0 0.0 % | 0 0.0 % |
| 71.4 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 4 26.7 % | 3 20.0 % | 7 46.7 % | 0 0.0 % | 1 6.7 % |
| 50.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 2 13.3 % | 5 33.3 % | 4 26.7 % | 3 20.0 % | 0 0.0 % | 1 6.7 % |
| 71.4 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 4 26.7 % | 6 40.0 % | 4 26.7 % | 0 0.0 % | 1 6.7 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|------------|
| 80.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 2 13.3 % | 4 26.7 % | 4 26.7 % | 4 26.7 % | 1 6.7 % |
| 42.9 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 3 20.0 % | 5 33.3 % | 3 20.0 % | 3 20.0 % | 0 0.0 % | 1 6.7 % |
| 64.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 0 0.0 % | 5 33.3 % | 6 40.0 % | 3 20.0 % | 0 0.0 % | 1 6.7 % |
| 57.1 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 1 6.7 % | 5 33.3 % | 5 33.3 % | 3 20.0 % | 0 0.0 % | 1 6.7 % |
| 71.4 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 4 26.7 % | 7 46.7 % | 3 20.0 % | 0 0.0 % | 1 6.7 % |
| 71.4 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 4 26.7 % | 6 40.0 % | 4 26.7 % | 0 0.0 % | 1 6.7 % |
| 71.4 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 6.7 % | 3 20.0 % | 6 40.0 % | 4 26.7 % | 0 0.0 % | 1 6.7 % |
| 53.8 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 6.7 % | 1 6.7 % | 4 26.7 % | 4 26.7 % | 3 20.0 % | 1 6.7 % | 1 6.7 % |
| 60.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 6.7 % | 5 33.3 % | 4 26.7 % | 5 33.3 % | 0 0.0 % | 0 0.0 % |
| 53.8 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 1 6.7 % | 5 33.3 % | 3 20.0 % | 4 26.7 % | 1 6.7 % | 1 6.7 % |
| 42.9 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 1 6.7 % | 2 13.3 % | 5 33.3 % | 2 13.3 % | 4 26.7 % | 0 0.0 % | 1 6.7 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by Adult/Older Adult | | <i>Total</i> |
|---------------------|---|-------------|--------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 15 100 % | 0 0 % | 15 100 % |
| <i>Total</i> | 15 100 % | 0 100 % | 15 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 18 clients; surveys were returned for 15 clients (15/18 = 83.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

UCSF Alliance Health Project IFSO

Program Code(s): 38A33

Overall Satisfaction¹

84.5%

Return Rate²

85.7%

Overall satisfaction³ mean score for UCSF Alliance Health Project IFSO: **4.30**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

93.0% 13. I was given information about my rights

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

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

Lowest Agreement Items

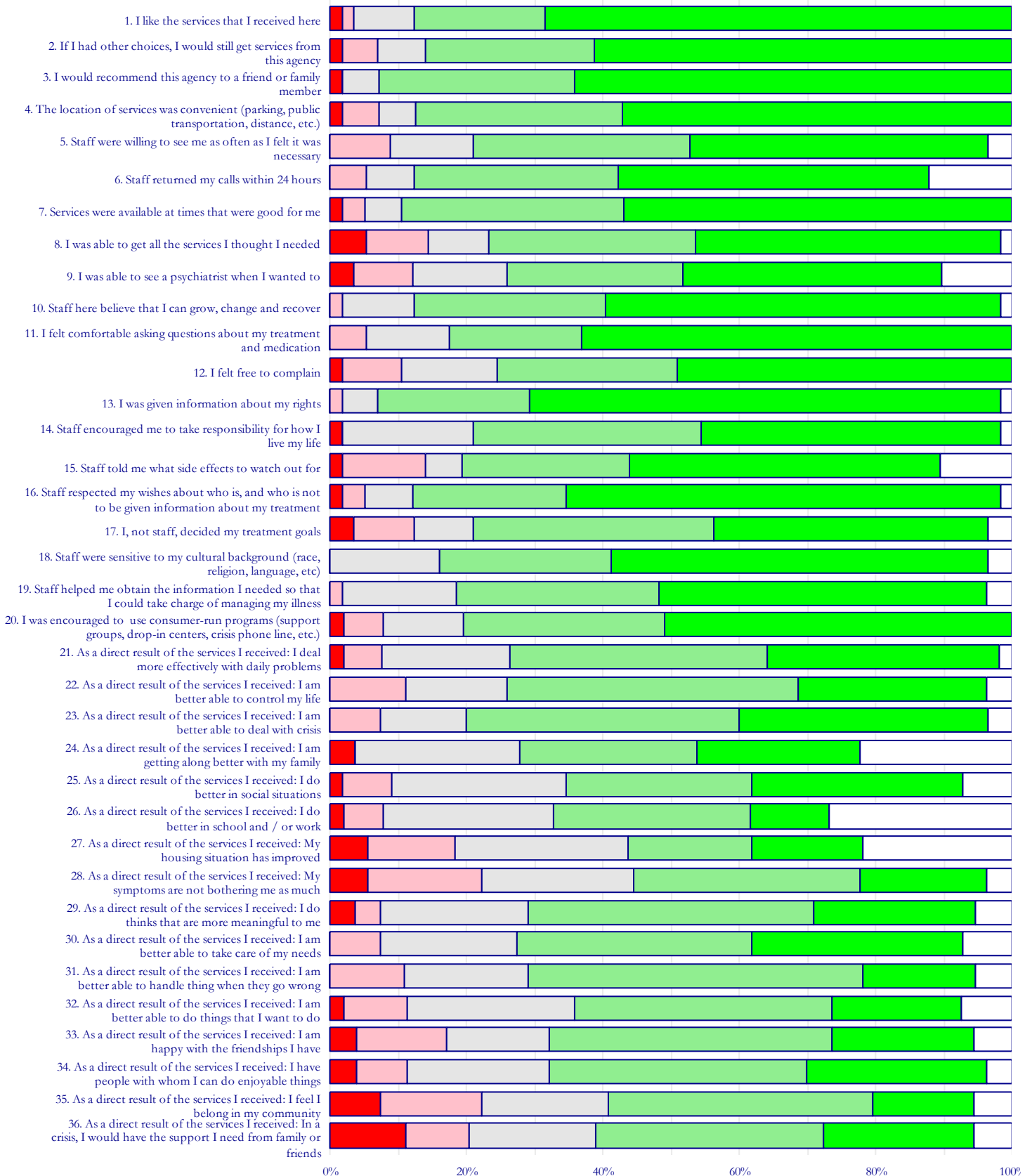
71.2% 9. I was able to see a psychiatrist when I wanted to

75.4% 12. I felt free to complain

76.4% 8. I was able to get all the services I thought I needed

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

MHSIP Items



MHSIP Items 1-25

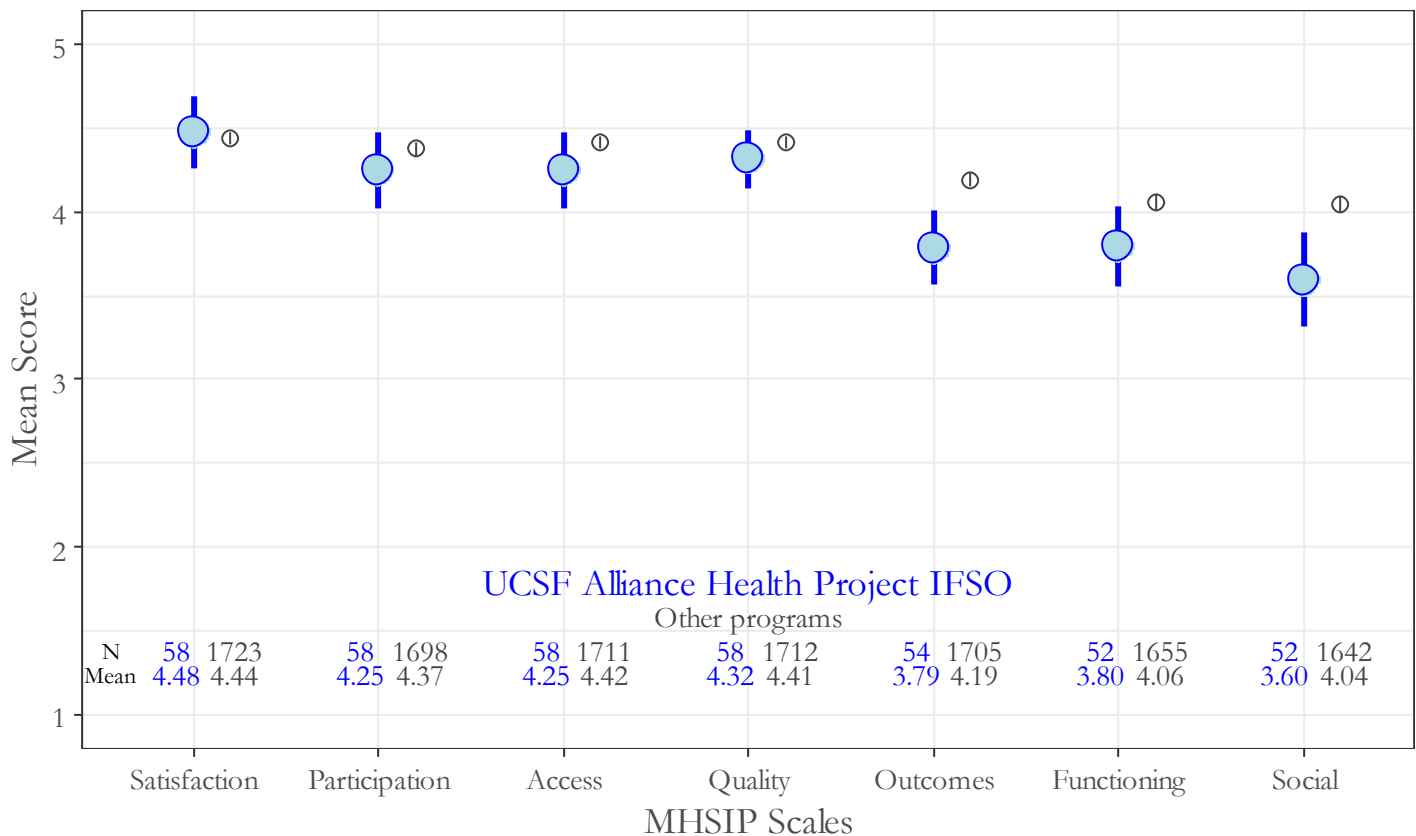
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|--------------|--------------|----------------|--------------|--------------|
| 87.7 % 1. I like the services that I received here | 1 1.5 % | 1 1.5 % | 5 7.5 % | 11 16.4 % | 39 58.2 % | 0 0.0 % | 10 14.9 % |
| 86.0 % 2. If I had other choices, I would still get services from this agency | 1 1.5 % | 3 4.5 % | 4 6.0 % | 14 20.9 % | 35 52.2 % | 0 0.0 % | 10 14.9 % |
| 92.9 % 3. I would recommend this agency to a friend or family member | 1 1.5 % | 0 0.0 % | 3 4.5 % | 16 23.9 % | 36 53.7 % | 0 0.0 % | 11 16.4 % |
| 87.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 1 1.5 % | 3 4.5 % | 3 4.5 % | 17 25.4 % | 32 47.8 % | 0 0.0 % | 11 16.4 % |
| 78.2 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 5 7.5 % | 7 10.4 % | 18 26.9 % | 25 37.3 % | 2 3.0 % | 10 14.9 % |
| 86.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 3 4.5 % | 4 6.0 % | 17 25.4 % | 26 38.8 % | 7 10.4 % | 10 14.9 % |
| 89.7 % 7. Services were available at times that were good for me | 1 1.5 % | 2 3.0 % | 3 4.5 % | 19 28.4 % | 33 49.2 % | 0 0.0 % | 9 13.4 % |
| 76.4 % 8. I was able to get all the services I thought I needed | 3 4.5 % | 5 7.5 % | 5 7.5 % | 17 25.4 % | 25 37.3 % | 1 1.5 % | 11 16.4 % |
| 71.2 % 9. I was able to see a psychiatrist when I wanted to | 2 3.0 % | 5 7.5 % | 8 11.9 % | 15 22.4 % | 22 32.8 % | 6 9.0 % | 9 13.4 % |
| 87.5 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 1 1.5 % | 6 9.0 % | 16 23.9 % | 33 49.2 % | 1 1.5 % | 10 14.9 % |
| 82.5 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 3 4.5 % | 7 10.4 % | 11 16.4 % | 36 53.7 % | 0 0.0 % | 10 14.9 % |
| 75.4 % 12. I felt free to complain | 1 1.5 % | 5 7.5 % | 8 11.9 % | 15 22.4 % | 28 41.8 % | 0 0.0 % | 10 14.9 % |
| 93.0 % 13. I was given information about my rights | 0 0.0 % | 1 1.5 % | 3 4.5 % | 13 19.4 % | 40 59.7 % | 1 1.5 % | 9 13.4 % |
| 78.6 % 14. Staff encouraged me to take responsibility for how I live my life | 1 1.5 % | 0 0.0 % | 11 16.4 % | 19 28.4 % | 25 37.3 % | 1 1.5 % | 10 14.9 % |
| 78.4 % 15. Staff told me what side effects to watch out for | 1 1.5 % | 7 10.4 % | 3 4.5 % | 14 20.9 % | 26 38.8 % | 6 9.0 % | 10 14.9 % |
| 87.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 1 1.5 % | 2 3.0 % | 4 6.0 % | 13 19.4 % | 37 55.2 % | 1 1.5 % | 9 13.4 % |
| 78.2 % 17. I, not staff, decided my treatment goals | 2 3.0 % | 5 7.5 % | 5 7.5 % | 20 29.8 % | 23 34.3 % | 2 3.0 % | 10 14.9 % |
| 83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 9 13.4 % | 14 20.9 % | 31 46.3 % | 2 3.0 % | 11 16.4 % |
| 80.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 1 1.5 % | 9 13.4 % | 16 23.9 % | 26 38.8 % | 2 3.0 % | 13 19.4 % |
| 80.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 1 1.5 % | 3 4.5 % | 6 9.0 % | 15 22.4 % | 26 38.8 % | 0 0.0 % | 16 23.9 % |
| 73.1 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 1 1.5 % | 3 4.5 % | 10 14.9 % | 20 29.8 % | 18 26.9 % | 1 1.5 % | 14 20.9 % |
| 73.1 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 6 9.0 % | 8 11.9 % | 23 34.3 % | 15 22.4 % | 2 3.0 % | 13 19.4 % |
| 79.2 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 4 6.0 % | 7 10.4 % | 22 32.8 % | 20 29.8 % | 2 3.0 % | 12 17.9 % |
| 64.3 % 24. As a direct result of the services I received: I am getting along better with my family | 2 3.0 % | 0 0.0 % | 13 19.4 % | 14 20.9 % | 13 19.4 % | 12 17.9 % | 13 19.4 % |
| 62.7 % 25. As a direct result of the services I received: I do better in social situations | 1 1.5 % | 4 6.0 % | 14 20.9 % | 15 22.4 % | 17 25.4 % | 4 6.0 % | 12 17.9 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|--------------|--------------|----------------|--------------|--------------|
| 55.3 % 26. As a direct result of the services I received: I do better in school and / or work | 1 1.5 % | 3 4.5 % | 13 19.4 % | 15 22.4 % | 6 9.0 % | 14 20.9 % | 15 22.4 % |
| 44.2 % 27. As a direct result of the services I received: My housing situation has improved | 3 4.5 % | 7 10.4 % | 14 20.9 % | 10 14.9 % | 9 13.4 % | 12 17.9 % | 12 17.9 % |
| 53.8 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 3 4.5 % | 9 13.4 % | 12 17.9 % | 18 26.9 % | 10 14.9 % | 2 3.0 % | 13 19.4 % |
| 69.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 2 3.0 % | 2 3.0 % | 12 17.9 % | 23 34.3 % | 13 19.4 % | 3 4.5 % | 12 17.9 % |
| 70.6 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 4 6.0 % | 11 16.4 % | 19 28.4 % | 17 25.4 % | 4 6.0 % | 12 17.9 % |
| 69.2 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 6 9.0 % | 10 14.9 % | 27 40.3 % | 9 13.4 % | 3 4.5 % | 12 17.9 % |
| 61.2 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 1 1.5 % | 5 7.5 % | 13 19.4 % | 20 29.8 % | 10 14.9 % | 4 6.0 % | 14 20.9 % |
| 66.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 2 3.0 % | 7 10.4 % | 8 11.9 % | 22 32.8 % | 11 16.4 % | 3 4.5 % | 14 20.9 % |
| 66.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 2 3.0 % | 4 6.0 % | 11 16.4 % | 20 29.8 % | 14 20.9 % | 2 3.0 % | 14 20.9 % |
| 56.9 % 35. As a direct result of the services I received: I feel I belong in my community | 4 6.0 % | 8 11.9 % | 10 14.9 % | 21 31.3 % | 8 11.9 % | 3 4.5 % | 13 19.4 % |
| 58.8 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 6 9.0 % | 5 7.5 % | 10 14.9 % | 18 26.9 % | 12 17.9 % | 3 4.5 % | 13 19.4 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|--------------|--------------|
| | Adult | Older Adult | |
| Refused | 6 13.3 % | 2 9.1 % | 8 11.9 % |
| Impaired | 1 2.2 % | 0 0 % | 1 1.5 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 1 2.2 % | 0 0 % | 1 1.5 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 37 82.2 % | 20 90.9 % | 57 85.1 % |
| Total | 45 100 % | 22 100 % | 67 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 77 clients; surveys were returned for 66 clients (66/77 = 85.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

UCSF Child and Adolescent Services- CAS

Program Code(s): 38C72

Overall Satisfaction¹

91.5%

Return Rate²

57.5%

Overall satisfaction³ mean score for UCSF Child and Adolescent Services- CAS: **4.17** (youth), **4.37** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.49** (family).

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

Highest Agreement Items

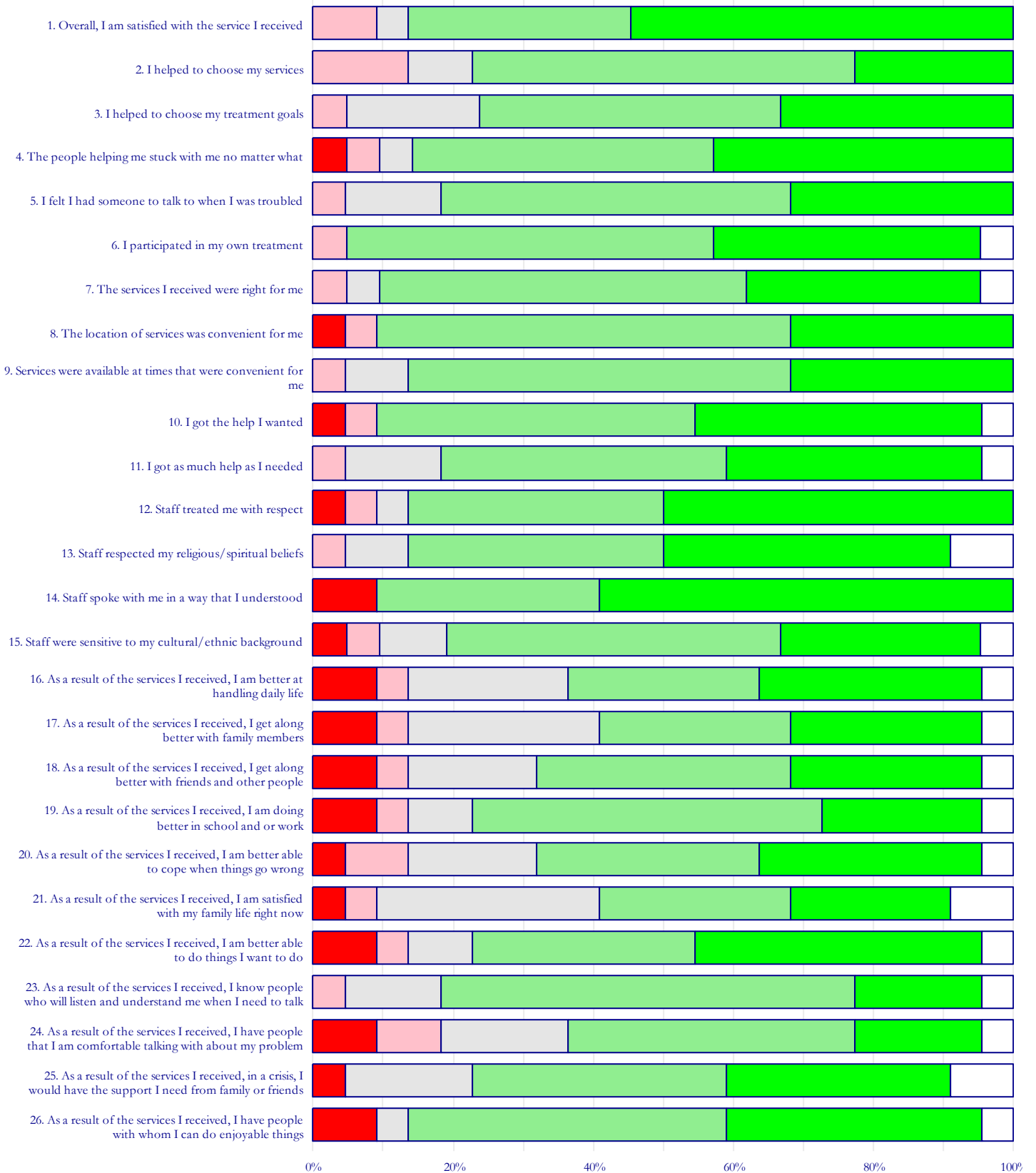
- 93.0% 12. Staff treated me with respect
- 92.9% 14. Staff spoke with me in a way that I understood
- 92.7% 6. I participated in my own treatment

Lowest Agreement Items

- 84.2% 11. I got as much help as I needed
- 84.7% 2. I helped to choose my services
- 85.7% 3. I helped to choose my treatment goals

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

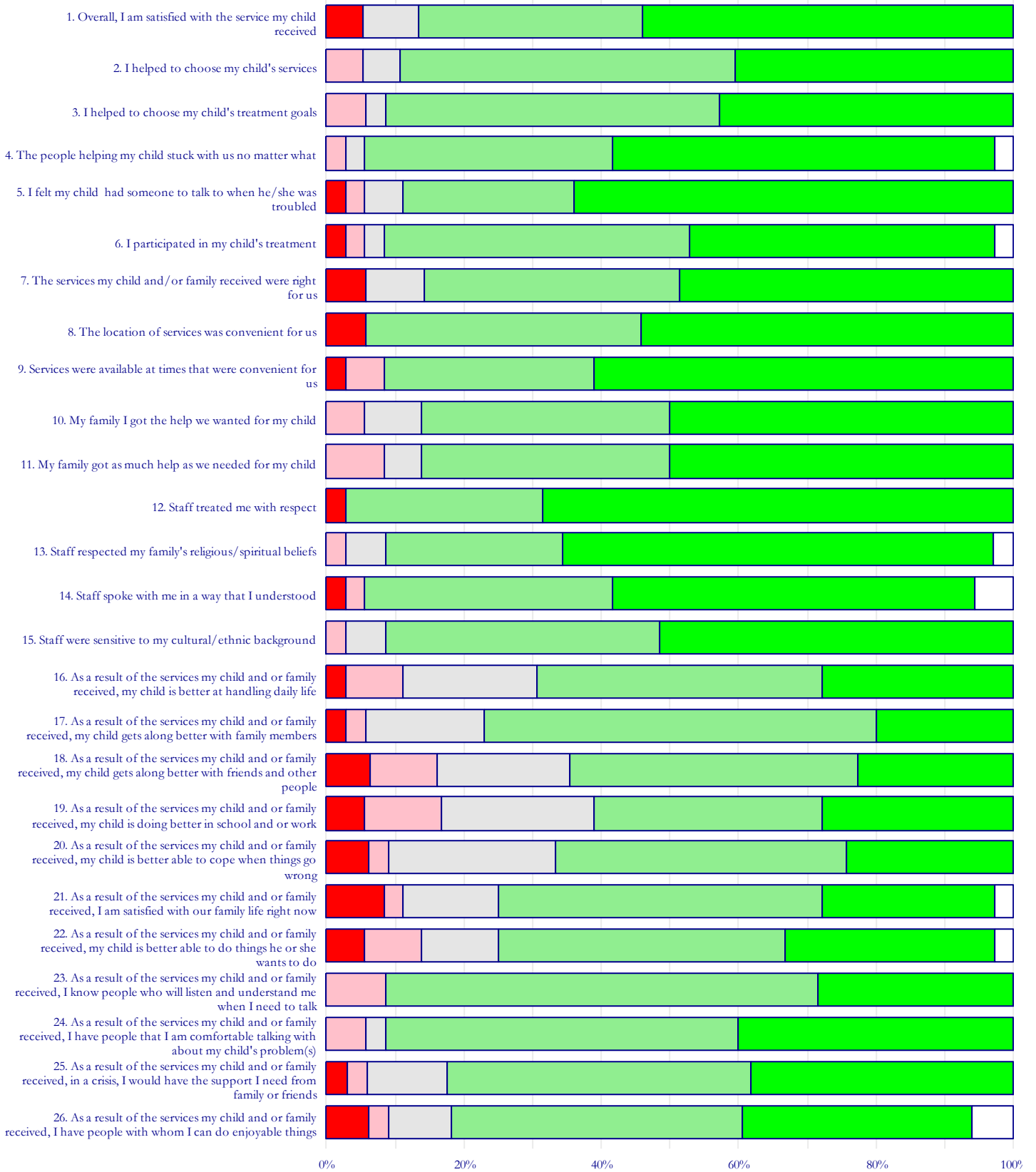
Youth Services Survey for Youth



Youth Services Survey for Youth N = 24

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|--------------|----------------|------------|-------------|
| 86.4 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 2 8.3 % | 1 4.2 % | 7 29.2 % | 12 50.0 % | 0 0.0 % | 2 8.3 % |
| 77.3 % 2. I helped to choose my services | 0 0.0 % | 3 12.5 % | 2 8.3 % | 12 50.0 % | 5 20.8 % | 0 0.0 % | 2 8.3 % |
| 76.2 % 3. I helped to choose my treatment goals | 0 0.0 % | 1 4.2 % | 4 16.7 % | 9 37.5 % | 7 29.2 % | 0 0.0 % | 3 12.5 % |
| 85.7 % 4. The people helping me stuck with me no matter what | 1 4.2 % | 1 4.2 % | 1 4.2 % | 9 37.5 % | 9 37.5 % | 0 0.0 % | 3 12.5 % |
| 81.8 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 1 4.2 % | 3 12.5 % | 11 45.8 % | 7 29.2 % | 0 0.0 % | 2 8.3 % |
| 95.0 % 6. I participated in my own treatment | 0 0.0 % | 1 4.2 % | 0 0.0 % | 11 45.8 % | 8 33.3 % | 1 4.2 % | 3 12.5 % |
| 90.0 % 7. The services I received were right for me | 0 0.0 % | 1 4.2 % | 1 4.2 % | 11 45.8 % | 7 29.2 % | 1 4.2 % | 3 12.5 % |
| 90.9 % 8. The location of services was convenient for me | 1 4.2 % | 1 4.2 % | 0 0.0 % | 13 54.2 % | 7 29.2 % | 0 0.0 % | 2 8.3 % |
| 86.4 % 9. Services were available at times that were convenient for me | 0 0.0 % | 1 4.2 % | 2 8.3 % | 12 50.0 % | 7 29.2 % | 0 0.0 % | 2 8.3 % |
| 90.5 % 10. I got the help I wanted | 1 4.2 % | 1 4.2 % | 0 0.0 % | 10 41.7 % | 9 37.5 % | 1 4.2 % | 2 8.3 % |
| 81.0 % 11. I got as much help as I needed | 0 0.0 % | 1 4.2 % | 3 12.5 % | 9 37.5 % | 8 33.3 % | 1 4.2 % | 2 8.3 % |
| 86.4 % 12. Staff treated me with respect | 1 4.2 % | 1 4.2 % | 1 4.2 % | 8 33.3 % | 11 45.8 % | 0 0.0 % | 2 8.3 % |
| 85.0 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 1 4.2 % | 2 8.3 % | 8 33.3 % | 9 37.5 % | 2 8.3 % | 2 8.3 % |
| 90.9 % 14. Staff spoke with me in a way that I understood | 2 8.3 % | 0 0.0 % | 0 0.0 % | 7 29.2 % | 13 54.2 % | 0 0.0 % | 2 8.3 % |
| 80.0 % 15. Staff were sensitive to my cultural/ethnic background | 1 4.2 % | 1 4.2 % | 2 8.3 % | 10 41.7 % | 6 25.0 % | 1 4.2 % | 3 12.5 % |
| 61.9 % 16. As a result of the services I received, I am better at handling daily life | 2 8.3 % | 1 4.2 % | 5 20.8 % | 6 25.0 % | 7 29.2 % | 1 4.2 % | 2 8.3 % |
| 57.1 % 17. As a result of the services I received, I get along better with family members | 2 8.3 % | 1 4.2 % | 6 25.0 % | 6 25.0 % | 6 25.0 % | 1 4.2 % | 2 8.3 % |
| 66.7 % 18. As a result of the services I received, I get along better with friends and other people | 2 8.3 % | 1 4.2 % | 4 16.7 % | 8 33.3 % | 6 25.0 % | 1 4.2 % | 2 8.3 % |
| 76.2 % 19. As a result of the services I received, I am doing better in school and or work | 2 8.3 % | 1 4.2 % | 2 8.3 % | 11 45.8 % | 5 20.8 % | 1 4.2 % | 2 8.3 % |
| 66.7 % 20. As a result of the services I received, I am better able to cope when things go wrong | 1 4.2 % | 2 8.3 % | 4 16.7 % | 7 29.2 % | 7 29.2 % | 1 4.2 % | 2 8.3 % |
| 55.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 1 4.2 % | 1 4.2 % | 7 29.2 % | 6 25.0 % | 5 20.8 % | 2 8.3 % | 2 8.3 % |
| 76.2 % 22. As a result of the services I received, I am better able to do things I want to do | 2 8.3 % | 1 4.2 % | 2 8.3 % | 7 29.2 % | 9 37.5 % | 1 4.2 % | 2 8.3 % |
| 81.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 1 4.2 % | 3 12.5 % | 13 54.2 % | 4 16.7 % | 1 4.2 % | 2 8.3 % |
| 61.9 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 2 8.3 % | 2 8.3 % | 4 16.7 % | 9 37.5 % | 4 16.7 % | 1 4.2 % | 2 8.3 % |
| 75.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 1 4.2 % | 0 0.0 % | 4 16.7 % | 8 33.3 % | 7 29.2 % | 2 8.3 % | 2 8.3 % |
| 85.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 2 8.3 % | 0 0.0 % | 1 4.2 % | 10 41.7 % | 8 33.3 % | 1 4.2 % | 2 8.3 % |

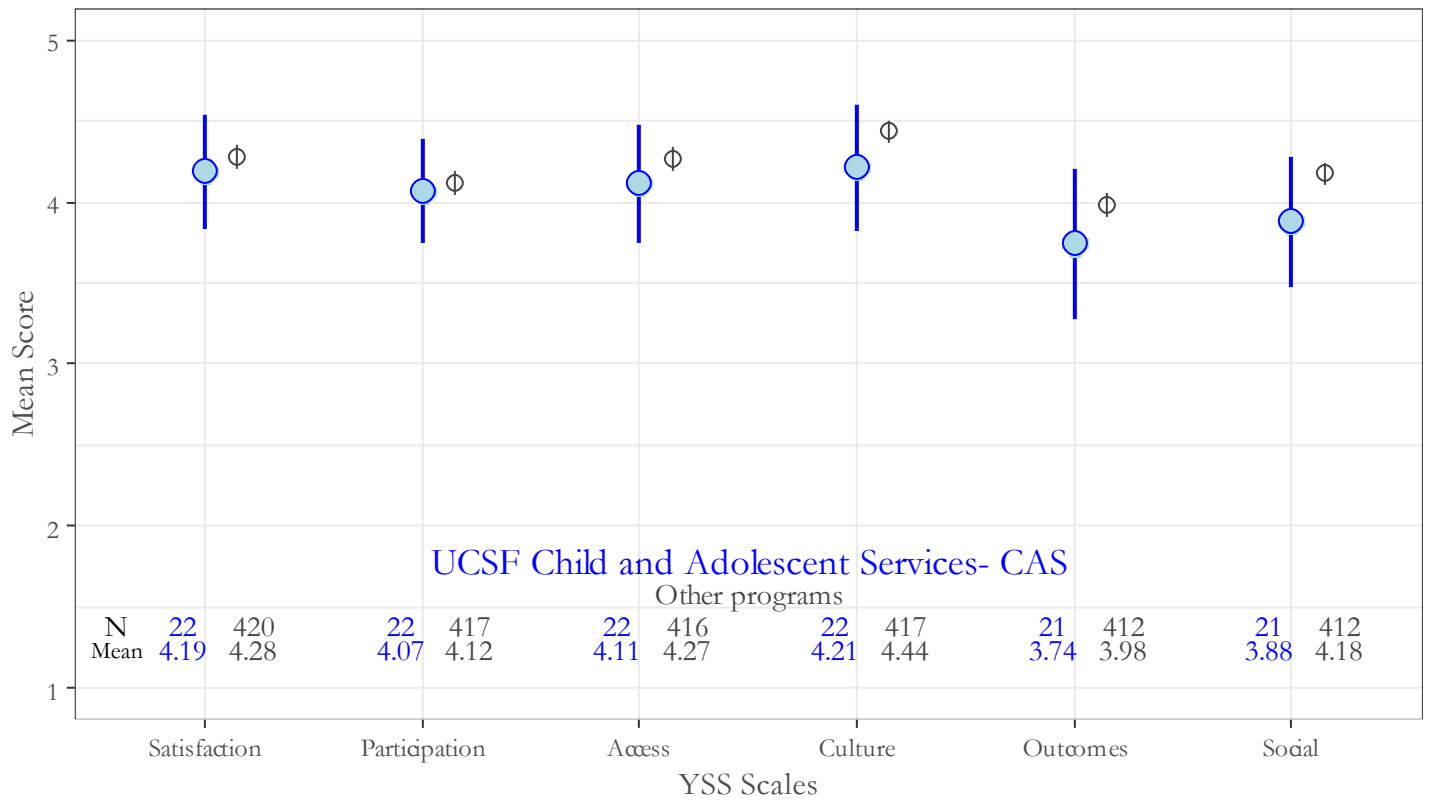
Youth Services Survey for Families



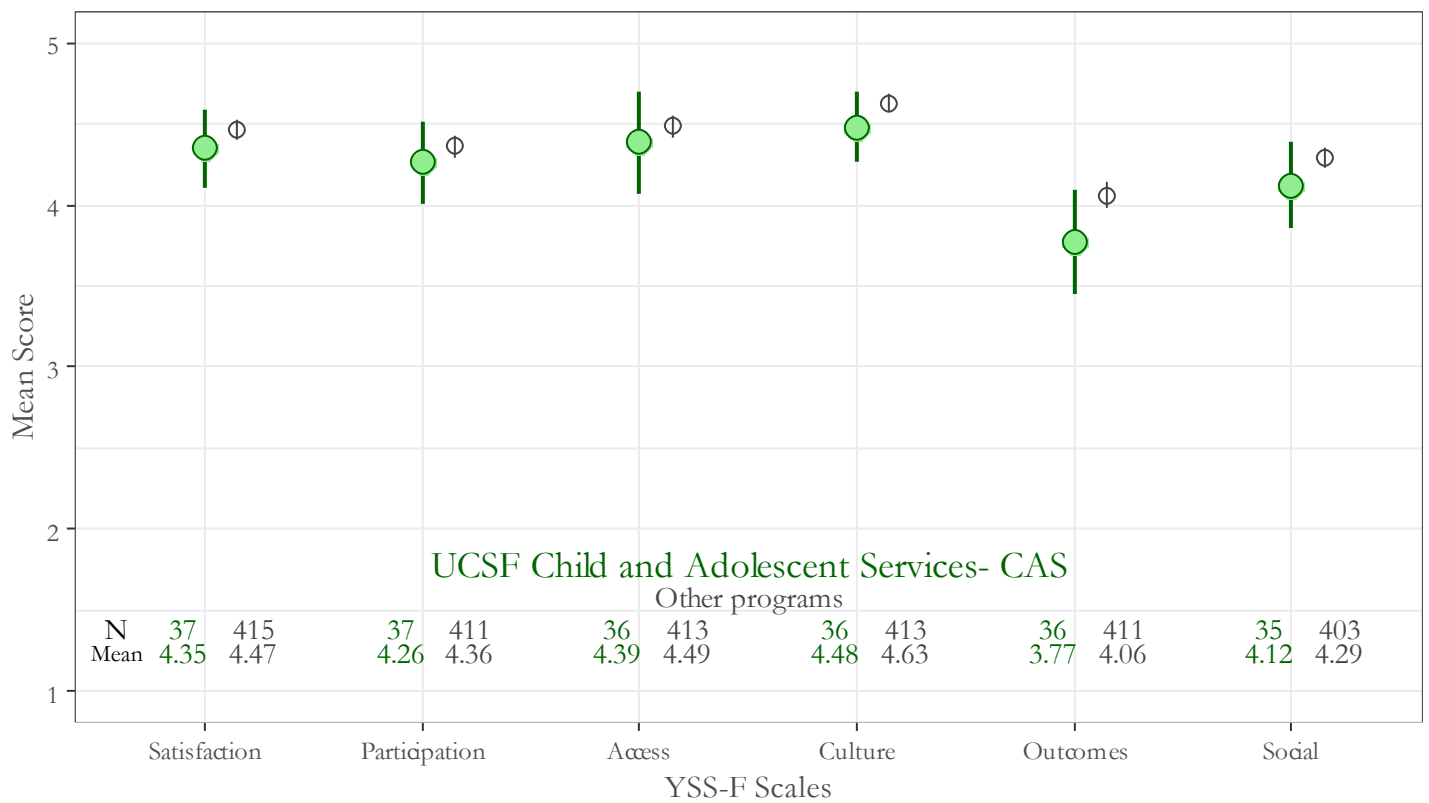
Youth Services Survey for Families N = 38

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|-------------|-------------|--------------|----------------|------------|-------------|
| 86.5 % 1. Overall, I am satisfied with the service my child received | 2 5.3 % | 0 0.0 % | 3 7.9 % | 12 31.6 % | 20 52.6 % | 0 0.0 % | 1 2.6 % |
| 89.2 % 2. I helped to choose my child's services | 0 0.0 % | 2 5.3 % | 2 5.3 % | 18 47.4 % | 15 39.5 % | 0 0.0 % | 1 2.6 % |
| 91.4 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 2 5.3 % | 1 2.6 % | 17 44.7 % | 15 39.5 % | 0 0.0 % | 3 7.9 % |
| 94.3 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 1 2.6 % | 1 2.6 % | 13 34.2 % | 20 52.6 % | 1 2.6 % | 2 5.3 % |
| 88.9 % 5. I felt my child had someone to talk to when he/she was troubled | 1 2.6 % | 1 2.6 % | 2 5.3 % | 9 23.7 % | 23 60.5 % | 0 0.0 % | 2 5.3 % |
| 91.4 % 6. I participated in my child's treatment | 1 2.6 % | 1 2.6 % | 1 2.6 % | 16 42.1 % | 16 42.1 % | 1 2.6 % | 2 5.3 % |
| 85.7 % 7. The services my child and/or family received were right for us | 2 5.3 % | 0 0.0 % | 3 7.9 % | 13 34.2 % | 17 44.7 % | 0 0.0 % | 3 7.9 % |
| 94.3 % 8. The location of services was convenient for us | 2 5.3 % | 0 0.0 % | 0 0.0 % | 14 36.8 % | 19 50.0 % | 0 0.0 % | 3 7.9 % |
| 91.7 % 9. Services were available at times that were convenient for us | 1 2.6 % | 2 5.3 % | 0 0.0 % | 11 28.9 % | 22 57.9 % | 0 0.0 % | 2 5.3 % |
| 86.1 % 10. My family I got the help we wanted for my child | 0 0.0 % | 2 5.3 % | 3 7.9 % | 13 34.2 % | 18 47.4 % | 0 0.0 % | 2 5.3 % |
| 86.1 % 11. My family got as much help as we needed for my child | 0 0.0 % | 3 7.9 % | 2 5.3 % | 13 34.2 % | 18 47.4 % | 0 0.0 % | 2 5.3 % |
| 97.1 % 12. Staff treated me with respect | 1 2.6 % | 0 0.0 % | 0 0.0 % | 10 26.3 % | 24 63.2 % | 0 0.0 % | 3 7.9 % |
| 91.2 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 1 2.6 % | 2 5.3 % | 9 23.7 % | 22 57.9 % | 1 2.6 % | 3 7.9 % |
| 94.1 % 14. Staff spoke with me in a way that I understood | 1 2.6 % | 1 2.6 % | 0 0.0 % | 13 34.2 % | 19 50.0 % | 2 5.3 % | 2 5.3 % |
| 91.4 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 1 2.6 % | 2 5.3 % | 14 36.8 % | 18 47.4 % | 0 0.0 % | 3 7.9 % |
| 69.4 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 1 2.6 % | 3 7.9 % | 7 18.4 % | 15 39.5 % | 10 26.3 % | 0 0.0 % | 2 5.3 % |
| 77.1 % 17. As a result of the services my child and or family received, my child gets along better with family members | 1 2.6 % | 1 2.6 % | 6 15.8 % | 20 52.6 % | 7 18.4 % | 0 0.0 % | 3 7.9 % |
| 64.5 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 2 5.3 % | 3 7.9 % | 6 15.8 % | 13 34.2 % | 7 18.4 % | 0 0.0 % | 7 18.4 % |
| 61.1 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 2 5.3 % | 4 10.5 % | 8 21.1 % | 12 31.6 % | 10 26.3 % | 0 0.0 % | 2 5.3 % |
| 66.7 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 2 5.3 % | 1 2.6 % | 8 21.1 % | 14 36.8 % | 8 21.1 % | 0 0.0 % | 5 13.2 % |
| 74.3 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 3 7.9 % | 1 2.6 % | 5 13.2 % | 17 44.7 % | 9 23.7 % | 1 2.6 % | 2 5.3 % |
| 74.3 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 2 5.3 % | 3 7.9 % | 4 10.5 % | 15 39.5 % | 11 28.9 % | 1 2.6 % | 2 5.3 % |
| 91.4 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 3 7.9 % | 0 0.0 % | 22 57.9 % | 10 26.3 % | 0 0.0 % | 3 7.9 % |
| 91.4 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 2 5.3 % | 1 2.6 % | 18 47.4 % | 14 36.8 % | 0 0.0 % | 3 7.9 % |
| 82.4 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 1 2.6 % | 1 2.6 % | 4 10.5 % | 15 39.5 % | 13 34.2 % | 0 0.0 % | 4 10.5 % |
| 80.6 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 2 5.3 % | 1 2.6 % | 3 7.9 % | 14 36.8 % | 11 28.9 % | 2 5.3 % | 5 13.2 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



| Survey Compliance | | | |
|---|---------------------------|---------------------------|---------------------------|
| UCSF Child and | | | |
| Adolescent Services- | | | |
| Completion Status CAS Completion by <i>Total</i> | | | |
| Respondent Type | | | |
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 1 2.6 % | 2 8.3 % | 3 4.8 % |
| Completed Survey | 37 97.4 % | 22 91.7 % | 59 95.2 % |
| <i>Total</i> | 38 100 % | 24 100 % | 62 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 80 clients; surveys were returned for 46 clients (46 / 80 = 57.5%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

UCSF Citywide Case Management - NOVA

Program Code(s): 8911NO

Overall Satisfaction¹

83.3%

Return Rate²

61.5%

Overall satisfaction³ mean score for UCSF Citywide Case Management - NOVA: **3.78**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

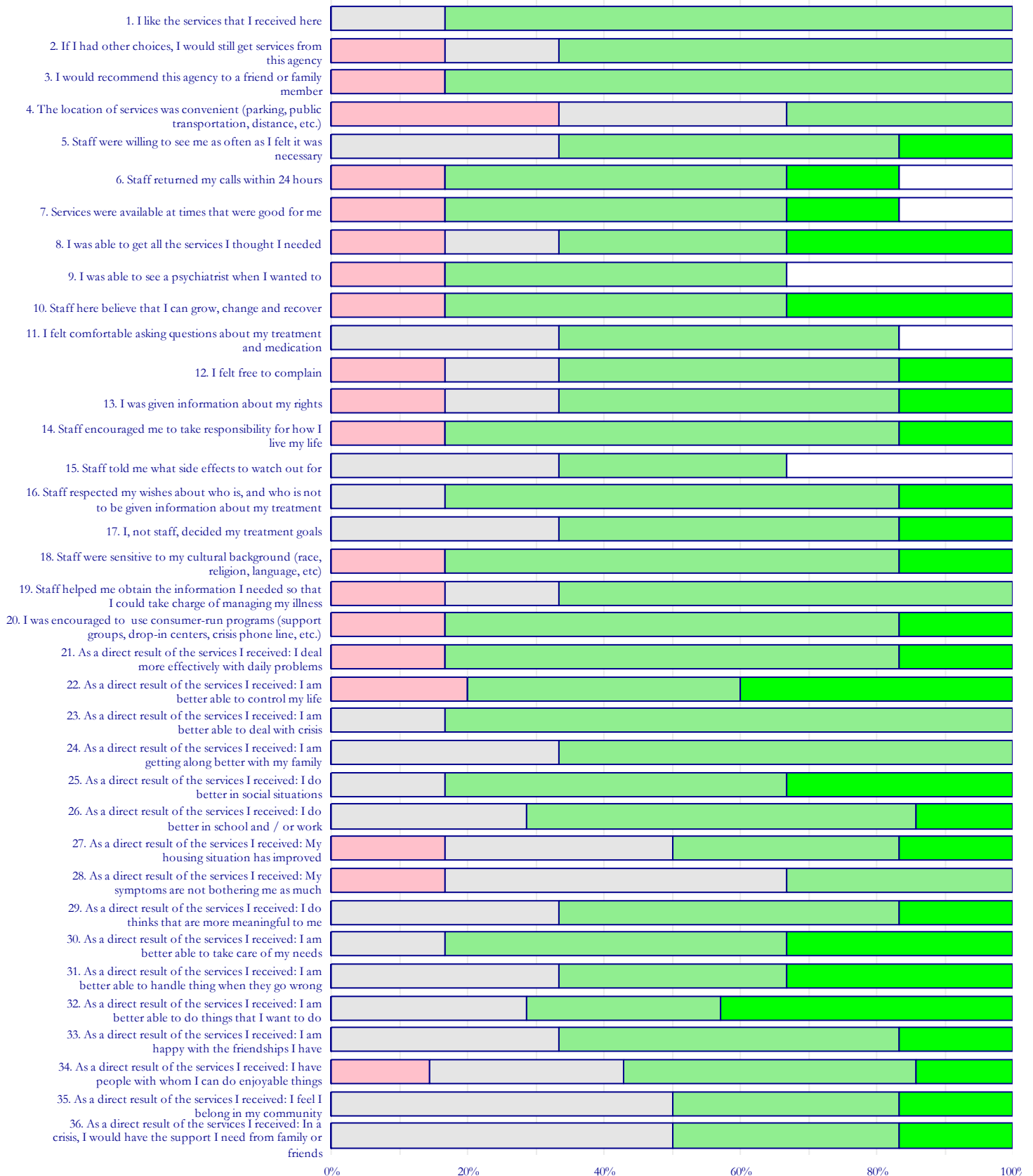
- 83.3% 1. I like the services that I received here
- 83.3% 3. I would recommend this agency to a friend or family member
- 83.3% 10. Staff here believe that I can grow, change and recover

Lowest Agreement Items

- 50.0% 15. Staff told me what side effects to watch out for
- 60.0% 11. I felt comfortable asking questions about my treatment and medication
- 66.7% 2. If I had other choices, I would still get services from this agency

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

MHSIP Items



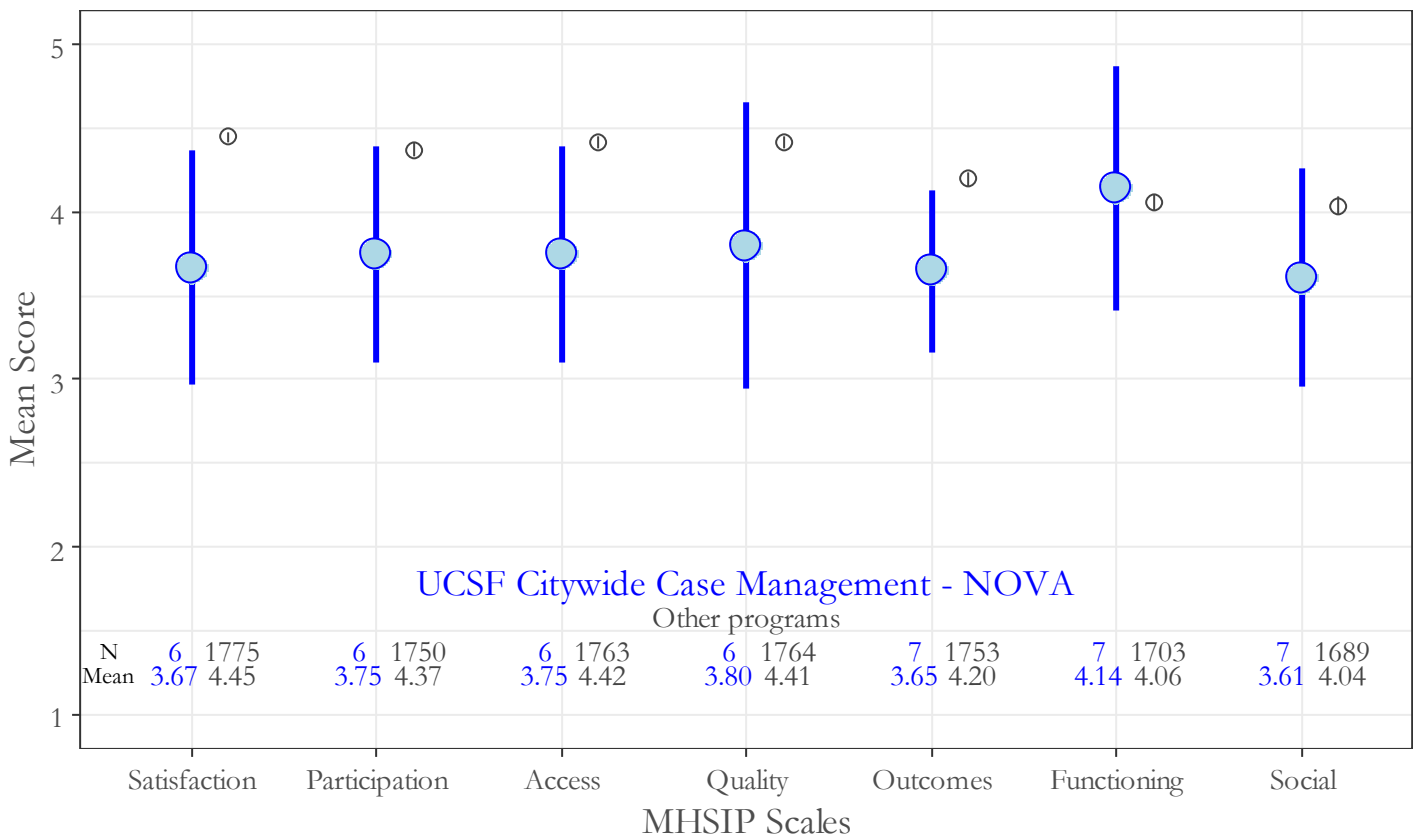
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|-------------|
| 83.3 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 1 11.1 % | 5 55.6 % | 0 0.0 % | 0 0.0 % | 3 33.3 % |
| 66.7 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 1 11.1 % | 1 11.1 % | 4 44.4 % | 0 0.0 % | 0 0.0 % | 3 33.3 % |
| 83.3 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 1 11.1 % | 0 0.0 % | 5 55.6 % | 0 0.0 % | 0 0.0 % | 3 33.3 % |
| 33.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 2 22.2 % | 2 22.2 % | 2 22.2 % | 0 0.0 % | 0 0.0 % | 3 33.3 % |
| 66.7 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 2 22.2 % | 3 33.3 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |
| 80.0 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 1 11.1 % | 0 0.0 % | 3 33.3 % | 1 11.1 % | 1 11.1 % | 3 33.3 % |
| 80.0 % 7. Services were available at times that were good for me | 0 0.0 % | 1 11.1 % | 0 0.0 % | 3 33.3 % | 1 11.1 % | 1 11.1 % | 3 33.3 % |
| 66.7 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 1 11.1 % | 1 11.1 % | 2 22.2 % | 2 22.2 % | 0 0.0 % | 3 33.3 % |
| 75.0 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 1 11.1 % | 0 0.0 % | 3 33.3 % | 0 0.0 % | 2 22.2 % | 3 33.3 % |
| 83.3 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 1 11.1 % | 0 0.0 % | 3 33.3 % | 2 22.2 % | 0 0.0 % | 3 33.3 % |
| 60.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 2 22.2 % | 3 33.3 % | 0 0.0 % | 1 11.1 % | 3 33.3 % |
| 66.7 % 12. I felt free to complain | 0 0.0 % | 1 11.1 % | 1 11.1 % | 3 33.3 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |
| 66.7 % 13. I was given information about my rights | 0 0.0 % | 1 11.1 % | 1 11.1 % | 3 33.3 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |
| 83.3 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 1 11.1 % | 0 0.0 % | 4 44.4 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |
| 50.0 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 2 22.2 % | 2 22.2 % | 0 0.0 % | 2 22.2 % | 3 33.3 % |
| 83.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 1 11.1 % | 4 44.4 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |
| 66.7 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 2 22.2 % | 3 33.3 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |
| 83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 1 11.1 % | 0 0.0 % | 4 44.4 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |
| 66.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 1 11.1 % | 1 11.1 % | 4 44.4 % | 0 0.0 % | 0 0.0 % | 3 33.3 % |
| 83.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 1 11.1 % | 0 0.0 % | 4 44.4 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |
| 83.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 1 11.1 % | 0 0.0 % | 4 44.4 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |
| 80.0 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 1 11.1 % | 0 0.0 % | 2 22.2 % | 2 22.2 % | 0 0.0 % | 4 44.4 % |
| 83.3 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 1 11.1 % | 5 55.6 % | 0 0.0 % | 0 0.0 % | 3 33.3 % |
| 66.7 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 0 0.0 % | 2 22.2 % | 4 44.4 % | 0 0.0 % | 0 0.0 % | 3 33.3 % |
| 83.3 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 0 0.0 % | 1 11.1 % | 3 33.3 % | 2 22.2 % | 0 0.0 % | 3 33.3 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 71.4 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 2 22.2 % | 4 44.4 % | 1 11.1 % | 0 0.0 % | 2 22.2 % |
| 50.0 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 1 11.1 % | 2 22.2 % | 2 22.2 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |
| 33.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 1 11.1 % | 3 33.3 % | 2 22.2 % | 0 0.0 % | 0 0.0 % | 3 33.3 % |
| 66.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 2 22.2 % | 3 33.3 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |
| 83.3 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 1 11.1 % | 3 33.3 % | 2 22.2 % | 0 0.0 % | 3 33.3 % |
| 66.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 0 0.0 % | 2 22.2 % | 2 22.2 % | 2 22.2 % | 0 0.0 % | 3 33.3 % |
| 71.4 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 2 22.2 % | 2 22.2 % | 3 33.3 % | 0 0.0 % | 2 22.2 % |
| 66.7 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 2 22.2 % | 3 33.3 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |
| 57.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 11.1 % | 2 22.2 % | 3 33.3 % | 1 11.1 % | 0 0.0 % | 2 22.2 % |
| 50.0 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 0 0.0 % | 3 33.3 % | 2 22.2 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |
| 50.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 3 33.3 % | 2 22.2 % | 1 11.1 % | 0 0.0 % | 3 33.3 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 3 33.3 % | 0 0 % | 3 33.3 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 1 11.1 % | 0 0 % | 1 11.1 % |
| Completed Survey | 5 55.6 % | 0 0 % | 5 55.6 % |
| Total | 9 100 % | 0 100 % | 9 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 13 clients; surveys were returned for 8 clients (8/13 = 61.5%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

UCSF Citywide Focus

Program Code(s): 89113

Overall Satisfaction¹

83.1%

Return Rate²

77.4%

Overall satisfaction³ mean score for UCSF Citywide Focus: **4.13**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

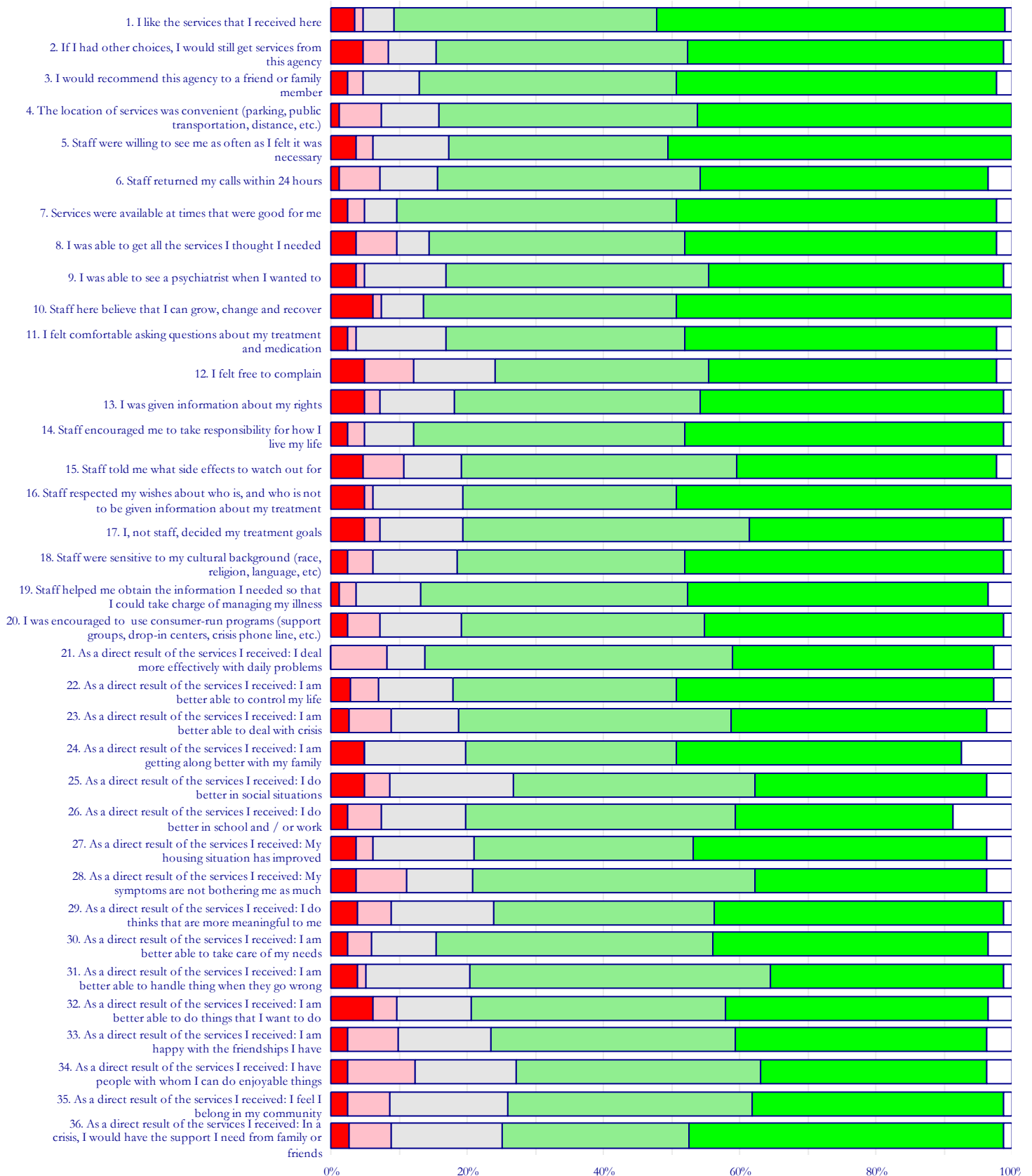
- 90.6% 1. I like the services that I received here
- 90.1% 7. Services were available at times that were good for me
- 87.8% 14. Staff encouraged me to take responsibility for how I live my life

Lowest Agreement Items

- 75.3% 12. I felt free to complain
- 80.5% 15. Staff told me what side effects to watch out for
- 80.5% 17. I, not staff, decided my treatment goals

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

MHSIP Items



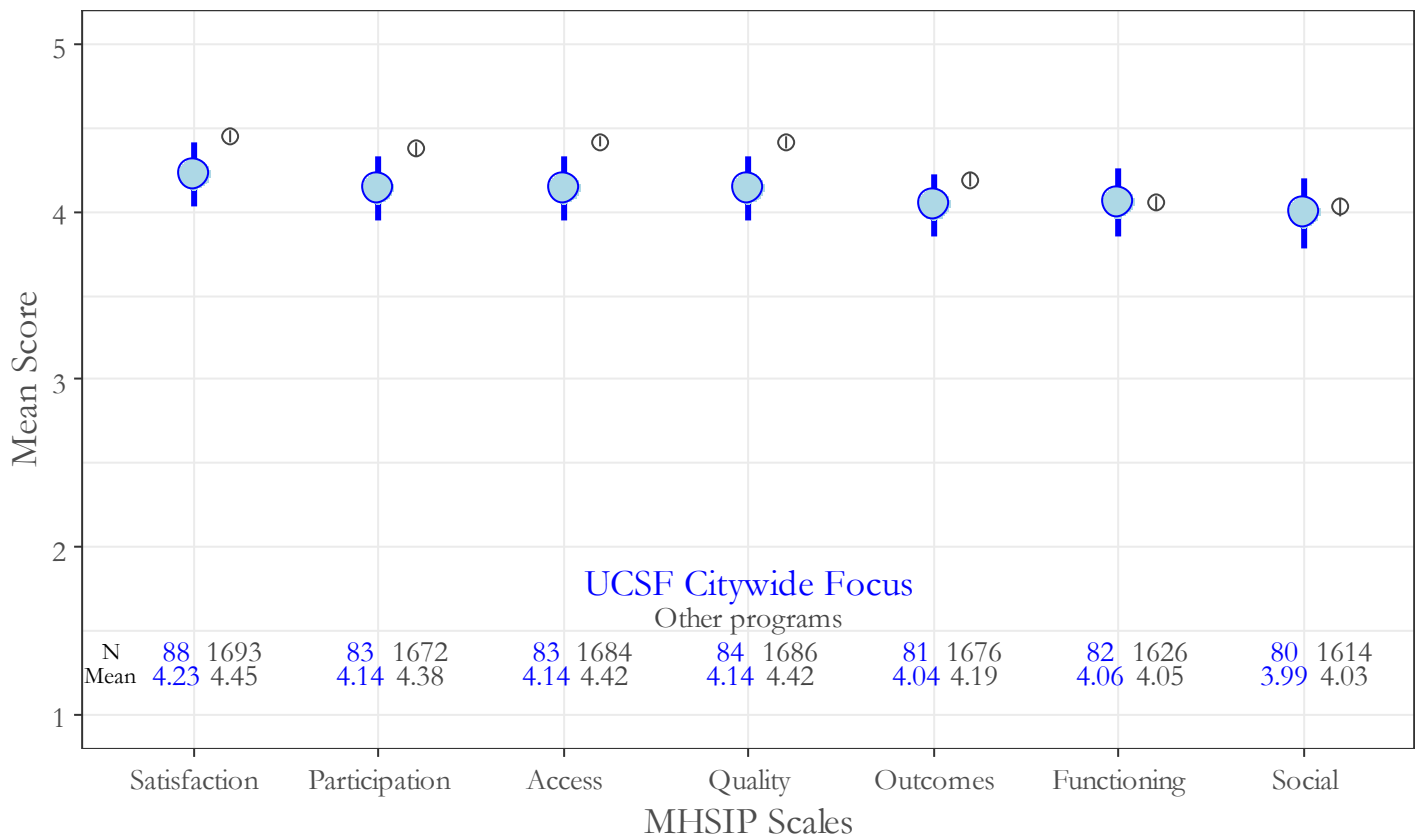
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 90.6 % 1. I like the services that I received here | 3 1.6 % | 1 0.5 % | 4 2.1 % | 33 17.3 % | 44 23.0 % | 1 0.5 % | 105 55.0 % |
| 84.3 % 2. If I had other choices, I would still get services from this agency | 4 2.1 % | 3 1.6 % | 6 3.1 % | 31 16.2 % | 39 20.4 % | 1 0.5 % | 107 56.0 % |
| 86.7 % 3. I would recommend this agency to a friend or family member | 2 1.0 % | 2 1.0 % | 7 3.7 % | 32 16.8 % | 40 20.9 % | 2 1.0 % | 106 55.5 % |
| 84.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 1 0.5 % | 5 2.6 % | 7 3.7 % | 31 16.2 % | 38 19.9 % | 0 0.0 % | 109 57.1 % |
| 82.7 % 5. Staff were willing to see me as often as I felt it was necessary | 3 1.6 % | 2 1.0 % | 9 4.7 % | 26 13.6 % | 41 21.5 % | 0 0.0 % | 110 57.6 % |
| 83.8 % 6. Staff returned my calls within 24 hours | 1 0.5 % | 5 2.6 % | 7 3.7 % | 32 16.8 % | 35 18.3 % | 3 1.6 % | 108 56.5 % |
| 90.1 % 7. Services were available at times that were good for me | 2 1.0 % | 2 1.0 % | 4 2.1 % | 34 17.8 % | 39 20.4 % | 2 1.0 % | 108 56.5 % |
| 85.2 % 8. I was able to get all the services I thought I needed | 3 1.6 % | 5 2.6 % | 4 2.1 % | 31 16.2 % | 38 19.9 % | 2 1.0 % | 108 56.5 % |
| 82.9 % 9. I was able to see a psychiatrist when I wanted to | 3 1.6 % | 1 0.5 % | 10 5.2 % | 32 16.8 % | 36 18.9 % | 1 0.5 % | 108 56.5 % |
| 86.4 % 10. Staff here believe that I can grow, change and recover | 5 2.6 % | 1 0.5 % | 5 2.6 % | 30 15.7 % | 40 20.9 % | 0 0.0 % | 110 57.6 % |
| 82.7 % 11. I felt comfortable asking questions about my treatment and medication | 2 1.0 % | 1 0.5 % | 11 5.8 % | 29 15.2 % | 38 19.9 % | 2 1.0 % | 108 56.5 % |
| 75.3 % 12. I felt free to complain | 4 2.1 % | 6 3.1 % | 10 5.2 % | 26 13.6 % | 35 18.3 % | 2 1.0 % | 108 56.5 % |
| 81.7 % 13. I was given information about my rights | 4 2.1 % | 2 1.0 % | 9 4.7 % | 30 15.7 % | 37 19.4 % | 1 0.5 % | 108 56.5 % |
| 87.8 % 14. Staff encouraged me to take responsibility for how I live my life | 2 1.0 % | 2 1.0 % | 6 3.1 % | 33 17.3 % | 39 20.4 % | 1 0.5 % | 108 56.5 % |
| 80.5 % 15. Staff told me what side effects to watch out for | 4 2.1 % | 5 2.6 % | 7 3.7 % | 34 17.8 % | 32 16.8 % | 2 1.0 % | 107 56.0 % |
| 80.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 4 2.1 % | 1 0.5 % | 11 5.8 % | 26 13.6 % | 41 21.5 % | 0 0.0 % | 108 56.5 % |
| 80.5 % 17. I, not staff, decided my treatment goals | 4 2.1 % | 2 1.0 % | 10 5.2 % | 35 18.3 % | 31 16.2 % | 1 0.5 % | 108 56.5 % |
| 81.2 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 2 1.0 % | 3 1.6 % | 10 5.2 % | 27 14.1 % | 38 19.9 % | 1 0.5 % | 110 57.6 % |
| 86.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 1 0.5 % | 2 1.0 % | 8 4.2 % | 33 17.3 % | 37 19.4 % | 3 1.6 % | 107 56.0 % |
| 80.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 2 1.0 % | 4 2.1 % | 10 5.2 % | 30 15.7 % | 37 19.4 % | 1 0.5 % | 107 56.0 % |
| 85.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 6 3.1 % | 4 2.1 % | 33 17.3 % | 28 14.7 % | 2 1.0 % | 118 61.8 % |
| 81.7 % 22. As a direct result of the services I received: I am better able to control my life | 2 1.0 % | 3 1.6 % | 8 4.2 % | 24 12.6 % | 34 17.8 % | 2 1.0 % | 118 61.8 % |
| 80.5 % 23. As a direct result of the services I received: I am better able to deal with crisis | 2 1.0 % | 5 2.6 % | 8 4.2 % | 32 16.8 % | 30 15.7 % | 3 1.6 % | 111 58.1 % |
| 78.7 % 24. As a direct result of the services I received: I am getting along better with my family | 4 2.1 % | 0 0.0 % | 12 6.3 % | 25 13.1 % | 34 17.8 % | 6 3.1 % | 110 57.6 % |
| 72.2 % 25. As a direct result of the services I received: I do better in social situations | 4 2.1 % | 3 1.6 % | 15 7.8 % | 29 15.2 % | 28 14.7 % | 3 1.6 % | 109 57.1 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|------------|---------------|
| 78.4 % 26. As a direct result of the services I received: I do better in school and / or work | 2 1.0 % | 4 2.1 % | 10 5.2 % | 32 16.8 % | 26 13.6 % | 7 3.7 % | 110 57.6 % |
| 78.2 % 27. As a direct result of the services I received: My housing situation has improved | 3 1.6 % | 2 1.0 % | 12 6.3 % | 26 13.6 % | 35 18.3 % | 3 1.6 % | 110 57.6 % |
| 78.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 3 1.6 % | 6 3.1 % | 8 4.2 % | 34 17.8 % | 28 14.7 % | 3 1.6 % | 109 57.1 % |
| 75.9 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 3 1.6 % | 4 2.1 % | 12 6.3 % | 26 13.6 % | 34 17.8 % | 1 0.5 % | 111 58.1 % |
| 84.0 % 30. As a direct result of the services I received: I am better able to take care of my needs | 2 1.0 % | 3 1.6 % | 8 4.2 % | 34 17.8 % | 34 17.8 % | 3 1.6 % | 107 56.0 % |
| 79.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 3 1.6 % | 1 0.5 % | 12 6.3 % | 35 18.3 % | 27 14.1 % | 1 0.5 % | 112 58.6 % |
| 78.8 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 5 2.6 % | 3 1.6 % | 9 4.7 % | 31 16.2 % | 32 16.8 % | 3 1.6 % | 108 56.5 % |
| 75.6 % 33. As a direct result of the services I received: I am happy with the friendships I have | 2 1.0 % | 6 3.1 % | 11 5.8 % | 29 15.2 % | 30 15.7 % | 3 1.6 % | 110 57.6 % |
| 71.8 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 2 1.0 % | 8 4.2 % | 12 6.3 % | 29 15.2 % | 27 14.1 % | 3 1.6 % | 110 57.6 % |
| 73.8 % 35. As a direct result of the services I received: I feel I belong in my community | 2 1.0 % | 5 2.6 % | 14 7.3 % | 29 15.2 % | 30 15.7 % | 1 0.5 % | 110 57.6 % |
| 74.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 2 1.0 % | 5 2.6 % | 13 6.8 % | 22 11.5 % | 37 19.4 % | 1 0.5 % | 111 58.1 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 59 30.9 % | 0 0 % | 59 30.9 % |
| Impaired | 28 14.7 % | 0 0 % | 28 14.7 % |
| Language | 5 2.6 % | 0 0 % | 5 2.6 % |
| Other | 9 4.7 % | 0 0 % | 9 4.7 % |
| No Data | 7 3.7 % | 0 0 % | 7 3.7 % |
| Completed Survey | 83 43.5 % | 0 0 % | 83 43.5 % |
| Total | 191 100 % | 0 100 % | 191 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 230 clients; surveys were returned for 178 clients ($178/230 = 77.4\%$).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

UCSF Citywide Forensics - FSP

Program Code(s): 89119

Overall Satisfaction¹

82.9%

Return Rate²

73.0%

Overall satisfaction³ mean score for UCSF Citywide Forensics - FSP: **4.31**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

93.8% 3. I would recommend this agency to a friend or family member

92.5% 1. I like the services that I received here

91.9% 7. Services were available at times that were good for me

Lowest Agreement Items

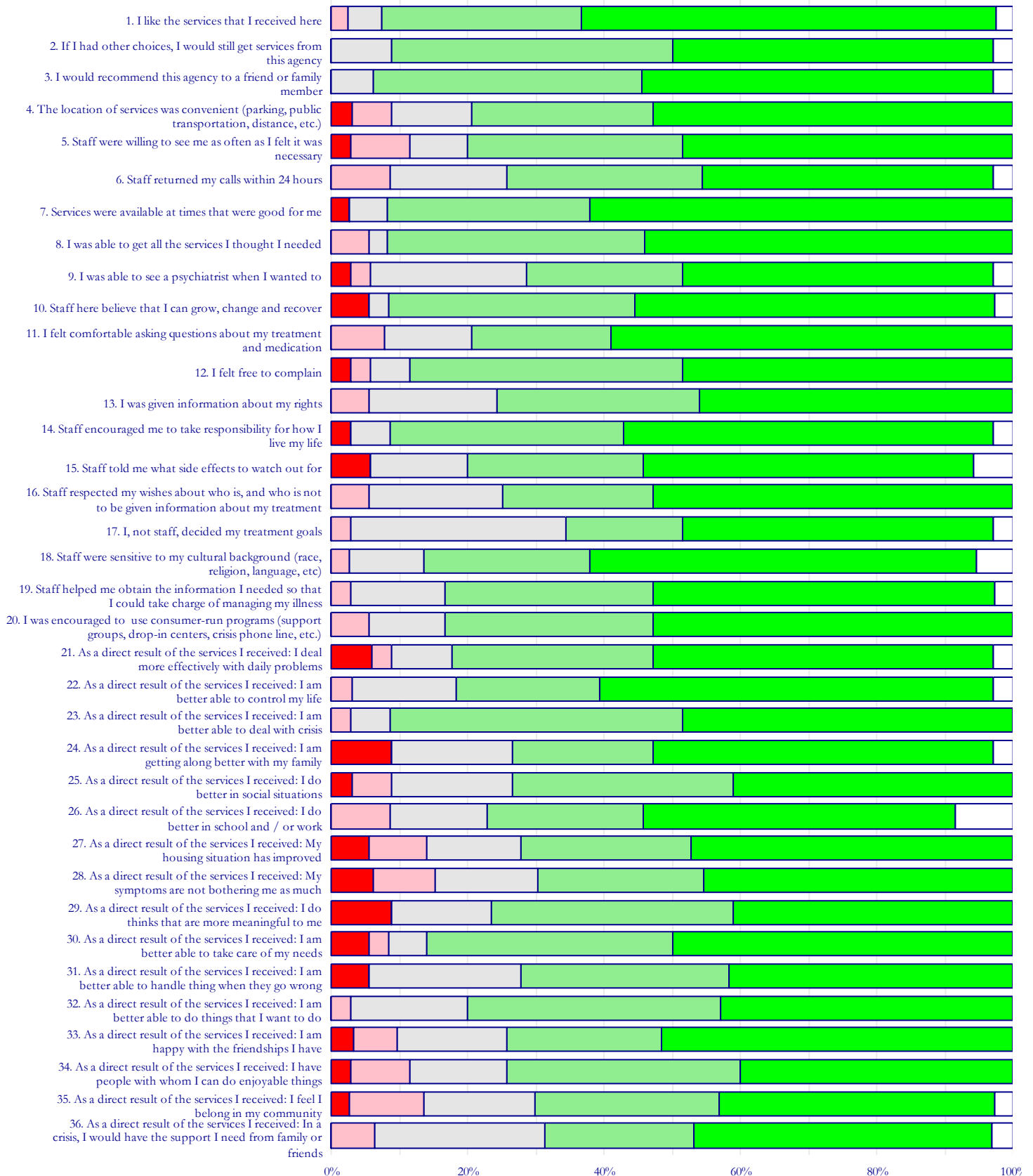
64.7% 17. I, not staff, decided my treatment goals

70.6% 9. I was able to see a psychiatrist when I wanted to

73.5% 6. Staff returned my calls within 24 hours

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

MHSIP Items



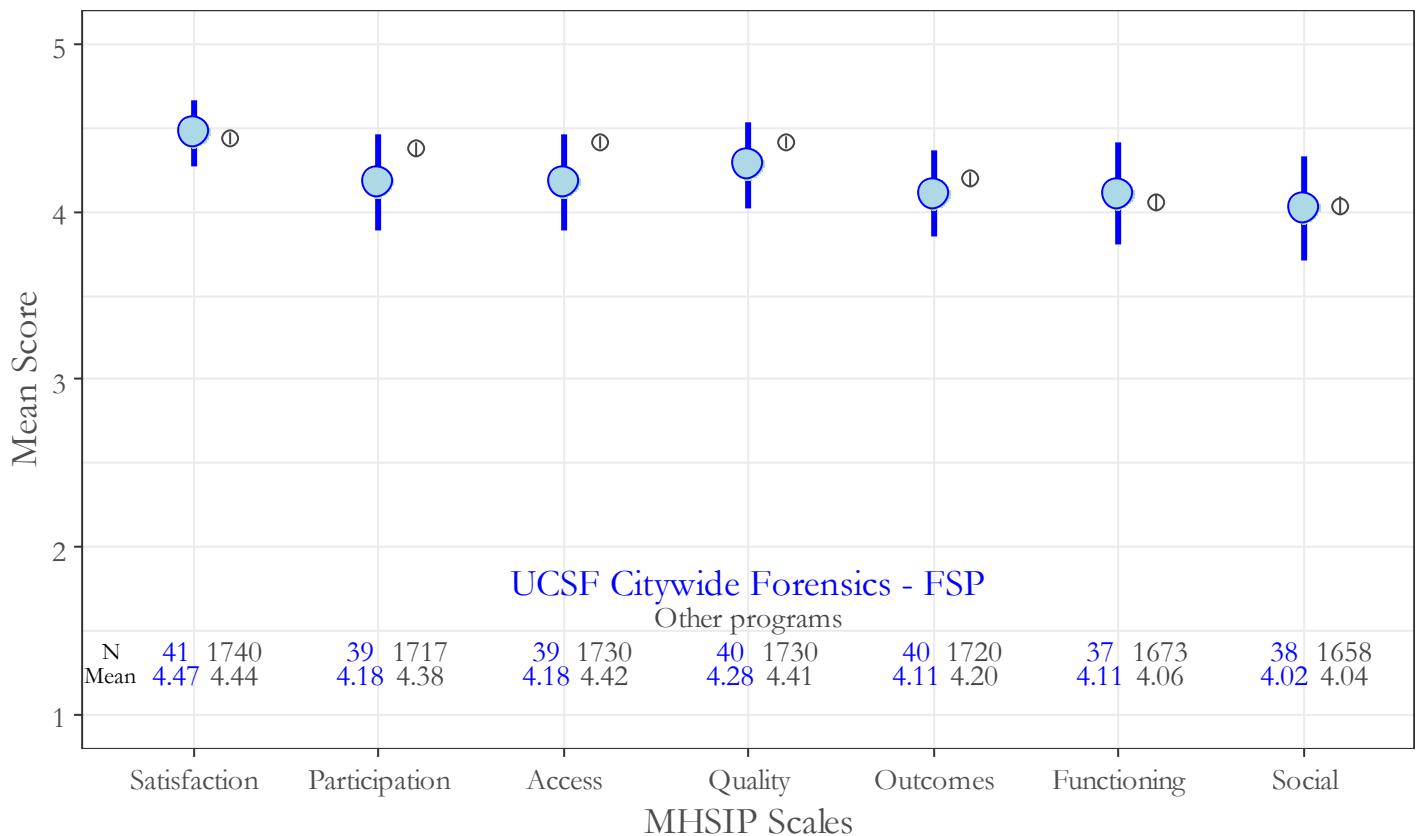
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 92.5 % 1. I like the services that I received here | 0 0.0 % | 1 1.1 % | 2 2.2 % | 12 13.0 % | 25 27.2 % | 1 1.1 % | 51 55.4 % |
| 90.9 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 3 3.3 % | 14 15.2 % | 16 17.4 % | 1 1.1 % | 58 63.0 % |
| 93.8 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 2 2.2 % | 13 14.1 % | 17 18.5 % | 1 1.1 % | 59 64.1 % |
| 79.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 1 1.1 % | 2 2.2 % | 4 4.3 % | 9 9.8 % | 18 19.6 % | 0 0.0 % | 58 63.0 % |
| 80.0 % 5. Staff were willing to see me as often as I felt it was necessary | 1 1.1 % | 3 3.3 % | 3 3.3 % | 11 12.0 % | 17 18.5 % | 0 0.0 % | 57 62.0 % |
| 73.5 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 3 3.3 % | 6 6.5 % | 10 10.9 % | 15 16.3 % | 1 1.1 % | 57 62.0 % |
| 91.9 % 7. Services were available at times that were good for me | 1 1.1 % | 0 0.0 % | 2 2.2 % | 11 12.0 % | 23 25.0 % | 0 0.0 % | 55 59.8 % |
| 91.9 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 2 2.2 % | 1 1.1 % | 14 15.2 % | 20 21.7 % | 0 0.0 % | 55 59.8 % |
| 70.6 % 9. I was able to see a psychiatrist when I wanted to | 1 1.1 % | 1 1.1 % | 8 8.7 % | 8 8.7 % | 16 17.4 % | 1 1.1 % | 57 62.0 % |
| 91.4 % 10. Staff here believe that I can grow, change and recover | 2 2.2 % | 0 0.0 % | 1 1.1 % | 13 14.1 % | 19 20.6 % | 1 1.1 % | 56 60.9 % |
| 79.5 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 3 3.3 % | 5 5.4 % | 8 8.7 % | 23 25.0 % | 0 0.0 % | 53 57.6 % |
| 88.6 % 12. I felt free to complain | 1 1.1 % | 1 1.1 % | 2 2.2 % | 14 15.2 % | 17 18.5 % | 0 0.0 % | 57 62.0 % |
| 75.7 % 13. I was given information about my rights | 0 0.0 % | 2 2.2 % | 7 7.6 % | 11 12.0 % | 17 18.5 % | 0 0.0 % | 55 59.8 % |
| 91.2 % 14. Staff encouraged me to take responsibility for how I live my life | 1 1.1 % | 0 0.0 % | 2 2.2 % | 12 13.0 % | 19 20.6 % | 1 1.1 % | 57 62.0 % |
| 78.8 % 15. Staff told me what side effects to watch out for | 2 2.2 % | 0 0.0 % | 5 5.4 % | 9 9.8 % | 17 18.5 % | 2 2.2 % | 57 62.0 % |
| 75.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 2 2.2 % | 7 7.6 % | 8 8.7 % | 19 20.6 % | 0 0.0 % | 56 60.9 % |
| 64.7 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 1 1.1 % | 11 12.0 % | 6 6.5 % | 16 17.4 % | 1 1.1 % | 57 62.0 % |
| 85.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 1 1.1 % | 4 4.3 % | 9 9.8 % | 21 22.8 % | 2 2.2 % | 55 59.8 % |
| 82.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 1 1.1 % | 5 5.4 % | 11 12.0 % | 18 19.6 % | 1 1.1 % | 56 60.9 % |
| 83.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 2 2.2 % | 4 4.3 % | 11 12.0 % | 19 20.6 % | 0 0.0 % | 56 60.9 % |
| 81.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 2 2.2 % | 1 1.1 % | 3 3.3 % | 10 10.9 % | 17 18.5 % | 1 1.1 % | 58 63.0 % |
| 81.2 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 1 1.1 % | 5 5.4 % | 7 7.6 % | 19 20.6 % | 1 1.1 % | 59 64.1 % |
| 91.4 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 1 1.1 % | 2 2.2 % | 15 16.3 % | 17 18.5 % | 0 0.0 % | 57 62.0 % |
| 72.7 % 24. As a direct result of the services I received: I am getting along better with my family | 3 3.3 % | 0 0.0 % | 6 6.5 % | 7 7.6 % | 17 18.5 % | 1 1.1 % | 58 63.0 % |
| 73.5 % 25. As a direct result of the services I received: I do better in social situations | 1 1.1 % | 2 2.2 % | 6 6.5 % | 11 12.0 % | 14 15.2 % | 0 0.0 % | 58 63.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|------------|--------------|----------------|------------|--------------|
| 75.0 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 3 3.3 % | 5 5.4 % | 8 8.7 % | 16 17.4 % | 3 3.3 % | 57 62.0 % |
| 72.2 % 27. As a direct result of the services I received: My housing situation has improved | 2 2.2 % | 3 3.3 % | 5 5.4 % | 9 9.8 % | 17 18.5 % | 0 0.0 % | 56 60.9 % |
| 69.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 2 2.2 % | 3 3.3 % | 5 5.4 % | 8 8.7 % | 15 16.3 % | 0 0.0 % | 59 64.1 % |
| 76.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 3 3.3 % | 0 0.0 % | 5 5.4 % | 12 13.0 % | 14 15.2 % | 0 0.0 % | 58 63.0 % |
| 86.1 % 30. As a direct result of the services I received: I am better able to take care of my needs | 2 2.2 % | 1 1.1 % | 2 2.2 % | 13 14.1 % | 18 19.6 % | 0 0.0 % | 56 60.9 % |
| 72.2 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 2 2.2 % | 0 0.0 % | 8 8.7 % | 11 12.0 % | 15 16.3 % | 0 0.0 % | 56 60.9 % |
| 80.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 1 1.1 % | 6 6.5 % | 13 14.1 % | 15 16.3 % | 0 0.0 % | 57 62.0 % |
| 74.2 % 33. As a direct result of the services I received: I am happy with the friendships I have | 1 1.1 % | 2 2.2 % | 5 5.4 % | 7 7.6 % | 16 17.4 % | 0 0.0 % | 61 66.3 % |
| 74.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 1 1.1 % | 3 3.3 % | 5 5.4 % | 12 13.0 % | 14 15.2 % | 0 0.0 % | 57 62.0 % |
| 69.4 % 35. As a direct result of the services I received: I feel I belong in my community | 1 1.1 % | 4 4.3 % | 6 6.5 % | 10 10.9 % | 15 16.3 % | 1 1.1 % | 55 59.8 % |
| 67.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 2 2.2 % | 8 8.7 % | 7 7.6 % | 14 15.2 % | 1 1.1 % | 60 65.2 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 24 26.1 % | 0 0 % | 24 26.1 % |
| Impaired | 13 14.1 % | 0 0 % | 13 14.1 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 7 7.6 % | 0 0 % | 7 7.6 % |
| No Data | 8 8.7 % | 0 0 % | 8 8.7 % |
| Completed Survey | 40 43.5 % | 0 0 % | 40 43.5 % |
| Total | 92 100 % | 0 100 % | 92 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 115 clients; surveys were returned for 84 clients (84/115 = 73.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

UCSF Infant Parent Program

Program Code(s): 38C84

Overall Satisfaction¹

95.5%

Return Rate²

220.0%

Overall satisfaction³ mean score for UCSF Infant Parent Program: No YSS (youth) data for this program, **4.55** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

95.5% 1. Overall, I am satisfied with the service I received

95.5% 7. The services I received were right for me

95.5% 10. I got the help I wanted

Lowest Agreement Items

85.7% 4. The people helping me stuck with me no matter what

89.5% 15. Staff were sensitive to my cultural/ethnic background

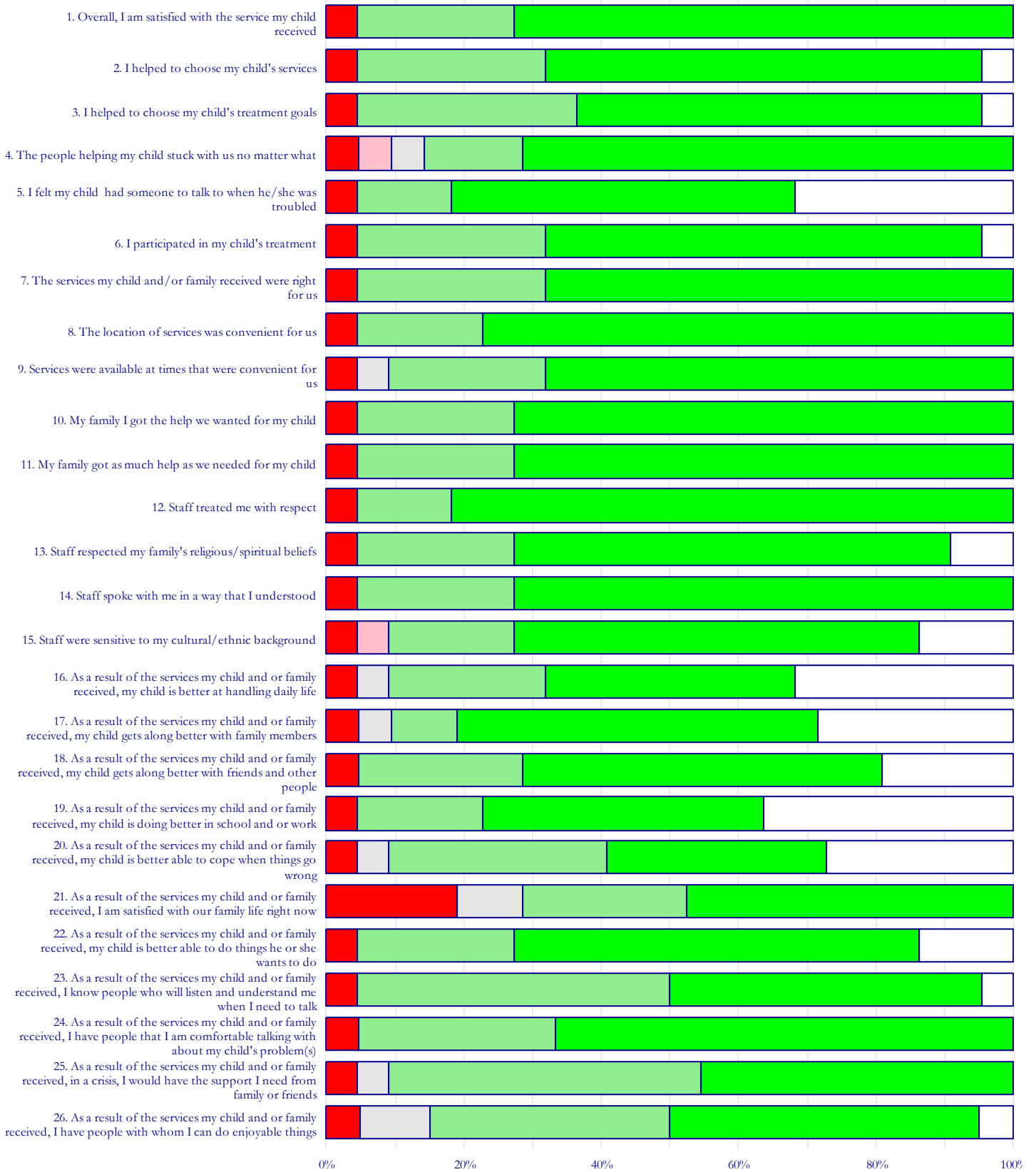
90.9% 9. Services were available at times that were convenient for me

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

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.

Youth Services Survey for Families

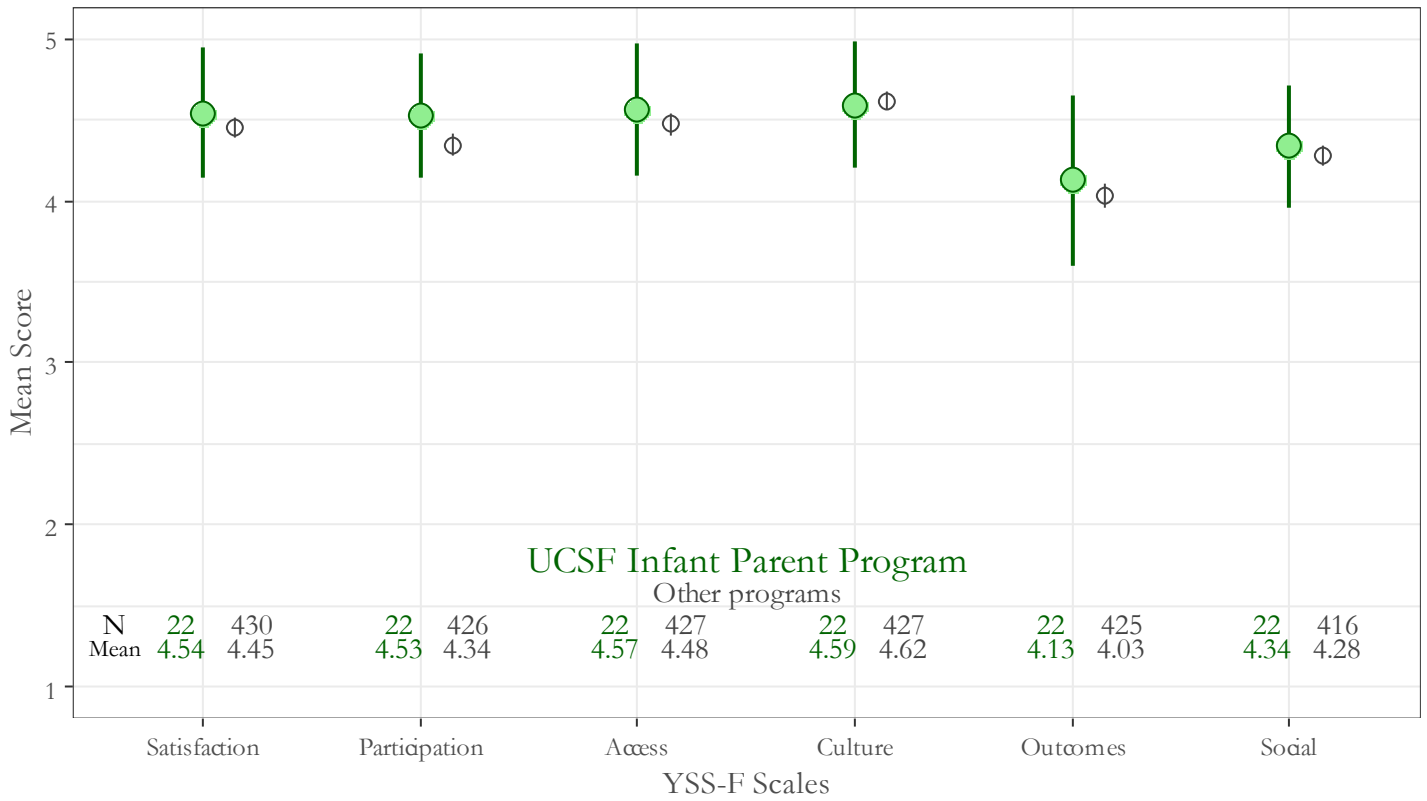


Youth Services Survey for Families N = 24

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|------------|--------------|----------------|-------------|-------------|
| 95.5 % 1. Overall, I am satisfied with the service my child received | 1 4.2 % | 0 0.0 % | 0 0.0 % | 5 20.8 % | 16 66.7 % | 0 0.0 % | 2 8.3 % |
| 95.2 % 2. I helped to choose my child's services | 1 4.2 % | 0 0.0 % | 0 0.0 % | 6 25.0 % | 14 58.3 % | 1 4.2 % | 2 8.3 % |
| 95.2 % 3. I helped to choose my child's treatment goals | 1 4.2 % | 0 0.0 % | 0 0.0 % | 7 29.2 % | 13 54.2 % | 1 4.2 % | 2 8.3 % |
| 85.7 % 4. The people helping my child stuck with us no matter what | 1 4.2 % | 1 4.2 % | 1 4.2 % | 3 12.5 % | 15 62.5 % | 0 0.0 % | 3 12.5 % |
| 93.3 % 5. I felt my child had someone to talk to when he/she was troubled | 1 4.2 % | 0 0.0 % | 0 0.0 % | 3 12.5 % | 11 45.8 % | 7 29.2 % | 2 8.3 % |
| 95.2 % 6. I participated in my child's treatment | 1 4.2 % | 0 0.0 % | 0 0.0 % | 6 25.0 % | 14 58.3 % | 1 4.2 % | 2 8.3 % |
| 95.5 % 7. The services my child and/or family received were right for us | 1 4.2 % | 0 0.0 % | 0 0.0 % | 6 25.0 % | 15 62.5 % | 0 0.0 % | 2 8.3 % |
| 95.5 % 8. The location of services was convenient for us | 1 4.2 % | 0 0.0 % | 0 0.0 % | 4 16.7 % | 17 70.8 % | 0 0.0 % | 2 8.3 % |
| 90.9 % 9. Services were available at times that were convenient for us | 1 4.2 % | 0 0.0 % | 1 4.2 % | 5 20.8 % | 15 62.5 % | 0 0.0 % | 2 8.3 % |
| 95.5 % 10. My family I got the help we wanted for my child | 1 4.2 % | 0 0.0 % | 0 0.0 % | 5 20.8 % | 16 66.7 % | 0 0.0 % | 2 8.3 % |
| 95.5 % 11. My family got as much help as we needed for my child | 1 4.2 % | 0 0.0 % | 0 0.0 % | 5 20.8 % | 16 66.7 % | 0 0.0 % | 2 8.3 % |
| 95.5 % 12. Staff treated me with respect | 1 4.2 % | 0 0.0 % | 0 0.0 % | 3 12.5 % | 18 75.0 % | 0 0.0 % | 2 8.3 % |
| 95.0 % 13. Staff respected my family's religious/spiritual beliefs | 1 4.2 % | 0 0.0 % | 0 0.0 % | 5 20.8 % | 14 58.3 % | 2 8.3 % | 2 8.3 % |
| 95.5 % 14. Staff spoke with me in a way that I understood | 1 4.2 % | 0 0.0 % | 0 0.0 % | 5 20.8 % | 16 66.7 % | 0 0.0 % | 2 8.3 % |
| 89.5 % 15. Staff were sensitive to my cultural/ethnic background | 1 4.2 % | 1 4.2 % | 0 0.0 % | 4 16.7 % | 13 54.2 % | 3 12.5 % | 2 8.3 % |
| 86.7 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 1 4.2 % | 0 0.0 % | 1 4.2 % | 5 20.8 % | 8 33.3 % | 7 29.2 % | 2 8.3 % |
| 86.7 % 17. As a result of the services my child and or family received, my child gets along better with family members | 1 4.2 % | 0 0.0 % | 1 4.2 % | 2 8.3 % | 11 45.8 % | 6 25.0 % | 3 12.5 % |
| 94.1 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 1 4.2 % | 0 0.0 % | 0 0.0 % | 5 20.8 % | 11 45.8 % | 4 16.7 % | 3 12.5 % |
| 92.9 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 1 4.2 % | 0 0.0 % | 0 0.0 % | 4 16.7 % | 9 37.5 % | 8 33.3 % | 2 8.3 % |
| 87.5 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 1 4.2 % | 0 0.0 % | 1 4.2 % | 7 29.2 % | 7 29.2 % | 6 25.0 % | 2 8.3 % |
| 71.4 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 4 16.7 % | 0 0.0 % | 2 8.3 % | 5 20.8 % | 10 41.7 % | 0 0.0 % | 3 12.5 % |
| 94.7 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 1 4.2 % | 0 0.0 % | 0 0.0 % | 5 20.8 % | 13 54.2 % | 3 12.5 % | 2 8.3 % |
| 95.2 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 1 4.2 % | 0 0.0 % | 0 0.0 % | 10 41.7 % | 10 41.7 % | 1 4.2 % | 2 8.3 % |
| 95.2 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 1 4.2 % | 0 0.0 % | 0 0.0 % | 6 25.0 % | 14 58.3 % | 0 0.0 % | 3 12.5 % |
| 90.9 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 1 4.2 % | 0 0.0 % | 1 4.2 % | 10 41.7 % | 10 41.7 % | 0 0.0 % | 2 8.3 % |
| 84.2 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 1 4.2 % | 0 0.0 % | 2 8.3 % | 7 29.2 % | 9 37.5 % | 1 4.2 % | 4 16.7 % |

Not enough Youth data for scale means CI chart

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



Survey Compliance

| Completion Status | UCSF Infant Parent Program Completion by Respondent Type | | Total |
|-------------------|--|------------|--------------|
| | Family | Youth | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 2 8.3 % | 0 0 % | 2 8.3 % |
| Completed Survey | 22 91.7 % | 0 0 % | 22 91.7 % |
| Total | 24 100 % | 0 100 % | 24 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 10 clients; surveys were returned for 22 clients (22 / 10 = 220.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Violence Intervention Program

Program Code(s): 881010 88103 88109

Overall Satisfaction¹

90.9%

Return Rate²

110.0%

Overall satisfaction³ mean score for Violence Intervention Program: **4.24**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

100.0% 11. I felt comfortable asking questions about my treatment and medication

100.0% 14. Staff encouraged me to take responsibility for how I live my life

Lowest Agreement Items

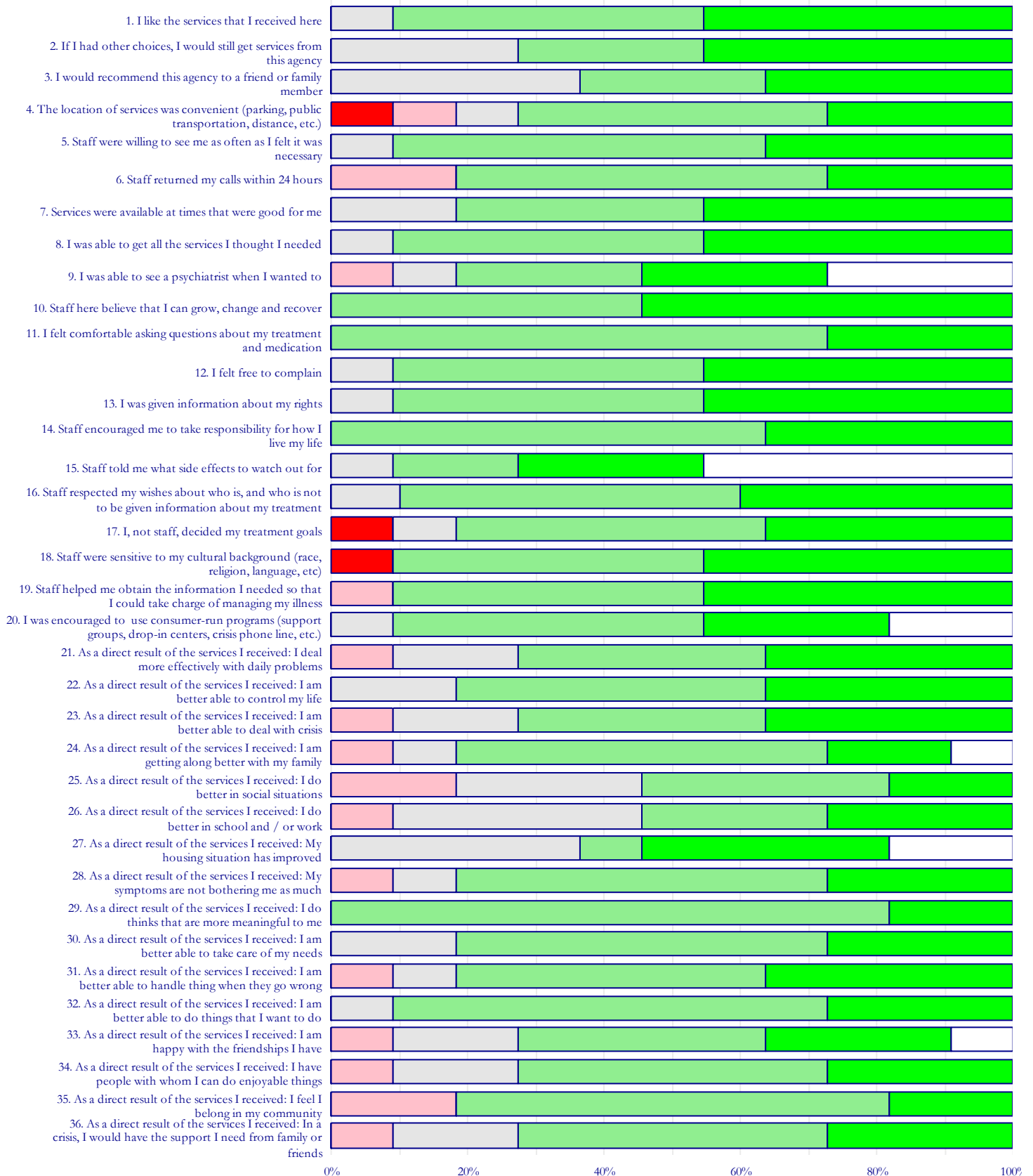
63.6% 3. I would recommend this agency to a friend or family member

72.7% 2. If I had other choices, I would still get services from this agency

75.0% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



MHSIP Items 1-25

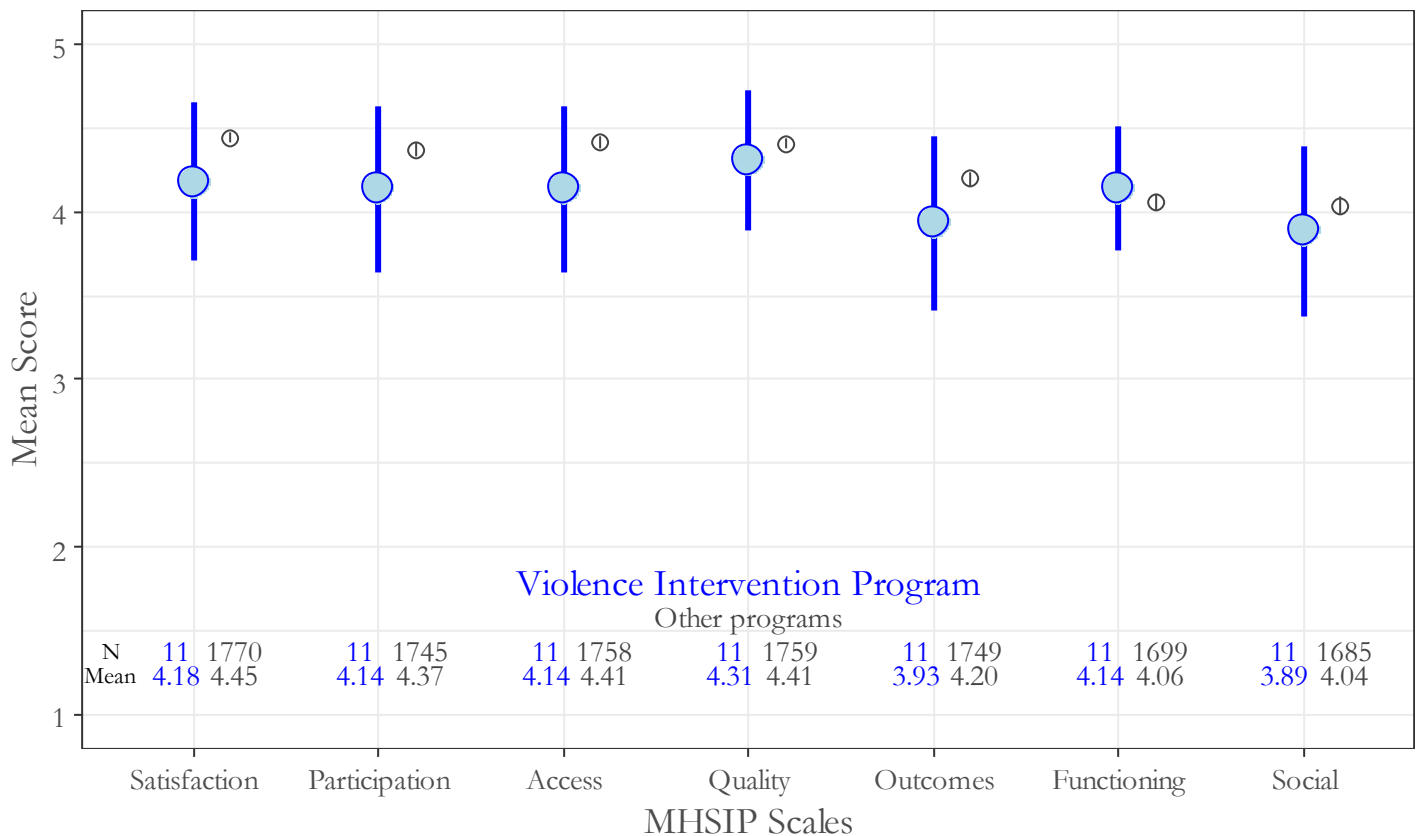
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|------------|
| 90.9 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 1 9.1 % | 5 45.5 % | 5 45.5 % | 0 0.0 % | 0 0.0 % |
| 72.7 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 0 0.0 % | 3 27.3 % | 3 27.3 % | 5 45.5 % | 0 0.0 % | 0 0.0 % |
| 63.6 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 4 36.4 % | 3 27.3 % | 4 36.4 % | 0 0.0 % | 0 0.0 % |
| 72.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 1 9.1 % | 1 9.1 % | 1 9.1 % | 5 45.5 % | 3 27.3 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 1 9.1 % | 6 54.5 % | 4 36.4 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 2 18.2 % | 0 0.0 % | 6 54.5 % | 3 27.3 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 2 18.2 % | 4 36.4 % | 5 45.5 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 1 9.1 % | 5 45.5 % | 5 45.5 % | 0 0.0 % | 0 0.0 % |
| 75.0 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 1 9.1 % | 1 9.1 % | 3 27.3 % | 3 27.3 % | 3 27.3 % | 0 0.0 % |
| 100.0 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 45.5 % | 6 54.5 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 72.7 % | 3 27.3 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 1 9.1 % | 5 45.5 % | 5 45.5 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 9.1 % | 5 45.5 % | 5 45.5 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 7 63.6 % | 4 36.4 % | 0 0.0 % | 0 0.0 % |
| 83.3 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 1 9.1 % | 2 18.2 % | 3 27.3 % | 5 45.5 % | 0 0.0 % |
| 90.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 1 9.1 % | 5 45.5 % | 4 36.4 % | 0 0.0 % | 1 9.1 % |
| 81.8 % 17. I, not staff, decided my treatment goals | 1 9.1 % | 0 0.0 % | 1 9.1 % | 5 45.5 % | 4 36.4 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 1 9.1 % | 0 0.0 % | 0 0.0 % | 5 45.5 % | 5 45.5 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 1 9.1 % | 0 0.0 % | 5 45.5 % | 5 45.5 % | 0 0.0 % | 0 0.0 % |
| 88.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 1 9.1 % | 5 45.5 % | 3 27.3 % | 2 18.2 % | 0 0.0 % |
| 72.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 1 9.1 % | 2 18.2 % | 4 36.4 % | 4 36.4 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 2 18.2 % | 5 45.5 % | 4 36.4 % | 0 0.0 % | 0 0.0 % |
| 72.7 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 1 9.1 % | 2 18.2 % | 4 36.4 % | 4 36.4 % | 0 0.0 % | 0 0.0 % |
| 80.0 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 1 9.1 % | 1 9.1 % | 6 54.5 % | 2 18.2 % | 1 9.1 % | 0 0.0 % |
| 54.5 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 2 18.2 % | 3 27.3 % | 4 36.4 % | 2 18.2 % | 0 0.0 % | 0 0.0 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|-------------|------------|
| 54.5 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 1 9.1 % | 4 36.4 % | 3 27.3 % | 3 27.3 % | 0 0.0 % | 0 0.0 % |
| 55.6 % 27. As a direct result of the services I received: My housing situation has improved | 0 0.0 % | 0 0.0 % | 4 36.4 % | 1 9.1 % | 4 36.4 % | 2 18.2 % | 0 0.0 % |
| 81.8 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 1 9.1 % | 1 9.1 % | 6 54.5 % | 3 27.3 % | 0 0.0 % | 0 0.0 % |
| 100.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 9 81.8 % | 2 18.2 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 2 18.2 % | 6 54.5 % | 3 27.3 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong | 0 0.0 % | 1 9.1 % | 1 9.1 % | 5 45.5 % | 4 36.4 % | 0 0.0 % | 0 0.0 % |
| 90.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 1 9.1 % | 7 63.6 % | 3 27.3 % | 0 0.0 % | 0 0.0 % |
| 70.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 1 9.1 % | 2 18.2 % | 4 36.4 % | 3 27.3 % | 1 9.1 % | 0 0.0 % |
| 72.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 9.1 % | 2 18.2 % | 5 45.5 % | 3 27.3 % | 0 0.0 % | 0 0.0 % |
| 81.8 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 2 18.2 % | 0 0.0 % | 7 63.6 % | 2 18.2 % | 0 0.0 % | 0 0.0 % |
| 72.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 0 0.0 % | 1 9.1 % | 2 18.2 % | 5 45.5 % | 3 27.3 % | 0 0.0 % | 0 0.0 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|-------------|
| | Adult | Older Adult | |
| Refused | 0 0 % | 0 0 % | 0 0 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 10 100 % | 1 100 % | 11 100 % |
| Total | 10 100 % | 1 100 % | 11 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 10 clients; surveys were returned for 11 clients (11/10 = 110.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Westcoast Childrens Clinic

Program Code(s): 38AU2

Overall Satisfaction¹

NaN%

Return Rate²

60.0%

Overall satisfaction³ mean score for Westcoast Childrens Clinic: No YSS (youth) data for this program, No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

[Not enough data for highest satisfaction chart](#)

Lowest Agreement Items

[Not enough data for lowest satisfaction chart](#)

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

Not enough Youth data for Likert chart

Not enough Youth survey data to create a table.

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Not enough Youth data for scale means CI chart

Not enough Family data for scale means CI chart

Survey Compliance

| Completion Status | Westcoast Childrens Clinic Completion by | | <i>Total</i> |
|---------------------|---|------------|--------------|
| | Respondent Type | | |
| | Family | Youth | |
| Refused | 9 100 % | 4 100 % | 13 100 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 0 0 % | 0 0 % | 0 0 % |
| <i>Total</i> | 9 100 % | 4 100 % | 13 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 15 clients; surveys were returned for 9 clients (9 / 15 = 60.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Westside ACT

Program Code(s): 8976SP

Overall Satisfaction¹

81.2%

Return Rate²

100.0%

Overall satisfaction³ mean score for Westside ACT: **4.04**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

93.5% 7. Services were available at times that were good for me

90.3% 10. Staff here believe that I can grow, change and recover

90.0% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

Lowest Agreement Items

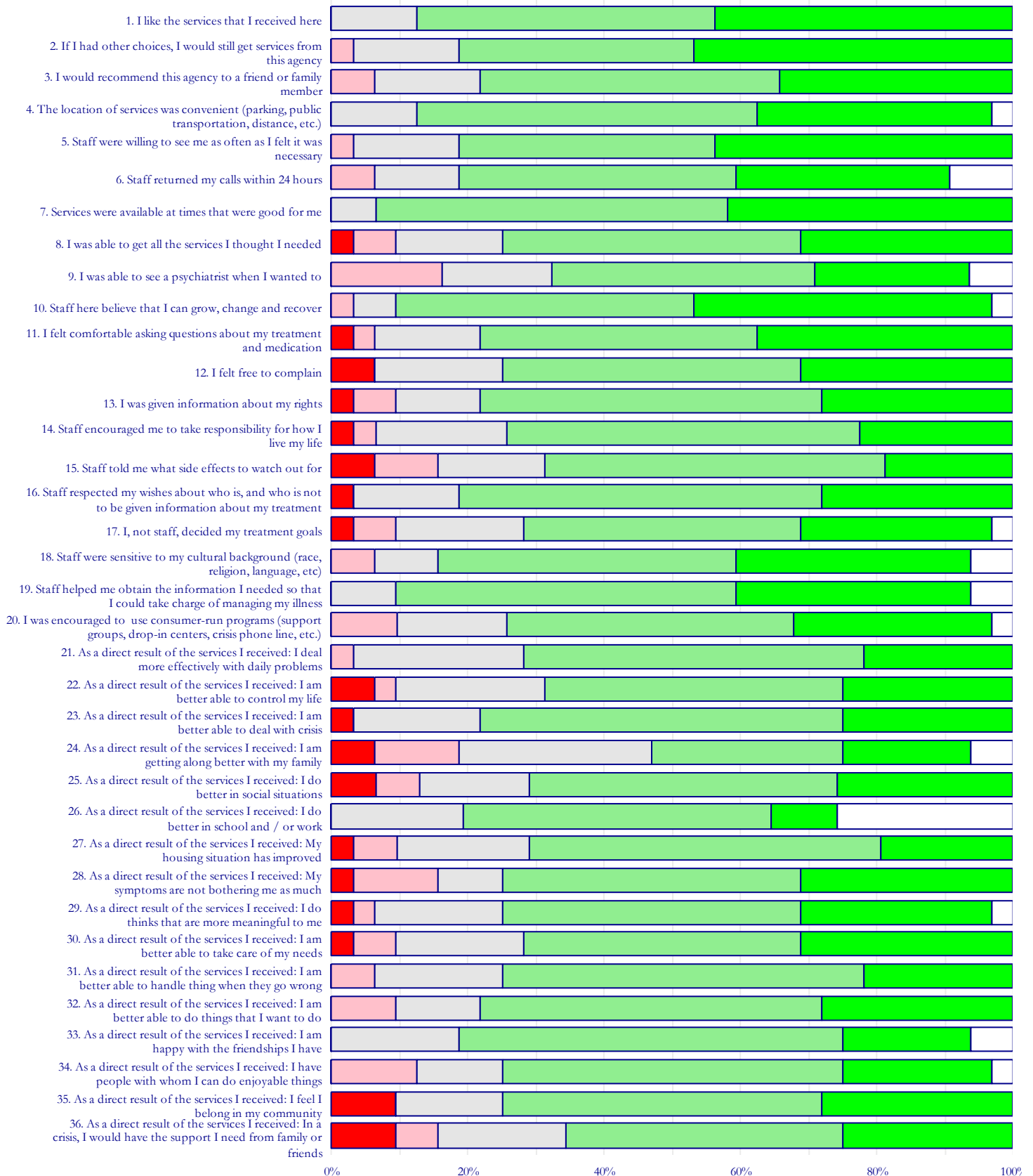
65.5% 9. I was able to see a psychiatrist when I wanted to

68.8% 15. Staff told me what side effects to watch out for

71.0% 17. I, not staff, decided my treatment goals

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

MHSIP Items



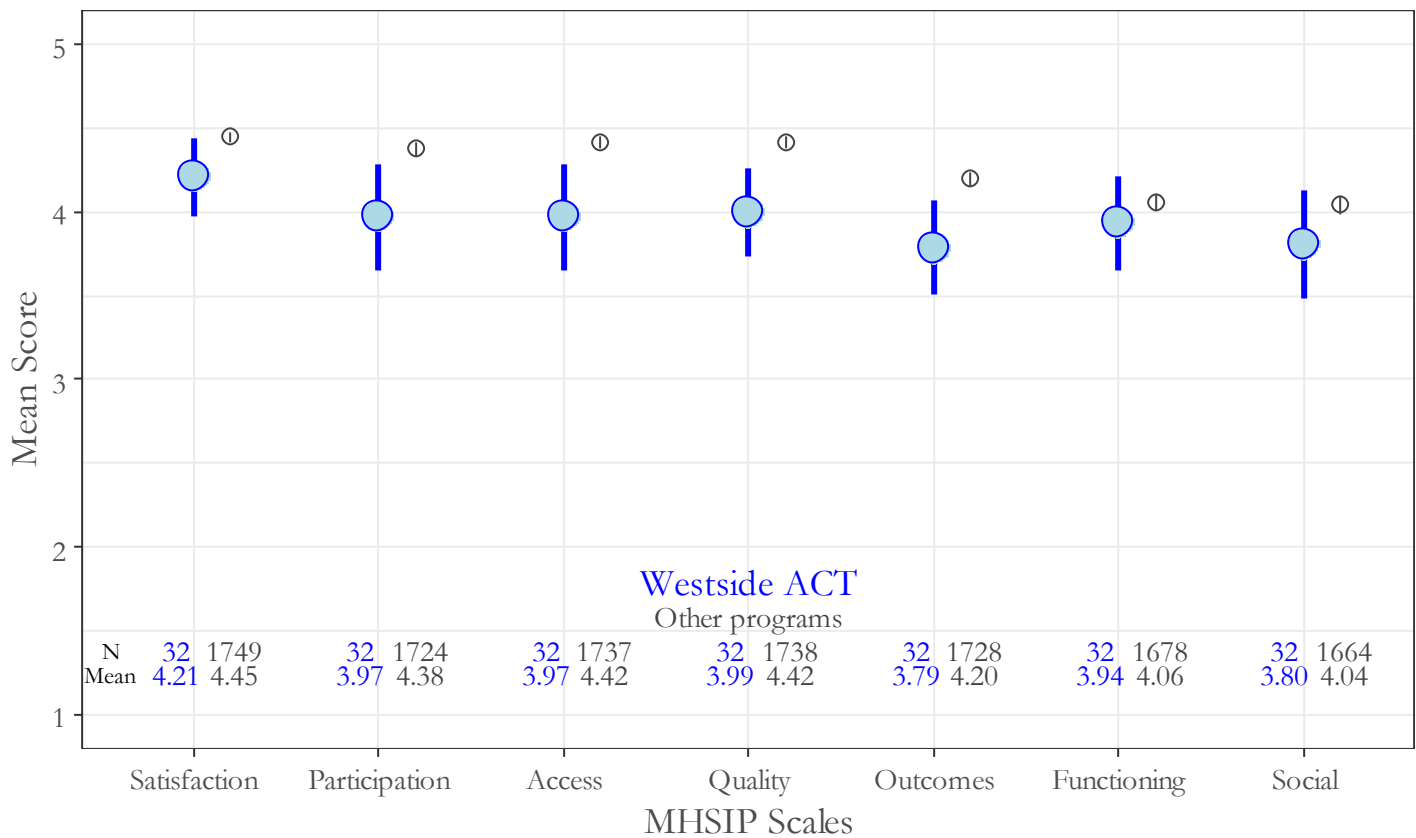
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 87.5 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 4 7.3 % | 14 25.4 % | 14 25.4 % | 0 0.0 % | 23 41.8 % |
| 81.2 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 1 1.8 % | 5 9.1 % | 11 20.0 % | 15 27.3 % | 0 0.0 % | 23 41.8 % |
| 78.1 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 2 3.6 % | 5 9.1 % | 14 25.4 % | 11 20.0 % | 0 0.0 % | 23 41.8 % |
| 87.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 4 7.3 % | 16 29.1 % | 11 20.0 % | 1 1.8 % | 23 41.8 % |
| 81.2 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 1 1.8 % | 5 9.1 % | 12 21.8 % | 14 25.4 % | 0 0.0 % | 23 41.8 % |
| 79.3 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 2 3.6 % | 4 7.3 % | 13 23.6 % | 10 18.2 % | 3 5.4 % | 23 41.8 % |
| 93.5 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 2 3.6 % | 16 29.1 % | 13 23.6 % | 0 0.0 % | 24 43.6 % |
| 75.0 % 8. I was able to get all the services I thought I needed | 1 1.8 % | 2 3.6 % | 5 9.1 % | 14 25.4 % | 10 18.2 % | 0 0.0 % | 23 41.8 % |
| 65.5 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 5 9.1 % | 5 9.1 % | 12 21.8 % | 7 12.7 % | 2 3.6 % | 24 43.6 % |
| 90.3 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 1 1.8 % | 2 3.6 % | 14 25.4 % | 14 25.4 % | 1 1.8 % | 23 41.8 % |
| 78.1 % 11. I felt comfortable asking questions about my treatment and medication | 1 1.8 % | 1 1.8 % | 5 9.1 % | 13 23.6 % | 12 21.8 % | 0 0.0 % | 23 41.8 % |
| 75.0 % 12. I felt free to complain | 2 3.6 % | 0 0.0 % | 6 10.9 % | 14 25.4 % | 10 18.2 % | 0 0.0 % | 23 41.8 % |
| 78.1 % 13. I was given information about my rights | 1 1.8 % | 2 3.6 % | 4 7.3 % | 16 29.1 % | 9 16.4 % | 0 0.0 % | 23 41.8 % |
| 74.2 % 14. Staff encouraged me to take responsibility for how I live my life | 1 1.8 % | 1 1.8 % | 6 10.9 % | 16 29.1 % | 7 12.7 % | 0 0.0 % | 24 43.6 % |
| 68.8 % 15. Staff told me what side effects to watch out for | 2 3.6 % | 3 5.4 % | 5 9.1 % | 16 29.1 % | 6 10.9 % | 0 0.0 % | 23 41.8 % |
| 81.2 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 1 1.8 % | 0 0.0 % | 5 9.1 % | 17 30.9 % | 9 16.4 % | 0 0.0 % | 23 41.8 % |
| 71.0 % 17. I, not staff, decided my treatment goals | 1 1.8 % | 2 3.6 % | 6 10.9 % | 13 23.6 % | 9 16.4 % | 1 1.8 % | 23 41.8 % |
| 83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 2 3.6 % | 3 5.4 % | 14 25.4 % | 11 20.0 % | 2 3.6 % | 23 41.8 % |
| 90.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 3 5.4 % | 16 29.1 % | 11 20.0 % | 2 3.6 % | 23 41.8 % |
| 73.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 3 5.4 % | 5 9.1 % | 13 23.6 % | 9 16.4 % | 1 1.8 % | 24 43.6 % |
| 71.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 1 1.8 % | 8 14.5 % | 16 29.1 % | 7 12.7 % | 0 0.0 % | 23 41.8 % |
| 68.8 % 22. As a direct result of the services I received: I am better able to control my life | 2 3.6 % | 1 1.8 % | 7 12.7 % | 14 25.4 % | 8 14.5 % | 0 0.0 % | 23 41.8 % |
| 78.1 % 23. As a direct result of the services I received: I am better able to deal with crisis | 1 1.8 % | 0 0.0 % | 6 10.9 % | 17 30.9 % | 8 14.5 % | 0 0.0 % | 23 41.8 % |
| 50.0 % 24. As a direct result of the services I received: I am getting along better with my family | 2 3.6 % | 4 7.3 % | 9 16.4 % | 9 16.4 % | 6 10.9 % | 2 3.6 % | 23 41.8 % |
| 71.0 % 25. As a direct result of the services I received: I do better in social situations | 2 3.6 % | 2 3.6 % | 5 9.1 % | 14 25.4 % | 8 14.5 % | 0 0.0 % | 24 43.6 % |

MHSIP Items 26-36
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|--------------|----------------|-------------|--------------|
| 73.9 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 0 0.0 % | 6 10.9 % | 14 25.4 % | 3 5.4 % | 8 14.5 % | 24 43.6 % |
| 71.0 % 27. As a direct result of the services I received: My housing situation has improved | 1 1.8 % | 2 3.6 % | 6 10.9 % | 16 29.1 % | 6 10.9 % | 0 0.0 % | 24 43.6 % |
| 75.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 1 1.8 % | 4 7.3 % | 3 5.4 % | 14 25.4 % | 10 18.2 % | 0 0.0 % | 23 41.8 % |
| 74.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 1 1.8 % | 1 1.8 % | 6 10.9 % | 14 25.4 % | 9 16.4 % | 1 1.8 % | 23 41.8 % |
| 71.9 % 30. As a direct result of the services I received: I am better able to take care of my needs | 1 1.8 % | 2 3.6 % | 6 10.9 % | 13 23.6 % | 10 18.2 % | 0 0.0 % | 23 41.8 % |
| 75.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 2 3.6 % | 6 10.9 % | 17 30.9 % | 7 12.7 % | 0 0.0 % | 23 41.8 % |
| 78.1 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 3 5.4 % | 4 7.3 % | 16 29.1 % | 9 16.4 % | 0 0.0 % | 23 41.8 % |
| 80.0 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 0 0.0 % | 6 10.9 % | 18 32.7 % | 6 10.9 % | 2 3.6 % | 23 41.8 % |
| 74.2 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 4 7.3 % | 4 7.3 % | 16 29.1 % | 7 12.7 % | 1 1.8 % | 23 41.8 % |
| 75.0 % 35. As a direct result of the services I received: I feel I belong in my community | 3 5.4 % | 0 0.0 % | 5 9.1 % | 15 27.3 % | 9 16.4 % | 0 0.0 % | 23 41.8 % |
| 65.6 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 3 5.4 % | 2 3.6 % | 6 10.9 % | 13 23.6 % | 8 14.5 % | 0 0.0 % | 23 41.8 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult/Older Adult | | |
| | Adult | Older Adult | |
| Refused | 11 24.4 % | 2 20 % | 13 23.6 % |
| Impaired | 9 20 % | 1 10 % | 10 18.2 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 13 28.9 % | 7 70 % | 20 36.4 % |
| No Data | 1 2.2 % | 0 0 % | 1 1.8 % |
| Completed Survey | 11 24.4 % | 0 0 % | 11 20 % |
| Total | 45 100 % | 10 100 % | 55 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 55 clients; surveys were returned for 55 clients (55/55 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

Westside Child and Adolescent Outpatient Services

Program Code(s): 89007

Overall Satisfaction¹

100.0%

Return Rate²

76.2%

Overall satisfaction³ mean score for Westside Child and Adolescent Outpatient Services: **5.00** (youth), **4.69** (family).

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

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

100.0% 2. I helped to choose my services

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

Lowest Agreement Items

83.3% 3. I helped to choose my treatment goals

91.7% 4. The people helping me stuck with me no matter what

91.7% 6. I participated in my own treatment

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

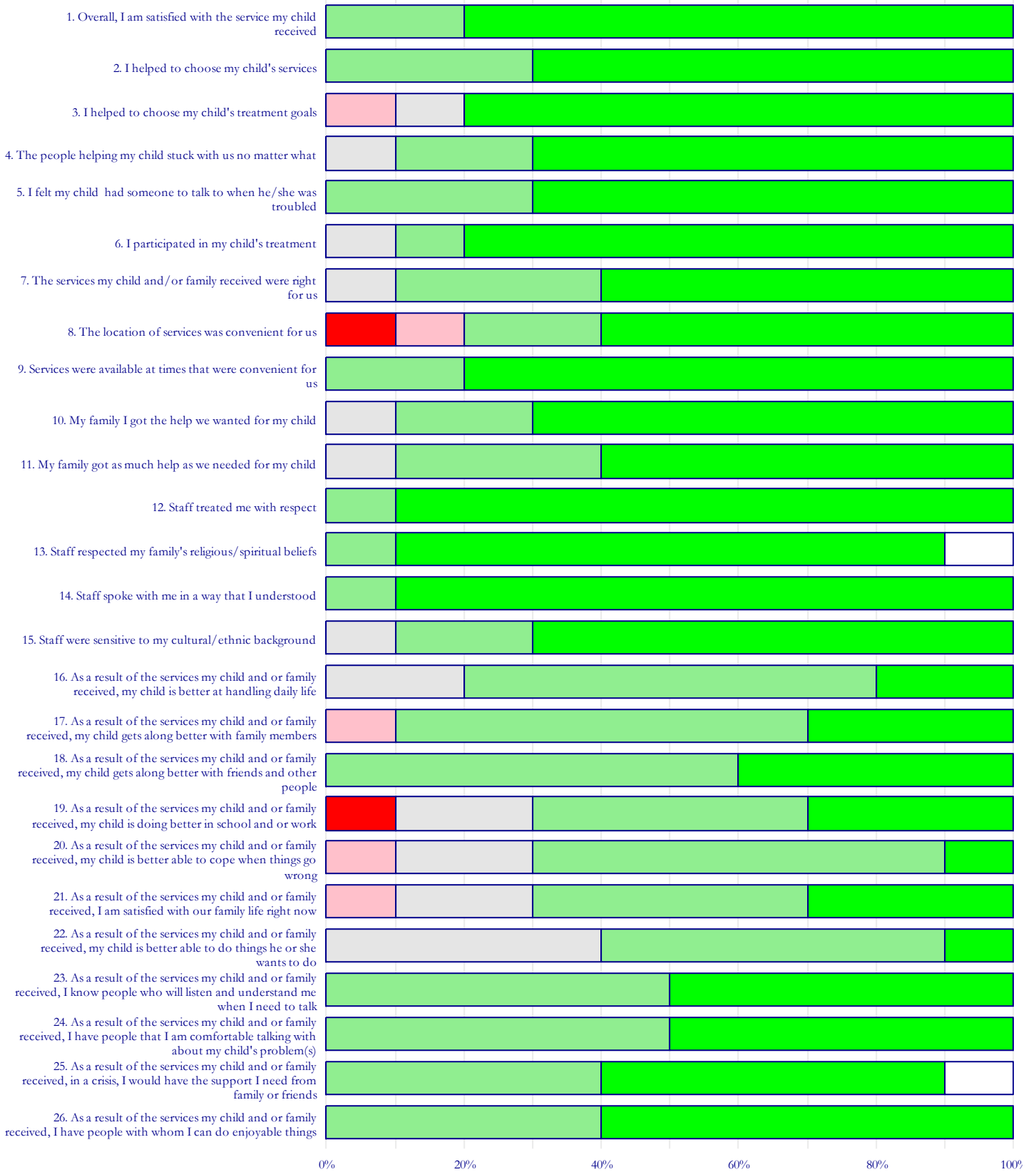
Youth Services Survey for Youth



Youth Services Survey for Youth N = 3

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

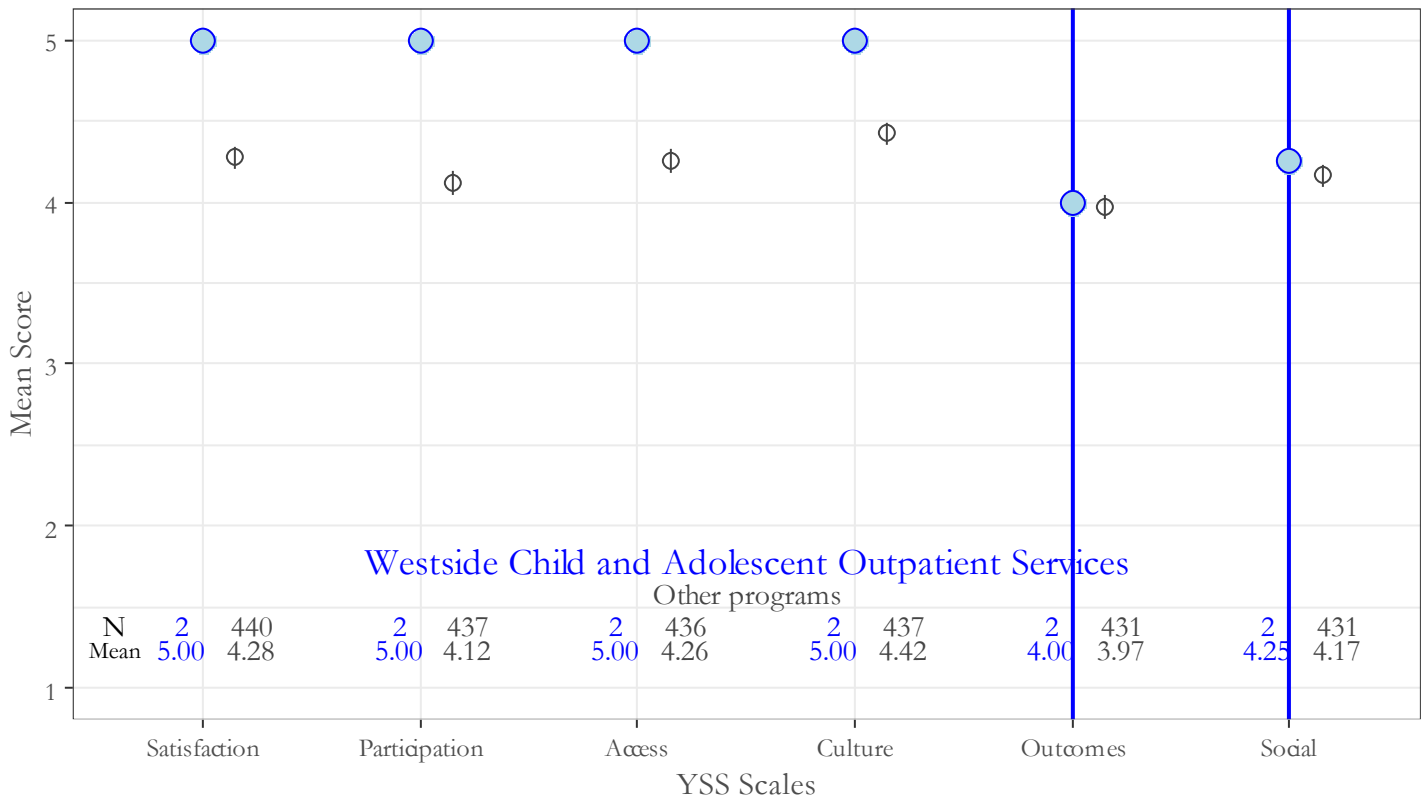
Youth Services Survey for Families



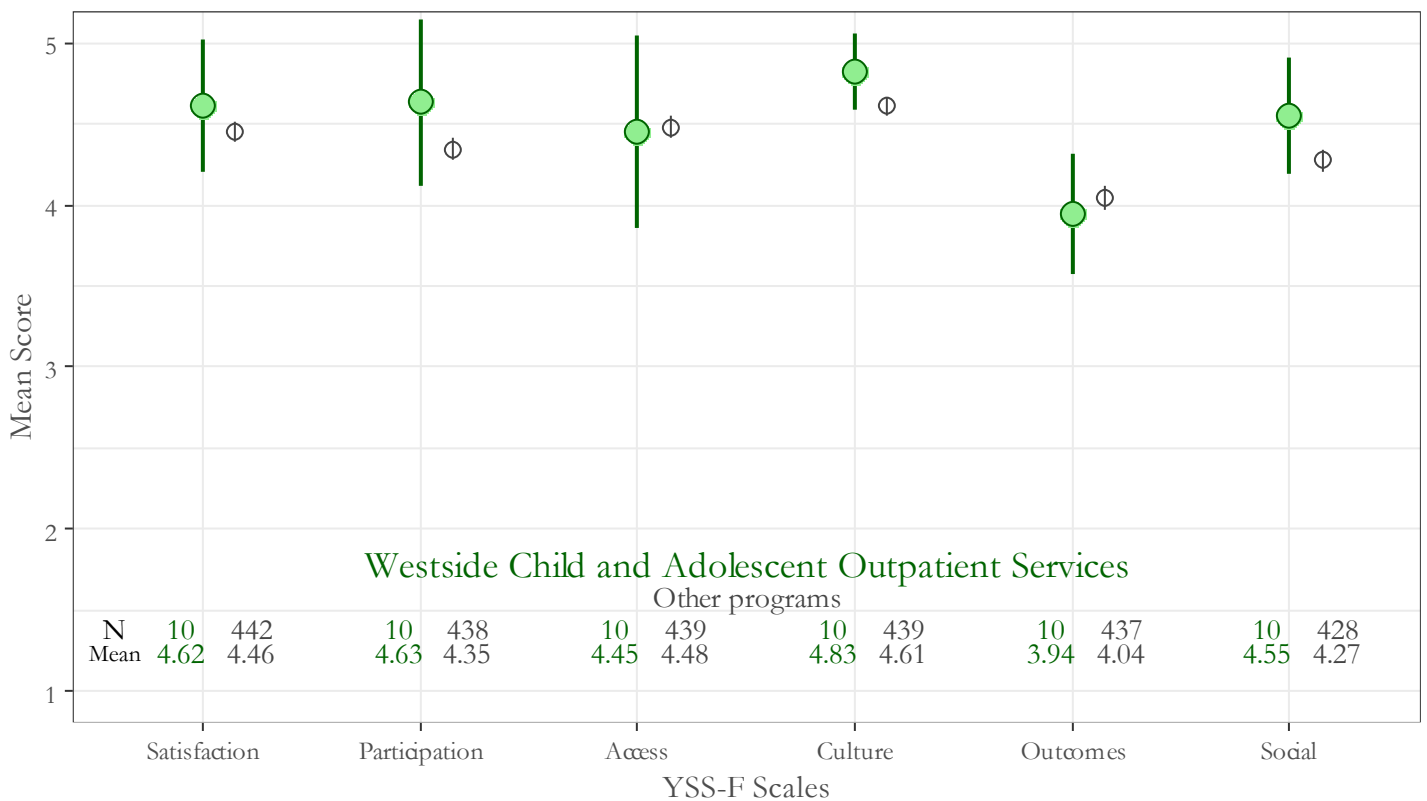
Youth Services Survey for Families N = 18

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|-------------|-------------|----------------|------------|-------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 11.1 % | 8 44.4 % | 0 0.0 % | 8 44.4 % |
| 100.0 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 16.7 % | 7 38.9 % | 0 0.0 % | 8 44.4 % |
| 80.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 1 5.6 % | 1 5.6 % | 0 0.0 % | 8 44.4 % | 0 0.0 % | 8 44.4 % |
| 90.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 1 5.6 % | 2 11.1 % | 7 38.9 % | 0 0.0 % | 8 44.4 % |
| 100.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 16.7 % | 7 38.9 % | 0 0.0 % | 8 44.4 % |
| 90.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 1 5.6 % | 1 5.6 % | 8 44.4 % | 0 0.0 % | 8 44.4 % |
| 90.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 1 5.6 % | 3 16.7 % | 6 33.3 % | 0 0.0 % | 8 44.4 % |
| 80.0 % 8. The location of services was convenient for us | 1 5.6 % | 1 5.6 % | 0 0.0 % | 2 11.1 % | 6 33.3 % | 0 0.0 % | 8 44.4 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 2 11.1 % | 8 44.4 % | 0 0.0 % | 8 44.4 % |
| 90.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 1 5.6 % | 2 11.1 % | 7 38.9 % | 0 0.0 % | 8 44.4 % |
| 90.0 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 1 5.6 % | 3 16.7 % | 6 33.3 % | 0 0.0 % | 8 44.4 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 5.6 % | 9 50.0 % | 0 0.0 % | 8 44.4 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 5.6 % | 8 44.4 % | 1 5.6 % | 8 44.4 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 1 5.6 % | 9 50.0 % | 0 0.0 % | 8 44.4 % |
| 90.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 1 5.6 % | 2 11.1 % | 7 38.9 % | 0 0.0 % | 8 44.4 % |
| 80.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 2 11.1 % | 6 33.3 % | 2 11.1 % | 0 0.0 % | 8 44.4 % |
| 90.0 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 1 5.6 % | 0 0.0 % | 6 33.3 % | 3 16.7 % | 0 0.0 % | 8 44.4 % |
| 100.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 0 0.0 % | 6 33.3 % | 4 22.2 % | 0 0.0 % | 8 44.4 % |
| 70.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 1 5.6 % | 0 0.0 % | 2 11.1 % | 4 22.2 % | 3 16.7 % | 0 0.0 % | 8 44.4 % |
| 70.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 1 5.6 % | 2 11.1 % | 6 33.3 % | 1 5.6 % | 0 0.0 % | 8 44.4 % |
| 70.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 1 5.6 % | 2 11.1 % | 4 22.2 % | 3 16.7 % | 0 0.0 % | 8 44.4 % |
| 60.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 0 0.0 % | 4 22.2 % | 5 27.8 % | 1 5.6 % | 0 0.0 % | 8 44.4 % |
| 100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 27.8 % | 5 27.8 % | 0 0.0 % | 8 44.4 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 27.8 % | 5 27.8 % | 0 0.0 % | 8 44.4 % |
| 100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 22.2 % | 5 27.8 % | 1 5.6 % | 8 44.4 % |
| 100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 22.2 % | 6 33.3 % | 0 0.0 % | 8 44.4 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance
Westside Child and Adolescent
Outpatient Services
Completion by
Respondent Type

| Completion Status | Completion by Respondent Type | | <i>Total</i> |
|---------------------|-------------------------------|-------------|--------------|
| | Family | Youth | |
| Refused | 7 38.9 % | 1 33.3 % | 8 38.1 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 1 5.6 % | 0 0 % | 1 4.8 % |
| Completed Survey | 10 55.6 % | 2 66.7 % | 12 57.1 % |
| <i>Total</i> | 18 100 % | 3 100 % | 21 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 21 clients; surveys were returned for 16 clients (16 / 21 = 76.2%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Spring 2017
Mental Health Statistical Improvement Program (MHSIP)

Westside Community Crisis & Outpatient Clinic

Program Code(s): 89763

Overall Satisfaction¹

92.9%

Return Rate²

34.3%

Overall satisfaction³ mean score for Westside Community Crisis & Outpatient Clinic: **4.42**.

Overall satisfaction mean score for all other programs: **4.41**.

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

Highest Agreement Items

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

92.9% 1. I like the services that I received here

92.9% 10. Staff here believe that I can grow, change and recover

Lowest Agreement Items

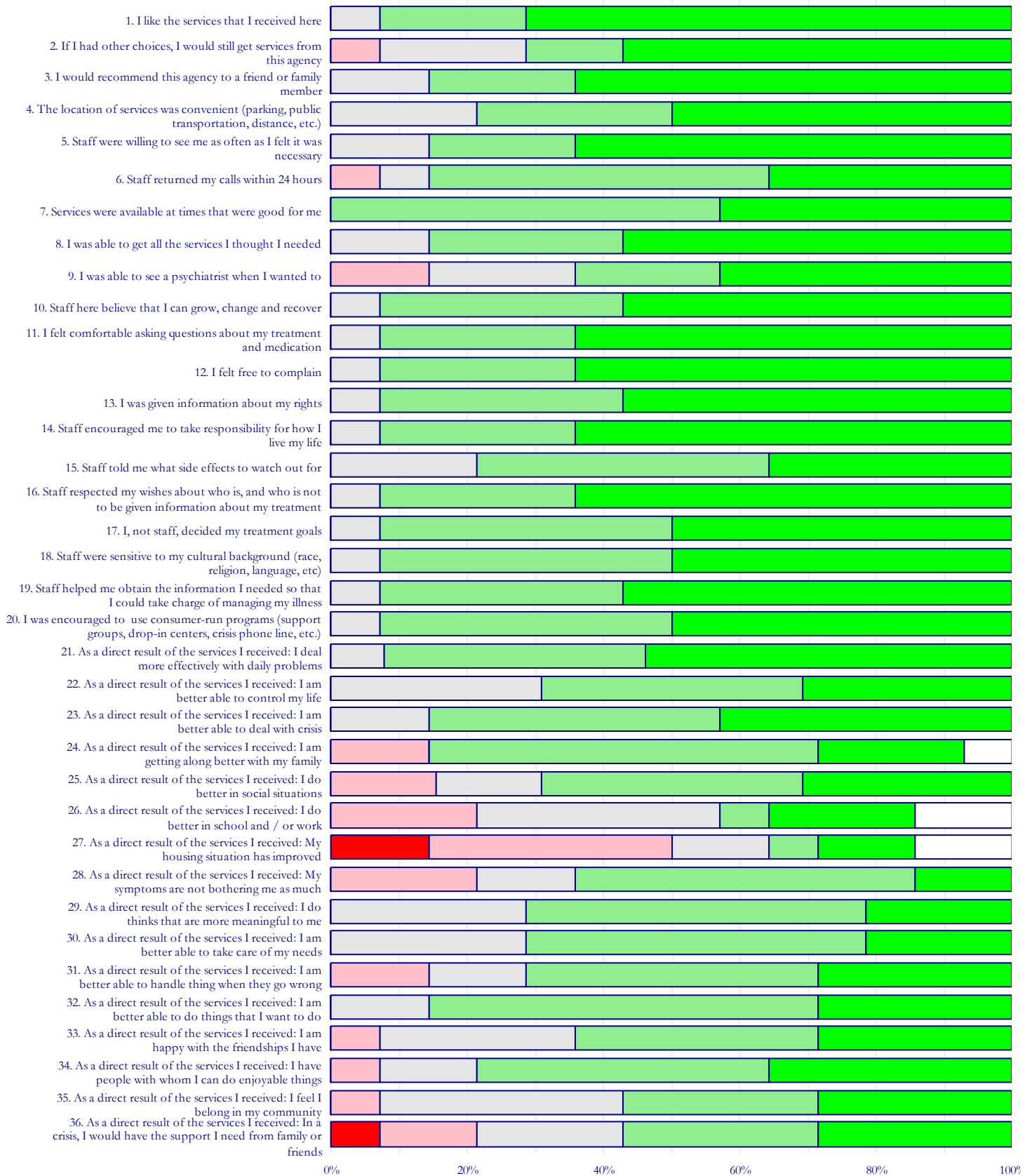
64.3% 9. I was able to see a psychiatrist when I wanted to

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

78.6% 15. Staff told me what side effects to watch out for

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

MHSIP Items



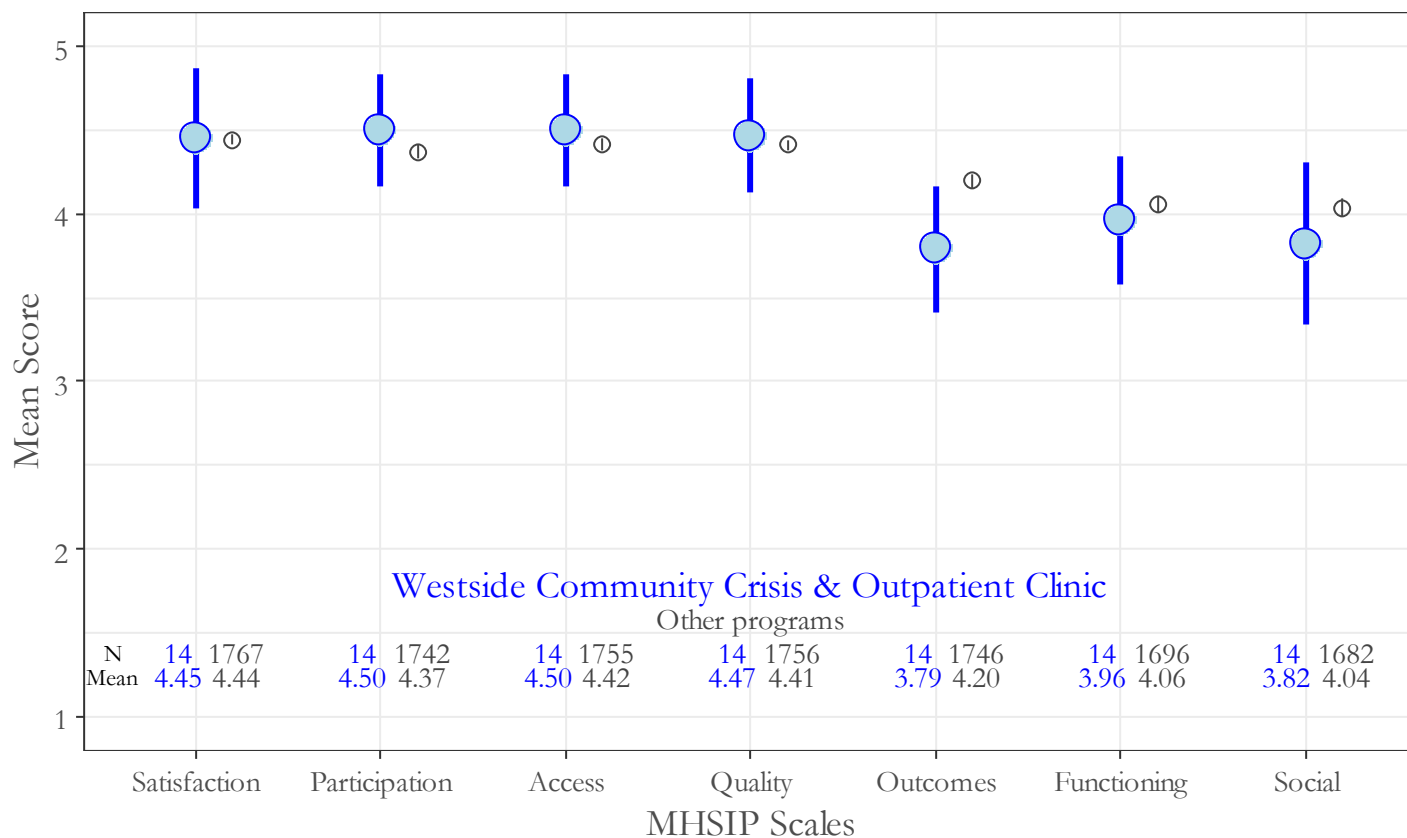
MHSIP Items 1-25
Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|------------|----------------|
| 92.9 % 1. I like the services that I received here | 0 0.0 % | 0 0.0 % | 1 4.3 % | 3 13.0 % | 10 43.5 % | 0 0.0 % | 9 39.1 % |
| 71.4 % 2. If I had other choices, I would still get services from this agency | 0 0.0 % | 1 4.3 % | 3 13.0 % | 2 8.7 % | 8 34.8 % | 0 0.0 % | 9 39.1 % |
| 85.7 % 3. I would recommend this agency to a friend or family member | 0 0.0 % | 0 0.0 % | 2 8.7 % | 3 13.0 % | 9 39.1 % | 0 0.0 % | 9 39.1 % |
| 78.6 % 4. The location of services was convenient (parking, public transportation, distance, etc.) | 0 0.0 % | 0 0.0 % | 3 13.0 % | 4 17.4 % | 7 30.4 % | 0 0.0 % | 9 39.1 % |
| 85.7 % 5. Staff were willing to see me as often as I felt it was necessary | 0 0.0 % | 0 0.0 % | 2 8.7 % | 3 13.0 % | 9 39.1 % | 0 0.0 % | 9 39.1 % |
| 85.7 % 6. Staff returned my calls within 24 hours | 0 0.0 % | 1 4.3 % | 1 4.3 % | 7 30.4 % | 5 21.7 % | 0 0.0 % | 9 39.1 % |
| 100.0 % 7. Services were available at times that were good for me | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 34.8 % | 6 26.1 % | 0 0.0 % | 9 39.1 % |
| 85.7 % 8. I was able to get all the services I thought I needed | 0 0.0 % | 0 0.0 % | 2 8.7 % | 4 17.4 % | 8 34.8 % | 0 0.0 % | 9 39.1 % |
| 64.3 % 9. I was able to see a psychiatrist when I wanted to | 0 0.0 % | 2 8.7 % | 3 13.0 % | 3 13.0 % | 6 26.1 % | 0 0.0 % | 9 39.1 % |
| 92.9 % 10. Staff here believe that I can grow, change and recover | 0 0.0 % | 0 0.0 % | 1 4.3 % | 5 21.7 % | 8 34.8 % | 0 0.0 % | 9 39.1 % |
| 92.9 % 11. I felt comfortable asking questions about my treatment and medication | 0 0.0 % | 0 0.0 % | 1 4.3 % | 4 17.4 % | 9 39.1 % | 0 0.0 % | 9 39.1 % |
| 92.9 % 12. I felt free to complain | 0 0.0 % | 0 0.0 % | 1 4.3 % | 4 17.4 % | 9 39.1 % | 0 0.0 % | 9 39.1 % |
| 92.9 % 13. I was given information about my rights | 0 0.0 % | 0 0.0 % | 1 4.3 % | 5 21.7 % | 8 34.8 % | 0 0.0 % | 9 39.1 % |
| 92.9 % 14. Staff encouraged me to take responsibility for how I live my life | 0 0.0 % | 0 0.0 % | 1 4.3 % | 4 17.4 % | 9 39.1 % | 0 0.0 % | 9 39.1 % |
| 78.6 % 15. Staff told me what side effects to watch out for | 0 0.0 % | 0 0.0 % | 3 13.0 % | 6 26.1 % | 5 21.7 % | 0 0.0 % | 9 39.1 % |
| 92.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment | 0 0.0 % | 0 0.0 % | 1 4.3 % | 4 17.4 % | 9 39.1 % | 0 0.0 % | 9 39.1 % |
| 92.9 % 17. I, not staff, decided my treatment goals | 0 0.0 % | 0 0.0 % | 1 4.3 % | 6 26.1 % | 7 30.4 % | 0 0.0 % | 9 39.1 % |
| 92.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0.0 % | 0 0.0 % | 1 4.3 % | 6 26.1 % | 7 30.4 % | 0 0.0 % | 9 39.1 % |
| 92.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | 0 0.0 % | 0 0.0 % | 1 4.3 % | 5 21.7 % | 8 34.8 % | 0 0.0 % | 9 39.1 % |
| 92.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 0 0.0 % | 0 0.0 % | 1 4.3 % | 6 26.1 % | 7 30.4 % | 0 0.0 % | 9 39.1 % |
| 92.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems | 0 0.0 % | 0 0.0 % | 1 4.3 % | 5 21.7 % | 7 30.4 % | 0 0.0 % | 10 43.5 % |
| 69.2 % 22. As a direct result of the services I received: I am better able to control my life | 0 0.0 % | 0 0.0 % | 4 17.4 % | 5 21.7 % | 4 17.4 % | 0 0.0 % | 10 43.5 % |
| 85.7 % 23. As a direct result of the services I received: I am better able to deal with crisis | 0 0.0 % | 0 0.0 % | 2 8.7 % | 6 26.1 % | 6 26.1 % | 0 0.0 % | 9 39.1 % |
| 84.6 % 24. As a direct result of the services I received: I am getting along better with my family | 0 0.0 % | 2 8.7 % | 0 0.0 % | 8 34.8 % | 3 13.0 % | 1 4.3 % | 9 39.1 % |
| 69.2 % 25. As a direct result of the services I received: I do better in social situations | 0 0.0 % | 2 8.7 % | 2 8.7 % | 5 21.7 % | 4 17.4 % | 0 0.0 % | 10 43.5 % |

MHSIP Items 26-36 Percent Agree

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|-------------|-------------|-------------|----------------|------------|-------------|
| 33.3 % 26. As a direct result of the services I received: I do better in school and / or work | 0 0.0 % | 3 13.0 % | 5 21.7 % | 1 4.3 % | 3 13.0 % | 2 8.7 % | 9 39.1 % |
| 25.0 % 27. As a direct result of the services I received: My housing situation has improved | 2 8.7 % | 5 21.7 % | 2 8.7 % | 1 4.3 % | 2 8.7 % | 2 8.7 % | 9 39.1 % |
| 64.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much | 0 0.0 % | 3 13.0 % | 2 8.7 % | 7 30.4 % | 2 8.7 % | 0 0.0 % | 9 39.1 % |
| 71.4 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me | 0 0.0 % | 0 0.0 % | 4 17.4 % | 7 30.4 % | 3 13.0 % | 0 0.0 % | 9 39.1 % |
| 71.4 % 30. As a direct result of the services I received: I am better able to take care of my needs | 0 0.0 % | 0 0.0 % | 4 17.4 % | 7 30.4 % | 3 13.0 % | 0 0.0 % | 9 39.1 % |
| 71.4 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong | 0 0.0 % | 2 8.7 % | 2 8.7 % | 6 26.1 % | 4 17.4 % | 0 0.0 % | 9 39.1 % |
| 85.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do | 0 0.0 % | 0 0.0 % | 2 8.7 % | 8 34.8 % | 4 17.4 % | 0 0.0 % | 9 39.1 % |
| 64.3 % 33. As a direct result of the services I received: I am happy with the friendships I have | 0 0.0 % | 1 4.3 % | 4 17.4 % | 5 21.7 % | 4 17.4 % | 0 0.0 % | 9 39.1 % |
| 78.6 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things | 0 0.0 % | 1 4.3 % | 2 8.7 % | 6 26.1 % | 5 21.7 % | 0 0.0 % | 9 39.1 % |
| 57.1 % 35. As a direct result of the services I received: I feel I belong in my community | 0 0.0 % | 1 4.3 % | 5 21.7 % | 4 17.4 % | 4 17.4 % | 0 0.0 % | 9 39.1 % |
| 57.1 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 1 4.3 % | 2 8.7 % | 3 13.0 % | 4 17.4 % | 4 17.4 % | 0 0.0 % | 9 39.1 % |

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

| Completion Status | Survey Completion by | | Total |
|-------------------|----------------------|-------------|--------------|
| | Adult | Older Adult | |
| Refused | 6 26.1 % | 0 0 % | 6 26.1 % |
| Impaired | 3 13 % | 0 0 % | 3 13 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 14 60.9 % | 0 0 % | 14 60.9 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 0 0 % | 0 0 % | 0 0 % |
| Total | 23 100 % | 0 100 % | 23 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 67 clients; surveys were returned for 23 clients (23/67 = 34.3%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

YMCA Trauma and Recovery Services

Program Code(s): 38BVC3

Overall Satisfaction¹

100.0%

Return Rate²

83.3%

Overall satisfaction³ mean score for YMCA Trauma and Recovery Services: **4.57** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.28** (youth), **4.48** (family).

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

Highest Agreement Items

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

100.0% 3. I helped to choose my treatment goals

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

Lowest Agreement Items

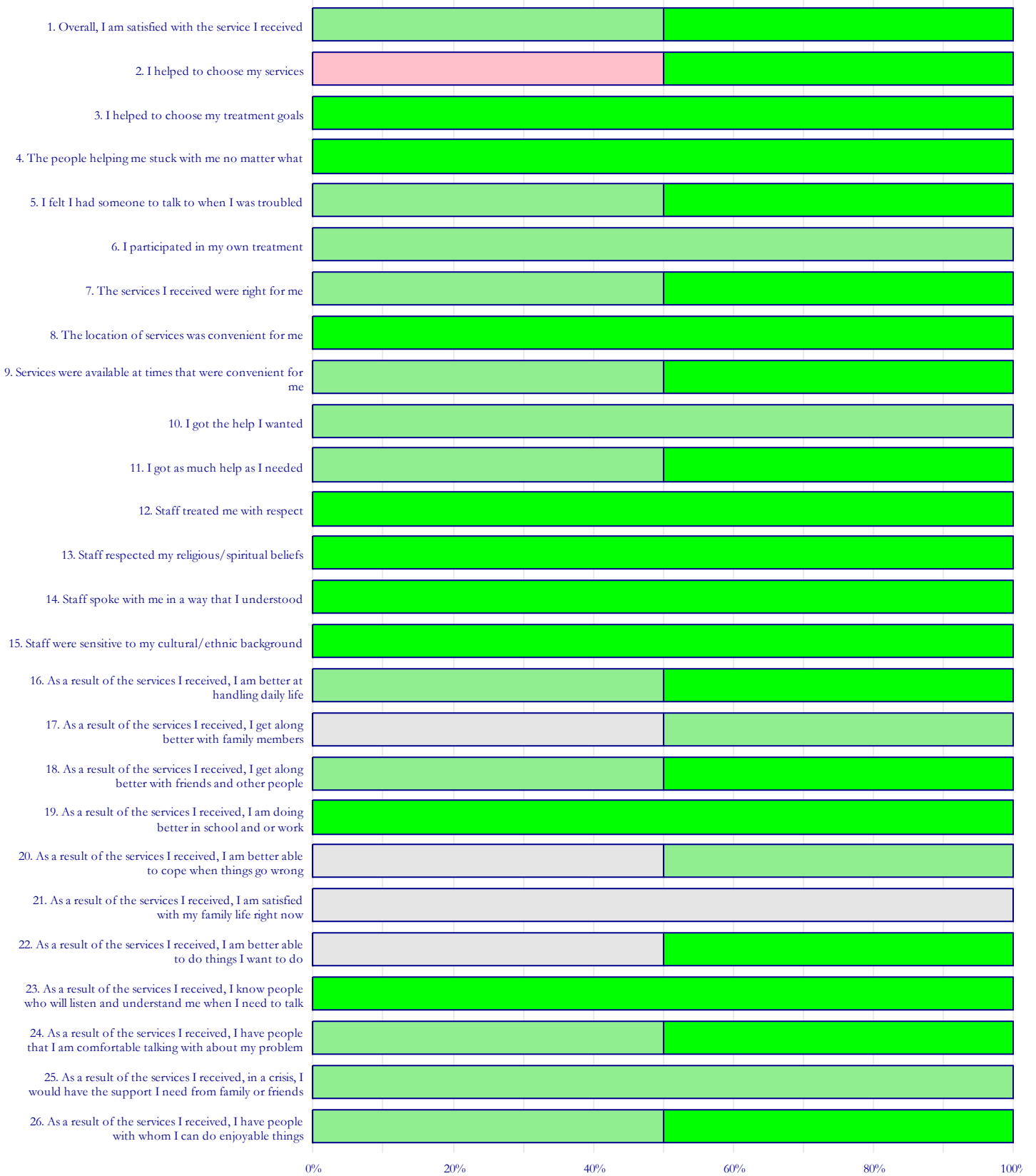
50.0% 2. I helped to choose my services

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

100.0% 3. I helped to choose my treatment goals

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

Youth Services Survey for Youth



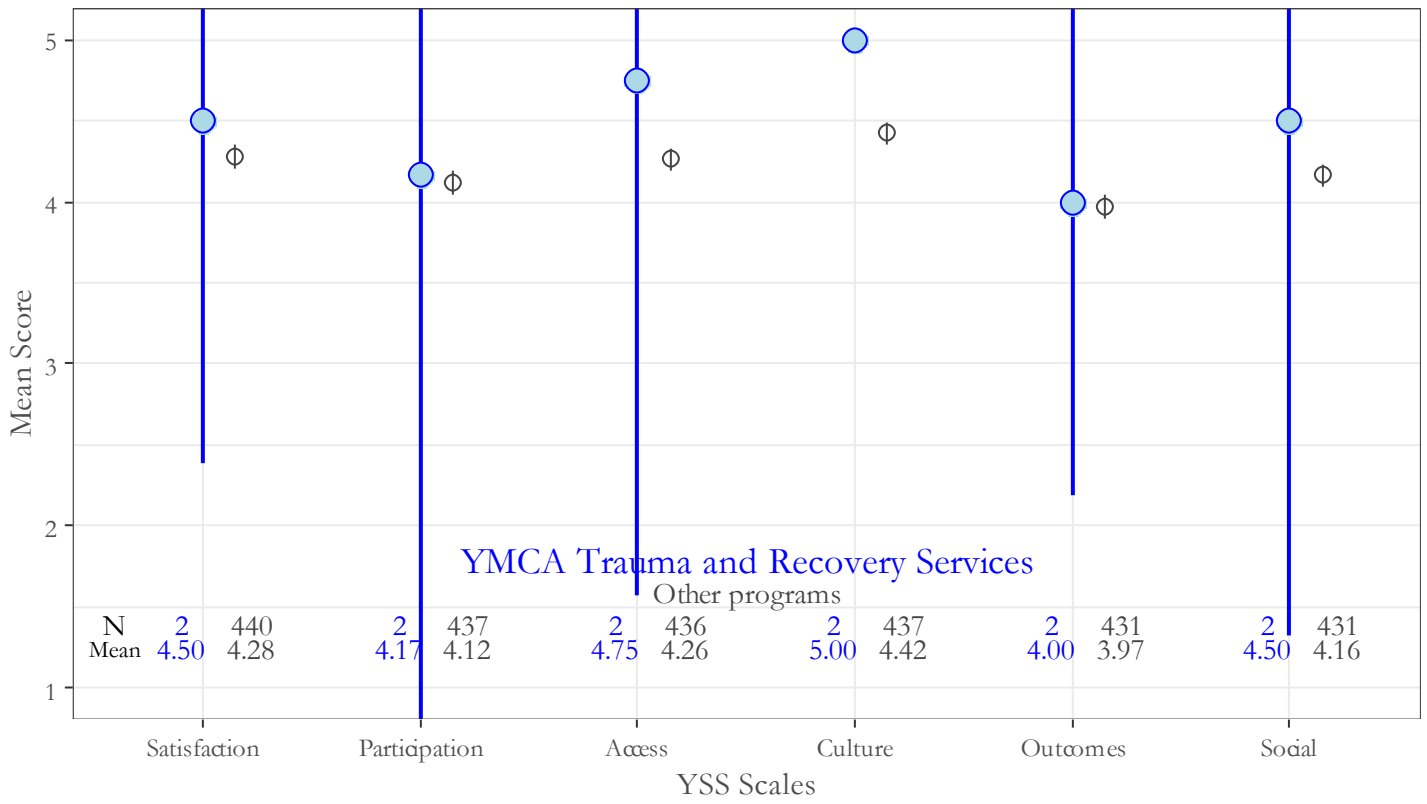
Youth Services Survey for Youth N = 4

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

Not enough Family data for Likert chart

Not enough Family survey data to create a table.

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough Family data for scale means CI chart

Survey Compliance

| Completion Status | YMCA Trauma and Recovery Services | | <i>Total</i> |
|---------------------|--------------------------------------|------------|--------------|
| | Completion by Respondent Type | | |
| | Family | Youth | |
| Refused | 1 100 % | 2 50 % | 3 60 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 0 0 % | 2 50 % | 2 40 % |
| <i>Total</i> | 1 100 % | 4 100 % | 5 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 6 clients; surveys were returned for 5 clients ($5 / 6 = 83.3\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Spring 2017
Youth Services Survey for Youth and Families (YSS and YSS-F)

YMCA Urban Services MH
Program Code(s): 38BV3 38BV4

Overall Satisfaction¹
95.2%

Return Rate²
110.0%

Overall satisfaction³ mean score for YMCA Urban Services MH: **4.00** (youth), **4.63** (family).

Overall satisfaction mean score for all other programs: **4.29** (youth), **4.48** (family).

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

Highest Agreement Items

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

100.0% 12. Staff treated me with respect

95.2% 3. I helped to choose my treatment goals

Lowest Agreement Items

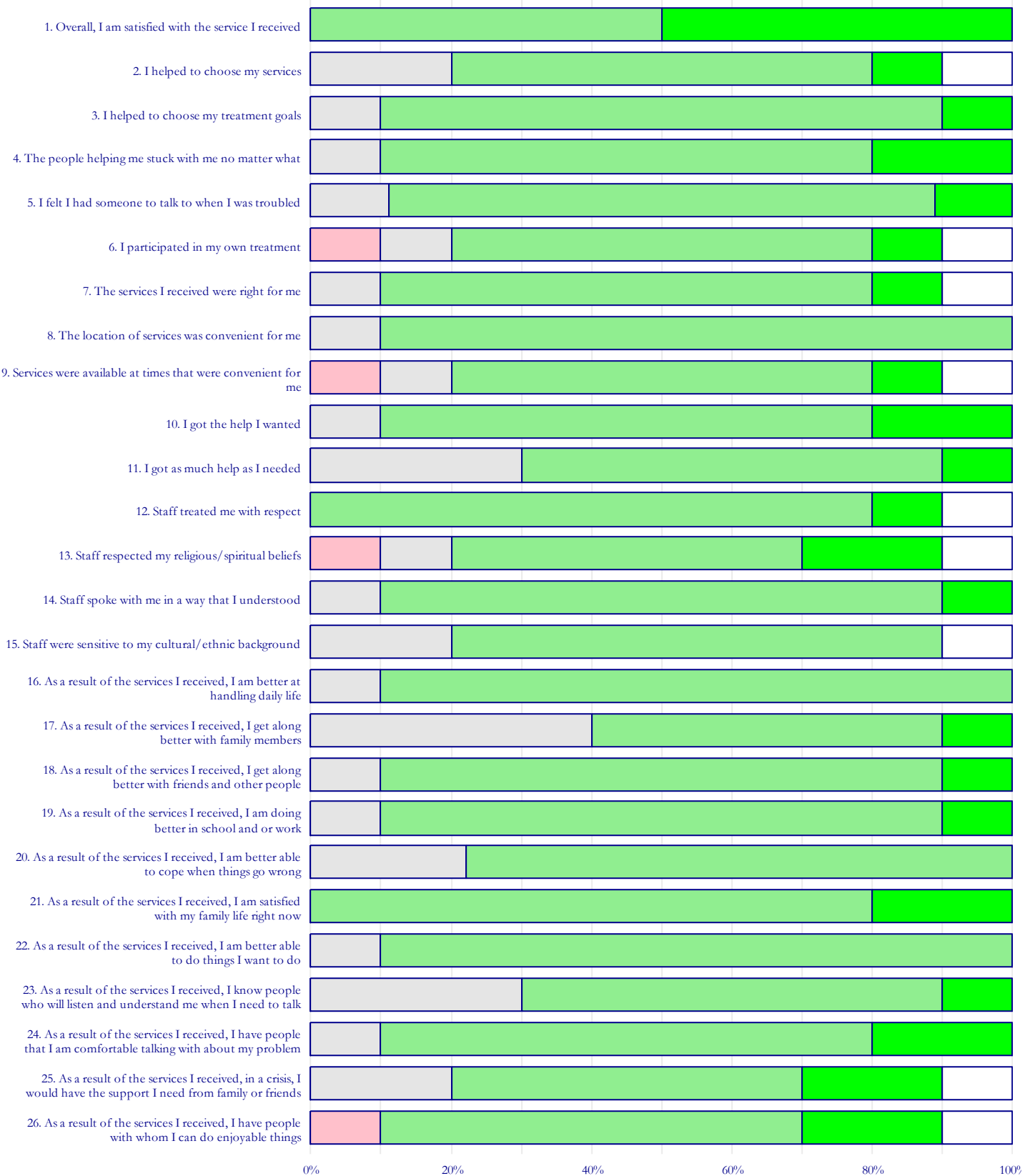
85.7% 11. I got as much help as I needed

88.9% 13. Staff respected my religious/spiritual beliefs

89.5% 6. I participated in my own treatment

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

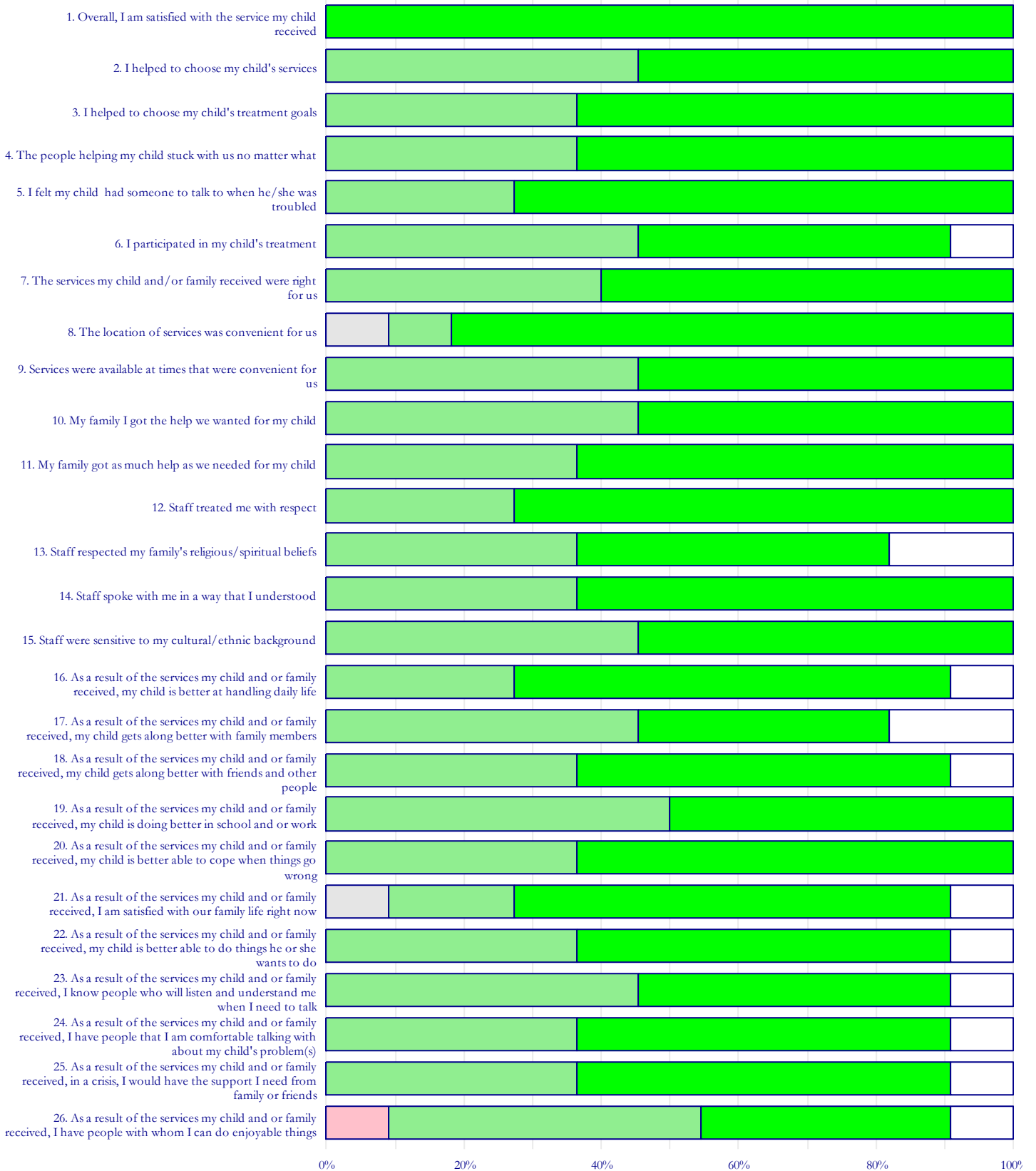
Youth Services Survey for Youth



Youth Services Survey for Youth N = 28

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|---|-------------------|------------|-------------|-------------|----------------|------------|--------------|
| 100.0 % 1. Overall, I am satisfied with the service I received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 17.9 % | 5 17.9 % | 0 0.0 % | 18 64.3 % |
| 77.8 % 2. I helped to choose my services | 0 0.0 % | 0 0.0 % | 2 7.1 % | 6 21.4 % | 1 3.6 % | 1 3.6 % | 18 64.3 % |
| 90.0 % 3. I helped to choose my treatment goals | 0 0.0 % | 0 0.0 % | 1 3.6 % | 8 28.6 % | 1 3.6 % | 0 0.0 % | 18 64.3 % |
| 90.0 % 4. The people helping me stuck with me no matter what | 0 0.0 % | 0 0.0 % | 1 3.6 % | 7 25.0 % | 2 7.1 % | 0 0.0 % | 18 64.3 % |
| 88.9 % 5. I felt I had someone to talk to when I was troubled | 0 0.0 % | 0 0.0 % | 1 3.6 % | 7 25.0 % | 1 3.6 % | 0 0.0 % | 19 67.9 % |
| 77.8 % 6. I participated in my own treatment | 0 0.0 % | 1 3.6 % | 1 3.6 % | 6 21.4 % | 1 3.6 % | 1 3.6 % | 18 64.3 % |
| 88.9 % 7. The services I received were right for me | 0 0.0 % | 0 0.0 % | 1 3.6 % | 7 25.0 % | 1 3.6 % | 1 3.6 % | 18 64.3 % |
| 90.0 % 8. The location of services was convenient for me | 0 0.0 % | 0 0.0 % | 1 3.6 % | 9 32.1 % | 0 0.0 % | 0 0.0 % | 18 64.3 % |
| 77.8 % 9. Services were available at times that were convenient for me | 0 0.0 % | 1 3.6 % | 1 3.6 % | 6 21.4 % | 1 3.6 % | 1 3.6 % | 18 64.3 % |
| 90.0 % 10. I got the help I wanted | 0 0.0 % | 0 0.0 % | 1 3.6 % | 7 25.0 % | 2 7.1 % | 0 0.0 % | 18 64.3 % |
| 70.0 % 11. I got as much help as I needed | 0 0.0 % | 0 0.0 % | 3 10.7 % | 6 21.4 % | 1 3.6 % | 0 0.0 % | 18 64.3 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 28.6 % | 1 3.6 % | 1 3.6 % | 18 64.3 % |
| 77.8 % 13. Staff respected my religious/spiritual beliefs | 0 0.0 % | 1 3.6 % | 1 3.6 % | 5 17.9 % | 2 7.1 % | 1 3.6 % | 18 64.3 % |
| 90.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 1 3.6 % | 8 28.6 % | 1 3.6 % | 0 0.0 % | 18 64.3 % |
| 77.8 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 2 7.1 % | 7 25.0 % | 0 0.0 % | 1 3.6 % | 18 64.3 % |
| 90.0 % 16. As a result of the services I received, I am better at handling daily life | 0 0.0 % | 0 0.0 % | 1 3.6 % | 9 32.1 % | 0 0.0 % | 0 0.0 % | 18 64.3 % |
| 60.0 % 17. As a result of the services I received, I get along better with family members | 0 0.0 % | 0 0.0 % | 4 14.3 % | 5 17.9 % | 1 3.6 % | 0 0.0 % | 18 64.3 % |
| 90.0 % 18. As a result of the services I received, I get along better with friends and other people | 0 0.0 % | 0 0.0 % | 1 3.6 % | 8 28.6 % | 1 3.6 % | 0 0.0 % | 18 64.3 % |
| 90.0 % 19. As a result of the services I received, I am doing better in school and or work | 0 0.0 % | 0 0.0 % | 1 3.6 % | 8 28.6 % | 1 3.6 % | 0 0.0 % | 18 64.3 % |
| 77.8 % 20. As a result of the services I received, I am better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 2 7.1 % | 7 25.0 % | 0 0.0 % | 0 0.0 % | 19 67.9 % |
| 100.0 % 21. As a result of the services I received, I am satisfied with my family life right now | 0 0.0 % | 0 0.0 % | 0 0.0 % | 8 28.6 % | 2 7.1 % | 0 0.0 % | 18 64.3 % |
| 90.0 % 22. As a result of the services I received, I am better able to do things I want to do | 0 0.0 % | 0 0.0 % | 1 3.6 % | 9 32.1 % | 0 0.0 % | 0 0.0 % | 18 64.3 % |
| 70.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 3 10.7 % | 6 21.4 % | 1 3.6 % | 0 0.0 % | 18 64.3 % |
| 90.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem | 0 0.0 % | 0 0.0 % | 1 3.6 % | 7 25.0 % | 2 7.1 % | 0 0.0 % | 18 64.3 % |
| 77.8 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 2 7.1 % | 5 17.9 % | 2 7.1 % | 1 3.6 % | 18 64.3 % |
| 88.9 % 26. As a result of the services I received, I have people with whom I can do enjoyable things | 0 0.0 % | 1 3.6 % | 0 0.0 % | 6 21.4 % | 2 7.1 % | 1 3.6 % | 18 64.3 % |

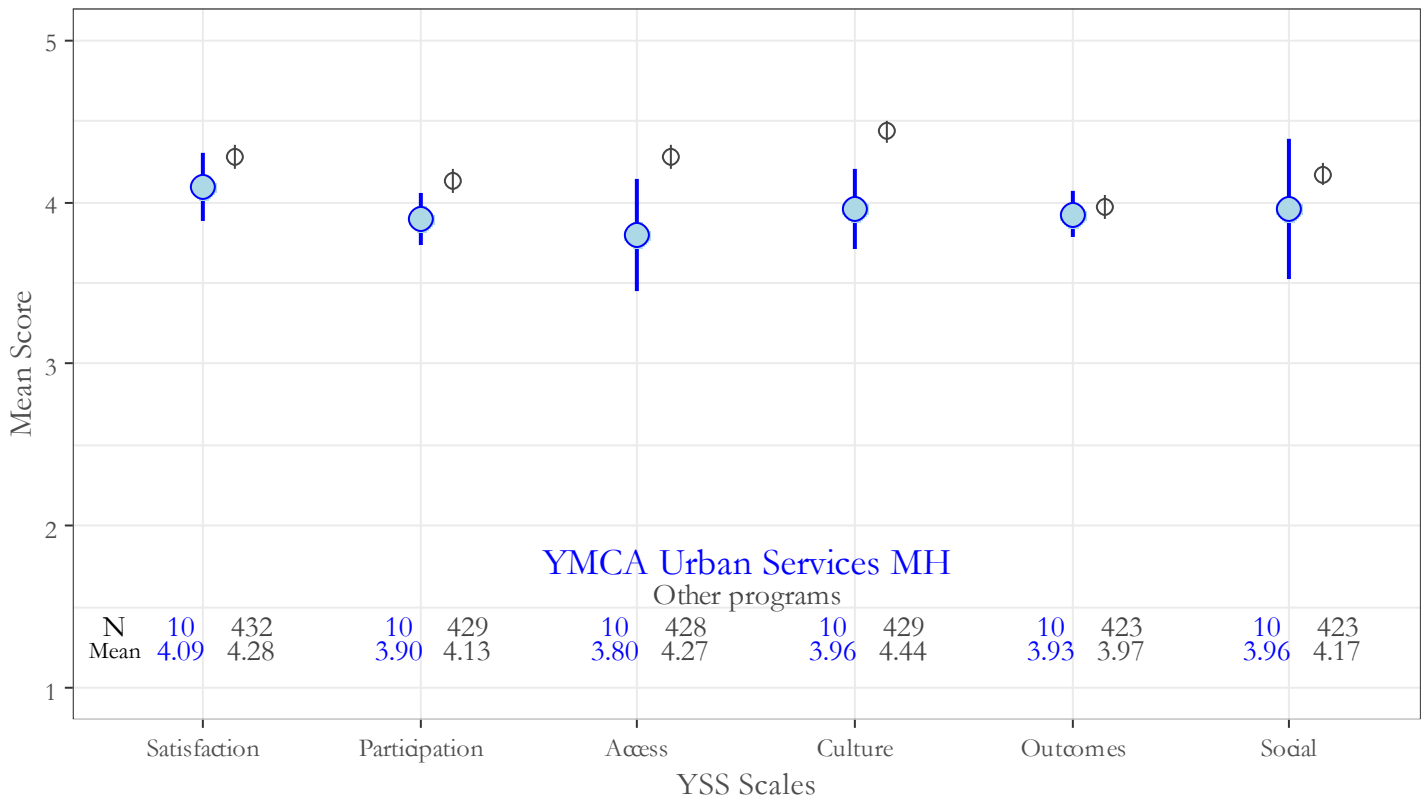
Youth Services Survey for Families



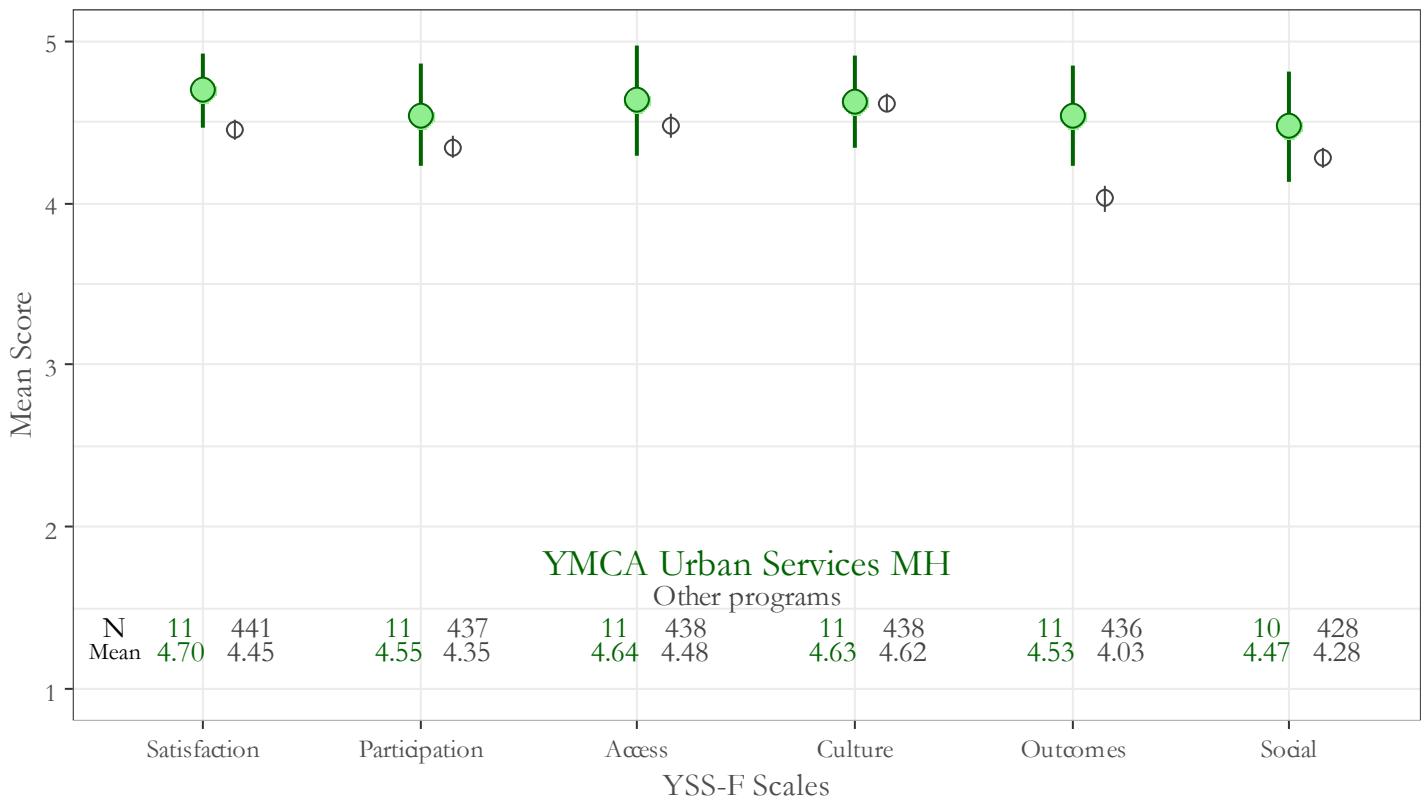
Youth Services Survey for Families N = 49

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A | Missing |
|--|-------------------|------------|------------|-------------|----------------|------------|--------------|
| 100.0 % 1. Overall, I am satisfied with the service my child received | 0 0.0 % | 0 0.0 % | 0 0.0 % | 0 0.0 % | 11 22.4 % | 0 0.0 % | 38 77.5 % |
| 100.0 % 2. I helped to choose my child's services | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 10.2 % | 6 12.2 % | 0 0.0 % | 38 77.5 % |
| 100.0 % 3. I helped to choose my child's treatment goals | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 8.2 % | 7 14.3 % | 0 0.0 % | 38 77.5 % |
| 100.0 % 4. The people helping my child stuck with us no matter what | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 8.2 % | 7 14.3 % | 0 0.0 % | 38 77.5 % |
| 100.0 % 5. I felt my child had someone to talk to when he/she was troubled | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 6.1 % | 8 16.3 % | 0 0.0 % | 38 77.5 % |
| 100.0 % 6. I participated in my child's treatment | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 10.2 % | 5 10.2 % | 1 2.0 % | 38 77.5 % |
| 100.0 % 7. The services my child and/or family received were right for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 8.2 % | 6 12.2 % | 0 0.0 % | 39 79.6 % |
| 90.9 % 8. The location of services was convenient for us | 0 0.0 % | 0 0.0 % | 1 2.0 % | 1 2.0 % | 9 18.4 % | 0 0.0 % | 38 77.5 % |
| 100.0 % 9. Services were available at times that were convenient for us | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 10.2 % | 6 12.2 % | 0 0.0 % | 38 77.5 % |
| 100.0 % 10. My family I got the help we wanted for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 10.2 % | 6 12.2 % | 0 0.0 % | 38 77.5 % |
| 100.0 % 11. My family got as much help as we needed for my child | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 8.2 % | 7 14.3 % | 0 0.0 % | 38 77.5 % |
| 100.0 % 12. Staff treated me with respect | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 6.1 % | 8 16.3 % | 0 0.0 % | 38 77.5 % |
| 100.0 % 13. Staff respected my family's religious/spiritual beliefs | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 8.2 % | 5 10.2 % | 2 4.1 % | 38 77.5 % |
| 100.0 % 14. Staff spoke with me in a way that I understood | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 8.2 % | 7 14.3 % | 0 0.0 % | 38 77.5 % |
| 100.0 % 15. Staff were sensitive to my cultural/ethnic background | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 10.2 % | 6 12.2 % | 0 0.0 % | 38 77.5 % |
| 100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life | 0 0.0 % | 0 0.0 % | 0 0.0 % | 3 6.1 % | 7 14.3 % | 1 2.0 % | 38 77.5 % |
| 100.0 % 17. As a result of the services my child and or family received, my child gets along better with family members | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 10.2 % | 4 8.2 % | 2 4.1 % | 38 77.5 % |
| 100.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 8.2 % | 6 12.2 % | 1 2.0 % | 38 77.5 % |
| 100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 10.2 % | 5 10.2 % | 0 0.0 % | 39 79.6 % |
| 100.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 8.2 % | 7 14.3 % | 0 0.0 % | 38 77.5 % |
| 90.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now | 0 0.0 % | 0 0.0 % | 1 2.0 % | 2 4.1 % | 7 14.3 % | 1 2.0 % | 38 77.5 % |
| 100.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 8.2 % | 6 12.2 % | 1 2.0 % | 38 77.5 % |
| 100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk | 0 0.0 % | 0 0.0 % | 0 0.0 % | 5 10.2 % | 5 10.2 % | 1 2.0 % | 38 77.5 % |
| 100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s) | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 8.2 % | 6 12.2 % | 1 2.0 % | 38 77.5 % |
| 100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends | 0 0.0 % | 0 0.0 % | 0 0.0 % | 4 8.2 % | 6 12.2 % | 1 2.0 % | 38 77.5 % |
| 90.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things | 0 0.0 % | 1 2.0 % | 0 0.0 % | 5 10.2 % | 4 8.2 % | 1 2.0 % | 38 77.5 % |

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance
YMCA Urban Services

| Completion Status | MH Completion by Respondent Type | | Total |
|-------------------|----------------------------------|--------------|--------------|
| | Family | Youth | |
| Refused | 38 77.6 % | 18 64.3 % | 56 72.7 % |
| Impaired | 0 0 % | 0 0 % | 0 0 % |
| Language | 0 0 % | 0 0 % | 0 0 % |
| Other | 0 0 % | 0 0 % | 0 0 % |
| No Data | 0 0 % | 0 0 % | 0 0 % |
| Completed Survey | 11 22.4 % | 10 35.7 % | 21 27.3 % |
| Total | 49 100 % | 28 100 % | 77 100 % |

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services during the survey period. During the survey period (May 15th - 19th, 2017) your program billed services for 70 clients; surveys were returned for 77 clients ($77 / 70 = 110.0\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.