



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Combined Youth and Adult Consumer Perception Survey Overview - Fall 2018

All Mental Health Programs

Overall Satisfaction¹

91.5%

Return Rate²

76.7%

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

People served November 5-9 2018 (Avatar billing): 4362

People surveyed: 3344 (925 youth and 2419 adults)

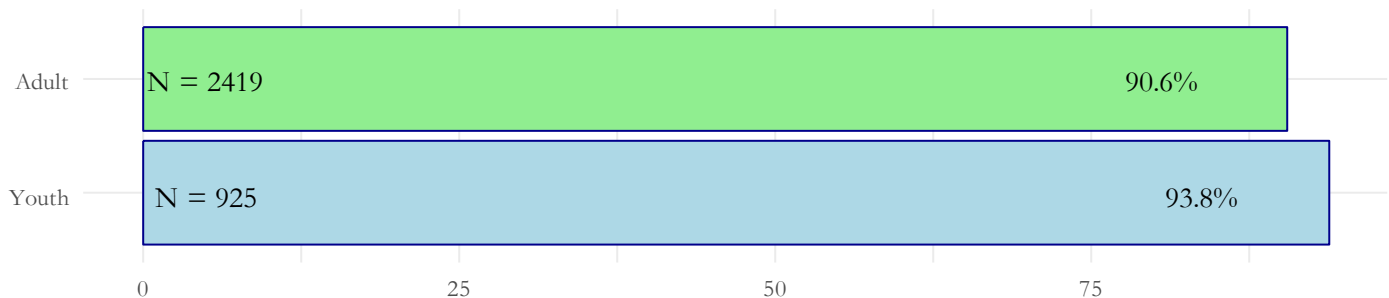
Adult satisfaction mean score: 4.34

Youth satisfaction mean score: 4.26

Family satisfaction mean score: 4.47

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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) mental health programs billed services for 4362 clients; surveys were returned for 3344 clients ($3344/4362 = 76.7\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

All Mental Health Programs

Overall Satisfaction¹
90.6%

Return Rate²
79.6%

Overall satisfaction³ mean score for mental health programs: **4.34**.

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

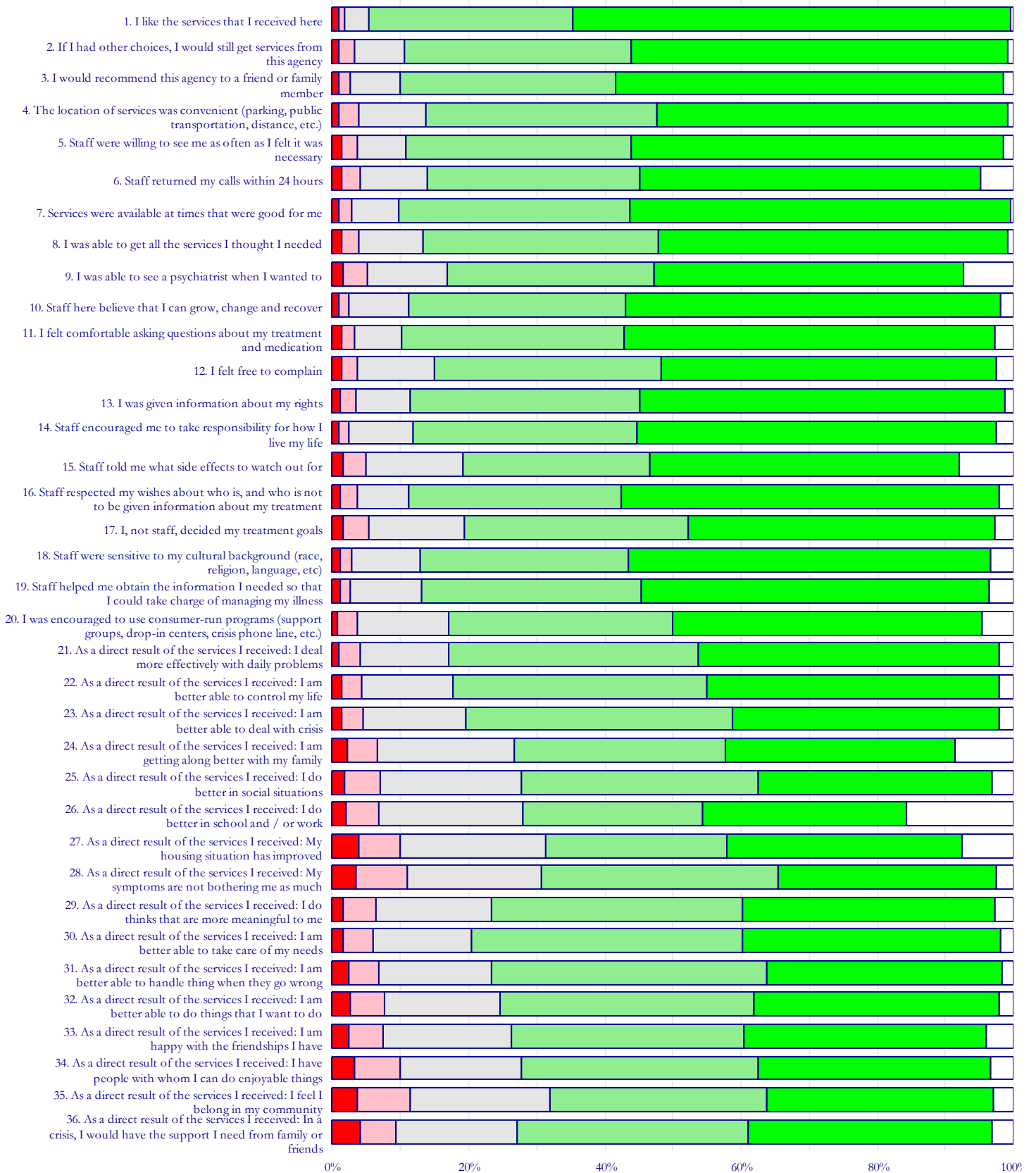
- 94.6% 1. I like the services that I received here
- 90.1% 7. Services were available at times that were good for me
- 90.0% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 79.3% 15. Staff told me what side effects to watch out for
- 80.0% 17. I, not staff, decided my treatment goals
- 81.7% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



MHSIP Items 1-25, N = 2591

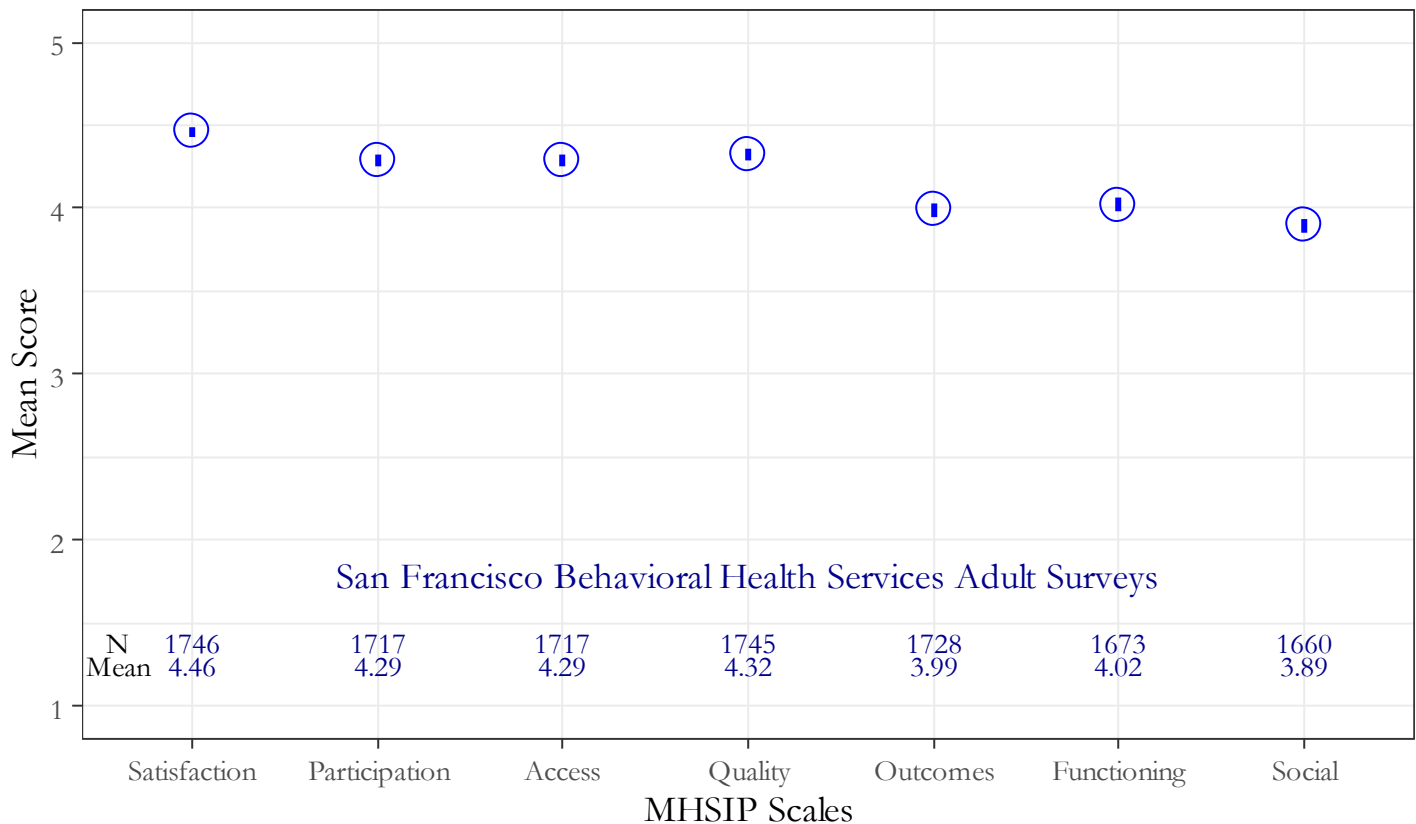
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
94.6 % 1. I like the services that I received here	17 0.7 %	13 0.5 %	63 2.4 %	518 20.0 %	1109 42.8 %	7 0.3 %	864 33.4 %
89.2 % 2. If I had other choices, I would still get services from this agency	17 0.7 %	37 1.4 %	128 4.9 %	563 21.7 %	943 36.4 %	14 0.5 %	889 34.3 %
90.0 % 3. I would recommend this agency to a friend or family member	16 0.6 %	28 1.1 %	125 4.8 %	541 20.9 %	977 37.7 %	24 0.9 %	880 34.0 %
86.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	16 0.6 %	49 1.9 %	170 6.6 %	580 22.4 %	878 33.9 %	16 0.6 %	882 34.0 %
89.0 % 5. Staff were willing to see me as often as I felt it was necessary	24 0.9 %	40 1.5 %	122 4.7 %	570 22.0 %	939 36.2 %	25 1.0 %	871 33.6 %
85.2 % 6. Staff returned my calls within 24 hours	24 0.9 %	46 1.8 %	170 6.6 %	530 20.5 %	856 33.0 %	84 3.2 %	881 34.0 %
90.1 % 7. Services were available at times that were good for me	15 0.6 %	32 1.2 %	120 4.6 %	577 22.3 %	948 36.6 %	8 0.3 %	891 34.4 %
86.5 % 8. I was able to get all the services I thought I needed	25 1.0 %	42 1.6 %	161 6.2 %	588 22.7 %	876 33.8 %	14 0.5 %	885 34.2 %
81.7 % 9. I was able to see a psychiatrist when I wanted to	27 1.0 %	60 2.3 %	201 7.8 %	514 19.8 %	774 29.9 %	125 4.8 %	890 34.4 %
88.6 % 10. Staff here believe that I can grow, change and recover	18 0.7 %	22 0.8 %	149 5.8 %	538 20.8 %	931 35.9 %	31 1.2 %	902 34.8 %
89.6 % 11. I felt comfortable asking questions about my treatment and medication	24 0.9 %	31 1.2 %	118 4.5 %	560 21.6 %	930 35.9 %	47 1.8 %	881 34.0 %
84.6 % 12. I felt free to complain	23 0.9 %	40 1.5 %	191 7.4 %	567 21.9 %	832 32.1 %	45 1.7 %	893 34.5 %
88.5 % 13. I was given information about my rights	20 0.8 %	39 1.5 %	134 5.2 %	572 22.1 %	912 35.2 %	21 0.8 %	893 34.5 %
87.8 % 14. Staff encouraged me to take responsibility for how I live my life	16 0.6 %	26 1.0 %	160 6.2 %	556 21.5 %	894 34.5 %	45 1.7 %	894 34.5 %
79.3 % 15. Staff told me what side effects to watch out for	27 1.0 %	56 2.2 %	241 9.3 %	467 18.0 %	771 29.8 %	136 5.2 %	893 34.5 %
88.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	21 0.8 %	40 1.5 %	130 5.0 %	525 20.3 %	939 36.2 %	37 1.4 %	899 34.7 %
80.0 % 17. I, not staff, decided my treatment goals	27 1.0 %	63 2.4 %	238 9.2 %	551 21.3 %	757 29.2 %	48 1.8 %	907 35.0 %
86.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	19 0.7 %	28 1.1 %	170 6.6 %	509 19.6 %	892 34.4 %	55 2.1 %	918 35.4 %
86.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	20 0.8 %	25 1.0 %	175 6.8 %	546 21.1 %	866 33.4 %	60 2.3 %	899 34.7 %
82.1 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	13 0.5 %	46 1.8 %	217 8.4 %	533 20.6 %	733 28.3 %	76 2.9 %	973 37.5 %
82.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems	17 0.7 %	49 1.9 %	210 8.1 %	593 22.9 %	718 27.7 %	34 1.3 %	970 37.4 %
81.9 % 22. As a direct result of the services I received: I am better able to control my life	22 0.8 %	46 1.8 %	215 8.3 %	595 23.0 %	683 26.4 %	34 1.3 %	996 38.4 %
80.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	23 0.9 %	52 2.0 %	248 9.6 %	644 24.9 %	648 25.0 %	34 1.3 %	942 36.4 %
70.8 % 24. As a direct result of the services I received: I am getting along better with my family	37 1.4 %	72 2.8 %	331 12.8 %	513 19.8 %	555 21.4 %	142 5.5 %	941 36.3 %
71.3 % 25. As a direct result of the services I received: I do better in social situations	29 1.1 %	86 3.3 %	336 13.0 %	561 21.6 %	557 21.5 %	50 1.9 %	972 37.5 %

MHSIP Items 26-36, N = 2591
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
66.8 % 26. As a direct result of the services I received: I do better in school and / or work	33 1.3 %	77 3.0 %	345 13.3 %	427 16.5 %	487 18.8 %	257 9.9 %	965 37.2 %
66.2 % 27. As a direct result of the services I received: My housing situation has improved	64 2.5 %	97 3.7 %	344 13.3 %	431 16.6 %	556 21.5 %	123 4.8 %	976 37.7 %
68.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	56 2.2 %	124 4.8 %	320 12.3 %	566 21.8 %	519 20.0 %	42 1.6 %	964 37.2 %
76.1 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	26 1.0 %	78 3.0 %	275 10.6 %	601 23.2 %	603 23.3 %	46 1.8 %	962 37.1 %
79.2 % 30. As a direct result of the services I received: I am better able to take care of my needs	25 1.0 %	74 2.9 %	237 9.2 %	652 25.2 %	626 24.2 %	30 1.2 %	947 36.5 %
76.3 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	39 1.5 %	71 2.7 %	268 10.3 %	654 25.2 %	560 21.6 %	29 1.1 %	970 37.4 %
74.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do	42 1.6 %	83 3.2 %	273 10.5 %	604 23.3 %	586 22.6 %	34 1.3 %	969 37.4 %
72.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	41 1.6 %	81 3.1 %	306 11.8 %	555 21.4 %	581 22.4 %	64 2.5 %	963 37.2 %
71.2 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	52 2.0 %	111 4.3 %	291 11.2 %	567 21.9 %	558 21.5 %	54 2.1 %	958 37.0 %
67.1 % 35. As a direct result of the services I received: I feel I belong in my community	61 2.4 %	125 4.8 %	331 12.8 %	516 19.9 %	538 20.8 %	47 1.8 %	973 37.5 %
71.9 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	66 2.5 %	85 3.3 %	293 11.3 %	550 21.2 %	584 22.5 %	53 2.0 %	960 37.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	474 22.8 %	96 18.7 %	570 22 %
Impaired	108 5.2 %	51 9.9 %	159 6.1 %
Language	22 1.1 %	4 0.8 %	26 1 %
Other	51 2.5 %	3 0.6 %	54 2.1 %
No Data	44 2.1 %	6 1.2 %	50 1.9 %
Completed Survey	1378 66.3 %	354 68.9 %	1732 66.8 %
Total	2077 100 %	514 100 %	2591 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) mental health programs billed services for 2853 adult clients; surveys were returned for 2294 adult clients ($2294/2853 = 79.6\%$).
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 mental health programs (blue). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

All Mental Health Programs

Overall Satisfaction¹

93.8%

Return Rate²

70.0%

Overall satisfaction³ mean score for mental health programs: **4.26** (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. 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

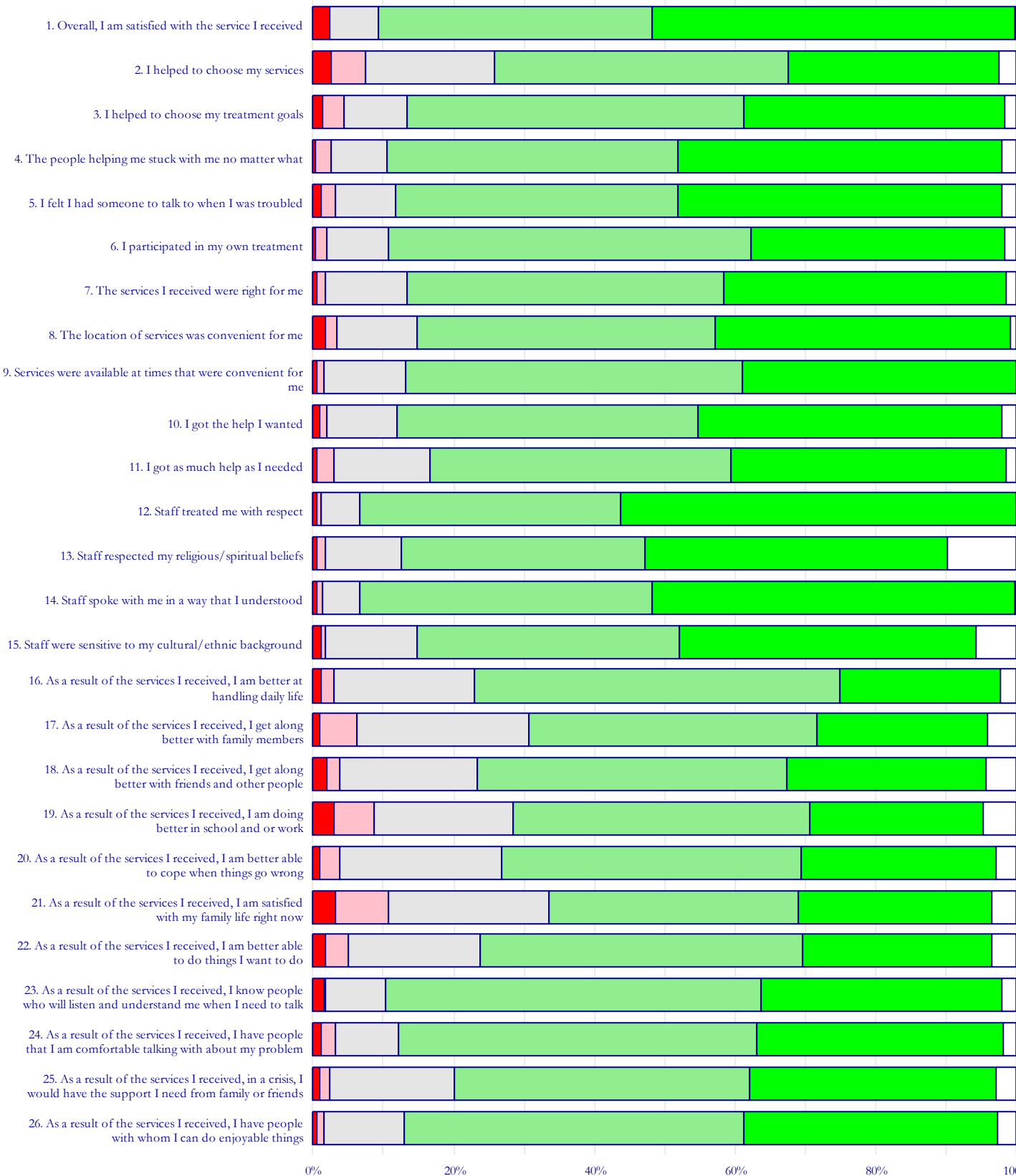
- 95.3%** 12. Staff treated me with respect
- 95.3%** 14. Staff spoke with me in a way that I understood
- 91.9%** 1. Overall, I am satisfied with the service I received

Lowest Agreement Items

- 80.6%** 2. I helped to choose my services
- 84.9%** 11. I got as much help as I needed
- 87.7%** 7. The services I received were right for me

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.

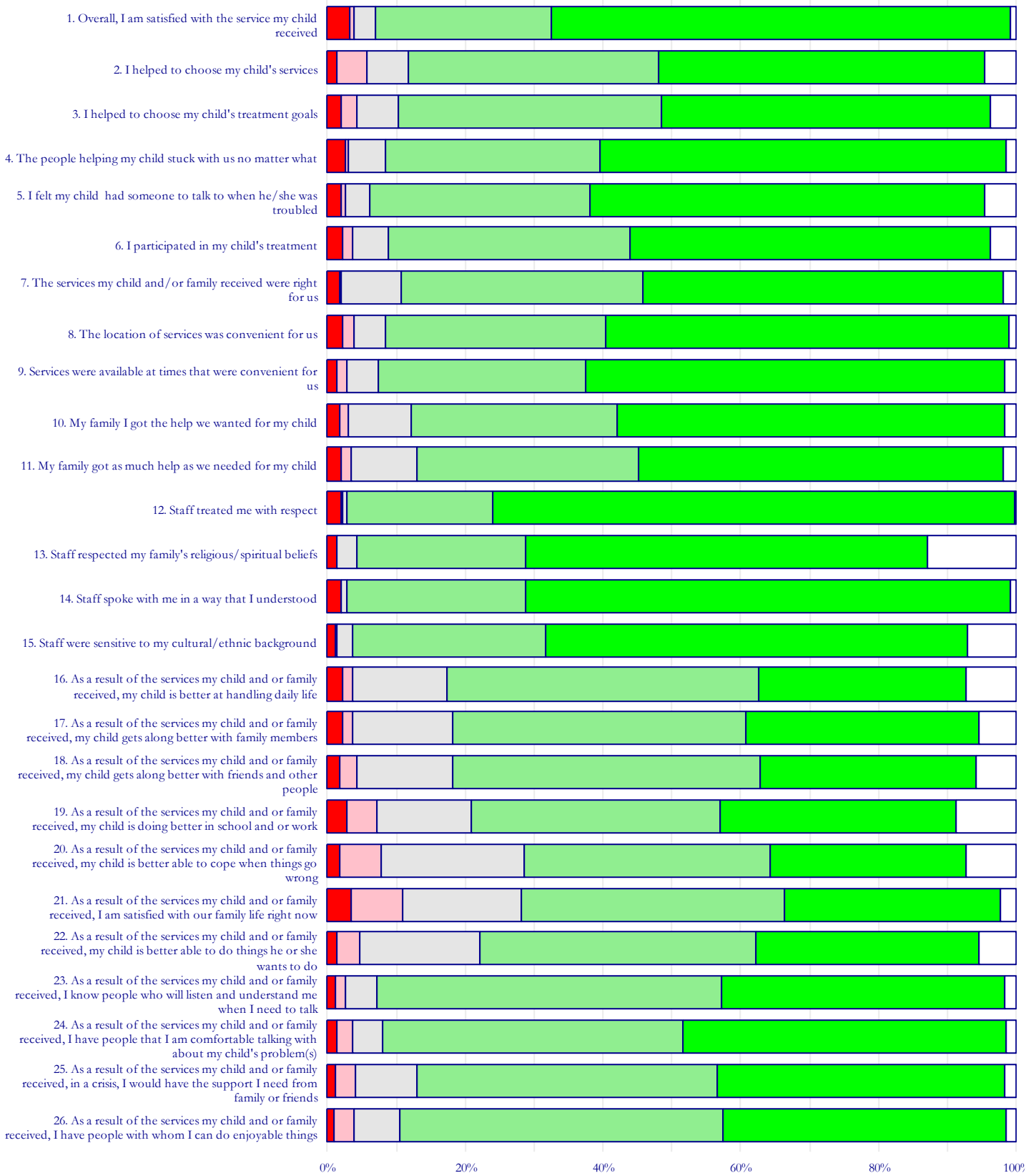
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 492

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.8 % 1. Overall, I am satisfied with the service I received	8 1.6 %	0 0.0 %	24 4.9 %	135 27.4 %	179 36.4 %	1 0.2 %	145 29.5 %
73.5 % 2. I helped to choose my services	9 1.8 %	17 3.5 %	64 13.0 %	145 29.5 %	104 21.1 %	9 1.8 %	144 29.3 %
86.5 % 3. I helped to choose my treatment goals	5 1.0 %	10 2.0 %	31 6.3 %	166 33.7 %	128 26.0 %	6 1.2 %	146 29.7 %
89.3 % 4. The people helping me stuck with me no matter what	1 0.2 %	8 1.6 %	27 5.5 %	143 29.1 %	159 32.3 %	7 1.4 %	147 29.9 %
87.9 % 5. I felt I had someone to talk to when I was troubled	4 0.8 %	7 1.4 %	30 6.1 %	139 28.2 %	160 32.5 %	7 1.4 %	145 29.5 %
89.1 % 6. I participated in my own treatment	1 0.2 %	6 1.2 %	30 6.1 %	179 36.4 %	125 25.4 %	6 1.2 %	145 29.5 %
86.4 % 7. The services I received were right for me	2 0.4 %	4 0.8 %	40 8.1 %	154 31.3 %	137 27.9 %	5 1.0 %	150 30.5 %
85.1 % 8. The location of services was convenient for me	6 1.2 %	6 1.2 %	39 7.9 %	146 29.7 %	145 29.5 %	3 0.6 %	147 29.9 %
86.8 % 9. Services were available at times that were convenient for me	2 0.4 %	3 0.6 %	40 8.1 %	164 33.3 %	133 27.0 %	0 0.0 %	150 30.5 %
87.8 % 10. I got the help I wanted	3 0.6 %	4 0.8 %	34 6.9 %	147 29.9 %	149 30.3 %	7 1.4 %	148 30.1 %
83.0 % 11. I got as much help as I needed	2 0.4 %	8 1.6 %	48 9.8 %	148 30.1 %	136 27.6 %	5 1.0 %	145 29.5 %
93.4 % 12. Staff treated me with respect	2 0.4 %	2 0.4 %	19 3.9 %	129 26.2 %	196 39.8 %	0 0.0 %	144 29.3 %
86.0 % 13. Staff respected my religious/spiritual beliefs	2 0.4 %	4 0.8 %	38 7.7 %	121 24.6 %	150 30.5 %	34 6.9 %	143 29.1 %
93.4 % 14. Staff spoke with me in a way that I understood	2 0.4 %	3 0.6 %	18 3.7 %	145 29.5 %	179 36.4 %	1 0.2 %	144 29.3 %
84.4 % 15. Staff were sensitive to my cultural/ethnic background	4 0.8 %	2 0.4 %	45 9.2 %	130 26.4 %	146 29.7 %	20 4.1 %	145 29.5 %
76.5 % 16. As a result of the services I received, I am better at handling daily life	4 0.8 %	6 1.2 %	69 14.0 %	179 36.4 %	78 15.8 %	8 1.6 %	148 30.1 %
68.0 % 17. As a result of the services I received, I get along better with family members	3 0.6 %	18 3.7 %	84 17.1 %	140 28.5 %	83 16.9 %	14 2.8 %	150 30.5 %
75.6 % 18. As a result of the services I received, I get along better with friends and other people	7 1.4 %	6 1.2 %	67 13.6 %	151 30.7 %	97 19.7 %	15 3.0 %	149 30.3 %
70.1 % 19. As a result of the services I received, I am doing better in school and or work	10 2.0 %	20 4.1 %	68 13.8 %	145 29.5 %	85 17.3 %	16 3.2 %	148 30.1 %
72.3 % 20. As a result of the services I received, I am better able to cope when things go wrong	3 0.6 %	10 2.0 %	78 15.8 %	144 29.3 %	94 19.1 %	10 2.0 %	153 31.1 %
65.2 % 21. As a result of the services I received, I am satisfied with my family life right now	11 2.2 %	26 5.3 %	79 16.1 %	122 24.8 %	95 19.3 %	12 2.4 %	147 29.9 %
75.5 % 22. As a result of the services I received, I am better able to do things I want to do	6 1.2 %	11 2.2 %	63 12.8 %	155 31.5 %	91 18.5 %	12 2.4 %	154 31.3 %
89.6 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	5 1.0 %	1 0.2 %	29 5.9 %	183 37.2 %	117 23.8 %	7 1.4 %	150 30.5 %
87.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	4 0.8 %	7 1.4 %	30 6.1 %	172 35.0 %	119 24.2 %	6 1.2 %	154 31.3 %
79.4 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	3 0.6 %	5 1.0 %	59 12.0 %	141 28.7 %	117 23.8 %	10 2.0 %	157 31.9 %
86.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	2 0.4 %	3 0.6 %	38 7.7 %	161 32.7 %	120 24.4 %	9 1.8 %	159 32.3 %

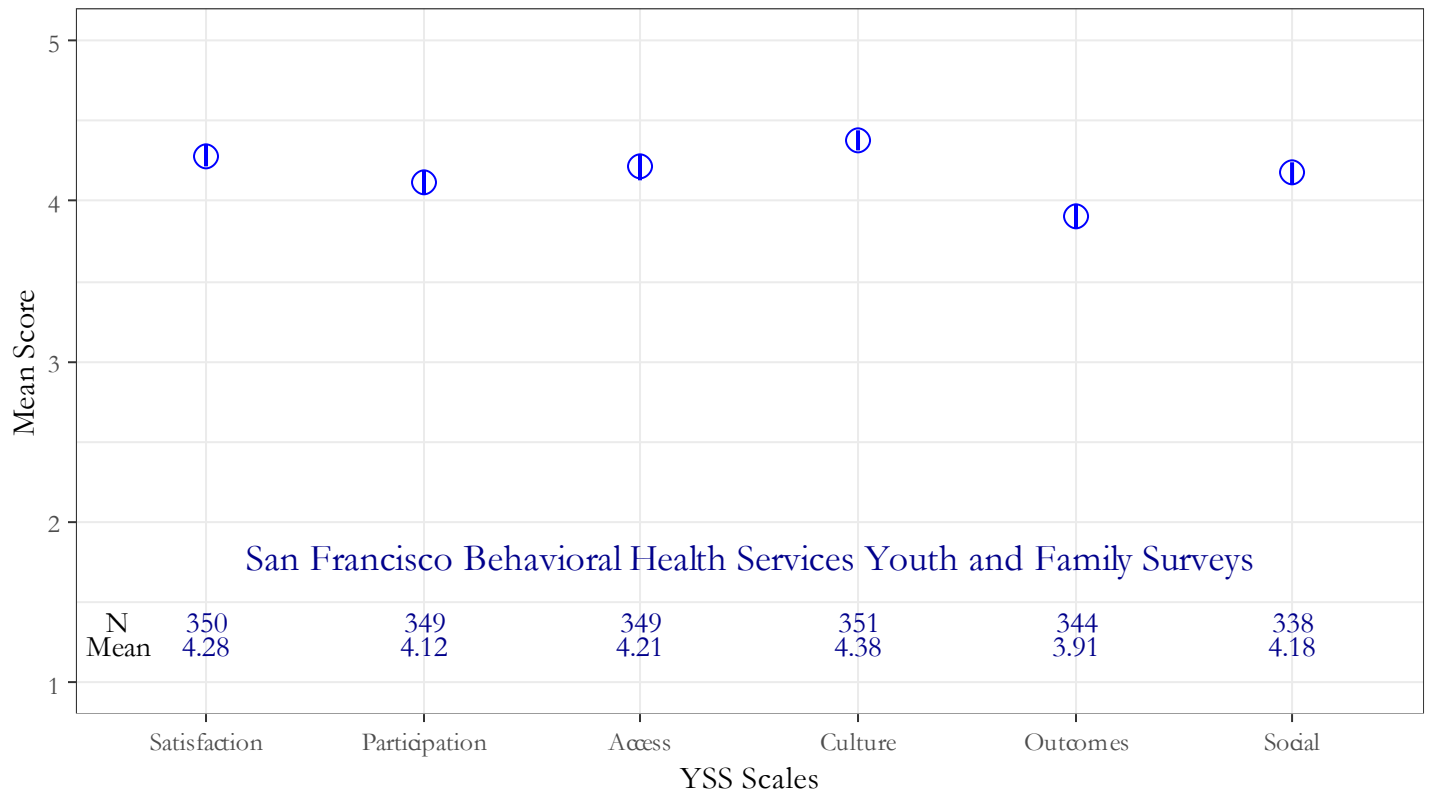
Youth Services Survey for Families



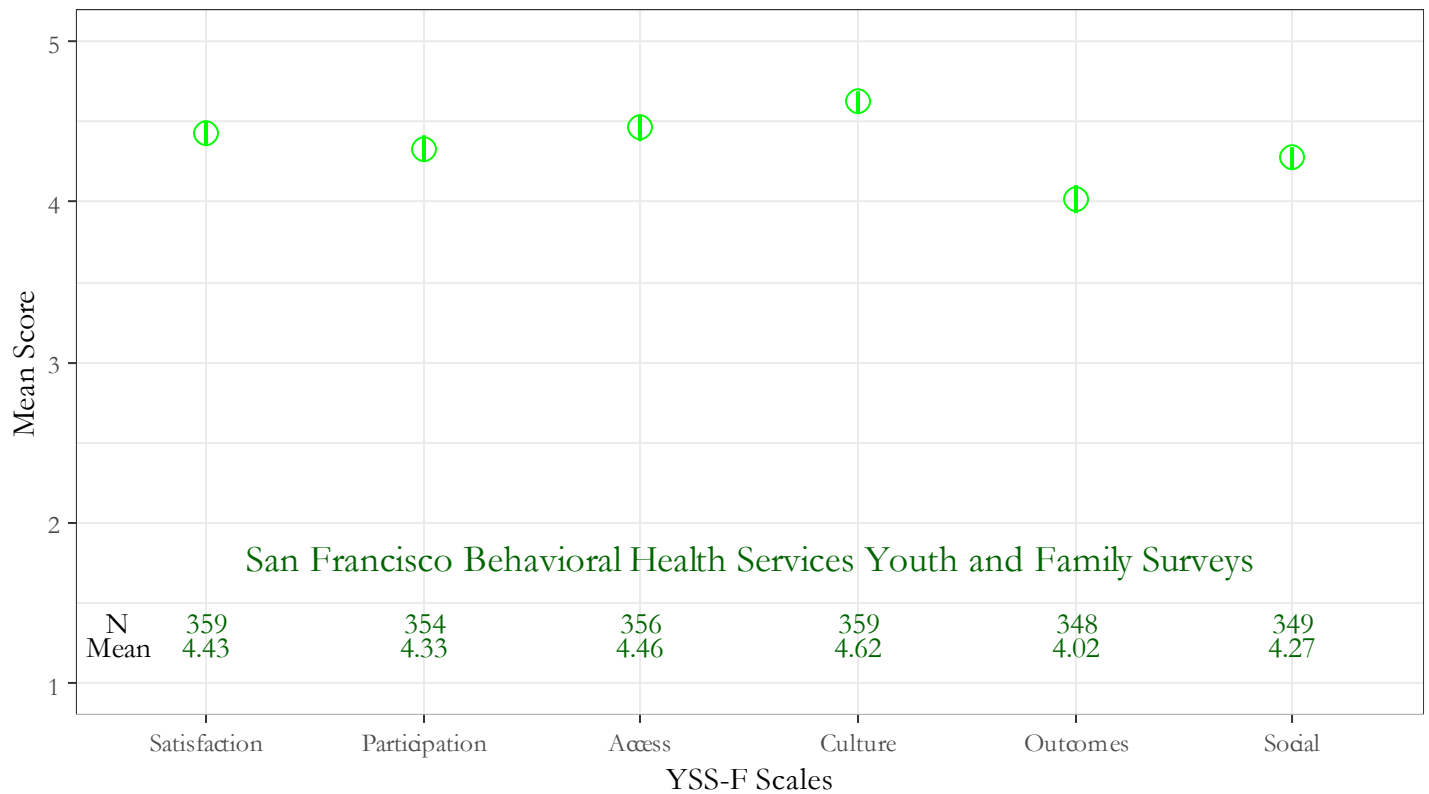
Youth Services Survey for Families, N = 623

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
93.0 % 1. Overall, I am satisfied with the service my child received	12 1.9 %	2 0.3 %	11 1.8 %	92 14.8 %	240 38.5 %	3 0.5 %	263 42.2 %
87.8 % 2. I helped to choose my child's services	5 0.8 %	15 2.4 %	21 3.4 %	128 20.5 %	167 26.8 %	16 2.6 %	271 43.5 %
89.3 % 3. I helped to choose my child's treatment goals	7 1.1 %	8 1.3 %	21 3.4 %	133 21.3 %	167 26.8 %	13 2.1 %	274 44.0 %
91.4 % 4. The people helping my child stuck with us no matter what	9 1.4 %	2 0.3 %	19 3.0 %	110 17.7 %	208 33.4 %	5 0.8 %	270 43.3 %
93.5 % 5. I felt my child had someone to talk to when he/she was troubled	7 1.1 %	2 0.3 %	13 2.1 %	112 18.0 %	202 32.4 %	16 2.6 %	271 43.5 %
90.9 % 6. I participated in my child's treatment	8 1.3 %	5 0.8 %	18 2.9 %	124 19.9 %	185 29.7 %	13 2.1 %	270 43.3 %
89.0 % 7. The services my child and/or family received were right for us	6 1.0 %	1 0.2 %	31 5.0 %	124 19.9 %	185 29.7 %	7 1.1 %	269 43.2 %
91.5 % 8. The location of services was convenient for us	8 1.3 %	6 1.0 %	16 2.6 %	114 18.3 %	209 33.6 %	4 0.6 %	266 42.7 %
92.5 % 9. Services were available at times that were convenient for us	5 0.8 %	5 0.8 %	16 2.6 %	106 17.0 %	215 34.5 %	6 1.0 %	270 43.3 %
87.6 % 10. My family I got the help we wanted for my child	6 1.0 %	5 0.8 %	32 5.1 %	106 17.0 %	199 31.9 %	6 1.0 %	269 43.2 %
86.8 % 11. My family got as much help as we needed for my child	7 1.1 %	5 0.8 %	34 5.5 %	114 18.3 %	188 30.2 %	7 1.1 %	268 43.0 %
97.2 % 12. Staff treated me with respect	7 1.1 %	1 0.2 %	2 0.3 %	76 12.2 %	271 43.5 %	1 0.2 %	265 42.5 %
95.1 % 13. Staff respected my family's religious/spiritual beliefs	5 0.8 %	0 0.0 %	10 1.6 %	86 13.8 %	204 32.7 %	45 7.2 %	273 43.8 %
97.2 % 14. Staff spoke with me in a way that I understood	7 1.1 %	0 0.0 %	3 0.5 %	93 14.9 %	251 40.3 %	3 0.5 %	266 42.7 %
96.0 % 15. Staff were sensitive to my cultural/ethnic background	4 0.6 %	1 0.2 %	8 1.3 %	99 15.9 %	216 34.7 %	25 4.0 %	270 43.3 %
81.4 % 16. As a result of the services my child and or family received, my child is better at handling daily life	8 1.3 %	5 0.8 %	47 7.5 %	157 25.2 %	105 16.9 %	25 4.0 %	276 44.3 %
80.7 % 17. As a result of the services my child and or family received, my child gets along better with family members	8 1.3 %	5 0.8 %	51 8.2 %	149 23.9 %	119 19.1 %	19 3.0 %	272 43.7 %
80.7 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	6 1.0 %	9 1.4 %	48 7.7 %	154 24.7 %	109 17.5 %	20 3.2 %	277 44.5 %
77.2 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	10 1.6 %	15 2.4 %	47 7.5 %	125 20.1 %	119 19.1 %	30 4.8 %	277 44.5 %
69.3 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	6 1.0 %	21 3.4 %	71 11.4 %	123 19.7 %	98 15.7 %	25 4.0 %	279 44.8 %
71.2 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	12 1.9 %	26 4.2 %	60 9.6 %	133 21.3 %	109 17.5 %	8 1.3 %	275 44.1 %
76.5 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	5 0.8 %	11 1.8 %	60 9.6 %	137 22.0 %	111 17.8 %	19 3.0 %	280 44.9 %
92.7 % 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	4 0.6 %	5 0.8 %	16 2.6 %	174 27.9 %	143 22.9 %	6 1.0 %	275 44.1 %
91.8 % 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)	5 0.8 %	8 1.3 %	15 2.4 %	151 24.2 %	163 26.2 %	5 0.8 %	276 44.3 %
86.8 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	4 0.6 %	10 1.6 %	31 5.0 %	152 24.4 %	145 23.3 %	6 1.0 %	275 44.1 %
89.3 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	3 0.5 %	10 1.6 %	23 3.7 %	160 25.7 %	141 22.6 %	5 0.8 %	281 45.1 %

Youth Services Survey Scale Means and 95% Confidence Intervals⁴



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



Completion Status	Survey Compliance Mental Health Programs Completion by Respondent Type		Total
	Family	Youth	
	Refused	153 24.6 %	
Impaired	4 0.6 %	2 0.4 %	6 0.5 %
Language	4 0.6 %	0 0 %	4 0.4 %
Other	77 12.4 %	36 7.3 %	113 10.1 %
No Data	25 4 %	21 4.3 %	46 4.1 %
Completed Survey	360 57.8 %	352 71.5 %	712 63.9 %
Total	623 100 %	492 100 %	1115 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) mental health programs billed services for 1322 youth clients; surveys were returned for 925 youth clients ($925/1322 = 70.0$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for mental health programs (blue) for youth and (green) for family. The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

A Better Way - SF Therapeutic Visitation

Program Code(s): 38KY01

Overall Satisfaction¹

80.0%

Return Rate²

75.0%

Overall satisfaction³ mean score for A Better Way - SF Therapeutic Visitation: No YSS (youth) data for this program, **3.78** (family).

Overall satisfaction mean score for all other programs: **4.26** (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

100.0% 13. Staff respected my religious/spiritual beliefs

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

Lowest Agreement Items

40.0% 2. I helped to choose my services

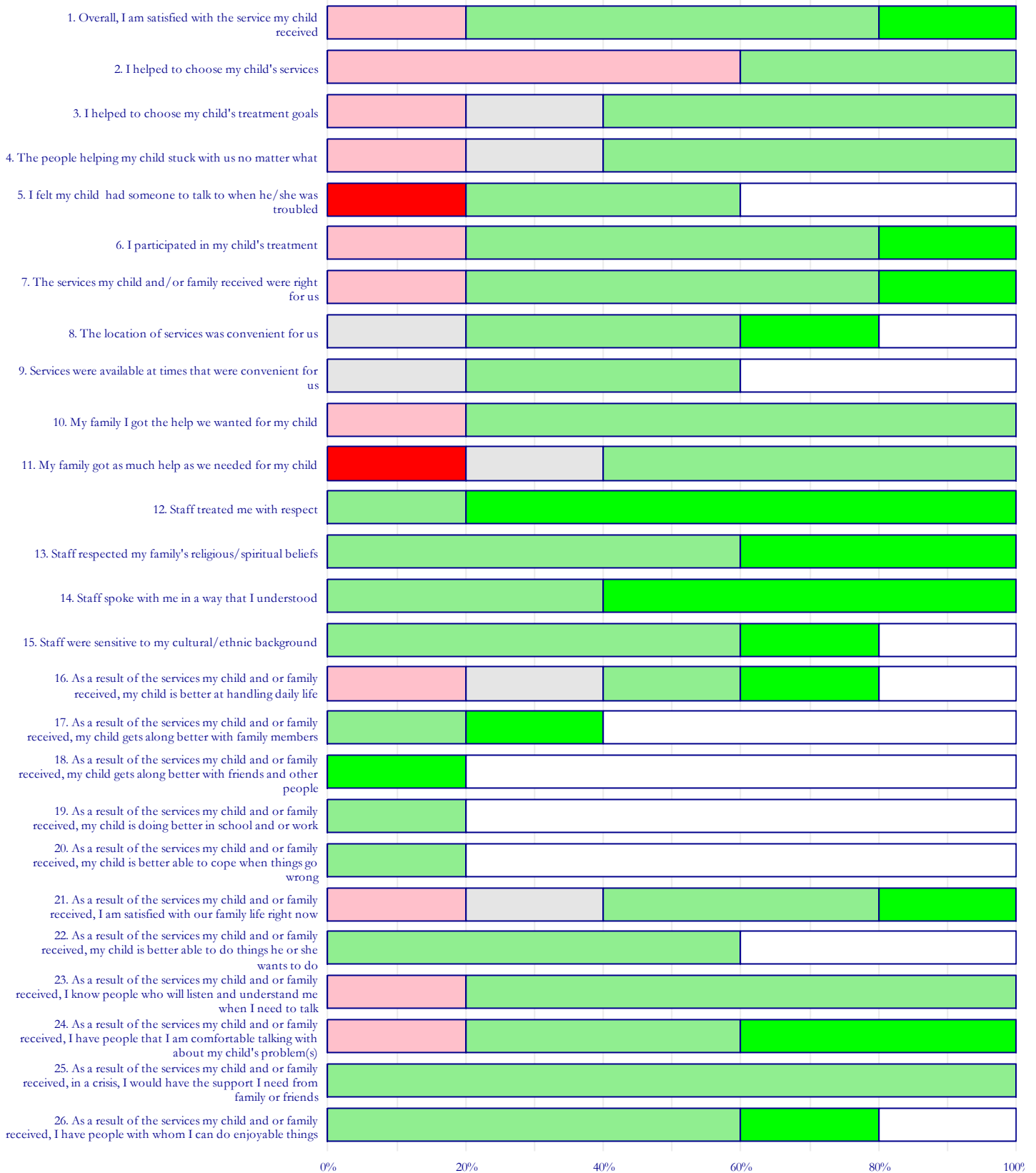
60.0% 3. I helped to choose my treatment goals

60.0% 4. The people helping me stuck with me no matter what

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

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

Youth Services Survey for Families

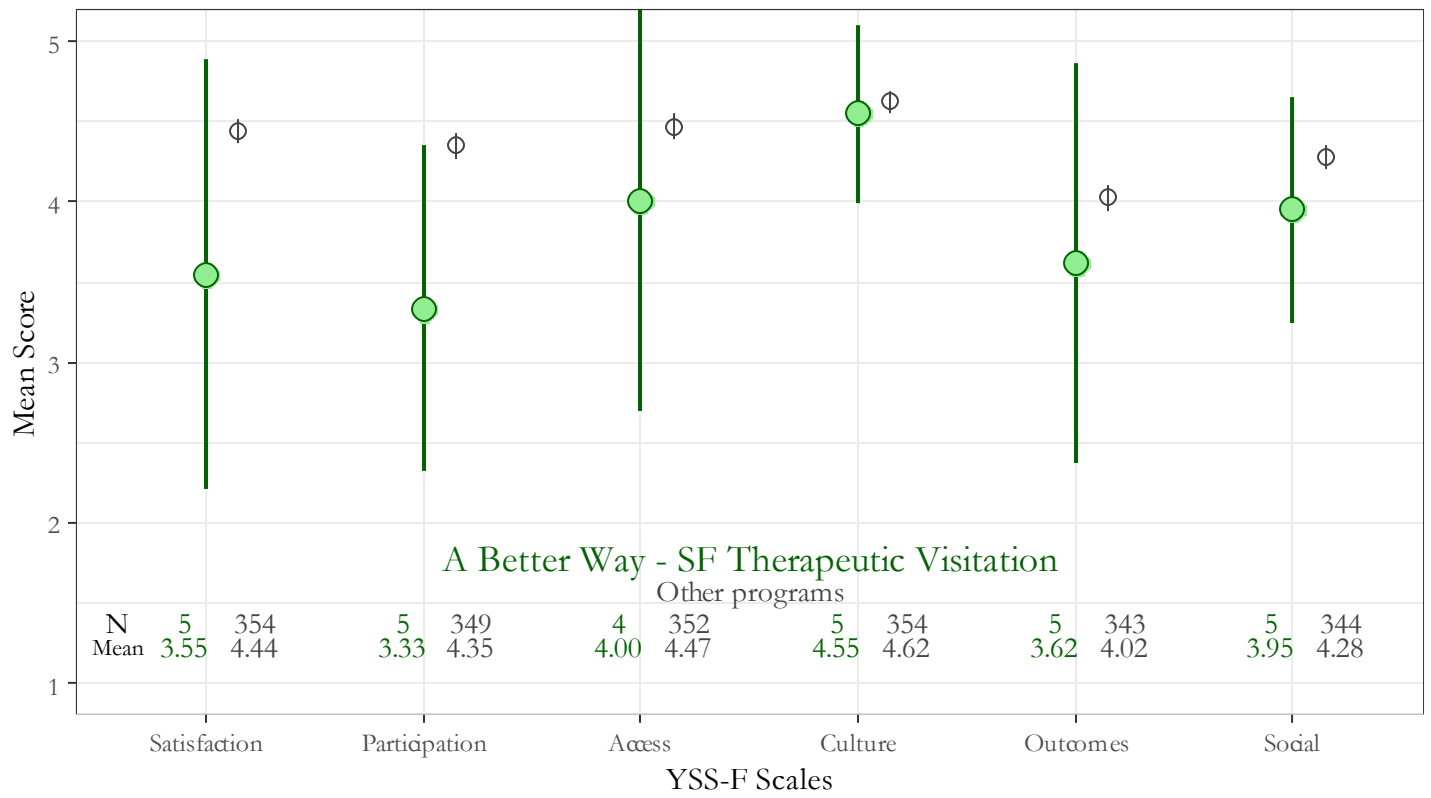


Youth Services Survey for Families, N = 6

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
80.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	1 16.7 %	0 0.0 %	3 50.0 %	1 16.7 %	0 0.0 %	1 16.7 %
40.0 % 2. I helped to choose my child's services	0 0.0 %	3 50.0 %	0 0.0 %	2 33.3 %	0 0.0 %	0 0.0 %	1 16.7 %
60.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	1 16.7 %	1 16.7 %	3 50.0 %	0 0.0 %	0 0.0 %	1 16.7 %
60.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	1 16.7 %	1 16.7 %	3 50.0 %	0 0.0 %	0 0.0 %	1 16.7 %
66.7 % 5. I felt my child had someone to talk to when he/she was troubled	1 16.7 %	0 0.0 %	0 0.0 %	2 33.3 %	0 0.0 %	2 33.3 %	1 16.7 %
80.0 % 6. I participated in my child's treatment	0 0.0 %	1 16.7 %	0 0.0 %	3 50.0 %	1 16.7 %	0 0.0 %	1 16.7 %
80.0 % 7. The services my child and/or family received were right for us	0 0.0 %	1 16.7 %	0 0.0 %	3 50.0 %	1 16.7 %	0 0.0 %	1 16.7 %
75.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	1 16.7 %	1 16.7 %	1 16.7 %
66.7 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	0 0.0 %	2 33.3 %	1 16.7 %
80.0 % 10. My family I got the help we wanted for my child	0 0.0 %	1 16.7 %	0 0.0 %	4 66.7 %	0 0.0 %	0 0.0 %	1 16.7 %
60.0 % 11. My family got as much help as we needed for my child	1 16.7 %	0 0.0 %	1 16.7 %	3 50.0 %	0 0.0 %	0 0.0 %	1 16.7 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	4 66.7 %	0 0.0 %	1 16.7 %
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 %	2 33.3 %	3 50.0 %	0 0.0 %	1 16.7 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	1 16.7 %	1 16.7 %	1 16.7 %
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 16.7 %	1 16.7 %	1 16.7 %	1 16.7 %	1 16.7 %	1 16.7 %
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 16.7 %	1 16.7 %	3 50.0 %	1 16.7 %
100.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	4 66.7 %	1 16.7 %
100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	1 16.7 %	0 0.0 %	4 66.7 %	1 16.7 %
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 16.7 %	0 0.0 %	4 66.7 %	1 16.7 %
60.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	1 16.7 %	1 16.7 %	2 33.3 %	1 16.7 %	0 0.0 %	1 16.7 %
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 %	3 50.0 %	0 0.0 %	2 33.3 %	1 16.7 %
80.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	1 16.7 %	0 0.0 %	4 66.7 %	0 0.0 %	0 0.0 %	1 16.7 %
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)	0 0.0 %	1 16.7 %	0 0.0 %	2 33.3 %	2 33.3 %	0 0.0 %	1 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 83.3 %	0 0.0 %	0 0.0 %	1 16.7 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	1 16.7 %	1 16.7 %	1 16.7 %

Not enough youth survey data to create domain means plot.

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



Survey Compliance
A Better Way - SF
Therapeutic
Visitation
Completion by
Respondent Type

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 8 clients; surveys were returned for 6 clients ($6 / 8 = 75.0\%$).
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
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

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

Overall Satisfaction¹
100.0%

Return Rate²
66.7%

Overall satisfaction³ mean score for A Better Way MHS: No YSS (youth) data for this program, **4.96** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

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

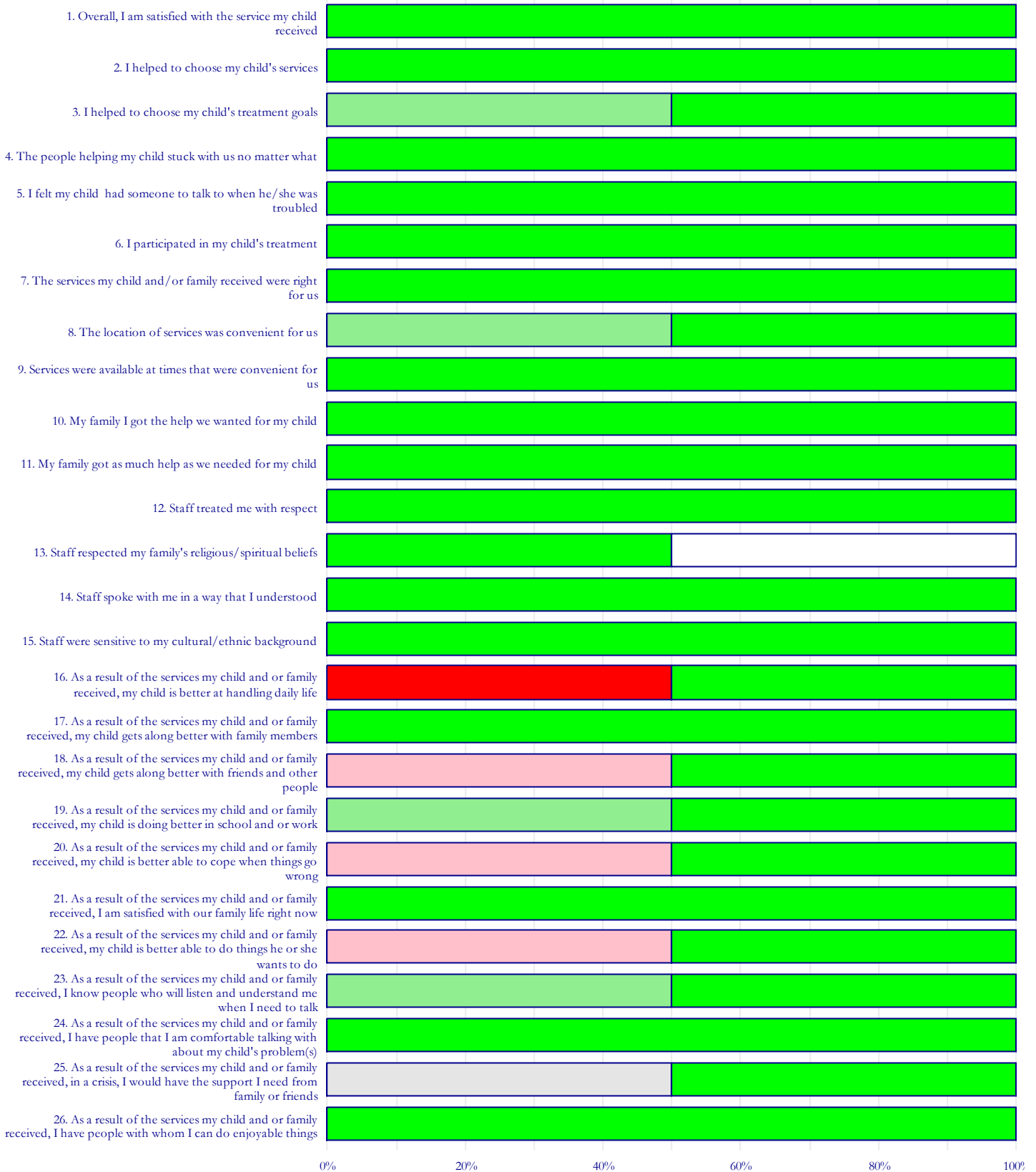
100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

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

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

Youth Services Survey for Families

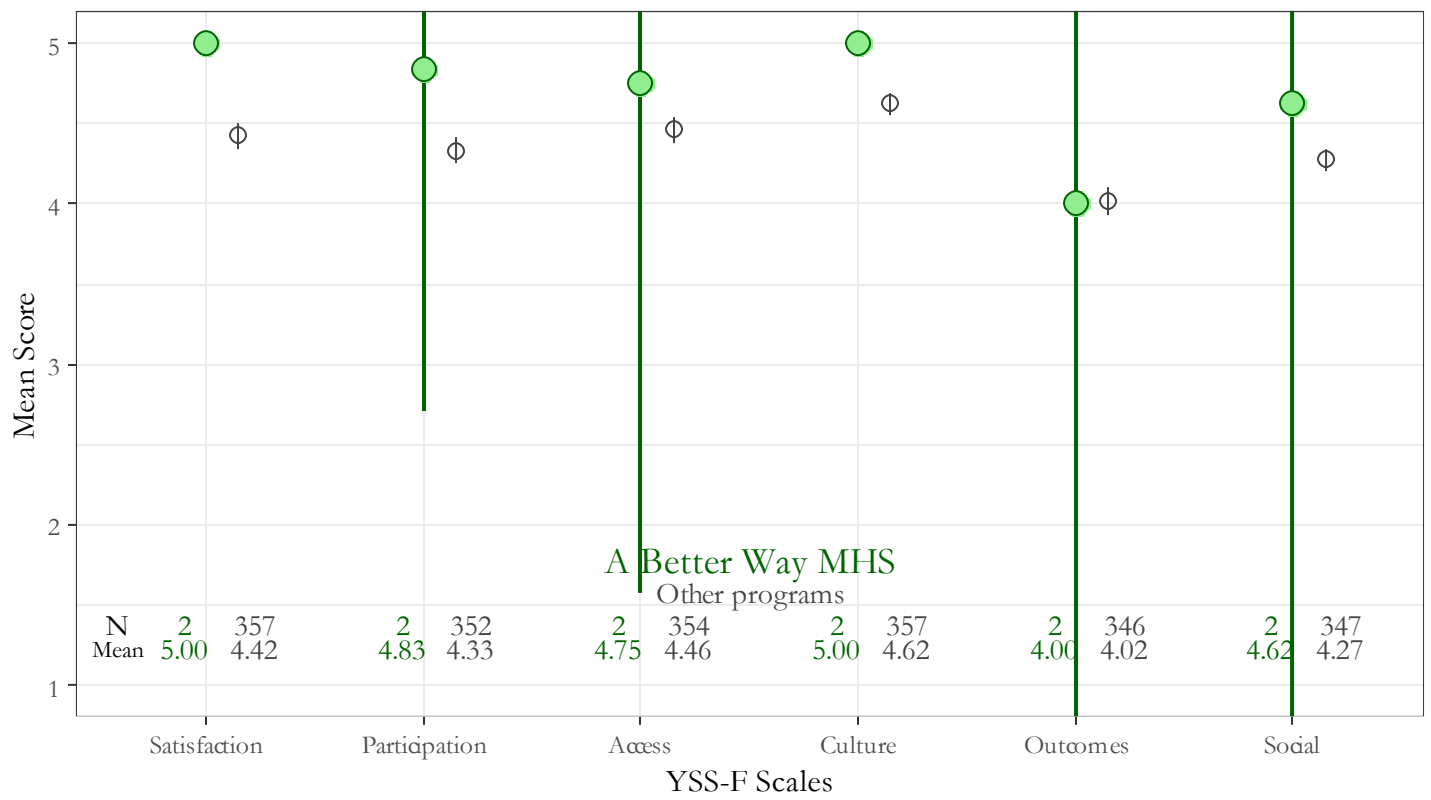


Youth Services Survey for Families, N = 2

	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 %	2 100.0 %	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 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	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 family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	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 %
50.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	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 %
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 50.0 %	0 0.0 %	0 0.0 %	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 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	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 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
50.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	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 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 24. As a result of the services my child and or family received, I have 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 %	2 100.0 %	0 0.0 %	0 0.0 %
50.0 % 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 50.0 %	0 0.0 %	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 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %

Not enough youth survey data to create domain means plot.

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



Survey Compliance

A Better Way MHS

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

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

Overall Satisfaction¹
100.0%

Return Rate²
17.9%

Overall satisfaction³ mean score for A Better Way Outpatient: No YSS (youth) data for this program, **4.59** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 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

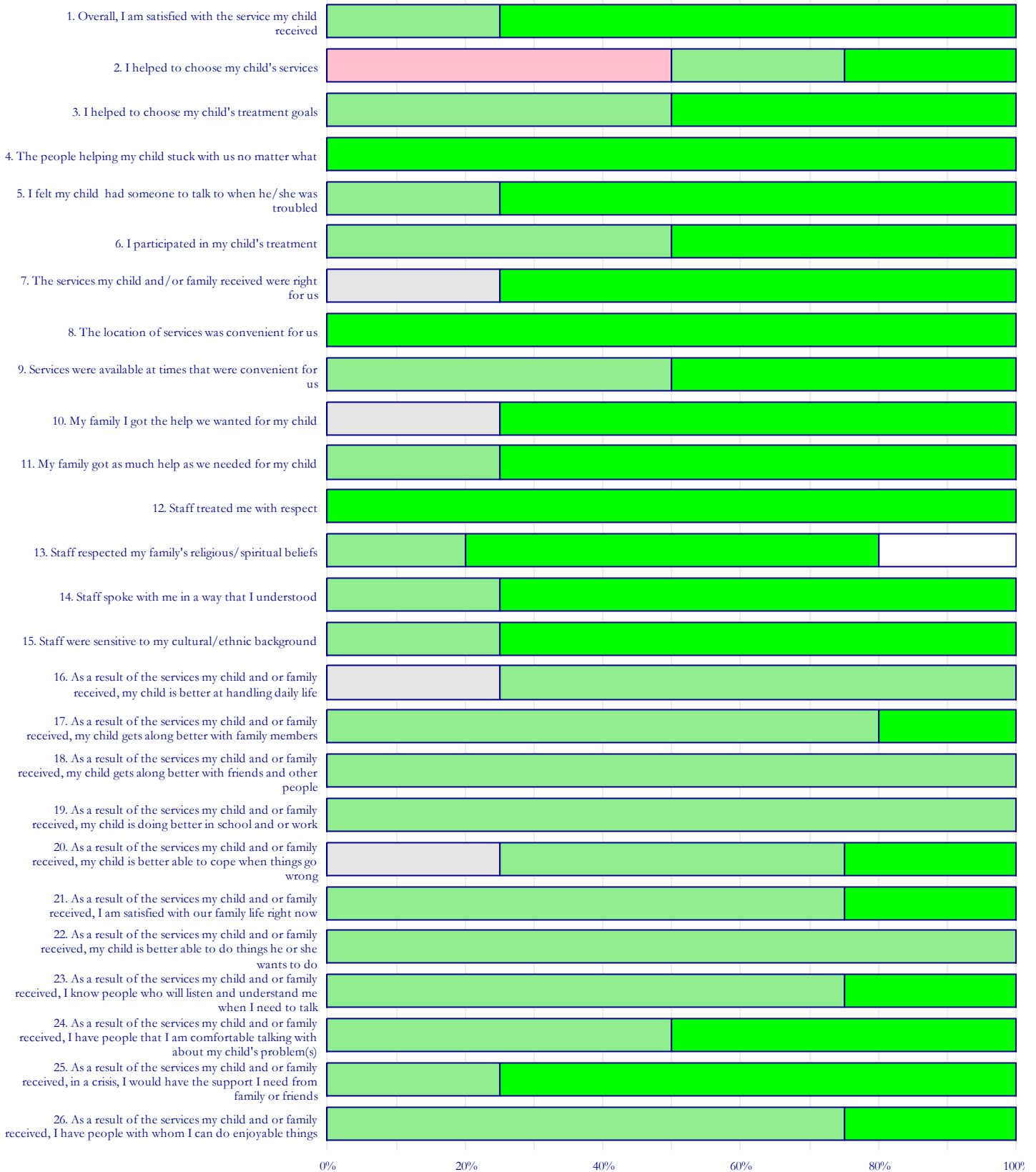
Lowest Agreement Items

- 50.0% 2. I helped to choose my services
- 75.0% 7. The services I received were right for me
- 75.0% 10. I got the help I wanted

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

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

Youth Services Survey for Families

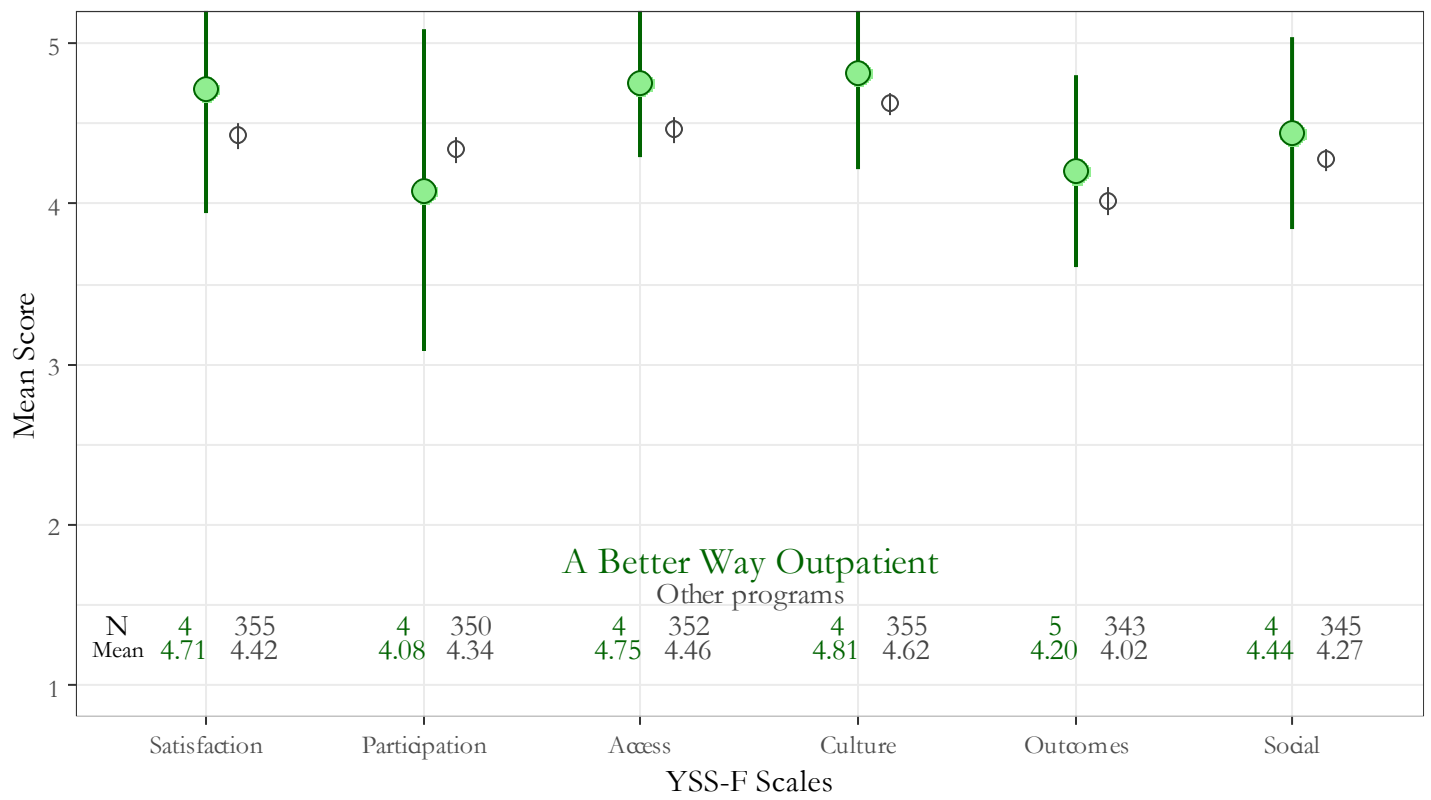


Youth Services Survey for Families, N = 7

	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 %	1 14.3 %	3 42.9 %	0 0.0 %	3 42.9 %
50.0 % 2. I helped to choose my child's services	0 0.0 %	2 28.6 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	3 42.9 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	0 0.0 %	3 42.9 %
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 %	4 57.1 %	0 0.0 %	3 42.9 %
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 14.3 %	3 42.9 %	0 0.0 %	3 42.9 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	0 0.0 %	3 42.9 %
75.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	3 42.9 %	0 0.0 %	3 42.9 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	0 0.0 %	3 42.9 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	0 0.0 %	3 42.9 %
75.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	3 42.9 %	0 0.0 %	3 42.9 %
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 %	3 42.9 %	0 0.0 %	3 42.9 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	0 0.0 %	3 42.9 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	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 %	1 14.3 %	3 42.9 %	0 0.0 %	3 42.9 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	3 42.9 %
75.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	0 0.0 %	3 42.9 %
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 57.1 %	1 14.3 %	0 0.0 %	2 28.6 %
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 57.1 %	0 0.0 %	0 0.0 %	3 42.9 %
100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	0 0.0 %	0 0.0 %	3 42.9 %
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 14.3 %	2 28.6 %	1 14.3 %	0 0.0 %	3 42.9 %
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 42.9 %	1 14.3 %	0 0.0 %	3 42.9 %
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 57.1 %	0 0.0 %	0 0.0 %	3 42.9 %
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 42.9 %	1 14.3 %	0 0.0 %	3 42.9 %
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 %	2 28.6 %	0 0.0 %	3 42.9 %
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 14.3 %	3 42.9 %	0 0.0 %	3 42.9 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	1 14.3 %	0 0.0 %	3 42.9 %

Not enough youth survey data to create domain means plot.

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



Survey Compliance			
A Better Way			
Outpatient			
Completion Status	Completion by		Total
	Respondent Type		
	Family	Youth	
Refused	3 42.9 %	0 0 %	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	4 57.1 %	0 0 %	4 57.1 %
Total	7 100 %	0 100 %	7 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 39 clients; surveys were returned for 7 clients (7 / 39 = 17.9%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

AARS DPH Drug Court Outpatient

Program Code(s): 38041

Overall Satisfaction¹

100.0%

Return Rate²

Unknown, no Avatar billing

Overall satisfaction³ mean score for AARS DPH Drug Court Outpatient: **4.00**.

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

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

Highest Agreement Items

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

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

100.0% 14. Staff encouraged me to take responsibility for how I live my life

Lowest Agreement Items

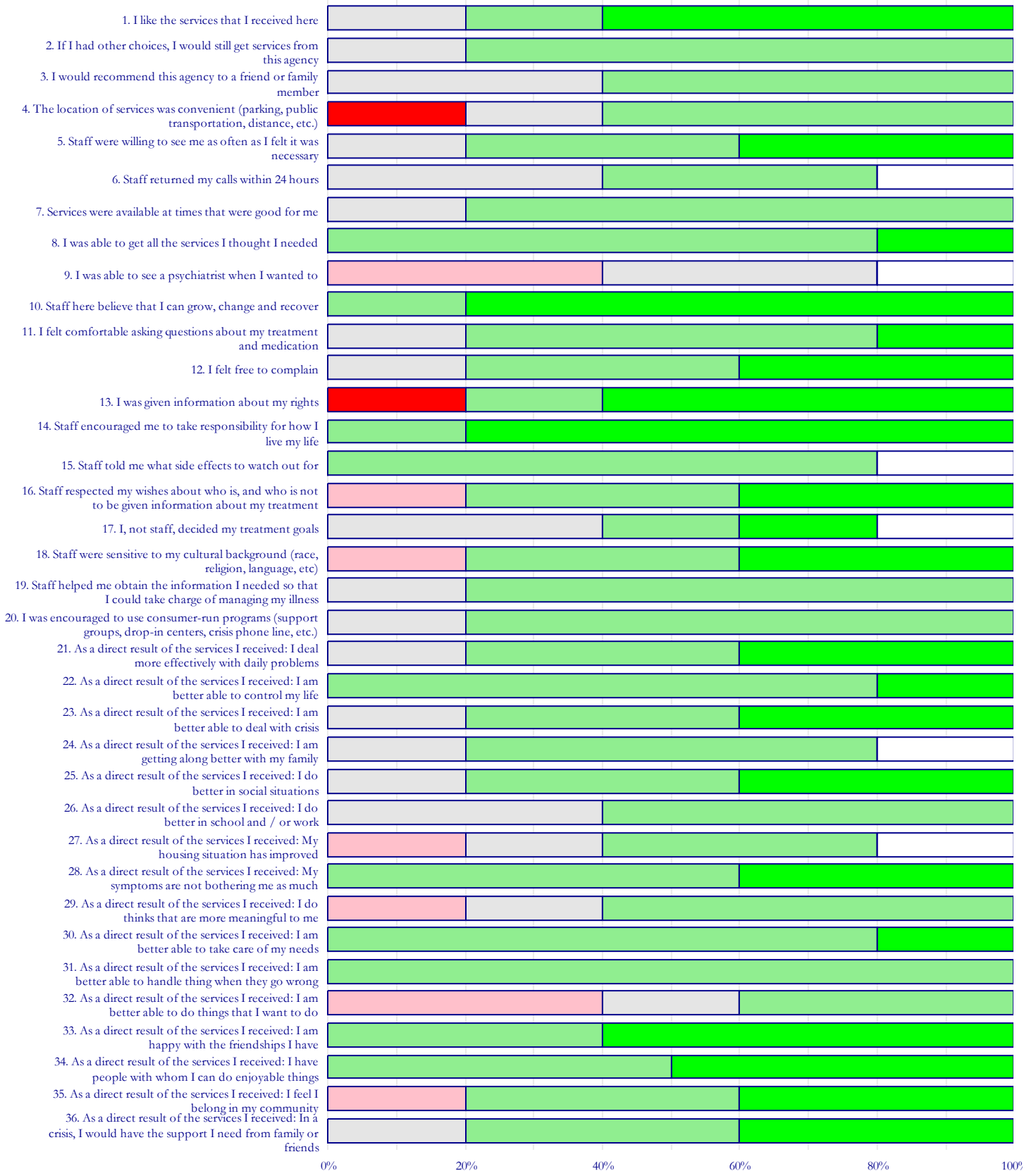
0.0% 9. I was able to see a psychiatrist when I wanted to

50.0% 6. Staff returned my calls within 24 hours

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

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

MHSIP Items



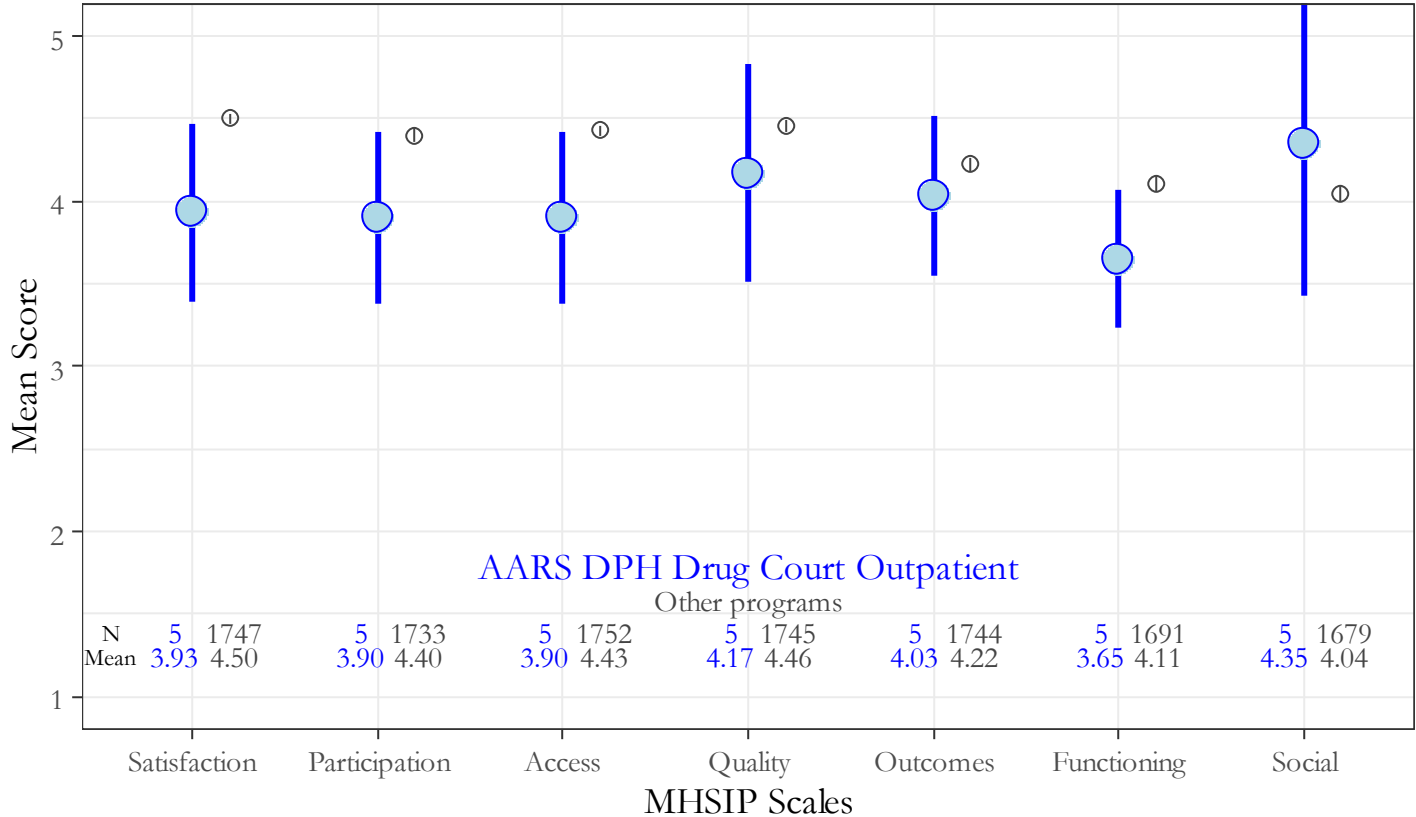
MHSIP Items 1-25, N = 5
Percent Agree

	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 20.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %
80.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %	0 0.0 %
60.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
60.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 20.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
80.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
50.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %	0 0.0 %
80.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	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 %	4 80.0 %	1 20.0 %	0 0.0 %	0 0.0 %
0.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
80.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
80.0 % 13. I was given information about my rights	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
100.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	1 20.0 %	0 0.0 %
80.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
50.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	1 20.0 %	1 20.0 %	0 0.0 %
80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
80.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %	0 0.0 %
80.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %	0 0.0 %
80.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
100.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
75.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %	1 20.0 %	0 0.0 %
80.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 5
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
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 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	1 20.0 %	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 %	3 60.0 %	2 40.0 %	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 %	1 20.0 %	1 20.0 %	3 60.0 %	0 0.0 %	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 %	4 80.0 %	1 20.0 %	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 %	5 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
40.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	2 40.0 %	1 20.0 %	2 40.0 %	0 0.0 %	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 %	2 40.0 %	3 60.0 %	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 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
80.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
80.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	5 100 %	0 0 %	5 100 %
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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 0 clients; surveys were returned for 5 clients.
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

AARS Project ADAPT Mental Health

Program Code(s): 38JBOP

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for AARS Project ADAPT Mental Health: **4.82**.

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

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

Highest Agreement Items

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

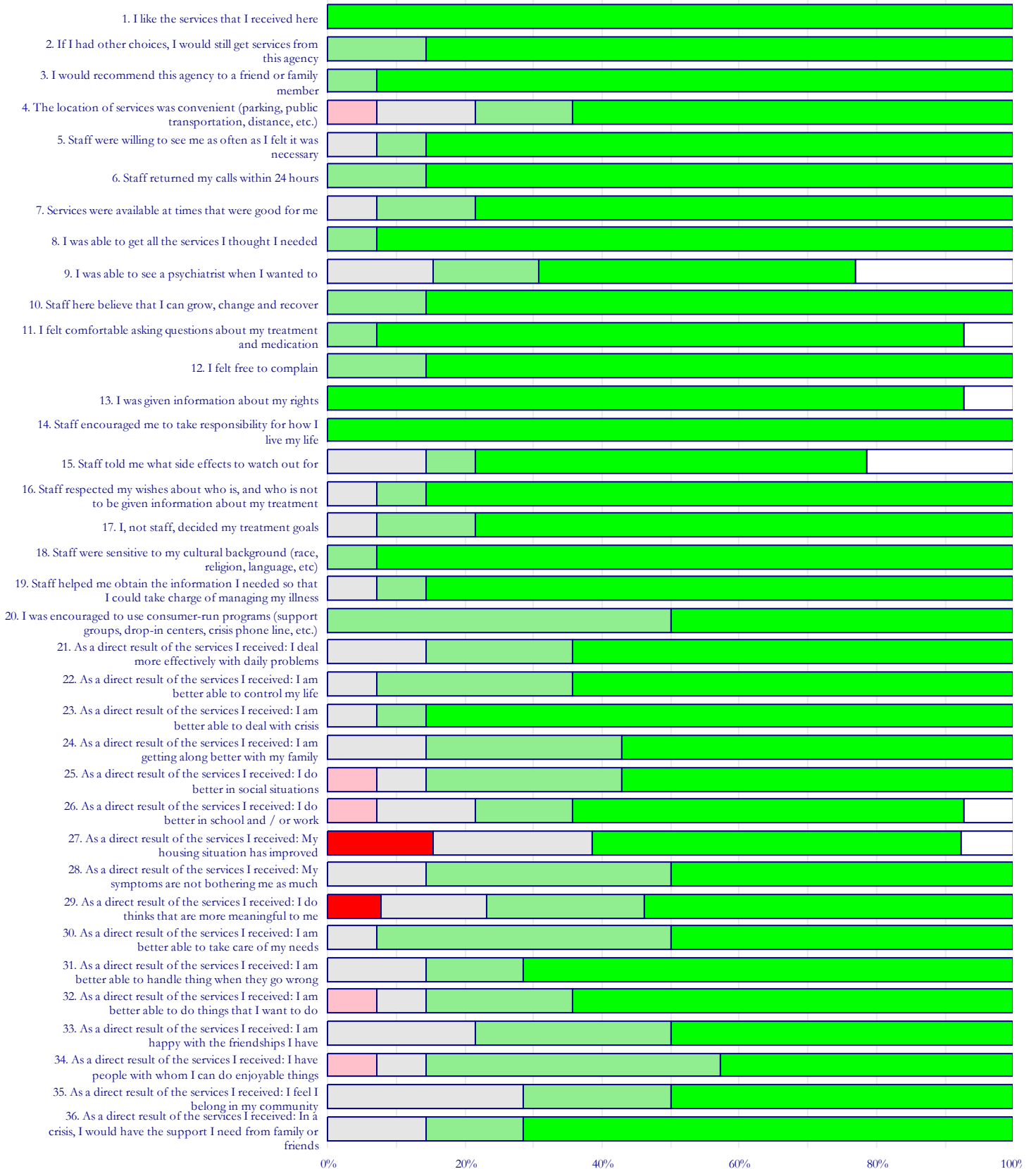
80.0% 9. I was able to see a psychiatrist when I wanted to

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

92.9% 5. Staff were willing to see me as often as I felt it was necessary

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

MHSIP Items



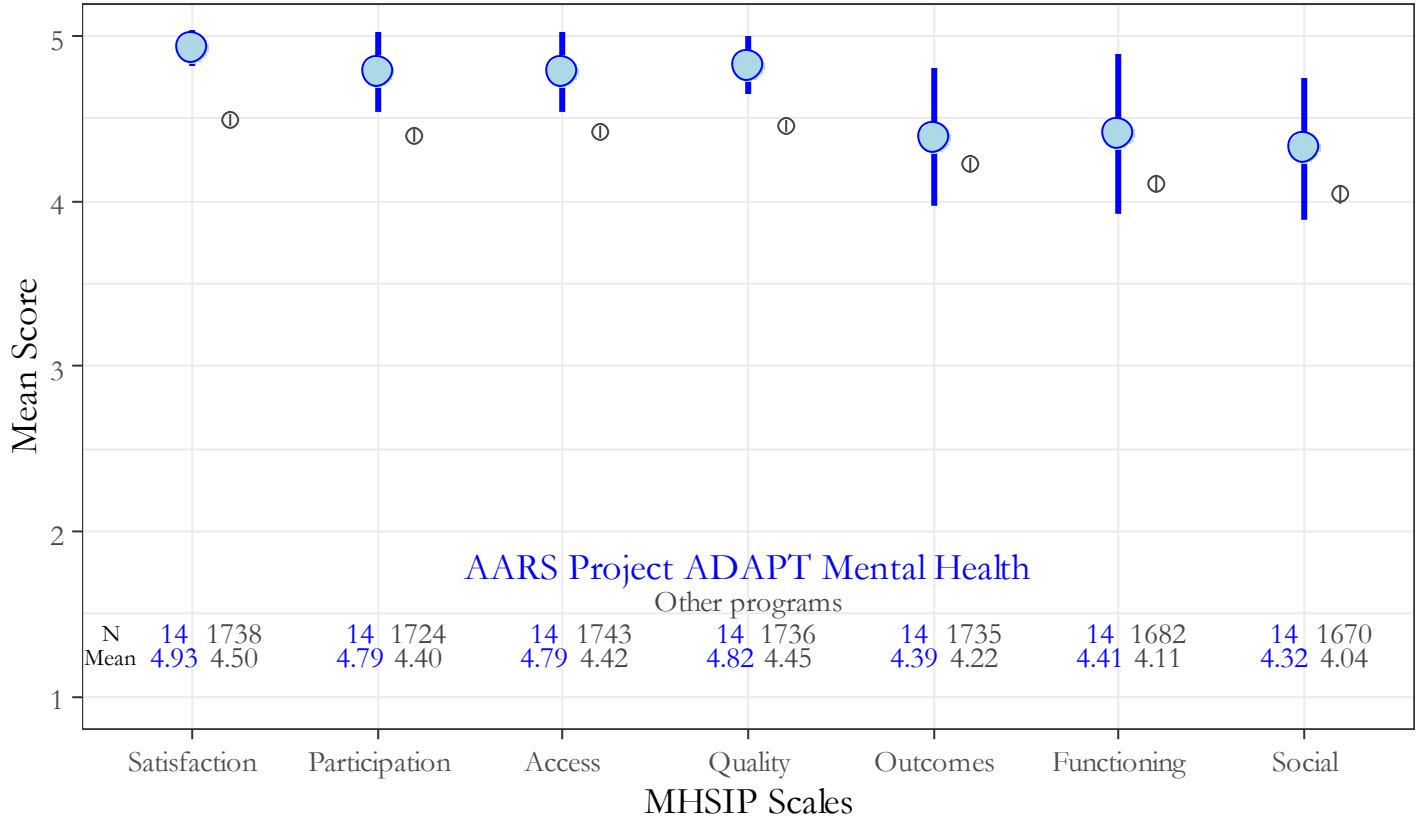
MHSIP Items 1-25, N = 14
Percent Agree

	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 %	14 100.0 %	0 0.0 %	0 0.0 %
100.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	12 85.7 %	0 0.0 %	0 0.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	13 92.9 %	0 0.0 %	0 0.0 %
78.6 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 7.1 %	2 14.3 %	2 14.3 %	9 64.3 %	0 0.0 %	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 %	1 7.1 %	12 85.7 %	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 14.3 %	12 85.7 %	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 %	2 14.3 %	11 78.6 %	0 0.0 %	0 0.0 %
100.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	13 92.9 %	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 14.3 %	2 14.3 %	6 42.9 %	3 21.4 %	1 7.1 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	12 85.7 %	0 0.0 %	0 0.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	12 85.7 %	1 7.1 %	0 0.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	12 85.7 %	0 0.0 %	0 0.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	13 92.9 %	1 7.1 %	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 %	14 100.0 %	0 0.0 %	0 0.0 %
81.8 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 14.3 %	1 7.1 %	8 57.1 %	3 21.4 %	0 0.0 %
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 7.1 %	1 7.1 %	12 85.7 %	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 %	2 14.3 %	11 78.6 %	0 0.0 %	0 0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	13 92.9 %	0 0.0 %	0 0.0 %
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 7.1 %	1 7.1 %	12 85.7 %	0 0.0 %	0 0.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	4 28.6 %	0 0.0 %	6 42.9 %
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 14.3 %	3 21.4 %	9 64.3 %	0 0.0 %	0 0.0 %
92.9 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	9 64.3 %	0 0.0 %	0 0.0 %
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 %	1 7.1 %	1 7.1 %	12 85.7 %	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 %	2 14.3 %	4 28.6 %	8 57.1 %	0 0.0 %	0 0.0 %
85.7 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 7.1 %	1 7.1 %	4 28.6 %	8 57.1 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 14
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
76.9 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 7.1 %	2 14.3 %	2 14.3 %	8 57.1 %	1 7.1 %	0 0.0 %
58.3 % 27. As a direct result of the services I received: My housing situation has improved	2 14.3 %	0 0.0 %	3 21.4 %	0 0.0 %	7 50.0 %	1 7.1 %	1 7.1 %
85.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	7 50.0 %	0 0.0 %	0 0.0 %
76.9 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 7.1 %	0 0.0 %	2 14.3 %	3 21.4 %	7 50.0 %	0 0.0 %	1 7.1 %
92.9 % 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 7.1 %	6 42.9 %	7 50.0 %	0 0.0 %	0 0.0 %
85.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	2 14.3 %	2 14.3 %	10 71.4 %	0 0.0 %	0 0.0 %
85.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 7.1 %	1 7.1 %	3 21.4 %	9 64.3 %	0 0.0 %	0 0.0 %
78.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	3 21.4 %	4 28.6 %	7 50.0 %	0 0.0 %	0 0.0 %
85.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 7.1 %	1 7.1 %	6 42.9 %	6 42.9 %	0 0.0 %	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 %	4 28.6 %	3 21.4 %	7 50.0 %	0 0.0 %	0 0.0 %
85.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 14.3 %	2 14.3 %	10 71.4 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 13 clients; surveys were returned for 14 clients (14/13 = 107.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

AFS Outpatient Services & Therapeutic Visitation SF

Program Code(s): 38GS01 38GSOP

Overall Satisfaction¹

100.0%

Return Rate²

78.2%

Overall satisfaction³ mean score for AFS Outpatient Services & Therapeutic Visitation SF: **4.61** (youth), **4.61** (family).

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

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

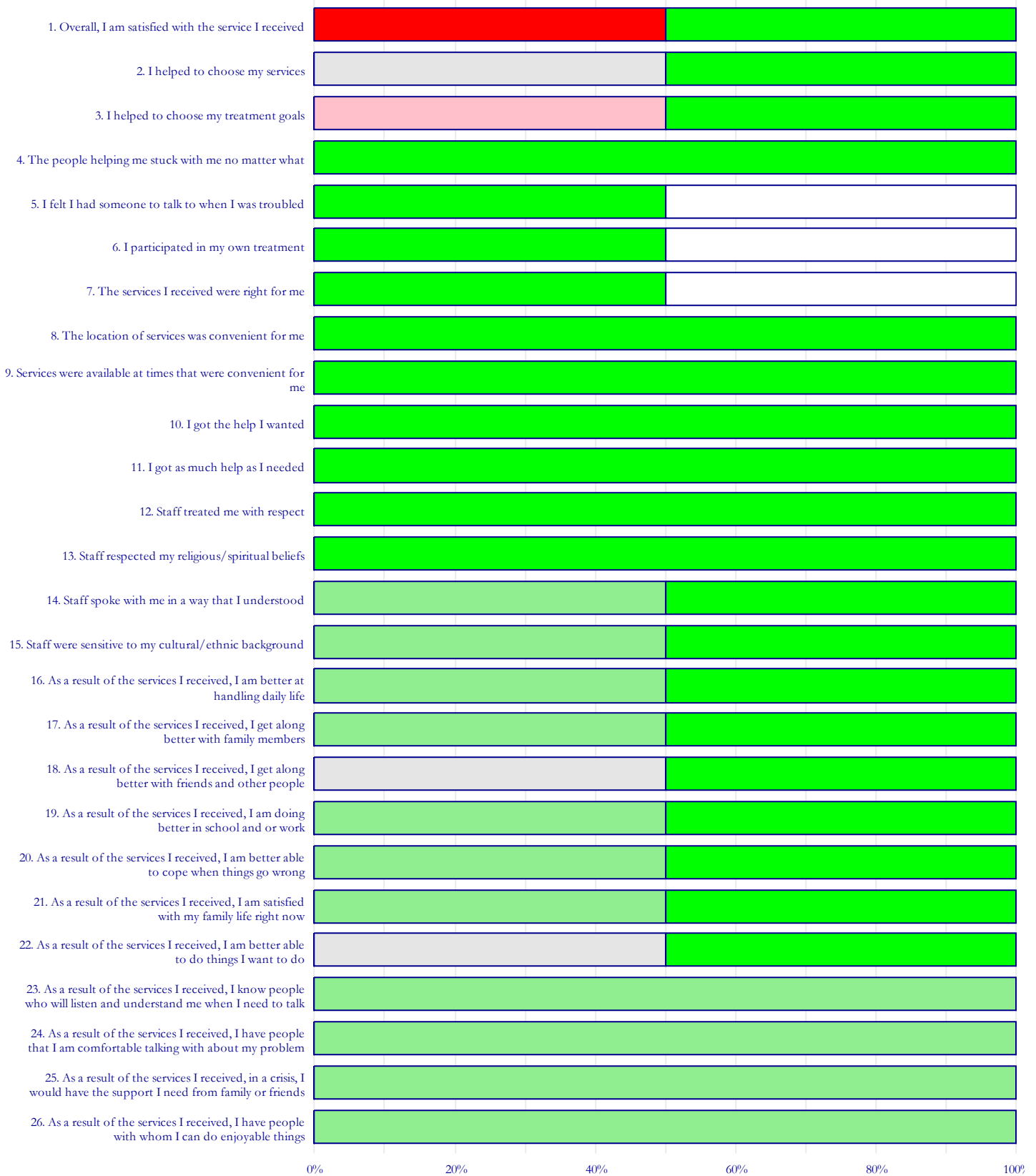
77.8% 2. I helped to choose my services

77.8% 3. I helped to choose my treatment goals

85.7% 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.

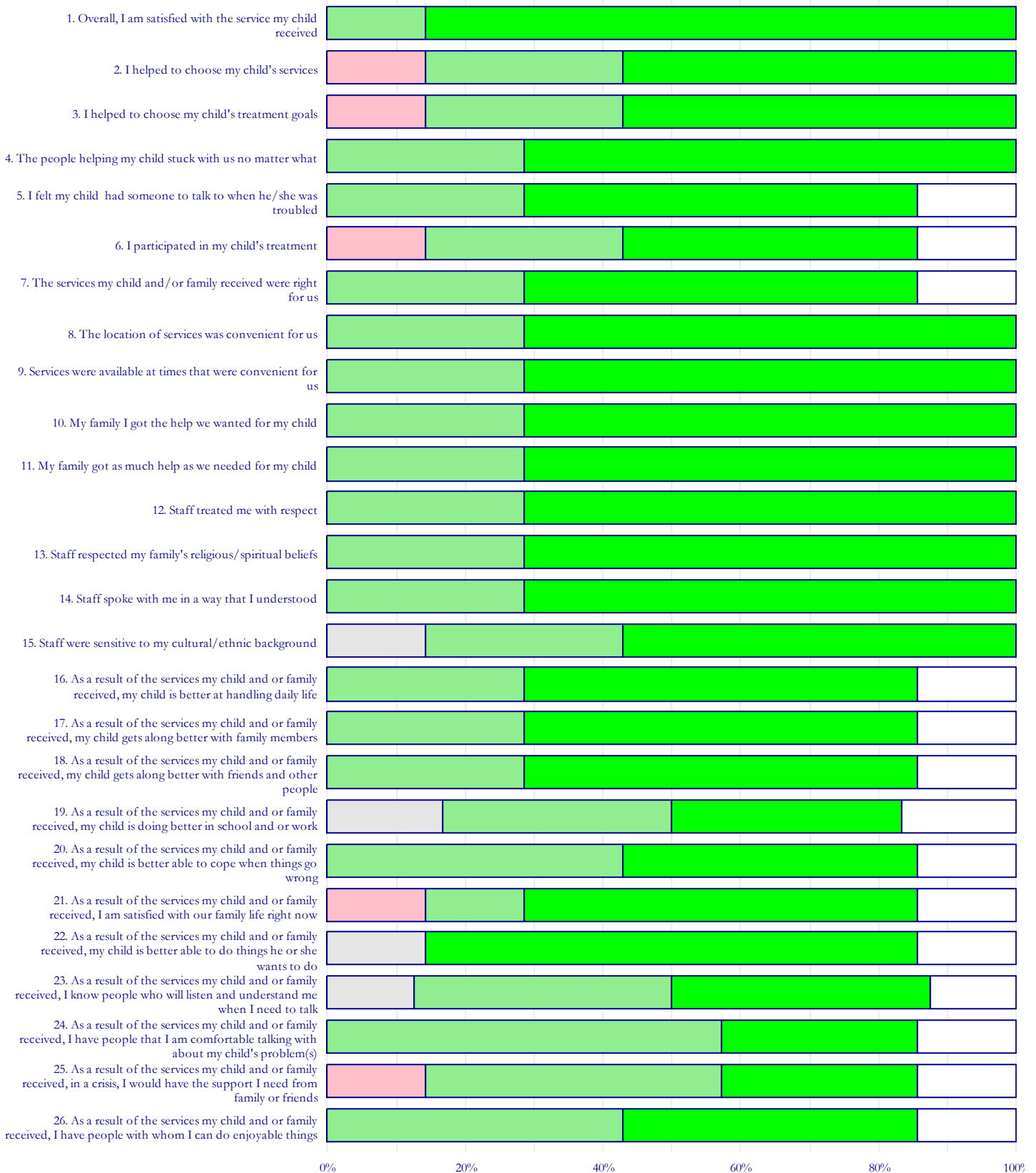
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 14

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
50.0 % 1. Overall, I am satisfied with the service I received	1 7.1 %	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	0 0.0 %	12 85.7 %
50.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 7.1 %	0 0.0 %	1 7.1 %	0 0.0 %	12 85.7 %
50.0 % 3. I helped to choose my treatment goals	0 0.0 %	1 7.1 %	0 0.0 %	0 0.0 %	1 7.1 %	0 0.0 %	12 85.7 %
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 14.3 %	0 0.0 %	12 85.7 %
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 %	1 7.1 %	1 7.1 %	12 85.7 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	1 7.1 %	12 85.7 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	1 7.1 %	12 85.7 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	0 0.0 %	12 85.7 %
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 14.3 %	0 0.0 %	12 85.7 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	0 0.0 %	12 85.7 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	0 0.0 %	12 85.7 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	0 0.0 %	12 85.7 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	0 0.0 %	12 85.7 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	1 7.1 %	0 0.0 %	12 85.7 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	1 7.1 %	0 0.0 %	12 85.7 %
100.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	1 7.1 %	0 0.0 %	12 85.7 %
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 %	1 7.1 %	1 7.1 %	0 0.0 %	12 85.7 %
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 7.1 %	0 0.0 %	1 7.1 %	0 0.0 %	12 85.7 %
100.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	1 7.1 %	0 0.0 %	12 85.7 %
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 %	1 7.1 %	1 7.1 %	0 0.0 %	12 85.7 %
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 %	1 7.1 %	1 7.1 %	0 0.0 %	12 85.7 %
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 7.1 %	0 0.0 %	1 7.1 %	0 0.0 %	12 85.7 %
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 %	2 14.3 %	0 0.0 %	0 0.0 %	12 85.7 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	0 0.0 %	0 0.0 %	12 85.7 %
100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	0 0.0 %	0 0.0 %	12 85.7 %
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 %	2 14.3 %	0 0.0 %	0 0.0 %	12 85.7 %

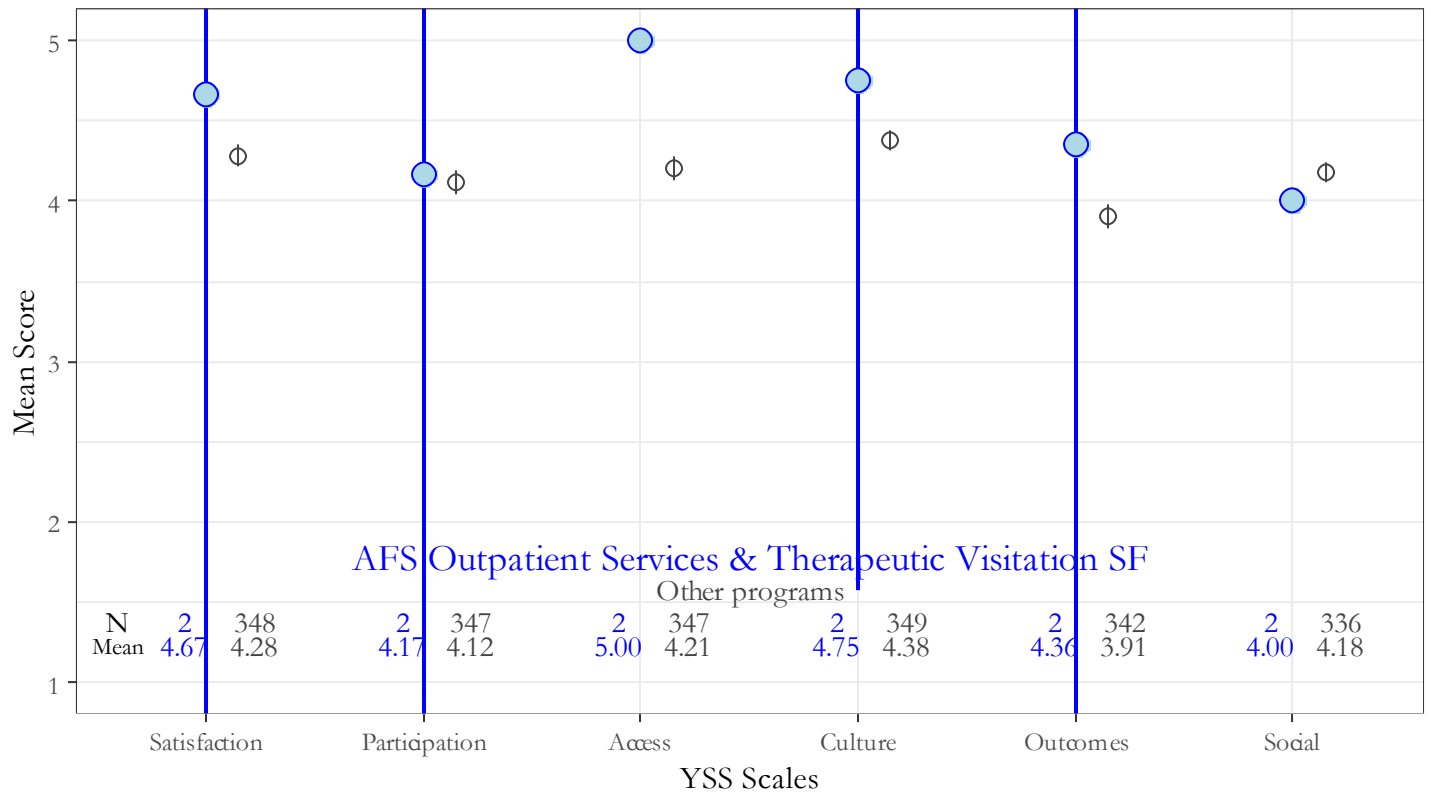
Youth Services Survey for Families



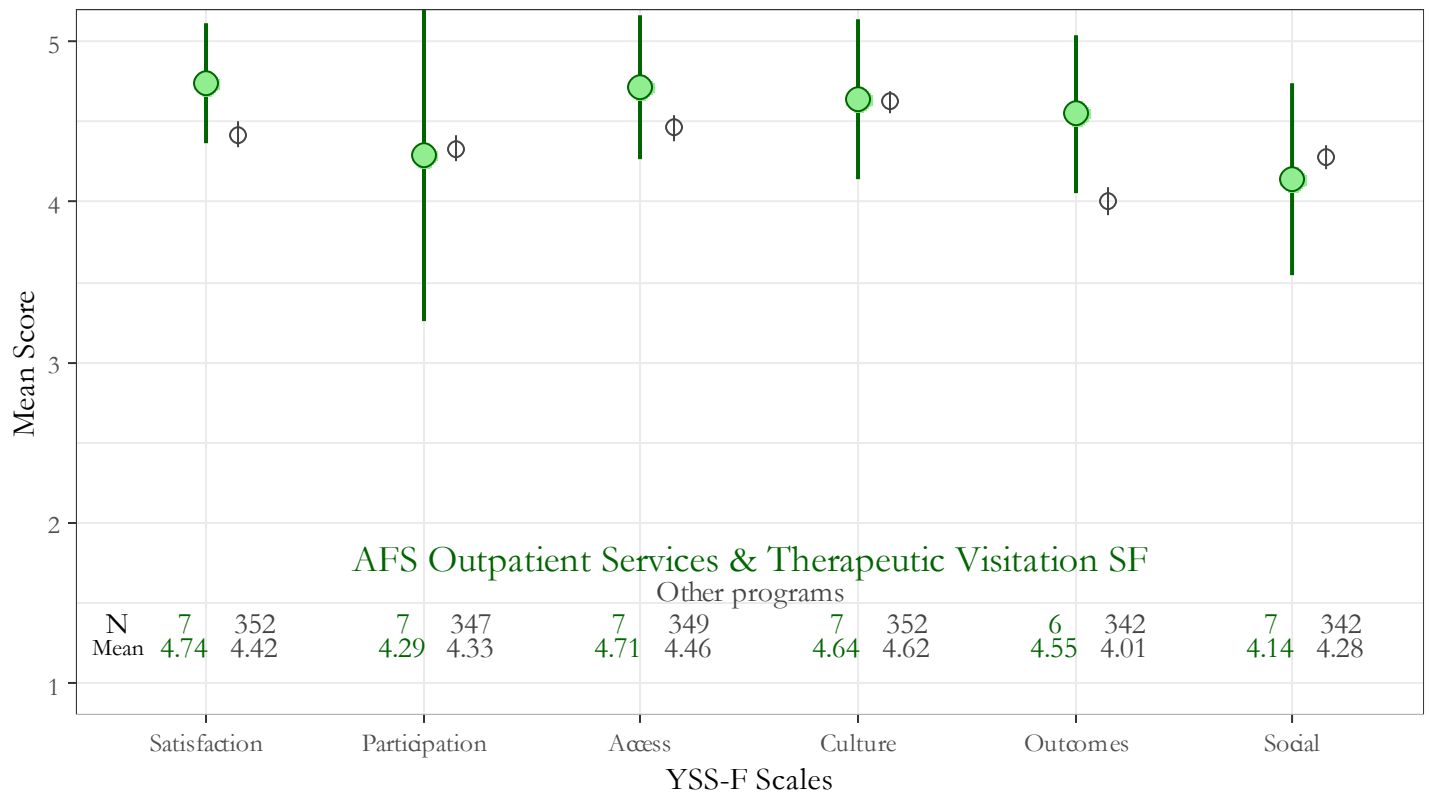
Youth Services Survey for Families, N = 41

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	1 2.4 %	6 14.6 %	0 0.0 %	34 82.9 %
85.7 % 2. I helped to choose my child's services	0 0.0 %	1 2.4 %	0 0.0 %	2 4.9 %	4 9.8 %	0 0.0 %	34 82.9 %
85.7 % 3. I helped to choose my child's treatment goals	0 0.0 %	1 2.4 %	0 0.0 %	2 4.9 %	4 9.8 %	0 0.0 %	34 82.9 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 4.9 %	5 12.2 %	0 0.0 %	34 82.9 %
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 4.9 %	4 9.8 %	1 2.4 %	34 82.9 %
83.3 % 6. I participated in my child's treatment	0 0.0 %	1 2.4 %	0 0.0 %	2 4.9 %	3 7.3 %	1 2.4 %	34 82.9 %
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 4.9 %	4 9.8 %	1 2.4 %	34 82.9 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 4.9 %	5 12.2 %	0 0.0 %	34 82.9 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 4.9 %	5 12.2 %	0 0.0 %	34 82.9 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 4.9 %	5 12.2 %	0 0.0 %	34 82.9 %
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 4.9 %	5 12.2 %	0 0.0 %	34 82.9 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 4.9 %	5 12.2 %	0 0.0 %	34 82.9 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 4.9 %	5 12.2 %	0 0.0 %	34 82.9 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 4.9 %	5 12.2 %	0 0.0 %	34 82.9 %
85.7 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 2.4 %	2 4.9 %	4 9.8 %	0 0.0 %	34 82.9 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	2 4.9 %	4 9.8 %	1 2.4 %	34 82.9 %
100.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	2 4.9 %	4 9.8 %	1 2.4 %	34 82.9 %
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 4.9 %	4 9.8 %	1 2.4 %	34 82.9 %
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 2.4 %	2 4.9 %	2 4.9 %	1 2.4 %	35 85.4 %
100.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	3 7.3 %	3 7.3 %	1 2.4 %	34 82.9 %
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 2.4 %	0 0.0 %	1 2.4 %	4 9.8 %	1 2.4 %	34 82.9 %
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 2.4 %	0 0.0 %	5 12.2 %	1 2.4 %	34 82.9 %
85.7 % 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 2.4 %	3 7.3 %	3 7.3 %	1 2.4 %	33 80.5 %
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 9.8 %	2 4.9 %	1 2.4 %	34 82.9 %
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 %	1 2.4 %	0 0.0 %	3 7.3 %	2 4.9 %	1 2.4 %	34 82.9 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 7.3 %	3 7.3 %	1 2.4 %	34 82.9 %

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	27 65.9 %	11 78.6 %	38 69.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	3 7.3 %	0 0 %	3 5.5 %
No Data	4 9.8 %	1 7.1 %	5 9.1 %
Completed Survey	7 17.1 %	2 14.3 %	9 16.4 %
Total	41 100 %	14 100 %	55 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 55 clients; surveys were returned for 43 clients (43 / 55 = 78.2%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

AIM Higher

Program Code(s): 38CQAH

Overall Satisfaction¹

Return Rate²

25.0%

Overall satisfaction³ mean score for AIM Higher: No YSS (youth) data for this program, No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.26** (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

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

Survey Compliance
AIM Higher
Completion by

Completion Status	Respondent Type		Total
	Family	Youth	
Refused	1 100 %	0 0 %	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	1 100 %	0 100 %	1 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

BAART Community Health Care

Program Code(s): 38J8OP

Overall Satisfaction¹

100.0%

Return Rate²

90.5%

Overall satisfaction³ mean score for BAART Community Health Care: **4.48**.

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

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

Highest Agreement Items

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

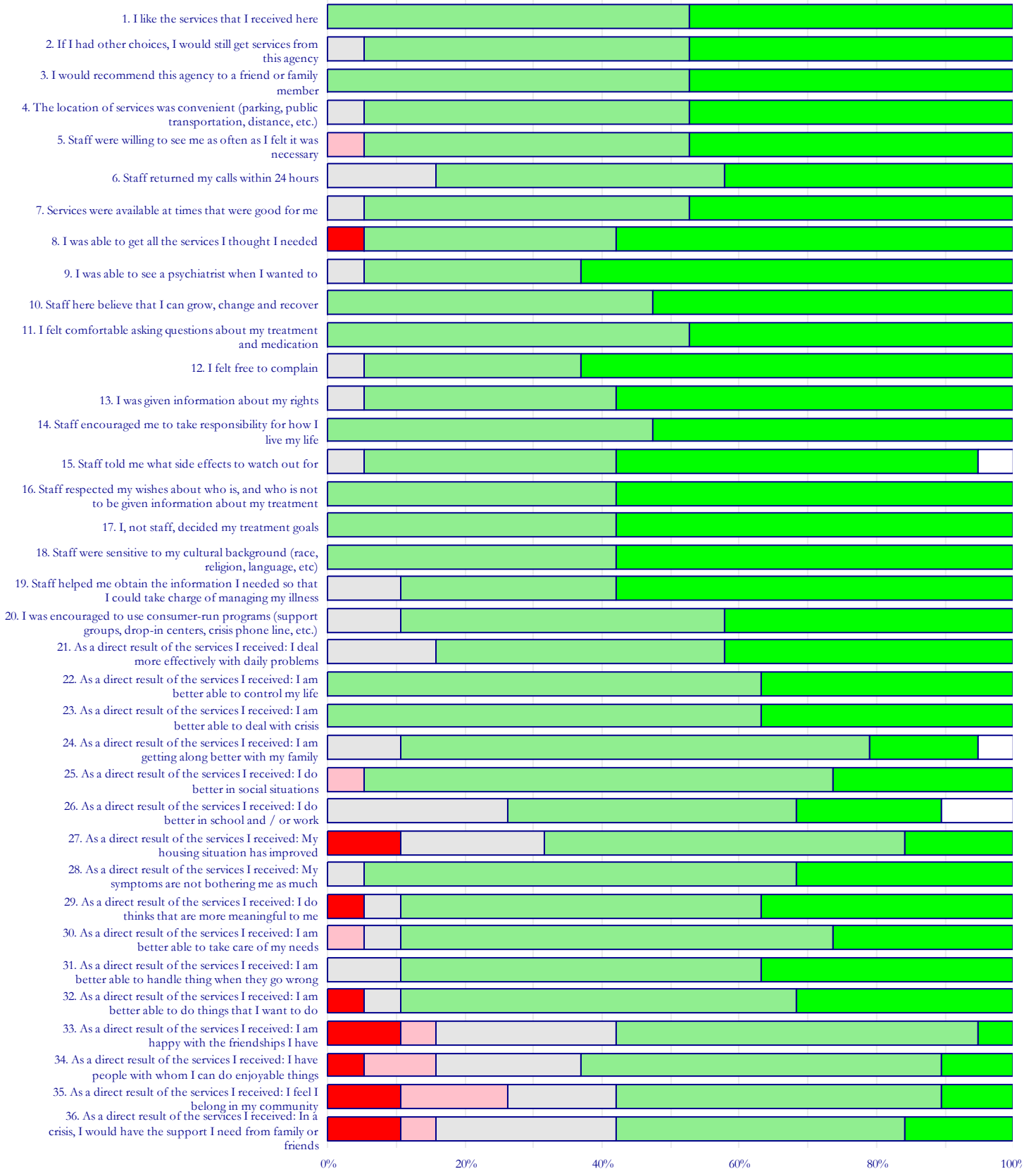
84.2% 6. Staff returned my calls within 24 hours

89.5% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

89.5% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

MHSIP Items



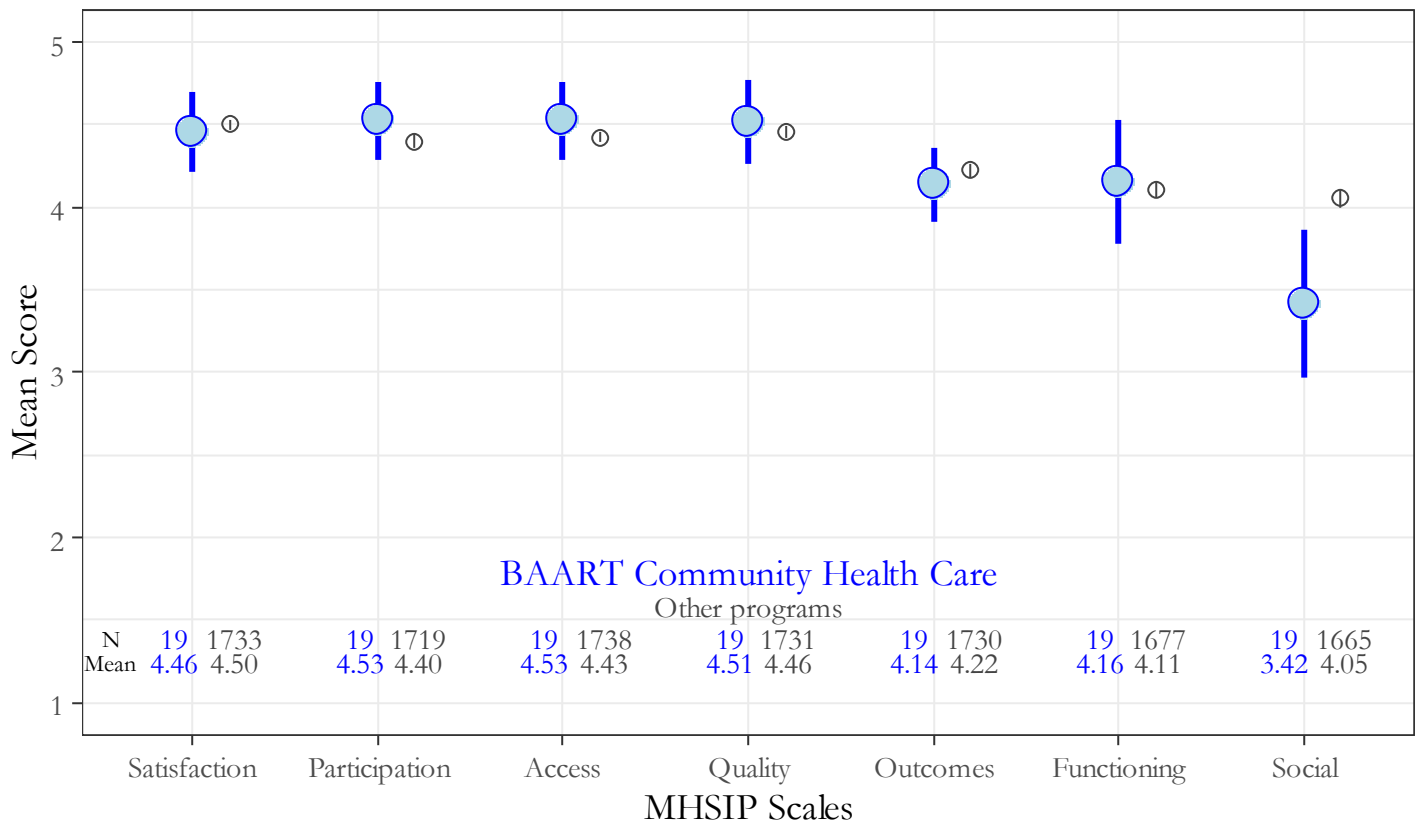
MHSIP Items 1-25, N = 19
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	10 52.6 %	9 47.4 %	0 0.0 %	0 0.0 %
94.7 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 5.3 %	9 47.4 %	9 47.4 %	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 %	10 52.6 %	9 47.4 %	0 0.0 %	0 0.0 %
94.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 5.3 %	9 47.4 %	9 47.4 %	0 0.0 %	0 0.0 %
94.7 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 5.3 %	0 0.0 %	9 47.4 %	9 47.4 %	0 0.0 %	0 0.0 %
84.2 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	3 15.8 %	8 42.1 %	8 42.1 %	0 0.0 %	0 0.0 %
94.7 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 5.3 %	9 47.4 %	9 47.4 %	0 0.0 %	0 0.0 %
94.7 % 8. I was able to get all the services I thought I needed	1 5.3 %	0 0.0 %	0 0.0 %	7 36.8 %	11 57.9 %	0 0.0 %	0 0.0 %
94.7 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 5.3 %	6 31.6 %	12 63.2 %	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 %	9 47.4 %	10 52.6 %	0 0.0 %	0 0.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	10 52.6 %	9 47.4 %	0 0.0 %	0 0.0 %
94.7 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 5.3 %	6 31.6 %	12 63.2 %	0 0.0 %	0 0.0 %
94.7 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 5.3 %	7 36.8 %	11 57.9 %	0 0.0 %	0 0.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	9 47.4 %	10 52.6 %	0 0.0 %	0 0.0 %
94.4 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 5.3 %	7 36.8 %	10 52.6 %	1 5.3 %	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 %	8 42.1 %	11 57.9 %	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 %	8 42.1 %	11 57.9 %	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 %	8 42.1 %	11 57.9 %	0 0.0 %	0 0.0 %
89.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	2 10.5 %	6 31.6 %	11 57.9 %	0 0.0 %	0 0.0 %
89.5 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	2 10.5 %	9 47.4 %	8 42.1 %	0 0.0 %	0 0.0 %
84.2 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	3 15.8 %	8 42.1 %	8 42.1 %	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 %	12 63.2 %	7 36.8 %	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 %	12 63.2 %	7 36.8 %	0 0.0 %	0 0.0 %
88.9 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	2 10.5 %	13 68.4 %	3 15.8 %	1 5.3 %	0 0.0 %
94.7 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 5.3 %	0 0.0 %	13 68.4 %	5 26.3 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 19
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
70.6 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	5 26.3 %	8 42.1 %	4 21.1 %	2 10.5 %	0 0.0 %
68.4 % 27. As a direct result of the services I received: My housing situation has improved	2 10.5 %	0 0.0 %	4 21.1 %	10 52.6 %	3 15.8 %	0 0.0 %	0 0.0 %
94.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 5.3 %	12 63.2 %	6 31.6 %	0 0.0 %	0 0.0 %
89.5 % 29. As a direct result of the services I received: I do think that are more meaningful to me	1 5.3 %	0 0.0 %	1 5.3 %	10 52.6 %	7 36.8 %	0 0.0 %	0 0.0 %
89.5 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 5.3 %	1 5.3 %	12 63.2 %	5 26.3 %	0 0.0 %	0 0.0 %
89.5 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	2 10.5 %	10 52.6 %	7 36.8 %	0 0.0 %	0 0.0 %
89.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 5.3 %	0 0.0 %	1 5.3 %	11 57.9 %	6 31.6 %	0 0.0 %	0 0.0 %
57.9 % 33. As a direct result of the services I received: I am happy with the friendships I have	2 10.5 %	1 5.3 %	5 26.3 %	10 52.6 %	1 5.3 %	0 0.0 %	0 0.0 %
63.2 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 5.3 %	2 10.5 %	4 21.1 %	10 52.6 %	2 10.5 %	0 0.0 %	0 0.0 %
57.9 % 35. As a direct result of the services I received: I feel I belong in my community	2 10.5 %	3 15.8 %	3 15.8 %	9 47.4 %	2 10.5 %	0 0.0 %	0 0.0 %
57.9 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	2 10.5 %	1 5.3 %	5 26.3 %	8 42.1 %	3 15.8 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	7 100 %	12 100 %	19 100 %
Total	7 100 %	12 100 %	19 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 21 clients; surveys were returned for 19 clients (19/21 = 90.5%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

BP Assisted Independent Living Program AILP

Program Code(s): 8908OP

Overall Satisfaction¹

95.9%

Return Rate²

100.0%

Overall satisfaction³ mean score for BP Assisted Independent Living Program AILP: **4.45**.

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

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

Highest Agreement Items

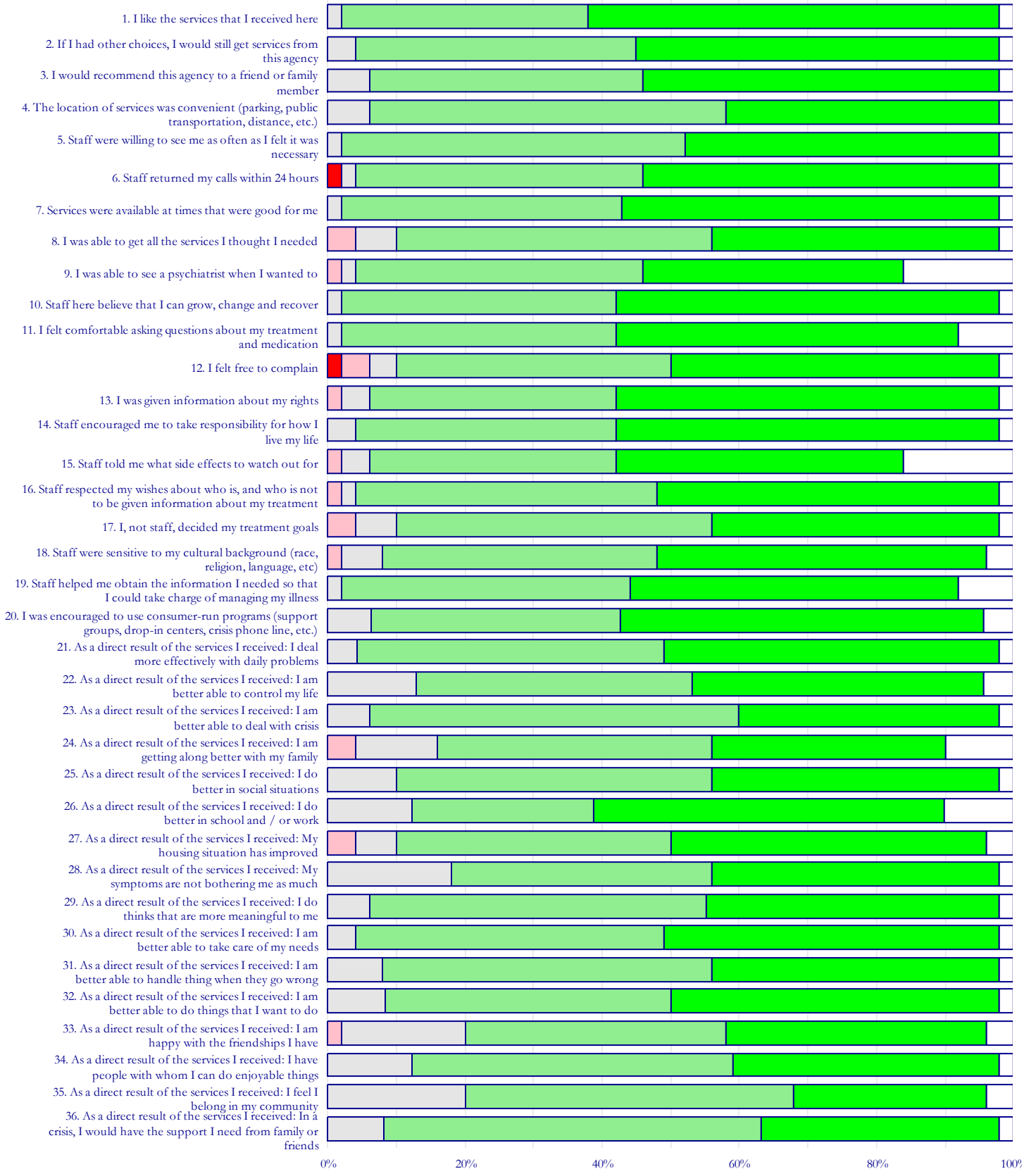
- 98.0% 1. I like the services that I received here
- 98.0% 5. Staff were willing to see me as often as I felt it was necessary
- 98.0% 10. Staff here believe that I can grow, change and recover

Lowest Agreement Items

- 89.8% 8. I was able to get all the services I thought I needed
- 89.8% 12. I felt free to complain
- 89.8% 17. I, not staff, decided my treatment goals

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

MHSIP Items



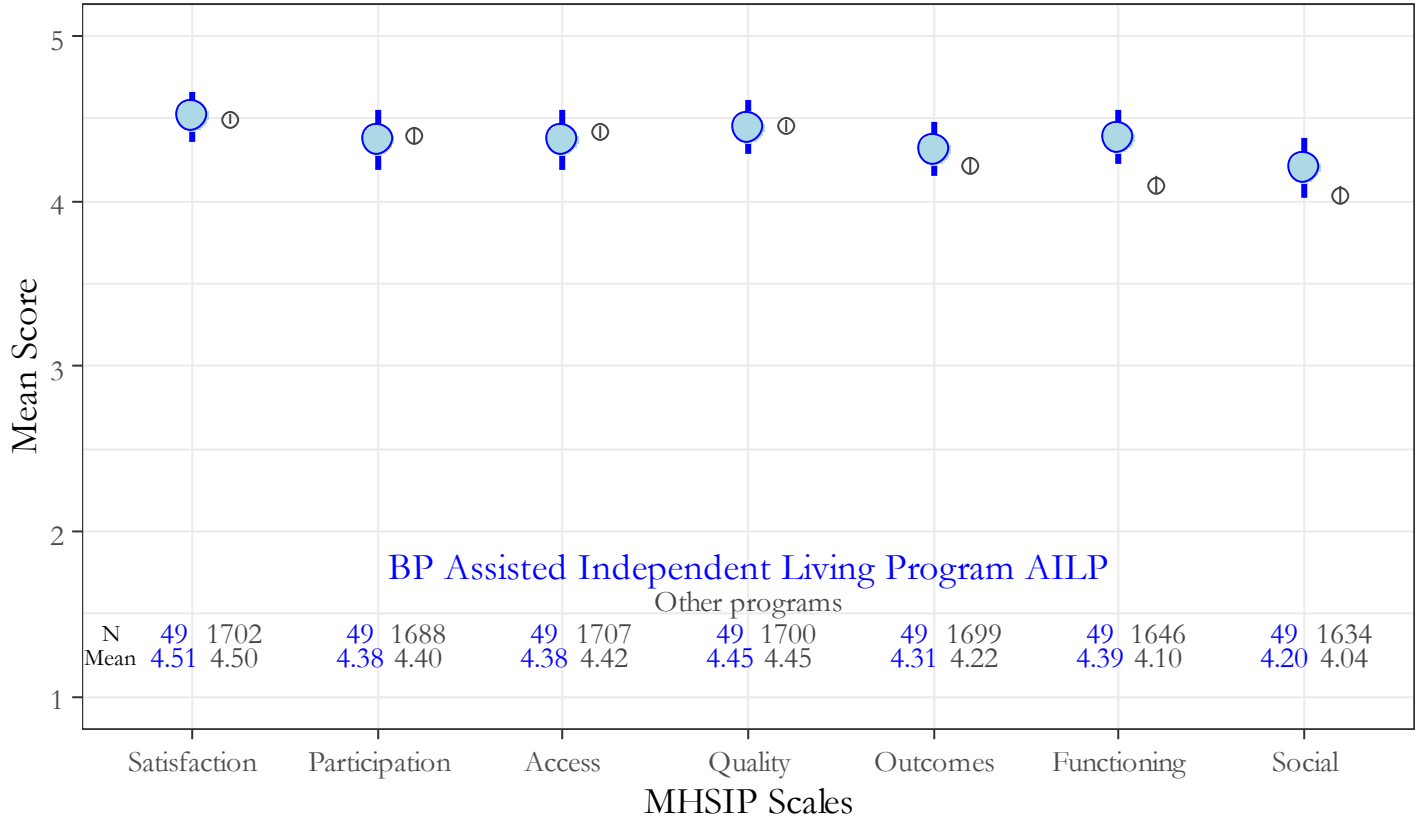
MHSIP Items 1-25, N = 50
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
98.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 2.0 %	18 36.0 %	30 60.0 %	1 2.0 %	0 0.0 %
95.8 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 4.0 %	20 40.0 %	26 52.0 %	1 2.0 %	1 2.0 %
93.9 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 6.0 %	20 40.0 %	26 52.0 %	1 2.0 %	0 0.0 %
93.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	3 6.0 %	26 52.0 %	20 40.0 %	1 2.0 %	0 0.0 %
98.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 2.0 %	25 50.0 %	23 46.0 %	1 2.0 %	0 0.0 %
95.9 % 6. Staff returned my calls within 24 hours	1 2.0 %	0 0.0 %	1 2.0 %	21 42.0 %	26 52.0 %	1 2.0 %	0 0.0 %
97.9 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 2.0 %	20 40.0 %	27 54.0 %	1 2.0 %	1 2.0 %
89.8 % 8. I was able to get all the services I thought I needed	0 0.0 %	2 4.0 %	3 6.0 %	23 46.0 %	21 42.0 %	1 2.0 %	0 0.0 %
95.2 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 2.0 %	1 2.0 %	21 42.0 %	19 38.0 %	8 16.0 %	0 0.0 %
98.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 2.0 %	20 40.0 %	28 56.0 %	1 2.0 %	0 0.0 %
97.8 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 2.0 %	20 40.0 %	25 50.0 %	4 8.0 %	0 0.0 %
89.8 % 12. I felt free to complain	1 2.0 %	2 4.0 %	2 4.0 %	20 40.0 %	24 48.0 %	1 2.0 %	0 0.0 %
93.9 % 13. I was given information about my rights	0 0.0 %	1 2.0 %	2 4.0 %	18 36.0 %	28 56.0 %	1 2.0 %	0 0.0 %
95.9 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 4.0 %	19 38.0 %	28 56.0 %	1 2.0 %	0 0.0 %
92.9 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 2.0 %	2 4.0 %	18 36.0 %	21 42.0 %	8 16.0 %	0 0.0 %
95.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 2.0 %	1 2.0 %	22 44.0 %	25 50.0 %	1 2.0 %	0 0.0 %
89.8 % 17. I, not staff, decided my treatment goals	0 0.0 %	2 4.0 %	3 6.0 %	23 46.0 %	21 42.0 %	1 2.0 %	0 0.0 %
91.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 2.0 %	3 6.0 %	20 40.0 %	24 48.0 %	2 4.0 %	0 0.0 %
97.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 2.0 %	21 42.0 %	24 48.0 %	4 8.0 %	0 0.0 %
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 %	3 6.0 %	17 34.0 %	25 50.0 %	2 4.0 %	3 6.0 %
95.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 4.0 %	21 42.0 %	23 46.0 %	1 2.0 %	3 6.0 %
86.7 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	6 12.0 %	19 38.0 %	20 40.0 %	2 4.0 %	3 6.0 %
93.9 % 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 6.0 %	27 54.0 %	19 38.0 %	1 2.0 %	0 0.0 %
82.2 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	2 4.0 %	6 12.0 %	20 40.0 %	17 34.0 %	5 10.0 %	0 0.0 %
89.8 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	5 10.0 %	23 46.0 %	21 42.0 %	1 2.0 %	0 0.0 %

MHSIP Items 26-36, N = 50
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
86.4 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	6 12.0 %	13 26.0 %	25 50.0 %	5 10.0 %	1 2.0 %
89.6 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 4.0 %	3 6.0 %	20 40.0 %	23 46.0 %	2 4.0 %	0 0.0 %
81.6 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	9 18.0 %	19 38.0 %	21 42.0 %	1 2.0 %	0 0.0 %
93.8 % 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 6.0 %	24 48.0 %	21 42.0 %	1 2.0 %	1 2.0 %
95.8 % 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 4.0 %	22 44.0 %	24 48.0 %	1 2.0 %	1 2.0 %
91.8 % 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 %	4 8.0 %	24 48.0 %	21 42.0 %	1 2.0 %	0 0.0 %
91.5 % 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 %	4 8.0 %	20 40.0 %	23 46.0 %	1 2.0 %	2 4.0 %
79.2 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 2.0 %	9 18.0 %	19 38.0 %	19 38.0 %	2 4.0 %	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 %	6 12.0 %	23 46.0 %	19 38.0 %	1 2.0 %	1 2.0 %
79.2 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	10 20.0 %	24 48.0 %	14 28.0 %	2 4.0 %	0 0.0 %
91.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	4 8.0 %	27 54.0 %	17 34.0 %	1 2.0 %	1 2.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	41 100 %	9 100 %	50 100 %
Total	41 100 %	9 100 %	50 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 49 clients; surveys were returned for 49 clients (49/49 = 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

BP Baker Street House

Program Code(s): 38391

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for BP Baker Street House: **4.53**.

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

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

Highest Agreement Items

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

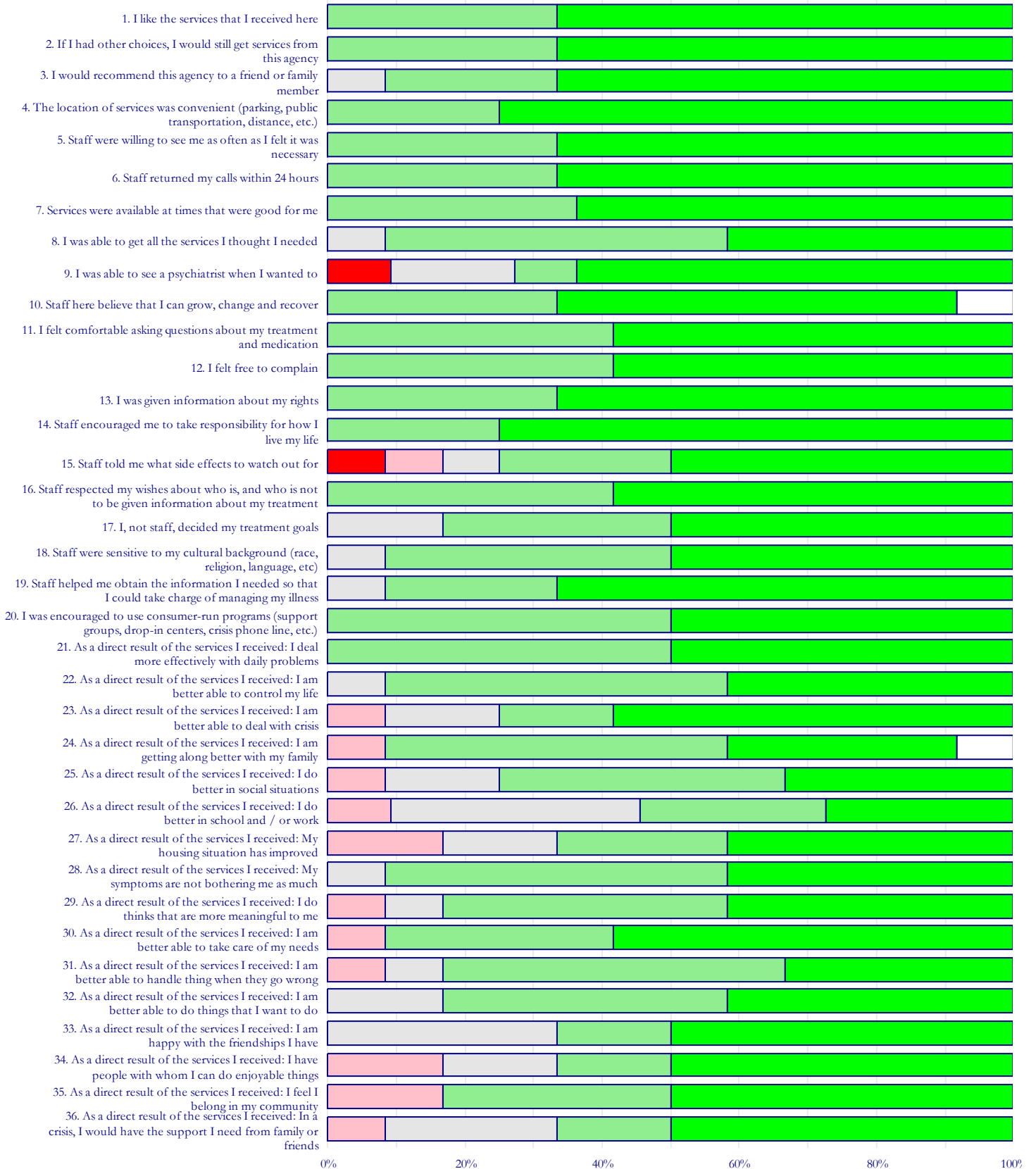
72.7% 9. I was able to see a psychiatrist when I wanted to

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

83.3% 17. I, not staff, decided my treatment goals

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

MHSIP Items



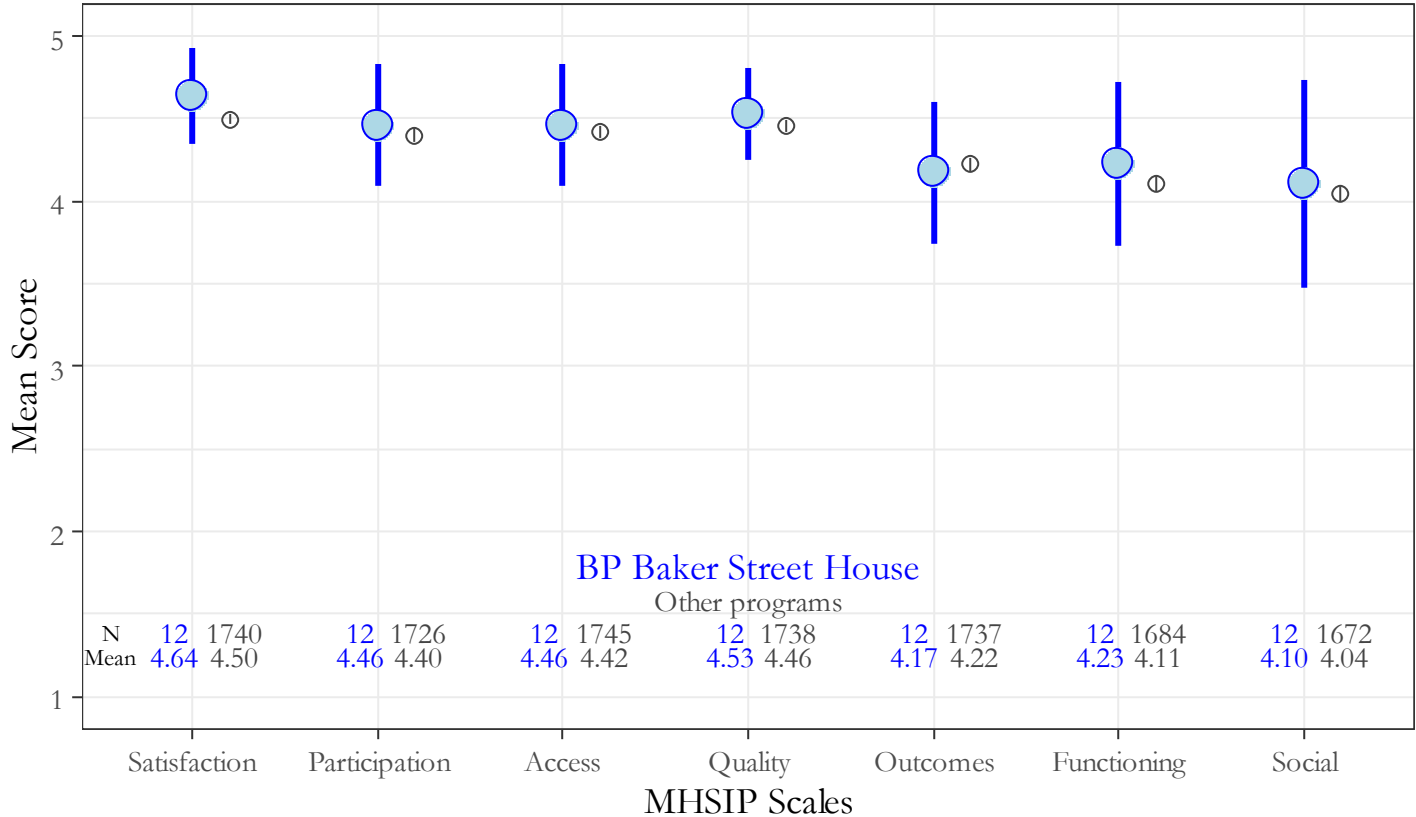
MHSIP Items 1-25, N = 12
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 66.7 %	0 0.0 %	0 0.0 %
100.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 66.7 %	0 0.0 %	0 0.0 %
91.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 8.3 %	3 25.0 %	8 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 %	3 25.0 %	9 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 %	4 33.3 %	8 66.7 %	0 0.0 %	0 0.0 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 66.7 %	0 0.0 %	0 0.0 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	7 58.3 %	0 0.0 %	1 8.3 %
91.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 8.3 %	6 50.0 %	5 41.7 %	0 0.0 %	0 0.0 %
72.7 % 9. I was able to see a psychiatrist when I wanted to	1 8.3 %	0 0.0 %	2 16.7 %	1 8.3 %	7 58.3 %	0 0.0 %	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 %	4 33.3 %	7 58.3 %	1 8.3 %	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 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	7 58.3 %	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 %	4 33.3 %	8 66.7 %	0 0.0 %	0 0.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	3 25.0 %	9 75.0 %	0 0.0 %	0 0.0 %
75.0 % 15. Staff told me what side effects to watch out for	1 8.3 %	1 8.3 %	1 8.3 %	3 25.0 %	6 50.0 %	0 0.0 %	0 0.0 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	7 58.3 %	0 0.0 %	0 0.0 %
83.3 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
91.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	6 50.0 %	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 %	3 25.0 %	8 66.7 %	0 0.0 %	0 0.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	6 50.0 %	0 0.0 %	0 0.0 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	6 50.0 %	0 0.0 %	0 0.0 %
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 %	1 8.3 %	6 50.0 %	5 41.7 %	0 0.0 %	0 0.0 %
75.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 8.3 %	2 16.7 %	2 16.7 %	7 58.3 %	0 0.0 %	0 0.0 %
90.9 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 8.3 %	0 0.0 %	6 50.0 %	4 33.3 %	1 8.3 %	0 0.0 %
75.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 8.3 %	2 16.7 %	5 41.7 %	4 33.3 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 12
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
54.5 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 8.3 %	4 33.3 %	3 25.0 %	3 25.0 %	0 0.0 %	1 8.3 %
66.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 16.7 %	2 16.7 %	3 25.0 %	5 41.7 %	0 0.0 %	0 0.0 %
91.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 8.3 %	6 50.0 %	5 41.7 %	0 0.0 %	0 0.0 %
83.3 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 8.3 %	1 8.3 %	5 41.7 %	5 41.7 %	0 0.0 %	0 0.0 %
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 %	1 8.3 %	0 0.0 %	4 33.3 %	7 58.3 %	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 %	6 50.0 %	4 33.3 %	0 0.0 %	0 0.0 %
83.3 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 16.7 %	5 41.7 %	5 41.7 %	0 0.0 %	0 0.0 %
66.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	4 33.3 %	2 16.7 %	6 50.0 %	0 0.0 %	0 0.0 %
66.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	2 16.7 %	2 16.7 %	2 16.7 %	6 50.0 %	0 0.0 %	0 0.0 %
83.3 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	2 16.7 %	0 0.0 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
66.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 8.3 %	3 25.0 %	2 16.7 %	6 50.0 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

BP Grove Street House

Program Code(s): 89781

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for BP Grove Street House: **4.35**.

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

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

Highest Agreement Items

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

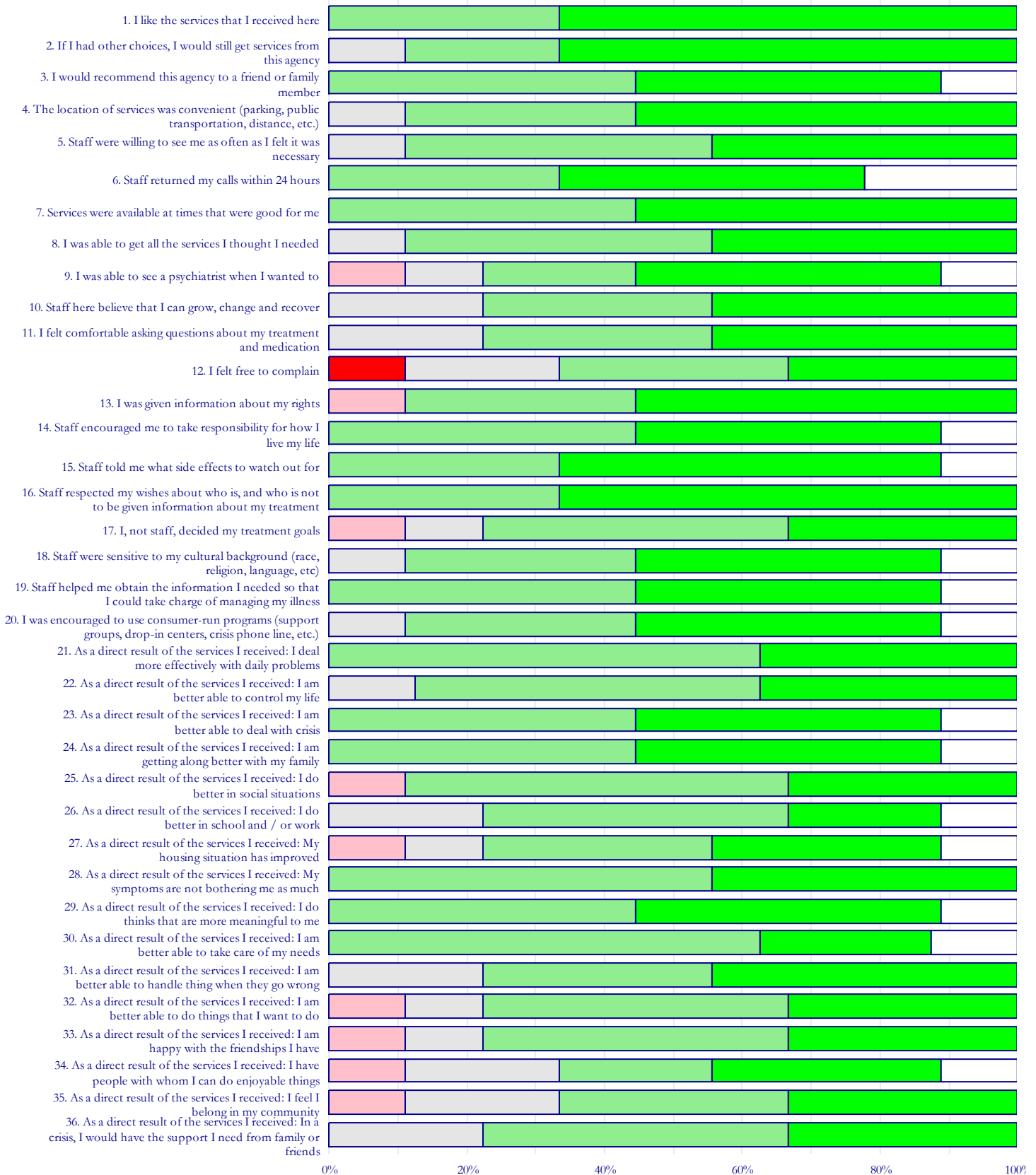
66.7% 12. I felt free to complain

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

77.8% 10. Staff here believe that I can grow, change and recover

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

MHSIP Items



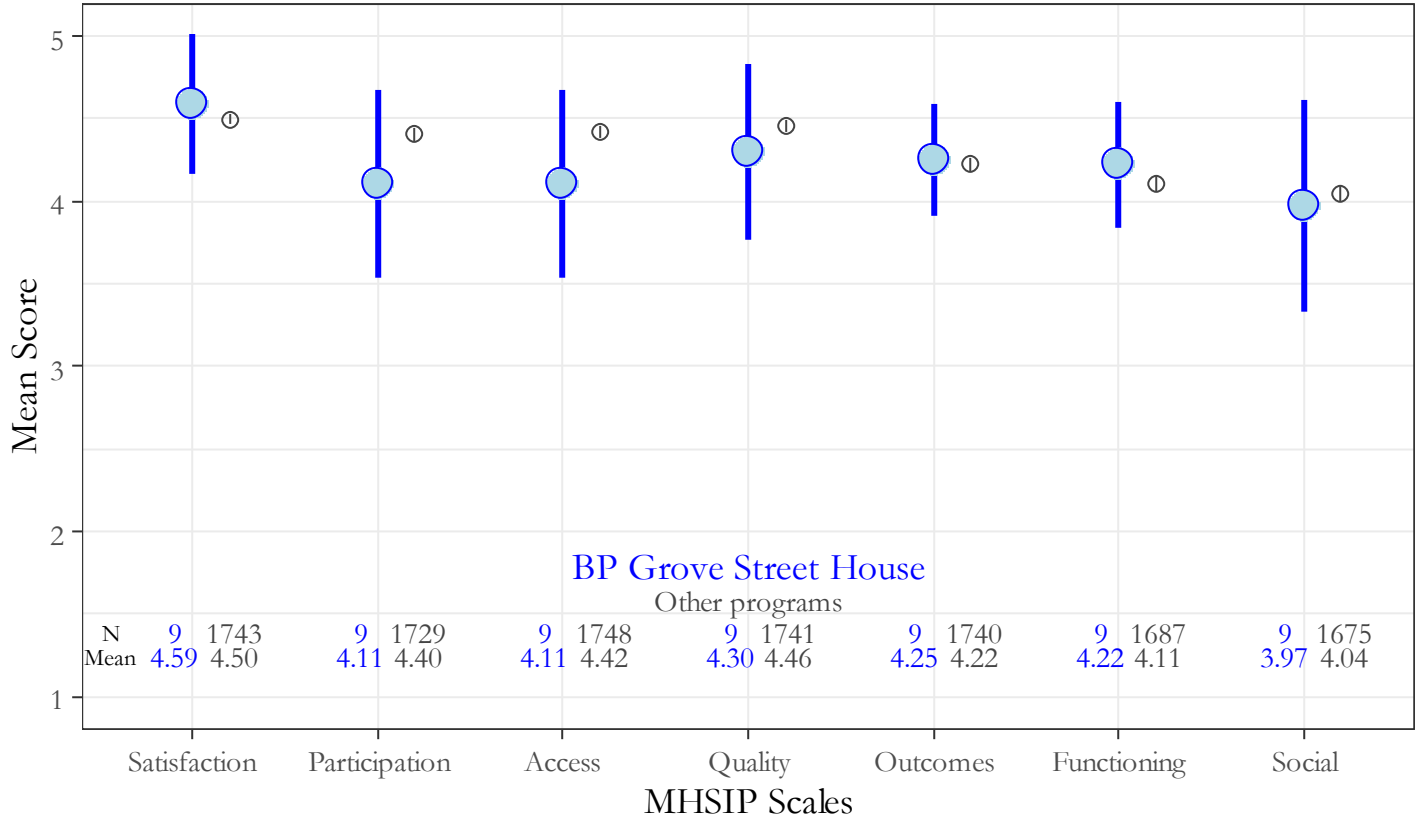
MHSIP Items 1-25, N = 9
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
88.9 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	4 44.4 %	1 11.1 %	0 0.0 %
88.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	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 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	4 44.4 %	2 22.2 %	0 0.0 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
88.9 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
75.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 11.1 %	1 11.1 %	2 22.2 %	4 44.4 %	1 11.1 %	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 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
77.8 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
66.7 % 12. I felt free to complain	1 11.1 %	0 0.0 %	2 22.2 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %
88.9 % 13. I was given information about my rights	0 0.0 %	1 11.1 %	0 0.0 %	3 33.3 %	5 55.6 %	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 %	4 44.4 %	1 11.1 %	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 33.3 %	5 55.6 %	1 11.1 %	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 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
77.8 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 11.1 %	1 11.1 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %
87.5 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	4 44.4 %	1 11.1 %	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 %	4 44.4 %	4 44.4 %	1 11.1 %	0 0.0 %
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 11.1 %	3 33.3 %	4 44.4 %	1 11.1 %	0 0.0 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	3 33.3 %	0 0.0 %	1 11.1 %
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 11.1 %	4 44.4 %	3 33.3 %	0 0.0 %	1 11.1 %
100.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	4 44.4 %	1 11.1 %	0 0.0 %
100.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	4 44.4 %	1 11.1 %	0 0.0 %
88.9 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 11.1 %	0 0.0 %	5 55.6 %	3 33.3 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 9
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
75.0 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	2 22.2 %	1 11.1 %	0 0.0 %
75.0 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 11.1 %	1 11.1 %	3 33.3 %	3 33.3 %	1 11.1 %	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 %	5 55.6 %	4 44.4 %	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 %	4 44.4 %	4 44.4 %	1 11.1 %	0 0.0 %
100.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	2 22.2 %	1 11.1 %	1 11.1 %
77.8 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
77.8 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 11.1 %	1 11.1 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %
77.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 11.1 %	1 11.1 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %
62.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	3 33.3 %	1 11.1 %	0 0.0 %
66.7 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 11.1 %	2 22.2 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %
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 22.2 %	4 44.4 %	3 33.3 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	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 %
Total	9 100 %	0 100 %	9 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 9 clients; surveys were returned for 9 clients (9/9 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

BP Jo Ruffin Place

Program Code(s): 89911

Overall Satisfaction¹

100.0%

Return Rate²

92.3%

Overall satisfaction³ mean score for BP Jo Ruffin Place: **4.56**.

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

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

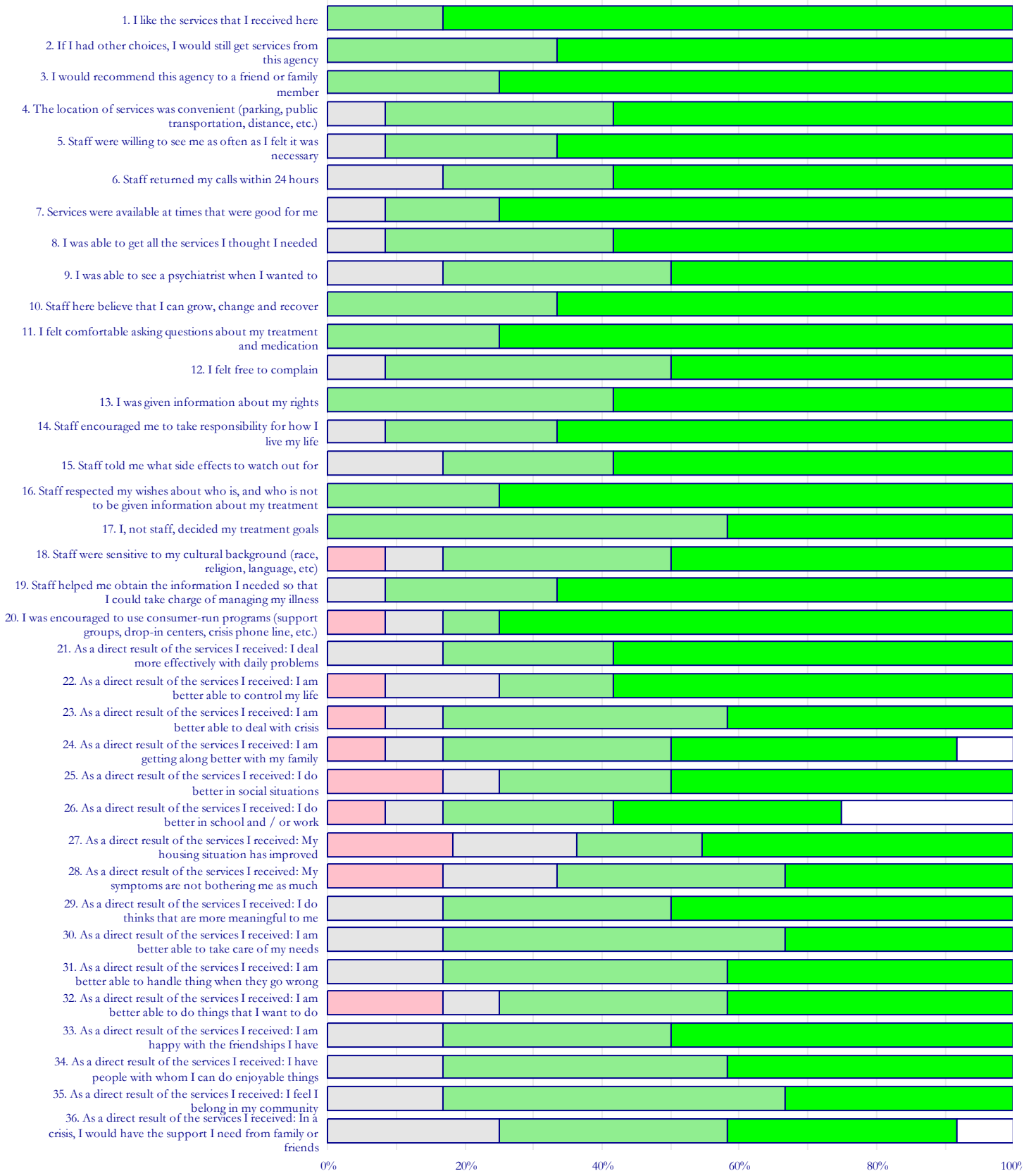
83.3% 6. Staff returned my calls within 24 hours

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

83.3% 15. Staff told me what side effects to watch out for

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

MHSIP Items



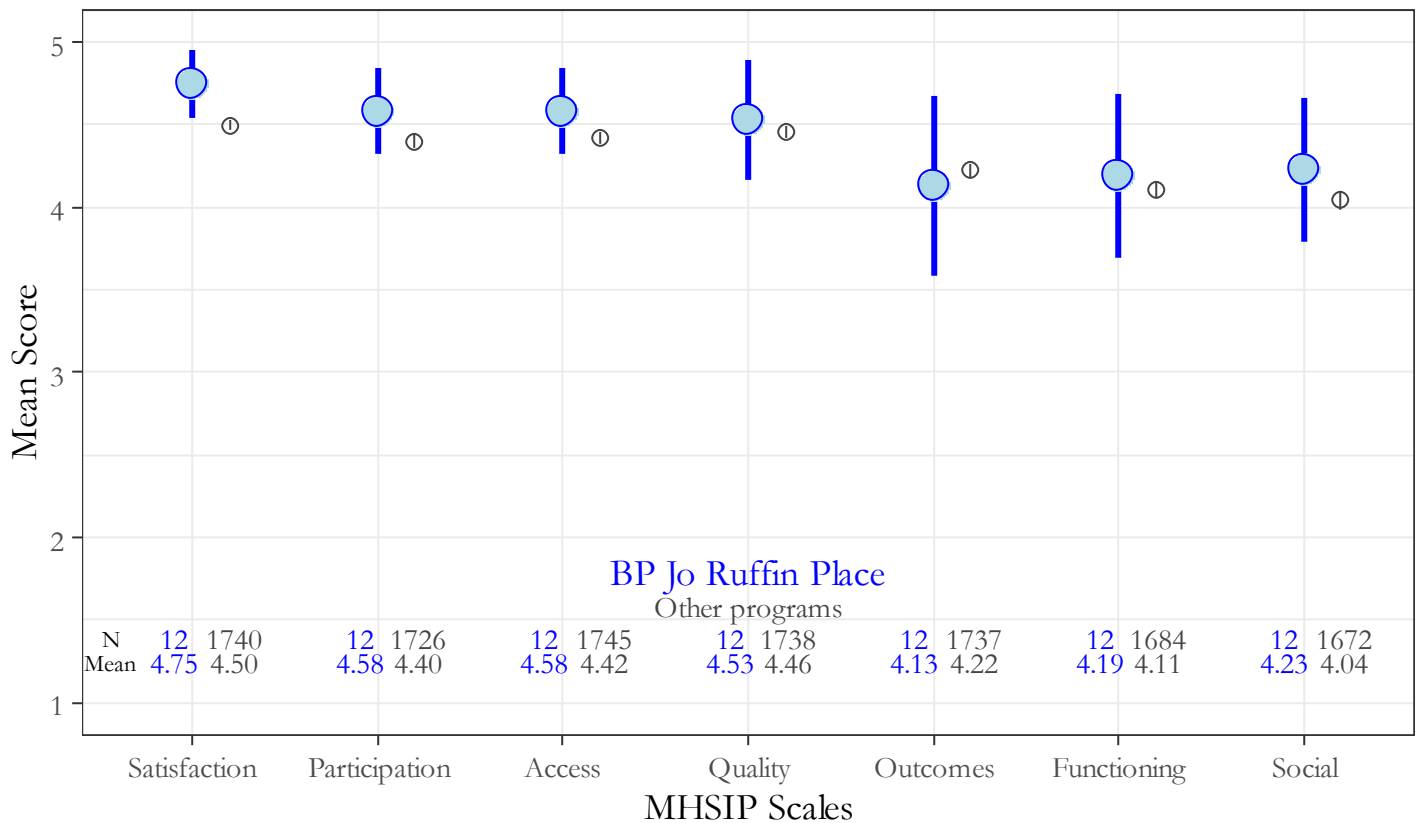
MHSIP Items 1-25, N = 12
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	10 83.3 %	0 0.0 %	0 0.0 %
100.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 66.7 %	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 %	3 25.0 %	9 75.0 %	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 %	4 33.3 %	7 58.3 %	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 %	3 25.0 %	8 66.7 %	0 0.0 %	0 0.0 %
83.3 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	7 58.3 %	0 0.0 %	0 0.0 %
91.7 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	9 75.0 %	0 0.0 %	0 0.0 %
91.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	7 58.3 %	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 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 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 %	3 25.0 %	9 75.0 %	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 %	5 41.7 %	7 58.3 %	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 %	3 25.0 %	8 66.7 %	0 0.0 %	0 0.0 %
83.3 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	7 58.3 %	0 0.0 %	0 0.0 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 25.0 %	9 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 %	7 58.3 %	5 41.7 %	0 0.0 %	0 0.0 %
83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 8.3 %	1 8.3 %	4 33.3 %	6 50.0 %	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 %	3 25.0 %	8 66.7 %	0 0.0 %	0 0.0 %
83.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 8.3 %	1 8.3 %	1 8.3 %	9 75.0 %	0 0.0 %	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 16.7 %	3 25.0 %	7 58.3 %	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 8.3 %	2 16.7 %	2 16.7 %	7 58.3 %	0 0.0 %	0 0.0 %
83.3 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 8.3 %	1 8.3 %	5 41.7 %	5 41.7 %	0 0.0 %	0 0.0 %
81.8 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 8.3 %	1 8.3 %	4 33.3 %	5 41.7 %	1 8.3 %	0 0.0 %
75.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 16.7 %	1 8.3 %	3 25.0 %	6 50.0 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 12
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 %	1 8.3 %	1 8.3 %	3 25.0 %	4 33.3 %	3 25.0 %	0 0.0 %
63.6 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	2 16.7 %	2 16.7 %	2 16.7 %	5 41.7 %	0 0.0 %	1 8.3 %
66.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 16.7 %	2 16.7 %	4 33.3 %	4 33.3 %	0 0.0 %	0 0.0 %
83.3 % 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 16.7 %	4 33.3 %	6 50.0 %	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 %
83.3 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	2 16.7 %	5 41.7 %	5 41.7 %	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 %	2 16.7 %	1 8.3 %	4 33.3 %	5 41.7 %	0 0.0 %	0 0.0 %
83.3 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
83.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 16.7 %	5 41.7 %	5 41.7 %	0 0.0 %	0 0.0 %
83.3 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	2 16.7 %	6 50.0 %	4 33.3 %	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 %	0 0.0 %	3 25.0 %	4 33.3 %	4 33.3 %	1 8.3 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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

Adult / Older Adult Consumer Experience Report - Fall 2018
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: **4.46**.

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

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

Highest Agreement Items

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

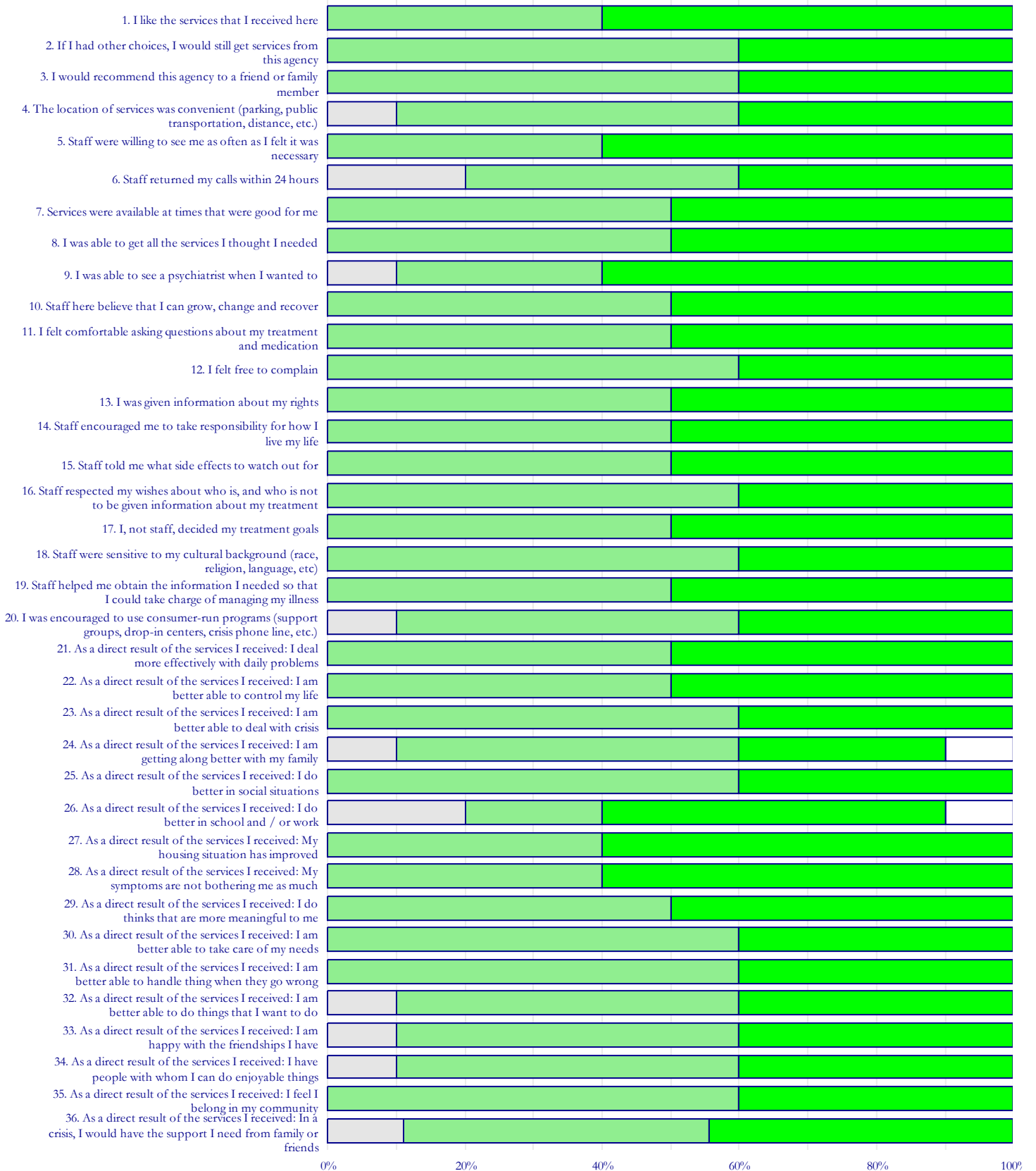
80.0% 6. Staff returned my calls within 24 hours

90.0% 9. I was able to see a psychiatrist when I wanted to

90.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

MHSIP Items



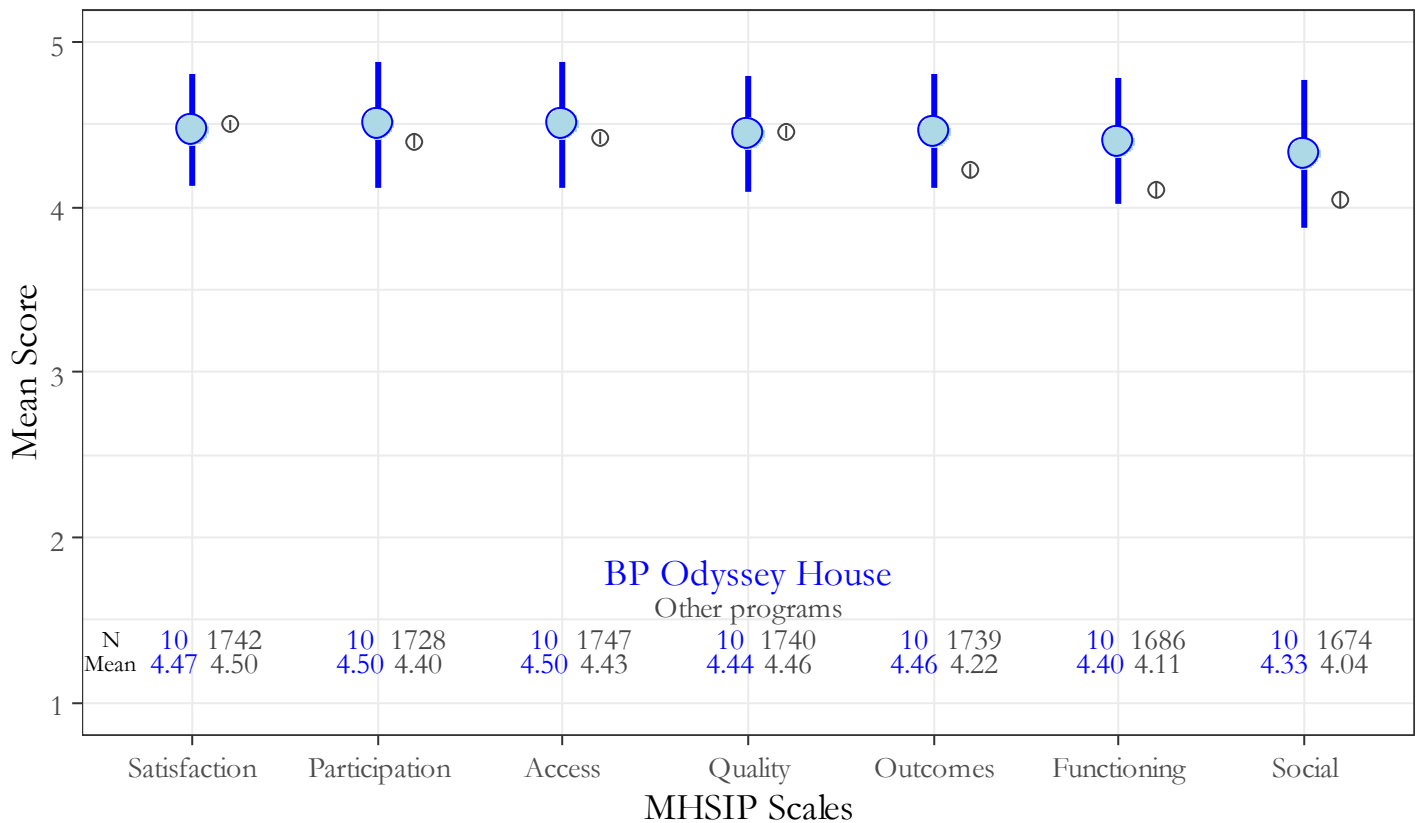
MHSIP Items 1-25, N = 10
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	6 60.0 %	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 %	6 60.0 %	4 40.0 %	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 %	5 50.0 %	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 %	4 40.0 %	6 60.0 %	0 0.0 %	0 0.0 %
80.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	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 %	5 50.0 %	5 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 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
90.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 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 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	6 60.0 %	4 40.0 %	0 0.0 %	0 0.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
100.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 60.0 %	4 40.0 %	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 %	5 50.0 %	5 50.0 %	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 %	6 60.0 %	4 40.0 %	0 0.0 %	0 0.0 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	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 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 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 %	5 50.0 %	5 50.0 %	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 %	6 60.0 %	4 40.0 %	0 0.0 %	0 0.0 %
88.9 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	3 30.0 %	1 10.0 %	0 0.0 %
100.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	0 0.0 %	6 60.0 %	4 40.0 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 10
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
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 20.0 %	2 20.0 %	5 50.0 %	1 10.0 %	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 %	4 40.0 %	6 60.0 %	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 %	4 40.0 %	6 60.0 %	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 %	5 50.0 %	5 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 %	6 60.0 %	4 40.0 %	0 0.0 %	0 0.0 %
100.0 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	0 0.0 %	6 60.0 %	4 40.0 %	0 0.0 %	0 0.0 %
90.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	4 40.0 %	0 0.0 %	0 0.0 %
90.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	4 40.0 %	0 0.0 %	0 0.0 %
90.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	4 40.0 %	0 0.0 %	0 0.0 %
100.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	0 0.0 %	6 60.0 %	4 40.0 %	0 0.0 %	0 0.0 %
88.9 % 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 10.0 %	4 40.0 %	4 40.0 %	0 0.0 %	1 10.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	4 100 %	6 100 %	10 100 %
Total	4 100 %	6 100 %	10 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

BP Robertson Place

Program Code(s): 38851

Overall Satisfaction¹

100.0%

Return Rate²

84.6%

Overall satisfaction³ mean score for BP Robertson Place: **4.68**.

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

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

Highest Agreement Items

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

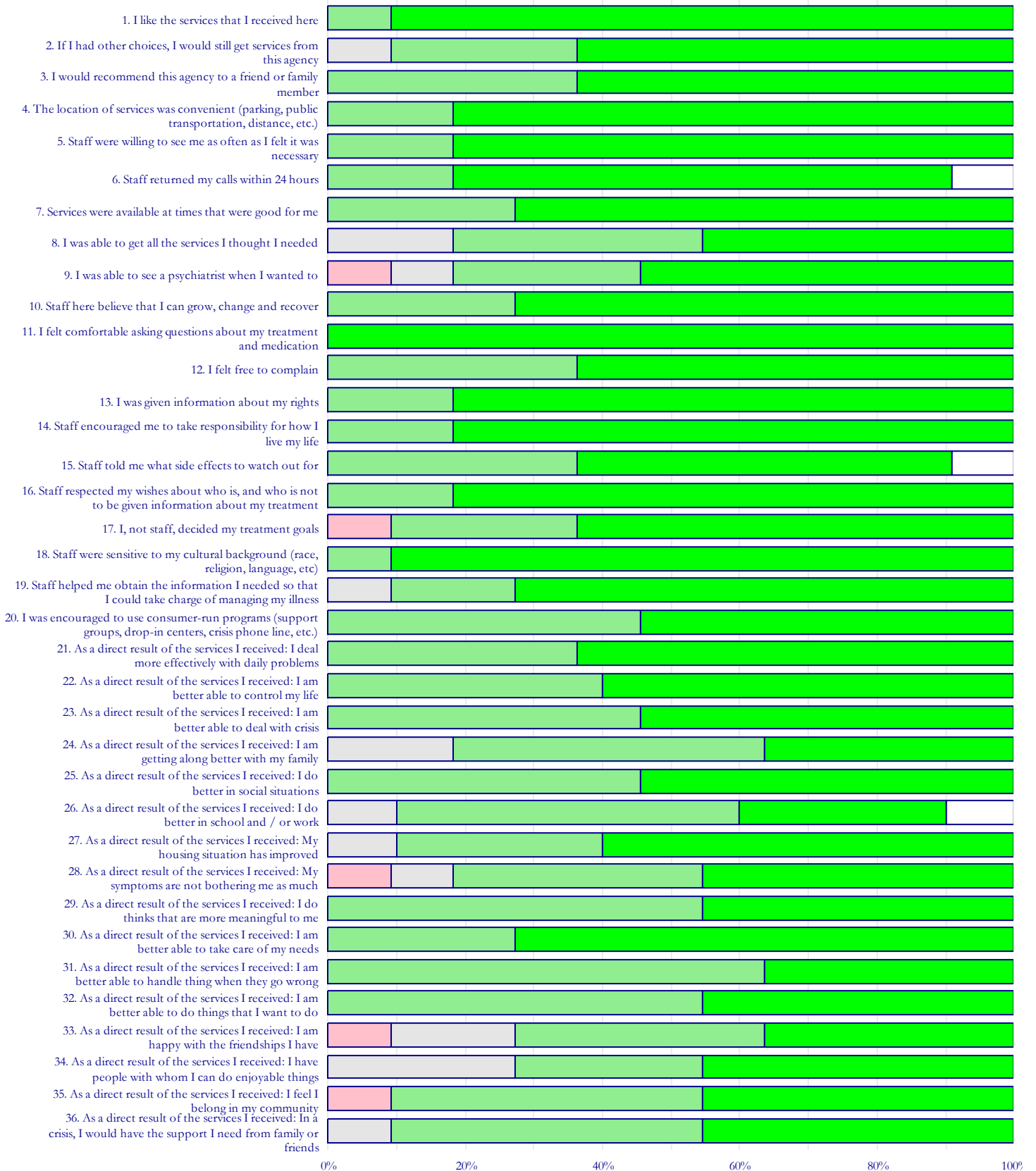
81.8% 8. I was able to get all the services I thought I needed

81.8% 9. I was able to see a psychiatrist when I wanted to

90.9% 2. If I had other choices, I would still get services from this agency

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

MHSIP Items



MHSIP Items 1-25, N = 11

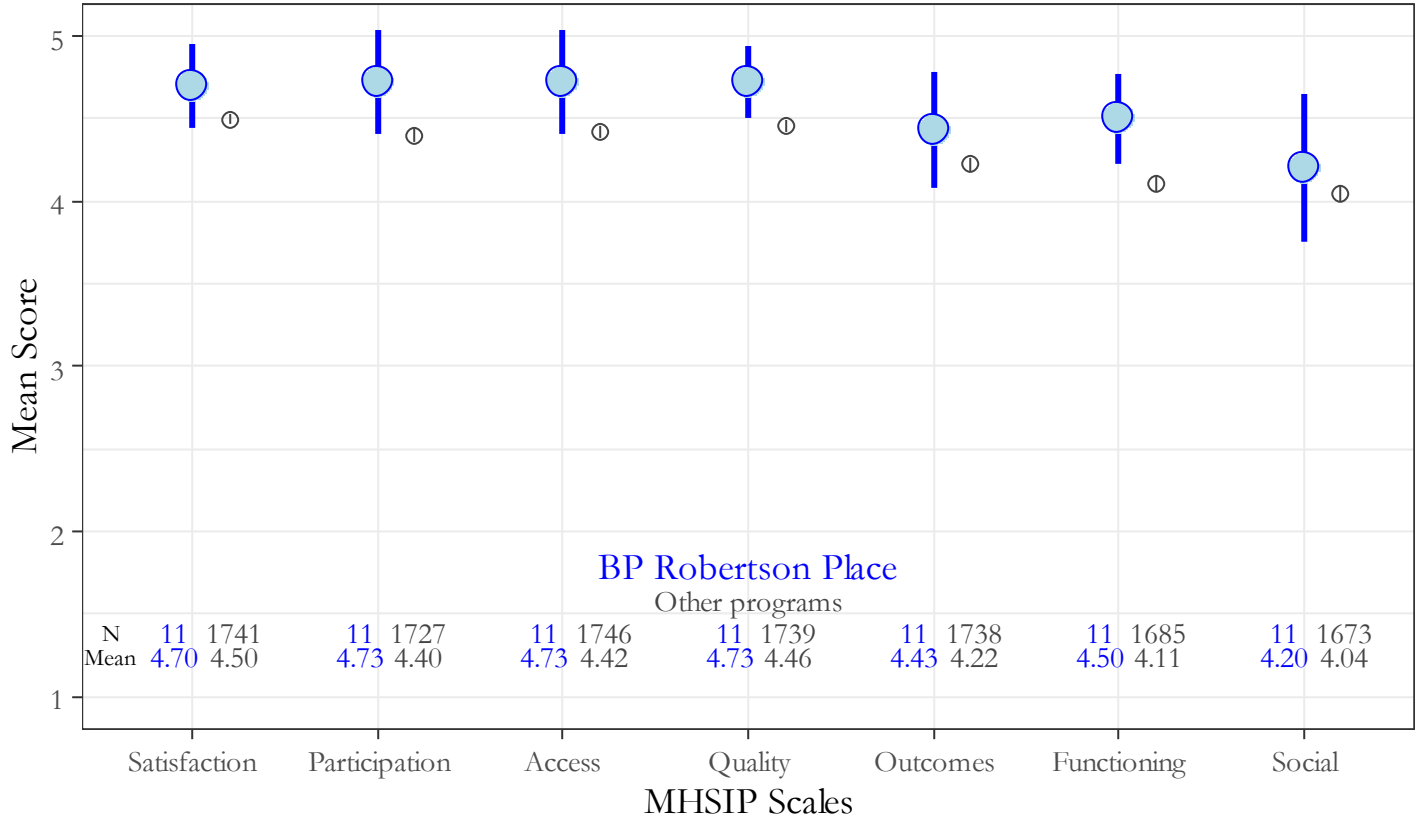
Percent Agree

	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 9.1 %	10 90.9 %	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 9.1 %	3 27.3 %	7 63.6 %	0 0.0 %	0 0.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	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 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	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 18.2 %	8 72.7 %	1 9.1 %	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 %	3 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
81.8 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 18.2 %	4 36.4 %	5 45.5 %	0 0.0 %	0 0.0 %
81.8 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 9.1 %	1 9.1 %	3 27.3 %	6 54.5 %	0 0.0 %	0 0.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	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 %	0 0.0 %	11 100.0 %	0 0.0 %	0 0.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	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 18.2 %	9 81.8 %	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 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
100.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	6 54.5 %	1 9.1 %	0 0.0 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
90.9 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 9.1 %	0 0.0 %	3 27.3 %	7 63.6 %	0 0.0 %	0 0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 9.1 %	10 90.9 %	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 %	0 0.0 %	1 9.1 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	5 45.5 %	6 54.5 %	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 %	4 36.4 %	7 63.6 %	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 36.4 %	6 54.5 %	0 0.0 %	1 9.1 %
100.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	5 45.5 %	6 54.5 %	0 0.0 %	0 0.0 %
81.8 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	2 18.2 %	5 45.5 %	4 36.4 %	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 %	5 45.5 %	6 54.5 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 11
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.9 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	1 9.1 %	5 45.5 %	3 27.3 %	1 9.1 %	1 9.1 %
90.0 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	6 54.5 %	0 0.0 %	1 9.1 %
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 %	4 36.4 %	5 45.5 %	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 %	6 54.5 %	5 45.5 %	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 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
100.0 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	4 36.4 %	0 0.0 %	0 0.0 %
100.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	5 45.5 %	0 0.0 %	0 0.0 %
72.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 9.1 %	2 18.2 %	4 36.4 %	4 36.4 %	0 0.0 %	0 0.0 %
72.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	3 27.3 %	3 27.3 %	5 45.5 %	0 0.0 %	0 0.0 %
90.9 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 9.1 %	0 0.0 %	5 45.5 %	5 45.5 %	0 0.0 %	0 0.0 %
90.9 % 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 9.1 %	5 45.5 %	5 45.5 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 13 clients; surveys were returned for 11 clients (11/13 = 84.6%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

BP San Jose Place
Program Code(s): 38BS1

Overall Satisfaction¹
100.0%

Return Rate²
100.0%

Overall satisfaction³ mean score for BP San Jose Place: **4.78**.

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

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

Highest Agreement Items

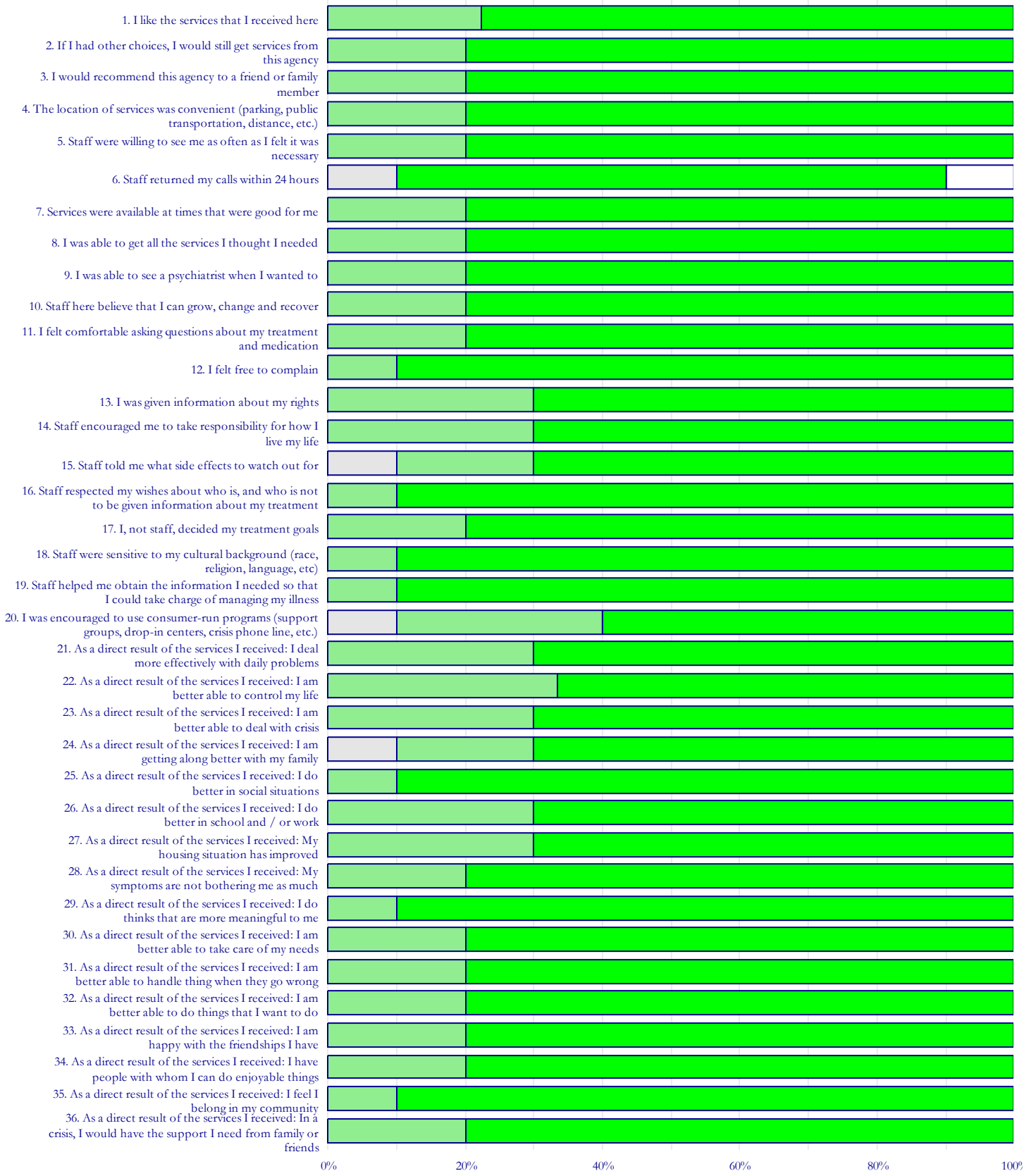
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 88.9% 6. Staff returned my calls within 24 hours
- 90.0% 15. Staff told me what side effects to watch out for
- 90.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

MHSIP Items



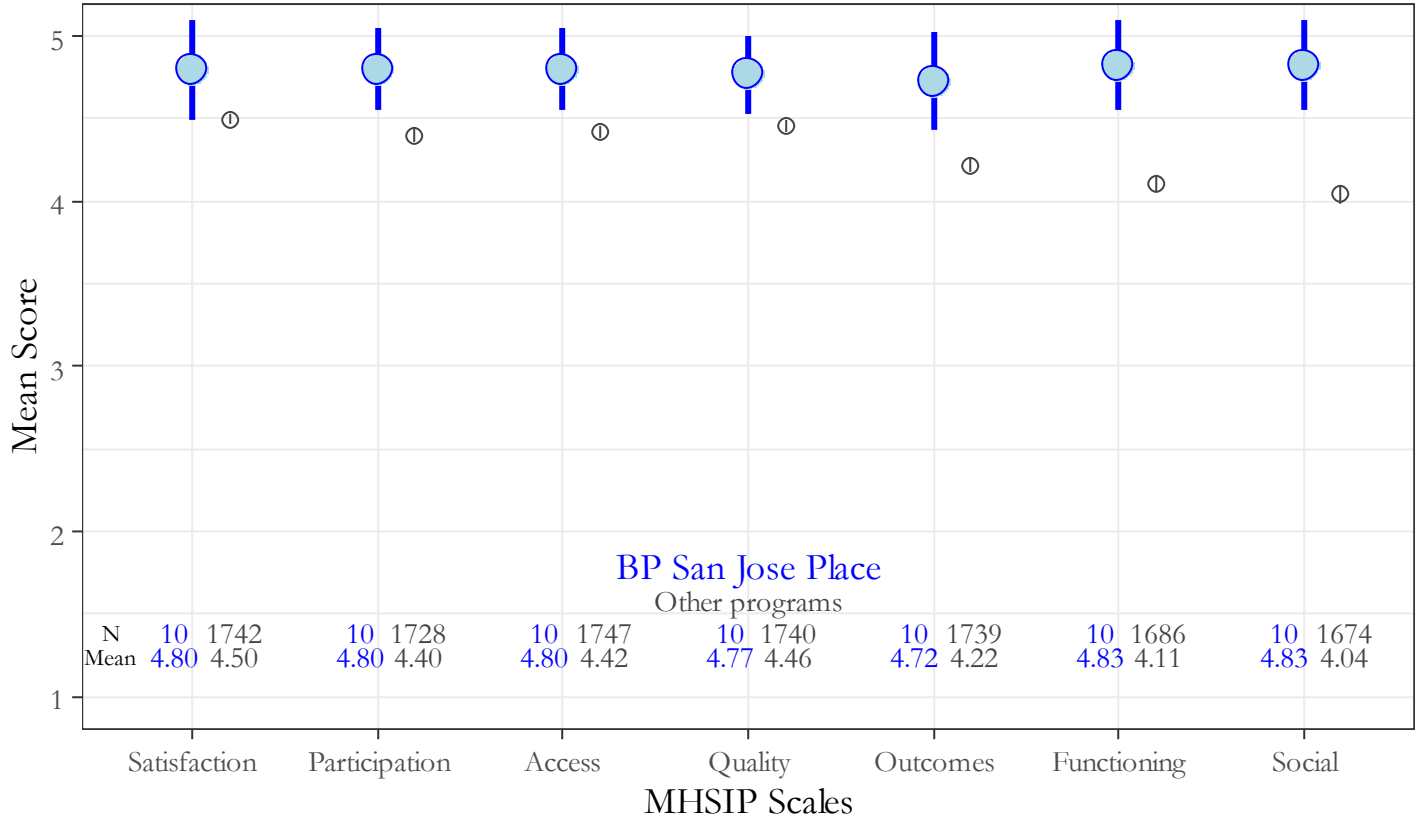
MHSIP Items 1-25, N = 10
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
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 %	8 80.0 %	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 %	2 20.0 %	8 80.0 %	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 %	2 20.0 %	8 80.0 %	0 0.0 %	0 0.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	8 80.0 %	0 0.0 %	0 0.0 %
88.9 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 10.0 %	0 0.0 %	8 80.0 %	1 10.0 %	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 %	2 20.0 %	8 80.0 %	0 0.0 %	0 0.0 %
100.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	8 80.0 %	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 %	2 20.0 %	8 80.0 %	0 0.0 %	0 0.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	8 80.0 %	0 0.0 %	0 0.0 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	8 80.0 %	0 0.0 %	0 0.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	9 90.0 %	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 %	3 30.0 %	7 70.0 %	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 %	3 30.0 %	7 70.0 %	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 10.0 %	2 20.0 %	7 70.0 %	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 %	1 10.0 %	9 90.0 %	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 %	2 20.0 %	8 80.0 %	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 %	1 10.0 %	9 90.0 %	0 0.0 %	0 0.0 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	9 90.0 %	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 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	0 0.0 %	0 0.0 %
100.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
100.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	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 10.0 %	2 20.0 %	7 70.0 %	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 %	1 10.0 %	9 90.0 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 10
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
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 30.0 %	7 70.0 %	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 %	3 30.0 %	7 70.0 %	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 %	2 20.0 %	8 80.0 %	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 %	1 10.0 %	9 90.0 %	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 %	2 20.0 %	8 80.0 %	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 %	2 20.0 %	8 80.0 %	0 0.0 %	0 0.0 %
100.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	8 80.0 %	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 %	2 20.0 %	8 80.0 %	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 %	2 20.0 %	8 80.0 %	0 0.0 %	0 0.0 %
100.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	9 90.0 %	0 0.0 %	0 0.0 %
100.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	8 80.0 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

BVHP Integrated Behavioral Health Program

Program Code(s): 38513

Overall Satisfaction¹

95.7%

Return Rate²

over 100%

Overall satisfaction³ mean score for BVHP Integrated Behavioral Health Program: **4.51**.

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

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

Highest Agreement Items

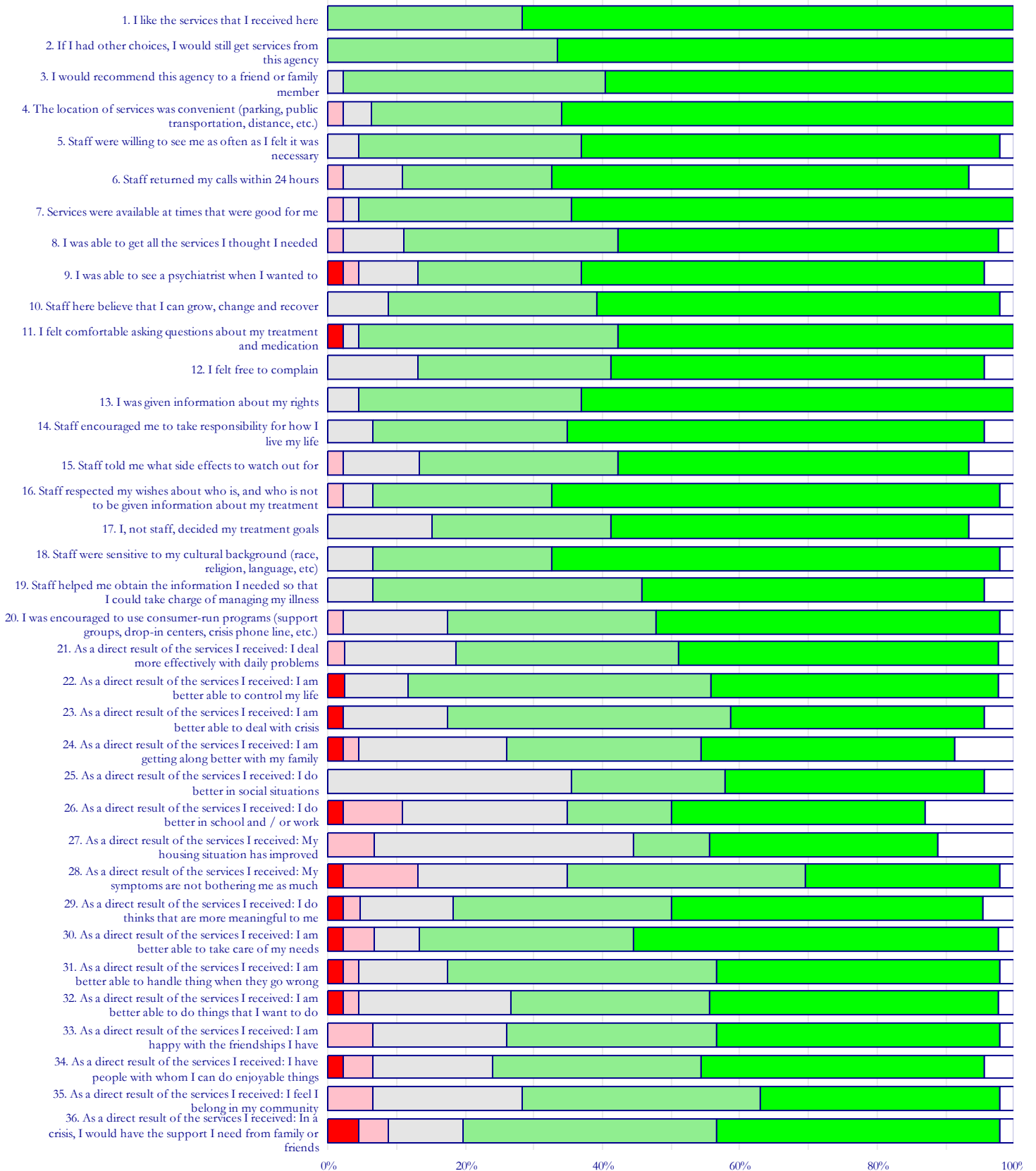
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 97.9% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 82.2% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 83.7% 17. I, not staff, decided my treatment goals
- 85.7% 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



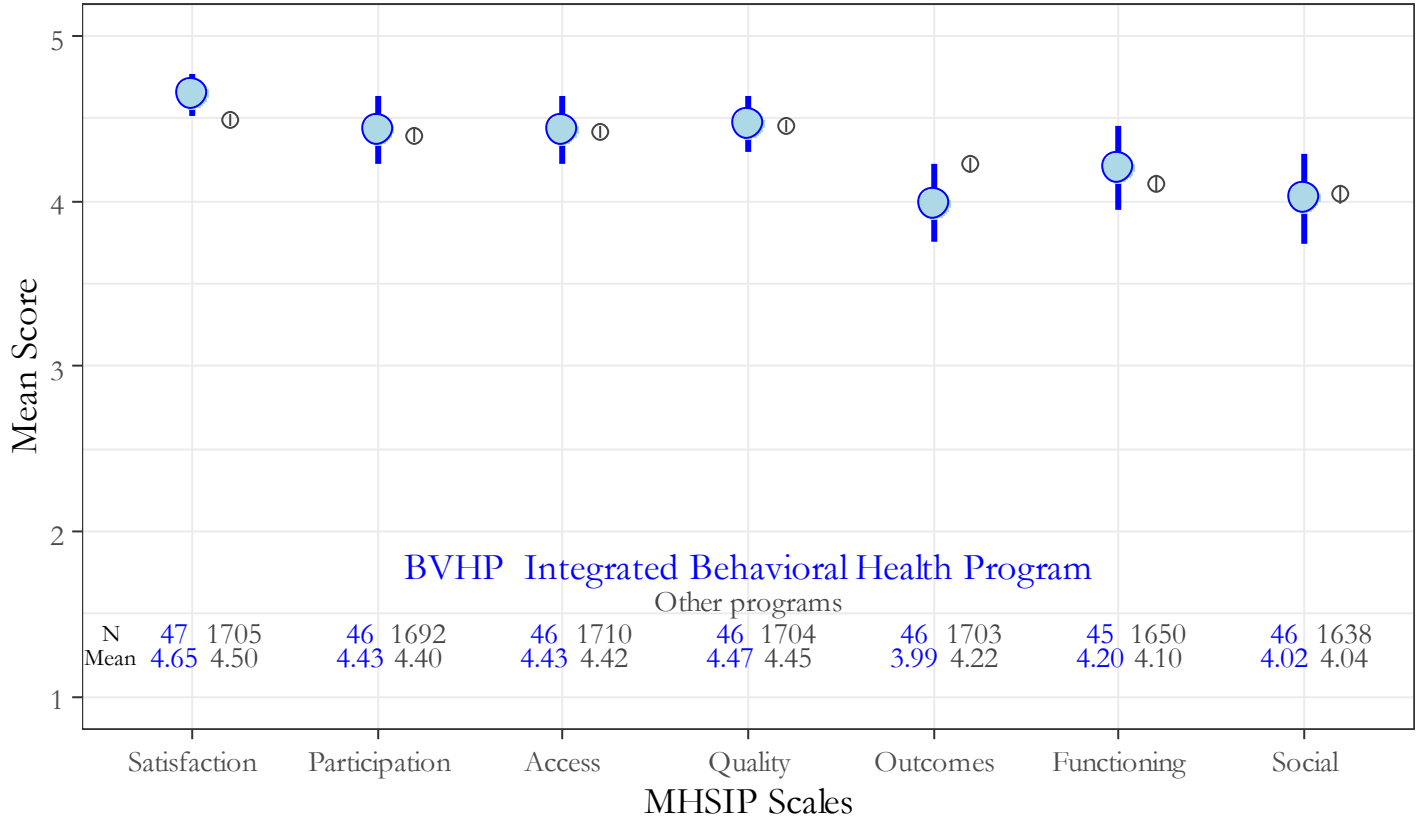
MHSIP Items 1-25, N = 49
Percent Agree

	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 %	13 26.5 %	33 67.3 %	0 0.0 %	3 6.1 %
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 %	15 30.6 %	30 61.2 %	0 0.0 %	4 8.2 %
97.9 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 2.0 %	18 36.7 %	28 57.1 %	0 0.0 %	2 4.1 %
93.6 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 2.0 %	2 4.1 %	13 26.5 %	31 63.3 %	0 0.0 %	2 4.1 %
95.6 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 4.1 %	15 30.6 %	28 57.1 %	1 2.0 %	3 6.1 %
88.4 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 2.0 %	4 8.2 %	10 20.4 %	28 57.1 %	3 6.1 %	3 6.1 %
95.6 % 7. Services were available at times that were good for me	0 0.0 %	1 2.0 %	1 2.0 %	14 28.6 %	29 59.2 %	0 0.0 %	4 8.2 %
88.6 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 2.0 %	4 8.2 %	14 28.6 %	25 51.0 %	1 2.0 %	4 8.2 %
86.4 % 9. I was able to see a psychiatrist when I wanted to	1 2.0 %	1 2.0 %	4 8.2 %	11 22.4 %	27 55.1 %	2 4.1 %	3 6.1 %
91.1 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	4 8.2 %	14 28.6 %	27 55.1 %	1 2.0 %	3 6.1 %
95.6 % 11. I felt comfortable asking questions about my treatment and medication	1 2.0 %	0 0.0 %	1 2.0 %	17 34.7 %	26 53.1 %	0 0.0 %	4 8.2 %
86.4 % 12. I felt free to complain	0 0.0 %	0 0.0 %	6 12.2 %	13 26.5 %	25 51.0 %	2 4.1 %	3 6.1 %
95.7 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 4.1 %	15 30.6 %	29 59.2 %	0 0.0 %	3 6.1 %
93.2 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	3 6.1 %	13 26.5 %	28 57.1 %	2 4.1 %	3 6.1 %
85.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 2.0 %	5 10.2 %	13 26.5 %	23 46.9 %	3 6.1 %	4 8.2 %
93.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 2.0 %	2 4.1 %	12 24.5 %	30 61.2 %	1 2.0 %	3 6.1 %
83.7 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	7 14.3 %	12 24.5 %	24 49.0 %	3 6.1 %	3 6.1 %
93.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 6.1 %	12 24.5 %	30 61.2 %	1 2.0 %	3 6.1 %
93.2 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	3 6.1 %	18 36.7 %	23 46.9 %	2 4.1 %	3 6.1 %
82.2 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 2.0 %	7 14.3 %	14 28.6 %	23 46.9 %	1 2.0 %	3 6.1 %
81.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 2.0 %	7 14.3 %	14 28.6 %	20 40.8 %	1 2.0 %	6 12.2 %
88.1 % 22. As a direct result of the services I received: I am better able to control my life	1 2.0 %	0 0.0 %	4 8.2 %	19 38.8 %	18 36.7 %	1 2.0 %	6 12.2 %
81.8 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 2.0 %	0 0.0 %	7 14.3 %	19 38.8 %	17 34.7 %	2 4.1 %	3 6.1 %
71.4 % 24. As a direct result of the services I received: I am getting along better with my family	1 2.0 %	1 2.0 %	10 20.4 %	13 26.5 %	17 34.7 %	4 8.2 %	3 6.1 %
62.8 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	16 32.6 %	10 20.4 %	17 34.7 %	2 4.1 %	4 8.2 %

MHSIP Items 26-36, N = 49
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
60.0 % 26. As a direct result of the services I received: I do better in school and / or work	1 2.0 %	4 8.2 %	11 22.4 %	7 14.3 %	17 34.7 %	6 12.2 %	3 6.1 %
50.0 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	3 6.1 %	17 34.7 %	5 10.2 %	15 30.6 %	5 10.2 %	4 8.2 %
64.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 2.0 %	5 10.2 %	10 20.4 %	16 32.6 %	13 26.5 %	1 2.0 %	3 6.1 %
81.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 2.0 %	1 2.0 %	6 12.2 %	14 28.6 %	20 40.8 %	2 4.1 %	5 10.2 %
86.4 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 2.0 %	2 4.1 %	3 6.1 %	14 28.6 %	24 49.0 %	1 2.0 %	4 8.2 %
82.2 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 2.0 %	1 2.0 %	6 12.2 %	18 36.7 %	19 38.8 %	1 2.0 %	3 6.1 %
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 2.0 %	1 2.0 %	10 20.4 %	13 26.5 %	19 38.8 %	1 2.0 %	4 8.2 %
73.3 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	3 6.1 %	9 18.4 %	14 28.6 %	19 38.8 %	1 2.0 %	3 6.1 %
75.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 2.0 %	2 4.1 %	8 16.3 %	14 28.6 %	19 38.8 %	2 4.1 %	3 6.1 %
71.1 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	3 6.1 %	10 20.4 %	16 32.6 %	16 32.6 %	1 2.0 %	3 6.1 %
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	2 4.1 %	2 4.1 %	5 10.2 %	17 34.7 %	19 38.8 %	1 2.0 %	3 6.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 4.7 %	1 16.7 %	3 6.1 %
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	41 95.3 %	5 83.3 %	46 93.9 %
Total	43 100 %	6 100 %	49 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 48 clients; surveys were returned for 49 clients (49/48 = 102.1%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

BVHP Children's Behavioral Health Program

Program Code(s): 38516

Overall Satisfaction¹

77.8%

Return Rate²

46.7%

Overall satisfaction³ mean score for BVHP Children's Behavioral Health Program: **4.14** (youth), **4.09** (family).

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.47** (family).

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

Highest Agreement Items

100.0% 12. Staff treated me with respect

100.0% 13. Staff respected my religious/spiritual beliefs

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

Lowest Agreement Items

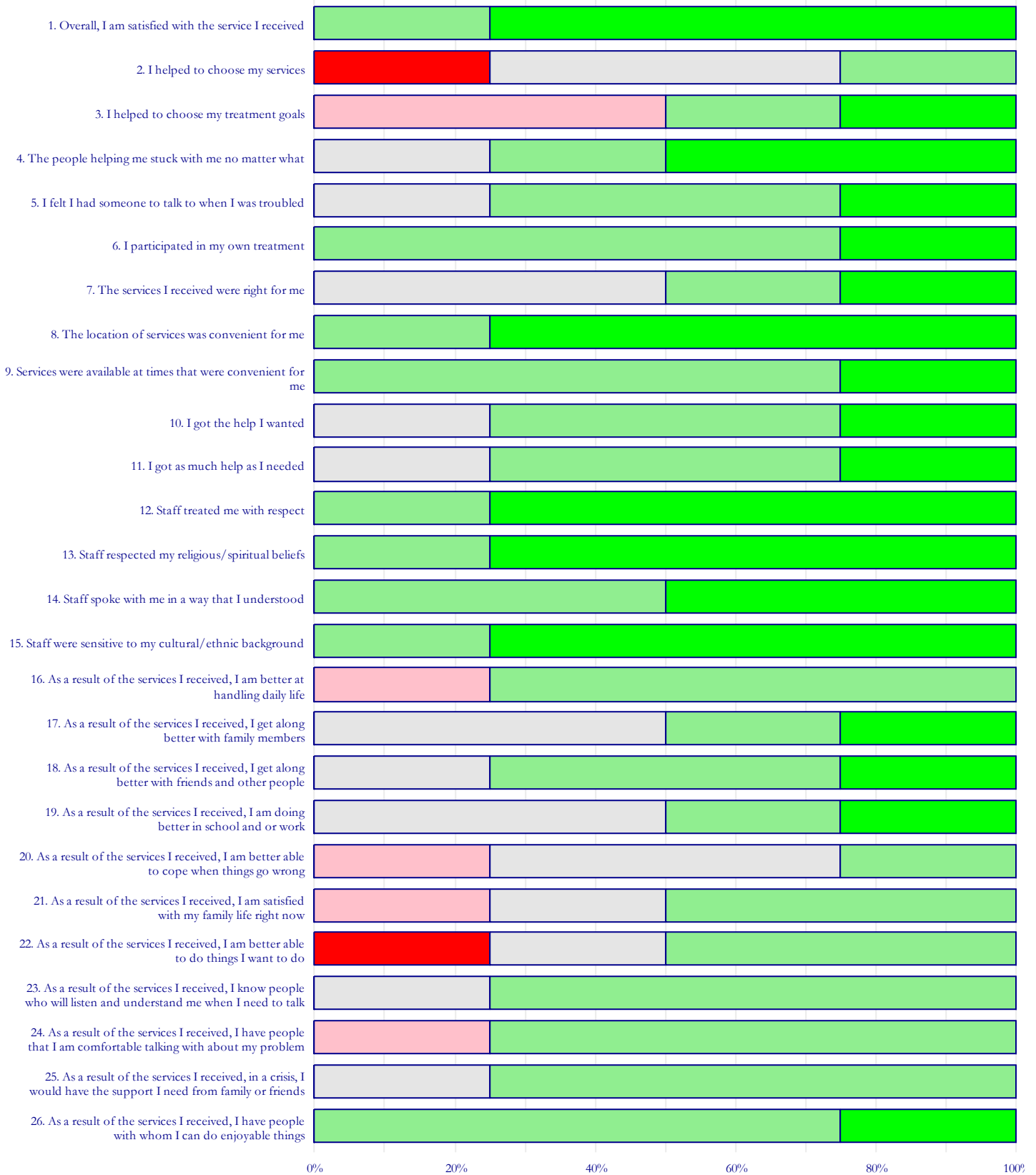
44.4% 2. I helped to choose my services

55.6% 7. The services I received were right for me

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.

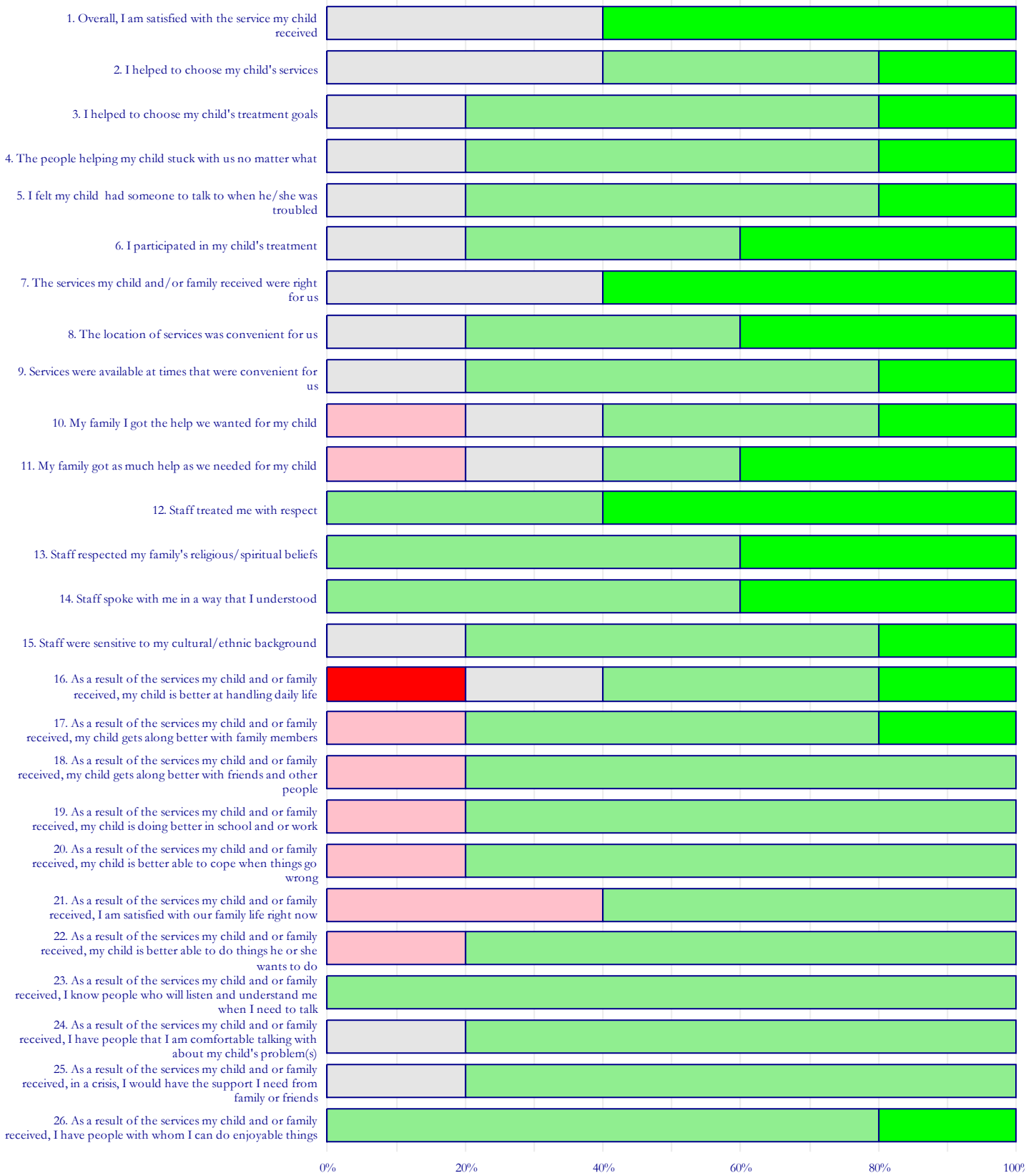
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 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 %	3 75.0 %	0 0.0 %	0 0.0 %
25.0 % 2. I helped to choose my services	1 25.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 3. I helped to choose my treatment goals	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
75.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	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 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
50.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	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 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
75.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
75.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 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 %	1 25.0 %	3 75.0 %	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 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	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 %	1 25.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
75.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
50.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
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 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 22. As a result of the services I received, I am better able to do things I want to do	1 25.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %	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 25.0 %	3 75.0 %	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 %	1 25.0 %	0 0.0 %	3 75.0 %	0 0.0 %	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 %	3 75.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %

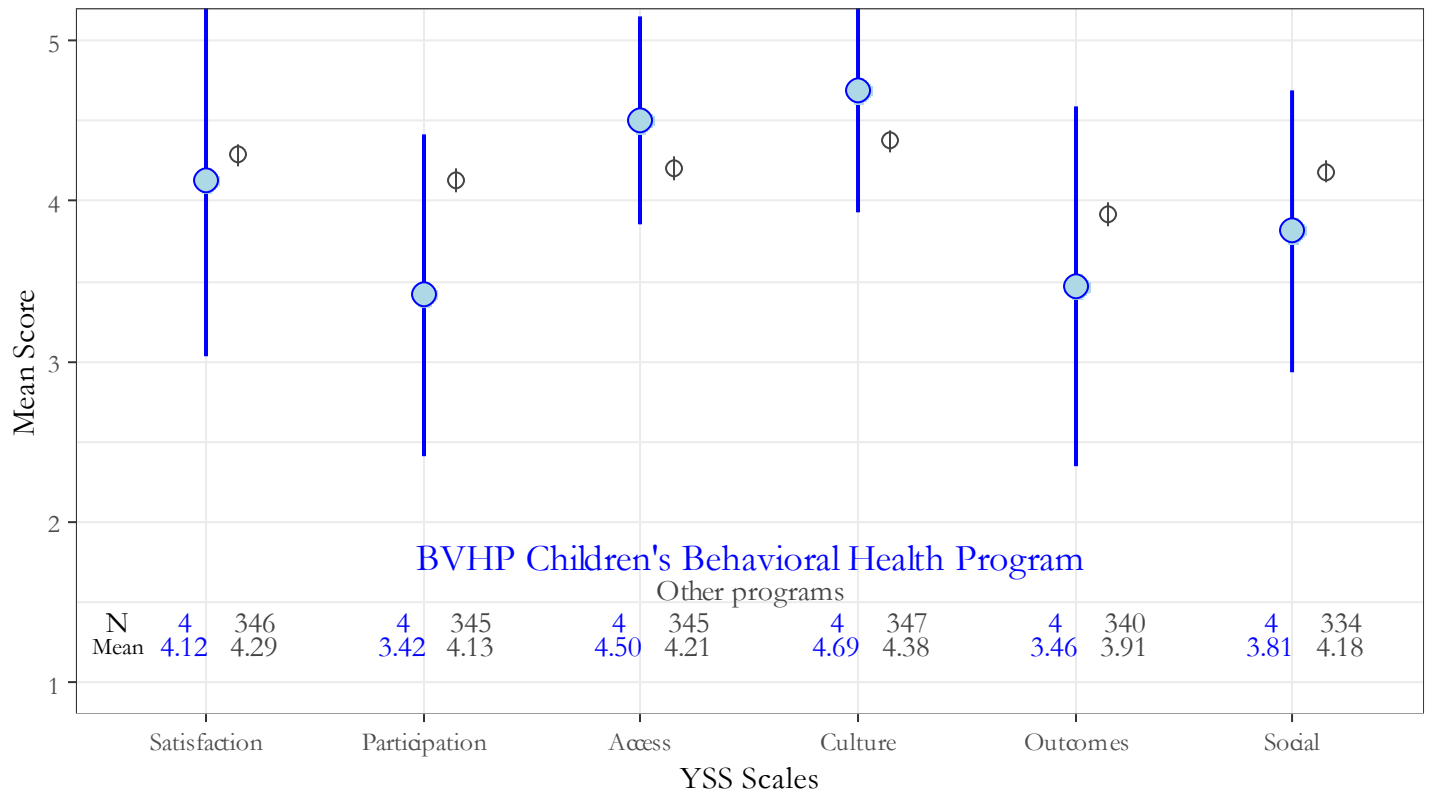
Youth Services Survey for Families



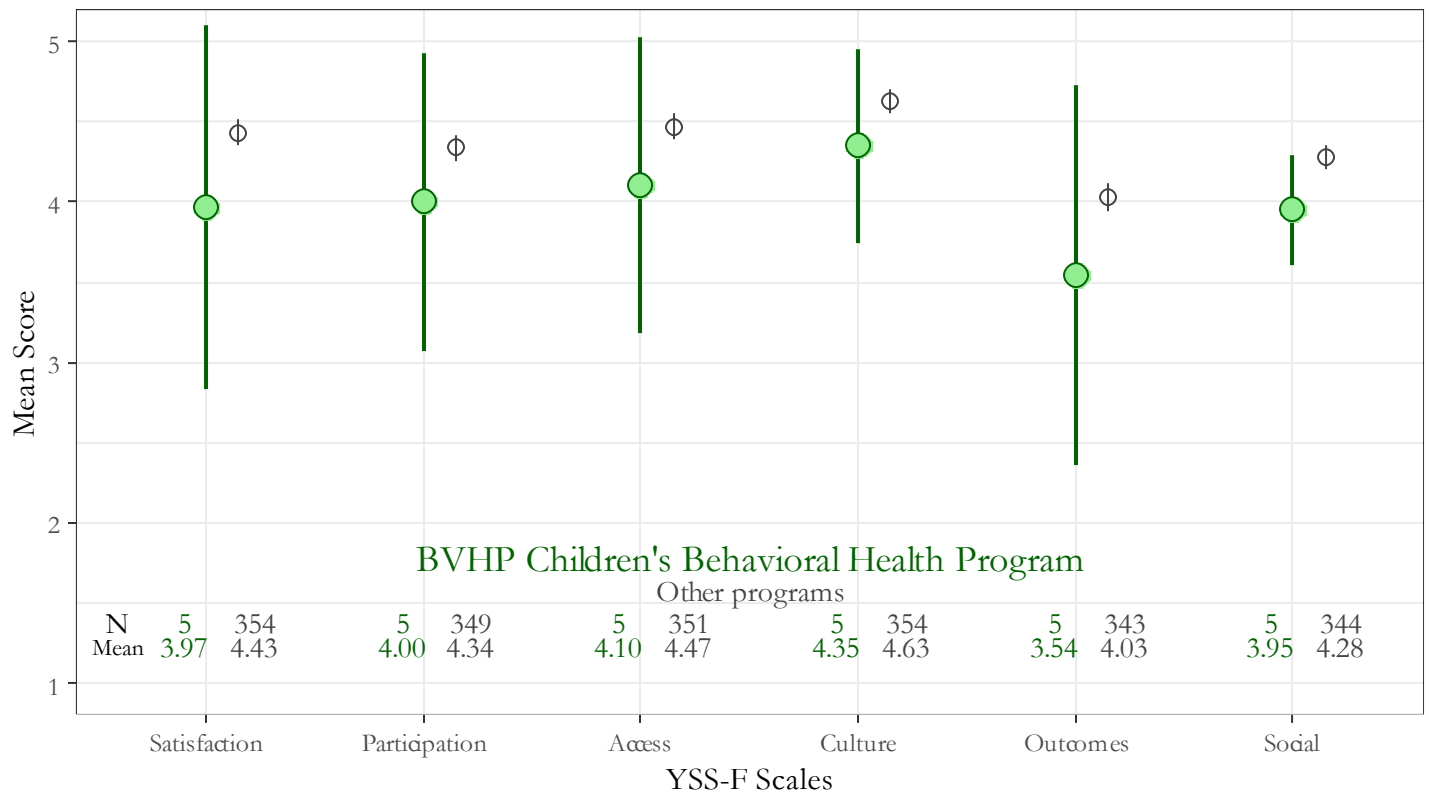
Youth Services Survey for Families, N = 5

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
60.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	3 60.0 %	0 0.0 %	0 0.0 %
60.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	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 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
60.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	3 60.0 %	0 0.0 %	0 0.0 %
80.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
80.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
60.0 % 10. My family I got the help we wanted for my child	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
60.0 % 11. My family got as much help as we needed for my child	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	0 0.0 %	0 0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	0 0.0 %	0 0.0 %
80.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
60.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	1 20.0 %	0 0.0 %	1 20.0 %	2 40.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	0 0.0 %
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 %	1 20.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	0 0.0 %
80.0 % 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 20.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	0 0.0 %
60.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	2 40.0 %	0 0.0 %	3 60.0 %	0 0.0 %	0 0.0 %	0 0.0 %
80.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	5 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
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)	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	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 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %	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 %	4 80.0 %	1 20.0 %	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
BVHP Children's
Behavioral Health
Completion Status Program Completion Total
by Respondent Type

	Family	Youth	Total
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	5 100 %	4 100 %	9 100 %
Total	5 100 %	4 100 %	9 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 15 clients; surveys were returned for 7 clients ($7 / 15 = 46.7\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

CASARC Outpatient Services

Program Code(s): 38C51

Overall Satisfaction¹

100.0%

Return Rate²

76.9%

Overall satisfaction³ mean score for CASARC Outpatient Services: **4.07** (youth), **4.22** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 5. I felt I had someone to talk to when I was troubled

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

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

Lowest Agreement Items

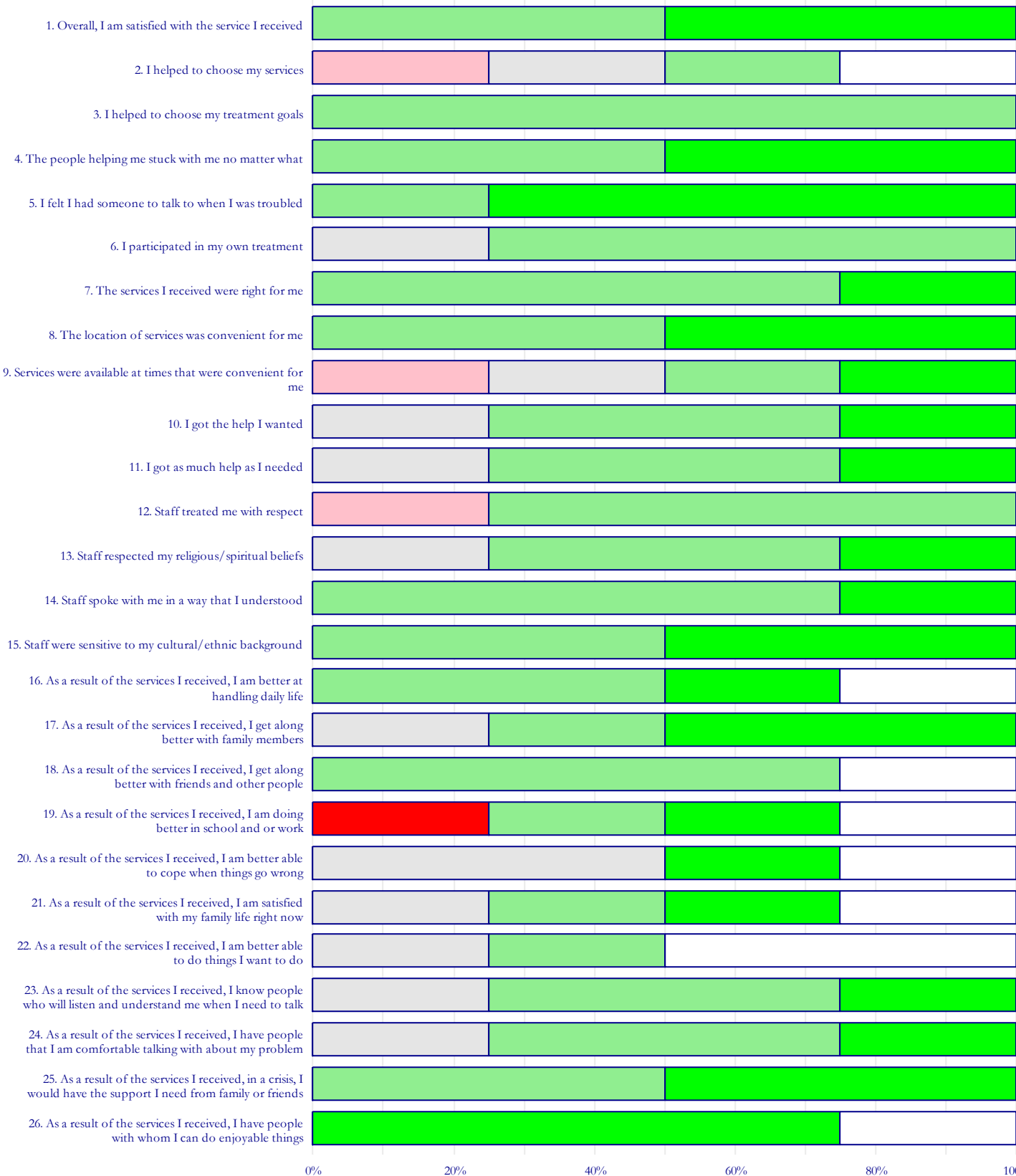
58.3% 2. I helped to choose my services

71.4% 9. Services were available at times that were convenient 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.

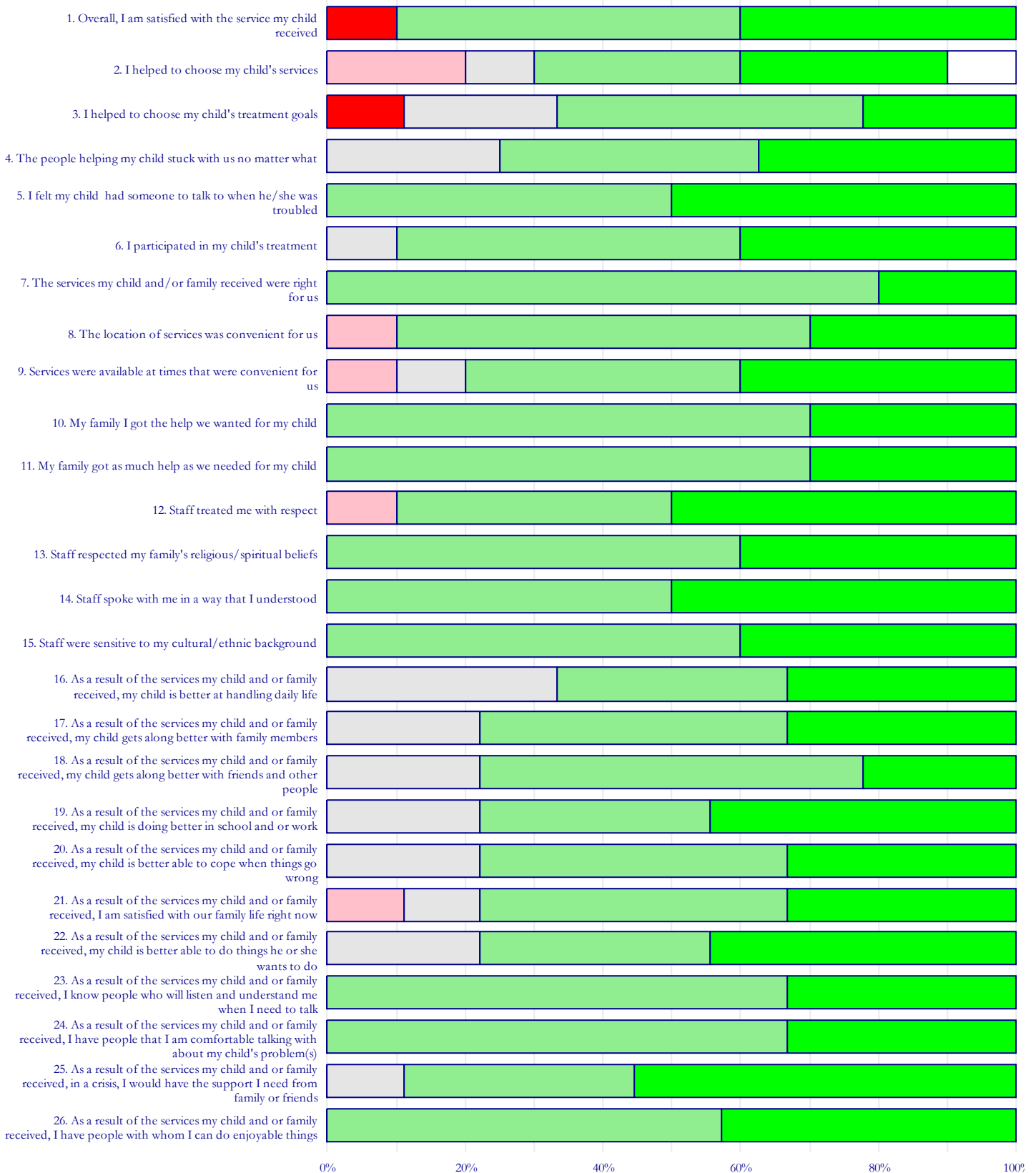
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 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 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
33.3 % 2. I helped to choose my services	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %	0 0.0 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 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 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
75.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
50.0 % 9. Services were available at times that were convenient for me	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
75.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
75.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
75.0 % 12. Staff treated me with respect	0 0.0 %	1 25.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	0 0.0 %
75.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	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 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
100.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	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 %	1 25.0 %	2 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 %	3 75.0 %	0 0.0 %	1 25.0 %	0 0.0 %
66.7 % 19. As a result of the services I received, I am doing better in school and or work	1 25.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %
33.3 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %	1 25.0 %	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 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %
50.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %	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 25.0 %	2 50.0 %	1 25.0 %	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 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	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 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %

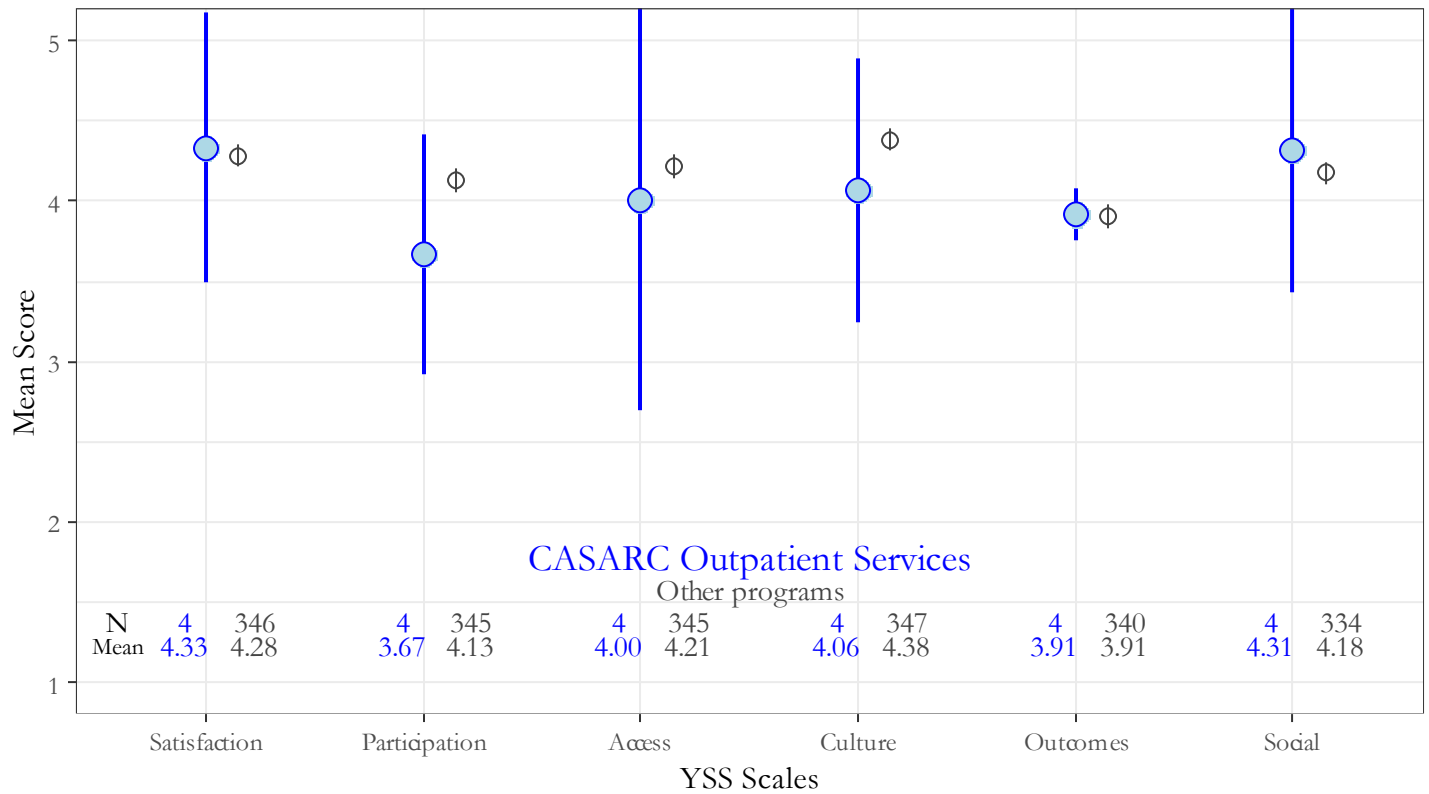
Youth Services Survey for Families



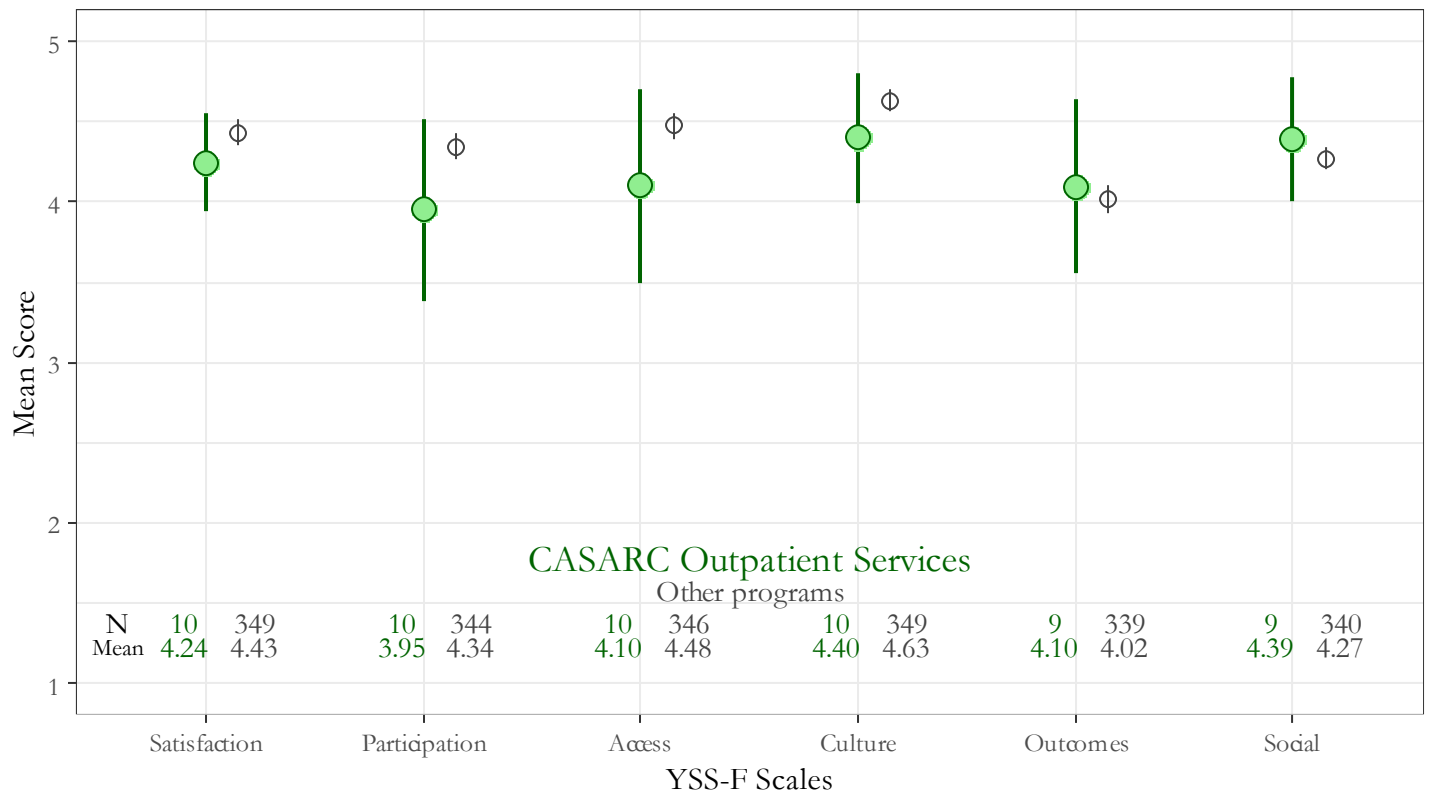
Youth Services Survey for Families, N = 10

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.0 % 1. Overall, I am satisfied with the service my child received	1 10.0 %	0 0.0 %	0 0.0 %	5 50.0 %	4 40.0 %	0 0.0 %	0 0.0 %
66.7 % 2. I helped to choose my child's services	0 0.0 %	2 20.0 %	1 10.0 %	3 30.0 %	3 30.0 %	1 10.0 %	0 0.0 %
66.7 % 3. I helped to choose my child's treatment goals	1 10.0 %	0 0.0 %	2 20.0 %	4 40.0 %	2 20.0 %	0 0.0 %	1 10.0 %
75.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	3 30.0 %	0 0.0 %	2 20.0 %
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 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
90.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	4 40.0 %	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 %	8 80.0 %	2 20.0 %	0 0.0 %	0 0.0 %
90.0 % 8. The location of services was convenient for us	0 0.0 %	1 10.0 %	0 0.0 %	6 60.0 %	3 30.0 %	0 0.0 %	0 0.0 %
80.0 % 9. Services were available at times that were convenient for us	0 0.0 %	1 10.0 %	1 10.0 %	4 40.0 %	4 40.0 %	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 %	7 70.0 %	3 30.0 %	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 %	7 70.0 %	3 30.0 %	0 0.0 %	0 0.0 %
90.0 % 12. Staff treated me with respect	0 0.0 %	1 10.0 %	0 0.0 %	4 40.0 %	5 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 %	6 60.0 %	4 40.0 %	0 0.0 %	0 0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	0 0.0 %	0 0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	6 60.0 %	4 40.0 %	0 0.0 %	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	0 0.0 %	0 0.0 %	3 30.0 %	3 30.0 %	3 30.0 %	0 0.0 %	1 10.0 %
77.8 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	3 30.0 %	0 0.0 %	1 10.0 %
77.8 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	2 20.0 %	0 0.0 %	1 10.0 %
77.8 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	4 40.0 %	0 0.0 %	1 10.0 %
77.8 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	3 30.0 %	0 0.0 %	1 10.0 %
77.8 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	1 10.0 %	1 10.0 %	4 40.0 %	3 30.0 %	0 0.0 %	1 10.0 %
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 %	0 0.0 %	2 20.0 %	3 30.0 %	4 40.0 %	0 0.0 %	1 10.0 %
100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	6 60.0 %	3 30.0 %	0 0.0 %	1 10.0 %
100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	6 60.0 %	3 30.0 %	0 0.0 %	1 10.0 %
88.9 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	3 30.0 %	0 0.0 %	3 30.0 %

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	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	10 100 %	4 100 %	14 100 %
Total	10 100 %	4 100 %	14 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 13 clients; surveys were returned for 10 clients (10 / 13 = 76.9%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
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
50.0%

Return Rate²
25.0%

Overall satisfaction³ mean score for Catholic Charities CYO SF Boys and Girls Home - Euclid House: **3.57** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.26** (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% 6. I participated in my own treatment
- 100.0% 7. The services I received were right for me
- 100.0% 10. I got the help I wanted

Lowest Agreement Items

- 0.0% 2. I helped to choose my services
- 0.0% 12. Staff treated me with respect
- 0.0% 14. Staff spoke with me in a way that I understood

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

Youth Services Survey for Youth

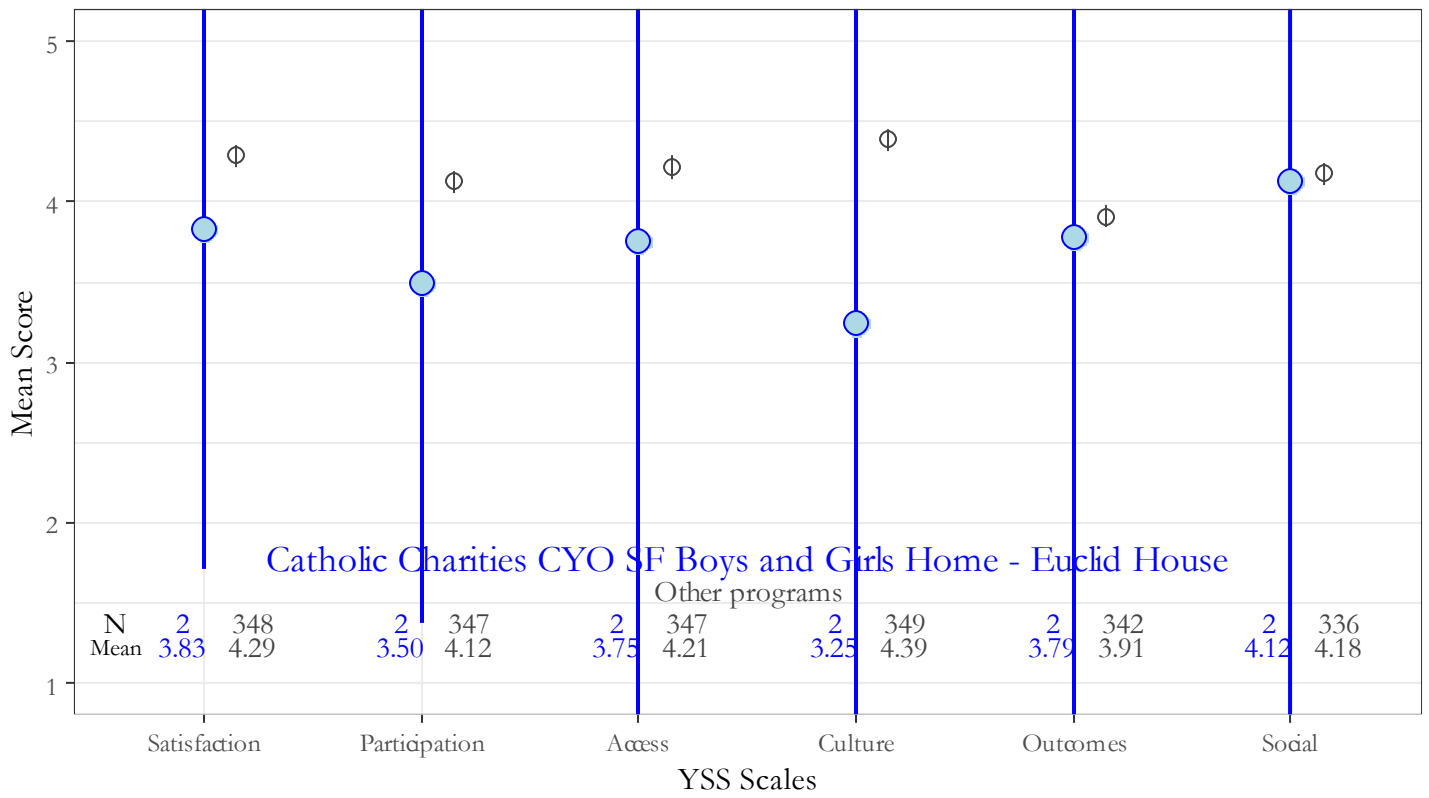


Youth Services Survey for Youth, N = 2

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

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

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

Completion Status	Respondent Type		Total
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 8 clients; surveys were returned for 2 clients (2 / 8 = 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
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
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

71.4%

Return Rate²

50.0%

Overall satisfaction³ mean score for Catholic Charities CYO SF Boys and Girls Home - Shelter: **3.81** (youth), No YSS-F (family) data for this program,

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

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

Highest Agreement Items

85.7% 4. The people helping me stuck with me no matter what

85.7% 6. I participated in my own treatment

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

Lowest Agreement Items

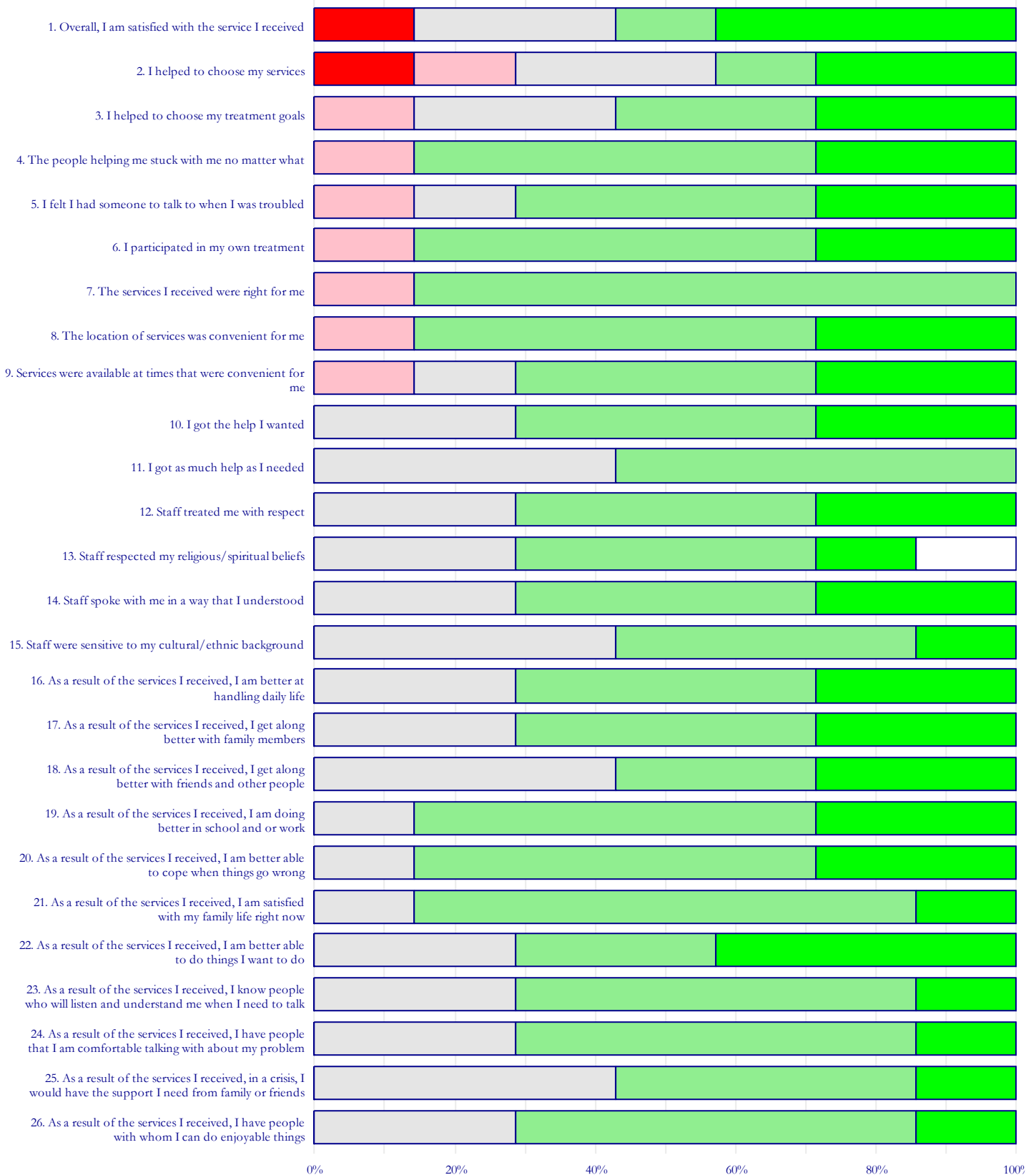
42.9% 2. I helped to choose my services

57.1% 1. Overall, I am satisfied with the service I received

57.1% 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

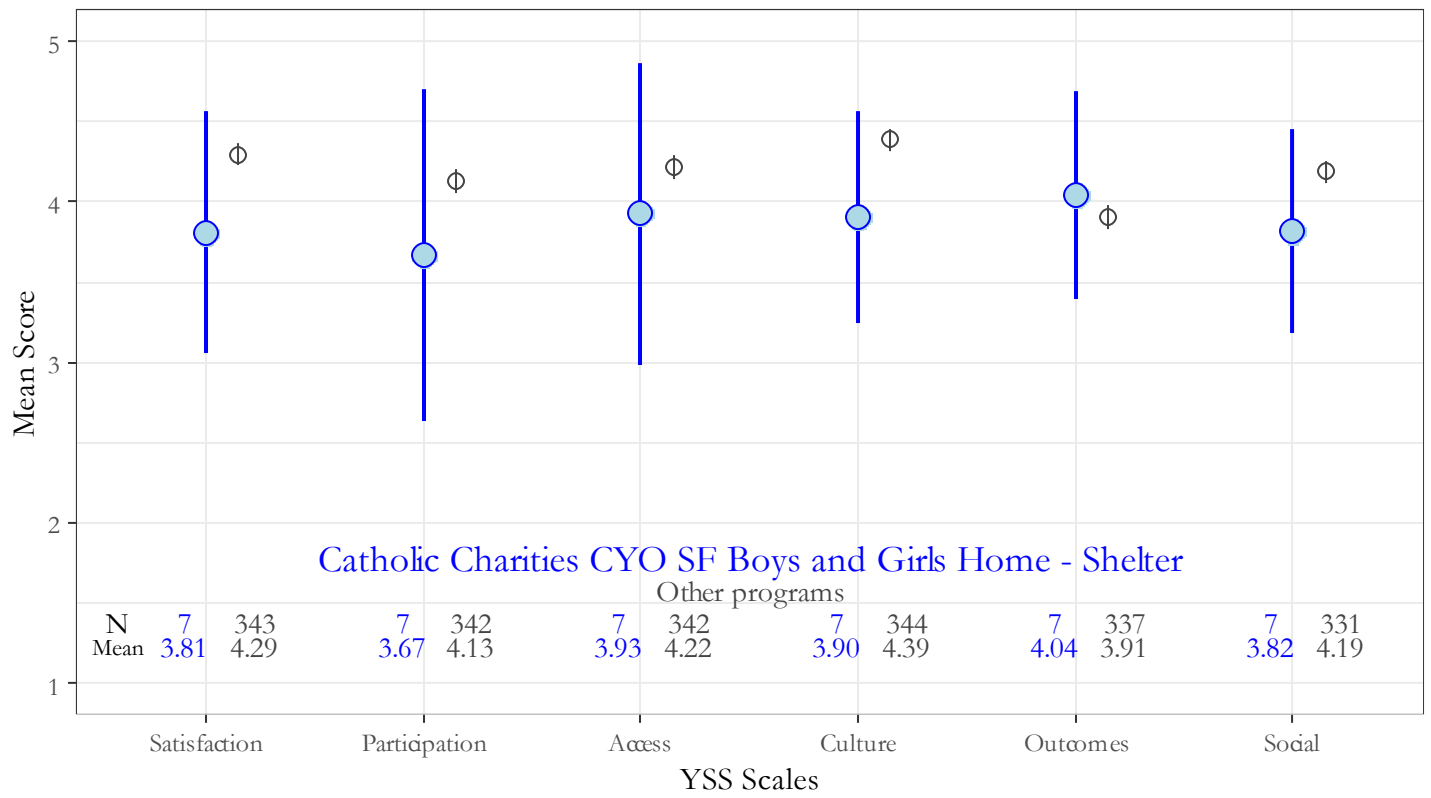


Youth Services Survey for Youth, N = 8

	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 %
42.9 % 2. I helped to choose my services	1 12.5 %	1 12.5 %	2 25.0 %	1 12.5 %	2 25.0 %	0 0.0 %	1 12.5 %
57.1 % 3. I helped to choose my treatment goals	0 0.0 %	1 12.5 %	2 25.0 %	2 25.0 %	2 25.0 %	0 0.0 %	1 12.5 %
85.7 % 4. The people helping me stuck with me no matter what	0 0.0 %	1 12.5 %	0 0.0 %	4 50.0 %	2 25.0 %	0 0.0 %	1 12.5 %
71.4 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 12.5 %	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 %
85.7 % 7. The services I received were right for me	0 0.0 %	1 12.5 %	0 0.0 %	6 75.0 %	0 0.0 %	0 0.0 %	1 12.5 %
85.7 % 8. The location of services was convenient for me	0 0.0 %	1 12.5 %	0 0.0 %	4 50.0 %	2 25.0 %	0 0.0 %	1 12.5 %
71.4 % 9. Services were available at times that were convenient for me	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	2 25.0 %	0 0.0 %	1 12.5 %
71.4 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	2 25.0 %	0 0.0 %	1 12.5 %
57.1 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %	1 12.5 %
71.4 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	2 25.0 %	0 0.0 %	1 12.5 %
66.7 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	1 12.5 %	1 12.5 %	1 12.5 %
71.4 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	2 25.0 %	0 0.0 %	1 12.5 %
57.1 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	3 37.5 %	3 37.5 %	1 12.5 %	0 0.0 %	1 12.5 %
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 25.0 %	3 37.5 %	2 25.0 %	0 0.0 %	1 12.5 %
71.4 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	2 25.0 %	0 0.0 %	1 12.5 %
57.1 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	2 25.0 %	0 0.0 %	1 12.5 %
85.7 % 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 12.5 %	4 50.0 %	2 25.0 %	0 0.0 %	1 12.5 %
85.7 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	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 %	5 62.5 %	1 12.5 %	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	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	3 37.5 %	0 0.0 %	1 12.5 %
71.4 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 25.0 %	4 50.0 %	1 12.5 %	0 0.0 %	1 12.5 %
71.4 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	2 25.0 %	4 50.0 %	1 12.5 %	0 0.0 %	1 12.5 %
57.1 % 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 37.5 %	3 37.5 %	1 12.5 %	0 0.0 %	1 12.5 %
71.4 % 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 %	2 25.0 %	4 50.0 %	1 12.5 %	0 0.0 %	1 12.5 %

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

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

Completion Status	Completion by Respondent Type		<i>Total</i>
	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 12.5 %	1 12.5 %
Completed Survey	0 0 %	7 87.5 %	7 87.5 %
<i>Total</i>	0 100 %	8 100 %	8 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 14 clients; surveys were returned for 7 clients (7 / 14 = 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

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Catholic Charities CYO St. Vincent's School for Boys

Program Code(s): 38DD3

Overall Satisfaction¹

100.0%

Return Rate²

20.0%

Overall satisfaction³ mean score for Catholic Charities CYO St. Vincent's School for Boys: **4.00** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.26** (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

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

Completion Status	Survey Compliance		
	Catholic Charities CYO St. Vincent's School for Boys		
	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 %	1 100 %	1 100 %
Total	0 100 %	1 100 %	1 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 5 clients; surveys were returned for 1 clients ($1 / 5 = 20.0\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

CATS A Woman's Place
Program Code(s): 38BKOP

Overall Satisfaction¹
100.0%

Return Rate²
26.7%

Overall satisfaction³ mean score for CATS A Woman's Place: **4.51**.

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

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

Highest Agreement Items

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

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

100.0% 6. Staff returned my calls within 24 hours

Lowest Agreement Items

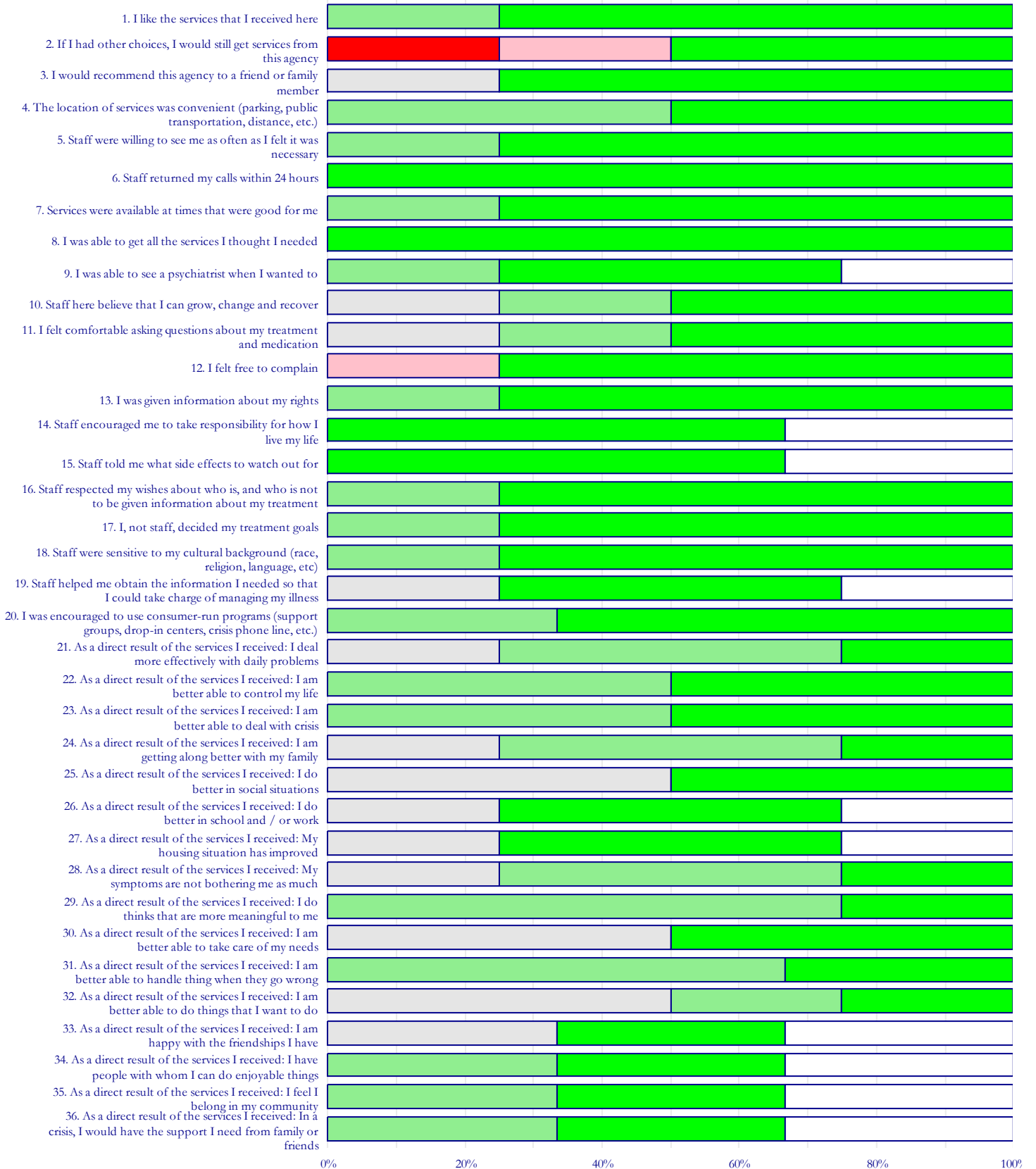
50.0% 2. If I had other choices, I would still get services from this agency

66.7% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

75.0% 3. I would recommend this agency to a friend or family member

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

MHSIP Items



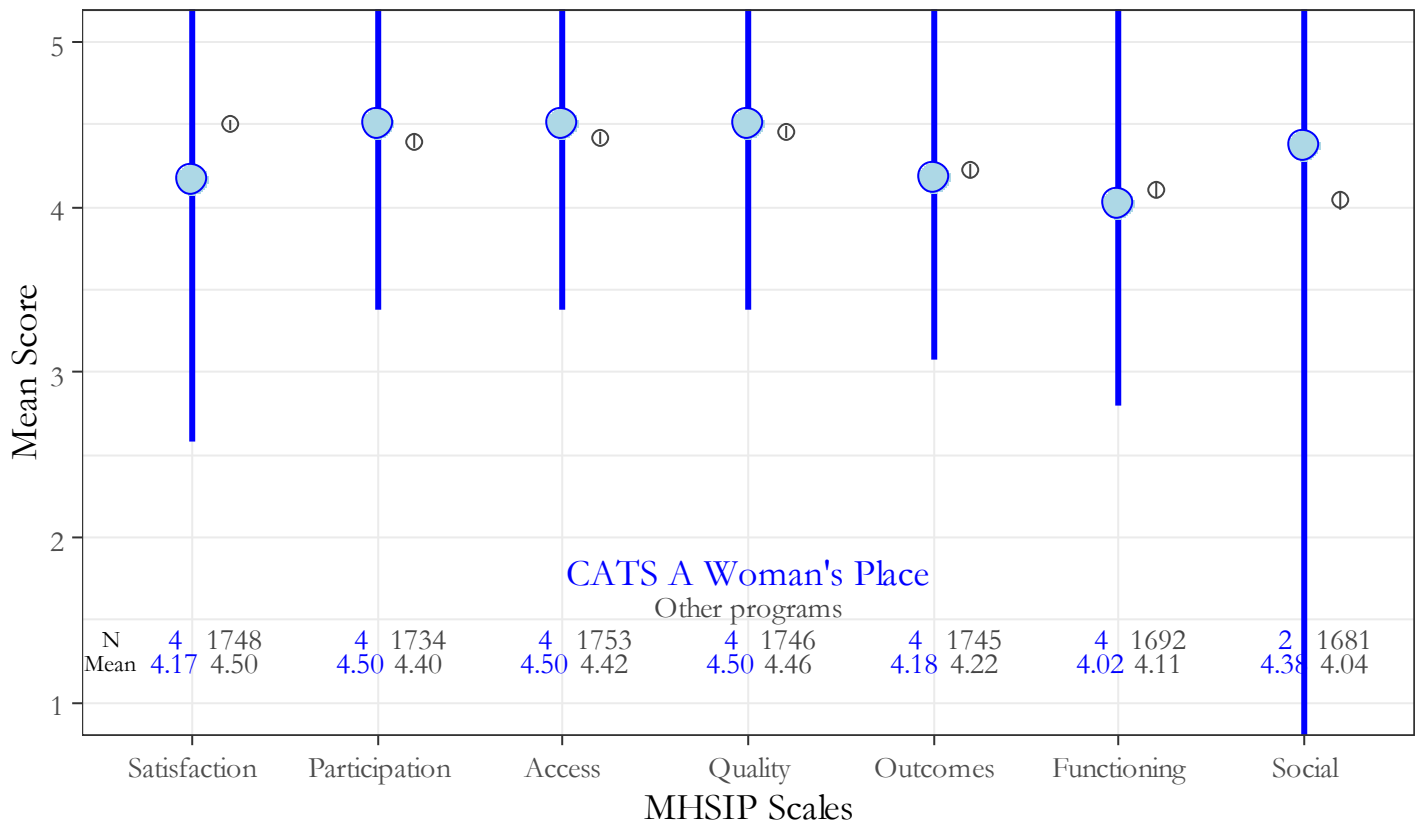
MHSIP Items 1-25, N = 4
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
50.0 % 2. If I had other choices, I would still get services from this agency	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %	2 50.0 %	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 %	0 0.0 %	3 75.0 %	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 %	2 50.0 %	2 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 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	1 25.0 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	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 75.0 %	0 0.0 %	1 25.0 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %
75.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
75.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
75.0 % 12. I felt free to complain	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 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 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %
100.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 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 %	1 25.0 %	3 75.0 %	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 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
66.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %
75.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	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 50.0 %	2 50.0 %	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 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
75.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	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 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 4
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
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 %	1 25.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %
66.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %
75.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	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 %	3 75.0 %	1 25.0 %	0 0.0 %	0 0.0 %
50.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %
100.0 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %
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 %	0 0.0 %	2 50.0 %	1 25.0 %	1 25.0 %	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 %	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %
100.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %
100.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %
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 %	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	2 100 %	2 100 %	4 100 %
Total	2 100 %	2 100 %	4 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 15 clients; surveys were returned for 4 clients (4/15 = 26.7%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Central City Behavioral Health Services

Program Code(s): 89073

Overall Satisfaction¹

95.5%

Return Rate²

100.0%

Overall satisfaction³ mean score for Central City Behavioral Health Services: **4.36**.

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

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

Highest Agreement Items

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

Lowest Agreement Items

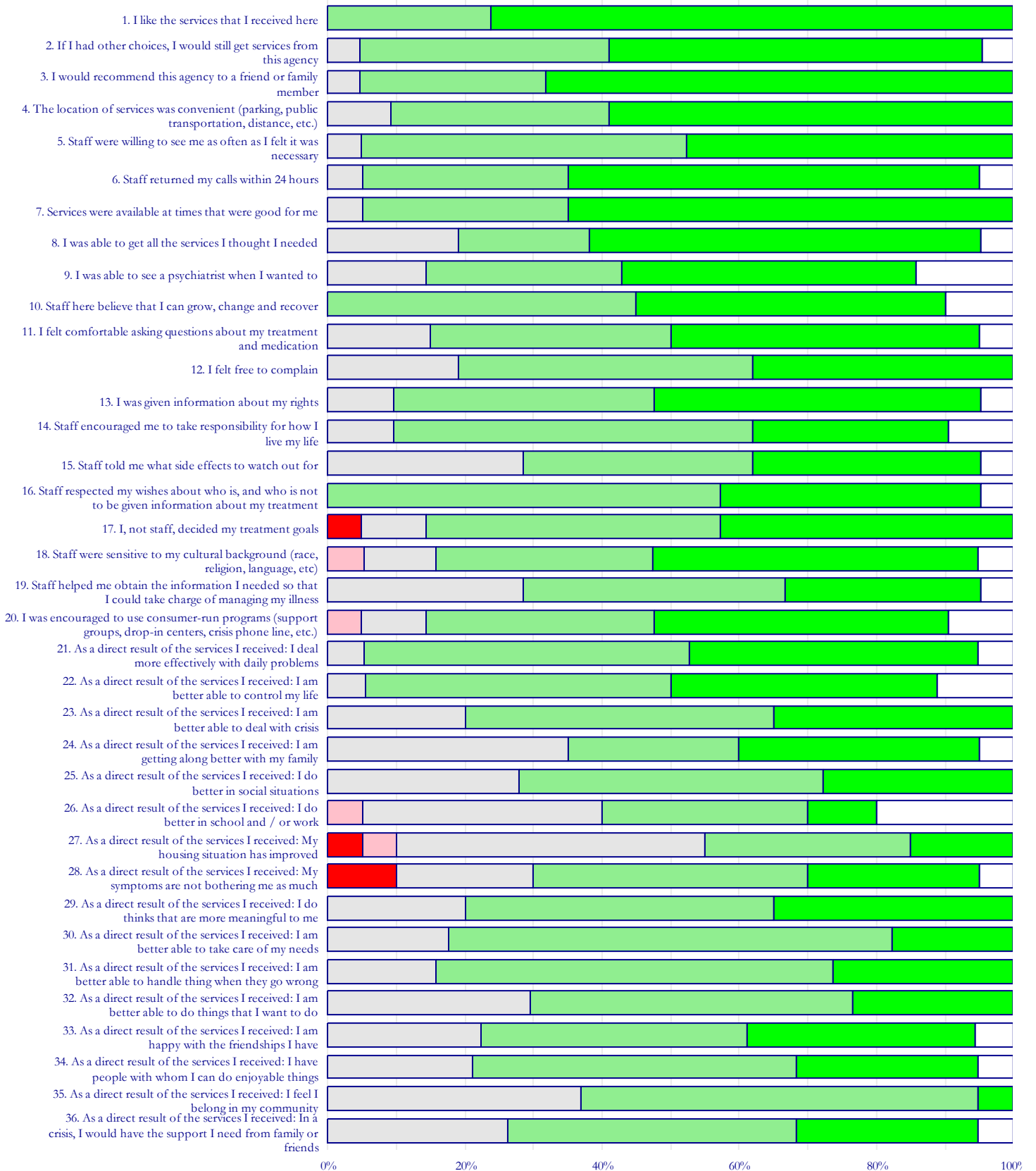
70.0% 15. Staff told me what side effects to watch out for

70.0% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

80.0% 8. I was able to get all the services I thought I needed

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

MHSIP Items



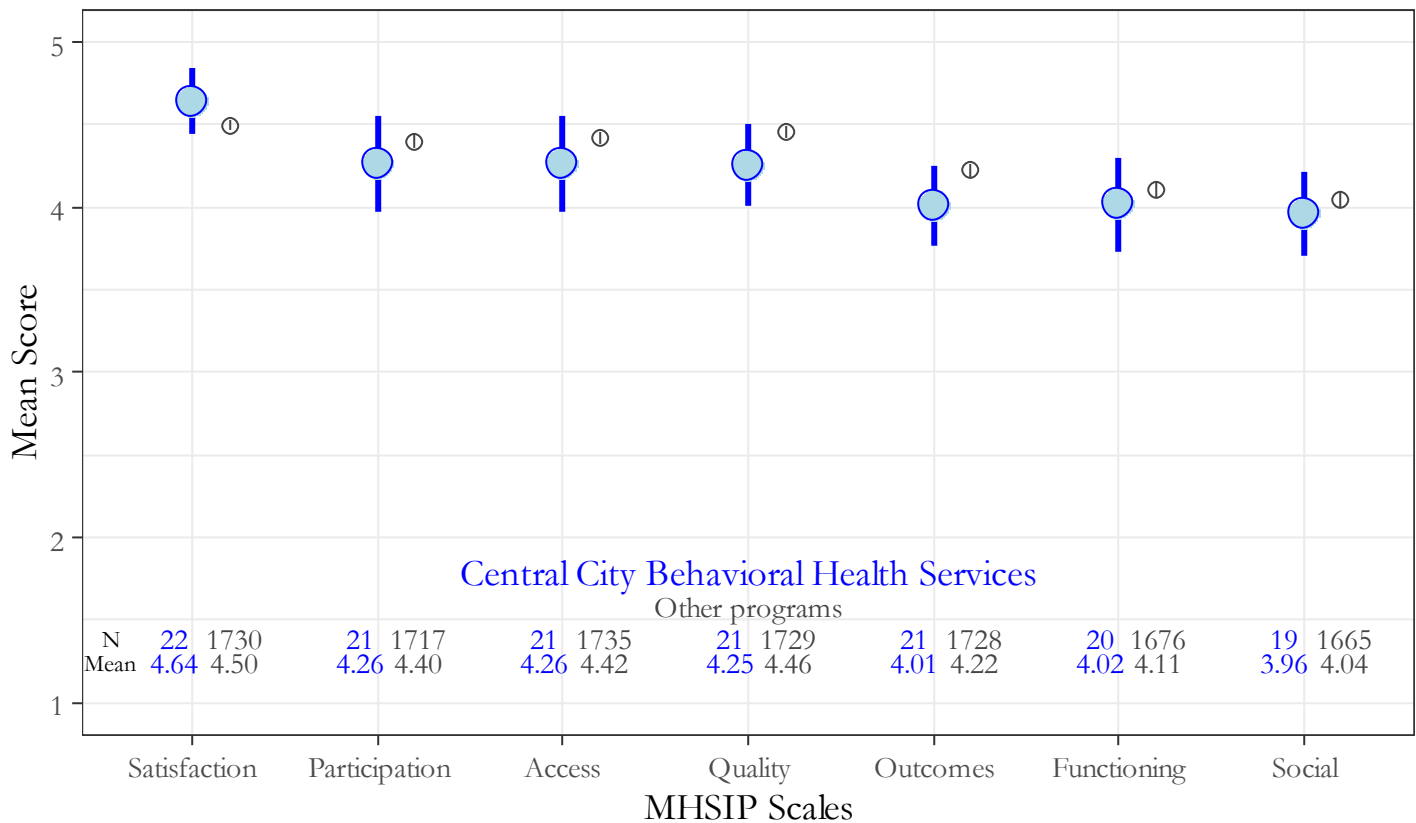
MHSIP Items 1-25, N = 23
Percent Agree

	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 21.7 %	16 69.6 %	0 0.0 %	2 8.7 %
95.2 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 4.3 %	8 34.8 %	12 52.2 %	1 4.3 %	1 4.3 %
95.5 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 4.3 %	6 26.1 %	15 65.2 %	0 0.0 %	1 4.3 %
90.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 8.7 %	7 30.4 %	13 56.5 %	0 0.0 %	1 4.3 %
95.2 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 4.3 %	10 43.5 %	10 43.5 %	0 0.0 %	2 8.7 %
94.7 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 4.3 %	6 26.1 %	12 52.2 %	1 4.3 %	3 13.0 %
95.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 4.3 %	6 26.1 %	13 56.5 %	0 0.0 %	3 13.0 %
80.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	4 17.4 %	4 17.4 %	12 52.2 %	1 4.3 %	2 8.7 %
83.3 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	3 13.0 %	6 26.1 %	9 39.1 %	3 13.0 %	2 8.7 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	9 39.1 %	9 39.1 %	2 8.7 %	3 13.0 %
84.2 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	3 13.0 %	7 30.4 %	9 39.1 %	1 4.3 %	3 13.0 %
81.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	4 17.4 %	9 39.1 %	8 34.8 %	0 0.0 %	2 8.7 %
90.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 8.7 %	8 34.8 %	10 43.5 %	1 4.3 %	2 8.7 %
89.5 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 8.7 %	11 47.8 %	6 26.1 %	2 8.7 %	2 8.7 %
70.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	6 26.1 %	7 30.4 %	7 30.4 %	1 4.3 %	2 8.7 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	12 52.2 %	8 34.8 %	1 4.3 %	2 8.7 %
85.7 % 17. I, not staff, decided my treatment goals	1 4.3 %	0 0.0 %	2 8.7 %	9 39.1 %	9 39.1 %	0 0.0 %	2 8.7 %
83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 4.3 %	2 8.7 %	6 26.1 %	9 39.1 %	1 4.3 %	4 17.4 %
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 %	6 26.1 %	8 34.8 %	6 26.1 %	1 4.3 %	2 8.7 %
84.2 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 4.3 %	2 8.7 %	7 30.4 %	9 39.1 %	2 8.7 %	2 8.7 %
94.4 % 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 %	9 39.1 %	8 34.8 %	1 4.3 %	4 17.4 %
93.8 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 4.3 %	8 34.8 %	7 30.4 %	2 8.7 %	5 21.7 %
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 17.4 %	9 39.1 %	7 30.4 %	0 0.0 %	3 13.0 %
63.2 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	7 30.4 %	5 21.7 %	7 30.4 %	1 4.3 %	3 13.0 %
72.2 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	5 21.7 %	8 34.8 %	5 21.7 %	0 0.0 %	5 21.7 %

MHSIP Items 26-36, N = 23
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 4.3 %	7 30.4 %	6 26.1 %	2 8.7 %	4 17.4 %	3 13.0 %
45.0 % 27. As a direct result of the services I received: My housing situation has improved	1 4.3 %	1 4.3 %	9 39.1 %	6 26.1 %	3 13.0 %	0 0.0 %	3 13.0 %
68.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 8.7 %	0 0.0 %	4 17.4 %	8 34.8 %	5 21.7 %	1 4.3 %	3 13.0 %
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 %	4 17.4 %	9 39.1 %	7 30.4 %	0 0.0 %	3 13.0 %
82.4 % 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 %	3 13.0 %	11 47.8 %	3 13.0 %	0 0.0 %	6 26.1 %
84.2 % 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 %	3 13.0 %	11 47.8 %	5 21.7 %	0 0.0 %	4 17.4 %
70.6 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	5 21.7 %	8 34.8 %	4 17.4 %	0 0.0 %	6 26.1 %
76.5 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	4 17.4 %	7 30.4 %	6 26.1 %	1 4.3 %	5 21.7 %
77.8 % 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 %	4 17.4 %	9 39.1 %	5 21.7 %	1 4.3 %	4 17.4 %
63.2 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	7 30.4 %	11 47.8 %	1 4.3 %	0 0.0 %	4 17.4 %
72.2 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	5 21.7 %	8 34.8 %	5 21.7 %	1 4.3 %	4 17.4 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	1 4.3 %	0 0 %	1 4.3 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	22 95.7 %	0 0 %	22 95.7 %
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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 23 clients; surveys were returned for 23 clients (23/23 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
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

52.7%

Overall satisfaction³ mean score for Chinatown Child Development Center: **4.52** (youth), **4.75** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.44** (family).

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

Highest Agreement Items

100.0% 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% 12. Staff treated me with respect

Lowest Agreement Items

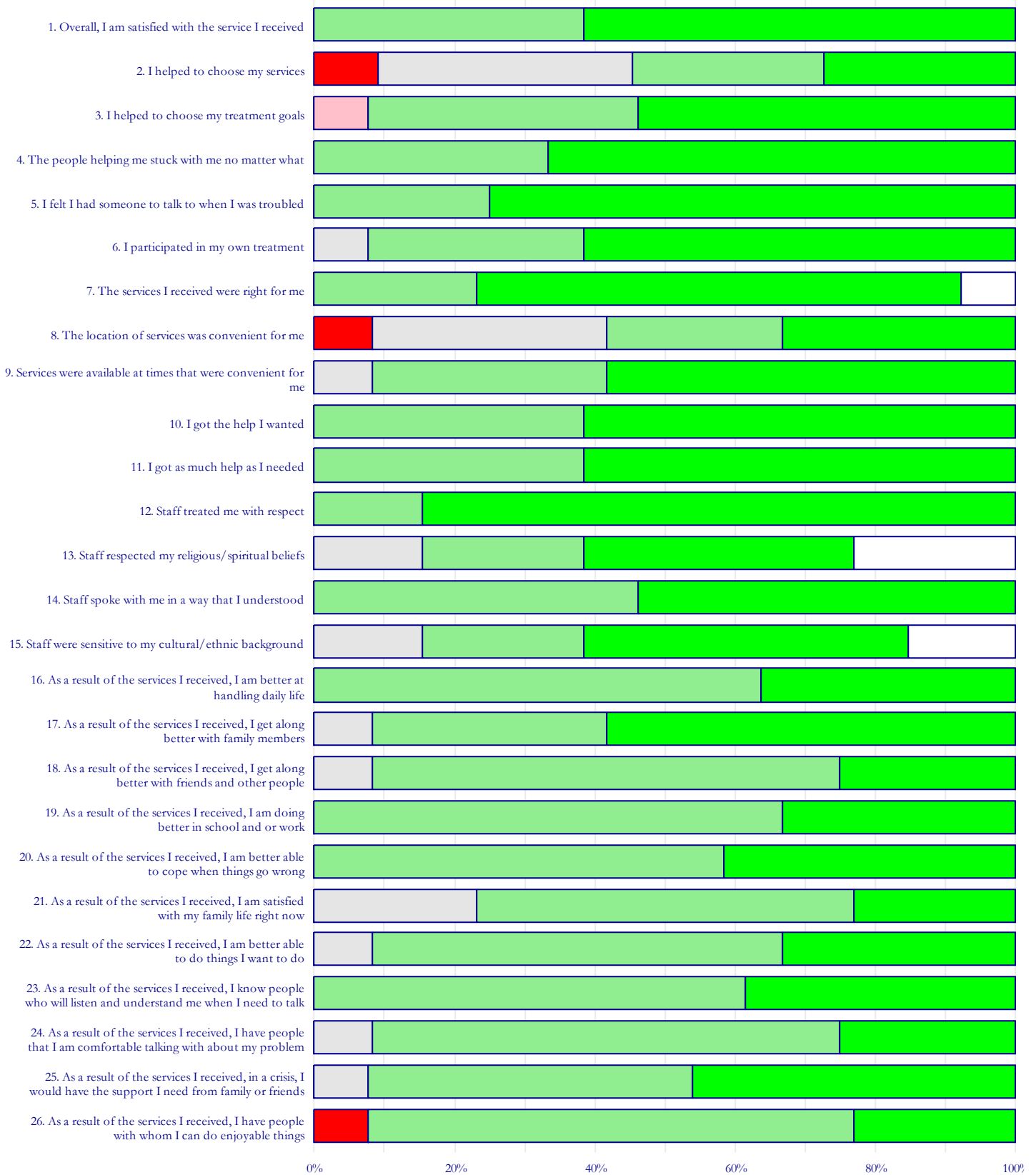
86.4% 2. I helped to choose my services

86.5% 13. Staff respected my religious/spiritual beliefs

92.9% 15. Staff were sensitive to my cultural/ethnic background

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

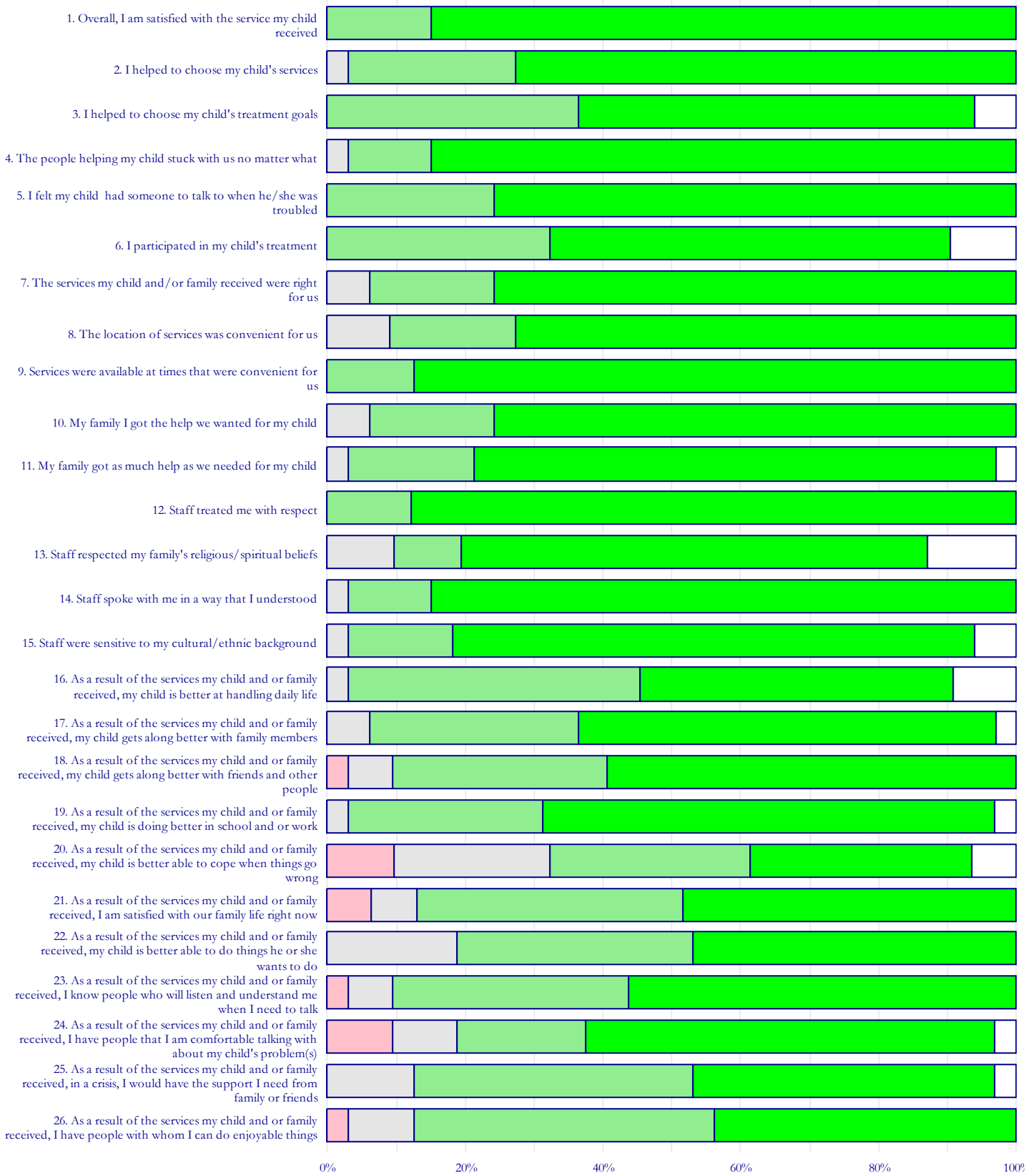
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 13

	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 38.5 %	8 61.5 %	0 0.0 %	0 0.0 %
54.5 % 2. I helped to choose my services	1 7.7 %	0 0.0 %	4 30.8 %	3 23.1 %	3 23.1 %	0 0.0 %	2 15.4 %
92.3 % 3. I helped to choose my treatment goals	0 0.0 %	1 7.7 %	0 0.0 %	5 38.5 %	7 53.8 %	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 %	4 30.8 %	8 61.5 %	0 0.0 %	1 7.7 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	9 69.2 %	0 0.0 %	1 7.7 %
92.3 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	8 61.5 %	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 %	3 23.1 %	9 69.2 %	1 7.7 %	0 0.0 %
58.3 % 8. The location of services was convenient for me	1 7.7 %	0 0.0 %	4 30.8 %	3 23.1 %	4 30.8 %	0 0.0 %	1 7.7 %
91.7 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	7 53.8 %	0 0.0 %	1 7.7 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	8 61.5 %	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 %	5 38.5 %	8 61.5 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	11 84.6 %	0 0.0 %	0 0.0 %
80.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 15.4 %	3 23.1 %	5 38.5 %	3 23.1 %	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 %	6 46.2 %	7 53.8 %	0 0.0 %	0 0.0 %
81.8 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 15.4 %	3 23.1 %	6 46.2 %	2 15.4 %	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 %	7 53.8 %	4 30.8 %	0 0.0 %	2 15.4 %
91.7 % 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 %	4 30.8 %	7 53.8 %	0 0.0 %	1 7.7 %
91.7 % 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 7.7 %	8 61.5 %	3 23.1 %	0 0.0 %	1 7.7 %
100.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	8 61.5 %	4 30.8 %	0 0.0 %	1 7.7 %
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 %	7 53.8 %	5 38.5 %	0 0.0 %	1 7.7 %
76.9 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	3 23.1 %	7 53.8 %	3 23.1 %	0 0.0 %	0 0.0 %
91.7 % 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 7.7 %	7 53.8 %	4 30.8 %	0 0.0 %	1 7.7 %
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 %	8 61.5 %	5 38.5 %	0 0.0 %	0 0.0 %
91.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 7.7 %	8 61.5 %	3 23.1 %	0 0.0 %	1 7.7 %
92.3 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	6 46.2 %	0 0.0 %	0 0.0 %
92.3 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	1 7.7 %	0 0.0 %	0 0.0 %	9 69.2 %	3 23.1 %	0 0.0 %	0 0.0 %

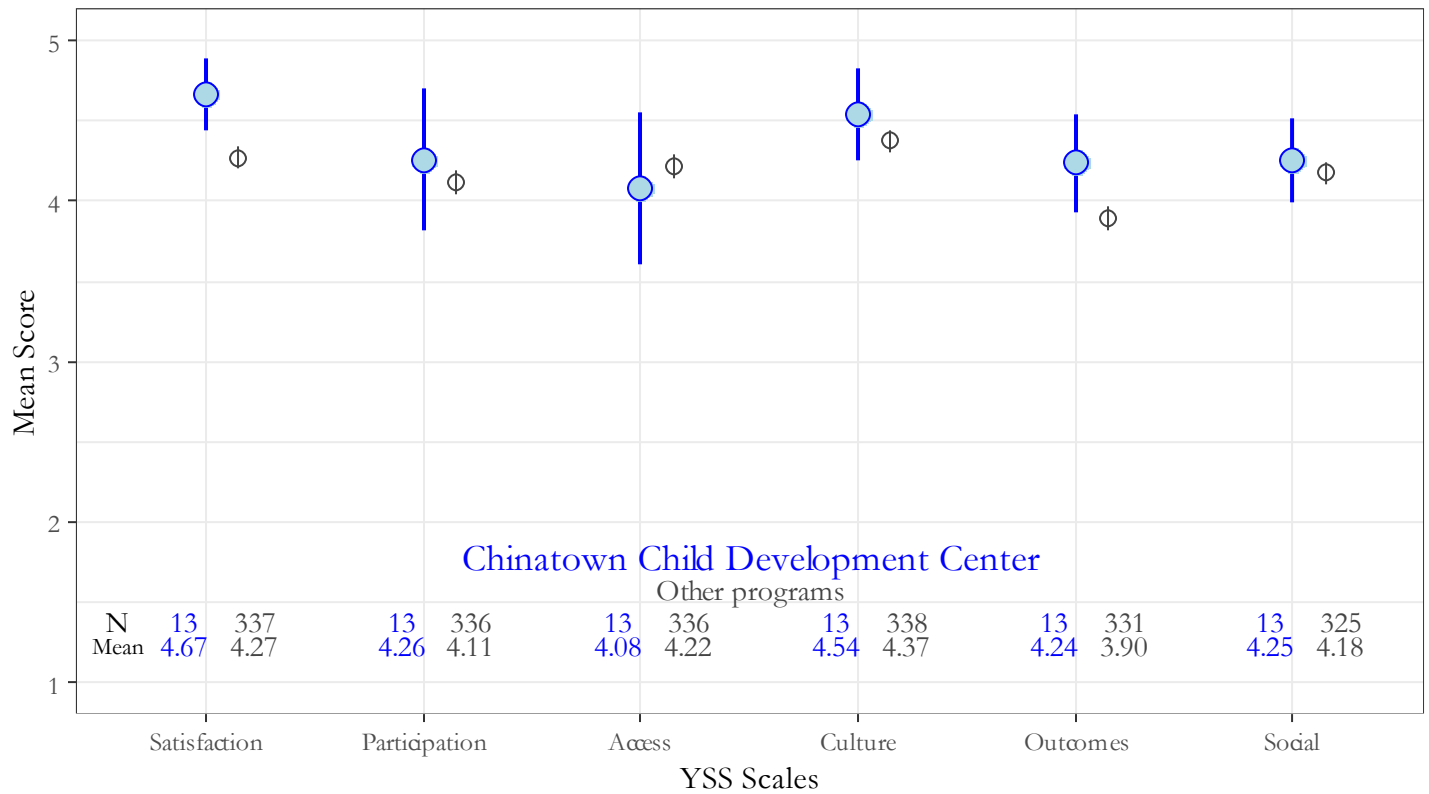
Youth Services Survey for Families



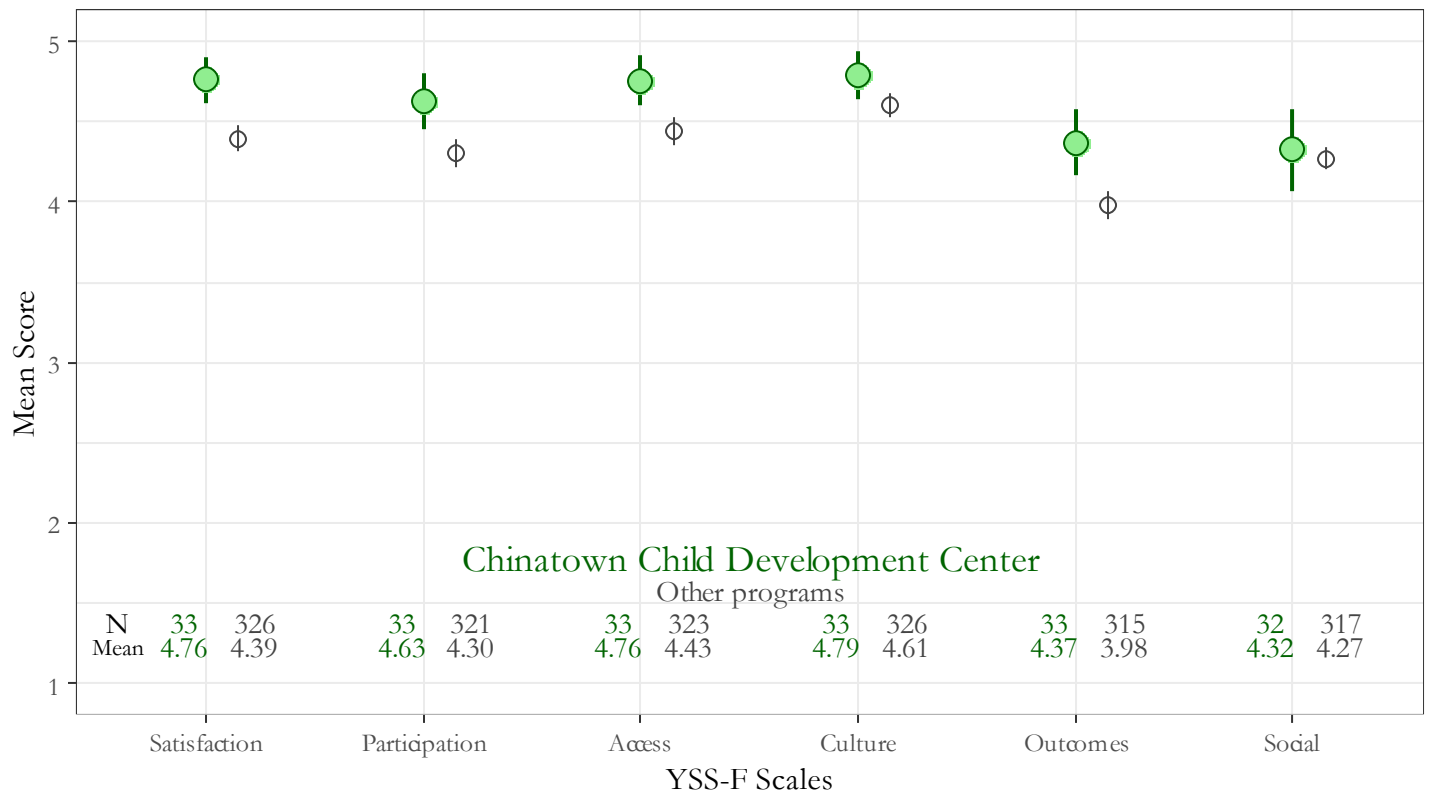
Youth Services Survey for Families, N = 37

	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 13.5 %	28 75.7 %	0 0.0 %	4 10.8 %
97.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 2.7 %	8 21.6 %	24 64.9 %	0 0.0 %	4 10.8 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	12 32.4 %	19 51.3 %	2 5.4 %	4 10.8 %
97.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 2.7 %	4 10.8 %	28 75.7 %	0 0.0 %	4 10.8 %
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 %	8 21.6 %	25 67.6 %	0 0.0 %	4 10.8 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	10 27.0 %	18 48.6 %	3 8.1 %	6 16.2 %
93.9 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	2 5.4 %	6 16.2 %	25 67.6 %	0 0.0 %	4 10.8 %
90.9 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	3 8.1 %	6 16.2 %	24 64.9 %	0 0.0 %	4 10.8 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	4 10.8 %	28 75.7 %	0 0.0 %	5 13.5 %
93.9 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	2 5.4 %	6 16.2 %	25 67.6 %	0 0.0 %	4 10.8 %
96.9 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 2.7 %	6 16.2 %	25 67.6 %	1 2.7 %	4 10.8 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 10.8 %	29 78.4 %	0 0.0 %	4 10.8 %
88.9 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	3 8.1 %	3 8.1 %	21 56.8 %	4 10.8 %	6 16.2 %
97.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 2.7 %	4 10.8 %	28 75.7 %	0 0.0 %	4 10.8 %
96.8 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 2.7 %	5 13.5 %	25 67.6 %	2 5.4 %	4 10.8 %
96.7 % 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 %	1 2.7 %	14 37.8 %	15 40.5 %	3 8.1 %	4 10.8 %
93.8 % 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 5.4 %	10 27.0 %	20 54.0 %	1 2.7 %	4 10.8 %
90.6 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	1 2.7 %	2 5.4 %	10 27.0 %	19 51.3 %	0 0.0 %	5 13.5 %
96.8 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	1 2.7 %	9 24.3 %	21 56.8 %	1 2.7 %	5 13.5 %
65.5 % 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 %	3 8.1 %	7 18.9 %	9 24.3 %	10 27.0 %	2 5.4 %	6 16.2 %
87.1 % 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 %	2 5.4 %	2 5.4 %	12 32.4 %	15 40.5 %	0 0.0 %	6 16.2 %
81.2 % 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 %	0 0.0 %	6 16.2 %	11 29.7 %	15 40.5 %	0 0.0 %	5 13.5 %
90.6 % 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 %	1 2.7 %	2 5.4 %	11 29.7 %	18 48.6 %	0 0.0 %	5 13.5 %
80.6 % 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 %	3 8.1 %	3 8.1 %	6 16.2 %	19 51.3 %	1 2.7 %	5 13.5 %
87.1 % 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 %	0 0.0 %	4 10.8 %	13 35.1 %	14 37.8 %	1 2.7 %	5 13.5 %
87.5 % 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 2.7 %	3 8.1 %	14 37.8 %	14 37.8 %	0 0.0 %	5 13.5 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance			
Chinatown Child			
Development Center			
Completion Status	Completion by		Total
	Respondent Type		
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	4 10.8 %	0 0 %	4 8 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	33 89.2 %	13 100 %	46 92 %
Total	37 100 %	13 100 %	50 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 91 clients; surveys were returned for 48 clients (48 / 91 = 52.7%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Chinatown North Beach Mental Health Services

Program Code(s): 38723

Overall Satisfaction¹

86.2%

Return Rate²

60.5%

Overall satisfaction³ mean score for Chinatown North Beach Mental Health Services: **4.22**.

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

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

Highest Agreement Items

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

95.7% 1. I like the services that I received here

95.6% 8. I was able to get all the services I thought I needed

Lowest Agreement Items

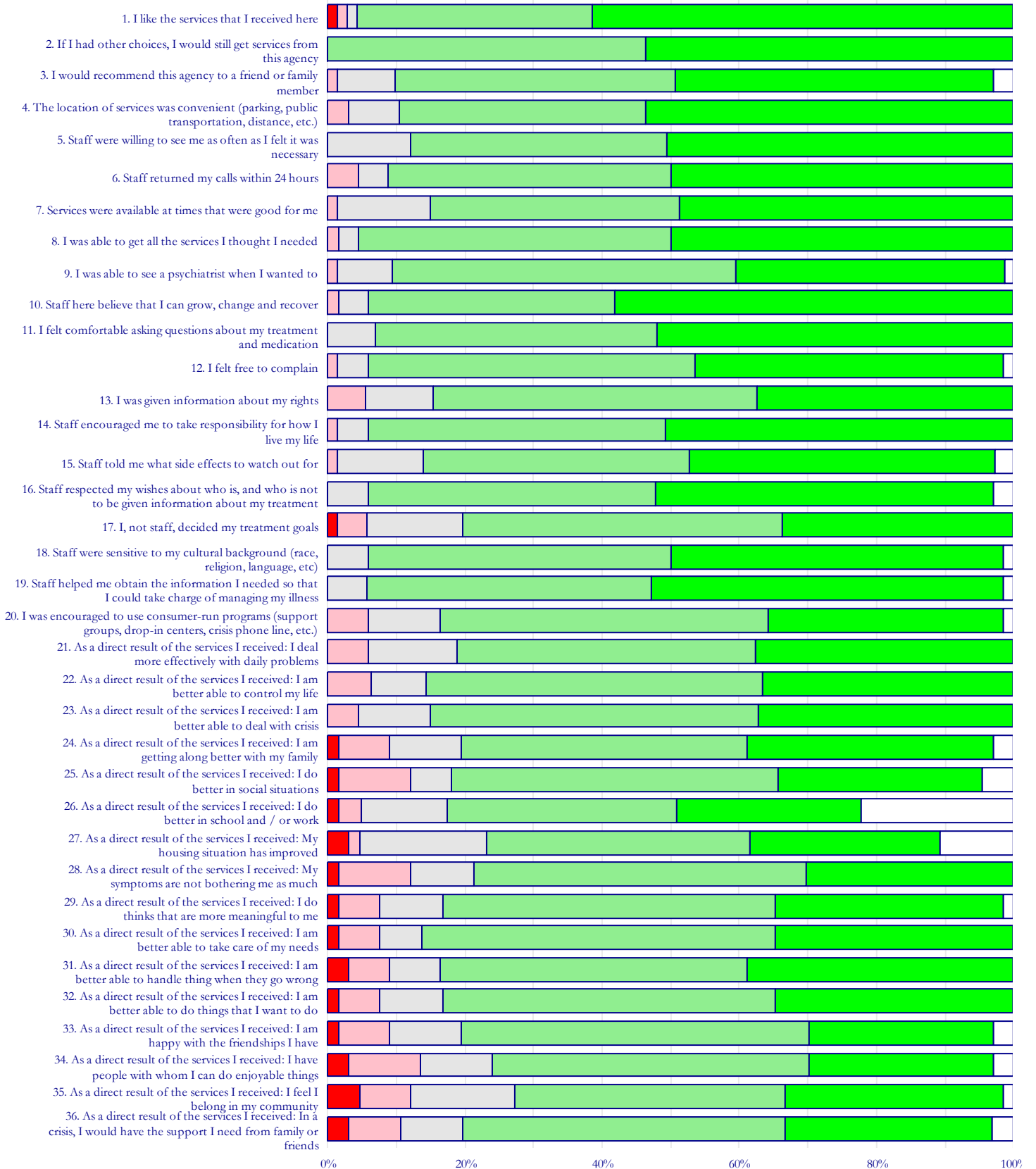
80.3% 17. I, not staff, decided my treatment goals

83.3% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

84.7% 13. I was given information about my rights

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

MHSIP Items



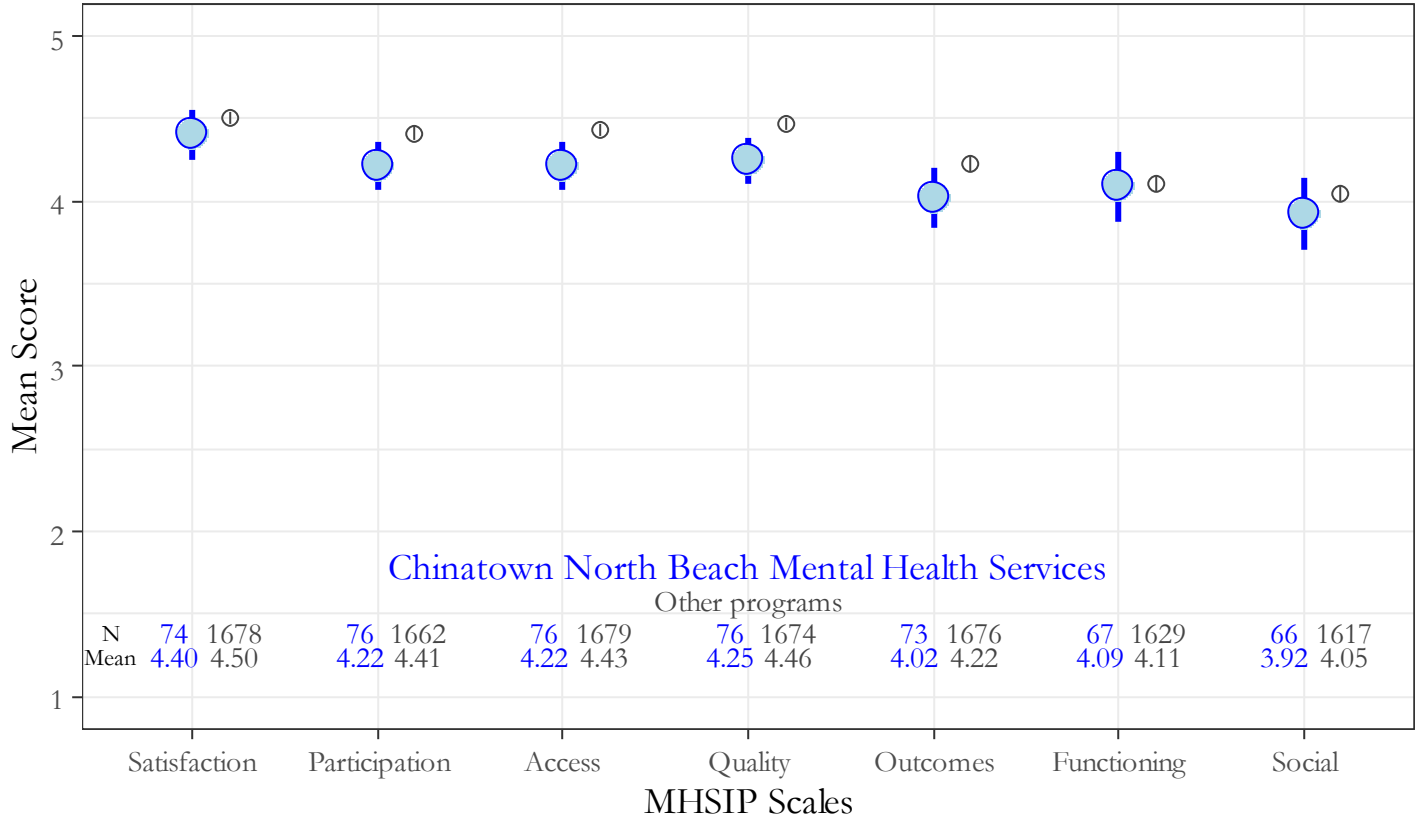
MHSIP Items 1-25, N = 169
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
95.7 % 1. I like the services that I received here	1 0.6 %	1 0.6 %	1 0.6 %	24 14.2 %	43 25.4 %	0 0.0 %	99 58.6 %
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 %	32 18.9 %	37 21.9 %	0 0.0 %	100 59.2 %
89.9 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 0.6 %	6 3.5 %	29 17.2 %	33 19.5 %	2 1.2 %	98 58.0 %
89.6 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 1.2 %	5 3.0 %	24 14.2 %	36 21.3 %	0 0.0 %	102 60.4 %
88.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	9 5.3 %	28 16.6 %	38 22.5 %	0 0.0 %	94 55.6 %
91.2 % 6. Staff returned my calls within 24 hours	0 0.0 %	3 1.8 %	3 1.8 %	28 16.6 %	34 20.1 %	0 0.0 %	101 59.8 %
85.1 % 7. Services were available at times that were good for me	0 0.0 %	1 0.6 %	10 5.9 %	27 16.0 %	36 21.3 %	0 0.0 %	95 56.2 %
95.6 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 0.6 %	2 1.2 %	31 18.3 %	34 20.1 %	0 0.0 %	101 59.8 %
90.4 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 0.6 %	6 3.5 %	37 21.9 %	29 17.2 %	1 0.6 %	95 56.2 %
94.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 0.6 %	3 1.8 %	24 14.2 %	39 23.1 %	0 0.0 %	102 60.4 %
93.2 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	5 3.0 %	30 17.8 %	38 22.5 %	0 0.0 %	96 56.8 %
94.1 % 12. I felt free to complain	0 0.0 %	1 0.6 %	3 1.8 %	33 19.5 %	31 18.3 %	1 0.6 %	100 59.2 %
84.7 % 13. I was given information about my rights	0 0.0 %	4 2.4 %	7 4.1 %	34 20.1 %	27 16.0 %	0 0.0 %	97 57.4 %
94.2 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 0.6 %	3 1.8 %	30 17.8 %	35 20.7 %	0 0.0 %	100 59.2 %
85.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 0.6 %	9 5.3 %	28 16.6 %	32 18.9 %	2 1.2 %	97 57.4 %
93.8 % 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 2.4 %	28 16.6 %	33 19.5 %	2 1.2 %	102 60.4 %
80.3 % 17. I, not staff, decided my treatment goals	1 0.6 %	3 1.8 %	10 5.9 %	33 19.5 %	24 14.2 %	0 0.0 %	98 58.0 %
94.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 2.4 %	30 17.8 %	33 19.5 %	1 0.6 %	101 59.8 %
94.2 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	4 2.4 %	29 17.2 %	36 21.3 %	1 0.6 %	99 58.6 %
83.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	4 2.4 %	7 4.1 %	32 18.9 %	23 13.6 %	1 0.6 %	102 60.4 %
81.2 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	4 2.4 %	9 5.3 %	30 17.8 %	26 15.4 %	0 0.0 %	100 59.2 %
85.7 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	4 2.4 %	5 3.0 %	31 18.3 %	23 13.6 %	0 0.0 %	106 62.7 %
85.1 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	3 1.8 %	7 4.1 %	32 18.9 %	25 14.8 %	0 0.0 %	102 60.4 %
80.0 % 24. As a direct result of the services I received: I am getting along better with my family	1 0.6 %	5 3.0 %	7 4.1 %	28 16.6 %	24 14.2 %	2 1.2 %	102 60.4 %
81.2 % 25. As a direct result of the services I received: I do better in social situations	1 0.6 %	7 4.1 %	4 2.4 %	32 18.9 %	20 11.8 %	3 1.8 %	102 60.4 %

MHSIP Items 26-36, N = 169
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
77.6 % 26. As a direct result of the services I received: I do better in school and / or work	1 0.6 %	2 1.2 %	8 4.7 %	21 12.4 %	17 10.1 %	14 8.3 %	106 62.7 %
74.1 % 27. As a direct result of the services I received: My housing situation has improved	2 1.2 %	1 0.6 %	12 7.1 %	25 14.8 %	18 10.6 %	7 4.1 %	104 61.5 %
78.8 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 0.6 %	7 4.1 %	6 3.5 %	32 18.9 %	20 11.8 %	0 0.0 %	103 61.0 %
83.1 % 29. As a direct result of the services I received: I do think that are more meaningful to me	1 0.6 %	4 2.4 %	6 3.5 %	32 18.9 %	22 13.0 %	1 0.6 %	103 61.0 %
86.4 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 0.6 %	4 2.4 %	4 2.4 %	34 20.1 %	23 13.6 %	0 0.0 %	103 61.0 %
83.6 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	2 1.2 %	4 2.4 %	5 3.0 %	30 17.8 %	26 15.4 %	0 0.0 %	102 60.4 %
83.3 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 0.6 %	4 2.4 %	6 3.5 %	32 18.9 %	23 13.6 %	0 0.0 %	103 61.0 %
80.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 0.6 %	5 3.0 %	7 4.1 %	34 20.1 %	18 10.6 %	2 1.2 %	102 60.4 %
75.4 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 1.2 %	7 4.1 %	7 4.1 %	31 18.3 %	18 10.6 %	2 1.2 %	102 60.4 %
72.3 % 35. As a direct result of the services I received: I feel I belong in my community	3 1.8 %	5 3.0 %	10 5.9 %	26 15.4 %	21 12.4 %	1 0.6 %	103 61.0 %
79.7 % 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 1.2 %	5 3.0 %	6 3.5 %	31 18.3 %	20 11.8 %	2 1.2 %	103 61.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	56 47.1 %	24 48 %	80 47.3 %
Impaired	5 4.2 %	8 16 %	13 7.7 %
Language	1 0.8 %	0 0 %	1 0.6 %
Other	1 0.8 %	0 0 %	1 0.6 %
No Data	3 2.5 %	2 4 %	5 3 %
Completed Survey	53 44.5 %	16 32 %	69 40.8 %
Total	119 100 %	50 100 %	169 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 256 clients; surveys were returned for 155 clients ($155/256 = 60.5\%$).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

CHP Essex House
Program Code(s): 38IDOP

Overall Satisfaction¹
83.3%

Return Rate²
over 100%

Overall satisfaction³ mean score for CHP Essex House: **4.20**.

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

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

Highest Agreement Items

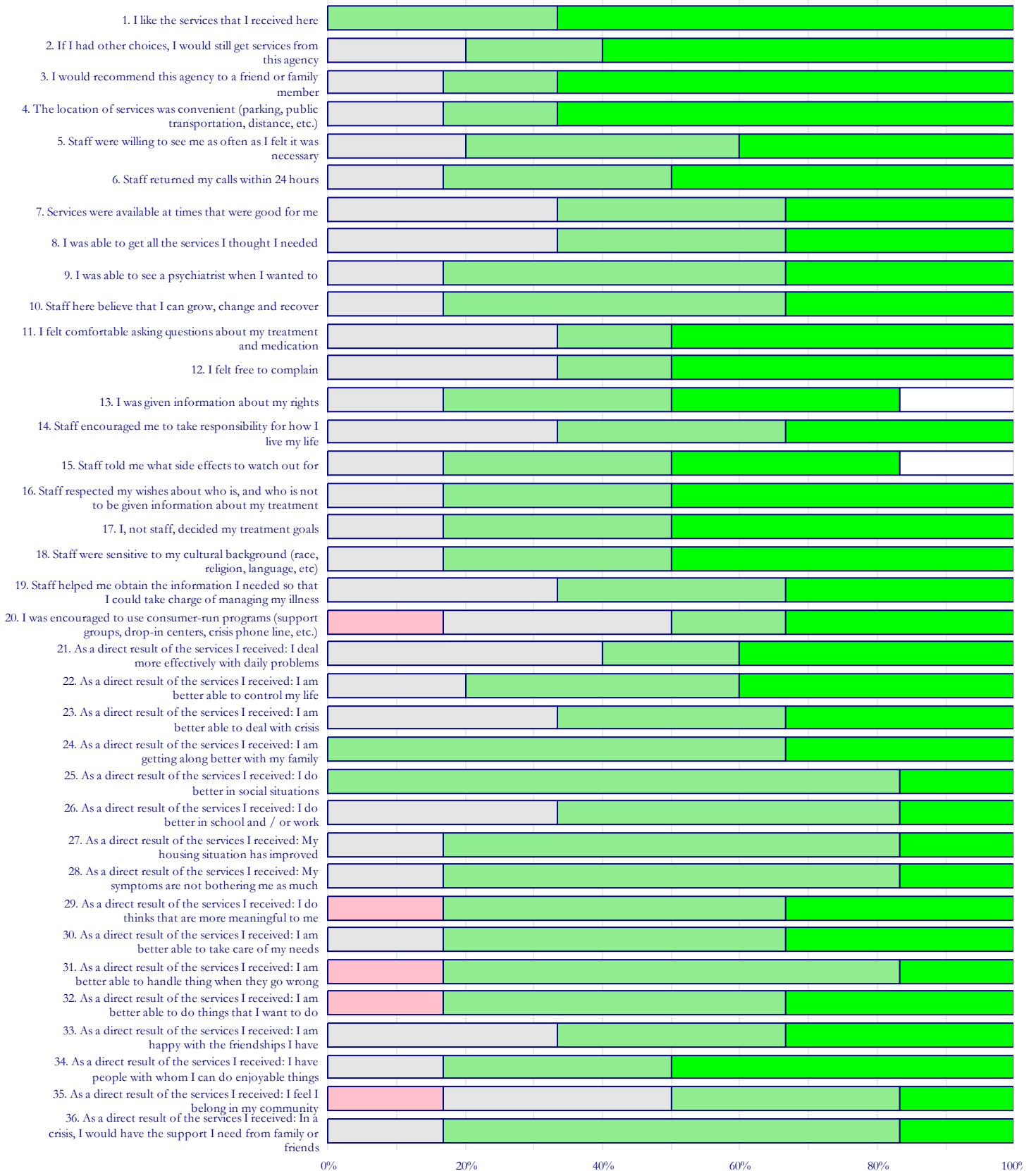
- 100.0% 1. I like the services that I received here
- 83.3% 3. I would recommend this agency to a friend or family member
- 83.3% 6. Staff returned my calls within 24 hours

Lowest Agreement Items

- 50.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 66.7% 7. Services were available at times that were good for me
- 66.7% 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



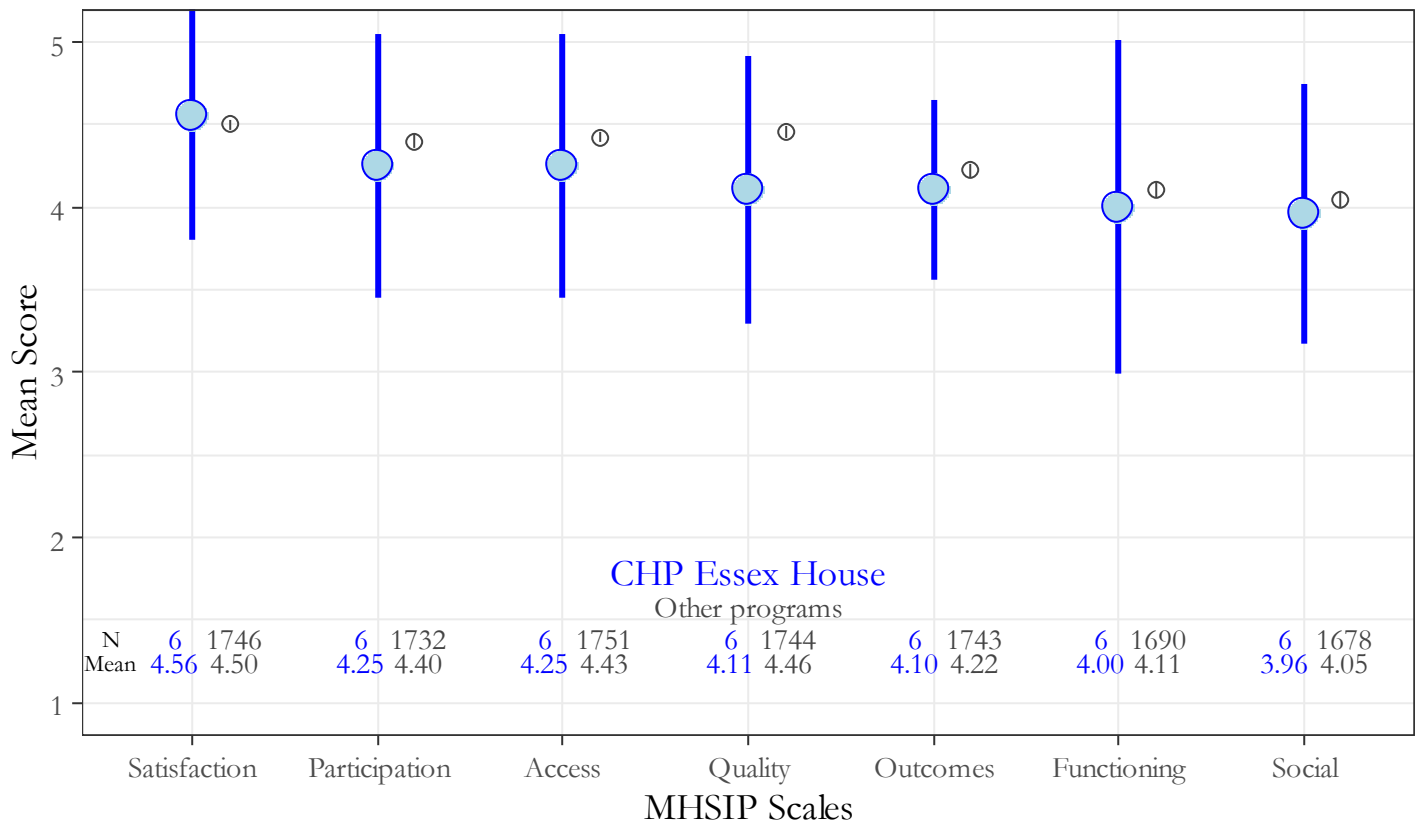
MHSIP Items 1-25, N = 6
Percent Agree

	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 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
80.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	3 50.0 %	0 0.0 %	1 16.7 %
83.3 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %	0 0.0 %
83.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %	0 0.0 %
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 %
83.3 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %
66.7 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	2 33.3 %	0 0.0 %	0 0.0 %
66.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	2 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 %	1 16.7 %	3 50.0 %	2 33.3 %	0 0.0 %	0 0.0 %
83.3 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	2 33.3 %	0 0.0 %	0 0.0 %
66.7 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	3 50.0 %	0 0.0 %	0 0.0 %
66.7 % 12. I felt free to complain	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	3 50.0 %	0 0.0 %	0 0.0 %
80.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	2 33.3 %	1 16.7 %	0 0.0 %
66.7 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	2 33.3 %	0 0.0 %	0 0.0 %
80.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	2 33.3 %	1 16.7 %	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 %	1 16.7 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %
83.3 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %
83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %
66.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	2 33.3 %	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 %	1 16.7 %	2 33.3 %	1 16.7 %	2 33.3 %	0 0.0 %	0 0.0 %
60.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	2 33.3 %	0 0.0 %	1 16.7 %
80.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	2 33.3 %	0 0.0 %	1 16.7 %
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 33.3 %	2 33.3 %	2 33.3 %	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 %	4 66.7 %	2 33.3 %	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 %	5 83.3 %	1 16.7 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 6
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 33.3 %	3 50.0 %	1 16.7 %	0 0.0 %	0 0.0 %
83.3 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	1 16.7 %	4 66.7 %	1 16.7 %	0 0.0 %	0 0.0 %
83.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 16.7 %	4 66.7 %	1 16.7 %	0 0.0 %	0 0.0 %
83.3 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 16.7 %	0 0.0 %	3 50.0 %	2 33.3 %	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 %	1 16.7 %	3 50.0 %	2 33.3 %	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 16.7 %	0 0.0 %	4 66.7 %	1 16.7 %	0 0.0 %	0 0.0 %
83.3 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	1 16.7 %	0 0.0 %	3 50.0 %	2 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	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	2 33.3 %	0 0.0 %	0 0.0 %
83.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %
50.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 16.7 %	2 33.3 %	2 33.3 %	1 16.7 %	0 0.0 %	0 0.0 %
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 16.7 %	4 66.7 %	1 16.7 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 1 clients; surveys were returned for 6 clients (6/1 = 600.0%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Citywide-Assisted Outpatient

Program Code(s): 8911AO

Overall Satisfaction¹

Return Rate²

22.2%

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

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

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 100 %	0 0 %	2 100 %
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	2 100 %	0 100 %	2 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 9 clients; surveys were returned for 2 clients (2/9 = 22.2%).
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 - Fall 2018
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

over 100%

Overall satisfaction³ mean score for CJCJ Community Options for Youth: **4.39** (youth), **5.00** (family).

Overall satisfaction mean score for all other programs: **4.25** (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% 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

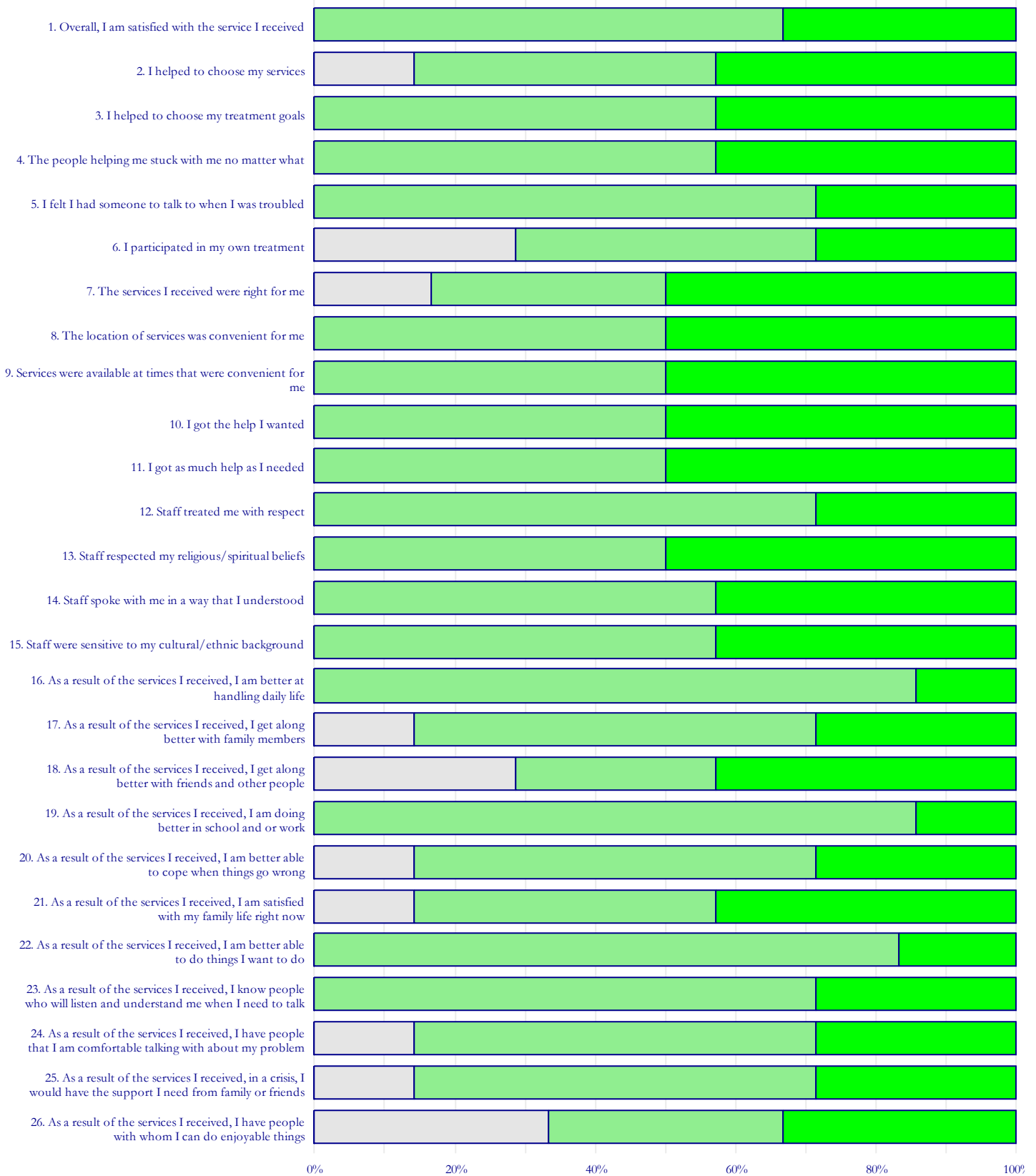
75.0% 6. I participated in my own treatment

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

87.5% 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

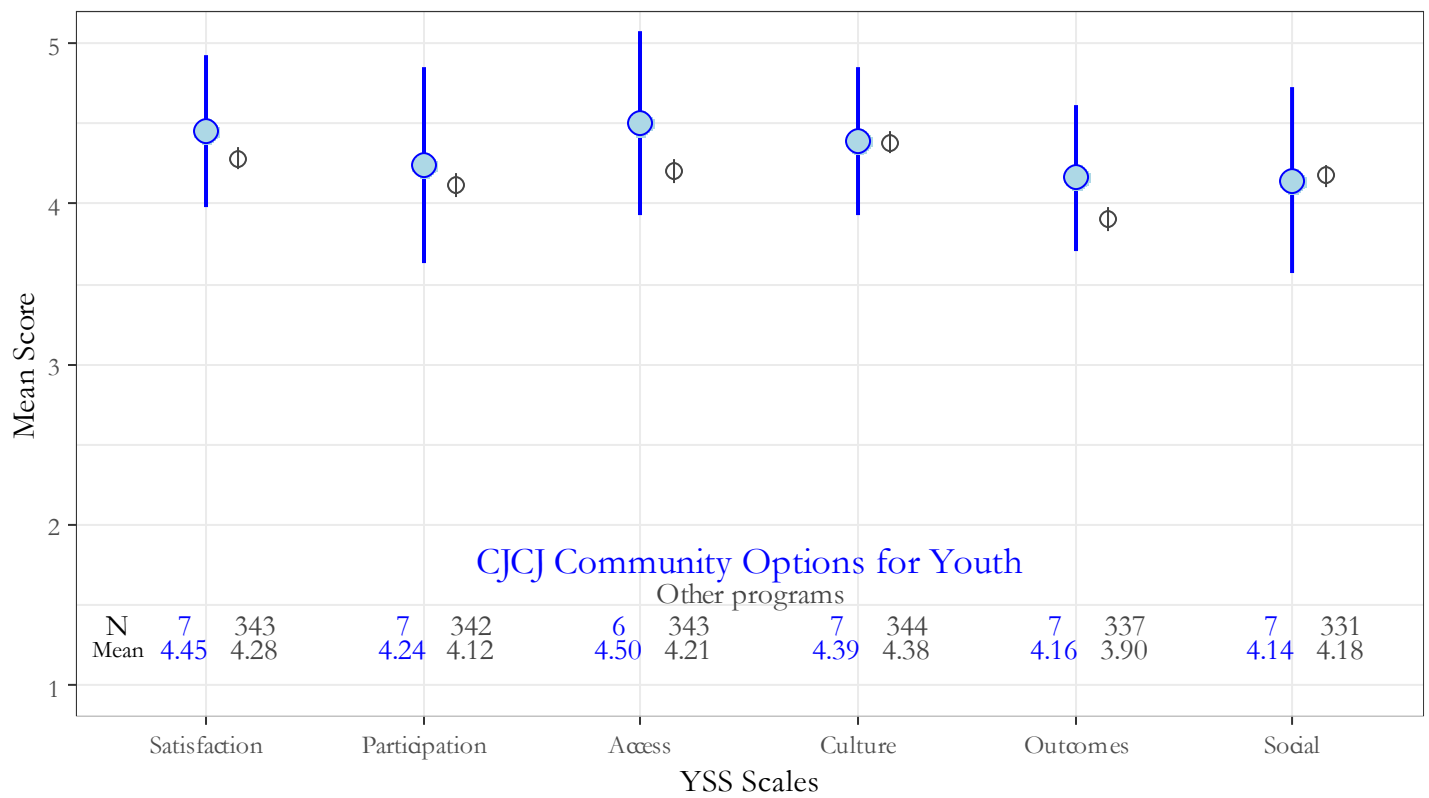


Youth Services Survey for Youth, N = 14

	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 28.6 %	2 14.3 %	0 0.0 %	8 57.1 %
85.7 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	3 21.4 %	0 0.0 %	7 50.0 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	3 21.4 %	0 0.0 %	7 50.0 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	3 21.4 %	0 0.0 %	7 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 %	5 35.7 %	2 14.3 %	0 0.0 %	7 50.0 %
71.4 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	2 14.3 %	3 21.4 %	2 14.3 %	0 0.0 %	7 50.0 %
83.3 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 7.1 %	2 14.3 %	3 21.4 %	0 0.0 %	8 57.1 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	3 21.4 %	0 0.0 %	8 57.1 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	3 21.4 %	0 0.0 %	8 57.1 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	3 21.4 %	0 0.0 %	8 57.1 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	3 21.4 %	0 0.0 %	8 57.1 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	2 14.3 %	0 0.0 %	7 50.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	3 21.4 %	0 0.0 %	8 57.1 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	3 21.4 %	0 0.0 %	7 50.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	3 21.4 %	0 0.0 %	7 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 %	6 42.9 %	1 7.1 %	0 0.0 %	7 50.0 %
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 7.1 %	4 28.6 %	2 14.3 %	0 0.0 %	7 50.0 %
71.4 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	2 14.3 %	2 14.3 %	3 21.4 %	0 0.0 %	7 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 %	6 42.9 %	1 7.1 %	0 0.0 %	7 50.0 %
85.7 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	2 14.3 %	0 0.0 %	7 50.0 %
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 7.1 %	3 21.4 %	3 21.4 %	0 0.0 %	7 50.0 %
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 %	5 35.7 %	1 7.1 %	0 0.0 %	8 57.1 %
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 %	5 35.7 %	2 14.3 %	0 0.0 %	7 50.0 %
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 %	0 0.0 %	1 7.1 %	4 28.6 %	2 14.3 %	0 0.0 %	7 50.0 %
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 7.1 %	4 28.6 %	2 14.3 %	0 0.0 %	7 50.0 %
66.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 14.3 %	2 14.3 %	2 14.3 %	0 0.0 %	8 57.1 %

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance			
CJ CJ Community Options for Youth			
Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	8 88.9 %	7 50 %	15 65.2 %
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	1 11.1 %	7 50 %	8 34.8 %
Total	9 100 %	14 100 %	23 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 13 clients; surveys were returned for 15 clients ($15 / 13 = 115.4\%$).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

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

Overall Satisfaction¹
96.3%

Return Rate²
over 100%

Overall satisfaction³ mean score for Community Youth Center: **4.33** (youth), **4.27** (family).

Overall satisfaction mean score for all other programs: **4.24** (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

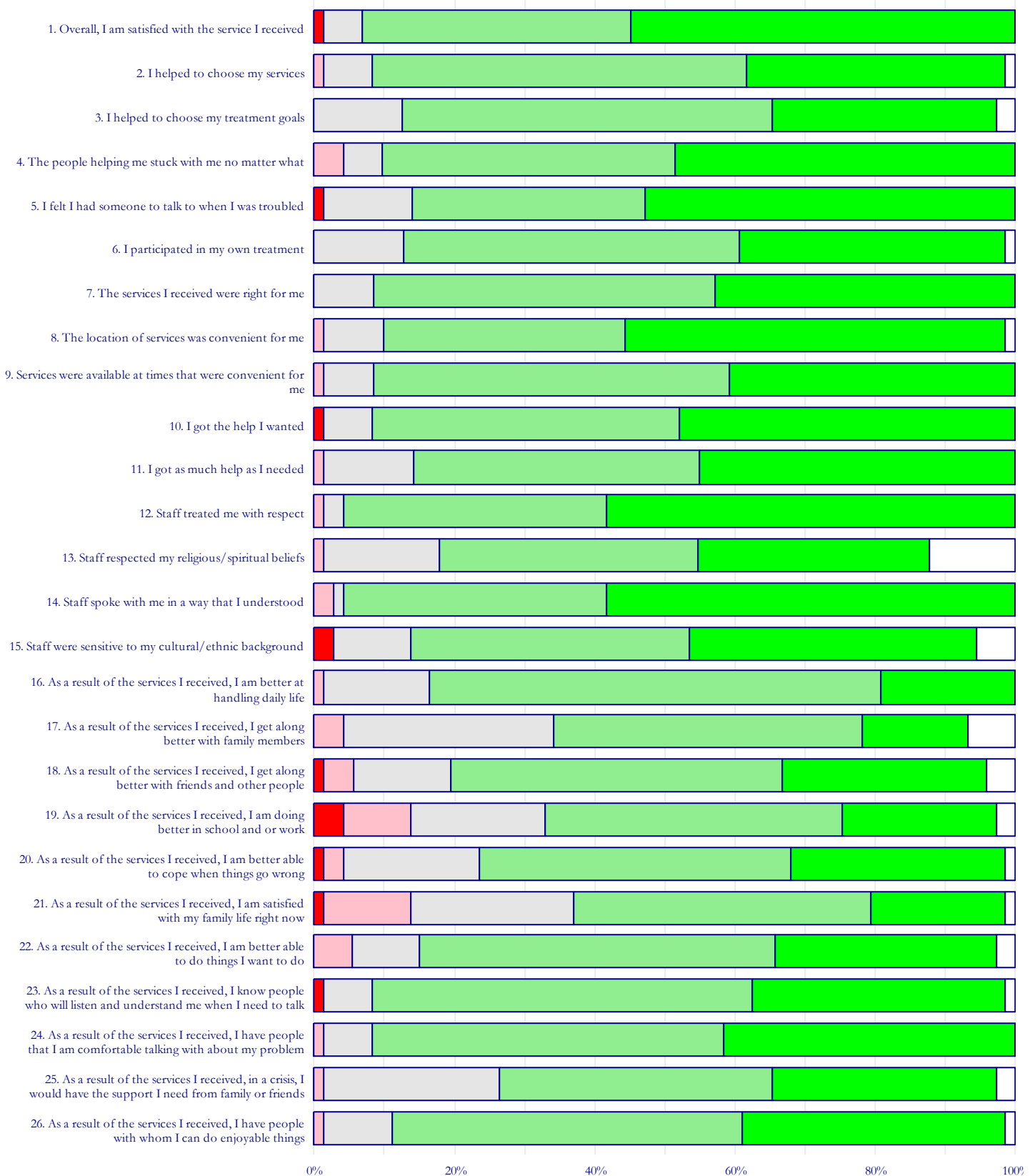
- 96.2% 12. Staff treated me with respect
- 96.2% 14. Staff spoke with me in a way that I understood
- 92.6% 1. Overall, I am satisfied with the service I received

Lowest Agreement Items

- 80.3% 13. Staff respected my religious/spiritual beliefs
- 87.0% 3. I helped to choose my treatment goals
- 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.

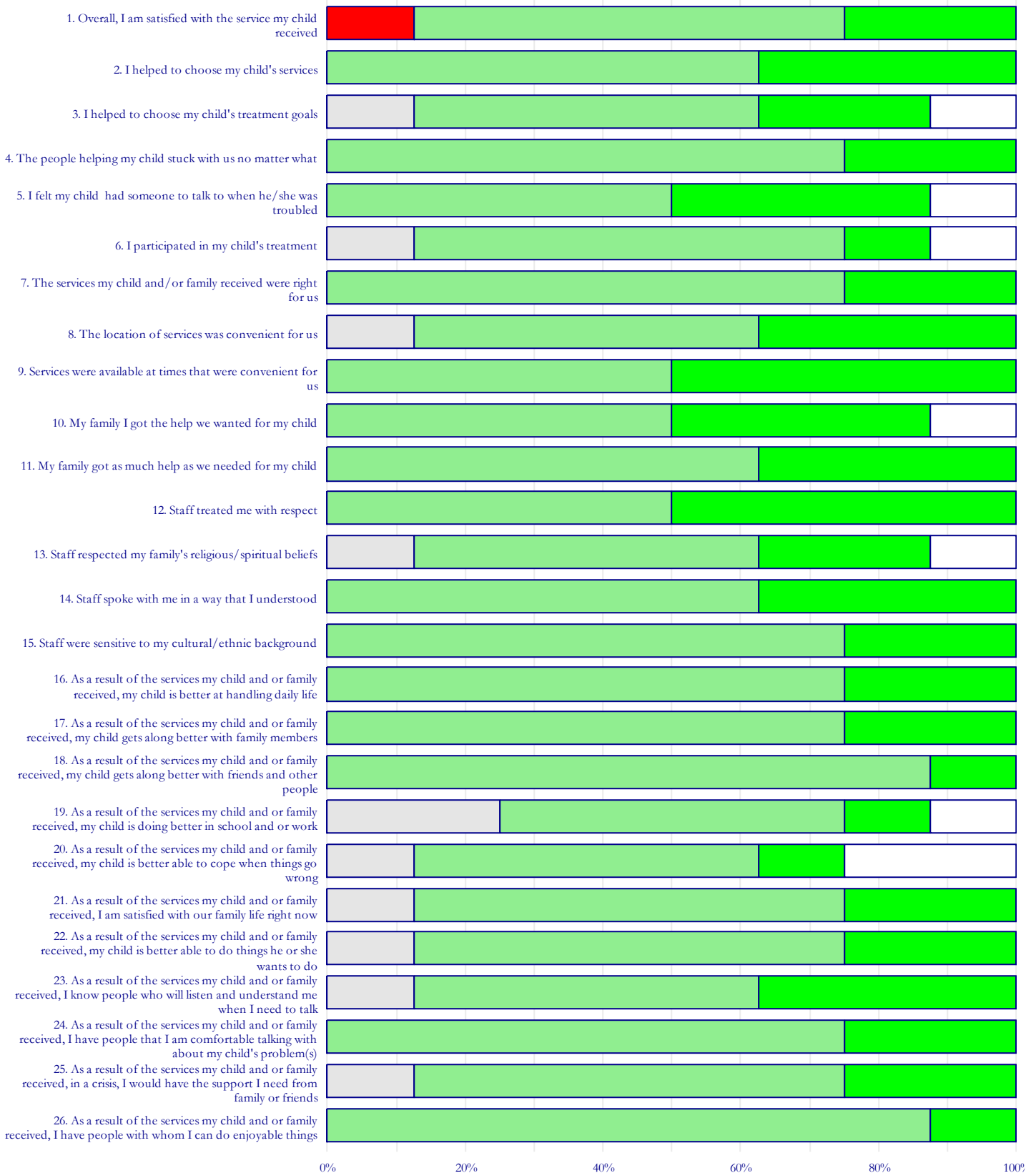
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 73

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
93.2 % 1. Overall, I am satisfied with the service I received	1 1.4 %	0 0.0 %	4 5.5 %	28 38.4 %	40 54.8 %	0 0.0 %	0 0.0 %
91.7 % 2. I helped to choose my services	0 0.0 %	1 1.4 %	5 6.8 %	39 53.4 %	27 37.0 %	1 1.4 %	0 0.0 %
87.1 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	9 12.3 %	38 52.0 %	23 31.5 %	2 2.7 %	1 1.4 %
90.3 % 4. The people helping me stuck with me no matter what	0 0.0 %	3 4.1 %	4 5.5 %	30 41.1 %	35 47.9 %	0 0.0 %	1 1.4 %
86.1 % 5. I felt I had someone to talk to when I was troubled	1 1.4 %	0 0.0 %	9 12.3 %	24 32.9 %	38 52.0 %	0 0.0 %	1 1.4 %
87.1 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	9 12.3 %	34 46.6 %	27 37.0 %	1 1.4 %	2 2.7 %
91.4 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	6 8.2 %	34 46.6 %	30 41.1 %	0 0.0 %	3 4.1 %
89.9 % 8. The location of services was convenient for me	0 0.0 %	1 1.4 %	6 8.2 %	24 32.9 %	38 52.0 %	1 1.4 %	3 4.1 %
91.5 % 9. Services were available at times that were convenient for me	0 0.0 %	1 1.4 %	5 6.8 %	36 49.3 %	29 39.7 %	0 0.0 %	2 2.7 %
91.8 % 10. I got the help I wanted	1 1.4 %	0 0.0 %	5 6.8 %	32 43.8 %	35 47.9 %	0 0.0 %	0 0.0 %
85.9 % 11. I got as much help as I needed	0 0.0 %	1 1.4 %	9 12.3 %	29 39.7 %	32 43.8 %	0 0.0 %	2 2.7 %
95.8 % 12. Staff treated me with respect	0 0.0 %	1 1.4 %	2 2.7 %	27 37.0 %	42 57.5 %	0 0.0 %	1 1.4 %
79.7 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	1 1.4 %	12 16.4 %	27 37.0 %	24 32.9 %	9 12.3 %	0 0.0 %
95.8 % 14. Staff spoke with me in a way that I understood	0 0.0 %	2 2.7 %	1 1.4 %	27 37.0 %	42 57.5 %	0 0.0 %	1 1.4 %
85.5 % 15. Staff were sensitive to my cultural/ethnic background	2 2.7 %	0 0.0 %	8 11.0 %	29 39.7 %	30 41.1 %	4 5.5 %	0 0.0 %
83.6 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 1.4 %	11 15.1 %	47 64.4 %	14 19.2 %	0 0.0 %	0 0.0 %
63.2 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	3 4.1 %	22 30.1 %	32 43.8 %	11 15.1 %	5 6.8 %	0 0.0 %
79.7 % 18. As a result of the services I received, I get along better with friends and other people	1 1.4 %	3 4.1 %	10 13.7 %	34 46.6 %	21 28.8 %	3 4.1 %	1 1.4 %
66.2 % 19. As a result of the services I received, I am doing better in school and or work	3 4.1 %	7 9.6 %	14 19.2 %	31 42.5 %	16 21.9 %	2 2.7 %	0 0.0 %
76.1 % 20. As a result of the services I received, I am better able to cope when things go wrong	1 1.4 %	2 2.7 %	14 19.2 %	32 43.8 %	22 30.1 %	1 1.4 %	1 1.4 %
62.5 % 21. As a result of the services I received, I am satisfied with my family life right now	1 1.4 %	9 12.3 %	17 23.3 %	31 42.5 %	14 19.2 %	1 1.4 %	0 0.0 %
84.5 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	4 5.5 %	7 9.6 %	37 50.7 %	23 31.5 %	2 2.7 %	0 0.0 %
91.5 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	1 1.4 %	0 0.0 %	5 6.8 %	39 53.4 %	26 35.6 %	1 1.4 %	1 1.4 %
91.7 % 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 1.4 %	5 6.8 %	36 49.3 %	30 41.1 %	0 0.0 %	1 1.4 %
72.9 % 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 1.4 %	18 24.7 %	28 38.4 %	23 31.5 %	2 2.7 %	1 1.4 %
88.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	1 1.4 %	7 9.6 %	36 49.3 %	27 37.0 %	1 1.4 %	1 1.4 %

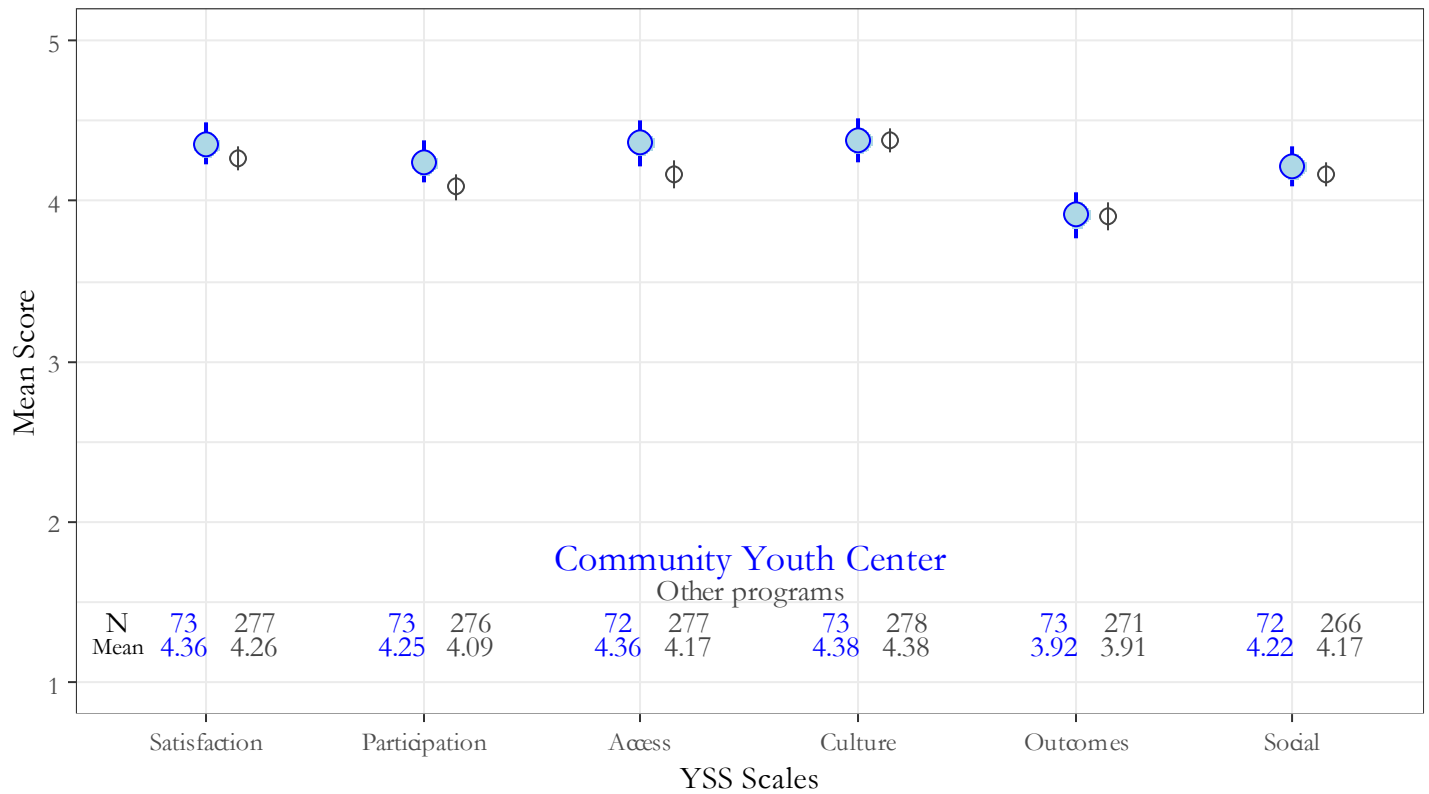
Youth Services Survey for Families



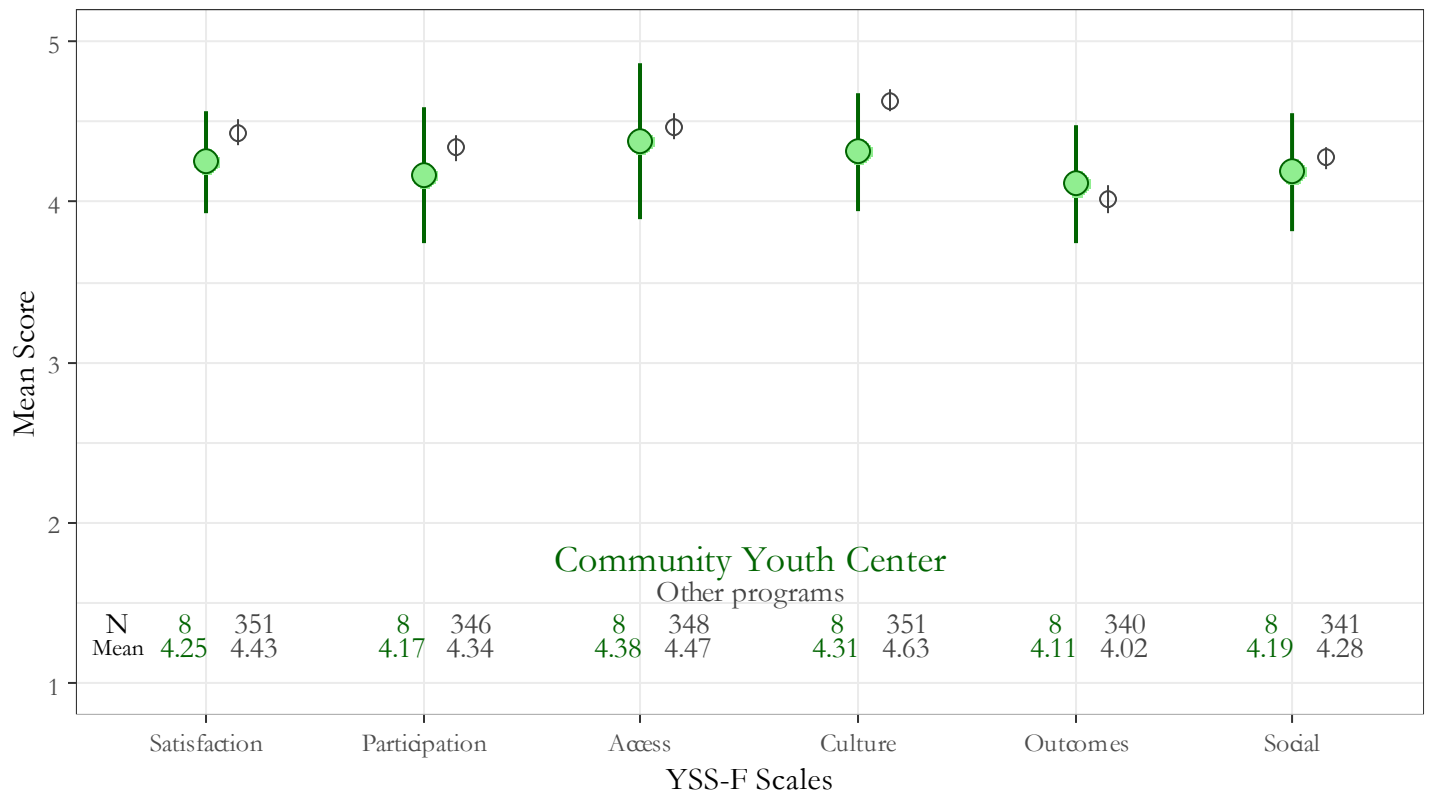
Youth Services Survey for Families, N = 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.5 % 1. Overall, I am satisfied with the service my child received	1 12.5 %	0 0.0 %	0 0.0 %	5 62.5 %	2 25.0 %	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 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
85.7 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	2 25.0 %	1 12.5 %	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 75.0 %	2 25.0 %	0 0.0 %	0 0.0 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	3 37.5 %	1 12.5 %	0 0.0 %
85.7 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	1 12.5 %	1 12.5 %	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 75.0 %	2 25.0 %	0 0.0 %	0 0.0 %
87.5 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	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 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	3 37.5 %	1 12.5 %	0 0.0 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
85.7 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	2 25.0 %	1 12.5 %	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 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	6 75.0 %	2 25.0 %	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 %	6 75.0 %	2 25.0 %	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 %	6 75.0 %	2 25.0 %	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 %	7 87.5 %	1 12.5 %	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 %	0 0.0 %	2 25.0 %	4 50.0 %	1 12.5 %	1 12.5 %	0 0.0 %
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 12.5 %	4 50.0 %	1 12.5 %	2 25.0 %	0 0.0 %
87.5 % 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 12.5 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
87.5 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
87.5 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	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 %	6 75.0 %	2 25.0 %	0 0.0 %	0 0.0 %
87.5 % 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 12.5 %	5 62.5 %	2 25.0 %	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 %	7 87.5 %	1 12.5 %	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		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	8 100 %	73 100 %	81 100 %
Total	8 100 %	73 100 %	81 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 37 clients; surveys were returned for 70 clients ($70 / 37 = 189.2\%$).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Conard House Outpatient Services

Program Code(s): 89492

Overall Satisfaction¹

77.8%

Return Rate²

81.4%

Overall satisfaction³ mean score for Conard House Outpatient Services: **3.96**.

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

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

Highest Agreement Items

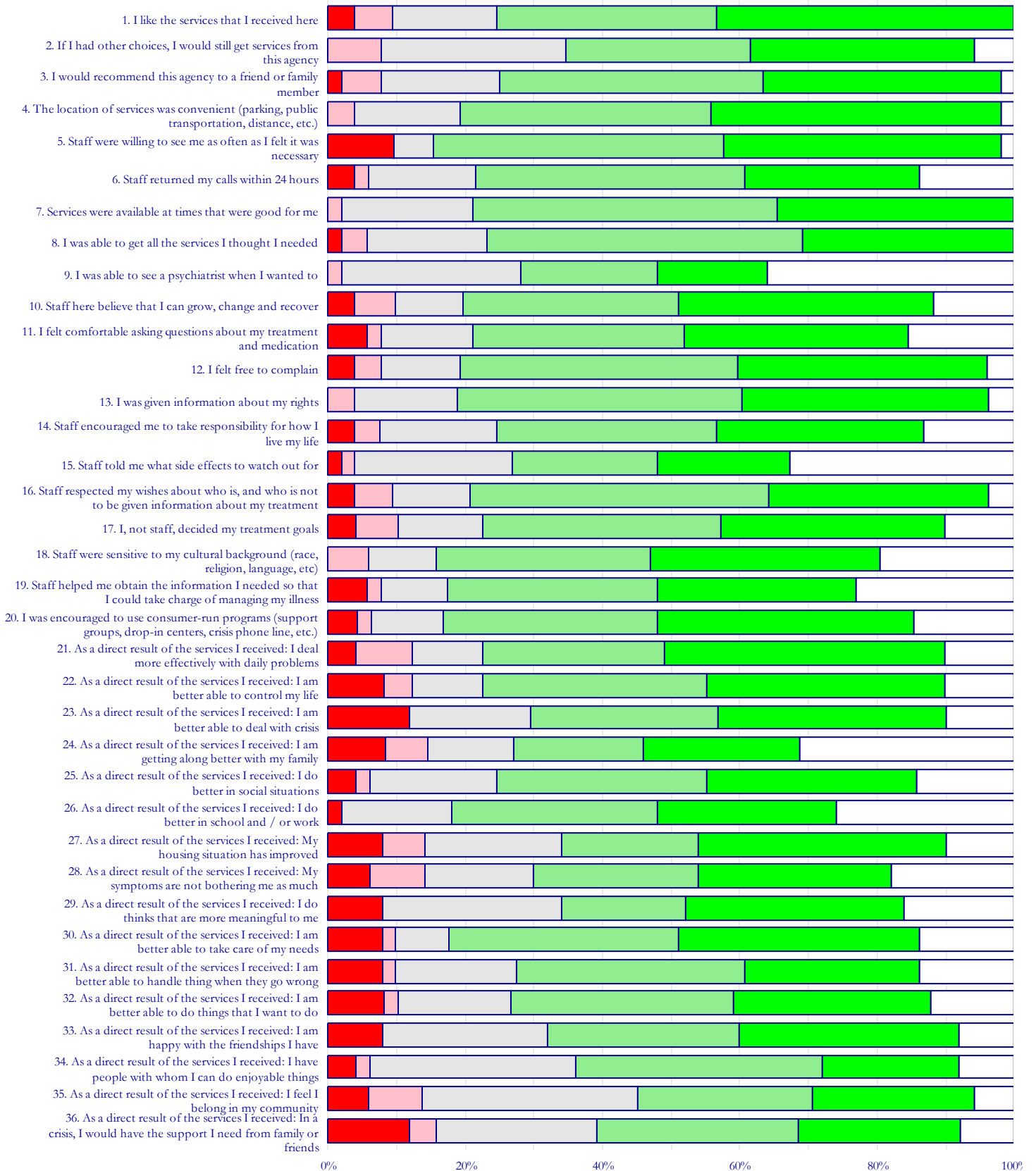
- 84.3%** 5. Staff were willing to see me as often as I felt it was necessary
- 80.5%** 18. Staff were sensitive to my cultural background (race, religion, language, etc)
- 80.5%** 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

Lowest Agreement Items

- 56.2%** 9. I was able to see a psychiatrist when I wanted to
- 60.0%** 15. Staff told me what side effects to watch out for
- 63.3%** 2. If I had other choices, I would still get services from this agency

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

MHSIP Items



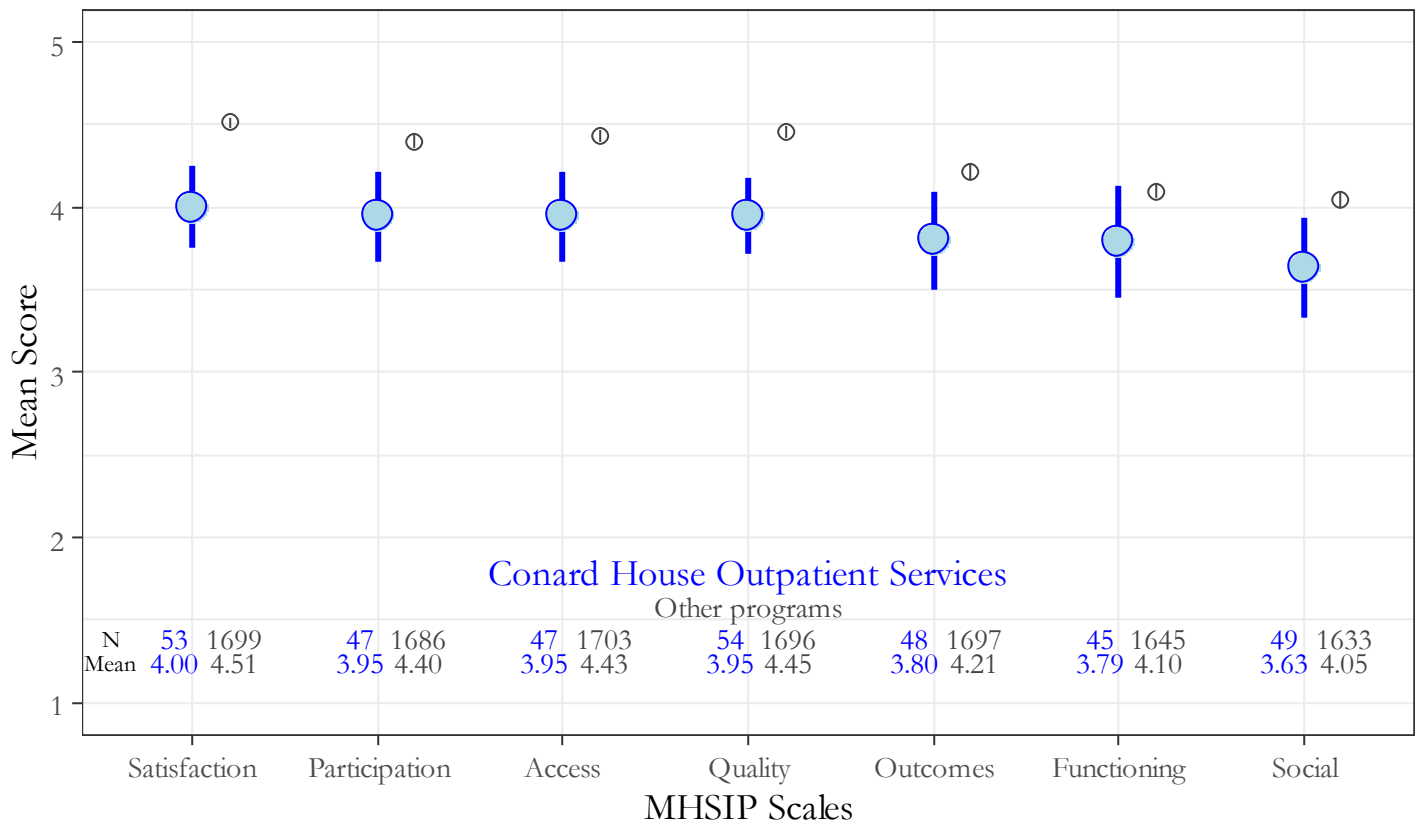
MHSIP Items 1-25, N = 85
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
75.5 % 1. I like the services that I received here	2 2.4 %	3 3.5 %	8 9.4 %	17 20.0 %	23 27.1 %	0 0.0 %	32 37.6 %
63.3 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	4 4.7 %	14 16.5 %	14 16.5 %	17 20.0 %	3 3.5 %	33 38.8 %
74.5 % 3. I would recommend this agency to a friend or family member	1 1.2 %	3 3.5 %	9 10.6 %	20 23.5 %	18 21.2 %	1 1.2 %	33 38.8 %
80.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 2.4 %	8 9.4 %	19 22.4 %	22 25.9 %	1 1.2 %	33 38.8 %
84.3 % 5. Staff were willing to see me as often as I felt it was necessary	5 5.9 %	0 0.0 %	3 3.5 %	22 25.9 %	21 24.7 %	1 1.2 %	33 38.8 %
75.0 % 6. Staff returned my calls within 24 hours	2 2.4 %	1 1.2 %	8 9.4 %	20 23.5 %	13 15.3 %	7 8.2 %	34 40.0 %
78.8 % 7. Services were available at times that were good for me	0 0.0 %	1 1.2 %	10 11.8 %	23 27.1 %	18 21.2 %	0 0.0 %	33 38.8 %
76.9 % 8. I was able to get all the services I thought I needed	1 1.2 %	2 2.4 %	9 10.6 %	24 28.2 %	16 18.8 %	0 0.0 %	33 38.8 %
56.2 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 1.2 %	13 15.3 %	10 11.8 %	8 9.4 %	18 21.2 %	35 41.2 %
77.8 % 10. Staff here believe that I can grow, change and recover	2 2.4 %	3 3.5 %	5 5.9 %	16 18.8 %	19 22.4 %	6 7.1 %	34 40.0 %
75.0 % 11. I felt comfortable asking questions about my treatment and medication	3 3.5 %	1 1.2 %	7 8.2 %	16 18.8 %	17 20.0 %	8 9.4 %	33 38.8 %
80.0 % 12. I felt free to complain	2 2.4 %	2 2.4 %	6 7.1 %	21 24.7 %	19 22.4 %	2 2.4 %	33 38.8 %
80.4 % 13. I was given information about my rights	0 0.0 %	2 2.4 %	8 9.4 %	22 25.9 %	19 22.4 %	2 2.4 %	32 37.6 %
71.7 % 14. Staff encouraged me to take responsibility for how I live my life	2 2.4 %	2 2.4 %	9 10.6 %	17 20.0 %	16 18.8 %	7 8.2 %	32 37.6 %
60.0 % 15. Staff told me what side effects to watch out for	1 1.2 %	1 1.2 %	12 14.1 %	11 12.9 %	10 11.8 %	17 20.0 %	33 38.8 %
78.4 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	2 2.4 %	3 3.5 %	6 7.1 %	23 27.1 %	17 20.0 %	2 2.4 %	32 37.6 %
75.0 % 17. I, not staff, decided my treatment goals	2 2.4 %	3 3.5 %	6 7.1 %	17 20.0 %	16 18.8 %	5 5.9 %	36 42.4 %
80.5 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	3 3.5 %	5 5.9 %	16 18.8 %	17 20.0 %	10 11.8 %	34 40.0 %
77.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	3 3.5 %	1 1.2 %	5 5.9 %	16 18.8 %	15 17.6 %	12 14.1 %	33 38.8 %
80.5 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 2.4 %	1 1.2 %	5 5.9 %	15 17.6 %	18 21.2 %	7 8.2 %	37 43.5 %
75.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	2 2.4 %	4 4.7 %	5 5.9 %	13 15.3 %	20 23.5 %	5 5.9 %	36 42.4 %
75.0 % 22. As a direct result of the services I received: I am better able to control my life	4 4.7 %	2 2.4 %	5 5.9 %	16 18.8 %	17 20.0 %	5 5.9 %	36 42.4 %
67.4 % 23. As a direct result of the services I received: I am better able to deal with crisis	6 7.1 %	0 0.0 %	9 10.6 %	14 16.5 %	17 20.0 %	5 5.9 %	34 40.0 %
60.6 % 24. As a direct result of the services I received: I am getting along better with my family	4 4.7 %	3 3.5 %	6 7.1 %	9 10.6 %	11 12.9 %	15 17.6 %	37 43.5 %
71.4 % 25. As a direct result of the services I received: I do better in social situations	2 2.4 %	1 1.2 %	9 10.6 %	15 17.6 %	15 17.6 %	7 8.2 %	36 42.4 %

MHSIP Items 26-36, N = 85
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
75.7 % 26. As a direct result of the services I received: I do better in school and / or work	1 1.2 %	0 0.0 %	8 9.4 %	15 17.6 %	13 15.3 %	13 15.3 %	35 41.2 %
62.2 % 27. As a direct result of the services I received: My housing situation has improved	4 4.7 %	3 3.5 %	10 11.8 %	10 11.8 %	18 21.2 %	5 5.9 %	35 41.2 %
63.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	3 3.5 %	4 4.7 %	8 9.4 %	12 14.1 %	14 16.5 %	9 10.6 %	35 41.2 %
59.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	4 4.7 %	0 0.0 %	13 15.3 %	9 10.6 %	16 18.8 %	8 9.4 %	35 41.2 %
79.5 % 30. As a direct result of the services I received: I am better able to take care of my needs	4 4.7 %	1 1.2 %	4 4.7 %	17 20.0 %	18 21.2 %	7 8.2 %	34 40.0 %
68.2 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	4 4.7 %	1 1.2 %	9 10.6 %	17 20.0 %	13 15.3 %	7 8.2 %	34 40.0 %
69.8 % 32. As a direct result of the services I received: I am better able to do things that I want to do	4 4.7 %	1 1.2 %	8 9.4 %	16 18.8 %	14 16.5 %	6 7.1 %	36 42.4 %
65.2 % 33. As a direct result of the services I received: I am happy with the friendships I have	4 4.7 %	0 0.0 %	12 14.1 %	14 16.5 %	16 18.8 %	4 4.7 %	35 41.2 %
60.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 2.4 %	1 1.2 %	15 17.6 %	18 21.2 %	10 11.8 %	4 4.7 %	35 41.2 %
52.1 % 35. As a direct result of the services I received: I feel I belong in my community	3 3.5 %	4 4.7 %	16 18.8 %	13 15.3 %	12 14.1 %	3 3.5 %	34 40.0 %
57.4 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	6 7.1 %	2 2.4 %	12 14.1 %	15 17.6 %	12 14.1 %	4 4.7 %	34 40.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	18 31.6 %	10 35.7 %	28 32.9 %
Impaired	1 1.8 %	1 3.6 %	2 2.4 %
Language	0 0 %	0 0 %	0 0 %
Other	1 1.8 %	0 0 %	1 1.2 %
No Data	1 1.8 %	0 0 %	1 1.2 %
Completed Survey	36 63.2 %	17 60.7 %	53 62.4 %
Total	57 100 %	28 100 %	85 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 102 clients; surveys were returned for 83 clients (83/102 = 81.4%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Conard Rep Payee

Program Code(s): 8949RP

Overall Satisfaction¹

89.9%

Return Rate²

Unknown, no Avatar billing

Overall satisfaction³ mean score for Conard Rep Payee: **4.36**.

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

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

Highest Agreement Items

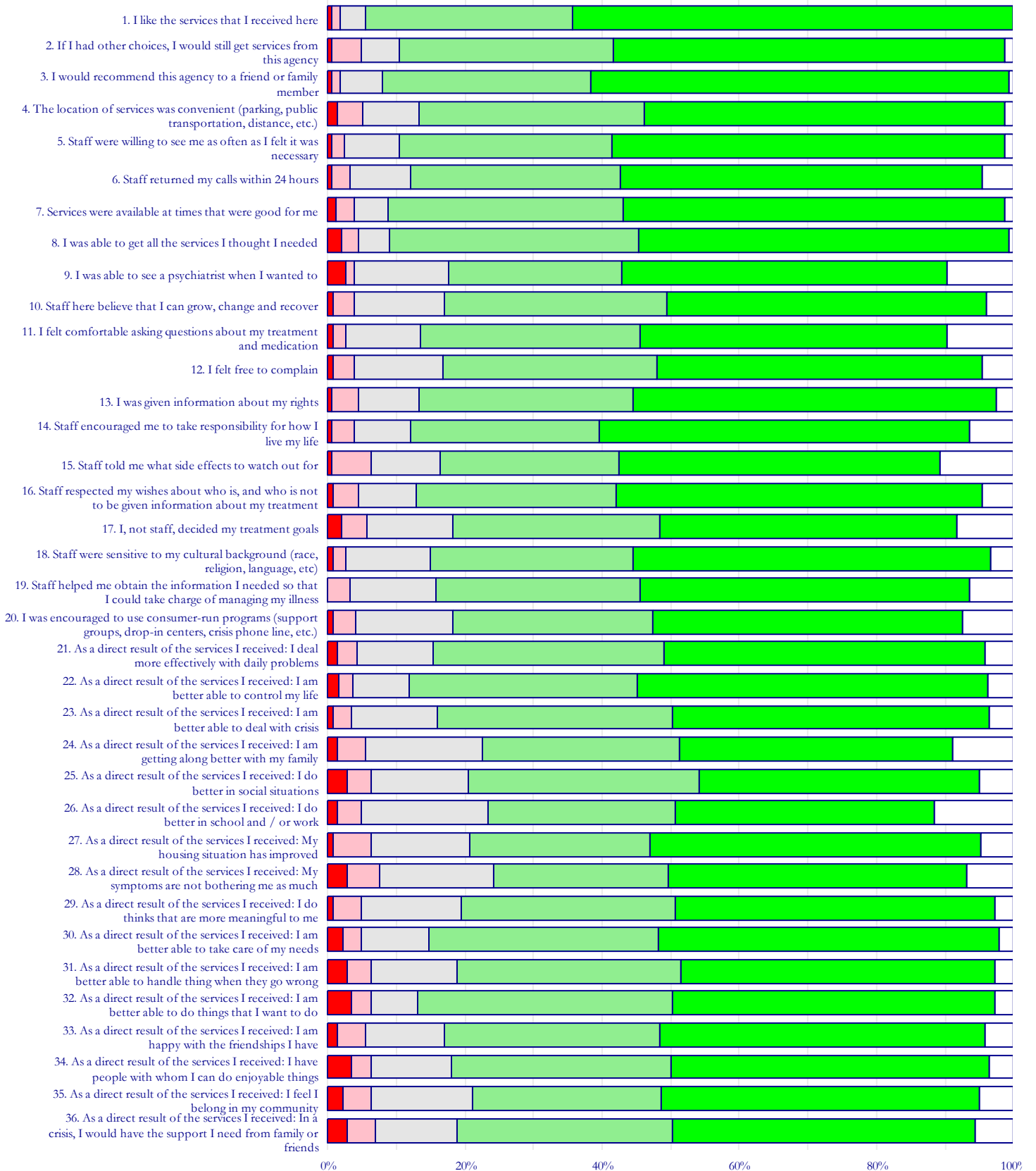
- 94.5% 1. I like the services that I received here
- 91.9% 3. I would recommend this agency to a friend or family member
- 91.1% 7. Services were available at times that were good for me

Lowest Agreement Items

- 80.1% 17. I, not staff, decided my treatment goals
- 80.3% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 80.6% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



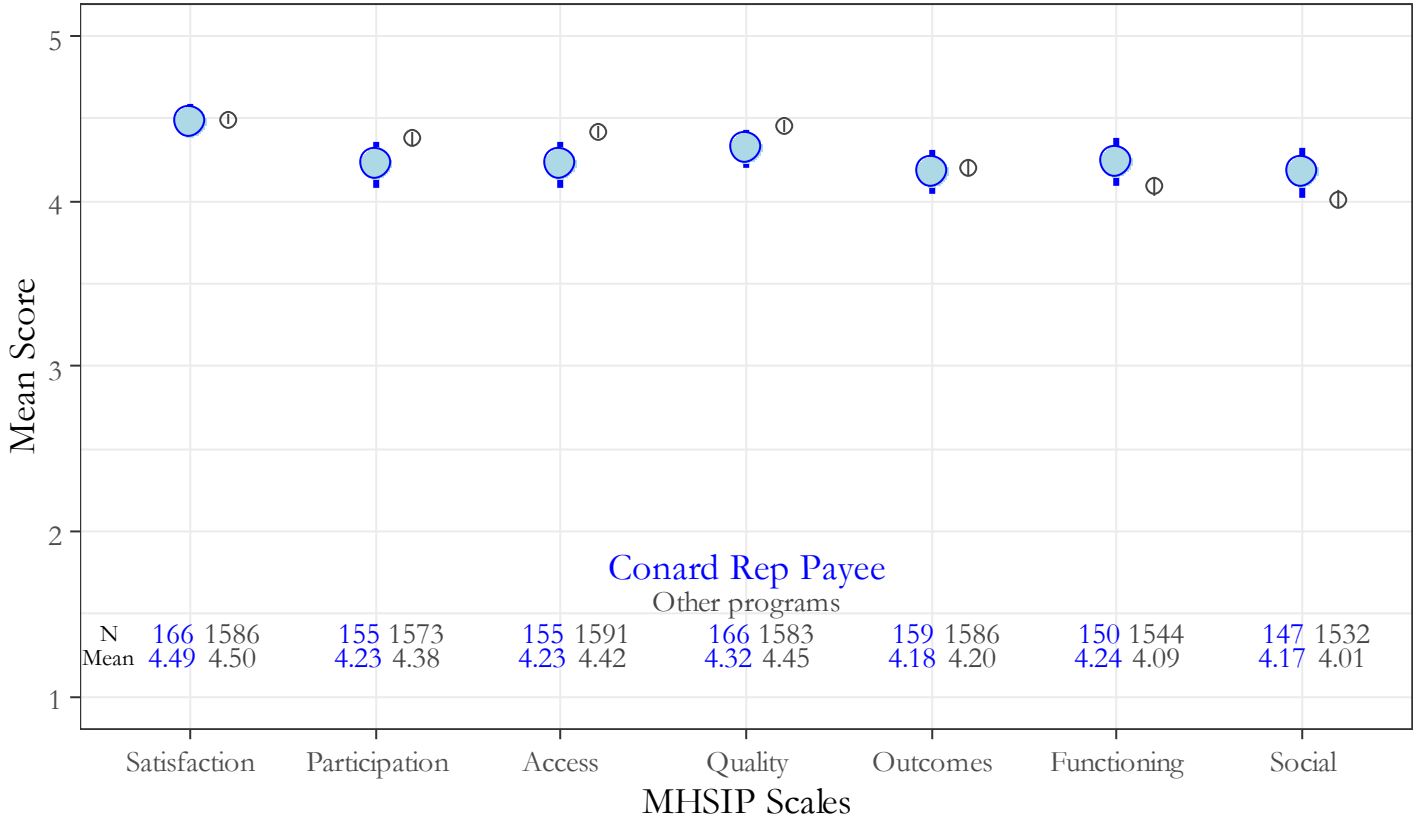
MHSIP Items 1-25, N = 228
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
94.5 % 1. I like the services that I received here	1 0.4 %	2 0.9 %	6 2.6 %	49 21.5 %	105 46.1 %	0 0.0 %	65 28.5 %
89.4 % 2. If I had other choices, I would still get services from this agency	1 0.4 %	7 3.1 %	9 4.0 %	51 22.4 %	93 40.8 %	2 0.9 %	65 28.5 %
91.9 % 3. I would recommend this agency to a friend or family member	1 0.4 %	2 0.9 %	10 4.4 %	49 21.5 %	99 43.4 %	1 0.4 %	66 28.9 %
86.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	2 0.9 %	6 2.6 %	13 5.7 %	52 22.8 %	83 36.4 %	2 0.9 %	70 30.7 %
89.4 % 5. Staff were willing to see me as often as I felt it was necessary	1 0.4 %	3 1.3 %	13 5.7 %	50 21.9 %	93 40.8 %	2 0.9 %	66 28.9 %
87.3 % 6. Staff returned my calls within 24 hours	1 0.4 %	4 1.8 %	14 6.1 %	48 21.1 %	83 36.4 %	7 3.1 %	71 31.1 %
91.1 % 7. Services were available at times that were good for me	2 0.9 %	4 1.8 %	8 3.5 %	55 24.1 %	89 39.0 %	2 0.9 %	68 29.8 %
91.0 % 8. I was able to get all the services I thought I needed	3 1.3 %	4 1.8 %	7 3.1 %	57 25.0 %	85 37.3 %	1 0.4 %	71 31.1 %
80.6 % 9. I was able to see a psychiatrist when I wanted to	4 1.8 %	2 0.9 %	21 9.2 %	39 17.1 %	73 32.0 %	15 6.6 %	74 32.5 %
82.4 % 10. Staff here believe that I can grow, change and recover	1 0.4 %	5 2.2 %	20 8.8 %	50 21.9 %	72 31.6 %	6 2.6 %	74 32.5 %
85.1 % 11. I felt comfortable asking questions about my treatment and medication	1 0.4 %	3 1.3 %	17 7.5 %	50 21.9 %	70 30.7 %	15 6.6 %	72 31.6 %
82.6 % 12. I felt free to complain	1 0.4 %	5 2.2 %	20 8.8 %	49 21.5 %	74 32.5 %	7 3.1 %	72 31.6 %
86.3 % 13. I was given information about my rights	1 0.4 %	6 2.6 %	14 6.1 %	49 21.5 %	83 36.4 %	4 1.8 %	71 31.1 %
87.1 % 14. Staff encouraged me to take responsibility for how I live my life	1 0.4 %	5 2.2 %	13 5.7 %	43 18.9 %	85 37.3 %	10 4.4 %	71 31.1 %
81.6 % 15. Staff told me what side effects to watch out for	1 0.4 %	9 4.0 %	16 7.0 %	41 18.0 %	74 32.5 %	17 7.5 %	70 30.7 %
86.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 0.4 %	6 2.6 %	13 5.7 %	45 19.7 %	83 36.4 %	7 3.1 %	73 32.0 %
80.1 % 17. I, not staff, decided my treatment goals	3 1.3 %	6 2.6 %	20 8.8 %	48 21.1 %	69 30.3 %	13 5.7 %	69 30.3 %
84.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 0.4 %	3 1.3 %	19 8.3 %	46 20.2 %	81 35.5 %	5 2.2 %	73 32.0 %
83.1 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	5 2.2 %	20 8.8 %	47 20.6 %	76 33.3 %	10 4.4 %	70 30.7 %
80.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 0.4 %	5 2.2 %	21 9.2 %	43 18.9 %	67 29.4 %	11 4.8 %	80 35.1 %
83.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	2 0.9 %	4 1.8 %	16 7.0 %	48 21.1 %	67 29.4 %	6 2.6 %	85 37.3 %
87.7 % 22. As a direct result of the services I received: I am better able to control my life	2 0.9 %	3 1.3 %	11 4.8 %	45 19.7 %	69 30.3 %	5 2.2 %	93 40.8 %
83.6 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 0.4 %	4 1.8 %	18 7.9 %	50 21.9 %	67 29.4 %	5 2.2 %	83 36.4 %
75.2 % 24. As a direct result of the services I received: I am getting along better with my family	2 0.9 %	6 2.6 %	25 11.0 %	42 18.4 %	58 25.4 %	13 5.7 %	82 36.0 %
78.5 % 25. As a direct result of the services I received: I do better in social situations	4 1.8 %	5 2.2 %	20 8.8 %	48 21.1 %	58 25.4 %	7 3.1 %	86 37.7 %

MHSIP Items 26-36, N = 228
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
73.6 % 26. As a direct result of the services I received: I do better in school and / or work	2 0.9 %	5 2.2 %	27 11.8 %	40 17.5 %	55 24.1 %	17 7.5 %	82 36.0 %
78.3 % 27. As a direct result of the services I received: My housing situation has improved	1 0.4 %	8 3.5 %	21 9.2 %	38 16.7 %	70 30.7 %	7 3.1 %	83 36.4 %
74.1 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	4 1.8 %	7 3.1 %	24 10.5 %	37 16.2 %	63 27.6 %	10 4.4 %	83 36.4 %
80.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 0.4 %	6 2.6 %	21 9.2 %	45 19.7 %	67 29.4 %	4 1.8 %	84 36.8 %
85.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	3 1.3 %	4 1.8 %	14 6.1 %	48 21.1 %	71 31.1 %	3 1.3 %	85 37.3 %
80.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	4 1.8 %	5 2.2 %	18 7.9 %	47 20.6 %	66 28.9 %	4 1.8 %	84 36.8 %
86.5 % 32. As a direct result of the services I received: I am better able to do things that I want to do	5 2.2 %	4 1.8 %	10 4.4 %	54 23.7 %	68 29.8 %	4 1.8 %	83 36.4 %
82.3 % 33. As a direct result of the services I received: I am happy with the friendships I have	2 0.9 %	6 2.6 %	17 7.5 %	46 20.2 %	70 30.7 %	6 2.6 %	81 35.5 %
81.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	5 2.2 %	4 1.8 %	17 7.5 %	46 20.2 %	67 29.4 %	5 2.2 %	84 36.8 %
77.8 % 35. As a direct result of the services I received: I feel I belong in my community	3 1.3 %	6 2.6 %	21 9.2 %	39 17.1 %	66 28.9 %	7 3.1 %	86 37.7 %
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	4 1.8 %	6 2.6 %	17 7.5 %	45 19.7 %	63 27.6 %	8 3.5 %	85 37.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	24 14.8 %	7 10.6 %	31 13.6 %
Impaired	6 3.7 %	17 25.8 %	23 10.1 %
Language	1 0.6 %	0 0 %	1 0.4 %
Other	0 0 %	0 0 %	0 0 %
No Data	4 2.5 %	2 3 %	6 2.6 %
Completed Survey	127 78.4 %	40 60.6 %	167 73.2 %
Total	162 100 %	66 100 %	228 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 0 clients; surveys were returned for 126 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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Counseling Enriched Educational Program

Program Code(s): 38CMOP

Overall Satisfaction¹

89.8%

Return Rate²

over 100%

Overall satisfaction³ mean score for Counseling Enriched Educational Program: **3.97** (youth), **4.55** (family).

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

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

Highest Agreement Items

95.9% 12. Staff treated me with respect

93.8% 14. Staff spoke with me in a way that I understood

91.8% 3. I helped to choose my treatment goals

Lowest Agreement Items

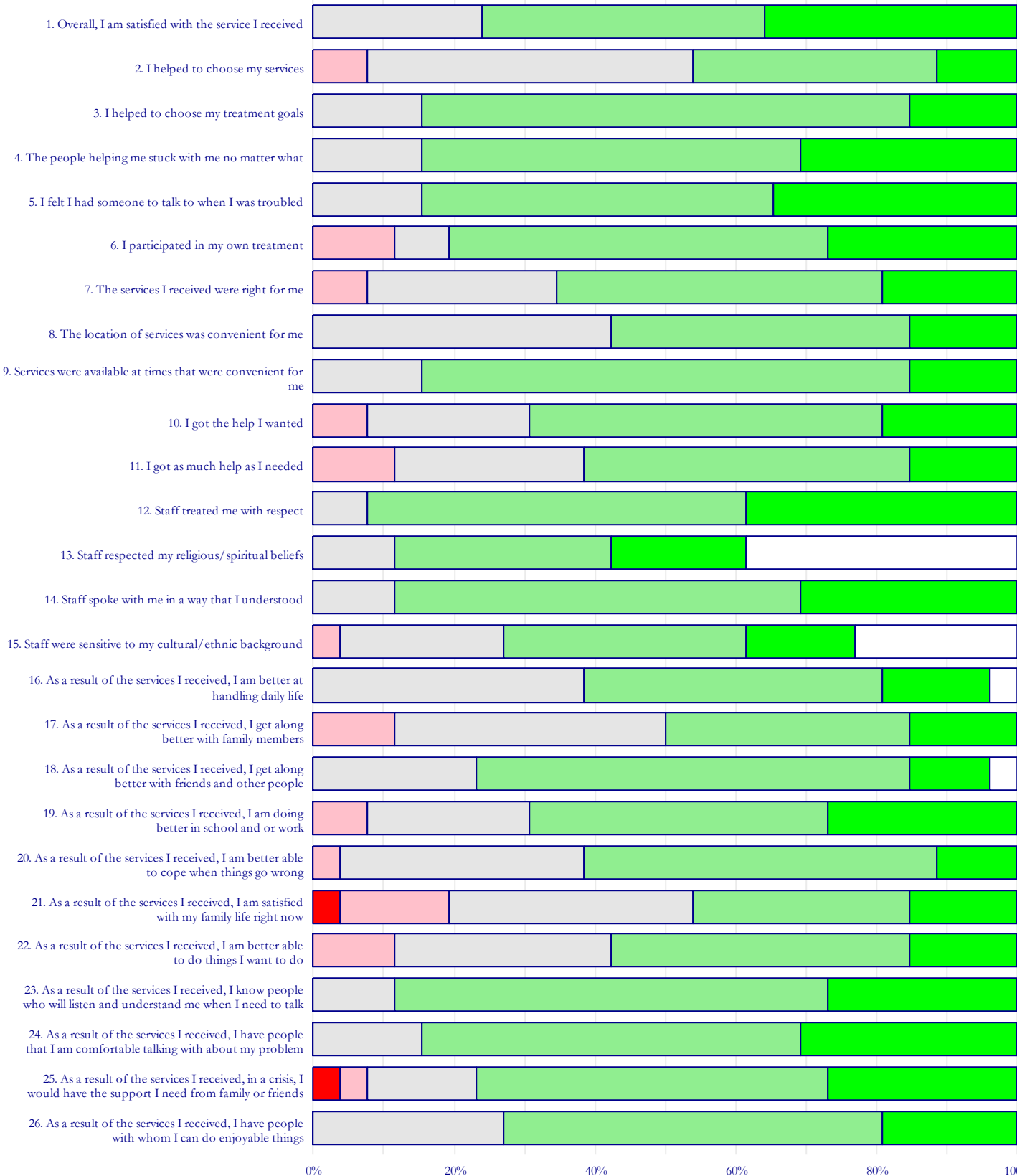
69.4% 2. I helped to choose my services

75.5% 11. I got as much help as I needed

77.6% 7. The services I received were right for me

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

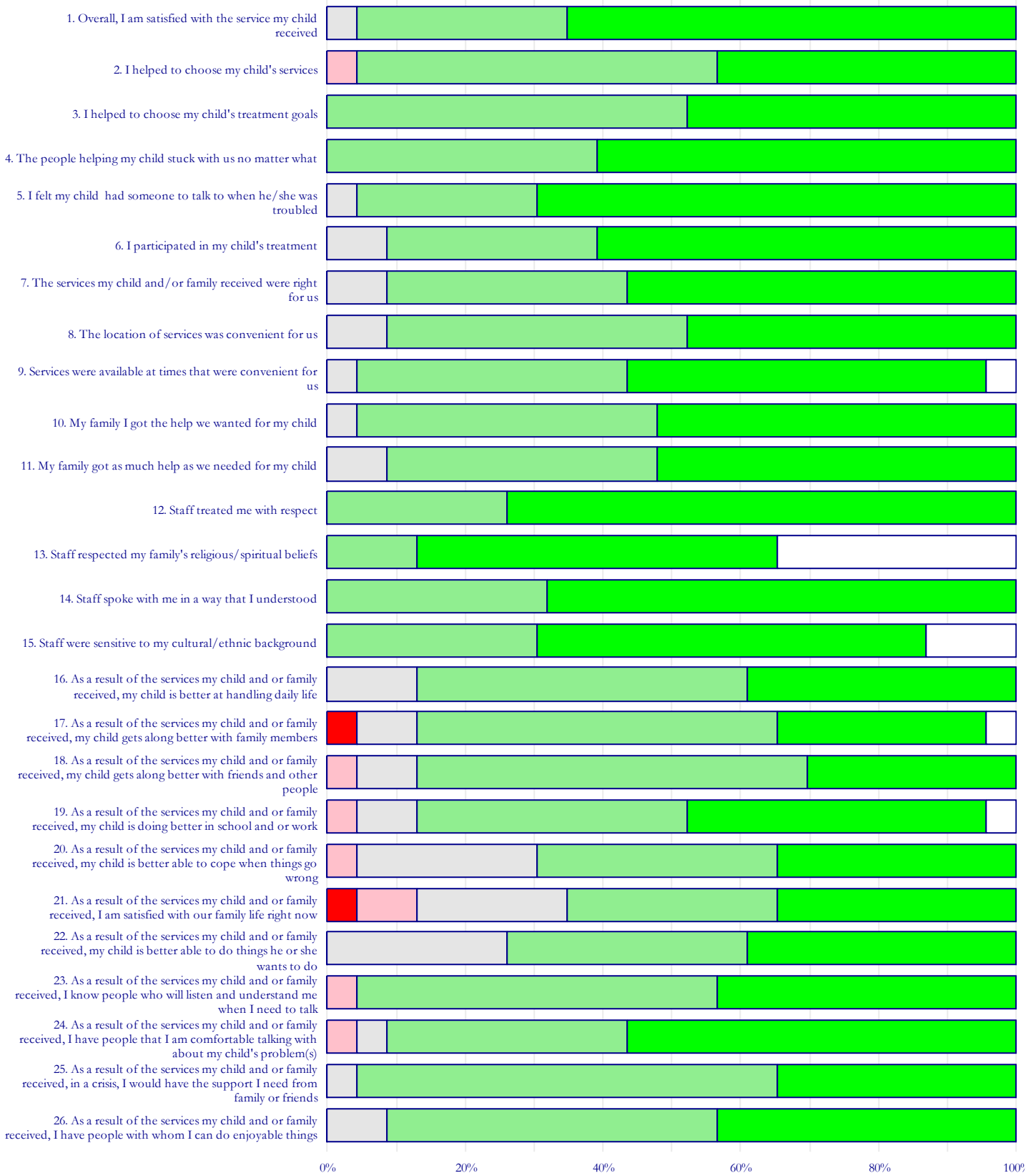
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 29

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
76.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	6 20.7 %	10 34.5 %	9 31.0 %	0 0.0 %	4 13.8 %
46.2 % 2. I helped to choose my services	0 0.0 %	2 6.9 %	12 41.4 %	9 31.0 %	3 10.3 %	0 0.0 %	3 10.3 %
84.6 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	4 13.8 %	18 62.1 %	4 13.8 %	0 0.0 %	3 10.3 %
84.6 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	4 13.8 %	14 48.3 %	8 27.6 %	0 0.0 %	3 10.3 %
84.6 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	4 13.8 %	13 44.8 %	9 31.0 %	0 0.0 %	3 10.3 %
80.8 % 6. I participated in my own treatment	0 0.0 %	3 10.3 %	2 6.9 %	14 48.3 %	7 24.1 %	0 0.0 %	3 10.3 %
65.4 % 7. The services I received were right for me	0 0.0 %	2 6.9 %	7 24.1 %	12 41.4 %	5 17.2 %	0 0.0 %	3 10.3 %
57.7 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	11 37.9 %	11 37.9 %	4 13.8 %	0 0.0 %	3 10.3 %
84.6 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	4 13.8 %	18 62.1 %	4 13.8 %	0 0.0 %	3 10.3 %
69.2 % 10. I got the help I wanted	0 0.0 %	2 6.9 %	6 20.7 %	13 44.8 %	5 17.2 %	0 0.0 %	3 10.3 %
61.5 % 11. I got as much help as I needed	0 0.0 %	3 10.3 %	7 24.1 %	12 41.4 %	4 13.8 %	0 0.0 %	3 10.3 %
92.3 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	2 6.9 %	14 48.3 %	10 34.5 %	0 0.0 %	3 10.3 %
81.2 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	3 10.3 %	8 27.6 %	5 17.2 %	10 34.5 %	3 10.3 %
88.5 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	3 10.3 %	15 51.7 %	8 27.6 %	0 0.0 %	3 10.3 %
65.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 3.4 %	6 20.7 %	9 31.0 %	4 13.8 %	6 20.7 %	3 10.3 %
60.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	10 34.5 %	11 37.9 %	4 13.8 %	1 3.4 %	3 10.3 %
50.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	3 10.3 %	10 34.5 %	9 31.0 %	4 13.8 %	0 0.0 %	3 10.3 %
76.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	6 20.7 %	16 55.2 %	3 10.3 %	1 3.4 %	3 10.3 %
69.2 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	2 6.9 %	6 20.7 %	11 37.9 %	7 24.1 %	0 0.0 %	3 10.3 %
61.5 % 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 %	9 31.0 %	13 44.8 %	3 10.3 %	0 0.0 %	3 10.3 %
46.2 % 21. As a result of the services I received, I am satisfied with my family life right now	1 3.4 %	4 13.8 %	9 31.0 %	8 27.6 %	4 13.8 %	0 0.0 %	3 10.3 %
57.7 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	3 10.3 %	8 27.6 %	11 37.9 %	4 13.8 %	0 0.0 %	3 10.3 %
88.5 % 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 %	3 10.3 %	16 55.2 %	7 24.1 %	0 0.0 %	3 10.3 %
84.6 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	4 13.8 %	14 48.3 %	8 27.6 %	0 0.0 %	3 10.3 %
76.9 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 3.4 %	1 3.4 %	4 13.8 %	13 44.8 %	7 24.1 %	0 0.0 %	3 10.3 %
73.1 % 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 %	7 24.1 %	14 48.3 %	5 17.2 %	0 0.0 %	3 10.3 %

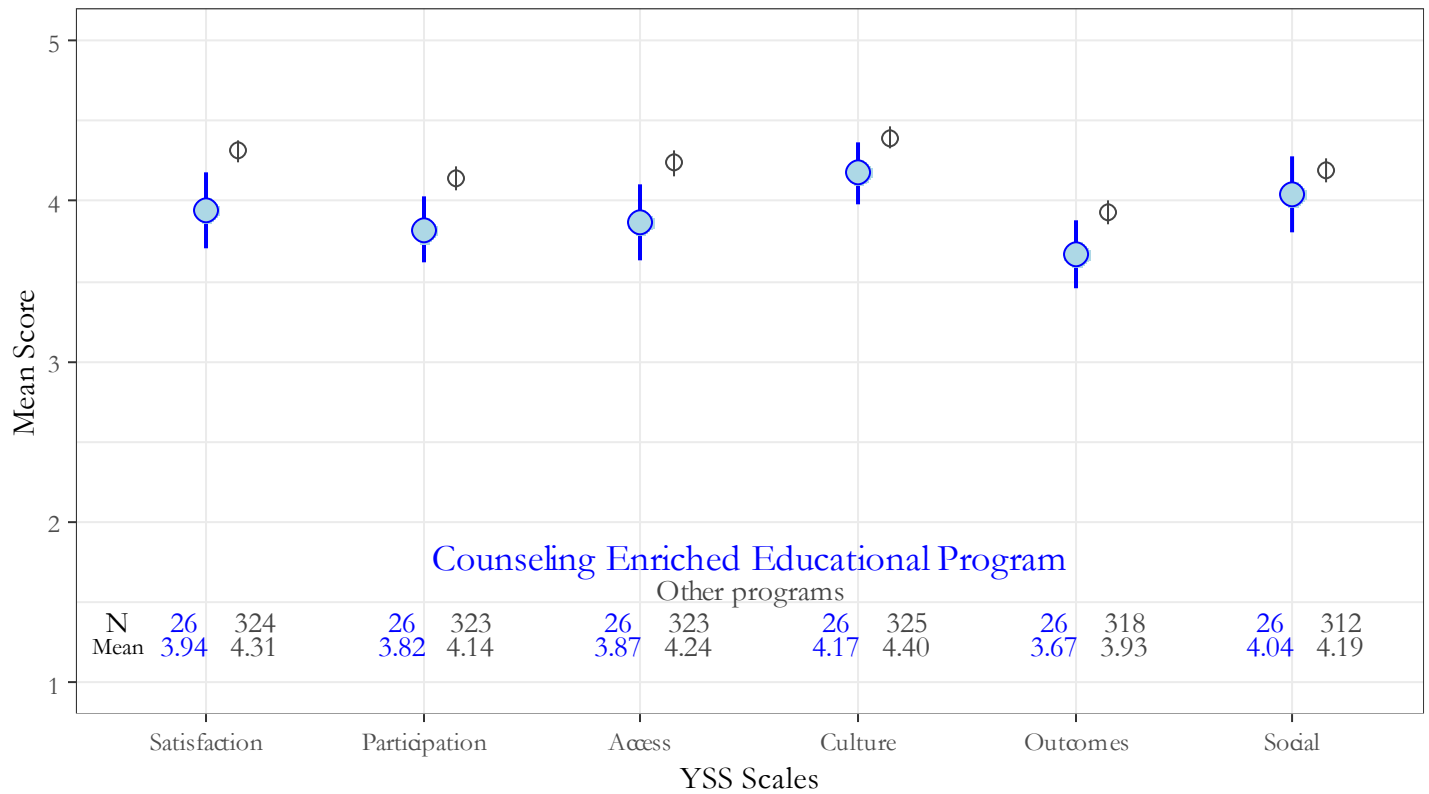
Youth Services Survey for Families



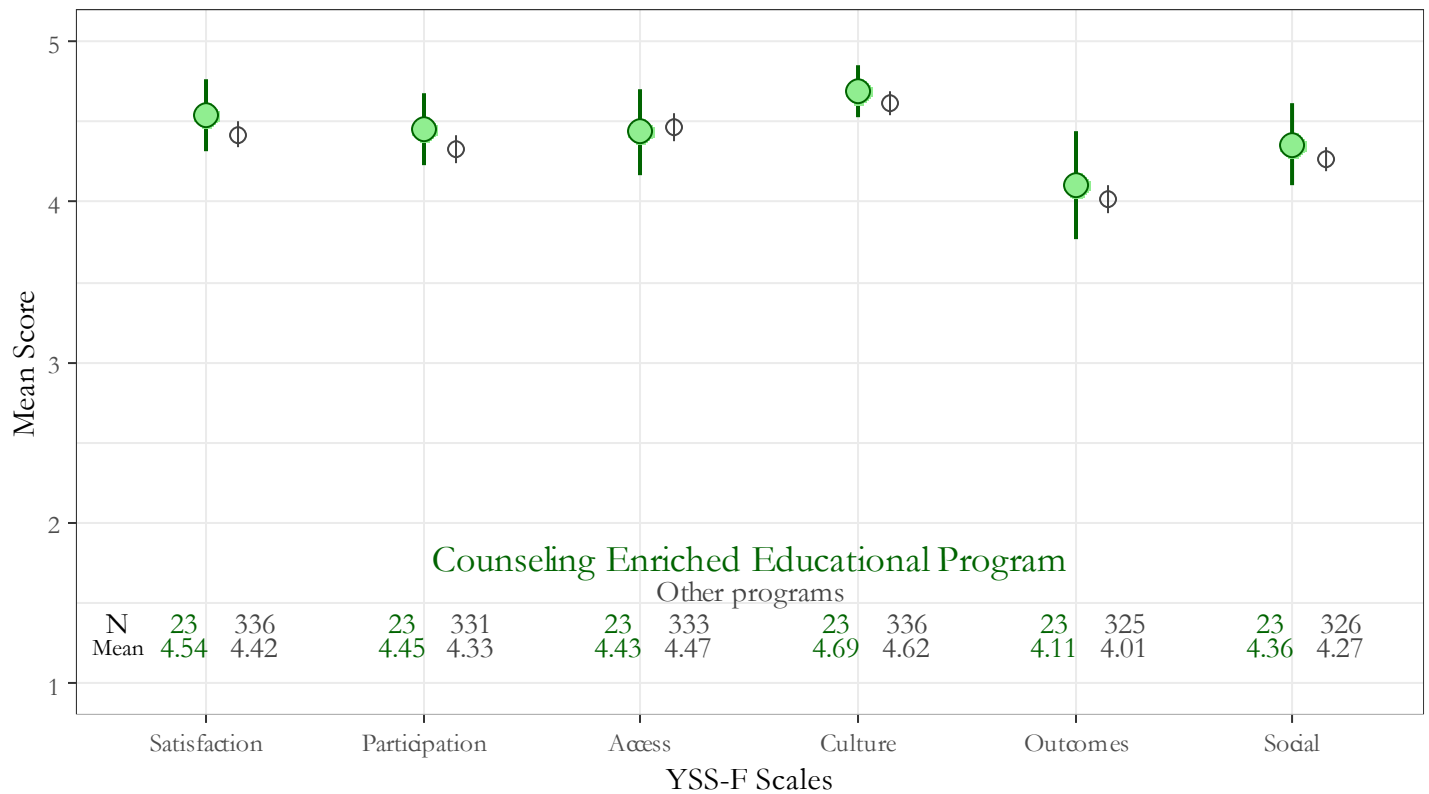
Youth Services Survey for Families, N = 29

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
95.7 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	1 3.4 %	7 24.1 %	15 51.7 %	0 0.0 %	6 20.7 %
95.7 % 2. I helped to choose my child's services	0 0.0 %	1 3.4 %	0 0.0 %	12 41.4 %	10 34.5 %	0 0.0 %	6 20.7 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	12 41.4 %	11 37.9 %	0 0.0 %	6 20.7 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	9 31.0 %	14 48.3 %	0 0.0 %	6 20.7 %
95.7 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 3.4 %	6 20.7 %	16 55.2 %	0 0.0 %	6 20.7 %
91.3 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	2 6.9 %	7 24.1 %	14 48.3 %	0 0.0 %	6 20.7 %
91.3 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	2 6.9 %	8 27.6 %	13 44.8 %	0 0.0 %	6 20.7 %
91.3 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	2 6.9 %	10 34.5 %	11 37.9 %	0 0.0 %	6 20.7 %
95.5 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 3.4 %	9 31.0 %	12 41.4 %	1 3.4 %	6 20.7 %
95.7 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 3.4 %	10 34.5 %	12 41.4 %	0 0.0 %	6 20.7 %
91.3 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	2 6.9 %	9 31.0 %	12 41.4 %	0 0.0 %	6 20.7 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	6 20.7 %	17 58.6 %	0 0.0 %	6 20.7 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 10.3 %	12 41.4 %	8 27.6 %	6 20.7 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	7 24.1 %	15 51.7 %	0 0.0 %	7 24.1 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	7 24.1 %	13 44.8 %	3 10.3 %	6 20.7 %
87.0 % 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 10.3 %	11 37.9 %	9 31.0 %	0 0.0 %	6 20.7 %
86.4 % 17. As a result of the services my child and or family received, my child gets along better with family members	1 3.4 %	0 0.0 %	2 6.9 %	12 41.4 %	7 24.1 %	1 3.4 %	6 20.7 %
87.0 % 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 3.4 %	2 6.9 %	13 44.8 %	7 24.1 %	0 0.0 %	6 20.7 %
86.4 % 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 3.4 %	2 6.9 %	9 31.0 %	10 34.5 %	1 3.4 %	6 20.7 %
69.6 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	1 3.4 %	6 20.7 %	8 27.6 %	8 27.6 %	0 0.0 %	6 20.7 %
65.2 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 3.4 %	2 6.9 %	5 17.2 %	7 24.1 %	8 27.6 %	0 0.0 %	6 20.7 %
73.9 % 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 %	6 20.7 %	8 27.6 %	9 31.0 %	0 0.0 %	6 20.7 %
95.7 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	1 3.4 %	0 0.0 %	12 41.4 %	10 34.5 %	0 0.0 %	6 20.7 %
91.3 % 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 3.4 %	1 3.4 %	8 27.6 %	13 44.8 %	0 0.0 %	6 20.7 %
95.7 % 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 3.4 %	14 48.3 %	8 27.6 %	0 0.0 %	6 20.7 %
91.3 % 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 %	2 6.9 %	11 37.9 %	10 34.5 %	0 0.0 %	6 20.7 %

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	5 17.2 %	1 3.4 %	6 10.3 %
Impaired	1 3.4 %	2 6.9 %	3 5.2 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	23 79.3 %	26 89.7 %	49 84.5 %
Total	29 100 %	29 100 %	58 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 29 clients; surveys were returned for 30 clients ($30 / 29 = 103.4\%$).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Curry Senior Center MH

Program Code(s): 38ISBH

Overall Satisfaction¹

100.0%

Return Rate²

37.5%

Overall satisfaction³ mean score for Curry Senior Center MH: **4.57**.

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

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

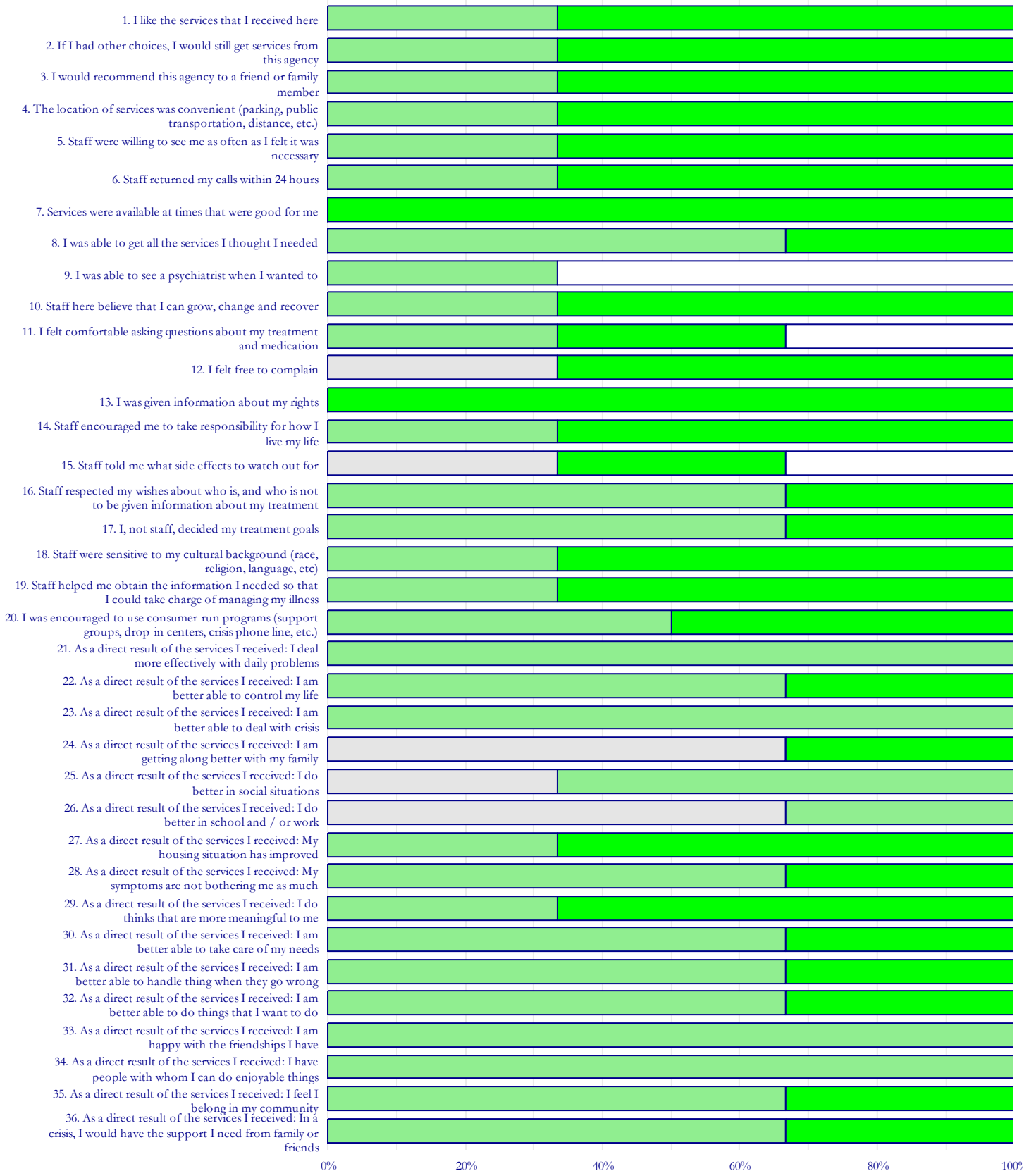
50.0% 15. Staff told me what side effects to watch out for

66.7% 12. I felt free to complain

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

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

MHSIP Items



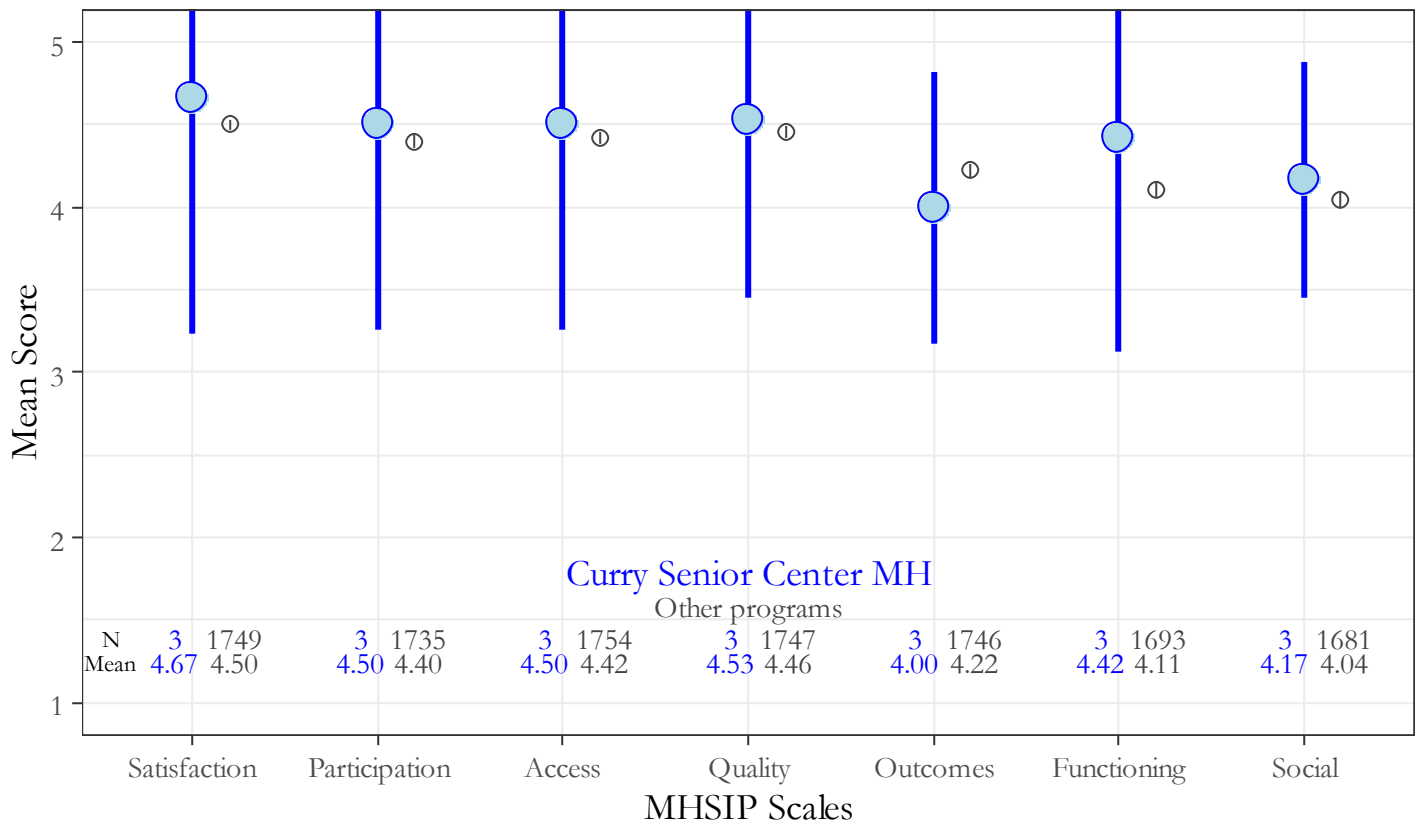
MHSIP Items 1-25, N = 3
Percent Agree

	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 33.3 %	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 %	1 33.3 %	2 66.7 %	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 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	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 33.3 %	2 66.7 %	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 %	1 33.3 %	2 66.7 %	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 %	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 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	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 %	1 33.3 %	1 33.3 %	0 0.0 %
66.7 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	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 %	1 33.3 %	2 66.7 %	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 %	1 33.3 %	0 0.0 %	1 33.3 %	1 33.3 %	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 %	2 66.7 %	1 33.3 %	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 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	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 %	3 100.0 %	0 0.0 %	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 66.7 %	1 33.3 %	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 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
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 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 3
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
33.3 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	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 %	1 33.3 %	2 66.7 %	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 66.7 %	1 33.3 %	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 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	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 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	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 %	3 100 %	3 100 %
Total	0 100 %	3 100 %	3 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 8 clients; surveys were returned for 3 clients (3/8 = 37.5%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

DSAAM Howard Street OBIC

Program Code(s): 8921HS-OP

Overall Satisfaction¹

100.0%

Return Rate²

64.3%

Overall satisfaction³ mean score for DSAAM Howard Street OBIC: **4.49**.

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

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

Highest Agreement Items

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

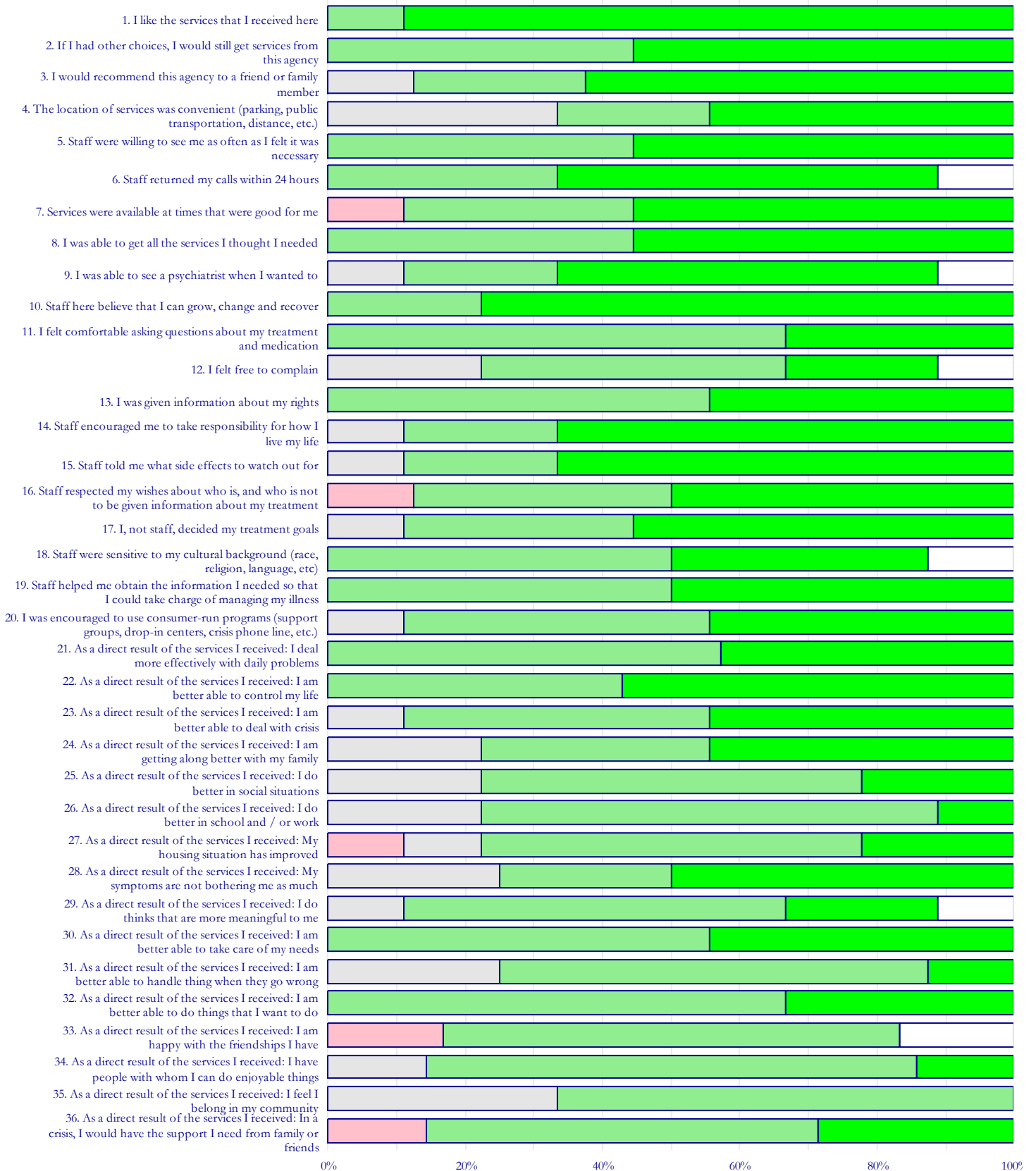
75.0% 12. I felt free to complain

87.5% 3. I would recommend this agency to a friend or family member

87.5% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



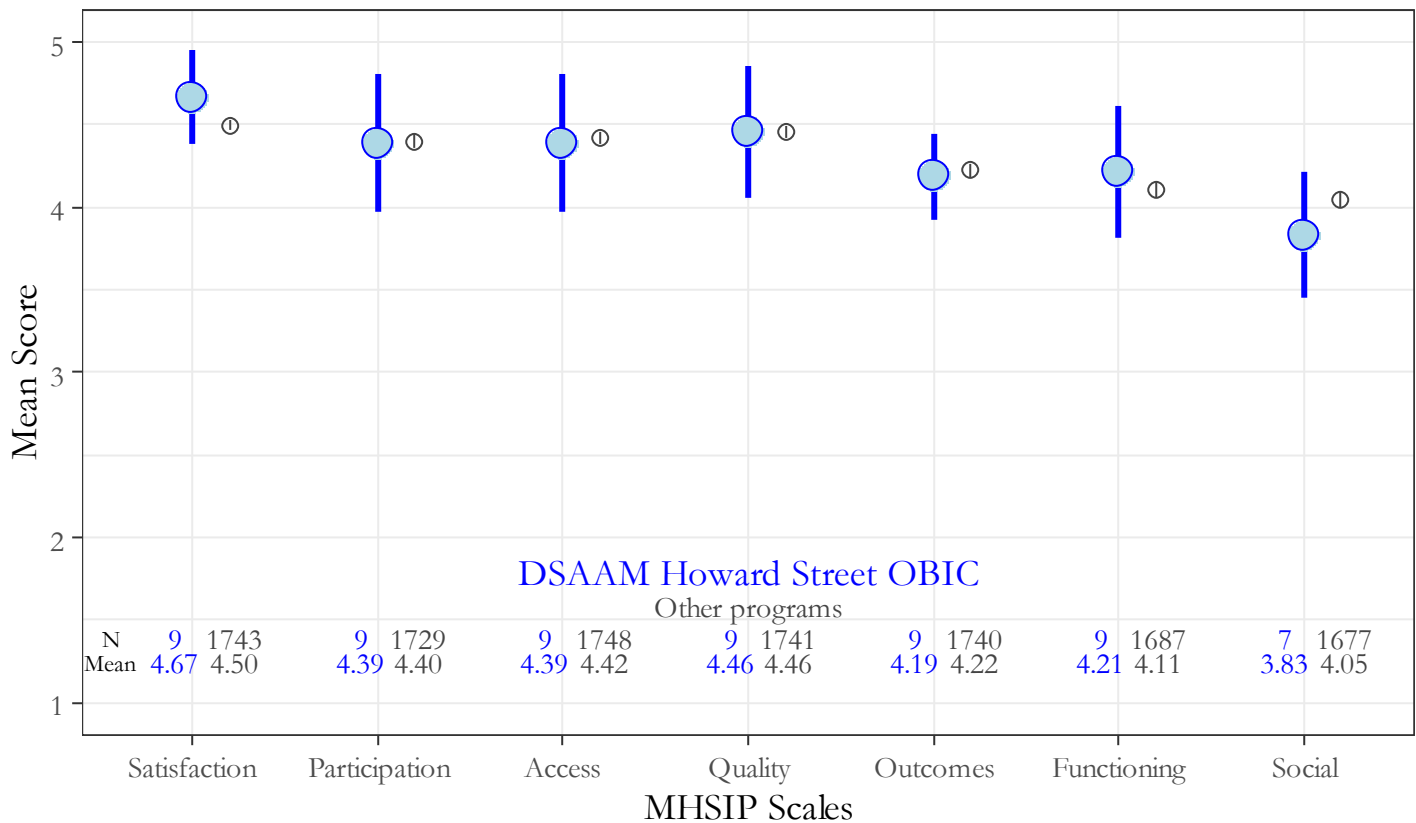
MHSIP Items 1-25, N = 9
Percent Agree

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

MHSIP Items 26-36, N = 9
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 22.2 %	6 66.7 %	1 11.1 %	0 0.0 %	0 0.0 %
77.8 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 11.1 %	1 11.1 %	5 55.6 %	2 22.2 %	0 0.0 %	0 0.0 %
75.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	4 44.4 %	0 0.0 %	1 11.1 %
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 11.1 %	5 55.6 %	2 22.2 %	1 11.1 %	0 0.0 %
100.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	0 0.0 %	0 0.0 %
75.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	1 11.1 %	0 0.0 %	1 11.1 %
100.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	6 66.7 %	3 33.3 %	0 0.0 %	0 0.0 %
80.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 11.1 %	0 0.0 %	4 44.4 %	0 0.0 %	1 11.1 %	3 33.3 %
85.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	1 11.1 %	0 0.0 %	2 22.2 %
66.7 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	0 0.0 %	0 0.0 %	3 33.3 %
85.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 11.1 %	0 0.0 %	4 44.4 %	2 22.2 %	0 0.0 %	2 22.2 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 14 clients; surveys were returned for 9 clients (9/14 = 64.3%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

ECS SF START

Program Code(s): 8961OP

Overall Satisfaction¹

81.2%

Return Rate²

82.6%

Overall satisfaction³ mean score for ECS SF START: **4.28**.

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

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

Highest Agreement Items

93.3% 5. Staff were willing to see me as often as I felt it was necessary

87.5% 13. I was given information about my rights

86.7% 1. I like the services that I received here

Lowest Agreement Items

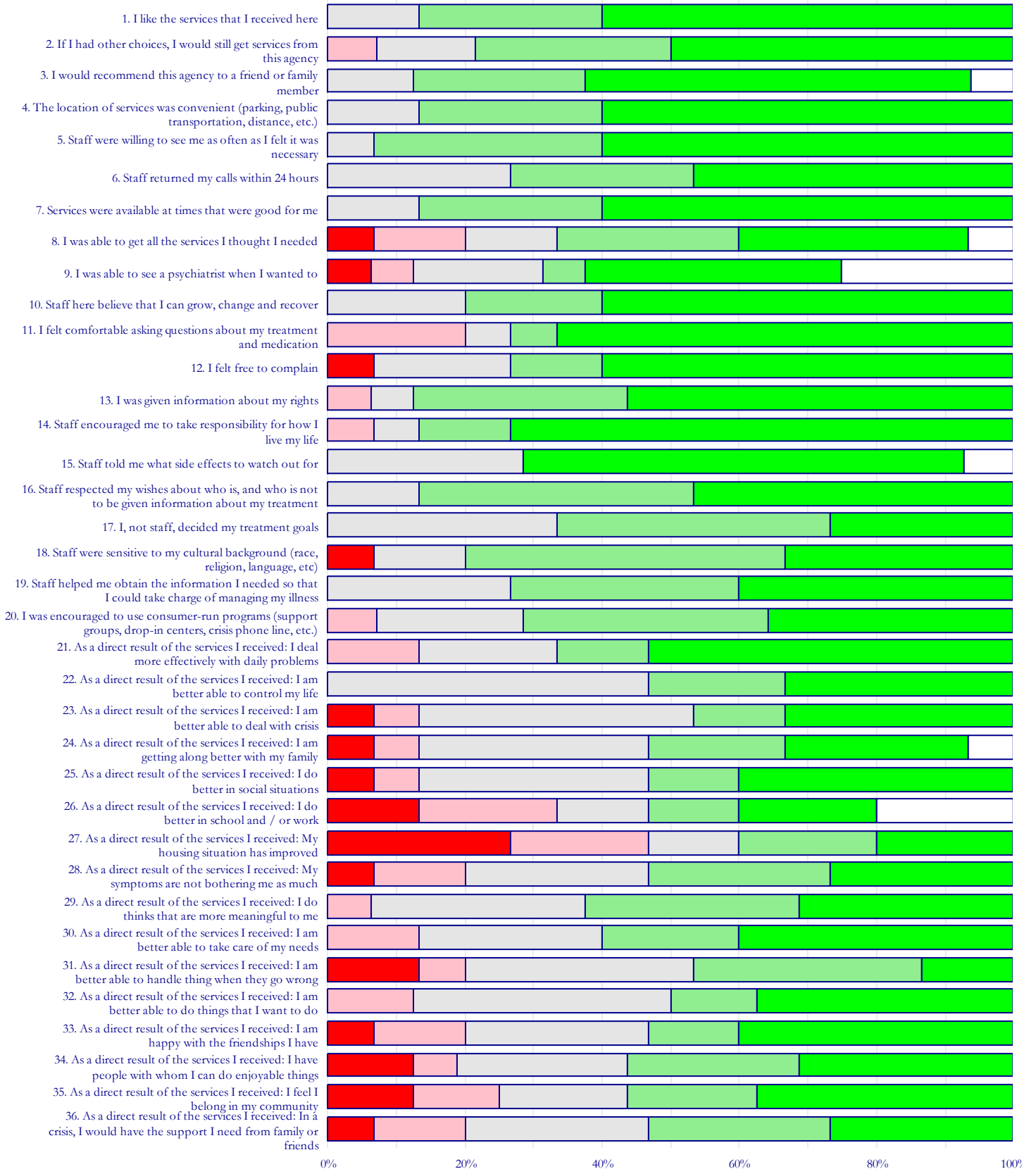
58.3% 9. I was able to see a psychiatrist when I wanted to

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

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

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

MHSIP Items



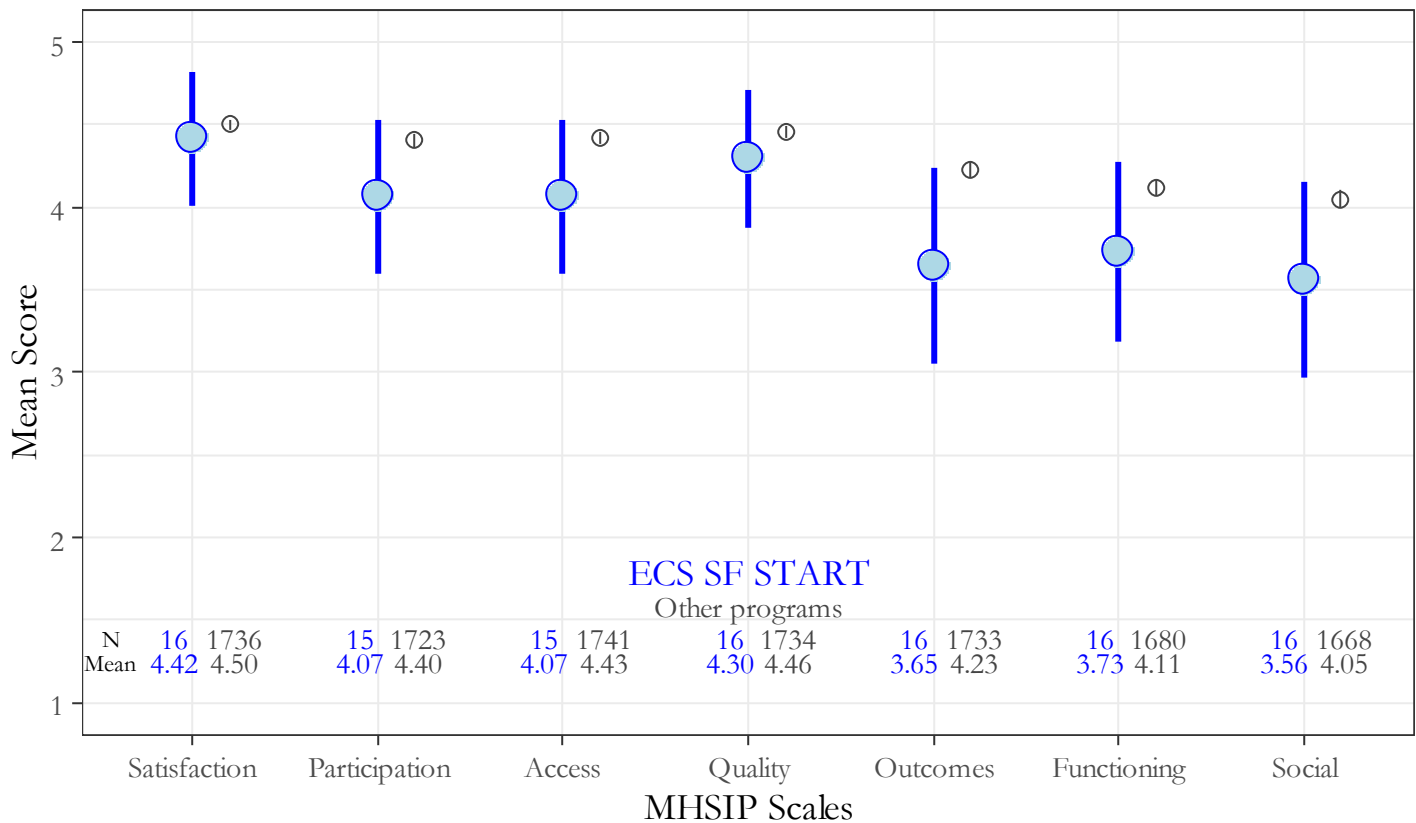
MHSIP Items 1-25, N = 19
Percent Agree

	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 10.5 %	4 21.1 %	9 47.4 %	0 0.0 %	4 21.1 %
78.6 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 5.3 %	2 10.5 %	4 21.1 %	7 36.8 %	0 0.0 %	5 26.3 %
86.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 10.5 %	4 21.1 %	9 47.4 %	1 5.3 %	3 15.8 %
86.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 10.5 %	4 21.1 %	9 47.4 %	0 0.0 %	4 21.1 %
93.3 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 5.3 %	5 26.3 %	9 47.4 %	0 0.0 %	4 21.1 %
73.3 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	4 21.1 %	4 21.1 %	7 36.8 %	0 0.0 %	4 21.1 %
86.7 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 10.5 %	4 21.1 %	9 47.4 %	0 0.0 %	4 21.1 %
64.3 % 8. I was able to get all the services I thought I needed	1 5.3 %	2 10.5 %	2 10.5 %	4 21.1 %	5 26.3 %	1 5.3 %	4 21.1 %
58.3 % 9. I was able to see a psychiatrist when I wanted to	1 5.3 %	1 5.3 %	3 15.8 %	1 5.3 %	6 31.6 %	4 21.1 %	3 15.8 %
80.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	3 15.8 %	3 15.8 %	9 47.4 %	0 0.0 %	4 21.1 %
73.3 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	3 15.8 %	1 5.3 %	1 5.3 %	10 52.6 %	0 0.0 %	4 21.1 %
73.3 % 12. I felt free to complain	1 5.3 %	0 0.0 %	3 15.8 %	2 10.5 %	9 47.4 %	0 0.0 %	4 21.1 %
87.5 % 13. I was given information about my rights	0 0.0 %	1 5.3 %	1 5.3 %	5 26.3 %	9 47.4 %	0 0.0 %	3 15.8 %
86.7 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 5.3 %	1 5.3 %	2 10.5 %	11 57.9 %	0 0.0 %	4 21.1 %
69.2 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	4 21.1 %	0 0.0 %	9 47.4 %	1 5.3 %	5 26.3 %
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 10.5 %	6 31.6 %	7 36.8 %	0 0.0 %	4 21.1 %
66.7 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	5 26.3 %	6 31.6 %	4 21.1 %	0 0.0 %	4 21.1 %
80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 5.3 %	0 0.0 %	2 10.5 %	7 36.8 %	5 26.3 %	0 0.0 %	4 21.1 %
73.3 % 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 21.1 %	5 26.3 %	6 31.6 %	0 0.0 %	4 21.1 %
71.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 5.3 %	3 15.8 %	5 26.3 %	5 26.3 %	0 0.0 %	5 26.3 %
66.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	2 10.5 %	3 15.8 %	2 10.5 %	8 42.1 %	0 0.0 %	4 21.1 %
53.3 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	7 36.8 %	3 15.8 %	5 26.3 %	0 0.0 %	4 21.1 %
46.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 5.3 %	1 5.3 %	6 31.6 %	2 10.5 %	5 26.3 %	0 0.0 %	4 21.1 %
50.0 % 24. As a direct result of the services I received: I am getting along better with my family	1 5.3 %	1 5.3 %	5 26.3 %	3 15.8 %	4 21.1 %	1 5.3 %	4 21.1 %
53.3 % 25. As a direct result of the services I received: I do better in social situations	1 5.3 %	1 5.3 %	5 26.3 %	2 10.5 %	6 31.6 %	0 0.0 %	4 21.1 %

MHSIP Items 26-36, N = 19
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
41.7 % 26. As a direct result of the services I received: I do better in school and / or work	2 10.5 %	3 15.8 %	2 10.5 %	2 10.5 %	3 15.8 %	3 15.8 %	4 21.1 %
40.0 % 27. As a direct result of the services I received: My housing situation has improved	4 21.1 %	3 15.8 %	2 10.5 %	3 15.8 %	3 15.8 %	0 0.0 %	4 21.1 %
53.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 5.3 %	2 10.5 %	4 21.1 %	4 21.1 %	4 21.1 %	0 0.0 %	4 21.1 %
62.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 5.3 %	5 26.3 %	5 26.3 %	5 26.3 %	0 0.0 %	3 15.8 %
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 10.5 %	4 21.1 %	3 15.8 %	6 31.6 %	0 0.0 %	4 21.1 %
46.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 10.5 %	1 5.3 %	5 26.3 %	5 26.3 %	2 10.5 %	0 0.0 %	4 21.1 %
50.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	2 10.5 %	6 31.6 %	2 10.5 %	6 31.6 %	0 0.0 %	3 15.8 %
53.3 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 5.3 %	2 10.5 %	4 21.1 %	2 10.5 %	6 31.6 %	0 0.0 %	4 21.1 %
56.2 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 10.5 %	1 5.3 %	4 21.1 %	4 21.1 %	5 26.3 %	0 0.0 %	3 15.8 %
56.2 % 35. As a direct result of the services I received: I feel I belong in my community	2 10.5 %	2 10.5 %	3 15.8 %	3 15.8 %	6 31.6 %	0 0.0 %	3 15.8 %
53.3 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 5.3 %	2 10.5 %	4 21.1 %	4 21.1 %	4 21.1 %	0 0.0 %	4 21.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 12.5 %	0 0 %	2 10.5 %
Impaired	0 0 %	1 33.3 %	1 5.3 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	14 87.5 %	2 66.7 %	16 84.2 %
Total	16 100 %	3 100 %	19 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 23 clients; surveys were returned for 19 clients (19/23 = 82.6%).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Edgewood Behavioral Health Outpatient

Program Code(s): 885814

Overall Satisfaction¹

81.0%

Return Rate²

29.4%

Overall satisfaction³ mean score for Edgewood Behavioral Health Outpatient: **4.15** (youth), **4.20** (family).

Overall satisfaction mean score for all other programs: **4.26** (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

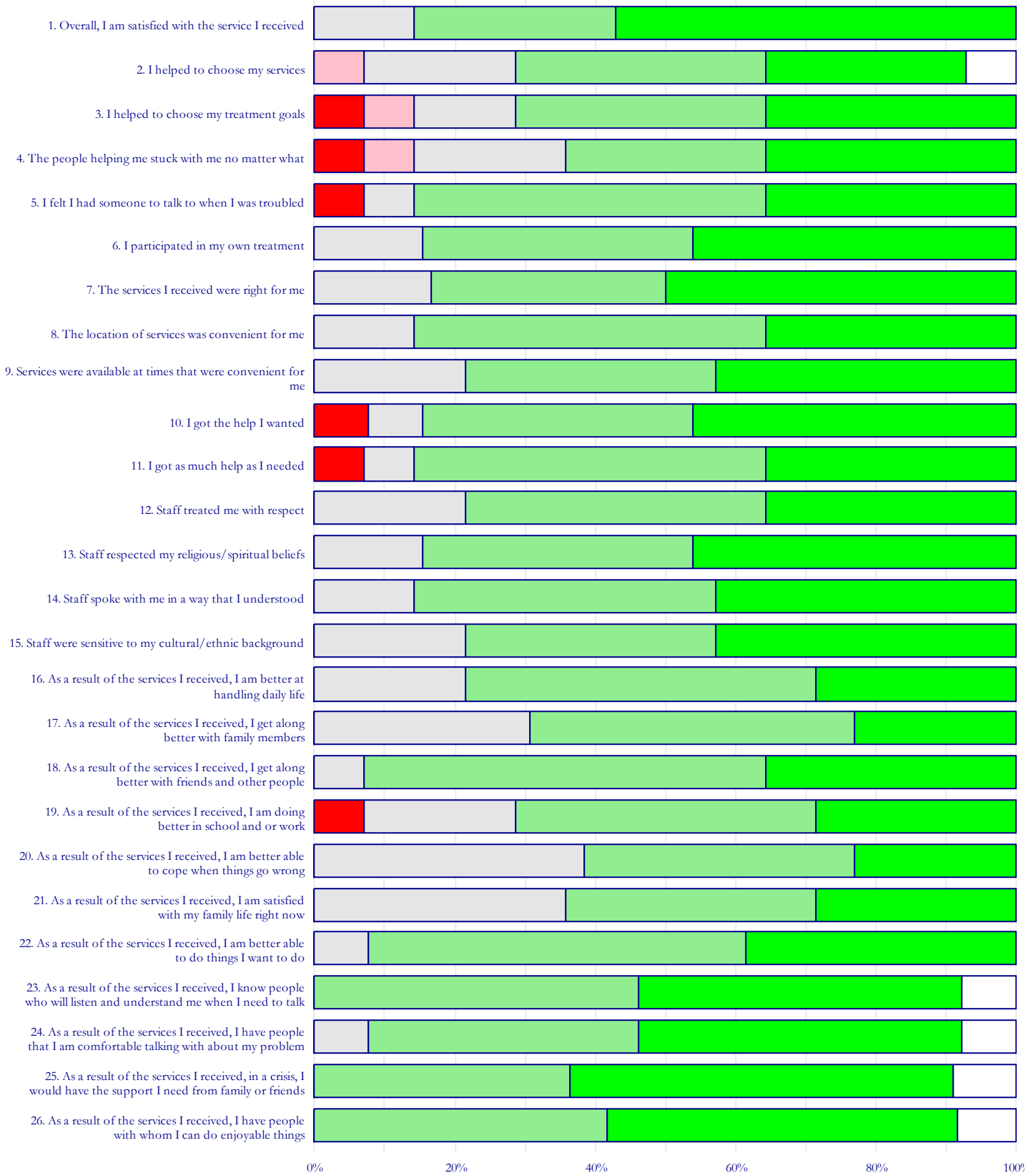
- 81.0% 1. Overall, I am satisfied with the service I received
- 81.0% 5. I felt I had someone to talk to when I was troubled
- 81.0% 11. I got as much help as I needed

Lowest Agreement Items

- 66.7% 4. The people helping me stuck with me no matter what
- 70.0% 2. I helped to choose my services
- 71.4% 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.

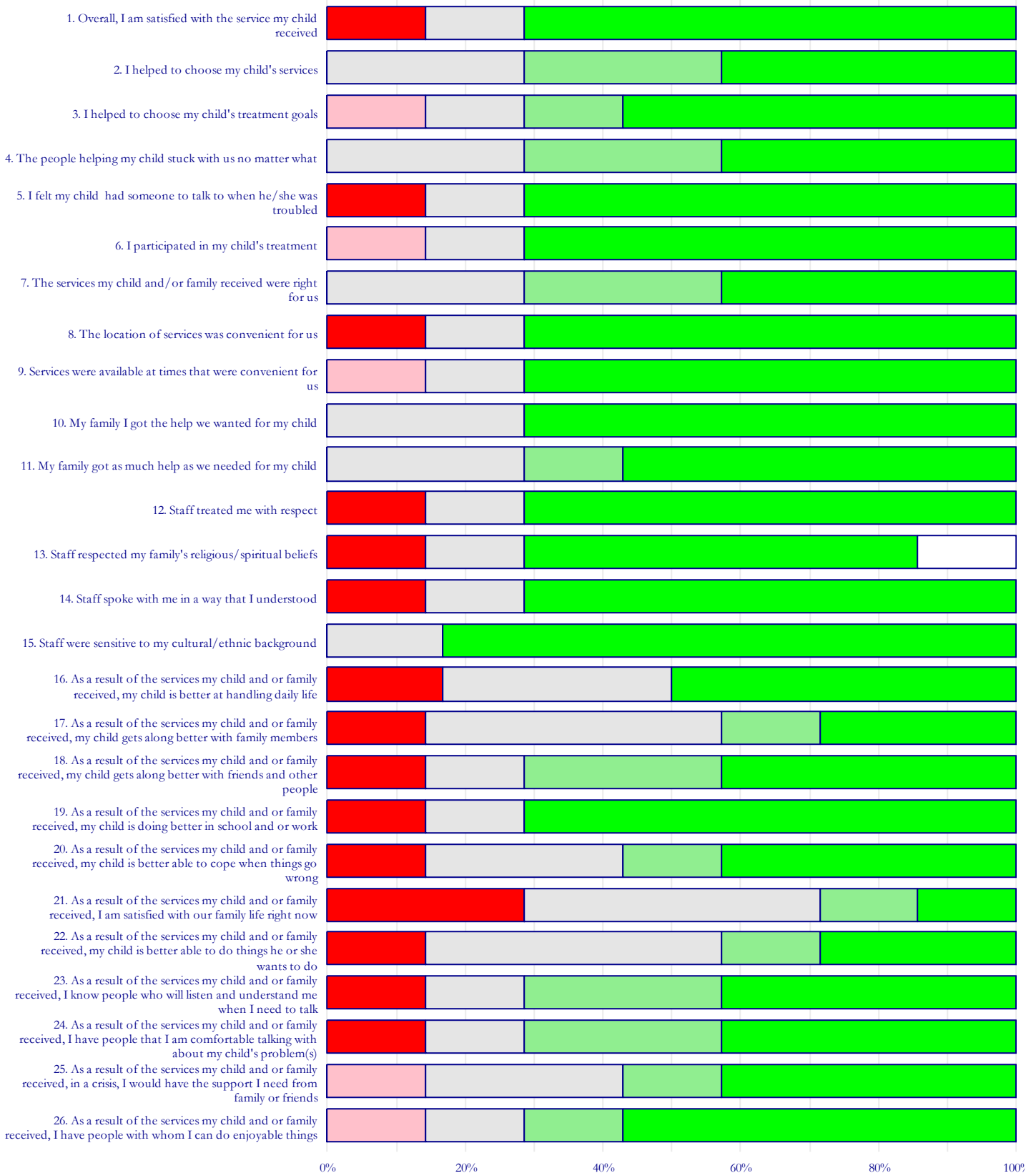
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 17

	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 %	2 11.8 %	4 23.5 %	8 47.1 %	0 0.0 %	3 17.6 %
69.2 % 2. I helped to choose my services	0 0.0 %	1 5.9 %	3 17.6 %	5 29.4 %	4 23.5 %	1 5.9 %	3 17.6 %
71.4 % 3. I helped to choose my treatment goals	1 5.9 %	1 5.9 %	2 11.8 %	5 29.4 %	5 29.4 %	0 0.0 %	3 17.6 %
64.3 % 4. The people helping me stuck with me no matter what	1 5.9 %	1 5.9 %	3 17.6 %	4 23.5 %	5 29.4 %	0 0.0 %	3 17.6 %
85.7 % 5. I felt I had someone to talk to when I was troubled	1 5.9 %	0 0.0 %	1 5.9 %	7 41.2 %	5 29.4 %	0 0.0 %	3 17.6 %
84.6 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	2 11.8 %	5 29.4 %	6 35.3 %	0 0.0 %	4 23.5 %
83.3 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	6 35.3 %	0 0.0 %	5 29.4 %
85.7 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	2 11.8 %	7 41.2 %	5 29.4 %	0 0.0 %	3 17.6 %
78.6 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	3 17.6 %	5 29.4 %	6 35.3 %	0 0.0 %	3 17.6 %
84.6 % 10. I got the help I wanted	1 5.9 %	0 0.0 %	1 5.9 %	5 29.4 %	6 35.3 %	0 0.0 %	4 23.5 %
85.7 % 11. I got as much help as I needed	1 5.9 %	0 0.0 %	1 5.9 %	7 41.2 %	5 29.4 %	0 0.0 %	3 17.6 %
78.6 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	3 17.6 %	6 35.3 %	5 29.4 %	0 0.0 %	3 17.6 %
84.6 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 11.8 %	5 29.4 %	6 35.3 %	0 0.0 %	4 23.5 %
85.7 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	2 11.8 %	6 35.3 %	6 35.3 %	0 0.0 %	3 17.6 %
78.6 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	3 17.6 %	5 29.4 %	6 35.3 %	0 0.0 %	3 17.6 %
78.6 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	3 17.6 %	7 41.2 %	4 23.5 %	0 0.0 %	3 17.6 %
69.2 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	4 23.5 %	6 35.3 %	3 17.6 %	0 0.0 %	4 23.5 %
92.9 % 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 5.9 %	8 47.1 %	5 29.4 %	0 0.0 %	3 17.6 %
71.4 % 19. As a result of the services I received, I am doing better in school and or work	1 5.9 %	0 0.0 %	3 17.6 %	6 35.3 %	4 23.5 %	0 0.0 %	3 17.6 %
61.5 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	5 29.4 %	5 29.4 %	3 17.6 %	0 0.0 %	4 23.5 %
64.3 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	5 29.4 %	5 29.4 %	4 23.5 %	0 0.0 %	3 17.6 %
92.3 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	1 5.9 %	7 41.2 %	5 29.4 %	0 0.0 %	4 23.5 %
100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	6 35.3 %	6 35.3 %	1 5.9 %	4 23.5 %
91.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	6 35.3 %	1 5.9 %	4 23.5 %
100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	6 35.3 %	1 5.9 %	6 35.3 %
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 %	5 29.4 %	6 35.3 %	1 5.9 %	5 29.4 %

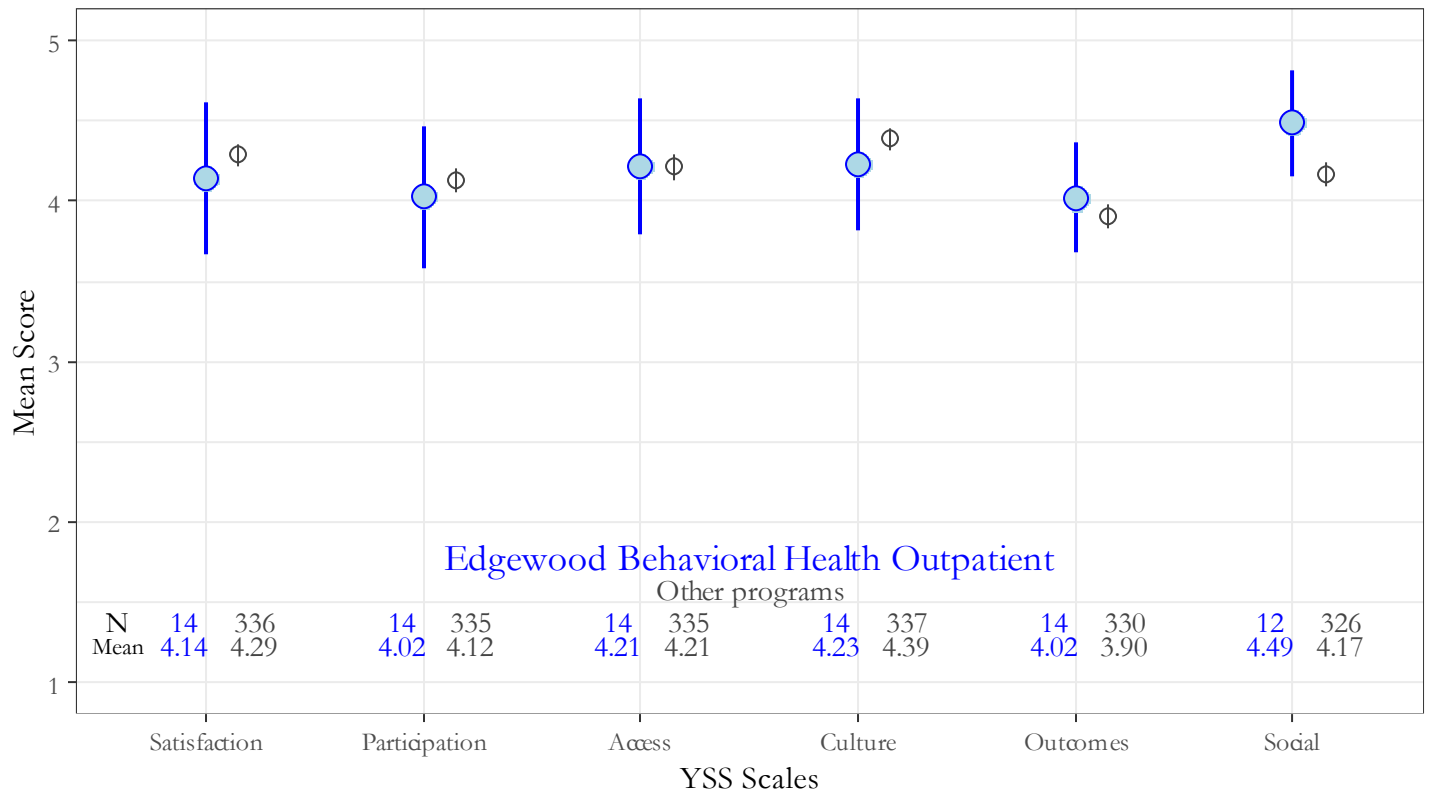
Youth Services Survey for Families



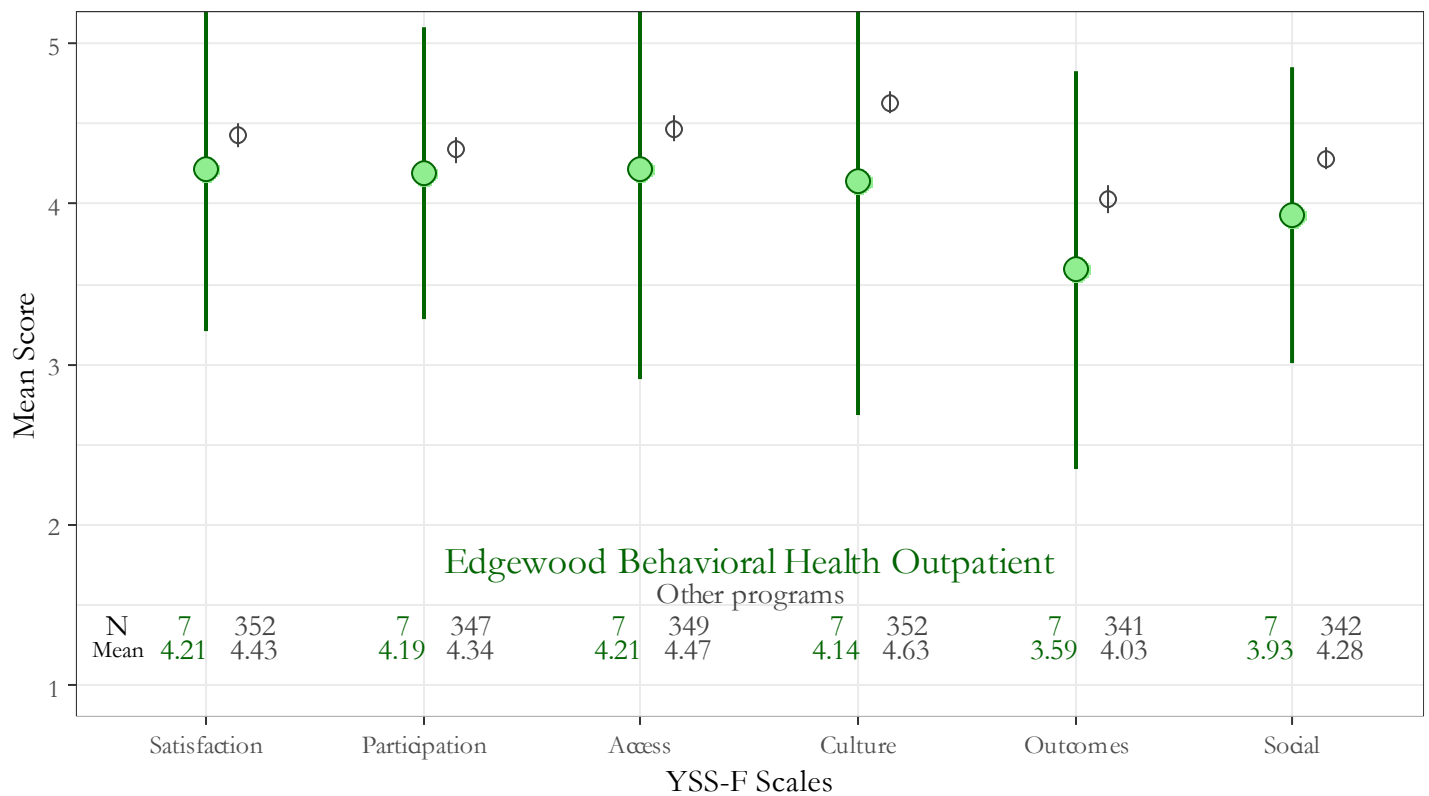
Youth Services Survey for Families, N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
71.4 % 1. Overall, I am satisfied with the service my child received	1 14.3 %	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %	0 0.0 %	0 0.0 %
71.4 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %
71.4 % 3. I helped to choose my child's treatment goals	0 0.0 %	1 14.3 %	1 14.3 %	1 14.3 %	4 57.1 %	0 0.0 %	0 0.0 %
71.4 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %
71.4 % 5. I felt my child had someone to talk to when he/she was troubled	1 14.3 %	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %	0 0.0 %	0 0.0 %
71.4 % 6. I participated in my child's treatment	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %	0 0.0 %	0 0.0 %
71.4 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %
71.4 % 8. The location of services was convenient for us	1 14.3 %	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %	0 0.0 %	0 0.0 %
71.4 % 9. Services were available at times that were convenient for us	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	5 71.4 %	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 %	0 0.0 %	5 71.4 %	0 0.0 %	0 0.0 %
71.4 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	4 57.1 %	0 0.0 %	0 0.0 %
71.4 % 12. Staff treated me with respect	1 14.3 %	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %	0 0.0 %	0 0.0 %
66.7 % 13. Staff respected my family's religious/spiritual beliefs	1 14.3 %	0 0.0 %	1 14.3 %	0 0.0 %	4 57.1 %	1 14.3 %	0 0.0 %
71.4 % 14. Staff spoke with me in a way that I understood	1 14.3 %	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %	0 0.0 %	0 0.0 %
83.3 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %	0 0.0 %	1 14.3 %
50.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	1 14.3 %	0 0.0 %	2 28.6 %	0 0.0 %	3 42.9 %	0 0.0 %	1 14.3 %
42.9 % 17. As a result of the services my child and or family received, my child gets along better with family members	1 14.3 %	0 0.0 %	3 42.9 %	1 14.3 %	2 28.6 %	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	1 14.3 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	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	1 14.3 %	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %	0 0.0 %	0 0.0 %
57.1 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	1 14.3 %	0 0.0 %	2 28.6 %	1 14.3 %	3 42.9 %	0 0.0 %	0 0.0 %
28.6 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	2 28.6 %	0 0.0 %	3 42.9 %	1 14.3 %	1 14.3 %	0 0.0 %	0 0.0 %
42.9 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	1 14.3 %	0 0.0 %	3 42.9 %	1 14.3 %	2 28.6 %	0 0.0 %	0 0.0 %
71.4 % 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	1 14.3 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	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)	1 14.3 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	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 %	1 14.3 %	3 42.9 %	0 0.0 %	0 0.0 %
71.4 % 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 %	1 14.3 %	1 14.3 %	1 14.3 %	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
Edgewood Behavioral
Health Outpatient

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	0 0 %	3 17.6 %	3 12.5 %
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	7 100 %	14 82.4 %	21 87.5 %
Total	7 100 %	17 100 %	24 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 68 clients; surveys were returned for 20 clients ($20 / 68 = 29.4\%$).
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
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Edgewood Children's Center Residential MHS

Program Code(s): 88584

Overall Satisfaction¹

0.0%

Return Rate²

20.0%

Overall satisfaction³ mean score for Edgewood Children's Center Residential MHS: **3.07** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.26** (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

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

Survey Compliance
Edgewood Children's
Center Residential
Completion Status MHS Completion by *Total*
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	0 0 %	1 100 %	1 100 %
<i>Total</i>	0 100 %	1 100 %	1 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 5 clients; surveys were returned for 1 clients (1 / 5 = 20.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Edgewood Counseling Enriched Educational Program

Program Code(s): 8858OP

Overall Satisfaction¹

77.8%

Return Rate²

47.1%

Overall satisfaction³ mean score for Edgewood Counseling Enriched Educational Program: **3.99** (youth), **4.14** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 9. Services were available at times that were convenient for me

88.9% 6. I participated in my own treatment

85.7% 10. I got the help I wanted

Lowest Agreement Items

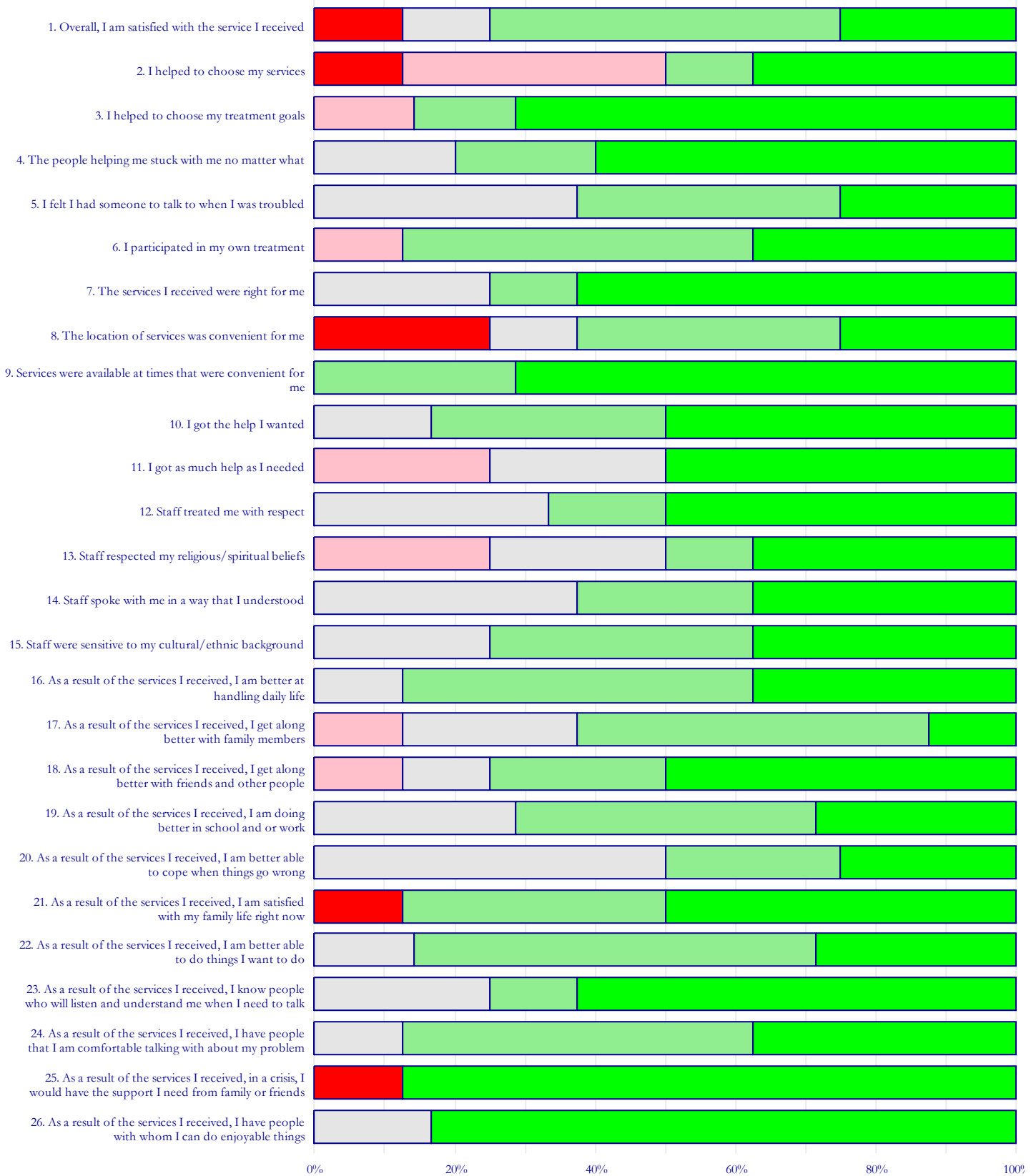
44.4% 2. I helped to choose my services

44.4% 13. Staff respected my religious/spiritual beliefs

55.6% 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

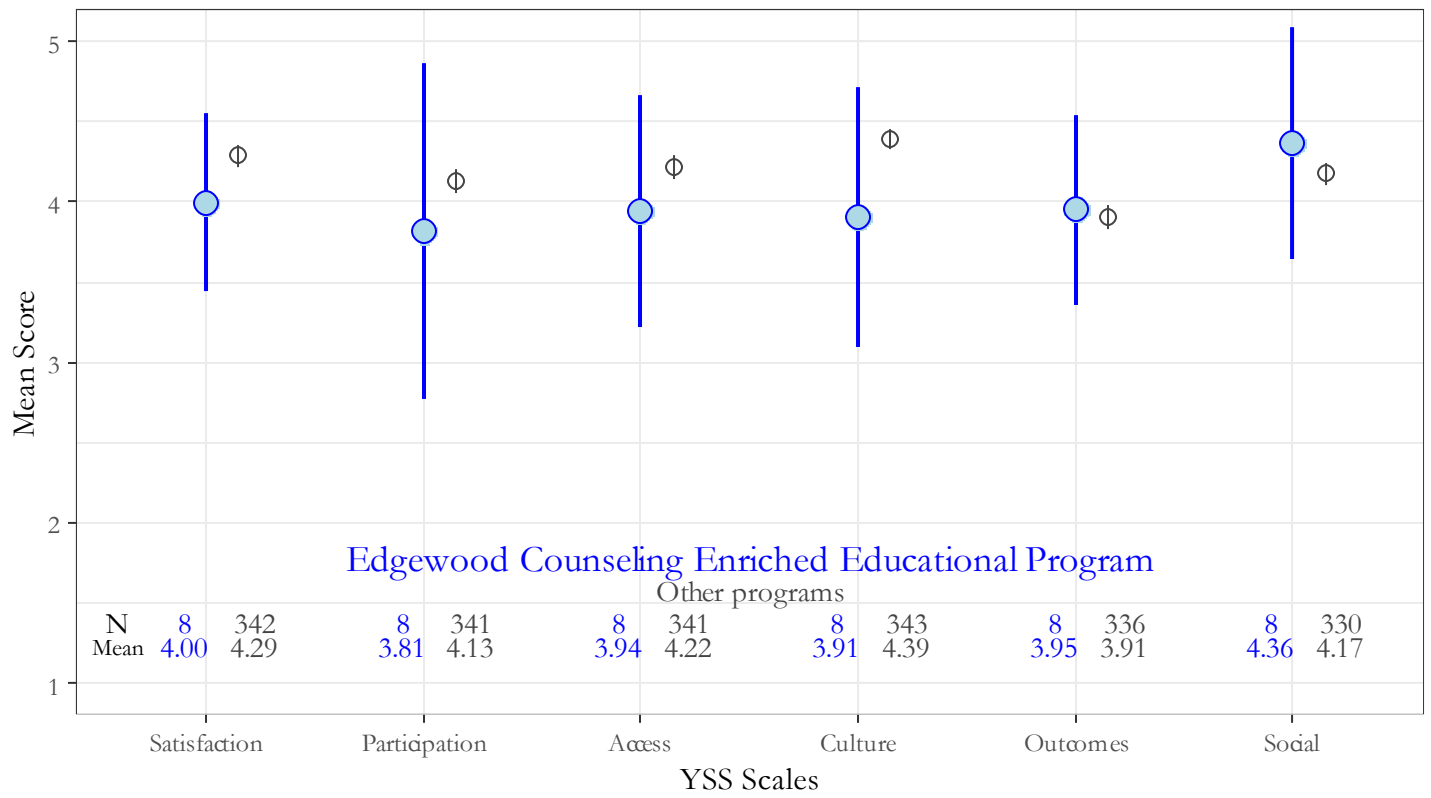


Youth Services Survey for Youth, N = 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
75.0 % 1. Overall, I am satisfied with the service I received	1 12.5 %	0 0.0 %	1 12.5 %	4 50.0 %	2 25.0 %	0 0.0 %	0 0.0 %
50.0 % 2. I helped to choose my services	1 12.5 %	3 37.5 %	0 0.0 %	1 12.5 %	3 37.5 %	0 0.0 %	0 0.0 %
85.7 % 3. I helped to choose my treatment goals	0 0.0 %	1 12.5 %	0 0.0 %	1 12.5 %	5 62.5 %	0 0.0 %	1 12.5 %
80.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	0 0.0 %	3 37.5 %
62.5 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	3 37.5 %	3 37.5 %	2 25.0 %	0 0.0 %	0 0.0 %
87.5 % 6. I participated in my own treatment	0 0.0 %	1 12.5 %	0 0.0 %	4 50.0 %	3 37.5 %	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 %	1 12.5 %	5 62.5 %	0 0.0 %	0 0.0 %
62.5 % 8. The location of services was convenient for me	2 25.0 %	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	0 0.0 %	0 0.0 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	5 62.5 %	0 0.0 %	1 12.5 %
83.3 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	3 37.5 %	0 0.0 %	2 25.0 %
50.0 % 11. I got as much help as I needed	0 0.0 %	2 25.0 %	2 25.0 %	0 0.0 %	4 50.0 %	0 0.0 %	0 0.0 %
66.7 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	3 37.5 %	0 0.0 %	2 25.0 %
50.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	2 25.0 %	2 25.0 %	1 12.5 %	3 37.5 %	0 0.0 %	0 0.0 %
62.5 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	3 37.5 %	0 0.0 %	0 0.0 %
75.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
87.5 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
62.5 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	1 12.5 %	0 0.0 %	0 0.0 %
75.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 12.5 %	1 12.5 %	2 25.0 %	4 50.0 %	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 25.0 %	3 37.5 %	2 25.0 %	0 0.0 %	1 12.5 %
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 %	2 25.0 %	2 25.0 %	0 0.0 %	0 0.0 %
87.5 % 21. As a result of the services I received, I am satisfied with my family life right now	1 12.5 %	0 0.0 %	0 0.0 %	3 37.5 %	4 50.0 %	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 12.5 %	4 50.0 %	2 25.0 %	0 0.0 %	1 12.5 %
75.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 25.0 %	1 12.5 %	5 62.5 %	0 0.0 %	0 0.0 %
87.5 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
87.5 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 12.5 %	0 0.0 %	0 0.0 %	0 0.0 %	7 87.5 %	0 0.0 %	0 0.0 %
83.3 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 12.5 %	0 0.0 %	5 62.5 %	0 0.0 %	2 25.0 %

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

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

	Family	Youth	Total
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 100 %	8 100 %	9 100 %
Total	1 100 %	8 100 %	9 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 17 clients; surveys were returned for 8 clients (8 / 17 = 47.1%).
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
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Edgewood Therapeutic Behavioral Services TBS

Program Code(s): 885818

Overall Satisfaction¹

100.0%

Return Rate²

26.3%

Overall satisfaction³ mean score for Edgewood Therapeutic Behavioral Services TBS: **4.43** (youth), **4.65** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 1. Overall, I am satisfied with the service I received

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

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

Lowest Agreement Items

83.3% 2. I helped to choose my services

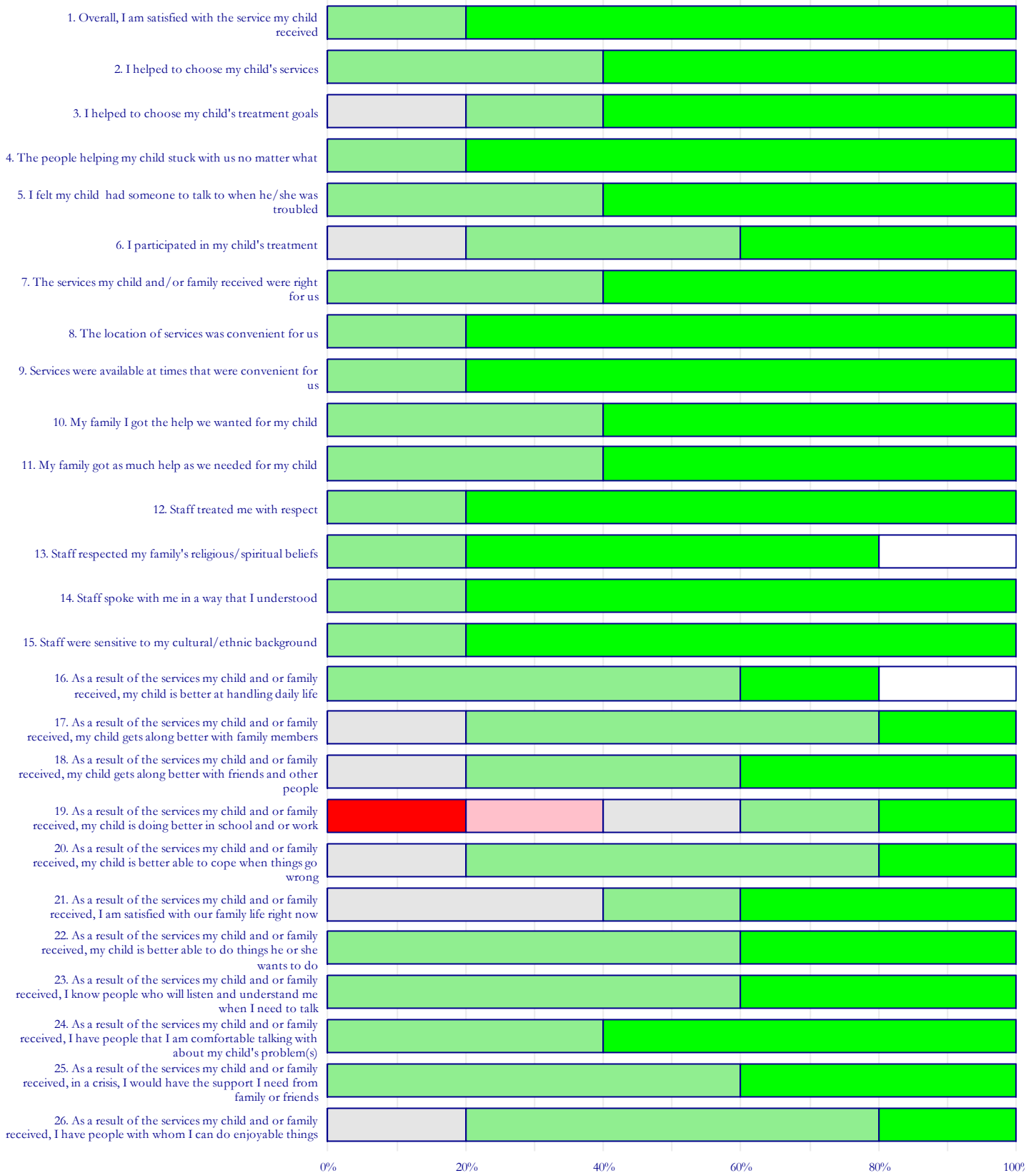
83.3% 3. I helped to choose my treatment goals

83.3% 6. I participated in my own treatment

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

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

Youth Services Survey for Families

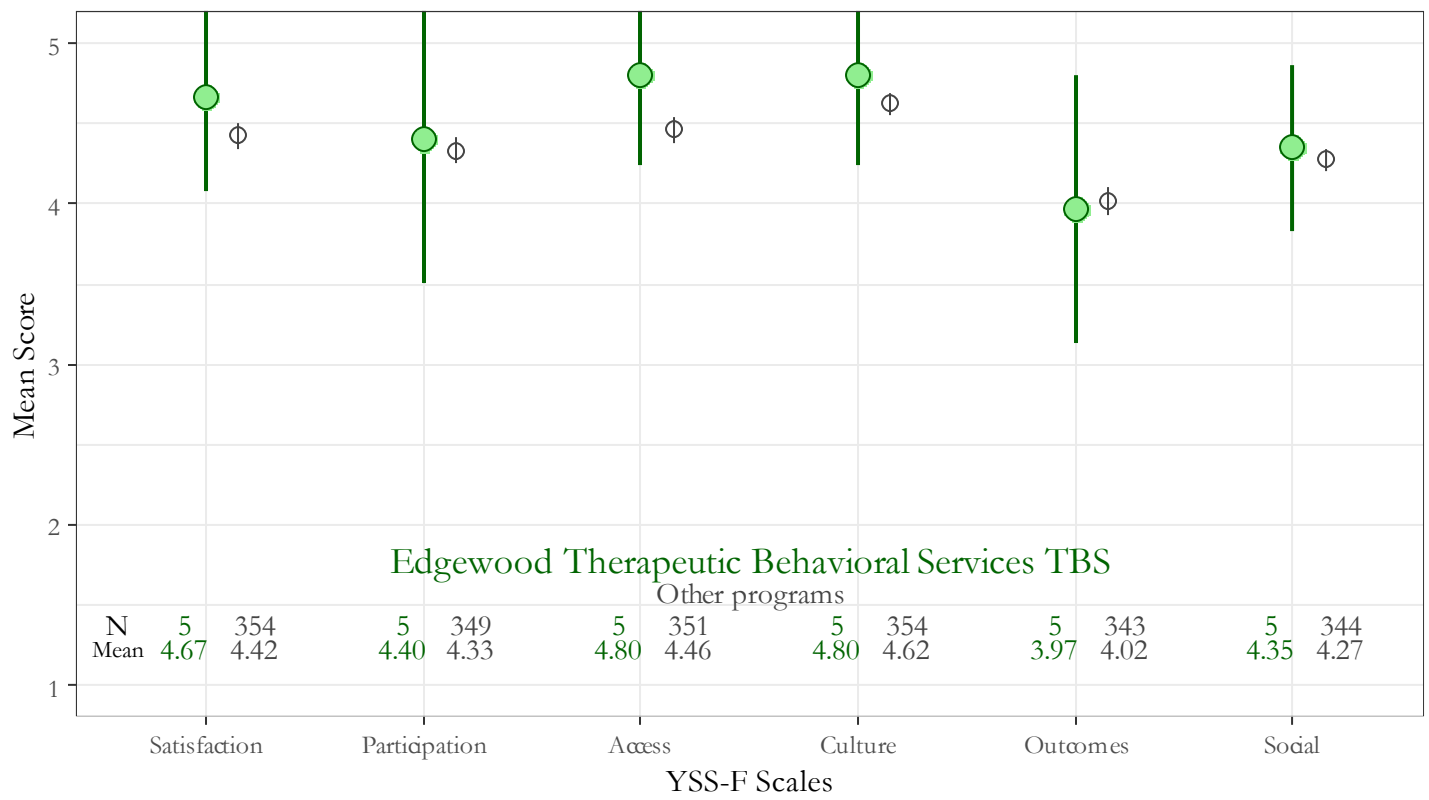


Youth Services Survey for Families, N = 5

	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 %	1 20.0 %	4 80.0 %	0 0.0 %	0 0.0 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
80.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	3 60.0 %	0 0.0 %	0 0.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	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 %
80.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	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 40.0 %	3 60.0 %	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 %	4 80.0 %	0 0.0 %	0 0.0 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 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 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 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 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	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 %	1 20.0 %	4 80.0 %	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 %	3 60.0 %	1 20.0 %	1 20.0 %	0 0.0 %
80.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %	0 0.0 %
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 20.0 %	1 20.0 %	1 20.0 %	1 20.0 %	1 20.0 %	0 0.0 %	0 0.0 %
80.0 % 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 20.0 %	3 60.0 %	1 20.0 %	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 %	0 0.0 %	2 40.0 %	1 20.0 %	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 %	3 60.0 %	2 40.0 %	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 %	3 60.0 %	2 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 %	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 %	2 40.0 %	0 0.0 %	0 0.0 %
80.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %	0 0.0 %

Not enough youth survey data to create domain means plot.

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



Survey Compliance			
Edgewood Therapeutic Behavioral Services			
Completion Status	TBS 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	5 100 %	1 100 %	6 100 %
Total	5 100 %	1 100 %	6 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 19 clients; surveys were returned for 5 clients (5 / 19 = 26.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Edgewood Wraparound WRAP

Program Code(s): 885819

Overall Satisfaction¹

93.3%

Return Rate²

100.0%

Overall satisfaction³ mean score for Edgewood Wraparound WRAP: **4.00** (youth), **4.62** (family).

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

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

Highest Agreement Items

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

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

93.3% 12. Staff treated me with respect

Lowest Agreement Items

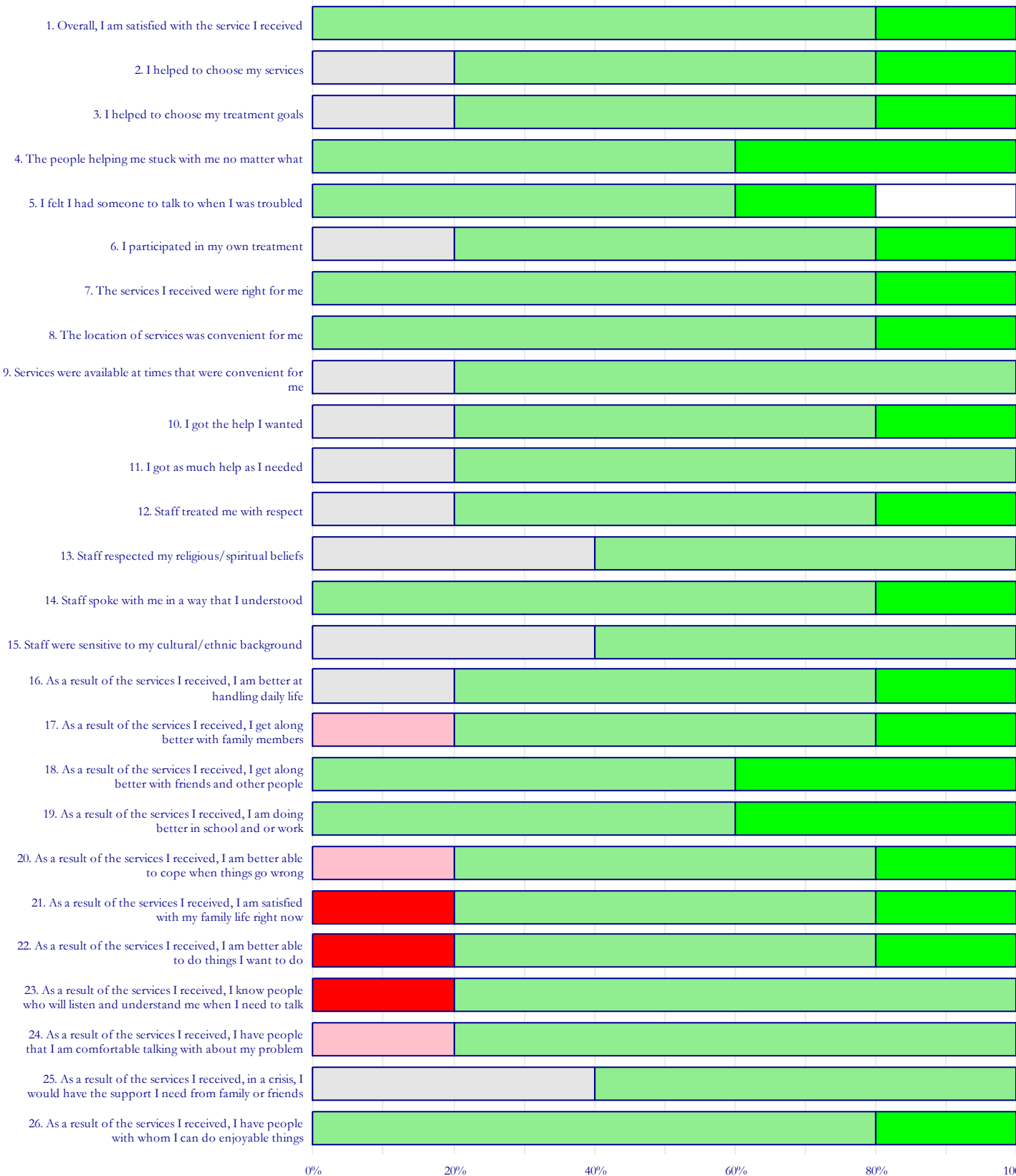
78.6% 2. I helped to choose my services

80.0% 10. I got the help I wanted

80.0% 11. I got as much help as I needed

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

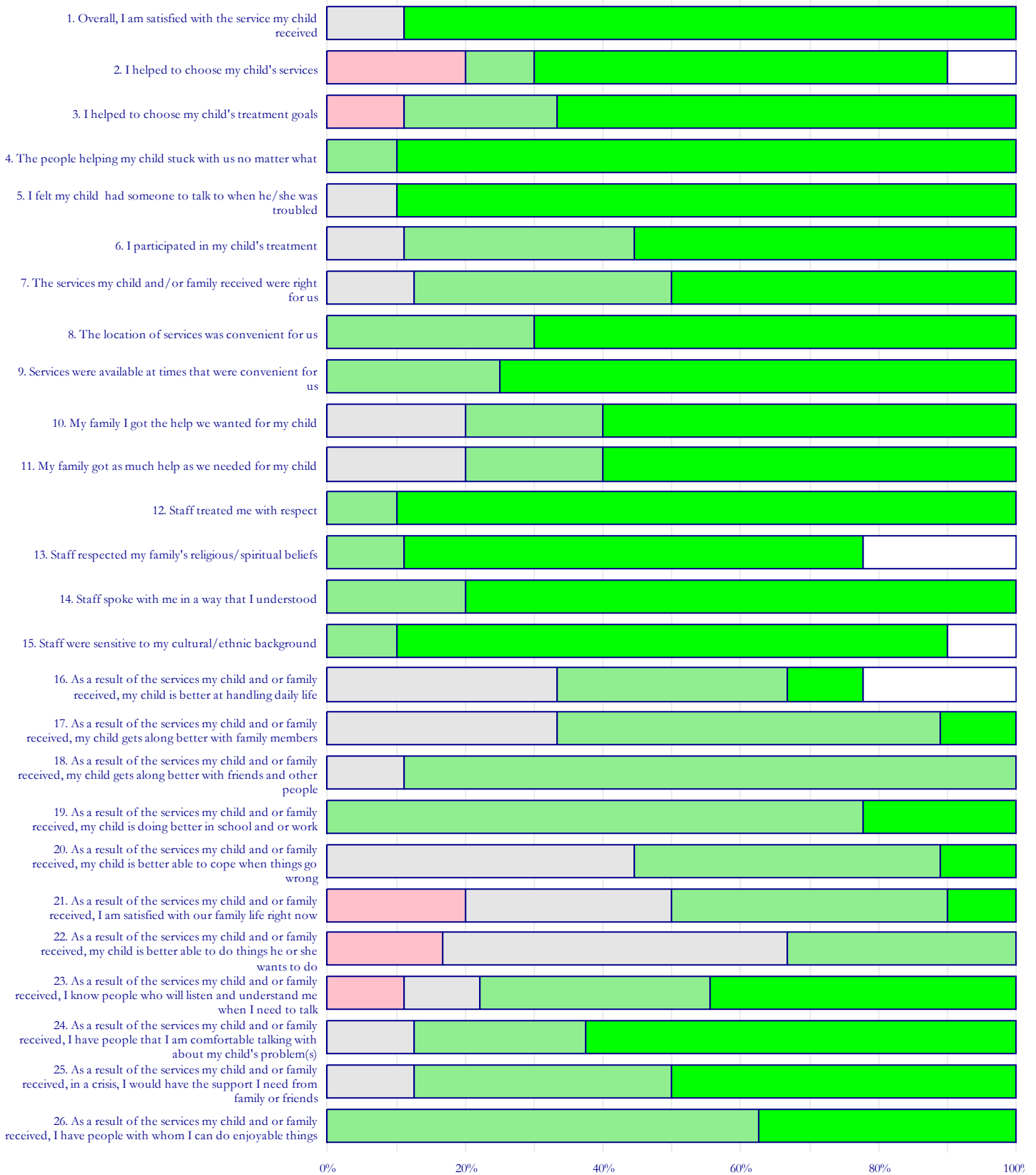
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	0 0.0 %	3 37.5 %
80.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
80.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	0 0.0 %	3 37.5 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	1 12.5 %	1 12.5 %	3 37.5 %
80.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	0 0.0 %	3 37.5 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	0 0.0 %	3 37.5 %
80.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	0 0.0 %	0 0.0 %	3 37.5 %
80.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
80.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	0 0.0 %	0 0.0 %	3 37.5 %
80.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
60.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	0 0.0 %	3 37.5 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	0 0.0 %	3 37.5 %
60.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	0 0.0 %	3 37.5 %
80.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
80.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 12.5 %	0 0.0 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
100.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	0 0.0 %	3 37.5 %
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 %	3 37.5 %	2 25.0 %	0 0.0 %	3 37.5 %
80.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 12.5 %	0 0.0 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
80.0 % 21. As a result of the services I received, I am satisfied with my family life right now	1 12.5 %	0 0.0 %	0 0.0 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
80.0 % 22. As a result of the services I received, I am better able to do things I want to do	1 12.5 %	0 0.0 %	0 0.0 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
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 12.5 %	0 0.0 %	0 0.0 %	4 50.0 %	0 0.0 %	0 0.0 %	3 37.5 %
80.0 % 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 12.5 %	0 0.0 %	4 50.0 %	0 0.0 %	0 0.0 %	3 37.5 %
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 25.0 %	3 37.5 %	0 0.0 %	0 0.0 %	3 37.5 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	0 0.0 %	3 37.5 %

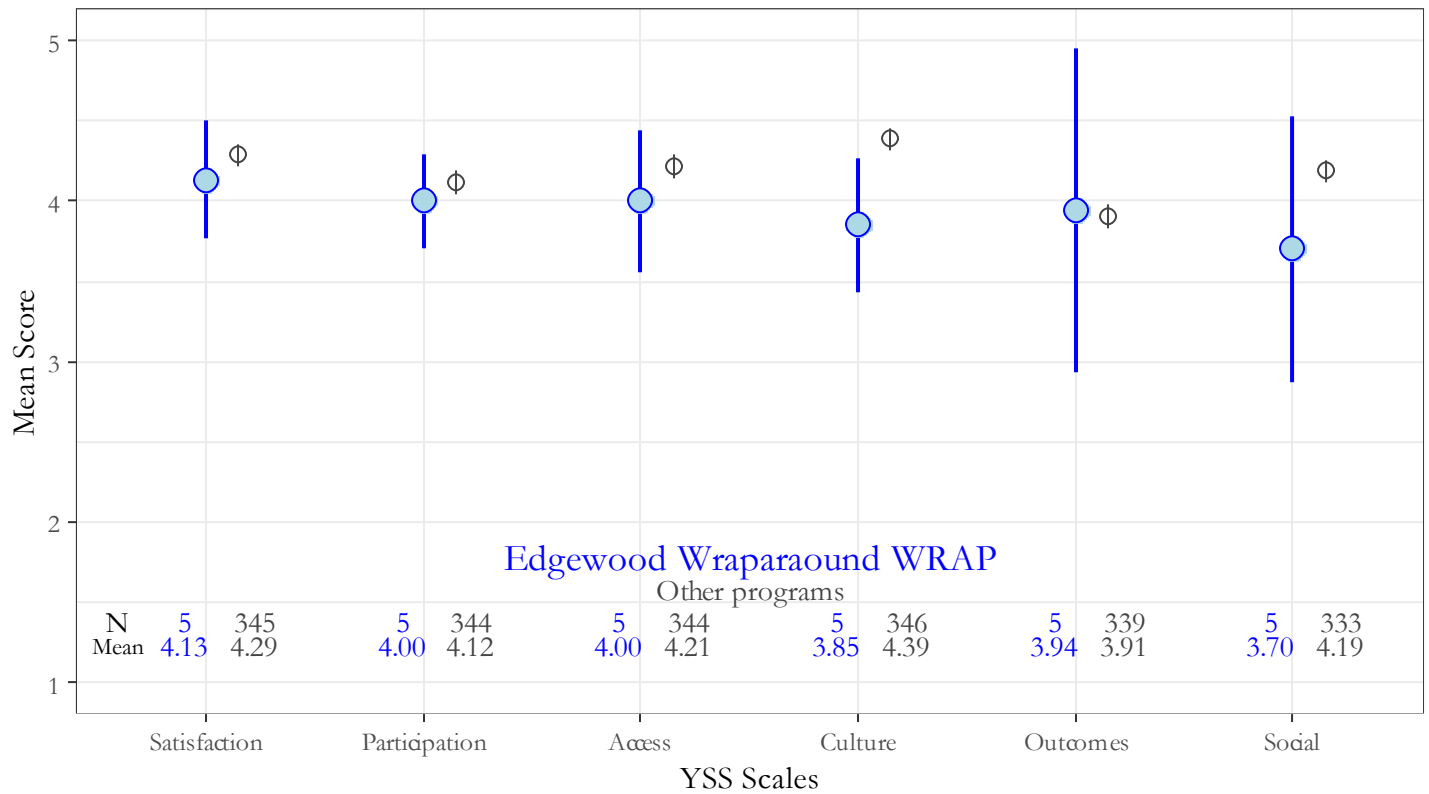
Youth Services Survey for Families



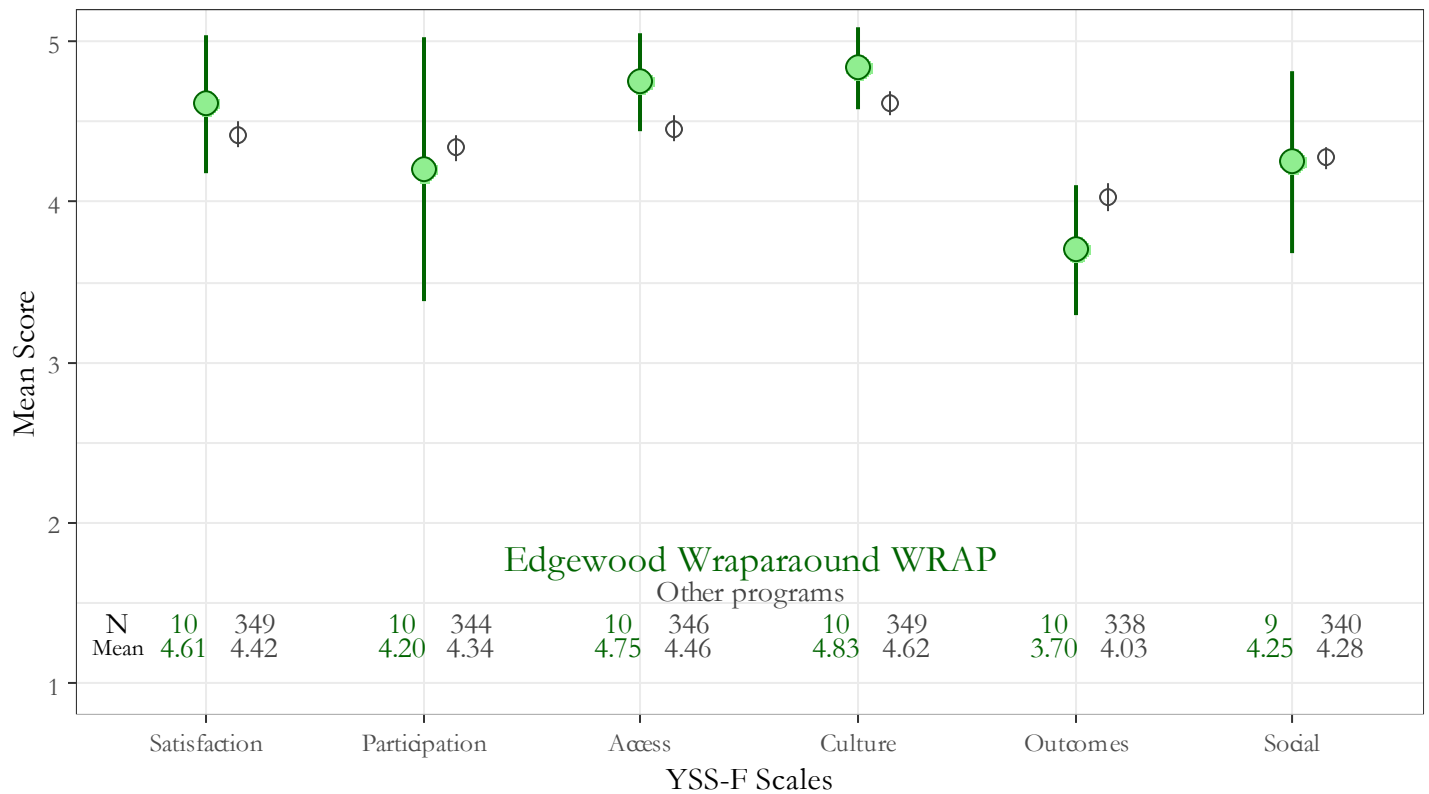
Youth Services Survey for Families, N = 17

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.9 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	1 5.9 %	0 0.0 %	8 47.1 %	0 0.0 %	8 47.1 %
77.8 % 2. I helped to choose my child's services	0 0.0 %	2 11.8 %	0 0.0 %	1 5.9 %	6 35.3 %	1 5.9 %	7 41.2 %
88.9 % 3. I helped to choose my child's treatment goals	0 0.0 %	1 5.9 %	0 0.0 %	2 11.8 %	6 35.3 %	0 0.0 %	8 47.1 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	9 52.9 %	0 0.0 %	7 41.2 %
90.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 5.9 %	0 0.0 %	9 52.9 %	0 0.0 %	7 41.2 %
88.9 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	5 29.4 %	0 0.0 %	8 47.1 %
87.5 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 5.9 %	3 17.6 %	4 23.5 %	0 0.0 %	9 52.9 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	7 41.2 %	0 0.0 %	7 41.2 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	6 35.3 %	0 0.0 %	9 52.9 %
80.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	6 35.3 %	0 0.0 %	7 41.2 %
80.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	2 11.8 %	2 11.8 %	6 35.3 %	0 0.0 %	7 41.2 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	9 52.9 %	0 0.0 %	7 41.2 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	6 35.3 %	2 11.8 %	8 47.1 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	8 47.1 %	0 0.0 %	7 41.2 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 5.9 %	8 47.1 %	1 5.9 %	7 41.2 %
57.1 % 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 17.6 %	3 17.6 %	1 5.9 %	2 11.8 %	8 47.1 %
66.7 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	3 17.6 %	5 29.4 %	1 5.9 %	0 0.0 %	8 47.1 %
88.9 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 5.9 %	8 47.1 %	0 0.0 %	0 0.0 %	8 47.1 %
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 %	7 41.2 %	2 11.8 %	0 0.0 %	8 47.1 %
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	0 0.0 %	0 0.0 %	4 23.5 %	4 23.5 %	1 5.9 %	0 0.0 %	8 47.1 %
50.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	2 11.8 %	3 17.6 %	4 23.5 %	1 5.9 %	0 0.0 %	7 41.2 %
33.3 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	1 5.9 %	3 17.6 %	2 11.8 %	0 0.0 %	0 0.0 %	11 64.7 %
77.8 % 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 %	1 5.9 %	1 5.9 %	3 17.6 %	4 23.5 %	0 0.0 %	8 47.1 %
87.5 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	5 29.4 %	0 0.0 %	9 52.9 %
87.5 % 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 5.9 %	3 17.6 %	4 23.5 %	0 0.0 %	9 52.9 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	3 17.6 %	0 0.0 %	9 52.9 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance

Edgewood Wraparound

Completion Status	WRAP Completion by Respondent Type		Total
	Family	Youth	
Refused	5 29.4 %	2 25 %	7 28 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	2 11.8 %	1 12.5 %	3 12 %
Completed Survey	10 58.8 %	5 62.5 %	15 60 %
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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 17 clients; surveys were returned for 17 clients ($17 / 17 = 100.0\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Family Mosaic Project
Program Code(s): 8957OP

Overall Satisfaction¹
96.4%

Return Rate²
81.5%

Overall satisfaction³ mean score for Family Mosaic Project: **4.31** (youth), **4.56** (family).

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

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

Highest Agreement Items

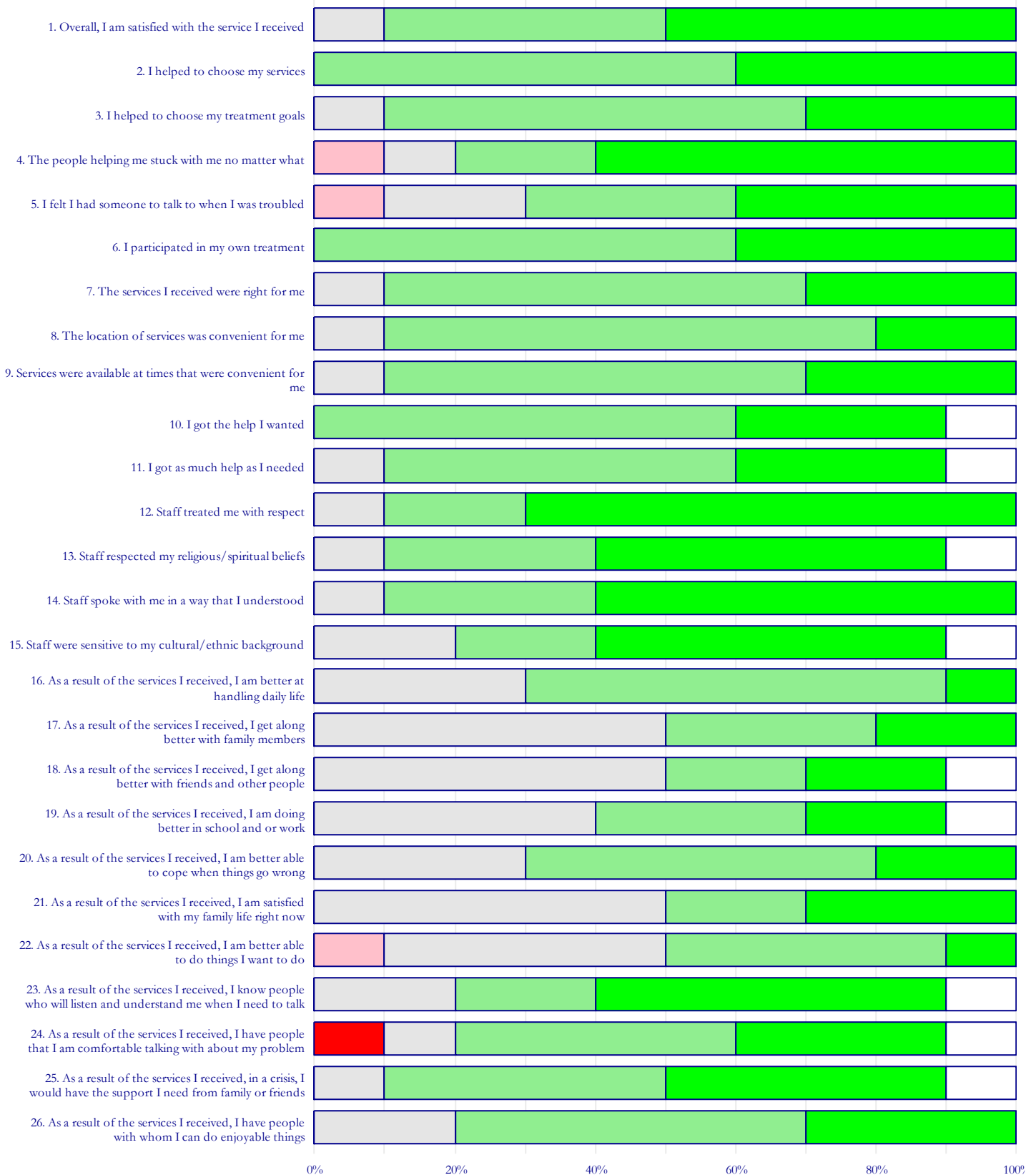
- 96.4% 3. I helped to choose my treatment goals
- 96.4% 6. I participated in my own treatment
- 96.4% 12. Staff treated me with respect

Lowest Agreement Items

- 85.2% 5. I felt I had someone to talk to when I was troubled
- 85.7% 4. The people helping me stuck with me no matter what
- 88.5% 11. I got as much help as I needed

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

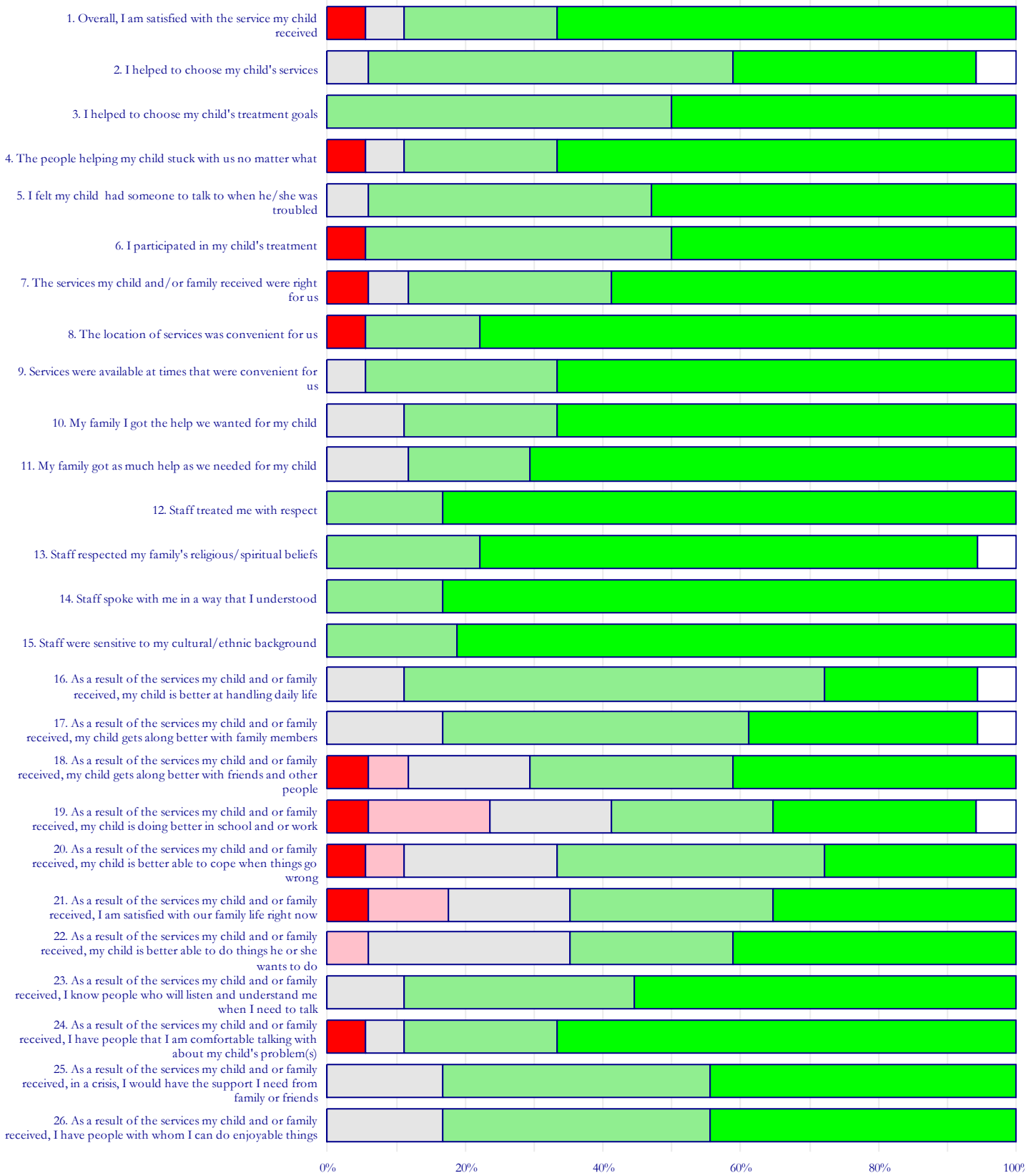
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 13

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	5 38.5 %	0 0.0 %	3 23.1 %
100.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	4 30.8 %	0 0.0 %	3 23.1 %
90.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	3 23.1 %	0 0.0 %	3 23.1 %
80.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	1 7.7 %	1 7.7 %	2 15.4 %	6 46.2 %	0 0.0 %	3 23.1 %
70.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 7.7 %	2 15.4 %	3 23.1 %	4 30.8 %	0 0.0 %	3 23.1 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	4 30.8 %	0 0.0 %	3 23.1 %
90.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	3 23.1 %	0 0.0 %	3 23.1 %
90.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 7.7 %	7 53.8 %	2 15.4 %	0 0.0 %	3 23.1 %
90.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	3 23.1 %	0 0.0 %	3 23.1 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	3 23.1 %	1 7.7 %	3 23.1 %
88.9 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	3 23.1 %	1 7.7 %	3 23.1 %
90.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	7 53.8 %	0 0.0 %	3 23.1 %
88.9 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	5 38.5 %	1 7.7 %	3 23.1 %
90.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	6 46.2 %	0 0.0 %	3 23.1 %
77.8 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 15.4 %	2 15.4 %	5 38.5 %	1 7.7 %	3 23.1 %
70.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	3 23.1 %	6 46.2 %	1 7.7 %	0 0.0 %	3 23.1 %
50.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	5 38.5 %	3 23.1 %	2 15.4 %	0 0.0 %	3 23.1 %
44.4 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	5 38.5 %	2 15.4 %	2 15.4 %	1 7.7 %	3 23.1 %
55.6 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	4 30.8 %	3 23.1 %	2 15.4 %	1 7.7 %	3 23.1 %
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 23.1 %	5 38.5 %	2 15.4 %	0 0.0 %	3 23.1 %
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 %	5 38.5 %	2 15.4 %	3 23.1 %	0 0.0 %	3 23.1 %
50.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 7.7 %	4 30.8 %	4 30.8 %	1 7.7 %	0 0.0 %	3 23.1 %
77.8 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	2 15.4 %	2 15.4 %	5 38.5 %	1 7.7 %	3 23.1 %
77.8 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	1 7.7 %	0 0.0 %	1 7.7 %	4 30.8 %	3 23.1 %	1 7.7 %	3 23.1 %
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 %	1 7.7 %	4 30.8 %	4 30.8 %	1 7.7 %	3 23.1 %
80.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 15.4 %	5 38.5 %	3 23.1 %	0 0.0 %	3 23.1 %

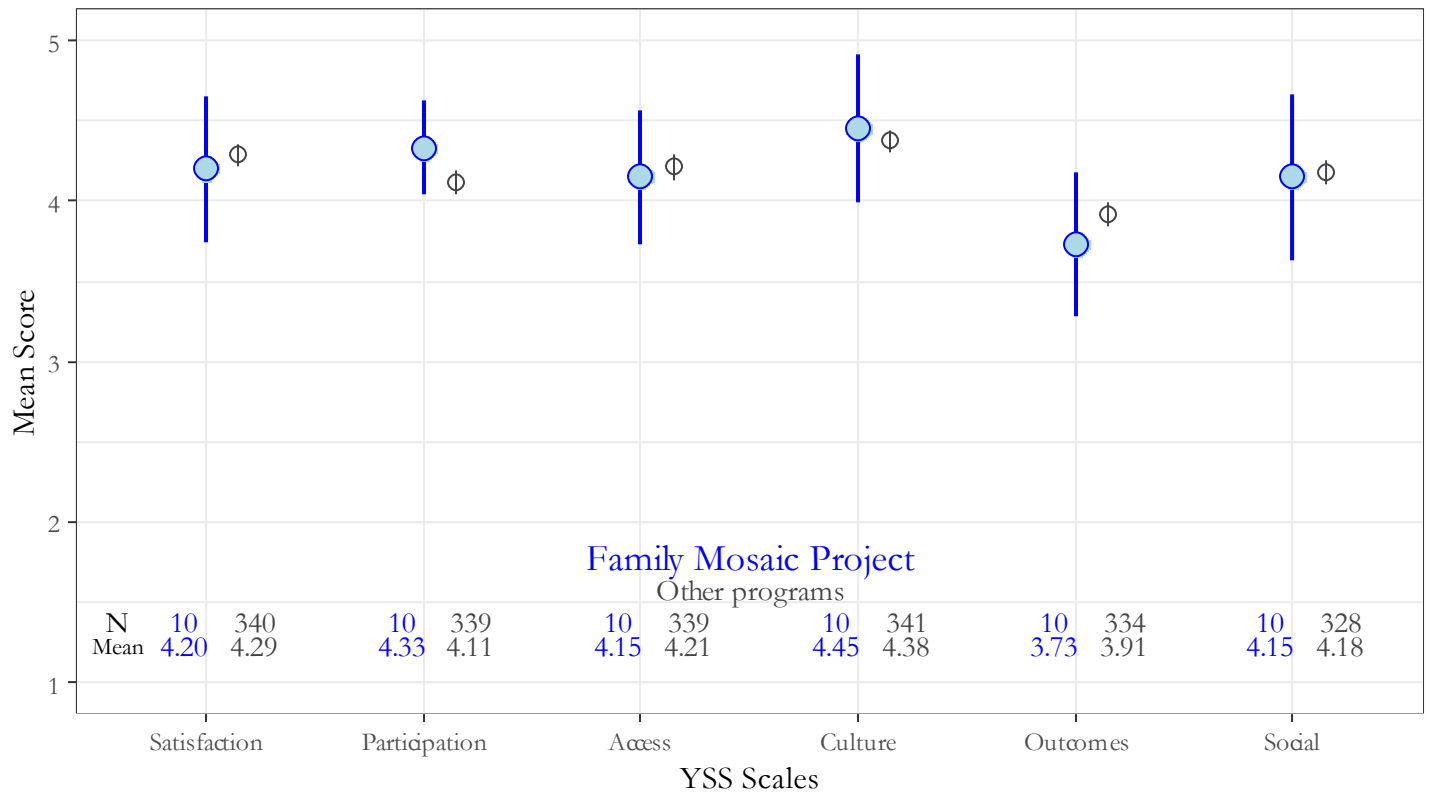
Youth Services Survey for Families



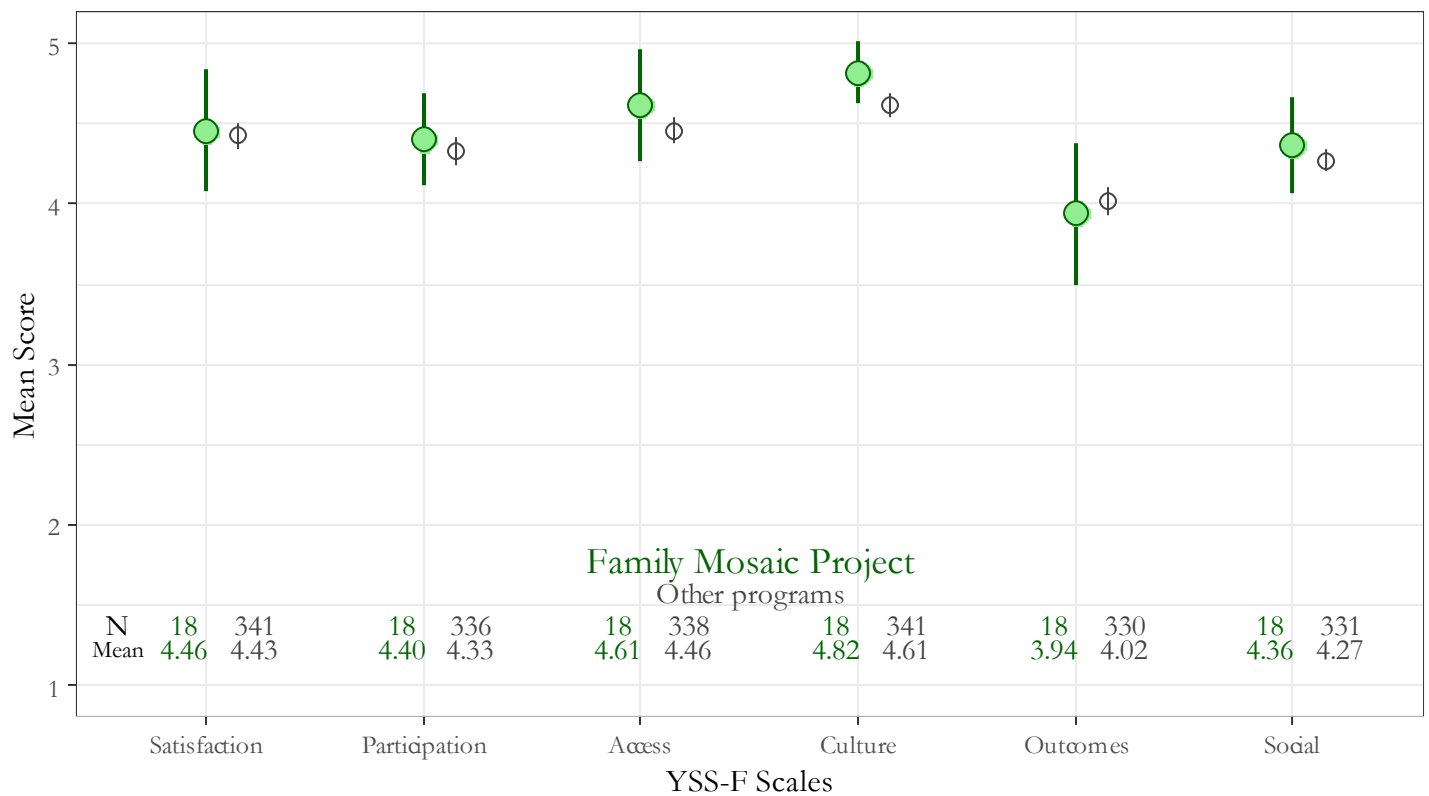
Youth Services Survey for Families, N = 19

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.9 % 1. Overall, I am satisfied with the service my child received	1 5.3 %	0 0.0 %	1 5.3 %	4 21.1 %	12 63.2 %	0 0.0 %	1 5.3 %
93.8 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 5.3 %	9 47.4 %	6 31.6 %	1 5.3 %	2 10.5 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	9 47.4 %	9 47.4 %	0 0.0 %	1 5.3 %
88.9 % 4. The people helping my child stuck with us no matter what	1 5.3 %	0 0.0 %	1 5.3 %	4 21.1 %	12 63.2 %	0 0.0 %	1 5.3 %
94.1 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 5.3 %	7 36.8 %	9 47.4 %	0 0.0 %	2 10.5 %
94.4 % 6. I participated in my child's treatment	1 5.3 %	0 0.0 %	0 0.0 %	8 42.1 %	9 47.4 %	0 0.0 %	1 5.3 %
88.2 % 7. The services my child and/or family received were right for us	1 5.3 %	0 0.0 %	1 5.3 %	5 26.3 %	10 52.6 %	0 0.0 %	2 10.5 %
94.4 % 8. The location of services was convenient for us	1 5.3 %	0 0.0 %	0 0.0 %	3 15.8 %	14 73.7 %	0 0.0 %	1 5.3 %
94.4 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 5.3 %	5 26.3 %	12 63.2 %	0 0.0 %	1 5.3 %
88.9 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	2 10.5 %	4 21.1 %	12 63.2 %	0 0.0 %	1 5.3 %
88.2 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	2 10.5 %	3 15.8 %	12 63.2 %	0 0.0 %	2 10.5 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 15.8 %	15 79.0 %	0 0.0 %	1 5.3 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	4 21.1 %	13 68.4 %	1 5.3 %	1 5.3 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 15.8 %	15 79.0 %	0 0.0 %	1 5.3 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 15.8 %	13 68.4 %	0 0.0 %	3 15.8 %
88.2 % 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 10.5 %	11 57.9 %	4 21.1 %	1 5.3 %	1 5.3 %
82.4 % 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 %	3 15.8 %	8 42.1 %	6 31.6 %	1 5.3 %	1 5.3 %
70.6 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	1 5.3 %	1 5.3 %	3 15.8 %	5 26.3 %	7 36.8 %	0 0.0 %	2 10.5 %
56.2 % 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 %	3 15.8 %	3 15.8 %	4 21.1 %	5 26.3 %	1 5.3 %	2 10.5 %
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 5.3 %	1 5.3 %	4 21.1 %	7 36.8 %	5 26.3 %	0 0.0 %	1 5.3 %
64.7 % 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 %	2 10.5 %	3 15.8 %	5 26.3 %	6 31.6 %	0 0.0 %	2 10.5 %
64.7 % 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 5.3 %	5 26.3 %	4 21.1 %	7 36.8 %	0 0.0 %	2 10.5 %
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 %	2 10.5 %	6 31.6 %	10 52.6 %	0 0.0 %	1 5.3 %
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 5.3 %	0 0.0 %	1 5.3 %	4 21.1 %	12 63.2 %	0 0.0 %	1 5.3 %
83.3 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	3 15.8 %	7 36.8 %	8 42.1 %	0 0.0 %	1 5.3 %
83.3 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	3 15.8 %	7 36.8 %	8 42.1 %	0 0.0 %	1 5.3 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Completion Status	Survey Compliance Family Mosaic Project Completion by Respondent Type		Total
	Family	Youth	
	Refused	1 5.3 %	
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	3 23.1 %	3 9.4 %
Completed Survey	18 94.7 %	10 76.9 %	28 87.5 %
Total	19 100 %	13 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 27 clients; surveys were returned for 22 clients ($22 / 27 = 81.5\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Foster Care Mental Health Program

Program Code(s): 89973

Overall Satisfaction¹

87.5%

Return Rate²

25.0%

Overall satisfaction³ mean score for Foster Care Mental Health Program: **3.85** (youth), **4.39** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 10. I got the help I wanted

100.0% 11. I got as much help as I needed

100.0% 12. Staff treated me with respect

Lowest Agreement Items

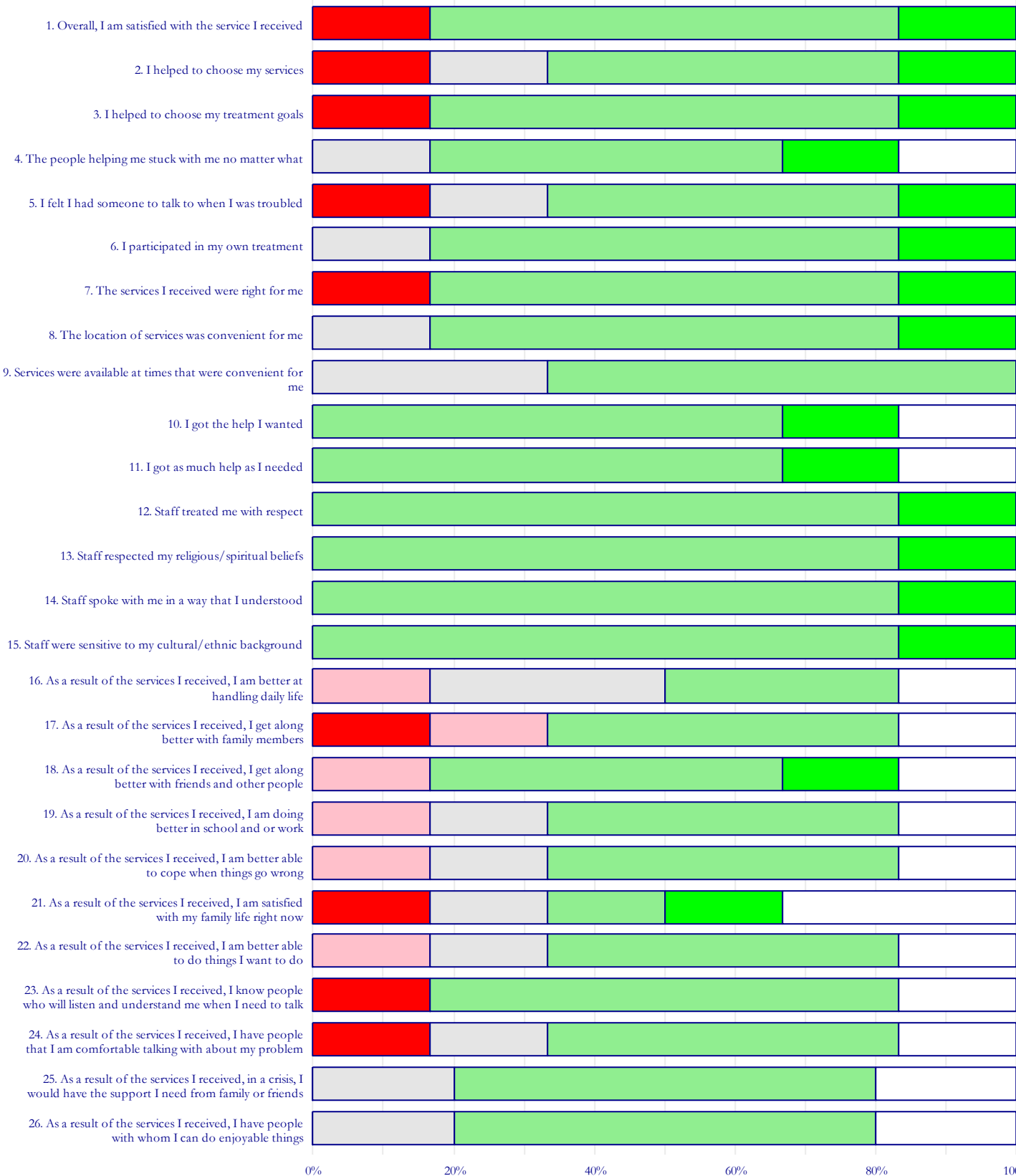
50.0% 2. I helped to choose my services

62.5% 3. I helped to choose my treatment goals

75.0% 5. I felt I had someone to talk to when I was troubled

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

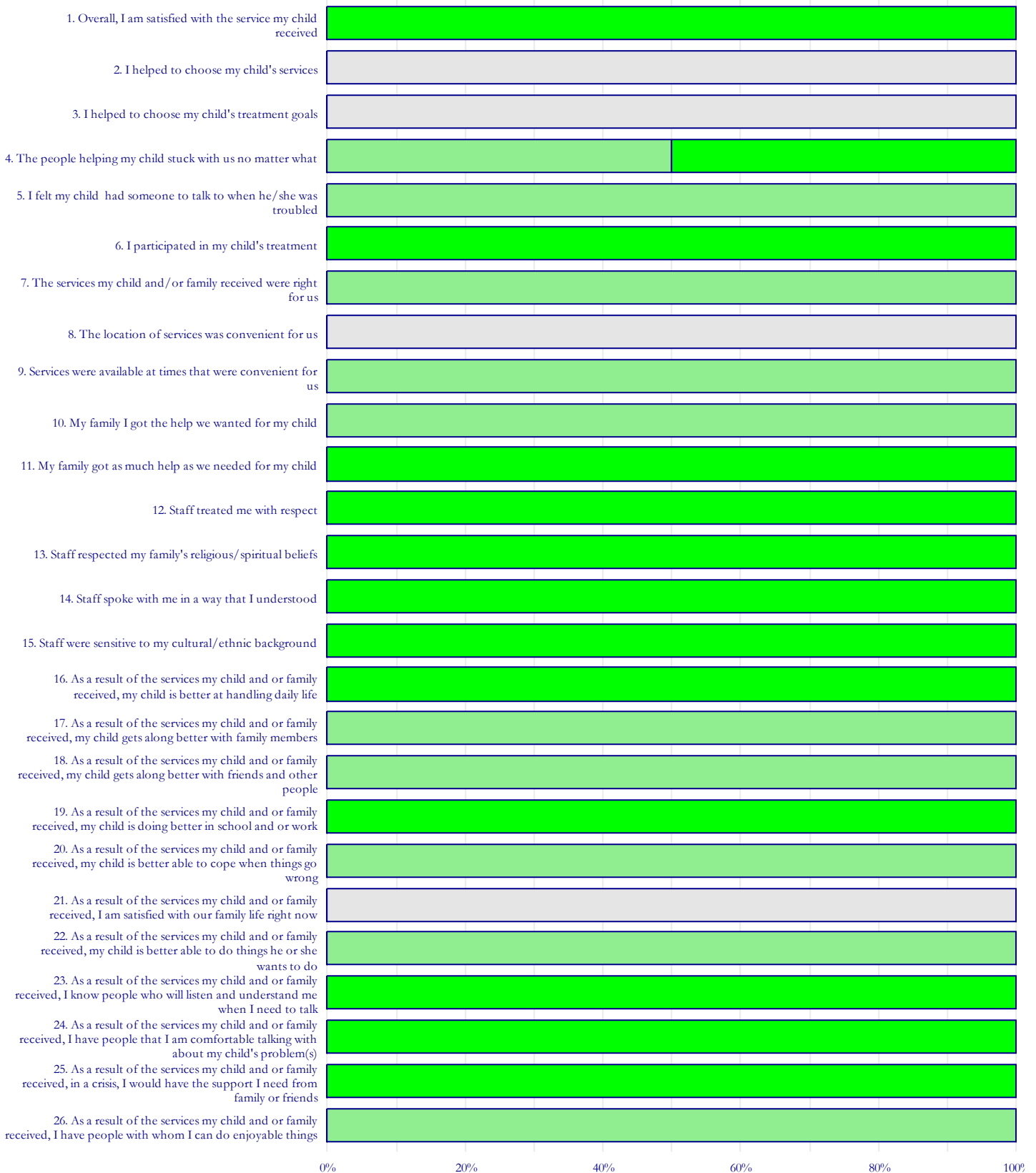
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
83.3 % 1. Overall, I am satisfied with the service I received	1 12.5 %	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	0 0.0 %	2 25.0 %
66.7 % 2. I helped to choose my services	1 12.5 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	2 25.0 %
83.3 % 3. I helped to choose my treatment goals	1 12.5 %	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	0 0.0 %	2 25.0 %
80.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	1 12.5 %	2 25.0 %
66.7 % 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 %	1 12.5 %	0 0.0 %	2 25.0 %
83.3 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	1 12.5 %	0 0.0 %	2 25.0 %
83.3 % 7. The services I received were right for me	1 12.5 %	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	0 0.0 %	2 25.0 %
83.3 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	1 12.5 %	0 0.0 %	2 25.0 %
66.7 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	2 25.0 %	4 50.0 %	0 0.0 %	0 0.0 %	2 25.0 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	1 12.5 %	2 25.0 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	1 12.5 %	2 25.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	1 12.5 %	0 0.0 %	2 25.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	1 12.5 %	0 0.0 %	2 25.0 %
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 %	1 12.5 %	0 0.0 %	2 25.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	1 12.5 %	0 0.0 %	2 25.0 %
40.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 12.5 %	2 25.0 %	2 25.0 %	0 0.0 %	1 12.5 %	2 25.0 %
60.0 % 17. As a result of the services I received, I get along better with family members	1 12.5 %	1 12.5 %	0 0.0 %	3 37.5 %	0 0.0 %	1 12.5 %	2 25.0 %
80.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	1 12.5 %	0 0.0 %	3 37.5 %	1 12.5 %	1 12.5 %	2 25.0 %
60.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	0 0.0 %	1 12.5 %	2 25.0 %
60.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	0 0.0 %	1 12.5 %	2 25.0 %
50.0 % 21. As a result of the services I received, I am satisfied with my family life right now	1 12.5 %	0 0.0 %	1 12.5 %	1 12.5 %	1 12.5 %	2 25.0 %	2 25.0 %
60.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	0 0.0 %	1 12.5 %	2 25.0 %
80.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	1 12.5 %	0 0.0 %	0 0.0 %	4 50.0 %	0 0.0 %	1 12.5 %	2 25.0 %
60.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	1 12.5 %	0 0.0 %	1 12.5 %	3 37.5 %	0 0.0 %	1 12.5 %	2 25.0 %
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 12.5 %	3 37.5 %	0 0.0 %	1 12.5 %	3 37.5 %
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 12.5 %	3 37.5 %	0 0.0 %	1 12.5 %	3 37.5 %

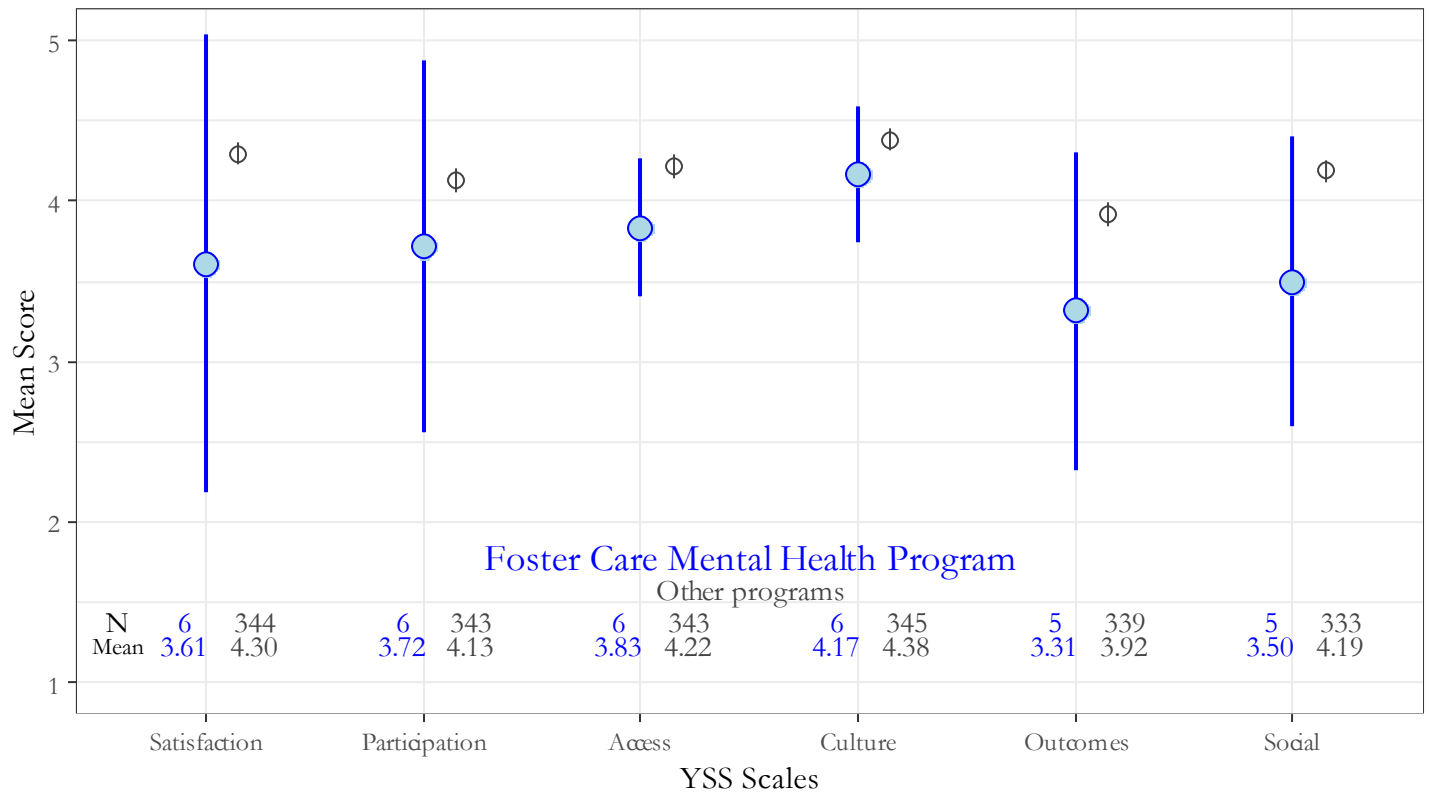
Youth Services Survey for Families



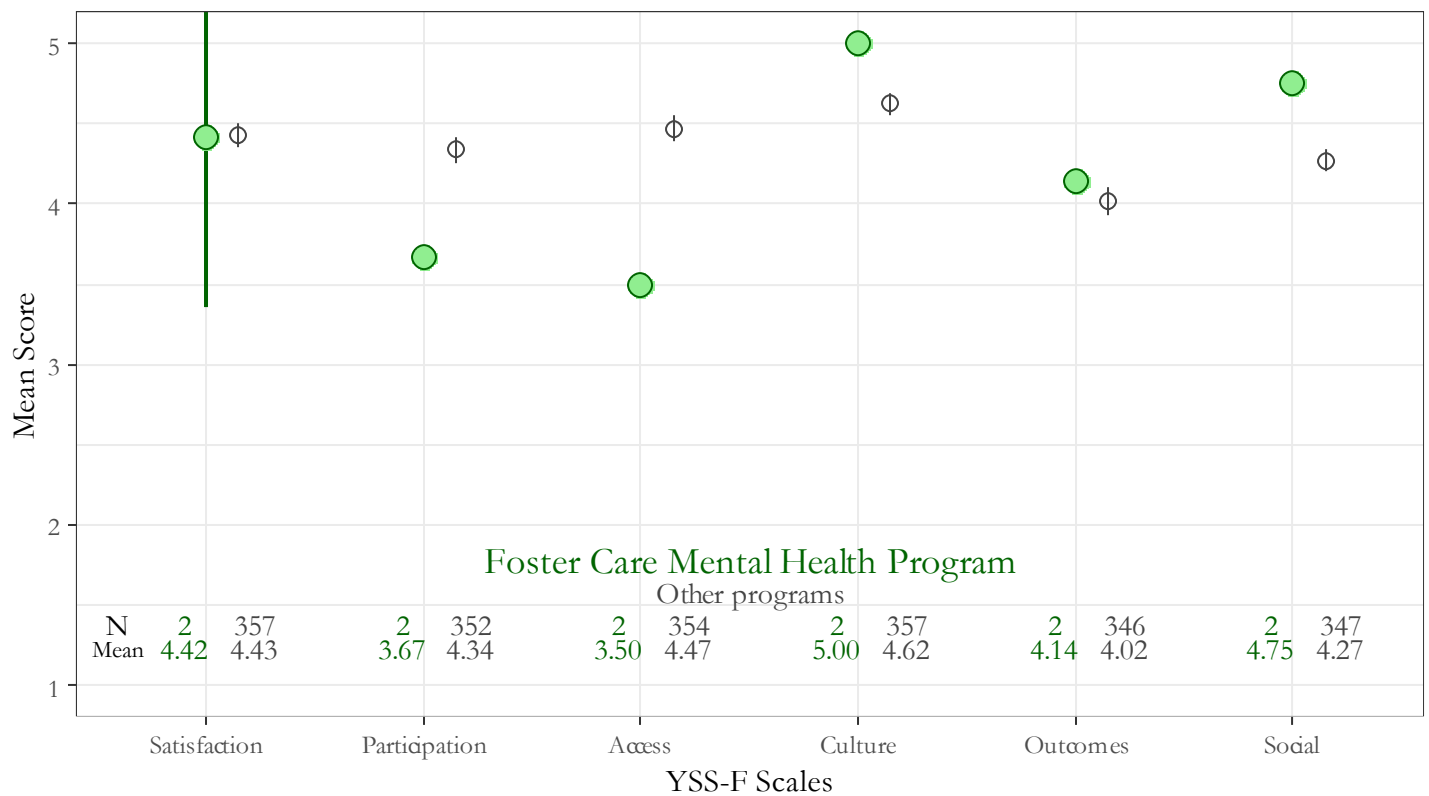
Youth Services Survey for Families, N = 6

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance			
Foster Care Mental			
Health Program			
Completion Status	Completion by		Total
	Respondent Type		
	Family	Youth	
Refused	2 33.3 %	2 25 %	4 28.6 %
Impaired	0 0 %	0 0 %	0 0 %
Language	2 33.3 %	0 0 %	2 14.3 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	2 33.3 %	6 75 %	8 57.1 %
Total	6 100 %	8 100 %	14 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 56 clients; surveys were returned for 14 clients (14 / 56 = 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

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

FSA Adult Full Service Partnership FSP-CARE

Program Code(s): 3822A3 3822OP

Overall Satisfaction¹

89.4%

Return Rate²

over 100%

Overall satisfaction³ mean score for FSA Adult Full Service Partnership FSP-CARE: **4.07**.

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

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

Highest Agreement Items

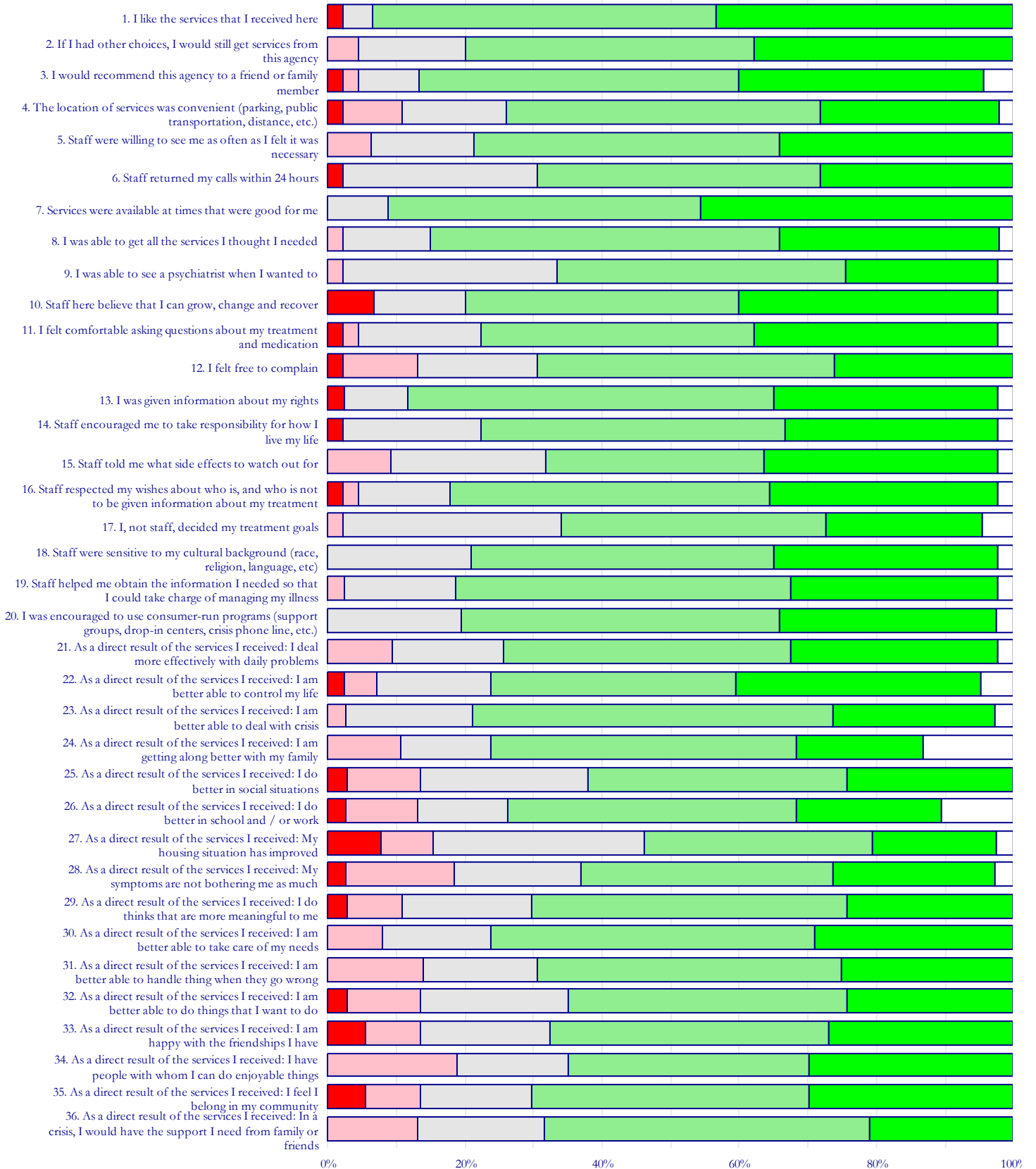
- 93.5% 1. I like the services that I received here
- 91.3% 7. Services were available at times that were good for me
- 88.1% 13. I was given information about my rights

Lowest Agreement Items

- 64.3% 17. I, not staff, decided my treatment goals
- 65.9% 9. I was able to see a psychiatrist when I wanted to
- 67.4% 15. Staff told me what side effects to watch out for

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

MHSIP Items



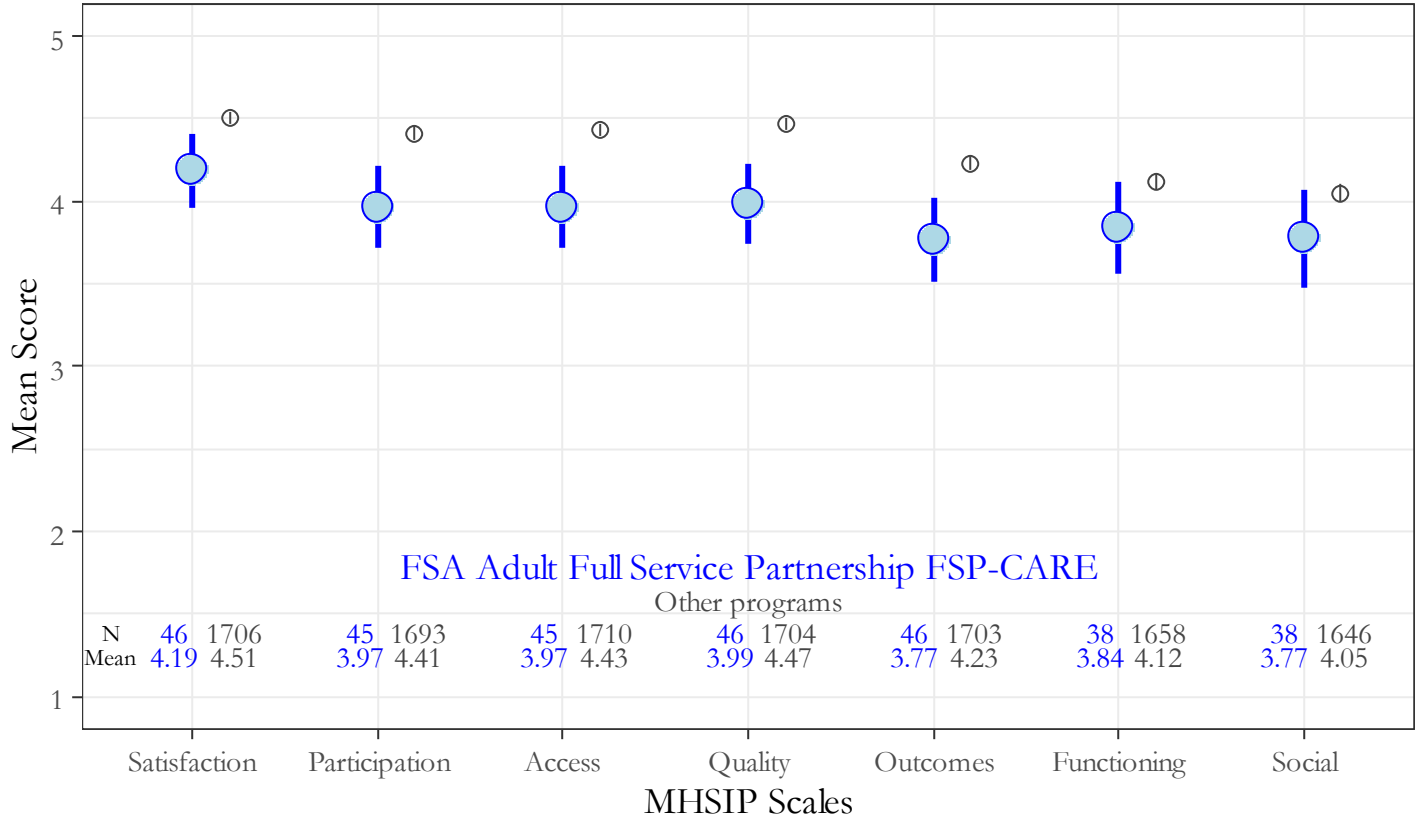
MHSIP Items 1-25, N = 64
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
93.5 % 1. I like the services that I received here	1 1.6 %	0 0.0 %	2 3.1 %	23 35.9 %	20 31.2 %	0 0.0 %	18 28.1 %
80.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	2 3.1 %	7 10.9 %	19 29.7 %	17 26.6 %	0 0.0 %	19 29.7 %
86.0 % 3. I would recommend this agency to a friend or family member	1 1.6 %	1 1.6 %	4 6.2 %	21 32.8 %	16 25.0 %	2 3.1 %	19 29.7 %
73.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 1.6 %	4 6.2 %	7 10.9 %	21 32.8 %	12 18.8 %	1 1.6 %	18 28.1 %
78.7 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	3 4.7 %	7 10.9 %	21 32.8 %	16 25.0 %	0 0.0 %	17 26.6 %
69.6 % 6. Staff returned my calls within 24 hours	1 1.6 %	0 0.0 %	13 20.3 %	19 29.7 %	13 20.3 %	0 0.0 %	18 28.1 %
91.3 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	4 6.2 %	21 32.8 %	21 32.8 %	0 0.0 %	18 28.1 %
84.8 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 1.6 %	6 9.4 %	24 37.5 %	15 23.4 %	1 1.6 %	17 26.6 %
65.9 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 1.6 %	14 21.9 %	19 29.7 %	10 15.6 %	1 1.6 %	19 29.7 %
79.5 % 10. Staff here believe that I can grow, change and recover	3 4.7 %	0 0.0 %	6 9.4 %	18 28.1 %	17 26.6 %	1 1.6 %	19 29.7 %
77.3 % 11. I felt comfortable asking questions about my treatment and medication	1 1.6 %	1 1.6 %	8 12.5 %	18 28.1 %	16 25.0 %	1 1.6 %	19 29.7 %
69.6 % 12. I felt free to complain	1 1.6 %	5 7.8 %	8 12.5 %	20 31.2 %	12 18.8 %	0 0.0 %	18 28.1 %
88.1 % 13. I was given information about my rights	1 1.6 %	0 0.0 %	4 6.2 %	23 35.9 %	14 21.9 %	1 1.6 %	21 32.8 %
77.3 % 14. Staff encouraged me to take responsibility for how I live my life	1 1.6 %	0 0.0 %	9 14.1 %	20 31.2 %	14 21.9 %	1 1.6 %	19 29.7 %
67.4 % 15. Staff told me what side effects to watch out for	0 0.0 %	4 6.2 %	10 15.6 %	14 21.9 %	15 23.4 %	1 1.6 %	20 31.2 %
81.8 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 1.6 %	1 1.6 %	6 9.4 %	21 32.8 %	15 23.4 %	1 1.6 %	19 29.7 %
64.3 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 1.6 %	14 21.9 %	17 26.6 %	10 15.6 %	2 3.1 %	20 31.2 %
78.6 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	9 14.1 %	19 29.7 %	14 21.9 %	1 1.6 %	21 32.8 %
81.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 1.6 %	7 10.9 %	21 32.8 %	13 20.3 %	1 1.6 %	21 32.8 %
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 %	8 12.5 %	19 29.7 %	13 20.3 %	1 1.6 %	23 35.9 %
73.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	4 6.2 %	7 10.9 %	18 28.1 %	13 20.3 %	1 1.6 %	21 32.8 %
75.0 % 22. As a direct result of the services I received: I am better able to control my life	1 1.6 %	2 3.1 %	7 10.9 %	15 23.4 %	15 23.4 %	2 3.1 %	22 34.4 %
78.4 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 1.6 %	7 10.9 %	20 31.2 %	9 14.1 %	1 1.6 %	26 40.6 %
72.7 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	4 6.2 %	5 7.8 %	17 26.6 %	7 10.9 %	5 7.8 %	26 40.6 %
62.2 % 25. As a direct result of the services I received: I do better in social situations	1 1.6 %	4 6.2 %	9 14.1 %	14 21.9 %	9 14.1 %	0 0.0 %	27 42.2 %

MHSIP Items 26-36, N = 64
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
70.6 % 26. As a direct result of the services I received: I do better in school and / or work	1 1.6 %	4 6.2 %	5 7.8 %	16 25.0 %	8 12.5 %	4 6.2 %	26 40.6 %
52.6 % 27. As a direct result of the services I received: My housing situation has improved	3 4.7 %	3 4.7 %	12 18.8 %	13 20.3 %	7 10.9 %	1 1.6 %	25 39.1 %
62.2 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 1.6 %	6 9.4 %	7 10.9 %	14 21.9 %	9 14.1 %	1 1.6 %	26 40.6 %
70.3 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 1.6 %	3 4.7 %	7 10.9 %	17 26.6 %	9 14.1 %	0 0.0 %	27 42.2 %
76.3 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	3 4.7 %	6 9.4 %	18 28.1 %	11 17.2 %	0 0.0 %	26 40.6 %
69.4 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	5 7.8 %	6 9.4 %	16 25.0 %	9 14.1 %	0 0.0 %	28 43.8 %
64.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 1.6 %	4 6.2 %	8 12.5 %	15 23.4 %	9 14.1 %	0 0.0 %	27 42.2 %
67.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	2 3.1 %	3 4.7 %	7 10.9 %	15 23.4 %	10 15.6 %	0 0.0 %	27 42.2 %
64.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	7 10.9 %	6 9.4 %	13 20.3 %	11 17.2 %	0 0.0 %	27 42.2 %
70.3 % 35. As a direct result of the services I received: I feel I belong in my community	2 3.1 %	3 4.7 %	6 9.4 %	15 23.4 %	11 17.2 %	0 0.0 %	27 42.2 %
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	0 0.0 %	5 7.8 %	7 10.9 %	18 28.1 %	8 12.5 %	0 0.0 %	26 40.6 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	18 28.1 %	0 0 %	18 28.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 1.6 %	0 0 %	1 1.6 %
No Data	2 3.1 %	0 0 %	2 3.1 %
Completed Survey	43 67.2 %	0 0 %	43 67.2 %
Total	64 100 %	0 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 50 clients; surveys were returned for 64 clients (64/50 = 128.0%).
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 - Fall 2018

FSA Deaf Community Counseling Services

Youth program codes (RUs): 3822DC

Adult program codes (RUs): 3822DC

Overall Satisfaction¹

87.5%

Return Rate²

90.9%

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

People served November 5-9 2018 (Avatar billing): 11

People surveyed: 10 (1 youth and 9 adults)

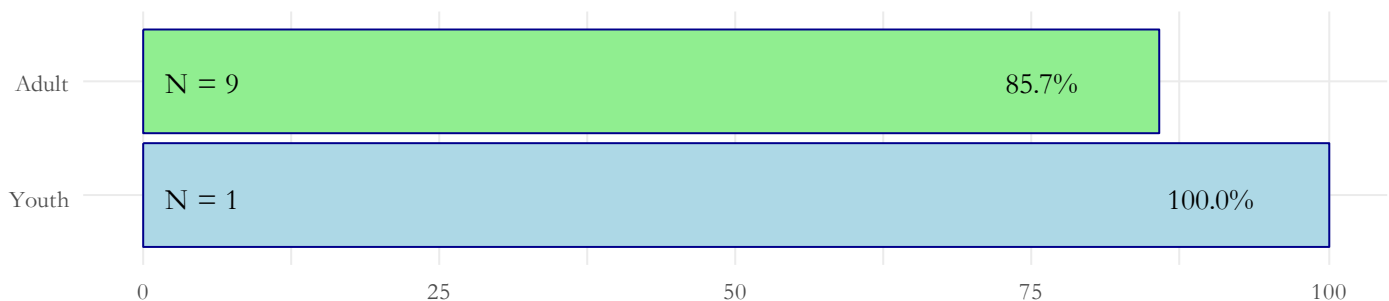
Adult satisfaction mean score: 4.04

Youth satisfaction mean score: 3.71

Family satisfaction mean score: - -

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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 11 clients; surveys were returned for 10 clients (10/11 = 90.9%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

FSA Deaf Community Counseling Services

Program Code(s): 3822DC

Overall Satisfaction¹

85.7%

Return Rate²

100.0%

Overall satisfaction³ mean score for FSA Deaf Community Counseling Services: **4.04**.

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

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

Highest Agreement Items

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

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

100.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

Lowest Agreement Items

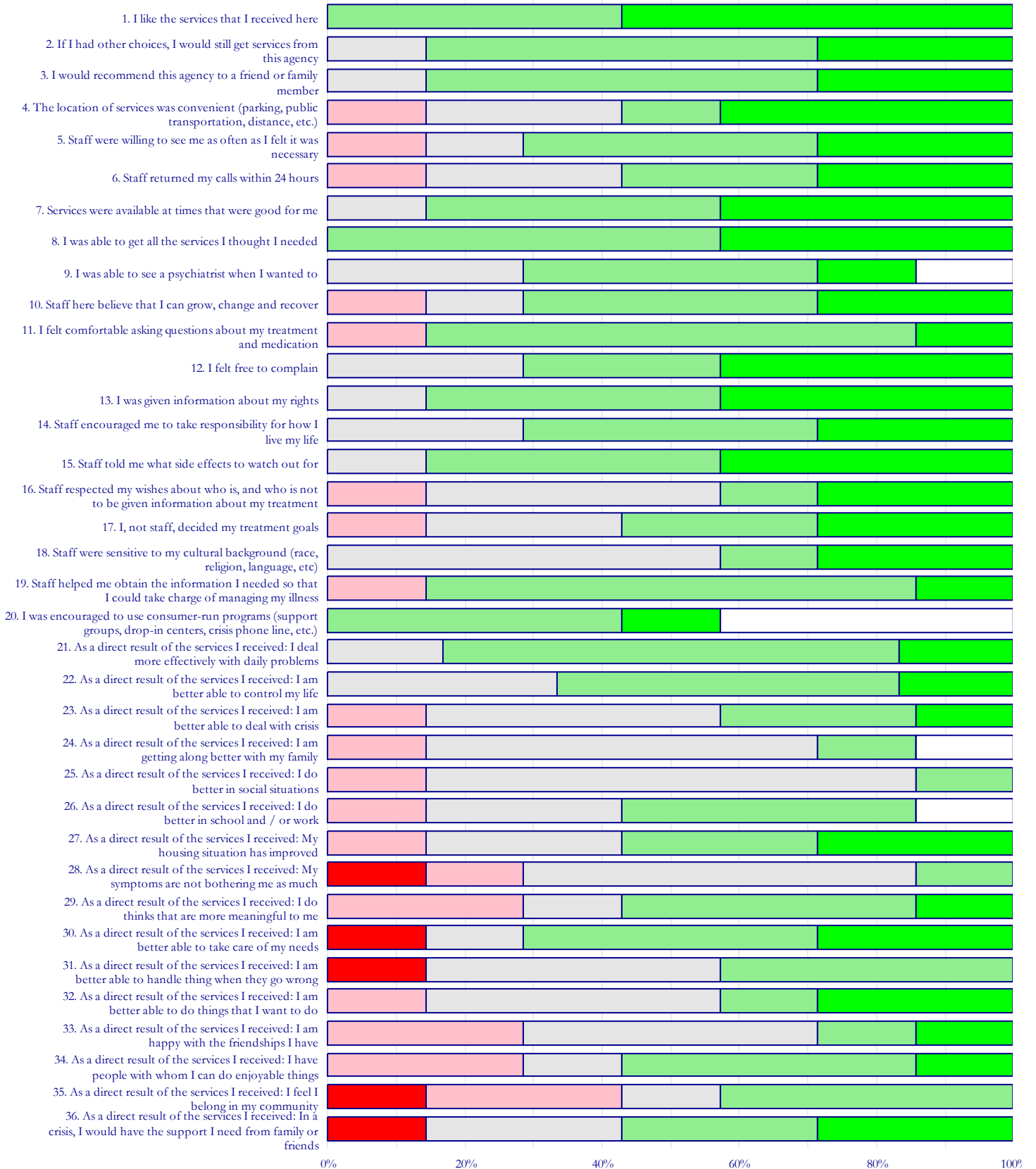
42.9% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

42.9% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

57.1% 6. Staff returned my calls within 24 hours

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

MHSIP Items



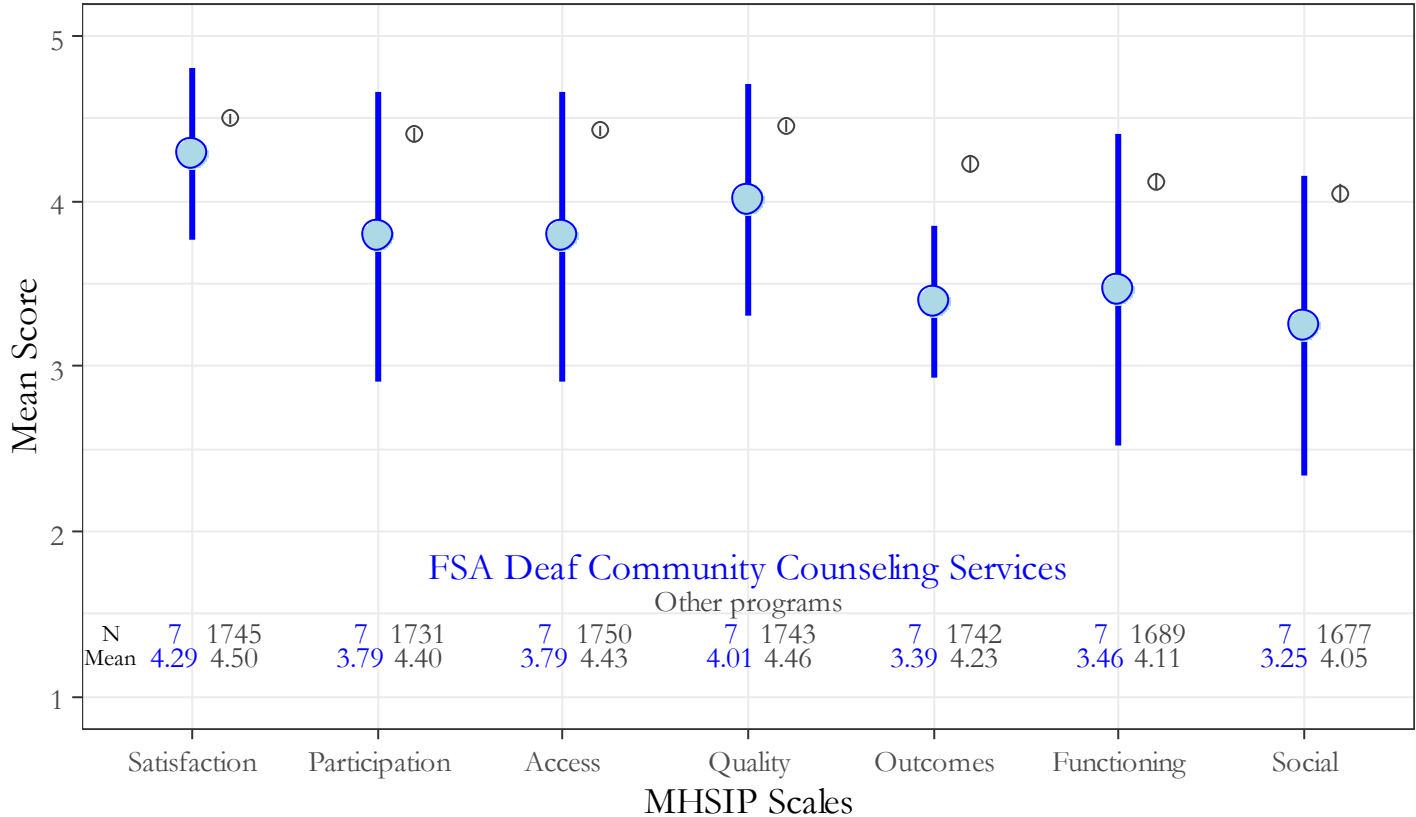
MHSIP Items 1-25, N = 9
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	4 44.4 %	0 0.0 %	2 22.2 %
85.7 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	2 22.2 %	0 0.0 %	2 22.2 %
85.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	2 22.2 %	0 0.0 %	2 22.2 %
57.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 11.1 %	2 22.2 %	1 11.1 %	3 33.3 %	0 0.0 %	2 22.2 %
71.4 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 11.1 %	1 11.1 %	3 33.3 %	2 22.2 %	0 0.0 %	2 22.2 %
57.1 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	2 22.2 %	0 0.0 %	2 22.2 %
85.7 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	3 33.3 %	0 0.0 %	2 22.2 %
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 44.4 %	3 33.3 %	0 0.0 %	2 22.2 %
66.7 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	1 11.1 %	1 11.1 %	2 22.2 %
71.4 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 11.1 %	1 11.1 %	3 33.3 %	2 22.2 %	0 0.0 %	2 22.2 %
85.7 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 11.1 %	0 0.0 %	5 55.6 %	1 11.1 %	0 0.0 %	2 22.2 %
71.4 % 12. I felt free to complain	0 0.0 %	0 0.0 %	2 22.2 %	2 22.2 %	3 33.3 %	0 0.0 %	2 22.2 %
85.7 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	3 33.3 %	0 0.0 %	2 22.2 %
71.4 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	2 22.2 %	0 0.0 %	2 22.2 %
85.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	3 33.3 %	0 0.0 %	2 22.2 %
42.9 % 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 %	3 33.3 %	1 11.1 %	2 22.2 %	0 0.0 %	2 22.2 %
57.1 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 11.1 %	2 22.2 %	2 22.2 %	2 22.2 %	0 0.0 %	2 22.2 %
42.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 44.4 %	1 11.1 %	2 22.2 %	0 0.0 %	2 22.2 %
85.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 11.1 %	0 0.0 %	5 55.6 %	1 11.1 %	0 0.0 %	2 22.2 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	1 11.1 %	3 33.3 %	2 22.2 %
83.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	1 11.1 %	0 0.0 %	3 33.3 %
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 %	2 22.2 %	3 33.3 %	1 11.1 %	0 0.0 %	3 33.3 %
42.9 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 11.1 %	3 33.3 %	2 22.2 %	1 11.1 %	0 0.0 %	2 22.2 %
16.7 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 11.1 %	4 44.4 %	1 11.1 %	0 0.0 %	1 11.1 %	2 22.2 %
14.3 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 11.1 %	5 55.6 %	1 11.1 %	0 0.0 %	0 0.0 %	2 22.2 %

MHSIP Items 26-36, N = 9
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
50.0 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 11.1 %	2 22.2 %	3 33.3 %	0 0.0 %	1 11.1 %	2 22.2 %
57.1 % 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 %	2 22.2 %	0 0.0 %	2 22.2 %
14.3 % 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 %	0 0.0 %	0 0.0 %	2 22.2 %
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 22.2 %	1 11.1 %	3 33.3 %	1 11.1 %	0 0.0 %	2 22.2 %
71.4 % 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 %	2 22.2 %	0 0.0 %	2 22.2 %
42.9 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 11.1 %	0 0.0 %	3 33.3 %	3 33.3 %	0 0.0 %	0 0.0 %	2 22.2 %
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 %	1 11.1 %	3 33.3 %	1 11.1 %	2 22.2 %	0 0.0 %	2 22.2 %
28.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 22.2 %	3 33.3 %	1 11.1 %	1 11.1 %	0 0.0 %	2 22.2 %
57.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	2 22.2 %	1 11.1 %	3 33.3 %	1 11.1 %	0 0.0 %	2 22.2 %
42.9 % 35. As a direct result of the services I received: I feel I belong in my community	1 11.1 %	2 22.2 %	1 11.1 %	3 33.3 %	0 0.0 %	0 0.0 %	2 22.2 %
57.1 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 11.1 %	0 0.0 %	2 22.2 %	2 22.2 %	2 22.2 %	0 0.0 %	2 22.2 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 22.2 %	0 0 %	2 22.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	7 77.8 %	0 0 %	7 77.8 %
Total	9 100 %	0 100 %	9 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 9 clients; surveys were returned for 9 clients (9/9 = 100.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

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

Overall Satisfaction¹
100.0%

Return Rate²
50.0%

Overall satisfaction³ mean score for FSA Deaf Community Counseling Services: **3.71** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.26** (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

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

Survey Compliance
FSA Deaf Community
Counseling Services

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 2 clients; surveys were returned for 1 clients (1 / 2 = 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

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

FSA Full Circle Family Program

Program Code(s): 3822O3

Overall Satisfaction¹

88.2%

Return Rate²

48.5%

Overall satisfaction³ mean score for FSA Full Circle Family Program: **3.97** (youth), **4.55** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 14. Staff spoke with me in a way that I understood

94.1% 9. Services were available at times that were convenient for me

94.1% 12. Staff treated me with respect

Lowest Agreement Items

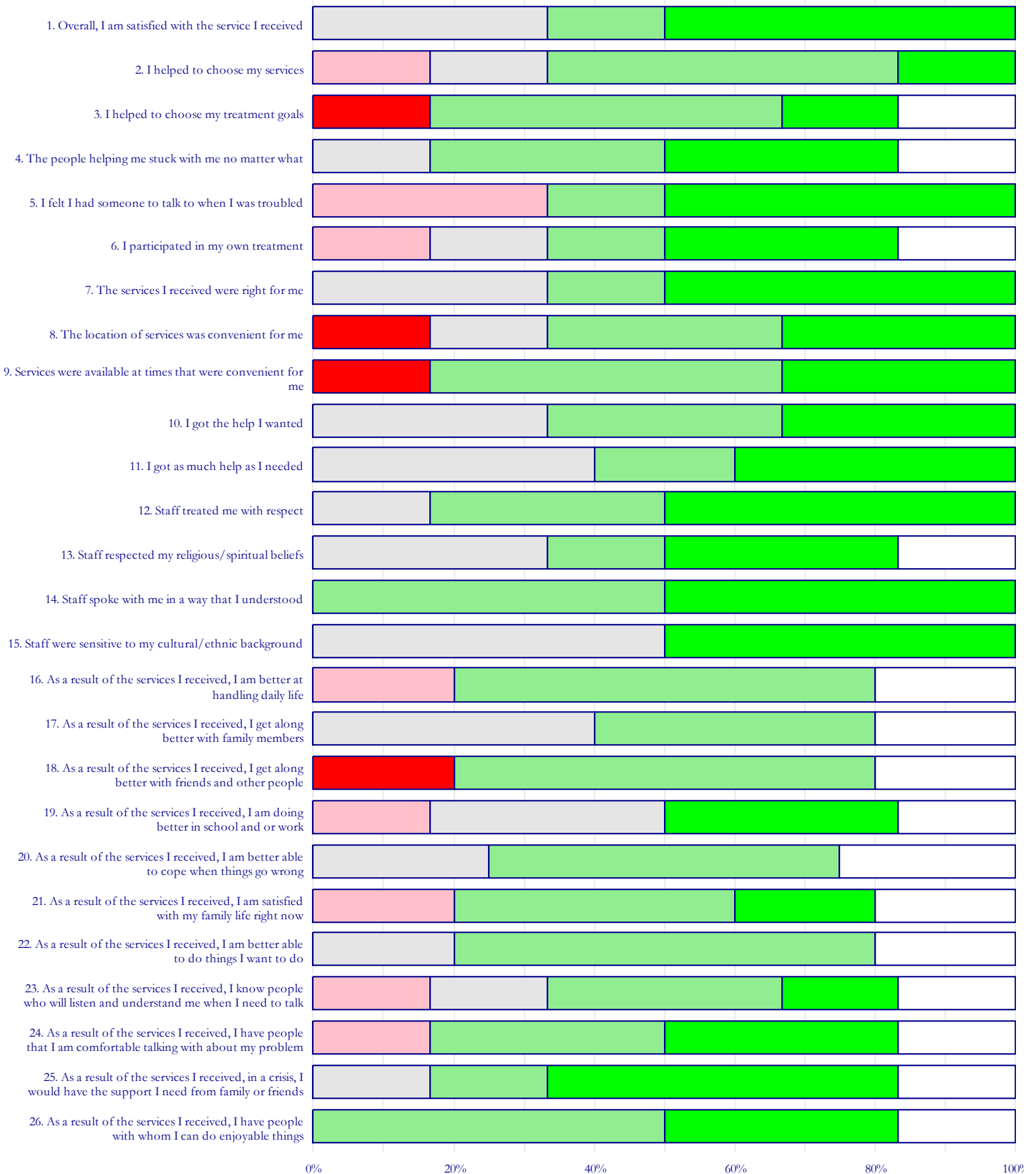
81.2% 11. I got as much help as I needed

81.2% 15. Staff were sensitive to my cultural/ethnic background

82.4% 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.

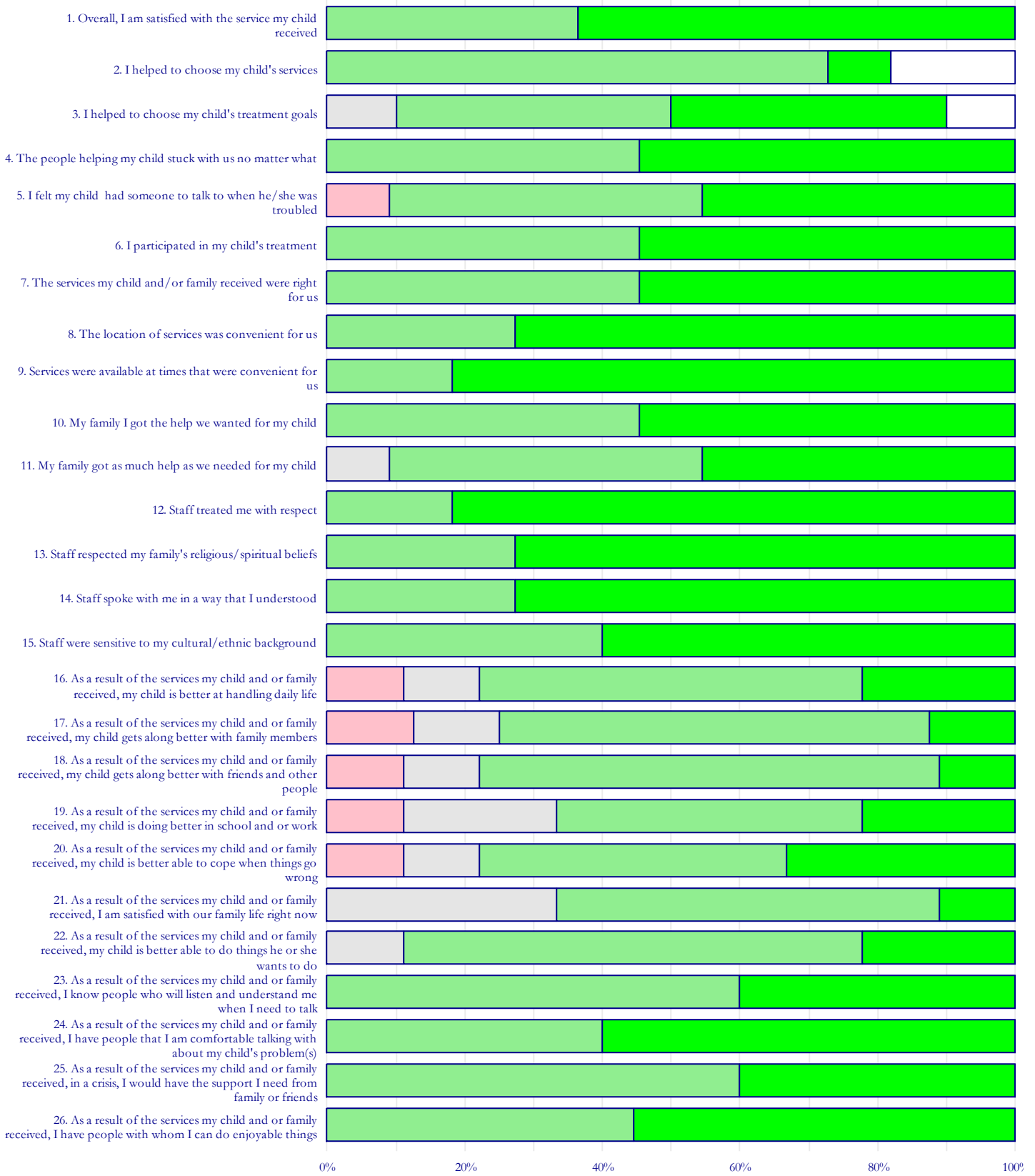
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 7

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
66.7 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	3 42.9 %	0 0.0 %	1 14.3 %
66.7 % 2. I helped to choose my services	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	1 14.3 %	0 0.0 %	1 14.3 %
80.0 % 3. I helped to choose my treatment goals	1 14.3 %	0 0.0 %	0 0.0 %	3 42.9 %	1 14.3 %	1 14.3 %	1 14.3 %
80.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	2 28.6 %	1 14.3 %	1 14.3 %
66.7 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	2 28.6 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	1 14.3 %
60.0 % 6. I participated in my own treatment	0 0.0 %	1 14.3 %	1 14.3 %	1 14.3 %	2 28.6 %	1 14.3 %	1 14.3 %
66.7 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	3 42.9 %	0 0.0 %	1 14.3 %
66.7 % 8. The location of services was convenient for me	1 14.3 %	0 0.0 %	1 14.3 %	2 28.6 %	2 28.6 %	0 0.0 %	1 14.3 %
83.3 % 9. Services were available at times that were convenient for me	1 14.3 %	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	1 14.3 %
66.7 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	0 0.0 %	1 14.3 %
60.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	2 28.6 %	0 0.0 %	2 28.6 %
83.3 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	3 42.9 %	0 0.0 %	1 14.3 %
60.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	2 28.6 %	1 14.3 %	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 %	3 42.9 %	0 0.0 %	1 14.3 %
50.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	3 42.9 %	0 0.0 %	3 42.9 %	0 0.0 %	1 14.3 %
75.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 14.3 %	0 0.0 %	3 42.9 %	0 0.0 %	1 14.3 %	2 28.6 %
50.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	0 0.0 %	1 14.3 %	2 28.6 %
75.0 % 18. As a result of the services I received, I get along better with friends and other people	1 14.3 %	0 0.0 %	0 0.0 %	3 42.9 %	0 0.0 %	1 14.3 %	2 28.6 %
40.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 14.3 %	2 28.6 %	0 0.0 %	2 28.6 %	1 14.3 %	1 14.3 %
66.7 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	0 0.0 %	1 14.3 %	3 42.9 %
75.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 14.3 %	0 0.0 %	2 28.6 %	1 14.3 %	1 14.3 %	2 28.6 %
75.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	0 0.0 %	1 14.3 %	2 28.6 %
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 %	1 14.3 %	1 14.3 %	2 28.6 %	1 14.3 %	1 14.3 %	1 14.3 %
80.0 % 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 14.3 %	0 0.0 %	2 28.6 %	2 28.6 %	1 14.3 %	1 14.3 %
80.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	3 42.9 %	1 14.3 %	1 14.3 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	1 14.3 %	1 14.3 %

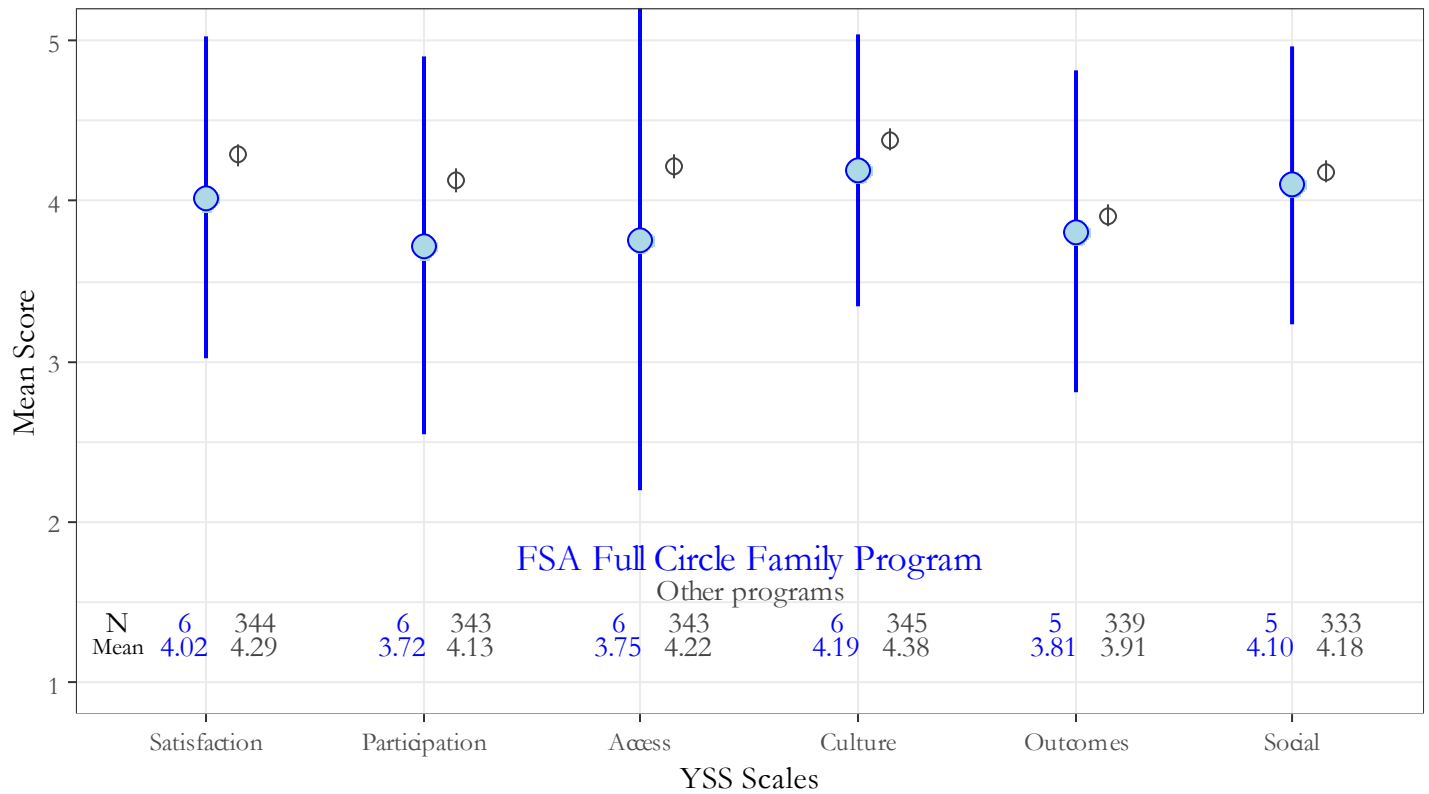
Youth Services Survey for Families



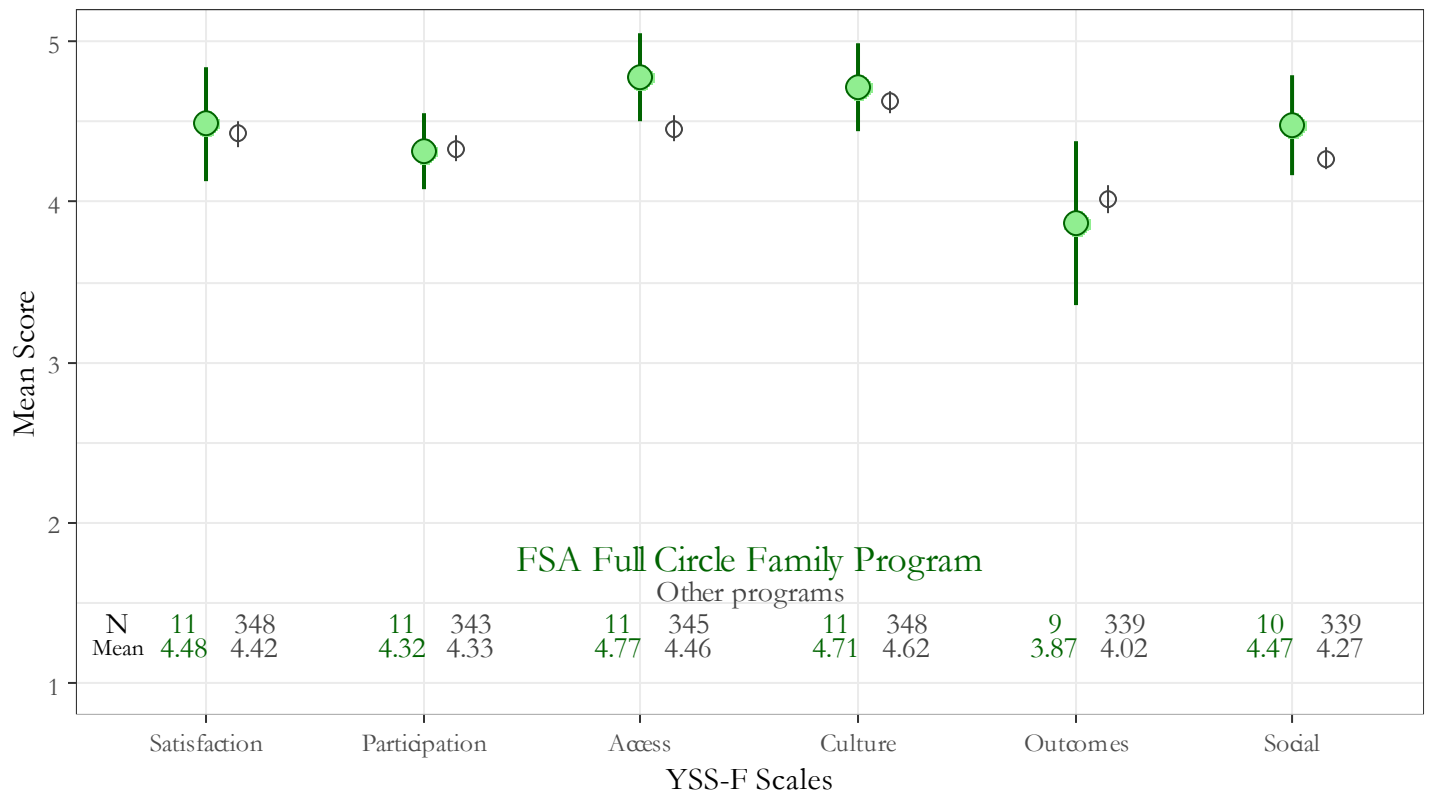
Youth Services Survey for Families, N = 13

	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 %	4 30.8 %	7 53.8 %	0 0.0 %	2 15.4 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	8 61.5 %	1 7.7 %	2 15.4 %	2 15.4 %
88.9 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	4 30.8 %	1 7.7 %	3 23.1 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	6 46.2 %	0 0.0 %	2 15.4 %
90.9 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	1 7.7 %	0 0.0 %	5 38.5 %	5 38.5 %	0 0.0 %	2 15.4 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	6 46.2 %	0 0.0 %	2 15.4 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	6 46.2 %	0 0.0 %	2 15.4 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	8 61.5 %	0 0.0 %	2 15.4 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	9 69.2 %	0 0.0 %	2 15.4 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	6 46.2 %	0 0.0 %	2 15.4 %
90.9 % 11. My family got as much help as we needed for my child	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 %	2 15.4 %	9 69.2 %	0 0.0 %	2 15.4 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	8 61.5 %	0 0.0 %	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 %	3 23.1 %	8 61.5 %	0 0.0 %	2 15.4 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	6 46.2 %	0 0.0 %	3 23.1 %
77.8 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	1 7.7 %	1 7.7 %	5 38.5 %	2 15.4 %	0 0.0 %	4 30.8 %
75.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	1 7.7 %	1 7.7 %	5 38.5 %	1 7.7 %	0 0.0 %	5 38.5 %
77.8 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	1 7.7 %	1 7.7 %	6 46.2 %	1 7.7 %	0 0.0 %	4 30.8 %
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 %	1 7.7 %	2 15.4 %	4 30.8 %	2 15.4 %	0 0.0 %	4 30.8 %
77.8 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	1 7.7 %	1 7.7 %	4 30.8 %	3 23.1 %	0 0.0 %	4 30.8 %
66.7 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	3 23.1 %	5 38.5 %	1 7.7 %	0 0.0 %	4 30.8 %
88.9 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 7.7 %	6 46.2 %	2 15.4 %	0 0.0 %	4 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 %	6 46.2 %	4 30.8 %	0 0.0 %	3 23.1 %
100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	6 46.2 %	0 0.0 %	3 23.1 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	4 30.8 %	0 0.0 %	3 23.1 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	5 38.5 %	0 0.0 %	4 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	2 15.4 %	1 14.3 %	3 15 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	11 84.6 %	6 85.7 %	17 85 %
Total	13 100 %	7 100 %	20 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 33 clients; surveys were returned for 16 clients (16 / 33 = 48.5%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

FSA Geriatric Outpatient Services

Program Code(s): 38223MH

Overall Satisfaction¹

87.5%

Return Rate²

87.5%

Overall satisfaction³ mean score for FSA Geriatric Outpatient Services: **4.18**.

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

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

Highest Agreement Items

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

100.0% 13. I was given information about my rights

87.5% 1. I like the services that I received here

Lowest Agreement Items

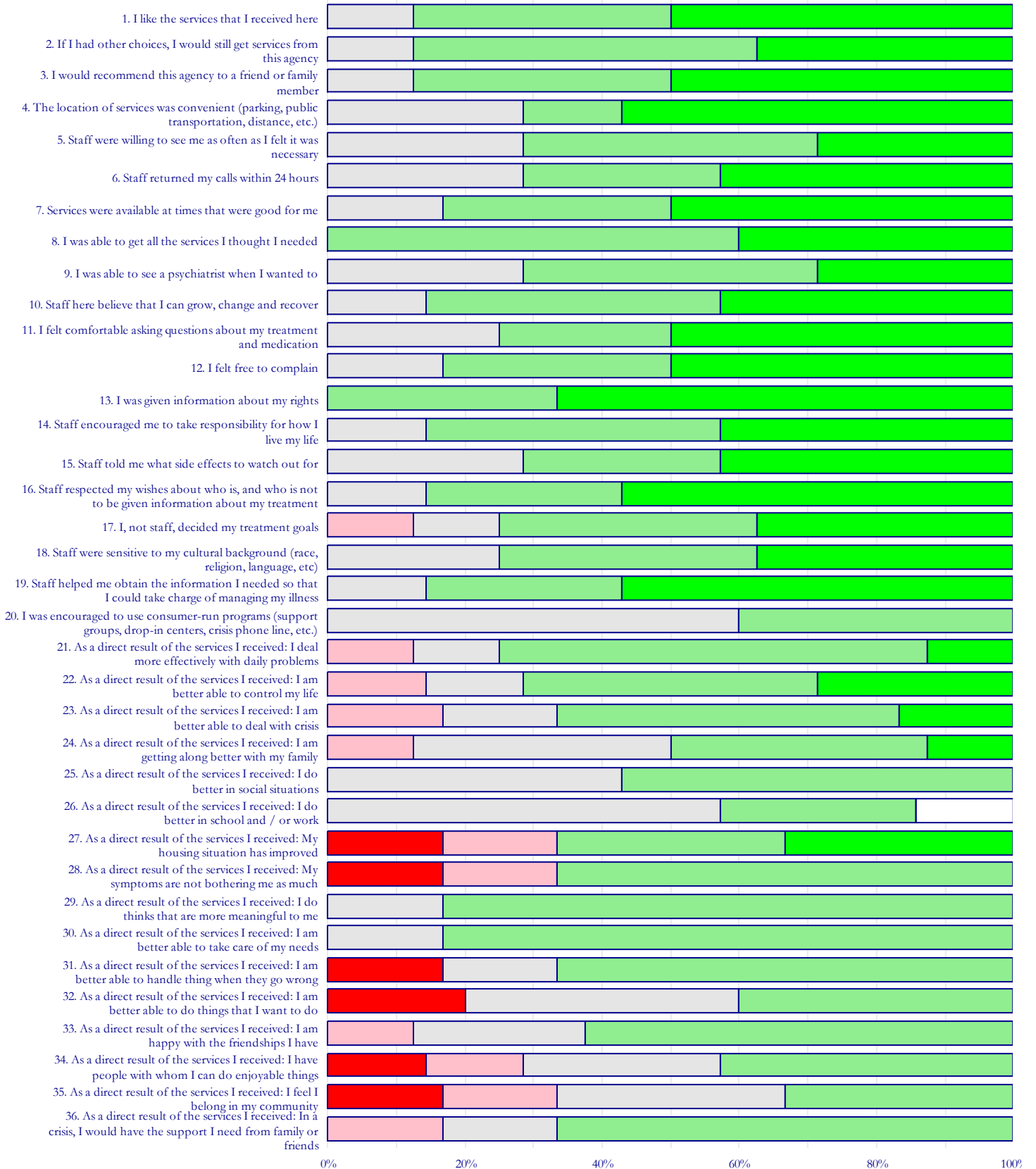
40.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

71.4% 5. Staff were willing to see me as often as I felt it was necessary

71.4% 6. Staff returned my calls within 24 hours

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

MHSIP Items



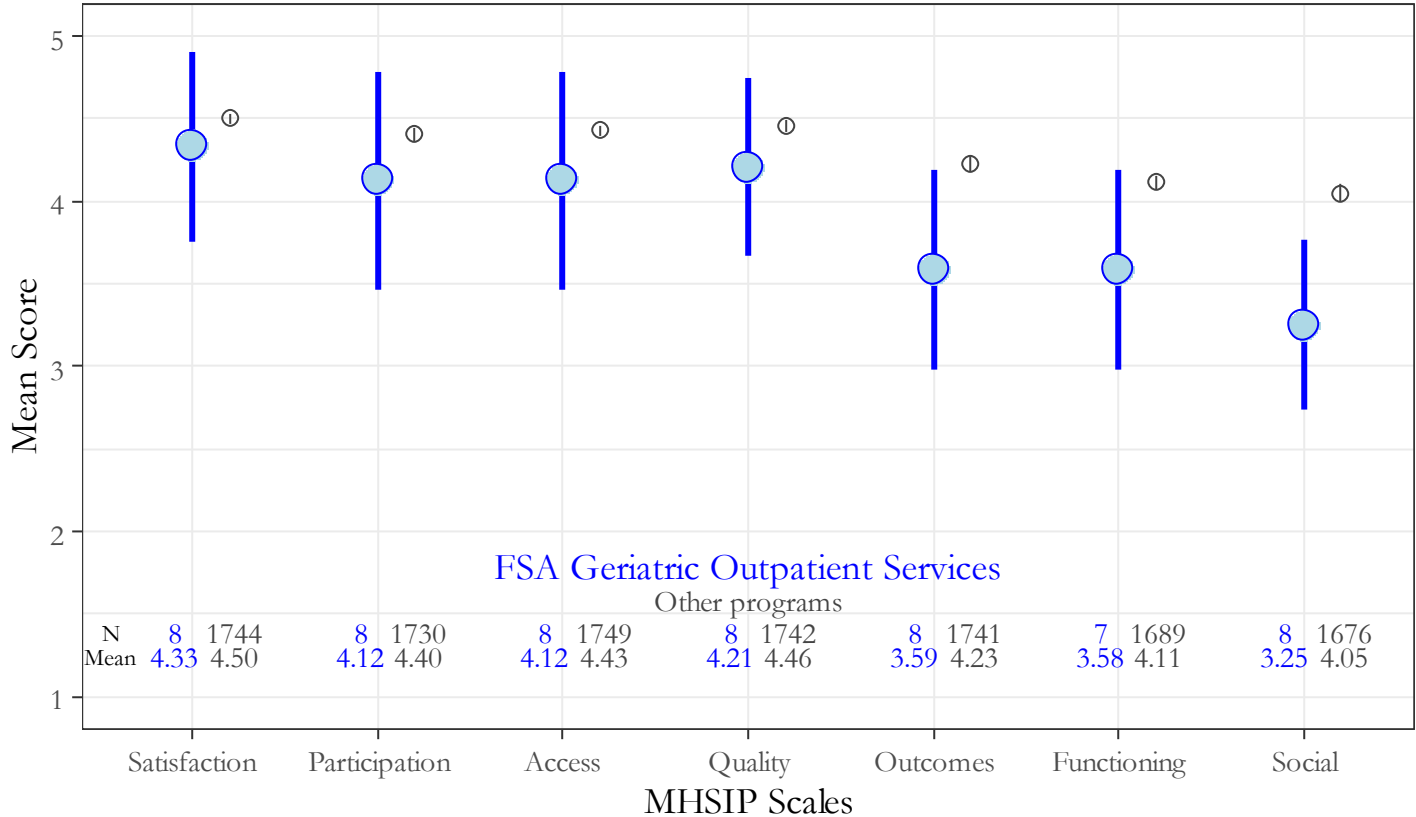
MHSIP Items 1-25, N = 21
Percent Agree

	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 4.8 %	3 14.3 %	4 19.1 %	0 0.0 %	13 61.9 %
87.5 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 4.8 %	4 19.1 %	3 14.3 %	0 0.0 %	13 61.9 %
87.5 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 4.8 %	3 14.3 %	4 19.1 %	0 0.0 %	13 61.9 %
71.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 9.5 %	1 4.8 %	4 19.1 %	0 0.0 %	14 66.7 %
71.4 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 9.5 %	3 14.3 %	2 9.5 %	0 0.0 %	14 66.7 %
71.4 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 9.5 %	2 9.5 %	3 14.3 %	0 0.0 %	14 66.7 %
83.3 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 4.8 %	2 9.5 %	3 14.3 %	0 0.0 %	15 71.4 %
100.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	0 0.0 %	3 14.3 %	2 9.5 %	0 0.0 %	16 76.2 %
71.4 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 9.5 %	3 14.3 %	2 9.5 %	0 0.0 %	14 66.7 %
85.7 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 4.8 %	3 14.3 %	3 14.3 %	0 0.0 %	14 66.7 %
75.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 9.5 %	2 9.5 %	4 19.1 %	0 0.0 %	13 61.9 %
83.3 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 4.8 %	2 9.5 %	3 14.3 %	0 0.0 %	15 71.4 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	2 9.5 %	4 19.1 %	0 0.0 %	15 71.4 %
85.7 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 4.8 %	3 14.3 %	3 14.3 %	0 0.0 %	14 66.7 %
71.4 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 9.5 %	2 9.5 %	3 14.3 %	0 0.0 %	14 66.7 %
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 4.8 %	2 9.5 %	4 19.1 %	0 0.0 %	14 66.7 %
75.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 4.8 %	1 4.8 %	3 14.3 %	3 14.3 %	0 0.0 %	13 61.9 %
75.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 9.5 %	3 14.3 %	3 14.3 %	0 0.0 %	13 61.9 %
85.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 4.8 %	2 9.5 %	4 19.1 %	0 0.0 %	14 66.7 %
40.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	3 14.3 %	2 9.5 %	0 0.0 %	0 0.0 %	16 76.2 %
75.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 4.8 %	1 4.8 %	5 23.8 %	1 4.8 %	0 0.0 %	13 61.9 %
71.4 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 4.8 %	1 4.8 %	3 14.3 %	2 9.5 %	0 0.0 %	14 66.7 %
66.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 4.8 %	1 4.8 %	3 14.3 %	1 4.8 %	0 0.0 %	15 71.4 %
50.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 4.8 %	3 14.3 %	3 14.3 %	1 4.8 %	0 0.0 %	13 61.9 %
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 14.3 %	4 19.1 %	0 0.0 %	0 0.0 %	14 66.7 %

MHSIP Items 26-36, N = 21
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 %	0 0.0 %	4 19.1 %	2 9.5 %	0 0.0 %	1 4.8 %	14 66.7 %
66.7 % 27. As a direct result of the services I received: My housing situation has improved	1 4.8 %	1 4.8 %	0 0.0 %	2 9.5 %	2 9.5 %	0 0.0 %	15 71.4 %
66.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 4.8 %	1 4.8 %	0 0.0 %	4 19.1 %	0 0.0 %	0 0.0 %	15 71.4 %
83.3 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 4.8 %	5 23.8 %	0 0.0 %	0 0.0 %	15 71.4 %
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 4.8 %	5 23.8 %	0 0.0 %	0 0.0 %	15 71.4 %
66.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 4.8 %	0 0.0 %	1 4.8 %	4 19.1 %	0 0.0 %	0 0.0 %	15 71.4 %
40.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 4.8 %	0 0.0 %	2 9.5 %	2 9.5 %	0 0.0 %	0 0.0 %	16 76.2 %
62.5 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 4.8 %	2 9.5 %	5 23.8 %	0 0.0 %	0 0.0 %	13 61.9 %
42.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 4.8 %	1 4.8 %	2 9.5 %	3 14.3 %	0 0.0 %	0 0.0 %	14 66.7 %
33.3 % 35. As a direct result of the services I received: I feel I belong in my community	1 4.8 %	1 4.8 %	2 9.5 %	2 9.5 %	0 0.0 %	0 0.0 %	15 71.4 %
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 %	1 4.8 %	1 4.8 %	4 19.1 %	0 0.0 %	0 0.0 %	15 71.4 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	9 42.9 %	9 42.9 %
Impaired	0 0 %	4 19 %	4 19 %
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 %	8 38.1 %	8 38.1 %
Total	0 100 %	21 100 %	21 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

FSA Geriatric Services West

Program Code(s): 89903

Overall Satisfaction¹

100.0%

Return Rate²

97.8%

Overall satisfaction³ mean score for FSA Geriatric Services West: **4.68**.

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

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

Highest Agreement Items

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

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

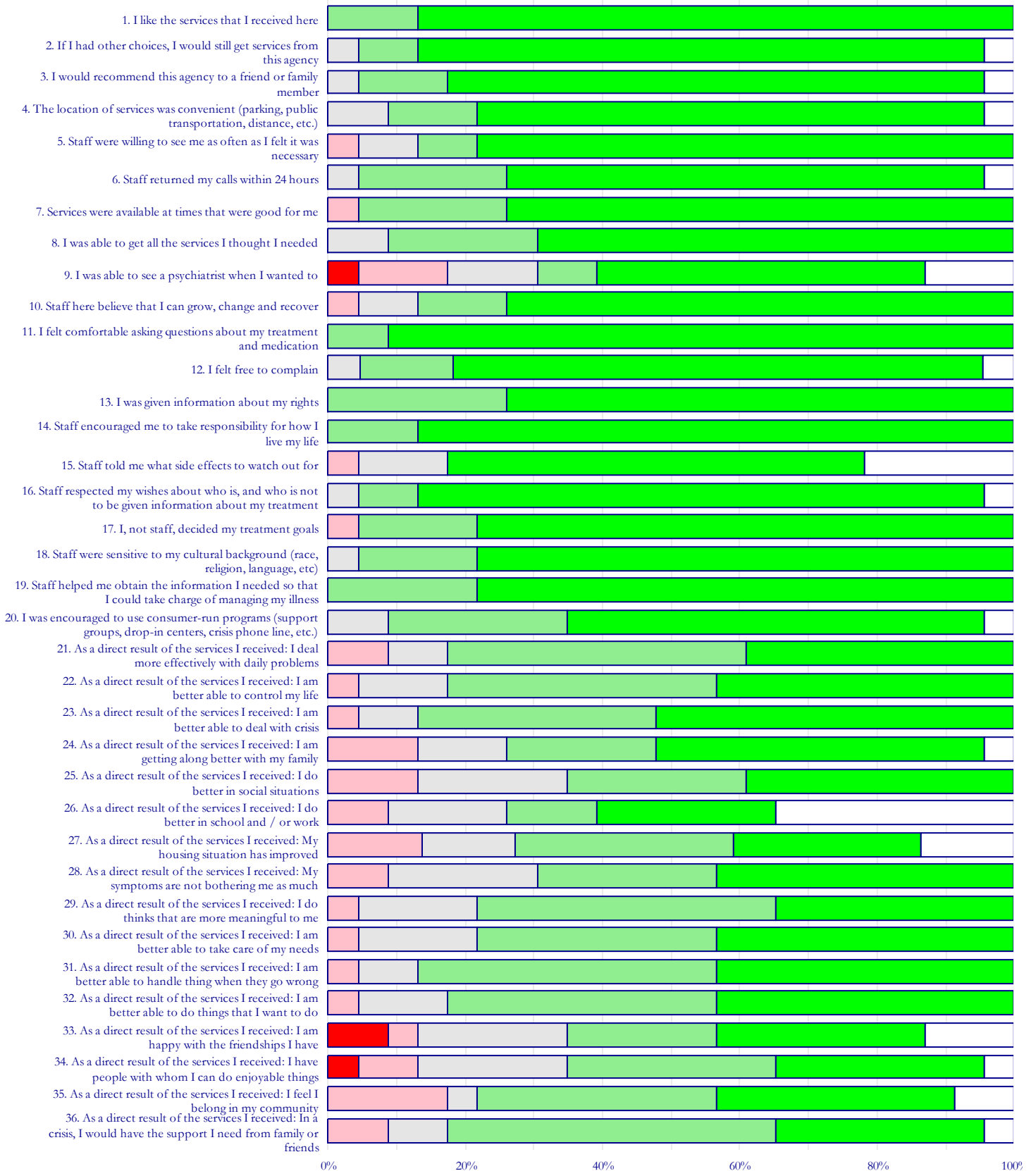
65.0% 9. I was able to see a psychiatrist when I wanted to

77.8% 15. Staff told me what side effects to watch out for

87.0% 5. Staff were willing to see me as often as I felt it was necessary

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

MHSIP Items



MHSIP Items 1-25, N = 47

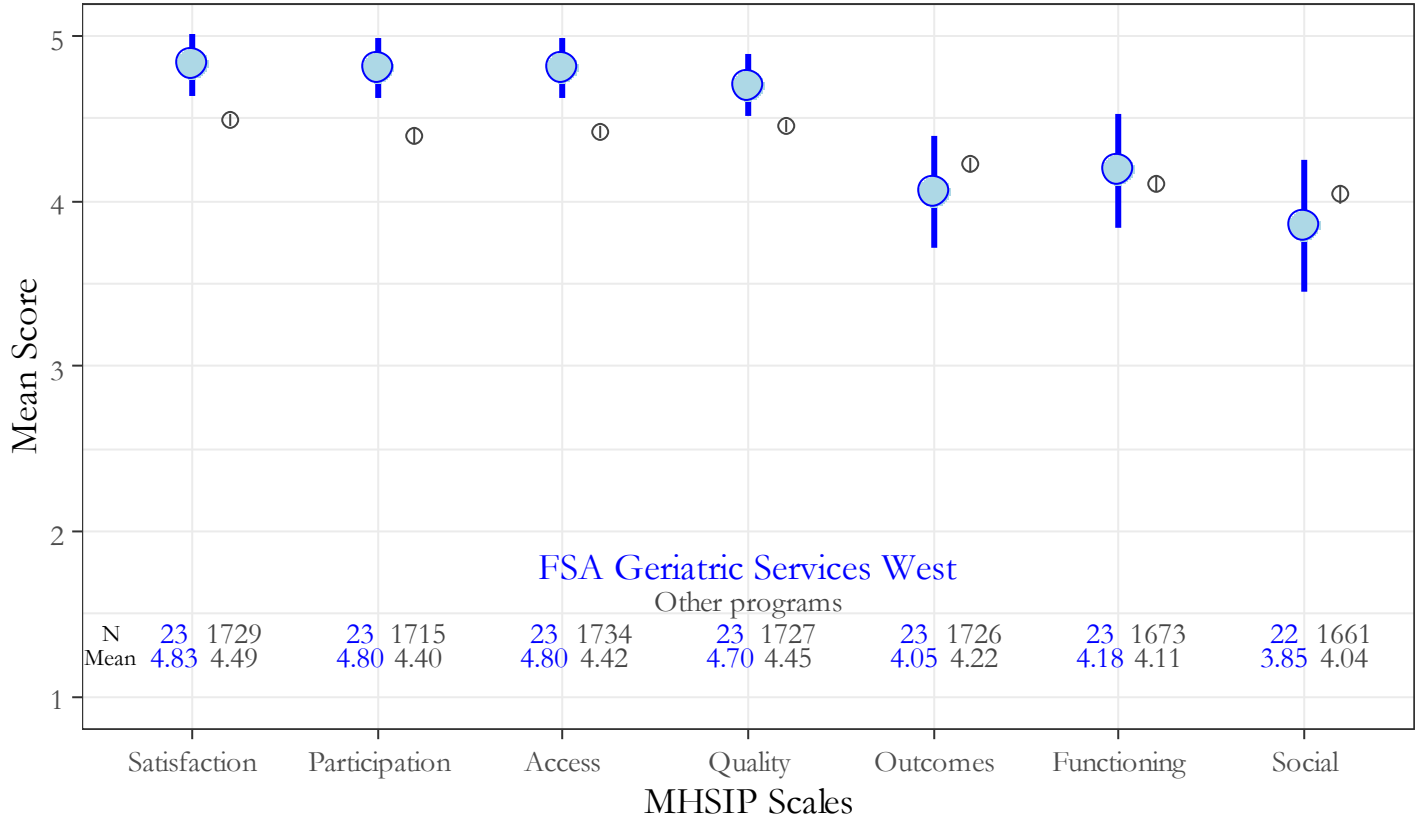
Percent Agree

	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 6.4 %	20 42.5 %	0 0.0 %	24 51.1 %
95.5 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 2.1 %	2 4.3 %	19 40.4 %	1 2.1 %	24 51.1 %
95.5 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 2.1 %	3 6.4 %	18 38.3 %	1 2.1 %	24 51.1 %
90.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 4.3 %	3 6.4 %	17 36.2 %	1 2.1 %	24 51.1 %
87.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 2.1 %	2 4.3 %	2 4.3 %	18 38.3 %	0 0.0 %	24 51.1 %
95.5 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 2.1 %	5 10.6 %	16 34.0 %	1 2.1 %	24 51.1 %
95.7 % 7. Services were available at times that were good for me	0 0.0 %	1 2.1 %	0 0.0 %	5 10.6 %	17 36.2 %	0 0.0 %	24 51.1 %
91.3 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 4.3 %	5 10.6 %	16 34.0 %	0 0.0 %	24 51.1 %
65.0 % 9. I was able to see a psychiatrist when I wanted to	1 2.1 %	3 6.4 %	3 6.4 %	2 4.3 %	11 23.4 %	3 6.4 %	24 51.1 %
87.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 2.1 %	2 4.3 %	3 6.4 %	17 36.2 %	0 0.0 %	24 51.1 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	2 4.3 %	21 44.7 %	0 0.0 %	24 51.1 %
95.2 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 2.1 %	3 6.4 %	17 36.2 %	1 2.1 %	25 53.2 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	6 12.8 %	17 36.2 %	0 0.0 %	24 51.1 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	3 6.4 %	20 42.5 %	0 0.0 %	24 51.1 %
77.8 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 2.1 %	3 6.4 %	0 0.0 %	14 29.8 %	5 10.6 %	24 51.1 %
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 2.1 %	2 4.3 %	19 40.4 %	1 2.1 %	24 51.1 %
95.7 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 2.1 %	0 0.0 %	4 8.5 %	18 38.3 %	0 0.0 %	24 51.1 %
95.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 2.1 %	4 8.5 %	18 38.3 %	0 0.0 %	24 51.1 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	5 10.6 %	18 38.3 %	0 0.0 %	24 51.1 %
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 %	2 4.3 %	6 12.8 %	14 29.8 %	1 2.1 %	24 51.1 %
82.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	2 4.3 %	2 4.3 %	10 21.3 %	9 19.1 %	0 0.0 %	24 51.1 %
82.6 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 2.1 %	3 6.4 %	9 19.1 %	10 21.3 %	0 0.0 %	24 51.1 %
87.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 2.1 %	2 4.3 %	8 17.0 %	12 25.5 %	0 0.0 %	24 51.1 %
72.7 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	3 6.4 %	3 6.4 %	5 10.6 %	11 23.4 %	1 2.1 %	24 51.1 %
65.2 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	3 6.4 %	5 10.6 %	6 12.8 %	9 19.1 %	0 0.0 %	24 51.1 %

MHSIP Items 26-36, N = 47
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 %	2 4.3 %	4 8.5 %	3 6.4 %	6 12.8 %	8 17.0 %	24 51.1 %
68.4 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	3 6.4 %	3 6.4 %	7 14.9 %	6 12.8 %	3 6.4 %	25 53.2 %
69.6 % 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 10.6 %	6 12.8 %	10 21.3 %	0 0.0 %	24 51.1 %
78.3 % 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	1 2.1 %	4 8.5 %	10 21.3 %	8 17.0 %	0 0.0 %	24 51.1 %
78.3 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 2.1 %	4 8.5 %	8 17.0 %	10 21.3 %	0 0.0 %	24 51.1 %
87.0 % 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 2.1 %	2 4.3 %	10 21.3 %	10 21.3 %	0 0.0 %	24 51.1 %
82.6 % 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 2.1 %	3 6.4 %	9 19.1 %	10 21.3 %	0 0.0 %	24 51.1 %
60.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	2 4.3 %	1 2.1 %	5 10.6 %	5 10.6 %	7 14.9 %	3 6.4 %	24 51.1 %
63.6 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 2.1 %	2 4.3 %	5 10.6 %	7 14.9 %	7 14.9 %	1 2.1 %	24 51.1 %
76.2 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	4 8.5 %	1 2.1 %	8 17.0 %	8 17.0 %	2 4.3 %	24 51.1 %
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 %	2 4.3 %	2 4.3 %	11 23.4 %	7 14.9 %	1 2.1 %	24 51.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	10 21.3 %	10 21.3 %
Impaired	0 0 %	14 29.8 %	14 29.8 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	23 48.9 %	23 48.9 %
Total	0 100 %	47 100 %	47 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 45 clients; surveys were returned for 44 clients (44/45 = 97.8%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

FSA OA Full Service Part Partnership OP

Program Code(s): 3822G3

Overall Satisfaction¹

85.7%

Return Rate²

85.0%

Overall satisfaction³ mean score for FSA OA Full Service Part Partnership OP: **4.09**.

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

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

Highest Agreement Items

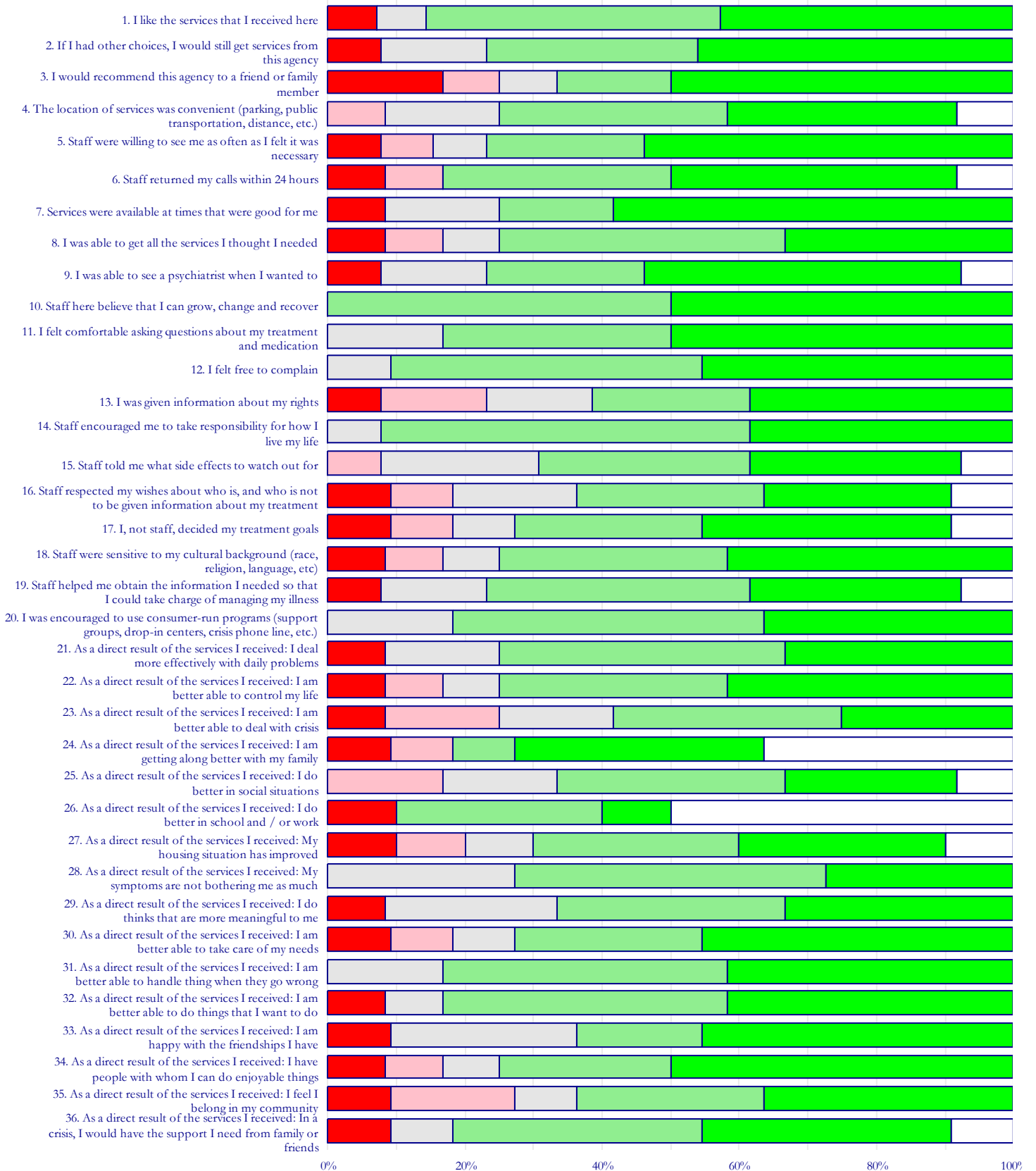
- 100.0%** 10. Staff here believe that I can grow, change and recover
- 92.3%** 14. Staff encouraged me to take responsibility for how I live my life
- 90.9%** 12. I felt free to complain

Lowest Agreement Items

- 60.0%** 16. Staff respected my wishes about who is, and who is not to be given information about my treatment
- 61.5%** 13. I was given information about my rights
- 66.7%** 3. I would recommend this agency to a friend or family member

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

MHSIP Items



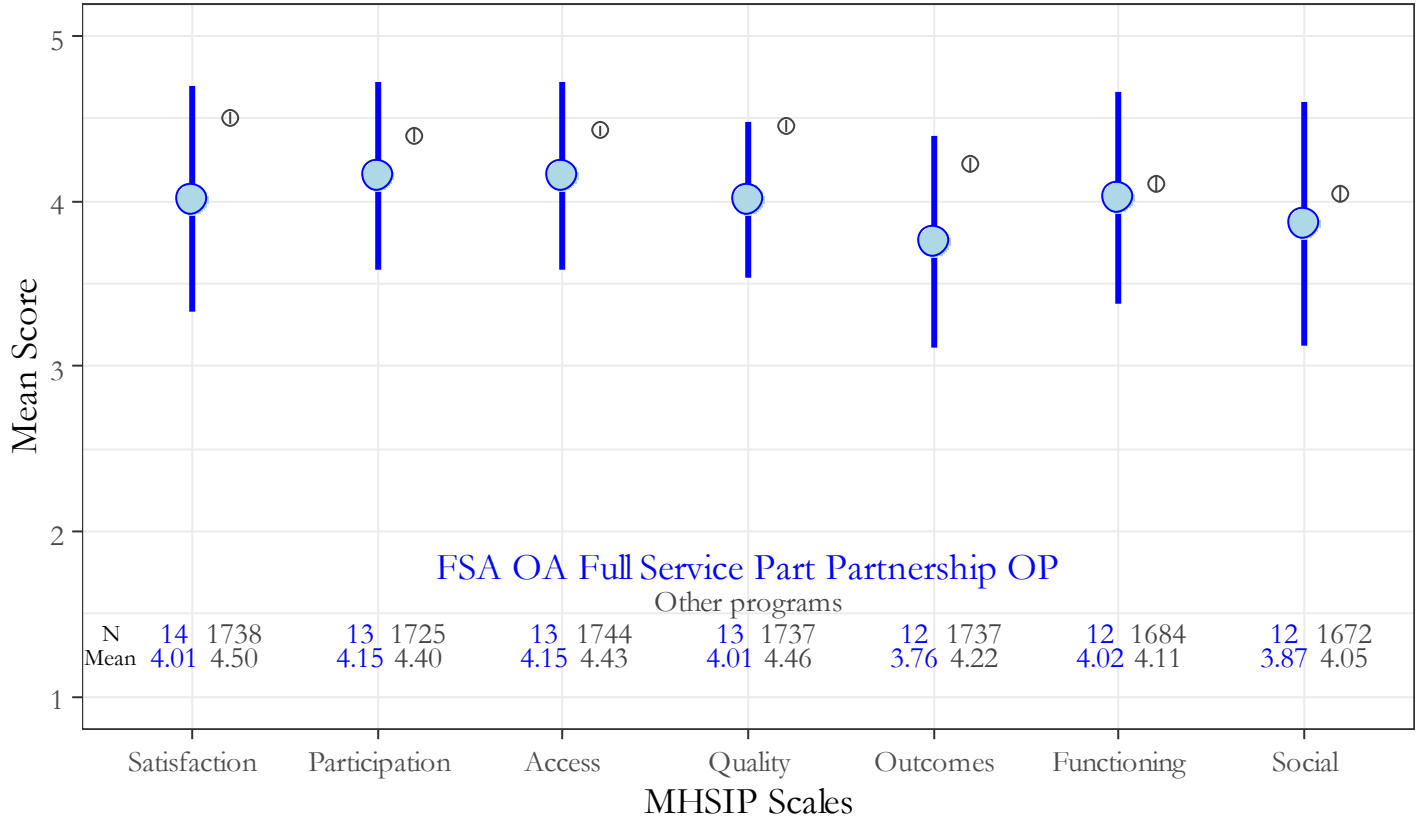
MHSIP Items 1-25, N = 17
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 1. I like the services that I received here	1 5.9 %	0 0.0 %	1 5.9 %	6 35.3 %	6 35.3 %	0 0.0 %	3 17.6 %
76.9 % 2. If I had other choices, I would still get services from this agency	1 5.9 %	0 0.0 %	2 11.8 %	4 23.5 %	6 35.3 %	0 0.0 %	4 23.5 %
66.7 % 3. I would recommend this agency to a friend or family member	2 11.8 %	1 5.9 %	1 5.9 %	2 11.8 %	6 35.3 %	0 0.0 %	5 29.4 %
72.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 5.9 %	2 11.8 %	4 23.5 %	4 23.5 %	1 5.9 %	5 29.4 %
76.9 % 5. Staff were willing to see me as often as I felt it was necessary	1 5.9 %	1 5.9 %	1 5.9 %	3 17.6 %	7 41.2 %	0 0.0 %	4 23.5 %
81.8 % 6. Staff returned my calls within 24 hours	1 5.9 %	1 5.9 %	0 0.0 %	4 23.5 %	5 29.4 %	1 5.9 %	5 29.4 %
75.0 % 7. Services were available at times that were good for me	1 5.9 %	0 0.0 %	2 11.8 %	2 11.8 %	7 41.2 %	0 0.0 %	5 29.4 %
75.0 % 8. I was able to get all the services I thought I needed	1 5.9 %	1 5.9 %	1 5.9 %	5 29.4 %	4 23.5 %	0 0.0 %	5 29.4 %
75.0 % 9. I was able to see a psychiatrist when I wanted to	1 5.9 %	0 0.0 %	2 11.8 %	3 17.6 %	6 35.3 %	1 5.9 %	4 23.5 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	6 35.3 %	6 35.3 %	0 0.0 %	5 29.4 %
83.3 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	6 35.3 %	0 0.0 %	5 29.4 %
90.9 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	5 29.4 %	0 0.0 %	6 35.3 %
61.5 % 13. I was given information about my rights	1 5.9 %	2 11.8 %	2 11.8 %	3 17.6 %	5 29.4 %	0 0.0 %	4 23.5 %
92.3 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 5.9 %	7 41.2 %	5 29.4 %	0 0.0 %	4 23.5 %
66.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 5.9 %	3 17.6 %	4 23.5 %	4 23.5 %	1 5.9 %	4 23.5 %
60.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 5.9 %	1 5.9 %	2 11.8 %	3 17.6 %	3 17.6 %	1 5.9 %	6 35.3 %
70.0 % 17. I, not staff, decided my treatment goals	1 5.9 %	1 5.9 %	1 5.9 %	3 17.6 %	4 23.5 %	1 5.9 %	6 35.3 %
75.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 5.9 %	1 5.9 %	1 5.9 %	4 23.5 %	5 29.4 %	0 0.0 %	5 29.4 %
75.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 5.9 %	0 0.0 %	2 11.8 %	5 29.4 %	4 23.5 %	1 5.9 %	4 23.5 %
81.8 % 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 11.8 %	5 29.4 %	4 23.5 %	0 0.0 %	6 35.3 %
75.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 5.9 %	0 0.0 %	2 11.8 %	5 29.4 %	4 23.5 %	0 0.0 %	5 29.4 %
75.0 % 22. As a direct result of the services I received: I am better able to control my life	1 5.9 %	1 5.9 %	1 5.9 %	4 23.5 %	5 29.4 %	0 0.0 %	5 29.4 %
58.3 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 5.9 %	2 11.8 %	2 11.8 %	4 23.5 %	3 17.6 %	0 0.0 %	5 29.4 %
71.4 % 24. As a direct result of the services I received: I am getting along better with my family	1 5.9 %	1 5.9 %	0 0.0 %	1 5.9 %	4 23.5 %	4 23.5 %	6 35.3 %
63.6 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 11.8 %	2 11.8 %	4 23.5 %	3 17.6 %	1 5.9 %	5 29.4 %

MHSIP Items 26-36, N = 17
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	1 5.9 %	0 0.0 %	0 0.0 %	3 17.6 %	1 5.9 %	5 29.4 %	7 41.2 %
66.7 % 27. As a direct result of the services I received: My housing situation has improved	1 5.9 %	1 5.9 %	1 5.9 %	3 17.6 %	3 17.6 %	1 5.9 %	7 41.2 %
72.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	3 17.6 %	5 29.4 %	3 17.6 %	0 0.0 %	6 35.3 %
66.7 % 29. As a direct result of the services I received: I do think that are more meaningful to me	1 5.9 %	0 0.0 %	3 17.6 %	4 23.5 %	4 23.5 %	0 0.0 %	5 29.4 %
72.7 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 5.9 %	1 5.9 %	1 5.9 %	3 17.6 %	5 29.4 %	0 0.0 %	6 35.3 %
83.3 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	2 11.8 %	5 29.4 %	5 29.4 %	0 0.0 %	5 29.4 %
83.3 % 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 %	1 5.9 %	5 29.4 %	5 29.4 %	0 0.0 %	5 29.4 %
63.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 5.9 %	0 0.0 %	3 17.6 %	2 11.8 %	5 29.4 %	0 0.0 %	6 35.3 %
75.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 5.9 %	1 5.9 %	1 5.9 %	3 17.6 %	6 35.3 %	0 0.0 %	5 29.4 %
63.6 % 35. As a direct result of the services I received: I feel I belong in my community	1 5.9 %	2 11.8 %	1 5.9 %	3 17.6 %	4 23.5 %	0 0.0 %	6 35.3 %
80.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 5.9 %	0 0.0 %	1 5.9 %	4 23.5 %	4 23.5 %	1 5.9 %	6 35.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	2 11.8 %	2 11.8 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	1 5.9 %	1 5.9 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	14 82.4 %	14 82.4 %
Total	0 100 %	17 100 %	17 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 20 clients; surveys were returned for 17 clients (17/20 = 85.0%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

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

Overall Satisfaction¹
88.9%

Return Rate²
over 100%

Overall satisfaction³ mean score for FSA Older Adult Day Support Center - OADSC: **4.28**.

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

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

Highest Agreement Items

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

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

100.0% 6. Staff returned my calls within 24 hours

Lowest Agreement Items

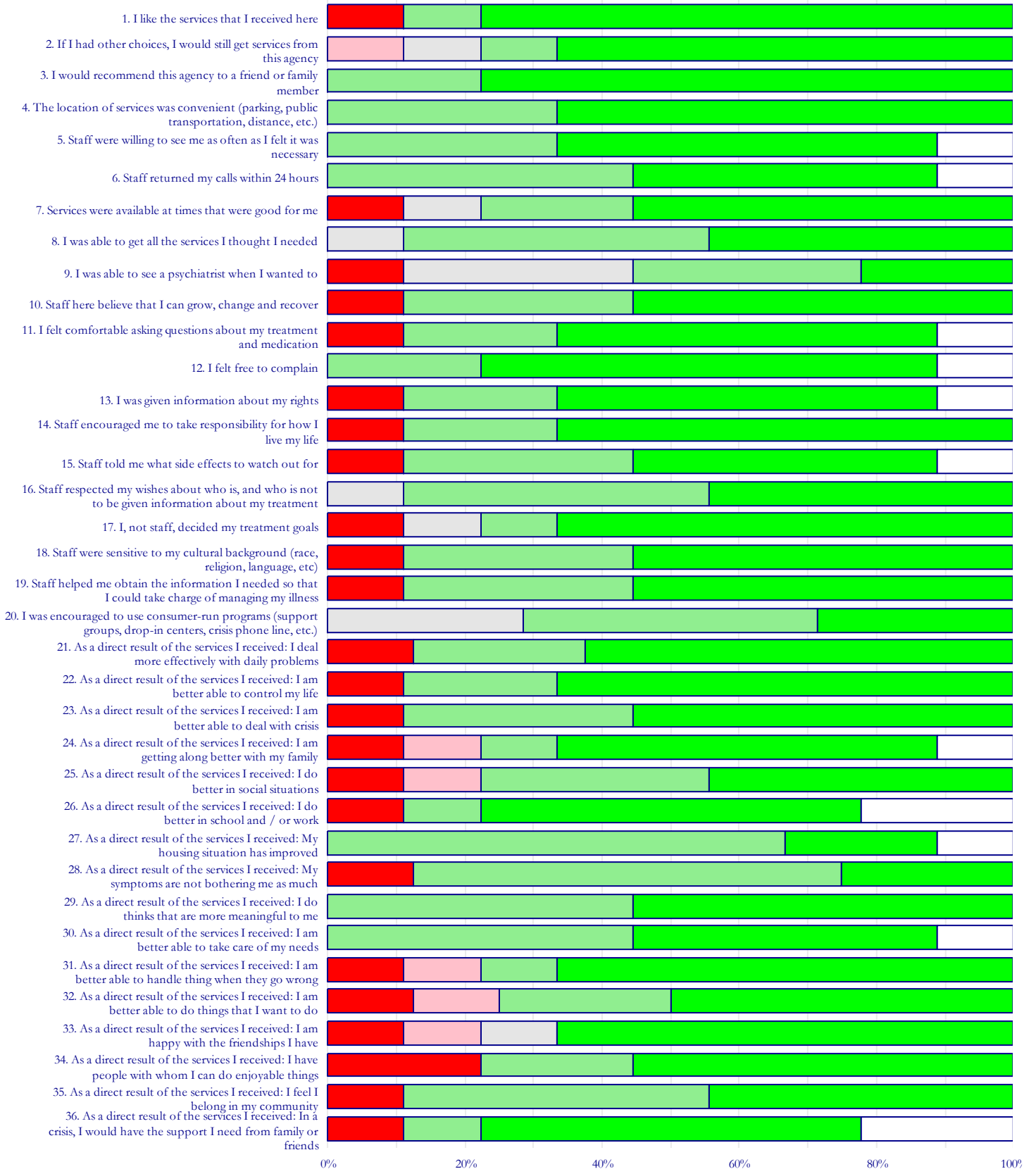
55.6% 9. I was able to see a psychiatrist when I wanted to

71.4% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

77.8% 2. If I had other choices, I would still get services from this agency

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

MHSIP Items



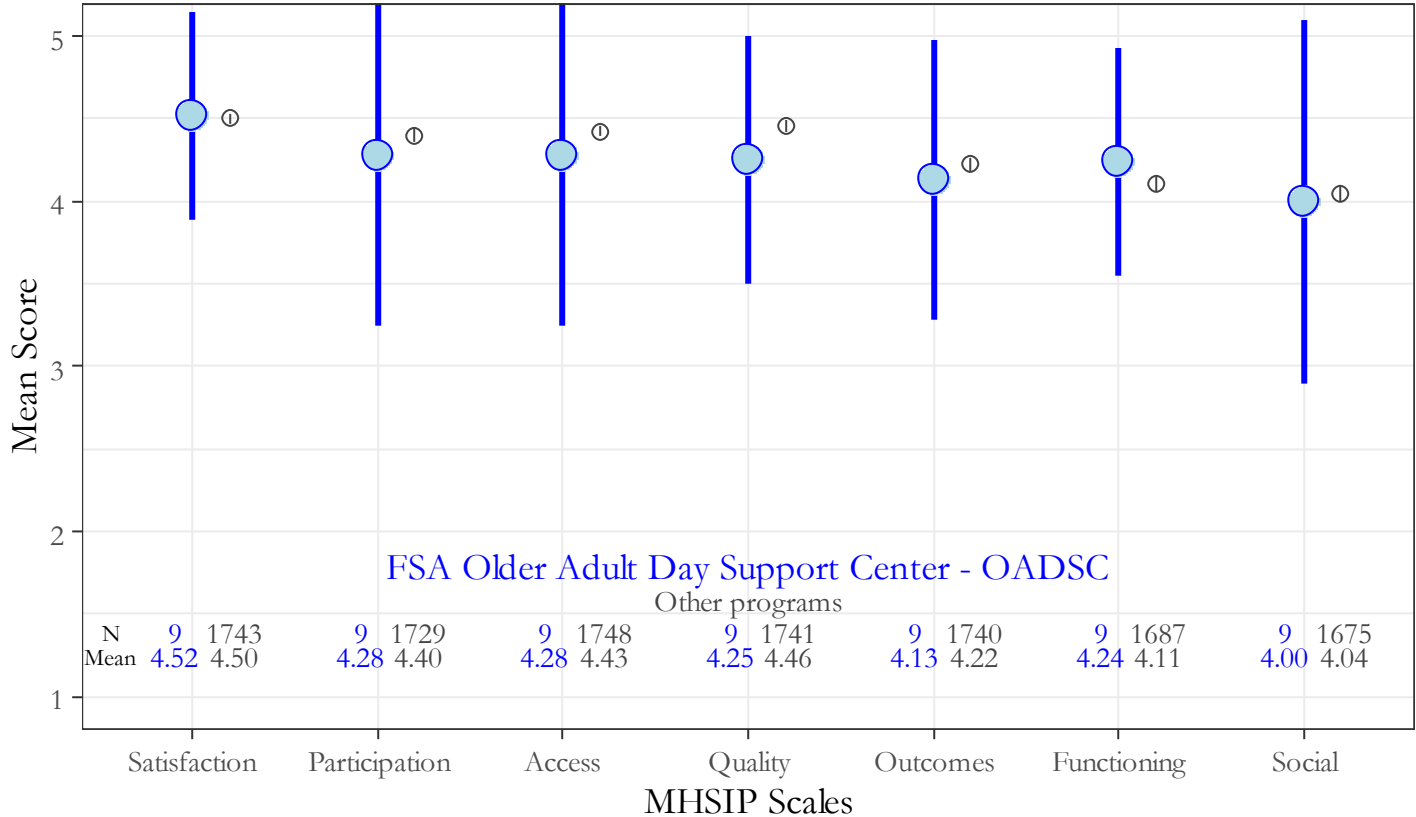
MHSIP Items 1-25, N = 10
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.9 % 1. I like the services that I received here	1 10.0 %	0 0.0 %	0 0.0 %	1 10.0 %	7 70.0 %	0 0.0 %	1 10.0 %
77.8 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 10.0 %	1 10.0 %	1 10.0 %	6 60.0 %	0 0.0 %	1 10.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	1 10.0 %	1 10.0 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	4 40.0 %	1 10.0 %	1 10.0 %
77.8 % 7. Services were available at times that were good for me	1 10.0 %	0 0.0 %	1 10.0 %	2 20.0 %	5 50.0 %	0 0.0 %	1 10.0 %
88.9 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	4 40.0 %	0 0.0 %	1 10.0 %
55.6 % 9. I was able to see a psychiatrist when I wanted to	1 10.0 %	0 0.0 %	3 30.0 %	3 30.0 %	2 20.0 %	0 0.0 %	1 10.0 %
88.9 % 10. Staff here believe that I can grow, change and recover	1 10.0 %	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
87.5 % 11. I felt comfortable asking questions about my treatment and medication	1 10.0 %	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	1 10.0 %	1 10.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	1 10.0 %	1 10.0 %
87.5 % 13. I was given information about my rights	1 10.0 %	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	1 10.0 %	1 10.0 %
88.9 % 14. Staff encouraged me to take responsibility for how I live my life	1 10.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	1 10.0 %
87.5 % 15. Staff told me what side effects to watch out for	1 10.0 %	0 0.0 %	0 0.0 %	3 30.0 %	4 40.0 %	1 10.0 %	1 10.0 %
88.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	4 40.0 %	0 0.0 %	1 10.0 %
77.8 % 17. I, not staff, decided my treatment goals	1 10.0 %	0 0.0 %	1 10.0 %	1 10.0 %	6 60.0 %	0 0.0 %	1 10.0 %
88.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 10.0 %	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
88.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 10.0 %	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
71.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	2 20.0 %	0 0.0 %	3 30.0 %
87.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 10.0 %	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	0 0.0 %	2 20.0 %
88.9 % 22. As a direct result of the services I received: I am better able to control my life	1 10.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	1 10.0 %
88.9 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 10.0 %	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
75.0 % 24. As a direct result of the services I received: I am getting along better with my family	1 10.0 %	1 10.0 %	0 0.0 %	1 10.0 %	5 50.0 %	1 10.0 %	1 10.0 %
77.8 % 25. As a direct result of the services I received: I do better in social situations	1 10.0 %	1 10.0 %	0 0.0 %	3 30.0 %	4 40.0 %	0 0.0 %	1 10.0 %

MHSIP Items 26-36, N = 10
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 26. As a direct result of the services I received: I do better in school and / or work	1 10.0 %	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	2 20.0 %	1 10.0 %
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 %	6 60.0 %	2 20.0 %	1 10.0 %	1 10.0 %
87.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 10.0 %	0 0.0 %	0 0.0 %	5 50.0 %	2 20.0 %	0 0.0 %	2 20.0 %
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 %	4 40.0 %	5 50.0 %	0 0.0 %	1 10.0 %
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 %	4 40.0 %	4 40.0 %	1 10.0 %	1 10.0 %
77.8 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 10.0 %	1 10.0 %	0 0.0 %	1 10.0 %	6 60.0 %	0 0.0 %	1 10.0 %
75.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 10.0 %	1 10.0 %	0 0.0 %	2 20.0 %	4 40.0 %	0 0.0 %	2 20.0 %
66.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 10.0 %	1 10.0 %	1 10.0 %	0 0.0 %	6 60.0 %	0 0.0 %	1 10.0 %
77.8 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 20.0 %	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	0 0.0 %	1 10.0 %
88.9 % 35. As a direct result of the services I received: I feel I belong in my community	1 10.0 %	0 0.0 %	0 0.0 %	4 40.0 %	4 40.0 %	0 0.0 %	1 10.0 %
85.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 10.0 %	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	2 20.0 %	1 10.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	1 10 %	1 10 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	1 10 %	1 10 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	8 80 %	8 80 %
Total	0 100 %	10 100 %	10 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 9 clients; surveys were returned for 10 clients (10/9 = 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

FSA Older Adult Full Service Partnership SrICM

Program Code(s): 382213

Overall Satisfaction¹

81.8%

Return Rate²

100.0%

Overall satisfaction³ mean score for FSA Older Adult Full Service Partnership SrICM: **4.33**.

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

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

Highest Agreement Items

90.9% 11. I felt comfortable asking questions about my treatment and medication

90.9% 12. I felt free to complain

90.9% 14. Staff encouraged me to take responsibility for how I live my life

Lowest Agreement Items

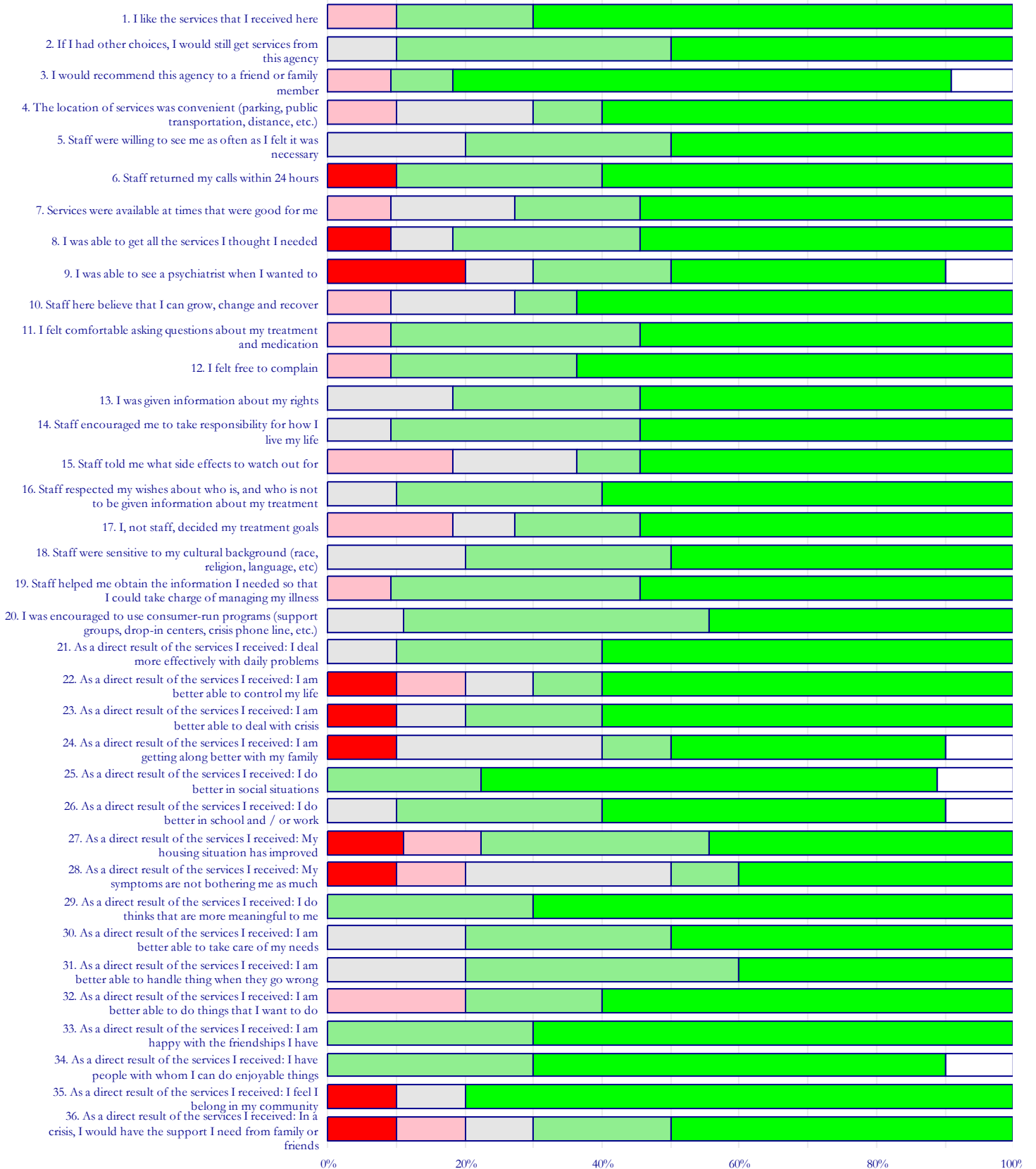
63.6% 15. Staff told me what side effects to watch out for

66.7% 9. I was able to see a psychiatrist when I wanted to

72.7% 7. Services were available at times that were good for me

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

MHSIP Items



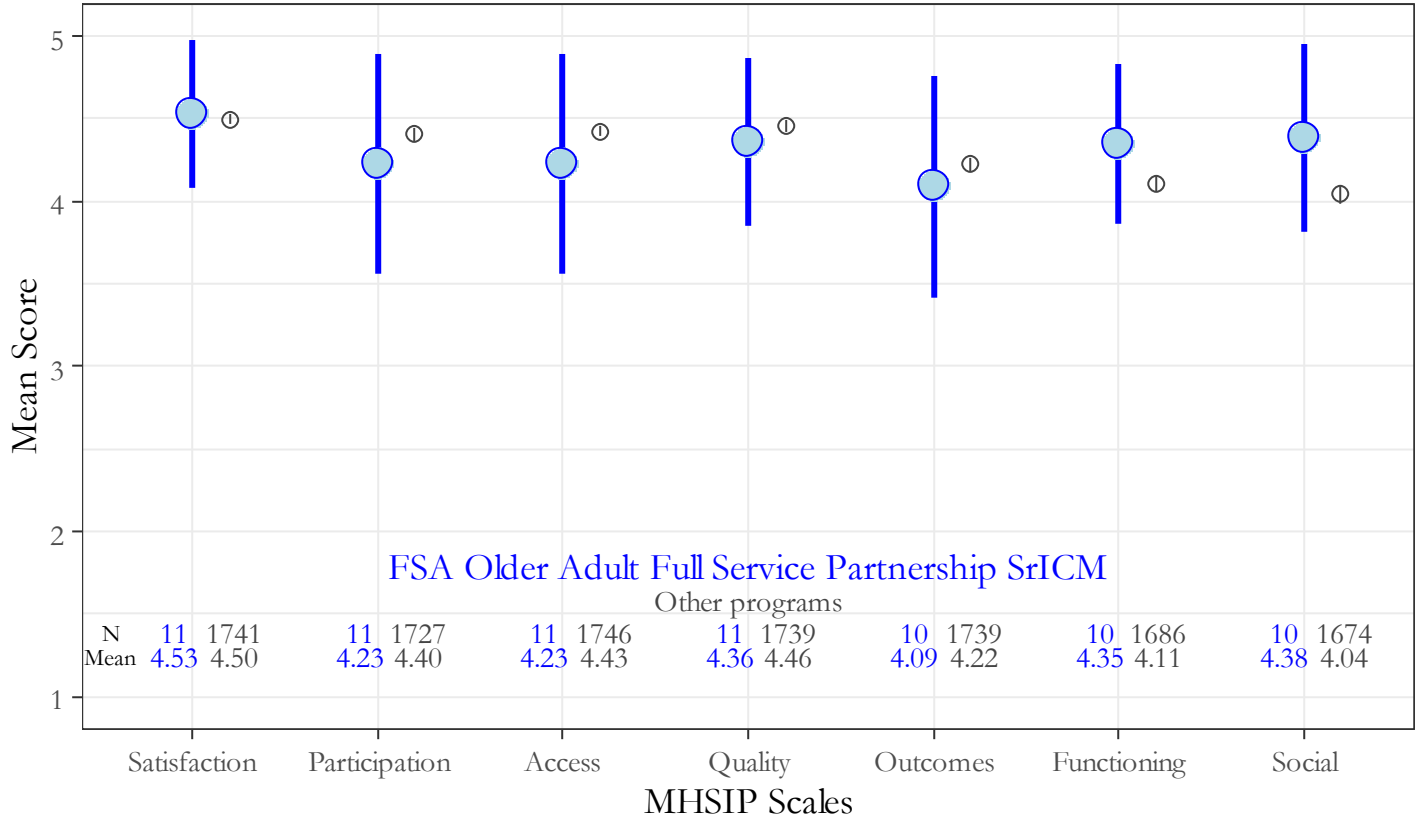
MHSIP Items 1-25, N = 14
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.0 % 1. I like the services that I received here	0 0.0 %	1 7.1 %	0 0.0 %	2 14.3 %	7 50.0 %	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 %	4 28.6 %	5 35.7 %	0 0.0 %	4 28.6 %
90.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 7.1 %	0 0.0 %	1 7.1 %	8 57.1 %	1 7.1 %	3 21.4 %
70.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 7.1 %	2 14.3 %	1 7.1 %	6 42.9 %	0 0.0 %	4 28.6 %
80.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 14.3 %	3 21.4 %	5 35.7 %	0 0.0 %	4 28.6 %
90.0 % 6. Staff returned my calls within 24 hours	1 7.1 %	0 0.0 %	0 0.0 %	3 21.4 %	6 42.9 %	0 0.0 %	4 28.6 %
72.7 % 7. Services were available at times that were good for me	0 0.0 %	1 7.1 %	2 14.3 %	2 14.3 %	6 42.9 %	0 0.0 %	3 21.4 %
81.8 % 8. I was able to get all the services I thought I needed	1 7.1 %	0 0.0 %	1 7.1 %	3 21.4 %	6 42.9 %	0 0.0 %	3 21.4 %
66.7 % 9. I was able to see a psychiatrist when I wanted to	2 14.3 %	0 0.0 %	1 7.1 %	2 14.3 %	4 28.6 %	1 7.1 %	4 28.6 %
72.7 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 7.1 %	2 14.3 %	1 7.1 %	7 50.0 %	0 0.0 %	3 21.4 %
90.9 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 7.1 %	0 0.0 %	4 28.6 %	6 42.9 %	0 0.0 %	3 21.4 %
90.9 % 12. I felt free to complain	0 0.0 %	1 7.1 %	0 0.0 %	3 21.4 %	7 50.0 %	0 0.0 %	3 21.4 %
81.8 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 14.3 %	3 21.4 %	6 42.9 %	0 0.0 %	3 21.4 %
90.9 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	6 42.9 %	0 0.0 %	3 21.4 %
63.6 % 15. Staff told me what side effects to watch out for	0 0.0 %	2 14.3 %	2 14.3 %	1 7.1 %	6 42.9 %	0 0.0 %	3 21.4 %
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 7.1 %	3 21.4 %	6 42.9 %	0 0.0 %	4 28.6 %
72.7 % 17. I, not staff, decided my treatment goals	0 0.0 %	2 14.3 %	1 7.1 %	2 14.3 %	6 42.9 %	0 0.0 %	3 21.4 %
80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 14.3 %	3 21.4 %	5 35.7 %	0 0.0 %	4 28.6 %
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 7.1 %	0 0.0 %	4 28.6 %	6 42.9 %	0 0.0 %	3 21.4 %
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 7.1 %	4 28.6 %	4 28.6 %	0 0.0 %	5 35.7 %
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 %	3 21.4 %	6 42.9 %	0 0.0 %	4 28.6 %
70.0 % 22. As a direct result of the services I received: I am better able to control my life	1 7.1 %	1 7.1 %	1 7.1 %	1 7.1 %	6 42.9 %	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	1 7.1 %	0 0.0 %	1 7.1 %	2 14.3 %	6 42.9 %	0 0.0 %	4 28.6 %
55.6 % 24. As a direct result of the services I received: I am getting along better with my family	1 7.1 %	0 0.0 %	3 21.4 %	1 7.1 %	4 28.6 %	1 7.1 %	4 28.6 %
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 14.3 %	6 42.9 %	1 7.1 %	5 35.7 %

MHSIP Items 26-36, N = 14
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.9 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	1 7.1 %	3 21.4 %	5 35.7 %	1 7.1 %	4 28.6 %
77.8 % 27. As a direct result of the services I received: My housing situation has improved	1 7.1 %	1 7.1 %	0 0.0 %	3 21.4 %	4 28.6 %	0 0.0 %	5 35.7 %
50.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 7.1 %	1 7.1 %	3 21.4 %	1 7.1 %	4 28.6 %	0 0.0 %	4 28.6 %
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 %	3 21.4 %	7 50.0 %	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 %	0 0.0 %	2 14.3 %	3 21.4 %	5 35.7 %	0 0.0 %	4 28.6 %
80.0 % 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 14.3 %	4 28.6 %	4 28.6 %	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 %	2 14.3 %	0 0.0 %	2 14.3 %	6 42.9 %	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 %	3 21.4 %	7 50.0 %	0 0.0 %	4 28.6 %
100.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	6 42.9 %	1 7.1 %	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 %	0 0.0 %	8 57.1 %	0 0.0 %	4 28.6 %
70.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 7.1 %	1 7.1 %	1 7.1 %	2 14.3 %	5 35.7 %	0 0.0 %	4 28.6 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	3 21.4 %	3 21.4 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	11 78.6 %	11 78.6 %
Total	0 100 %	14 100 %	14 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

FSA Prevention & Recovery in Early Psychosis PREP

Program Code(s): 8990EP

Overall Satisfaction¹

80.0%

Return Rate²

90.9%

Overall satisfaction³ mean score for FSA Prevention & Recovery in Early Psychosis PREP: **3.93**.

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

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

Highest Agreement Items

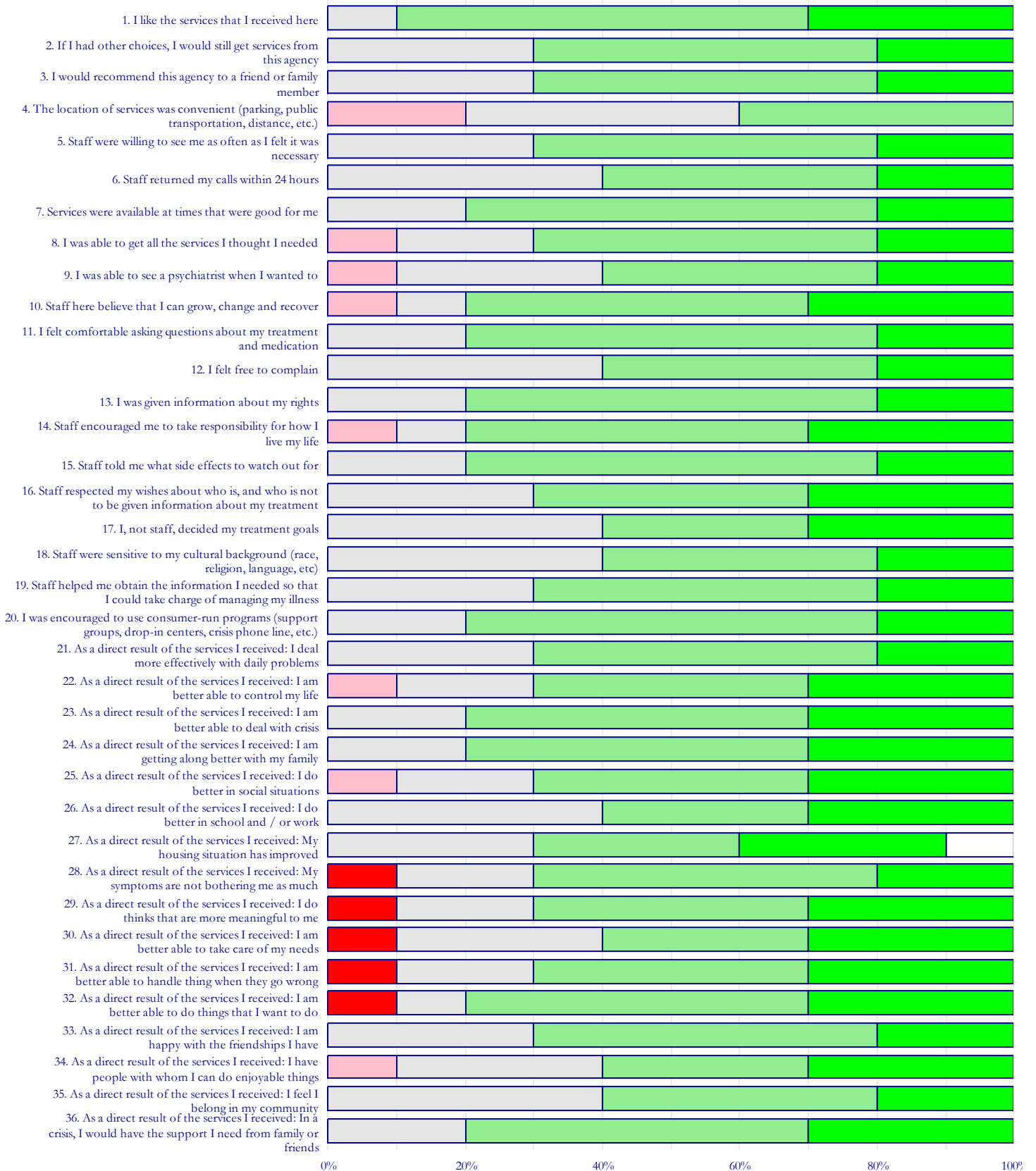
- 90.0% 1. I like the services that I received here
- 80.0% 7. Services were available at times that were good for me
- 80.0% 10. Staff here believe that I can grow, change and recover

Lowest Agreement Items

- 60.0% 6. Staff returned my calls within 24 hours
- 60.0% 9. I was able to see a psychiatrist when I wanted to
- 60.0% 12. I felt free to complain

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

MHSIP Items



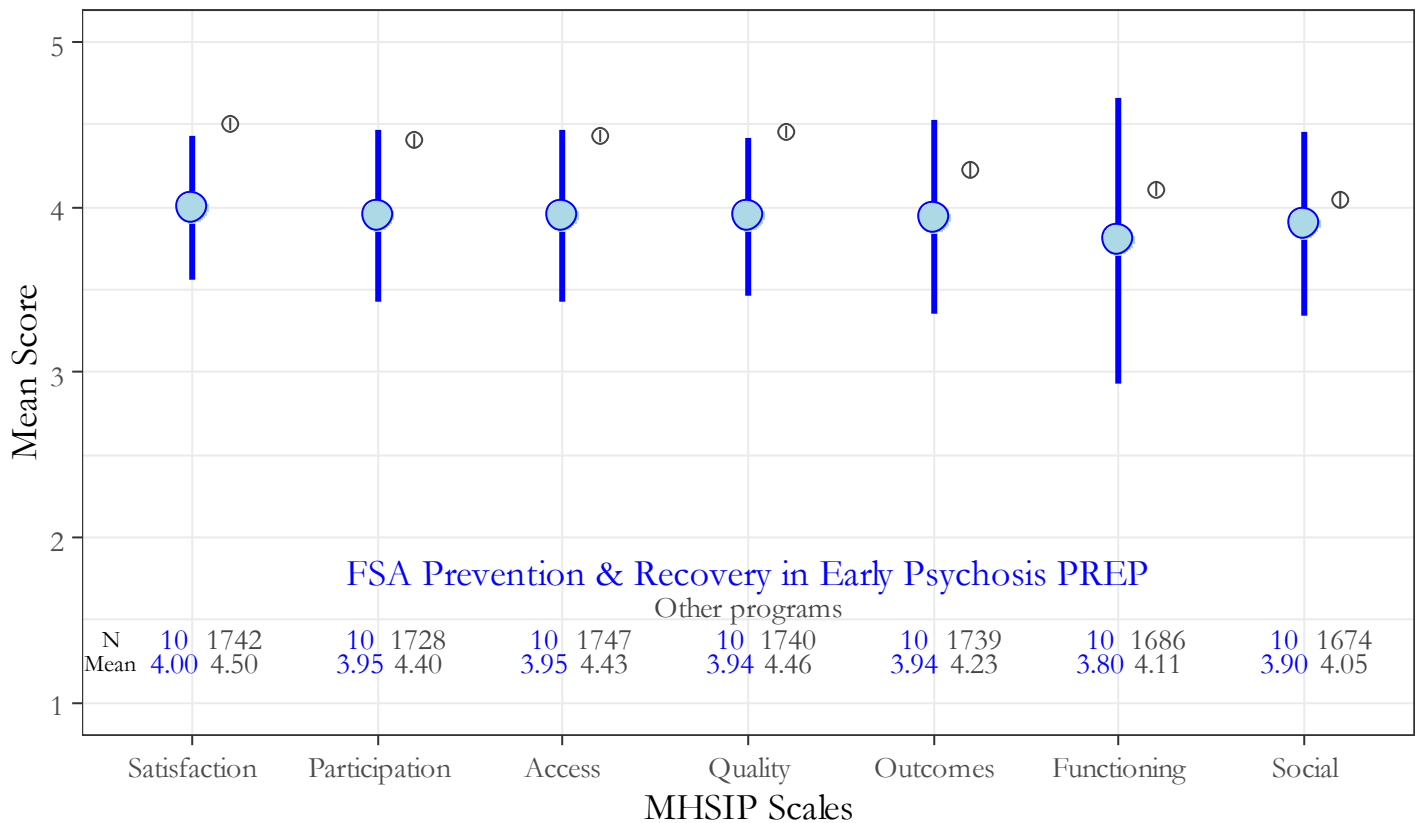
MHSIP Items 1-25, N = 10
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 10.0 %	6 60.0 %	3 30.0 %	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 %	0 0.0 %	3 30.0 %	5 50.0 %	2 20.0 %	0 0.0 %	0 0.0 %
70.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	2 20.0 %	0 0.0 %	0 0.0 %
40.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 20.0 %	4 40.0 %	4 40.0 %	0 0.0 %	0 0.0 %	0 0.0 %
70.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	2 20.0 %	0 0.0 %	0 0.0 %
60.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	4 40.0 %	4 40.0 %	2 20.0 %	0 0.0 %	0 0.0 %
80.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	2 20.0 %	0 0.0 %	0 0.0 %
70.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 10.0 %	2 20.0 %	5 50.0 %	2 20.0 %	0 0.0 %	0 0.0 %
60.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 10.0 %	3 30.0 %	4 40.0 %	2 20.0 %	0 0.0 %	0 0.0 %
80.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 10.0 %	1 10.0 %	5 50.0 %	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 %	6 60.0 %	2 20.0 %	0 0.0 %	0 0.0 %
60.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	4 40.0 %	4 40.0 %	2 20.0 %	0 0.0 %	0 0.0 %
80.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	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 %	1 10.0 %	1 10.0 %	5 50.0 %	3 30.0 %	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 %	2 20.0 %	6 60.0 %	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 %	4 40.0 %	3 30.0 %	0 0.0 %	0 0.0 %
60.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	4 40.0 %	3 30.0 %	3 30.0 %	0 0.0 %	0 0.0 %
60.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 40.0 %	4 40.0 %	2 20.0 %	0 0.0 %	0 0.0 %
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 30.0 %	5 50.0 %	2 20.0 %	0 0.0 %	0 0.0 %
80.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	2 20.0 %	0 0.0 %	0 0.0 %
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 30.0 %	5 50.0 %	2 20.0 %	0 0.0 %	0 0.0 %
70.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 10.0 %	2 20.0 %	4 40.0 %	3 30.0 %	0 0.0 %	0 0.0 %
80.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	3 30.0 %	0 0.0 %	0 0.0 %
80.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	3 30.0 %	0 0.0 %	0 0.0 %
70.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 10.0 %	2 20.0 %	4 40.0 %	3 30.0 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 10
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
60.0 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	4 40.0 %	3 30.0 %	3 30.0 %	0 0.0 %	0 0.0 %
66.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 30.0 %	3 30.0 %	3 30.0 %	1 10.0 %	0 0.0 %
70.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 10.0 %	0 0.0 %	2 20.0 %	5 50.0 %	2 20.0 %	0 0.0 %	0 0.0 %
70.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me	1 10.0 %	0 0.0 %	2 20.0 %	4 40.0 %	3 30.0 %	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	1 10.0 %	0 0.0 %	3 30.0 %	3 30.0 %	3 30.0 %	0 0.0 %	0 0.0 %
70.0 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	1 10.0 %	0 0.0 %	2 20.0 %	4 40.0 %	3 30.0 %	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	1 10.0 %	0 0.0 %	1 10.0 %	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 %	0 0.0 %	3 30.0 %	5 50.0 %	2 20.0 %	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 %
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 %	4 40.0 %	4 40.0 %	2 20.0 %	0 0.0 %	0 0.0 %
80.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	3 30.0 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 11 clients; surveys were returned for 10 clients (10/11 = 90.9%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

FSA Transitional Age Youth FSP MAP

Program Code(s): 3822T3

Overall Satisfaction¹

69.2%

Return Rate²

over 100%

Overall satisfaction³ mean score for FSA Transitional Age Youth FSP MAP: **4.09**.

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

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

Highest Agreement Items

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

91.7% 1. I like the services that I received here

91.7% 7. Services were available at times that were good for me

Lowest Agreement Items

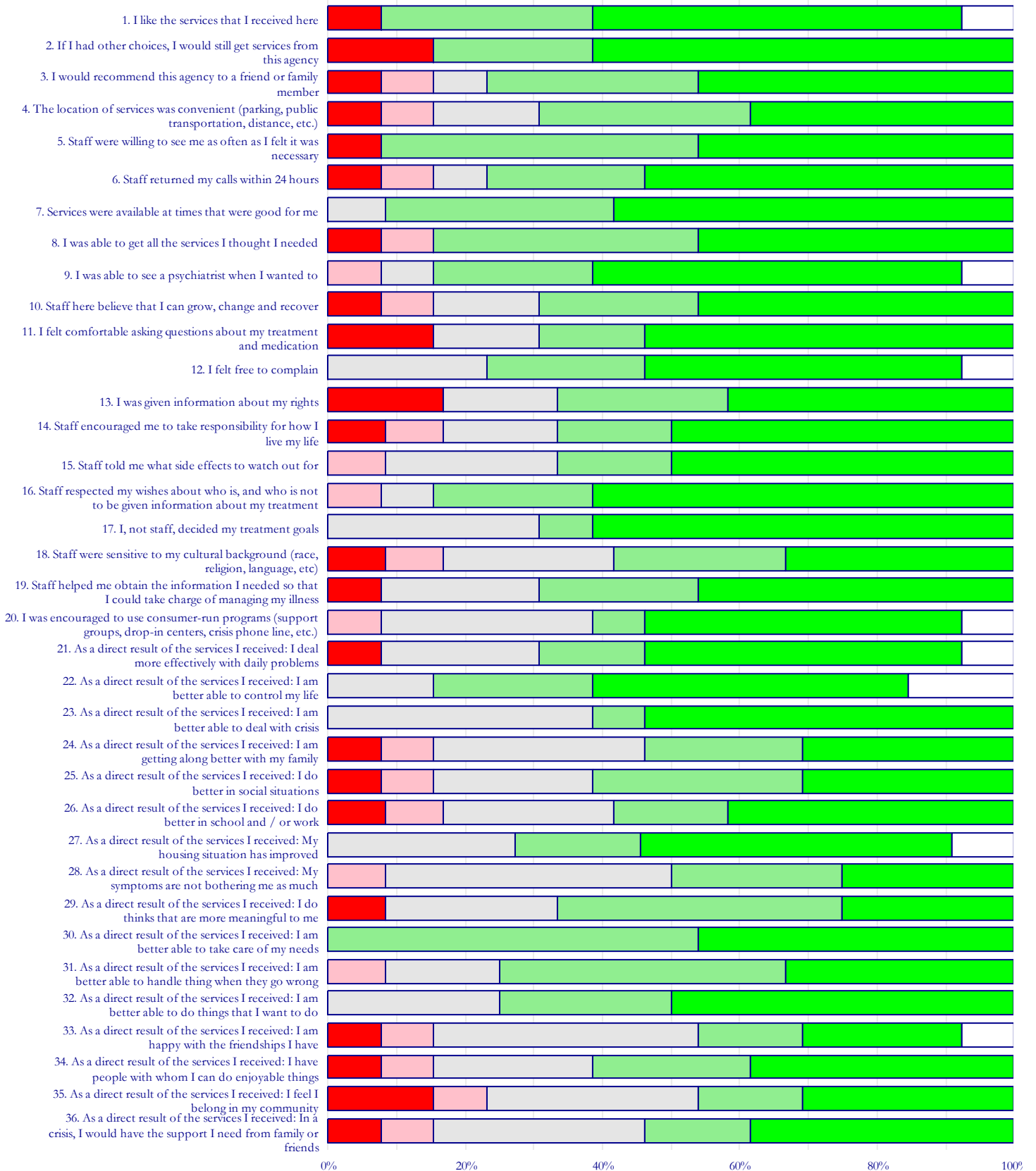
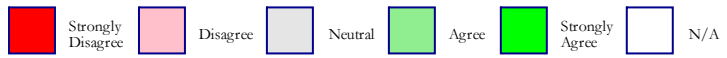
58.3% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

58.3% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

66.7% 13. I was given information about my rights

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

MHSIP Items



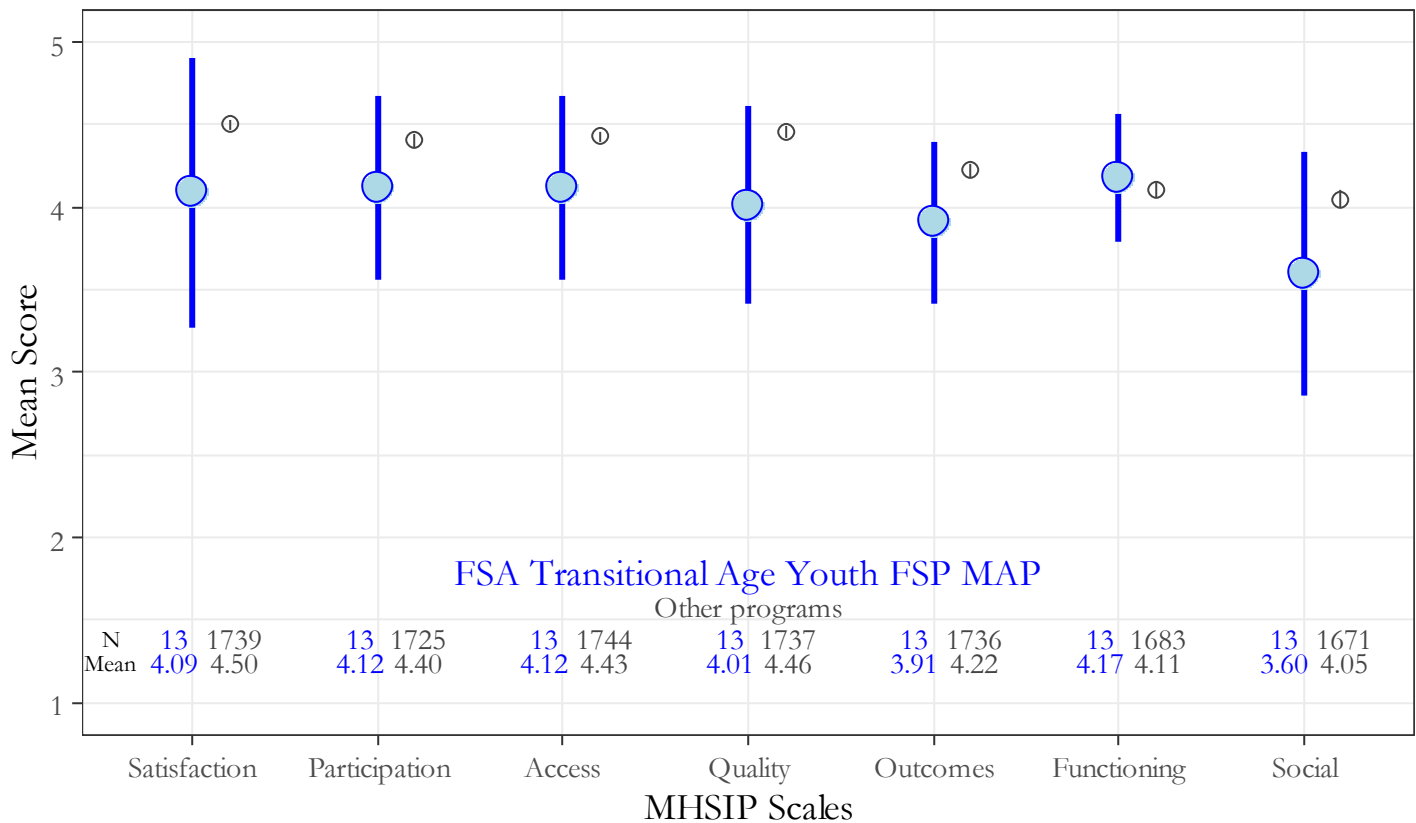
MHSIP Items 1-25, N = 20
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
91.7 % 1. I like the services that I received here	1 5.0 %	0 0.0 %	0 0.0 %	4 20.0 %	7 35.0 %	1 5.0 %	7 35.0 %
84.6 % 2. If I had other choices, I would still get services from this agency	2 10.0 %	0 0.0 %	0 0.0 %	3 15.0 %	8 40.0 %	0 0.0 %	7 35.0 %
76.9 % 3. I would recommend this agency to a friend or family member	1 5.0 %	1 5.0 %	1 5.0 %	4 20.0 %	6 30.0 %	0 0.0 %	7 35.0 %
69.2 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 5.0 %	1 5.0 %	2 10.0 %	4 20.0 %	5 25.0 %	0 0.0 %	7 35.0 %
92.3 % 5. Staff were willing to see me as often as I felt it was necessary	1 5.0 %	0 0.0 %	0 0.0 %	6 30.0 %	6 30.0 %	0 0.0 %	7 35.0 %
76.9 % 6. Staff returned my calls within 24 hours	1 5.0 %	1 5.0 %	1 5.0 %	3 15.0 %	7 35.0 %	0 0.0 %	7 35.0 %
91.7 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 5.0 %	4 20.0 %	7 35.0 %	0 0.0 %	8 40.0 %
84.6 % 8. I was able to get all the services I thought I needed	1 5.0 %	1 5.0 %	0 0.0 %	5 25.0 %	6 30.0 %	0 0.0 %	7 35.0 %
83.3 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 5.0 %	1 5.0 %	3 15.0 %	7 35.0 %	1 5.0 %	7 35.0 %
69.2 % 10. Staff here believe that I can grow, change and recover	1 5.0 %	1 5.0 %	2 10.0 %	3 15.0 %	6 30.0 %	0 0.0 %	7 35.0 %
69.2 % 11. I felt comfortable asking questions about my treatment and medication	2 10.0 %	0 0.0 %	2 10.0 %	2 10.0 %	7 35.0 %	0 0.0 %	7 35.0 %
75.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	3 15.0 %	3 15.0 %	6 30.0 %	1 5.0 %	7 35.0 %
66.7 % 13. I was given information about my rights	2 10.0 %	0 0.0 %	2 10.0 %	3 15.0 %	5 25.0 %	0 0.0 %	8 40.0 %
66.7 % 14. Staff encouraged me to take responsibility for how I live my life	1 5.0 %	1 5.0 %	2 10.0 %	2 10.0 %	6 30.0 %	0 0.0 %	8 40.0 %
66.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 5.0 %	3 15.0 %	2 10.0 %	6 30.0 %	0 0.0 %	8 40.0 %
84.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 5.0 %	1 5.0 %	3 15.0 %	8 40.0 %	0 0.0 %	7 35.0 %
69.2 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	4 20.0 %	1 5.0 %	8 40.0 %	0 0.0 %	7 35.0 %
58.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 5.0 %	1 5.0 %	3 15.0 %	3 15.0 %	4 20.0 %	0 0.0 %	8 40.0 %
69.2 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 5.0 %	0 0.0 %	3 15.0 %	3 15.0 %	6 30.0 %	0 0.0 %	7 35.0 %
58.3 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 5.0 %	4 20.0 %	1 5.0 %	6 30.0 %	1 5.0 %	7 35.0 %
66.7 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 5.0 %	0 0.0 %	3 15.0 %	2 10.0 %	6 30.0 %	1 5.0 %	7 35.0 %
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 10.0 %	3 15.0 %	6 30.0 %	2 10.0 %	7 35.0 %
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 25.0 %	1 5.0 %	7 35.0 %	0 0.0 %	7 35.0 %
53.8 % 24. As a direct result of the services I received: I am getting along better with my family	1 5.0 %	1 5.0 %	4 20.0 %	3 15.0 %	4 20.0 %	0 0.0 %	7 35.0 %
61.5 % 25. As a direct result of the services I received: I do better in social situations	1 5.0 %	1 5.0 %	3 15.0 %	4 20.0 %	4 20.0 %	0 0.0 %	7 35.0 %

MHSIP Items 26-36, N = 20
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
58.3 % 26. As a direct result of the services I received: I do better in school and / or work	1 5.0 %	1 5.0 %	3 15.0 %	2 10.0 %	5 25.0 %	0 0.0 %	8 40.0 %
70.0 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 15.0 %	2 10.0 %	5 25.0 %	1 5.0 %	9 45.0 %
50.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 5.0 %	5 25.0 %	3 15.0 %	3 15.0 %	0 0.0 %	8 40.0 %
66.7 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 5.0 %	0 0.0 %	3 15.0 %	5 25.0 %	3 15.0 %	0 0.0 %	8 40.0 %
100.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	7 35.0 %	6 30.0 %	0 0.0 %	7 35.0 %
75.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 5.0 %	2 10.0 %	5 25.0 %	4 20.0 %	0 0.0 %	8 40.0 %
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 %	3 15.0 %	3 15.0 %	6 30.0 %	0 0.0 %	8 40.0 %
41.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 5.0 %	1 5.0 %	5 25.0 %	2 10.0 %	3 15.0 %	1 5.0 %	7 35.0 %
61.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 5.0 %	1 5.0 %	3 15.0 %	3 15.0 %	5 25.0 %	0 0.0 %	7 35.0 %
46.2 % 35. As a direct result of the services I received: I feel I belong in my community	2 10.0 %	1 5.0 %	4 20.0 %	2 10.0 %	4 20.0 %	0 0.0 %	7 35.0 %
53.8 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 5.0 %	1 5.0 %	4 20.0 %	2 10.0 %	5 25.0 %	0 0.0 %	7 35.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	7 35 %	0 0 %	7 35 %
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 65 %	0 0 %	13 65 %
Total	20 100 %	0 100 %	20 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 18 clients; surveys were returned for 19 clients (19/18 = 105.6%).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Homeless Childrens Network

Program Code(s): 38AS3

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for Homeless Childrens Network: No YSS (youth) data for this program, **4.52** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

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

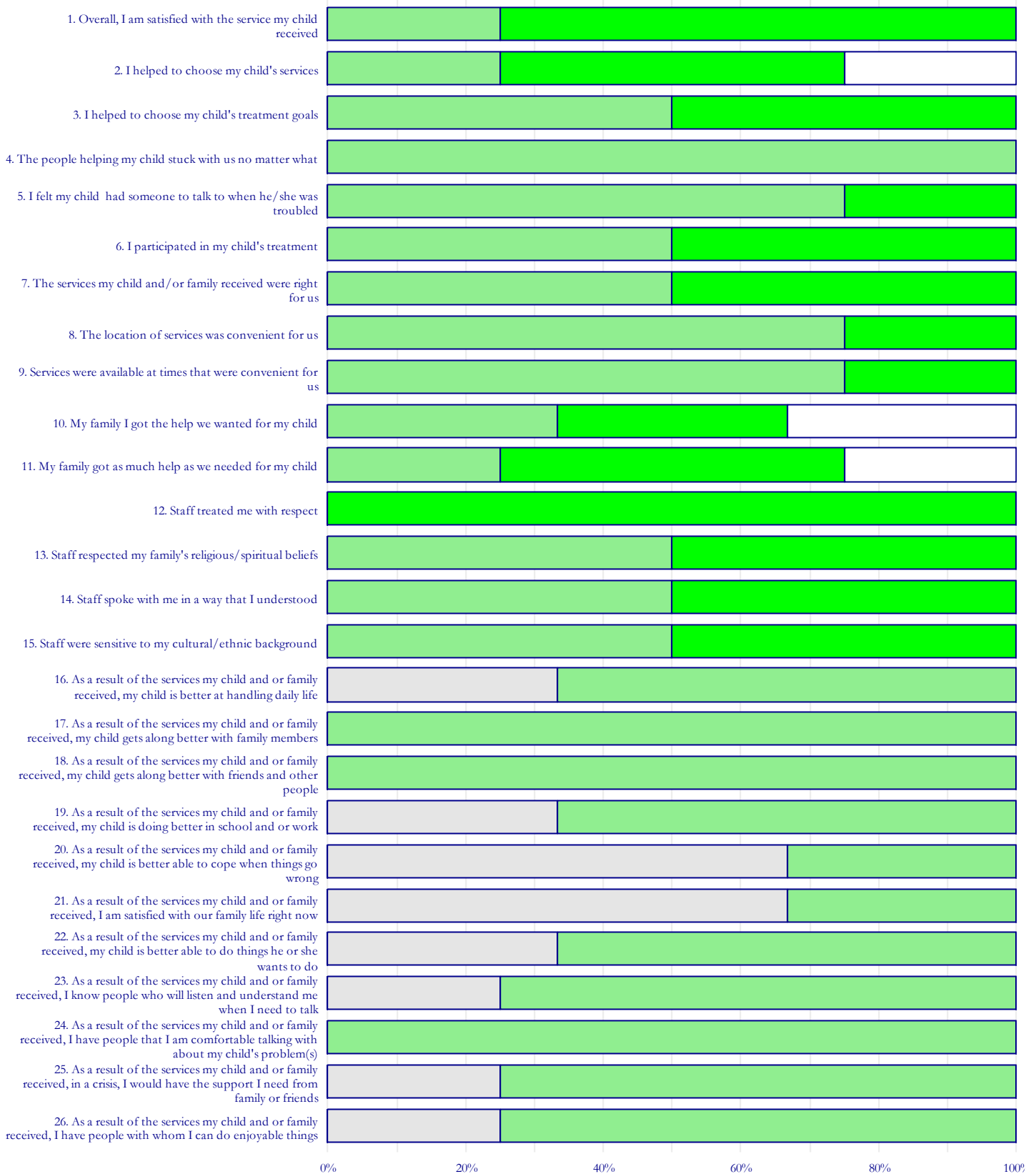
100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

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

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

Youth Services Survey for Families

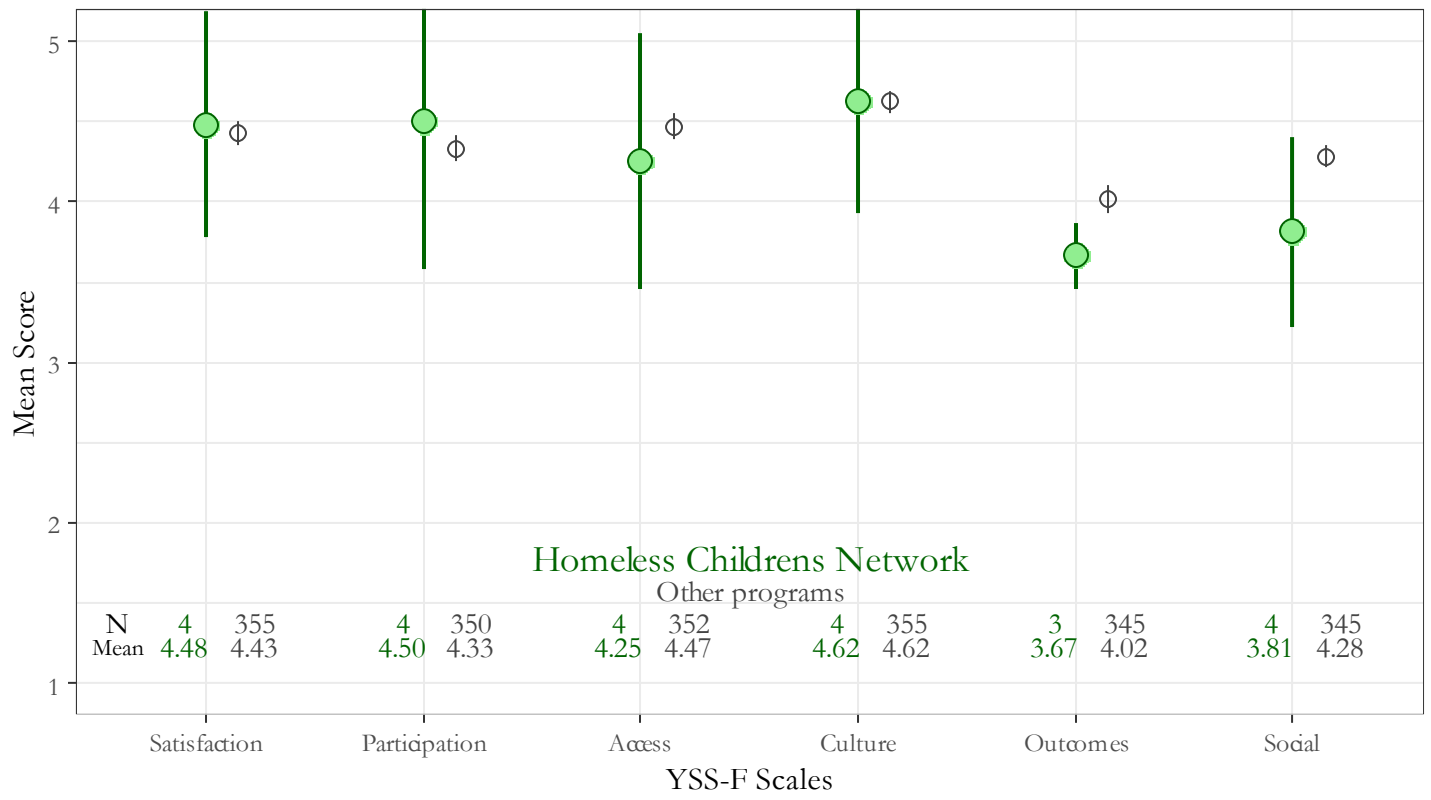


Youth Services Survey for Families, N = 47

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	1 2.1 %	3 6.4 %	0 0.0 %	43 91.5 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	1 2.1 %	2 4.3 %	1 2.1 %	43 91.5 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 4.3 %	2 4.3 %	0 0.0 %	43 91.5 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	3 6.4 %	0 0.0 %	0 0.0 %	44 93.6 %
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 %	3 6.4 %	1 2.1 %	0 0.0 %	43 91.5 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 4.3 %	2 4.3 %	0 0.0 %	43 91.5 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	2 4.3 %	2 4.3 %	0 0.0 %	43 91.5 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 6.4 %	1 2.1 %	0 0.0 %	43 91.5 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 6.4 %	1 2.1 %	0 0.0 %	43 91.5 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 2.1 %	1 2.1 %	1 2.1 %	44 93.6 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 2.1 %	2 4.3 %	1 2.1 %	43 91.5 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 8.5 %	0 0.0 %	43 91.5 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 4.3 %	2 4.3 %	0 0.0 %	43 91.5 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 4.3 %	2 4.3 %	0 0.0 %	43 91.5 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 4.3 %	2 4.3 %	0 0.0 %	43 91.5 %
66.7 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 2.1 %	2 4.3 %	0 0.0 %	0 0.0 %	44 93.6 %
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 6.4 %	0 0.0 %	0 0.0 %	44 93.6 %
100.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	3 6.4 %	0 0.0 %	0 0.0 %	44 93.6 %
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 %	1 2.1 %	2 4.3 %	0 0.0 %	0 0.0 %	44 93.6 %
33.3 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 4.3 %	1 2.1 %	0 0.0 %	0 0.0 %	44 93.6 %
33.3 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	2 4.3 %	1 2.1 %	0 0.0 %	0 0.0 %	44 93.6 %
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 2.1 %	2 4.3 %	0 0.0 %	0 0.0 %	44 93.6 %
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 2.1 %	3 6.4 %	0 0.0 %	0 0.0 %	43 91.5 %
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 8.5 %	0 0.0 %	0 0.0 %	43 91.5 %
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 2.1 %	3 6.4 %	0 0.0 %	0 0.0 %	43 91.5 %
75.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 2.1 %	3 6.4 %	0 0.0 %	0 0.0 %	43 91.5 %

Not enough youth survey data to create domain means plot.

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



Completion Status	Survey Compliance Homeless Childrens Network Completion by Respondent Type		Total
	Family	Youth	
	Refused	38 80.9 %	
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	5 10.6 %	0 0 %	5 10.4 %
Completed Survey	4 8.5 %	0 0 %	4 8.3 %
Total	47 100 %	1 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 33 clients; surveys were returned for 48 clients ($48 / 33 = 145.5\%$).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

HR360 Adult MH OP

Program Code(s): 38K3OP

Overall Satisfaction¹

100.0%

Return Rate²

96.6%

Overall satisfaction³ mean score for HR360 Adult MH OP : **4.70**.

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

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

Highest Agreement Items

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

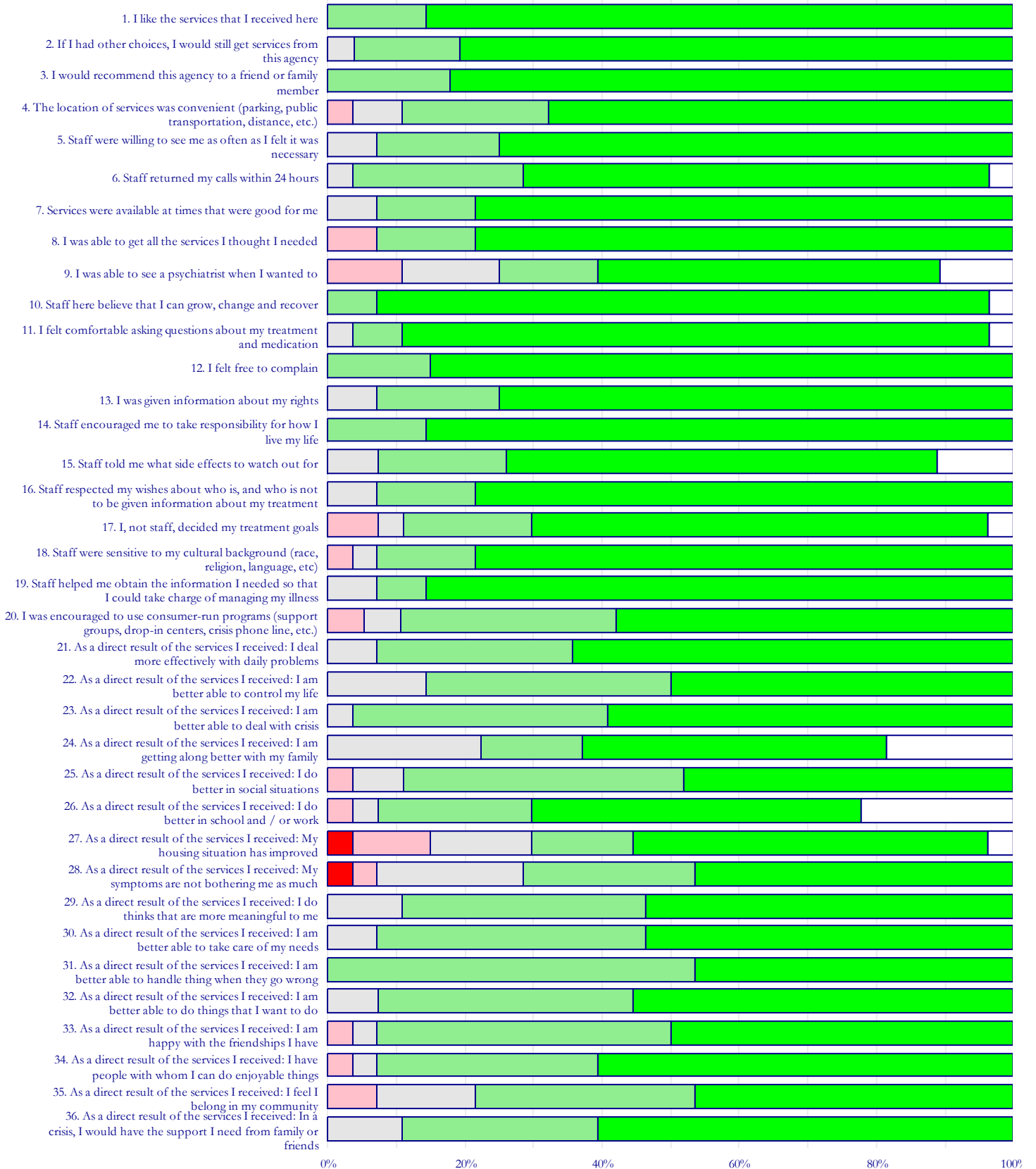
72.0% 9. I was able to see a psychiatrist when I wanted to

88.5% 17. I, not staff, decided my treatment goals

89.5% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

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

MHSIP Items



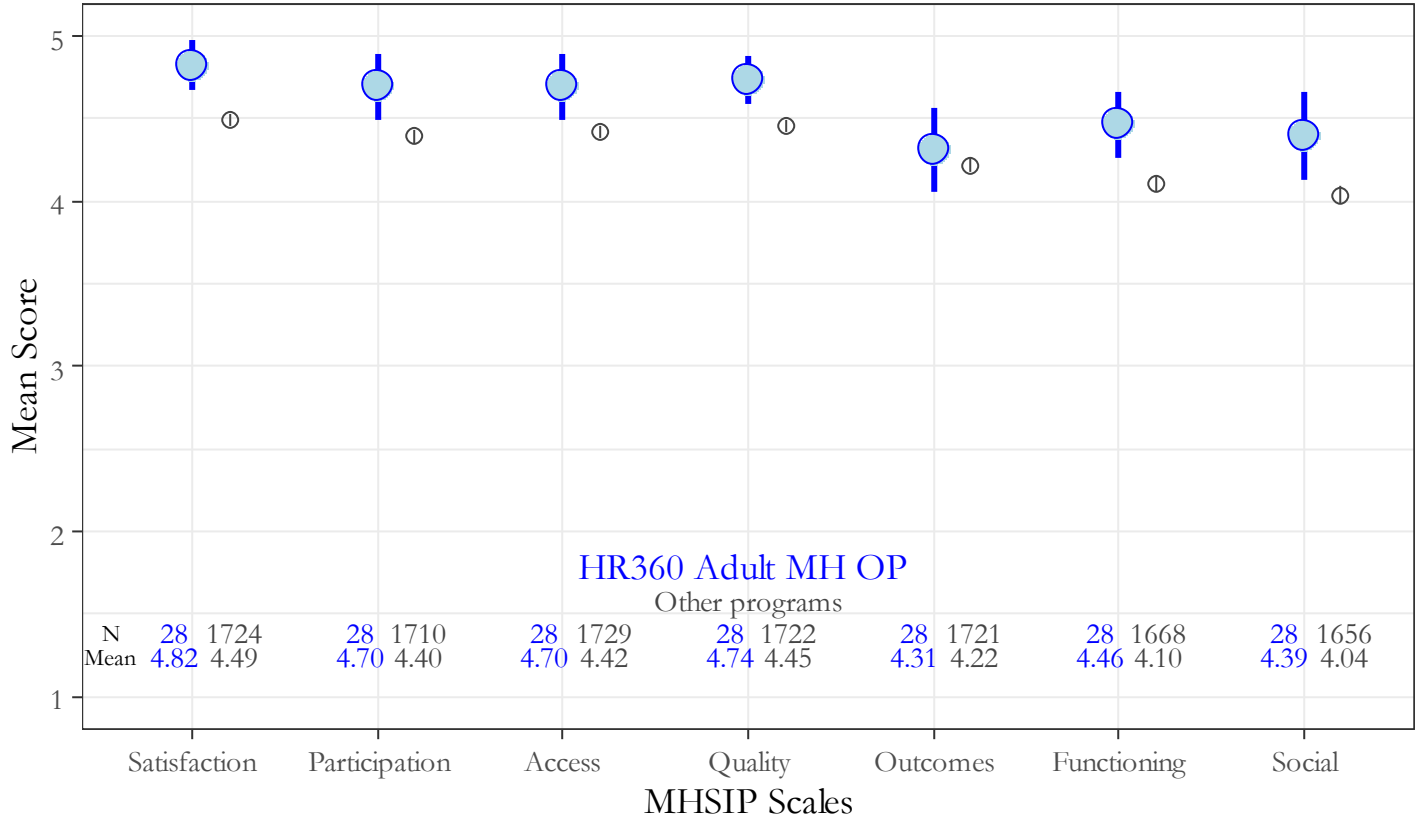
MHSIP Items 1-25, N = 28
Percent Agree

	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 14.3 %	24 85.7 %	0 0.0 %	0 0.0 %
96.2 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 3.6 %	4 14.3 %	21 75.0 %	0 0.0 %	2 7.1 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	5 17.9 %	23 82.1 %	0 0.0 %	0 0.0 %
89.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 3.6 %	2 7.1 %	6 21.4 %	19 67.9 %	0 0.0 %	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 %	2 7.1 %	5 17.9 %	21 75.0 %	0 0.0 %	0 0.0 %
96.3 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 3.6 %	7 25.0 %	19 67.9 %	1 3.6 %	0 0.0 %
92.9 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 7.1 %	4 14.3 %	22 78.6 %	0 0.0 %	0 0.0 %
92.9 % 8. I was able to get all the services I thought I needed	0 0.0 %	2 7.1 %	0 0.0 %	4 14.3 %	22 78.6 %	0 0.0 %	0 0.0 %
72.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	3 10.7 %	4 14.3 %	4 14.3 %	14 50.0 %	3 10.7 %	0 0.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	2 7.1 %	25 89.3 %	1 3.6 %	0 0.0 %
96.3 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 3.6 %	2 7.1 %	24 85.7 %	1 3.6 %	0 0.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	4 14.3 %	23 82.1 %	0 0.0 %	1 3.6 %
92.9 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 7.1 %	5 17.9 %	21 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 %	4 14.3 %	24 85.7 %	0 0.0 %	0 0.0 %
91.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 7.1 %	5 17.9 %	17 60.7 %	3 10.7 %	1 3.6 %
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 %	2 7.1 %	4 14.3 %	22 78.6 %	0 0.0 %	0 0.0 %
88.5 % 17. I, not staff, decided my treatment goals	0 0.0 %	2 7.1 %	1 3.6 %	5 17.9 %	18 64.3 %	1 3.6 %	1 3.6 %
92.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 3.6 %	1 3.6 %	4 14.3 %	22 78.6 %	0 0.0 %	0 0.0 %
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 %	2 7.1 %	2 7.1 %	24 85.7 %	0 0.0 %	0 0.0 %
89.5 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 3.6 %	1 3.6 %	6 21.4 %	11 39.3 %	0 0.0 %	9 32.1 %
92.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 7.1 %	8 28.6 %	18 64.3 %	0 0.0 %	0 0.0 %
85.7 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	4 14.3 %	10 35.7 %	14 50.0 %	0 0.0 %	0 0.0 %
96.3 % 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 3.6 %	10 35.7 %	16 57.1 %	0 0.0 %	1 3.6 %
72.7 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	6 21.4 %	4 14.3 %	12 42.9 %	5 17.9 %	1 3.6 %
88.9 % 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 %	11 39.3 %	13 46.4 %	0 0.0 %	1 3.6 %

MHSIP Items 26-36, N = 28
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.5 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 3.6 %	1 3.6 %	6 21.4 %	13 46.4 %	6 21.4 %	1 3.6 %
69.2 % 27. As a direct result of the services I received: My housing situation has improved	1 3.6 %	3 10.7 %	4 14.3 %	4 14.3 %	14 50.0 %	1 3.6 %	1 3.6 %
71.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 3.6 %	1 3.6 %	6 21.4 %	7 25.0 %	13 46.4 %	0 0.0 %	0 0.0 %
89.3 % 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 %	3 10.7 %	10 35.7 %	15 53.6 %	0 0.0 %	0 0.0 %
92.9 % 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 %	2 7.1 %	11 39.3 %	15 53.6 %	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 %	15 53.6 %	13 46.4 %	0 0.0 %	0 0.0 %
92.6 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 7.1 %	10 35.7 %	15 53.6 %	0 0.0 %	1 3.6 %
92.9 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 3.6 %	1 3.6 %	12 42.9 %	14 50.0 %	0 0.0 %	0 0.0 %
92.9 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 3.6 %	1 3.6 %	9 32.1 %	17 60.7 %	0 0.0 %	0 0.0 %
78.6 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	2 7.1 %	4 14.3 %	9 32.1 %	13 46.4 %	0 0.0 %	0 0.0 %
89.3 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	3 10.7 %	8 28.6 %	17 60.7 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	28 100 %	28 100 %
Total	0 100 %	28 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 29 clients; surveys were returned for 28 clients (28/29 = 96.6%).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Huckleberry Youth Programs

Program Code(s): 38bu3

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for Huckleberry Youth Programs: **4.74** (youth), **4.46** (family).

Overall satisfaction mean score for all other programs: **4.22** (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% 1. Overall, I am satisfied with the service I received

100.0% 3. I helped to choose my treatment goals

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

Lowest Agreement Items

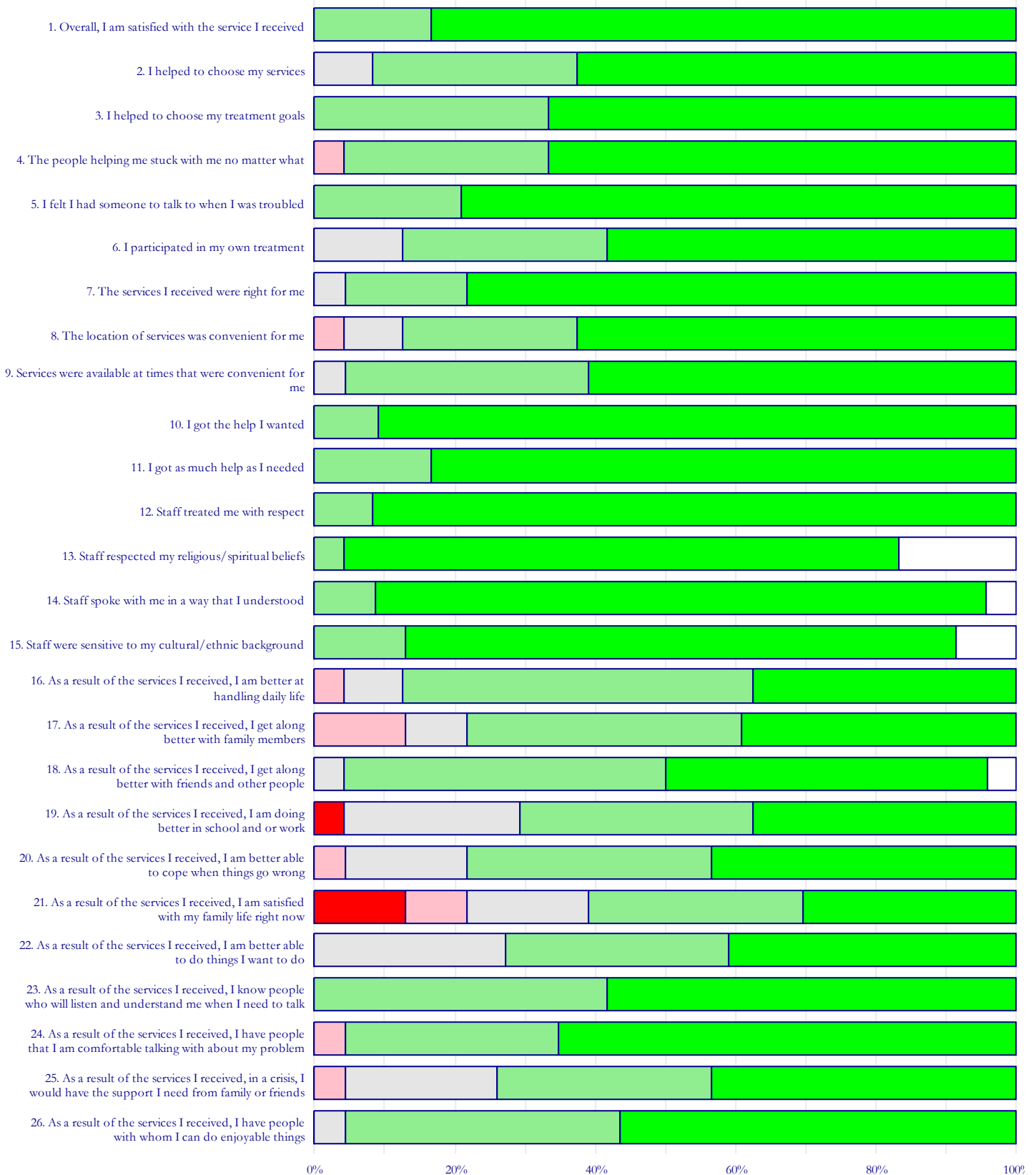
88.5% 6. I participated in my own treatment

92.3% 2. I helped to choose my services

95.8% 10. I got the help I wanted

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

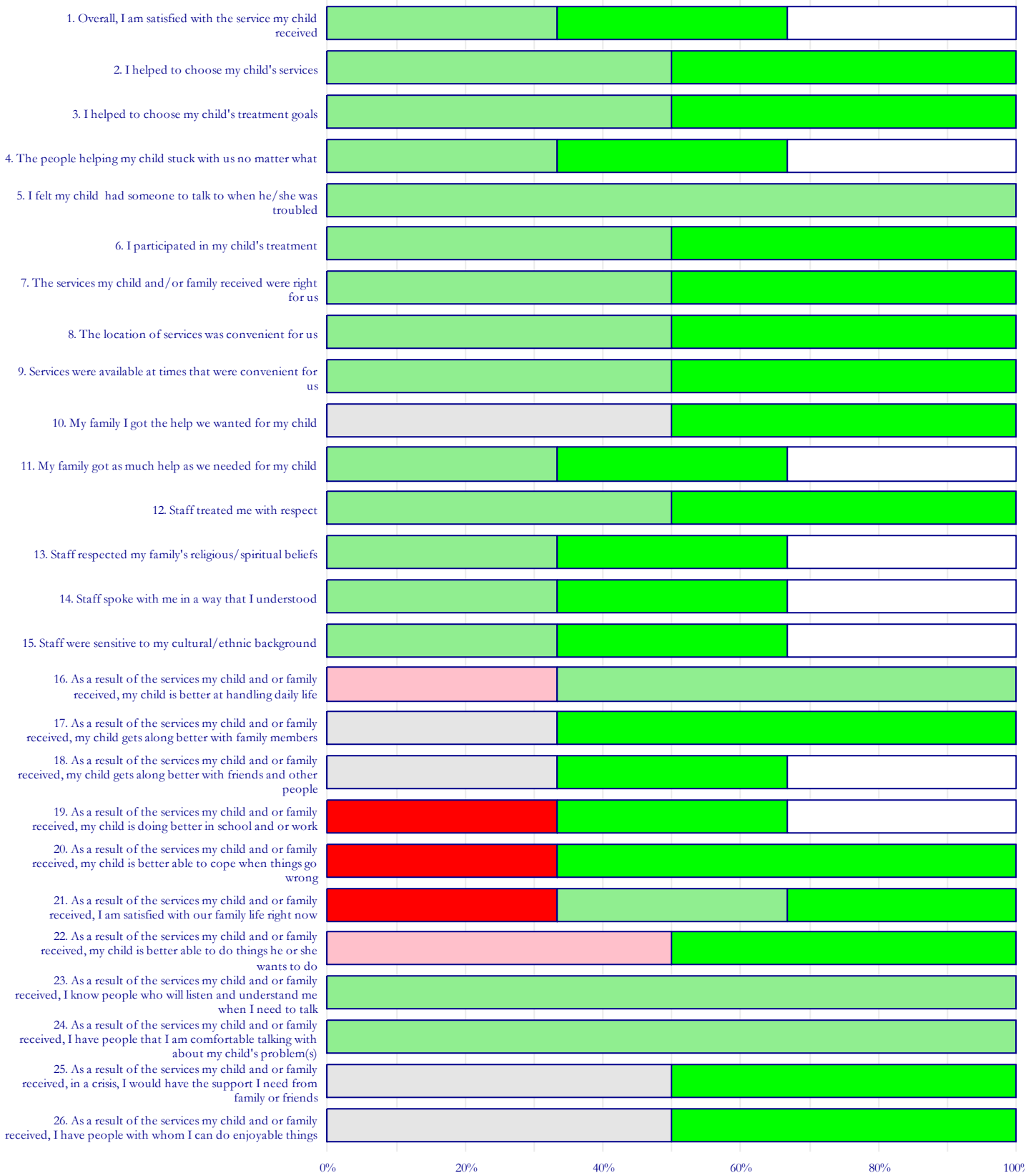
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 24

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	4 16.7 %	20 83.3 %	0 0.0 %	0 0.0 %
91.7 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	2 8.3 %	7 29.2 %	15 62.5 %	0 0.0 %	0 0.0 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	8 33.3 %	16 66.7 %	0 0.0 %	0 0.0 %
95.8 % 4. The people helping me stuck with me no matter what	0 0.0 %	1 4.2 %	0 0.0 %	7 29.2 %	16 66.7 %	0 0.0 %	0 0.0 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	5 20.8 %	19 79.2 %	0 0.0 %	0 0.0 %
87.5 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	3 12.5 %	7 29.2 %	14 58.3 %	0 0.0 %	0 0.0 %
95.7 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 4.2 %	4 16.7 %	18 75.0 %	0 0.0 %	1 4.2 %
87.5 % 8. The location of services was convenient for me	0 0.0 %	1 4.2 %	2 8.3 %	6 25.0 %	15 62.5 %	0 0.0 %	0 0.0 %
95.7 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 4.2 %	8 33.3 %	14 58.3 %	0 0.0 %	1 4.2 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	2 8.3 %	20 83.3 %	0 0.0 %	2 8.3 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	4 16.7 %	20 83.3 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 8.3 %	22 91.7 %	0 0.0 %	0 0.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 4.2 %	19 79.2 %	4 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 %	2 8.3 %	20 83.3 %	1 4.2 %	1 4.2 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 12.5 %	18 75.0 %	2 8.3 %	1 4.2 %
87.5 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 4.2 %	2 8.3 %	12 50.0 %	9 37.5 %	0 0.0 %	0 0.0 %
78.3 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	3 12.5 %	2 8.3 %	9 37.5 %	9 37.5 %	0 0.0 %	1 4.2 %
95.7 % 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 4.2 %	11 45.8 %	11 45.8 %	1 4.2 %	0 0.0 %
70.8 % 19. As a result of the services I received, I am doing better in school and or work	1 4.2 %	0 0.0 %	6 25.0 %	8 33.3 %	9 37.5 %	0 0.0 %	0 0.0 %
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 4.2 %	4 16.7 %	8 33.3 %	10 41.7 %	0 0.0 %	1 4.2 %
60.9 % 21. As a result of the services I received, I am satisfied with my family life right now	3 12.5 %	2 8.3 %	4 16.7 %	7 29.2 %	7 29.2 %	0 0.0 %	1 4.2 %
72.7 % 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 25.0 %	7 29.2 %	9 37.5 %	0 0.0 %	2 8.3 %
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 %	10 41.7 %	14 58.3 %	0 0.0 %	0 0.0 %
95.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	1 4.2 %	0 0.0 %	7 29.2 %	15 62.5 %	0 0.0 %	1 4.2 %
73.9 % 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 4.2 %	5 20.8 %	7 29.2 %	10 41.7 %	0 0.0 %	1 4.2 %
95.7 % 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 4.2 %	9 37.5 %	13 54.2 %	0 0.0 %	1 4.2 %

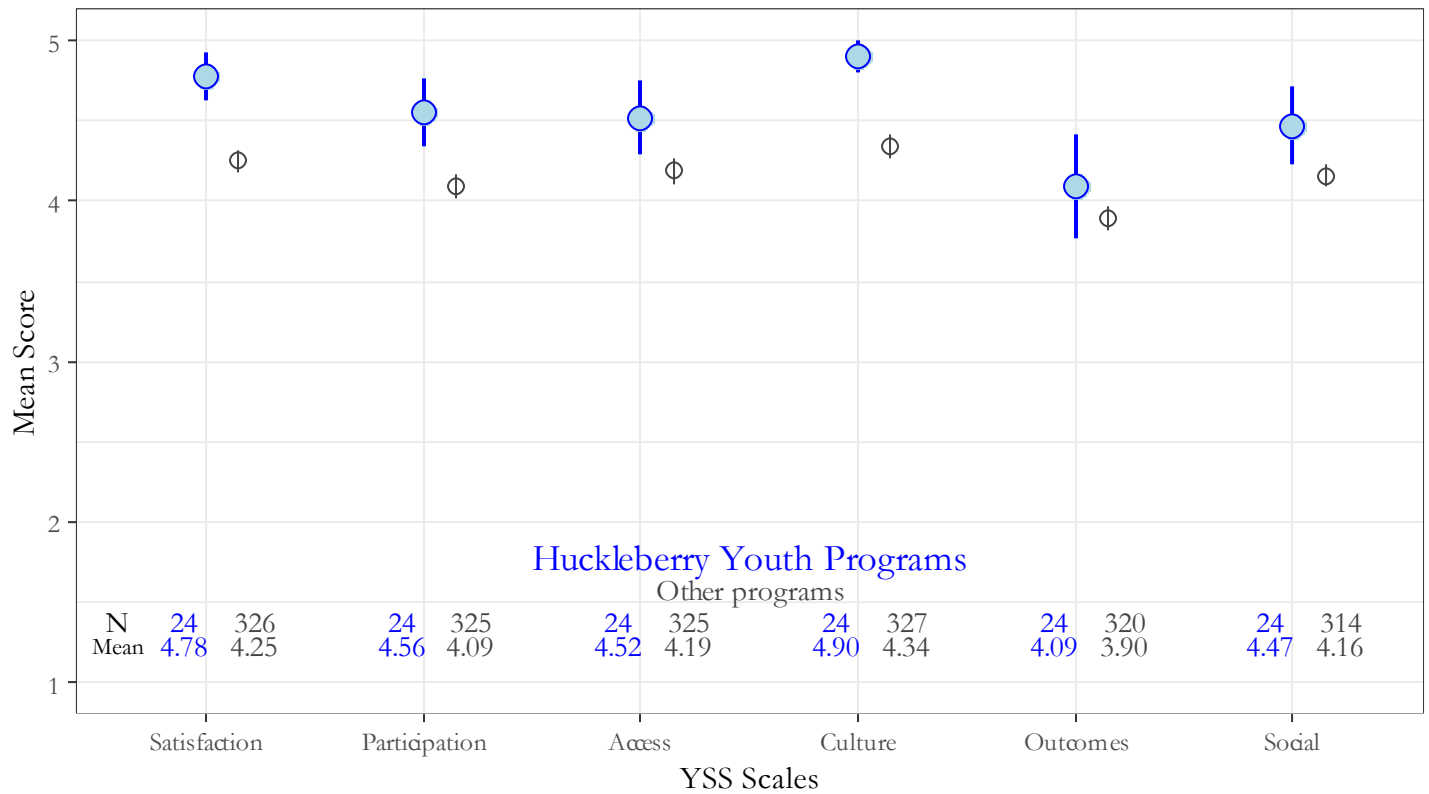
Youth Services Survey for Families



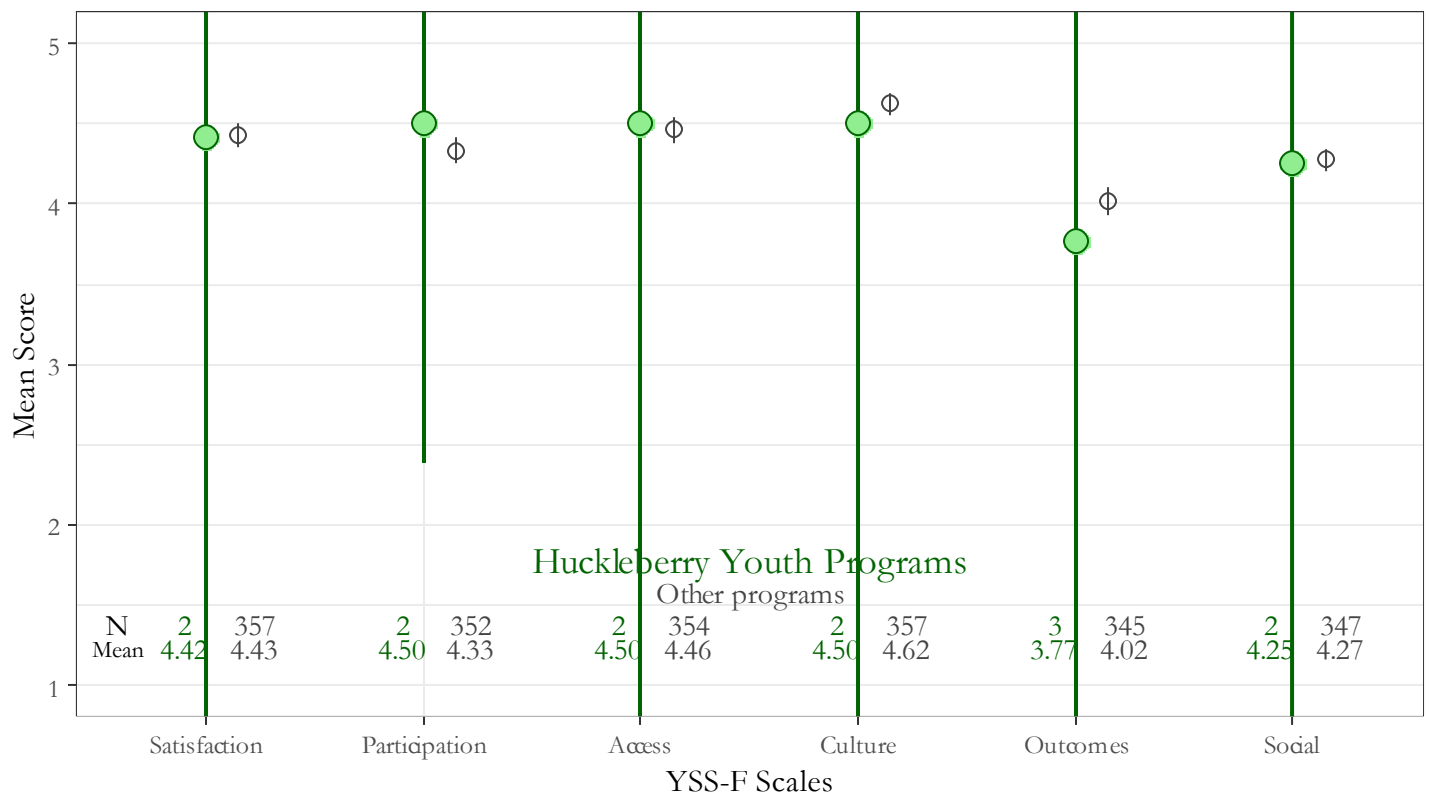
Youth Services Survey for Families, N = 3

	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 %	1 33.3 %	1 33.3 %	1 33.3 %	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 %	1 33.3 %	0 0.0 %	1 33.3 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	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 %	1 33.3 %	1 33.3 %	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 %	1 33.3 %	0 0.0 %	0 0.0 %	2 66.7 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
100.0 % 7. The services my child and/or family received were right 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 % 8. The location of services was 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 % 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 %
50.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	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 %	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 %	1 33.3 %	1 33.3 %	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 %
66.7 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
66.7 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
50.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %
50.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	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	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
66.7 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
50.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	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 %	1 33.3 %	0 0.0 %	0 0.0 %	2 66.7 %
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 %	1 33.3 %	0 0.0 %	0 0.0 %	2 66.7 %
50.0 % 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 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
50.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance			
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	1 33.3 %	0 0 %	1 3.7 %
Completed Survey	2 66.7 %	24 100 %	26 96.3 %
Total	3 100 %	24 100 %	27 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 14 clients; surveys were returned for 26 clients ($26 / 14 = 185.7\%$).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Hyde Street Community Services

Program Code(s): 38BR3

Overall Satisfaction¹

89.1%

Return Rate²

83.7%

Overall satisfaction³ mean score for Hyde Street Community Services: **4.34**.

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

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

Highest Agreement Items

96.7% 1. I like the services that I received here

93.1% 13. I was given information about my rights

92.7% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

Lowest Agreement Items

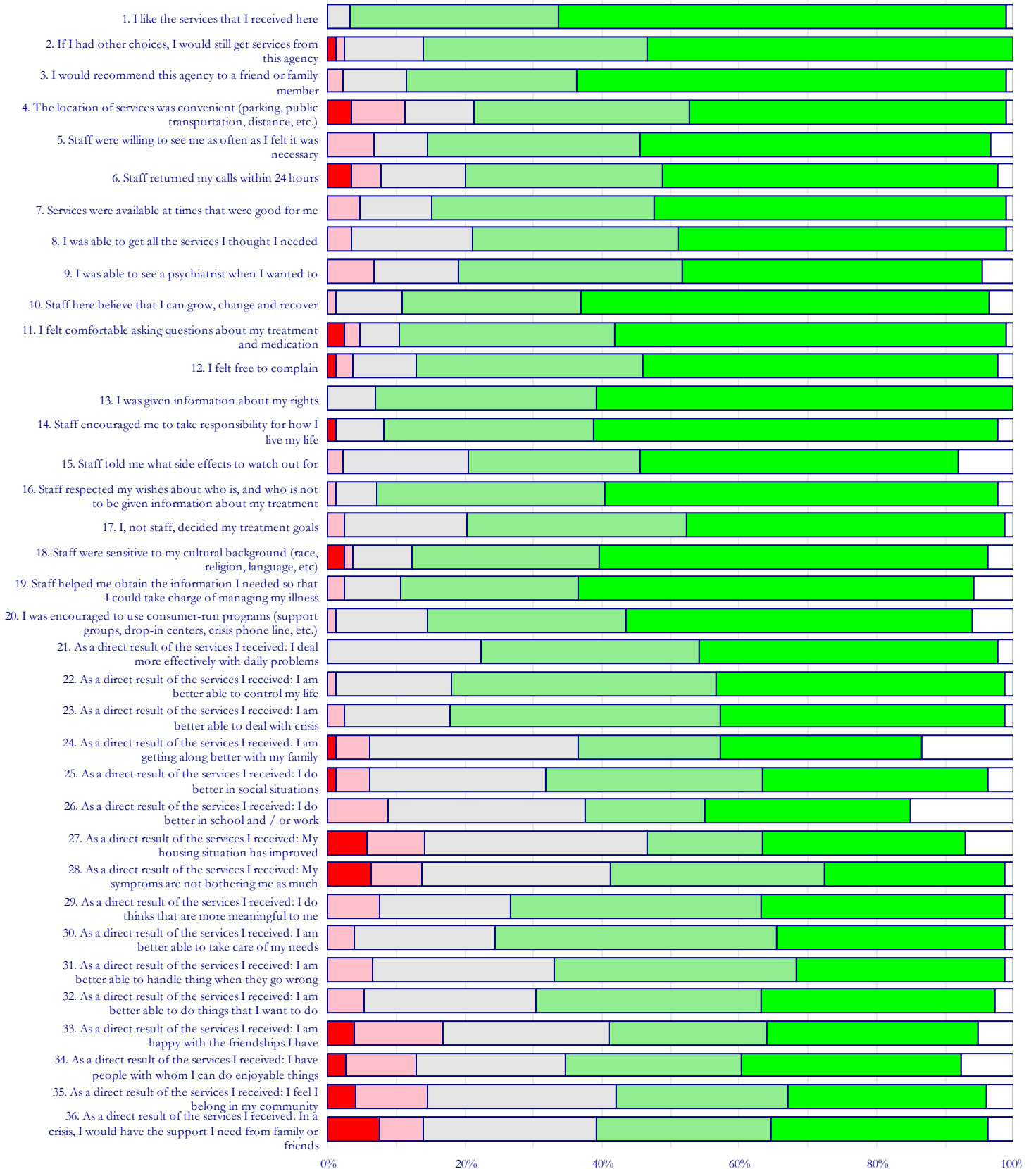
77.8% 15. Staff told me what side effects to watch out for

78.7% 8. I was able to get all the services I thought I needed

79.5% 17. I, not staff, decided my treatment goals

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

MHSIP Items



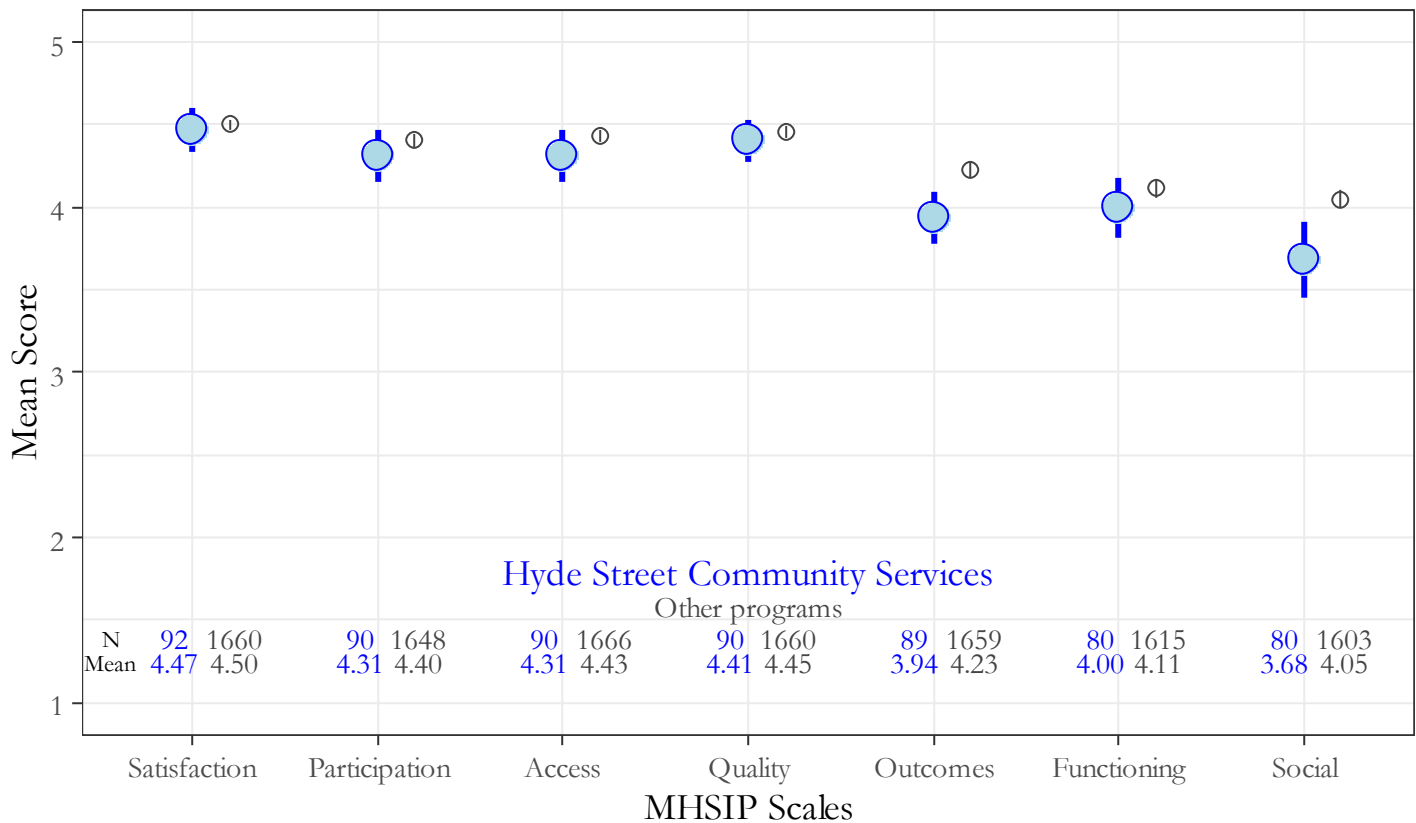
MHSIP Items 1-25, N = 130
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
96.7 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	3 2.3 %	28 21.5 %	60 46.2 %	1 0.8 %	38 29.2 %
86.0 % 2. If I had other choices, I would still get services from this agency	1 0.8 %	1 0.8 %	10 7.7 %	28 21.5 %	46 35.4 %	0 0.0 %	44 33.9 %
88.5 % 3. I would recommend this agency to a friend or family member	0 0.0 %	2 1.5 %	8 6.2 %	22 16.9 %	55 42.3 %	1 0.8 %	42 32.3 %
78.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	3 2.3 %	7 5.4 %	9 6.9 %	28 21.5 %	41 31.5 %	1 0.8 %	41 31.5 %
85.1 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	6 4.6 %	7 5.4 %	28 21.5 %	46 35.4 %	3 2.3 %	40 30.8 %
79.5 % 6. Staff returned my calls within 24 hours	3 2.3 %	4 3.1 %	11 8.5 %	26 20.0 %	44 33.9 %	2 1.5 %	40 30.8 %
84.7 % 7. Services were available at times that were good for me	0 0.0 %	4 3.1 %	9 6.9 %	28 21.5 %	44 33.9 %	1 0.8 %	44 33.9 %
78.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	3 2.3 %	16 12.3 %	27 20.8 %	43 33.1 %	1 0.8 %	40 30.8 %
80.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	6 4.6 %	11 8.5 %	29 22.3 %	39 30.0 %	4 3.1 %	41 31.5 %
88.9 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 0.8 %	8 6.2 %	22 16.9 %	50 38.5 %	3 2.3 %	46 35.4 %
89.4 % 11. I felt comfortable asking questions about my treatment and medication	2 1.5 %	2 1.5 %	5 3.8 %	27 20.8 %	49 37.7 %	1 0.8 %	44 33.9 %
86.7 % 12. I felt free to complain	1 0.8 %	2 1.5 %	8 6.2 %	28 21.5 %	44 33.9 %	2 1.5 %	45 34.6 %
93.1 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	6 4.6 %	28 21.5 %	53 40.8 %	0 0.0 %	43 33.1 %
91.6 % 14. Staff encouraged me to take responsibility for how I live my life	1 0.8 %	0 0.0 %	6 4.6 %	26 20.0 %	50 38.5 %	2 1.5 %	45 34.6 %
77.8 % 15. Staff told me what side effects to watch out for	0 0.0 %	2 1.5 %	16 12.3 %	22 16.9 %	41 31.5 %	7 5.4 %	42 32.3 %
92.7 % 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 %	5 3.8 %	28 21.5 %	48 36.9 %	2 1.5 %	46 35.4 %
79.5 % 17. I, not staff, decided my treatment goals	0 0.0 %	2 1.5 %	15 11.5 %	27 20.8 %	39 30.0 %	1 0.8 %	46 35.4 %
87.2 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	2 1.5 %	1 0.8 %	7 5.4 %	22 16.9 %	46 35.4 %	3 2.3 %	49 37.7 %
88.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	2 1.5 %	7 5.4 %	22 16.9 %	49 37.7 %	5 3.8 %	45 34.6 %
84.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 0.8 %	11 8.5 %	24 18.5 %	42 32.3 %	5 3.8 %	47 36.1 %
77.1 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	19 14.6 %	27 20.8 %	37 28.5 %	2 1.5 %	45 34.6 %
81.7 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 0.8 %	14 10.8 %	32 24.6 %	35 26.9 %	1 0.8 %	47 36.1 %
81.9 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	2 1.5 %	13 10.0 %	33 25.4 %	35 26.9 %	1 0.8 %	46 35.4 %
57.7 % 24. As a direct result of the services I received: I am getting along better with my family	1 0.8 %	4 3.1 %	25 19.2 %	17 13.1 %	24 18.5 %	11 8.5 %	48 36.9 %
67.1 % 25. As a direct result of the services I received: I do better in social situations	1 0.8 %	4 3.1 %	21 16.2 %	26 20.0 %	27 20.8 %	3 2.3 %	48 36.9 %

MHSIP Items 26-36, N = 130
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
55.9 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	7 5.4 %	23 17.7 %	14 10.8 %	24 18.5 %	12 9.2 %	50 38.5 %
50.0 % 27. As a direct result of the services I received: My housing situation has improved	4 3.1 %	6 4.6 %	23 17.7 %	12 9.2 %	21 16.2 %	5 3.8 %	59 45.4 %
58.2 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	5 3.8 %	6 4.6 %	22 16.9 %	25 19.2 %	21 16.2 %	1 0.8 %	50 38.5 %
73.1 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	6 4.6 %	15 11.5 %	29 22.3 %	28 21.5 %	1 0.8 %	51 39.2 %
75.3 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	3 2.3 %	16 12.3 %	32 24.6 %	26 20.0 %	1 0.8 %	52 40.0 %
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 %	5 3.8 %	20 15.4 %	27 20.8 %	23 17.7 %	1 0.8 %	54 41.5 %
68.9 % 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 %	4 3.1 %	19 14.6 %	25 19.2 %	26 20.0 %	2 1.5 %	54 41.5 %
56.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	3 2.3 %	10 7.7 %	19 14.6 %	18 13.9 %	24 18.5 %	4 3.1 %	52 40.0 %
62.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 1.5 %	8 6.2 %	17 13.1 %	20 15.4 %	25 19.2 %	6 4.6 %	52 40.0 %
56.2 % 35. As a direct result of the services I received: I feel I belong in my community	3 2.3 %	8 6.2 %	21 16.2 %	19 14.6 %	22 16.9 %	3 2.3 %	54 41.5 %
59.2 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	6 4.6 %	5 3.8 %	20 15.4 %	20 15.4 %	25 19.2 %	3 2.3 %	51 39.2 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	34 26.2 %	0 0 %	34 26.2 %
Impaired	1 0.8 %	0 0 %	1 0.8 %
Language	0 0 %	0 0 %	0 0 %
Other	3 2.3 %	0 0 %	3 2.3 %
No Data	1 0.8 %	0 0 %	1 0.8 %
Completed Survey	91 70 %	0 0 %	91 70 %
Total	130 100 %	0 100 %	130 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 153 clients; surveys were returned for 128 clients (128/153 = 83.7%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Hyde Street Community Services FSP

Program Code(s): 38BRA3

Overall Satisfaction¹

100.0%

Return Rate²

10.5%

Overall satisfaction³ mean score for Hyde Street Community Services FSP: **4.47**.

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

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	1 50 %	0 0 %	1 50 %
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 50 %	0 0 %	1 50 %
Total	2 100 %	0 100 %	2 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 19 clients; surveys were returned for 2 clients (2/19 = 10.5%).
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

Combined Youth and Adult Consumer Perception Survey Overview - Fall 2018

IFR Adult Behavioral Health Services

Youth program codes (RUs): 38183

Adult program codes (RUs): 38183

Overall Satisfaction¹

100.0%

Return Rate²

80.0%

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

People served November 5-9 2018 (Avatar billing): 35

People surveyed: 28 (2 youth and 26 adults)

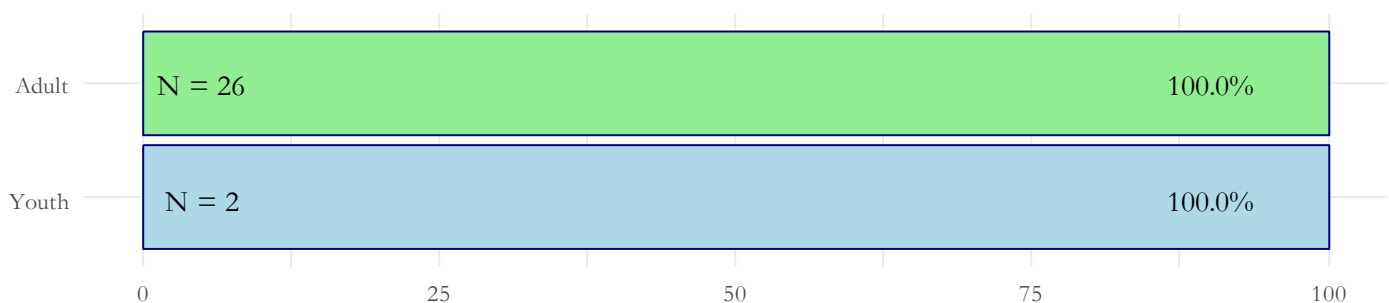
Adult satisfaction mean score: 4.67

Youth satisfaction mean score: 4.50

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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 35 clients; surveys were returned for 28 clients ($28/35 = 80.0\%$).
3. Adult and Older Adult clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents of youth complete the Youth Services Survey for Families (YSS-F).
5. The Consumer Perception Survey (CPS), commonly called the satisfaction survey, is a California Department of Health Care Services (DHCS) requirement for all mental health programs. The survey is conducted twice a year, typically in May and November.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

IFR Adult Behavioral Health Services

Program Code(s): 38183

Overall Satisfaction¹

100.0%

Return Rate²

81.2%

Overall satisfaction³ mean score for IFR Adult Behavioral Health Services: **4.67**.

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

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

Highest Agreement Items

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

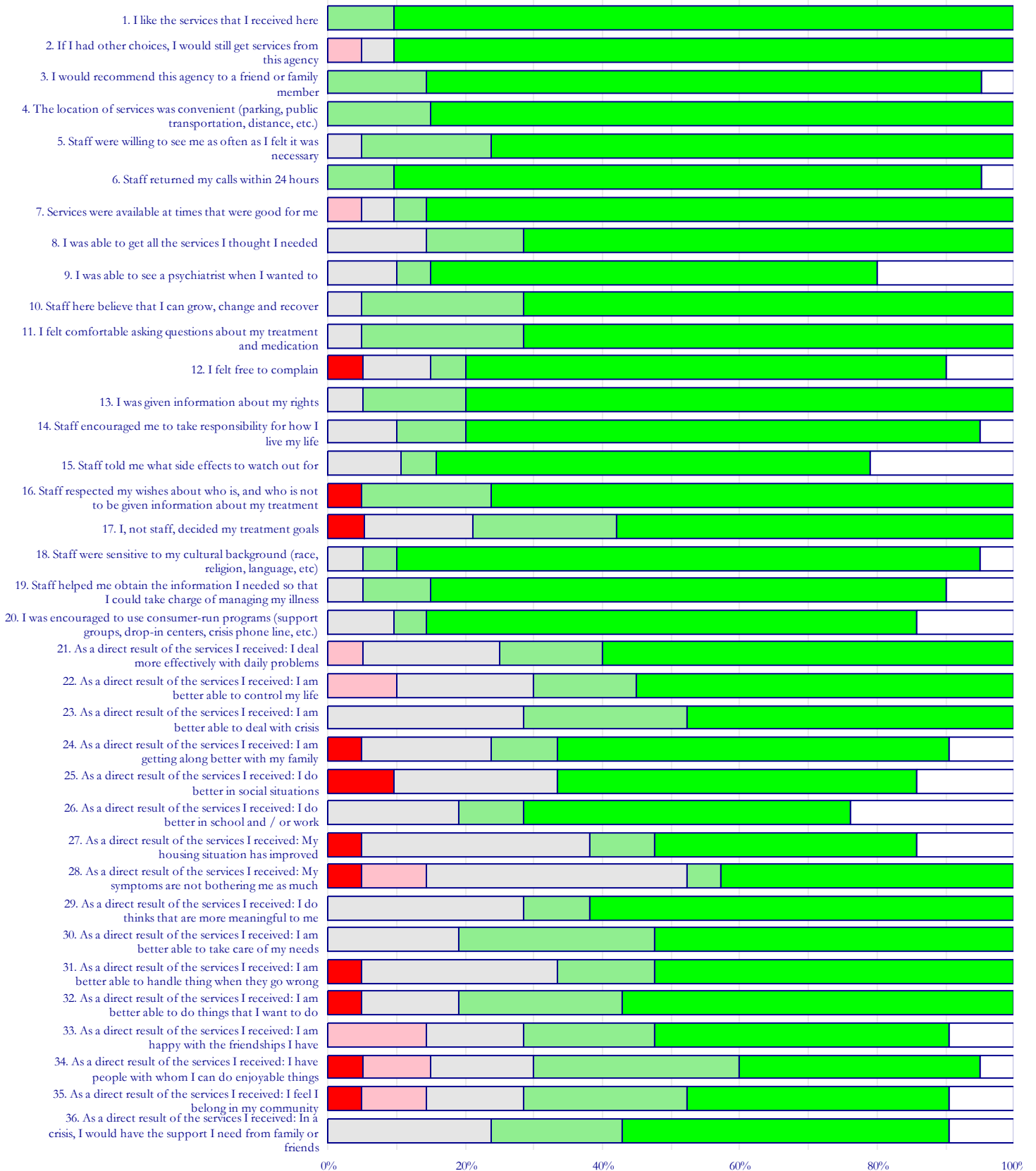
78.9% 17. I, not staff, decided my treatment goals

83.3% 12. I felt free to complain

85.7% 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



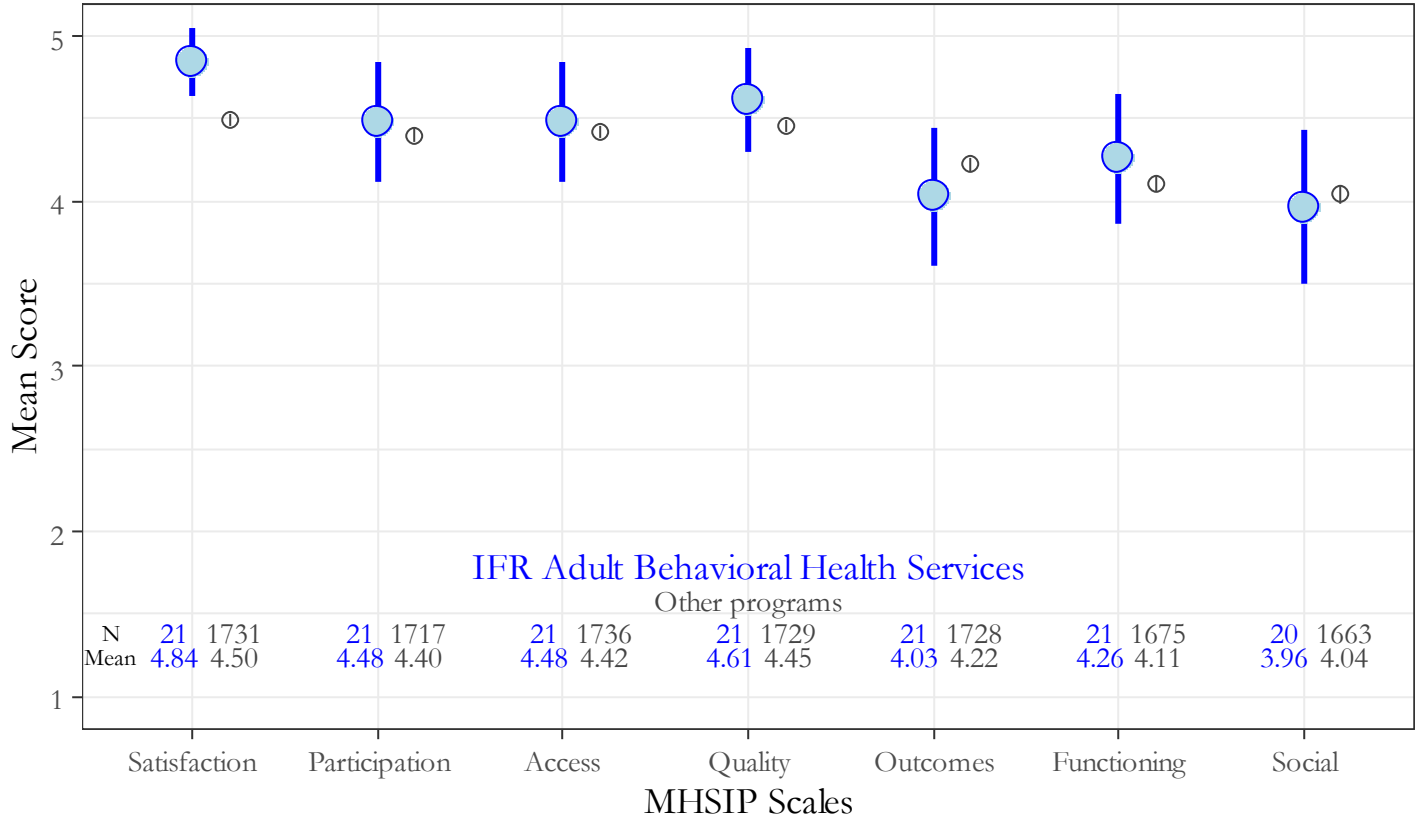
MHSIP Items 1-25, N = 26
Percent Agree

	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 7.7 %	19 73.1 %	0 0.0 %	5 19.2 %
90.5 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 3.8 %	1 3.8 %	0 0.0 %	19 73.1 %	0 0.0 %	5 19.2 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	3 11.5 %	17 65.4 %	1 3.8 %	5 19.2 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	3 11.5 %	17 65.4 %	0 0.0 %	6 23.1 %
95.2 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 3.8 %	4 15.4 %	16 61.5 %	0 0.0 %	5 19.2 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	2 7.7 %	18 69.2 %	1 3.8 %	5 19.2 %
90.5 % 7. Services were available at times that were good for me	0 0.0 %	1 3.8 %	1 3.8 %	1 3.8 %	18 69.2 %	0 0.0 %	5 19.2 %
85.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	3 11.5 %	3 11.5 %	15 57.7 %	0 0.0 %	5 19.2 %
87.5 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 7.7 %	1 3.8 %	13 50.0 %	4 15.4 %	6 23.1 %
95.2 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 3.8 %	5 19.2 %	15 57.7 %	0 0.0 %	5 19.2 %
95.2 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 3.8 %	5 19.2 %	15 57.7 %	0 0.0 %	5 19.2 %
83.3 % 12. I felt free to complain	1 3.8 %	0 0.0 %	2 7.7 %	1 3.8 %	14 53.8 %	2 7.7 %	6 23.1 %
95.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 3.8 %	3 11.5 %	16 61.5 %	0 0.0 %	6 23.1 %
89.5 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 7.7 %	2 7.7 %	15 57.7 %	1 3.8 %	6 23.1 %
86.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 7.7 %	1 3.8 %	12 46.2 %	4 15.4 %	7 26.9 %
95.2 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 3.8 %	0 0.0 %	0 0.0 %	4 15.4 %	16 61.5 %	0 0.0 %	5 19.2 %
78.9 % 17. I, not staff, decided my treatment goals	1 3.8 %	0 0.0 %	3 11.5 %	4 15.4 %	11 42.3 %	0 0.0 %	7 26.9 %
94.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 3.8 %	1 3.8 %	17 65.4 %	1 3.8 %	6 23.1 %
94.4 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	1 3.8 %	2 7.7 %	15 57.7 %	2 7.7 %	6 23.1 %
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 %	2 7.7 %	1 3.8 %	15 57.7 %	3 11.5 %	5 19.2 %
75.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 3.8 %	4 15.4 %	3 11.5 %	12 46.2 %	0 0.0 %	6 23.1 %
70.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 7.7 %	4 15.4 %	3 11.5 %	11 42.3 %	0 0.0 %	6 23.1 %
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 %	6 23.1 %	5 19.2 %	10 38.5 %	0 0.0 %	5 19.2 %
73.7 % 24. As a direct result of the services I received: I am getting along better with my family	1 3.8 %	0 0.0 %	4 15.4 %	2 7.7 %	12 46.2 %	2 7.7 %	5 19.2 %
61.1 % 25. As a direct result of the services I received: I do better in social situations	2 7.7 %	0 0.0 %	5 19.2 %	0 0.0 %	11 42.3 %	3 11.5 %	5 19.2 %

MHSIP Items 26-36, N = 26
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 %	4 15.4 %	2 7.7 %	10 38.5 %	5 19.2 %	5 19.2 %
55.6 % 27. As a direct result of the services I received: My housing situation has improved	1 3.8 %	0 0.0 %	7 26.9 %	2 7.7 %	8 30.8 %	3 11.5 %	5 19.2 %
47.6 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 3.8 %	2 7.7 %	8 30.8 %	1 3.8 %	9 34.6 %	0 0.0 %	5 19.2 %
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 %	6 23.1 %	2 7.7 %	13 50.0 %	0 0.0 %	5 19.2 %
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 15.4 %	6 23.1 %	11 42.3 %	0 0.0 %	5 19.2 %
66.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 3.8 %	0 0.0 %	6 23.1 %	3 11.5 %	11 42.3 %	0 0.0 %	5 19.2 %
81.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 3.8 %	0 0.0 %	3 11.5 %	5 19.2 %	12 46.2 %	0 0.0 %	5 19.2 %
68.4 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	3 11.5 %	3 11.5 %	4 15.4 %	9 34.6 %	2 7.7 %	5 19.2 %
68.4 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 3.8 %	2 7.7 %	3 11.5 %	6 23.1 %	7 26.9 %	1 3.8 %	6 23.1 %
68.4 % 35. As a direct result of the services I received: I feel I belong in my community	1 3.8 %	2 7.7 %	3 11.5 %	5 19.2 %	8 30.8 %	2 7.7 %	5 19.2 %
73.7 % 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 %	5 19.2 %	4 15.4 %	10 38.5 %	2 7.7 %	5 19.2 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	4 16 %	1 100 %	5 19.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	21 84 %	0 0 %	21 80.8 %
Total	25 100 %	1 100 %	26 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 32 clients; surveys were returned for 26 clients (26/32 = 81.2%).
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
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

IFR Adult Behavioral Health Services

Program Code(s): 38183

Overall Satisfaction¹

100.0%

Return Rate²

66.7%

Overall satisfaction³ mean score for IFR Adult Behavioral Health Services: **4.50** (youth), **4.54** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

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

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

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

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

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

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

Completion Status	Survey Compliance		Total
	IFR Adult Behavioral Health Services		
	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 %	1 100 %	2 100 %
Total	1 100 %	1 100 %	2 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

IFR CYF Behavioral Health Services

Program Code(s): 38185

Overall Satisfaction¹

100.0%

Return Rate²

23.1%

Overall satisfaction³ mean score for IFR CYF Behavioral Health Services: No YSS (youth) data for this program, **4.86** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

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

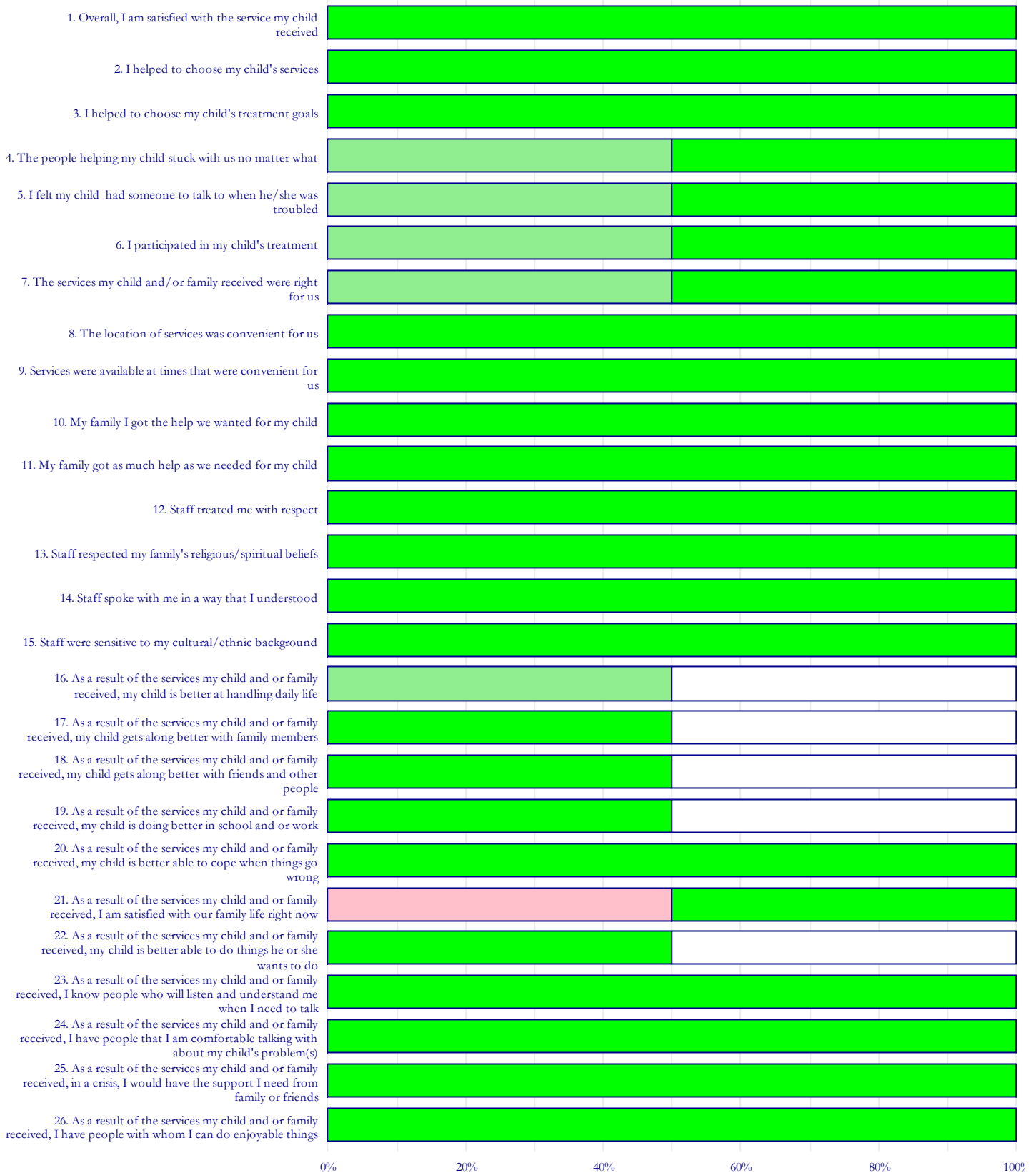
100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

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

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

Youth Services Survey for Families

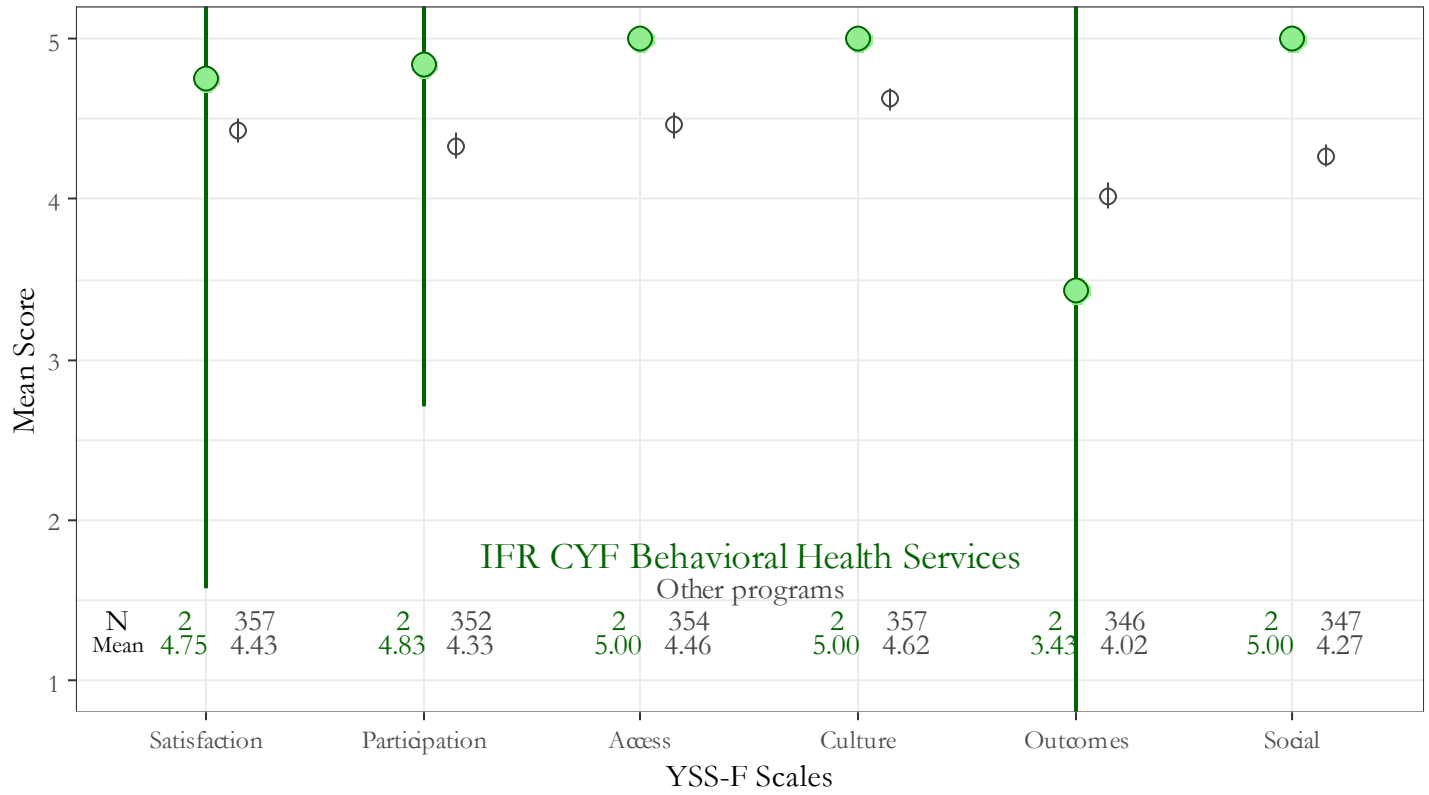


Youth Services Survey for Families, N = 3

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	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 %	1 33.3 %	1 33.3 %	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 %	1 33.3 %	1 33.3 %	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 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
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 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	1 33.3 %
100.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %
100.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %
100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %
100.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %
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 %	0 0.0 %	1 33.3 %	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 %	0 0.0 %	1 33.3 %	1 33.3 %	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 %	0 0.0 %	2 66.7 %	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 %	0 0.0 %	2 66.7 %	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 %	0 0.0 %	2 66.7 %	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 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %

Not enough youth survey data to create domain means plot.

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



Survey Compliance
IFR CYF Behavioral
Health Services

Completion Status	Completion by Respondent Type		<i>Total</i>
	Family	Youth	
Refused	1 33.3 %	0 0 %	1 33.3 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	2 66.7 %	0 0 %	2 66.7 %
<i>Total</i>	3 100 %	0 100 %	3 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 13 clients; surveys were returned for 3 clients (3 / 13 = 23.1%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

IFR Semillas de Paz
Program Code(s): 3818C

Overall Satisfaction¹
100.0%

Return Rate²
over 100%

Overall satisfaction³ mean score for IFR Semillas de Paz: **4.44** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.25** (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% 1. Overall, I am satisfied with the service I received

100.0% 10. I got the help I wanted

100.0% 11. I got as much help as I needed

Lowest Agreement Items

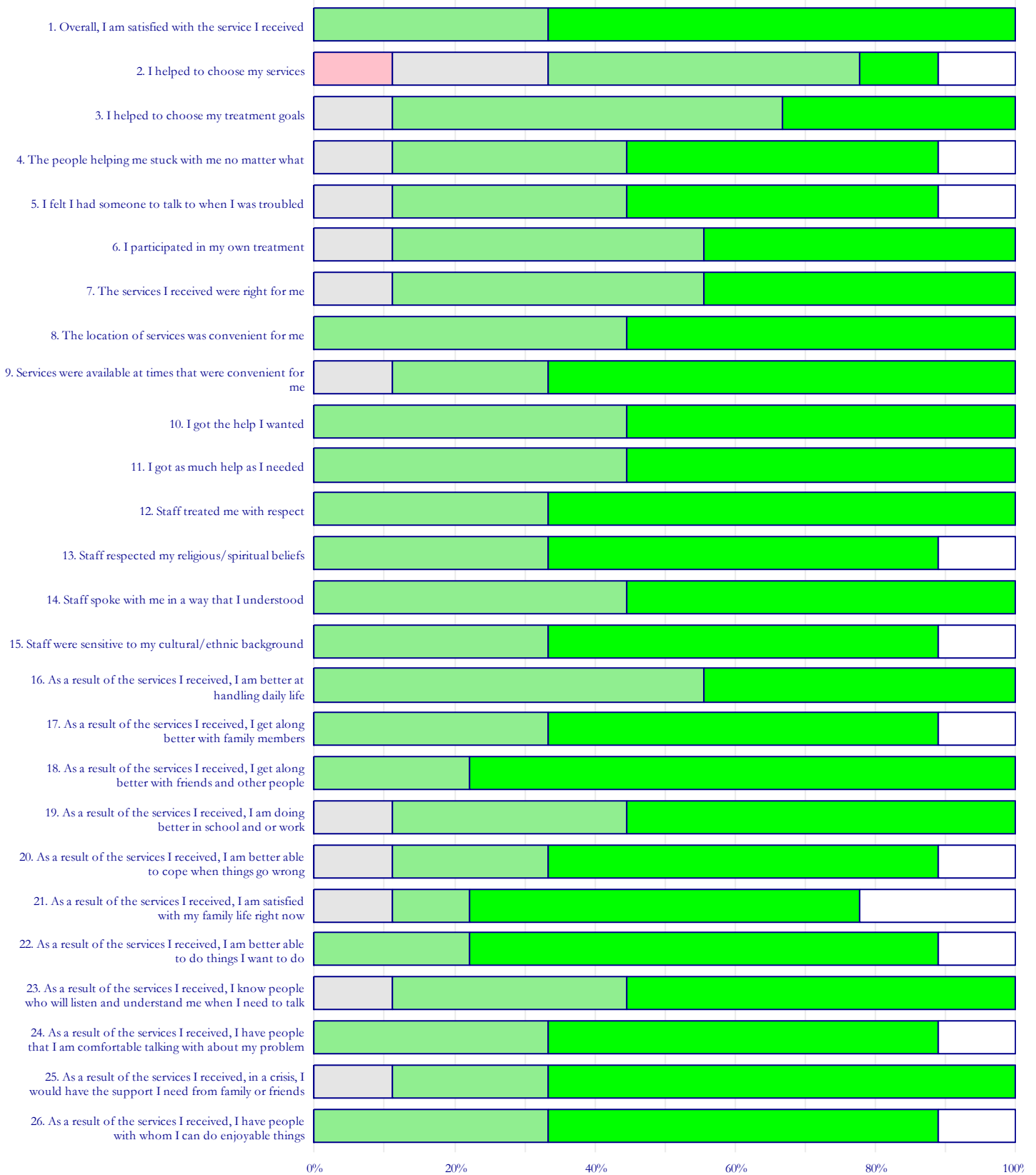
62.5% 2. I helped to choose my services

87.5% 4. The people helping me stuck with me no matter what

87.5% 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

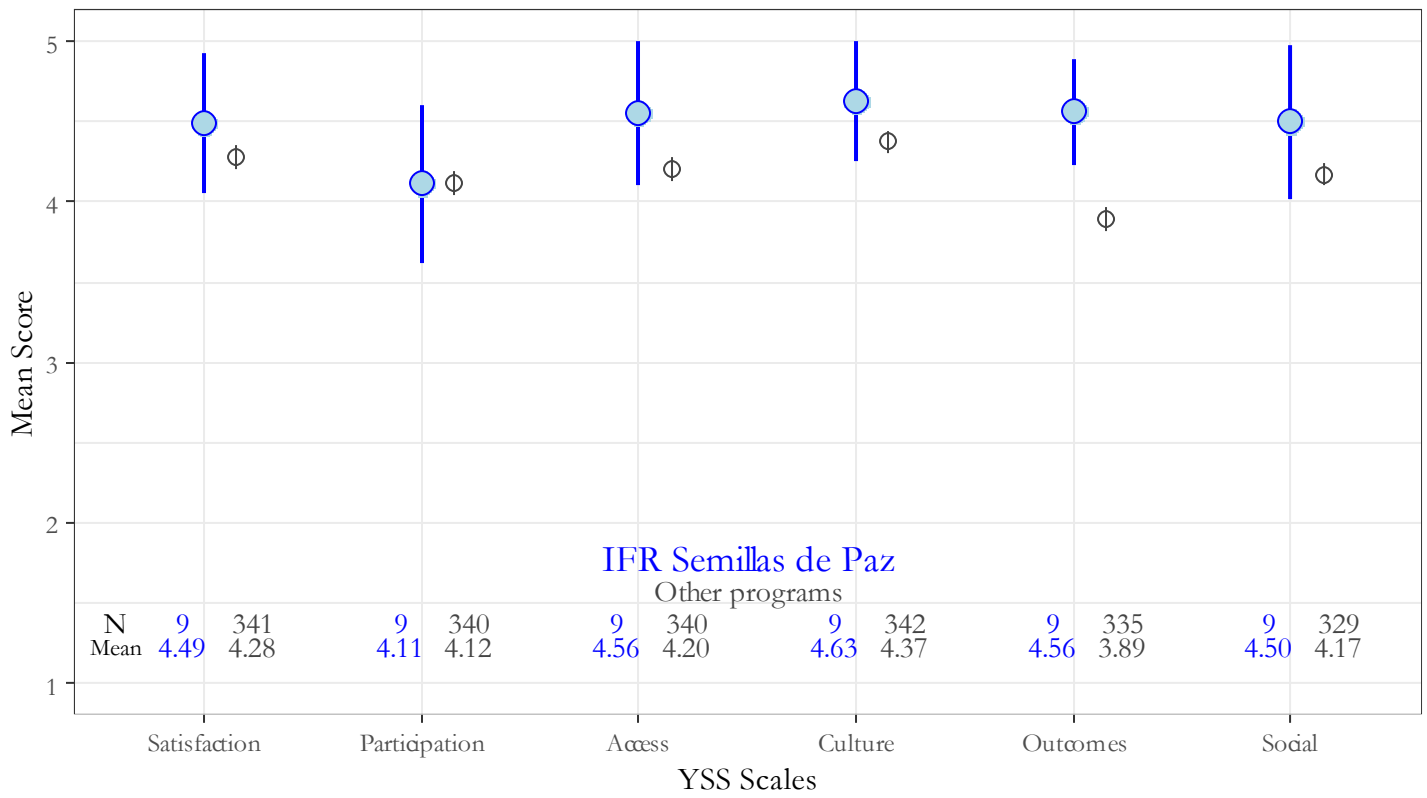


Youth Services Survey for Youth, N = 9

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
62.5 % 2. I helped to choose my services	0 0.0 %	1 11.1 %	2 22.2 %	4 44.4 %	1 11.1 %	1 11.1 %	0 0.0 %
88.9 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	3 33.3 %	0 0.0 %	0 0.0 %
87.5 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	4 44.4 %	1 11.1 %	0 0.0 %
87.5 % 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 %	4 44.4 %	1 11.1 %	0 0.0 %
88.9 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	4 44.4 %	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 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
88.9 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	6 66.7 %	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 44.4 %	5 55.6 %	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 %	4 44.4 %	5 55.6 %	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 %	3 33.3 %	5 55.6 %	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 %	4 44.4 %	5 55.6 %	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 33.3 %	5 55.6 %	1 11.1 %	0 0.0 %
100.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	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 %	3 33.3 %	5 55.6 %	1 11.1 %	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 22.2 %	7 77.8 %	0 0.0 %	0 0.0 %
88.9 % 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 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
87.5 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	5 55.6 %	1 11.1 %	0 0.0 %
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 11.1 %	1 11.1 %	5 55.6 %	2 22.2 %	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 22.2 %	6 66.7 %	1 11.1 %	0 0.0 %
88.9 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	5 55.6 %	1 11.1 %	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 %	1 11.1 %	2 22.2 %	6 66.7 %	0 0.0 %	0 0.0 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	5 55.6 %	1 11.1 %	0 0.0 %

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance
IFR Semillas de Paz

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	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 3 clients; surveys were returned for 9 clients ($9 / 3 = 300.0\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Instituto (IFR) Spark FSP (3818FSP)

Program Code(s): 3818FSP

Overall Satisfaction¹

87.5%

Return Rate²

over 100%

Overall satisfaction³ mean score for Instituto (IFR) Spark FSP (3818FSP): No YSS (youth) data for this program, **4.46** (family).

Overall satisfaction mean score for all other programs: **4.26** (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

87.5% 1. Overall, I am satisfied with the service I received

87.5% 2. I helped to choose my services

87.5% 3. I helped to choose my treatment goals

Lowest Agreement Items

62.5% 9. Services were available at times that were convenient for me

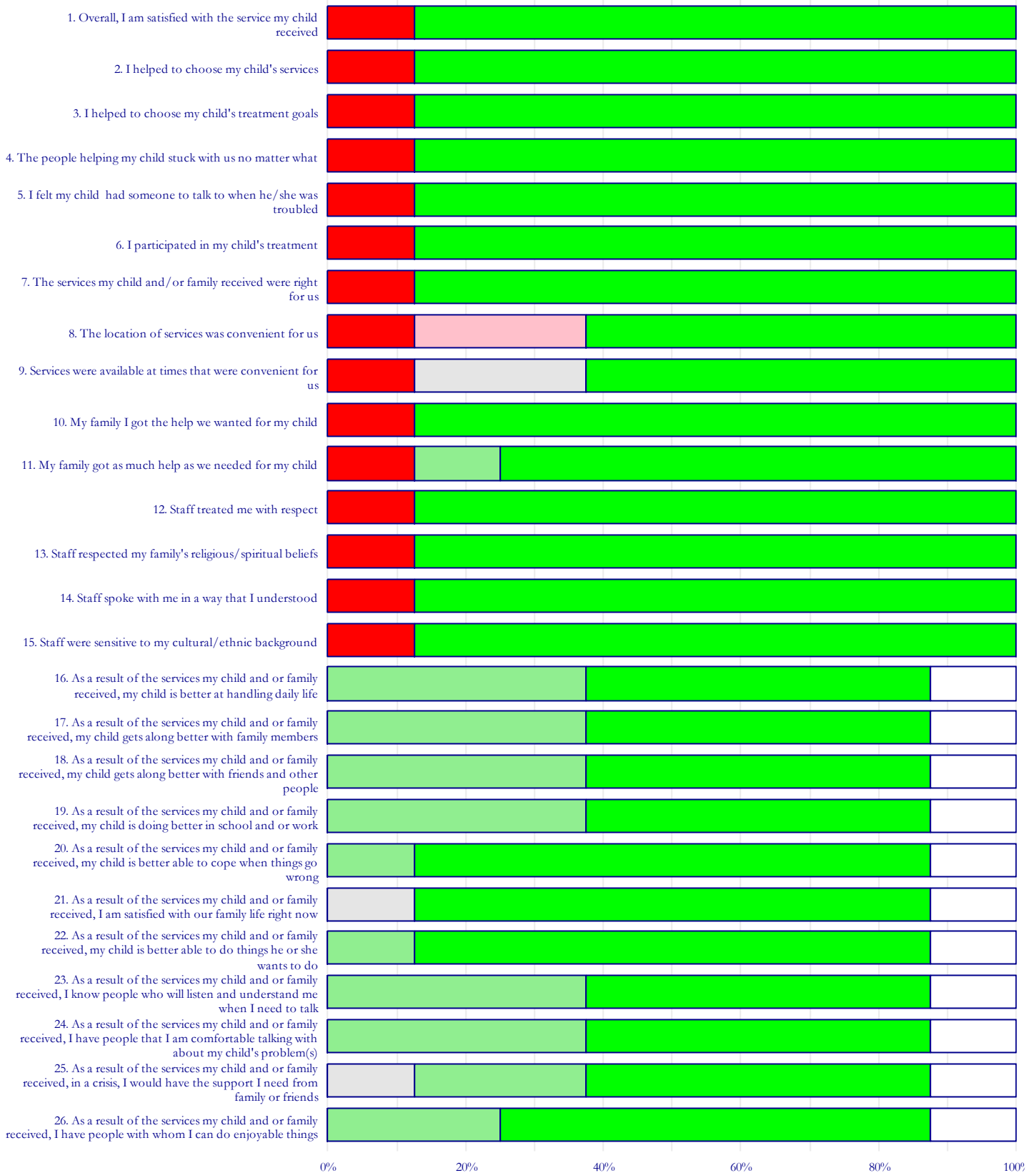
87.5% 1. Overall, I am satisfied with the service I received

87.5% 2. I helped to choose my services

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

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

Youth Services Survey for Families

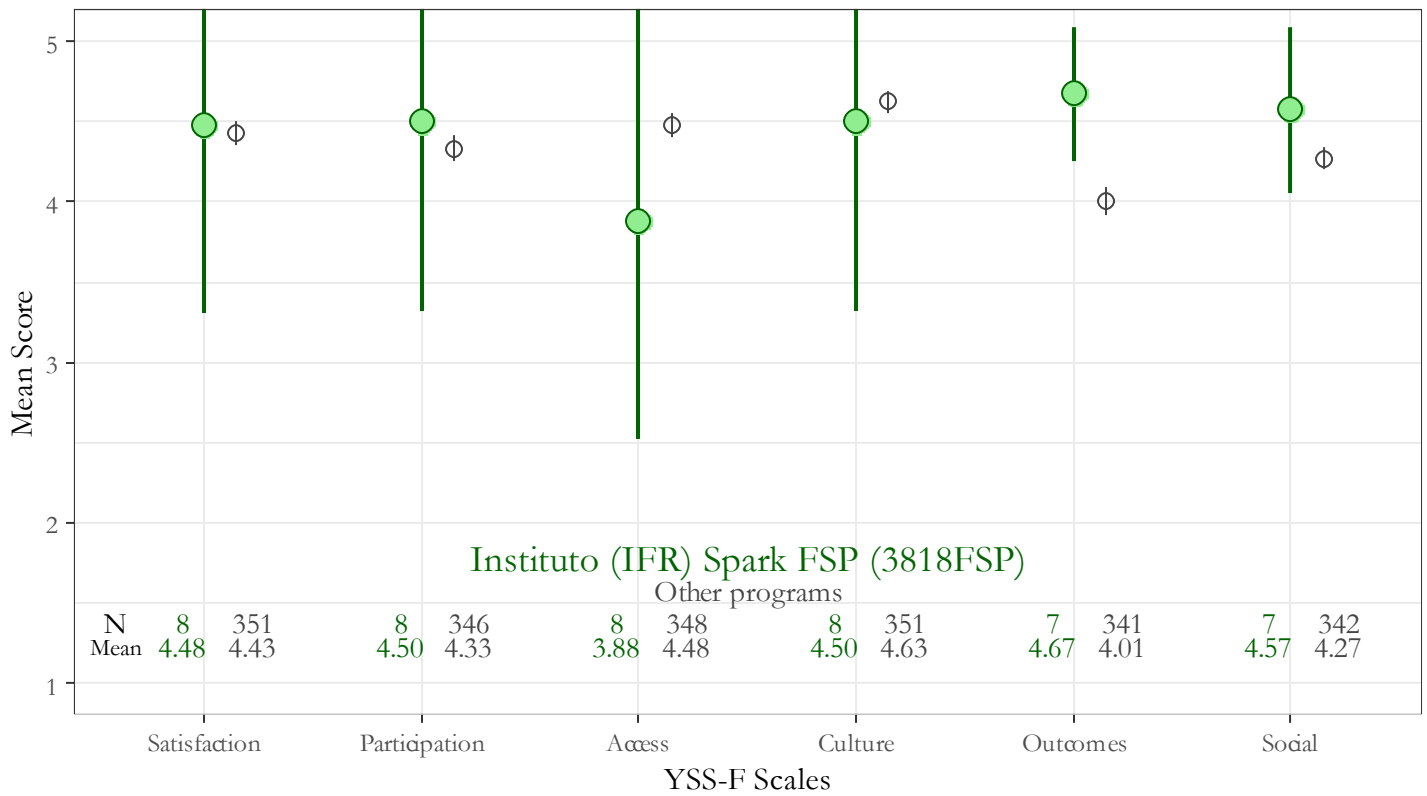


Youth Services Survey for Families, N = 9

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.5 % 1. Overall, I am satisfied with the service my child received	1 11.1 %	0 0.0 %	0 0.0 %	0 0.0 %	7 77.8 %	0 0.0 %	1 11.1 %
87.5 % 2. I helped to choose my child's services	1 11.1 %	0 0.0 %	0 0.0 %	0 0.0 %	7 77.8 %	0 0.0 %	1 11.1 %
87.5 % 3. I helped to choose my child's treatment goals	1 11.1 %	0 0.0 %	0 0.0 %	0 0.0 %	7 77.8 %	0 0.0 %	1 11.1 %
87.5 % 4. The people helping my child stuck with us no matter what	1 11.1 %	0 0.0 %	0 0.0 %	0 0.0 %	7 77.8 %	0 0.0 %	1 11.1 %
87.5 % 5. I felt my child had someone to talk to when he/she was troubled	1 11.1 %	0 0.0 %	0 0.0 %	0 0.0 %	7 77.8 %	0 0.0 %	1 11.1 %
87.5 % 6. I participated in my child's treatment	1 11.1 %	0 0.0 %	0 0.0 %	0 0.0 %	7 77.8 %	0 0.0 %	1 11.1 %
87.5 % 7. The services my child and/or family received were right for us	1 11.1 %	0 0.0 %	0 0.0 %	0 0.0 %	7 77.8 %	0 0.0 %	1 11.1 %
62.5 % 8. The location of services was convenient for us	1 11.1 %	2 22.2 %	0 0.0 %	0 0.0 %	5 55.6 %	0 0.0 %	1 11.1 %
62.5 % 9. Services were available at times that were convenient for us	1 11.1 %	0 0.0 %	2 22.2 %	0 0.0 %	5 55.6 %	0 0.0 %	1 11.1 %
87.5 % 10. My family I got the help we wanted for my child	1 11.1 %	0 0.0 %	0 0.0 %	0 0.0 %	7 77.8 %	0 0.0 %	1 11.1 %
87.5 % 11. My family got as much help as we needed for my child	1 11.1 %	0 0.0 %	0 0.0 %	1 11.1 %	6 66.7 %	0 0.0 %	1 11.1 %
87.5 % 12. Staff treated me with respect	1 11.1 %	0 0.0 %	0 0.0 %	0 0.0 %	7 77.8 %	0 0.0 %	1 11.1 %
87.5 % 13. Staff respected my family's religious/spiritual beliefs	1 11.1 %	0 0.0 %	0 0.0 %	0 0.0 %	7 77.8 %	0 0.0 %	1 11.1 %
87.5 % 14. Staff spoke with me in a way that I understood	1 11.1 %	0 0.0 %	0 0.0 %	0 0.0 %	7 77.8 %	0 0.0 %	1 11.1 %
87.5 % 15. Staff were sensitive to my cultural/ethnic background	1 11.1 %	0 0.0 %	0 0.0 %	0 0.0 %	7 77.8 %	0 0.0 %	1 11.1 %
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 %	3 33.3 %	4 44.4 %	1 11.1 %	1 11.1 %
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 33.3 %	4 44.4 %	1 11.1 %	1 11.1 %
100.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	4 44.4 %	1 11.1 %	1 11.1 %
100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	4 44.4 %	1 11.1 %	1 11.1 %
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 11.1 %	6 66.7 %	1 11.1 %	1 11.1 %
85.7 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	1 11.1 %	0 0.0 %	6 66.7 %	1 11.1 %	1 11.1 %
100.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	6 66.7 %	1 11.1 %	1 11.1 %
100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	4 44.4 %	1 11.1 %	1 11.1 %
100.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	4 44.4 %	1 11.1 %	1 11.1 %
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 11.1 %	2 22.2 %	4 44.4 %	1 11.1 %	1 11.1 %
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 %	2 22.2 %	5 55.6 %	1 11.1 %	1 11.1 %

Not enough youth survey data to create domain means plot.

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



Survey Compliance

Instituto (IFR)

Spark FSP (3818FSP)

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 3 clients; surveys were returned for 8 clients ($8 / 3 = 266.7\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
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

62.5%

Overall satisfaction³ mean score for Jewish Family & Children's Services - Scott: **5.00** (youth), **4.75** (family).

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

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

Highest Agreement Items

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

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

75.0% 10. I got the help I wanted

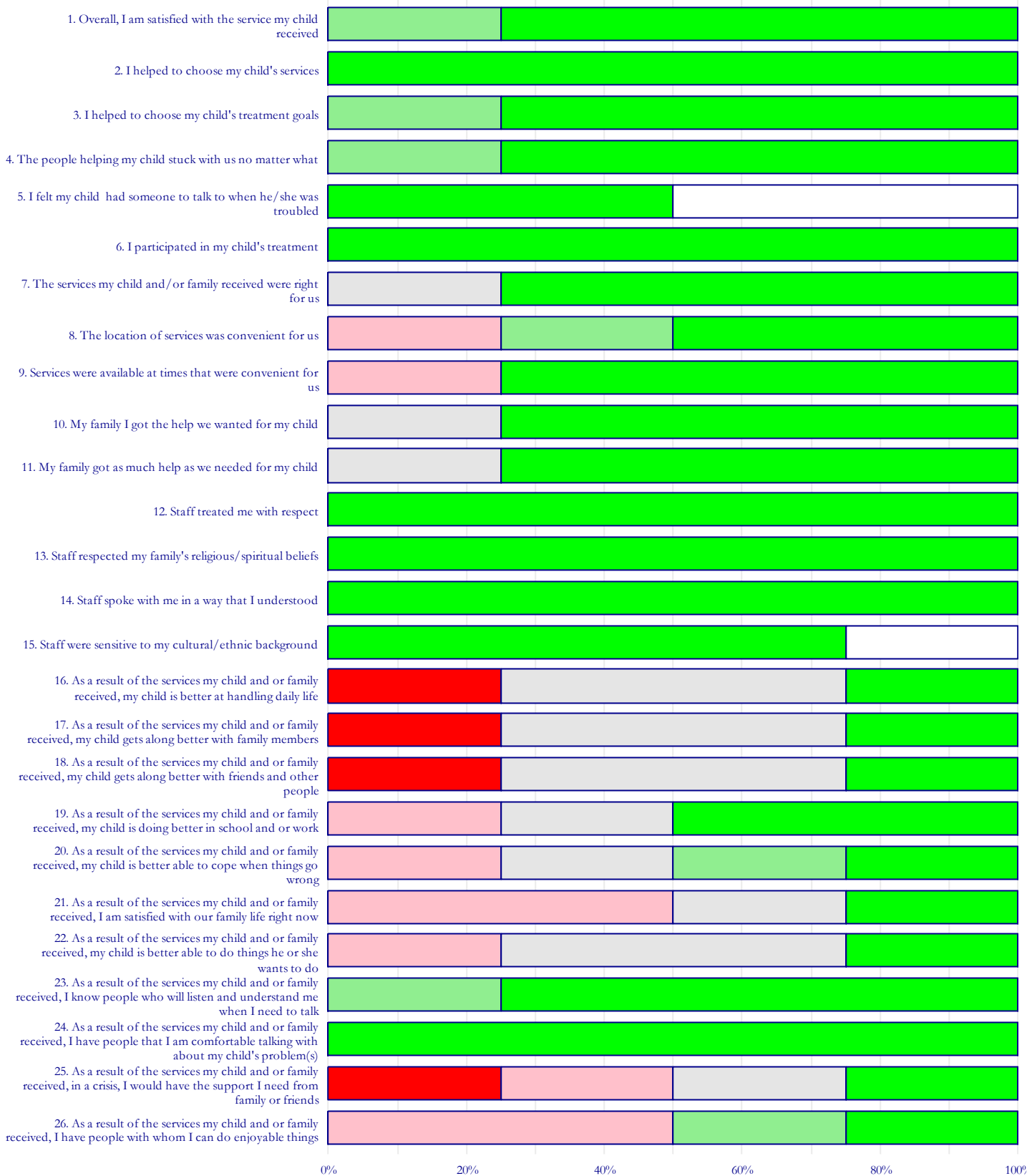
75.0% 11. I got as much help as I needed

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.

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

Youth Services Survey for Families

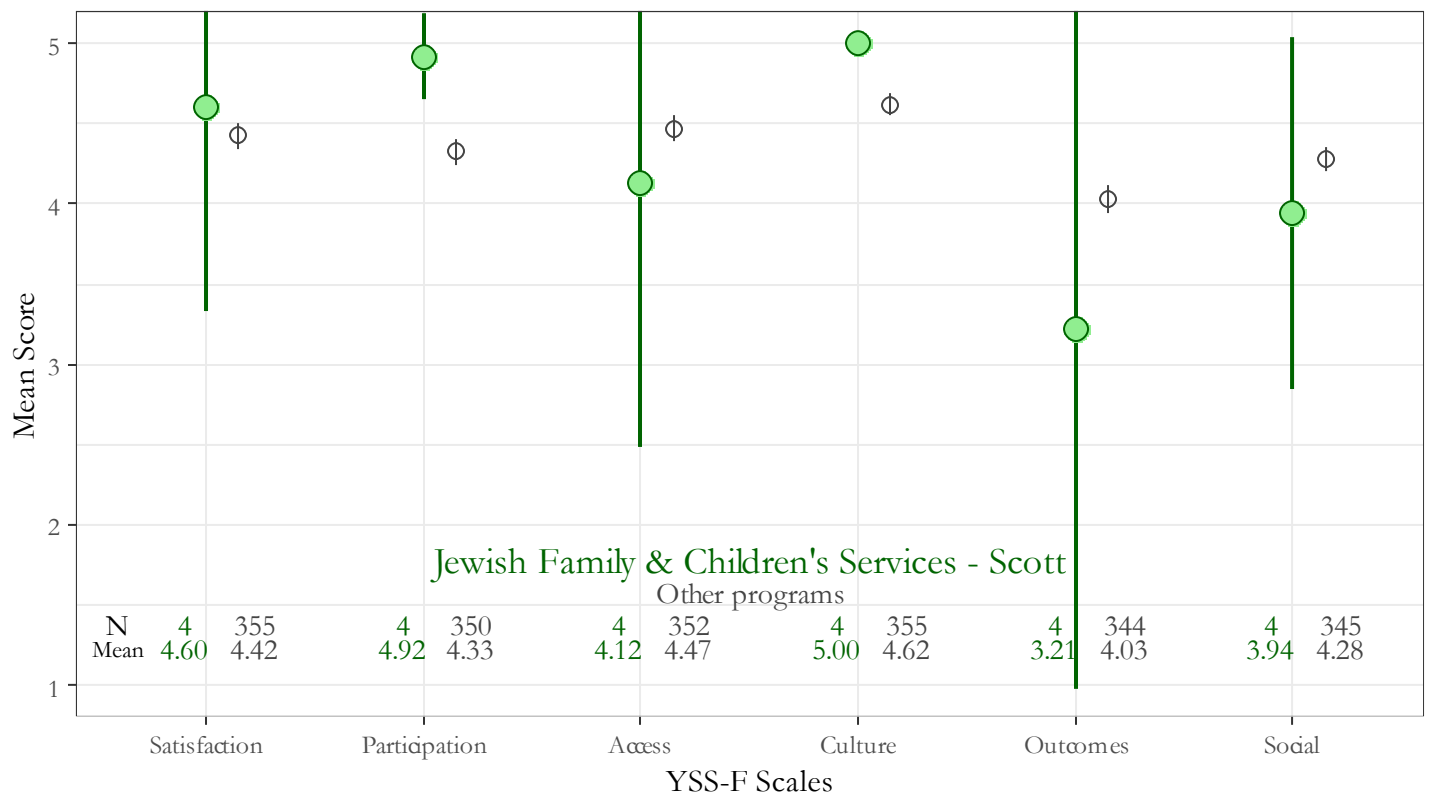


Youth Services Survey for Families, N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	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 %	4 100.0 %	0 0.0 %	0 0.0 %
75.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %
75.0 % 8. The location of services was convenient for us	0 0.0 %	1 25.0 %	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	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %
75.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %
75.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	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 %	4 100.0 %	0 0.0 %	0 0.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %
25.0 % 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 %	2 50.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %
25.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	1 25.0 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %
25.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	1 25.0 %	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %
50.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %
50.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %
25.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	2 50.0 %	1 25.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %
25.0 % 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 %	2 50.0 %	0 0.0 %	1 25.0 %	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 %	3 75.0 %	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 %	0 0.0 %	4 100.0 %	0 0.0 %	0 0.0 %
25.0 % 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 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %
50.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	2 50.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %

Not enough youth survey data to create domain means plot.

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



Survey Compliance
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	4 100 %	1 100 %	5 100 %
Total	4 100 %	1 100 %	5 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 8 clients; surveys were returned for 5 clients (5 / 8 = 62.5%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Jewish Family Child Scott Adult

Program Code(s): 38AEM1

Overall Satisfaction¹

NaN%

Return Rate²

100.0%

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

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

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

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

Overall Satisfaction¹
100.0%

Return Rate²
85.7%

Overall satisfaction³ mean score for LHH Dept of Psychiatry: **4.14**.

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

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

Highest Agreement Items

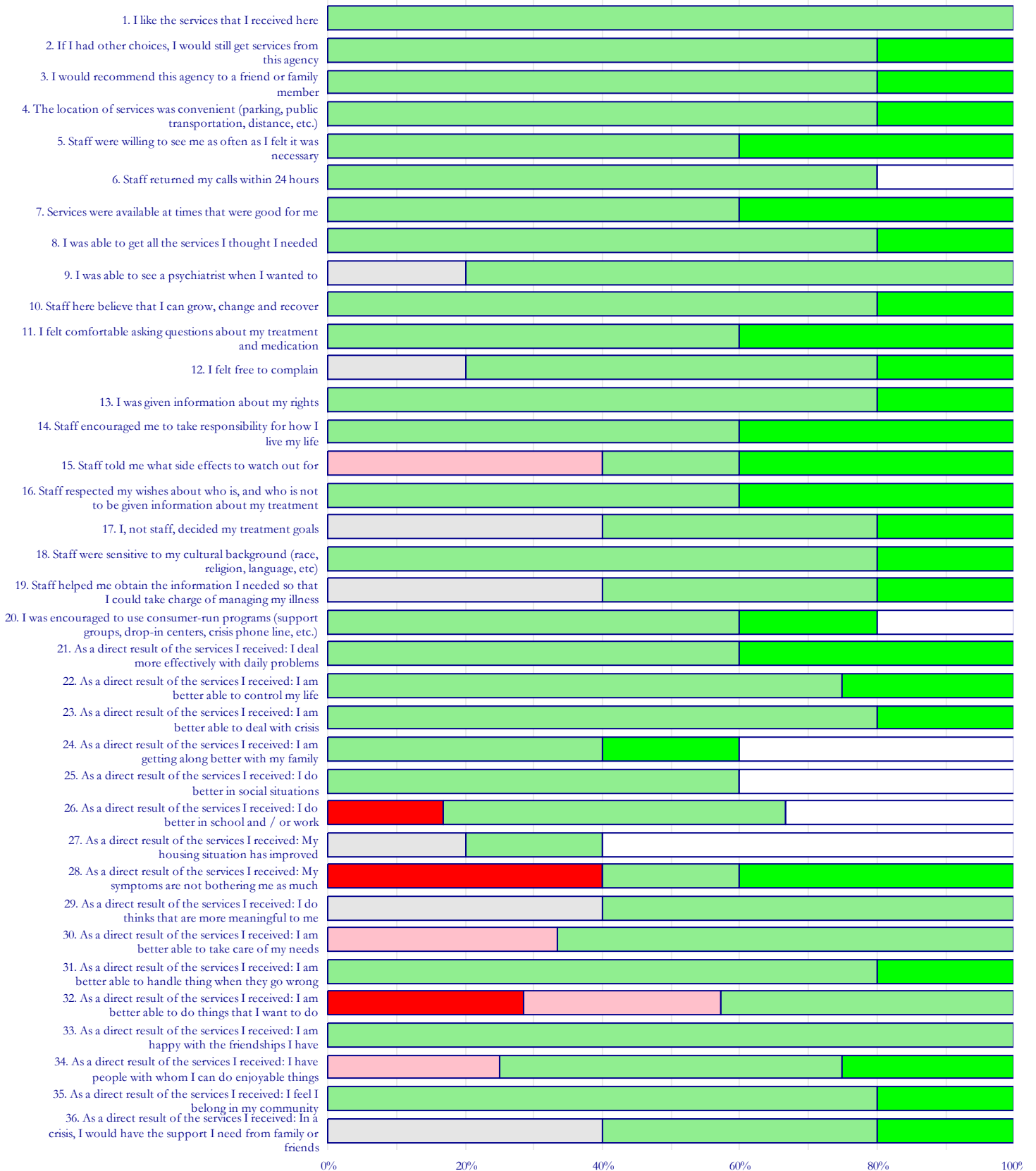
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 60.0% 15. Staff told me what side effects to watch out for
- 60.0% 17. I, not staff, decided my treatment goals
- 60.0% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

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

MHSIP Items



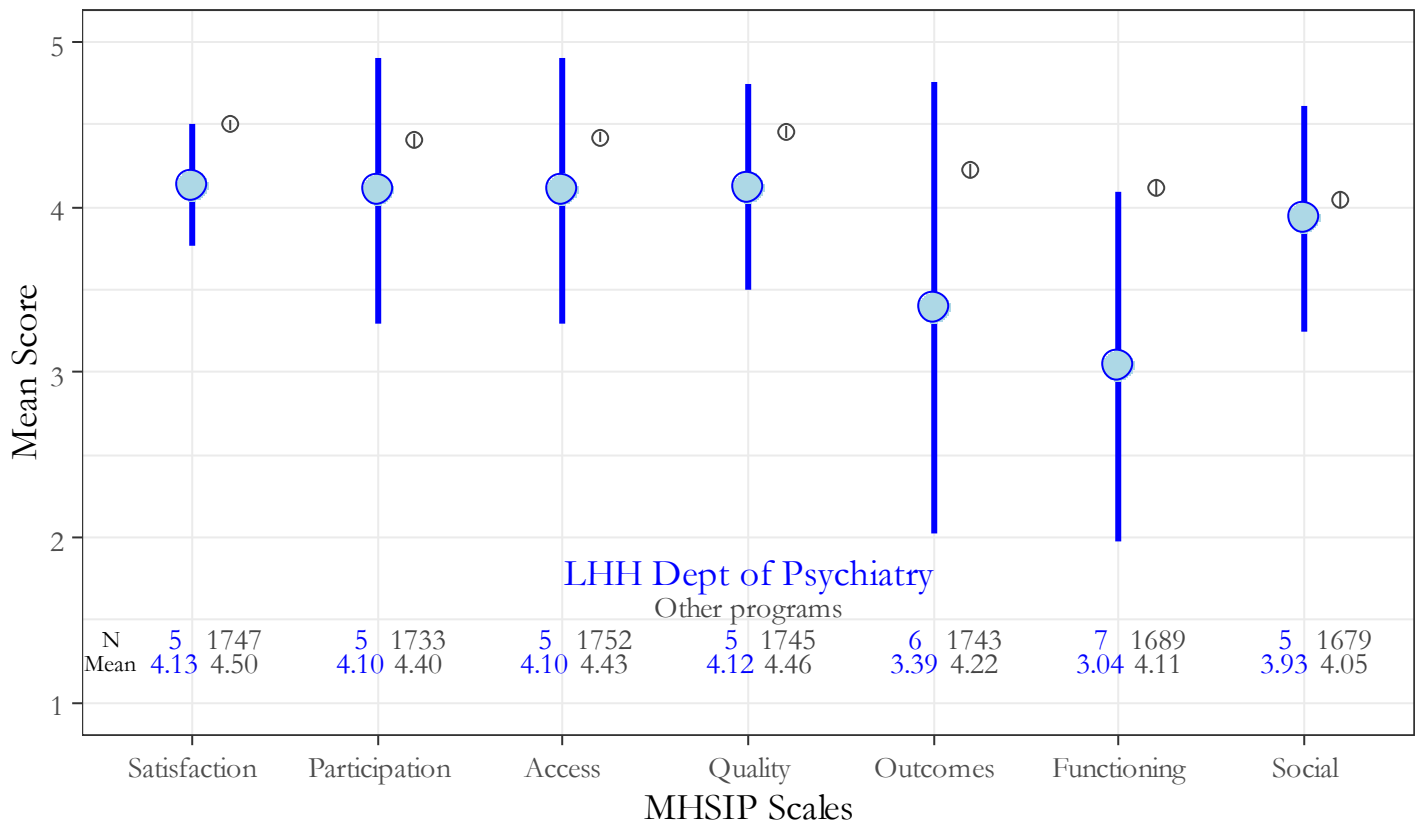
MHSIP Items 1-25, N = 7
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	5 71.4 %	0 0.0 %	0 0.0 %	2 28.6 %
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 57.1 %	1 14.3 %	0 0.0 %	2 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 %	4 57.1 %	1 14.3 %	0 0.0 %	2 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 %	4 57.1 %	1 14.3 %	0 0.0 %	2 28.6 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	2 28.6 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	0 0.0 %	1 14.3 %	2 28.6 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	2 28.6 %
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 57.1 %	1 14.3 %	0 0.0 %	2 28.6 %
80.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 14.3 %	4 57.1 %	0 0.0 %	0 0.0 %	2 28.6 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	1 14.3 %	0 0.0 %	2 28.6 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	2 28.6 %
80.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	1 14.3 %	0 0.0 %	2 28.6 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	1 14.3 %	0 0.0 %	2 28.6 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	2 28.6 %
60.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	2 28.6 %	0 0.0 %	1 14.3 %	2 28.6 %	0 0.0 %	2 28.6 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	2 28.6 %	0 0.0 %	2 28.6 %
60.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	1 14.3 %	0 0.0 %	2 28.6 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	1 14.3 %	0 0.0 %	2 28.6 %
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 28.6 %	2 28.6 %	1 14.3 %	0 0.0 %	2 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 %	3 42.9 %	1 14.3 %	1 14.3 %	2 28.6 %
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 42.9 %	2 28.6 %	0 0.0 %	2 28.6 %
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 42.9 %	1 14.3 %	0 0.0 %	3 42.9 %
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 57.1 %	1 14.3 %	0 0.0 %	2 28.6 %
100.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	2 28.6 %	2 28.6 %
100.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	0 0.0 %	2 28.6 %	2 28.6 %

MHSIP Items 26-36, N = 7
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
75.0 % 26. As a direct result of the services I received: I do better in school and / or work	1 14.3 %	0 0.0 %	0 0.0 %	3 42.9 %	0 0.0 %	2 28.6 %	1 14.3 %
50.0 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	0 0.0 %	3 42.9 %	2 28.6 %
60.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 28.6 %	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	0 0.0 %	2 28.6 %
60.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	0 0.0 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %	2 28.6 %
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 %	2 28.6 %	0 0.0 %	4 57.1 %	0 0.0 %	0 0.0 %	1 14.3 %
100.0 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	1 14.3 %	0 0.0 %	2 28.6 %
42.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do	2 28.6 %	2 28.6 %	0 0.0 %	3 42.9 %	0 0.0 %	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 %	5 71.4 %	0 0.0 %	0 0.0 %	2 28.6 %
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 14.3 %	0 0.0 %	2 28.6 %	1 14.3 %	0 0.0 %	3 42.9 %
100.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	0 0.0 %	4 57.1 %	1 14.3 %	0 0.0 %	2 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	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	1 14.3 %	0 0.0 %	2 28.6 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	2 40 %	0 0 %	2 28.6 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	3 60 %	2 100 %	5 71.4 %
Total	5 100 %	2 100 %	7 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 7 clients; surveys were returned for 6 clients (6/7 = 85.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Mission ACT

Program Code(s): 3804SP

Overall Satisfaction¹

91.3%

Return Rate²

over 100%

Overall satisfaction³ mean score for Mission ACT: **4.28**.

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

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

Highest Agreement Items

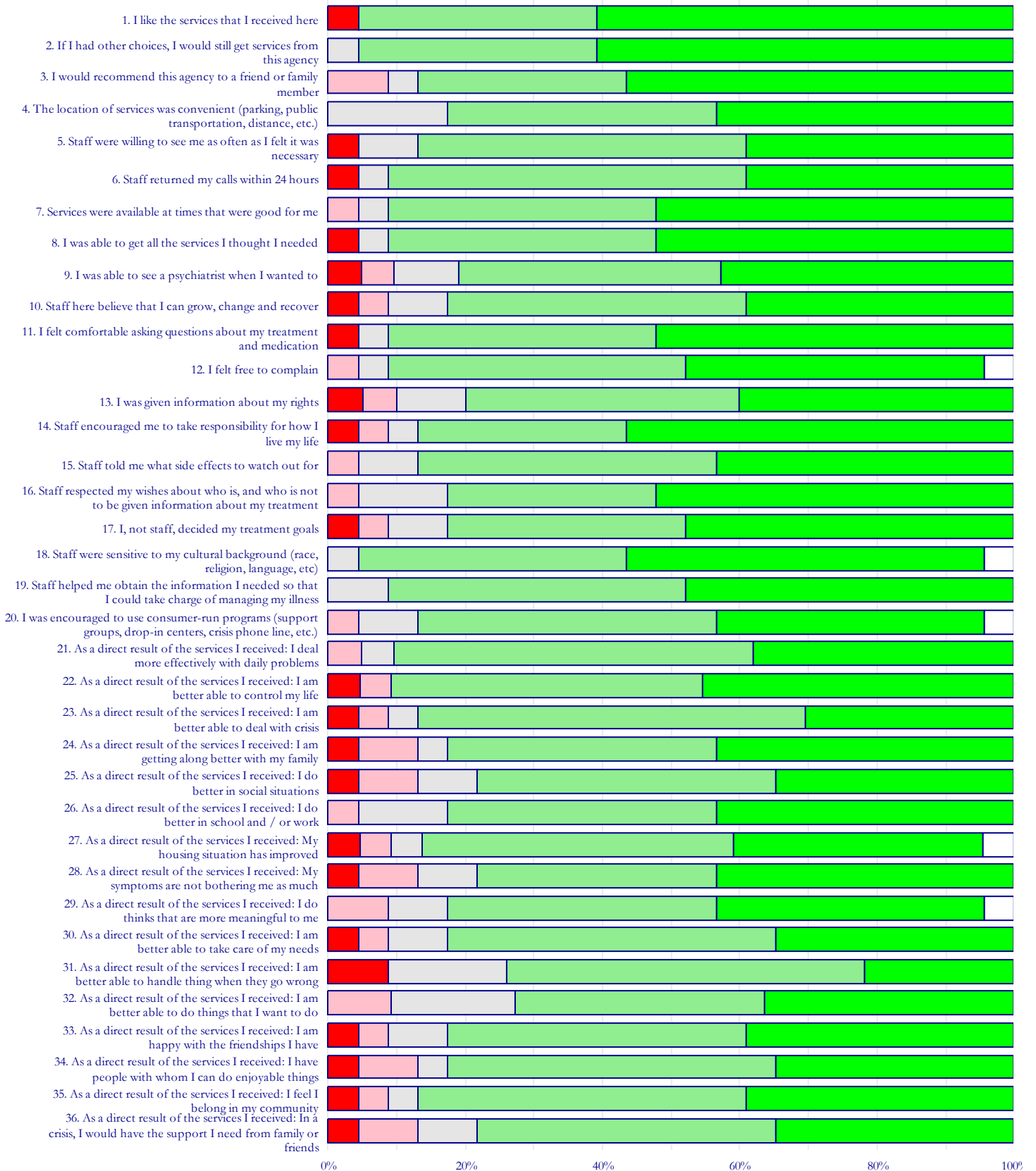
- 95.7% 1. I like the services that I received here
- 95.7% 2. If I had other choices, I would still get services from this agency
- 95.5% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

Lowest Agreement Items

- 80.0% 13. I was given information about my rights
- 81.0% 9. I was able to see a psychiatrist when I wanted to
- 82.6% 10. Staff here believe that I can grow, change and recover

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

MHSIP Items



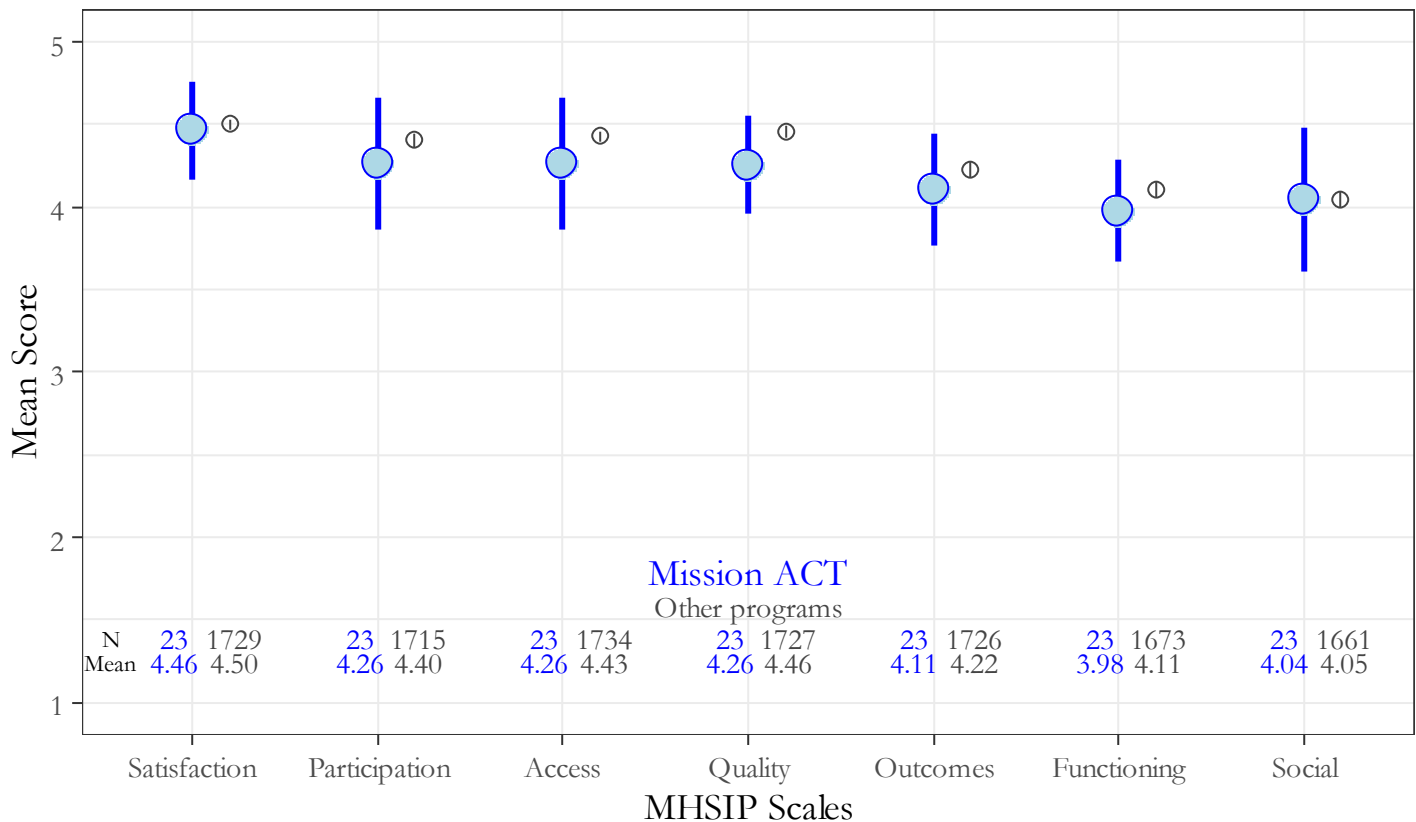
MHSIP Items 1-25, N = 45
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
95.7 % 1. I like the services that I received here	1 2.2 %	0 0.0 %	0 0.0 %	8 17.8 %	14 31.1 %	0 0.0 %	22 48.9 %
95.7 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 2.2 %	8 17.8 %	14 31.1 %	0 0.0 %	22 48.9 %
87.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	2 4.4 %	1 2.2 %	7 15.6 %	13 28.9 %	0 0.0 %	22 48.9 %
82.6 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	4 8.9 %	9 20.0 %	10 22.2 %	0 0.0 %	22 48.9 %
87.0 % 5. Staff were willing to see me as often as I felt it was necessary	1 2.2 %	0 0.0 %	2 4.4 %	11 24.4 %	9 20.0 %	0 0.0 %	22 48.9 %
91.3 % 6. Staff returned my calls within 24 hours	1 2.2 %	0 0.0 %	1 2.2 %	12 26.7 %	9 20.0 %	0 0.0 %	22 48.9 %
91.3 % 7. Services were available at times that were good for me	0 0.0 %	1 2.2 %	1 2.2 %	9 20.0 %	12 26.7 %	0 0.0 %	22 48.9 %
91.3 % 8. I was able to get all the services I thought I needed	1 2.2 %	0 0.0 %	1 2.2 %	9 20.0 %	12 26.7 %	0 0.0 %	22 48.9 %
81.0 % 9. I was able to see a psychiatrist when I wanted to	1 2.2 %	1 2.2 %	2 4.4 %	8 17.8 %	9 20.0 %	0 0.0 %	24 53.3 %
82.6 % 10. Staff here believe that I can grow, change and recover	1 2.2 %	1 2.2 %	2 4.4 %	10 22.2 %	9 20.0 %	0 0.0 %	22 48.9 %
91.3 % 11. I felt comfortable asking questions about my treatment and medication	1 2.2 %	0 0.0 %	1 2.2 %	9 20.0 %	12 26.7 %	0 0.0 %	22 48.9 %
90.9 % 12. I felt free to complain	0 0.0 %	1 2.2 %	1 2.2 %	10 22.2 %	10 22.2 %	1 2.2 %	22 48.9 %
80.0 % 13. I was given information about my rights	1 2.2 %	1 2.2 %	2 4.4 %	8 17.8 %	8 17.8 %	0 0.0 %	25 55.6 %
87.0 % 14. Staff encouraged me to take responsibility for how I live my life	1 2.2 %	1 2.2 %	1 2.2 %	7 15.6 %	13 28.9 %	0 0.0 %	22 48.9 %
87.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 2.2 %	2 4.4 %	10 22.2 %	10 22.2 %	0 0.0 %	22 48.9 %
82.6 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 2.2 %	3 6.7 %	7 15.6 %	12 26.7 %	0 0.0 %	22 48.9 %
82.6 % 17. I, not staff, decided my treatment goals	1 2.2 %	1 2.2 %	2 4.4 %	8 17.8 %	11 24.4 %	0 0.0 %	22 48.9 %
95.5 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 2.2 %	9 20.0 %	12 26.7 %	1 2.2 %	22 48.9 %
91.3 % 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 %	2 4.4 %	10 22.2 %	11 24.4 %	0 0.0 %	22 48.9 %
86.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 2.2 %	2 4.4 %	10 22.2 %	9 20.0 %	1 2.2 %	22 48.9 %
90.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 2.2 %	1 2.2 %	11 24.4 %	8 17.8 %	0 0.0 %	24 53.3 %
90.9 % 22. As a direct result of the services I received: I am better able to control my life	1 2.2 %	1 2.2 %	0 0.0 %	10 22.2 %	10 22.2 %	0 0.0 %	23 51.1 %
87.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 2.2 %	1 2.2 %	1 2.2 %	13 28.9 %	7 15.6 %	0 0.0 %	22 48.9 %
82.6 % 24. As a direct result of the services I received: I am getting along better with my family	1 2.2 %	2 4.4 %	1 2.2 %	9 20.0 %	10 22.2 %	0 0.0 %	22 48.9 %
78.3 % 25. As a direct result of the services I received: I do better in social situations	1 2.2 %	2 4.4 %	2 4.4 %	10 22.2 %	8 17.8 %	0 0.0 %	22 48.9 %

MHSIP Items 26-36, N = 45
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
82.6 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 2.2 %	3 6.7 %	9 20.0 %	10 22.2 %	0 0.0 %	22 48.9 %
85.7 % 27. As a direct result of the services I received: My housing situation has improved	1 2.2 %	1 2.2 %	1 2.2 %	10 22.2 %	8 17.8 %	1 2.2 %	23 51.1 %
78.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 2.2 %	2 4.4 %	2 4.4 %	8 17.8 %	10 22.2 %	0 0.0 %	22 48.9 %
81.8 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	2 4.4 %	2 4.4 %	9 20.0 %	9 20.0 %	1 2.2 %	22 48.9 %
82.6 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 2.2 %	1 2.2 %	2 4.4 %	11 24.4 %	8 17.8 %	0 0.0 %	22 48.9 %
73.9 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 4.4 %	0 0.0 %	4 8.9 %	12 26.7 %	5 11.1 %	0 0.0 %	22 48.9 %
72.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	2 4.4 %	4 8.9 %	8 17.8 %	8 17.8 %	0 0.0 %	23 51.1 %
82.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 2.2 %	1 2.2 %	2 4.4 %	10 22.2 %	9 20.0 %	0 0.0 %	22 48.9 %
82.6 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 2.2 %	2 4.4 %	1 2.2 %	11 24.4 %	8 17.8 %	0 0.0 %	22 48.9 %
87.0 % 35. As a direct result of the services I received: I feel I belong in my community	1 2.2 %	1 2.2 %	1 2.2 %	11 24.4 %	9 20.0 %	0 0.0 %	22 48.9 %
78.3 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 2.2 %	2 4.4 %	2 4.4 %	10 22.2 %	8 17.8 %	0 0.0 %	22 48.9 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	17 37.8 %	0 0 %	17 37.8 %
Impaired	1 2.2 %	0 0 %	1 2.2 %
Language	1 2.2 %	0 0 %	1 2.2 %
Other	3 6.7 %	0 0 %	3 6.7 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	23 51.1 %	0 0 %	23 51.1 %
Total	45 100 %	0 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 37 clients; surveys were returned for 44 clients (44/37 = 118.9%).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Mission Family Center

Program Code(s): 38016

Overall Satisfaction¹

98.2%

Return Rate²

77.8%

Overall satisfaction³ mean score for Mission Family Center: **4.33** (youth), **4.31** (family).

Overall satisfaction mean score for all other programs: **4.25** (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

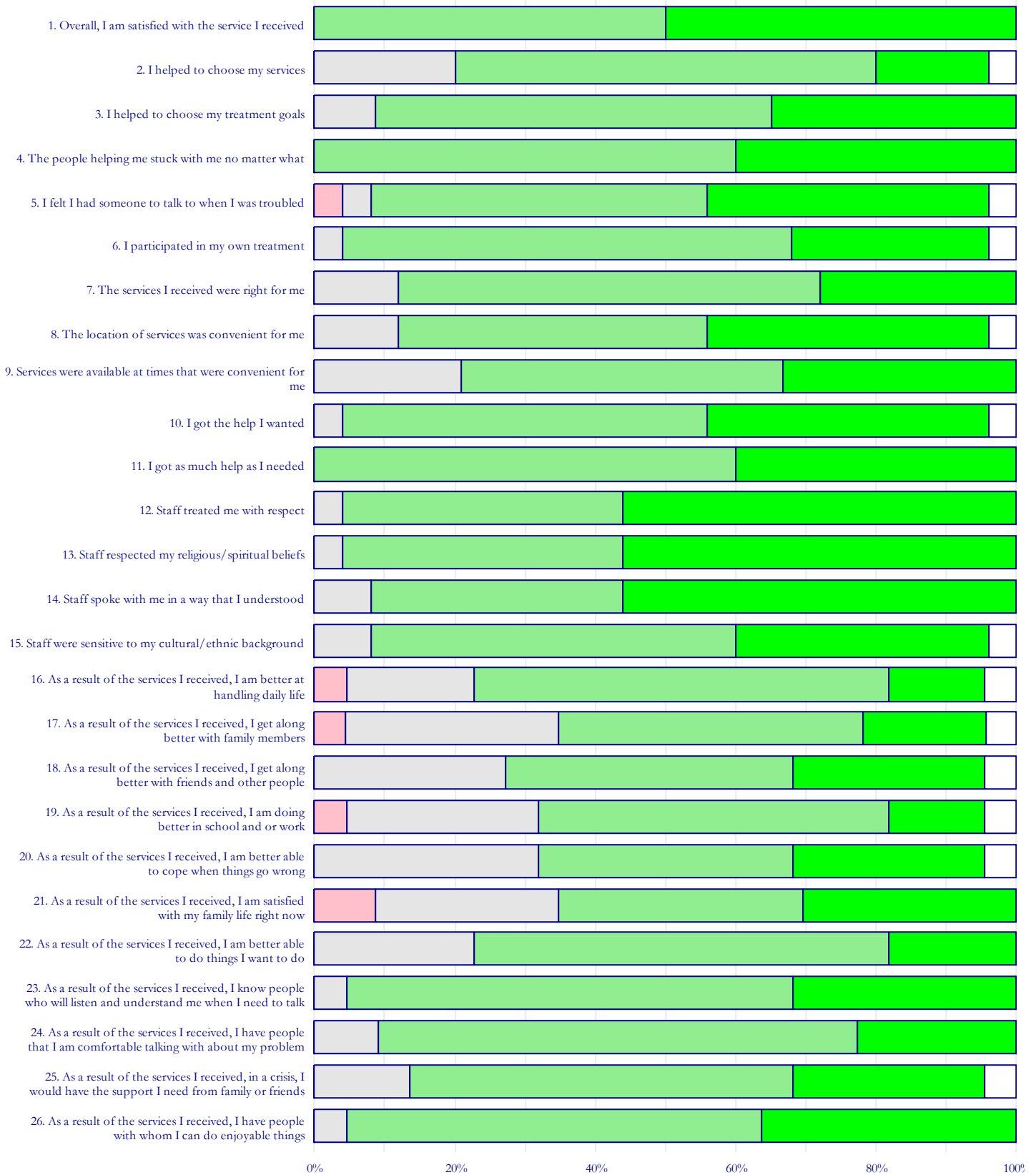
- 96.4% 12. Staff treated me with respect
- 94.5% 14. Staff spoke with me in a way that I understood
- 94.2% 13. Staff respected my religious/spiritual beliefs

Lowest Agreement Items

- 83.0% 2. I helped to choose my services
- 84.9% 7. The services I received were right for me
- 84.9% 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.

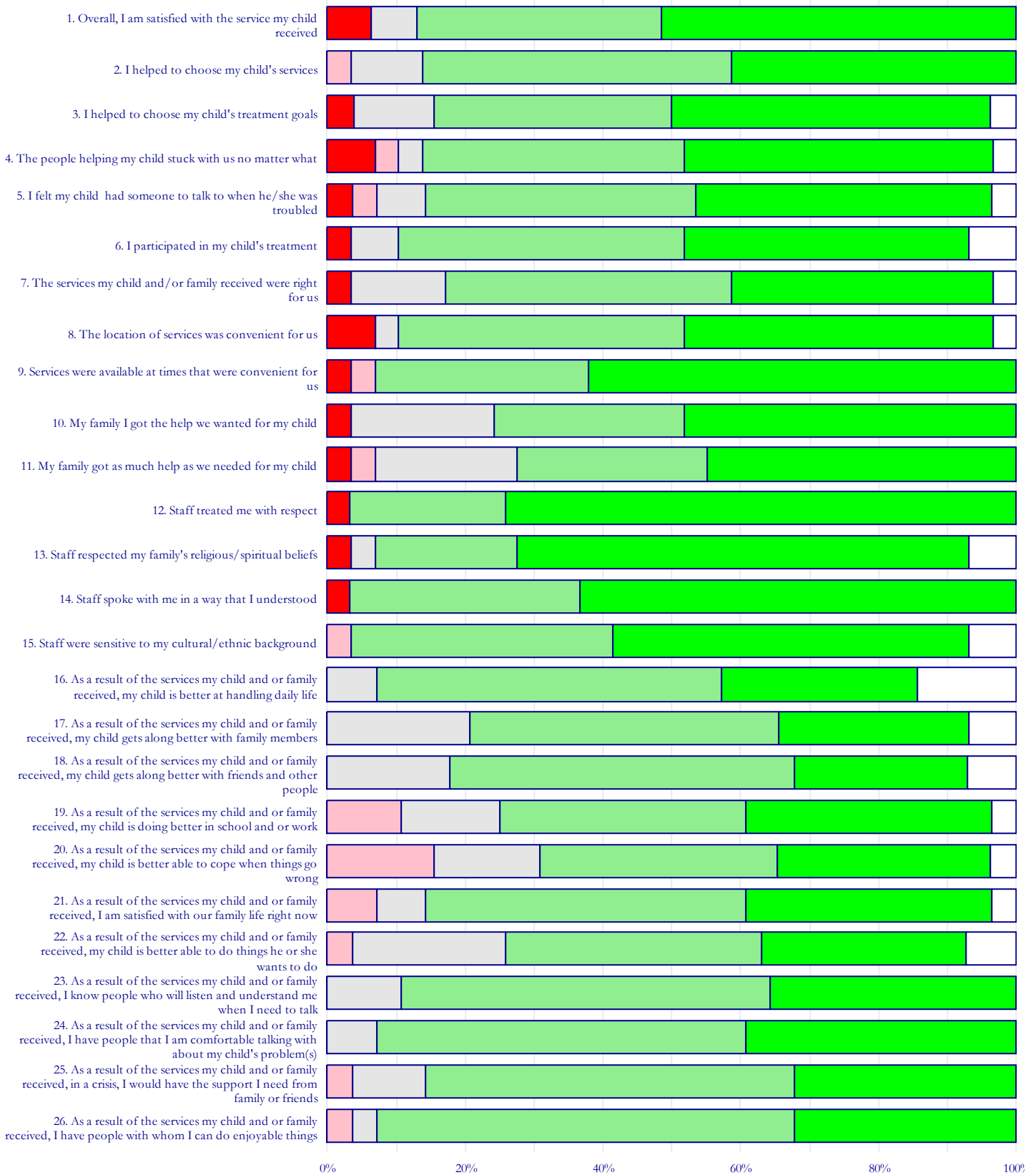
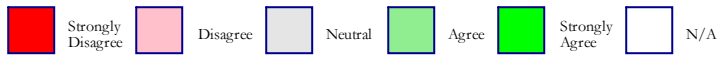
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 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 %	12 42.9 %	12 42.9 %	0 0.0 %	4 14.3 %
79.2 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	5 17.9 %	15 53.6 %	4 14.3 %	1 3.6 %	3 10.7 %
91.3 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	2 7.1 %	13 46.4 %	8 28.6 %	0 0.0 %	5 17.9 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	15 53.6 %	10 35.7 %	0 0.0 %	3 10.7 %
91.7 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 3.6 %	1 3.6 %	12 42.9 %	10 35.7 %	1 3.6 %	3 10.7 %
95.8 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 3.6 %	16 57.1 %	7 25.0 %	1 3.6 %	3 10.7 %
88.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	3 10.7 %	15 53.6 %	7 25.0 %	0 0.0 %	3 10.7 %
87.5 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	3 10.7 %	11 39.3 %	10 35.7 %	1 3.6 %	3 10.7 %
79.2 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	5 17.9 %	11 39.3 %	8 28.6 %	0 0.0 %	4 14.3 %
95.8 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 3.6 %	13 46.4 %	10 35.7 %	1 3.6 %	3 10.7 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	15 53.6 %	10 35.7 %	0 0.0 %	3 10.7 %
96.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 3.6 %	10 35.7 %	14 50.0 %	0 0.0 %	3 10.7 %
96.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 3.6 %	10 35.7 %	14 50.0 %	0 0.0 %	3 10.7 %
92.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	2 7.1 %	9 32.1 %	14 50.0 %	0 0.0 %	3 10.7 %
91.7 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 7.1 %	13 46.4 %	9 32.1 %	1 3.6 %	3 10.7 %
76.2 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	1 3.6 %	4 14.3 %	13 46.4 %	3 10.7 %	1 3.6 %	6 21.4 %
63.6 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 3.6 %	7 25.0 %	10 35.7 %	4 14.3 %	1 3.6 %	5 17.9 %
71.4 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	6 21.4 %	9 32.1 %	6 21.4 %	1 3.6 %	6 21.4 %
66.7 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 3.6 %	6 21.4 %	11 39.3 %	3 10.7 %	1 3.6 %	6 21.4 %
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 25.0 %	8 28.6 %	6 21.4 %	1 3.6 %	6 21.4 %
65.2 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	2 7.1 %	6 21.4 %	8 28.6 %	7 25.0 %	0 0.0 %	5 17.9 %
77.3 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	5 17.9 %	13 46.4 %	4 14.3 %	0 0.0 %	6 21.4 %
95.5 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 3.6 %	14 50.0 %	7 25.0 %	0 0.0 %	6 21.4 %
90.9 % 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 7.1 %	15 53.6 %	5 17.9 %	0 0.0 %	6 21.4 %
85.7 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	3 10.7 %	12 42.9 %	6 21.4 %	1 3.6 %	6 21.4 %
95.5 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 3.6 %	13 46.4 %	8 28.6 %	0 0.0 %	6 21.4 %

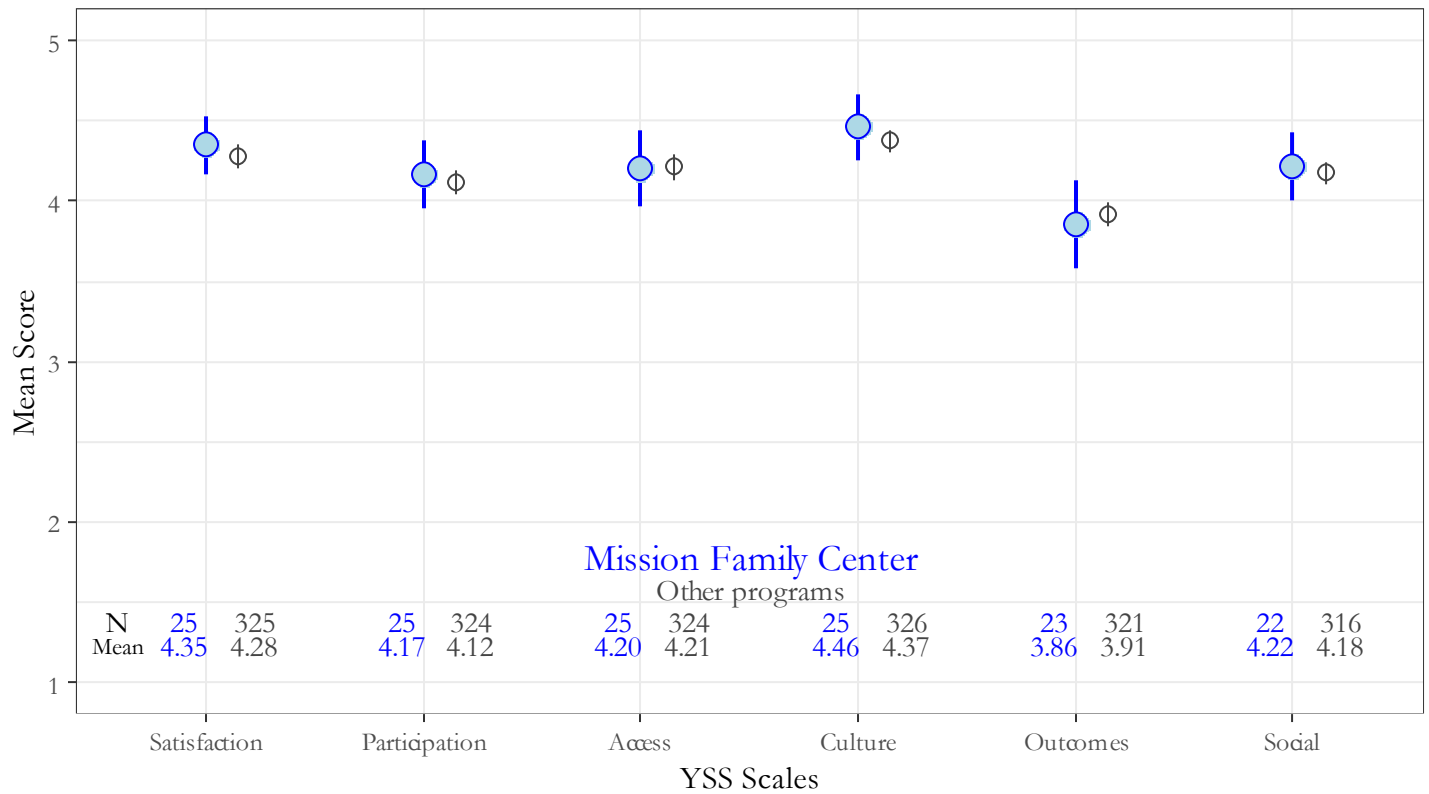
Youth Services Survey for Families



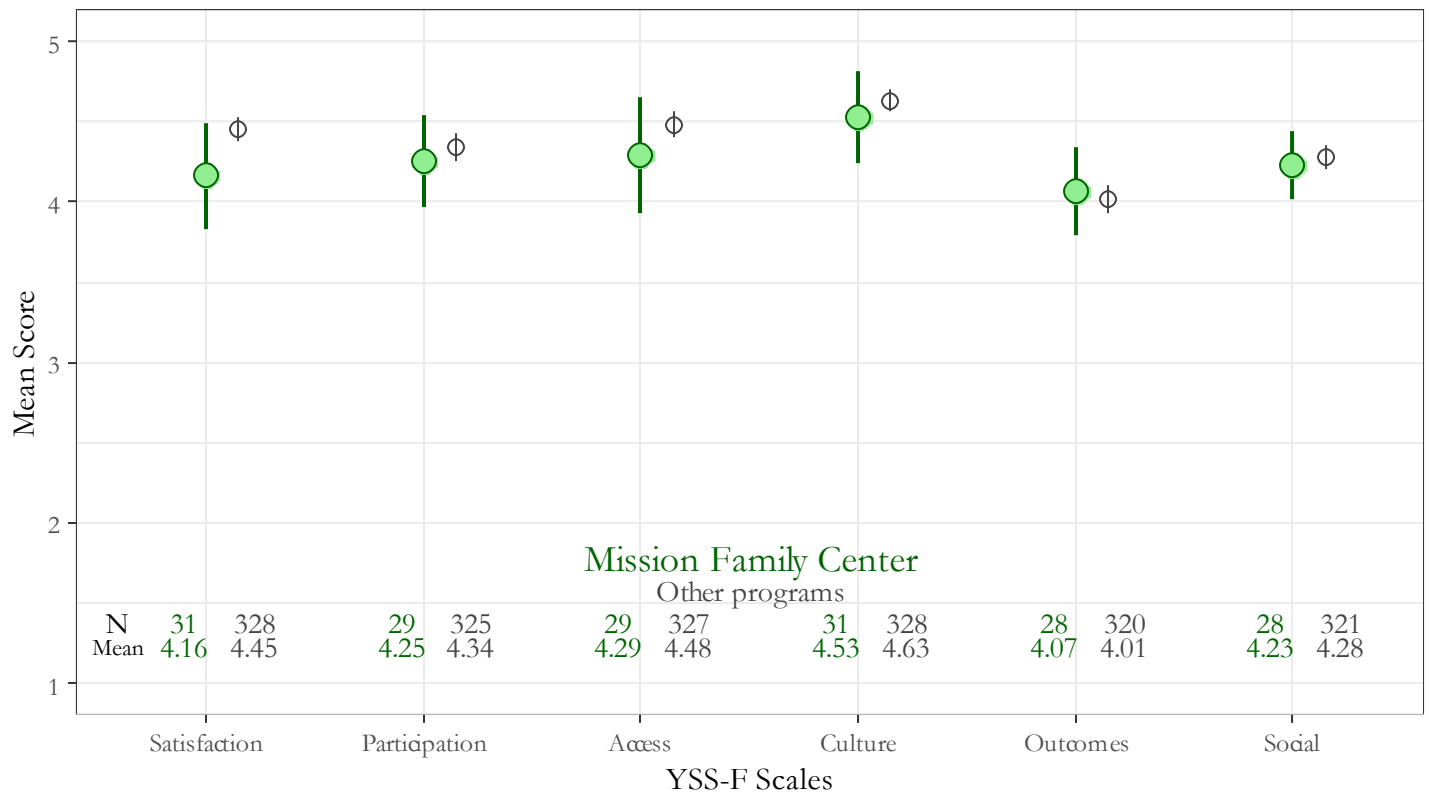
Youth Services Survey for Families, N = 31

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.1 % 1. Overall, I am satisfied with the service my child received	2 6.4 %	0 0.0 %	2 6.4 %	11 35.5 %	16 51.6 %	0 0.0 %	0 0.0 %
86.2 % 2. I helped to choose my child's services	0 0.0 %	1 3.2 %	3 9.7 %	13 41.9 %	12 38.7 %	0 0.0 %	2 6.4 %
84.0 % 3. I helped to choose my child's treatment goals	1 3.2 %	0 0.0 %	3 9.7 %	9 29.0 %	12 38.7 %	1 3.2 %	5 16.1 %
85.7 % 4. The people helping my child stuck with us no matter what	2 6.4 %	1 3.2 %	1 3.2 %	11 35.5 %	13 41.9 %	1 3.2 %	2 6.4 %
85.2 % 5. I felt my child had someone to talk to when he/she was troubled	1 3.2 %	1 3.2 %	2 6.4 %	11 35.5 %	12 38.7 %	1 3.2 %	3 9.7 %
88.9 % 6. I participated in my child's treatment	1 3.2 %	0 0.0 %	2 6.4 %	12 38.7 %	12 38.7 %	2 6.4 %	2 6.4 %
82.1 % 7. The services my child and/or family received were right for us	1 3.2 %	0 0.0 %	4 12.9 %	12 38.7 %	11 35.5 %	1 3.2 %	2 6.4 %
89.3 % 8. The location of services was convenient for us	2 6.4 %	0 0.0 %	1 3.2 %	12 38.7 %	13 41.9 %	1 3.2 %	2 6.4 %
93.1 % 9. Services were available at times that were convenient for us	1 3.2 %	1 3.2 %	0 0.0 %	9 29.0 %	18 58.1 %	0 0.0 %	2 6.4 %
75.9 % 10. My family I got the help we wanted for my child	1 3.2 %	0 0.0 %	6 19.4 %	8 25.8 %	14 45.2 %	0 0.0 %	2 6.4 %
72.4 % 11. My family got as much help as we needed for my child	1 3.2 %	1 3.2 %	6 19.4 %	8 25.8 %	13 41.9 %	0 0.0 %	2 6.4 %
96.8 % 12. Staff treated me with respect	1 3.2 %	0 0.0 %	0 0.0 %	7 22.6 %	23 74.2 %	0 0.0 %	0 0.0 %
92.6 % 13. Staff respected my family's religious/spiritual beliefs	1 3.2 %	0 0.0 %	1 3.2 %	6 19.4 %	19 61.3 %	2 6.4 %	2 6.4 %
96.7 % 14. Staff spoke with me in a way that I understood	1 3.2 %	0 0.0 %	0 0.0 %	10 32.3 %	19 61.3 %	0 0.0 %	1 3.2 %
96.3 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 3.2 %	0 0.0 %	11 35.5 %	15 48.4 %	2 6.4 %	2 6.4 %
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 %	0 0.0 %	2 6.4 %	14 45.2 %	8 25.8 %	4 12.9 %	3 9.7 %
77.8 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	6 19.4 %	13 41.9 %	8 25.8 %	2 6.4 %	2 6.4 %
80.8 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	5 16.1 %	14 45.2 %	7 22.6 %	2 6.4 %	3 9.7 %
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 %	3 9.7 %	4 12.9 %	10 32.3 %	10 32.3 %	1 3.2 %	3 9.7 %
68.0 % 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 %	4 12.9 %	4 12.9 %	9 29.0 %	8 25.8 %	1 3.2 %	5 16.1 %
85.2 % 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 %	2 6.4 %	2 6.4 %	13 41.9 %	10 32.3 %	1 3.2 %	3 9.7 %
72.0 % 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 3.2 %	6 19.4 %	10 32.3 %	8 25.8 %	2 6.4 %	4 12.9 %
89.3 % 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 %	3 9.7 %	15 48.4 %	10 32.3 %	0 0.0 %	3 9.7 %
92.9 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	2 6.4 %	15 48.4 %	11 35.5 %	0 0.0 %	3 9.7 %
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 %	1 3.2 %	3 9.7 %	15 48.4 %	9 29.0 %	0 0.0 %	3 9.7 %
92.9 % 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 %	1 3.2 %	1 3.2 %	17 54.8 %	9 29.0 %	0 0.0 %	3 9.7 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Completion Status	Survey Compliance Mission Family Center Completion by Respondent Type		Total
	Family	Youth	
	Refused	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 3.6 %	1 1.7 %
Completed Survey	31 100 %	25 89.3 %	56 94.9 %
Total	31 100 %	28 100 %	59 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 63 clients; surveys were returned for 49 clients ($49 / 63 = 77.8\%$).
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

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Mission Mental Health Team I

Program Code(s): 38043

Overall Satisfaction¹

85.9%

Return Rate²

57.0%

Overall satisfaction³ mean score for Mission Mental Health Team I: **4.31**.

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

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

Highest Agreement Items

95.1% 13. I was given information about my rights

94.0% 7. Services were available at times that were good for me

93.8% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

Lowest Agreement Items

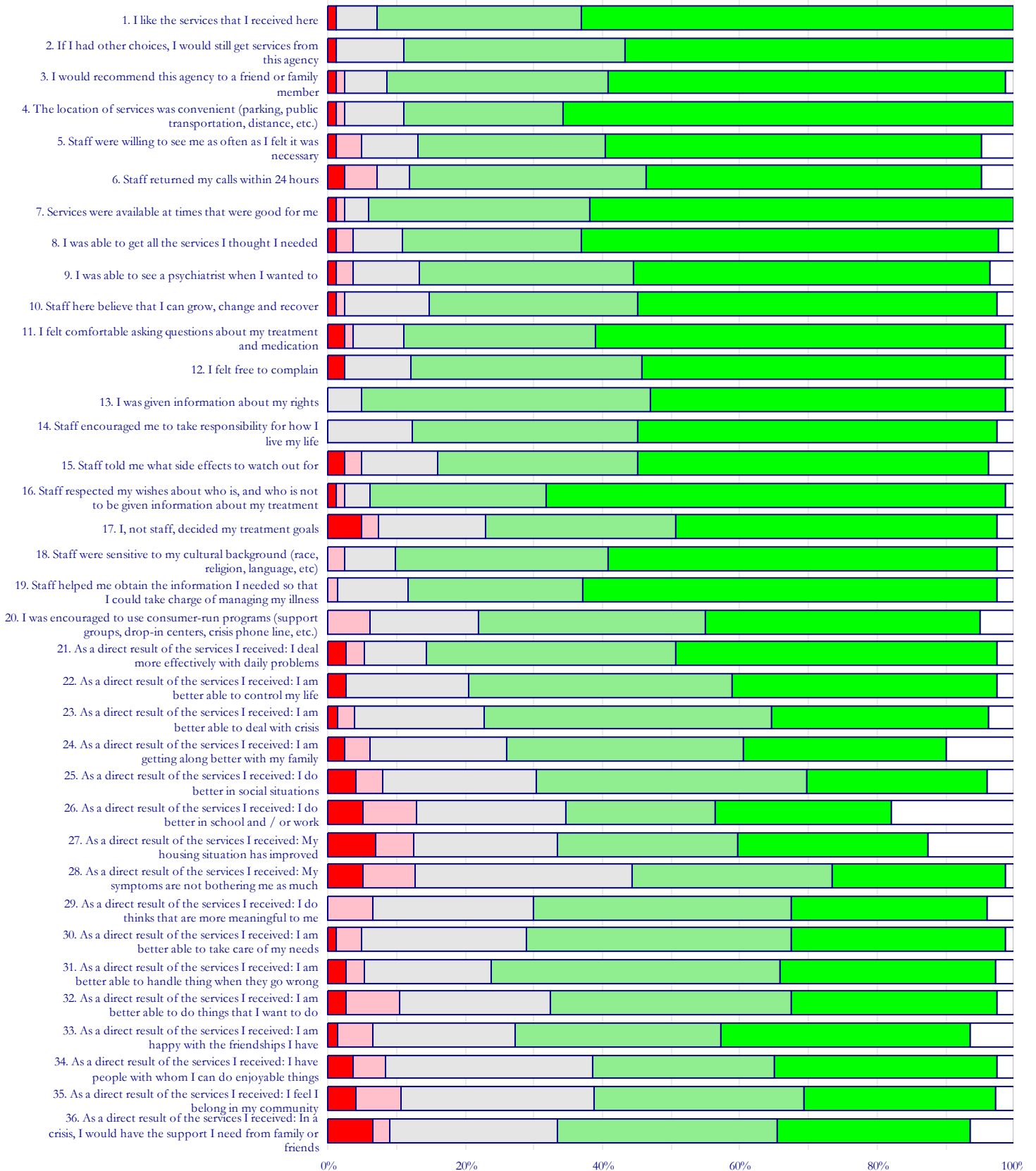
76.5% 17. I, not staff, decided my treatment goals

76.9% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

83.5% 15. Staff told me what side effects to watch out for

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

MHSIP Items



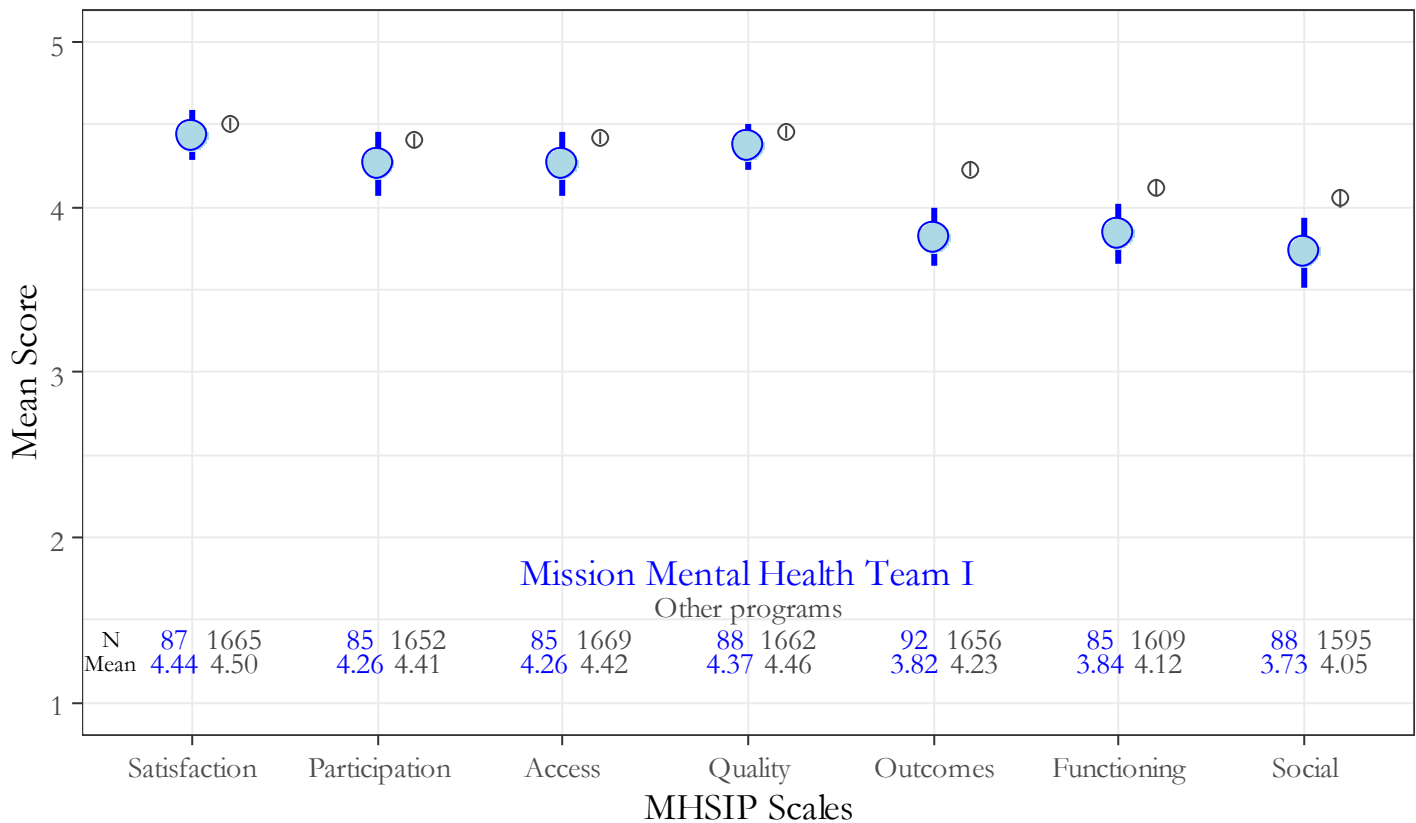
MHSIP Items 1-25, N = 158
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
92.9 % 1. I like the services that I received here	1 0.6 %	0 0.0 %	5 3.2 %	25 15.8 %	53 33.5 %	0 0.0 %	74 46.8 %
88.9 % 2. If I had other choices, I would still get services from this agency	1 0.6 %	0 0.0 %	8 5.1 %	26 16.5 %	46 29.1 %	0 0.0 %	77 48.7 %
91.2 % 3. I would recommend this agency to a friend or family member	1 0.6 %	1 0.6 %	5 3.2 %	26 16.5 %	47 29.8 %	1 0.6 %	77 48.7 %
89.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 0.6 %	1 0.6 %	7 4.4 %	19 12.0 %	54 34.2 %	0 0.0 %	76 48.1 %
86.2 % 5. Staff were willing to see me as often as I felt it was necessary	1 0.6 %	3 1.9 %	7 4.4 %	23 14.6 %	46 29.1 %	4 2.5 %	74 46.8 %
87.5 % 6. Staff returned my calls within 24 hours	2 1.3 %	4 2.5 %	4 2.5 %	29 18.4 %	41 25.9 %	4 2.5 %	74 46.8 %
94.0 % 7. Services were available at times that were good for me	1 0.6 %	1 0.6 %	3 1.9 %	27 17.1 %	52 32.9 %	0 0.0 %	74 46.8 %
89.0 % 8. I was able to get all the services I thought I needed	1 0.6 %	2 1.3 %	6 3.8 %	22 13.9 %	51 32.3 %	2 1.3 %	74 46.8 %
86.2 % 9. I was able to see a psychiatrist when I wanted to	1 0.6 %	2 1.3 %	8 5.1 %	26 16.5 %	43 27.2 %	3 1.9 %	75 47.5 %
85.0 % 10. Staff here believe that I can grow, change and recover	1 0.6 %	1 0.6 %	10 6.3 %	25 15.8 %	43 27.2 %	2 1.3 %	76 48.1 %
88.9 % 11. I felt comfortable asking questions about my treatment and medication	2 1.3 %	1 0.6 %	6 3.8 %	23 14.6 %	49 31.0 %	1 0.6 %	76 48.1 %
87.8 % 12. I felt free to complain	2 1.3 %	0 0.0 %	8 5.1 %	28 17.7 %	44 27.9 %	1 0.6 %	75 47.5 %
95.1 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	4 2.5 %	35 22.1 %	43 27.2 %	1 0.6 %	75 47.5 %
87.5 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	10 6.3 %	27 17.1 %	43 27.2 %	2 1.3 %	76 48.1 %
83.5 % 15. Staff told me what side effects to watch out for	2 1.3 %	2 1.3 %	9 5.7 %	24 15.2 %	42 26.6 %	3 1.9 %	76 48.1 %
93.8 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 0.6 %	1 0.6 %	3 1.9 %	21 13.3 %	55 34.8 %	1 0.6 %	76 48.1 %
76.5 % 17. I, not staff, decided my treatment goals	4 2.5 %	2 1.3 %	13 8.2 %	23 14.6 %	39 24.7 %	2 1.3 %	75 47.5 %
89.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 1.3 %	6 3.8 %	25 15.8 %	46 29.1 %	2 1.3 %	77 48.7 %
88.2 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 0.6 %	8 5.1 %	20 12.7 %	47 29.8 %	2 1.3 %	80 50.6 %
76.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	5 3.2 %	13 8.2 %	27 17.1 %	33 20.9 %	4 2.5 %	76 48.1 %
85.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems	2 1.3 %	2 1.3 %	7 4.4 %	28 17.7 %	36 22.8 %	2 1.3 %	81 51.3 %
78.9 % 22. As a direct result of the services I received: I am better able to control my life	2 1.3 %	0 0.0 %	14 8.9 %	30 19.0 %	30 19.0 %	2 1.3 %	80 50.6 %
76.3 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 0.6 %	2 1.3 %	15 9.5 %	33 20.9 %	25 15.8 %	3 1.9 %	79 50.0 %
71.2 % 24. As a direct result of the services I received: I am getting along better with my family	2 1.3 %	3 1.9 %	16 10.1 %	28 17.7 %	24 15.2 %	8 5.1 %	77 48.7 %
68.5 % 25. As a direct result of the services I received: I do better in social situations	3 1.9 %	3 1.9 %	17 10.8 %	30 19.0 %	20 12.7 %	3 1.9 %	82 51.9 %

MHSIP Items 26-36, N = 158
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
57.8 % 26. As a direct result of the services I received: I do better in school and / or work	4 2.5 %	6 3.8 %	17 10.8 %	17 10.8 %	20 12.7 %	14 8.9 %	80 50.6 %
61.9 % 27. As a direct result of the services I received: My housing situation has improved	5 3.2 %	4 2.5 %	15 9.5 %	19 12.0 %	20 12.7 %	9 5.7 %	86 54.4 %
55.1 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	4 2.5 %	6 3.8 %	25 15.8 %	23 14.6 %	20 12.7 %	1 0.6 %	79 50.0 %
68.9 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	5 3.2 %	18 11.4 %	29 18.4 %	22 13.9 %	3 1.9 %	81 51.3 %
70.7 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 0.6 %	3 1.9 %	20 12.7 %	32 20.2 %	26 16.5 %	1 0.6 %	75 47.5 %
75.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 1.3 %	2 1.3 %	14 8.9 %	32 20.2 %	24 15.2 %	2 1.3 %	82 51.9 %
66.7 % 32. As a direct result of the services I received: I am better able to do things that I want to do	2 1.3 %	6 3.8 %	17 10.8 %	27 17.1 %	23 14.6 %	2 1.3 %	81 51.3 %
70.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 0.6 %	4 2.5 %	16 10.1 %	23 14.6 %	28 17.7 %	5 3.2 %	81 51.3 %
60.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	3 1.9 %	4 2.5 %	25 15.8 %	22 13.9 %	27 17.1 %	2 1.3 %	75 47.5 %
60.3 % 35. As a direct result of the services I received: I feel I belong in my community	3 1.9 %	5 3.2 %	21 13.3 %	23 14.6 %	21 13.3 %	2 1.3 %	83 52.5 %
64.4 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	5 3.2 %	2 1.3 %	19 12.0 %	25 15.8 %	22 13.9 %	5 3.2 %	80 50.6 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	63 39.9 %	0 0 %	63 39.9 %
Impaired	7 4.4 %	0 0 %	7 4.4 %
Language	1 0.6 %	0 0 %	1 0.6 %
Other	0 0 %	0 0 %	0 0 %
No Data	2 1.3 %	0 0 %	2 1.3 %
Completed Survey	85 53.8 %	0 0 %	85 53.8 %
Total	158 100 %	0 100 %	158 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 272 clients; surveys were returned for 155 clients ($155/272 = 57.0\%$).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

MSJ Epiphany Family Treatment Center

Program Code(s): 38BN3

Overall Satisfaction¹

80.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for MSJ Epiphany Family Treatment Center: No YSS (youth) data for this program, **3.90** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 15. Staff were sensitive to my cultural/ethnic background

85.7% 13. Staff respected my religious/spiritual beliefs

83.3% 5. I felt I had someone to talk to when I was troubled

Lowest Agreement Items

70.0% 7. The services I received were right for me

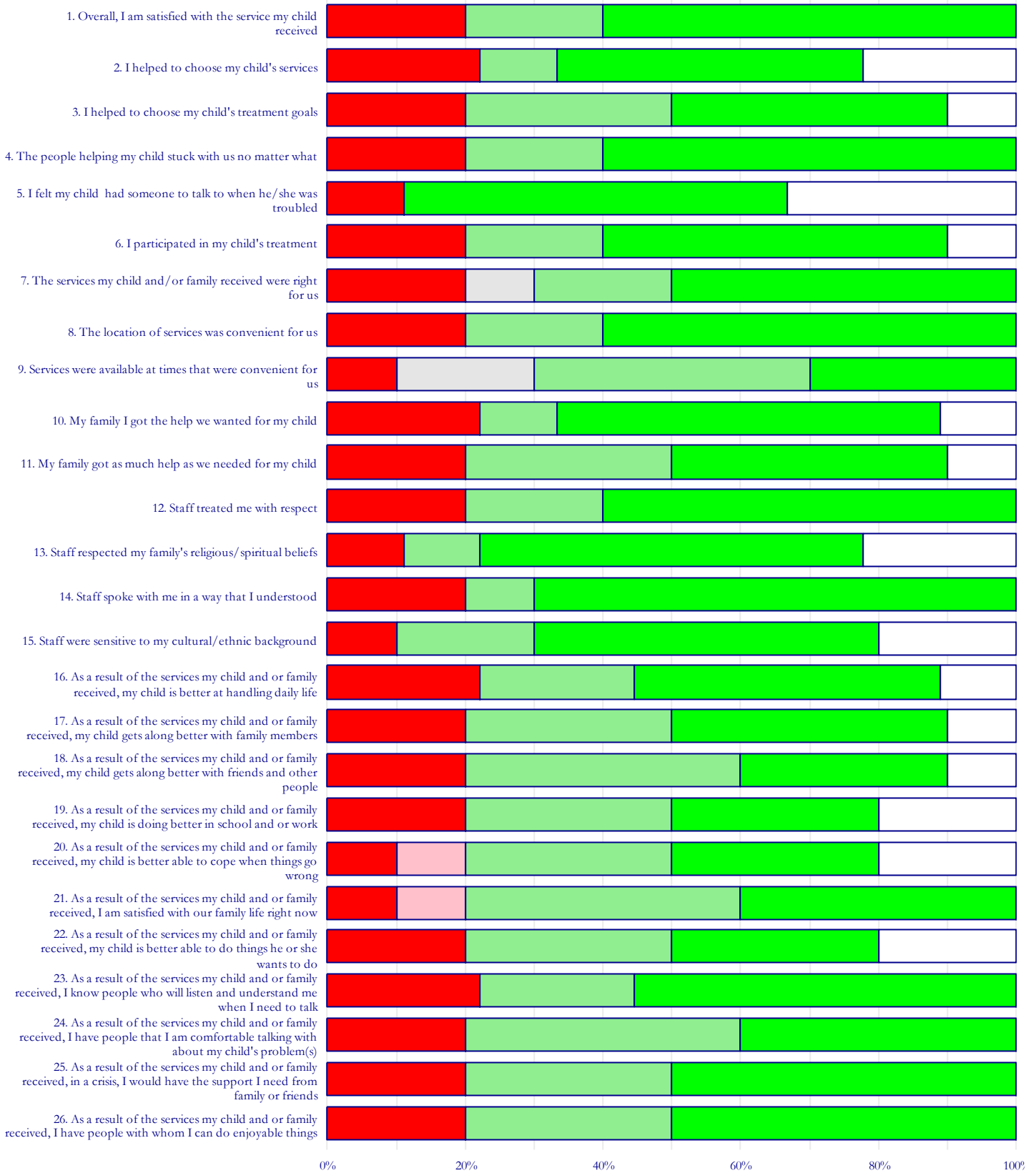
70.0% 9. Services were available at times that were convenient for me

71.4% 2. I helped to choose my services

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

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

Youth Services Survey for Families

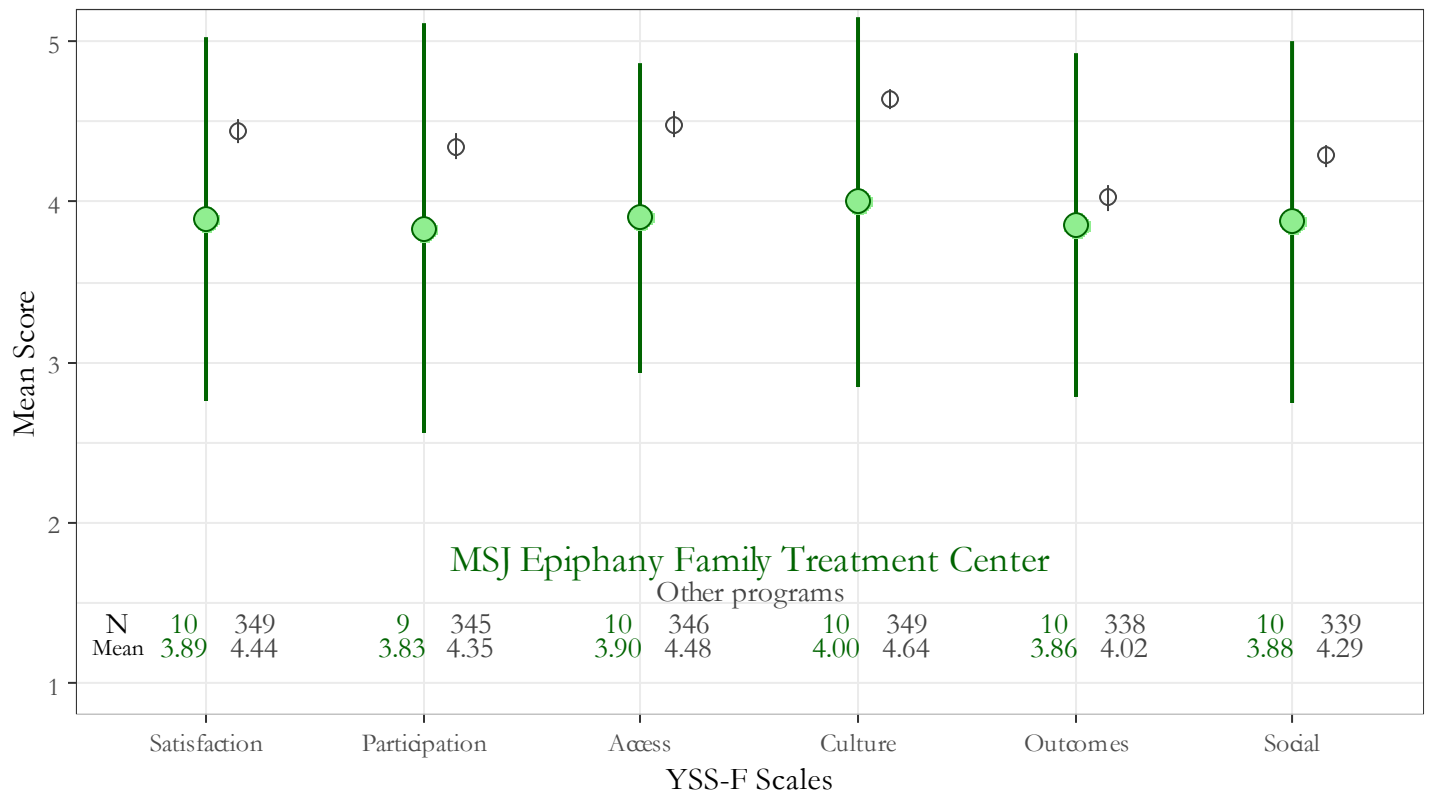


Youth Services Survey for Families, N = 10

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
80.0 % 1. Overall, I am satisfied with the service my child received	2 20.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	0 0.0 %
71.4 % 2. I helped to choose my child's services	2 20.0 %	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	2 20.0 %	1 10.0 %
77.8 % 3. I helped to choose my child's treatment goals	2 20.0 %	0 0.0 %	0 0.0 %	3 30.0 %	4 40.0 %	1 10.0 %	0 0.0 %
80.0 % 4. The people helping my child stuck with us no matter what	2 20.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	0 0.0 %
83.3 % 5. I felt my child had someone to talk to when he/she was troubled	1 10.0 %	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	3 30.0 %	1 10.0 %
77.8 % 6. I participated in my child's treatment	2 20.0 %	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	1 10.0 %	0 0.0 %
70.0 % 7. The services my child and/or family received were right for us	2 20.0 %	0 0.0 %	1 10.0 %	2 20.0 %	5 50.0 %	0 0.0 %	0 0.0 %
80.0 % 8. The location of services was convenient for us	2 20.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	0 0.0 %
70.0 % 9. Services were available at times that were convenient for us	1 10.0 %	0 0.0 %	2 20.0 %	4 40.0 %	3 30.0 %	0 0.0 %	0 0.0 %
75.0 % 10. My family I got the help we wanted for my child	2 20.0 %	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	1 10.0 %	1 10.0 %
77.8 % 11. My family got as much help as we needed for my child	2 20.0 %	0 0.0 %	0 0.0 %	3 30.0 %	4 40.0 %	1 10.0 %	0 0.0 %
80.0 % 12. Staff treated me with respect	2 20.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	0 0.0 %
85.7 % 13. Staff respected my family's religious/spiritual beliefs	1 10.0 %	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	2 20.0 %	1 10.0 %
80.0 % 14. Staff spoke with me in a way that I understood	2 20.0 %	0 0.0 %	0 0.0 %	1 10.0 %	7 70.0 %	0 0.0 %	0 0.0 %
87.5 % 15. Staff were sensitive to my cultural/ethnic background	1 10.0 %	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	2 20.0 %	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	2 20.0 %	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	1 10.0 %	1 10.0 %
77.8 % 17. As a result of the services my child and or family received, my child gets along better with family members	2 20.0 %	0 0.0 %	0 0.0 %	3 30.0 %	4 40.0 %	1 10.0 %	0 0.0 %
77.8 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	2 20.0 %	0 0.0 %	0 0.0 %	4 40.0 %	3 30.0 %	1 10.0 %	0 0.0 %
75.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	2 20.0 %	0 0.0 %	0 0.0 %	3 30.0 %	3 30.0 %	2 20.0 %	0 0.0 %
75.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	1 10.0 %	1 10.0 %	0 0.0 %	3 30.0 %	3 30.0 %	2 20.0 %	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	1 10.0 %	1 10.0 %	0 0.0 %	4 40.0 %	4 40.0 %	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	2 20.0 %	0 0.0 %	0 0.0 %	3 30.0 %	3 30.0 %	2 20.0 %	0 0.0 %
77.8 % 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	2 20.0 %	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	0 0.0 %	1 10.0 %
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)	2 20.0 %	0 0.0 %	0 0.0 %	4 40.0 %	4 40.0 %	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	2 20.0 %	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	0 0.0 %
80.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	2 20.0 %	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	0 0.0 %

Not enough youth survey data to create domain means plot.

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



Survey Compliance			
MSJ Epiphany Family			
Treatment Center			
Completion Status	Completion by		Total
	Respondent Type		
	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	10 100 %	0 0 %	10 100 %
Total	10 100 %	0 100 %	10 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 10 clients; surveys were returned for 10 clients (10 / 10 = 100.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Oakes Children's Center

Program Code(s): 88593 88594 8859SD

Overall Satisfaction¹

75.0%

Return Rate²

98.6%

Overall satisfaction³ mean score for Oakes Children's Center: **4.12** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.26** (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% 1. Overall, I am satisfied with the service I received

100.0% 6. I participated in my own treatment

100.0% 12. Staff treated me with respect

Lowest Agreement Items

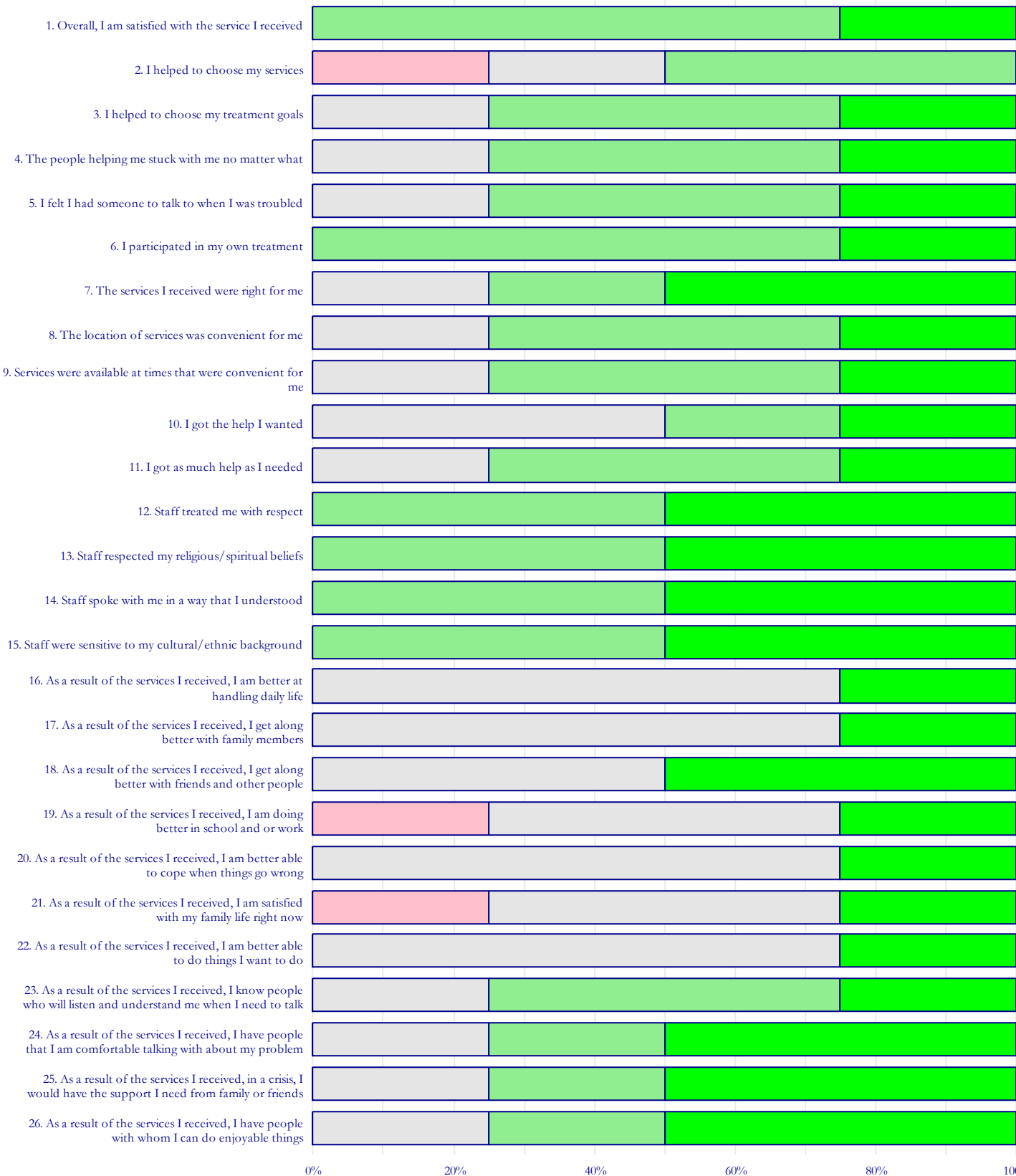
50.0% 2. I helped to choose my services

50.0% 10. I got the help I wanted

75.0% 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

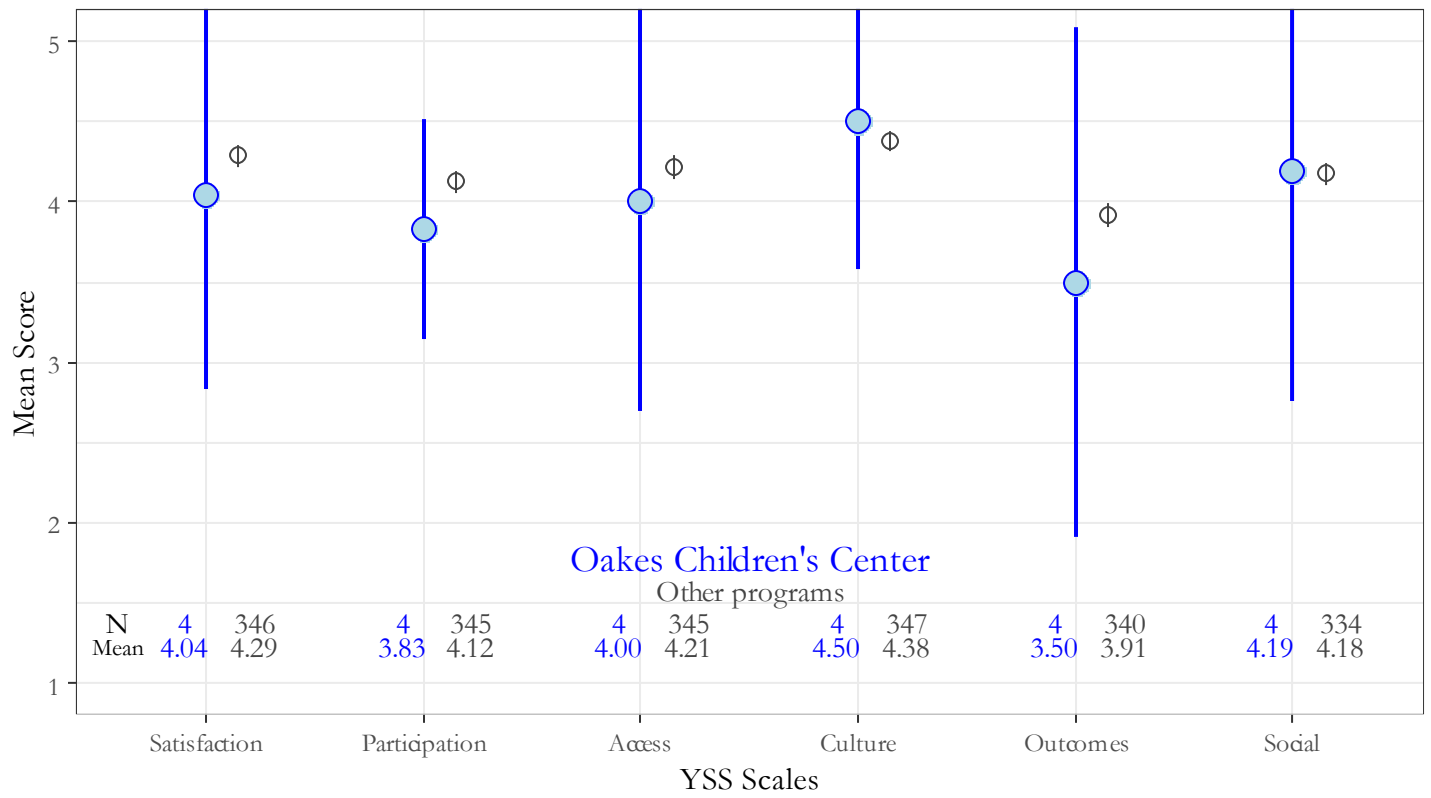


Youth Services Survey for Youth, N = 32

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	3 9.4 %	1 3.1 %	0 0.0 %	28 87.5 %
50.0 % 2. I helped to choose my services	0 0.0 %	1 3.1 %	1 3.1 %	2 6.2 %	0 0.0 %	0 0.0 %	28 87.5 %
75.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 3.1 %	2 6.2 %	1 3.1 %	0 0.0 %	28 87.5 %
75.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 3.1 %	2 6.2 %	1 3.1 %	0 0.0 %	28 87.5 %
75.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 3.1 %	2 6.2 %	1 3.1 %	0 0.0 %	28 87.5 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 9.4 %	1 3.1 %	0 0.0 %	28 87.5 %
75.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 3.1 %	1 3.1 %	2 6.2 %	0 0.0 %	28 87.5 %
75.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 3.1 %	2 6.2 %	1 3.1 %	0 0.0 %	28 87.5 %
75.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 3.1 %	2 6.2 %	1 3.1 %	0 0.0 %	28 87.5 %
50.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	2 6.2 %	1 3.1 %	1 3.1 %	0 0.0 %	28 87.5 %
75.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 3.1 %	2 6.2 %	1 3.1 %	0 0.0 %	28 87.5 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 6.2 %	2 6.2 %	0 0.0 %	28 87.5 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 6.2 %	2 6.2 %	0 0.0 %	28 87.5 %
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 %	2 6.2 %	0 0.0 %	28 87.5 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 6.2 %	2 6.2 %	0 0.0 %	28 87.5 %
25.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	3 9.4 %	0 0.0 %	1 3.1 %	0 0.0 %	28 87.5 %
25.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	3 9.4 %	0 0.0 %	1 3.1 %	0 0.0 %	28 87.5 %
50.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	2 6.2 %	0 0.0 %	2 6.2 %	0 0.0 %	28 87.5 %
25.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 3.1 %	2 6.2 %	0 0.0 %	1 3.1 %	0 0.0 %	28 87.5 %
25.0 % 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 %	0 0.0 %	1 3.1 %	0 0.0 %	28 87.5 %
25.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 3.1 %	2 6.2 %	0 0.0 %	1 3.1 %	0 0.0 %	28 87.5 %
25.0 % 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 %	0 0.0 %	1 3.1 %	0 0.0 %	28 87.5 %
75.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 3.1 %	2 6.2 %	1 3.1 %	0 0.0 %	28 87.5 %
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 %	1 3.1 %	1 3.1 %	2 6.2 %	0 0.0 %	28 87.5 %
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 3.1 %	1 3.1 %	2 6.2 %	0 0.0 %	28 87.5 %
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 3.1 %	1 3.1 %	2 6.2 %	0 0.0 %	28 87.5 %

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

Completion Status	Survey Compliance Oakes Children's 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	36 90 %	18 56.2 %	54 75 %
No Data	4 10 %	10 31.2 %	14 19.4 %
Completed Survey	0 0 %	4 12.5 %	4 5.6 %
<i>Total</i>	40 100 %	32 100 %	72 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 73 clients; surveys were returned for 72 clients ($72 / 73 = 98.6\%$).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

OTTP - FMP

Program Code(s): 38KZ4

Overall Satisfaction¹

100.0%

Return Rate²

33.3%

Overall satisfaction³ mean score for OTTP - FMP: **4.93** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.25** (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

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

Survey Compliance
OTTP - FMP

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	1 50 %	1 50 %	2 50 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 50 %	0 0 %	1 25 %
Completed Survey	0 0 %	1 50 %	1 25 %
Total	2 100 %	2 100 %	4 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 12 clients; surveys were returned for 4 clients (4 / 12 = 33.3%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

OTTP - ISCS

Program Code(s): 38KZ3

Overall Satisfaction¹

90.9%

Return Rate²

78.6%

Overall satisfaction³ mean score for OTTP - ISCS: **4.24** (youth), **4.69** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 6. I participated in my own treatment

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

100.0% 12. Staff treated me with respect

Lowest Agreement Items

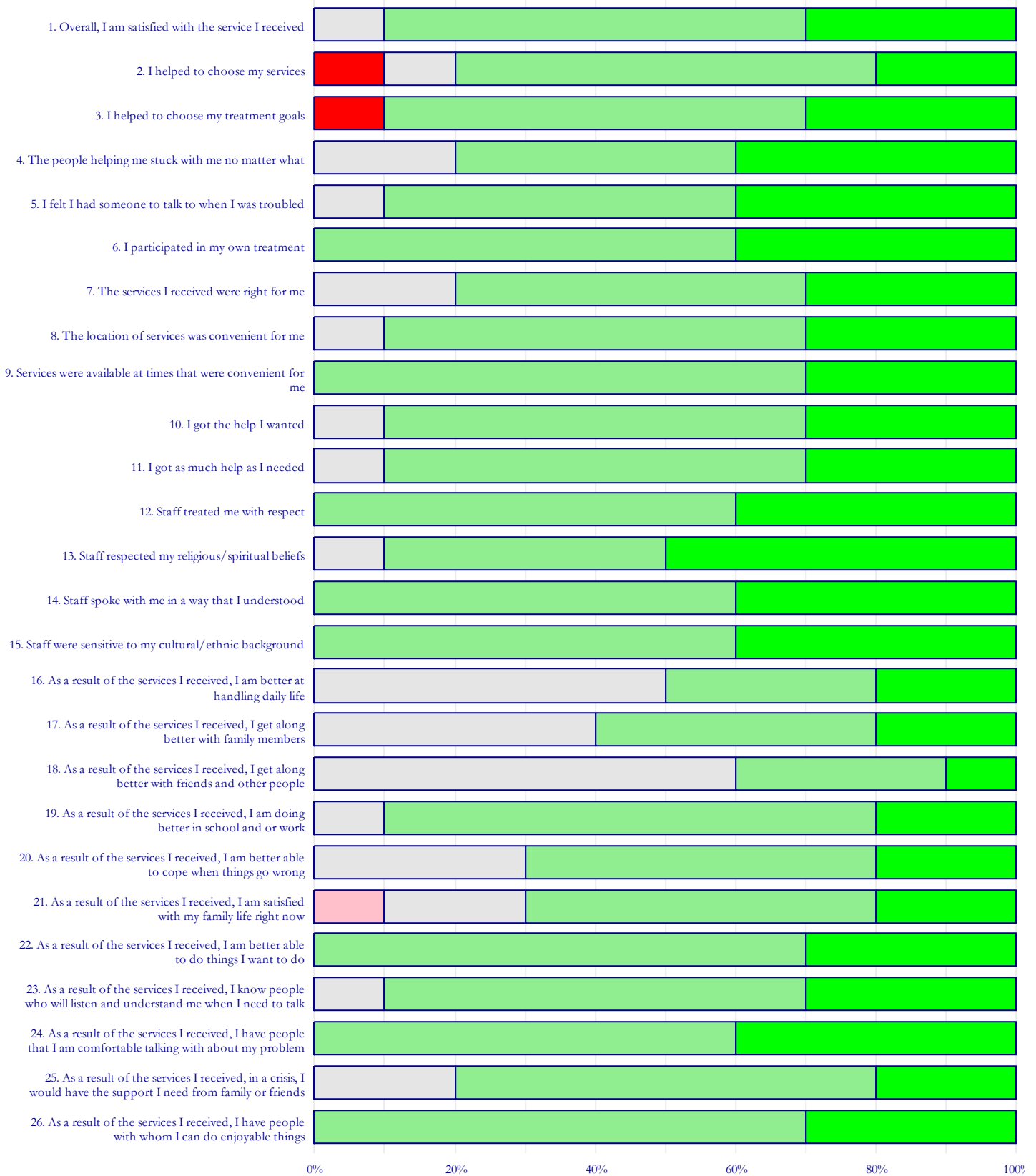
81.8% 2. I helped to choose my services

81.8% 4. The people helping me stuck with me no matter what

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

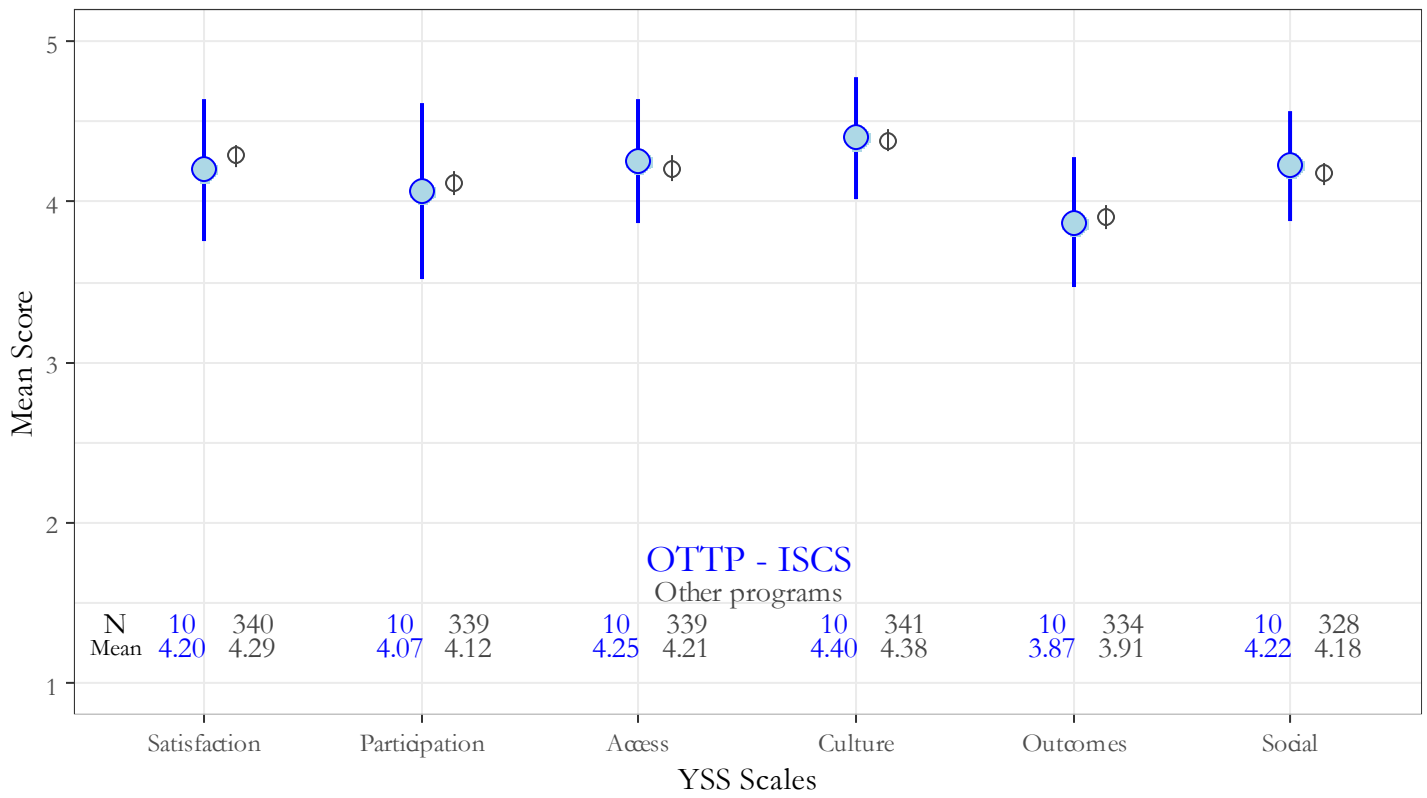


Youth Services Survey for Youth, N = 11

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	3 27.3 %	0 0.0 %	1 9.1 %
80.0 % 2. I helped to choose my services	1 9.1 %	0 0.0 %	1 9.1 %	6 54.5 %	2 18.2 %	0 0.0 %	1 9.1 %
90.0 % 3. I helped to choose my treatment goals	1 9.1 %	0 0.0 %	0 0.0 %	6 54.5 %	3 27.3 %	0 0.0 %	1 9.1 %
80.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	2 18.2 %	4 36.4 %	4 36.4 %	0 0.0 %	1 9.1 %
90.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	1 9.1 %	5 45.5 %	4 36.4 %	0 0.0 %	1 9.1 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	4 36.4 %	0 0.0 %	1 9.1 %
80.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	2 18.2 %	5 45.5 %	3 27.3 %	0 0.0 %	1 9.1 %
90.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	3 27.3 %	0 0.0 %	1 9.1 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	3 27.3 %	0 0.0 %	1 9.1 %
90.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	3 27.3 %	0 0.0 %	1 9.1 %
90.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	3 27.3 %	0 0.0 %	1 9.1 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	4 36.4 %	0 0.0 %	1 9.1 %
90.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 9.1 %	4 36.4 %	5 45.5 %	0 0.0 %	1 9.1 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	4 36.4 %	0 0.0 %	1 9.1 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	4 36.4 %	0 0.0 %	1 9.1 %
50.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	5 45.5 %	3 27.3 %	2 18.2 %	0 0.0 %	1 9.1 %
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 36.4 %	4 36.4 %	2 18.2 %	0 0.0 %	1 9.1 %
40.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	6 54.5 %	3 27.3 %	1 9.1 %	0 0.0 %	1 9.1 %
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 9.1 %	7 63.6 %	2 18.2 %	0 0.0 %	1 9.1 %
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 27.3 %	5 45.5 %	2 18.2 %	0 0.0 %	1 9.1 %
70.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 9.1 %	2 18.2 %	5 45.5 %	2 18.2 %	0 0.0 %	1 9.1 %
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 %	7 63.6 %	3 27.3 %	0 0.0 %	1 9.1 %
90.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	3 27.3 %	0 0.0 %	1 9.1 %
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 %	6 54.5 %	4 36.4 %	0 0.0 %	1 9.1 %
80.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 18.2 %	6 54.5 %	2 18.2 %	0 0.0 %	1 9.1 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	3 27.3 %	0 0.0 %	1 9.1 %

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

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



Not enough family survey data to create domain means plot.

Survey Compliance			
OTTP - ISCS			
Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	0 0 %	1 9.1 %	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	1 100 %	10 90.9 %	11 91.7 %
Total	1 100 %	11 100 %	12 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 14 clients; surveys were returned for 11 clients (11 / 14 = 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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

OTTP - OP

Program Code(s): 38KZ2

Overall Satisfaction¹

100.0%

Return Rate²

50.0%

Overall satisfaction³ mean score for OTTP - OP: **4.68** (youth), **4.76** (family).

Overall satisfaction mean score for all other programs: **4.25** (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% 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

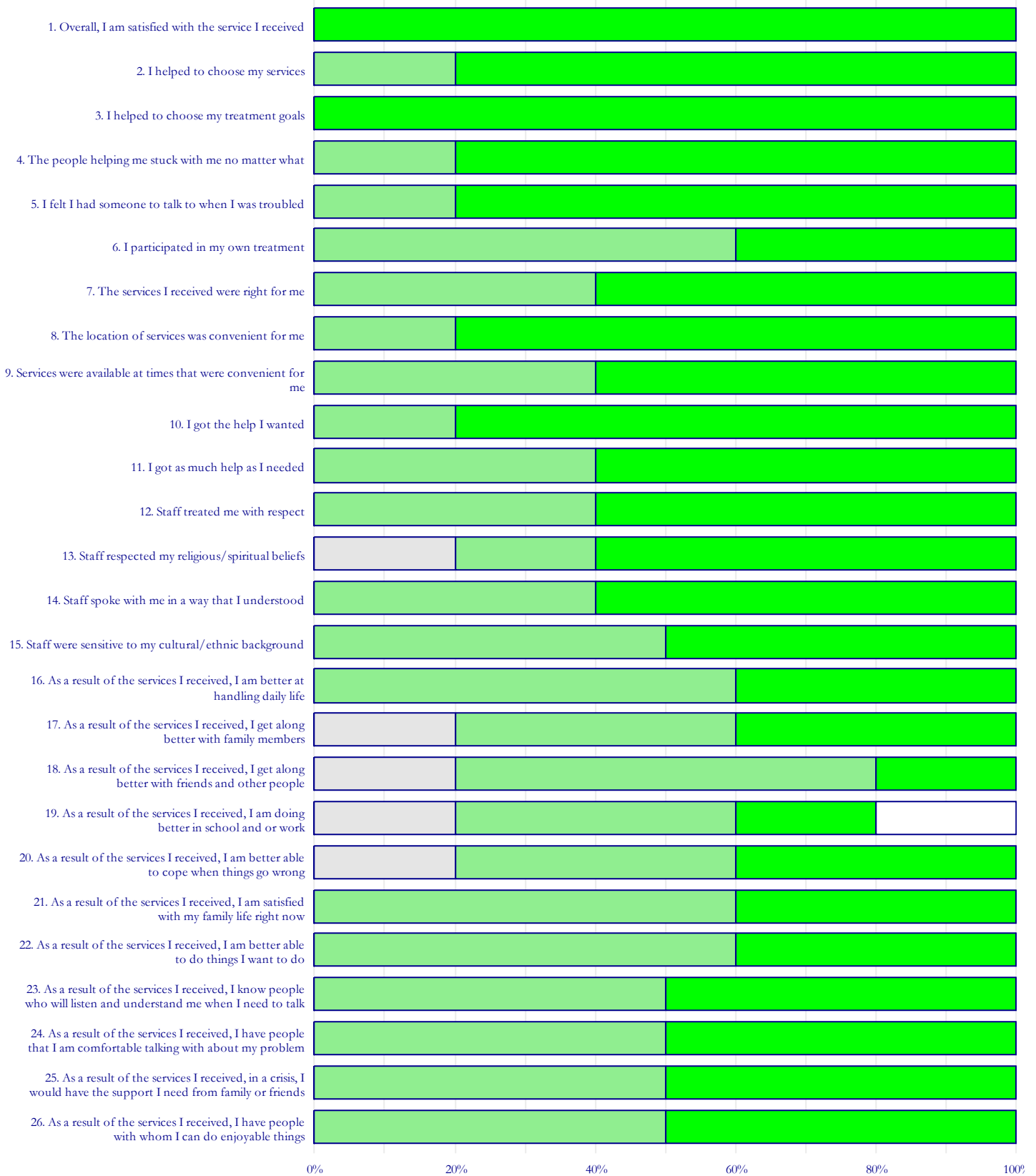
87.5% 13. Staff respected my religious/spiritual beliefs

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.

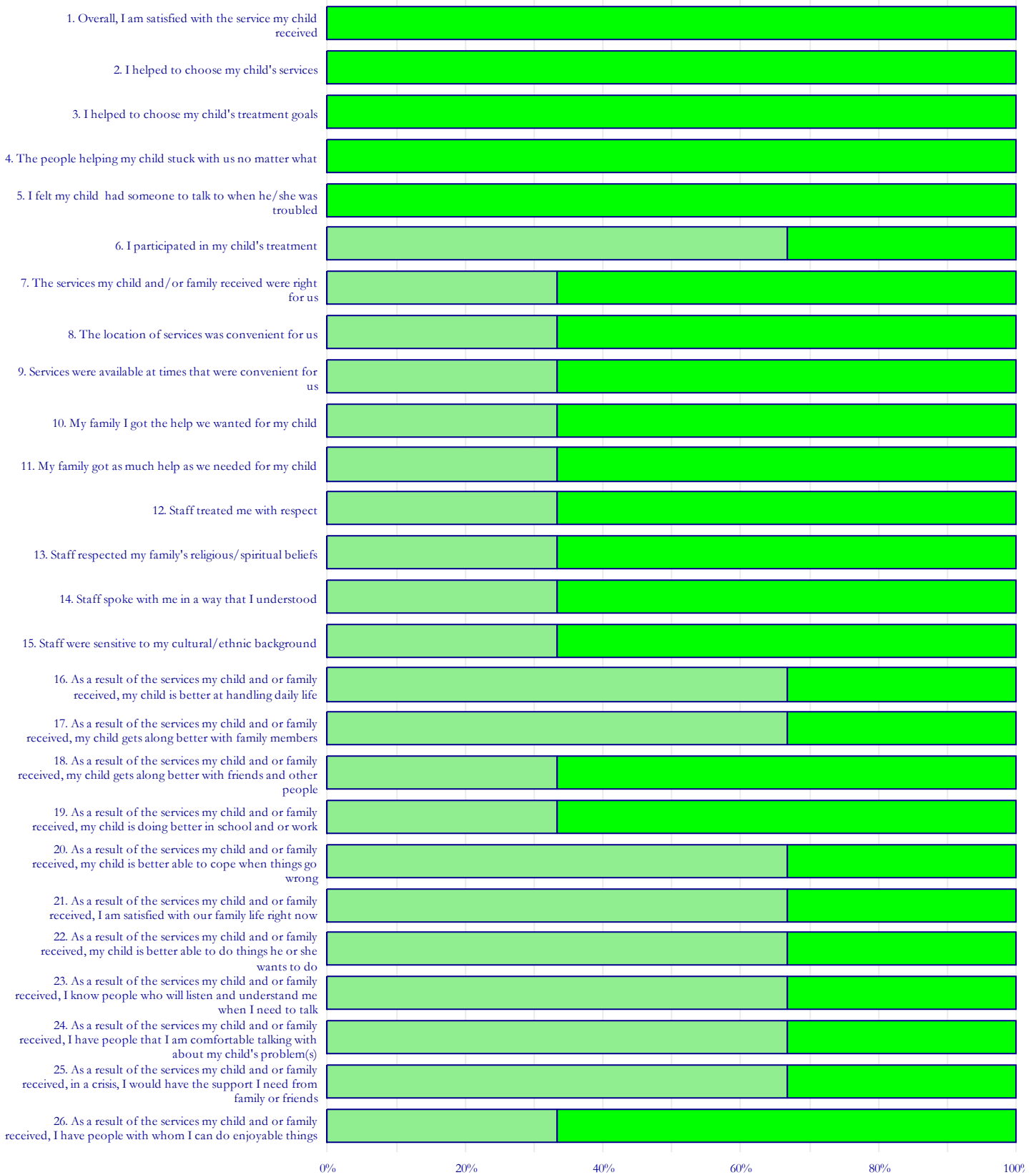
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	0 0.0 %	3 37.5 %
100.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	0 0.0 %	3 37.5 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	0 0.0 %	3 37.5 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	0 0.0 %	3 37.5 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	0 0.0 %	3 37.5 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	0 0.0 %	3 37.5 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	0 0.0 %	3 37.5 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	0 0.0 %	3 37.5 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
80.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	0 0.0 %	3 37.5 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	0 0.0 %	4 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 37.5 %	2 25.0 %	0 0.0 %	3 37.5 %
80.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	2 25.0 %	0 0.0 %	3 37.5 %
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 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
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 12.5 %	2 25.0 %	1 12.5 %	1 12.5 %	3 37.5 %
80.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	2 25.0 %	0 0.0 %	3 37.5 %
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 37.5 %	2 25.0 %	0 0.0 %	3 37.5 %
100.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	0 0.0 %	3 37.5 %
100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	0 0.0 %	4 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 %	2 25.0 %	2 25.0 %	0 0.0 %	4 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 25.0 %	2 25.0 %	0 0.0 %	4 50.0 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	0 0.0 %	4 50.0 %

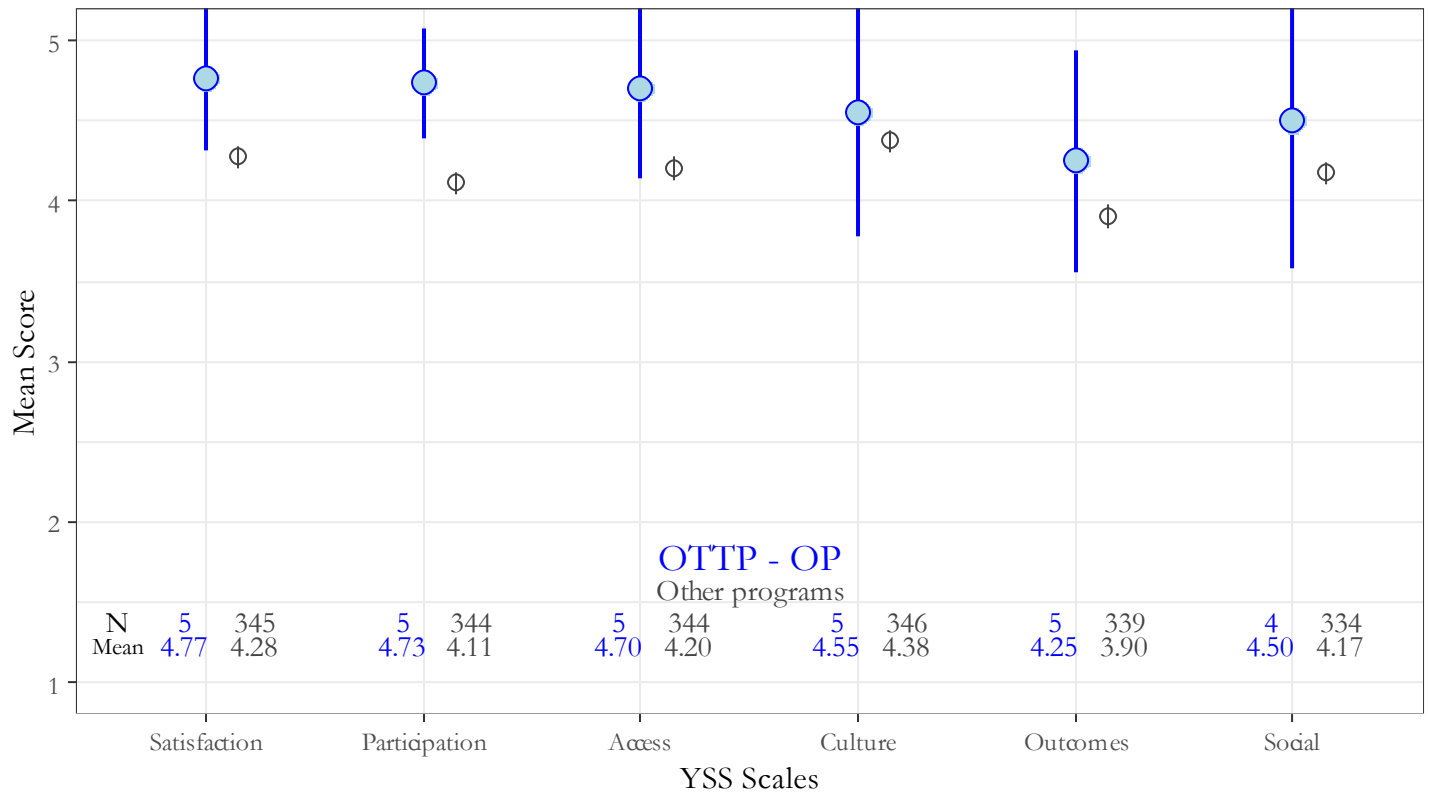
Youth Services Survey for Families



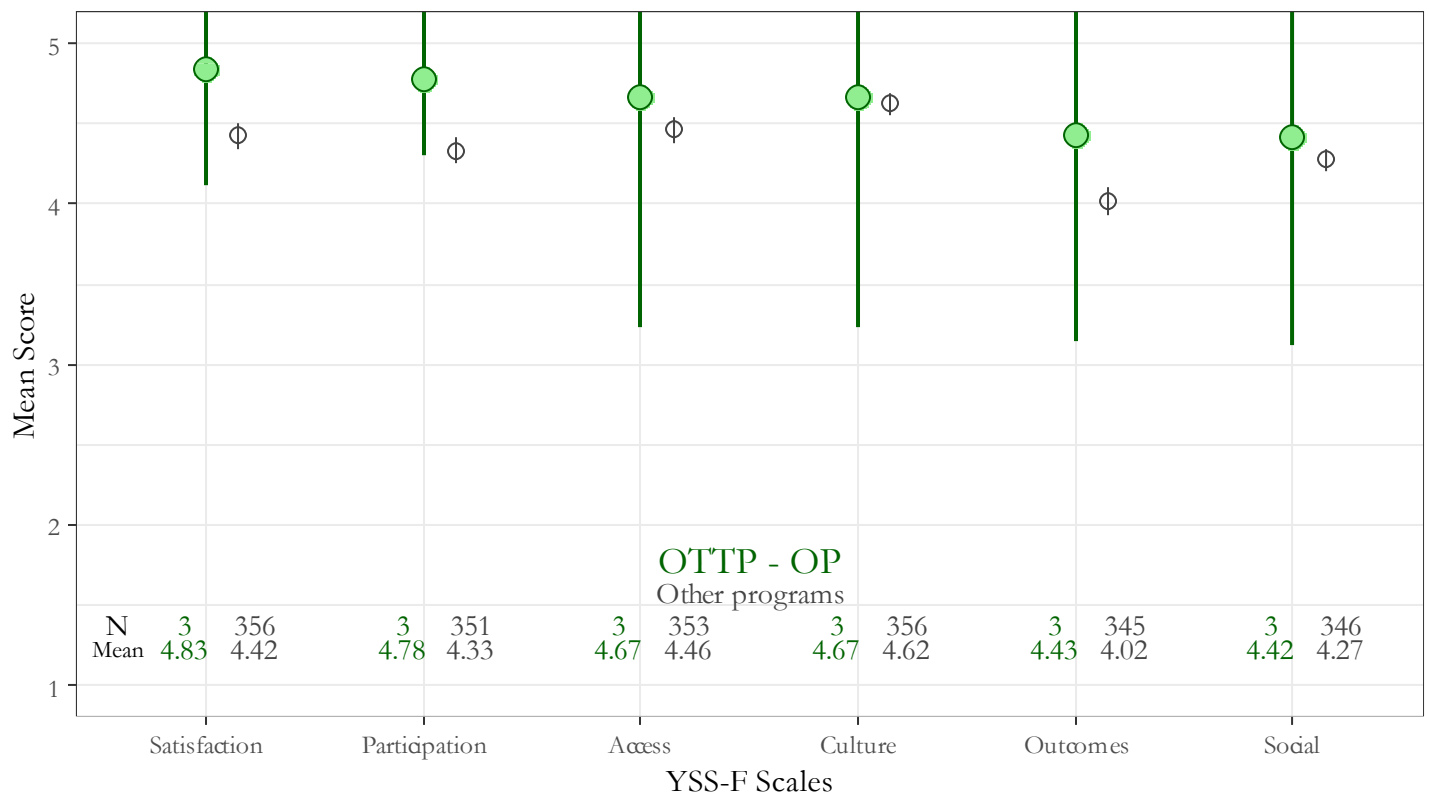
Youth Services Survey for Families, N = 13

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	0 0.0 %	10 76.9 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	0 0.0 %	10 76.9 %
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 23.1 %	0 0.0 %	10 76.9 %
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 %	3 23.1 %	0 0.0 %	10 76.9 %
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 23.1 %	0 0.0 %	10 76.9 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	1 7.7 %	0 0.0 %	10 76.9 %
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 7.7 %	2 15.4 %	0 0.0 %	10 76.9 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	0 0.0 %	10 76.9 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	0 0.0 %	10 76.9 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	0 0.0 %	10 76.9 %
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 7.7 %	2 15.4 %	0 0.0 %	10 76.9 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	0 0.0 %	10 76.9 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	0 0.0 %	10 76.9 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	0 0.0 %	10 76.9 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	0 0.0 %	10 76.9 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	1 7.7 %	0 0.0 %	10 76.9 %
100.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	1 7.7 %	0 0.0 %	10 76.9 %
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 7.7 %	2 15.4 %	0 0.0 %	10 76.9 %
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 7.7 %	2 15.4 %	0 0.0 %	10 76.9 %
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 15.4 %	1 7.7 %	0 0.0 %	10 76.9 %
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 15.4 %	1 7.7 %	0 0.0 %	10 76.9 %
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 15.4 %	1 7.7 %	0 0.0 %	10 76.9 %
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 15.4 %	1 7.7 %	0 0.0 %	10 76.9 %
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 15.4 %	1 7.7 %	0 0.0 %	10 76.9 %
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 15.4 %	1 7.7 %	0 0.0 %	10 76.9 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	2 15.4 %	0 0.0 %	10 76.9 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance			
OTTP - OP Completion			
Completion Status	by Respondent Type		Total
	Family	Youth	
Refused	7 53.8 %	2 25 %	9 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	3 23.1 %	1 12.5 %	4 19 %
Completed Survey	3 23.1 %	5 62.5 %	8 38.1 %
Total	13 100 %	8 100 %	21 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 42 clients; surveys were returned for 21 clients (21 / 42 = 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

PF Ashbury House
Program Code(s): 89841

Overall Satisfaction¹
100.0%

Return Rate²
100.0%

Overall satisfaction³ mean score for PF Ashbury House: **4.47**.

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

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

Highest Agreement Items

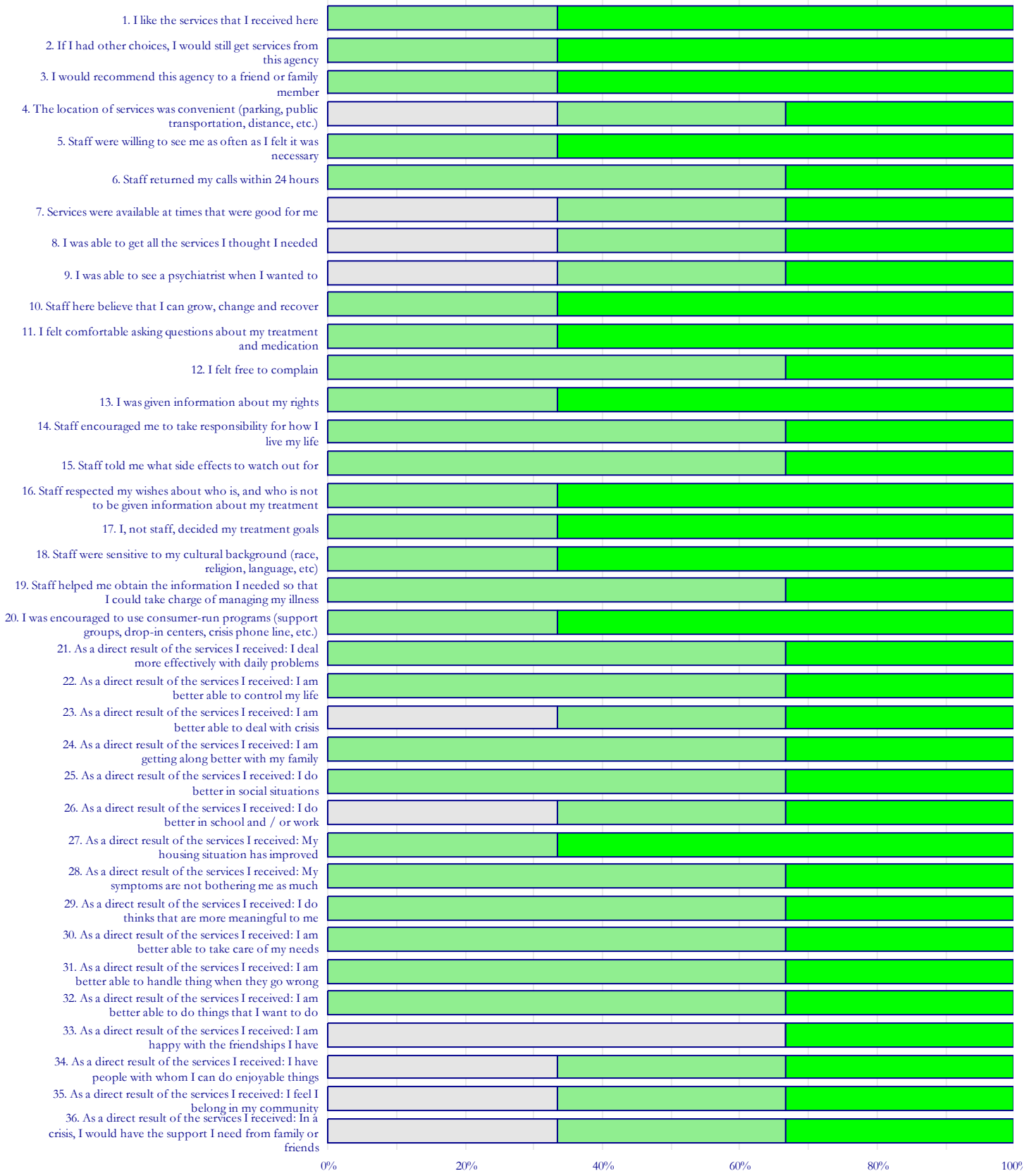
- 100.0% 1. I like the services that I received here
- 100.0% 2. If I had other choices, I would still get services from this agency
- 100.0% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

- 66.7% 7. Services were available at times that were good for me
- 66.7% 8. I was able to get all the services I thought I needed
- 66.7% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



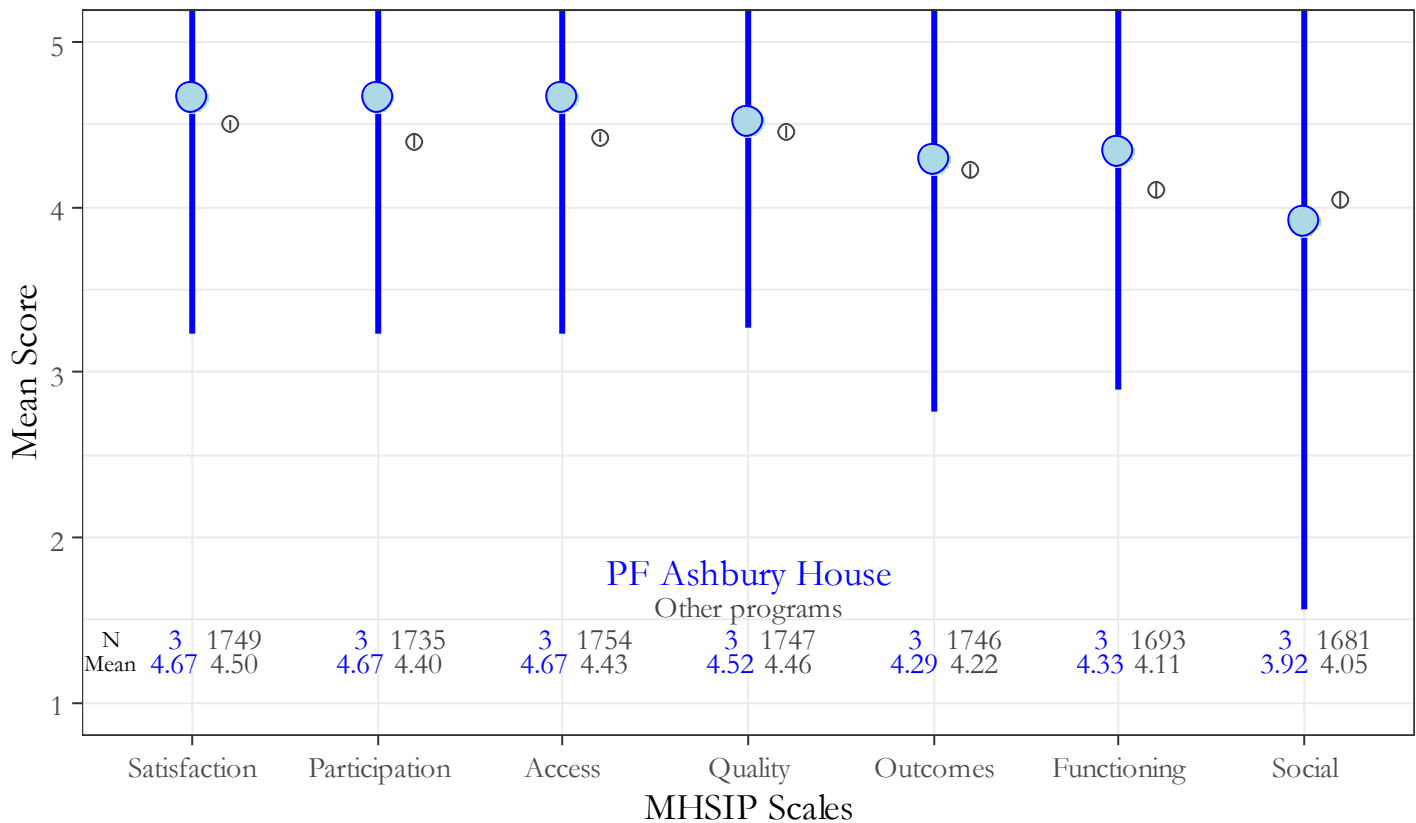
MHSIP Items 1-25, N = 3
Percent Agree

	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 33.3 %	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 %	1 33.3 %	2 66.7 %	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 %	1 33.3 %	2 66.7 %	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 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	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 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	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 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	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 66.7 %	1 33.3 %	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 33.3 %	2 66.7 %	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 66.7 %	1 33.3 %	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 66.7 %	1 33.3 %	0 0.0 %	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 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 3
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 %	1 33.3 %	1 33.3 %	1 33.3 %	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 %	1 33.3 %	2 66.7 %	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 66.7 %	1 33.3 %	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 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
33.3 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

PF Avenues

Program Code(s): 38A41

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for PF Avenues: **4.41**.

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

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

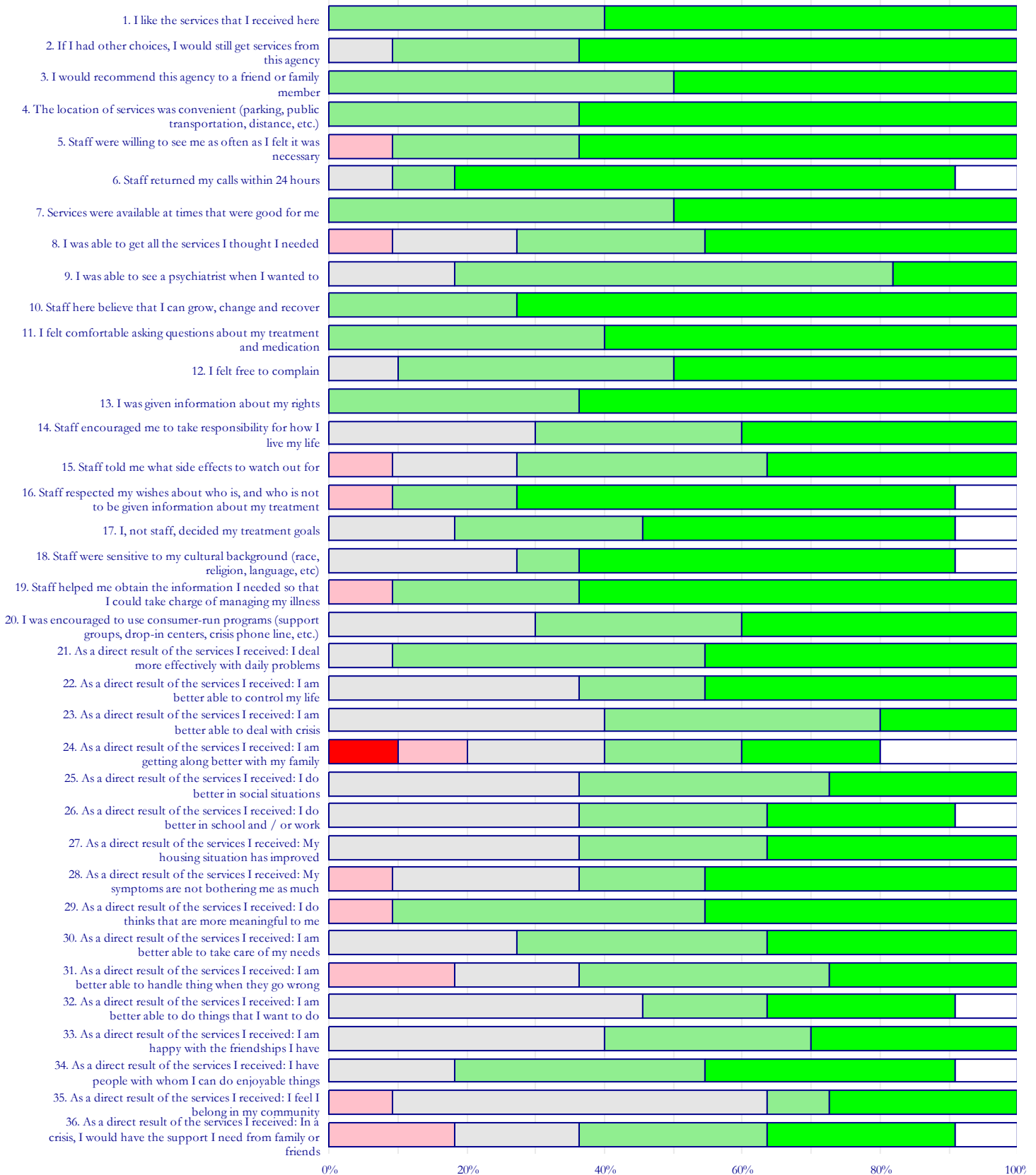
70.0% 14. Staff encouraged me to take responsibility for how I live my life

70.0% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

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



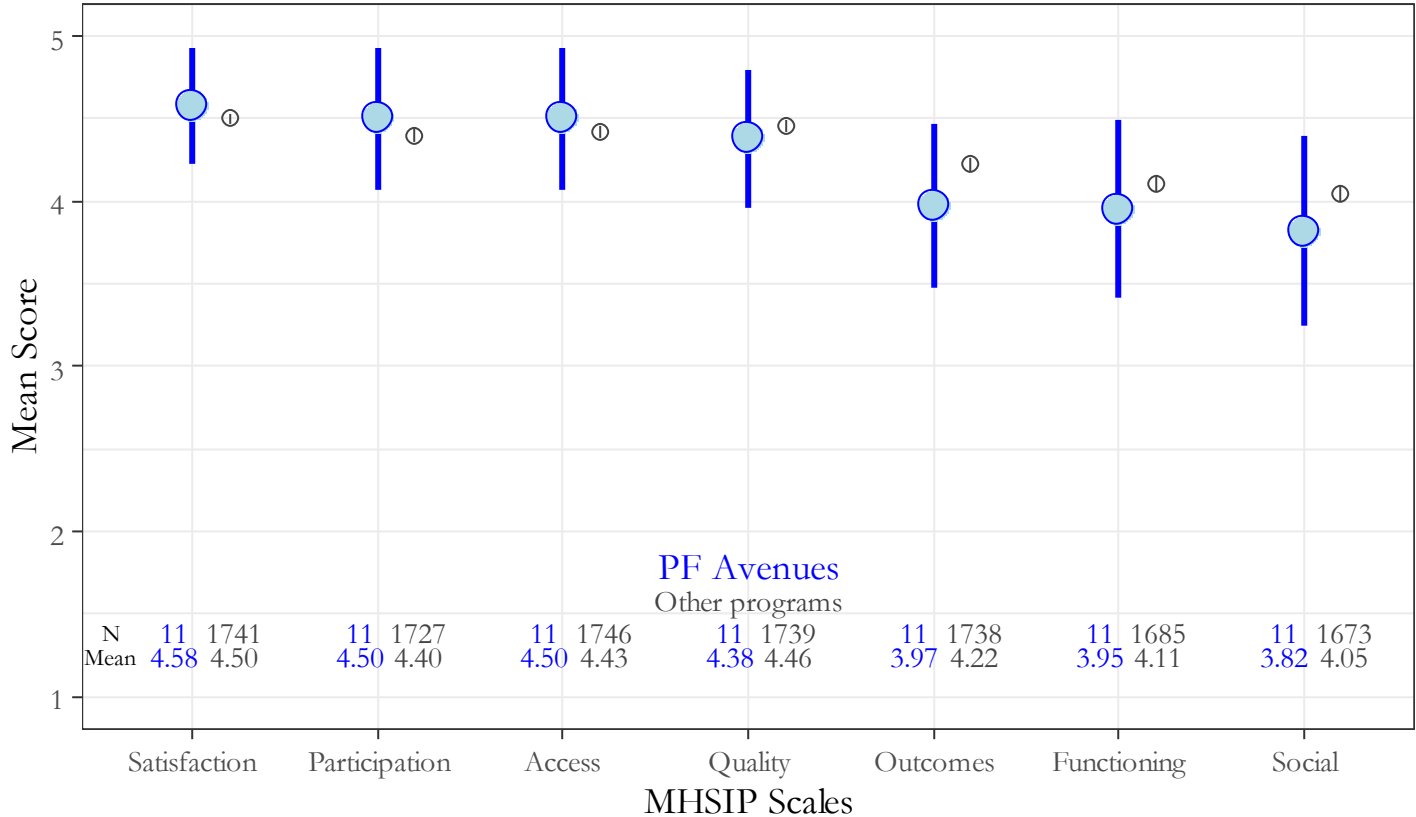
MHSIP Items 1-25, N = 12
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	6 50.0 %	0 0.0 %	2 16.7 %
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 %	3 25.0 %	7 58.3 %	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 %	5 41.7 %	5 41.7 %	0 0.0 %	2 16.7 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	7 58.3 %	0 0.0 %	1 8.3 %
90.9 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 8.3 %	0 0.0 %	3 25.0 %	7 58.3 %	0 0.0 %	1 8.3 %
90.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 8.3 %	1 8.3 %	8 66.7 %	1 8.3 %	1 8.3 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	5 41.7 %	0 0.0 %	2 16.7 %
72.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 8.3 %	2 16.7 %	3 25.0 %	5 41.7 %	0 0.0 %	1 8.3 %
81.8 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 16.7 %	7 58.3 %	2 16.7 %	0 0.0 %	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 %	3 25.0 %	8 66.7 %	0 0.0 %	1 8.3 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	6 50.0 %	0 0.0 %	2 16.7 %
90.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	5 41.7 %	0 0.0 %	2 16.7 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	7 58.3 %	0 0.0 %	1 8.3 %
70.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	3 25.0 %	3 25.0 %	4 33.3 %	0 0.0 %	2 16.7 %
72.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 8.3 %	2 16.7 %	4 33.3 %	4 33.3 %	0 0.0 %	1 8.3 %
90.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	1 8.3 %	0 0.0 %	2 16.7 %	7 58.3 %	1 8.3 %	1 8.3 %
80.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	5 41.7 %	1 8.3 %	1 8.3 %
70.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 25.0 %	1 8.3 %	6 50.0 %	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 %	1 8.3 %	0 0.0 %	3 25.0 %	7 58.3 %	0 0.0 %	1 8.3 %
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 %	3 25.0 %	3 25.0 %	4 33.3 %	0 0.0 %	2 16.7 %
90.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	5 41.7 %	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 %	2 16.7 %	5 41.7 %	0 0.0 %	1 8.3 %
60.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	4 33.3 %	4 33.3 %	2 16.7 %	0 0.0 %	2 16.7 %
50.0 % 24. As a direct result of the services I received: I am getting along better with my family	1 8.3 %	1 8.3 %	2 16.7 %	2 16.7 %	2 16.7 %	2 16.7 %	2 16.7 %
63.6 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	4 33.3 %	4 33.3 %	3 25.0 %	0 0.0 %	1 8.3 %

MHSIP Items 26-36, N = 12
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
60.0 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	4 33.3 %	3 25.0 %	3 25.0 %	1 8.3 %	1 8.3 %
63.6 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	4 33.3 %	3 25.0 %	4 33.3 %	0 0.0 %	1 8.3 %
63.6 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 8.3 %	3 25.0 %	2 16.7 %	5 41.7 %	0 0.0 %	1 8.3 %
90.9 % 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 %	0 0.0 %	5 41.7 %	5 41.7 %	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 %	4 33.3 %	4 33.3 %	0 0.0 %	1 8.3 %
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 %	2 16.7 %	2 16.7 %	4 33.3 %	3 25.0 %	0 0.0 %	1 8.3 %
50.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	5 41.7 %	2 16.7 %	3 25.0 %	1 8.3 %	1 8.3 %
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 33.3 %	3 25.0 %	3 25.0 %	0 0.0 %	2 16.7 %
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 16.7 %	4 33.3 %	4 33.3 %	1 8.3 %	1 8.3 %
36.4 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 8.3 %	6 50.0 %	1 8.3 %	3 25.0 %	0 0.0 %	1 8.3 %
60.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	2 16.7 %	2 16.7 %	3 25.0 %	3 25.0 %	1 8.3 %	1 8.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

PF Clay Street Residential

Program Code(s): 89851

Overall Satisfaction¹

90.9%

Return Rate²

100.0%

Overall satisfaction³ mean score for PF Clay Street Residential: **4.15**.

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

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

Highest Agreement Items

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

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

100.0% 17. I, not staff, decided my treatment goals

Lowest Agreement Items

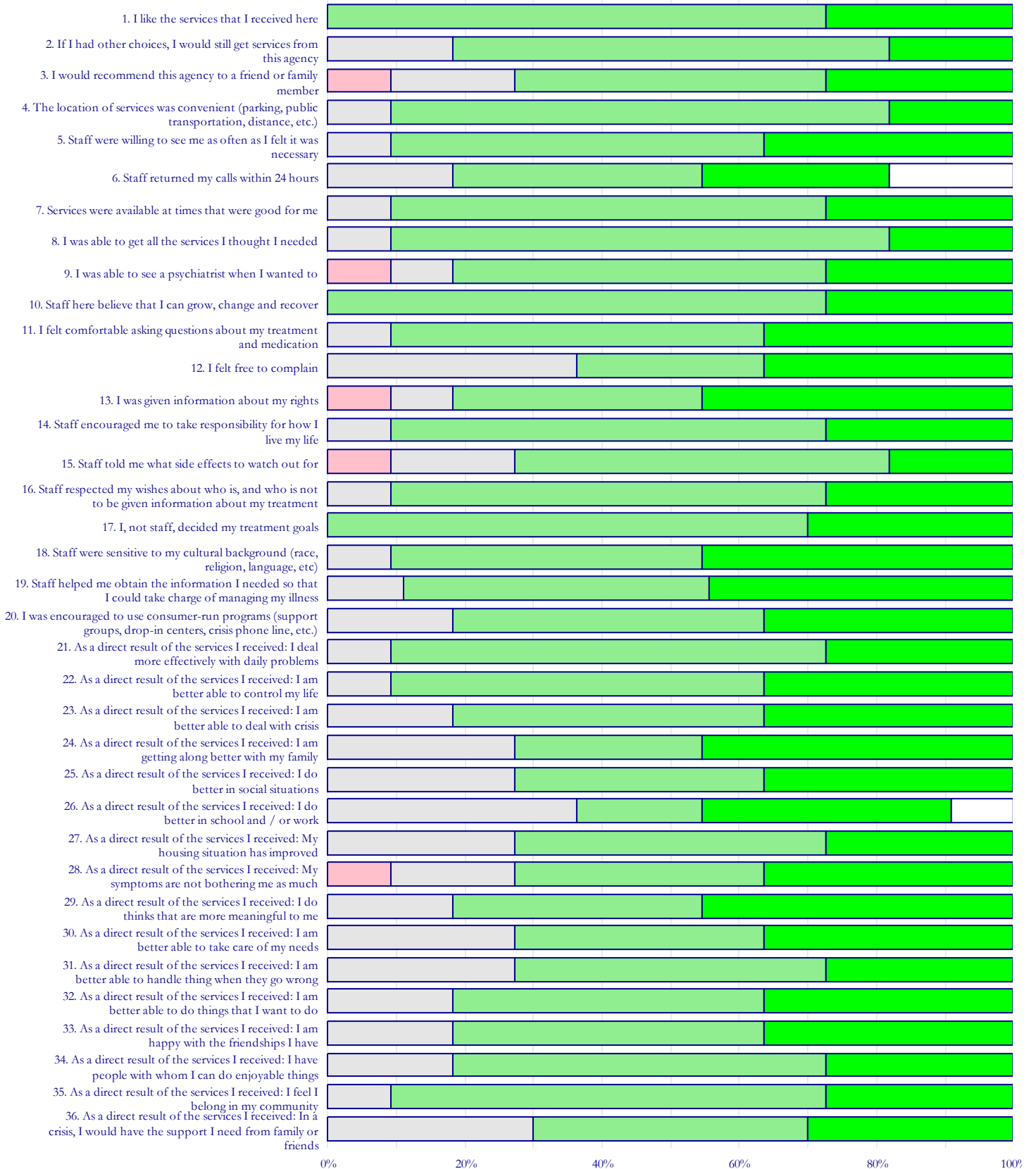
63.6% 12. I felt free to complain

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

72.7% 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



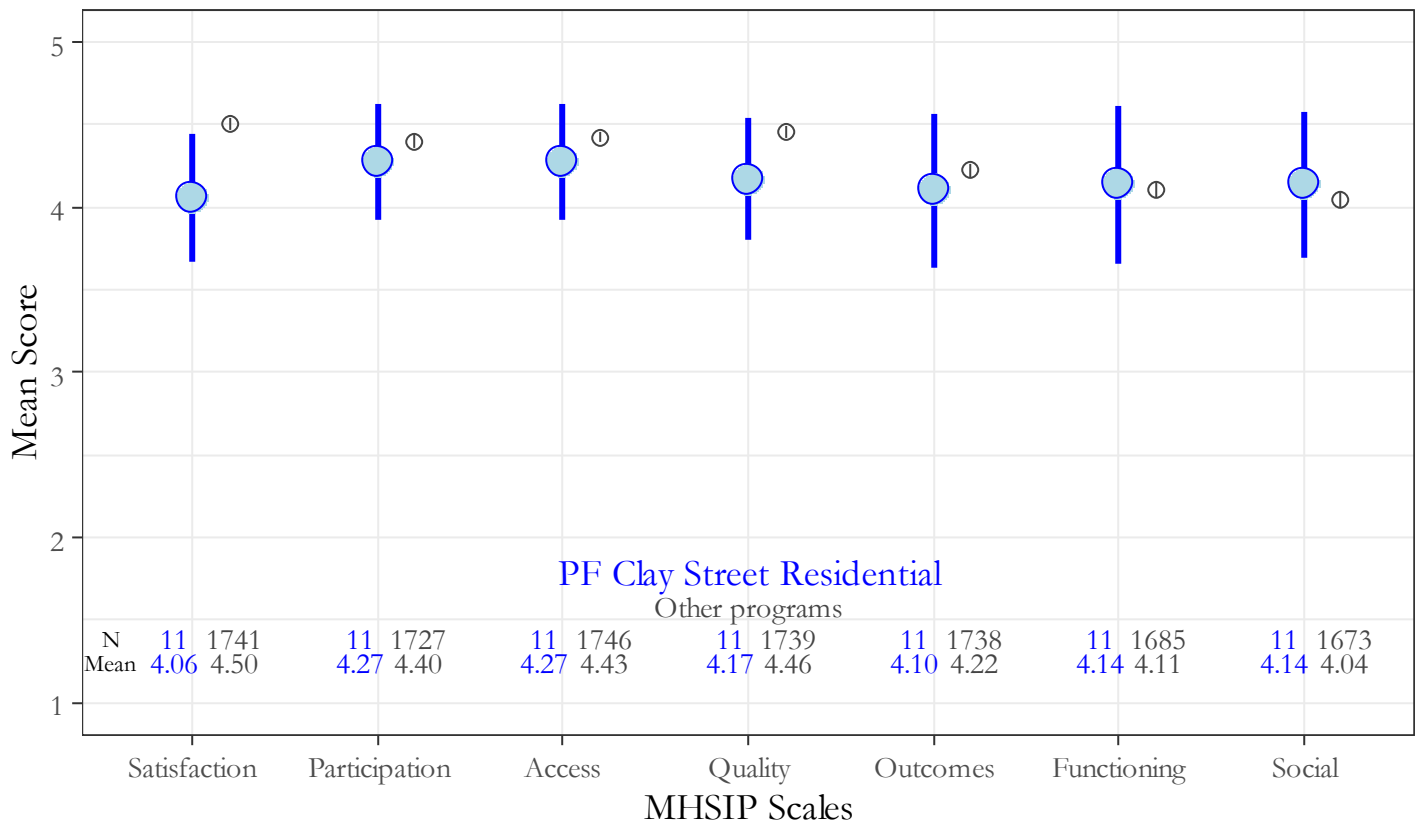
MHSIP Items 1-25, N = 15
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	8 53.3 %	3 20.0 %	0 0.0 %	4 26.7 %
81.8 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 13.3 %	7 46.7 %	2 13.3 %	0 0.0 %	4 26.7 %
72.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 6.7 %	2 13.3 %	5 33.3 %	3 20.0 %	0 0.0 %	4 26.7 %
90.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 6.7 %	8 53.3 %	2 13.3 %	0 0.0 %	4 26.7 %
90.9 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	4 26.7 %	0 0.0 %	4 26.7 %
77.8 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	2 13.3 %	4 26.7 %	3 20.0 %	2 13.3 %	4 26.7 %
90.9 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 6.7 %	7 46.7 %	3 20.0 %	0 0.0 %	4 26.7 %
90.9 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 6.7 %	8 53.3 %	2 13.3 %	0 0.0 %	4 26.7 %
81.8 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 6.7 %	1 6.7 %	6 40.0 %	3 20.0 %	0 0.0 %	4 26.7 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	8 53.3 %	3 20.0 %	0 0.0 %	4 26.7 %
90.9 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	4 26.7 %	0 0.0 %	4 26.7 %
63.6 % 12. I felt free to complain	0 0.0 %	0 0.0 %	4 26.7 %	3 20.0 %	4 26.7 %	0 0.0 %	4 26.7 %
81.8 % 13. I was given information about my rights	0 0.0 %	1 6.7 %	1 6.7 %	4 26.7 %	5 33.3 %	0 0.0 %	4 26.7 %
90.9 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 6.7 %	7 46.7 %	3 20.0 %	0 0.0 %	4 26.7 %
72.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 6.7 %	2 13.3 %	6 40.0 %	2 13.3 %	0 0.0 %	4 26.7 %
90.9 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 6.7 %	7 46.7 %	3 20.0 %	0 0.0 %	4 26.7 %
100.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	7 46.7 %	3 20.0 %	0 0.0 %	5 33.3 %
90.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 6.7 %	5 33.3 %	5 33.3 %	0 0.0 %	4 26.7 %
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 6.7 %	4 26.7 %	4 26.7 %	0 0.0 %	6 40.0 %
81.8 % 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 13.3 %	5 33.3 %	4 26.7 %	0 0.0 %	4 26.7 %
90.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 6.7 %	7 46.7 %	3 20.0 %	0 0.0 %	4 26.7 %
90.9 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	4 26.7 %	0 0.0 %	4 26.7 %
81.8 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	2 13.3 %	5 33.3 %	4 26.7 %	0 0.0 %	4 26.7 %
72.7 % 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 20.0 %	3 20.0 %	5 33.3 %	0 0.0 %	4 26.7 %
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 20.0 %	4 26.7 %	4 26.7 %	0 0.0 %	4 26.7 %

MHSIP Items 26-36, N = 15
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
60.0 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	4 26.7 %	2 13.3 %	4 26.7 %	1 6.7 %	4 26.7 %
72.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 20.0 %	5 33.3 %	3 20.0 %	0 0.0 %	4 26.7 %
72.7 % 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 %	4 26.7 %	4 26.7 %	0 0.0 %	4 26.7 %
81.8 % 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 13.3 %	4 26.7 %	5 33.3 %	0 0.0 %	4 26.7 %
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 20.0 %	4 26.7 %	4 26.7 %	0 0.0 %	4 26.7 %
72.7 % 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 %	3 20.0 %	5 33.3 %	3 20.0 %	0 0.0 %	4 26.7 %
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 13.3 %	5 33.3 %	4 26.7 %	0 0.0 %	4 26.7 %
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 13.3 %	5 33.3 %	4 26.7 %	0 0.0 %	4 26.7 %
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 13.3 %	6 40.0 %	3 20.0 %	0 0.0 %	4 26.7 %
90.9 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	1 6.7 %	7 46.7 %	3 20.0 %	0 0.0 %	4 26.7 %
70.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	3 20.0 %	4 26.7 %	3 20.0 %	0 0.0 %	5 33.3 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	3 27.3 %	2 50 %	5 33.3 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	8 72.7 %	2 50 %	10 66.7 %
Total	11 100 %	4 100 %	15 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 15 clients; surveys were returned for 15 clients (15/15 = 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

PF Cortland House Residential

Program Code(s): 38631

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for PF Cortland House Residential: **4.43**.

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

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

Highest Agreement Items

100.0% 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

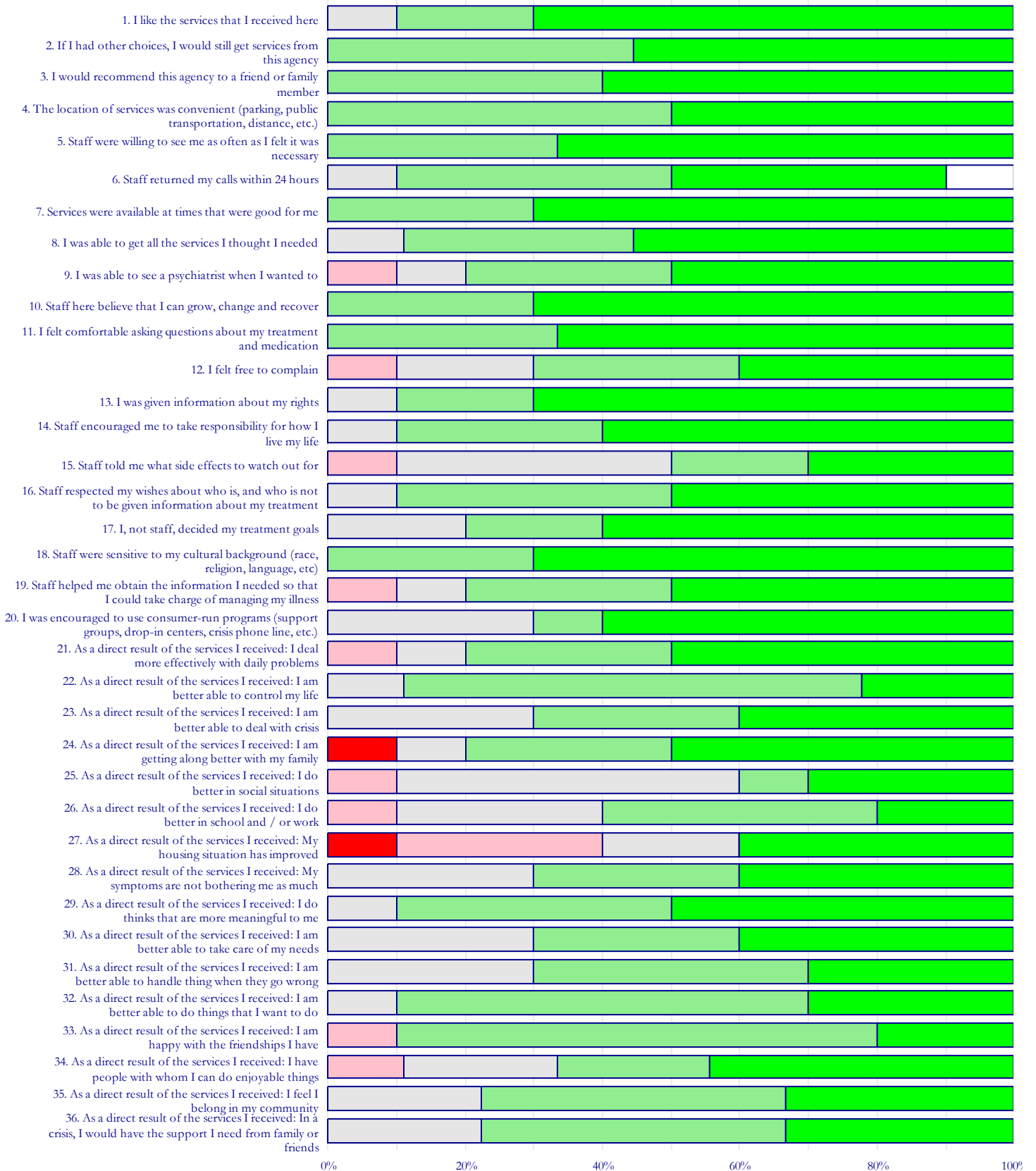
50.0% 15. Staff told me what side effects to watch out for

70.0% 12. I felt free to complain

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



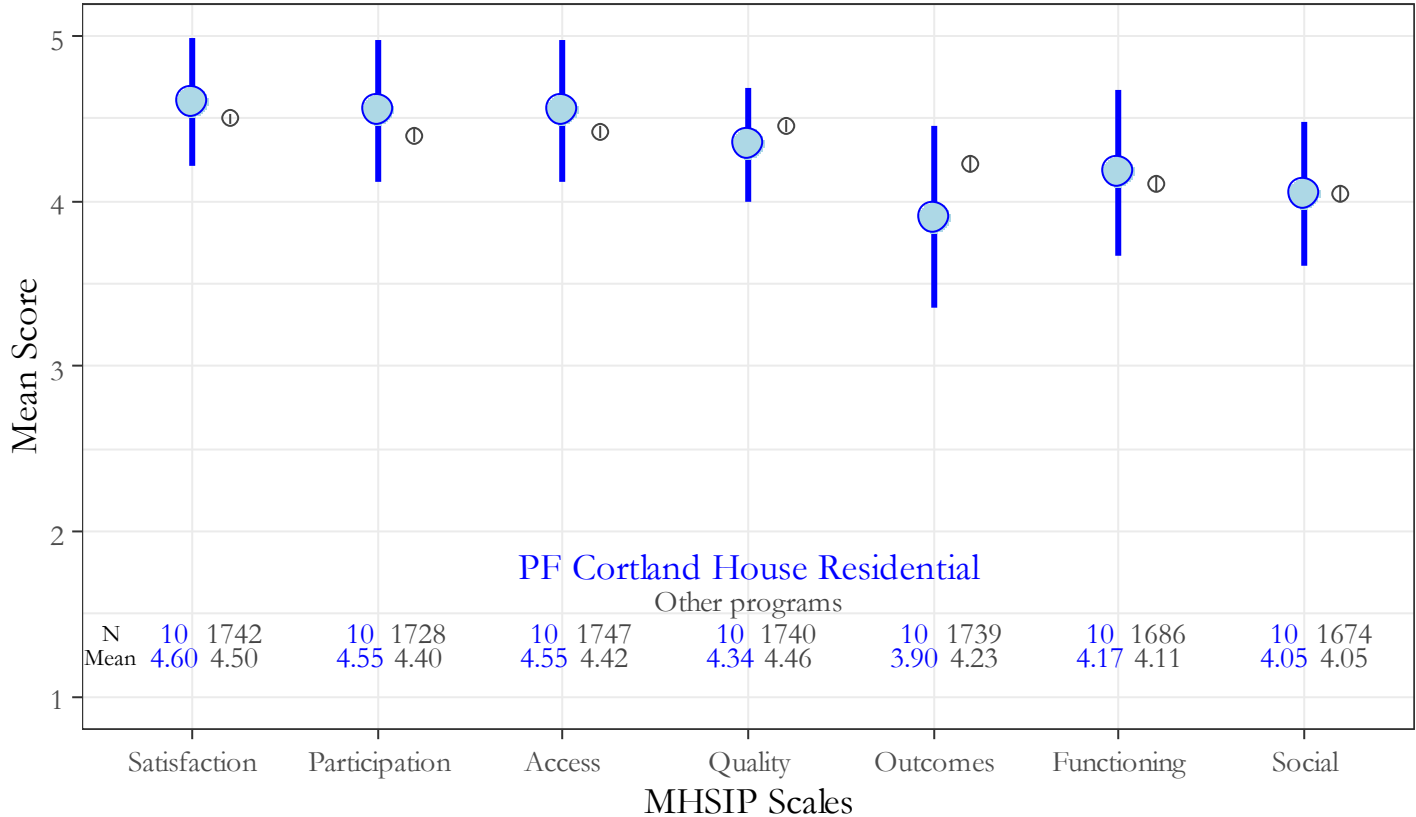
MHSIP Items 1-25, N = 10
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	7 70.0 %	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 %	4 40.0 %	5 50.0 %	0 0.0 %	1 10.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	6 60.0 %	0 0.0 %	0 0.0 %
100.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 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 %	3 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
88.9 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	4 40.0 %	1 10.0 %	0 0.0 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	0 0.0 %	0 0.0 %
88.9 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	5 50.0 %	0 0.0 %	1 10.0 %
80.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 10.0 %	1 10.0 %	3 30.0 %	5 50.0 %	0 0.0 %	0 0.0 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	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 %	3 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
70.0 % 12. I felt free to complain	0 0.0 %	1 10.0 %	2 20.0 %	3 30.0 %	4 40.0 %	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 %	2 20.0 %	7 70.0 %	0 0.0 %	0 0.0 %
90.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 0.0 %	0 0.0 %
50.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 10.0 %	4 40.0 %	2 20.0 %	3 30.0 %	0 0.0 %	0 0.0 %
90.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	1 10.0 %	4 40.0 %	5 50.0 %	0 0.0 %	0 0.0 %
80.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 20.0 %	2 20.0 %	6 60.0 %	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 %	3 30.0 %	7 70.0 %	0 0.0 %	0 0.0 %
80.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 10.0 %	1 10.0 %	3 30.0 %	5 50.0 %	0 0.0 %	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 %	3 30.0 %	1 10.0 %	6 60.0 %	0 0.0 %	0 0.0 %
80.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 10.0 %	1 10.0 %	3 30.0 %	5 50.0 %	0 0.0 %	0 0.0 %
88.9 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	1 10.0 %	6 60.0 %	2 20.0 %	0 0.0 %	1 10.0 %
70.0 % 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 30.0 %	3 30.0 %	4 40.0 %	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	1 10.0 %	0 0.0 %	1 10.0 %	3 30.0 %	5 50.0 %	0 0.0 %	0 0.0 %
40.0 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 10.0 %	5 50.0 %	1 10.0 %	3 30.0 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 10
Percent Agree

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

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

PF Dore House Crisis Residential Program and Outpatient

Program Code(s): 38GM1

Overall Satisfaction¹

85.7%

Return Rate²

75.0%

Overall satisfaction³ mean score for PF Dore House Crisis Residential Program and Outpatient: **4.27**.

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

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

Highest Agreement Items

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

100.0% 14. Staff encouraged me to take responsibility for how I live my life

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

Lowest Agreement Items

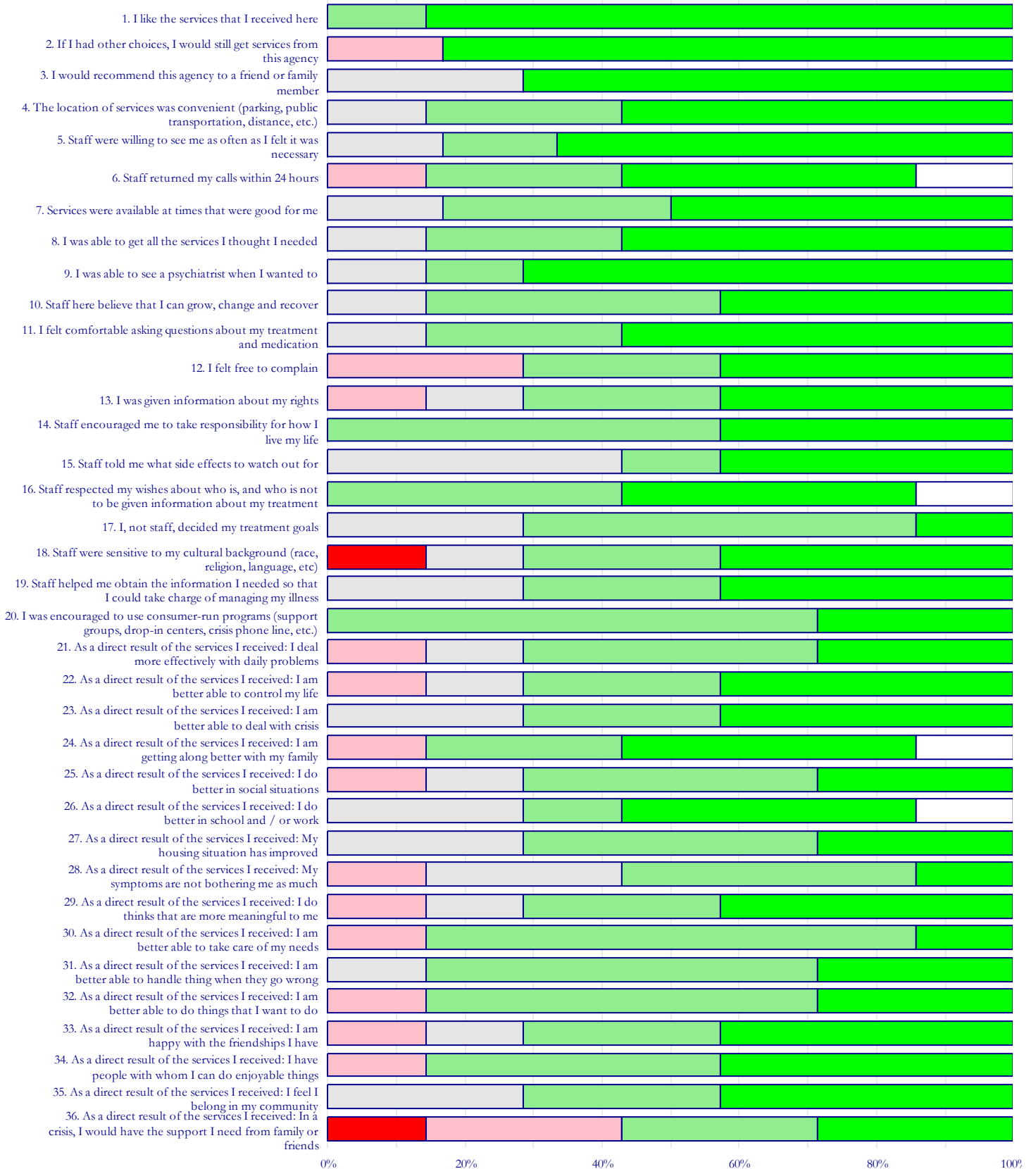
57.1% 15. Staff told me what side effects to watch out for

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

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



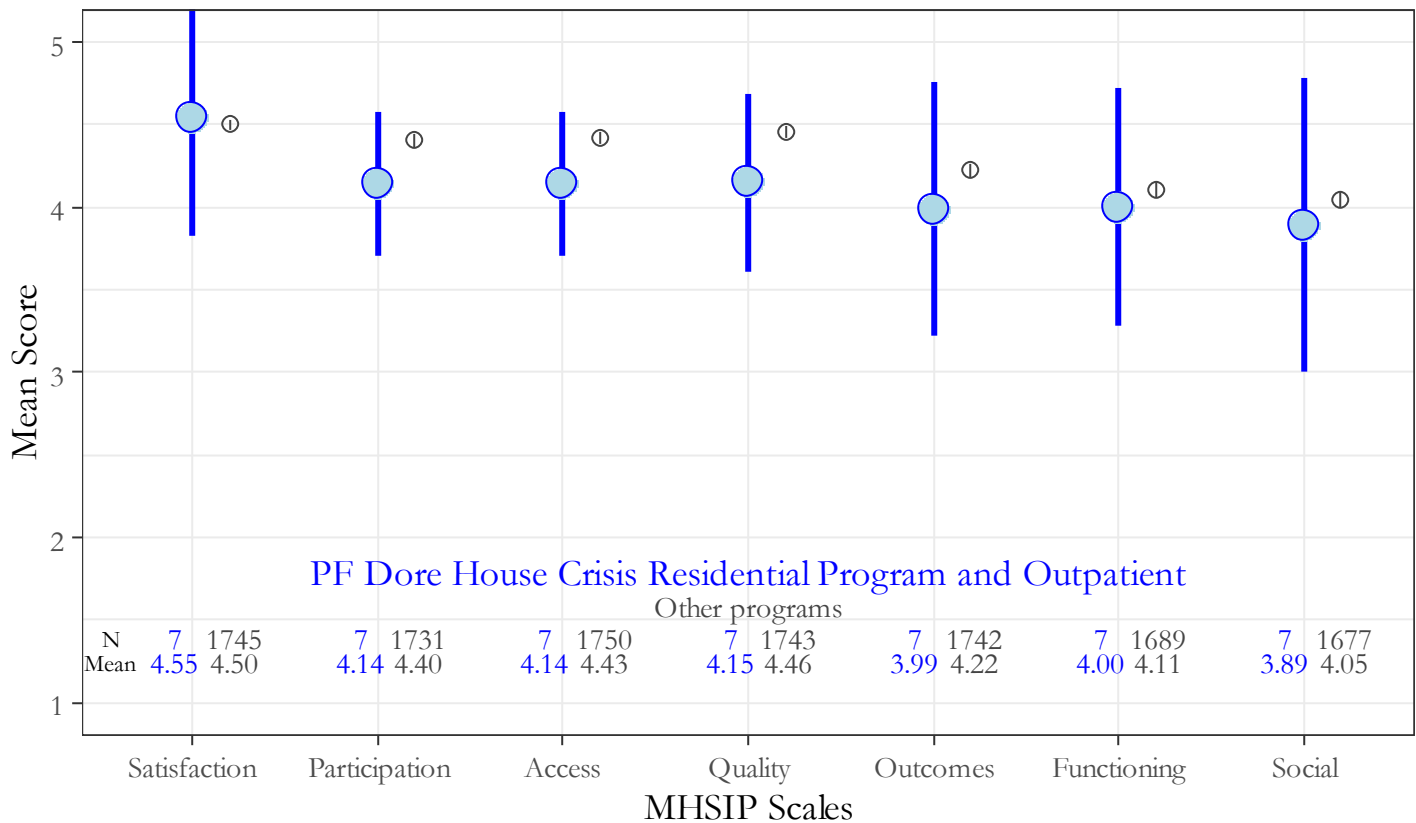
MHSIP Items 1-25, N = 12
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	6 50.0 %	0 0.0 %	5 41.7 %
83.3 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 8.3 %	0 0.0 %	0 0.0 %	5 41.7 %	0 0.0 %	6 50.0 %
71.4 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 16.7 %	0 0.0 %	5 41.7 %	0 0.0 %	5 41.7 %
85.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	4 33.3 %	0 0.0 %	5 41.7 %
83.3 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 8.3 %	1 8.3 %	4 33.3 %	0 0.0 %	6 50.0 %
83.3 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 8.3 %	0 0.0 %	2 16.7 %	3 25.0 %	1 8.3 %	5 41.7 %
83.3 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	3 25.0 %	0 0.0 %	6 50.0 %
85.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	4 33.3 %	0 0.0 %	5 41.7 %
85.7 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 8.3 %	1 8.3 %	5 41.7 %	0 0.0 %	5 41.7 %
85.7 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 8.3 %	3 25.0 %	3 25.0 %	0 0.0 %	5 41.7 %
85.7 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	4 33.3 %	0 0.0 %	5 41.7 %
71.4 % 12. I felt free to complain	0 0.0 %	2 16.7 %	0 0.0 %	2 16.7 %	3 25.0 %	0 0.0 %	5 41.7 %
71.4 % 13. I was given information about my rights	0 0.0 %	1 8.3 %	1 8.3 %	2 16.7 %	3 25.0 %	0 0.0 %	5 41.7 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	3 25.0 %	0 0.0 %	5 41.7 %
57.1 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	3 25.0 %	1 8.3 %	3 25.0 %	0 0.0 %	5 41.7 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 25.0 %	3 25.0 %	1 8.3 %	5 41.7 %
71.4 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	1 8.3 %	0 0.0 %	5 41.7 %
71.4 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 8.3 %	0 0.0 %	1 8.3 %	2 16.7 %	3 25.0 %	0 0.0 %	5 41.7 %
71.4 % 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 16.7 %	2 16.7 %	3 25.0 %	0 0.0 %	5 41.7 %
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 41.7 %	2 16.7 %	0 0.0 %	5 41.7 %
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 %	3 25.0 %	2 16.7 %	0 0.0 %	5 41.7 %
71.4 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 8.3 %	1 8.3 %	2 16.7 %	3 25.0 %	0 0.0 %	5 41.7 %
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 16.7 %	2 16.7 %	3 25.0 %	0 0.0 %	5 41.7 %
83.3 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 8.3 %	0 0.0 %	2 16.7 %	3 25.0 %	1 8.3 %	5 41.7 %
71.4 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 8.3 %	1 8.3 %	3 25.0 %	2 16.7 %	0 0.0 %	5 41.7 %

MHSIP Items 26-36, N = 12
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 %	1 8.3 %	3 25.0 %	1 8.3 %	5 41.7 %
71.4 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	2 16.7 %	0 0.0 %	5 41.7 %
57.1 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 8.3 %	2 16.7 %	3 25.0 %	1 8.3 %	0 0.0 %	5 41.7 %
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 8.3 %	1 8.3 %	2 16.7 %	3 25.0 %	0 0.0 %	5 41.7 %
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 8.3 %	0 0.0 %	5 41.7 %	1 8.3 %	0 0.0 %	5 41.7 %
85.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	2 16.7 %	0 0.0 %	5 41.7 %
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 %	1 8.3 %	0 0.0 %	4 33.3 %	2 16.7 %	0 0.0 %	5 41.7 %
71.4 % 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 %	2 16.7 %	3 25.0 %	0 0.0 %	5 41.7 %
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 %	1 8.3 %	0 0.0 %	3 25.0 %	3 25.0 %	0 0.0 %	5 41.7 %
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 16.7 %	2 16.7 %	3 25.0 %	0 0.0 %	5 41.7 %
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 8.3 %	2 16.7 %	0 0.0 %	2 16.7 %	2 16.7 %	0 0.0 %	5 41.7 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	4 33.3 %	0 0 %	4 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 8.3 %	0 0 %	1 8.3 %
Completed Survey	7 58.3 %	0 0 %	7 58.3 %
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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 16 clients; surveys were returned for 12 clients (12/16 = 75.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

PF Dorine Loso House

Program Code(s): 38GH1

Overall Satisfaction¹

83.3%

Return Rate²

100.0%

Overall satisfaction³ mean score for PF Dorine Loso House: **3.92**.

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

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

Highest Agreement Items

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

83.3% 5. Staff were willing to see me as often as I felt it was necessary

83.3% 7. Services were available at times that were good for me

Lowest Agreement Items

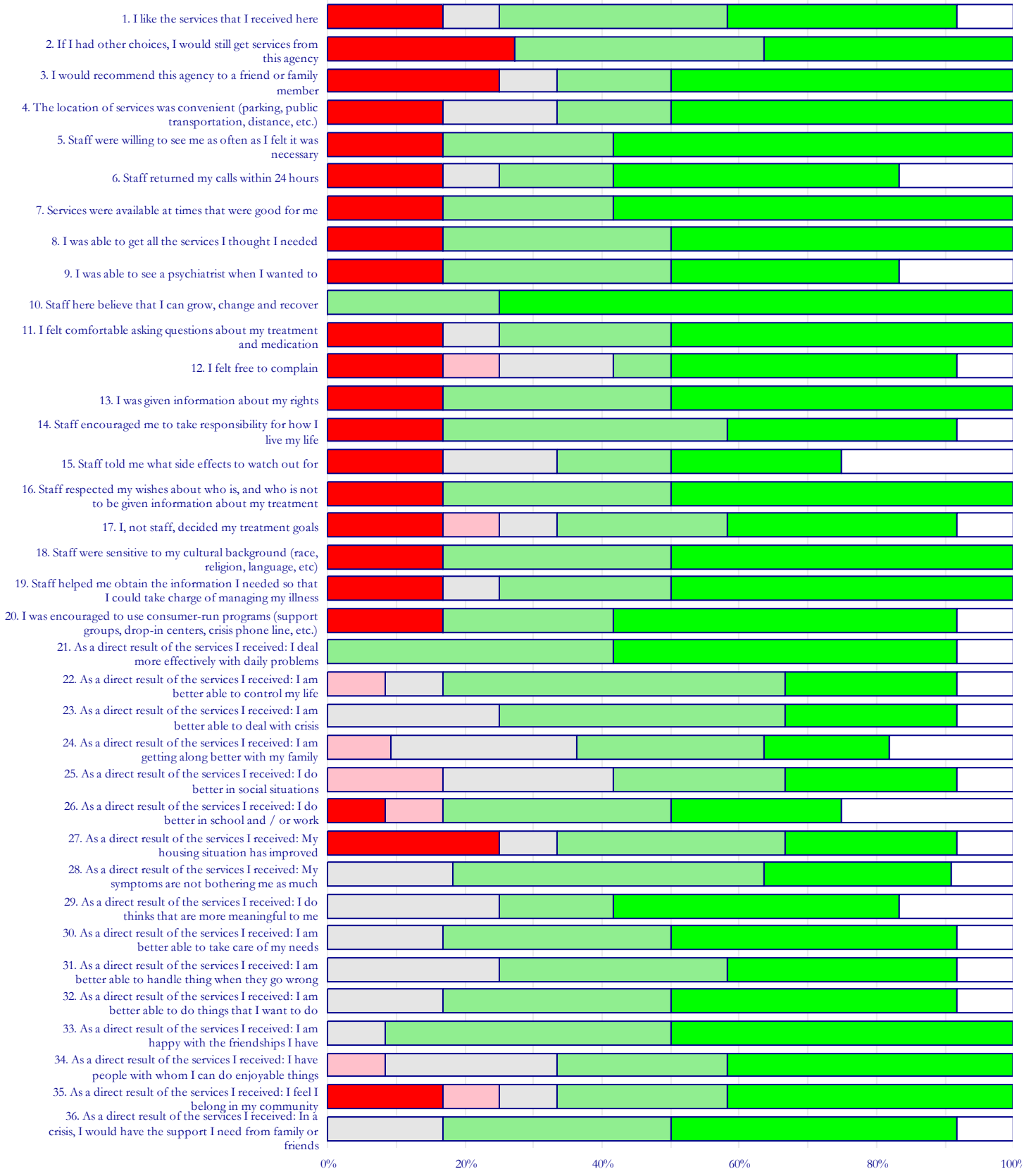
54.5% 12. I felt free to complain

55.6% 15. Staff told me what side effects to watch out for

63.6% 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



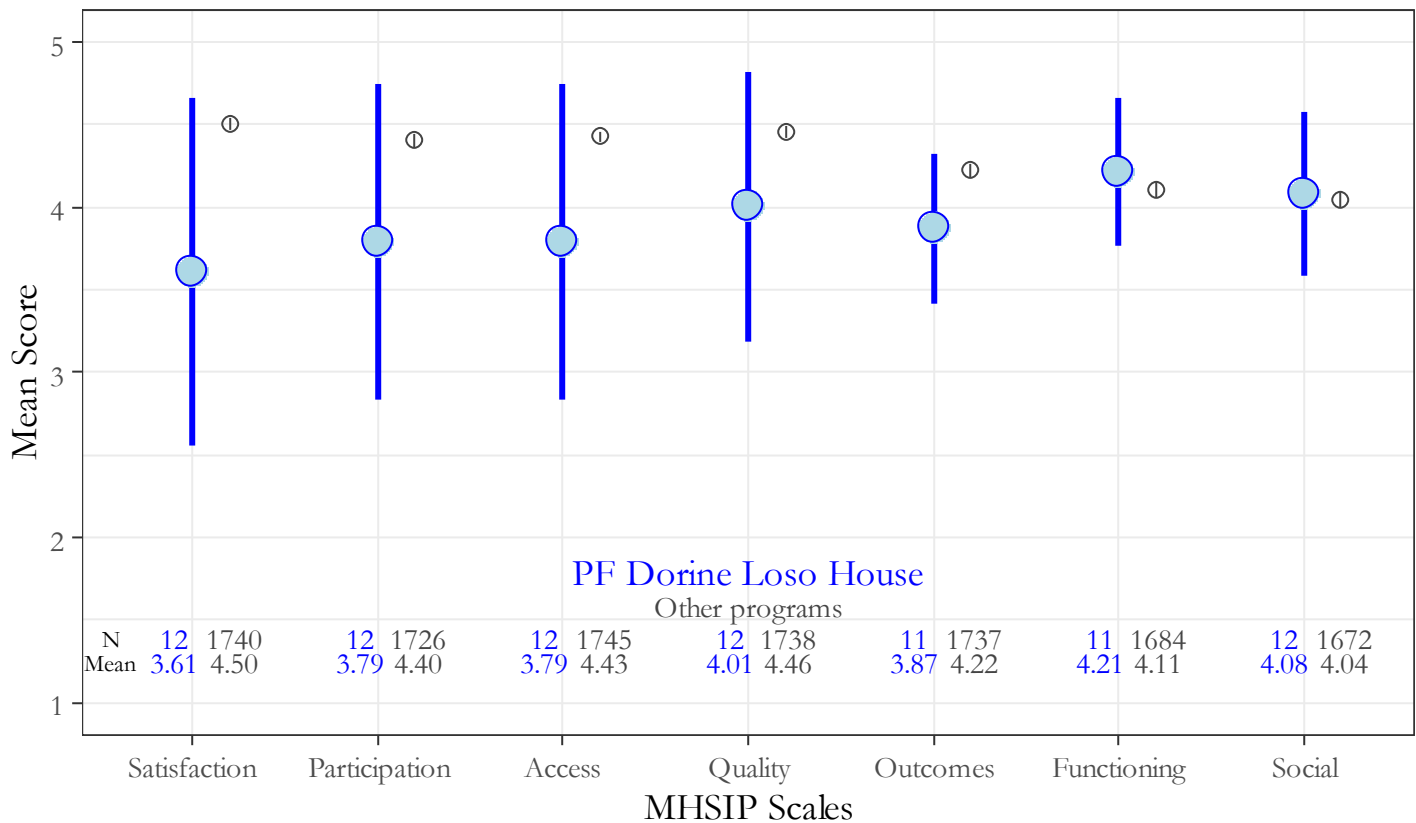
MHSIP Items 1-25, N = 13
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
72.7 % 1. I like the services that I received here	2 15.4 %	0 0.0 %	1 7.7 %	4 30.8 %	4 30.8 %	1 7.7 %	1 7.7 %
72.7 % 2. If I had other choices, I would still get services from this agency	3 23.1 %	0 0.0 %	0 0.0 %	4 30.8 %	4 30.8 %	0 0.0 %	2 15.4 %
66.7 % 3. I would recommend this agency to a friend or family member	3 23.1 %	0 0.0 %	1 7.7 %	2 15.4 %	6 46.2 %	0 0.0 %	1 7.7 %
66.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	2 15.4 %	0 0.0 %	2 15.4 %	2 15.4 %	6 46.2 %	0 0.0 %	1 7.7 %
83.3 % 5. Staff were willing to see me as often as I felt it was necessary	2 15.4 %	0 0.0 %	0 0.0 %	3 23.1 %	7 53.8 %	0 0.0 %	1 7.7 %
70.0 % 6. Staff returned my calls within 24 hours	2 15.4 %	0 0.0 %	1 7.7 %	2 15.4 %	5 38.5 %	2 15.4 %	1 7.7 %
83.3 % 7. Services were available at times that were good for me	2 15.4 %	0 0.0 %	0 0.0 %	3 23.1 %	7 53.8 %	0 0.0 %	1 7.7 %
83.3 % 8. I was able to get all the services I thought I needed	2 15.4 %	0 0.0 %	0 0.0 %	4 30.8 %	6 46.2 %	0 0.0 %	1 7.7 %
80.0 % 9. I was able to see a psychiatrist when I wanted to	2 15.4 %	0 0.0 %	0 0.0 %	4 30.8 %	4 30.8 %	2 15.4 %	1 7.7 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	3 23.1 %	9 69.2 %	0 0.0 %	1 7.7 %
75.0 % 11. I felt comfortable asking questions about my treatment and medication	2 15.4 %	0 0.0 %	1 7.7 %	3 23.1 %	6 46.2 %	0 0.0 %	1 7.7 %
54.5 % 12. I felt free to complain	2 15.4 %	1 7.7 %	2 15.4 %	1 7.7 %	5 38.5 %	1 7.7 %	1 7.7 %
83.3 % 13. I was given information about my rights	2 15.4 %	0 0.0 %	0 0.0 %	4 30.8 %	6 46.2 %	0 0.0 %	1 7.7 %
81.8 % 14. Staff encouraged me to take responsibility for how I live my life	2 15.4 %	0 0.0 %	0 0.0 %	5 38.5 %	4 30.8 %	1 7.7 %	1 7.7 %
55.6 % 15. Staff told me what side effects to watch out for	2 15.4 %	0 0.0 %	2 15.4 %	2 15.4 %	3 23.1 %	3 23.1 %	1 7.7 %
83.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	2 15.4 %	0 0.0 %	0 0.0 %	4 30.8 %	6 46.2 %	0 0.0 %	1 7.7 %
63.6 % 17. I, not staff, decided my treatment goals	2 15.4 %	1 7.7 %	1 7.7 %	3 23.1 %	4 30.8 %	1 7.7 %	1 7.7 %
83.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	2 15.4 %	0 0.0 %	0 0.0 %	4 30.8 %	6 46.2 %	0 0.0 %	1 7.7 %
75.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	2 15.4 %	0 0.0 %	1 7.7 %	3 23.1 %	6 46.2 %	0 0.0 %	1 7.7 %
81.8 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 15.4 %	0 0.0 %	0 0.0 %	3 23.1 %	6 46.2 %	1 7.7 %	1 7.7 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	6 46.2 %	1 7.7 %	1 7.7 %
81.8 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 7.7 %	1 7.7 %	6 46.2 %	3 23.1 %	1 7.7 %	1 7.7 %
72.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	3 23.1 %	5 38.5 %	3 23.1 %	1 7.7 %	1 7.7 %
55.6 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 7.7 %	3 23.1 %	3 23.1 %	2 15.4 %	2 15.4 %	2 15.4 %
54.5 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 15.4 %	3 23.1 %	3 23.1 %	3 23.1 %	1 7.7 %	1 7.7 %

MHSIP Items 26-36, N = 13
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	1 7.7 %	1 7.7 %	0 0.0 %	4 30.8 %	3 23.1 %	3 23.1 %	1 7.7 %
63.6 % 27. As a direct result of the services I received: My housing situation has improved	3 23.1 %	0 0.0 %	1 7.7 %	4 30.8 %	3 23.1 %	1 7.7 %	1 7.7 %
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 15.4 %	5 38.5 %	3 23.1 %	1 7.7 %	2 15.4 %
70.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	3 23.1 %	2 15.4 %	5 38.5 %	2 15.4 %	1 7.7 %
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 15.4 %	4 30.8 %	5 38.5 %	1 7.7 %	1 7.7 %
72.7 % 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 %	3 23.1 %	4 30.8 %	4 30.8 %	1 7.7 %	1 7.7 %
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 15.4 %	4 30.8 %	5 38.5 %	1 7.7 %	1 7.7 %
91.7 % 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 7.7 %	5 38.5 %	6 46.2 %	0 0.0 %	1 7.7 %
66.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 7.7 %	3 23.1 %	3 23.1 %	5 38.5 %	0 0.0 %	1 7.7 %
66.7 % 35. As a direct result of the services I received: I feel I belong in my community	2 15.4 %	1 7.7 %	1 7.7 %	3 23.1 %	5 38.5 %	0 0.0 %	1 7.7 %
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 15.4 %	4 30.8 %	5 38.5 %	1 7.7 %	1 7.7 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 8.3 %	0 0 %	1 7.7 %
Completed Survey	11 91.7 %	1 100 %	12 92.3 %
Total	12 100 %	1 100 %	13 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

PF La Amistad

Program Code(s): 38091

Overall Satisfaction¹

100.0%

Return Rate²

91.7%

Overall satisfaction³ mean score for PF La Amistad: **4.67**.

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

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

Highest Agreement Items

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

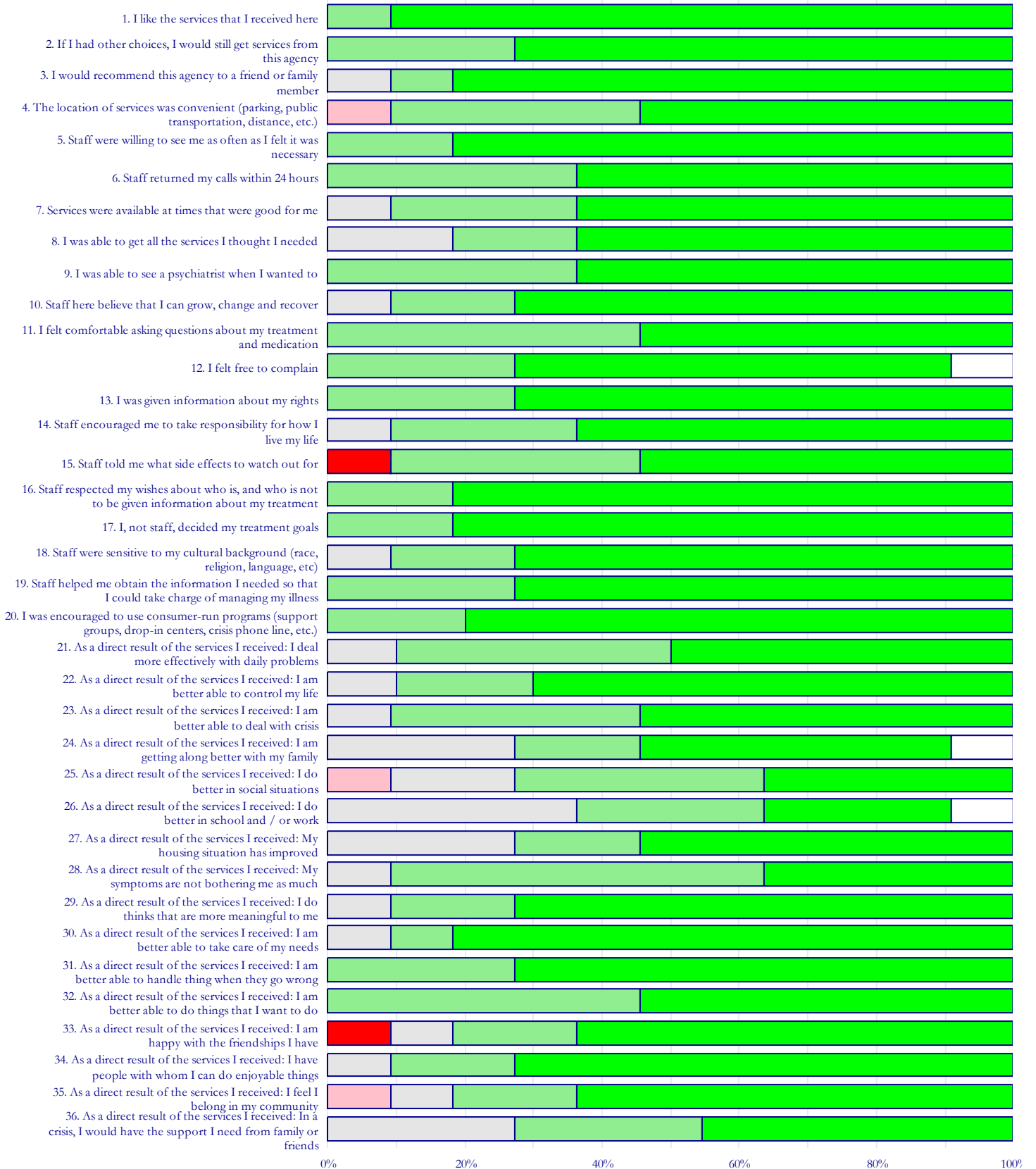
81.8% 8. I was able to get all the services I thought I needed

90.9% 3. I would recommend this agency to a friend or family member

90.9% 7. Services were available at times that were good for me

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

MHSIP Items



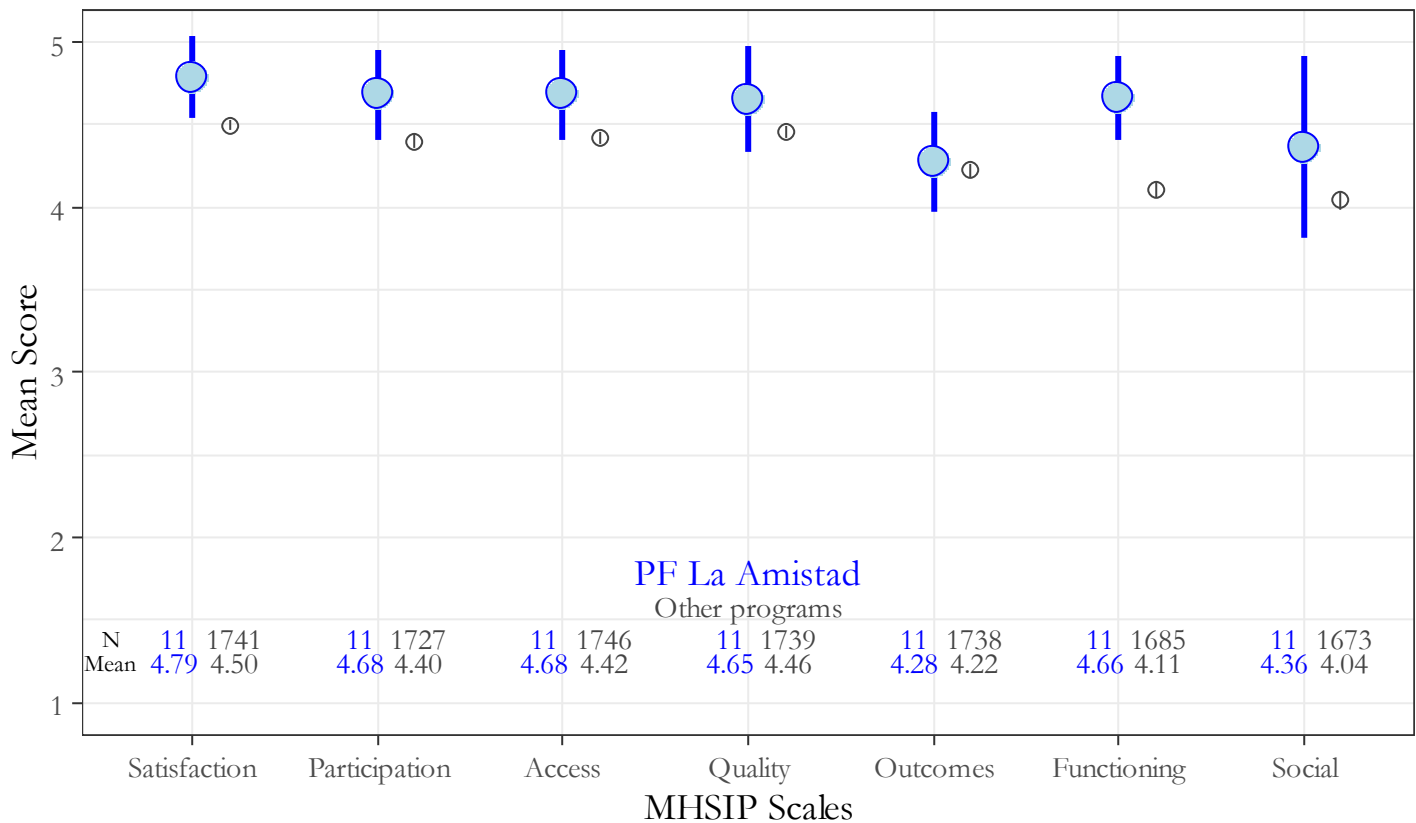
MHSIP Items 1-25, N = 11
Percent Agree

	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 9.1 %	10 90.9 %	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 %	3 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
90.9 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 9.1 %	1 9.1 %	9 81.8 %	0 0.0 %	0 0.0 %
90.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 9.1 %	0 0.0 %	4 36.4 %	6 54.5 %	0 0.0 %	0 0.0 %
100.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
100.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	0 0.0 %	0 0.0 %
90.9 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	7 63.6 %	0 0.0 %	0 0.0 %
81.8 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	2 18.2 %	2 18.2 %	7 63.6 %	0 0.0 %	0 0.0 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	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 9.1 %	2 18.2 %	8 72.7 %	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 %	5 45.5 %	6 54.5 %	0 0.0 %	0 0.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	7 63.6 %	1 9.1 %	0 0.0 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
90.9 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	7 63.6 %	0 0.0 %	0 0.0 %
90.9 % 15. Staff told me what side effects to watch out for	1 9.1 %	0 0.0 %	0 0.0 %	4 36.4 %	6 54.5 %	0 0.0 %	0 0.0 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	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 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
90.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	8 72.7 %	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 %	3 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	8 72.7 %	0 0.0 %	1 9.1 %
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 9.1 %	4 36.4 %	5 45.5 %	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 %	2 18.2 %	7 63.6 %	0 0.0 %	1 9.1 %
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 %	1 9.1 %	4 36.4 %	6 54.5 %	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 27.3 %	2 18.2 %	5 45.5 %	1 9.1 %	0 0.0 %
72.7 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 9.1 %	2 18.2 %	4 36.4 %	4 36.4 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 11
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
60.0 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	4 36.4 %	3 27.3 %	3 27.3 %	1 9.1 %	0 0.0 %
72.7 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	6 54.5 %	0 0.0 %	0 0.0 %
90.9 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	4 36.4 %	0 0.0 %	0 0.0 %
90.9 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
90.9 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	1 9.1 %	1 9.1 %	9 81.8 %	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 27.3 %	8 72.7 %	0 0.0 %	0 0.0 %
100.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	5 45.5 %	6 54.5 %	0 0.0 %	0 0.0 %
81.8 % 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 %	2 18.2 %	7 63.6 %	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 9.1 %	2 18.2 %	8 72.7 %	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 %	1 9.1 %	1 9.1 %	2 18.2 %	7 63.6 %	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 %	0 0.0 %	3 27.3 %	3 27.3 %	5 45.5 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 12 clients; surveys were returned for 11 clients (11/12 = 91.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

PF La Posada Residential Adult

Program Code(s): 38081

Overall Satisfaction¹

87.5%

Return Rate²

100.0%

Overall satisfaction³ mean score for PF La Posada Residential Adult: **4.41**.

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

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

Highest Agreement Items

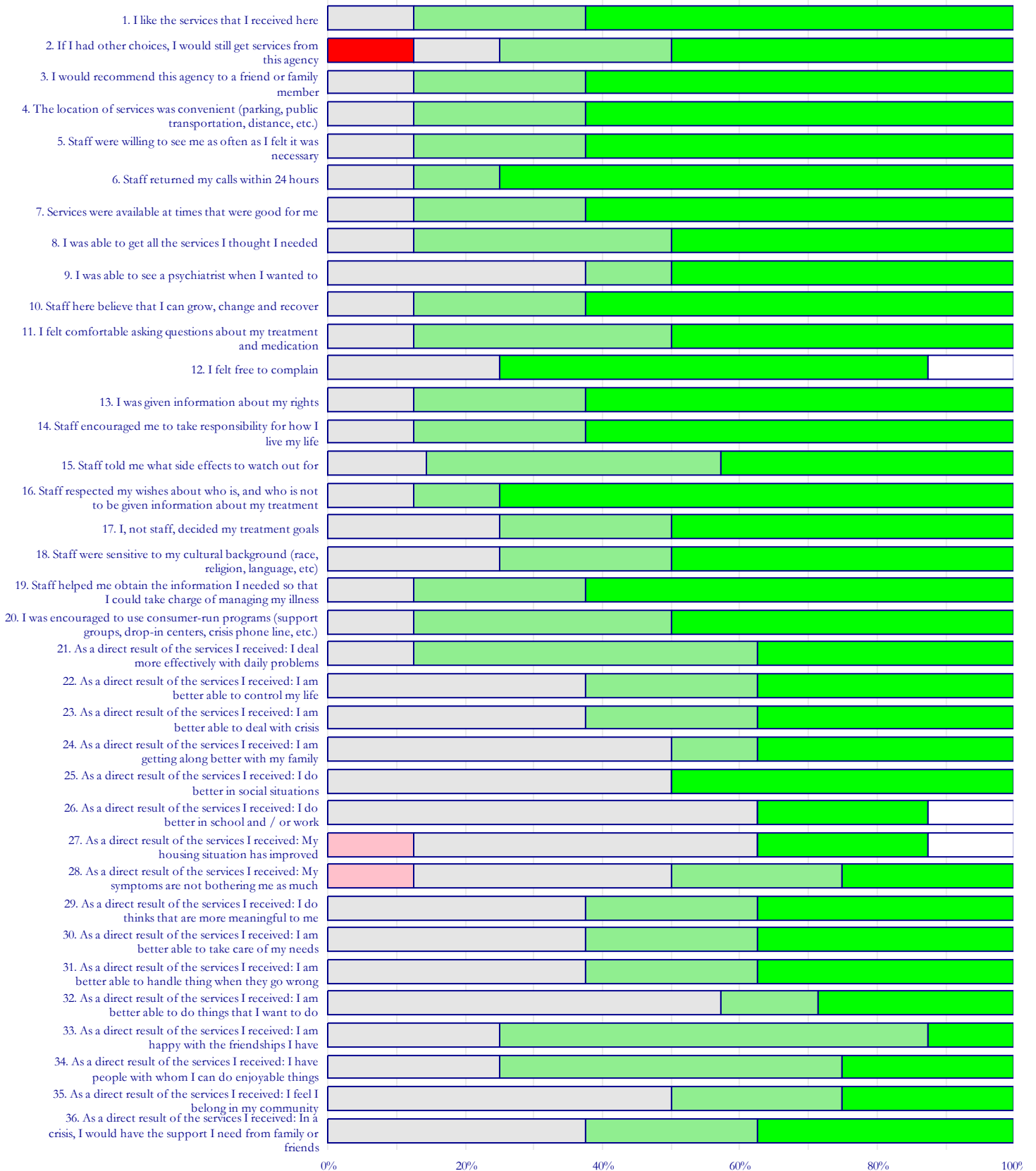
- 87.5% 1. I like the services that I received here
- 87.5% 3. I would recommend this agency to a friend or family member
- 87.5% 5. Staff were willing to see me as often as I felt it was necessary

Lowest Agreement Items

- 62.5% 9. I was able to see a psychiatrist when I wanted to
- 71.4% 12. I felt free to complain
- 75.0% 2. If I had other choices, I would still get services from this agency

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

MHSIP Items



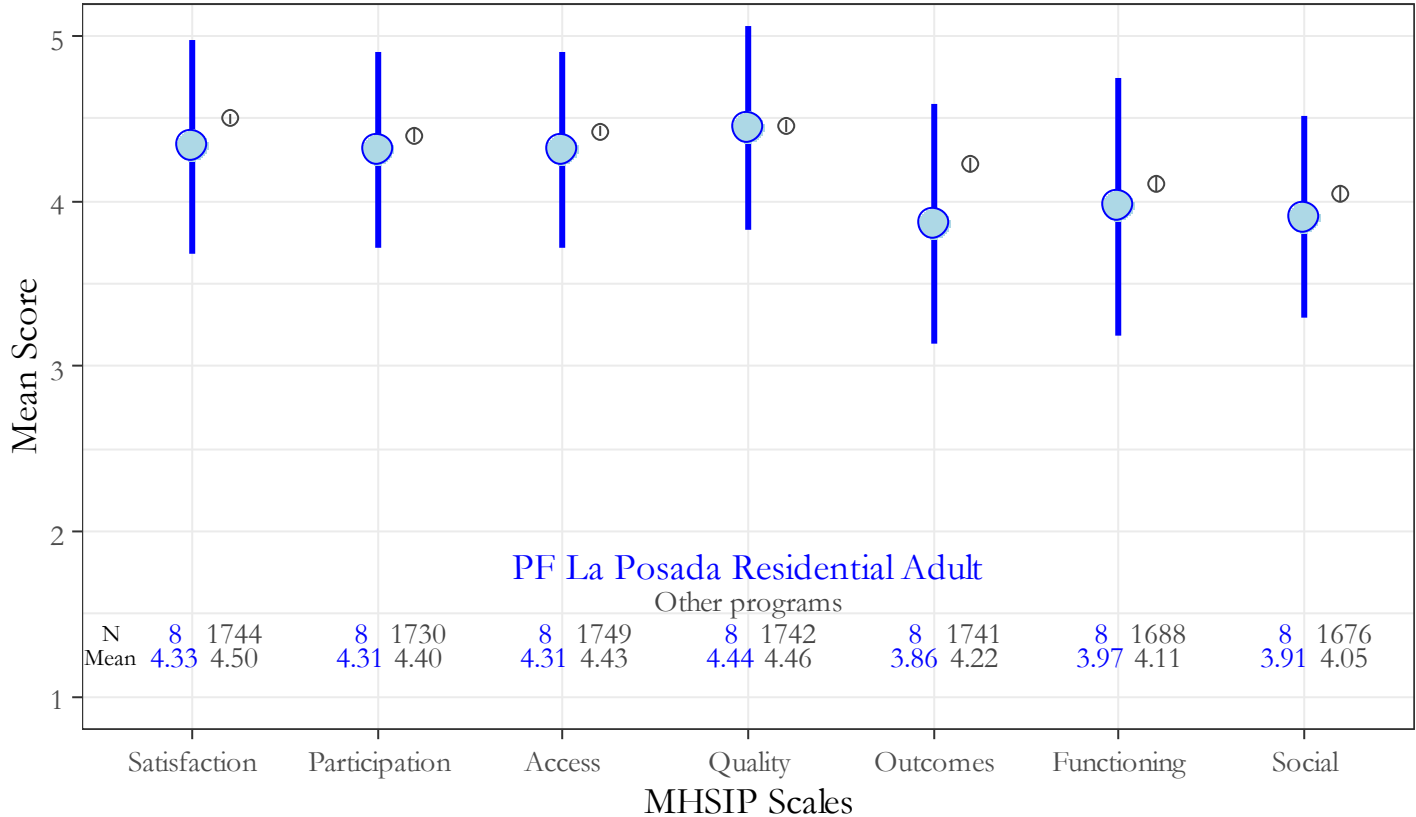
MHSIP Items 1-25, N = 8
Percent Agree

	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 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
75.0 % 2. If I had other choices, I would still get services from this agency	1 12.5 %	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	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 %
87.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
87.5 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
87.5 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	6 75.0 %	0 0.0 %	0 0.0 %
87.5 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	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 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
62.5 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	3 37.5 %	1 12.5 %	4 50.0 %	0 0.0 %	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 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
87.5 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	4 50.0 %	0 0.0 %	0 0.0 %
71.4 % 12. I felt free to complain	0 0.0 %	0 0.0 %	2 25.0 %	0 0.0 %	5 62.5 %	1 12.5 %	0 0.0 %
87.5 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
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 %
85.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	3 37.5 %	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 %
75.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	4 50.0 %	0 0.0 %	0 0.0 %
75.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	4 50.0 %	0 0.0 %	0 0.0 %
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 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
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 12.5 %	3 37.5 %	4 50.0 %	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 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
62.5 % 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 37.5 %	2 25.0 %	3 37.5 %	0 0.0 %	0 0.0 %
62.5 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	3 37.5 %	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 %	4 50.0 %	1 12.5 %	3 37.5 %	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 %	4 50.0 %	0 0.0 %	4 50.0 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 8
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
28.6 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	5 62.5 %	0 0.0 %	2 25.0 %	1 12.5 %	0 0.0 %
28.6 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 12.5 %	4 50.0 %	0 0.0 %	2 25.0 %	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	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	2 25.0 %	0 0.0 %	0 0.0 %
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 37.5 %	2 25.0 %	3 37.5 %	0 0.0 %	0 0.0 %
62.5 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	3 37.5 %	0 0.0 %	0 0.0 %
62.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	3 37.5 %	0 0.0 %	0 0.0 %
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 %	5 62.5 %	1 12.5 %	0 0.0 %	0 0.0 %
75.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 25.0 %	4 50.0 %	2 25.0 %	0 0.0 %	0 0.0 %
50.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	4 50.0 %	2 25.0 %	2 25.0 %	0 0.0 %	0 0.0 %
62.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	3 37.5 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

PF Progress House

Program Code(s): 38371MH

Overall Satisfaction¹

85.7%

Return Rate²

87.5%

Overall satisfaction³ mean score for PF Progress House: **4.22**.

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

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

Highest Agreement Items

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

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

100.0% 6. Staff returned my calls within 24 hours

Lowest Agreement Items

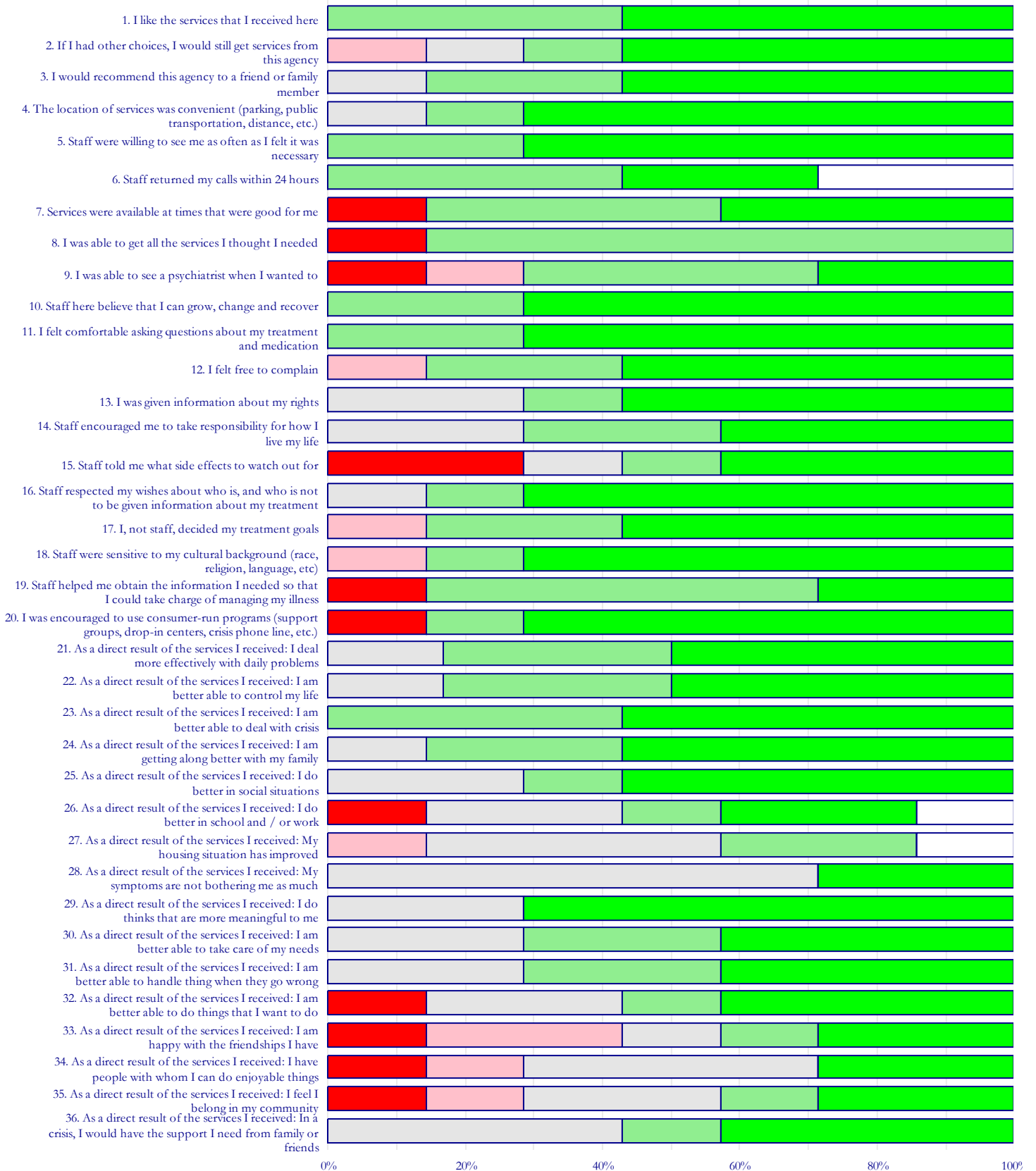
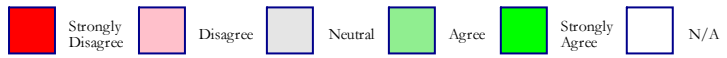
57.1% 15. Staff told me what side effects to watch out for

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

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

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

MHSIP Items



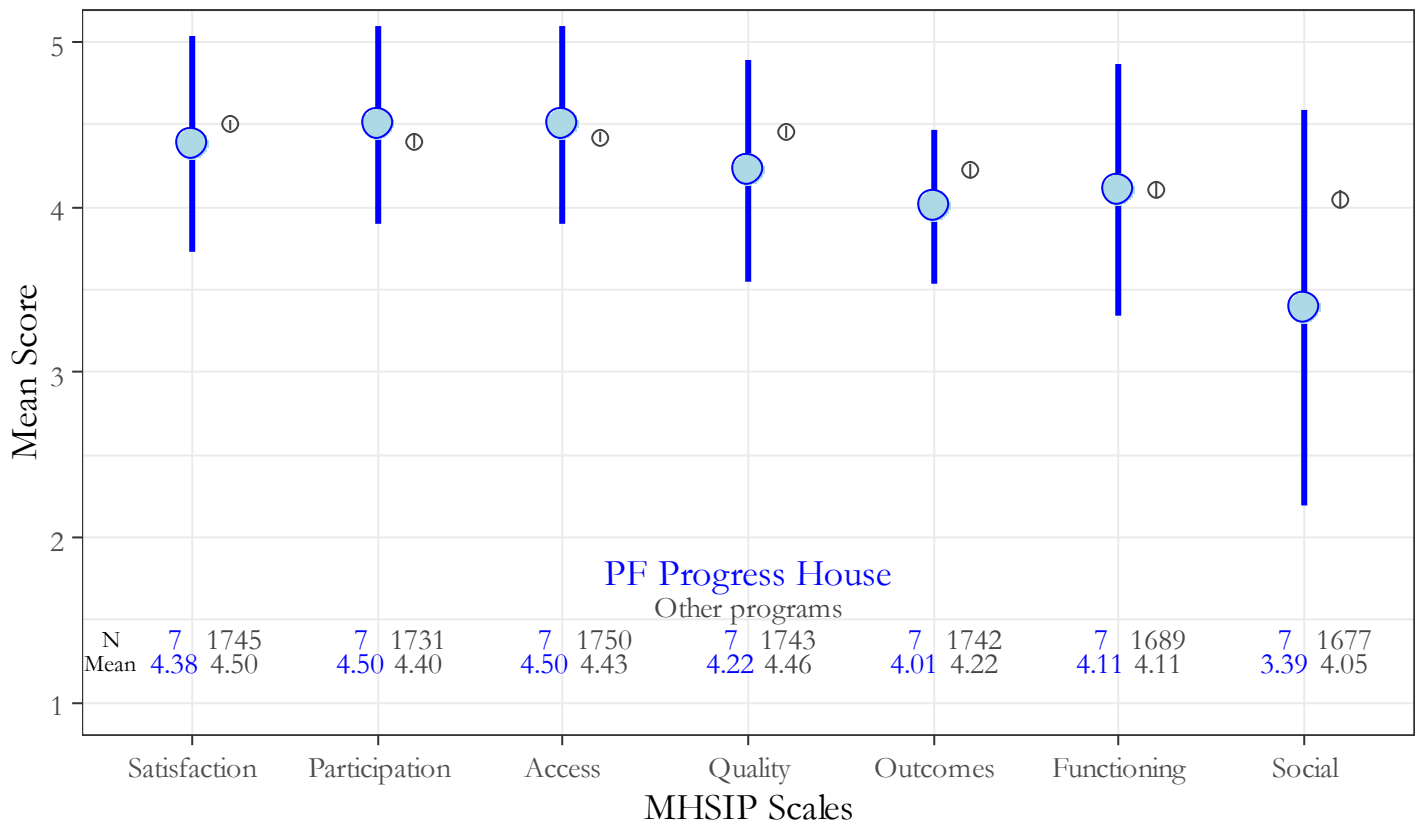
MHSIP Items 1-25, N = 7
Percent Agree

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

MHSIP Items 26-36, N = 7
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 14.3 %	0 0.0 %	2 28.6 %	1 14.3 %	2 28.6 %	1 14.3 %	0 0.0 %
33.3 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 14.3 %	3 42.9 %	2 28.6 %	0 0.0 %	1 14.3 %	0 0.0 %
28.6 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	0 0.0 %	5 71.4 %	0 0.0 %	2 28.6 %	0 0.0 %	0 0.0 %
71.4 % 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 28.6 %	0 0.0 %	5 71.4 %	0 0.0 %	0 0.0 %
71.4 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %
71.4 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %
57.1 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 14.3 %	0 0.0 %	2 28.6 %	1 14.3 %	3 42.9 %	0 0.0 %	0 0.0 %
42.9 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 14.3 %	2 28.6 %	1 14.3 %	1 14.3 %	2 28.6 %	0 0.0 %	0 0.0 %
28.6 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 14.3 %	1 14.3 %	3 42.9 %	0 0.0 %	2 28.6 %	0 0.0 %	0 0.0 %
42.9 % 35. As a direct result of the services I received: I feel I belong in my community	1 14.3 %	1 14.3 %	2 28.6 %	1 14.3 %	2 28.6 %	0 0.0 %	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 %	0 0.0 %	3 42.9 %	1 14.3 %	3 42.9 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

PF Progress Supportive Living Program

Program Code(s): 3838OP

Overall Satisfaction¹

95.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for PF Progress Supportive Living Program: **4.35**.

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

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

Highest Agreement Items

97.5% 1. I like the services that I received here

95.0% 2. If I had other choices, I would still get services from this agency

95.0% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

Lowest Agreement Items

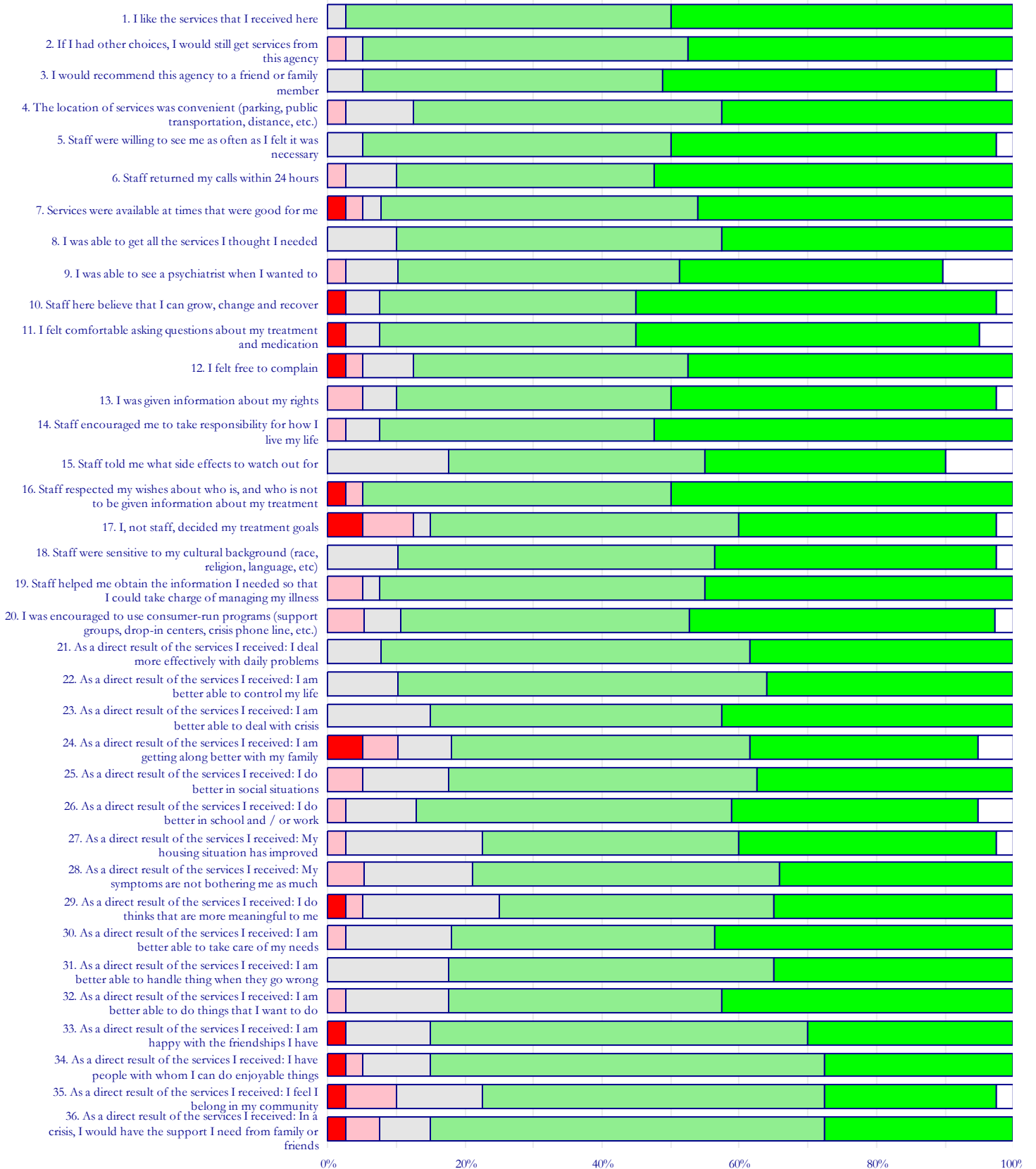
80.6% 15. Staff told me what side effects to watch out for

84.6% 17. I, not staff, decided my treatment goals

87.5% 12. I felt free to complain

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

MHSIP Items



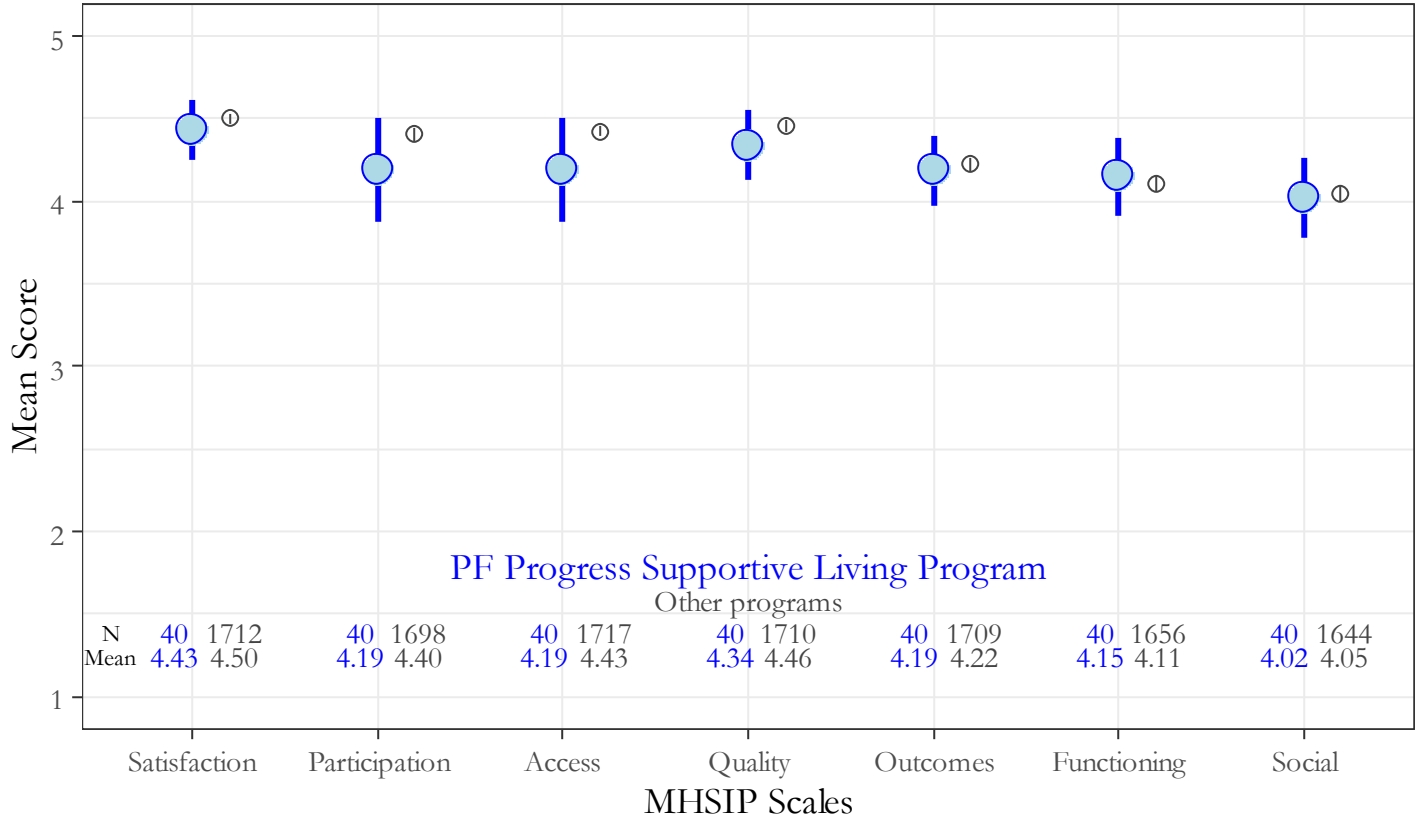
MHSIP Items 1-25, N = 46
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
97.5 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 2.2 %	19 41.3 %	20 43.5 %	0 0.0 %	6 13.0 %
95.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 2.2 %	1 2.2 %	19 41.3 %	19 41.3 %	0 0.0 %	6 13.0 %
94.7 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 4.3 %	17 37.0 %	19 41.3 %	1 2.2 %	7 15.2 %
87.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 2.2 %	4 8.7 %	18 39.1 %	17 37.0 %	0 0.0 %	6 13.0 %
94.9 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	2 4.3 %	18 39.1 %	19 41.3 %	1 2.2 %	6 13.0 %
90.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 2.2 %	3 6.5 %	15 32.6 %	21 45.6 %	0 0.0 %	6 13.0 %
92.3 % 7. Services were available at times that were good for me	1 2.2 %	1 2.2 %	1 2.2 %	18 39.1 %	18 39.1 %	0 0.0 %	7 15.2 %
90.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	4 8.7 %	19 41.3 %	17 37.0 %	0 0.0 %	6 13.0 %
88.6 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 2.2 %	3 6.5 %	16 34.8 %	15 32.6 %	4 8.7 %	7 15.2 %
92.3 % 10. Staff here believe that I can grow, change and recover	1 2.2 %	0 0.0 %	2 4.3 %	15 32.6 %	21 45.6 %	1 2.2 %	6 13.0 %
92.1 % 11. I felt comfortable asking questions about my treatment and medication	1 2.2 %	0 0.0 %	2 4.3 %	15 32.6 %	20 43.5 %	2 4.3 %	6 13.0 %
87.5 % 12. I felt free to complain	1 2.2 %	1 2.2 %	3 6.5 %	16 34.8 %	19 41.3 %	0 0.0 %	6 13.0 %
89.7 % 13. I was given information about my rights	0 0.0 %	2 4.3 %	2 4.3 %	16 34.8 %	19 41.3 %	1 2.2 %	6 13.0 %
92.5 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 2.2 %	2 4.3 %	16 34.8 %	21 45.6 %	0 0.0 %	6 13.0 %
80.6 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	7 15.2 %	15 32.6 %	14 30.4 %	4 8.7 %	6 13.0 %
95.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 2.2 %	1 2.2 %	0 0.0 %	18 39.1 %	20 43.5 %	0 0.0 %	6 13.0 %
84.6 % 17. I, not staff, decided my treatment goals	2 4.3 %	3 6.5 %	1 2.2 %	18 39.1 %	15 32.6 %	1 2.2 %	6 13.0 %
89.5 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 8.7 %	18 39.1 %	16 34.8 %	1 2.2 %	7 15.2 %
92.5 % 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 %	19 41.3 %	18 39.1 %	0 0.0 %	6 13.0 %
89.2 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 4.3 %	2 4.3 %	16 34.8 %	17 37.0 %	1 2.2 %	8 17.4 %
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 %	3 6.5 %	21 45.6 %	15 32.6 %	0 0.0 %	7 15.2 %
89.7 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	4 8.7 %	21 45.6 %	14 30.4 %	0 0.0 %	7 15.2 %
85.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	6 13.0 %	17 37.0 %	17 37.0 %	0 0.0 %	6 13.0 %
81.1 % 24. As a direct result of the services I received: I am getting along better with my family	2 4.3 %	2 4.3 %	3 6.5 %	17 37.0 %	13 28.3 %	2 4.3 %	7 15.2 %
82.5 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 4.3 %	5 10.9 %	18 39.1 %	15 32.6 %	0 0.0 %	6 13.0 %

MHSIP Items 26-36, N = 46
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
86.5 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 2.2 %	4 8.7 %	18 39.1 %	14 30.4 %	2 4.3 %	7 15.2 %
76.9 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 2.2 %	8 17.4 %	15 32.6 %	15 32.6 %	1 2.2 %	6 13.0 %
78.9 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 4.3 %	6 13.0 %	17 37.0 %	13 28.3 %	0 0.0 %	8 17.4 %
75.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 2.2 %	1 2.2 %	8 17.4 %	16 34.8 %	14 30.4 %	0 0.0 %	6 13.0 %
82.1 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 2.2 %	6 13.0 %	15 32.6 %	17 37.0 %	0 0.0 %	7 15.2 %
82.5 % 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 %	7 15.2 %	19 41.3 %	14 30.4 %	0 0.0 %	6 13.0 %
82.5 % 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 %	1 2.2 %	6 13.0 %	16 34.8 %	17 37.0 %	0 0.0 %	6 13.0 %
85.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 2.2 %	0 0.0 %	5 10.9 %	22 47.8 %	12 26.1 %	0 0.0 %	6 13.0 %
85.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 2.2 %	1 2.2 %	4 8.7 %	23 50.0 %	11 23.9 %	0 0.0 %	6 13.0 %
76.9 % 35. As a direct result of the services I received: I feel I belong in my community	1 2.2 %	3 6.5 %	5 10.9 %	20 43.5 %	10 21.7 %	1 2.2 %	6 13.0 %
85.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 2.2 %	2 4.3 %	3 6.5 %	23 50.0 %	11 23.9 %	0 0.0 %	6 13.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 6.2 %	1 7.1 %	3 6.5 %
Impaired	1 3.1 %	1 7.1 %	2 4.3 %
Language	0 0 %	0 0 %	0 0 %
Other	1 3.1 %	0 0 %	1 2.2 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	28 87.5 %	12 85.7 %	40 87 %
Total	32 100 %	14 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 46 clients; surveys were returned for 46 clients (46/46 = 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

PF Rypins House Residential Seniors Program

Program Code(s): 38532

Overall Satisfaction¹

88.9%

Return Rate²

81.8%

Overall satisfaction³ mean score for PF Rypins House Residential Seniors Program: **4.38**.

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

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

Highest Agreement Items

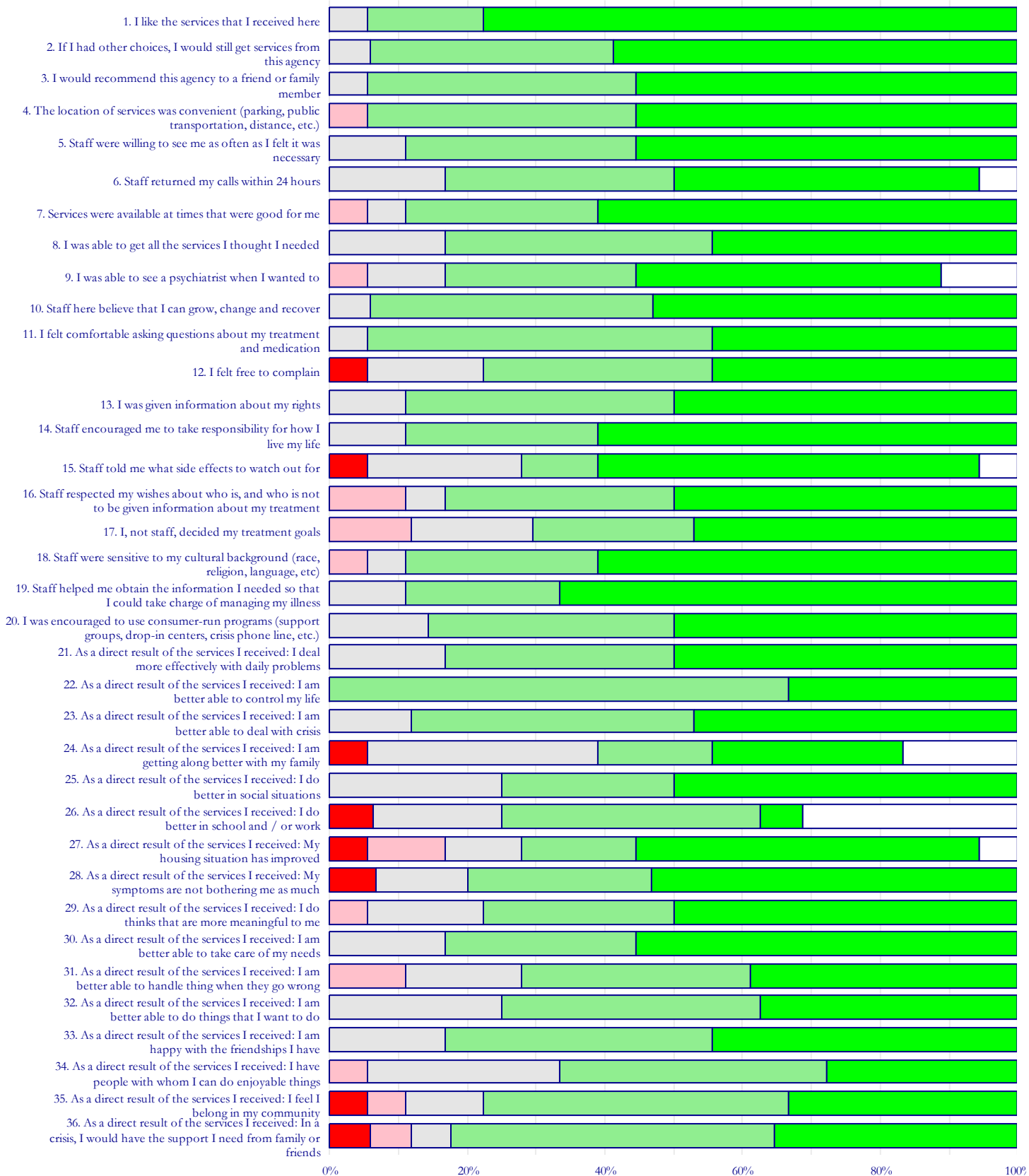
- 94.4% 1. I like the services that I received here
- 94.4% 3. I would recommend this agency to a friend or family member
- 94.4% 11. I felt comfortable asking questions about my treatment and medication

Lowest Agreement Items

- 70.6% 15. Staff told me what side effects to watch out for
- 70.6% 17. I, not staff, decided my treatment goals
- 77.8% 12. I felt free to complain

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

MHSIP Items



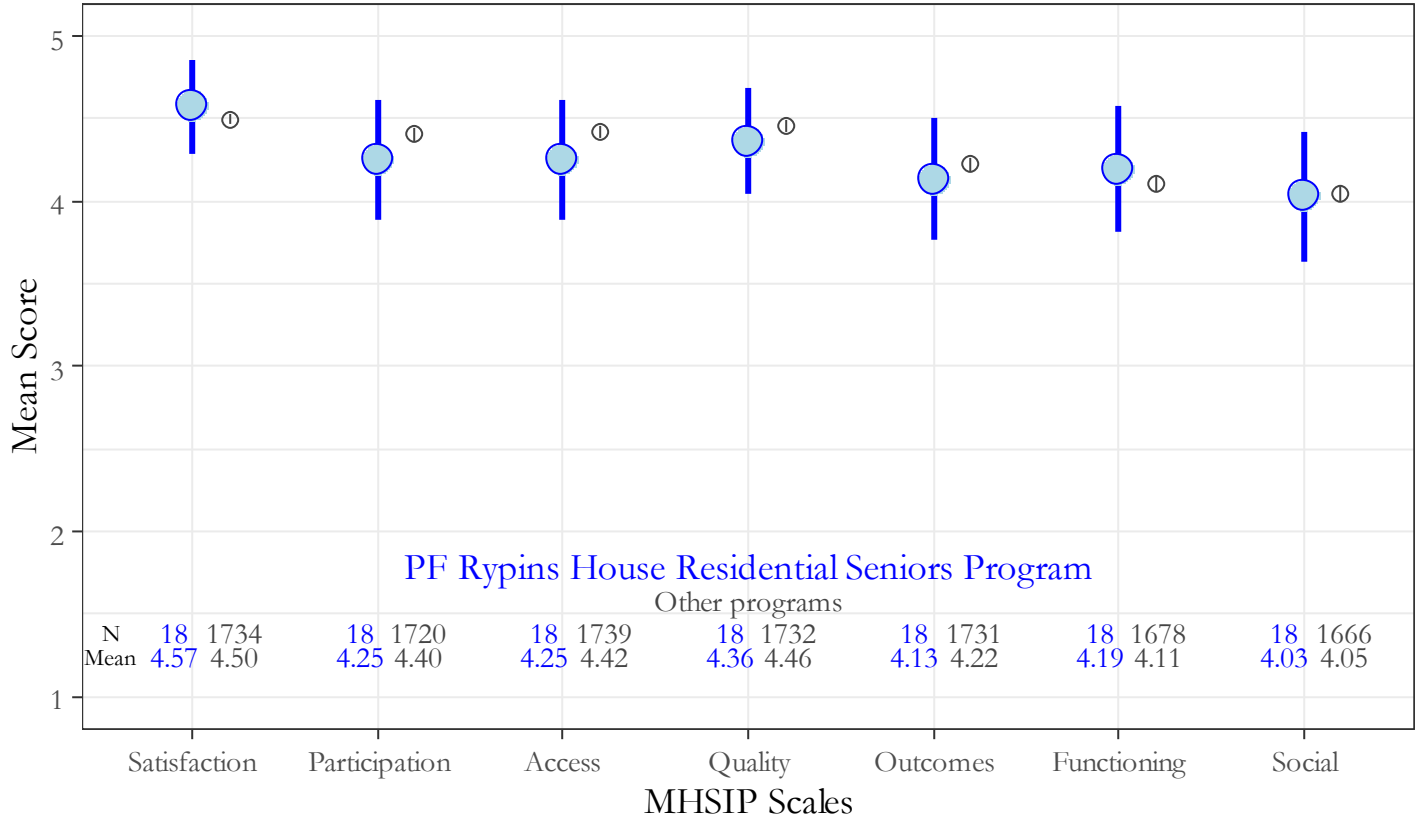
MHSIP Items 1-25, N = 18
Percent Agree

	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 %	1 5.6 %	3 16.7 %	14 77.8 %	0 0.0 %	0 0.0 %
94.1 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 5.6 %	6 33.3 %	10 55.6 %	0 0.0 %	1 5.6 %
94.4 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 5.6 %	7 38.9 %	10 55.6 %	0 0.0 %	0 0.0 %
94.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 5.6 %	0 0.0 %	7 38.9 %	10 55.6 %	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 %	2 11.1 %	6 33.3 %	10 55.6 %	0 0.0 %	0 0.0 %
82.4 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	3 16.7 %	6 33.3 %	8 44.4 %	1 5.6 %	0 0.0 %
88.9 % 7. Services were available at times that were good for me	0 0.0 %	1 5.6 %	1 5.6 %	5 27.8 %	11 61.1 %	0 0.0 %	0 0.0 %
83.3 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	3 16.7 %	7 38.9 %	8 44.4 %	0 0.0 %	0 0.0 %
81.2 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 5.6 %	2 11.1 %	5 27.8 %	8 44.4 %	2 11.1 %	0 0.0 %
94.1 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 5.6 %	7 38.9 %	9 50.0 %	0 0.0 %	1 5.6 %
94.4 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 5.6 %	9 50.0 %	8 44.4 %	0 0.0 %	0 0.0 %
77.8 % 12. I felt free to complain	1 5.6 %	0 0.0 %	3 16.7 %	6 33.3 %	8 44.4 %	0 0.0 %	0 0.0 %
88.9 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	2 11.1 %	7 38.9 %	9 50.0 %	0 0.0 %	0 0.0 %
88.9 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 11.1 %	5 27.8 %	11 61.1 %	0 0.0 %	0 0.0 %
70.6 % 15. Staff told me what side effects to watch out for	1 5.6 %	0 0.0 %	4 22.2 %	2 11.1 %	10 55.6 %	1 5.6 %	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 %	2 11.1 %	1 5.6 %	6 33.3 %	9 50.0 %	0 0.0 %	0 0.0 %
70.6 % 17. I, not staff, decided my treatment goals	0 0.0 %	2 11.1 %	3 16.7 %	4 22.2 %	8 44.4 %	0 0.0 %	1 5.6 %
88.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 5.6 %	1 5.6 %	5 27.8 %	11 61.1 %	0 0.0 %	0 0.0 %
88.9 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	2 11.1 %	4 22.2 %	12 66.7 %	0 0.0 %	0 0.0 %
85.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	2 11.1 %	5 27.8 %	7 38.9 %	0 0.0 %	4 22.2 %
83.3 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	3 16.7 %	6 33.3 %	9 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 %	12 66.7 %	6 33.3 %	0 0.0 %	0 0.0 %
88.2 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	2 11.1 %	7 38.9 %	8 44.4 %	0 0.0 %	1 5.6 %
53.3 % 24. As a direct result of the services I received: I am getting along better with my family	1 5.6 %	0 0.0 %	6 33.3 %	3 16.7 %	5 27.8 %	3 16.7 %	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 %	4 22.2 %	4 22.2 %	8 44.4 %	0 0.0 %	2 11.1 %

MHSIP Items 26-36, N = 18
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 5.6 %	0 0.0 %	3 16.7 %	6 33.3 %	1 5.6 %	5 27.8 %	2 11.1 %
70.6 % 27. As a direct result of the services I received: My housing situation has improved	1 5.6 %	2 11.1 %	2 11.1 %	3 16.7 %	9 50.0 %	1 5.6 %	0 0.0 %
80.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 5.6 %	0 0.0 %	2 11.1 %	4 22.2 %	8 44.4 %	0 0.0 %	3 16.7 %
77.8 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 5.6 %	3 16.7 %	5 27.8 %	9 50.0 %	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 %	3 16.7 %	5 27.8 %	10 55.6 %	0 0.0 %	0 0.0 %
72.2 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	2 11.1 %	3 16.7 %	6 33.3 %	7 38.9 %	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 %	4 22.2 %	6 33.3 %	6 33.3 %	0 0.0 %	2 11.1 %
83.3 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	3 16.7 %	7 38.9 %	8 44.4 %	0 0.0 %	0 0.0 %
66.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 5.6 %	5 27.8 %	7 38.9 %	5 27.8 %	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	1 5.6 %	1 5.6 %	2 11.1 %	8 44.4 %	6 33.3 %	0 0.0 %	0 0.0 %
82.4 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 5.6 %	1 5.6 %	1 5.6 %	8 44.4 %	6 33.3 %	0 0.0 %	1 5.6 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	6 100 %	12 100 %	18 100 %
Total	6 100 %	12 100 %	18 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 22 clients; surveys were returned for 18 clients (18/22 = 81.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

PF Shrader House

Program Code(s): 89661

Overall Satisfaction¹

80.0%

Return Rate²

91.7%

Overall satisfaction³ mean score for PF Shrader House: **4.08**.

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

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

Highest Agreement Items

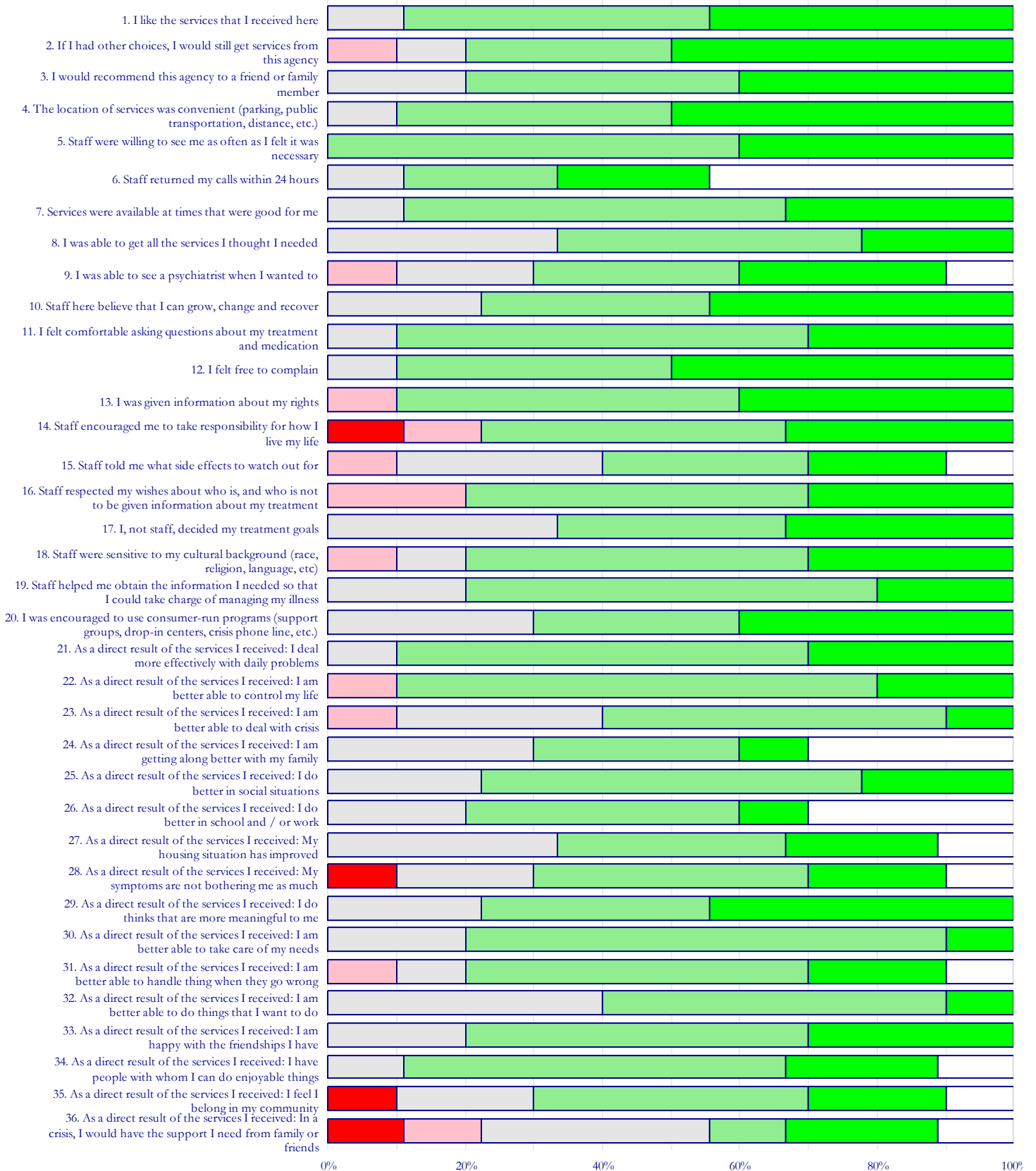
- 100.0% 5. Staff were willing to see me as often as I felt it was necessary
- 90.0% 11. I felt comfortable asking questions about my treatment and medication
- 90.0% 12. I felt free to complain

Lowest Agreement Items

- 55.6% 15. Staff told me what side effects to watch out for
- 66.7% 8. I was able to get all the services I thought I needed
- 66.7% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



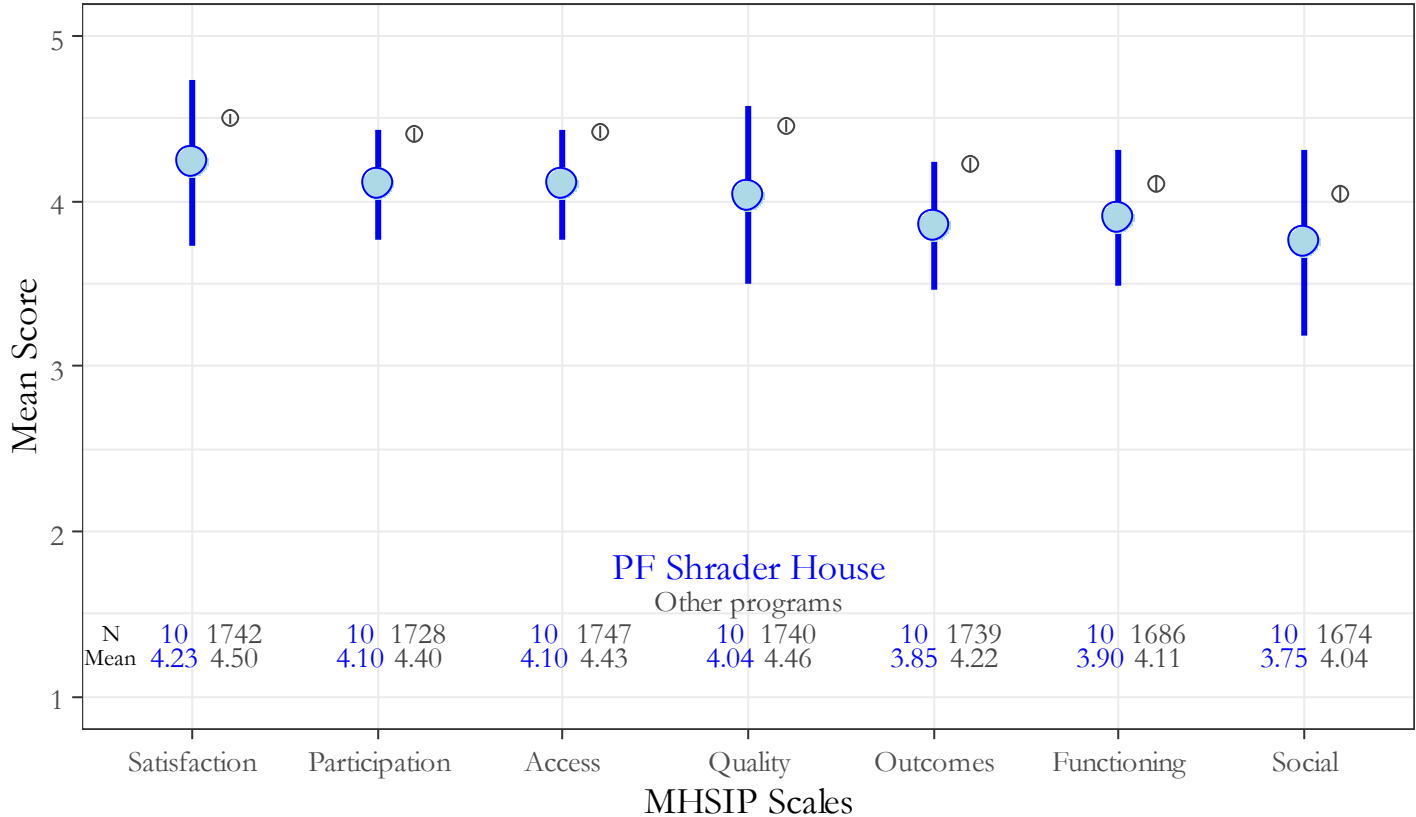
MHSIP Items 1-25, N = 11
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
88.9 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 9.1 %	4 36.4 %	4 36.4 %	0 0.0 %	2 18.2 %
80.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 9.1 %	1 9.1 %	3 27.3 %	5 45.5 %	0 0.0 %	1 9.1 %
80.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 18.2 %	4 36.4 %	4 36.4 %	0 0.0 %	1 9.1 %
90.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 9.1 %	4 36.4 %	5 45.5 %	0 0.0 %	1 9.1 %
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 %	6 54.5 %	4 36.4 %	0 0.0 %	1 9.1 %
80.0 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	2 18.2 %	4 36.4 %	2 18.2 %
88.9 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 9.1 %	5 45.5 %	3 27.3 %	0 0.0 %	2 18.2 %
66.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	3 27.3 %	4 36.4 %	2 18.2 %	0 0.0 %	2 18.2 %
66.7 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 9.1 %	2 18.2 %	3 27.3 %	3 27.3 %	1 9.1 %	1 9.1 %
77.8 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 18.2 %	3 27.3 %	4 36.4 %	0 0.0 %	2 18.2 %
90.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 9.1 %	6 54.5 %	3 27.3 %	0 0.0 %	1 9.1 %
90.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 9.1 %	4 36.4 %	5 45.5 %	0 0.0 %	1 9.1 %
90.0 % 13. I was given information about my rights	0 0.0 %	1 9.1 %	0 0.0 %	5 45.5 %	4 36.4 %	0 0.0 %	1 9.1 %
77.8 % 14. Staff encouraged me to take responsibility for how I live my life	1 9.1 %	1 9.1 %	0 0.0 %	4 36.4 %	3 27.3 %	0 0.0 %	2 18.2 %
55.6 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 9.1 %	3 27.3 %	3 27.3 %	2 18.2 %	1 9.1 %	1 9.1 %
80.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	2 18.2 %	0 0.0 %	5 45.5 %	3 27.3 %	0 0.0 %	1 9.1 %
66.7 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	3 27.3 %	3 27.3 %	3 27.3 %	0 0.0 %	2 18.2 %
80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 9.1 %	1 9.1 %	5 45.5 %	3 27.3 %	0 0.0 %	1 9.1 %
80.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	2 18.2 %	6 54.5 %	2 18.2 %	0 0.0 %	1 9.1 %
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 %	3 27.3 %	3 27.3 %	4 36.4 %	0 0.0 %	1 9.1 %
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 9.1 %	6 54.5 %	3 27.3 %	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 %	1 9.1 %	0 0.0 %	7 63.6 %	2 18.2 %	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 %	5 45.5 %	1 9.1 %	0 0.0 %	1 9.1 %
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 27.3 %	3 27.3 %	1 9.1 %	3 27.3 %	1 9.1 %
77.8 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	2 18.2 %	5 45.5 %	2 18.2 %	0 0.0 %	2 18.2 %

MHSIP Items 26-36, N = 11
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 18.2 %	4 36.4 %	1 9.1 %	3 27.3 %	1 9.1 %
62.5 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 27.3 %	3 27.3 %	2 18.2 %	1 9.1 %	2 18.2 %
66.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 9.1 %	0 0.0 %	2 18.2 %	4 36.4 %	2 18.2 %	1 9.1 %	1 9.1 %
77.8 % 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 18.2 %	3 27.3 %	4 36.4 %	0 0.0 %	2 18.2 %
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 18.2 %	7 63.6 %	1 9.1 %	0 0.0 %	1 9.1 %
77.8 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	1 9.1 %	1 9.1 %	5 45.5 %	2 18.2 %	1 9.1 %	1 9.1 %
60.0 % 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 36.4 %	5 45.5 %	1 9.1 %	0 0.0 %	1 9.1 %
80.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	2 18.2 %	5 45.5 %	3 27.3 %	0 0.0 %	1 9.1 %
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 9.1 %	5 45.5 %	2 18.2 %	1 9.1 %	2 18.2 %
66.7 % 35. As a direct result of the services I received: I feel I belong in my community	1 9.1 %	0 0.0 %	2 18.2 %	4 36.4 %	2 18.2 %	1 9.1 %	1 9.1 %
37.5 % 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 9.1 %	1 9.1 %	3 27.3 %	1 9.1 %	2 18.2 %	1 9.1 %	2 18.2 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	1 9.1 %	0 0 %	1 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	10 90.9 %	0 0 %	10 90.9 %
Total	11 100 %	0 100 %	11 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 12 clients; surveys were returned for 11 clients (11/12 = 91.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

RAMS Adult Older Adult Outpatient Services

Program Code(s): 38943

Overall Satisfaction¹

93.9%

Return Rate²

71.7%

Overall satisfaction³ mean score for RAMS Adult Older Adult Outpatient Services: **4.33**.

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

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

Highest Agreement Items

96.5% 1. I like the services that I received here

93.6% 11. I felt comfortable asking questions about my treatment and medication

93.6% 13. I was given information about my rights

Lowest Agreement Items

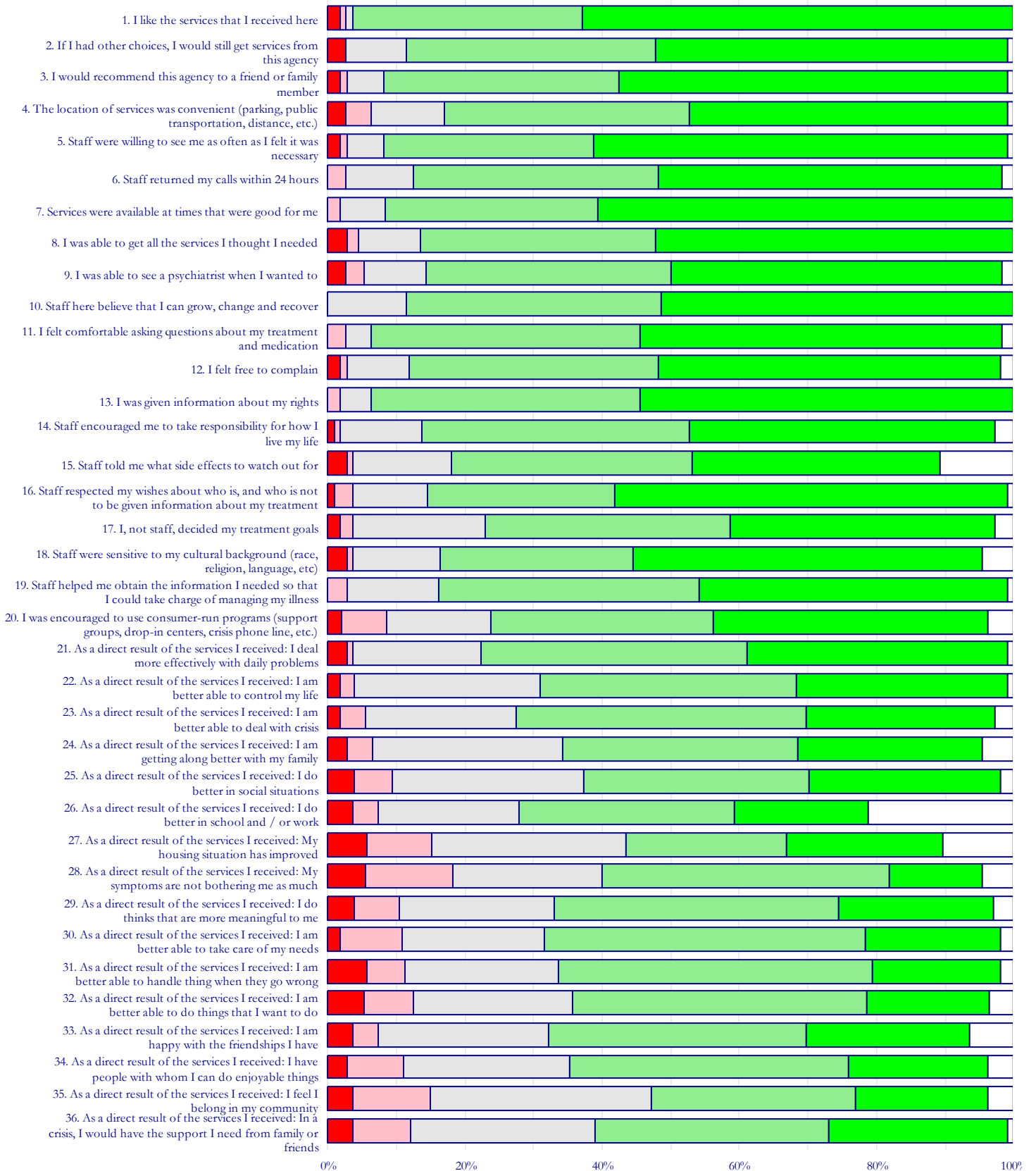
75.2% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

76.4% 17. I, not staff, decided my treatment goals

79.8% 15. Staff told me what side effects to watch out for

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

MHSIP Items



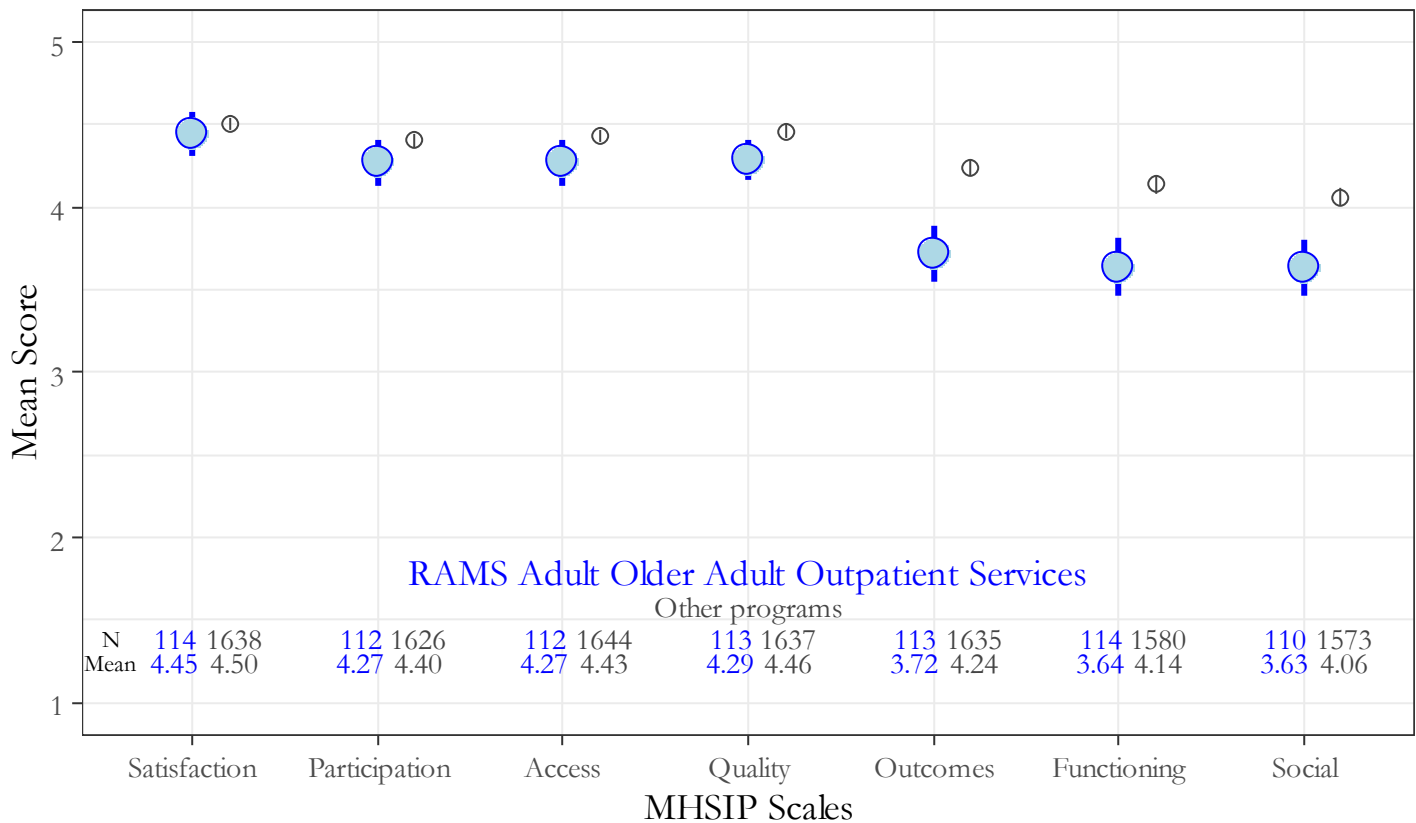
MHSIP Items 1-25, N = 165
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
96.5 % 1. I like the services that I received here	2 1.2 %	1 0.6 %	1 0.6 %	38 23.0 %	71 43.0 %	0 0.0 %	52 31.5 %
88.4 % 2. If I had other choices, I would still get services from this agency	3 1.8 %	0 0.0 %	10 6.1 %	41 24.9 %	58 35.1 %	1 0.6 %	52 31.5 %
91.8 % 3. I would recommend this agency to a friend or family member	2 1.2 %	1 0.6 %	6 3.6 %	38 23.0 %	63 38.2 %	1 0.6 %	54 32.7 %
82.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	3 1.8 %	4 2.4 %	12 7.3 %	40 24.2 %	52 31.5 %	1 0.6 %	53 32.1 %
91.8 % 5. Staff were willing to see me as often as I felt it was necessary	2 1.2 %	1 0.6 %	6 3.6 %	34 20.6 %	67 40.6 %	1 0.6 %	54 32.7 %
87.3 % 6. Staff returned my calls within 24 hours	0 0.0 %	3 1.8 %	11 6.7 %	40 24.2 %	56 33.9 %	2 1.2 %	53 32.1 %
91.7 % 7. Services were available at times that were good for me	0 0.0 %	2 1.2 %	7 4.2 %	34 20.6 %	66 40.0 %	0 0.0 %	56 33.9 %
86.5 % 8. I was able to get all the services I thought I needed	3 1.8 %	2 1.2 %	10 6.1 %	38 23.0 %	58 35.1 %	0 0.0 %	54 32.7 %
85.5 % 9. I was able to see a psychiatrist when I wanted to	3 1.8 %	3 1.8 %	10 6.1 %	40 24.2 %	54 32.7 %	2 1.2 %	53 32.1 %
88.5 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	13 7.9 %	42 25.4 %	58 35.1 %	0 0.0 %	52 31.5 %
93.6 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	3 1.8 %	4 2.4 %	44 26.7 %	59 35.8 %	2 1.2 %	53 32.1 %
88.0 % 12. I felt free to complain	2 1.2 %	1 0.6 %	10 6.1 %	40 24.2 %	55 33.3 %	2 1.2 %	55 33.3 %
93.6 % 13. I was given information about my rights	0 0.0 %	2 1.2 %	5 3.0 %	43 26.1 %	60 36.4 %	0 0.0 %	55 33.3 %
86.0 % 14. Staff encouraged me to take responsibility for how I live my life	1 0.6 %	1 0.6 %	13 7.9 %	43 26.1 %	49 29.7 %	3 1.8 %	55 33.3 %
79.8 % 15. Staff told me what side effects to watch out for	3 1.8 %	1 0.6 %	16 9.7 %	39 23.6 %	40 24.2 %	12 7.3 %	54 32.7 %
85.3 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 0.6 %	3 1.8 %	12 7.3 %	30 18.2 %	63 38.2 %	1 0.6 %	55 33.3 %
76.4 % 17. I, not staff, decided my treatment goals	2 1.2 %	2 1.2 %	21 12.7 %	39 23.6 %	42 25.4 %	3 1.8 %	56 33.9 %
82.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	3 1.8 %	1 0.6 %	14 8.5 %	31 18.8 %	56 33.9 %	5 3.0 %	55 33.3 %
83.6 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	3 1.8 %	15 9.1 %	42 25.4 %	50 30.3 %	1 0.6 %	54 32.7 %
75.2 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 1.2 %	7 4.2 %	16 9.7 %	34 20.6 %	42 25.4 %	4 2.4 %	60 36.4 %
77.6 % 21. As a direct result of the services I received: I deal more effectively with daily problems	3 1.8 %	1 0.6 %	20 12.1 %	42 25.4 %	41 24.9 %	1 0.6 %	57 34.5 %
68.9 % 22. As a direct result of the services I received: I am better able to control my life	2 1.2 %	2 1.2 %	29 17.6 %	40 24.2 %	33 20.0 %	1 0.6 %	58 35.1 %
71.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	2 1.2 %	4 2.4 %	24 14.5 %	46 27.9 %	30 18.2 %	3 1.8 %	56 33.9 %
64.1 % 24. As a direct result of the services I received: I am getting along better with my family	3 1.8 %	4 2.4 %	30 18.2 %	37 22.4 %	29 17.6 %	5 3.0 %	57 34.5 %
61.9 % 25. As a direct result of the services I received: I do better in social situations	4 2.4 %	6 3.6 %	30 18.2 %	35 21.2 %	30 18.2 %	2 1.2 %	58 35.1 %

MHSIP Items 26-36, N = 165
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
64.7 % 26. As a direct result of the services I received: I do better in school and / or work	4 2.4 %	4 2.4 %	22 13.3 %	34 20.6 %	21 12.7 %	23 13.9 %	57 34.5 %
51.6 % 27. As a direct result of the services I received: My housing situation has improved	6 3.6 %	10 6.1 %	30 18.2 %	25 15.2 %	24 14.5 %	11 6.7 %	59 35.8 %
58.1 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	6 3.6 %	14 8.5 %	24 14.5 %	46 27.9 %	15 9.1 %	5 3.0 %	55 33.3 %
66.0 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	4 2.4 %	7 4.2 %	24 14.5 %	44 26.7 %	24 14.5 %	3 1.8 %	59 35.8 %
67.9 % 30. As a direct result of the services I received: I am better able to take care of my needs	2 1.2 %	10 6.1 %	23 13.9 %	52 31.5 %	22 13.3 %	2 1.2 %	54 32.7 %
65.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	6 3.6 %	6 3.6 %	24 14.5 %	49 29.7 %	20 12.1 %	2 1.2 %	58 35.1 %
63.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	6 3.6 %	8 4.8 %	26 15.8 %	48 29.1 %	20 12.1 %	4 2.4 %	53 32.1 %
65.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	4 2.4 %	4 2.4 %	27 16.4 %	41 24.9 %	26 15.8 %	7 4.2 %	56 33.9 %
63.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	3 1.8 %	9 5.4 %	26 15.8 %	44 26.7 %	22 13.3 %	4 2.4 %	57 34.5 %
51.0 % 35. As a direct result of the services I received: I feel I belong in my community	4 2.4 %	12 7.3 %	35 21.2 %	32 19.4 %	21 12.7 %	4 2.4 %	57 34.5 %
60.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	4 2.4 %	9 5.4 %	29 17.6 %	37 22.4 %	28 17.0 %	1 0.6 %	57 34.5 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	15 11 %	0 0 %	15 9.1 %
Impaired	5 3.7 %	0 0 %	5 3 %
Language	15 11 %	0 0 %	15 9.1 %
Other	13 9.6 %	1 3.4 %	14 8.5 %
No Data	1 0.7 %	1 3.4 %	2 1.2 %
Completed Survey	87 64 %	27 93.1 %	114 69.1 %
Total	136 100 %	29 100 %	165 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 223 clients; surveys were returned for 160 clients (160/223 = 71.7%).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

RAMS Child, Youth & Family Services

Program Code(s): 38946 38947 3894SD

Overall Satisfaction¹

89.3%

Return Rate²

54.2%

Overall satisfaction³ mean score for RAMS Child, Youth & Family Services: **3.86** (youth), **4.33** (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

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

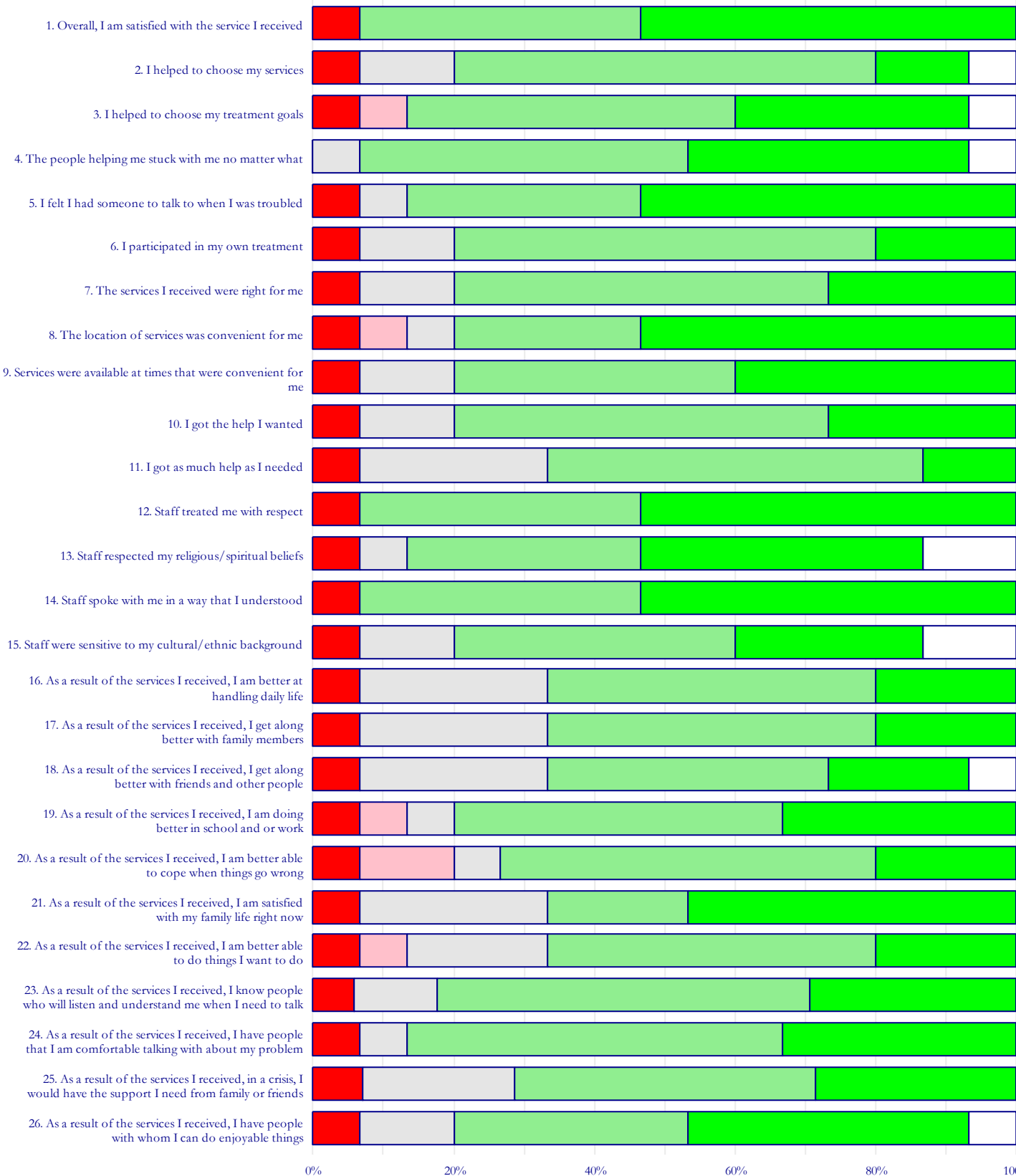
70.4% 11. I got as much help as I needed

76.9% 10. I got the help I wanted

81.5% 7. The services I received were right for me

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

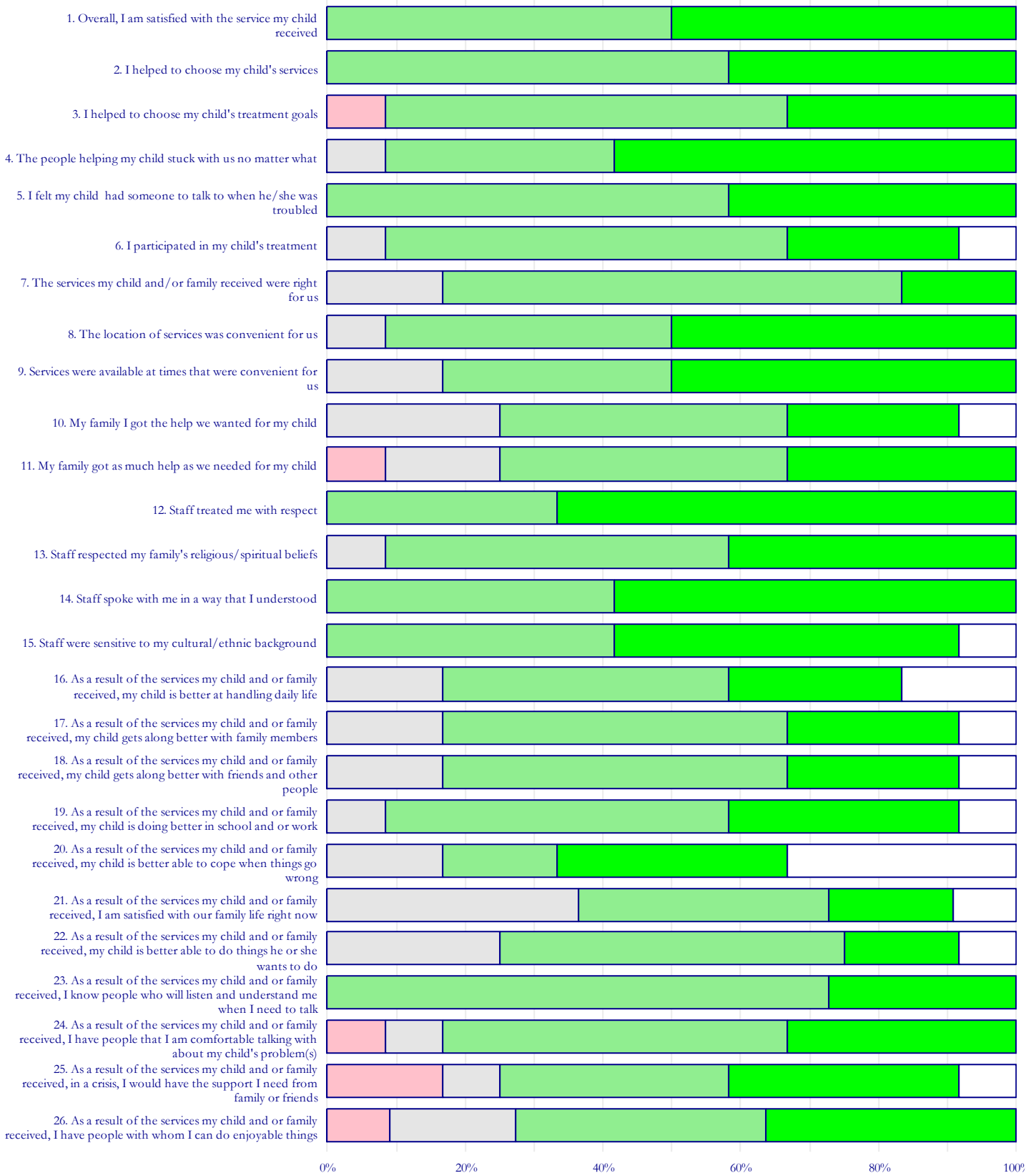
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 39

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
93.3 % 1. Overall, I am satisfied with the service I received	1 2.6 %	0 0.0 %	0 0.0 %	6 15.4 %	8 20.5 %	0 0.0 %	24 61.5 %
78.6 % 2. I helped to choose my services	1 2.6 %	0 0.0 %	2 5.1 %	9 23.1 %	2 5.1 %	1 2.6 %	24 61.5 %
85.7 % 3. I helped to choose my treatment goals	1 2.6 %	1 2.6 %	0 0.0 %	7 17.9 %	5 12.8 %	1 2.6 %	24 61.5 %
92.9 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 2.6 %	7 17.9 %	6 15.4 %	1 2.6 %	24 61.5 %
86.7 % 5. I felt I had someone to talk to when I was troubled	1 2.6 %	0 0.0 %	1 2.6 %	5 12.8 %	8 20.5 %	0 0.0 %	24 61.5 %
80.0 % 6. I participated in my own treatment	1 2.6 %	0 0.0 %	2 5.1 %	9 23.1 %	3 7.7 %	0 0.0 %	24 61.5 %
80.0 % 7. The services I received were right for me	1 2.6 %	0 0.0 %	2 5.1 %	8 20.5 %	4 10.3 %	0 0.0 %	24 61.5 %
80.0 % 8. The location of services was convenient for me	1 2.6 %	1 2.6 %	1 2.6 %	4 10.3 %	8 20.5 %	0 0.0 %	24 61.5 %
80.0 % 9. Services were available at times that were convenient for me	1 2.6 %	0 0.0 %	2 5.1 %	6 15.4 %	6 15.4 %	0 0.0 %	24 61.5 %
80.0 % 10. I got the help I wanted	1 2.6 %	0 0.0 %	2 5.1 %	8 20.5 %	4 10.3 %	0 0.0 %	24 61.5 %
66.7 % 11. I got as much help as I needed	1 2.6 %	0 0.0 %	4 10.3 %	8 20.5 %	2 5.1 %	0 0.0 %	24 61.5 %
93.3 % 12. Staff treated me with respect	1 2.6 %	0 0.0 %	0 0.0 %	6 15.4 %	8 20.5 %	0 0.0 %	24 61.5 %
84.6 % 13. Staff respected my religious/spiritual beliefs	1 2.6 %	0 0.0 %	1 2.6 %	5 12.8 %	6 15.4 %	2 5.1 %	24 61.5 %
93.3 % 14. Staff spoke with me in a way that I understood	1 2.6 %	0 0.0 %	0 0.0 %	6 15.4 %	8 20.5 %	0 0.0 %	24 61.5 %
76.9 % 15. Staff were sensitive to my cultural/ethnic background	1 2.6 %	0 0.0 %	2 5.1 %	6 15.4 %	4 10.3 %	2 5.1 %	24 61.5 %
66.7 % 16. As a result of the services I received, I am better at handling daily life	1 2.6 %	0 0.0 %	4 10.3 %	7 17.9 %	3 7.7 %	0 0.0 %	24 61.5 %
66.7 % 17. As a result of the services I received, I get along better with family members	1 2.6 %	0 0.0 %	4 10.3 %	7 17.9 %	3 7.7 %	0 0.0 %	24 61.5 %
64.3 % 18. As a result of the services I received, I get along better with friends and other people	1 2.6 %	0 0.0 %	4 10.3 %	6 15.4 %	3 7.7 %	1 2.6 %	24 61.5 %
80.0 % 19. As a result of the services I received, I am doing better in school and or work	1 2.6 %	1 2.6 %	1 2.6 %	7 17.9 %	5 12.8 %	0 0.0 %	24 61.5 %
73.3 % 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 %	1 2.6 %	8 20.5 %	3 7.7 %	0 0.0 %	24 61.5 %
66.7 % 21. As a result of the services I received, I am satisfied with my family life right now	1 2.6 %	0 0.0 %	4 10.3 %	3 7.7 %	7 17.9 %	0 0.0 %	24 61.5 %
66.7 % 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 %	7 17.9 %	3 7.7 %	0 0.0 %	24 61.5 %
82.4 % 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 %	0 0.0 %	2 5.1 %	9 23.1 %	5 12.8 %	0 0.0 %	22 56.4 %
86.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	1 2.6 %	0 0.0 %	1 2.6 %	8 20.5 %	5 12.8 %	0 0.0 %	24 61.5 %
71.4 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	1 2.6 %	0 0.0 %	3 7.7 %	6 15.4 %	4 10.3 %	0 0.0 %	25 64.1 %
78.6 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	1 2.6 %	0 0.0 %	2 5.1 %	5 12.8 %	6 15.4 %	1 2.6 %	24 61.5 %

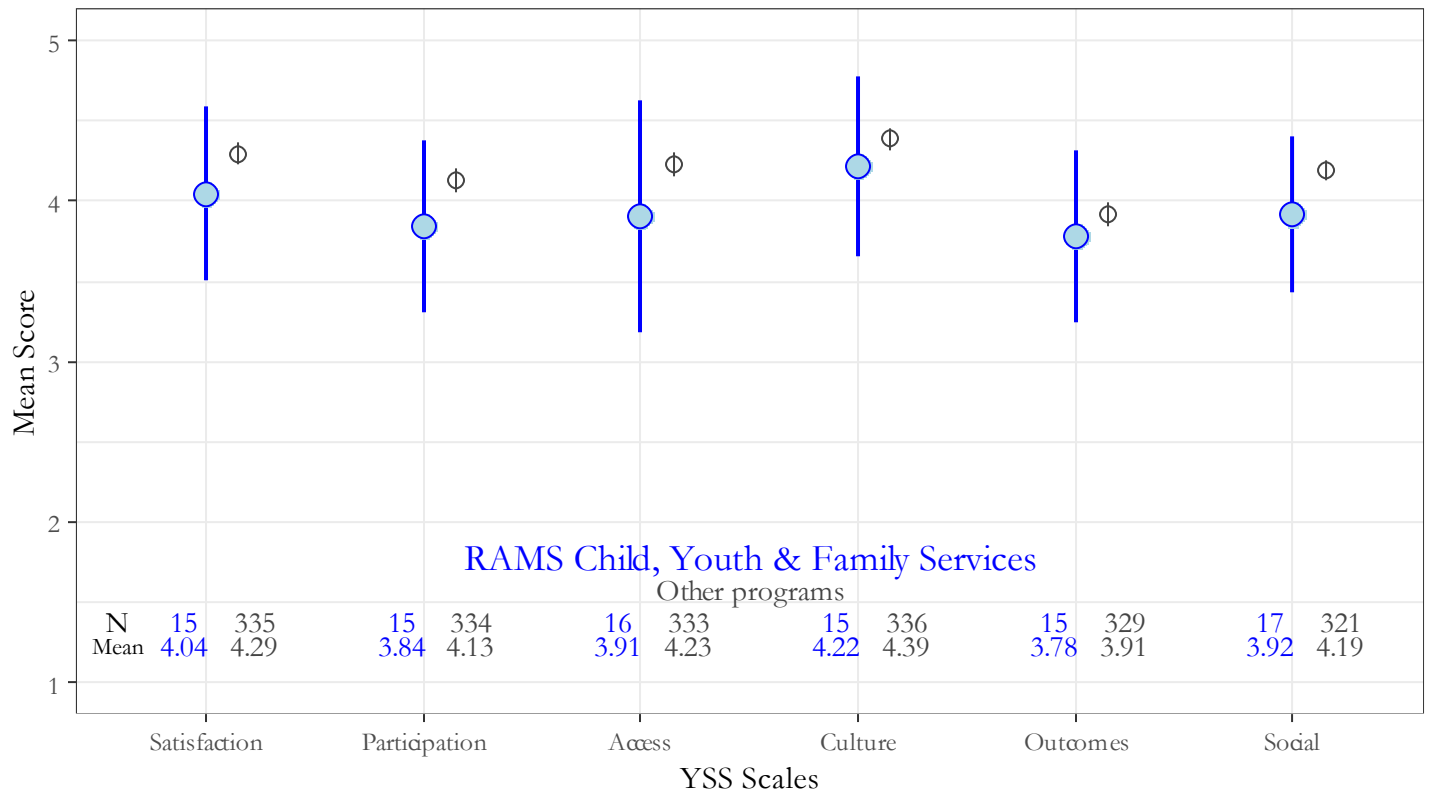
Youth Services Survey for Families



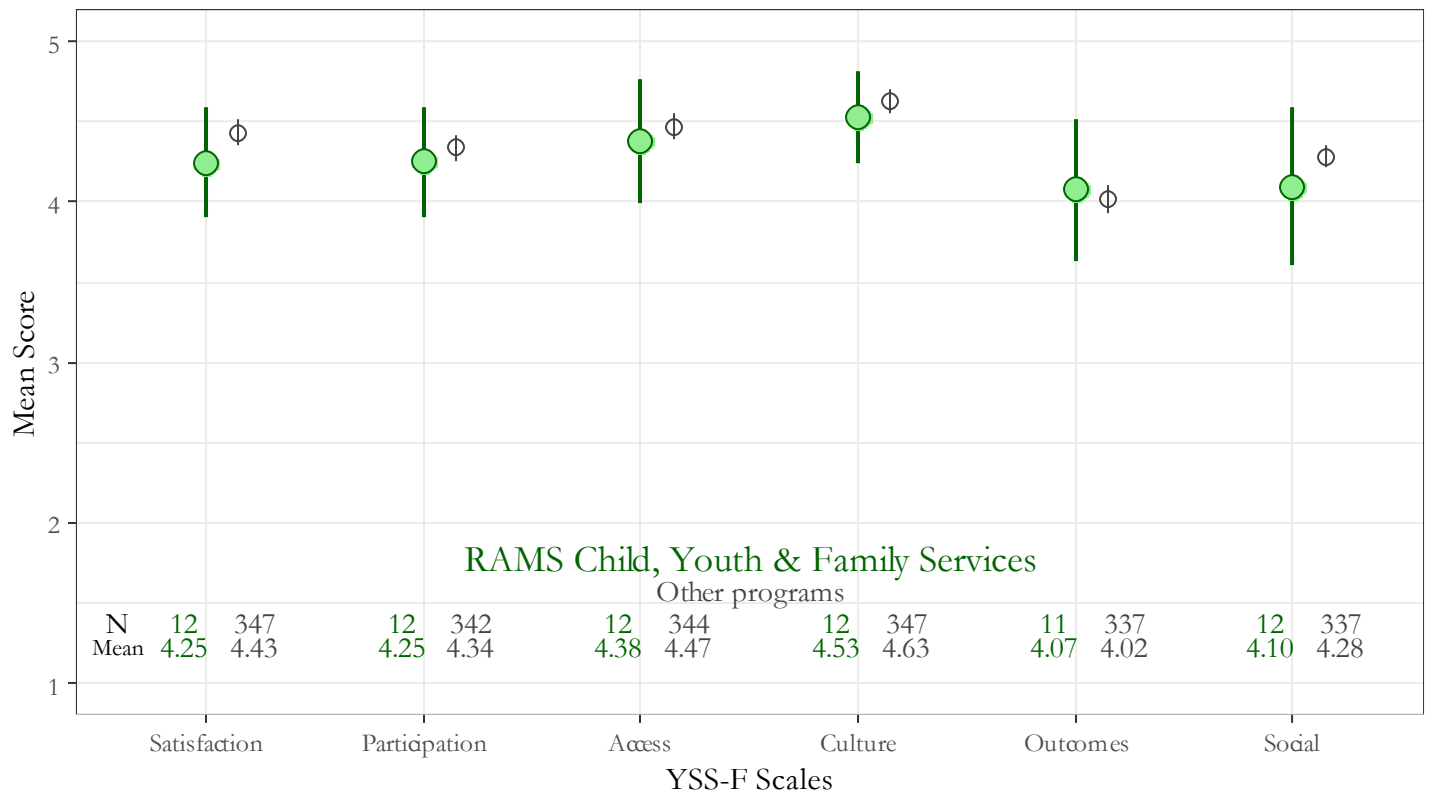
Youth Services Survey for Families, N = 24

	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 25.0 %	6 25.0 %	0 0.0 %	12 50.0 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	7 29.2 %	5 20.8 %	0 0.0 %	12 50.0 %
91.7 % 3. I helped to choose my child's treatment goals	0 0.0 %	1 4.2 %	0 0.0 %	7 29.2 %	4 16.7 %	0 0.0 %	12 50.0 %
91.7 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 4.2 %	4 16.7 %	7 29.2 %	0 0.0 %	12 50.0 %
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 29.2 %	5 20.8 %	0 0.0 %	12 50.0 %
90.9 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 4.2 %	7 29.2 %	3 12.5 %	1 4.2 %	12 50.0 %
83.3 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	2 8.3 %	8 33.3 %	2 8.3 %	0 0.0 %	12 50.0 %
91.7 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	1 4.2 %	5 20.8 %	6 25.0 %	0 0.0 %	12 50.0 %
83.3 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	2 8.3 %	4 16.7 %	6 25.0 %	0 0.0 %	12 50.0 %
72.7 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	3 12.5 %	5 20.8 %	3 12.5 %	1 4.2 %	12 50.0 %
75.0 % 11. My family got as much help as we needed for my child	0 0.0 %	1 4.2 %	2 8.3 %	5 20.8 %	4 16.7 %	0 0.0 %	12 50.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 16.7 %	8 33.3 %	0 0.0 %	12 50.0 %
91.7 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 4.2 %	6 25.0 %	5 20.8 %	0 0.0 %	12 50.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	5 20.8 %	7 29.2 %	0 0.0 %	12 50.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	5 20.8 %	6 25.0 %	1 4.2 %	12 50.0 %
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 %	2 8.3 %	5 20.8 %	3 12.5 %	2 8.3 %	12 50.0 %
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 8.3 %	6 25.0 %	3 12.5 %	1 4.2 %	12 50.0 %
81.8 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	2 8.3 %	6 25.0 %	3 12.5 %	1 4.2 %	12 50.0 %
90.9 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	1 4.2 %	6 25.0 %	4 16.7 %	1 4.2 %	12 50.0 %
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	0 0.0 %	0 0.0 %	2 8.3 %	2 8.3 %	4 16.7 %	4 16.7 %	12 50.0 %
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 %	4 16.7 %	4 16.7 %	2 8.3 %	1 4.2 %	13 54.2 %
72.7 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	3 12.5 %	6 25.0 %	2 8.3 %	1 4.2 %	12 50.0 %
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 %	8 33.3 %	3 12.5 %	0 0.0 %	13 54.2 %
83.3 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	1 4.2 %	1 4.2 %	6 25.0 %	4 16.7 %	0 0.0 %	12 50.0 %
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 %	2 8.3 %	1 4.2 %	4 16.7 %	4 16.7 %	1 4.2 %	12 50.0 %
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 %	1 4.2 %	2 8.3 %	4 16.7 %	4 16.7 %	0 0.0 %	13 54.2 %

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	4 16.7 %	16 41 %	20 31.7 %
Impaired	2 8.3 %	0 0 %	2 3.2 %
Language	1 4.2 %	0 0 %	1 1.6 %
Other	5 20.8 %	6 15.4 %	11 17.5 %
No Data	0 0 %	1 2.6 %	1 1.6 %
Completed Survey	12 50 %	16 41 %	28 44.4 %
Total	24 100 %	39 100 %	63 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 96 clients; surveys were returned for 52 clients ($52 / 96 = 54.2\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Safe and Sound

Program Code(s): 38HR0P

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for Safe and Sound: No YSS (youth) data for this program, **4.61** (family).

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

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

75.0% 3. I helped to choose my treatment goals

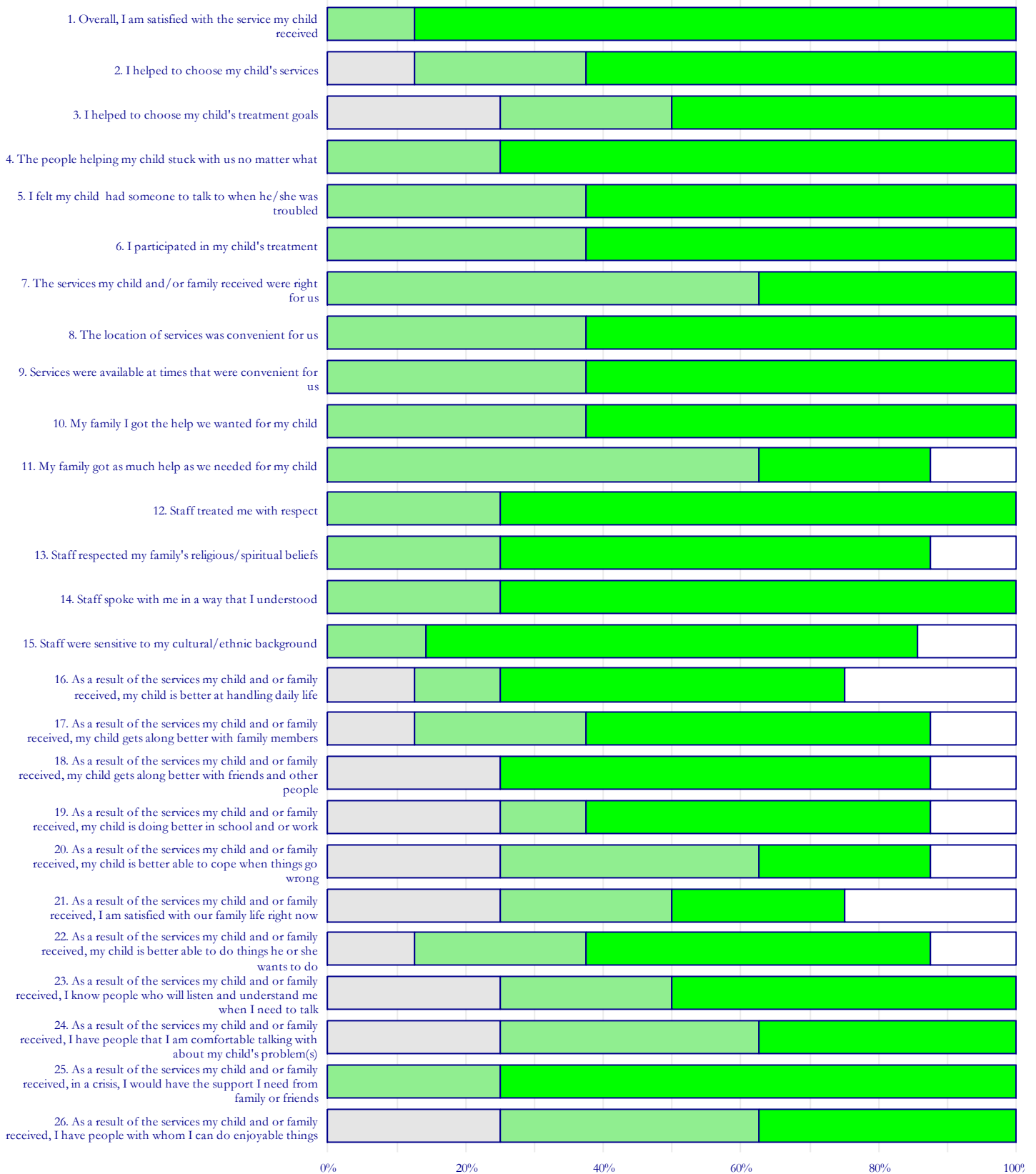
87.5% 2. I helped to choose my services

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

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

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

Youth Services Survey for Families

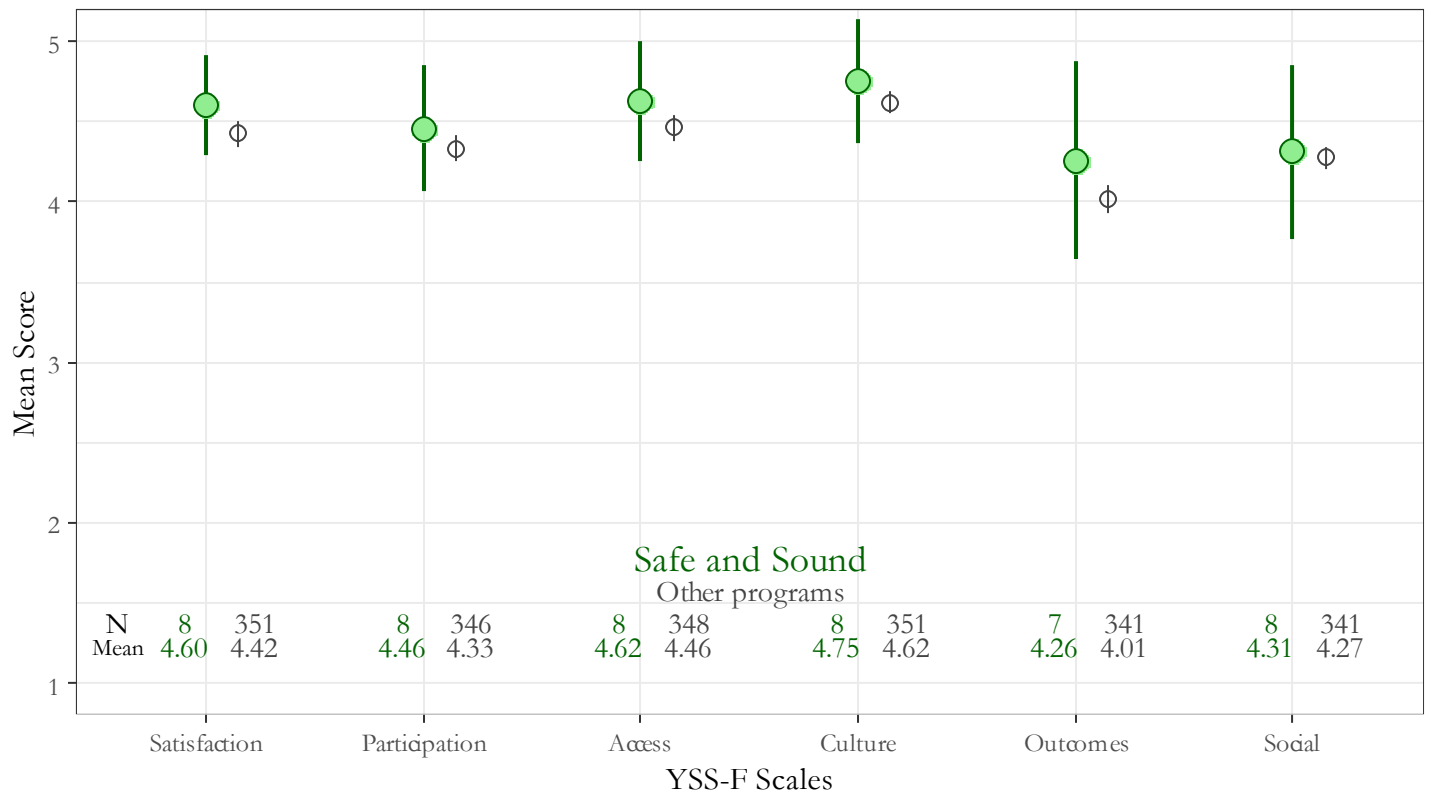


Youth Services Survey for Families, N = 10

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	7 70.0 %	0 0.0 %	2 20.0 %
87.5 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	5 50.0 %	0 0.0 %	2 20.0 %
75.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	2 20.0 %	2 20.0 %	4 40.0 %	0 0.0 %	2 20.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	2 20.0 %
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 30.0 %	5 50.0 %	0 0.0 %	2 20.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	2 20.0 %
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 %	3 30.0 %	0 0.0 %	2 20.0 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	2 20.0 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	2 20.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	5 50.0 %	0 0.0 %	2 20.0 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	2 20.0 %	1 10.0 %	2 20.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	2 20.0 %
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 %	1 10.0 %	2 20.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	0 0.0 %	2 20.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	1 10.0 %	3 30.0 %
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 10.0 %	1 10.0 %	4 40.0 %	2 20.0 %	2 20.0 %
85.7 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	4 40.0 %	1 10.0 %	2 20.0 %
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 %	0 0.0 %	2 20.0 %	0 0.0 %	5 50.0 %	1 10.0 %	2 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	0 0.0 %	0 0.0 %	2 20.0 %	1 10.0 %	4 40.0 %	1 10.0 %	2 20.0 %
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 20.0 %	3 30.0 %	2 20.0 %	1 10.0 %	2 20.0 %
66.7 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	2 20.0 %	2 20.0 %	2 20.0 %	2 20.0 %	2 20.0 %
85.7 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	4 40.0 %	1 10.0 %	2 20.0 %
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 %	2 20.0 %	2 20.0 %	4 40.0 %	0 0.0 %	2 20.0 %
75.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	3 30.0 %	0 0.0 %	2 20.0 %
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 %	6 60.0 %	0 0.0 %	2 20.0 %
75.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 20.0 %	3 30.0 %	3 30.0 %	0 0.0 %	2 20.0 %

Not enough youth survey data to create domain means plot.

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



Survey Compliance			
Safe and Sound			
Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	2 20 %	0 0 %	2 20 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 10 clients; surveys were returned for 10 clients (10 / 10 = 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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Seneca Connections Placement

Program Code(s): 38CQ6

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for Seneca Connections Placement: **4.40** (youth), **4.50** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 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

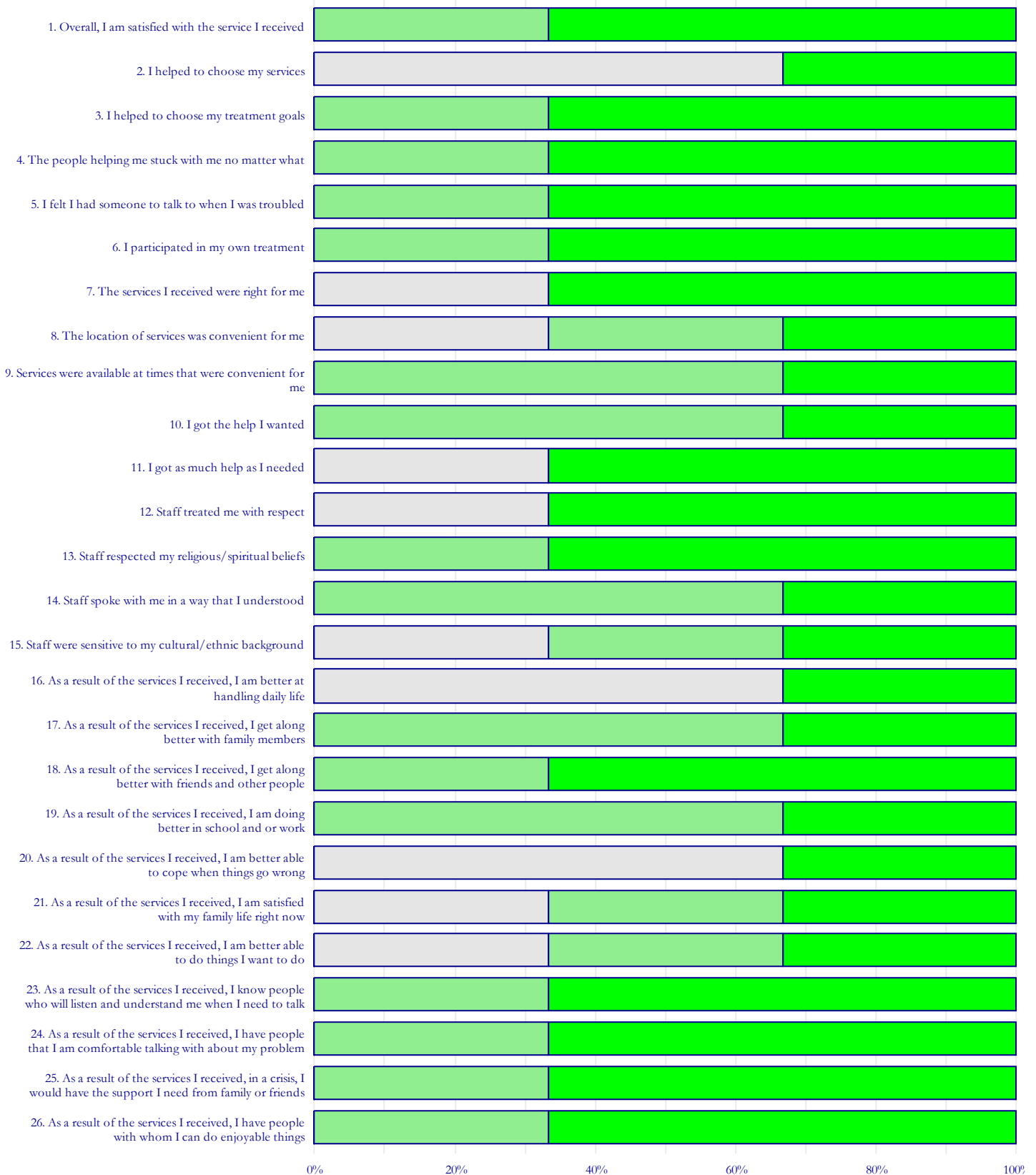
50.0% 2. I helped to choose my services

80.0% 7. The services I received were right for me

80.0% 11. I got as much help as I needed

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

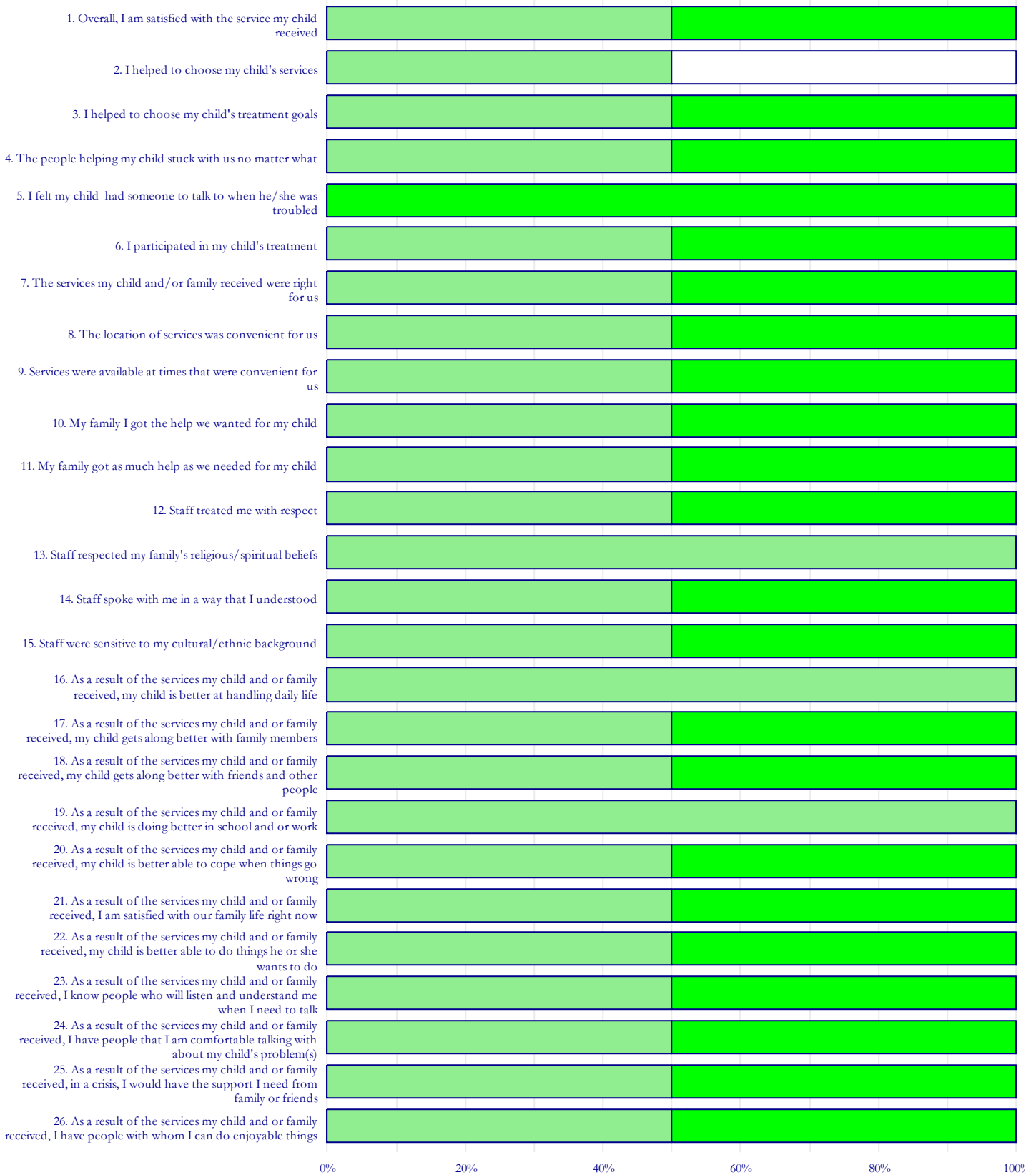
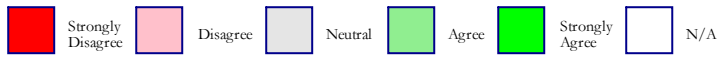
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 5

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
33.3 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
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 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
66.7 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	0 0.0 %	2 40.0 %
66.7 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	0 0.0 %	2 40.0 %
66.7 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
33.3 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %
100.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
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 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
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 %	1 20.0 %	0 0.0 %	2 40.0 %
33.3 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 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 20.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %

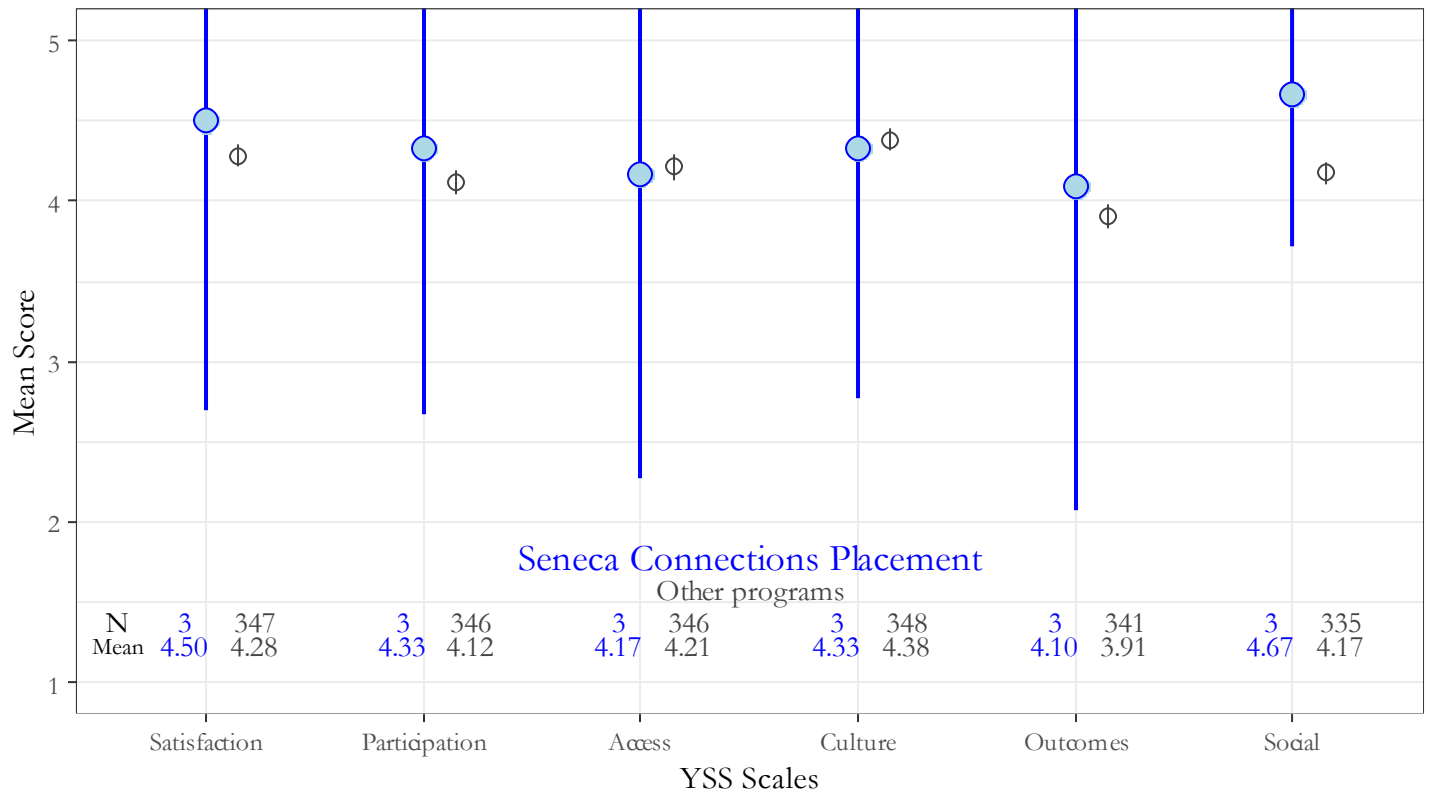
Youth Services Survey for Families



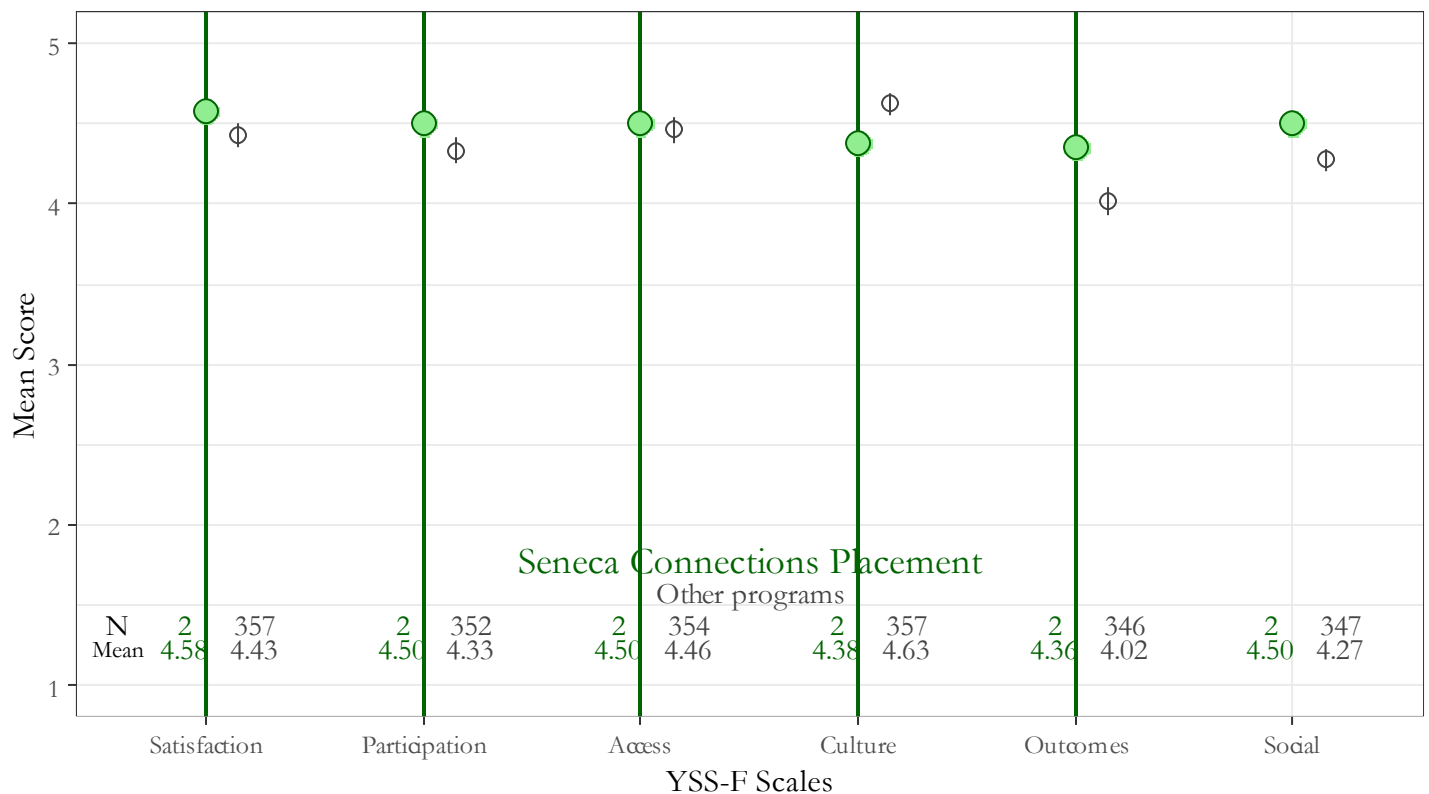
Youth Services Survey for Families, N = 4

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	1 25.0 %	2 50.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	2 50.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
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 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 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	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 %	1 25.0 %	1 25.0 %	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 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	2 50.0 %
100.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
100.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
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 %	0 0.0 %	0 0.0 %	2 50.0 %
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 %	1 25.0 %	0 0.0 %	2 50.0 %
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 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
100.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
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 %	1 25.0 %	0 0.0 %	2 50.0 %
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 %	1 25.0 %	0 0.0 %	2 50.0 %
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 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Completion Status	Survey Compliance Seneca Connections Placement Completion by Respondent Type		Total
	Family	Youth	
	Refused	1 25 %	
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 25 %	0 0 %	1 11.1 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	2 50 %	3 60 %	5 55.6 %
Total	4 100 %	5 100 %	9 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 5 clients; surveys were returned for 6 clients ($6 / 5 = 120.0\%$).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Seneca Connections Wraparound

Program Code(s): 38CQ4

Overall Satisfaction¹

93.3%

Return Rate²

72.4%

Overall satisfaction³ mean score for Seneca Connections Wraparound: **4.32** (youth), **4.02** (family).

Overall satisfaction mean score for all other programs: **4.25** (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

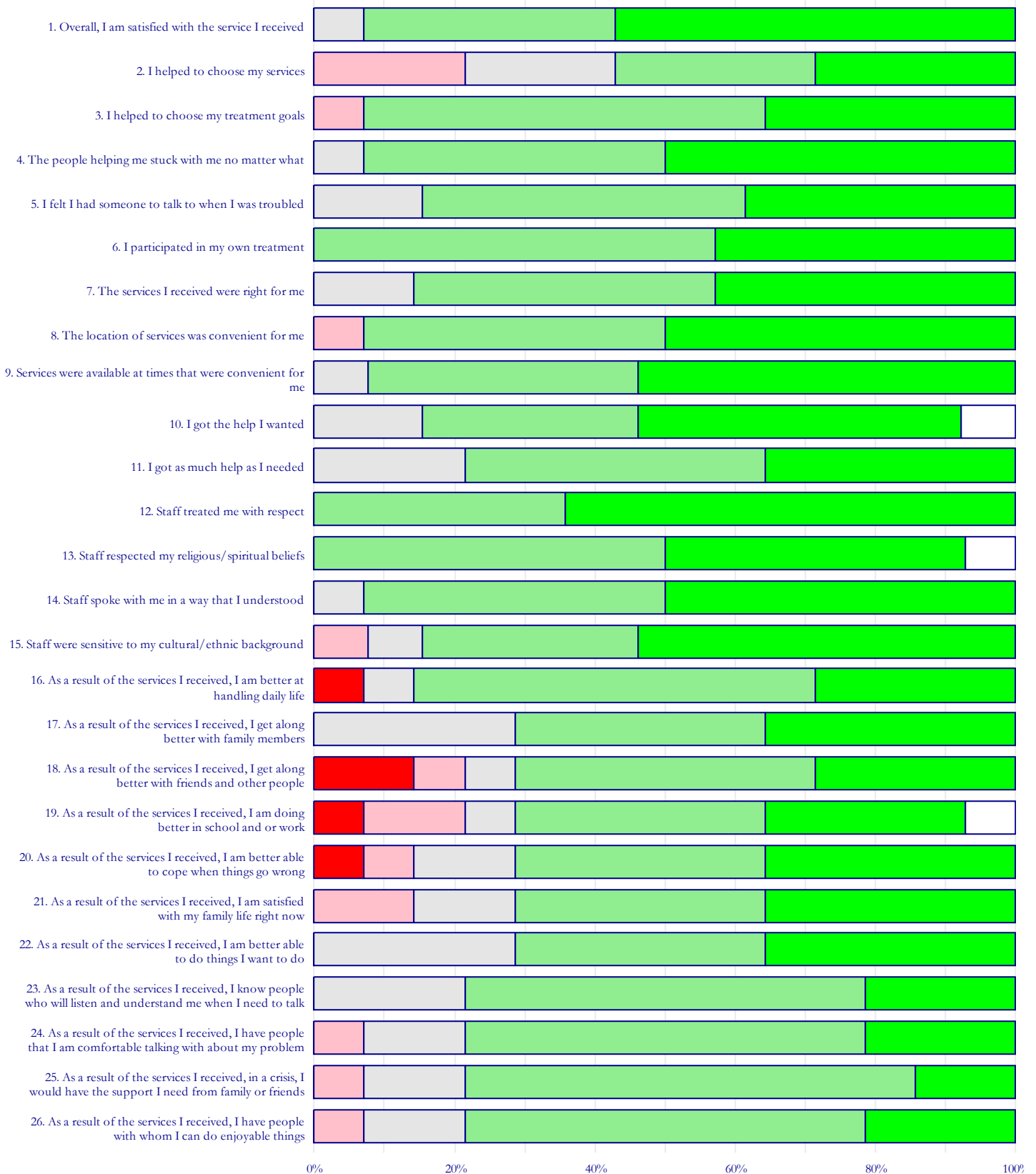
- 96.0% 13. Staff respected my religious/spiritual beliefs
- 93.3% 12. Staff treated me with respect
- 93.1% 1. Overall, I am satisfied with the service I received

Lowest Agreement Items

- 58.6% 2. I helped to choose my services
- 73.3% 11. I got as much help as I needed
- 78.6% 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.

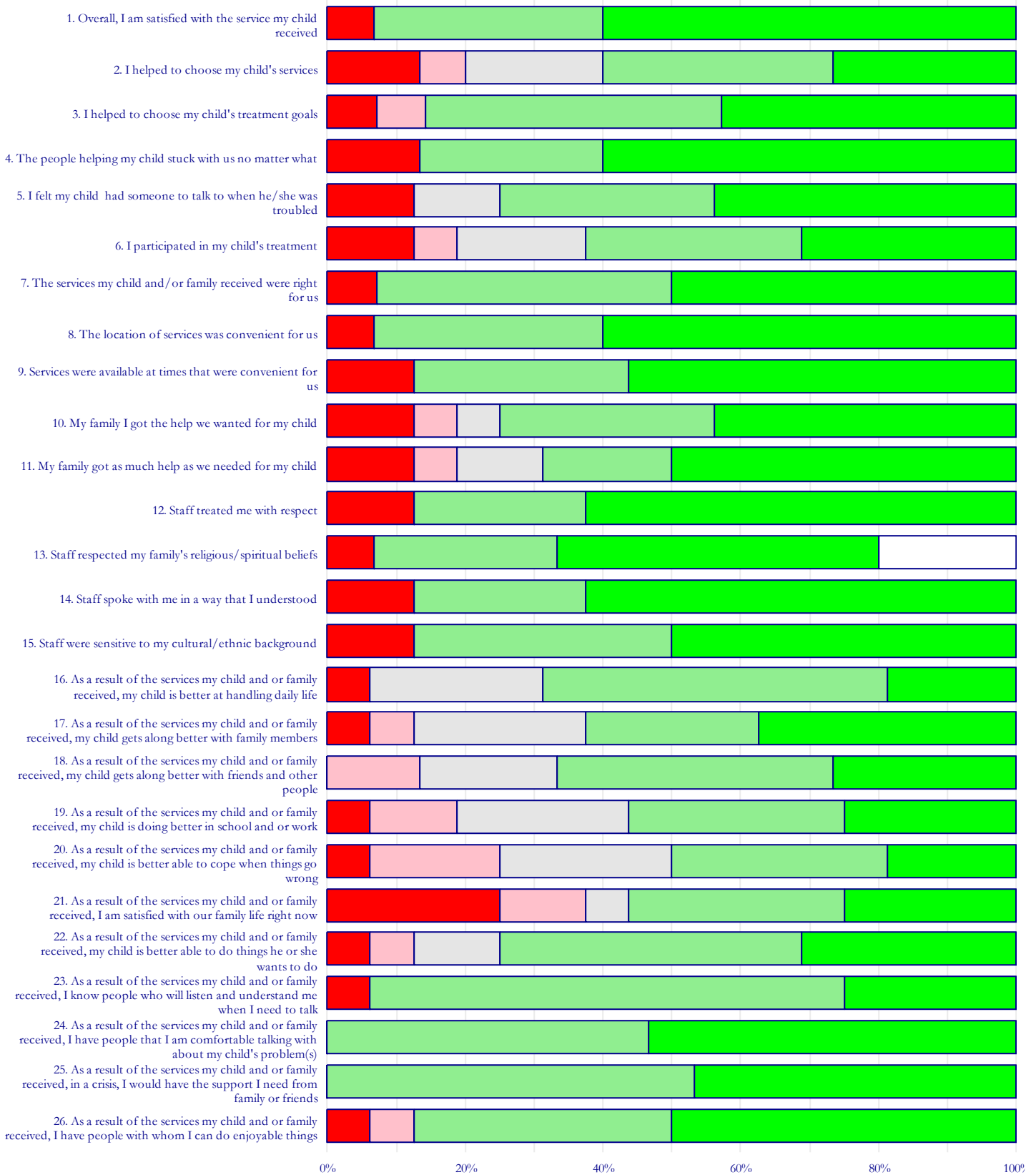
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 26

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
92.9 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	1 3.8 %	5 19.2 %	8 30.8 %	0 0.0 %	12 46.2 %
57.1 % 2. I helped to choose my services	0 0.0 %	3 11.5 %	3 11.5 %	4 15.4 %	4 15.4 %	0 0.0 %	12 46.2 %
92.9 % 3. I helped to choose my treatment goals	0 0.0 %	1 3.8 %	0 0.0 %	8 30.8 %	5 19.2 %	0 0.0 %	12 46.2 %
92.9 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 3.8 %	6 23.1 %	7 26.9 %	0 0.0 %	12 46.2 %
84.6 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	2 7.7 %	6 23.1 %	5 19.2 %	0 0.0 %	13 50.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	8 30.8 %	6 23.1 %	0 0.0 %	12 46.2 %
85.7 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	2 7.7 %	6 23.1 %	6 23.1 %	0 0.0 %	12 46.2 %
92.9 % 8. The location of services was convenient for me	0 0.0 %	1 3.8 %	0 0.0 %	6 23.1 %	7 26.9 %	0 0.0 %	12 46.2 %
92.3 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 3.8 %	5 19.2 %	7 26.9 %	0 0.0 %	13 50.0 %
83.3 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	2 7.7 %	4 15.4 %	6 23.1 %	1 3.8 %	13 50.0 %
78.6 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	3 11.5 %	6 23.1 %	5 19.2 %	0 0.0 %	12 46.2 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 19.2 %	9 34.6 %	0 0.0 %	12 46.2 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	7 26.9 %	6 23.1 %	1 3.8 %	12 46.2 %
92.9 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 3.8 %	6 23.1 %	7 26.9 %	0 0.0 %	12 46.2 %
84.6 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	1 3.8 %	1 3.8 %	4 15.4 %	7 26.9 %	0 0.0 %	13 50.0 %
85.7 % 16. As a result of the services I received, I am better at handling daily life	1 3.8 %	0 0.0 %	1 3.8 %	8 30.8 %	4 15.4 %	0 0.0 %	12 46.2 %
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 15.4 %	5 19.2 %	5 19.2 %	0 0.0 %	12 46.2 %
71.4 % 18. As a result of the services I received, I get along better with friends and other people	2 7.7 %	1 3.8 %	1 3.8 %	6 23.1 %	4 15.4 %	0 0.0 %	12 46.2 %
69.2 % 19. As a result of the services I received, I am doing better in school and or work	1 3.8 %	2 7.7 %	1 3.8 %	5 19.2 %	4 15.4 %	1 3.8 %	12 46.2 %
71.4 % 20. As a result of the services I received, I am better able to cope when things go wrong	1 3.8 %	1 3.8 %	2 7.7 %	5 19.2 %	5 19.2 %	0 0.0 %	12 46.2 %
71.4 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	2 7.7 %	2 7.7 %	5 19.2 %	5 19.2 %	0 0.0 %	12 46.2 %
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 %	0 0.0 %	4 15.4 %	5 19.2 %	5 19.2 %	0 0.0 %	12 46.2 %
78.6 % 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 11.5 %	8 30.8 %	3 11.5 %	0 0.0 %	12 46.2 %
78.6 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	1 3.8 %	2 7.7 %	8 30.8 %	3 11.5 %	0 0.0 %	12 46.2 %
78.6 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 3.8 %	2 7.7 %	9 34.6 %	2 7.7 %	0 0.0 %	12 46.2 %
78.6 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	1 3.8 %	2 7.7 %	8 30.8 %	3 11.5 %	0 0.0 %	12 46.2 %

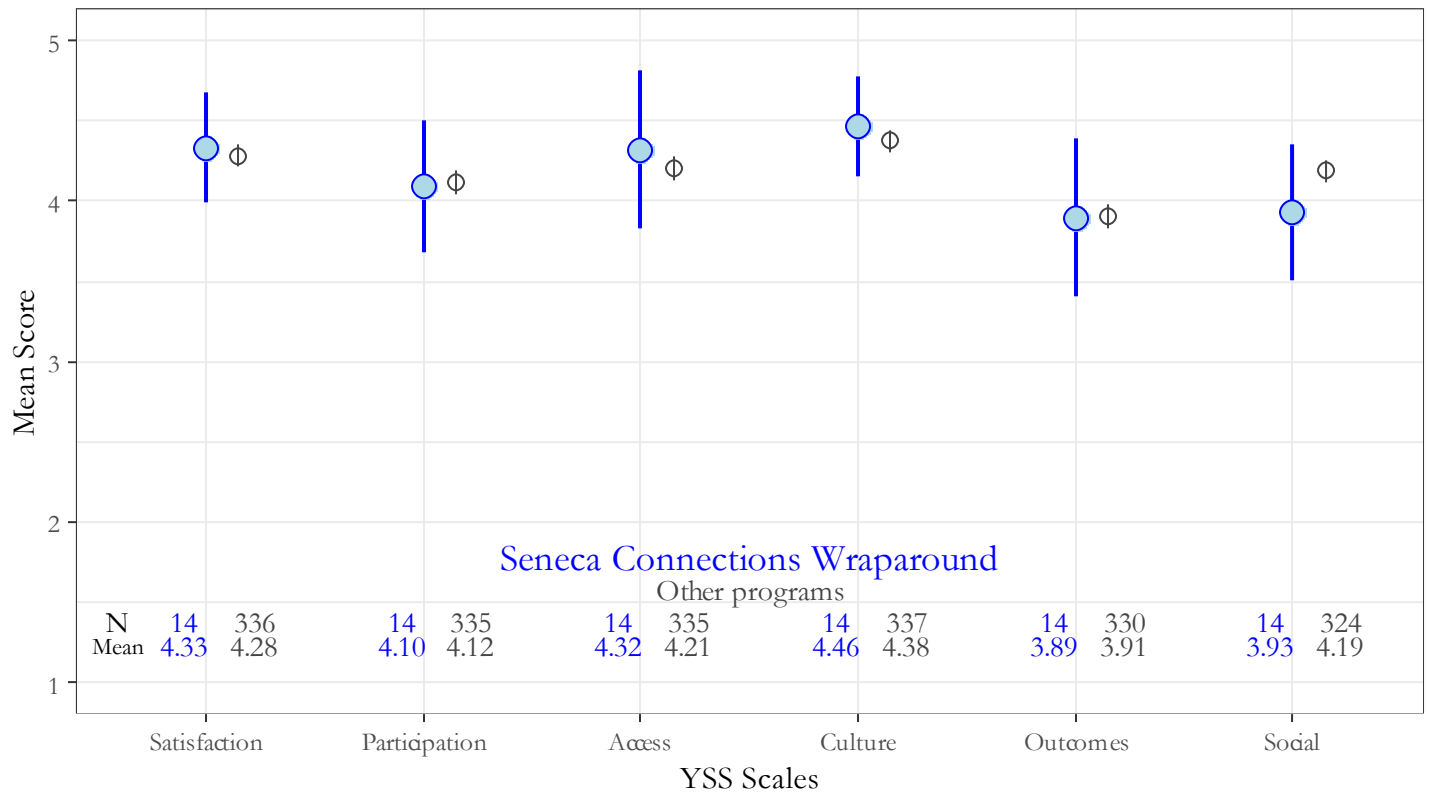
Youth Services Survey for Families



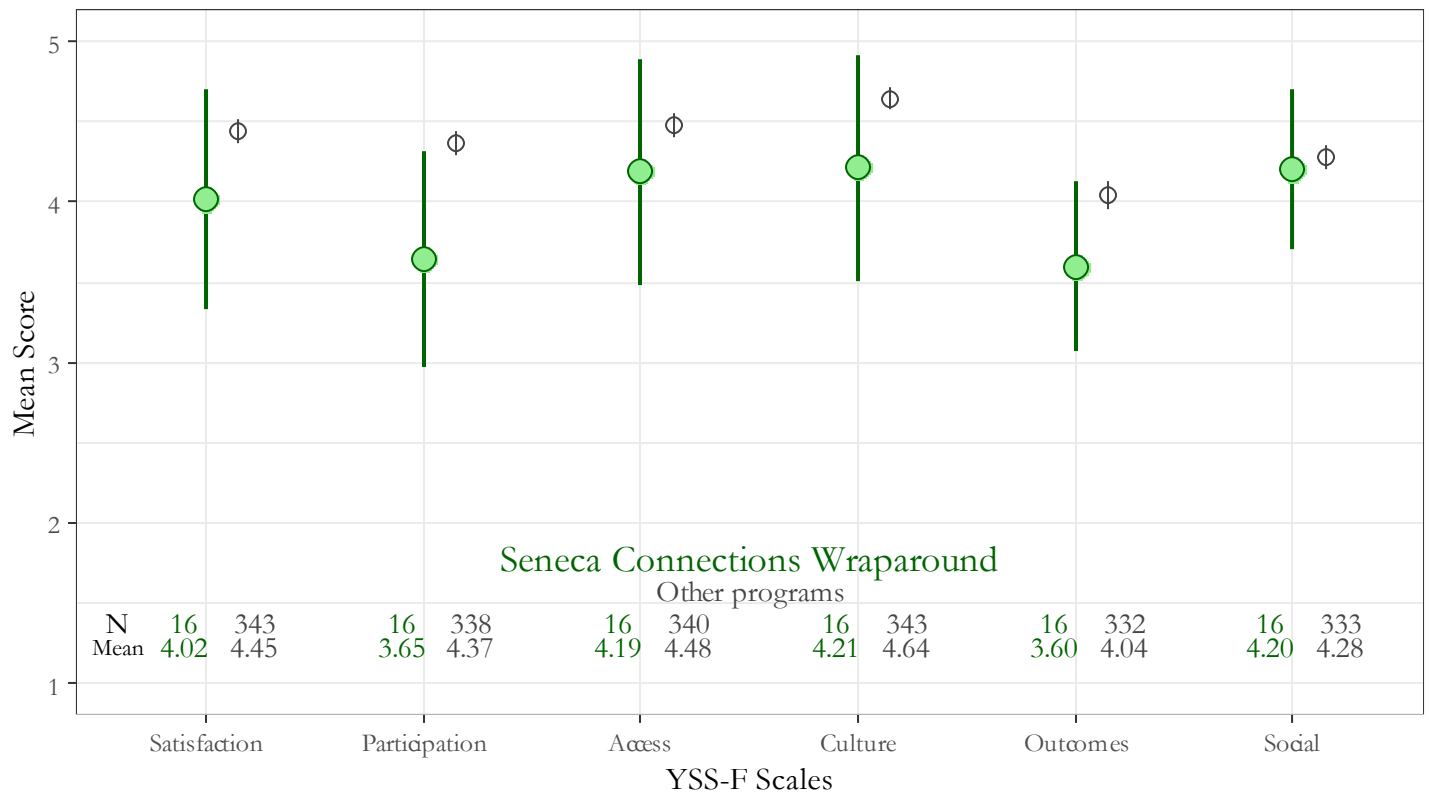
Youth Services Survey for Families, N = 28

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
93.3 % 1. Overall, I am satisfied with the service my child received	1 3.6 %	0 0.0 %	0 0.0 %	5 17.9 %	9 32.1 %	0 0.0 %	13 46.4 %
60.0 % 2. I helped to choose my child's services	2 7.1 %	1 3.6 %	3 10.7 %	5 17.9 %	4 14.3 %	0 0.0 %	13 46.4 %
85.7 % 3. I helped to choose my child's treatment goals	1 3.6 %	1 3.6 %	0 0.0 %	6 21.4 %	6 21.4 %	0 0.0 %	14 50.0 %
86.7 % 4. The people helping my child stuck with us no matter what	2 7.1 %	0 0.0 %	0 0.0 %	4 14.3 %	9 32.1 %	0 0.0 %	13 46.4 %
75.0 % 5. I felt my child had someone to talk to when he/she was troubled	2 7.1 %	0 0.0 %	2 7.1 %	5 17.9 %	7 25.0 %	0 0.0 %	12 42.9 %
62.5 % 6. I participated in my child's treatment	2 7.1 %	1 3.6 %	3 10.7 %	5 17.9 %	5 17.9 %	0 0.0 %	12 42.9 %
92.9 % 7. The services my child and/or family received were right for us	1 3.6 %	0 0.0 %	0 0.0 %	6 21.4 %	7 25.0 %	0 0.0 %	14 50.0 %
93.3 % 8. The location of services was convenient for us	1 3.6 %	0 0.0 %	0 0.0 %	5 17.9 %	9 32.1 %	0 0.0 %	13 46.4 %
87.5 % 9. Services were available at times that were convenient for us	2 7.1 %	0 0.0 %	0 0.0 %	5 17.9 %	9 32.1 %	0 0.0 %	12 42.9 %
75.0 % 10. My family I got the help we wanted for my child	2 7.1 %	1 3.6 %	1 3.6 %	5 17.9 %	7 25.0 %	0 0.0 %	12 42.9 %
68.8 % 11. My family got as much help as we needed for my child	2 7.1 %	1 3.6 %	2 7.1 %	3 10.7 %	8 28.6 %	0 0.0 %	12 42.9 %
87.5 % 12. Staff treated me with respect	2 7.1 %	0 0.0 %	0 0.0 %	4 14.3 %	10 35.7 %	0 0.0 %	12 42.9 %
91.7 % 13. Staff respected my family's religious/spiritual beliefs	1 3.6 %	0 0.0 %	0 0.0 %	4 14.3 %	7 25.0 %	3 10.7 %	13 46.4 %
87.5 % 14. Staff spoke with me in a way that I understood	2 7.1 %	0 0.0 %	0 0.0 %	4 14.3 %	10 35.7 %	0 0.0 %	12 42.9 %
87.5 % 15. Staff were sensitive to my cultural/ethnic background	2 7.1 %	0 0.0 %	0 0.0 %	6 21.4 %	8 28.6 %	0 0.0 %	12 42.9 %
68.8 % 16. As a result of the services my child and or family received, my child is better at handling daily life	1 3.6 %	0 0.0 %	4 14.3 %	8 28.6 %	3 10.7 %	0 0.0 %	12 42.9 %
62.5 % 17. As a result of the services my child and or family received, my child gets along better with family members	1 3.6 %	1 3.6 %	4 14.3 %	4 14.3 %	6 21.4 %	0 0.0 %	12 42.9 %
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 %	2 7.1 %	3 10.7 %	6 21.4 %	4 14.3 %	0 0.0 %	13 46.4 %
56.2 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	1 3.6 %	2 7.1 %	4 14.3 %	5 17.9 %	4 14.3 %	0 0.0 %	12 42.9 %
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	1 3.6 %	3 10.7 %	4 14.3 %	5 17.9 %	3 10.7 %	0 0.0 %	12 42.9 %
56.2 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	4 14.3 %	2 7.1 %	1 3.6 %	5 17.9 %	4 14.3 %	0 0.0 %	12 42.9 %
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 3.6 %	1 3.6 %	2 7.1 %	7 25.0 %	5 17.9 %	0 0.0 %	12 42.9 %
93.8 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	1 3.6 %	0 0.0 %	0 0.0 %	11 39.3 %	4 14.3 %	0 0.0 %	12 42.9 %
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 25.0 %	8 28.6 %	0 0.0 %	13 46.4 %
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 %	8 28.6 %	7 25.0 %	0 0.0 %	13 46.4 %
87.5 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	1 3.6 %	1 3.6 %	0 0.0 %	6 21.4 %	8 28.6 %	0 0.0 %	12 42.9 %

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	6 21.4 %	8 30.8 %	14 25.9 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	6 21.4 %	4 15.4 %	10 18.5 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	16 57.1 %	14 53.8 %	30 55.6 %
Total	28 100 %	26 100 %	54 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 58 clients; surveys were returned for 42 clients ($42 / 58 = 72.4\%$).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Seneca DBT

Program Code(s): 38KTDT

Overall Satisfaction¹

92.0%

Return Rate²

51.1%

Overall satisfaction³ mean score for Seneca DBT: **4.44** (youth), **4.58** (family).

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

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

Highest Agreement Items

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

100.0% 12. Staff treated me with respect

96.0% 10. I got the help I wanted

Lowest Agreement Items

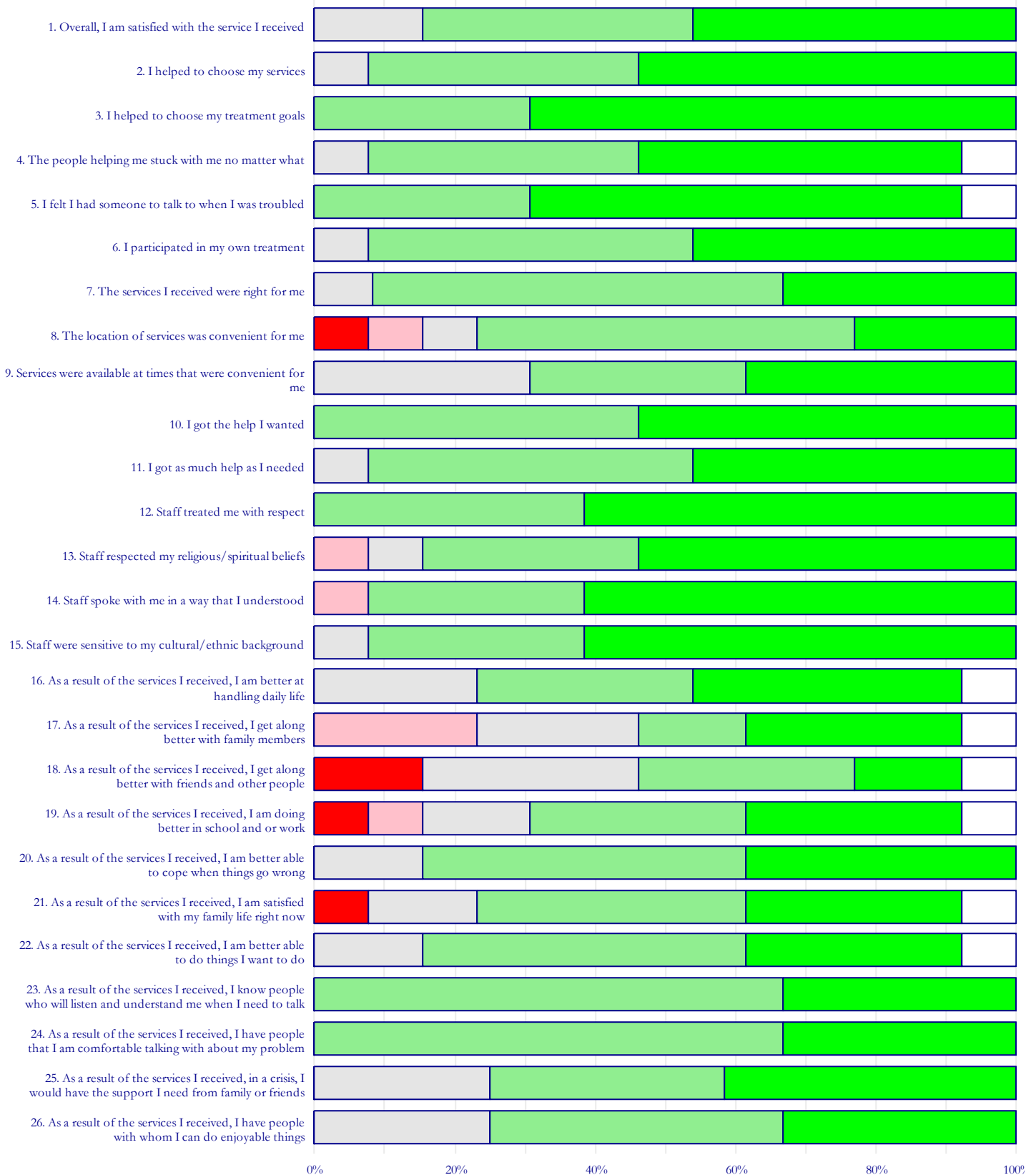
80.0% 9. Services were available at times that were convenient for me

87.5% 4. The people helping me stuck with me no matter what

87.5% 7. The services I received were right for me

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

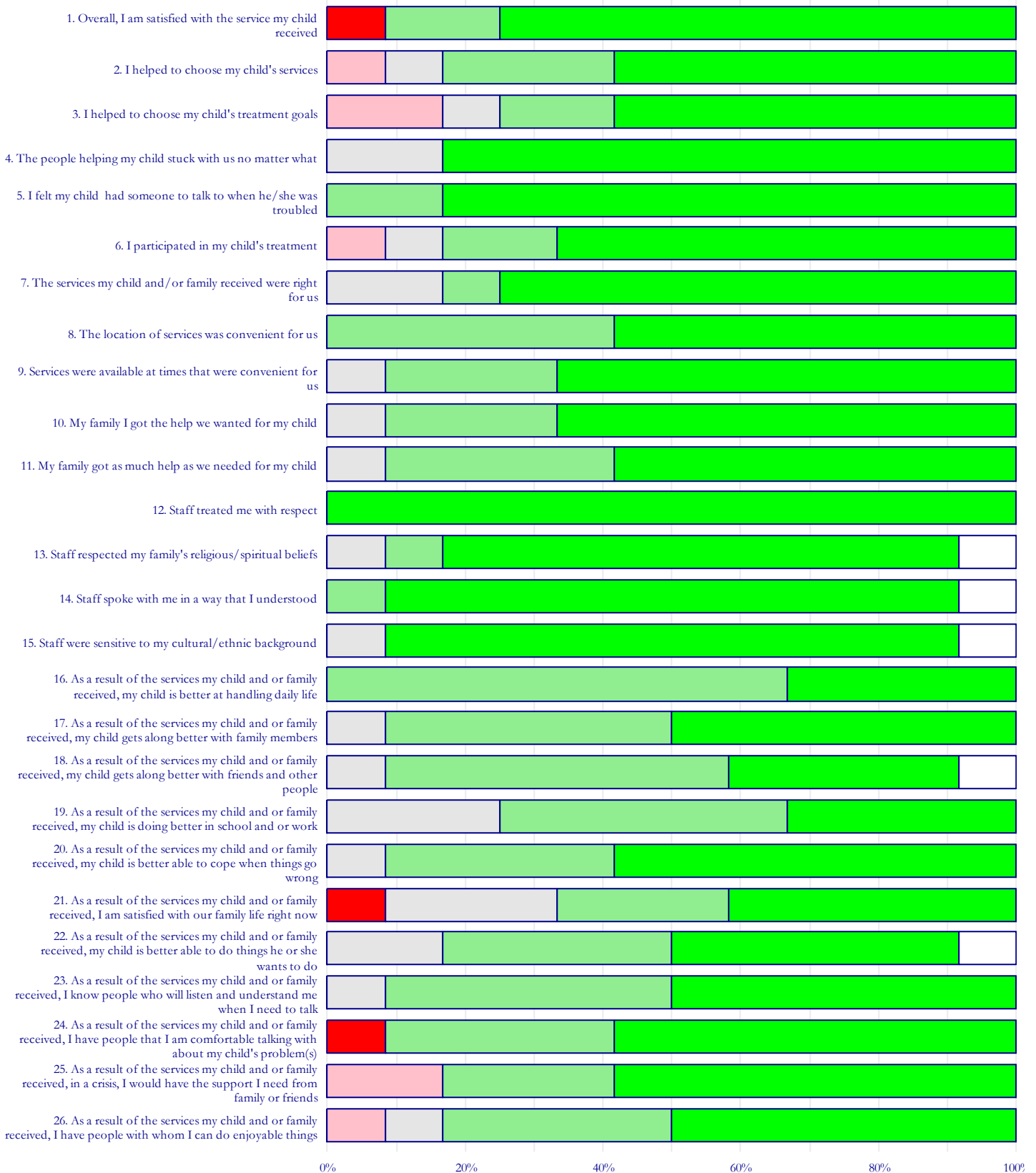
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 19

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
84.6 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	2 10.5 %	5 26.3 %	6 31.6 %	0 0.0 %	6 31.6 %
92.3 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 5.3 %	5 26.3 %	7 36.8 %	0 0.0 %	6 31.6 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	4 21.1 %	9 47.4 %	0 0.0 %	6 31.6 %
91.7 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	1 5.3 %	5 26.3 %	6 31.6 %	1 5.3 %	6 31.6 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	4 21.1 %	8 42.1 %	1 5.3 %	6 31.6 %
92.3 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 5.3 %	6 31.6 %	6 31.6 %	0 0.0 %	6 31.6 %
91.7 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 5.3 %	7 36.8 %	4 21.1 %	0 0.0 %	7 36.8 %
76.9 % 8. The location of services was convenient for me	1 5.3 %	1 5.3 %	1 5.3 %	7 36.8 %	3 15.8 %	0 0.0 %	6 31.6 %
69.2 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	4 21.1 %	4 21.1 %	5 26.3 %	0 0.0 %	6 31.6 %
100.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	0 0.0 %	6 31.6 %	7 36.8 %	0 0.0 %	6 31.6 %
92.3 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 5.3 %	6 31.6 %	6 31.6 %	0 0.0 %	6 31.6 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 26.3 %	8 42.1 %	0 0.0 %	6 31.6 %
84.6 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	1 5.3 %	1 5.3 %	4 21.1 %	7 36.8 %	0 0.0 %	6 31.6 %
92.3 % 14. Staff spoke with me in a way that I understood	0 0.0 %	1 5.3 %	0 0.0 %	4 21.1 %	8 42.1 %	0 0.0 %	6 31.6 %
92.3 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 5.3 %	4 21.1 %	8 42.1 %	0 0.0 %	6 31.6 %
75.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	3 15.8 %	4 21.1 %	5 26.3 %	1 5.3 %	6 31.6 %
50.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	3 15.8 %	3 15.8 %	2 10.5 %	4 21.1 %	1 5.3 %	6 31.6 %
50.0 % 18. As a result of the services I received, I get along better with friends and other people	2 10.5 %	0 0.0 %	4 21.1 %	4 21.1 %	2 10.5 %	1 5.3 %	6 31.6 %
66.7 % 19. As a result of the services I received, I am doing better in school and or work	1 5.3 %	1 5.3 %	2 10.5 %	4 21.1 %	4 21.1 %	1 5.3 %	6 31.6 %
84.6 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 10.5 %	6 31.6 %	5 26.3 %	0 0.0 %	6 31.6 %
75.0 % 21. As a result of the services I received, I am satisfied with my family life right now	1 5.3 %	0 0.0 %	2 10.5 %	5 26.3 %	4 21.1 %	1 5.3 %	6 31.6 %
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 %	0 0.0 %	2 10.5 %	6 31.6 %	4 21.1 %	1 5.3 %	6 31.6 %
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 %	8 42.1 %	4 21.1 %	0 0.0 %	7 36.8 %
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 %	8 42.1 %	4 21.1 %	0 0.0 %	7 36.8 %
75.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	3 15.8 %	4 21.1 %	5 26.3 %	0 0.0 %	7 36.8 %
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 %	3 15.8 %	5 26.3 %	4 21.1 %	0 0.0 %	7 36.8 %

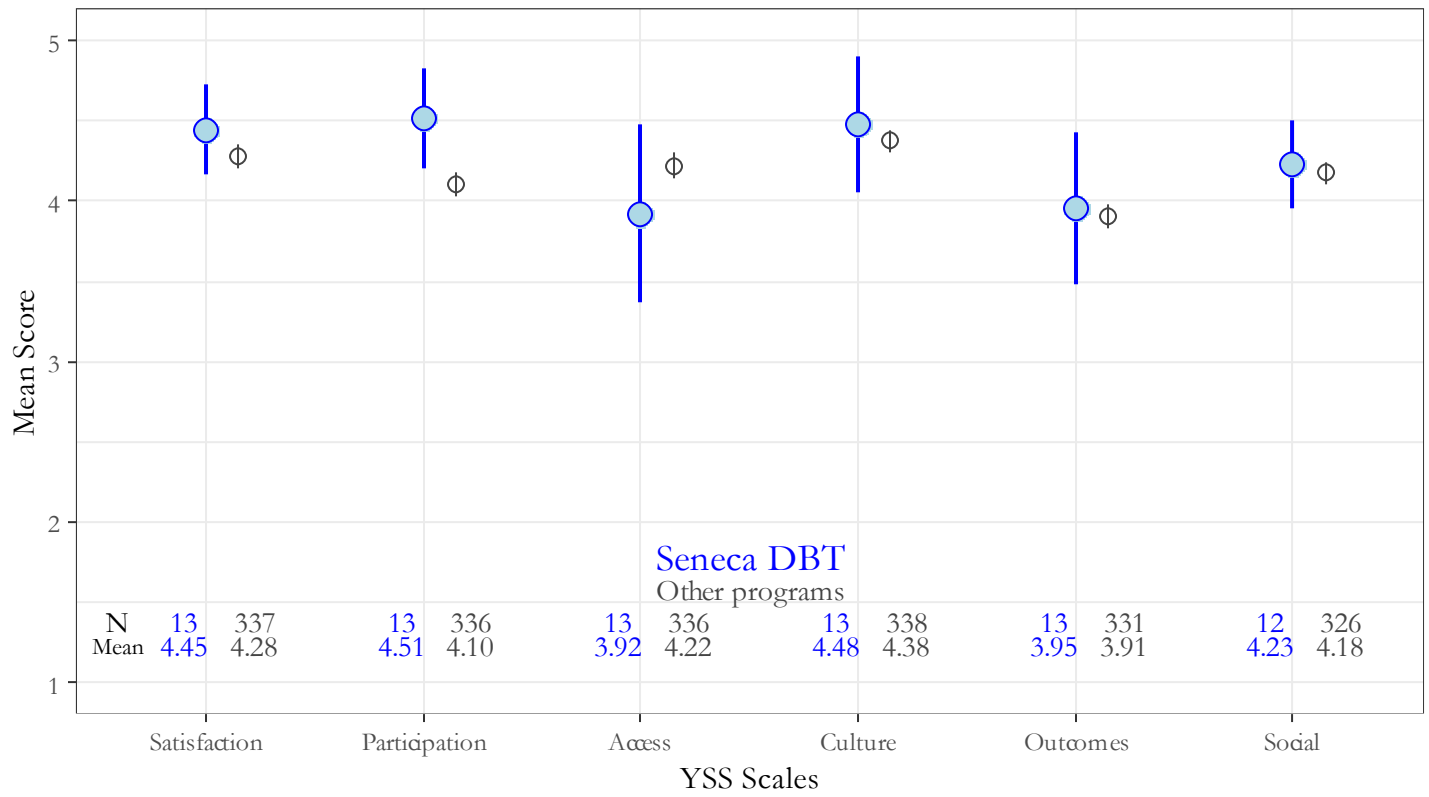
Youth Services Survey for Families



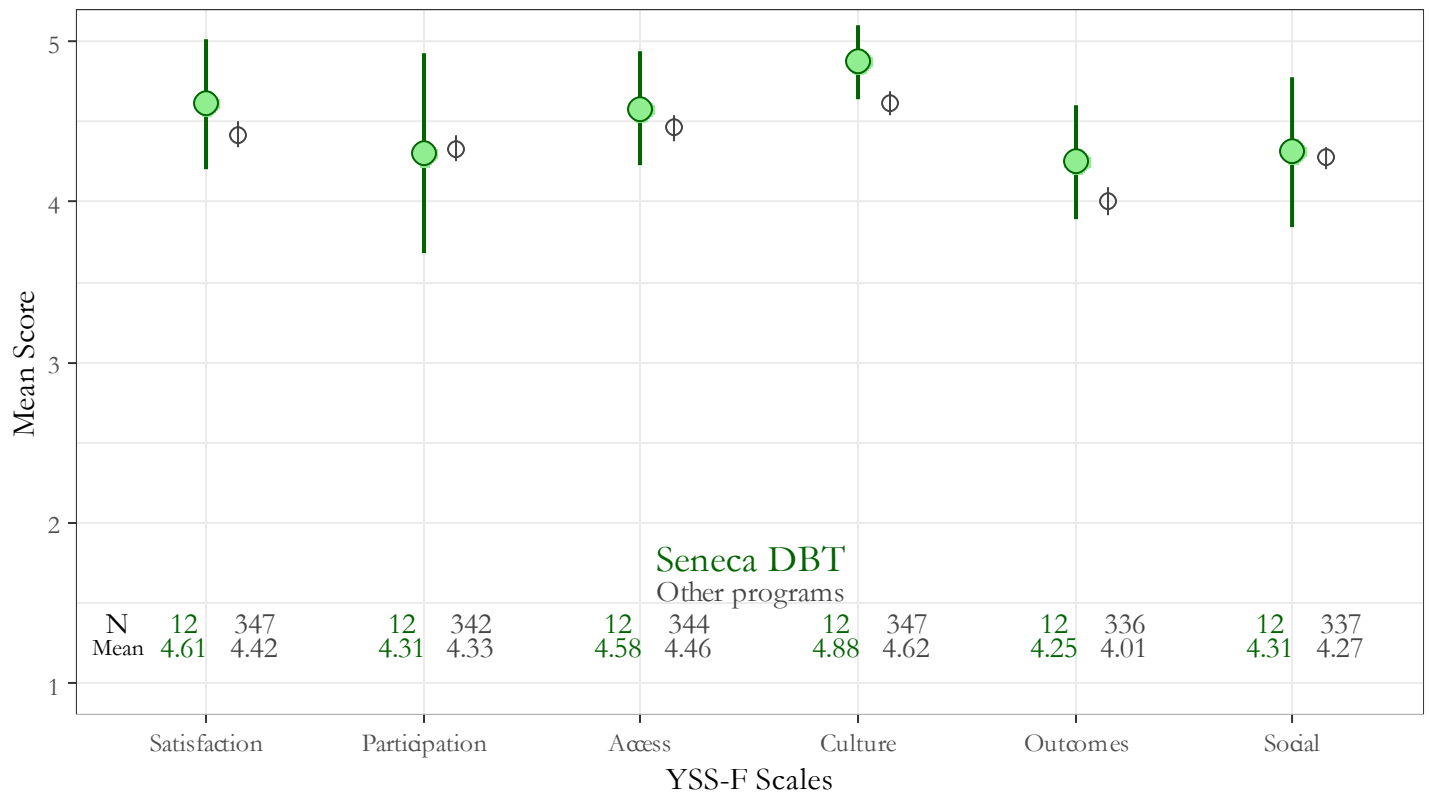
Youth Services Survey for Families, N = 18

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
91.7 % 1. Overall, I am satisfied with the service my child received	1 5.6 %	0 0.0 %	0 0.0 %	2 11.1 %	9 50.0 %	0 0.0 %	6 33.3 %
83.3 % 2. I helped to choose my child's services	0 0.0 %	1 5.6 %	1 5.6 %	3 16.7 %	7 38.9 %	0 0.0 %	6 33.3 %
75.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	2 11.1 %	1 5.6 %	2 11.1 %	7 38.9 %	0 0.0 %	6 33.3 %
83.3 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	2 11.1 %	0 0.0 %	10 55.6 %	0 0.0 %	6 33.3 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	2 11.1 %	10 55.6 %	0 0.0 %	6 33.3 %
83.3 % 6. I participated in my child's treatment	0 0.0 %	1 5.6 %	1 5.6 %	2 11.1 %	8 44.4 %	0 0.0 %	6 33.3 %
83.3 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	2 11.1 %	1 5.6 %	9 50.0 %	0 0.0 %	6 33.3 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	5 27.8 %	7 38.9 %	0 0.0 %	6 33.3 %
91.7 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 5.6 %	3 16.7 %	8 44.4 %	0 0.0 %	6 33.3 %
91.7 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 5.6 %	3 16.7 %	8 44.4 %	0 0.0 %	6 33.3 %
91.7 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 5.6 %	4 22.2 %	7 38.9 %	0 0.0 %	6 33.3 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	12 66.7 %	0 0.0 %	6 33.3 %
90.9 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 5.6 %	1 5.6 %	9 50.0 %	1 5.6 %	6 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 5.6 %	10 55.6 %	1 5.6 %	6 33.3 %
90.9 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 5.6 %	0 0.0 %	10 55.6 %	1 5.6 %	6 33.3 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	8 44.4 %	4 22.2 %	0 0.0 %	6 33.3 %
91.7 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 5.6 %	5 27.8 %	6 33.3 %	0 0.0 %	6 33.3 %
90.9 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 5.6 %	6 33.3 %	4 22.2 %	1 5.6 %	6 33.3 %
75.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	3 16.7 %	5 27.8 %	4 22.2 %	0 0.0 %	6 33.3 %
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	0 0.0 %	0 0.0 %	1 5.6 %	4 22.2 %	7 38.9 %	0 0.0 %	6 33.3 %
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 5.6 %	0 0.0 %	3 16.7 %	3 16.7 %	5 27.8 %	0 0.0 %	6 33.3 %
81.8 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	2 11.1 %	4 22.2 %	5 27.8 %	1 5.6 %	6 33.3 %
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 5.6 %	5 27.8 %	6 33.3 %	0 0.0 %	6 33.3 %
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 5.6 %	0 0.0 %	0 0.0 %	4 22.2 %	7 38.9 %	0 0.0 %	6 33.3 %
83.3 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	2 11.1 %	0 0.0 %	3 16.7 %	7 38.9 %	0 0.0 %	6 33.3 %
83.3 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	1 5.6 %	1 5.6 %	4 22.2 %	6 33.3 %	0 0.0 %	6 33.3 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance			
Seneca DBT			
Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	3 16.7 %	3 15.8 %	6 16.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	3 16.7 %	3 15.8 %	6 16.2 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	12 66.7 %	13 68.4 %	25 67.6 %
Total	18 100 %	19 100 %	37 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 47 clients; surveys were returned for 24 clients ($24 / 47 = 51.1\%$).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Seneca TBS

Program Code(s): 38KT5

Overall Satisfaction¹

100.0%

Return Rate²

40.0%

Overall satisfaction³ mean score for Seneca TBS: **4.14** (youth), **4.81** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

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

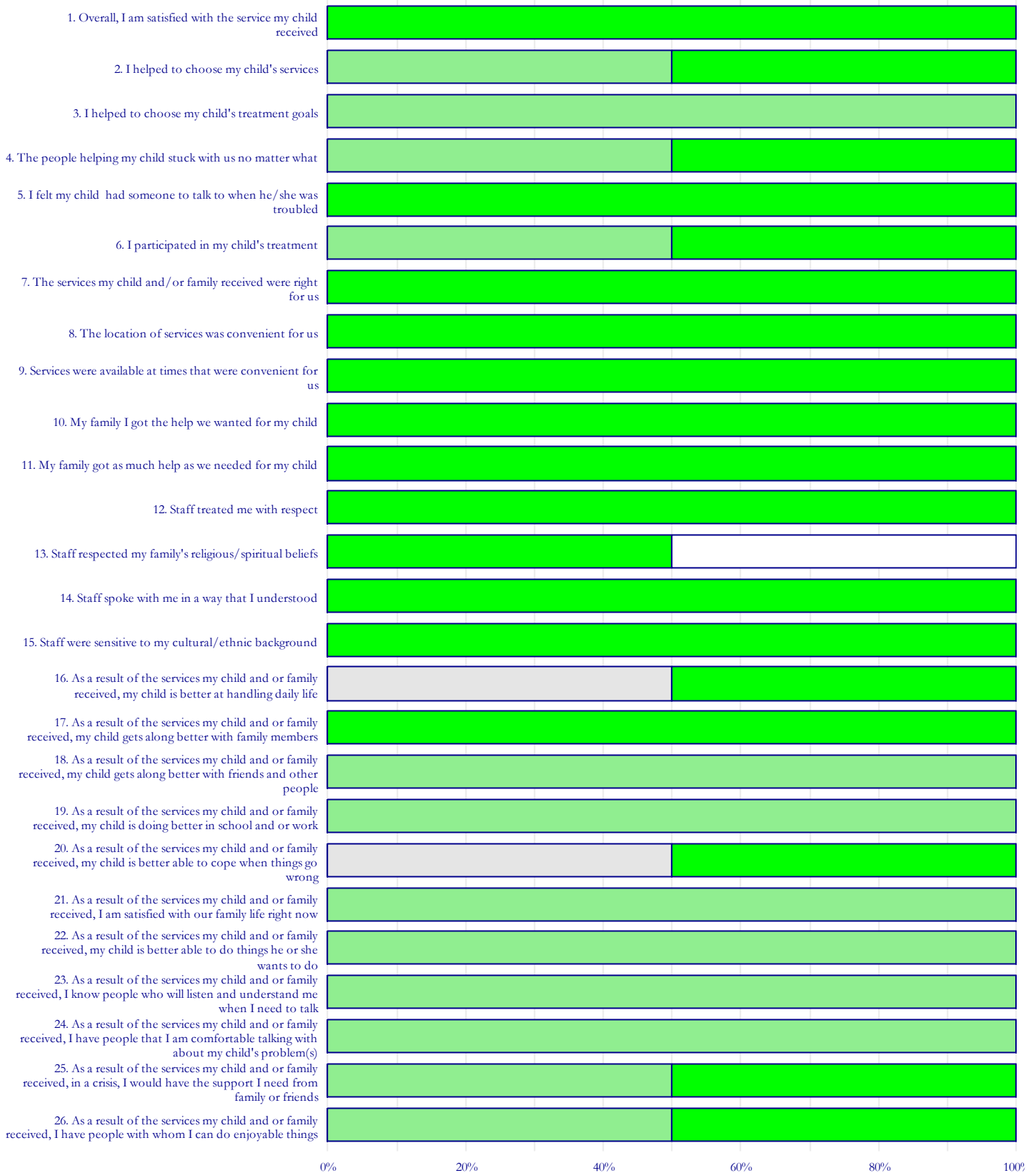
100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

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

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

Youth Services Survey for Families

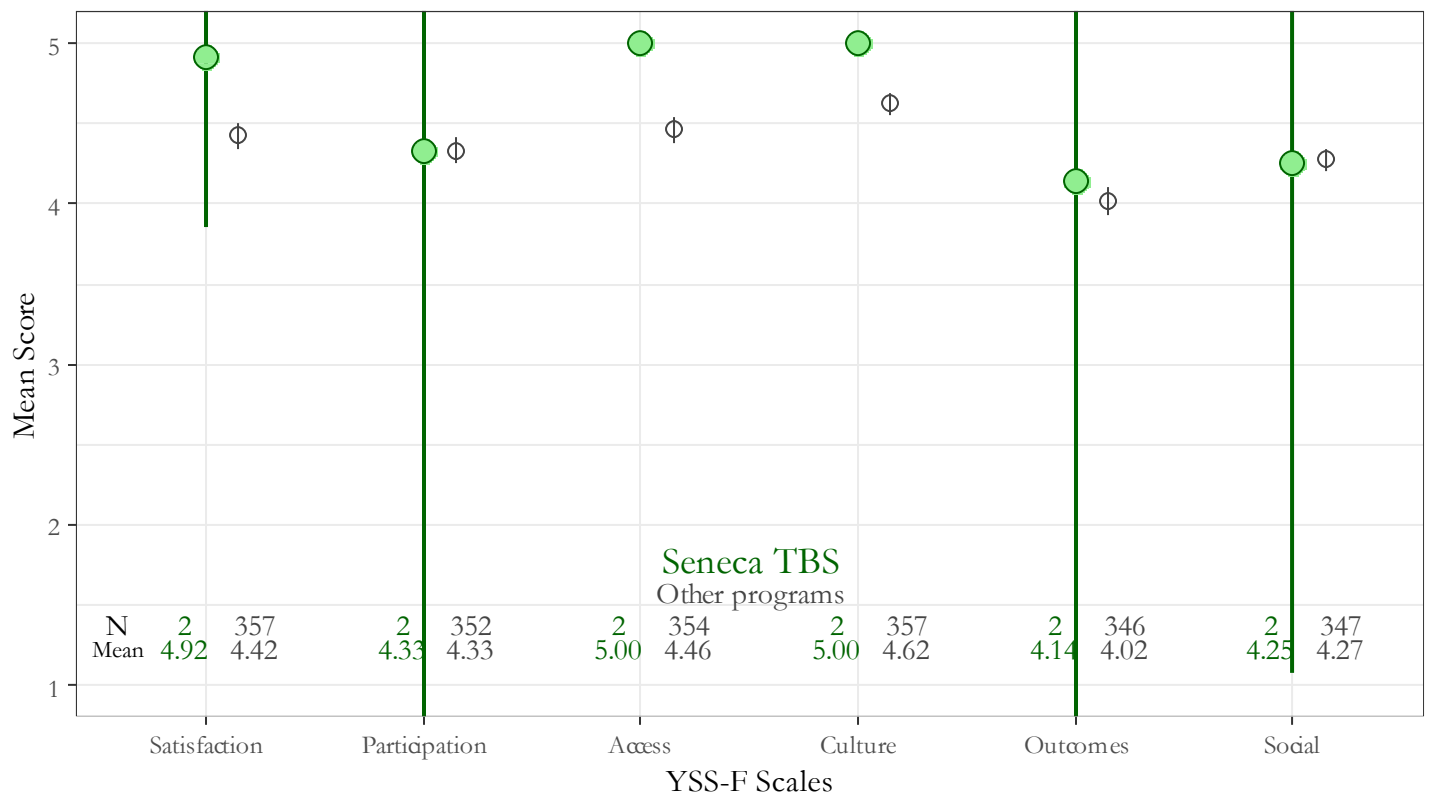


Youth Services Survey for Families, N = 2

	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 %	2 100.0 %	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 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	0 0.0 %	2 100.0 %	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 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	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 family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	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 %
50.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	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 survey data to create domain means plot.

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



Survey Compliance			
Seneca TBS			
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	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 5 clients; surveys were returned for 2 clients ($2 / 5 = 40.0\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Seneca Youth Transitional Services

Program Code(s): 38CQMST

Overall Satisfaction¹

Return Rate²

50.0%

Overall satisfaction³ mean score for Seneca Youth Transitional Services: No YSS (youth) data for this program, No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.26** (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

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

Survey Compliance
Seneca Youth
Transitional
Completion Status Services Completion Total
by Respondent Type

	Family	Youth	Total
Refused	0 0 %	2 100 %	2 100 %
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 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 4 clients; surveys were returned for 2 clients (2 / 4 = 50.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Services for Supportive Housing

Program Code(s): 8911SH

Overall Satisfaction¹

75.6%

Return Rate²

85.7%

Overall satisfaction³ mean score for Services for Supportive Housing: **3.96**.

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

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

Highest Agreement Items

97.2% 2. If I had other choices, I would still get services from this agency

89.5% 5. Staff were willing to see me as often as I felt it was necessary

89.2% 1. I like the services that I received here

Lowest Agreement Items

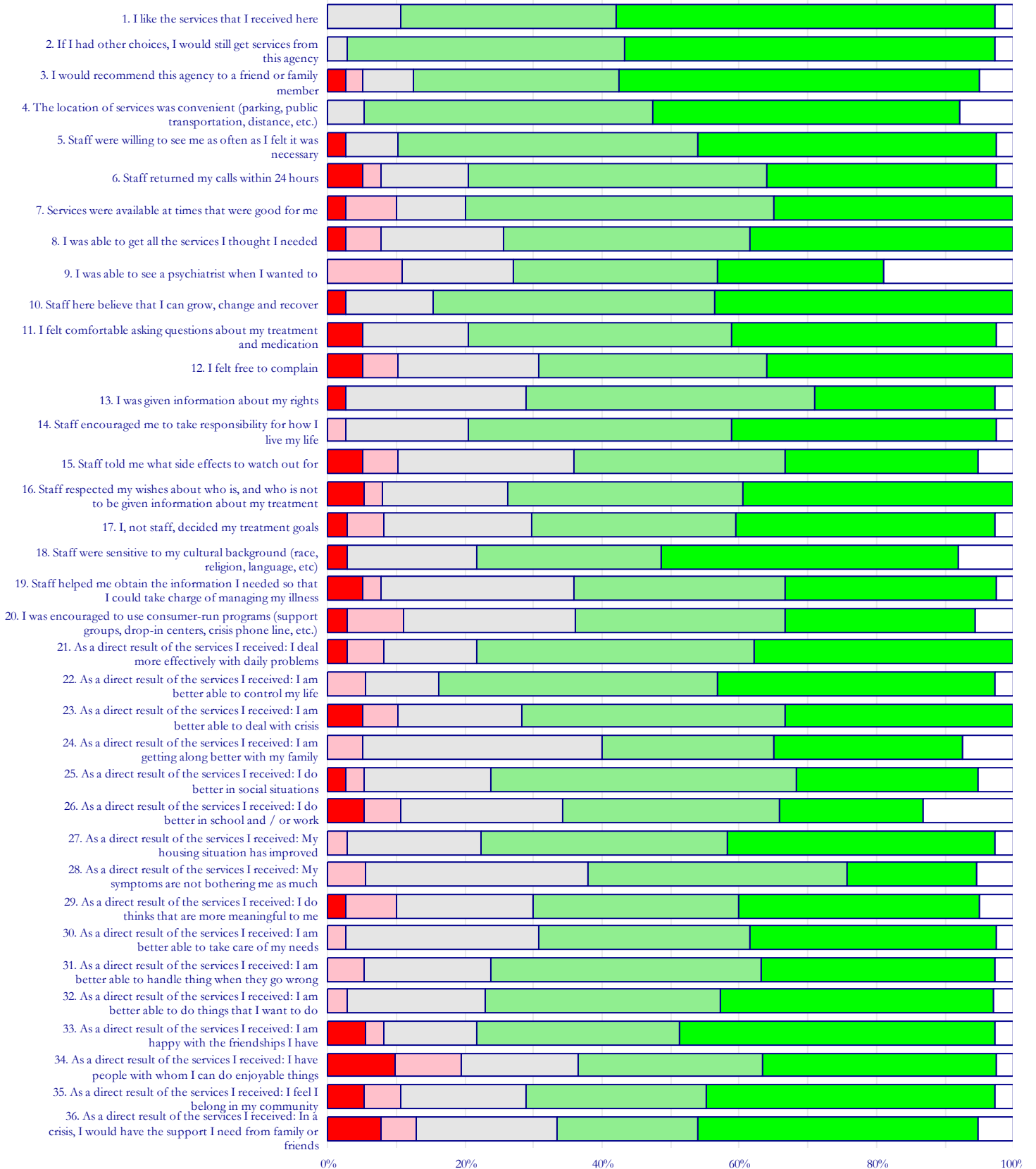
61.8% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

62.2% 15. Staff told me what side effects to watch out for

63.2% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

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

MHSIP Items



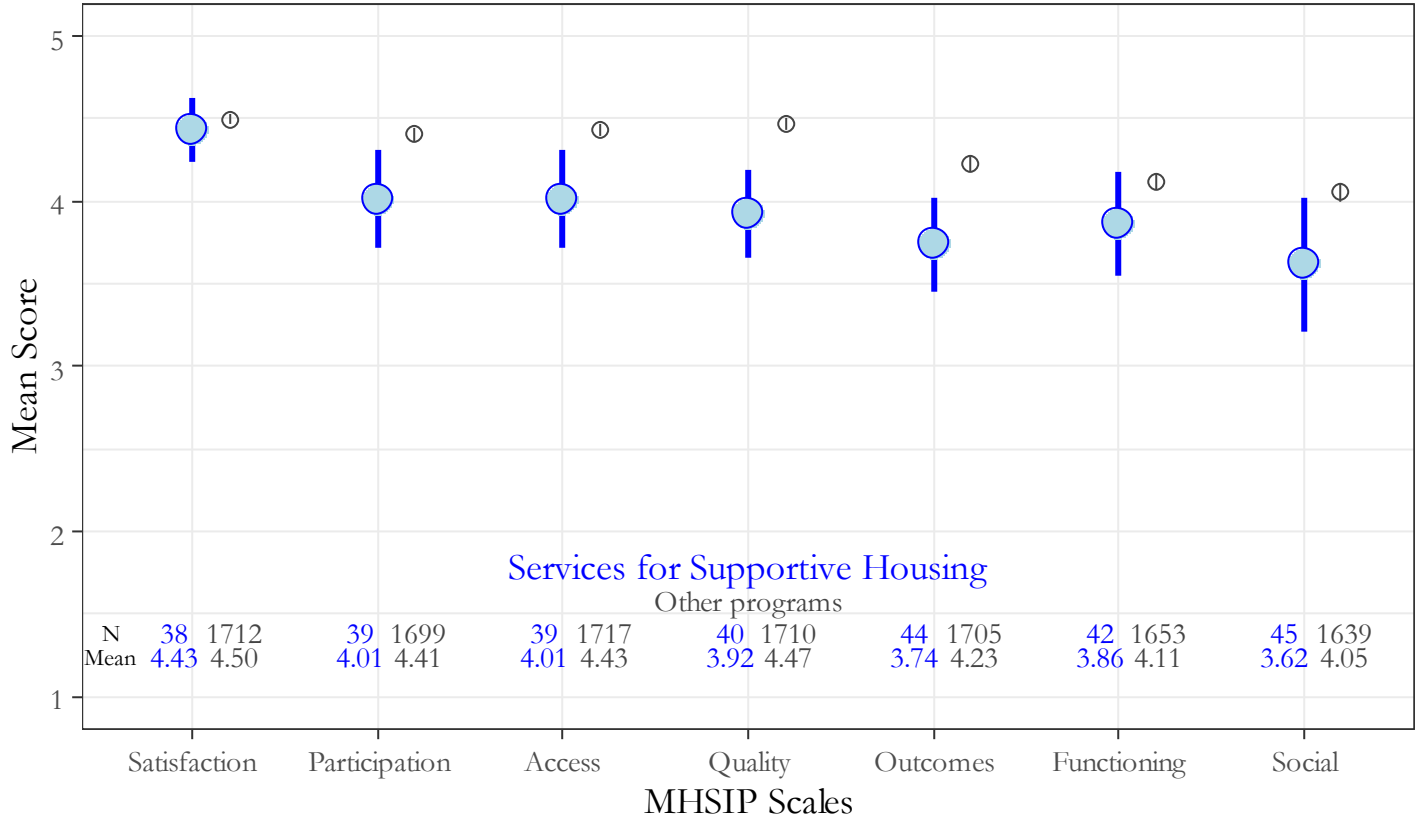
MHSIP Items 1-25, N = 78
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
89.2 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	4 5.1 %	12 15.4 %	21 26.9 %	1 1.3 %	40 51.3 %
97.2 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 1.3 %	15 19.2 %	20 25.6 %	1 1.3 %	41 52.6 %
86.8 % 3. I would recommend this agency to a friend or family member	1 1.3 %	1 1.3 %	3 3.8 %	12 15.4 %	21 26.9 %	2 2.6 %	38 48.7 %
94.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 2.6 %	16 20.5 %	17 21.8 %	3 3.8 %	40 51.3 %
89.5 % 5. Staff were willing to see me as often as I felt it was necessary	1 1.3 %	0 0.0 %	3 3.8 %	17 21.8 %	17 21.8 %	1 1.3 %	39 50.0 %
78.9 % 6. Staff returned my calls within 24 hours	2 2.6 %	1 1.3 %	5 6.4 %	17 21.8 %	13 16.7 %	1 1.3 %	39 50.0 %
80.0 % 7. Services were available at times that were good for me	1 1.3 %	3 3.8 %	4 5.1 %	18 23.1 %	14 17.9 %	0 0.0 %	38 48.7 %
74.4 % 8. I was able to get all the services I thought I needed	1 1.3 %	2 2.6 %	7 9.0 %	14 17.9 %	15 19.2 %	0 0.0 %	39 50.0 %
66.7 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	4 5.1 %	6 7.7 %	11 14.1 %	9 11.5 %	7 9.0 %	41 52.6 %
84.6 % 10. Staff here believe that I can grow, change and recover	1 1.3 %	0 0.0 %	5 6.4 %	16 20.5 %	17 21.8 %	0 0.0 %	39 50.0 %
78.9 % 11. I felt comfortable asking questions about my treatment and medication	2 2.6 %	0 0.0 %	6 7.7 %	15 19.2 %	15 19.2 %	1 1.3 %	39 50.0 %
69.2 % 12. I felt free to complain	2 2.6 %	2 2.6 %	8 10.3 %	13 16.7 %	14 17.9 %	0 0.0 %	39 50.0 %
70.3 % 13. I was given information about my rights	1 1.3 %	0 0.0 %	10 12.8 %	16 20.5 %	10 12.8 %	1 1.3 %	40 51.3 %
78.9 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	1 1.3 %	7 9.0 %	15 19.2 %	15 19.2 %	1 1.3 %	39 50.0 %
62.2 % 15. Staff told me what side effects to watch out for	2 2.6 %	2 2.6 %	10 12.8 %	12 15.4 %	11 14.1 %	2 2.6 %	39 50.0 %
73.7 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	2 2.6 %	1 1.3 %	7 9.0 %	13 16.7 %	15 19.2 %	0 0.0 %	40 51.3 %
69.4 % 17. I, not staff, decided my treatment goals	1 1.3 %	2 2.6 %	8 10.3 %	11 14.1 %	14 17.9 %	1 1.3 %	41 52.6 %
76.5 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.3 %	0 0.0 %	7 9.0 %	10 12.8 %	16 20.5 %	3 3.8 %	41 52.6 %
63.2 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	2 2.6 %	1 1.3 %	11 14.1 %	12 15.4 %	12 15.4 %	1 1.3 %	39 50.0 %
61.8 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 1.3 %	3 3.8 %	9 11.5 %	11 14.1 %	10 12.8 %	2 2.6 %	42 53.8 %
78.4 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 1.3 %	2 2.6 %	5 6.4 %	15 19.2 %	14 17.9 %	0 0.0 %	41 52.6 %
83.3 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 2.6 %	4 5.1 %	15 19.2 %	15 19.2 %	1 1.3 %	41 52.6 %
71.8 % 23. As a direct result of the services I received: I am better able to deal with crisis	2 2.6 %	2 2.6 %	7 9.0 %	15 19.2 %	13 16.7 %	0 0.0 %	39 50.0 %
56.8 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	2 2.6 %	14 17.9 %	10 12.8 %	11 14.1 %	3 3.8 %	38 48.7 %
75.0 % 25. As a direct result of the services I received: I do better in social situations	1 1.3 %	1 1.3 %	7 9.0 %	17 21.8 %	10 12.8 %	2 2.6 %	40 51.3 %

MHSIP Items 26-36, N = 78
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
60.6 % 26. As a direct result of the services I received: I do better in school and / or work	2 2.6 %	2 2.6 %	9 11.5 %	12 15.4 %	8 10.3 %	5 6.4 %	40 51.3 %
77.1 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	1 1.3 %	7 9.0 %	13 16.7 %	14 17.9 %	1 1.3 %	42 53.8 %
60.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 2.6 %	12 15.4 %	14 17.9 %	7 9.0 %	2 2.6 %	41 52.6 %
68.4 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 1.3 %	3 3.8 %	8 10.3 %	12 15.4 %	14 17.9 %	2 2.6 %	38 48.7 %
68.4 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 1.3 %	11 14.1 %	12 15.4 %	14 17.9 %	1 1.3 %	39 50.0 %
75.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	2 2.6 %	7 9.0 %	15 19.2 %	13 16.7 %	1 1.3 %	40 51.3 %
76.5 % 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 %	1 1.3 %	7 9.0 %	12 15.4 %	14 17.9 %	1 1.3 %	43 55.1 %
77.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	2 2.6 %	1 1.3 %	5 6.4 %	11 14.1 %	17 21.8 %	1 1.3 %	41 52.6 %
62.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	4 5.1 %	4 5.1 %	7 9.0 %	11 14.1 %	14 17.9 %	1 1.3 %	37 47.4 %
70.3 % 35. As a direct result of the services I received: I feel I belong in my community	2 2.6 %	2 2.6 %	7 9.0 %	10 12.8 %	16 20.5 %	1 1.3 %	40 51.3 %
64.9 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	3 3.8 %	2 2.6 %	8 10.3 %	8 10.3 %	16 20.5 %	2 2.6 %	39 50.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	22 39.3 %	8 36.4 %	30 38.5 %
Impaired	4 7.1 %	0 0 %	4 5.1 %
Language	0 0 %	0 0 %	0 0 %
Other	2 3.6 %	0 0 %	2 2.6 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	28 50 %	14 63.6 %	42 53.8 %
Total	56 100 %	22 100 %	78 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 91 clients; surveys were returned for 78 clients (78/91 = 85.7%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

SF FIRST

Program Code(s): 38719A

Overall Satisfaction¹

77.8%

Return Rate²

50.0%

Overall satisfaction³ mean score for SF FIRST: **3.96**.

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

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

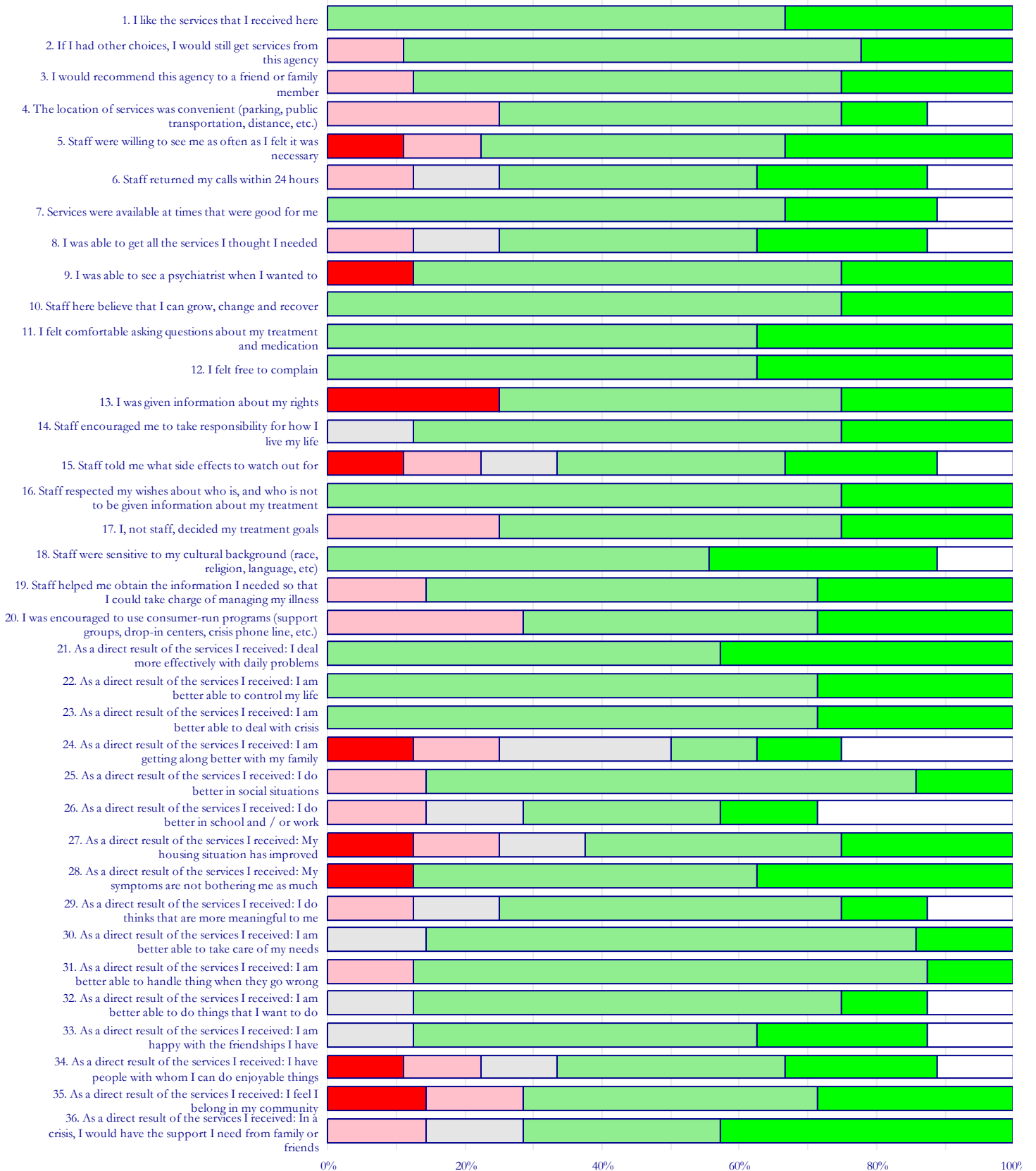
62.5% 15. Staff told me what side effects to watch out for

71.4% 6. Staff returned my calls within 24 hours

71.4% 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, N = 17

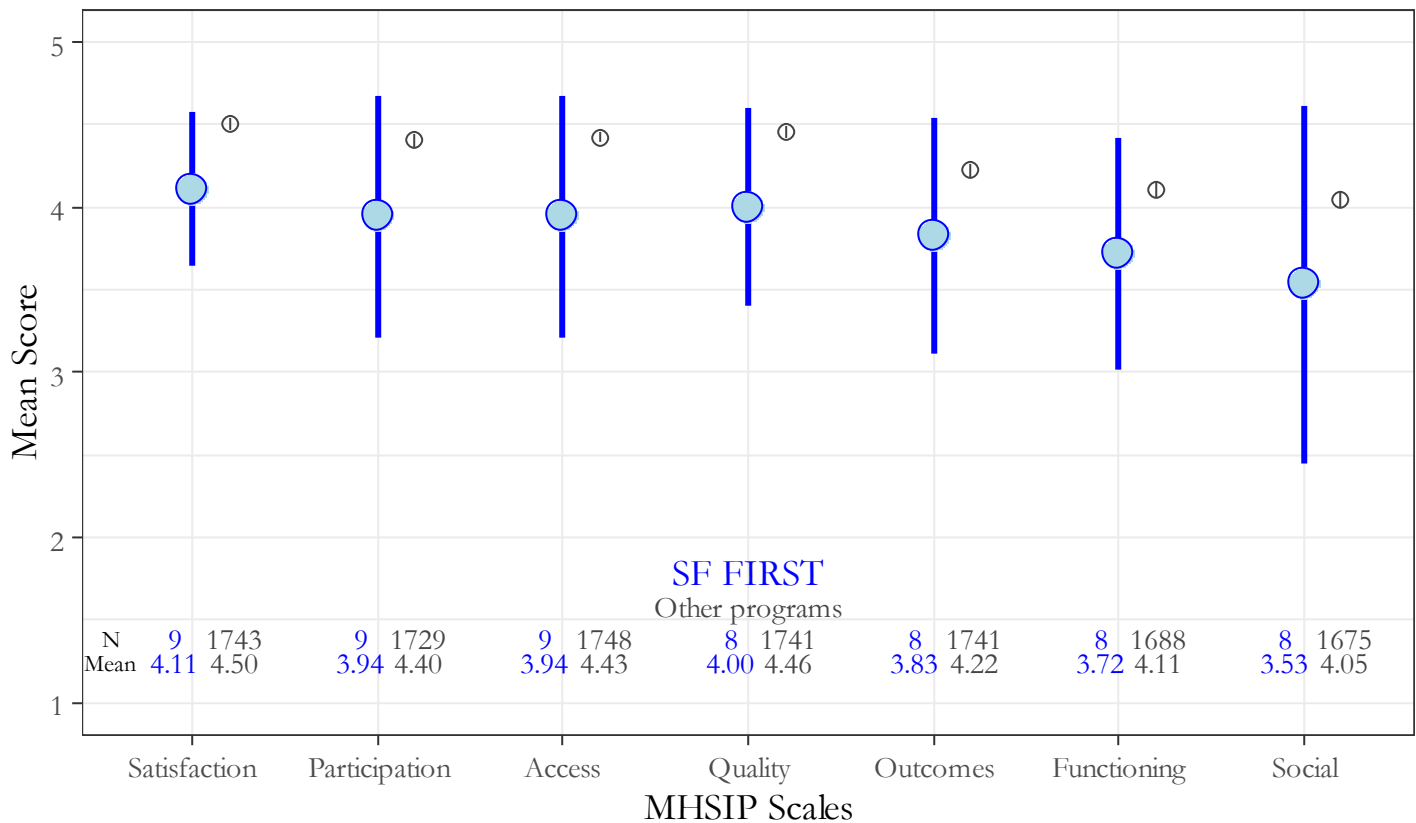
Percent Agree

	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 35.3 %	3 17.6 %	0 0.0 %	8 47.1 %
88.9 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 5.9 %	0 0.0 %	6 35.3 %	2 11.8 %	0 0.0 %	8 47.1 %
87.5 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 5.9 %	0 0.0 %	5 29.4 %	2 11.8 %	0 0.0 %	9 52.9 %
71.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 11.8 %	0 0.0 %	4 23.5 %	1 5.9 %	1 5.9 %	9 52.9 %
77.8 % 5. Staff were willing to see me as often as I felt it was necessary	1 5.9 %	1 5.9 %	0 0.0 %	4 23.5 %	3 17.6 %	0 0.0 %	8 47.1 %
71.4 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 5.9 %	1 5.9 %	3 17.6 %	2 11.8 %	1 5.9 %	9 52.9 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	6 35.3 %	2 11.8 %	1 5.9 %	8 47.1 %
71.4 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 5.9 %	1 5.9 %	3 17.6 %	2 11.8 %	1 5.9 %	9 52.9 %
87.5 % 9. I was able to see a psychiatrist when I wanted to	1 5.9 %	0 0.0 %	0 0.0 %	5 29.4 %	2 11.8 %	0 0.0 %	9 52.9 %
100.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	0 0.0 %	6 35.3 %	2 11.8 %	0 0.0 %	9 52.9 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	3 17.6 %	0 0.0 %	9 52.9 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	3 17.6 %	0 0.0 %	9 52.9 %
75.0 % 13. I was given information about my rights	2 11.8 %	0 0.0 %	0 0.0 %	4 23.5 %	2 11.8 %	0 0.0 %	9 52.9 %
87.5 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	2 11.8 %	0 0.0 %	9 52.9 %
62.5 % 15. Staff told me what side effects to watch out for	1 5.9 %	1 5.9 %	1 5.9 %	3 17.6 %	2 11.8 %	1 5.9 %	8 47.1 %
100.0 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 35.3 %	2 11.8 %	0 0.0 %	9 52.9 %
75.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	2 11.8 %	0 0.0 %	4 23.5 %	2 11.8 %	0 0.0 %	9 52.9 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	3 17.6 %	1 5.9 %	8 47.1 %
85.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 5.9 %	0 0.0 %	4 23.5 %	2 11.8 %	0 0.0 %	10 58.8 %
71.4 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 11.8 %	0 0.0 %	3 17.6 %	2 11.8 %	0 0.0 %	10 58.8 %
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 23.5 %	3 17.6 %	0 0.0 %	10 58.8 %
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 %	5 29.4 %	2 11.8 %	0 0.0 %	10 58.8 %
100.0 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	2 11.8 %	0 0.0 %	10 58.8 %
33.3 % 24. As a direct result of the services I received: I am getting along better with my family	1 5.9 %	1 5.9 %	2 11.8 %	1 5.9 %	1 5.9 %	2 11.8 %	9 52.9 %
85.7 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 5.9 %	0 0.0 %	5 29.4 %	1 5.9 %	0 0.0 %	10 58.8 %

MHSIP Items 26-36, N = 17
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
60.0 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 5.9 %	1 5.9 %	2 11.8 %	1 5.9 %	2 11.8 %	10 58.8 %
62.5 % 27. As a direct result of the services I received: My housing situation has improved	1 5.9 %	1 5.9 %	1 5.9 %	3 17.6 %	2 11.8 %	0 0.0 %	9 52.9 %
87.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 5.9 %	0 0.0 %	0 0.0 %	4 23.5 %	3 17.6 %	0 0.0 %	9 52.9 %
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 5.9 %	1 5.9 %	4 23.5 %	1 5.9 %	1 5.9 %	9 52.9 %
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 %	0 0.0 %	1 5.9 %	5 29.4 %	1 5.9 %	0 0.0 %	10 58.8 %
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 %	1 5.9 %	0 0.0 %	6 35.3 %	1 5.9 %	0 0.0 %	9 52.9 %
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 %	1 5.9 %	5 29.4 %	1 5.9 %	1 5.9 %	9 52.9 %
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 5.9 %	4 23.5 %	2 11.8 %	1 5.9 %	9 52.9 %
62.5 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 5.9 %	1 5.9 %	1 5.9 %	3 17.6 %	2 11.8 %	1 5.9 %	8 47.1 %
71.4 % 35. As a direct result of the services I received: I feel I belong in my community	1 5.9 %	1 5.9 %	0 0.0 %	3 17.6 %	2 11.8 %	0 0.0 %	10 58.8 %
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 5.9 %	1 5.9 %	2 11.8 %	3 17.6 %	0 0.0 %	10 58.8 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	6 35.3 %	0 0 %	6 35.3 %
Impaired	1 5.9 %	0 0 %	1 5.9 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 5.9 %	0 0 %	1 5.9 %
Completed Survey	9 52.9 %	0 0 %	9 52.9 %
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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 34 clients; surveys were returned for 17 clients (17/34 = 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

South of Market MHS

Program Code(s): 38719

Overall Satisfaction¹

96.6%

Return Rate²

34.6%

Overall satisfaction³ mean score for South of Market MHS: **4.50**.

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

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

Highest Agreement Items

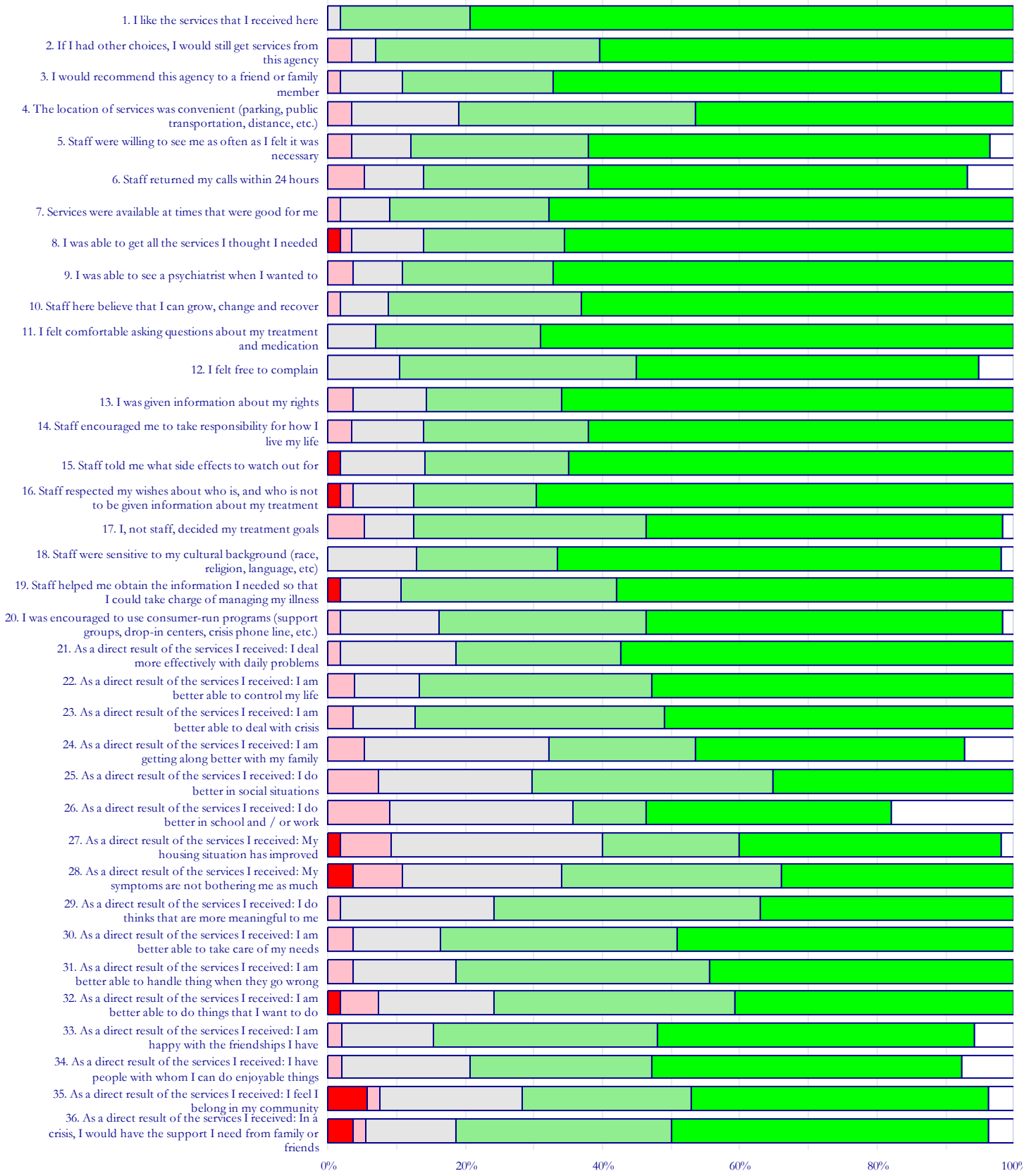
- 98.3% 1. I like the services that I received here
- 93.1% 2. If I had other choices, I would still get services from this agency
- 93.1% 11. I felt comfortable asking questions about my treatment and medication

Lowest Agreement Items

- 83.6% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 85.2% 6. Staff returned my calls within 24 hours
- 85.7% 13. I was given information about my rights

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

MHSIP Items



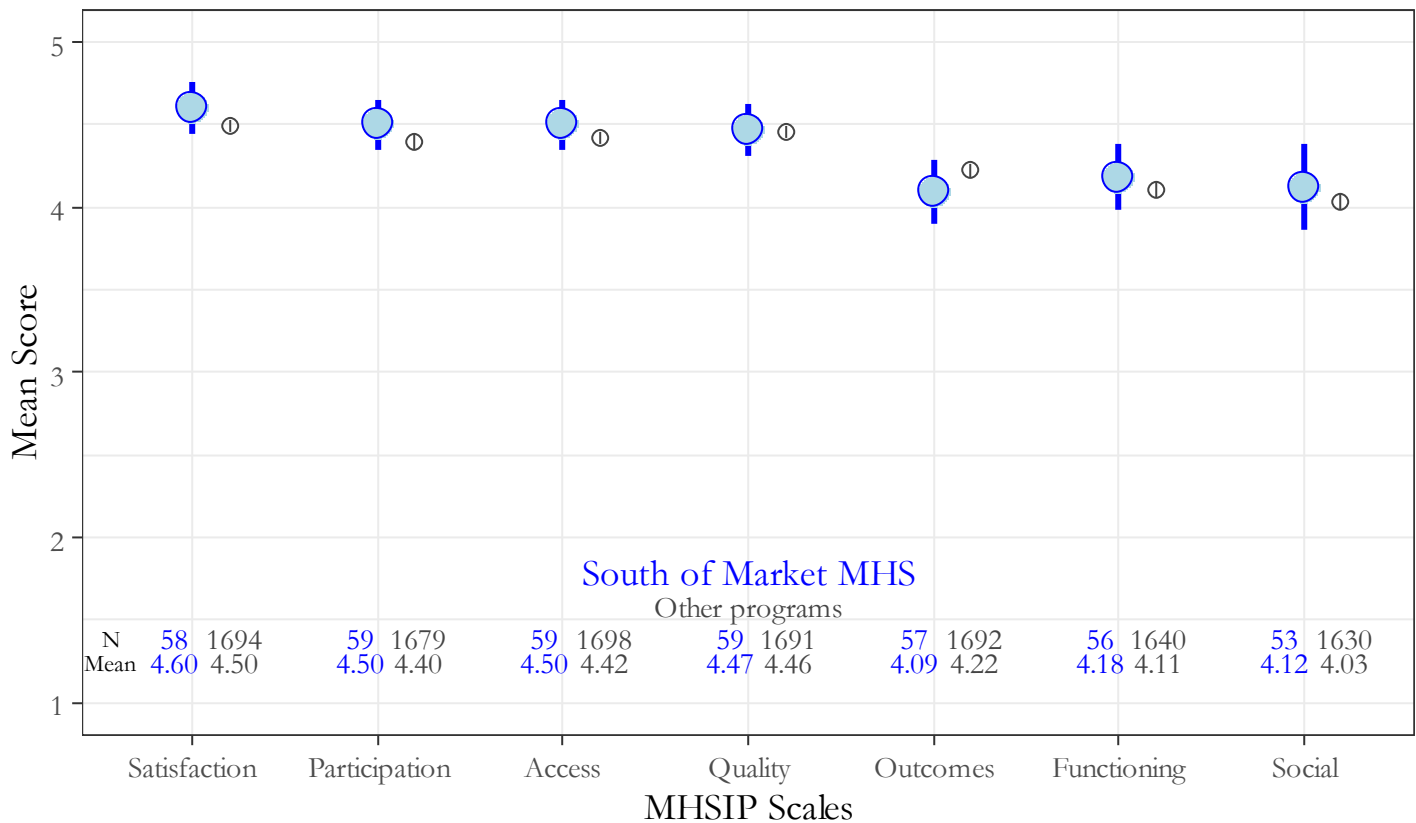
MHSIP Items 1-25, N = 73
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
98.3 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 1.4 %	11 15.1 %	46 63.0 %	0 0.0 %	15 20.5 %
93.1 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	2 2.7 %	2 2.7 %	19 26.0 %	35 47.9 %	0 0.0 %	15 20.5 %
88.9 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 1.4 %	5 6.8 %	12 16.4 %	36 49.3 %	1 1.4 %	18 24.7 %
81.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	2 2.7 %	9 12.3 %	20 27.4 %	27 37.0 %	0 0.0 %	15 20.5 %
87.5 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	2 2.7 %	5 6.8 %	15 20.5 %	34 46.6 %	2 2.7 %	15 20.5 %
85.2 % 6. Staff returned my calls within 24 hours	0 0.0 %	3 4.1 %	5 6.8 %	14 19.2 %	32 43.8 %	4 5.5 %	15 20.5 %
91.1 % 7. Services were available at times that were good for me	0 0.0 %	1 1.4 %	4 5.5 %	13 17.8 %	38 52.0 %	0 0.0 %	17 23.3 %
86.2 % 8. I was able to get all the services I thought I needed	1 1.4 %	1 1.4 %	6 8.2 %	12 16.4 %	38 52.0 %	0 0.0 %	15 20.5 %
89.1 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	2 2.7 %	4 5.5 %	12 16.4 %	37 50.7 %	0 0.0 %	18 24.7 %
91.2 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	1 1.4 %	4 5.5 %	16 21.9 %	36 49.3 %	0 0.0 %	16 21.9 %
93.1 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	4 5.5 %	14 19.2 %	40 54.8 %	0 0.0 %	15 20.5 %
89.1 % 12. I felt free to complain	0 0.0 %	0 0.0 %	6 8.2 %	20 27.4 %	29 39.7 %	3 4.1 %	15 20.5 %
85.7 % 13. I was given information about my rights	0 0.0 %	2 2.7 %	6 8.2 %	11 15.1 %	37 50.7 %	0 0.0 %	17 23.3 %
86.2 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	2 2.7 %	6 8.2 %	14 19.2 %	36 49.3 %	0 0.0 %	15 20.5 %
86.0 % 15. Staff told me what side effects to watch out for	1 1.4 %	0 0.0 %	7 9.6 %	12 16.4 %	37 50.7 %	0 0.0 %	16 21.9 %
87.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 1.4 %	1 1.4 %	5 6.8 %	10 13.7 %	39 53.4 %	0 0.0 %	17 23.3 %
87.3 % 17. I, not staff, decided my treatment goals	0 0.0 %	3 4.1 %	4 5.5 %	19 26.0 %	29 39.7 %	1 1.4 %	17 23.3 %
86.8 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	7 9.6 %	11 15.1 %	35 47.9 %	1 1.4 %	19 26.0 %
89.5 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1.4 %	0 0.0 %	5 6.8 %	18 24.7 %	33 45.2 %	0 0.0 %	16 21.9 %
83.6 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	1 1.4 %	8 11.0 %	17 23.3 %	29 39.7 %	1 1.4 %	17 23.3 %
81.5 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 1.4 %	9 12.3 %	13 17.8 %	31 42.5 %	0 0.0 %	19 26.0 %
86.8 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 2.7 %	5 6.8 %	18 24.7 %	28 38.4 %	0 0.0 %	20 27.4 %
87.3 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	2 2.7 %	5 6.8 %	20 27.4 %	28 38.4 %	0 0.0 %	18 24.7 %
65.4 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	3 4.1 %	15 20.5 %	12 16.4 %	22 30.1 %	4 5.5 %	17 23.3 %
70.4 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	4 5.5 %	12 16.4 %	19 26.0 %	19 26.0 %	0 0.0 %	19 26.0 %

MHSIP Items 26-36, N = 73
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
56.5 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	5 6.8 %	15 20.5 %	6 8.2 %	20 27.4 %	10 13.7 %	17 23.3 %
59.3 % 27. As a direct result of the services I received: My housing situation has improved	1 1.4 %	4 5.5 %	17 23.3 %	11 15.1 %	21 28.8 %	1 1.4 %	18 24.7 %
66.1 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 2.7 %	4 5.5 %	13 17.8 %	18 24.7 %	19 26.0 %	0 0.0 %	17 23.3 %
75.9 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 1.4 %	12 16.4 %	21 28.8 %	20 27.4 %	0 0.0 %	19 26.0 %
83.6 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	2 2.7 %	7 9.6 %	19 26.0 %	27 37.0 %	0 0.0 %	18 24.7 %
81.5 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	2 2.7 %	8 11.0 %	20 27.4 %	24 32.9 %	0 0.0 %	19 26.0 %
75.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 1.4 %	3 4.1 %	9 12.3 %	19 26.0 %	22 30.1 %	0 0.0 %	19 26.0 %
83.7 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 1.4 %	7 9.6 %	17 23.3 %	24 32.9 %	3 4.1 %	21 28.8 %
77.6 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	1 1.4 %	10 13.7 %	14 19.2 %	24 32.9 %	4 5.5 %	20 27.4 %
70.6 % 35. As a direct result of the services I received: I feel I belong in my community	3 4.1 %	1 1.4 %	11 15.1 %	13 17.8 %	23 31.5 %	2 2.7 %	20 27.4 %
80.8 % 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 2.7 %	1 1.4 %	7 9.6 %	17 23.3 %	25 34.2 %	2 2.7 %	19 26.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	14 19.2 %	0 0 %	14 19.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	59 80.8 %	0 0 %	59 80.8 %
Total	73 100 %	0 100 %	73 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 208 clients; surveys were returned for 72 clients (72/208 = 34.6%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

South Van Ness HIV and Gender Services

Program Code(s): 38BH02 38BH08

Overall Satisfaction¹

93.3%

Return Rate²

93.9%

Overall satisfaction³ mean score for South Van Ness HIV and Gender Services: **4.54**.

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

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

Highest Agreement Items

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

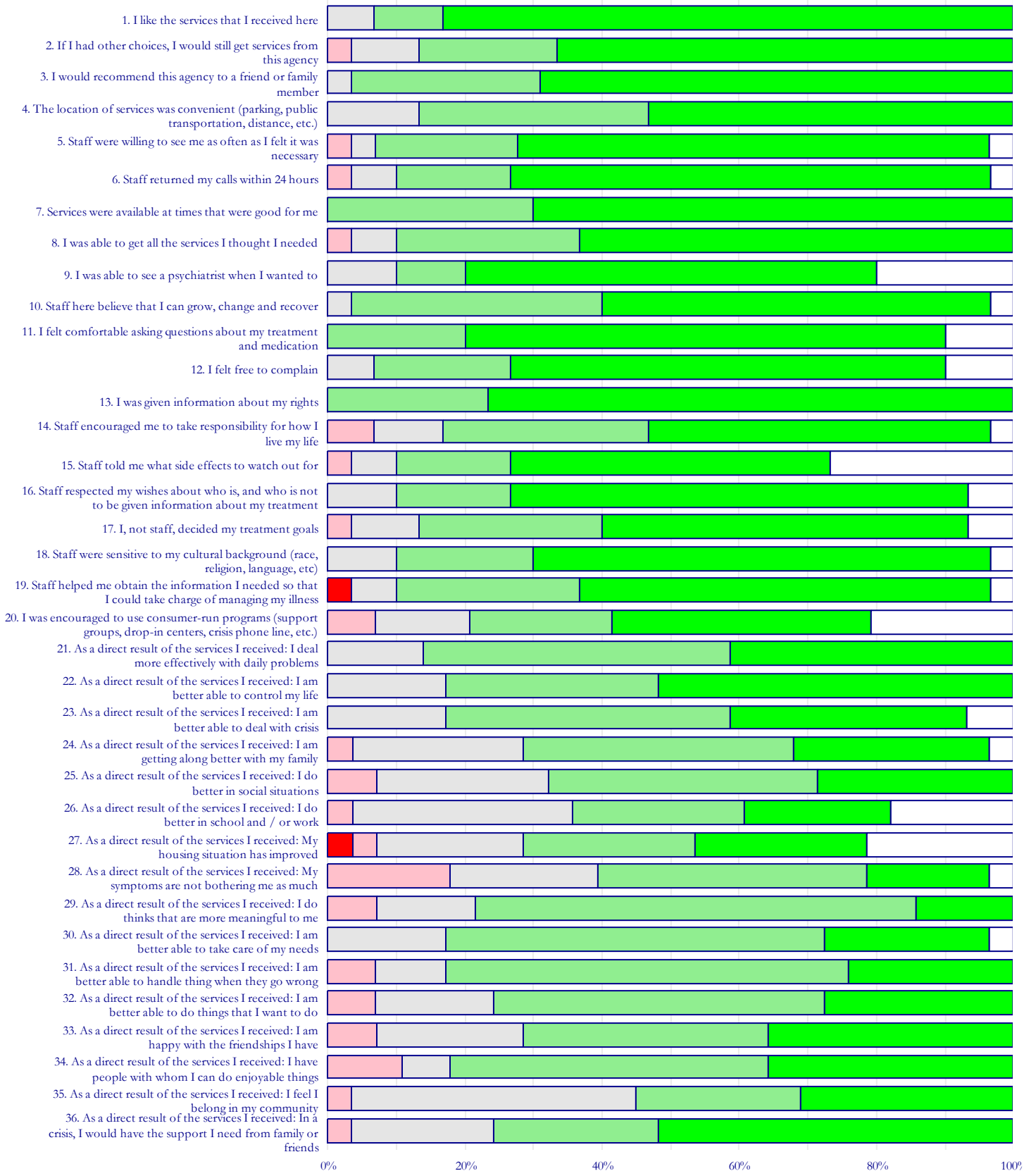
73.9% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

82.8% 14. Staff encouraged me to take responsibility for how I live my life

85.7% 17. I, not staff, decided my treatment goals

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

MHSIP Items



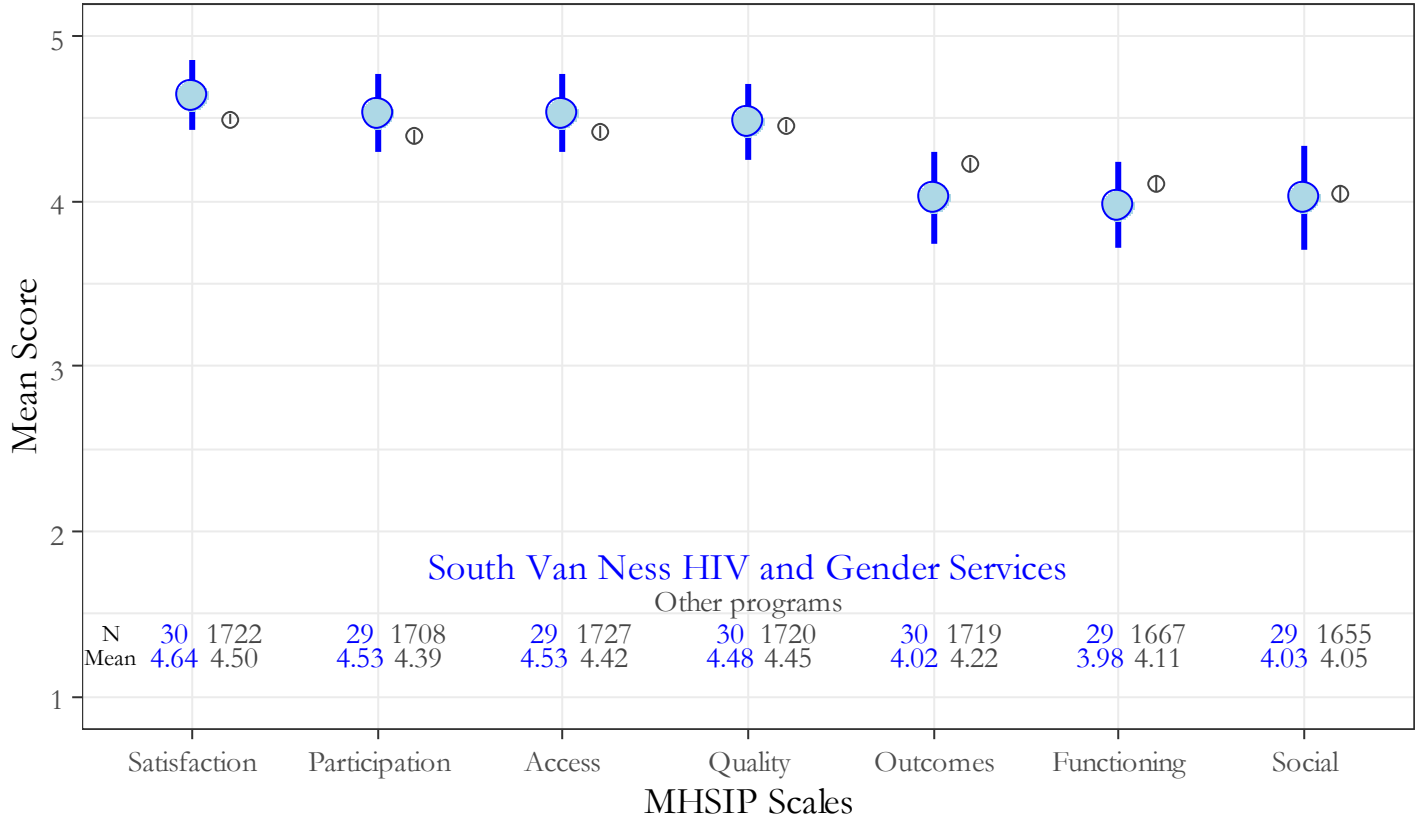
MHSIP Items 1-25, N = 31
Percent Agree

	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 %	2 6.4 %	3 9.7 %	25 80.7 %	0 0.0 %	1 3.2 %
86.7 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 3.2 %	3 9.7 %	6 19.4 %	20 64.5 %	0 0.0 %	1 3.2 %
96.6 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 3.2 %	8 25.8 %	20 64.5 %	0 0.0 %	2 6.4 %
86.7 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	4 12.9 %	10 32.3 %	16 51.6 %	0 0.0 %	1 3.2 %
92.9 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 3.2 %	1 3.2 %	6 19.4 %	20 64.5 %	1 3.2 %	2 6.4 %
89.7 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 3.2 %	2 6.4 %	5 16.1 %	21 67.7 %	1 3.2 %	1 3.2 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	9 29.0 %	21 67.7 %	0 0.0 %	1 3.2 %
90.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 3.2 %	2 6.4 %	8 25.8 %	19 61.3 %	0 0.0 %	1 3.2 %
87.5 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	3 9.7 %	3 9.7 %	18 58.1 %	6 19.4 %	1 3.2 %
96.6 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 3.2 %	11 35.5 %	17 54.8 %	1 3.2 %	1 3.2 %
100.0 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	0 0.0 %	6 19.4 %	21 67.7 %	3 9.7 %	1 3.2 %
92.6 % 12. I felt free to complain	0 0.0 %	0 0.0 %	2 6.4 %	6 19.4 %	19 61.3 %	3 9.7 %	1 3.2 %
100.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	0 0.0 %	7 22.6 %	23 74.2 %	0 0.0 %	1 3.2 %
82.8 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	2 6.4 %	3 9.7 %	9 29.0 %	15 48.4 %	1 3.2 %	1 3.2 %
86.4 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 3.2 %	2 6.4 %	5 16.1 %	14 45.2 %	8 25.8 %	1 3.2 %
89.3 % 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 %	3 9.7 %	5 16.1 %	20 64.5 %	2 6.4 %	1 3.2 %
85.7 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 3.2 %	3 9.7 %	8 25.8 %	16 51.6 %	2 6.4 %	1 3.2 %
89.7 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 9.7 %	6 19.4 %	20 64.5 %	1 3.2 %	1 3.2 %
89.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 3.2 %	0 0.0 %	2 6.4 %	8 25.8 %	18 58.1 %	1 3.2 %	1 3.2 %
73.9 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	2 6.4 %	4 12.9 %	6 19.4 %	11 35.5 %	6 19.4 %	2 6.4 %
86.2 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	4 12.9 %	13 41.9 %	12 38.7 %	0 0.0 %	2 6.4 %
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 %	5 16.1 %	9 29.0 %	15 48.4 %	0 0.0 %	2 6.4 %
81.5 % 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 16.1 %	12 38.7 %	10 32.3 %	2 6.4 %	2 6.4 %
70.4 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 3.2 %	7 22.6 %	11 35.5 %	8 25.8 %	1 3.2 %	3 9.7 %
67.9 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 6.4 %	7 22.6 %	11 35.5 %	8 25.8 %	0 0.0 %	3 9.7 %

MHSIP Items 26-36, N = 31
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
56.5 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 3.2 %	9 29.0 %	7 22.6 %	6 19.4 %	5 16.1 %	3 9.7 %
63.6 % 27. As a direct result of the services I received: My housing situation has improved	1 3.2 %	1 3.2 %	6 19.4 %	7 22.6 %	7 22.6 %	6 19.4 %	3 9.7 %
59.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	5 16.1 %	6 19.4 %	11 35.5 %	5 16.1 %	1 3.2 %	3 9.7 %
78.6 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	2 6.4 %	4 12.9 %	18 58.1 %	4 12.9 %	0 0.0 %	3 9.7 %
82.1 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	5 16.1 %	16 51.6 %	7 22.6 %	1 3.2 %	2 6.4 %
82.8 % 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 6.4 %	3 9.7 %	17 54.8 %	7 22.6 %	0 0.0 %	2 6.4 %
75.9 % 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 %	2 6.4 %	5 16.1 %	14 45.2 %	8 25.8 %	0 0.0 %	2 6.4 %
71.4 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 6.4 %	6 19.4 %	10 32.3 %	10 32.3 %	0 0.0 %	3 9.7 %
82.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	3 9.7 %	2 6.4 %	13 41.9 %	10 32.3 %	0 0.0 %	3 9.7 %
55.2 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 3.2 %	12 38.7 %	7 22.6 %	9 29.0 %	0 0.0 %	2 6.4 %
75.9 % 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 %	1 3.2 %	6 19.4 %	7 22.6 %	15 48.4 %	0 0.0 %	2 6.4 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	1 3.3 %	0 0 %	1 3.2 %
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	29 96.7 %	1 100 %	30 96.8 %
Total	30 100 %	1 100 %	31 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 33 clients; surveys were returned for 31 clients (31/33 = 93.9%).
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 - Fall 2018

Southeast Child and Family Therapy 1

Youth program codes (RUs): 38456

Adult program codes (RUs): 38456

Overall Satisfaction¹

90.9%

Return Rate²

55.3%

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 November 5-9 2018 (Avatar billing): 38

People surveyed: 21 (19 youth and 2 adults)

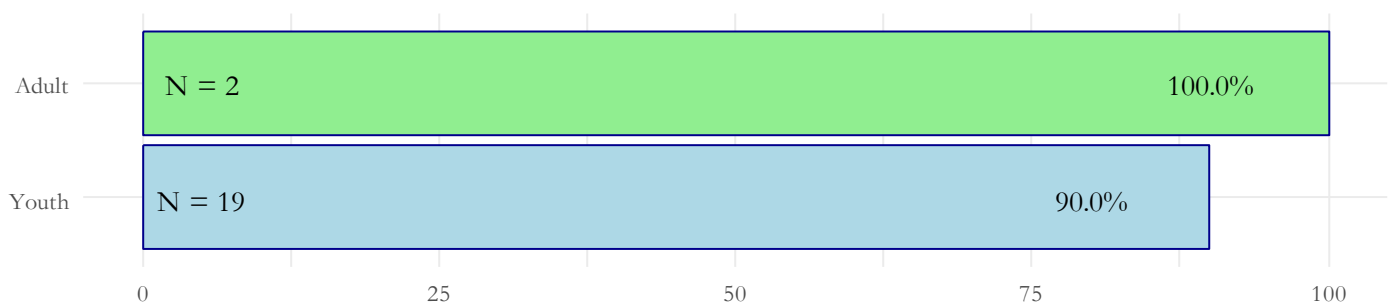
Adult satisfaction mean score: 4.21

Youth satisfaction mean score: 3.94

Family satisfaction mean score: 4.36

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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 38 clients; surveys were returned for 21 clients ($21/38 = 55.3\%$).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Southeast Child and Family Therapy 1

Program Code(s): 38456

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for Southeast Child and Family Therapy 1: **4.21**.

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

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	1 50 %	0 0 %	1 50 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	1 50 %	0 0 %	1 50 %
Total	2 100 %	0 100 %	2 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 1 clients; surveys were returned for 2 clients (2/1 = 200.0%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Southeast Child and Family Therapy 1

Program Code(s): 38456

Overall Satisfaction¹

90.0%

Return Rate²

51.4%

Overall satisfaction³ mean score for Southeast Child and Family Therapy 1: **3.94** (youth), **4.36** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 6. I participated in my own treatment

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

Lowest Agreement Items

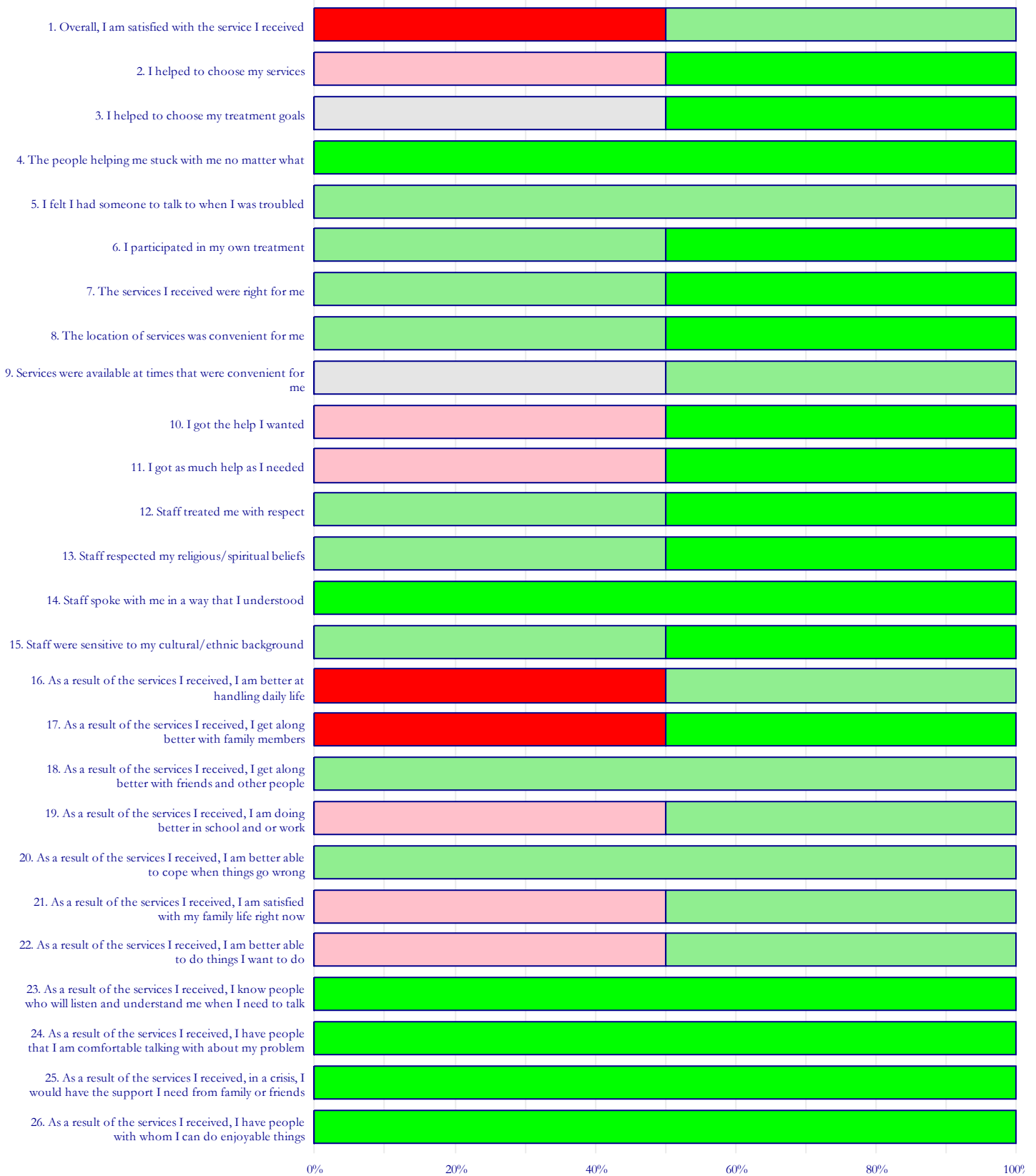
87.5% 3. I helped to choose my treatment goals

88.9% 2. I helped to choose my services

88.9% 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.

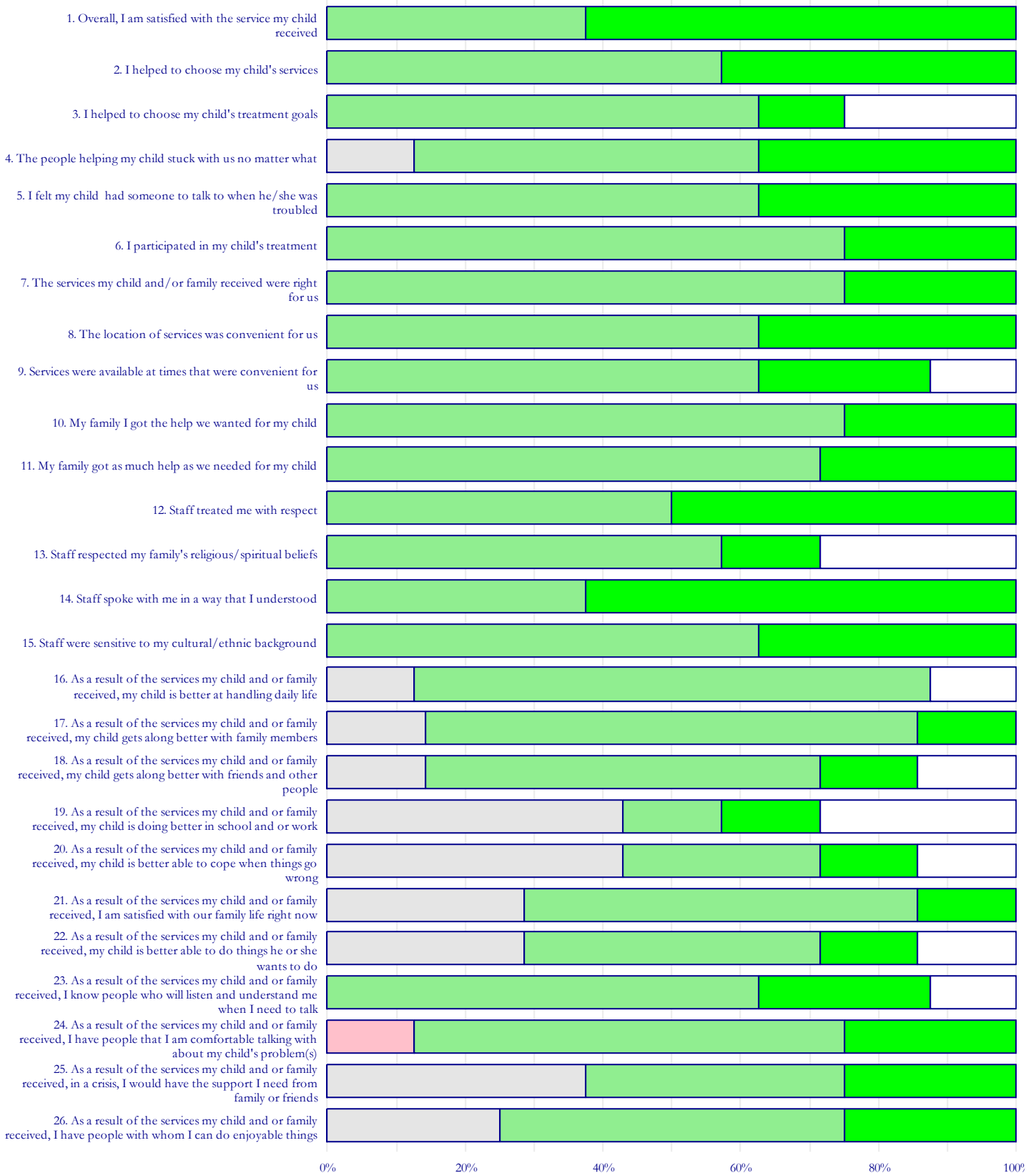
Youth Services Survey for Youth



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	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	0 0.0 %	3 60.0 %
50.0 % 2. I helped to choose my services	0 0.0 %	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	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 %	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
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 %	0 0.0 %	0 0.0 %	3 60.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	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 %	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %
50.0 % 11. I got as much help as I needed	0 0.0 %	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	3 60.0 %
50.0 % 16. As a result of the services I received, I am better at handling daily life	1 20.0 %	0 0.0 %	0 0.0 %	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	1 20.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	3 60.0 %
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 %	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 %	1 20.0 %	0 0.0 %	1 20.0 %	0 0.0 %	0 0.0 %	3 60.0 %
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 20.0 %	0 0.0 %	0 0.0 %	4 80.0 %
50.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 20.0 %	0 0.0 %	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 %	1 20.0 %	0 0.0 %	1 20.0 %	0 0.0 %	0 0.0 %	3 60.0 %
100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
100.0 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %

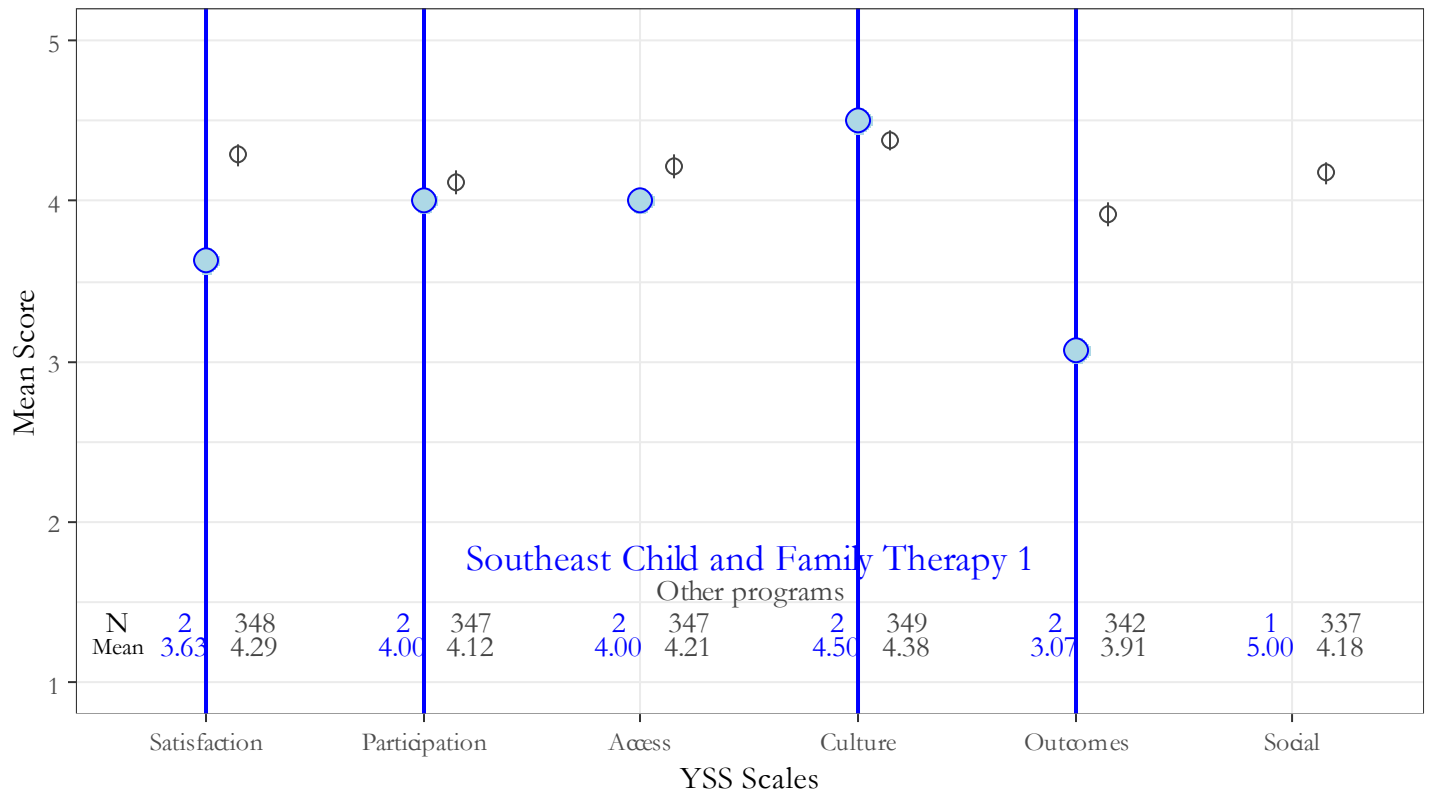
Youth Services Survey for Families



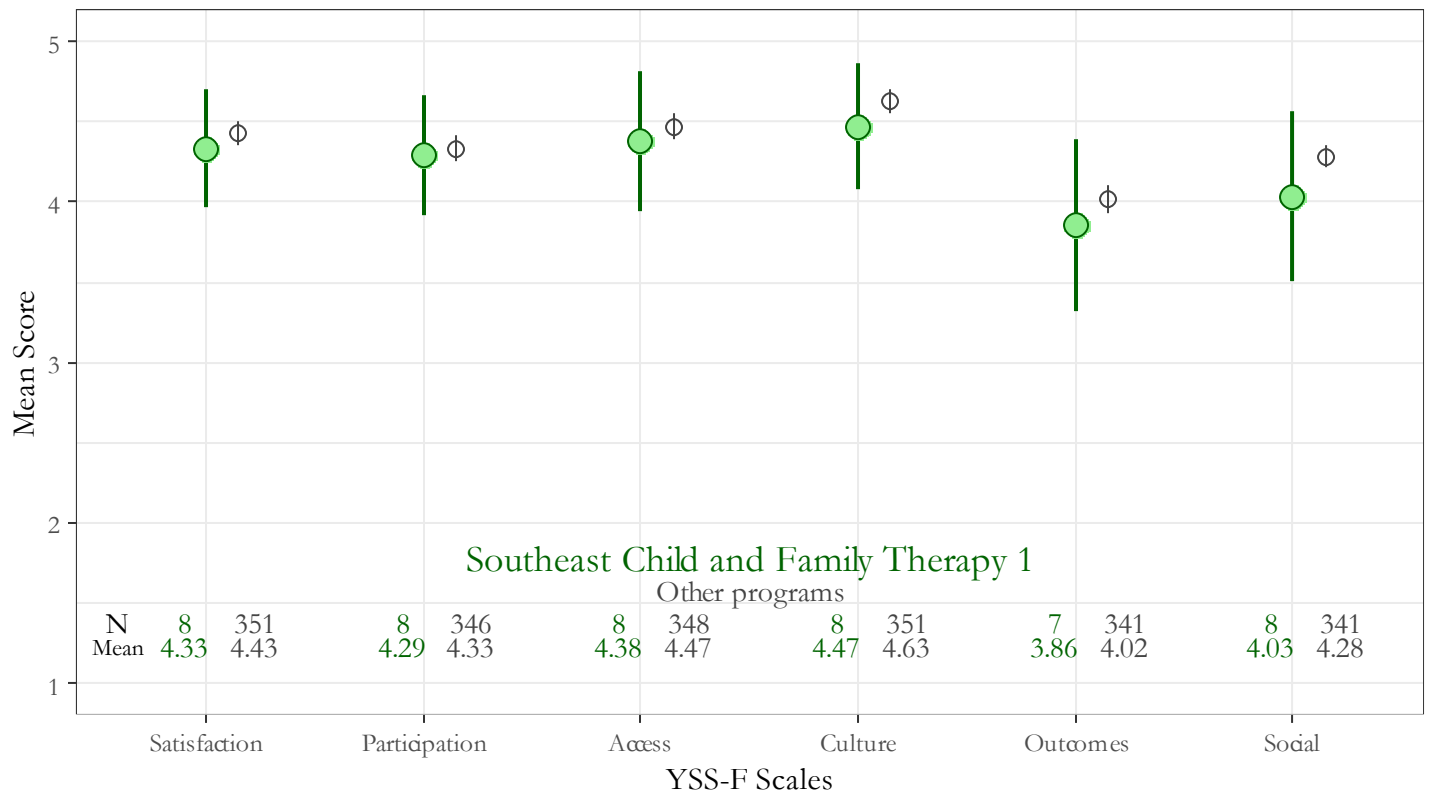
Youth Services Survey for Families, N = 17

	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 17.6 %	5 29.4 %	0 0.0 %	9 52.9 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	3 17.6 %	0 0.0 %	10 58.8 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	1 5.9 %	2 11.8 %	9 52.9 %
87.5 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	3 17.6 %	0 0.0 %	9 52.9 %
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 29.4 %	3 17.6 %	0 0.0 %	9 52.9 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 35.3 %	2 11.8 %	0 0.0 %	9 52.9 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	6 35.3 %	2 11.8 %	0 0.0 %	9 52.9 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	3 17.6 %	0 0.0 %	9 52.9 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	2 11.8 %	1 5.9 %	9 52.9 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	6 35.3 %	2 11.8 %	0 0.0 %	9 52.9 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	2 11.8 %	0 0.0 %	10 58.8 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	4 23.5 %	0 0.0 %	9 52.9 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	4 23.5 %	1 5.9 %	2 11.8 %	10 58.8 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	5 29.4 %	0 0.0 %	9 52.9 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	3 17.6 %	0 0.0 %	9 52.9 %
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 %	1 5.9 %	6 35.3 %	0 0.0 %	1 5.9 %	9 52.9 %
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 5.9 %	5 29.4 %	1 5.9 %	0 0.0 %	10 58.8 %
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 5.9 %	4 23.5 %	1 5.9 %	1 5.9 %	10 58.8 %
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	0 0.0 %	0 0.0 %	3 17.6 %	1 5.9 %	1 5.9 %	2 11.8 %	10 58.8 %
50.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	3 17.6 %	2 11.8 %	1 5.9 %	1 5.9 %	10 58.8 %
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 11.8 %	4 23.5 %	1 5.9 %	0 0.0 %	10 58.8 %
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 %	2 11.8 %	3 17.6 %	1 5.9 %	1 5.9 %	10 58.8 %
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 %	5 29.4 %	2 11.8 %	1 5.9 %	9 52.9 %
87.5 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	1 5.9 %	0 0.0 %	5 29.4 %	2 11.8 %	0 0.0 %	9 52.9 %
62.5 % 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 17.6 %	3 17.6 %	2 11.8 %	0 0.0 %	9 52.9 %
75.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	2 11.8 %	0 0.0 %	9 52.9 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance			
Southeast Child and			
Family Therapy 1			
Completion Status	Completion by		Total
	Respondent Type		
	Family	Youth	
Refused	1 5.9 %	1 20 %	2 9.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	8 47.1 %	2 40 %	10 45.5 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	8 47.1 %	2 40 %	10 45.5 %
Total	17 100 %	5 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 37 clients; surveys were returned for 19 clients (19 / 37 = 51.4%).
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 - Fall 2018
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

60.0%

Overall satisfaction³ mean score for Southeast Child and Family Therapy Center: **4.79** (youth), **4.62** (family).

Overall satisfaction mean score for all other programs: **4.25** (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% 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

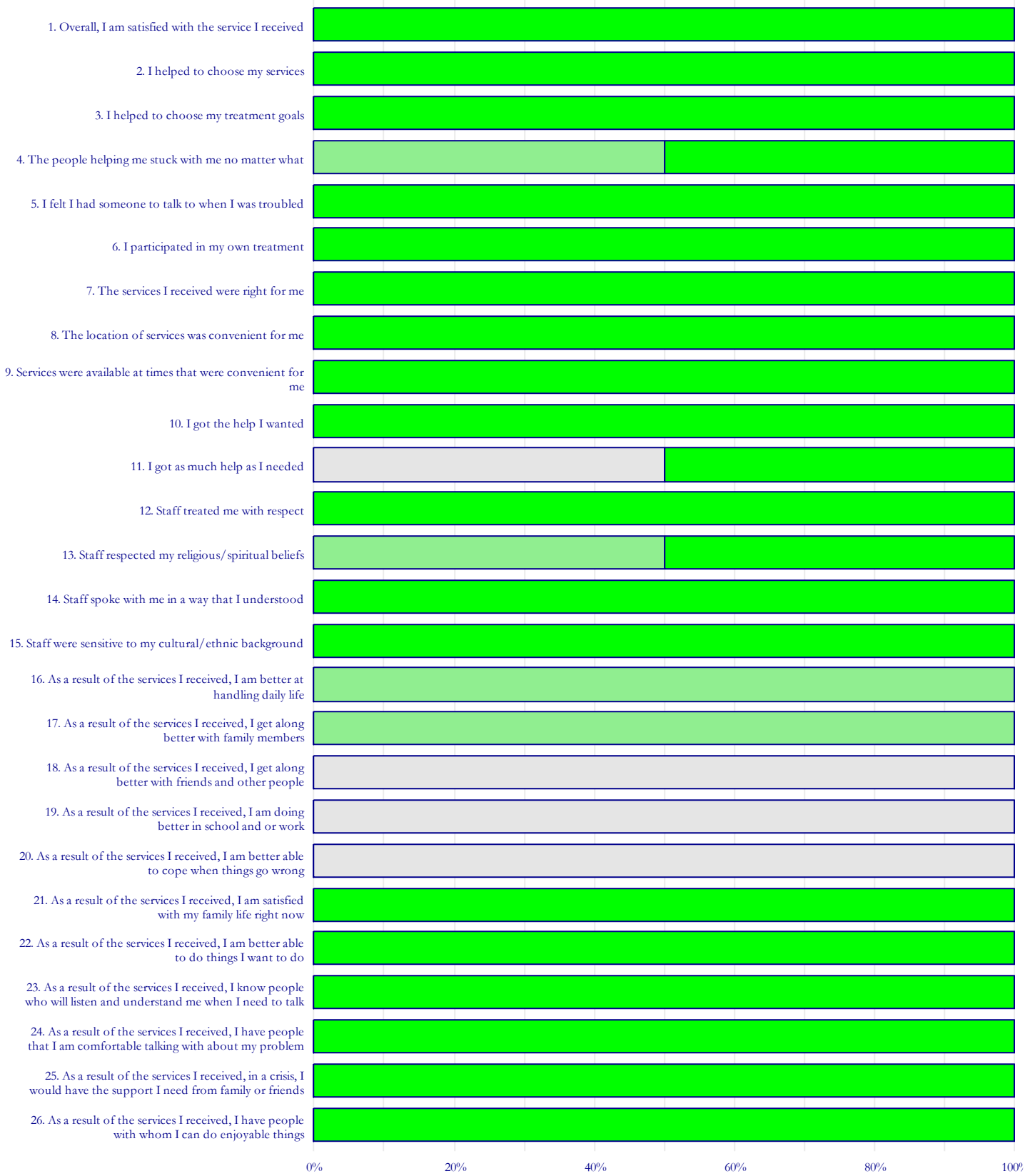
80.0% 4. The people helping me stuck with me no matter what

80.0% 11. I got as much help as I needed

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

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

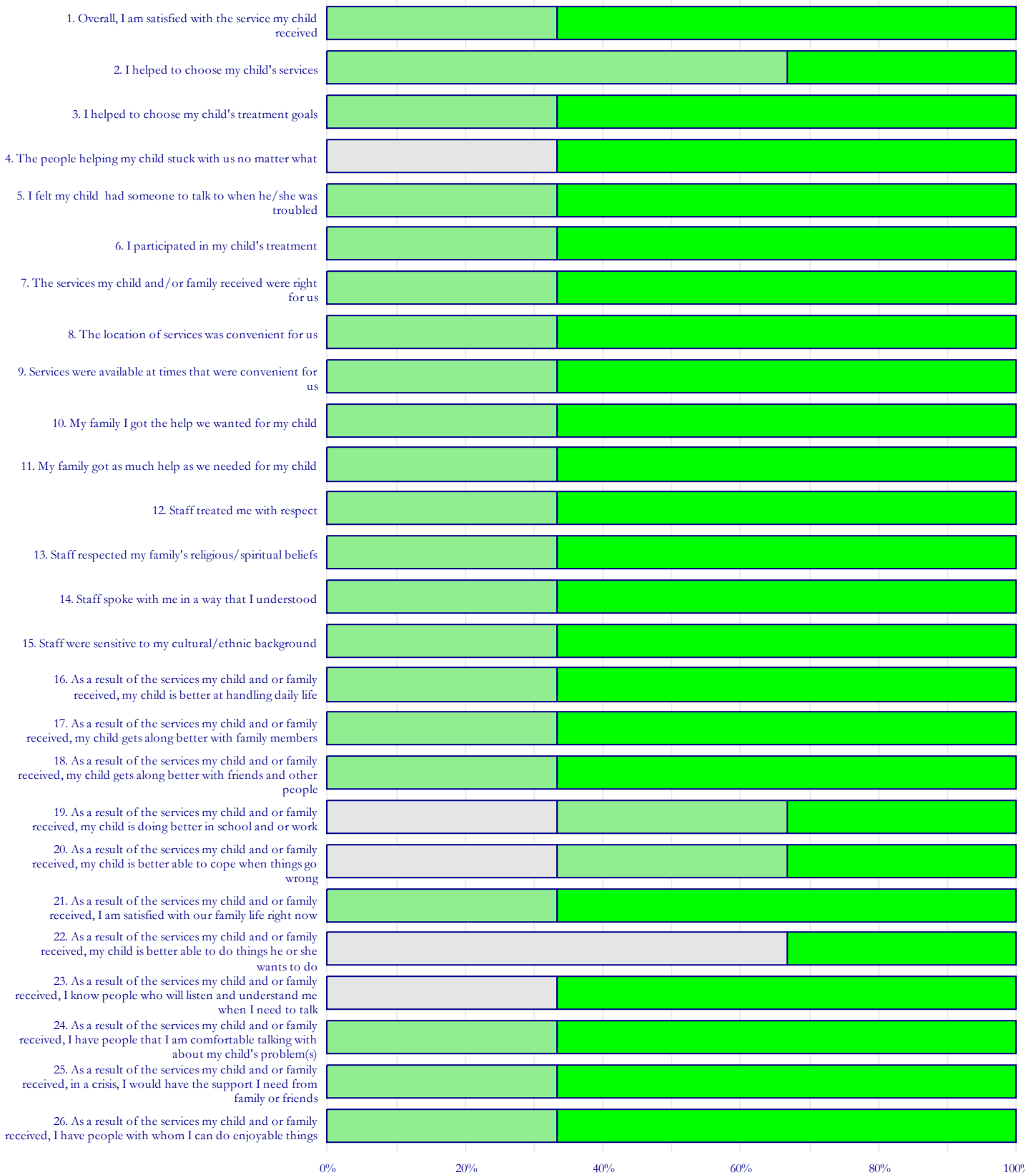
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 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 %	1 33.3 %	0 0.0 %	2 66.7 %
100.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	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 %	1 33.3 %	0 0.0 %	2 66.7 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 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 %	1 33.3 %	0 0.0 %	2 66.7 %
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 %
50.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 13. Staff respected my 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 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %
100.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %	2 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 %	1 33.3 %	0 0.0 %	0 0.0 %	2 66.7 %
0.0 % 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 %	0 0.0 %	0 0.0 %	2 66.7 %
0.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %
0.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	2 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 %	1 33.3 %	0 0.0 %	2 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 %	1 33.3 %	0 0.0 %	2 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 33.3 %	0 0.0 %	2 66.7 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 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 %	1 33.3 %	0 0.0 %	2 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 33.3 %	0 0.0 %	2 66.7 %

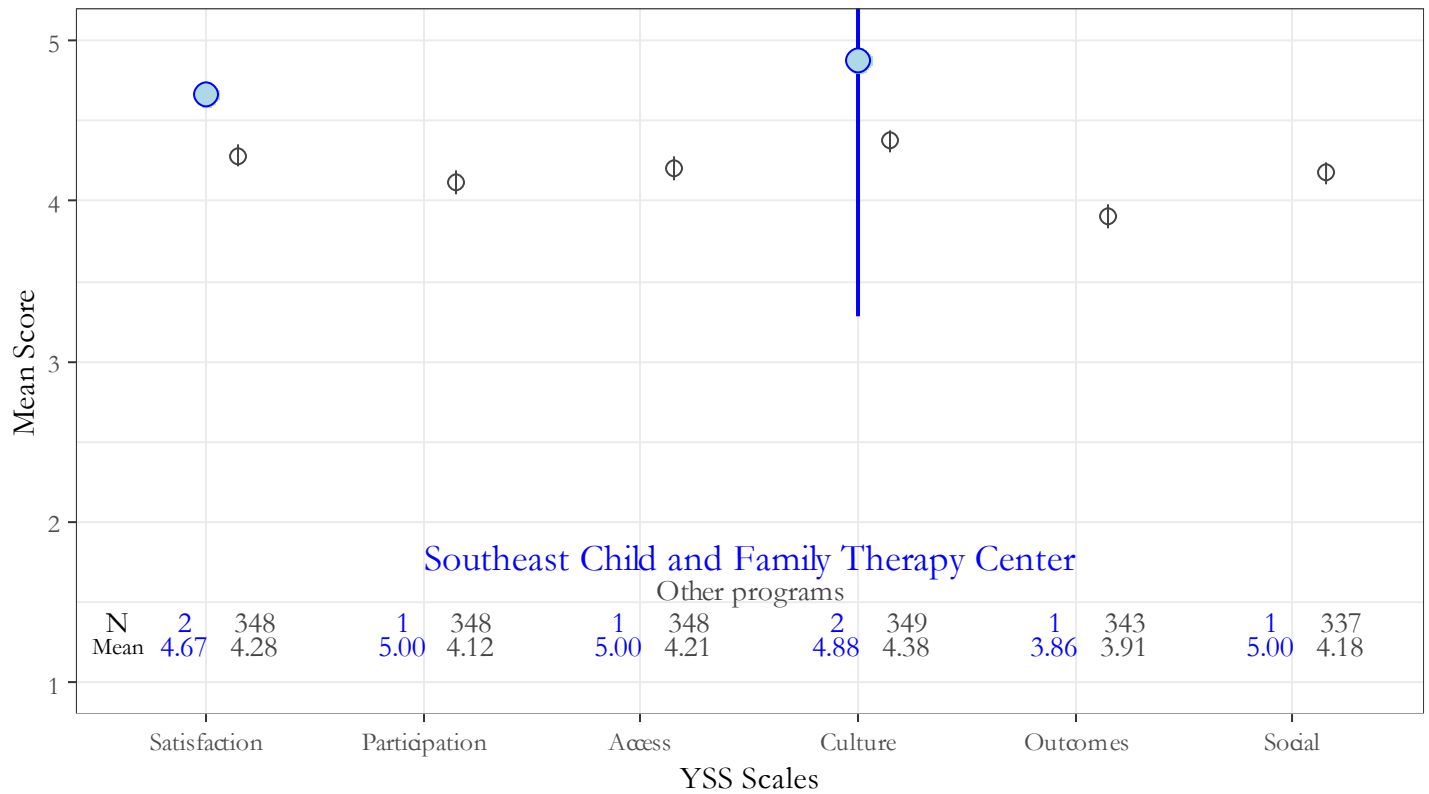
Youth Services Survey for Families



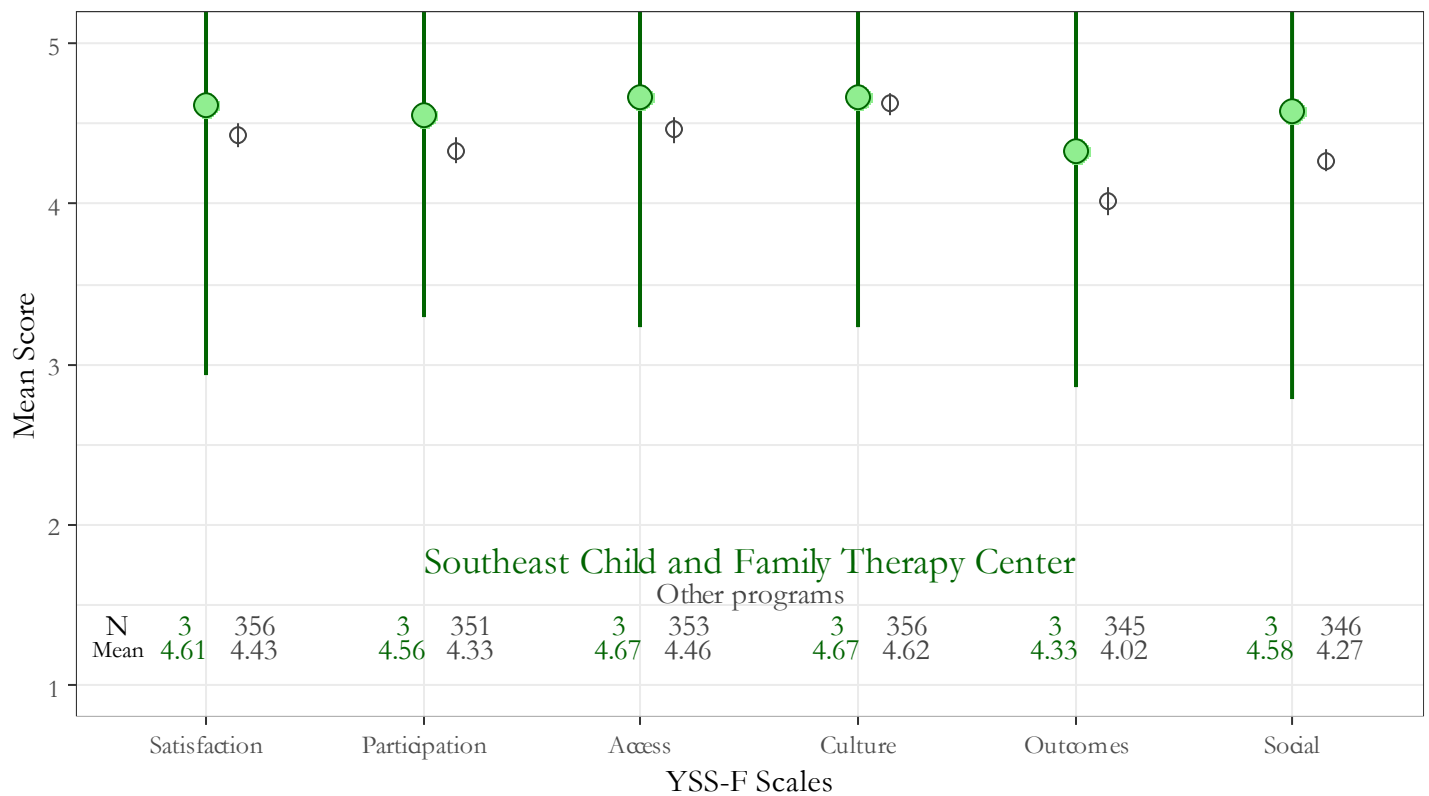
Youth Services Survey for Families, N = 5

	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 %	1 20.0 %	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 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
66.7 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	0 0.0 %	2 40.0 %
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 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	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 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	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	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	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	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	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 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
33.3 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	2 40.0 %	0 0.0 %	1 20.0 %	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	0 0.0 %	0 0.0 %	1 20.0 %	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 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %
100.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	0 0.0 %	2 40.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



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

	Family	Youth	
Refused	2 40 %	1 33.3 %	3 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	3 60 %	2 66.7 %	5 62.5 %
<i>Total</i>	5 100 %	3 100 %	8 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 10 clients; surveys were returned for 6 clients (6 / 10 = 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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Southeast Child and Family Therapy Center 2

Program Code(s): 38BB3

Overall Satisfaction¹

100.0%

Return Rate²

88.0%

Overall satisfaction³ mean score for Southeast Child and Family Therapy Center 2: **4.00** (youth), **4.82** (family).

Overall satisfaction mean score for all other programs: **4.26** (youth), **4.45** (family).

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

Highest Agreement Items

100.0% 3. I helped to choose my treatment goals

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

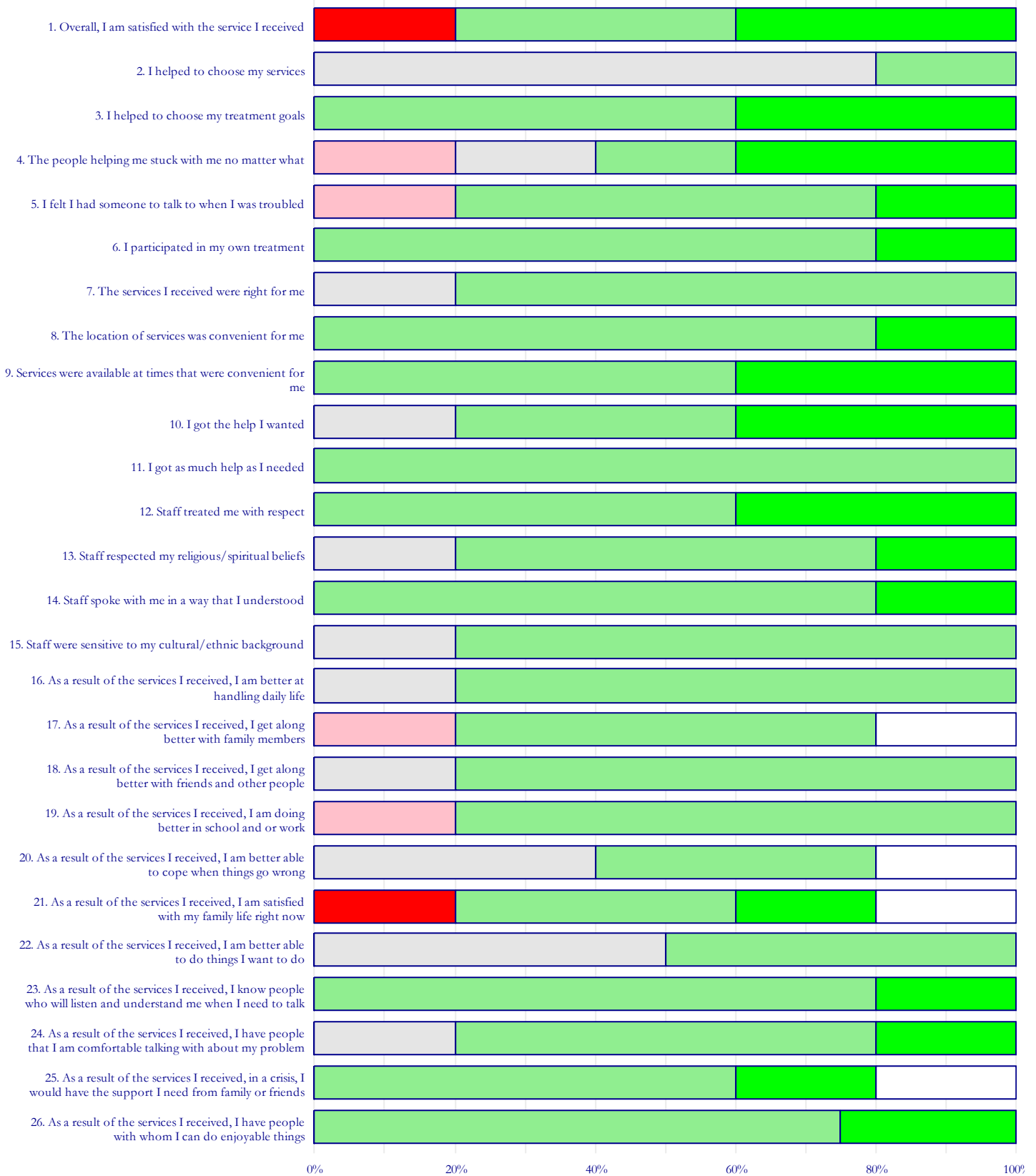
77.3% 2. I helped to choose my services

91.3% 4. The people helping me stuck with me no matter what

91.3% 7. The services I received were right for me

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

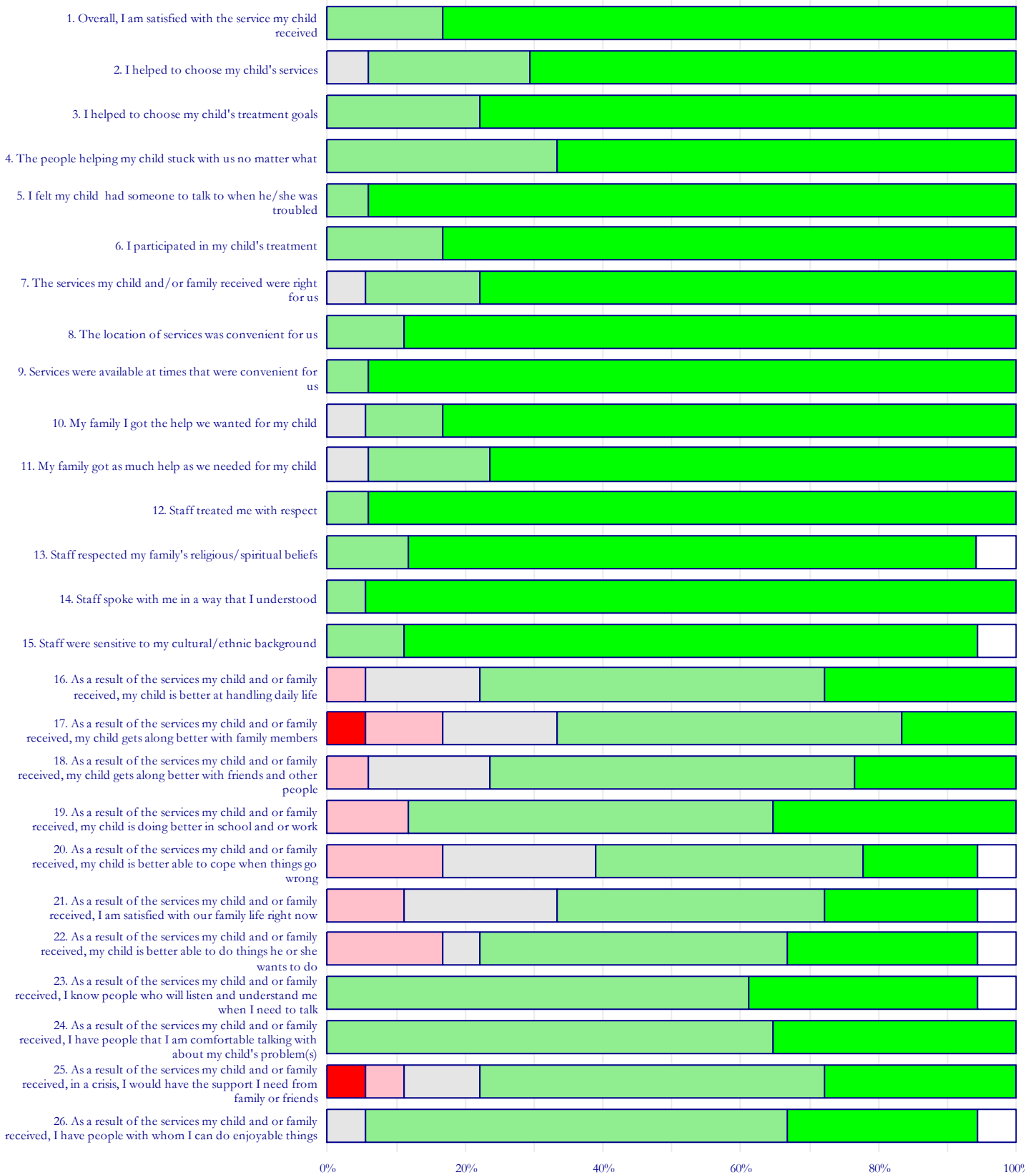
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 6

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
80.0 % 1. Overall, I am satisfied with the service I received	1 16.7 %	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	0 0.0 %	1 16.7 %
20.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	4 66.7 %	1 16.7 %	0 0.0 %	0 0.0 %	1 16.7 %
100.0 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	2 33.3 %	0 0.0 %	1 16.7 %
60.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	1 16.7 %	1 16.7 %	1 16.7 %	2 33.3 %	0 0.0 %	1 16.7 %
80.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	1 16.7 %	0 0.0 %	3 50.0 %	1 16.7 %	0 0.0 %	1 16.7 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	1 16.7 %	0 0.0 %	1 16.7 %
80.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 16.7 %	4 66.7 %	0 0.0 %	0 0.0 %	1 16.7 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	1 16.7 %	0 0.0 %	1 16.7 %
100.0 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	2 33.3 %	0 0.0 %	1 16.7 %
80.0 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	2 33.3 %	0 0.0 %	1 16.7 %
100.0 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	0 0.0 %	5 83.3 %	0 0.0 %	0 0.0 %	1 16.7 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	2 33.3 %	0 0.0 %	1 16.7 %
80.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	1 16.7 %	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 %	4 66.7 %	1 16.7 %	0 0.0 %	1 16.7 %
80.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	1 16.7 %	4 66.7 %	0 0.0 %	0 0.0 %	1 16.7 %
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 %	0 0.0 %	1 16.7 %
75.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 16.7 %	0 0.0 %	3 50.0 %	0 0.0 %	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 %	4 66.7 %	0 0.0 %	0 0.0 %	1 16.7 %
80.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 16.7 %	0 0.0 %	4 66.7 %	0 0.0 %	0 0.0 %	1 16.7 %
50.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	0 0.0 %	1 16.7 %	1 16.7 %
75.0 % 21. As a result of the services I received, I am satisfied with my family life right now	1 16.7 %	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	1 16.7 %	1 16.7 %
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 33.3 %	2 33.3 %	0 0.0 %	0 0.0 %	2 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 %	4 66.7 %	1 16.7 %	0 0.0 %	1 16.7 %
80.0 % 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 16.7 %	3 50.0 %	1 16.7 %	0 0.0 %	1 16.7 %
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 %	3 50.0 %	1 16.7 %	1 16.7 %	1 16.7 %
100.0 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	1 16.7 %	0 0.0 %	2 33.3 %

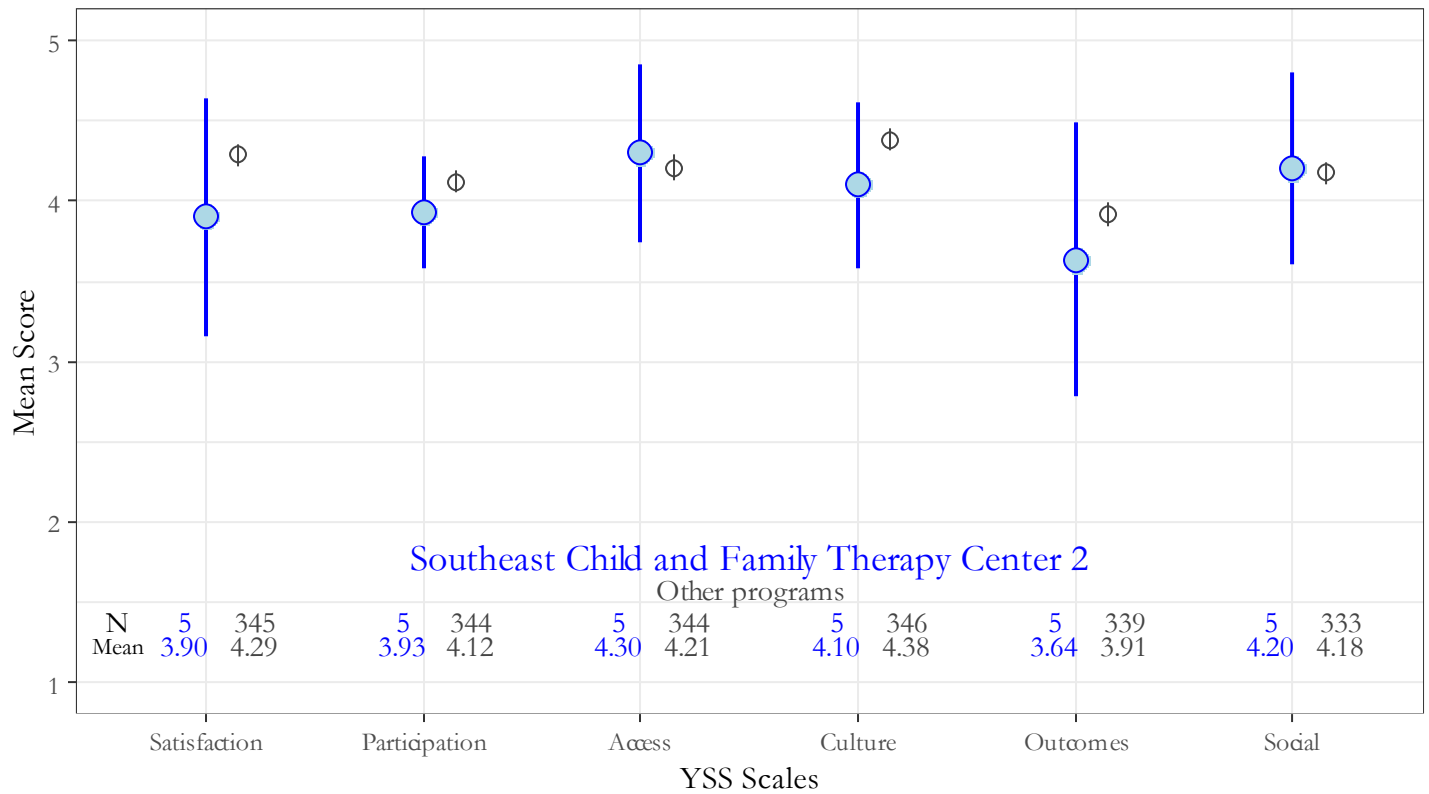
Youth Services Survey for Families



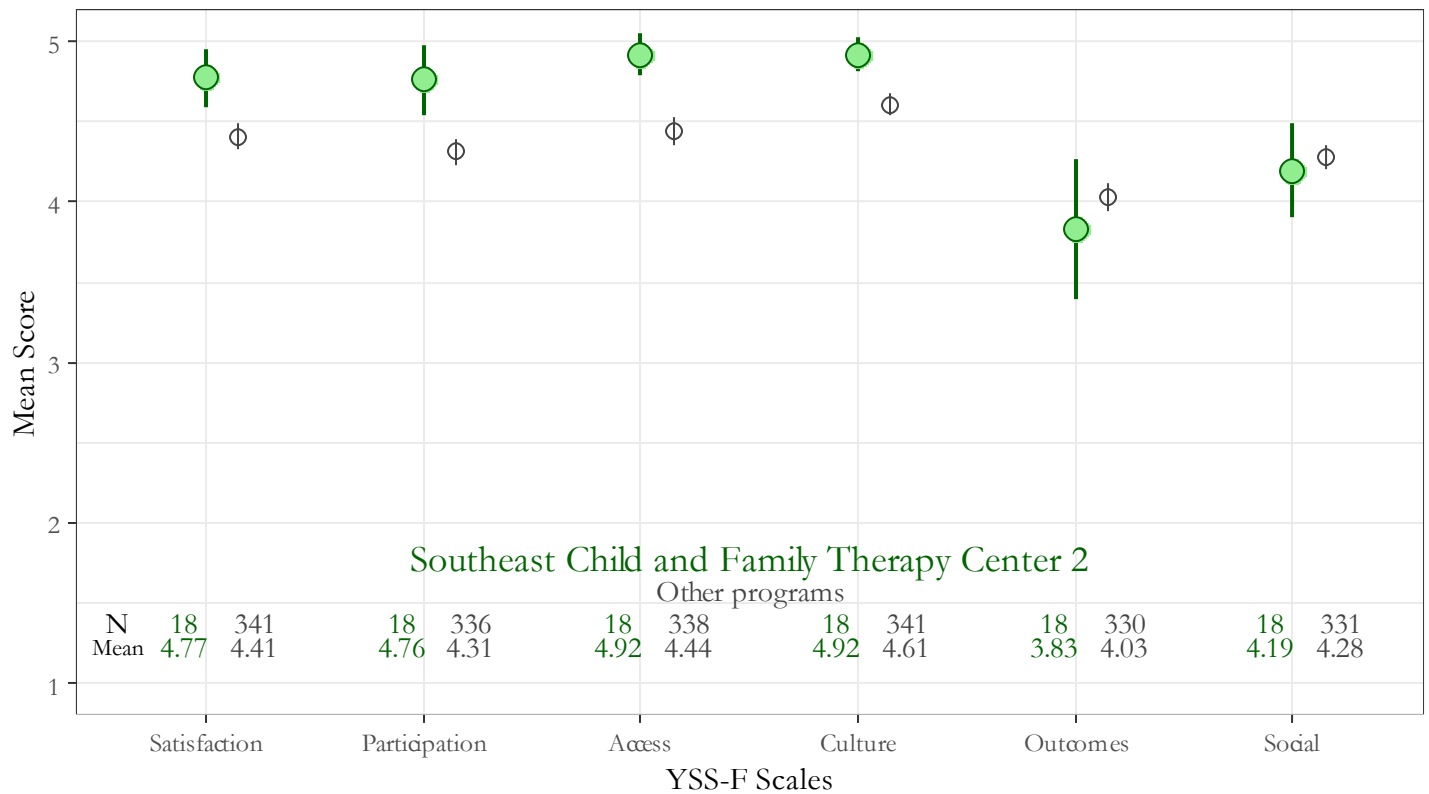
Youth Services Survey for Families, N = 21

	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 14.3 %	15 71.4 %	0 0.0 %	3 14.3 %
94.1 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	1 4.8 %	4 19.1 %	12 57.1 %	0 0.0 %	4 19.1 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	4 19.1 %	14 66.7 %	0 0.0 %	3 14.3 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	6 28.6 %	12 57.1 %	0 0.0 %	3 14.3 %
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 %	1 4.8 %	16 76.2 %	0 0.0 %	4 19.1 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 14.3 %	15 71.4 %	0 0.0 %	3 14.3 %
94.4 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	1 4.8 %	3 14.3 %	14 66.7 %	0 0.0 %	3 14.3 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 9.5 %	16 76.2 %	0 0.0 %	3 14.3 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	1 4.8 %	16 76.2 %	0 0.0 %	4 19.1 %
94.4 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 4.8 %	2 9.5 %	15 71.4 %	0 0.0 %	3 14.3 %
94.1 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 4.8 %	3 14.3 %	13 61.9 %	0 0.0 %	4 19.1 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 4.8 %	16 76.2 %	0 0.0 %	4 19.1 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 9.5 %	14 66.7 %	1 4.8 %	4 19.1 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 4.8 %	17 81.0 %	0 0.0 %	3 14.3 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	2 9.5 %	15 71.4 %	1 4.8 %	3 14.3 %
77.8 % 16. As a result of the services my child and or family received, my child is better at handling daily life	0 0.0 %	1 4.8 %	3 14.3 %	9 42.9 %	5 23.8 %	0 0.0 %	3 14.3 %
66.7 % 17. As a result of the services my child and or family received, my child gets along better with family members	1 4.8 %	2 9.5 %	3 14.3 %	9 42.9 %	3 14.3 %	0 0.0 %	3 14.3 %
76.5 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	1 4.8 %	3 14.3 %	9 42.9 %	4 19.1 %	0 0.0 %	4 19.1 %
88.2 % 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 %	2 9.5 %	0 0.0 %	9 42.9 %	6 28.6 %	0 0.0 %	4 19.1 %
58.8 % 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 %	3 14.3 %	4 19.1 %	7 33.3 %	3 14.3 %	1 4.8 %	3 14.3 %
64.7 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	2 9.5 %	4 19.1 %	7 33.3 %	4 19.1 %	1 4.8 %	3 14.3 %
76.5 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	3 14.3 %	1 4.8 %	8 38.1 %	5 23.8 %	1 4.8 %	3 14.3 %
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 %	11 52.4 %	6 28.6 %	1 4.8 %	3 14.3 %
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 %	11 52.4 %	6 28.6 %	0 0.0 %	4 19.1 %
77.8 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	1 4.8 %	1 4.8 %	2 9.5 %	9 42.9 %	5 23.8 %	0 0.0 %	3 14.3 %
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 4.8 %	11 52.4 %	5 23.8 %	1 4.8 %	3 14.3 %

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	Total
Refused	0 0 %	0 0 %	0 0 %
Impaired	1 4.8 %	0 0 %	1 3.7 %
Language	0 0 %	0 0 %	0 0 %
Other	2 9.5 %	1 16.7 %	3 11.1 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	18 85.7 %	5 83.3 %	23 85.2 %
Total	21 100 %	6 100 %	27 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 25 clients; surveys were returned for 22 clients ($22 / 25 = 88.0\%$).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Southeast Mission Geriatric Services

Program Code(s): 38483

Overall Satisfaction¹

96.6%

Return Rate²

51.5%

Overall satisfaction³ mean score for Southeast Mission Geriatric Services: **4.74**.

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

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

Highest Agreement Items

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

Lowest Agreement Items

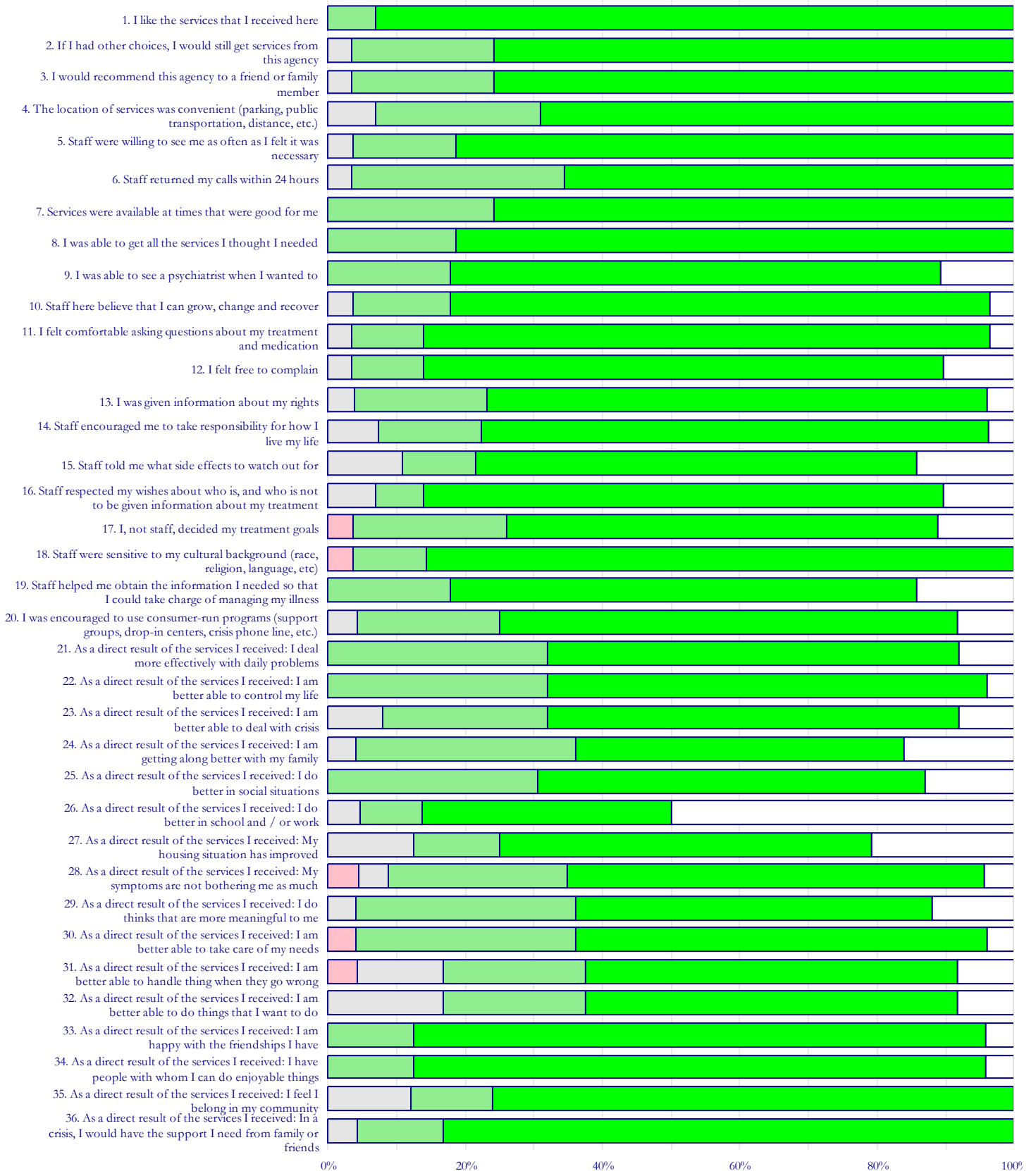
87.5% 15. Staff told me what side effects to watch out for

92.3% 14. Staff encouraged me to take responsibility for how I live my life

92.3% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

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

MHSIP Items



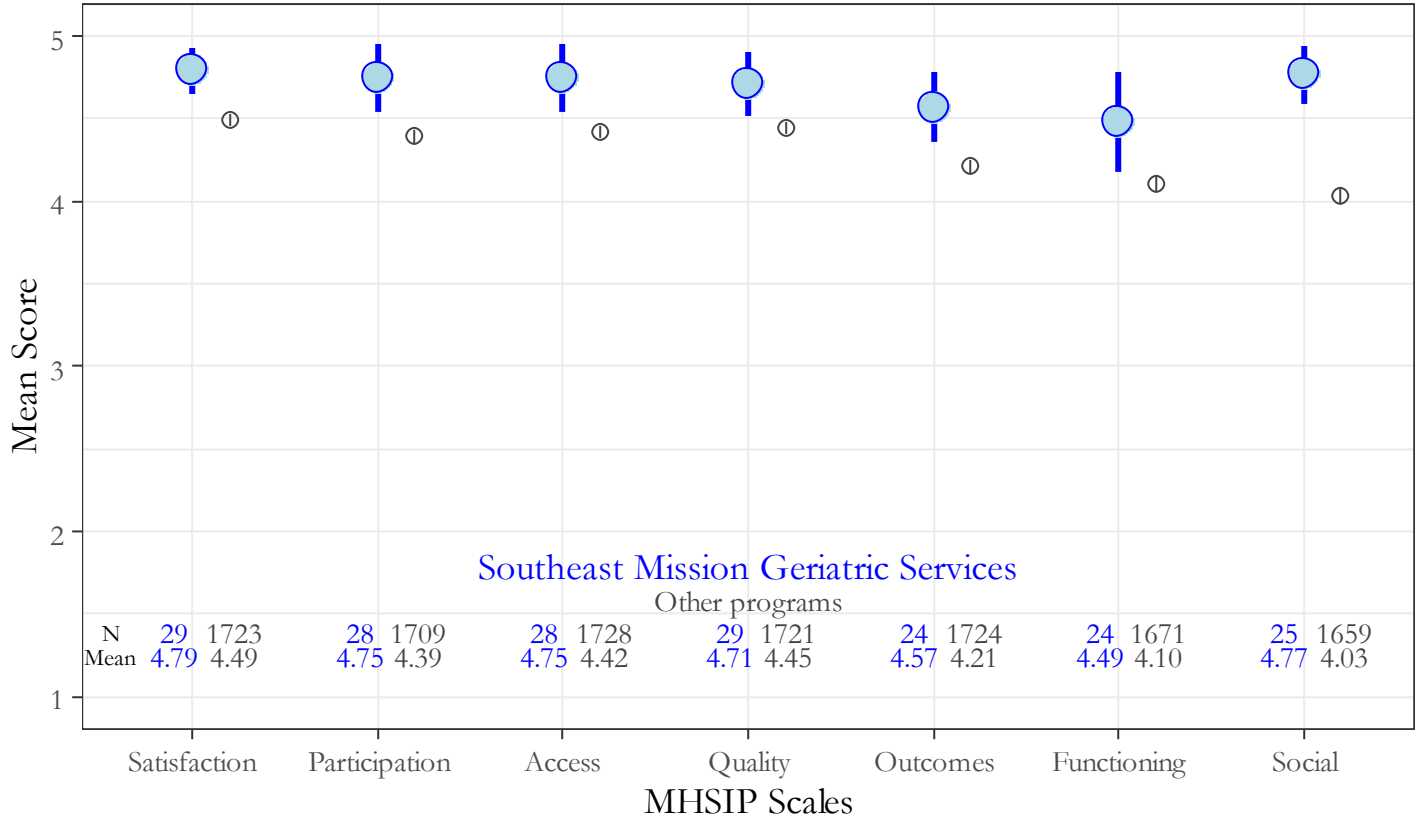
MHSIP Items 1-25, N = 34
Percent Agree

	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 5.9 %	27 79.4 %	0 0.0 %	5 14.7 %
96.6 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 2.9 %	6 17.6 %	22 64.7 %	0 0.0 %	5 14.7 %
96.6 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 2.9 %	6 17.6 %	22 64.7 %	0 0.0 %	5 14.7 %
93.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 5.9 %	7 20.6 %	20 58.8 %	0 0.0 %	5 14.7 %
96.3 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 2.9 %	4 11.8 %	22 64.7 %	0 0.0 %	7 20.6 %
96.6 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 2.9 %	9 26.5 %	19 55.9 %	0 0.0 %	5 14.7 %
100.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	0 0.0 %	7 20.6 %	22 64.7 %	0 0.0 %	5 14.7 %
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 14.7 %	22 64.7 %	0 0.0 %	7 20.6 %
100.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	0 0.0 %	5 14.7 %	20 58.8 %	3 8.8 %	6 17.6 %
96.3 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 2.9 %	4 11.8 %	22 64.7 %	1 2.9 %	6 17.6 %
96.4 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 2.9 %	3 8.8 %	24 70.6 %	1 2.9 %	5 14.7 %
96.2 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 2.9 %	3 8.8 %	22 64.7 %	3 8.8 %	5 14.7 %
96.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 2.9 %	5 14.7 %	19 55.9 %	1 2.9 %	8 23.5 %
92.3 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 5.9 %	4 11.8 %	20 58.8 %	1 2.9 %	7 20.6 %
87.5 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	3 8.8 %	3 8.8 %	18 52.9 %	4 11.8 %	6 17.6 %
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 %	2 5.9 %	2 5.9 %	22 64.7 %	3 8.8 %	5 14.7 %
95.8 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 2.9 %	0 0.0 %	6 17.6 %	17 50.0 %	3 8.8 %	7 20.6 %
96.4 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 2.9 %	0 0.0 %	3 8.8 %	24 70.6 %	0 0.0 %	6 17.6 %
100.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	0 0.0 %	5 14.7 %	19 55.9 %	4 11.8 %	6 17.6 %
95.5 % 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 2.9 %	5 14.7 %	16 47.1 %	2 5.9 %	10 29.4 %
100.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	0 0.0 %	8 23.5 %	15 44.1 %	2 5.9 %	9 26.5 %
100.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	0 0.0 %	8 23.5 %	16 47.1 %	1 2.9 %	9 26.5 %
91.3 % 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 5.9 %	6 17.6 %	15 44.1 %	2 5.9 %	9 26.5 %
95.2 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	1 2.9 %	8 23.5 %	12 35.3 %	4 11.8 %	9 26.5 %
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 %	7 20.6 %	13 38.2 %	3 8.8 %	11 32.4 %

MHSIP Items 26-36, N = 34
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.9 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	1 2.9 %	2 5.9 %	8 23.5 %	11 32.4 %	12 35.3 %
84.2 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	3 8.8 %	3 8.8 %	13 38.2 %	5 14.7 %	10 29.4 %
90.9 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 2.9 %	1 2.9 %	6 17.6 %	14 41.2 %	1 2.9 %	11 32.4 %
95.5 % 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 2.9 %	8 23.5 %	13 38.2 %	3 8.8 %	9 26.5 %
95.8 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	1 2.9 %	0 0.0 %	8 23.5 %	15 44.1 %	1 2.9 %	9 26.5 %
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 %	1 2.9 %	3 8.8 %	5 14.7 %	13 38.2 %	2 5.9 %	10 29.4 %
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 %	4 11.8 %	5 14.7 %	13 38.2 %	2 5.9 %	10 29.4 %
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 8.8 %	20 58.8 %	1 2.9 %	10 29.4 %
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 8.8 %	20 58.8 %	1 2.9 %	10 29.4 %
88.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	3 8.8 %	3 8.8 %	19 55.9 %	0 0.0 %	9 26.5 %
95.8 % 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 %	1 2.9 %	3 8.8 %	20 58.8 %	0 0.0 %	10 29.4 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	4 11.8 %	4 11.8 %
Impaired	0 0 %	1 2.9 %	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	0 0 %	29 85.3 %	29 85.3 %
Total	0 100 %	34 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 66 clients; surveys were returned for 34 clients (34/66 = 51.5%).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

St Vincent Wrap

Program Code(s): 38DD8

Overall Satisfaction¹

100.0%

Return Rate²

40.0%

Overall satisfaction³ mean score for St Vincent Wrap: **5.00** (youth), No YSS-F (family) data for this program,

Overall satisfaction mean score for all other programs: **4.25** (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

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

Survey Compliance
St Vincent Wrap

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 %	1 50 %	1 50 %
Completed Survey	0 0 %	1 50 %	1 50 %
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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 5 clients; surveys were returned for 2 clients (2 / 5 = 40.0%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
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
33.3%

Overall satisfaction³ mean score for Stonewall Project Integrated and Full Service OP IFSO Services: **4.79**.

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

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 6 clients; surveys were returned for 2 clients ($2/6 = 33.3\%$).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Sunset Mental Health Services Adult

Program Code(s): 38823

Overall Satisfaction¹

98.1%

Return Rate²

82.0%

Overall satisfaction³ mean score for Sunset Mental Health Services Adult: **4.49**.

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

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

Highest Agreement Items

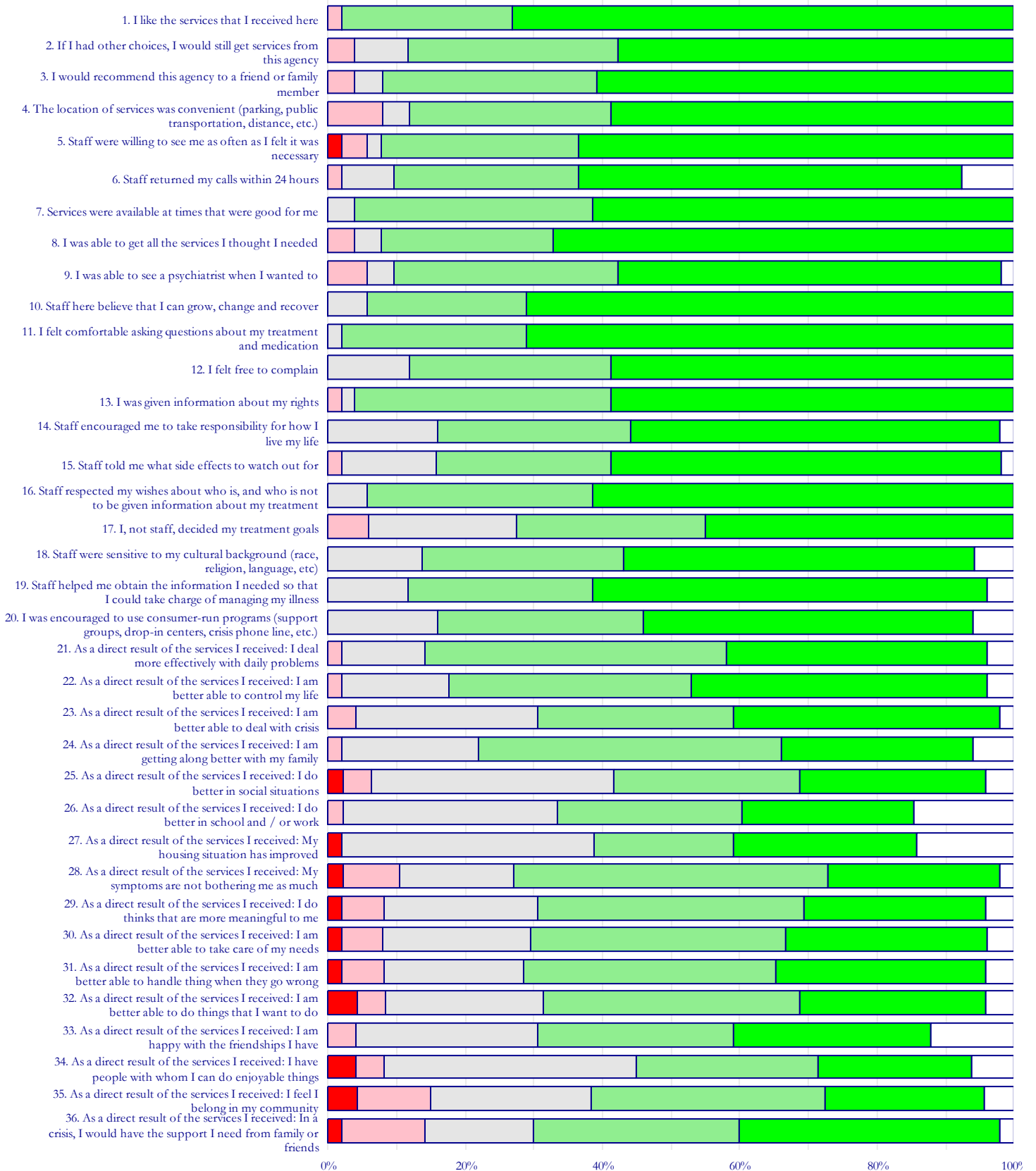
- 98.1% 1. I like the services that I received here
- 98.1% 11. I felt comfortable asking questions about my treatment and medication
- 96.2% 7. Services were available at times that were good for me

Lowest Agreement Items

- 72.5% 17. I, not staff, decided my treatment goals
- 83.0% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- 83.7% 14. Staff encouraged me to take responsibility for how I live my life

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

MHSIP Items



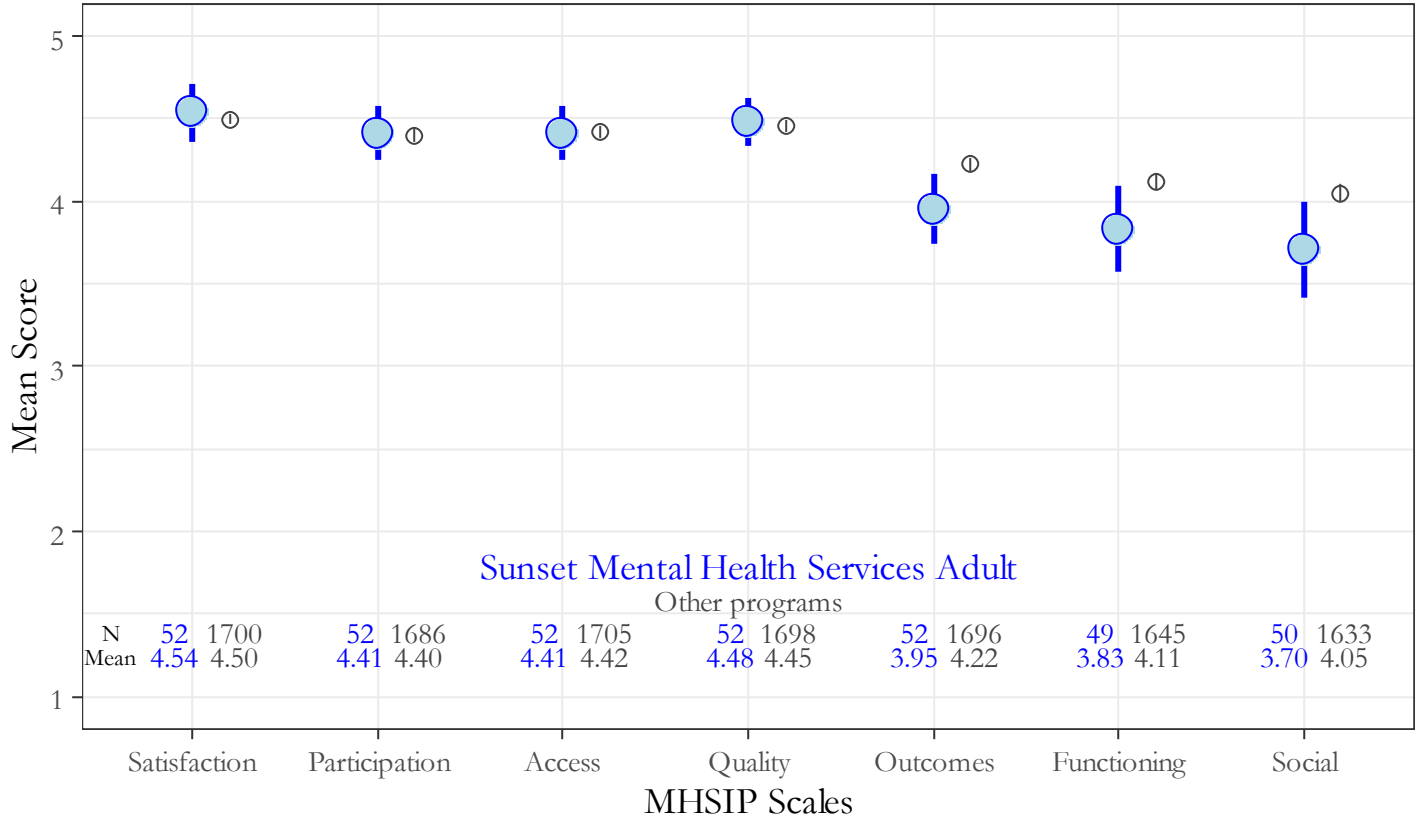
MHSIP Items 1-25, N = 100
Percent Agree

	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 1.0 %	0 0.0 %	13 13.0 %	38 38.0 %	0 0.0 %	48 48.0 %
88.5 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	2 2.0 %	4 4.0 %	16 16.0 %	30 30.0 %	0 0.0 %	48 48.0 %
92.2 % 3. I would recommend this agency to a friend or family member	0 0.0 %	2 2.0 %	2 2.0 %	16 16.0 %	31 31.0 %	0 0.0 %	49 49.0 %
88.2 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	4 4.0 %	2 2.0 %	15 15.0 %	30 30.0 %	0 0.0 %	49 49.0 %
92.3 % 5. Staff were willing to see me as often as I felt it was necessary	1 1.0 %	2 2.0 %	1 1.0 %	15 15.0 %	33 33.0 %	0 0.0 %	48 48.0 %
89.6 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 1.0 %	4 4.0 %	14 14.0 %	29 29.0 %	4 4.0 %	48 48.0 %
96.2 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	2 2.0 %	18 18.0 %	32 32.0 %	0 0.0 %	48 48.0 %
92.3 % 8. I was able to get all the services I thought I needed	0 0.0 %	2 2.0 %	2 2.0 %	13 13.0 %	35 35.0 %	0 0.0 %	48 48.0 %
90.2 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	3 3.0 %	2 2.0 %	17 17.0 %	29 29.0 %	1 1.0 %	48 48.0 %
94.2 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	3 3.0 %	12 12.0 %	37 37.0 %	0 0.0 %	48 48.0 %
98.1 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 1.0 %	14 14.0 %	37 37.0 %	0 0.0 %	48 48.0 %
88.2 % 12. I felt free to complain	0 0.0 %	0 0.0 %	6 6.0 %	15 15.0 %	30 30.0 %	0 0.0 %	49 49.0 %
96.1 % 13. I was given information about my rights	0 0.0 %	1 1.0 %	1 1.0 %	19 19.0 %	30 30.0 %	0 0.0 %	49 49.0 %
83.7 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	8 8.0 %	14 14.0 %	27 27.0 %	1 1.0 %	50 50.0 %
84.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 1.0 %	7 7.0 %	13 13.0 %	29 29.0 %	1 1.0 %	49 49.0 %
94.2 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	3 3.0 %	17 17.0 %	32 32.0 %	0 0.0 %	48 48.0 %
72.5 % 17. I, not staff, decided my treatment goals	0 0.0 %	3 3.0 %	11 11.0 %	14 14.0 %	23 23.0 %	0 0.0 %	49 49.0 %
85.4 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	7 7.0 %	15 15.0 %	26 26.0 %	3 3.0 %	49 49.0 %
88.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	6 6.0 %	14 14.0 %	30 30.0 %	2 2.0 %	48 48.0 %
83.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	8 8.0 %	15 15.0 %	24 24.0 %	3 3.0 %	50 50.0 %
85.4 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	1 1.0 %	6 6.0 %	22 22.0 %	19 19.0 %	2 2.0 %	50 50.0 %
81.6 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 1.0 %	8 8.0 %	18 18.0 %	22 22.0 %	2 2.0 %	49 49.0 %
68.8 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	2 2.0 %	13 13.0 %	14 14.0 %	19 19.0 %	1 1.0 %	51 51.0 %
76.6 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	1 1.0 %	10 10.0 %	22 22.0 %	14 14.0 %	3 3.0 %	50 50.0 %
56.5 % 25. As a direct result of the services I received: I do better in social situations	1 1.0 %	2 2.0 %	17 17.0 %	13 13.0 %	13 13.0 %	2 2.0 %	52 52.0 %

MHSIP Items 26-36, N = 100
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
61.0 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	1 1.0 %	15 15.0 %	13 13.0 %	12 12.0 %	7 7.0 %	52 52.0 %
54.8 % 27. As a direct result of the services I received: My housing situation has improved	1 1.0 %	0 0.0 %	18 18.0 %	10 10.0 %	13 13.0 %	7 7.0 %	51 51.0 %
72.3 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 1.0 %	4 4.0 %	8 8.0 %	22 22.0 %	12 12.0 %	1 1.0 %	52 52.0 %
68.1 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 1.0 %	3 3.0 %	11 11.0 %	19 19.0 %	13 13.0 %	2 2.0 %	51 51.0 %
69.4 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 1.0 %	3 3.0 %	11 11.0 %	19 19.0 %	15 15.0 %	2 2.0 %	49 49.0 %
70.2 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 1.0 %	3 3.0 %	10 10.0 %	18 18.0 %	15 15.0 %	2 2.0 %	51 51.0 %
67.4 % 32. As a direct result of the services I received: I am better able to do things that I want to do	2 2.0 %	2 2.0 %	11 11.0 %	18 18.0 %	13 13.0 %	2 2.0 %	52 52.0 %
65.1 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 2.0 %	13 13.0 %	14 14.0 %	14 14.0 %	6 6.0 %	51 51.0 %
52.2 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 2.0 %	2 2.0 %	18 18.0 %	13 13.0 %	11 11.0 %	3 3.0 %	51 51.0 %
60.0 % 35. As a direct result of the services I received: I feel I belong in my community	2 2.0 %	5 5.0 %	11 11.0 %	16 16.0 %	11 11.0 %	2 2.0 %	53 53.0 %
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 1.0 %	6 6.0 %	8 8.0 %	15 15.0 %	19 19.0 %	1 1.0 %	50 50.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	23 28.4 %	6 31.6 %	29 29 %
Impaired	8 9.9 %	4 21.1 %	12 12 %
Language	3 3.7 %	4 21.1 %	7 7 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	47 58 %	5 26.3 %	52 52 %
Total	81 100 %	19 100 %	100 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 122 clients; surveys were returned for 100 clients (100/122 = 82.0%).
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 - Fall 2018
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

72.7%

Overall satisfaction³ mean score for Sunset Mental Health Services CYF: **4.44** (youth), **4.64** (family).

Overall satisfaction mean score for all other programs: **4.25** (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% 1. Overall, I am satisfied with the service I received

100.0% 2. I helped to choose my services

100.0% 3. I helped to choose my treatment goals

Lowest Agreement Items

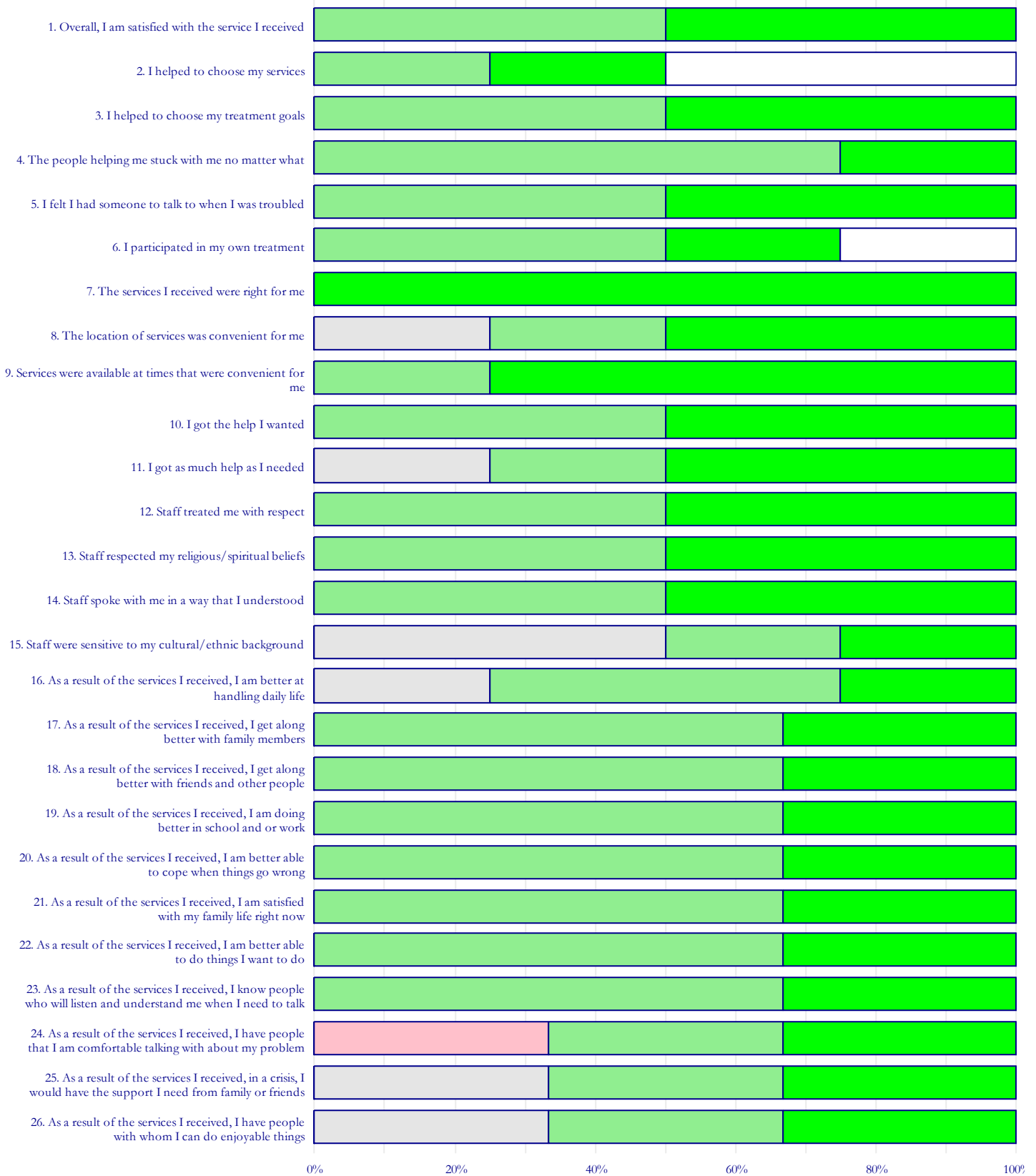
75.0% 15. Staff were sensitive to my cultural/ethnic background

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

88.9% 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.

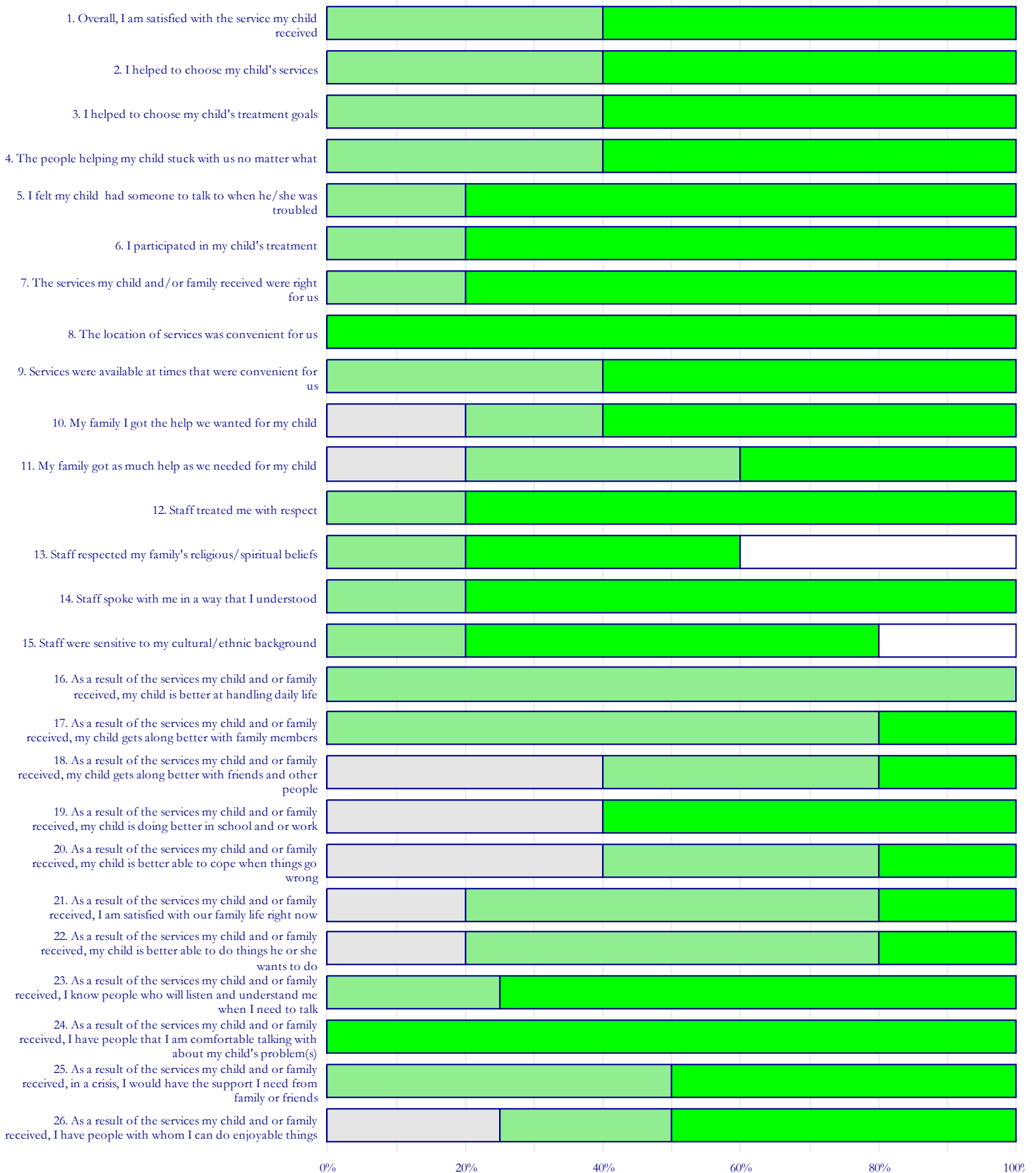
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 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 %
100.0 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	1 20.0 %
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 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	1 20.0 %	0 0.0 %	1 20.0 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	1 20.0 %	1 20.0 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	0 0.0 %	1 20.0 %
75.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	2 40.0 %	0 0.0 %	1 20.0 %
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 %	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 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %	1 20.0 %
50.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	1 20.0 %	0 0.0 %	1 20.0 %
75.0 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	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 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
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 %	1 20.0 %	0 0.0 %	2 40.0 %
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 %	1 20.0 %	0 0.0 %	2 40.0 %
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 %	1 20.0 %	0 0.0 %	2 40.0 %
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 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
100.0 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	1 20.0 %	0 0.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
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 20.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %
66.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	1 20.0 %	0 0.0 %	2 40.0 %

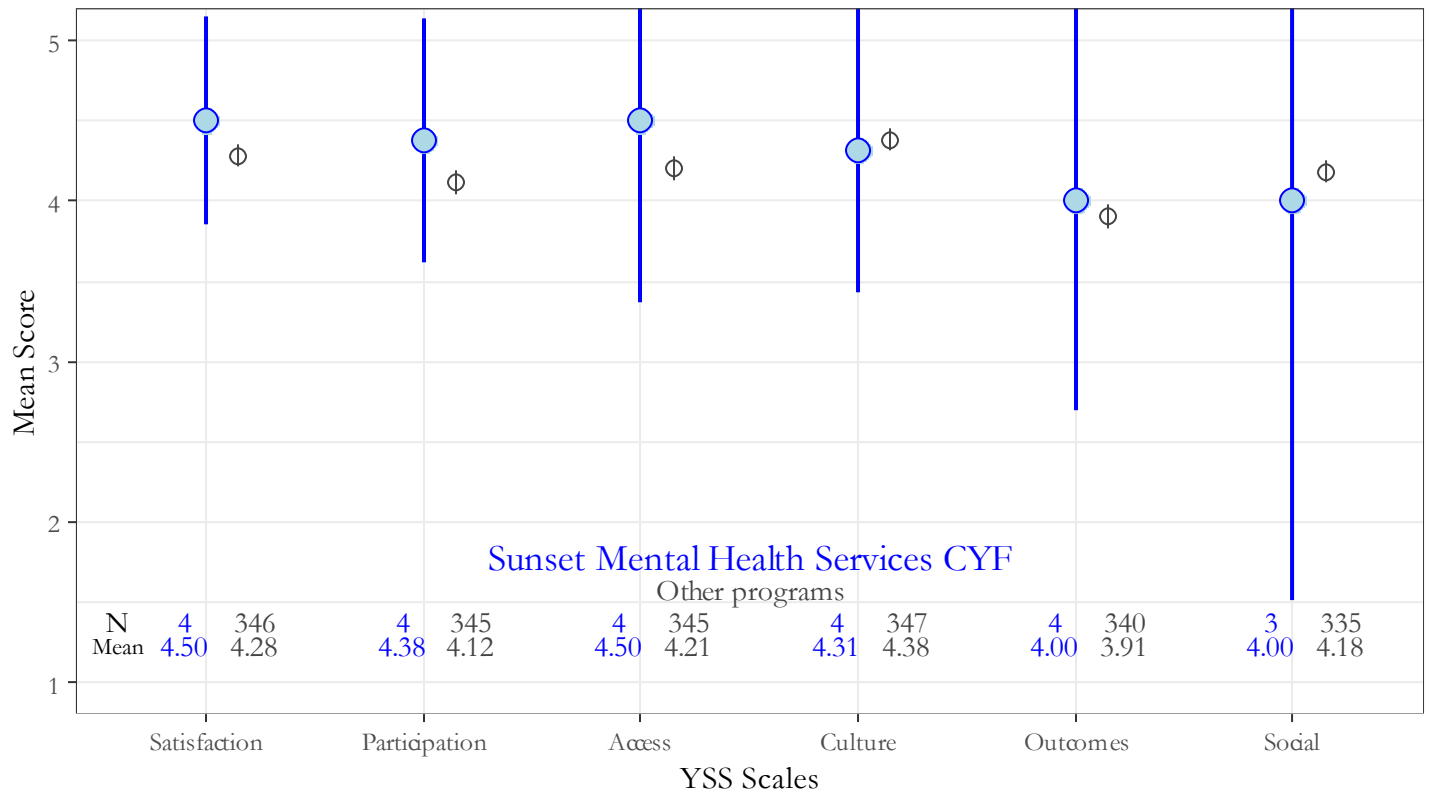
Youth Services Survey for Families



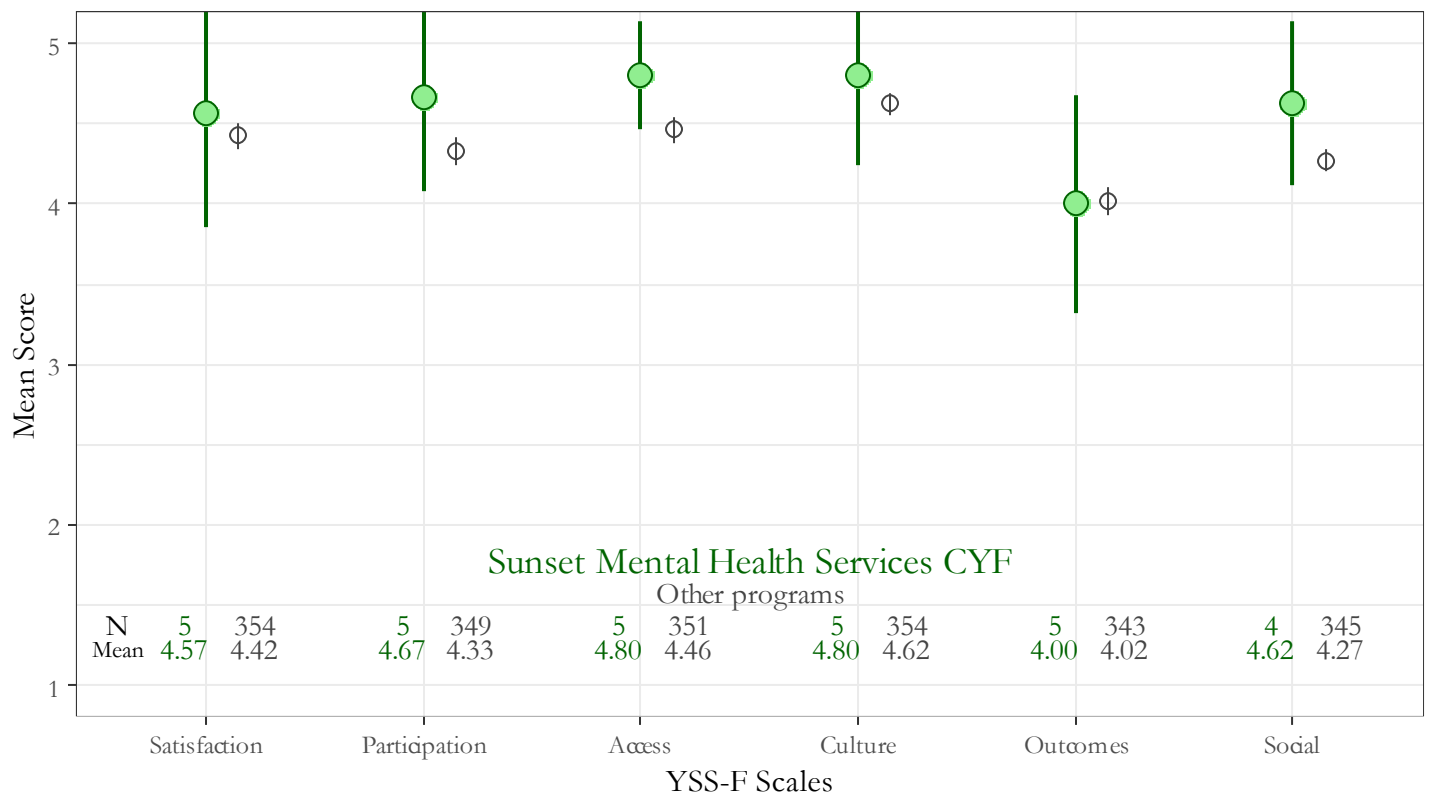
Youth Services Survey for Families, N = 8

	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 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
100.0 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
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 %	1 12.5 %	4 50.0 %	0 0.0 %	3 37.5 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	0 0.0 %	3 37.5 %
100.0 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	0 0.0 %	3 37.5 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	0 0.0 %	3 37.5 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	0 0.0 %	3 37.5 %
80.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	3 37.5 %	0 0.0 %	3 37.5 %
80.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	2 25.0 %	0 0.0 %	3 37.5 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	0 0.0 %	3 37.5 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	2 25.0 %	3 37.5 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	4 50.0 %	0 0.0 %	3 37.5 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	3 37.5 %
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 %	5 62.5 %	0 0.0 %	0 0.0 %	3 37.5 %
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 50.0 %	1 12.5 %	0 0.0 %	3 37.5 %
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 %	0 0.0 %	2 25.0 %	2 25.0 %	1 12.5 %	0 0.0 %	3 37.5 %
60.0 % 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 %	2 25.0 %	0 0.0 %	3 37.5 %	0 0.0 %	3 37.5 %
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 25.0 %	2 25.0 %	1 12.5 %	0 0.0 %	3 37.5 %
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 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
80.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	0 0.0 %	3 37.5 %
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 %	1 12.5 %	3 37.5 %	0 0.0 %	4 50.0 %
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 %	4 50.0 %	0 0.0 %	4 50.0 %
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 25.0 %	2 25.0 %	0 0.0 %	4 50.0 %
75.0 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	2 25.0 %	0 0.0 %	4 50.0 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance
Sunset Mental Health
Services CYF

Completion Status	Completion by Respondent Type		Total
	Family	Youth	
Refused	3 37.5 %	1 20 %	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	5 62.5 %	4 80 %	9 69.2 %
Total	8 100 %	5 100 %	13 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 11 clients; surveys were returned for 8 clients (8 / 11 = 72.7%).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Sunset Mental Health Team II

Program Code(s): 38I9OP

Overall Satisfaction¹

91.7%

Return Rate²

75.0%

Overall satisfaction³ mean score for Sunset Mental Health Team II: **4.48**.

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

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

Highest Agreement Items

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

90.9% 11. I felt comfortable asking questions about my treatment and medication

90.0% 3. I would recommend this agency to a friend or family member

Lowest Agreement Items

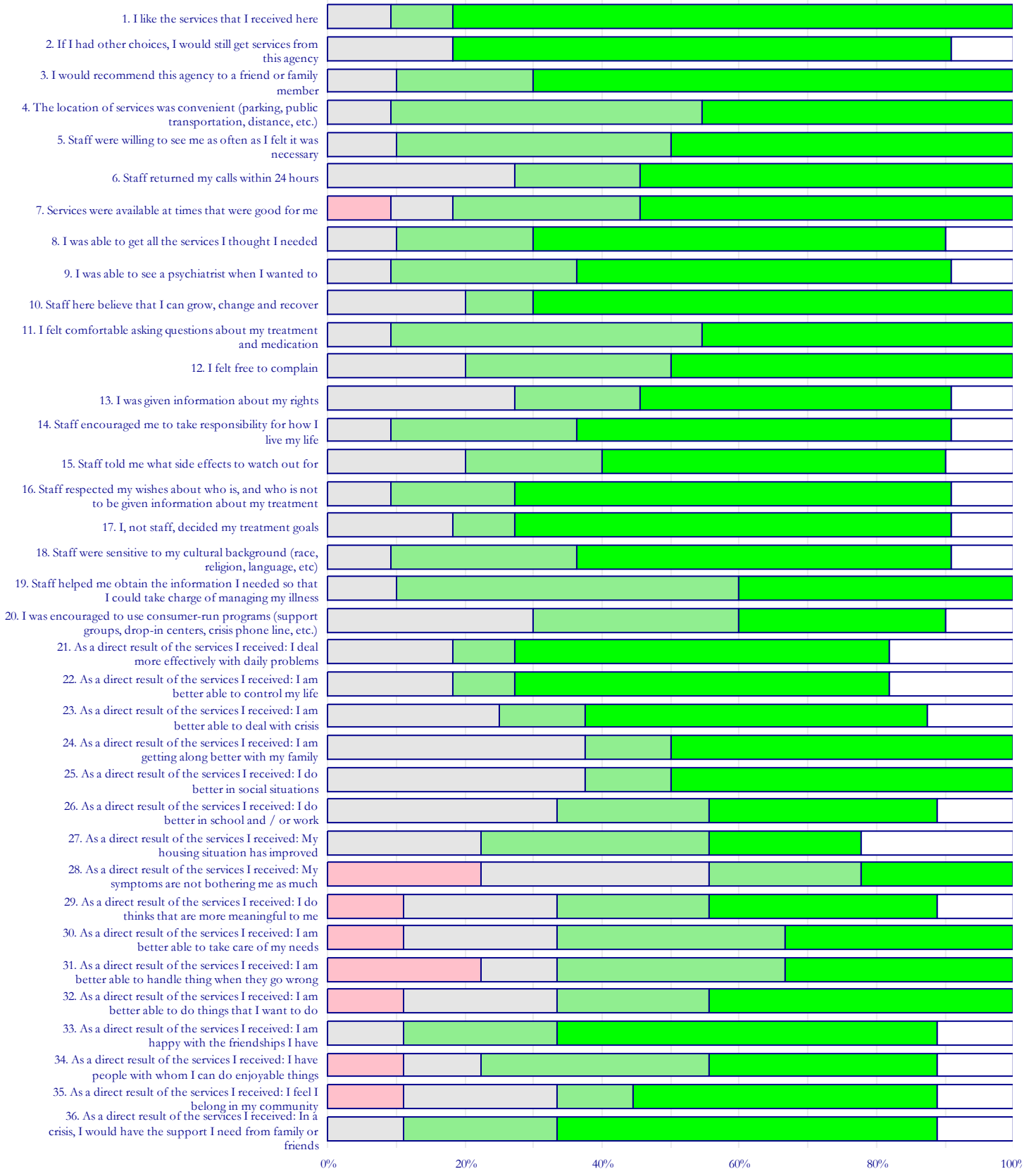
66.7% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

70.0% 13. I was given information about my rights

72.7% 6. Staff returned my calls within 24 hours

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

MHSIP Items



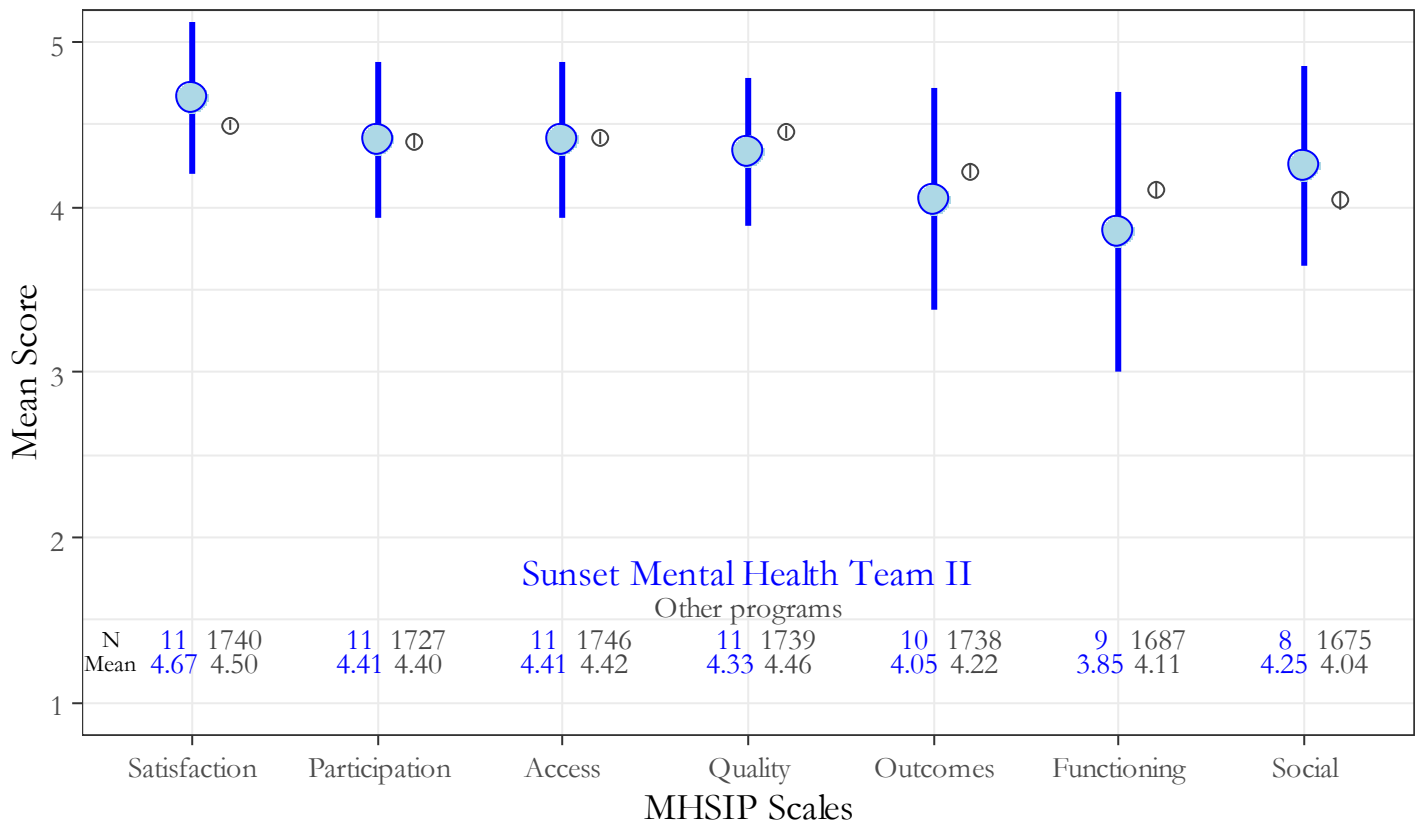
MHSIP Items 1-25, N = 21
Percent Agree

	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 4.8 %	1 4.8 %	9 42.9 %	0 0.0 %	10 47.6 %
80.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	2 9.5 %	0 0.0 %	8 38.1 %	1 4.8 %	10 47.6 %
90.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 4.8 %	2 9.5 %	7 33.3 %	0 0.0 %	11 52.4 %
90.9 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 4.8 %	5 23.8 %	5 23.8 %	0 0.0 %	10 47.6 %
90.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 4.8 %	4 19.1 %	5 23.8 %	0 0.0 %	11 52.4 %
72.7 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	3 14.3 %	2 9.5 %	6 28.6 %	0 0.0 %	10 47.6 %
81.8 % 7. Services were available at times that were good for me	0 0.0 %	1 4.8 %	1 4.8 %	3 14.3 %	6 28.6 %	0 0.0 %	10 47.6 %
88.9 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 4.8 %	2 9.5 %	6 28.6 %	1 4.8 %	11 52.4 %
90.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 4.8 %	3 14.3 %	6 28.6 %	1 4.8 %	10 47.6 %
80.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	2 9.5 %	1 4.8 %	7 33.3 %	0 0.0 %	11 52.4 %
90.9 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 4.8 %	5 23.8 %	5 23.8 %	0 0.0 %	10 47.6 %
80.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	2 9.5 %	3 14.3 %	5 23.8 %	0 0.0 %	11 52.4 %
70.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	3 14.3 %	2 9.5 %	5 23.8 %	1 4.8 %	10 47.6 %
90.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	1 4.8 %	3 14.3 %	6 28.6 %	1 4.8 %	10 47.6 %
77.8 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	2 9.5 %	2 9.5 %	5 23.8 %	1 4.8 %	11 52.4 %
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 4.8 %	2 9.5 %	7 33.3 %	1 4.8 %	10 47.6 %
80.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	2 9.5 %	1 4.8 %	7 33.3 %	1 4.8 %	10 47.6 %
90.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 4.8 %	3 14.3 %	6 28.6 %	1 4.8 %	10 47.6 %
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 4.8 %	5 23.8 %	4 19.1 %	0 0.0 %	11 52.4 %
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 %	3 14.3 %	3 14.3 %	3 14.3 %	1 4.8 %	11 52.4 %
77.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 9.5 %	1 4.8 %	6 28.6 %	2 9.5 %	10 47.6 %
77.8 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	0 0.0 %	2 9.5 %	1 4.8 %	6 28.6 %	2 9.5 %	10 47.6 %
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 9.5 %	1 4.8 %	4 19.1 %	1 4.8 %	13 61.9 %
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 14.3 %	1 4.8 %	4 19.1 %	0 0.0 %	13 61.9 %
62.5 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	3 14.3 %	1 4.8 %	4 19.1 %	0 0.0 %	13 61.9 %

MHSIP Items 26-36, N = 21
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 14.3 %	2 9.5 %	3 14.3 %	1 4.8 %	12 57.1 %
71.4 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	0 0.0 %	2 9.5 %	3 14.3 %	2 9.5 %	2 9.5 %	12 57.1 %
44.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 9.5 %	3 14.3 %	2 9.5 %	2 9.5 %	0 0.0 %	12 57.1 %
62.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	1 4.8 %	2 9.5 %	2 9.5 %	3 14.3 %	1 4.8 %	12 57.1 %
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 %	1 4.8 %	2 9.5 %	3 14.3 %	3 14.3 %	0 0.0 %	12 57.1 %
66.7 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	0 0.0 %	2 9.5 %	1 4.8 %	3 14.3 %	3 14.3 %	0 0.0 %	12 57.1 %
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 4.8 %	2 9.5 %	2 9.5 %	4 19.1 %	0 0.0 %	12 57.1 %
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 4.8 %	2 9.5 %	5 23.8 %	1 4.8 %	12 57.1 %
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 4.8 %	1 4.8 %	3 14.3 %	3 14.3 %	1 4.8 %	12 57.1 %
62.5 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 4.8 %	2 9.5 %	1 4.8 %	4 19.1 %	1 4.8 %	12 57.1 %
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 4.8 %	2 9.5 %	5 23.8 %	1 4.8 %	12 57.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	7 41.2 %	2 50 %	9 42.9 %
Impaired	1 5.9 %	0 0 %	1 4.8 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	9 52.9 %	2 50 %	11 52.4 %
Total	17 100 %	4 100 %	21 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 28 clients; surveys were returned for 21 clients (21/28 = 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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Swords To Plowshares

Program Code(s): 8925OP

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for Swords To Plowshares: **4.44**.

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

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

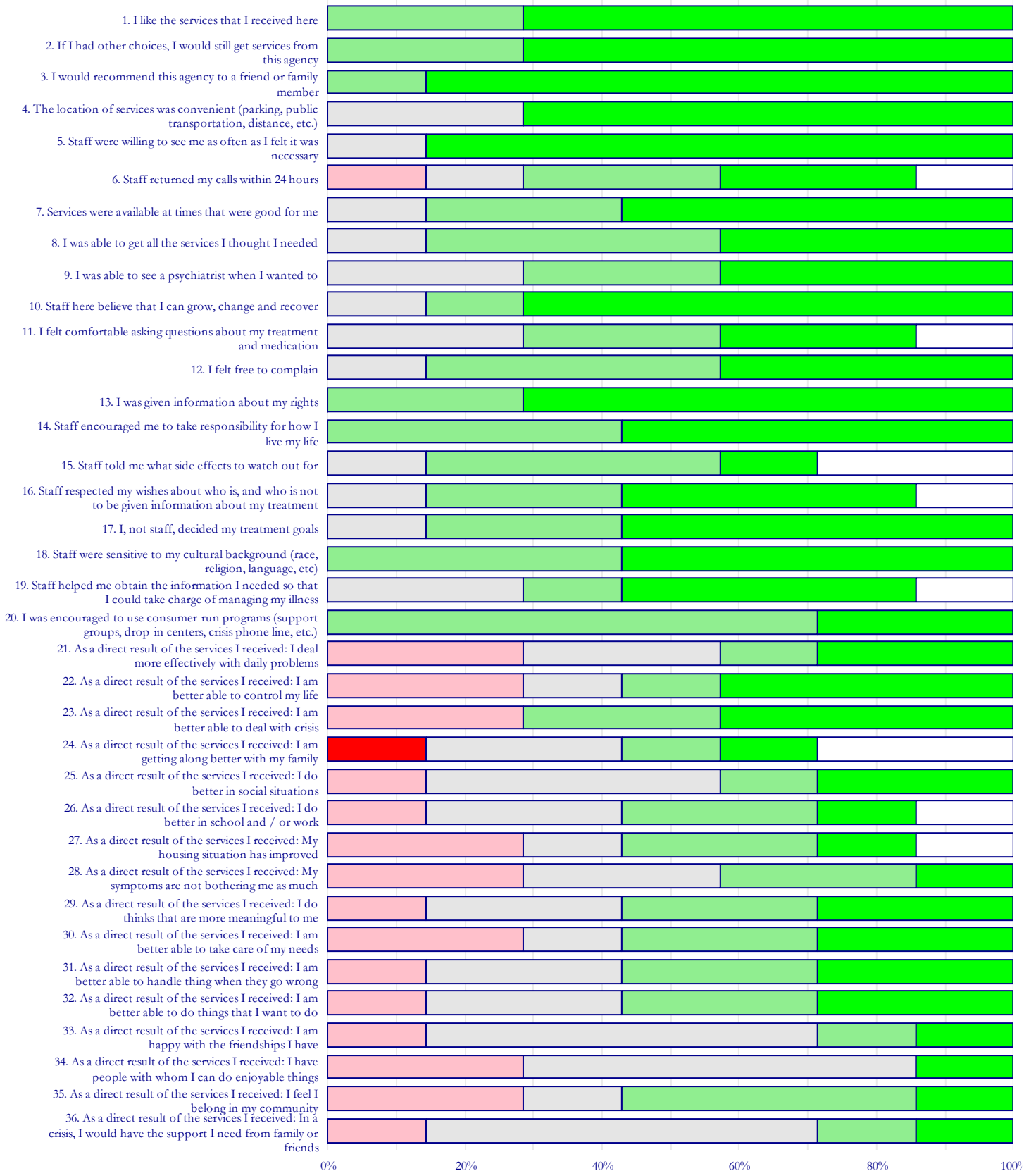
66.7% 6. Staff returned my calls within 24 hours

66.7% 11. I felt comfortable asking questions about my treatment and medication

66.7% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

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

MHSIP Items



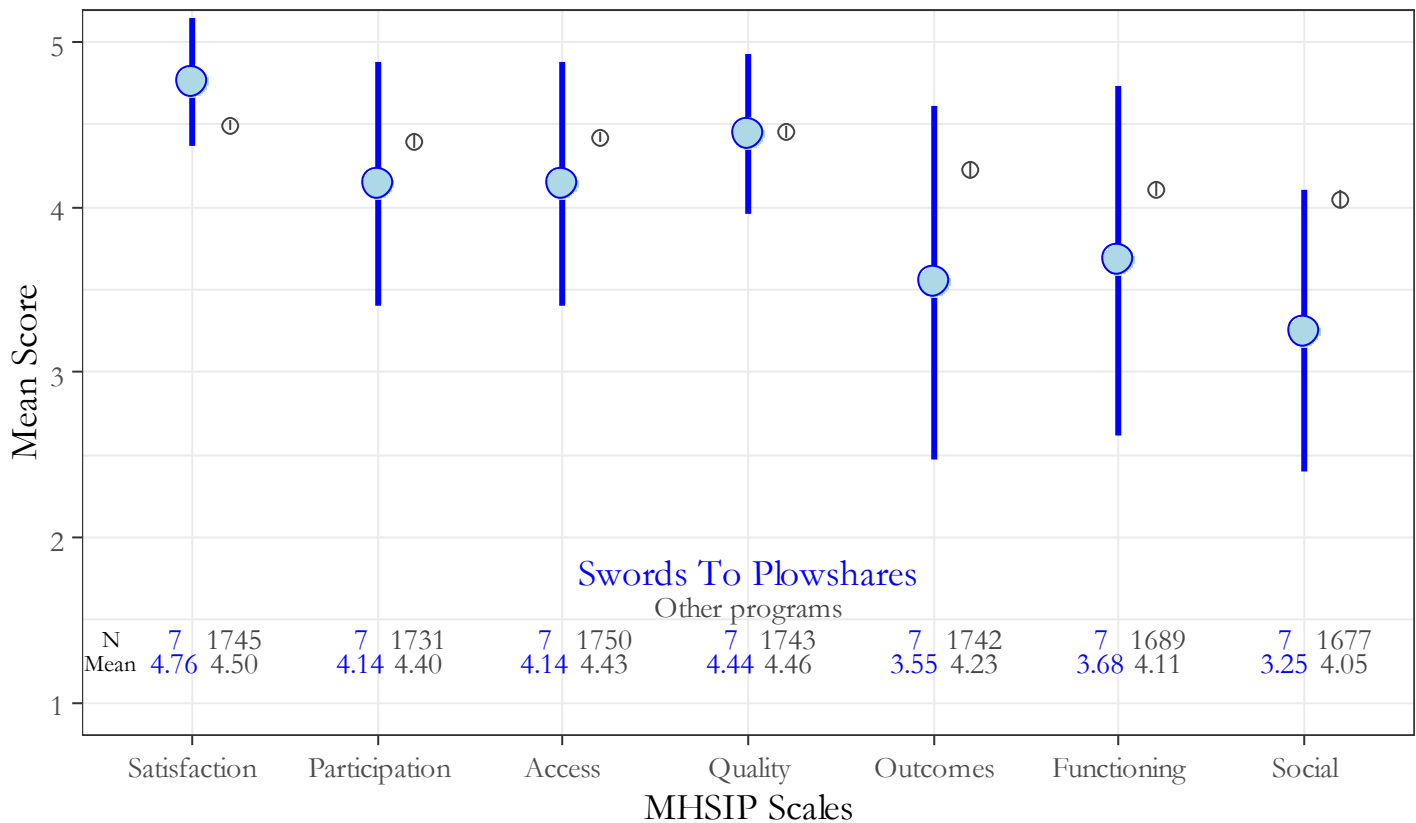
MHSIP Items 1-25, N = 7
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	5 71.4 %	0 0.0 %	0 0.0 %
100.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	5 71.4 %	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 14.3 %	6 85.7 %	0 0.0 %	0 0.0 %
71.4 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 28.6 %	0 0.0 %	5 71.4 %	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 14.3 %	0 0.0 %	6 85.7 %	0 0.0 %	0 0.0 %
66.7 % 6. Staff returned my calls within 24 hours	0 0.0 %	1 14.3 %	1 14.3 %	2 28.6 %	2 28.6 %	1 14.3 %	0 0.0 %
85.7 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	4 57.1 %	0 0.0 %	0 0.0 %
85.7 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	3 42.9 %	0 0.0 %	0 0.0 %
71.4 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %
85.7 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %	0 0.0 %	0 0.0 %
66.7 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	2 28.6 %	2 28.6 %	2 28.6 %	1 14.3 %	0 0.0 %
85.7 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 14.3 %	3 42.9 %	3 42.9 %	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 28.6 %	5 71.4 %	0 0.0 %	0 0.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	4 57.1 %	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 14.3 %	3 42.9 %	1 14.3 %	2 28.6 %	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 %	1 14.3 %	2 28.6 %	3 42.9 %	1 14.3 %	0 0.0 %
85.7 % 17. I, not staff, decided my treatment goals	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	4 57.1 %	0 0.0 %	0 0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	4 57.1 %	0 0.0 %	0 0.0 %
66.7 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	2 28.6 %	1 14.3 %	3 42.9 %	1 14.3 %	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 71.4 %	2 28.6 %	0 0.0 %	0 0.0 %
42.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	2 28.6 %	2 28.6 %	1 14.3 %	2 28.6 %	0 0.0 %	0 0.0 %
57.1 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	2 28.6 %	1 14.3 %	1 14.3 %	3 42.9 %	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 %	2 28.6 %	0 0.0 %	2 28.6 %	3 42.9 %	0 0.0 %	0 0.0 %
40.0 % 24. As a direct result of the services I received: I am getting along better with my family	1 14.3 %	0 0.0 %	2 28.6 %	1 14.3 %	1 14.3 %	2 28.6 %	0 0.0 %
42.9 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 14.3 %	3 42.9 %	1 14.3 %	2 28.6 %	0 0.0 %	0 0.0 %

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

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	6 100 %	1 100 %	7 100 %
Total	6 100 %	1 100 %	7 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 4 clients; surveys were returned for 7 clients (7/4 = 175.0%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

TAY Linkage

Program Code(s): 38BHLK

Overall Satisfaction¹

100.0%

Return Rate²

100.0%

Overall satisfaction³ mean score for TAY Linkage: **3.63**.

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

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) 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

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Transitional Age Youth Service FSP
Program Code(s): 38BH4 38BHT3

Overall Satisfaction¹
88.9%

Return Rate²
over 100%

Overall satisfaction³ mean score for Transitional Age Youth Service FSP: **4.15**.

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

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

Highest Agreement Items

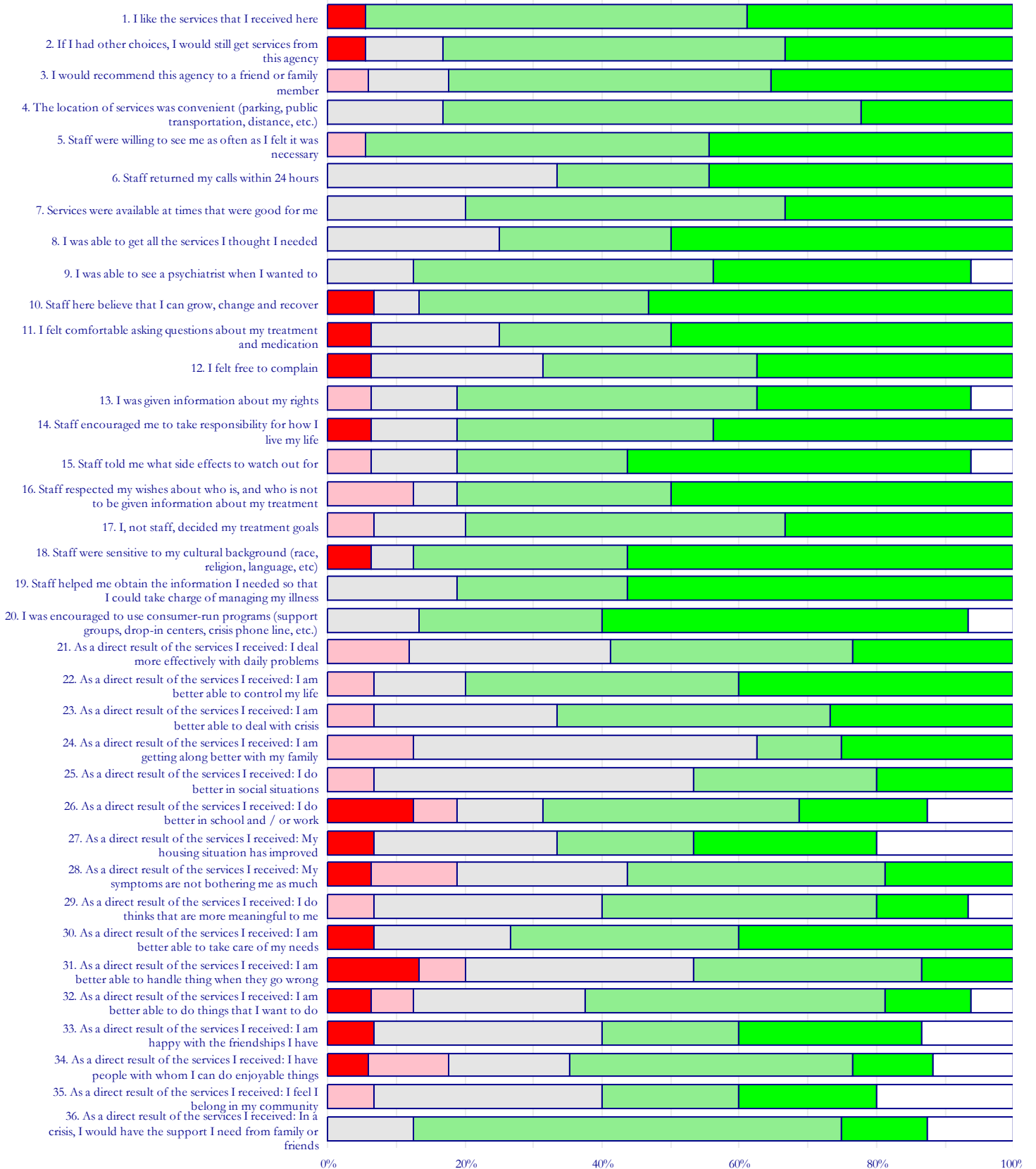
- 94.4% 1. I like the services that I received here
- 94.4% 5. Staff were willing to see me as often as I felt it was necessary
- 87.5% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

Lowest Agreement Items

- 66.7% 6. Staff returned my calls within 24 hours
- 68.8% 12. I felt free to complain
- 75.0% 8. I was able to get all the services I thought I needed

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

MHSIP Items



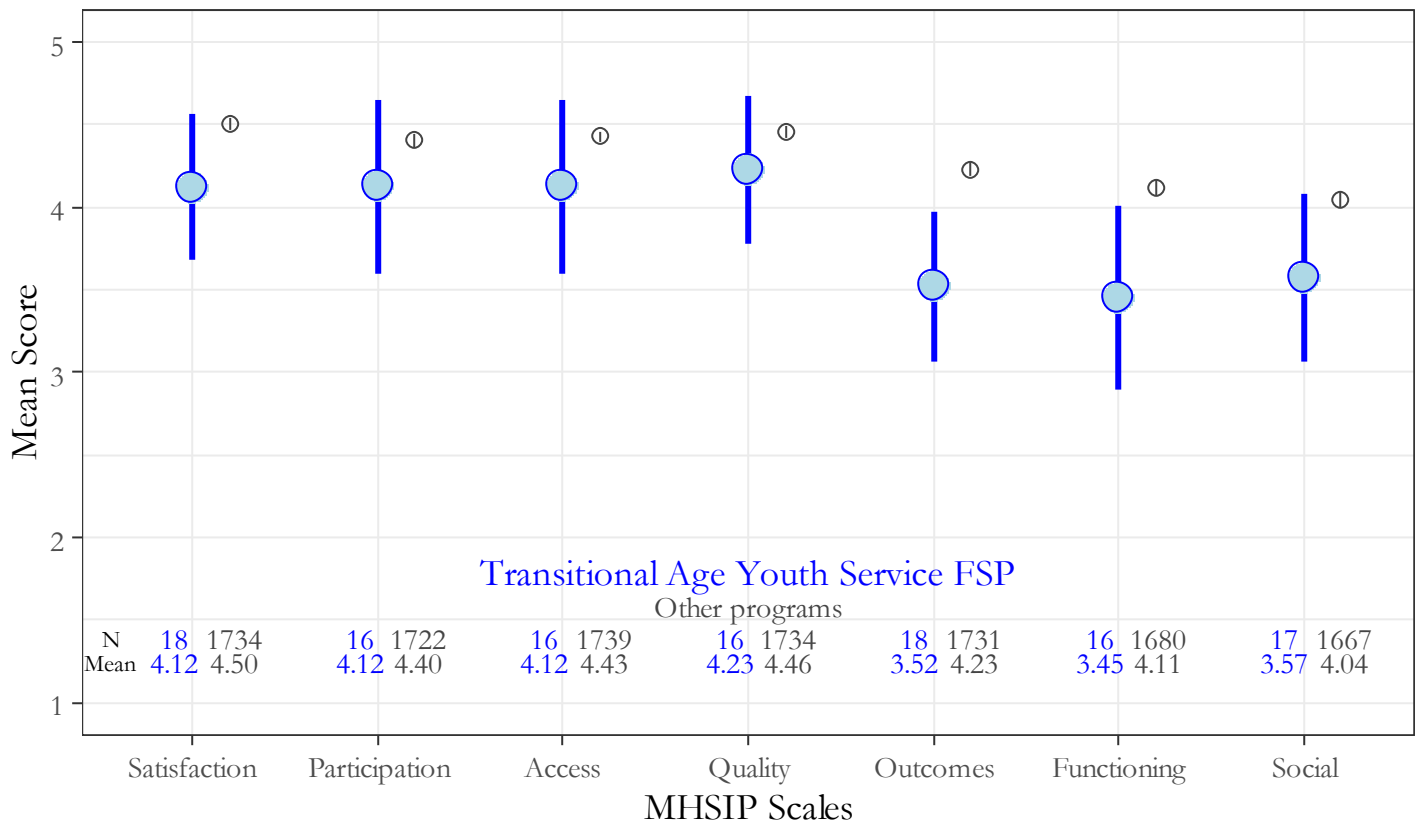
MHSIP Items 1-25, N = 21
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
94.4 % 1. I like the services that I received here	1 4.8 %	0 0.0 %	0 0.0 %	10 47.6 %	7 33.3 %	0 0.0 %	3 14.3 %
83.3 % 2. If I had other choices, I would still get services from this agency	1 4.8 %	0 0.0 %	2 9.5 %	9 42.9 %	6 28.6 %	0 0.0 %	3 14.3 %
82.4 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 4.8 %	2 9.5 %	8 38.1 %	6 28.6 %	0 0.0 %	4 19.1 %
83.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	3 14.3 %	11 52.4 %	4 19.1 %	0 0.0 %	3 14.3 %
94.4 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	1 4.8 %	0 0.0 %	9 42.9 %	8 38.1 %	0 0.0 %	3 14.3 %
66.7 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	6 28.6 %	4 19.1 %	8 38.1 %	0 0.0 %	3 14.3 %
80.0 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	3 14.3 %	7 33.3 %	5 23.8 %	0 0.0 %	6 28.6 %
75.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	0 0.0 %	4 19.1 %	4 19.1 %	8 38.1 %	0 0.0 %	5 23.8 %
86.7 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	2 9.5 %	7 33.3 %	6 28.6 %	1 4.8 %	5 23.8 %
86.7 % 10. Staff here believe that I can grow, change and recover	1 4.8 %	0 0.0 %	1 4.8 %	5 23.8 %	8 38.1 %	0 0.0 %	6 28.6 %
75.0 % 11. I felt comfortable asking questions about my treatment and medication	1 4.8 %	0 0.0 %	3 14.3 %	4 19.1 %	8 38.1 %	0 0.0 %	5 23.8 %
68.8 % 12. I felt free to complain	1 4.8 %	0 0.0 %	4 19.1 %	5 23.8 %	6 28.6 %	0 0.0 %	5 23.8 %
80.0 % 13. I was given information about my rights	0 0.0 %	1 4.8 %	2 9.5 %	7 33.3 %	5 23.8 %	1 4.8 %	5 23.8 %
81.2 % 14. Staff encouraged me to take responsibility for how I live my life	1 4.8 %	0 0.0 %	2 9.5 %	6 28.6 %	7 33.3 %	0 0.0 %	5 23.8 %
80.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 4.8 %	2 9.5 %	4 19.1 %	8 38.1 %	1 4.8 %	5 23.8 %
81.2 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	2 9.5 %	1 4.8 %	5 23.8 %	8 38.1 %	0 0.0 %	5 23.8 %
80.0 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 4.8 %	2 9.5 %	7 33.3 %	5 23.8 %	0 0.0 %	6 28.6 %
87.5 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	1 4.8 %	0 0.0 %	1 4.8 %	5 23.8 %	9 42.9 %	0 0.0 %	5 23.8 %
81.2 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	0 0.0 %	3 14.3 %	4 19.1 %	9 42.9 %	0 0.0 %	5 23.8 %
85.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	2 9.5 %	4 19.1 %	8 38.1 %	1 4.8 %	6 28.6 %
58.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	2 9.5 %	5 23.8 %	6 28.6 %	4 19.1 %	0 0.0 %	4 19.1 %
80.0 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 4.8 %	2 9.5 %	6 28.6 %	6 28.6 %	0 0.0 %	6 28.6 %
66.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 4.8 %	4 19.1 %	6 28.6 %	4 19.1 %	0 0.0 %	6 28.6 %
37.5 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	2 9.5 %	8 38.1 %	2 9.5 %	4 19.1 %	0 0.0 %	5 23.8 %
46.7 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	1 4.8 %	7 33.3 %	4 19.1 %	3 14.3 %	0 0.0 %	6 28.6 %

MHSIP Items 26-36, N = 21
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
64.3 % 26. As a direct result of the services I received: I do better in school and / or work	2 9.5 %	1 4.8 %	2 9.5 %	6 28.6 %	3 14.3 %	2 9.5 %	5 23.8 %
58.3 % 27. As a direct result of the services I received: My housing situation has improved	1 4.8 %	0 0.0 %	4 19.1 %	3 14.3 %	4 19.1 %	3 14.3 %	6 28.6 %
56.2 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 4.8 %	2 9.5 %	4 19.1 %	6 28.6 %	3 14.3 %	0 0.0 %	5 23.8 %
57.1 % 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	1 4.8 %	5 23.8 %	6 28.6 %	2 9.5 %	1 4.8 %	6 28.6 %
73.3 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 4.8 %	0 0.0 %	3 14.3 %	5 23.8 %	6 28.6 %	0 0.0 %	6 28.6 %
46.7 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	2 9.5 %	1 4.8 %	5 23.8 %	5 23.8 %	2 9.5 %	0 0.0 %	6 28.6 %
60.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 4.8 %	1 4.8 %	4 19.1 %	7 33.3 %	2 9.5 %	1 4.8 %	5 23.8 %
53.8 % 33. As a direct result of the services I received: I am happy with the friendships I have	1 4.8 %	0 0.0 %	5 23.8 %	3 14.3 %	4 19.1 %	2 9.5 %	6 28.6 %
60.0 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	1 4.8 %	2 9.5 %	3 14.3 %	7 33.3 %	2 9.5 %	2 9.5 %	4 19.1 %
50.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	1 4.8 %	5 23.8 %	3 14.3 %	3 14.3 %	3 14.3 %	6 28.6 %
85.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 9.5 %	10 47.6 %	2 9.5 %	2 9.5 %	5 23.8 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	3 14.3 %	0 0 %	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	0 0 %	0 0 %	0 0 %
Completed Survey	18 85.7 %	0 0 %	18 85.7 %
Total	21 100 %	0 100 %	21 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 16 clients; surveys were returned for 19 clients (19/16 = 118.8%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

UCSF Alliance Health Project IFSO

Program Code(s): 38A33

Overall Satisfaction¹

91.9%

Return Rate²

74.5%

Overall satisfaction³ mean score for UCSF Alliance Health Project IFSO: **4.27**.

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

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

Highest Agreement Items

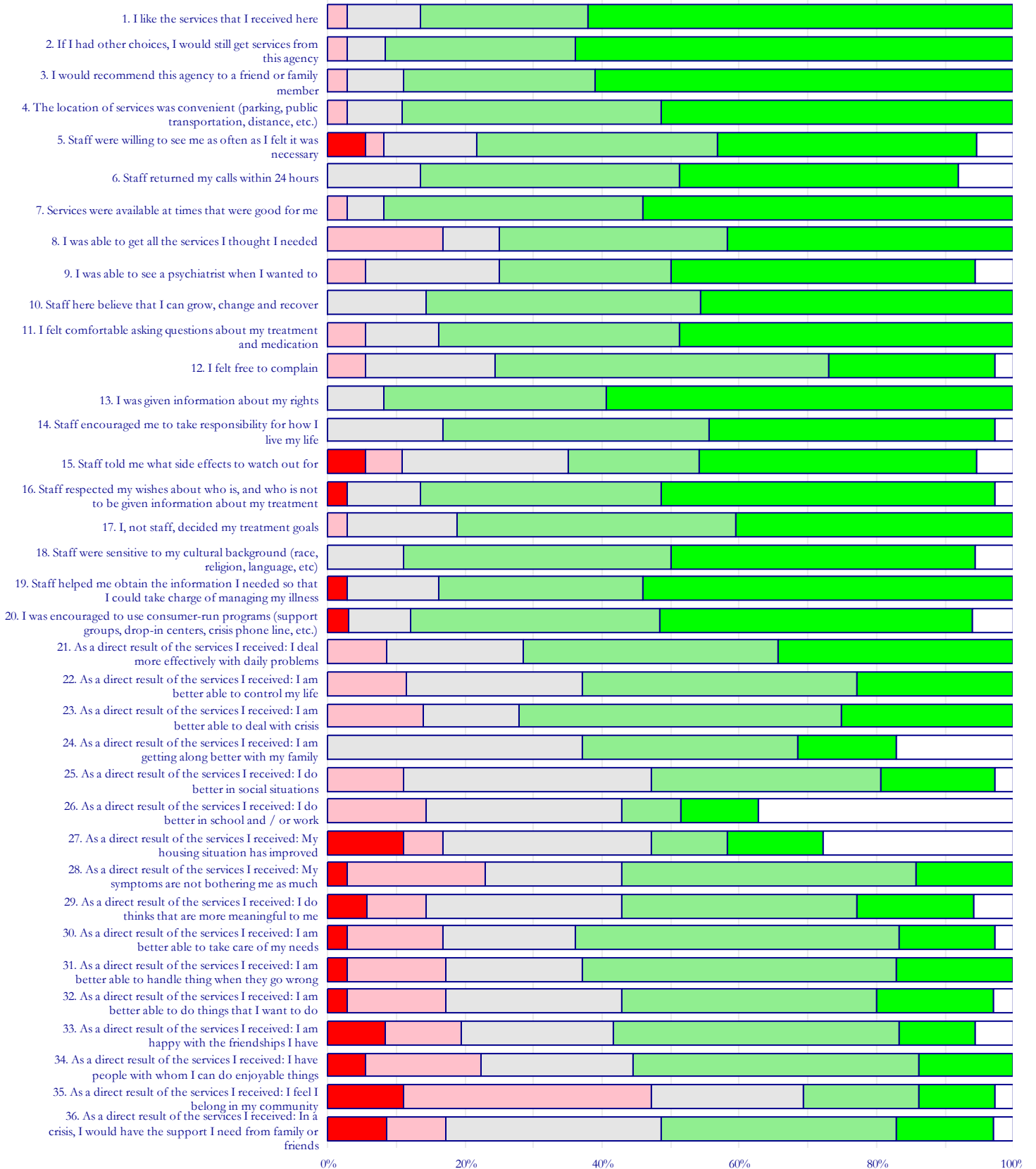
- 91.9% 7. Services were available at times that were good for me
- 91.9% 13. I was given information about my rights
- 91.7% 2. If I had other choices, I would still get services from this agency

Lowest Agreement Items

- 62.9% 15. Staff told me what side effects to watch out for
- 73.5% 9. I was able to see a psychiatrist when I wanted to
- 75.0% 8. I was able to get all the services I thought I needed

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

MHSIP Items



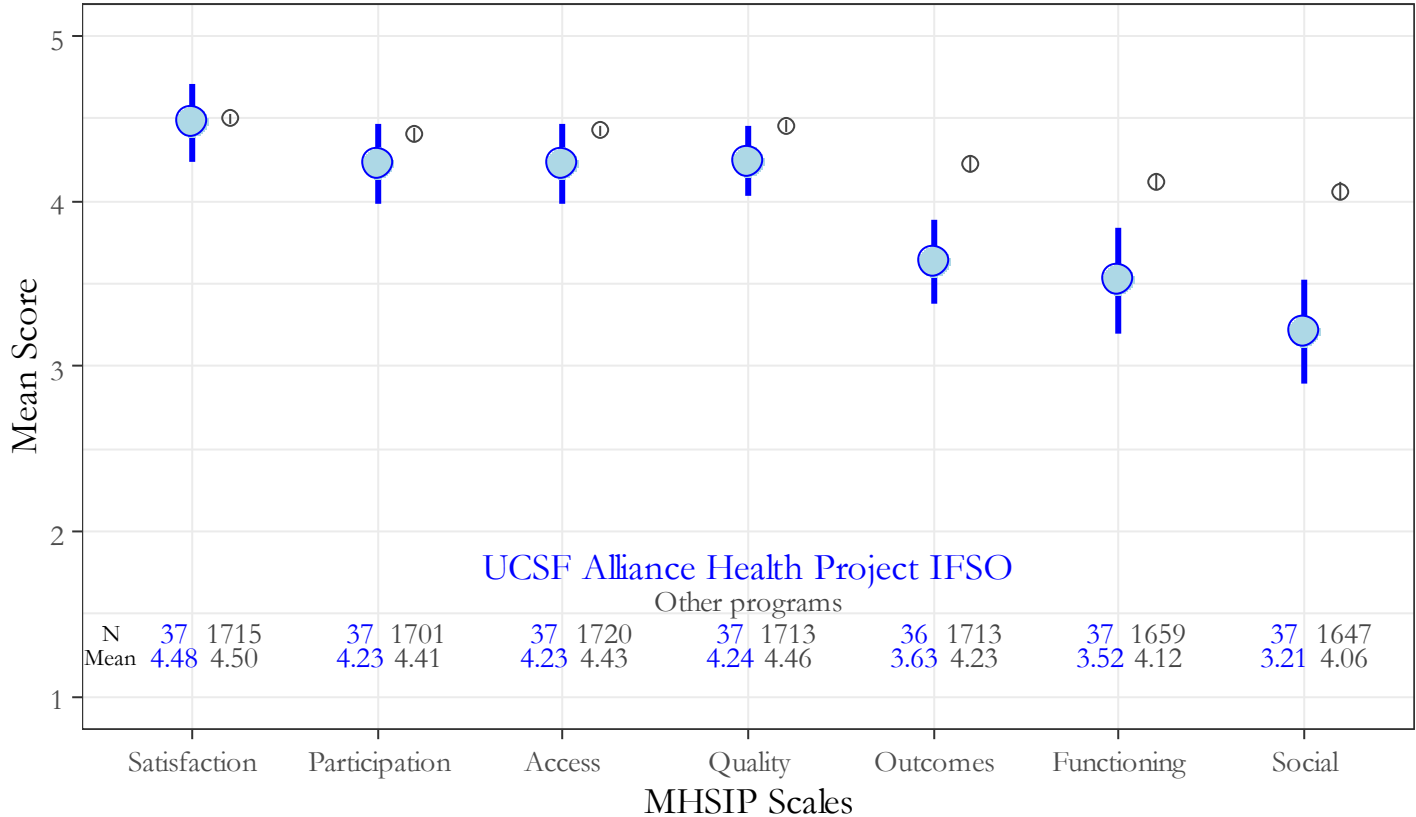
MHSIP Items 1-25, N = 45
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
86.5 % 1. I like the services that I received here	0 0.0 %	1 2.2 %	4 8.9 %	9 20.0 %	23 51.1 %	0 0.0 %	8 17.8 %
91.7 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 2.2 %	2 4.4 %	10 22.2 %	23 51.1 %	0 0.0 %	9 20.0 %
88.9 % 3. I would recommend this agency to a friend or family member	0 0.0 %	1 2.2 %	3 6.7 %	10 22.2 %	22 48.9 %	0 0.0 %	9 20.0 %
89.2 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 2.2 %	3 6.7 %	14 31.1 %	19 42.2 %	0 0.0 %	8 17.8 %
77.1 % 5. Staff were willing to see me as often as I felt it was necessary	2 4.4 %	1 2.2 %	5 11.1 %	13 28.9 %	14 31.1 %	2 4.4 %	8 17.8 %
85.3 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	5 11.1 %	14 31.1 %	15 33.3 %	3 6.7 %	8 17.8 %
91.9 % 7. Services were available at times that were good for me	0 0.0 %	1 2.2 %	2 4.4 %	14 31.1 %	20 44.4 %	0 0.0 %	8 17.8 %
75.0 % 8. I was able to get all the services I thought I needed	0 0.0 %	6 13.3 %	3 6.7 %	12 26.7 %	15 33.3 %	0 0.0 %	9 20.0 %
73.5 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	2 4.4 %	7 15.6 %	9 20.0 %	16 35.6 %	2 4.4 %	9 20.0 %
85.7 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	5 11.1 %	14 31.1 %	16 35.6 %	0 0.0 %	10 22.2 %
83.8 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	2 4.4 %	4 8.9 %	13 28.9 %	18 40.0 %	0 0.0 %	8 17.8 %
75.0 % 12. I felt free to complain	0 0.0 %	2 4.4 %	7 15.6 %	18 40.0 %	9 20.0 %	1 2.2 %	8 17.8 %
91.9 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	3 6.7 %	12 26.7 %	22 48.9 %	0 0.0 %	8 17.8 %
82.9 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	6 13.3 %	14 31.1 %	15 33.3 %	1 2.2 %	9 20.0 %
62.9 % 15. Staff told me what side effects to watch out for	2 4.4 %	2 4.4 %	9 20.0 %	7 15.6 %	15 33.3 %	2 4.4 %	8 17.8 %
86.1 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	1 2.2 %	0 0.0 %	4 8.9 %	13 28.9 %	18 40.0 %	1 2.2 %	8 17.8 %
81.1 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 2.2 %	6 13.3 %	15 33.3 %	15 33.3 %	0 0.0 %	8 17.8 %
88.2 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 8.9 %	14 31.1 %	16 35.6 %	2 4.4 %	9 20.0 %
83.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 2.2 %	0 0.0 %	5 11.1 %	11 24.4 %	20 44.4 %	0 0.0 %	8 17.8 %
87.1 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 2.2 %	0 0.0 %	3 6.7 %	12 26.7 %	15 33.3 %	2 4.4 %	12 26.7 %
71.4 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	3 6.7 %	7 15.6 %	13 28.9 %	12 26.7 %	0 0.0 %	10 22.2 %
62.9 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	4 8.9 %	9 20.0 %	14 31.1 %	8 17.8 %	0 0.0 %	10 22.2 %
72.2 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	5 11.1 %	5 11.1 %	17 37.8 %	9 20.0 %	0 0.0 %	9 20.0 %
55.2 % 24. As a direct result of the services I received: I am getting along better with my family	0 0.0 %	0 0.0 %	13 28.9 %	11 24.4 %	5 11.1 %	6 13.3 %	10 22.2 %
51.4 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	4 8.9 %	13 28.9 %	12 26.7 %	6 13.3 %	1 2.2 %	9 20.0 %

MHSIP Items 26-36, N = 45
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
31.8 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	5 11.1 %	10 22.2 %	3 6.7 %	4 8.9 %	13 28.9 %	10 22.2 %
34.6 % 27. As a direct result of the services I received: My housing situation has improved	4 8.9 %	2 4.4 %	11 24.4 %	4 8.9 %	5 11.1 %	10 22.2 %	9 20.0 %
57.1 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	1 2.2 %	7 15.6 %	7 15.6 %	15 33.3 %	5 11.1 %	0 0.0 %	10 22.2 %
54.5 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	2 4.4 %	3 6.7 %	10 22.2 %	12 26.7 %	6 13.3 %	2 4.4 %	10 22.2 %
62.9 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 2.2 %	5 11.1 %	7 15.6 %	17 37.8 %	5 11.1 %	1 2.2 %	9 20.0 %
62.9 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 2.2 %	5 11.1 %	7 15.6 %	16 35.6 %	6 13.3 %	0 0.0 %	10 22.2 %
55.9 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 2.2 %	5 11.1 %	9 20.0 %	13 28.9 %	6 13.3 %	1 2.2 %	10 22.2 %
55.9 % 33. As a direct result of the services I received: I am happy with the friendships I have	3 6.7 %	4 8.9 %	8 17.8 %	15 33.3 %	4 8.9 %	2 4.4 %	9 20.0 %
55.6 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	2 4.4 %	6 13.3 %	8 17.8 %	15 33.3 %	5 11.1 %	0 0.0 %	9 20.0 %
28.6 % 35. As a direct result of the services I received: I feel I belong in my community	4 8.9 %	13 28.9 %	8 17.8 %	6 13.3 %	4 8.9 %	1 2.2 %	9 20.0 %
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	3 6.7 %	3 6.7 %	11 24.4 %	12 26.7 %	5 11.1 %	1 2.2 %	10 22.2 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	5 16.7 %	0 0 %	5 11.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	3 10 %	0 0 %	3 6.7 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	22 73.3 %	15 100 %	37 82.2 %
Total	30 100 %	15 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 55 clients; surveys were returned for 41 clients (41/55 = 74.5%).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

UCSF Child and Adolescent Services- CAS

Program Code(s): 38C72

Overall Satisfaction¹

86.7%

Return Rate²

69.0%

Overall satisfaction³ mean score for UCSF Child and Adolescent Services- CAS: **3.56** (youth), **4.23** (family).

Overall satisfaction mean score for all other programs: **4.27** (youth), **4.48** (family).

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

Highest Agreement Items

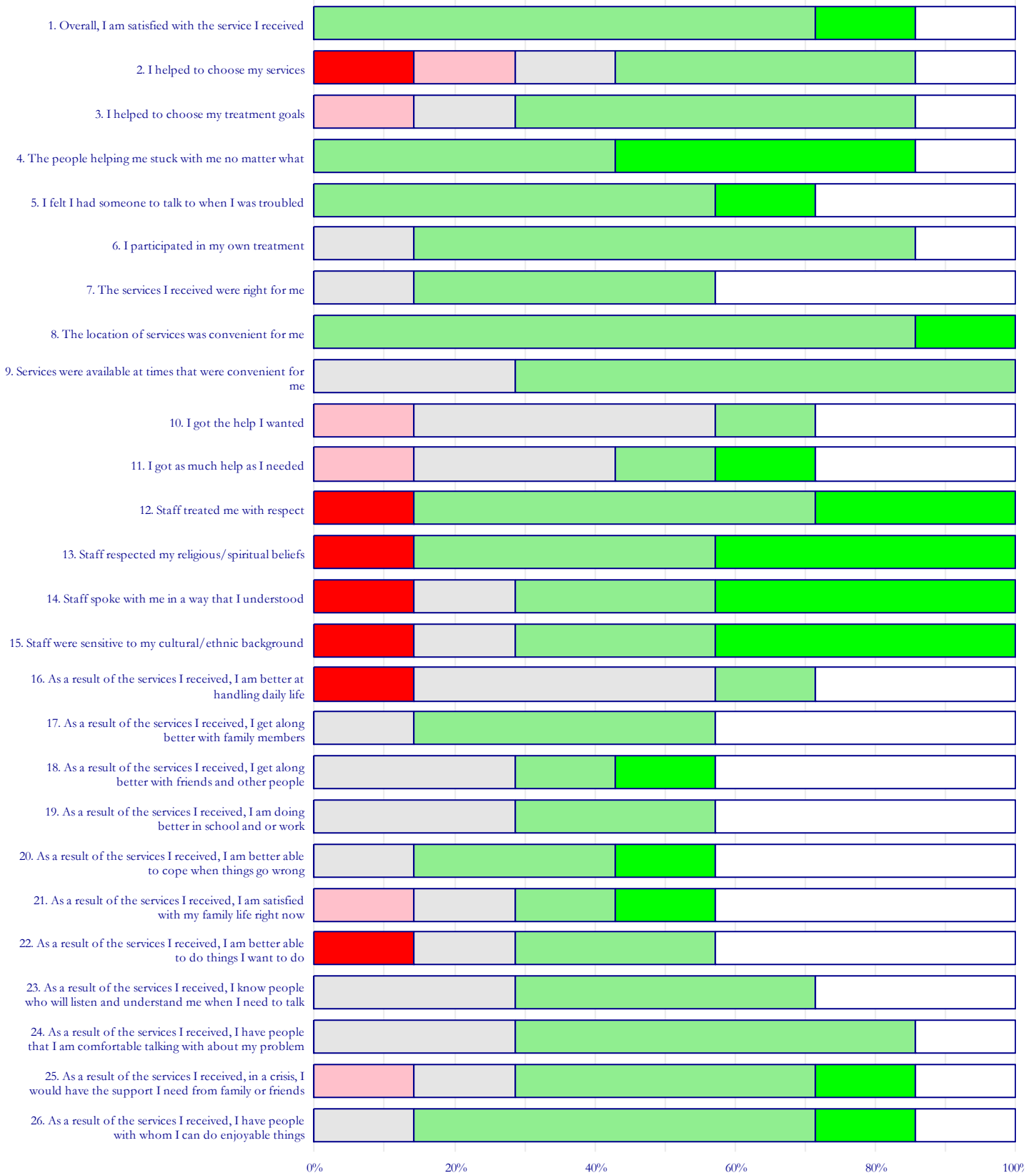
- 92.9% 12. Staff treated me with respect
- 92.0% 13. Staff respected my religious/spiritual beliefs
- 89.7% 1. Overall, I am satisfied with the service I received

Lowest Agreement Items

- 65.4% 10. I got the help I wanted
- 69.2% 11. I got as much help as I needed
- 76.9% 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.

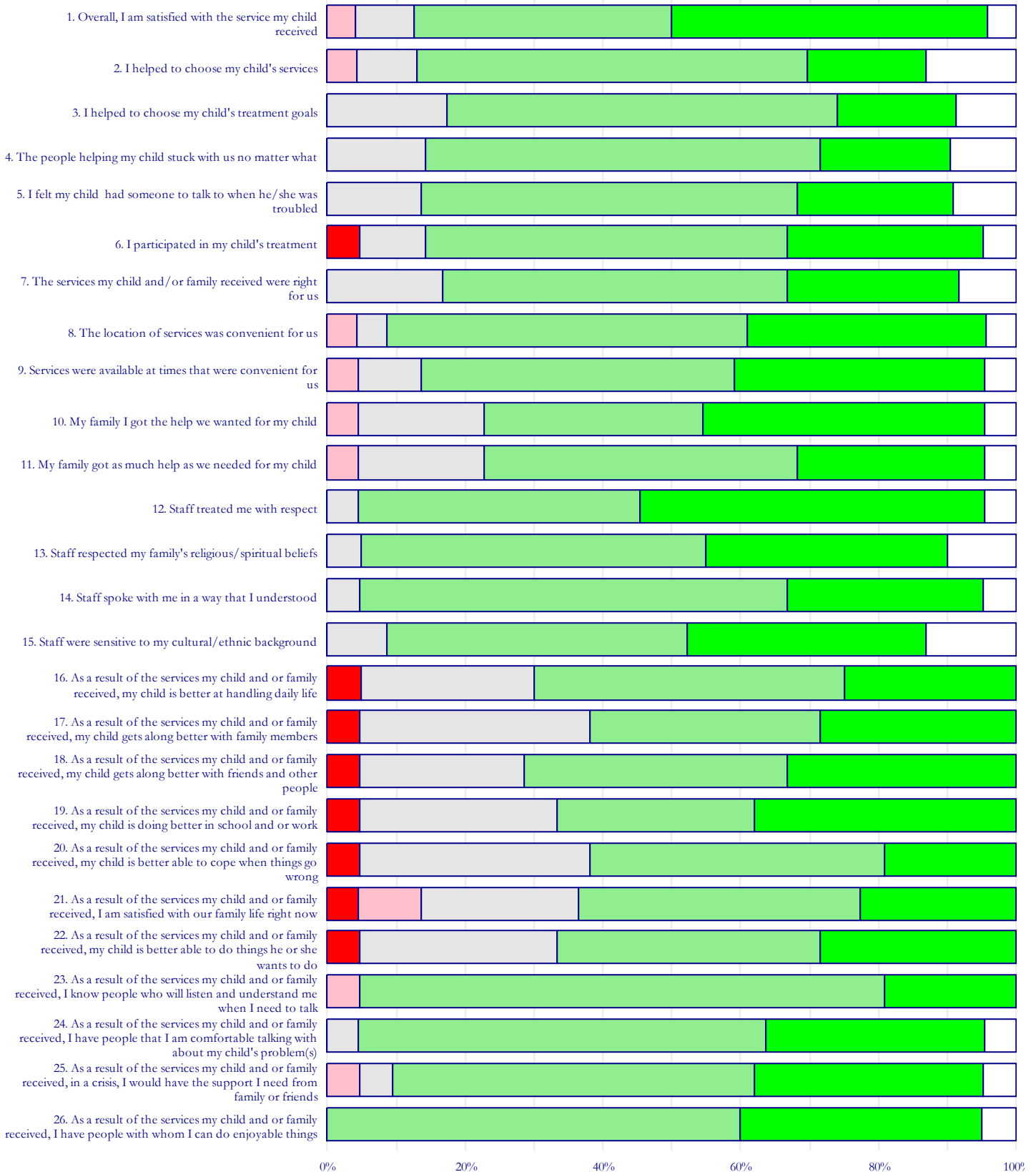
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 9

	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 55.6 %	1 11.1 %	1 11.1 %	2 22.2 %
50.0 % 2. I helped to choose my services	1 11.1 %	1 11.1 %	1 11.1 %	3 33.3 %	0 0.0 %	1 11.1 %	2 22.2 %
66.7 % 3. I helped to choose my treatment goals	0 0.0 %	1 11.1 %	1 11.1 %	4 44.4 %	0 0.0 %	1 11.1 %	2 22.2 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	3 33.3 %	1 11.1 %	2 22.2 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	1 11.1 %	2 22.2 %	2 22.2 %
83.3 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	1 11.1 %	5 55.6 %	0 0.0 %	1 11.1 %	2 22.2 %
75.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	0 0.0 %	3 33.3 %	2 22.2 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	6 66.7 %	1 11.1 %	0 0.0 %	2 22.2 %
71.4 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	2 22.2 %	5 55.6 %	0 0.0 %	0 0.0 %	2 22.2 %
20.0 % 10. I got the help I wanted	0 0.0 %	1 11.1 %	3 33.3 %	1 11.1 %	0 0.0 %	2 22.2 %	2 22.2 %
40.0 % 11. I got as much help as I needed	0 0.0 %	1 11.1 %	2 22.2 %	1 11.1 %	1 11.1 %	2 22.2 %	2 22.2 %
85.7 % 12. Staff treated me with respect	1 11.1 %	0 0.0 %	0 0.0 %	4 44.4 %	2 22.2 %	0 0.0 %	2 22.2 %
85.7 % 13. Staff respected my religious/spiritual beliefs	1 11.1 %	0 0.0 %	0 0.0 %	3 33.3 %	3 33.3 %	0 0.0 %	2 22.2 %
71.4 % 14. Staff spoke with me in a way that I understood	1 11.1 %	0 0.0 %	1 11.1 %	2 22.2 %	3 33.3 %	0 0.0 %	2 22.2 %
71.4 % 15. Staff were sensitive to my cultural/ethnic background	1 11.1 %	0 0.0 %	1 11.1 %	2 22.2 %	3 33.3 %	0 0.0 %	2 22.2 %
20.0 % 16. As a result of the services I received, I am better at handling daily life	1 11.1 %	0 0.0 %	3 33.3 %	1 11.1 %	0 0.0 %	2 22.2 %	2 22.2 %
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 11.1 %	3 33.3 %	0 0.0 %	3 33.3 %	2 22.2 %
50.0 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	2 22.2 %	1 11.1 %	1 11.1 %	3 33.3 %	2 22.2 %
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 %	2 22.2 %	2 22.2 %	0 0.0 %	3 33.3 %	2 22.2 %
75.0 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	1 11.1 %	3 33.3 %	2 22.2 %
50.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 11.1 %	1 11.1 %	1 11.1 %	1 11.1 %	3 33.3 %	2 22.2 %
50.0 % 22. As a result of the services I received, I am better able to do things I want to do	1 11.1 %	0 0.0 %	1 11.1 %	2 22.2 %	0 0.0 %	3 33.3 %	2 22.2 %
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 22.2 %	3 33.3 %	0 0.0 %	2 22.2 %	2 22.2 %
66.7 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	2 22.2 %	4 44.4 %	0 0.0 %	1 11.1 %	2 22.2 %
66.7 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 11.1 %	1 11.1 %	3 33.3 %	1 11.1 %	1 11.1 %	2 22.2 %
83.3 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	1 11.1 %	1 11.1 %	2 22.2 %

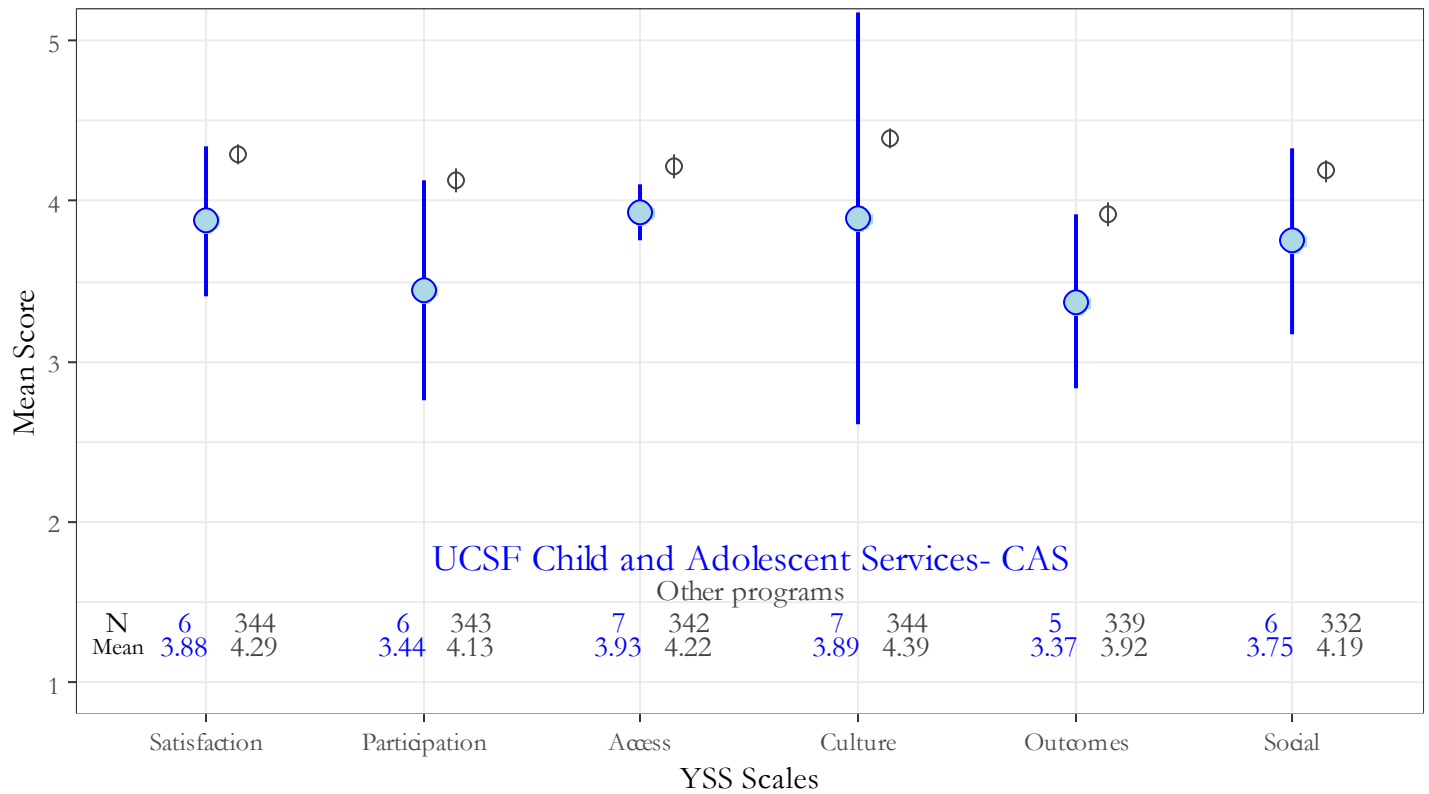
Youth Services Survey for Families



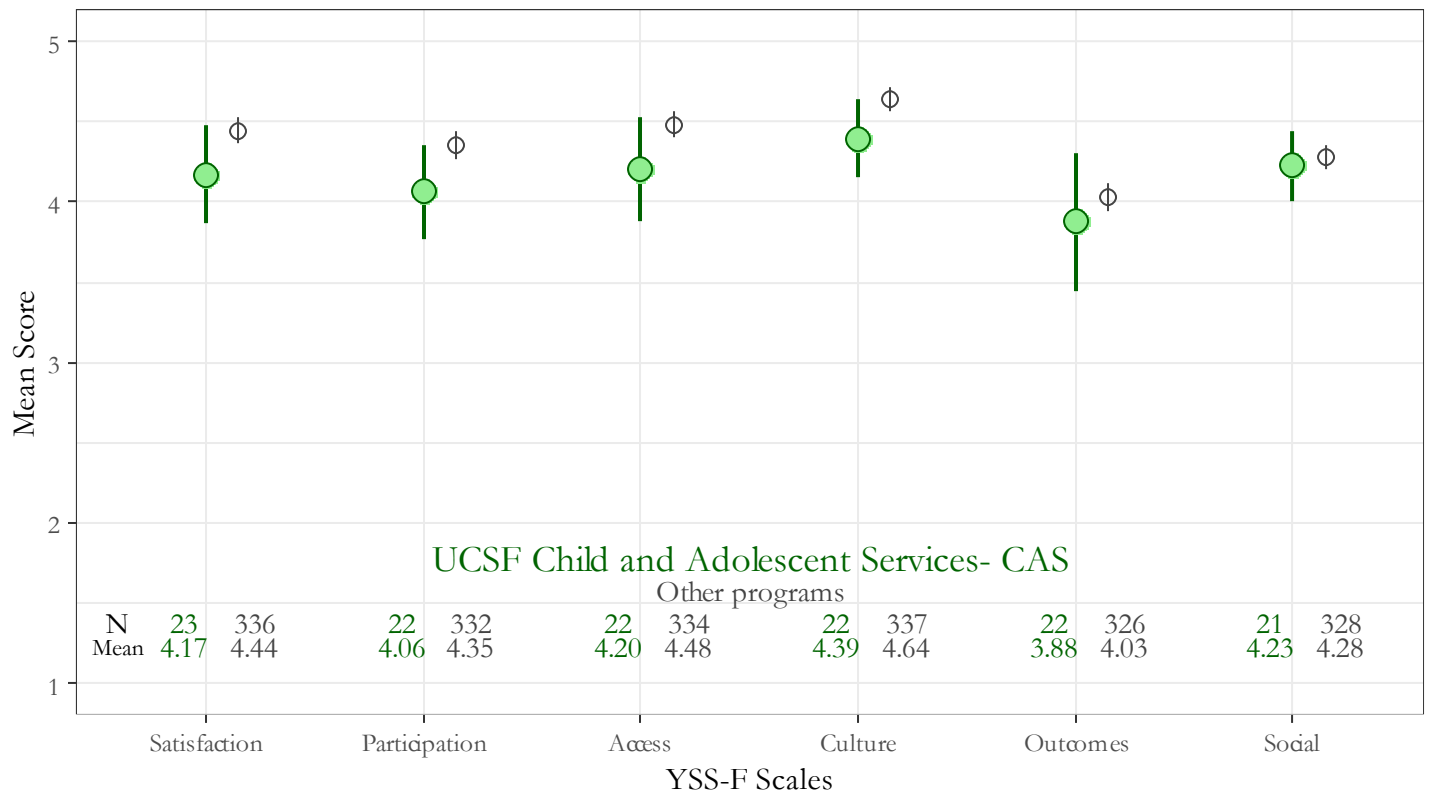
Youth Services Survey for Families, N = 27

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
87.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	1 3.7 %	2 7.4 %	9 33.3 %	11 40.7 %	1 3.7 %	3 11.1 %
85.0 % 2. I helped to choose my child's services	0 0.0 %	1 3.7 %	2 7.4 %	13 48.1 %	4 14.8 %	3 11.1 %	4 14.8 %
81.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	4 14.8 %	13 48.1 %	4 14.8 %	2 7.4 %	4 14.8 %
84.2 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	3 11.1 %	12 44.4 %	4 14.8 %	2 7.4 %	6 22.2 %
85.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	3 11.1 %	12 44.4 %	5 18.5 %	2 7.4 %	5 18.5 %
85.0 % 6. I participated in my child's treatment	1 3.7 %	0 0.0 %	2 7.4 %	11 40.7 %	6 22.2 %	1 3.7 %	6 22.2 %
81.8 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	4 14.8 %	12 44.4 %	6 22.2 %	2 7.4 %	3 11.1 %
90.9 % 8. The location of services was convenient for us	0 0.0 %	1 3.7 %	1 3.7 %	12 44.4 %	8 29.6 %	1 3.7 %	4 14.8 %
85.7 % 9. Services were available at times that were convenient for us	0 0.0 %	1 3.7 %	2 7.4 %	10 37.0 %	8 29.6 %	1 3.7 %	5 18.5 %
76.2 % 10. My family I got the help we wanted for my child	0 0.0 %	1 3.7 %	4 14.8 %	7 25.9 %	9 33.3 %	1 3.7 %	5 18.5 %
76.2 % 11. My family got as much help as we needed for my child	0 0.0 %	1 3.7 %	4 14.8 %	10 37.0 %	6 22.2 %	1 3.7 %	5 18.5 %
95.2 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	1 3.7 %	9 33.3 %	11 40.7 %	1 3.7 %	5 18.5 %
94.4 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	1 3.7 %	10 37.0 %	7 25.9 %	2 7.4 %	7 25.9 %
95.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	1 3.7 %	13 48.1 %	6 22.2 %	1 3.7 %	6 22.2 %
90.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	2 7.4 %	10 37.0 %	8 29.6 %	3 11.1 %	4 14.8 %
70.0 % 16. As a result of the services my child and or family received, my child is better at handling daily life	1 3.7 %	0 0.0 %	5 18.5 %	9 33.3 %	5 18.5 %	0 0.0 %	7 25.9 %
61.9 % 17. As a result of the services my child and or family received, my child gets along better with family members	1 3.7 %	0 0.0 %	7 25.9 %	7 25.9 %	6 22.2 %	0 0.0 %	6 22.2 %
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	1 3.7 %	0 0.0 %	5 18.5 %	8 29.6 %	7 25.9 %	0 0.0 %	6 22.2 %
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 3.7 %	0 0.0 %	6 22.2 %	6 22.2 %	8 29.6 %	0 0.0 %	6 22.2 %
61.9 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	1 3.7 %	0 0.0 %	7 25.9 %	9 33.3 %	4 14.8 %	0 0.0 %	6 22.2 %
63.6 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	1 3.7 %	2 7.4 %	5 18.5 %	9 33.3 %	5 18.5 %	0 0.0 %	5 18.5 %
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 3.7 %	0 0.0 %	6 22.2 %	8 29.6 %	6 22.2 %	0 0.0 %	6 22.2 %
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	0 0.0 %	1 3.7 %	0 0.0 %	16 59.3 %	4 14.8 %	0 0.0 %	6 22.2 %
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)	0 0.0 %	0 0.0 %	1 3.7 %	13 48.1 %	7 25.9 %	1 3.7 %	5 18.5 %
90.0 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	1 3.7 %	1 3.7 %	11 40.7 %	7 25.9 %	1 3.7 %	6 22.2 %
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 %	12 44.4 %	7 25.9 %	1 3.7 %	7 25.9 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance
UCSF Child and
Adolescent Services-
Completion Status CAS Completion by *Total*
Respondent Type

	Family	Youth	<i>Total</i>
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	3 11.1 %	2 22.2 %	5 13.9 %
No Data	1 3.7 %	0 0 %	1 2.8 %
Completed Survey	23 85.2 %	7 77.8 %	30 83.3 %
<i>Total</i>	27 100 %	9 100 %	36 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 42 clients; surveys were returned for 29 clients (29 / 42 = 69.0%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

UCSF Citywide Case Management - NOVA

Program Code(s): 8911NO

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for UCSF Citywide Case Management - NOVA: **5.00**.

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

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance
Survey Completion by

Completion Status	Survey Completion by		Total
	Adult	Older Adult	
Refused	3 27.3 %	0 0 %	3 27.3 %
Impaired	4 36.4 %	0 0 %	4 36.4 %
Language	0 0 %	0 0 %	0 0 %
Other	1 9.1 %	0 0 %	1 9.1 %
No Data	2 18.2 %	0 0 %	2 18.2 %
Completed Survey	1 9.1 %	0 0 %	1 9.1 %
Total	11 100 %	0 100 %	11 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 9 clients; surveys were returned for 11 clients (11/9 = 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

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

UCSF Citywide Focus

Program Code(s): 89113

Overall Satisfaction¹

84.8%

Return Rate²

88.7%

Overall satisfaction³ mean score for UCSF Citywide Focus: **4.28**.

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

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

Highest Agreement Items

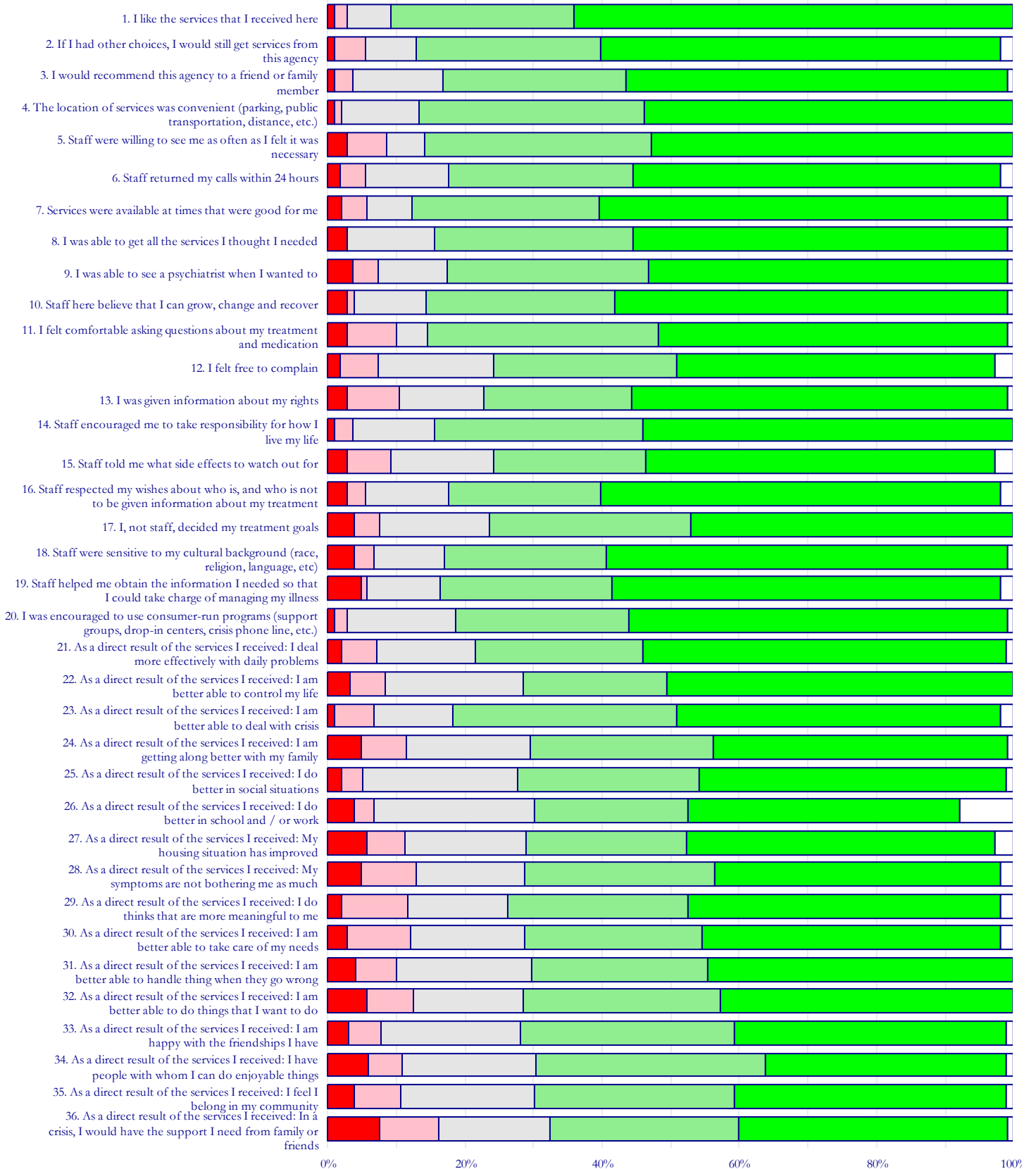
- 90.8% 1. I like the services that I received here
- 87.6% 7. Services were available at times that were good for me
- 86.8% 2. If I had other choices, I would still get services from this agency

Lowest Agreement Items

- 75.2% 12. I felt free to complain
- 75.2% 15. Staff told me what side effects to watch out for
- 76.4% 17. I, not staff, decided my treatment goals

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

MHSIP Items



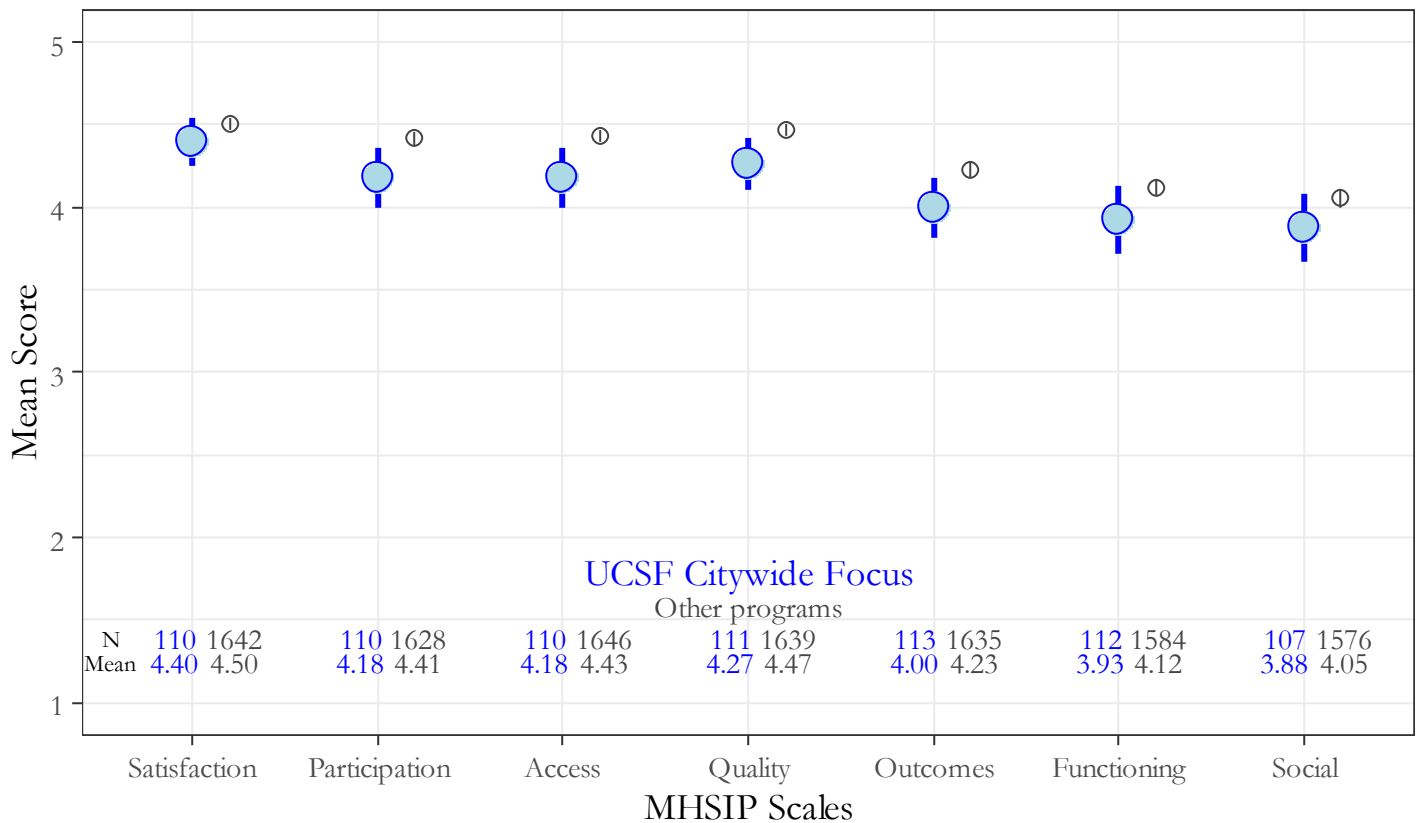
MHSIP Items 1-25, N = 233
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
90.8 % 1. I like the services that I received here	1 0.4 %	2 0.9 %	7 3.0 %	29 12.4 %	70 30.0 %	0 0.0 %	124 53.2 %
86.8 % 2. If I had other choices, I would still get services from this agency	1 0.4 %	5 2.1 %	8 3.4 %	29 12.4 %	63 27.0 %	2 0.9 %	125 53.6 %
83.2 % 3. I would recommend this agency to a friend or family member	1 0.4 %	3 1.3 %	14 6.0 %	29 12.4 %	60 25.8 %	1 0.4 %	125 53.6 %
86.8 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 0.4 %	1 0.4 %	12 5.1 %	35 15.0 %	57 24.5 %	0 0.0 %	127 54.5 %
85.8 % 5. Staff were willing to see me as often as I felt it was necessary	3 1.3 %	6 2.6 %	6 2.6 %	35 15.0 %	56 24.0 %	0 0.0 %	127 54.5 %
82.1 % 6. Staff returned my calls within 24 hours	2 0.9 %	4 1.7 %	13 5.6 %	29 12.4 %	58 24.9 %	2 0.9 %	125 53.6 %
87.6 % 7. Services were available at times that were good for me	2 0.9 %	4 1.7 %	7 3.0 %	29 12.4 %	63 27.0 %	1 0.4 %	127 54.5 %
84.4 % 8. I was able to get all the services I thought I needed	3 1.3 %	0 0.0 %	14 6.0 %	32 13.7 %	60 25.8 %	1 0.4 %	123 52.8 %
82.4 % 9. I was able to see a psychiatrist when I wanted to	4 1.7 %	4 1.7 %	11 4.7 %	32 13.7 %	57 24.5 %	1 0.4 %	124 53.2 %
85.6 % 10. Staff here believe that I can grow, change and recover	3 1.3 %	1 0.4 %	11 4.7 %	29 12.4 %	60 25.8 %	1 0.4 %	128 54.9 %
85.3 % 11. I felt comfortable asking questions about my treatment and medication	3 1.3 %	8 3.4 %	5 2.1 %	37 15.9 %	56 24.0 %	1 0.4 %	123 52.8 %
75.2 % 12. I felt free to complain	2 0.9 %	6 2.6 %	18 7.7 %	29 12.4 %	50 21.5 %	3 1.3 %	125 53.6 %
77.1 % 13. I was given information about my rights	3 1.3 %	8 3.4 %	13 5.6 %	23 9.9 %	58 24.9 %	1 0.4 %	127 54.5 %
84.4 % 14. Staff encouraged me to take responsibility for how I live my life	1 0.4 %	3 1.3 %	13 5.6 %	33 14.2 %	59 25.3 %	0 0.0 %	124 53.2 %
75.2 % 15. Staff told me what side effects to watch out for	3 1.3 %	7 3.0 %	16 6.9 %	24 10.3 %	55 23.6 %	3 1.3 %	125 53.6 %
82.1 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	3 1.3 %	3 1.3 %	13 5.6 %	24 10.3 %	63 27.0 %	2 0.9 %	125 53.6 %
76.4 % 17. I, not staff, decided my treatment goals	4 1.7 %	4 1.7 %	17 7.3 %	31 13.3 %	50 21.5 %	0 0.0 %	127 54.5 %
82.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	4 1.7 %	3 1.3 %	11 4.7 %	25 10.7 %	62 26.6 %	1 0.4 %	127 54.5 %
83.3 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	5 2.1 %	1 0.4 %	11 4.7 %	26 11.2 %	59 25.3 %	2 0.9 %	129 55.4 %
81.1 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 0.4 %	2 0.9 %	17 7.3 %	27 11.6 %	59 25.3 %	1 0.4 %	126 54.1 %
78.4 % 21. As a direct result of the services I received: I deal more effectively with daily problems	2 0.9 %	5 2.1 %	14 6.0 %	24 10.3 %	52 22.3 %	1 0.4 %	135 57.9 %
71.6 % 22. As a direct result of the services I received: I am better able to control my life	3 1.3 %	5 2.1 %	19 8.2 %	20 8.6 %	48 20.6 %	0 0.0 %	138 59.2 %
81.4 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 0.4 %	6 2.6 %	12 5.1 %	34 14.6 %	49 21.0 %	2 0.9 %	129 55.4 %
70.2 % 24. As a direct result of the services I received: I am getting along better with my family	5 2.1 %	7 3.0 %	19 8.2 %	28 12.0 %	45 19.3 %	1 0.4 %	128 54.9 %
72.2 % 25. As a direct result of the services I received: I do better in social situations	2 0.9 %	3 1.3 %	22 9.4 %	26 11.2 %	44 18.9 %	1 0.4 %	135 57.9 %

MHSIP Items 26-36, N = 233
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	4 1.7 %	3 1.3 %	24 10.3 %	23 9.9 %	41 17.6 %	8 3.4 %	130 55.8 %
70.2 % 27. As a direct result of the services I received: My housing situation has improved	6 2.6 %	6 2.6 %	19 8.2 %	25 10.7 %	48 20.6 %	3 1.3 %	126 54.1 %
70.7 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	5 2.1 %	8 3.4 %	16 6.9 %	28 12.0 %	42 18.0 %	2 0.9 %	132 56.6 %
73.3 % 29. As a direct result of the services I received: I do think that are more meaningful to me	2 0.9 %	10 4.3 %	15 6.4 %	27 11.6 %	47 20.2 %	2 0.9 %	130 55.8 %
70.8 % 30. As a direct result of the services I received: I am better able to take care of my needs	3 1.3 %	10 4.3 %	18 7.7 %	28 12.0 %	47 20.2 %	2 0.9 %	125 53.6 %
70.3 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	4 1.7 %	6 2.6 %	20 8.6 %	26 11.2 %	45 19.3 %	0 0.0 %	132 56.6 %
71.4 % 32. As a direct result of the services I received: I am better able to do things that I want to do	6 2.6 %	7 3.0 %	17 7.3 %	30 12.9 %	45 19.3 %	0 0.0 %	128 54.9 %
71.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	3 1.3 %	5 2.1 %	21 9.0 %	32 13.7 %	41 17.6 %	1 0.4 %	130 55.8 %
69.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	6 2.6 %	5 2.1 %	20 8.6 %	34 14.6 %	36 15.4 %	1 0.4 %	131 56.2 %
69.6 % 35. As a direct result of the services I received: I feel I belong in my community	4 1.7 %	7 3.0 %	20 8.6 %	30 12.9 %	41 17.6 %	1 0.4 %	130 55.8 %
67.3 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	8 3.4 %	9 3.9 %	17 7.3 %	29 12.4 %	41 17.6 %	1 0.4 %	128 54.9 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	65 27.9 %	0 0 %	65 27.9 %
Impaired	37 15.9 %	0 0 %	37 15.9 %
Language	0 0 %	0 0 %	0 0 %
Other	15 6.4 %	0 0 %	15 6.4 %
No Data	9 3.9 %	0 0 %	9 3.9 %
Completed Survey	107 45.9 %	0 0 %	107 45.9 %
Total	233 100 %	0 100 %	233 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 247 clients; surveys were returned for 219 clients (219/247 = 88.7%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

UCSF Citywide Forensics - FSP

Program Code(s): 89119

Overall Satisfaction¹

90.2%

Return Rate²

97.1%

Overall satisfaction³ mean score for UCSF Citywide Forensics - FSP: **4.25**.

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

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

Highest Agreement Items

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

90.0% 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness

89.7% 14. Staff encouraged me to take responsibility for how I live my life

Lowest Agreement Items

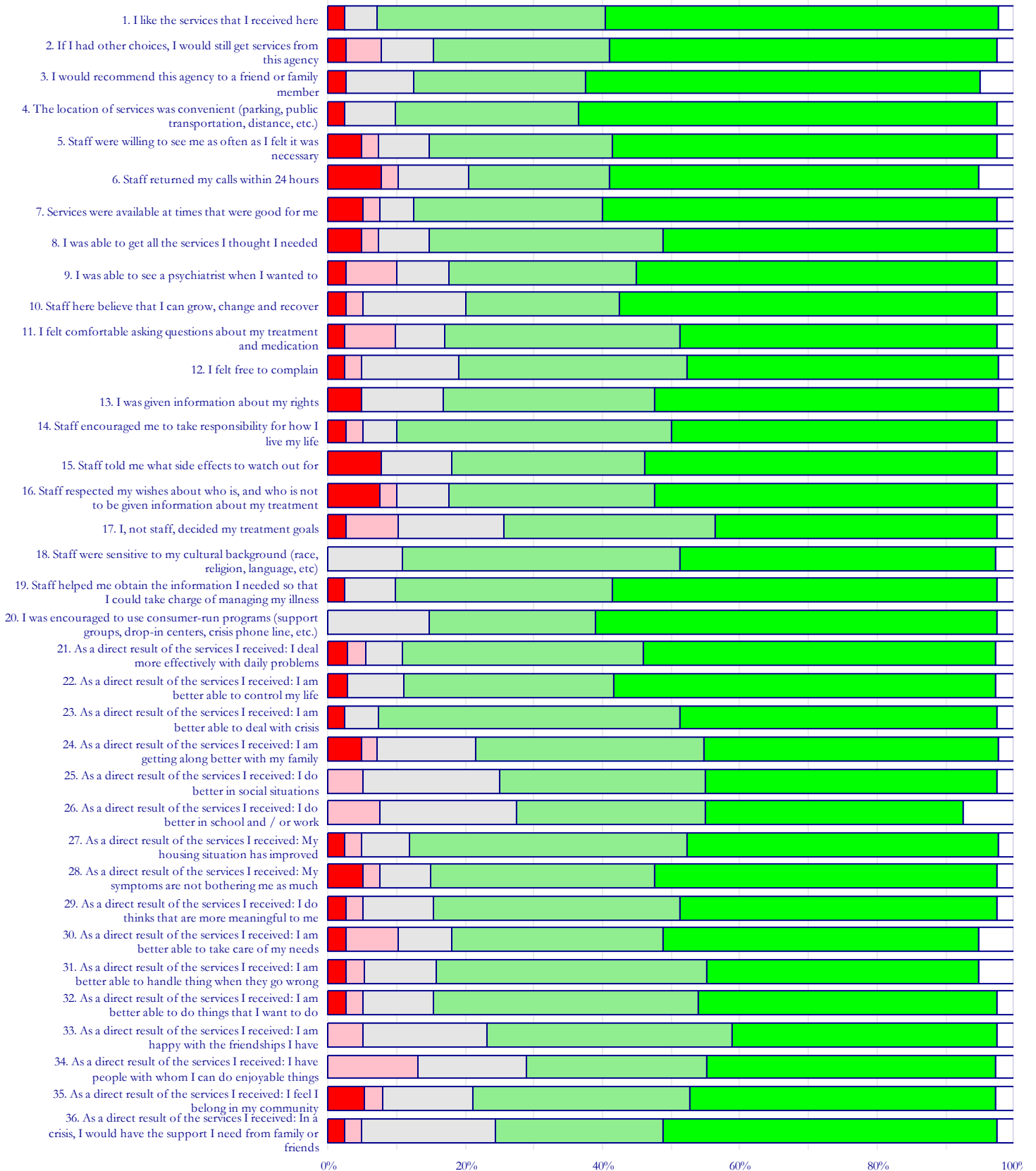
73.7% 17. I, not staff, decided my treatment goals

78.4% 6. Staff returned my calls within 24 hours

79.5% 10. Staff here believe that I can grow, change and recover

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

MHSIP Items



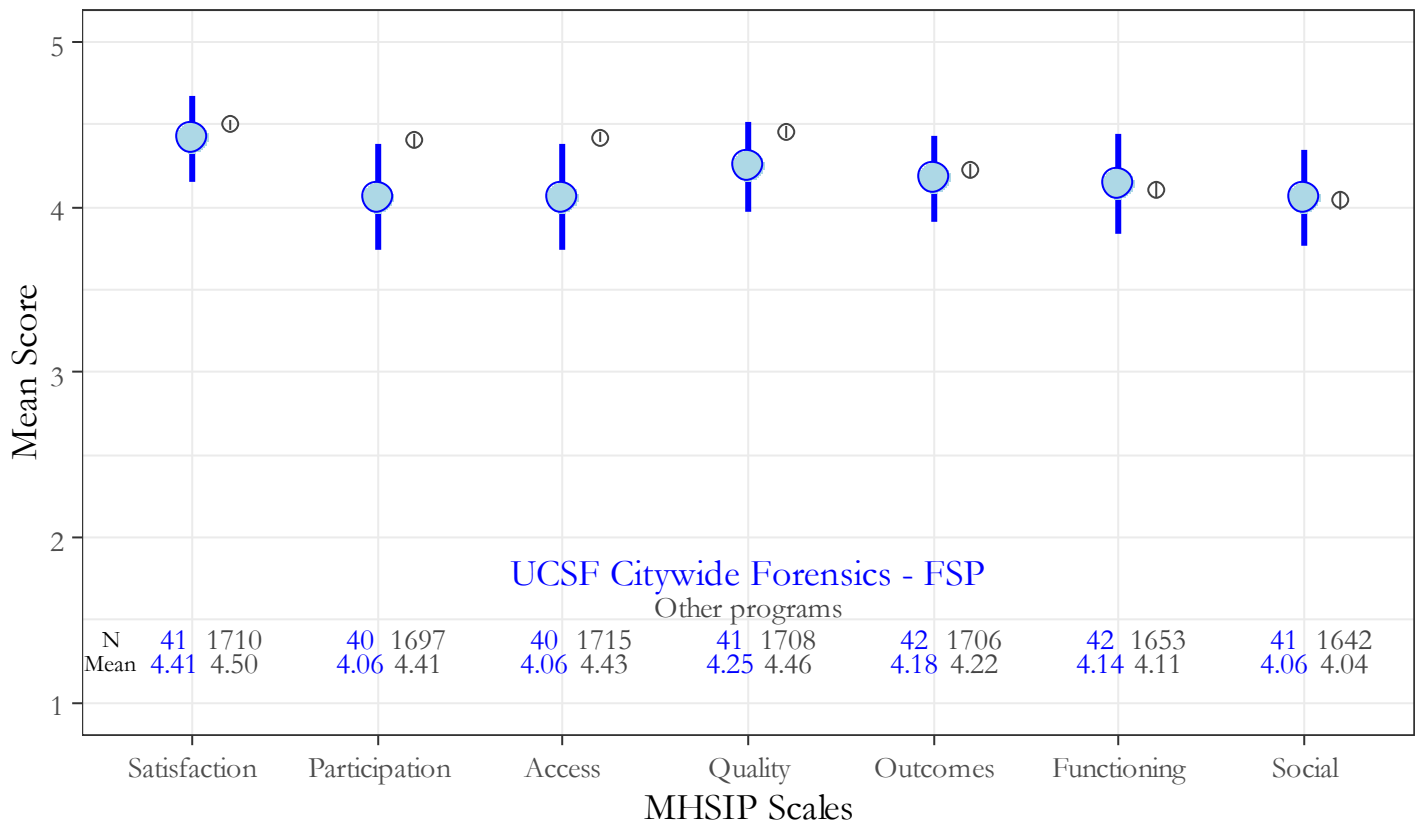
MHSIP Items 1-25, N = 105
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
92.7 % 1. I like the services that I received here	1 0.9 %	0 0.0 %	2 1.9 %	14 13.3 %	24 22.9 %	1 0.9 %	63 60.0 %
84.2 % 2. If I had other choices, I would still get services from this agency	1 0.9 %	2 1.9 %	3 2.9 %	10 9.5 %	22 20.9 %	1 0.9 %	66 62.9 %
86.8 % 3. I would recommend this agency to a friend or family member	1 0.9 %	0 0.0 %	4 3.8 %	10 9.5 %	23 21.9 %	2 1.9 %	65 61.9 %
90.0 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	1 0.9 %	0 0.0 %	3 2.9 %	11 10.5 %	25 23.8 %	1 0.9 %	64 61.0 %
85.0 % 5. Staff were willing to see me as often as I felt it was necessary	2 1.9 %	1 0.9 %	3 2.9 %	11 10.5 %	23 21.9 %	1 0.9 %	64 61.0 %
78.4 % 6. Staff returned my calls within 24 hours	3 2.9 %	1 0.9 %	4 3.8 %	8 7.6 %	21 20.0 %	2 1.9 %	66 62.9 %
87.2 % 7. Services were available at times that were good for me	2 1.9 %	1 0.9 %	2 1.9 %	11 10.5 %	23 21.9 %	1 0.9 %	65 61.9 %
85.0 % 8. I was able to get all the services I thought I needed	2 1.9 %	1 0.9 %	3 2.9 %	14 13.3 %	20 19.1 %	1 0.9 %	64 61.0 %
82.1 % 9. I was able to see a psychiatrist when I wanted to	1 0.9 %	3 2.9 %	3 2.9 %	11 10.5 %	21 20.0 %	1 0.9 %	65 61.9 %
79.5 % 10. Staff here believe that I can grow, change and recover	1 0.9 %	1 0.9 %	6 5.7 %	9 8.6 %	22 20.9 %	1 0.9 %	65 61.9 %
82.5 % 11. I felt comfortable asking questions about my treatment and medication	1 0.9 %	3 2.9 %	3 2.9 %	14 13.3 %	19 18.1 %	1 0.9 %	64 61.0 %
80.5 % 12. I felt free to complain	1 0.9 %	1 0.9 %	6 5.7 %	14 13.3 %	19 18.1 %	1 0.9 %	63 60.0 %
82.9 % 13. I was given information about my rights	2 1.9 %	0 0.0 %	5 4.8 %	13 12.4 %	21 20.0 %	1 0.9 %	63 60.0 %
89.7 % 14. Staff encouraged me to take responsibility for how I live my life	1 0.9 %	1 0.9 %	2 1.9 %	16 15.2 %	19 18.1 %	1 0.9 %	65 61.9 %
81.6 % 15. Staff told me what side effects to watch out for	3 2.9 %	0 0.0 %	4 3.8 %	11 10.5 %	20 19.1 %	1 0.9 %	66 62.9 %
82.1 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	3 2.9 %	1 0.9 %	3 2.9 %	12 11.4 %	20 19.1 %	1 0.9 %	65 61.9 %
73.7 % 17. I, not staff, decided my treatment goals	1 0.9 %	3 2.9 %	6 5.7 %	12 11.4 %	16 15.2 %	1 0.9 %	66 62.9 %
88.9 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 3.8 %	15 14.3 %	17 16.2 %	1 0.9 %	68 64.8 %
90.0 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 0.9 %	0 0.0 %	3 2.9 %	13 12.4 %	23 21.9 %	1 0.9 %	64 61.0 %
85.0 % 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 5.7 %	10 9.5 %	24 22.9 %	1 0.9 %	64 61.0 %
88.9 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 0.9 %	1 0.9 %	2 1.9 %	13 12.4 %	19 18.1 %	1 0.9 %	68 64.8 %
88.6 % 22. As a direct result of the services I received: I am better able to control my life	1 0.9 %	0 0.0 %	3 2.9 %	11 10.5 %	20 19.1 %	1 0.9 %	69 65.7 %
92.5 % 23. As a direct result of the services I received: I am better able to deal with crisis	1 0.9 %	0 0.0 %	2 1.9 %	18 17.1 %	19 18.1 %	1 0.9 %	64 61.0 %
78.0 % 24. As a direct result of the services I received: I am getting along better with my family	2 1.9 %	1 0.9 %	6 5.7 %	14 13.3 %	18 17.1 %	1 0.9 %	63 60.0 %
74.4 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 1.9 %	8 7.6 %	12 11.4 %	17 16.2 %	1 0.9 %	65 61.9 %

MHSIP Items 26-36, N = 105
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
70.3 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	3 2.9 %	8 7.6 %	11 10.5 %	15 14.3 %	3 2.9 %	65 61.9 %
87.8 % 27. As a direct result of the services I received: My housing situation has improved	1 0.9 %	1 0.9 %	3 2.9 %	17 16.2 %	19 18.1 %	1 0.9 %	63 60.0 %
84.6 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	2 1.9 %	1 0.9 %	3 2.9 %	13 12.4 %	20 19.1 %	1 0.9 %	65 61.9 %
84.2 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 0.9 %	1 0.9 %	4 3.8 %	14 13.3 %	18 17.1 %	1 0.9 %	66 62.9 %
81.1 % 30. As a direct result of the services I received: I am better able to take care of my needs	1 0.9 %	3 2.9 %	3 2.9 %	12 11.4 %	18 17.1 %	2 1.9 %	66 62.9 %
83.3 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	1 0.9 %	1 0.9 %	4 3.8 %	15 14.3 %	15 14.3 %	2 1.9 %	67 63.8 %
84.2 % 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 %	1 0.9 %	4 3.8 %	15 14.3 %	17 16.2 %	1 0.9 %	66 62.9 %
76.3 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	2 1.9 %	7 6.7 %	14 13.3 %	15 14.3 %	1 0.9 %	66 62.9 %
70.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	5 4.8 %	6 5.7 %	10 9.5 %	16 15.2 %	1 0.9 %	67 63.8 %
78.4 % 35. As a direct result of the services I received: I feel I belong in my community	2 1.9 %	1 0.9 %	5 4.8 %	12 11.4 %	17 16.2 %	1 0.9 %	67 63.8 %
75.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 0.9 %	1 0.9 %	8 7.6 %	10 9.5 %	20 19.1 %	1 0.9 %	64 61.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	30 28.6 %	0 0 %	30 28.6 %
Impaired	21 20 %	0 0 %	21 20 %
Language	0 0 %	0 0 %	0 0 %
Other	7 6.7 %	0 0 %	7 6.7 %
No Data	7 6.7 %	0 0 %	7 6.7 %
Completed Survey	40 38.1 %	0 0 %	40 38.1 %
Total	105 100 %	0 100 %	105 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 102 clients; surveys were returned for 99 clients (99/102 = 97.1%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

UCSF Citywide Linkage Team

Program Code(s): 89114MH

Overall Satisfaction¹

100.0%

Return Rate²

18.8%

Overall satisfaction³ mean score for UCSF Citywide Linkage Team: **4.68**.

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

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

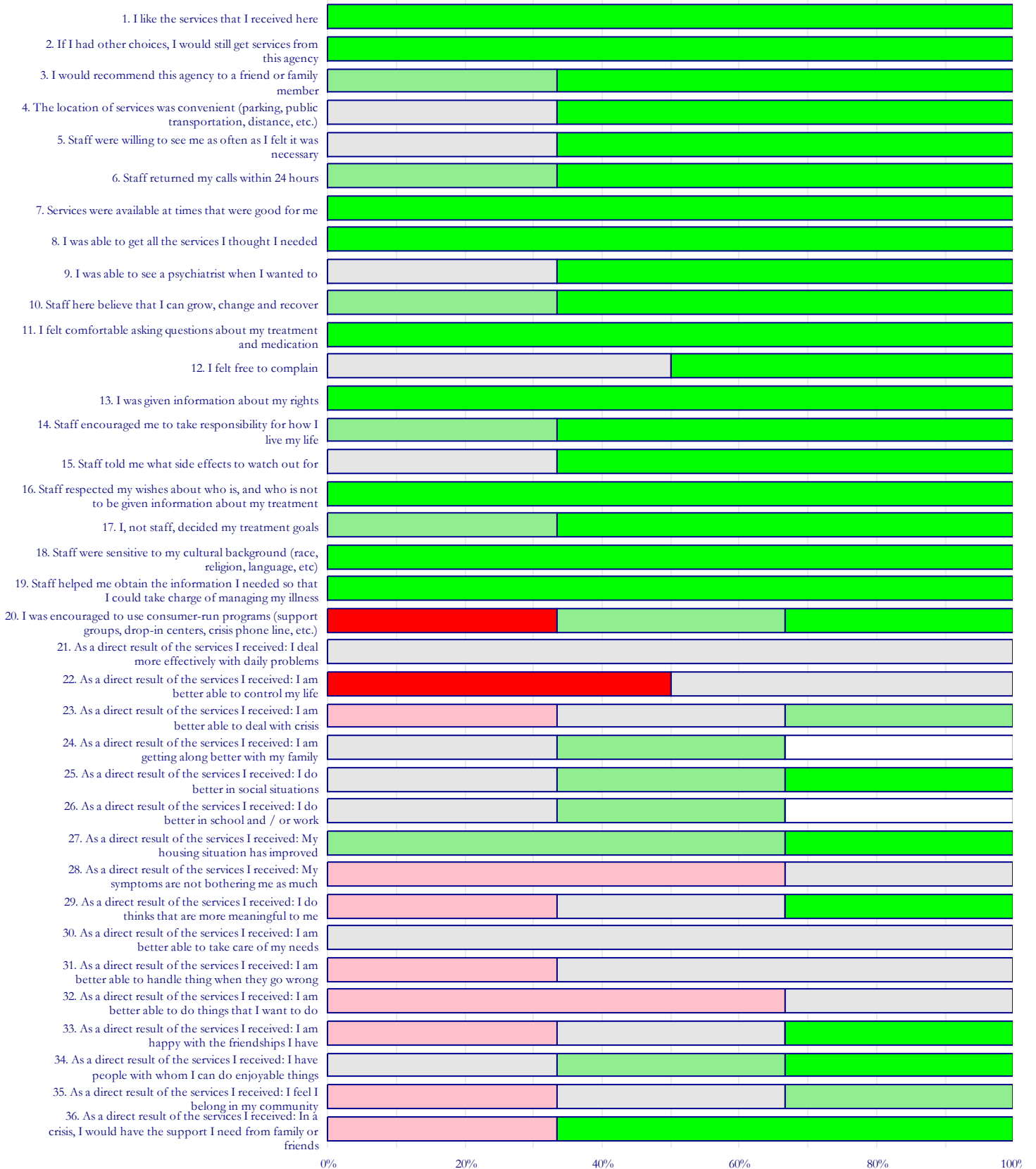
50.0% 12. I felt free to complain

66.7% 5. Staff were willing to see me as often as I felt it was necessary

66.7% 9. I was able to see a psychiatrist when I wanted to

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

MHSIP Items



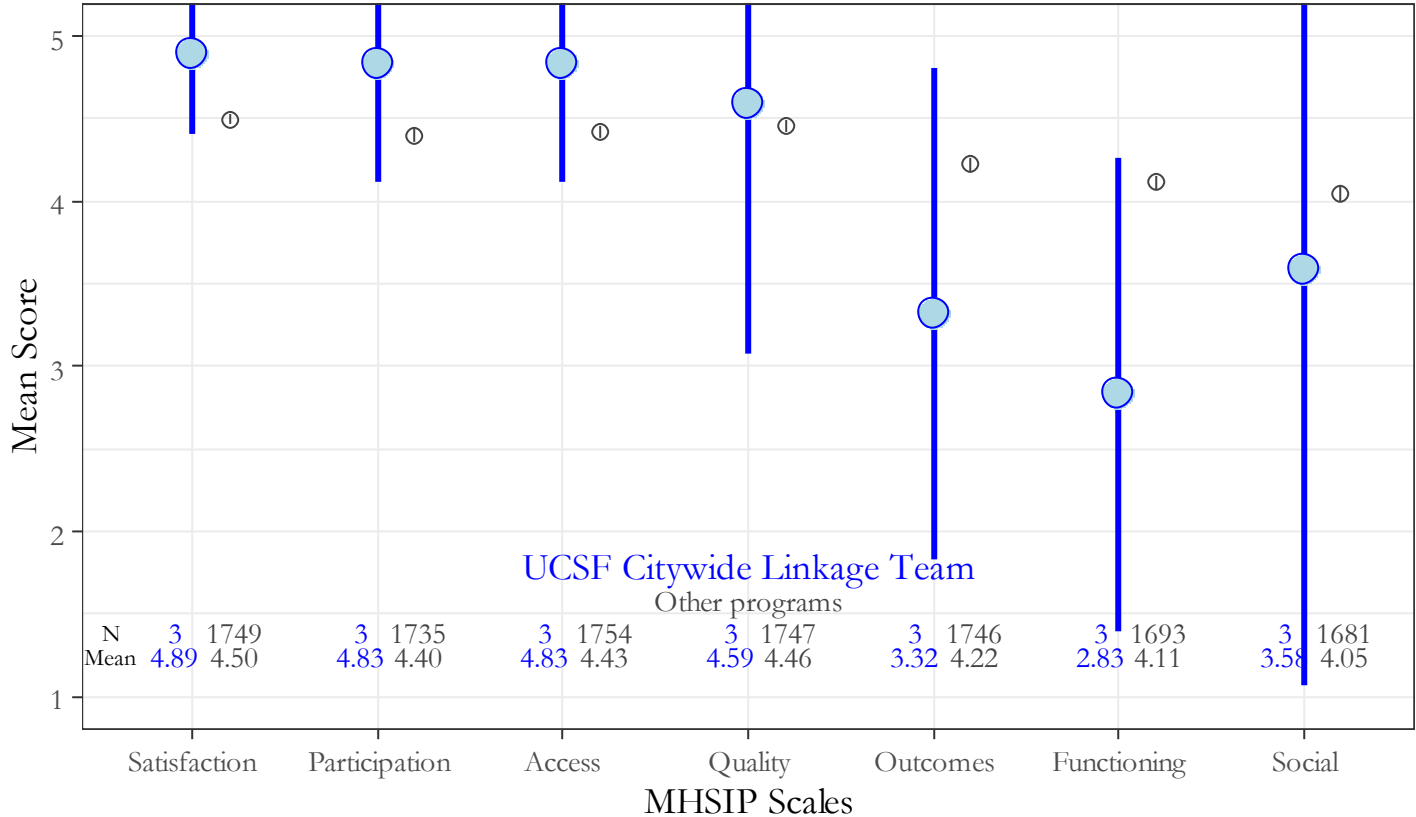
MHSIP Items 1-25, N = 3
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
100.0 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	0 0.0 %	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 %	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 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
66.7 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	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 %	1 33.3 %	2 66.7 %	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 %	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 %
66.7 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	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 %	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 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
50.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	1 33.3 %
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 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
66.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	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 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	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 %
66.7 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 33.3 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
0.0 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %
0.0 % 22. As a direct result of the services I received: I am better able to control my life	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %
33.3 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	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 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %
66.7 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 3
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
50.0 % 26. As a direct result of the services I received: I do better in school and / or work	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	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 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
0.0 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
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 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
0.0 % 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 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 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 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
33.3 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	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 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
66.7 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 16 clients; surveys were returned for 3 clients (3/16 = 18.8%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

UCSF Citywide Roving Team

Program Code(s): 8911RT

Overall Satisfaction¹

100.0%

Return Rate²

2.3%

Overall satisfaction³ mean score for UCSF Citywide Roving Team: **3.89**.

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

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

Highest Agreement Items

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Survey Compliance
Survey Completion by

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

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 44 clients; surveys were returned for 1 clients (1/44 = 2.3%).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

UCSF Infant Parent Program

Program Code(s): 38C84

Overall Satisfaction¹

100.0%

Return Rate²

over 100%

Overall satisfaction³ mean score for UCSF Infant Parent Program: No YSS (youth) data for this program, **4.71** (family).

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

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

Highest Agreement Items

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

100.0% 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

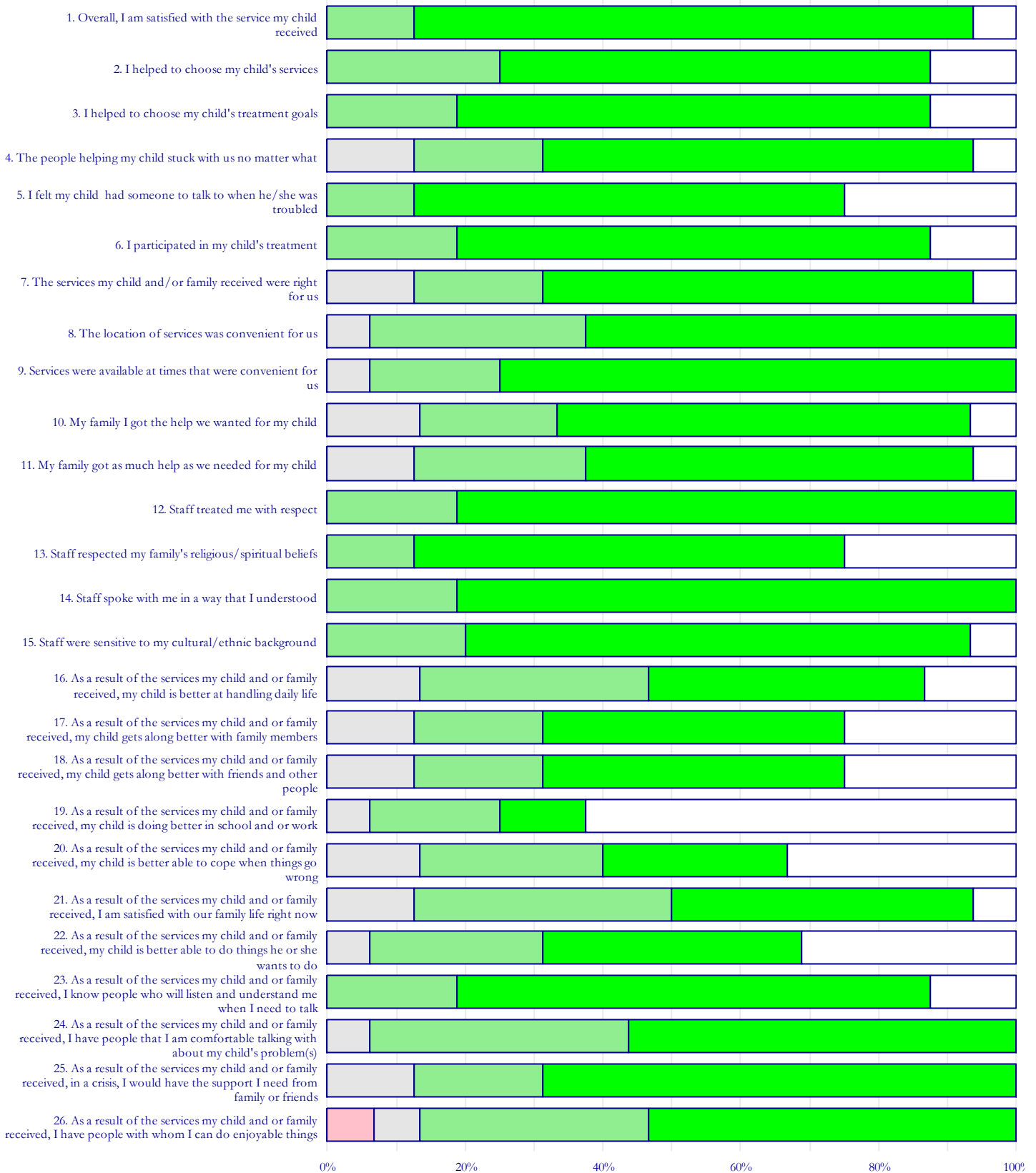
86.7% 4. The people helping me stuck with me no matter what

86.7% 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 survey data to create a table or bar chart.

Youth Services Survey for Families

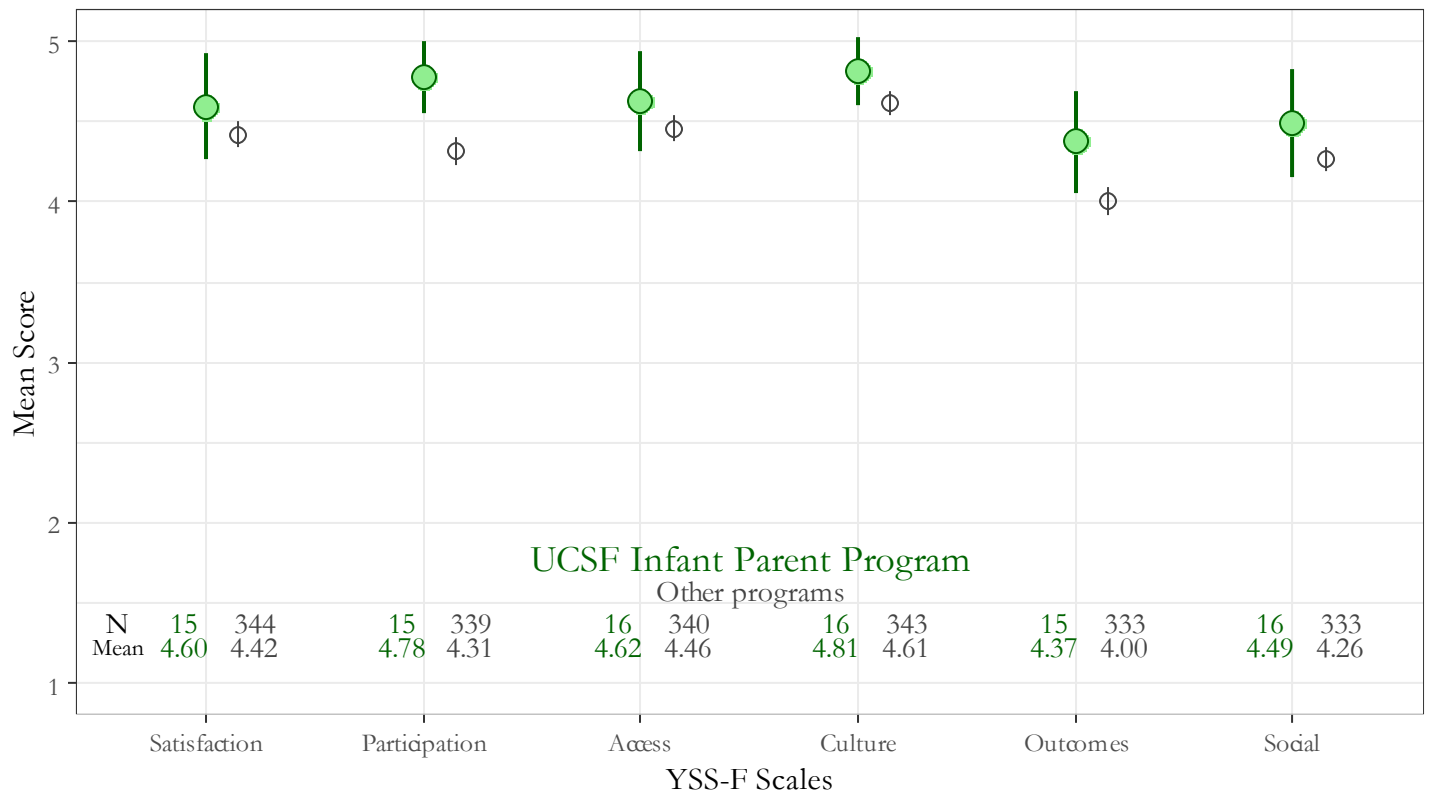


Youth Services Survey for Families, N = 25

	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 8.0 %	13 52.0 %	1 4.0 %	9 36.0 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	4 16.0 %	10 40.0 %	2 8.0 %	9 36.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	3 12.0 %	11 44.0 %	2 8.0 %	9 36.0 %
86.7 % 4. The people helping my child stuck with us no matter what	0 0.0 %	0 0.0 %	2 8.0 %	3 12.0 %	10 40.0 %	1 4.0 %	9 36.0 %
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 8.0 %	10 40.0 %	4 16.0 %	9 36.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	3 12.0 %	11 44.0 %	2 8.0 %	9 36.0 %
86.7 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	2 8.0 %	3 12.0 %	10 40.0 %	1 4.0 %	9 36.0 %
93.8 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	1 4.0 %	5 20.0 %	10 40.0 %	0 0.0 %	9 36.0 %
93.8 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	1 4.0 %	3 12.0 %	12 48.0 %	0 0.0 %	9 36.0 %
85.7 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	2 8.0 %	3 12.0 %	9 36.0 %	1 4.0 %	10 40.0 %
86.7 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	2 8.0 %	4 16.0 %	9 36.0 %	1 4.0 %	9 36.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 12.0 %	13 52.0 %	0 0.0 %	9 36.0 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	2 8.0 %	10 40.0 %	4 16.0 %	9 36.0 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 12.0 %	13 52.0 %	0 0.0 %	9 36.0 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 12.0 %	11 44.0 %	1 4.0 %	10 40.0 %
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 %	0 0.0 %	2 8.0 %	5 20.0 %	6 24.0 %	2 8.0 %	10 40.0 %
83.3 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	2 8.0 %	3 12.0 %	7 28.0 %	4 16.0 %	9 36.0 %
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 8.0 %	3 12.0 %	7 28.0 %	4 16.0 %	9 36.0 %
83.3 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	0 0.0 %	0 0.0 %	1 4.0 %	3 12.0 %	2 8.0 %	10 40.0 %	9 36.0 %
80.0 % 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 8.0 %	4 16.0 %	4 16.0 %	5 20.0 %	10 40.0 %
86.7 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	2 8.0 %	6 24.0 %	7 28.0 %	1 4.0 %	9 36.0 %
90.9 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	1 4.0 %	4 16.0 %	6 24.0 %	5 20.0 %	9 36.0 %
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 %	3 12.0 %	11 44.0 %	2 8.0 %	9 36.0 %
93.8 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	0 0.0 %	1 4.0 %	6 24.0 %	9 36.0 %	0 0.0 %	9 36.0 %
87.5 % 25. As a result of the services my child and or family received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 8.0 %	3 12.0 %	11 44.0 %	0 0.0 %	9 36.0 %
86.7 % 26. As a result of the services my child and or family received, I have people with whom I can do enjoyable things	0 0.0 %	1 4.0 %	1 4.0 %	5 20.0 %	8 32.0 %	0 0.0 %	10 40.0 %

Not enough youth survey data to create domain means plot.

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



Completion Status	Survey Compliance UCSF Infant Parent Program Completion by Respondent Type		Total
	Family	Youth	
	Refused	0 0 %	
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	6 24 %	0 0 %	6 24 %
No Data	3 12 %	0 0 %	3 12 %
Completed Survey	16 64 %	0 0 %	16 64 %
Total	25 100 %	0 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 10 clients; surveys were returned for 24 clients (24 / 10 = 240.0%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Violence Intervention Program

Program Code(s): 881010 88109

Overall Satisfaction¹

83.3%

Return Rate²

100.0%

Overall satisfaction³ mean score for Violence Intervention Program: **4.43**.

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

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

Highest Agreement Items

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

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

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

Lowest Agreement Items

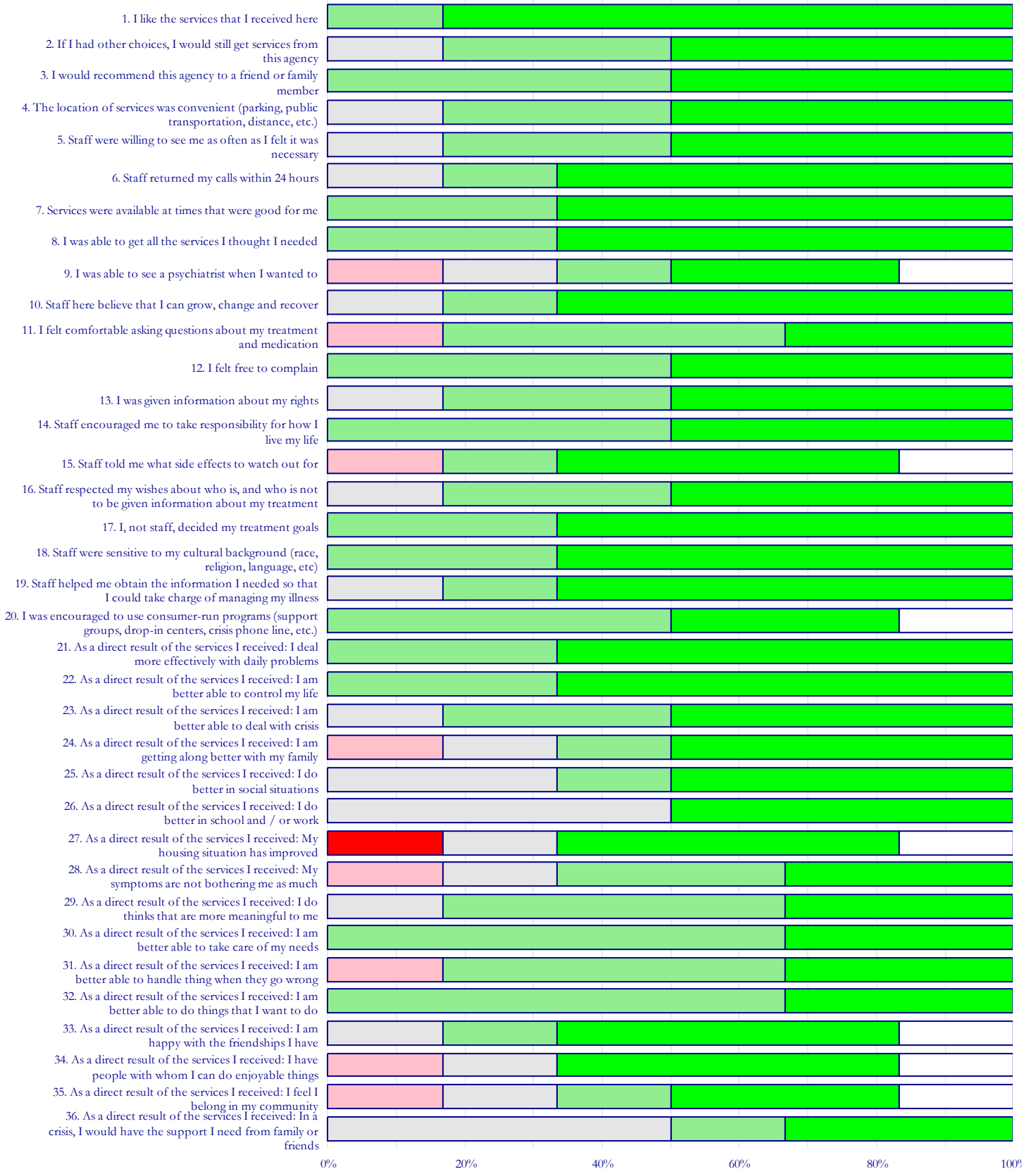
60.0% 9. I was able to see a psychiatrist when I wanted to

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

83.3% 2. If I had other choices, I would still get services from this agency

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

MHSIP Items



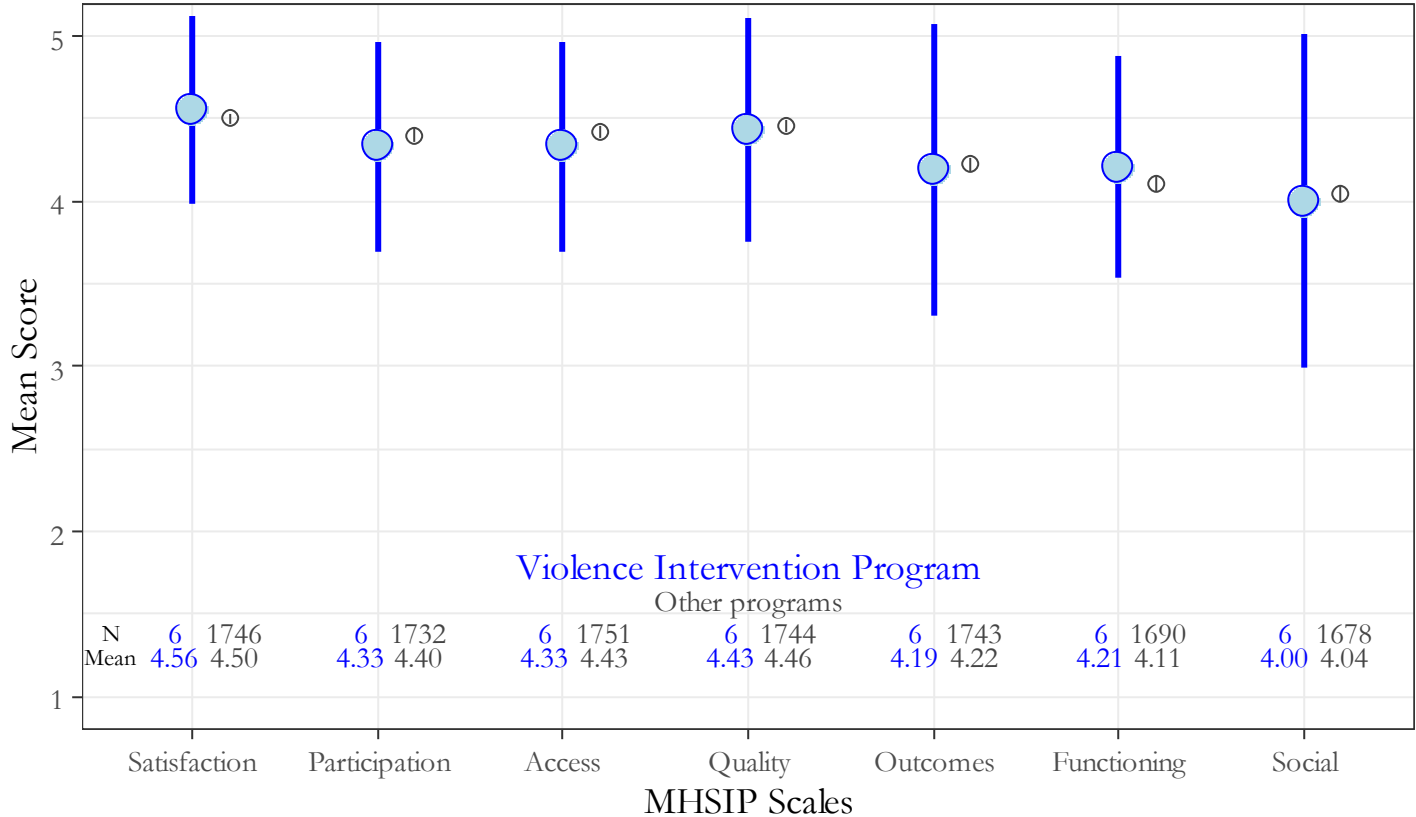
MHSIP Items 1-25, N = 6
Percent Agree

	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 16.7 %	5 83.3 %	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 %	0 0.0 %	1 16.7 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %
100.0 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	3 50.0 %	0 0.0 %	0 0.0 %
83.3 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %
83.3 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %
83.3 % 6. Staff returned my calls within 24 hours	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	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 %	2 33.3 %	4 66.7 %	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 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
60.0 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	1 16.7 %	1 16.7 %	1 16.7 %	2 33.3 %	1 16.7 %	0 0.0 %
83.3 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %	0 0.0 %
83.3 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 16.7 %	0 0.0 %	3 50.0 %	2 33.3 %	0 0.0 %	0 0.0 %
100.0 % 12. I felt free to complain	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	3 50.0 %	0 0.0 %	0 0.0 %
83.3 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	3 50.0 %	0 0.0 %	0 0.0 %
100.0 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	3 50.0 %	0 0.0 %	0 0.0 %
80.0 % 15. Staff told me what side effects to watch out for	0 0.0 %	1 16.7 %	0 0.0 %	1 16.7 %	3 50.0 %	1 16.7 %	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 %	1 16.7 %	2 33.3 %	3 50.0 %	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 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
100.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	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 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %	0 0.0 %
100.0 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	0 0.0 %	3 50.0 %	2 33.3 %	1 16.7 %	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 33.3 %	4 66.7 %	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 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
83.3 % 23. As a direct result of the services I received: I am better able to deal with crisis	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	3 50.0 %	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 %	1 16.7 %	1 16.7 %	1 16.7 %	3 50.0 %	0 0.0 %	0 0.0 %
66.7 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	0 0.0 %	2 33.3 %	1 16.7 %	3 50.0 %	0 0.0 %	0 0.0 %

MHSIP Items 26-36, N = 6
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 %	3 50.0 %	0 0.0 %	3 50.0 %	0 0.0 %	0 0.0 %
60.0 % 27. As a direct result of the services I received: My housing situation has improved	1 16.7 %	0 0.0 %	1 16.7 %	0 0.0 %	3 50.0 %	1 16.7 %	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 16.7 %	1 16.7 %	2 33.3 %	2 33.3 %	0 0.0 %	0 0.0 %
83.3 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	0 0.0 %	0 0.0 %	1 16.7 %	3 50.0 %	2 33.3 %	0 0.0 %	0 0.0 %
100.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	2 33.3 %	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 16.7 %	0 0.0 %	3 50.0 %	2 33.3 %	0 0.0 %	0 0.0 %
100.0 % 32. As a direct result of the services I received: I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	4 66.7 %	2 33.3 %	0 0.0 %	0 0.0 %
80.0 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	3 50.0 %	1 16.7 %	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 16.7 %	1 16.7 %	0 0.0 %	3 50.0 %	1 16.7 %	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 %	1 16.7 %	1 16.7 %	1 16.7 %	2 33.3 %	1 16.7 %	0 0.0 %
50.0 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	3 50.0 %	1 16.7 %	2 33.3 %	0 0.0 %	0 0.0 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance
Survey Completion by

Completion Status	Adult/Older Adult		Total
	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	5 100 %	1 100 %	6 100 %
Total	5 100 %	1 100 %	6 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 6 clients; surveys were returned for 6 clients (6/6 = 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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Westcoast Childrens Clinic

Program Code(s): 38AU2

Overall Satisfaction¹

Return Rate²

7.7%

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: **4.26** (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

Not enough data for highest satisfaction chart

Lowest Agreement Items

Not enough data for lowest satisfaction chart

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

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

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

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

Survey Compliance
Westcoast Childrens
Clinic Completion by

Completion Status	Respondent Type		Total
	Family	Youth	
Refused	1 100 %	0 0 %	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	1 100 %	0 100 %	1 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 13 clients; surveys were returned for 1 clients (1 / 13 = 7.7%).
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 - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Westside ACT

Program Code(s): 8976SP

Overall Satisfaction¹

81.2%

Return Rate²

69.0%

Overall satisfaction³ mean score for Westside ACT: **4.00**.

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

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

Highest Agreement Items

93.8% 11. I felt comfortable asking questions about my treatment and medication

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

87.5% 16. Staff respected my wishes about who is, and who is not to be given information about my treatment

Lowest Agreement Items

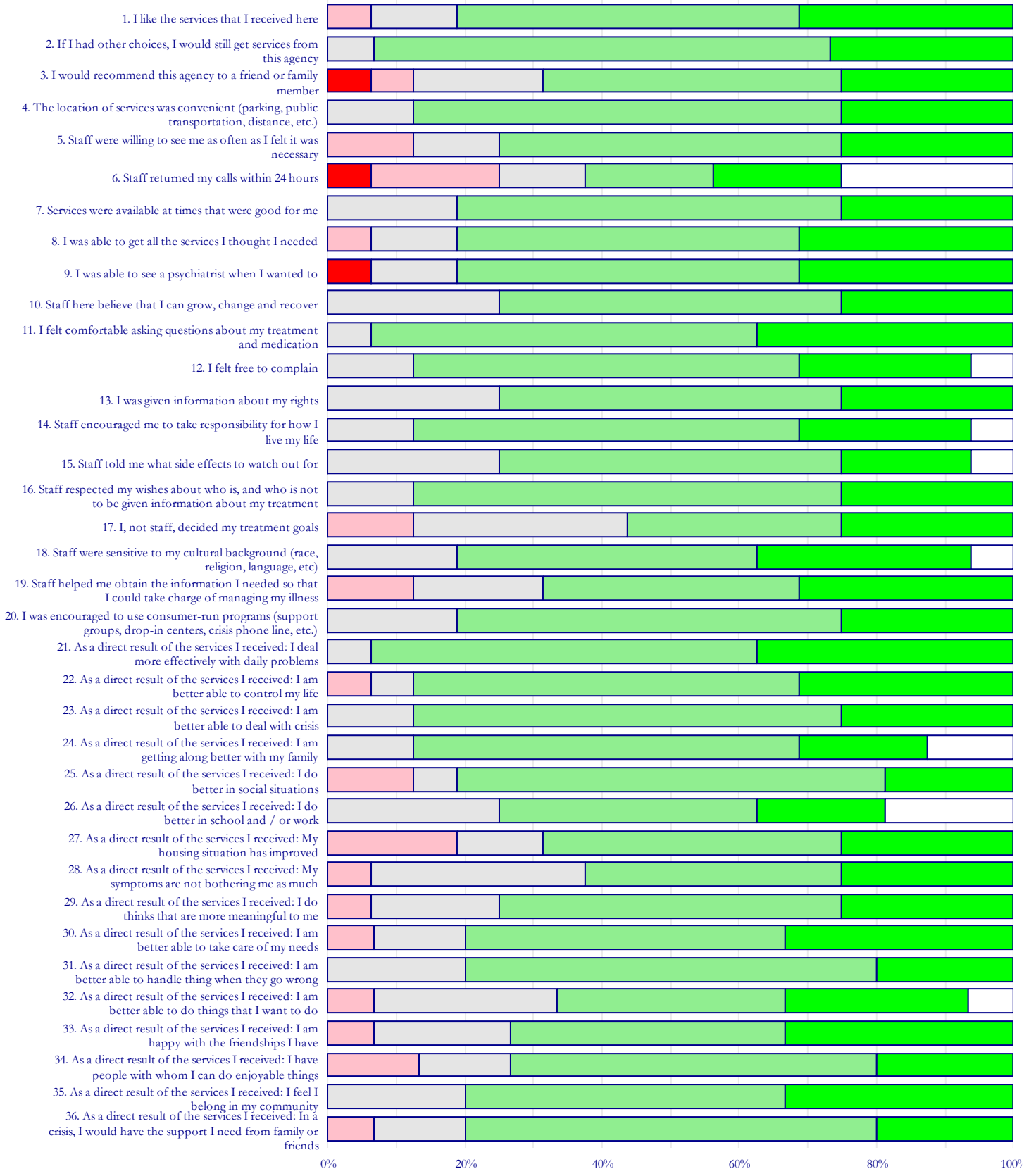
50.0% 6. Staff returned my calls within 24 hours

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

68.8% 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



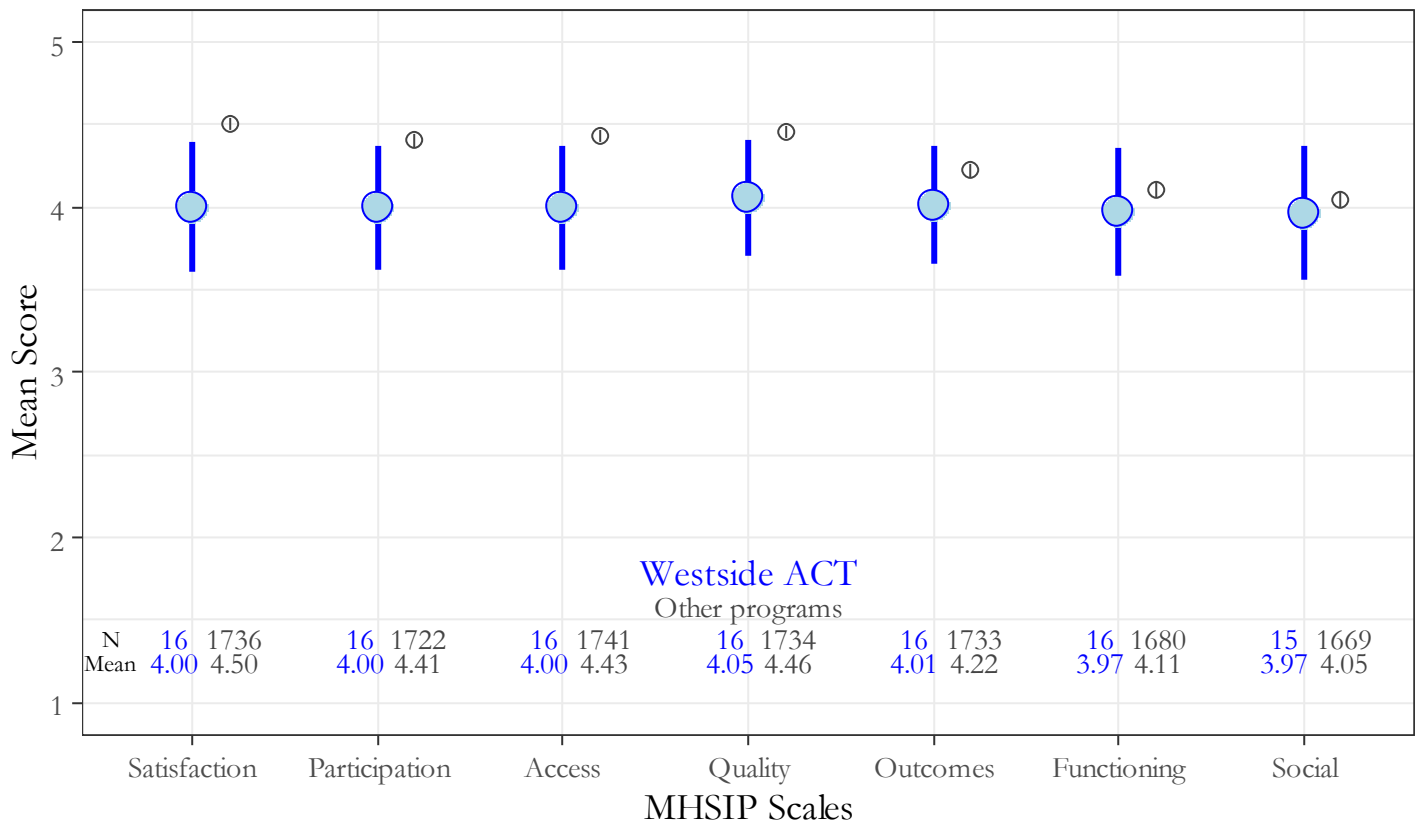
MHSIP Items 1-25, N = 32
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
81.2 % 1. I like the services that I received here	0 0.0 %	1 3.1 %	2 6.2 %	8 25.0 %	5 15.6 %	0 0.0 %	16 50.0 %
93.3 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	0 0.0 %	1 3.1 %	10 31.2 %	4 12.5 %	0 0.0 %	17 53.1 %
68.8 % 3. I would recommend this agency to a friend or family member	1 3.1 %	1 3.1 %	3 9.4 %	7 21.9 %	4 12.5 %	0 0.0 %	16 50.0 %
87.5 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	0 0.0 %	2 6.2 %	10 31.2 %	4 12.5 %	0 0.0 %	16 50.0 %
75.0 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	2 6.2 %	2 6.2 %	8 25.0 %	4 12.5 %	0 0.0 %	16 50.0 %
50.0 % 6. Staff returned my calls within 24 hours	1 3.1 %	3 9.4 %	2 6.2 %	3 9.4 %	3 9.4 %	4 12.5 %	16 50.0 %
81.2 % 7. Services were available at times that were good for me	0 0.0 %	0 0.0 %	3 9.4 %	9 28.1 %	4 12.5 %	0 0.0 %	16 50.0 %
81.2 % 8. I was able to get all the services I thought I needed	0 0.0 %	1 3.1 %	2 6.2 %	8 25.0 %	5 15.6 %	0 0.0 %	16 50.0 %
81.2 % 9. I was able to see a psychiatrist when I wanted to	1 3.1 %	0 0.0 %	2 6.2 %	8 25.0 %	5 15.6 %	0 0.0 %	16 50.0 %
75.0 % 10. Staff here believe that I can grow, change and recover	0 0.0 %	0 0.0 %	4 12.5 %	8 25.0 %	4 12.5 %	0 0.0 %	16 50.0 %
93.8 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	0 0.0 %	1 3.1 %	9 28.1 %	6 18.8 %	0 0.0 %	16 50.0 %
86.7 % 12. I felt free to complain	0 0.0 %	0 0.0 %	2 6.2 %	9 28.1 %	4 12.5 %	1 3.1 %	16 50.0 %
75.0 % 13. I was given information about my rights	0 0.0 %	0 0.0 %	4 12.5 %	8 25.0 %	4 12.5 %	0 0.0 %	16 50.0 %
86.7 % 14. Staff encouraged me to take responsibility for how I live my life	0 0.0 %	0 0.0 %	2 6.2 %	9 28.1 %	4 12.5 %	1 3.1 %	16 50.0 %
73.3 % 15. Staff told me what side effects to watch out for	0 0.0 %	0 0.0 %	4 12.5 %	8 25.0 %	3 9.4 %	1 3.1 %	16 50.0 %
87.5 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	0 0.0 %	2 6.2 %	10 31.2 %	4 12.5 %	0 0.0 %	16 50.0 %
56.2 % 17. I, not staff, decided my treatment goals	0 0.0 %	2 6.2 %	5 15.6 %	5 15.6 %	4 12.5 %	0 0.0 %	16 50.0 %
80.0 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 9.4 %	7 21.9 %	5 15.6 %	1 3.1 %	16 50.0 %
68.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	2 6.2 %	3 9.4 %	6 18.8 %	5 15.6 %	0 0.0 %	16 50.0 %
81.2 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0.0 %	0 0.0 %	3 9.4 %	9 28.1 %	4 12.5 %	0 0.0 %	16 50.0 %
93.8 % 21. As a direct result of the services I received: I deal more effectively with daily problems	0 0.0 %	0 0.0 %	1 3.1 %	9 28.1 %	6 18.8 %	0 0.0 %	16 50.0 %
87.5 % 22. As a direct result of the services I received: I am better able to control my life	0 0.0 %	1 3.1 %	1 3.1 %	9 28.1 %	5 15.6 %	0 0.0 %	16 50.0 %
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 %	2 6.2 %	10 31.2 %	4 12.5 %	0 0.0 %	16 50.0 %
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 %	2 6.2 %	9 28.1 %	3 9.4 %	2 6.2 %	16 50.0 %
81.2 % 25. As a direct result of the services I received: I do better in social situations	0 0.0 %	2 6.2 %	1 3.1 %	10 31.2 %	3 9.4 %	0 0.0 %	16 50.0 %

MHSIP Items 26-36, N = 32
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
69.2 % 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 12.5 %	6 18.8 %	3 9.4 %	3 9.4 %	16 50.0 %
68.8 % 27. As a direct result of the services I received: My housing situation has improved	0 0.0 %	3 9.4 %	2 6.2 %	7 21.9 %	4 12.5 %	0 0.0 %	16 50.0 %
62.5 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	0 0.0 %	1 3.1 %	5 15.6 %	6 18.8 %	4 12.5 %	0 0.0 %	16 50.0 %
75.0 % 29. As a direct result of the services I received: I do think that are more meaningful to me	0 0.0 %	1 3.1 %	3 9.4 %	8 25.0 %	4 12.5 %	0 0.0 %	16 50.0 %
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 %	1 3.1 %	2 6.2 %	7 21.9 %	5 15.6 %	0 0.0 %	17 53.1 %
80.0 % 31. As a direct result of the services I received: I am better able to handle things when they go wrong	0 0.0 %	0 0.0 %	3 9.4 %	9 28.1 %	3 9.4 %	0 0.0 %	17 53.1 %
64.3 % 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 3.1 %	4 12.5 %	5 15.6 %	4 12.5 %	1 3.1 %	17 53.1 %
73.3 % 33. As a direct result of the services I received: I am happy with the friendships I have	0 0.0 %	1 3.1 %	3 9.4 %	6 18.8 %	5 15.6 %	0 0.0 %	17 53.1 %
73.3 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0.0 %	2 6.2 %	2 6.2 %	8 25.0 %	3 9.4 %	0 0.0 %	17 53.1 %
80.0 % 35. As a direct result of the services I received: I feel I belong in my community	0 0.0 %	0 0.0 %	3 9.4 %	7 21.9 %	5 15.6 %	0 0.0 %	17 53.1 %
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 %	1 3.1 %	2 6.2 %	9 28.1 %	3 9.4 %	0 0.0 %	17 53.1 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	9 34.6 %	3 50 %	12 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	4 15.4 %	0 0 %	4 12.5 %
Completed Survey	13 50 %	3 50 %	16 50 %
Total	26 100 %	6 100 %	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 (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 42 clients; surveys were returned for 29 clients (29/42 = 69.0%).
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 - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

Westside Ajani

Program Code(s): 89007

Overall Satisfaction¹

100.0%

Return Rate²

40.0%

Overall satisfaction³ mean score for Westside Ajani: **3.93** (youth), **5.00** (family).

Overall satisfaction mean score for all other programs: **4.26** (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% 1. Overall, I am satisfied with the service I received

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

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

Lowest Agreement Items

50.0% 2. I helped to choose my services

50.0% 3. I helped to choose my treatment goals

50.0% 15. Staff were sensitive to my cultural/ethnic background

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

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

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

Not enough youth survey data to create domain means plot.

Not enough family survey data to create domain means plot.

Completion Status	Survey Compliance		Total
	Westside Ajani		
	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 %	1 100 %	2 100 %
Total	1 100 %	1 100 %	2 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 5 clients; surveys were returned for 2 clients ($2 / 5 = 40.0\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (blue) for youth and (green) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Adult / Older Adult Consumer Experience Report - Fall 2018
Mental Health Statistical Improvement Program (MHSIP)

Westside Community Crisis & Outpatient Clinic

Program Code(s): 89763 89764

Overall Satisfaction¹

89.1%

Return Rate²

66.1%

Overall satisfaction³ mean score for Westside Community Crisis & Outpatient Clinic: **4.32**.

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

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

Highest Agreement Items

98.4% 1. I like the services that I received here

95.2% 3. I would recommend this agency to a friend or family member

92.2% 11. I felt comfortable asking questions about my treatment and medication

Lowest Agreement Items

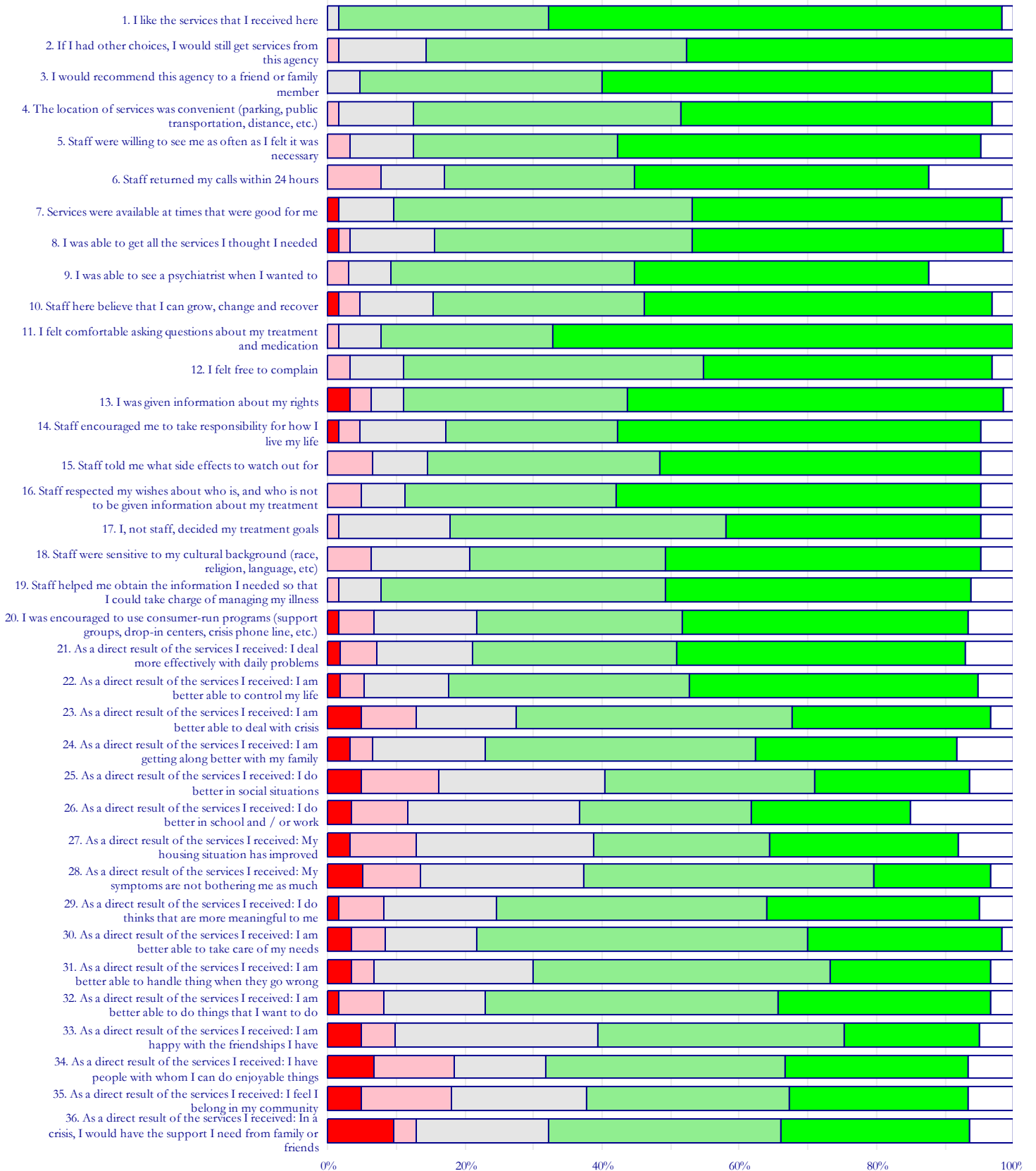
76.8% 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

78.3% 18. Staff were sensitive to my cultural background (race, religion, language, etc)

80.7% 6. Staff returned my calls within 24 hours

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

MHSIP Items



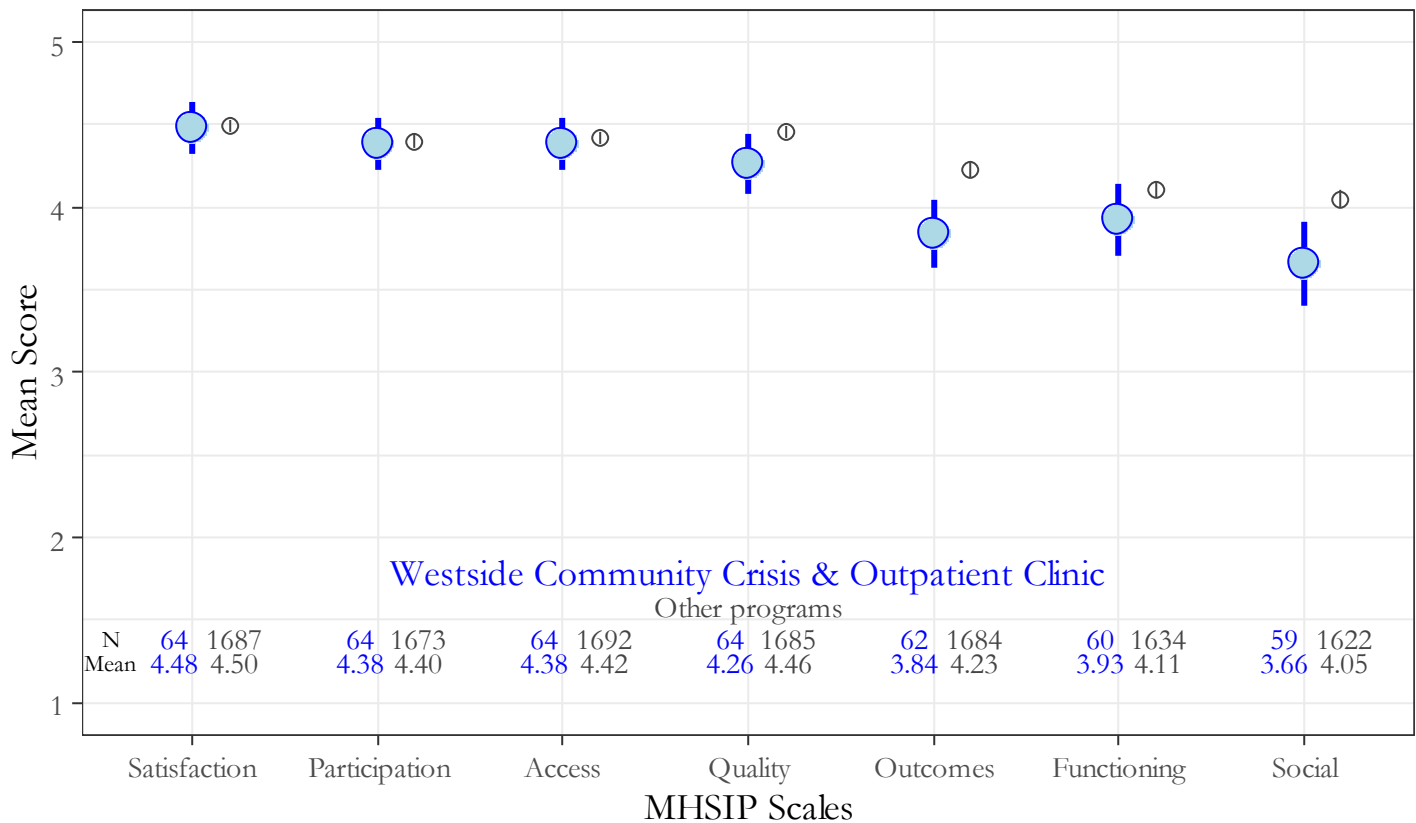
MHSIP Items 1-25, N = 79
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
98.4 % 1. I like the services that I received here	0 0.0 %	0 0.0 %	1 1.3 %	19 24.1 %	41 51.9 %	1 1.3 %	17 21.5 %
85.7 % 2. If I had other choices, I would still get services from this agency	0 0.0 %	1 1.3 %	8 10.1 %	24 30.4 %	30 38.0 %	0 0.0 %	16 20.2 %
95.2 % 3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 3.8 %	23 29.1 %	37 46.8 %	2 2.5 %	14 17.7 %
87.1 % 4. The location of services was convenient (parking, public transportation, distance, etc.)	0 0.0 %	1 1.3 %	7 8.9 %	25 31.6 %	29 36.7 %	2 2.5 %	15 19.0 %
86.9 % 5. Staff were willing to see me as often as I felt it was necessary	0 0.0 %	2 2.5 %	6 7.6 %	19 24.1 %	34 43.0 %	3 3.8 %	15 19.0 %
80.7 % 6. Staff returned my calls within 24 hours	0 0.0 %	5 6.3 %	6 7.6 %	18 22.8 %	28 35.4 %	8 10.1 %	14 17.7 %
90.2 % 7. Services were available at times that were good for me	1 1.3 %	0 0.0 %	5 6.3 %	27 34.2 %	28 35.4 %	1 1.3 %	17 21.5 %
84.1 % 8. I was able to get all the services I thought I needed	1 1.3 %	1 1.3 %	8 10.1 %	24 30.4 %	29 36.7 %	1 1.3 %	15 19.0 %
89.5 % 9. I was able to see a psychiatrist when I wanted to	0 0.0 %	2 2.5 %	4 5.1 %	23 29.1 %	28 35.4 %	8 10.1 %	14 17.7 %
84.1 % 10. Staff here believe that I can grow, change and recover	1 1.3 %	2 2.5 %	7 8.9 %	20 25.3 %	33 41.8 %	2 2.5 %	14 17.7 %
92.2 % 11. I felt comfortable asking questions about my treatment and medication	0 0.0 %	1 1.3 %	4 5.1 %	16 20.2 %	43 54.4 %	0 0.0 %	15 19.0 %
88.7 % 12. I felt free to complain	0 0.0 %	2 2.5 %	5 6.3 %	28 35.4 %	27 34.2 %	2 2.5 %	15 19.0 %
88.9 % 13. I was given information about my rights	2 2.5 %	2 2.5 %	3 3.8 %	21 26.6 %	35 44.3 %	1 1.3 %	15 19.0 %
82.0 % 14. Staff encouraged me to take responsibility for how I live my life	1 1.3 %	2 2.5 %	8 10.1 %	16 20.2 %	34 43.0 %	3 3.8 %	15 19.0 %
84.7 % 15. Staff told me what side effects to watch out for	0 0.0 %	4 5.1 %	5 6.3 %	21 26.6 %	29 36.7 %	3 3.8 %	17 21.5 %
88.1 % 16. Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0.0 %	3 3.8 %	4 5.1 %	19 24.1 %	33 41.8 %	3 3.8 %	17 21.5 %
81.4 % 17. I, not staff, decided my treatment goals	0 0.0 %	1 1.3 %	10 12.7 %	25 31.6 %	23 29.1 %	3 3.8 %	17 21.5 %
78.3 % 18. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	4 5.1 %	9 11.4 %	18 22.8 %	29 36.7 %	3 3.8 %	16 20.2 %
91.8 % 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0.0 %	1 1.3 %	4 5.1 %	27 34.2 %	29 36.7 %	4 5.1 %	14 17.7 %
76.8 % 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 1.3 %	3 3.8 %	9 11.4 %	18 22.8 %	25 31.6 %	4 5.1 %	19 24.1 %
77.4 % 21. As a direct result of the services I received: I deal more effectively with daily problems	1 1.3 %	3 3.8 %	8 10.1 %	17 21.5 %	24 30.4 %	4 5.1 %	22 27.9 %
81.5 % 22. As a direct result of the services I received: I am better able to control my life	1 1.3 %	2 2.5 %	7 8.9 %	20 25.3 %	24 30.4 %	3 3.8 %	22 27.9 %
71.7 % 23. As a direct result of the services I received: I am better able to deal with crisis	3 3.8 %	5 6.3 %	9 11.4 %	25 31.6 %	18 22.8 %	2 2.5 %	17 21.5 %
75.0 % 24. As a direct result of the services I received: I am getting along better with my family	2 2.5 %	2 2.5 %	10 12.7 %	24 30.4 %	18 22.8 %	5 6.3 %	18 22.8 %
56.9 % 25. As a direct result of the services I received: I do better in social situations	3 3.8 %	7 8.9 %	15 19.0 %	19 24.1 %	14 17.7 %	4 5.1 %	17 21.5 %

MHSIP Items 26-36, N = 79
Percent Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
56.9 % 26. As a direct result of the services I received: I do better in school and / or work	2 2.5 %	5 6.3 %	15 19.0 %	15 19.0 %	14 17.7 %	9 11.4 %	19 24.1 %
57.9 % 27. As a direct result of the services I received: My housing situation has improved	2 2.5 %	6 7.6 %	16 20.2 %	16 20.2 %	17 21.5 %	5 6.3 %	17 21.5 %
61.4 % 28. As a direct result of the services I received: My symptoms are not bothering me as much	3 3.8 %	5 6.3 %	14 17.7 %	25 31.6 %	10 12.7 %	2 2.5 %	20 25.3 %
74.1 % 29. As a direct result of the services I received: I do thinks that are more meaningful to me	1 1.3 %	4 5.1 %	10 12.7 %	24 30.4 %	19 24.1 %	3 3.8 %	18 22.8 %
78.0 % 30. As a direct result of the services I received: I am better able to take care of my needs	2 2.5 %	3 3.8 %	8 10.1 %	29 36.7 %	17 21.5 %	1 1.3 %	19 24.1 %
69.0 % 31. As a direct result of the services I received: I am better able to handle thing when they go wrong	2 2.5 %	2 2.5 %	14 17.7 %	26 32.9 %	14 17.7 %	2 2.5 %	19 24.1 %
76.3 % 32. As a direct result of the services I received: I am better able to do things that I want to do	1 1.3 %	4 5.1 %	9 11.4 %	26 32.9 %	19 24.1 %	2 2.5 %	18 22.8 %
58.6 % 33. As a direct result of the services I received: I am happy with the friendships I have	3 3.8 %	3 3.8 %	18 22.8 %	22 27.9 %	12 15.2 %	3 3.8 %	18 22.8 %
66.1 % 34. As a direct result of the services I received: I have people with whom I can do enjoyable things	4 5.1 %	7 8.9 %	8 10.1 %	21 26.6 %	16 20.2 %	4 5.1 %	19 24.1 %
59.6 % 35. As a direct result of the services I received: I feel I belong in my community	3 3.8 %	8 10.1 %	12 15.2 %	18 22.8 %	16 20.2 %	4 5.1 %	18 22.8 %
65.5 % 36. As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	6 7.6 %	2 2.5 %	12 15.2 %	21 26.6 %	17 21.5 %	4 5.1 %	17 21.5 %

MHSIP - Scale Means and 95% Confidence Intervals⁴



Survey Compliance

Survey Completion by

Completion Status	Adult/Older Adult		Total
	Adult	Older Adult	
Refused	10 14.3 %	2 22.2 %	12 15.2 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 1.4 %	1 11.1 %	2 2.5 %
Completed Survey	59 84.3 %	6 66.7 %	65 82.3 %
Total	70 100 %	9 100 %	79 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 112 clients; surveys were returned for 74 clients (74/112 = 66.1%).
3. Overall Satisfaction is calculated using MHSIP items 1-3, and 5-20.
4. Dot chart to show mean scores and number of observations on the MHSIP scales for this program (blue) and the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

YMCA PASS Program formerly Trauma and Recovery
Program Code(s): 38BVC3

Overall Satisfaction¹
100.0%

Return Rate²
42.9%

Overall satisfaction³ mean score for YMCA PASS Program formerly Trauma and Recovery: **4.38** (youth), **4.85** (family).

Overall satisfaction mean score for all other programs: **4.26** (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

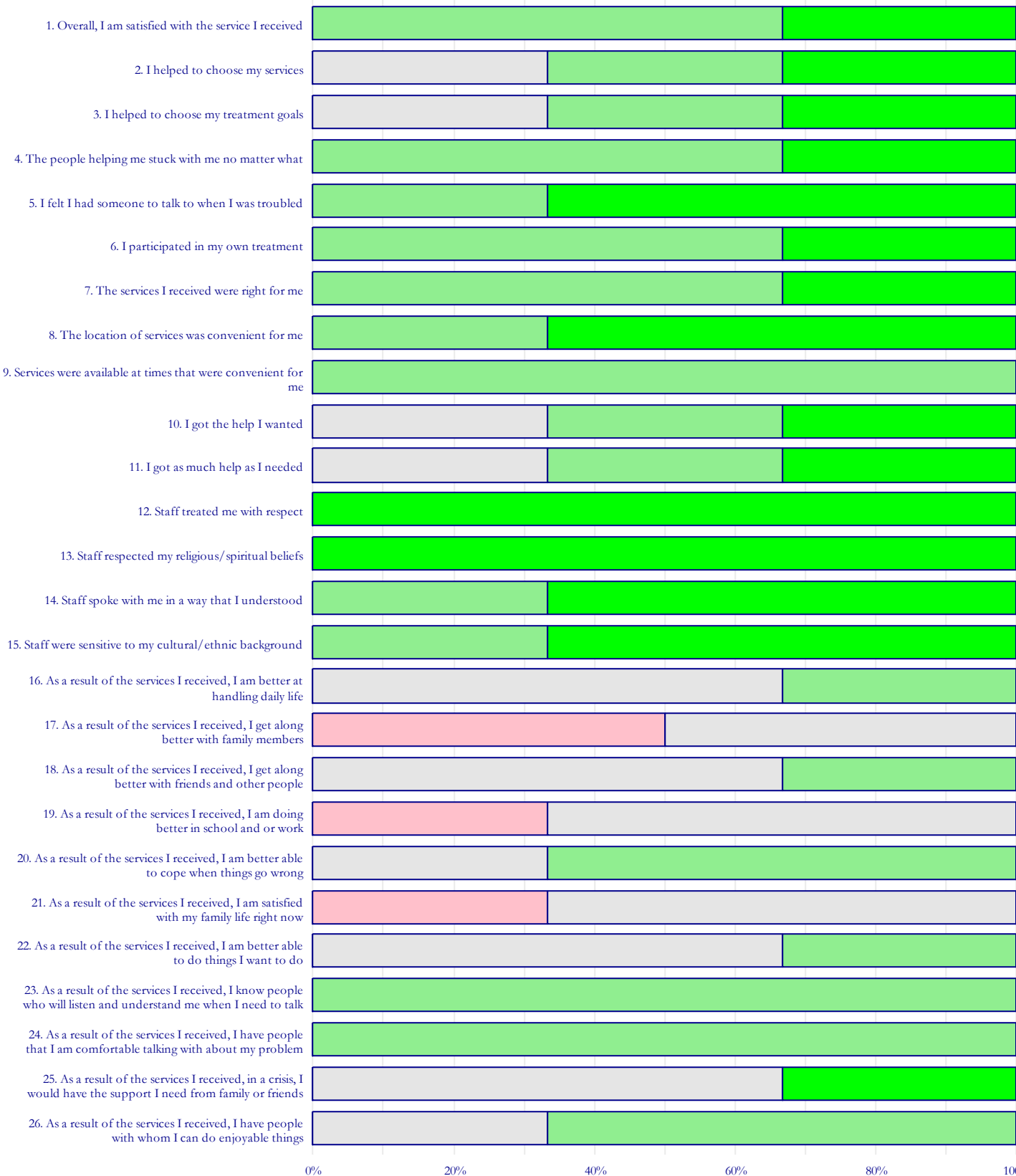
- 100.0% 1. Overall, I am satisfied with the service I received
- 100.0% 4. The people helping me stuck with me no matter what
- 100.0% 5. I felt I had someone to talk to when I was troubled

Lowest Agreement Items

- 60.0% 11. I got as much help as I needed
- 75.0% 2. I helped to choose my services
- 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.

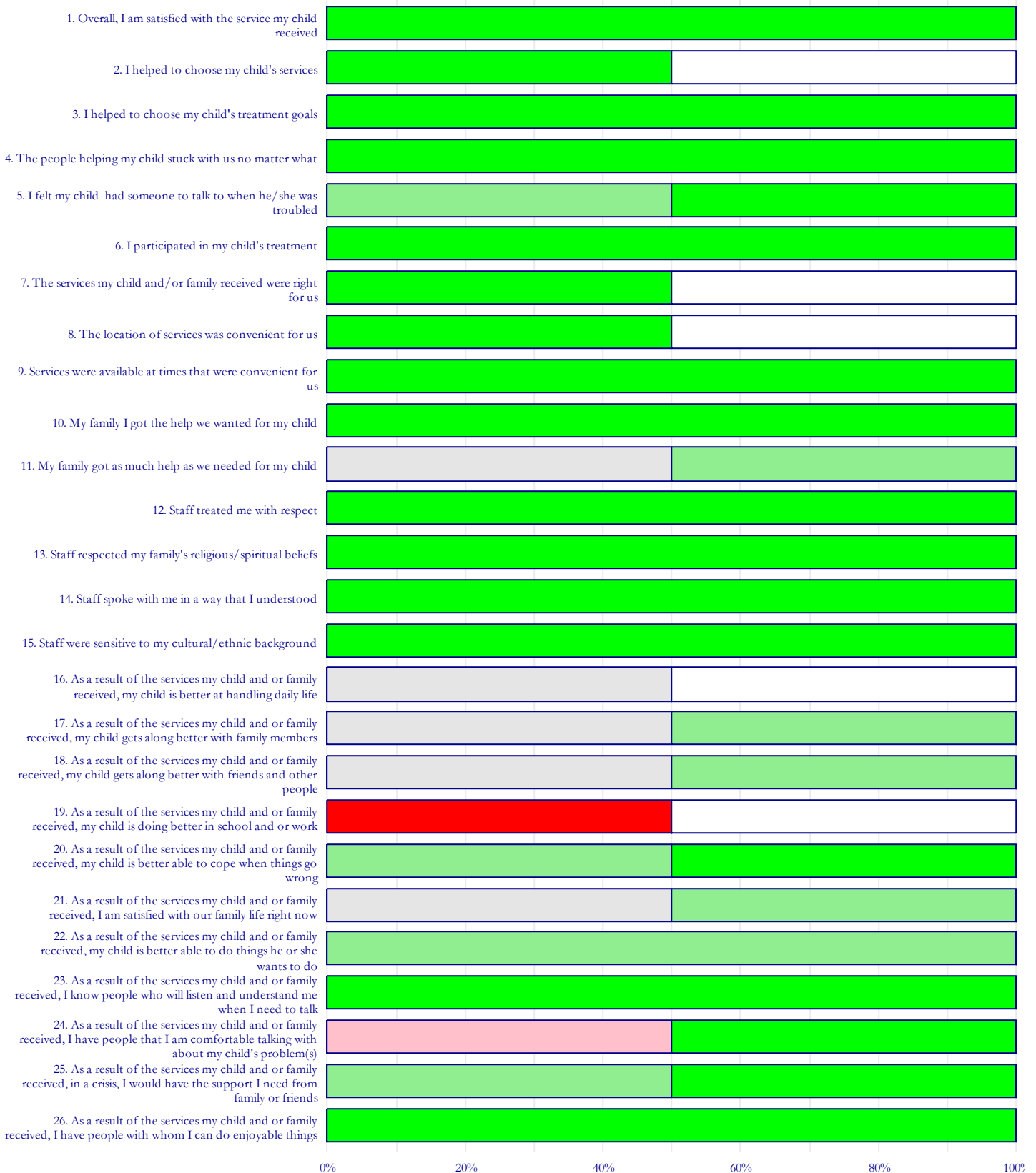
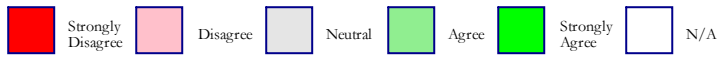
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 3

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service I received	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	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 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	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 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
66.7 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	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 %	3 100.0 %	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 %	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 %
33.3 % 16. As a result of the services I received, I am better at handling daily life	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %
33.3 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 19. As a result of the services I received, I am doing better in school and or work	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
66.7 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
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 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 23. As a result of the services I received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
33.3 % 25. As a result of the services I received, in a crisis, I would have the support I need from family or friends	0 0.0 %	0 0.0 %	2 66.7 %	0 0.0 %	1 33.3 %	0 0.0 %	0 0.0 %
66.7 % 26. As a result of the services I received, I have people with whom I can do enjoyable things	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %

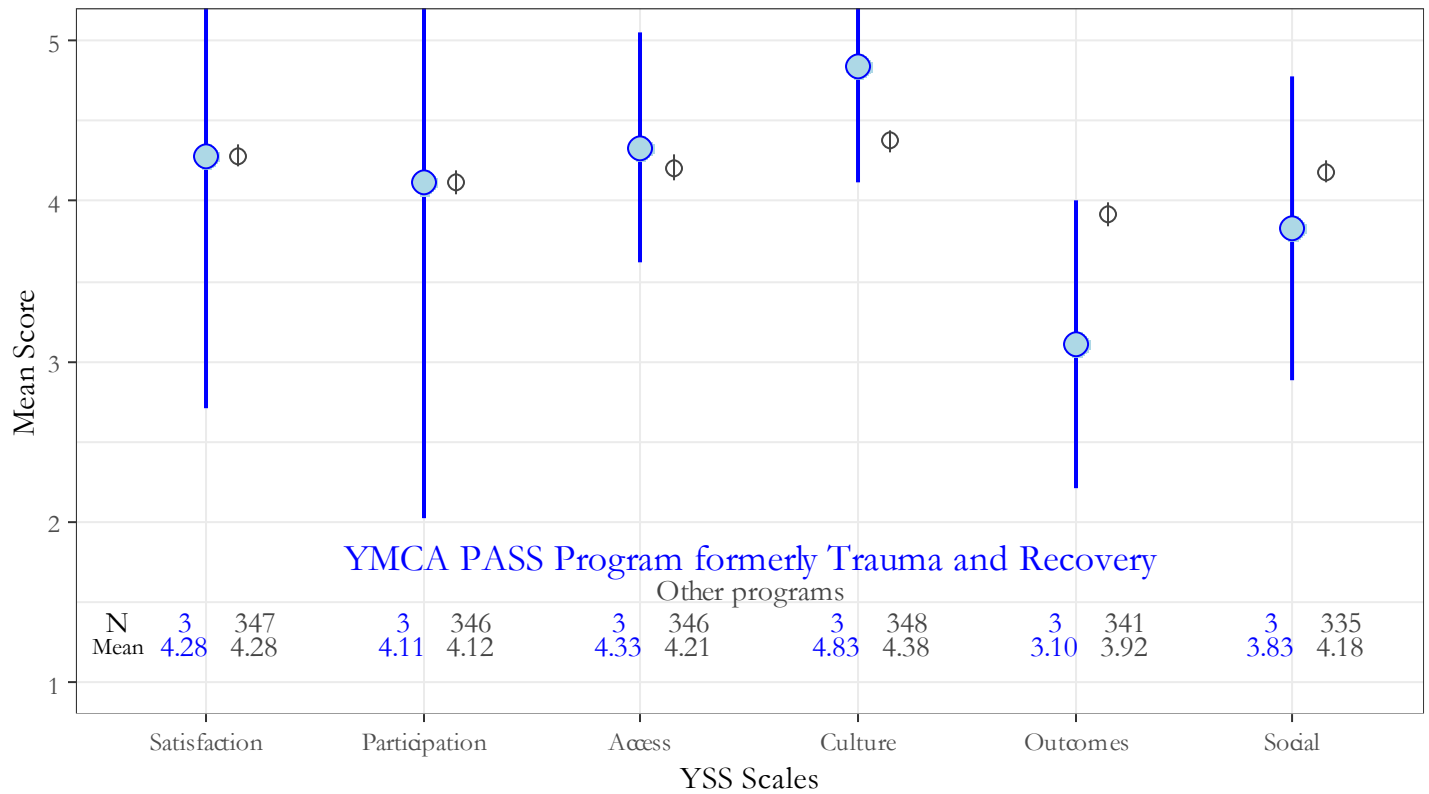
Youth Services Survey for Families



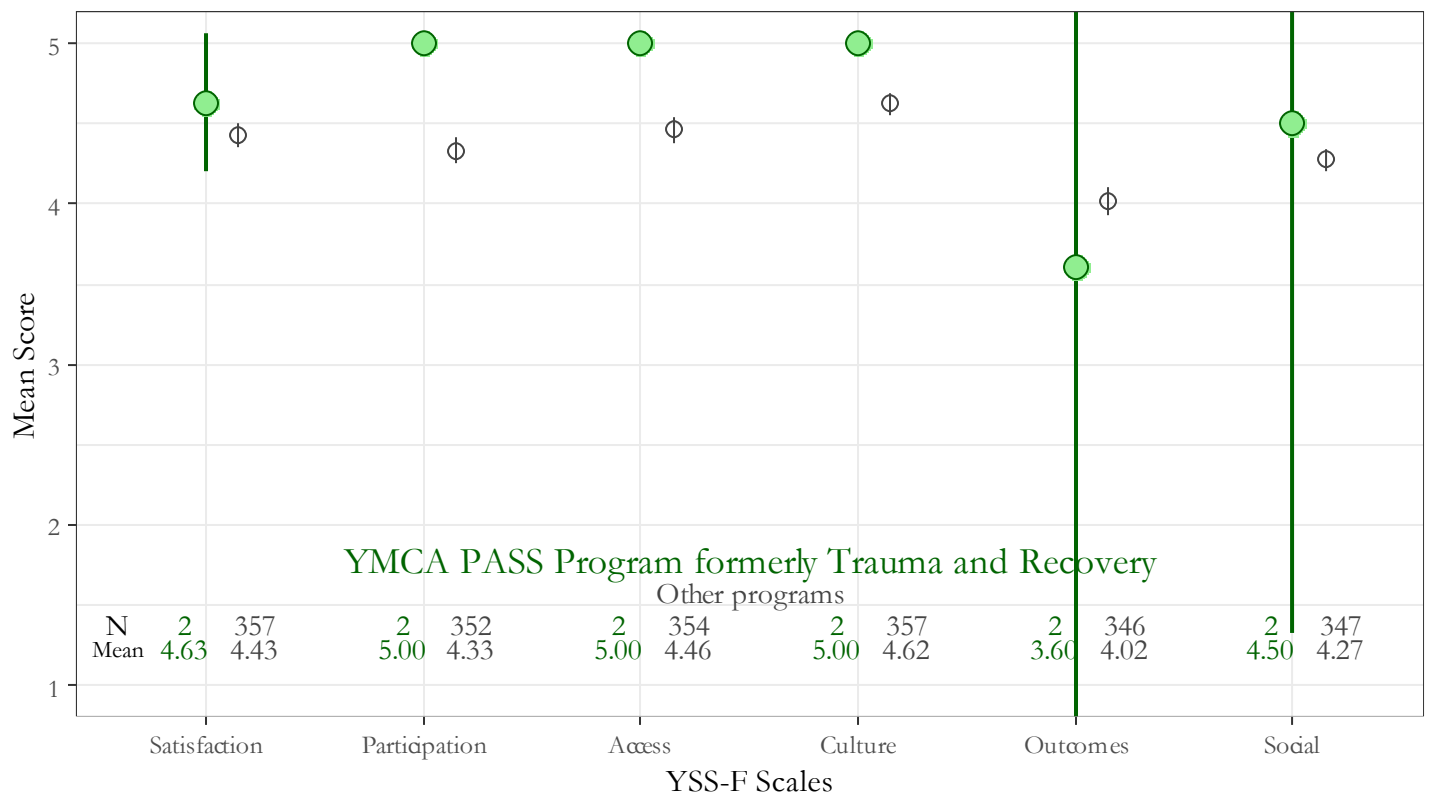
Youth Services Survey for Families, N = 2

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
100.0 % 1. Overall, I am satisfied with the service my child received	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %
100.0 % 3. I helped to choose my child's treatment goals	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %
100.0 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %
100.0 % 8. The location of services was convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	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 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
100.0 % 10. My family I got the help we wanted for my child	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
50.0 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	2 100.0 %	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 %
0.0 % 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 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %
50.0 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
50.0 % 18. As a result of the services my child and or family received, my child gets along better with friends and other people	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
0.0 % 19. As a result of the services my child and or family received, my child is doing better in school and or work	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %
100.0 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %
50.0 % 21. As a result of the services my child and or family received, I am satisfied with our family life right now	0 0.0 %	0 0.0 %	1 50.0 %	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
50.0 % 24. As a result of the services my child and or family received, I have people that I am comfortable talking with about my child's problem(s)	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
100.0 % 25. As a result of the services 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 %	0 0.0 %	2 100.0 %	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
YMCA PASS Program
formerly Trauma and
Completion Status Recovery Completion Total
by Respondent Type

	Family	Youth	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
No Data	0 0 %	0 0 %	0 0 %
Completed Survey	2 100 %	3 100 %	5 100 %
Total	2 100 %	3 100 %	5 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 7 clients; surveys were returned for 3 clients ($3 / 7 = 42.9\%$).
3. Overall Satisfaction is calculated using YSS/YSS-F items 1-7, and 9-15.
4. Dot chart to show mean scores and number of observations on the YSS/YSS-F scales for this program (**blue**) for youth and (**green**) for family, the combination of all other programs (black). The lines extending from the dot show the 95% confidence interval range. Confidence intervals show how confident we can be that the calculated mean is correct. When the 95% CI bars do not overlap, the means are statistical different.



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Child Youth and Family Consumer Experience Report - Fall 2018
Youth Services Survey for Youth and Families (YSS and YSS-F)

YMCA Urban Services MH
Program Code(s): 38BV3 38BV4

Overall Satisfaction¹
100.0%

Return Rate²
79.4%

Overall satisfaction³ mean score for YMCA Urban Services MH: **4.45** (youth), **4.39** (family).

Overall satisfaction mean score for all other programs: **4.25** (youth), **4.47** (family).

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

Highest Agreement Items

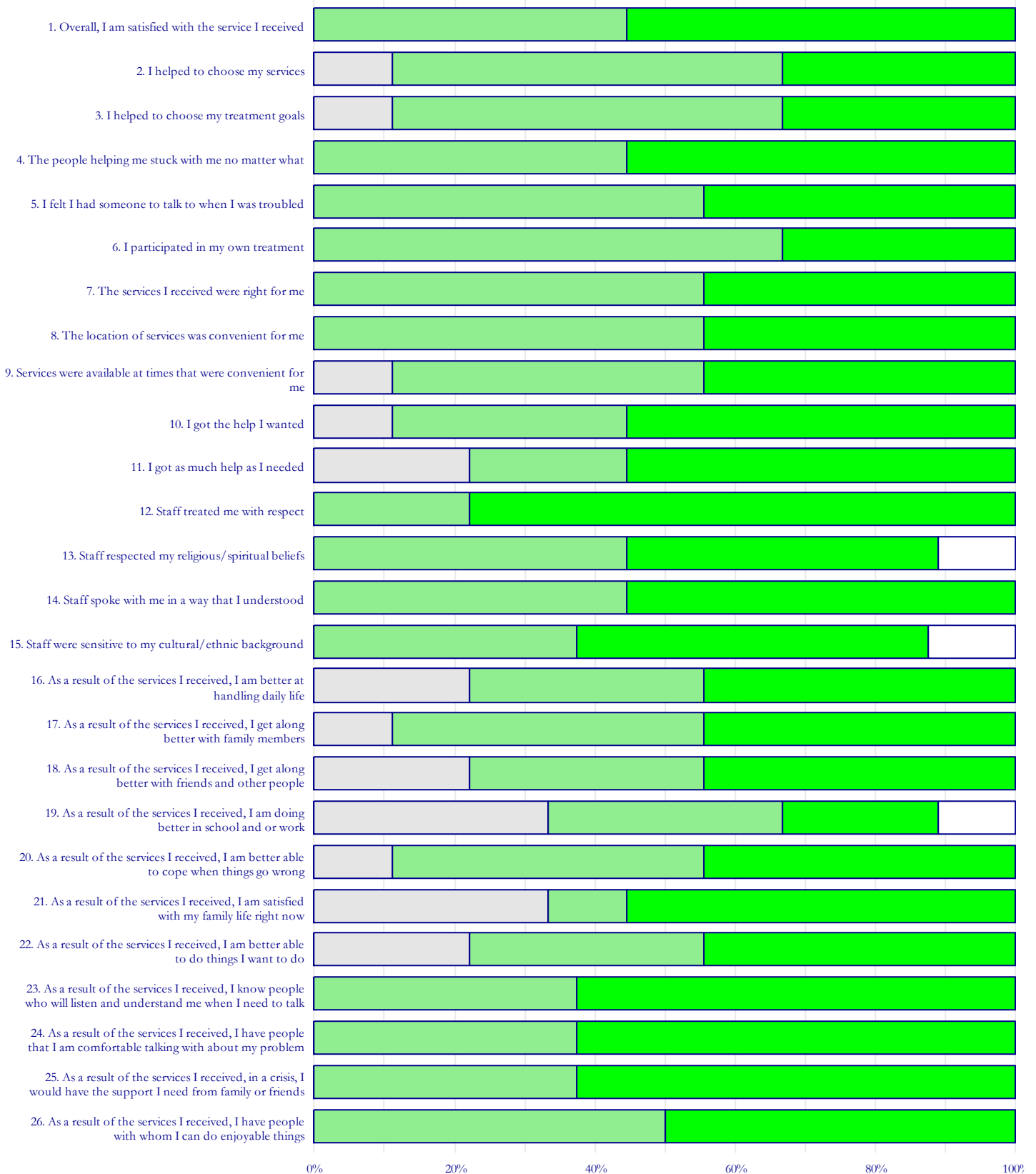
- 100.0% 12. Staff treated me with respect
- 100.0% 13. Staff respected my religious/spiritual beliefs
- 100.0% 14. Staff spoke with me in a way that I understood

Lowest Agreement Items

- 87.0% 11. I got as much help as I needed
- 90.5% 3. I helped to choose my treatment goals
- 90.9% 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.

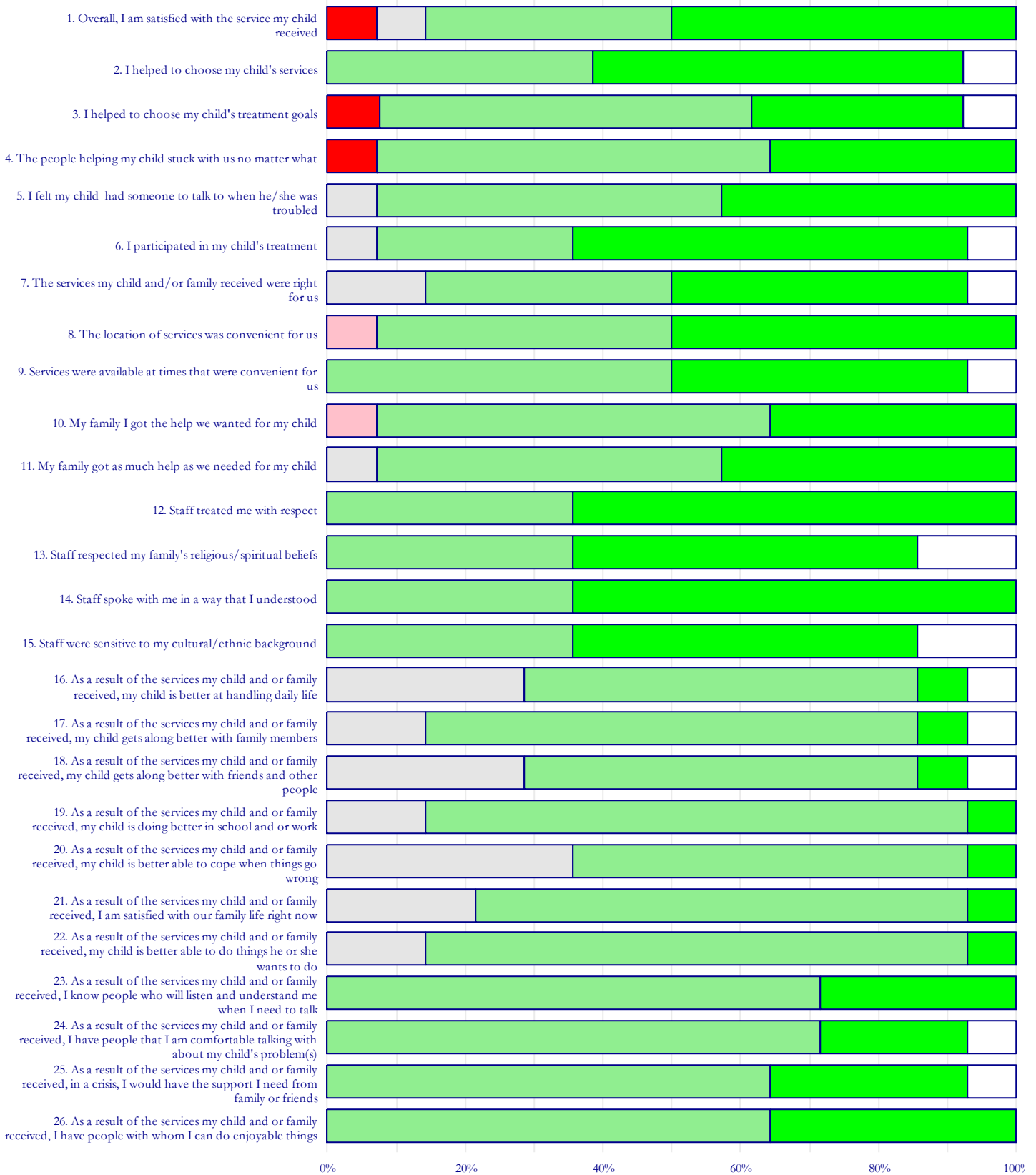
Youth Services Survey for Youth



Youth Services Survey for Youth, N = 23

	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 17.4 %	5 21.7 %	0 0.0 %	14 60.9 %
88.9 % 2. I helped to choose my services	0 0.0 %	0 0.0 %	1 4.3 %	5 21.7 %	3 13.0 %	0 0.0 %	14 60.9 %
88.9 % 3. I helped to choose my treatment goals	0 0.0 %	0 0.0 %	1 4.3 %	5 21.7 %	3 13.0 %	0 0.0 %	14 60.9 %
100.0 % 4. The people helping me stuck with me no matter what	0 0.0 %	0 0.0 %	0 0.0 %	4 17.4 %	5 21.7 %	0 0.0 %	14 60.9 %
100.0 % 5. I felt I had someone to talk to when I was troubled	0 0.0 %	0 0.0 %	0 0.0 %	5 21.7 %	4 17.4 %	0 0.0 %	14 60.9 %
100.0 % 6. I participated in my own treatment	0 0.0 %	0 0.0 %	0 0.0 %	6 26.1 %	3 13.0 %	0 0.0 %	14 60.9 %
100.0 % 7. The services I received were right for me	0 0.0 %	0 0.0 %	0 0.0 %	5 21.7 %	4 17.4 %	0 0.0 %	14 60.9 %
100.0 % 8. The location of services was convenient for me	0 0.0 %	0 0.0 %	0 0.0 %	5 21.7 %	4 17.4 %	0 0.0 %	14 60.9 %
88.9 % 9. Services were available at times that were convenient for me	0 0.0 %	0 0.0 %	1 4.3 %	4 17.4 %	4 17.4 %	0 0.0 %	14 60.9 %
88.9 % 10. I got the help I wanted	0 0.0 %	0 0.0 %	1 4.3 %	3 13.0 %	5 21.7 %	0 0.0 %	14 60.9 %
77.8 % 11. I got as much help as I needed	0 0.0 %	0 0.0 %	2 8.7 %	2 8.7 %	5 21.7 %	0 0.0 %	14 60.9 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 8.7 %	7 30.4 %	0 0.0 %	14 60.9 %
100.0 % 13. Staff respected my religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	4 17.4 %	4 17.4 %	1 4.3 %	14 60.9 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 17.4 %	5 21.7 %	0 0.0 %	14 60.9 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	3 13.0 %	4 17.4 %	1 4.3 %	15 65.2 %
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 8.7 %	3 13.0 %	4 17.4 %	0 0.0 %	14 60.9 %
88.9 % 17. As a result of the services I received, I get along better with family members	0 0.0 %	0 0.0 %	1 4.3 %	4 17.4 %	4 17.4 %	0 0.0 %	14 60.9 %
77.8 % 18. As a result of the services I received, I get along better with friends and other people	0 0.0 %	0 0.0 %	2 8.7 %	3 13.0 %	4 17.4 %	0 0.0 %	14 60.9 %
62.5 % 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 13.0 %	3 13.0 %	2 8.7 %	1 4.3 %	14 60.9 %
88.9 % 20. As a result of the services I received, I am better able to cope when things go wrong	0 0.0 %	0 0.0 %	1 4.3 %	4 17.4 %	4 17.4 %	0 0.0 %	14 60.9 %
66.7 % 21. As a result of the services I received, I am satisfied with my family life right now	0 0.0 %	0 0.0 %	3 13.0 %	1 4.3 %	5 21.7 %	0 0.0 %	14 60.9 %
77.8 % 22. As a result of the services I received, I am better able to do things I want to do	0 0.0 %	0 0.0 %	2 8.7 %	3 13.0 %	4 17.4 %	0 0.0 %	14 60.9 %
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 13.0 %	5 21.7 %	0 0.0 %	15 65.2 %
100.0 % 24. As a result of the services I received, I have people that I am comfortable talking with about my problem	0 0.0 %	0 0.0 %	0 0.0 %	3 13.0 %	5 21.7 %	0 0.0 %	15 65.2 %
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 13.0 %	5 21.7 %	0 0.0 %	15 65.2 %
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 %	4 17.4 %	4 17.4 %	0 0.0 %	15 65.2 %

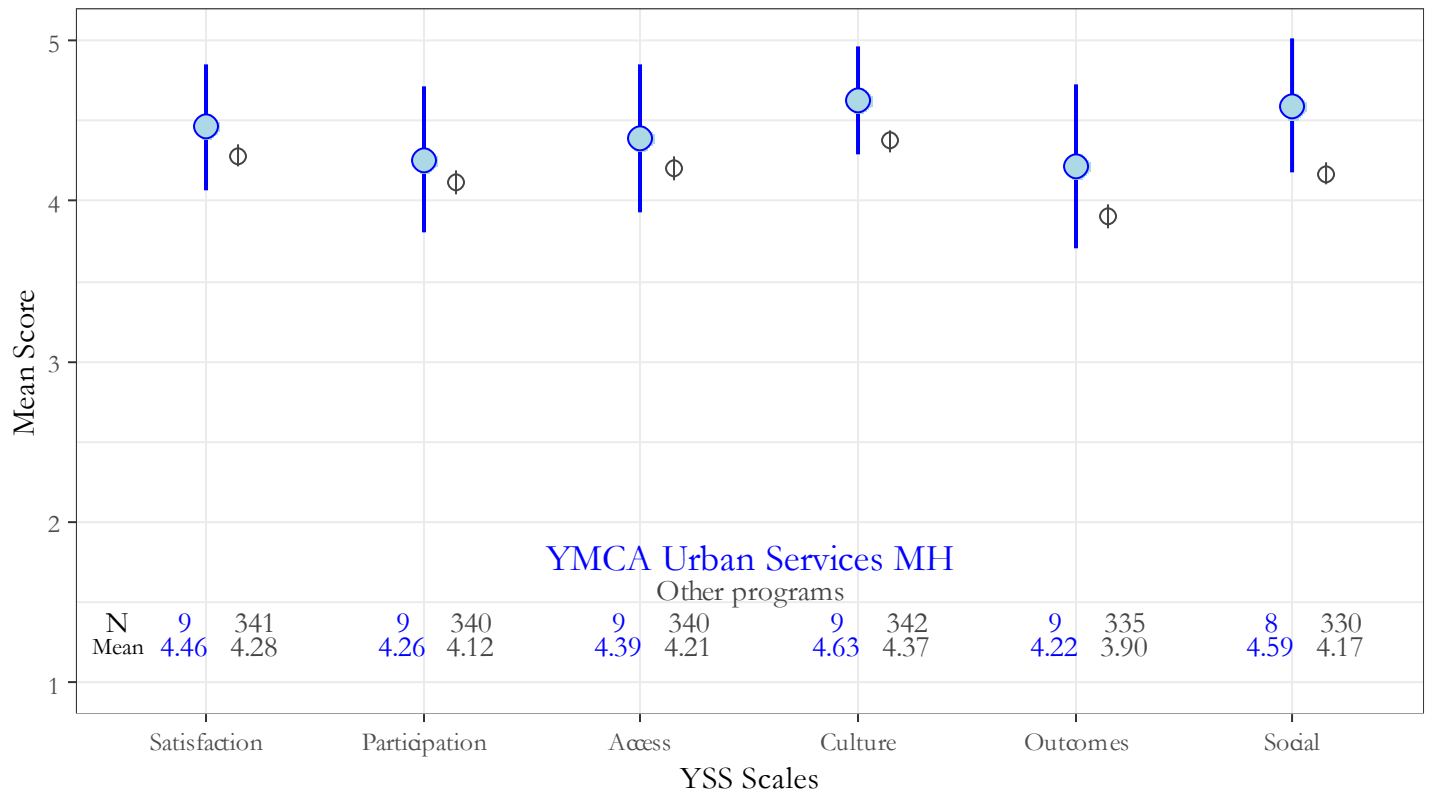
Youth Services Survey for Families



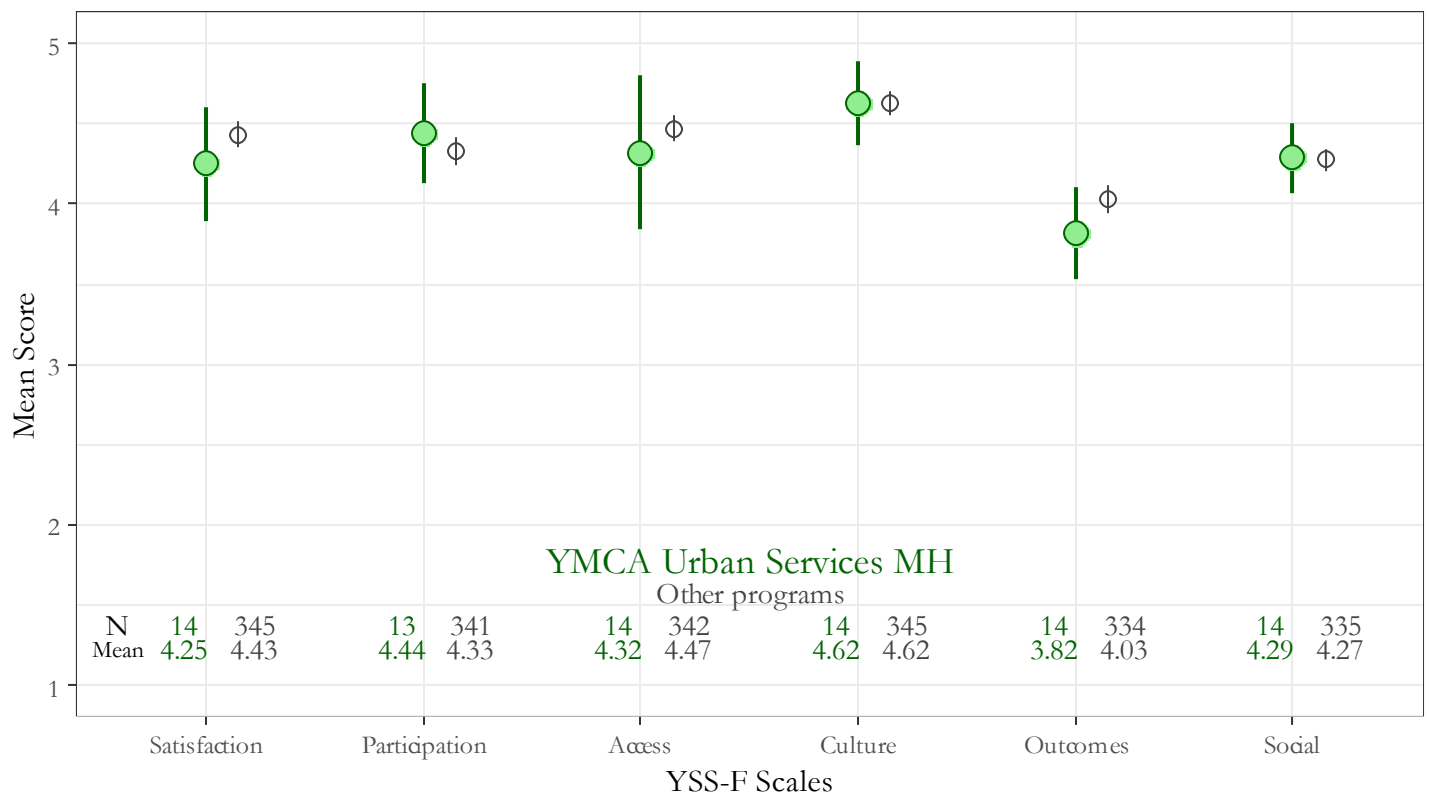
Youth Services Survey for Families, N = 43

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Missing
85.7 % 1. Overall, I am satisfied with the service my child received	1 2.3 %	0 0.0 %	1 2.3 %	5 11.6 %	7 16.3 %	0 0.0 %	29 67.4 %
100.0 % 2. I helped to choose my child's services	0 0.0 %	0 0.0 %	0 0.0 %	5 11.6 %	7 16.3 %	1 2.3 %	30 69.8 %
91.7 % 3. I helped to choose my child's treatment goals	1 2.3 %	0 0.0 %	0 0.0 %	7 16.3 %	4 9.3 %	1 2.3 %	30 69.8 %
92.9 % 4. The people helping my child stuck with us no matter what	1 2.3 %	0 0.0 %	0 0.0 %	8 18.6 %	5 11.6 %	0 0.0 %	29 67.4 %
92.9 % 5. I felt my child had someone to talk to when he/she was troubled	0 0.0 %	0 0.0 %	1 2.3 %	7 16.3 %	6 14.0 %	0 0.0 %	29 67.4 %
92.3 % 6. I participated in my child's treatment	0 0.0 %	0 0.0 %	1 2.3 %	4 9.3 %	8 18.6 %	1 2.3 %	29 67.4 %
84.6 % 7. The services my child and/or family received were right for us	0 0.0 %	0 0.0 %	2 4.6 %	5 11.6 %	6 14.0 %	1 2.3 %	29 67.4 %
92.9 % 8. The location of services was convenient for us	0 0.0 %	1 2.3 %	0 0.0 %	6 14.0 %	7 16.3 %	0 0.0 %	29 67.4 %
100.0 % 9. Services were available at times that were convenient for us	0 0.0 %	0 0.0 %	0 0.0 %	7 16.3 %	6 14.0 %	1 2.3 %	29 67.4 %
92.9 % 10. My family I got the help we wanted for my child	0 0.0 %	1 2.3 %	0 0.0 %	8 18.6 %	5 11.6 %	0 0.0 %	29 67.4 %
92.9 % 11. My family got as much help as we needed for my child	0 0.0 %	0 0.0 %	1 2.3 %	7 16.3 %	6 14.0 %	0 0.0 %	29 67.4 %
100.0 % 12. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 11.6 %	9 20.9 %	0 0.0 %	29 67.4 %
100.0 % 13. Staff respected my family's religious/spiritual beliefs	0 0.0 %	0 0.0 %	0 0.0 %	5 11.6 %	7 16.3 %	2 4.6 %	29 67.4 %
100.0 % 14. Staff spoke with me in a way that I understood	0 0.0 %	0 0.0 %	0 0.0 %	5 11.6 %	9 20.9 %	0 0.0 %	29 67.4 %
100.0 % 15. Staff were sensitive to my cultural/ethnic background	0 0.0 %	0 0.0 %	0 0.0 %	5 11.6 %	7 16.3 %	2 4.6 %	29 67.4 %
69.2 % 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 9.3 %	8 18.6 %	1 2.3 %	1 2.3 %	29 67.4 %
84.6 % 17. As a result of the services my child and or family received, my child gets along better with family members	0 0.0 %	0 0.0 %	2 4.6 %	10 23.3 %	1 2.3 %	1 2.3 %	29 67.4 %
69.2 % 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 9.3 %	8 18.6 %	1 2.3 %	1 2.3 %	29 67.4 %
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 4.6 %	11 25.6 %	1 2.3 %	0 0.0 %	29 67.4 %
64.3 % 20. As a result of the services my child and or family received, my child is better able to cope when things go wrong	0 0.0 %	0 0.0 %	5 11.6 %	8 18.6 %	1 2.3 %	0 0.0 %	29 67.4 %
78.6 % 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 %	0 0.0 %	3 7.0 %	10 23.3 %	1 2.3 %	0 0.0 %	29 67.4 %
85.7 % 22. As a result of the services my child and or family received, my child is better able to do things he or she wants to do	0 0.0 %	0 0.0 %	2 4.6 %	11 25.6 %	1 2.3 %	0 0.0 %	29 67.4 %
100.0 % 23. As a result of the services my child and or family received, I know people who will listen and understand me when I need to talk	0 0.0 %	0 0.0 %	0 0.0 %	10 23.3 %	4 9.3 %	0 0.0 %	29 67.4 %
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 %	10 23.3 %	3 7.0 %	1 2.3 %	29 67.4 %
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 %	9 20.9 %	4 9.3 %	1 2.3 %	29 67.4 %
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 %	9 20.9 %	5 11.6 %	0 0.0 %	29 67.4 %

Youth Services Survey - Scale Means and 95% Confidence Intervals⁴



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



Survey Compliance
YMCA Urban Services

Completion Status	MH Completion by Respondent Type		Total
	Family	Youth	
Refused	27 62.8 %	13 56.5 %	40 60.6 %
Impaired	0 0 %	0 0 %	0 0 %
Language	1 2.3 %	0 0 %	1 1.5 %
Other	0 0 %	0 0 %	0 0 %
No Data	1 2.3 %	1 4.3 %	2 3 %
Completed Survey	14 32.6 %	9 39.1 %	23 34.8 %
Total	43 100 %	23 100 %	66 100 %

Footnotes:

1. Items were rated on a 1 to 5 Likert scale. Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percent can exceed 100%. During the survey period (November 5th - 9th, 2018) your program billed services for 63 clients; surveys were returned for 50 clients ($50 / 63 = 79.4\%$).
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.