

# Consumer Perception Survey (CPS) Overview – Spring 2021

## All AOA, TAY, & CYF Mental Health Programs

**Overall Satisfaction Rate<sup>1</sup>: 92%**

**Overall Return Rate<sup>2</sup>: 70%**

Mental Health programs collected both Adult<sup>3</sup> and Youth<sup>4</sup> versions of the Consumer Perception Survey (CPS)<sup>5</sup>. 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.

Clients served June 21-25, 2021 (Avatar billing): 3279

Clients surveyed: 2293 (792 youth/family and 1501 adults)

Adult satisfaction mean score: 4.40

Youth satisfaction mean score: 4.20

Family satisfaction mean score: 4.44

### Footnotes:

1. Items were rated on a 1 to 5 Likert scale (strongly agree, agree, undecided, disagree, strongly disagree). Overall Satisfaction is calculated using Mental Health Statistics Improvement Program (MHSIP) items 1-3 and 5-20 (Appendix A) and YSS/YSS-F items 1-7 and 9-15 (Appendix B). Surveys with a mean score of 3.5 or higher were counted as "satisfied."
2. The number of clients surveyed divided by the number of clients receiving services (billing in Avatar) during the survey period. If there are more surveys than unique clients billed for, then the percentage can exceed 100%. During the survey period (June 21<sup>st</sup> – 25<sup>th</sup>, 2021) mental health programs billed services for 3289 clients overall; surveys were returned for 2293 clients overall (2293 / 3279 = 69.9%). During the survey period (June 21<sup>st</sup> – 25<sup>th</sup>, 2021) mental health programs billed services for 2217 adult clients; surveys were returned for 1501 adult clients (1501 / 2217 = 67.7 %). During the survey period (June 21<sup>st</sup> – 25<sup>th</sup>, 2021) mental health programs billed services for 1062 youth clients; surveys were returned for 792 youth clients (792 / 1062 = 74.6%).
3. Adult and Older Adult (AOA) and Transitional Aged Youth (TAY) clients complete the Mental Health Statistics Improvement Program (MHSIP) survey.
4. Youth complete the Youths Services Survey (YSS) and the parents/caregivers 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 once per year, typically in May or June.

## All AOA & TAY Mental Health Programs (MHSIP)

Overall Satisfaction Rate<sup>1</sup>: 92%

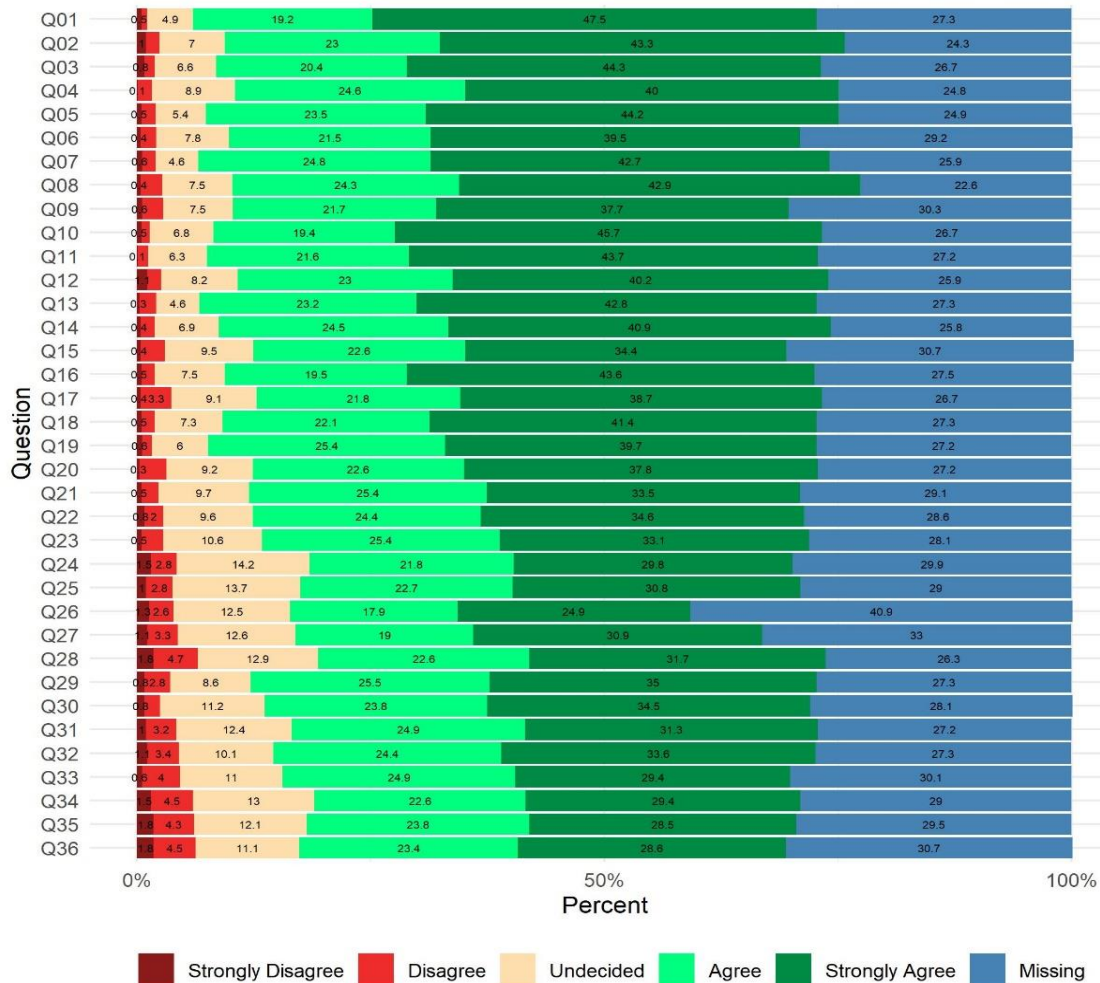
Return Rate<sup>2</sup>: 68%

Overall Satisfaction Mean Score<sup>1</sup>: 4.40

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	421
Impaired	98
Language	7
Other	192
Completed	783
<b>Total Surveyed</b>	<b>1501</b>

### Consumer Perceptions Survey-Overall



**A Woman's Place (38BKOP)**

**Reporting Unit: 38BKOP**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: 21%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	1
Language	0
Other	2
Completed	0
<b>Total Surveyed</b>	<b>3</b>

No completed surveys

## AARS Project Adapt (38JBOP)

Reporting Unit: 38JBOP

Overall Satisfaction Rate<sup>1</sup>: 88%

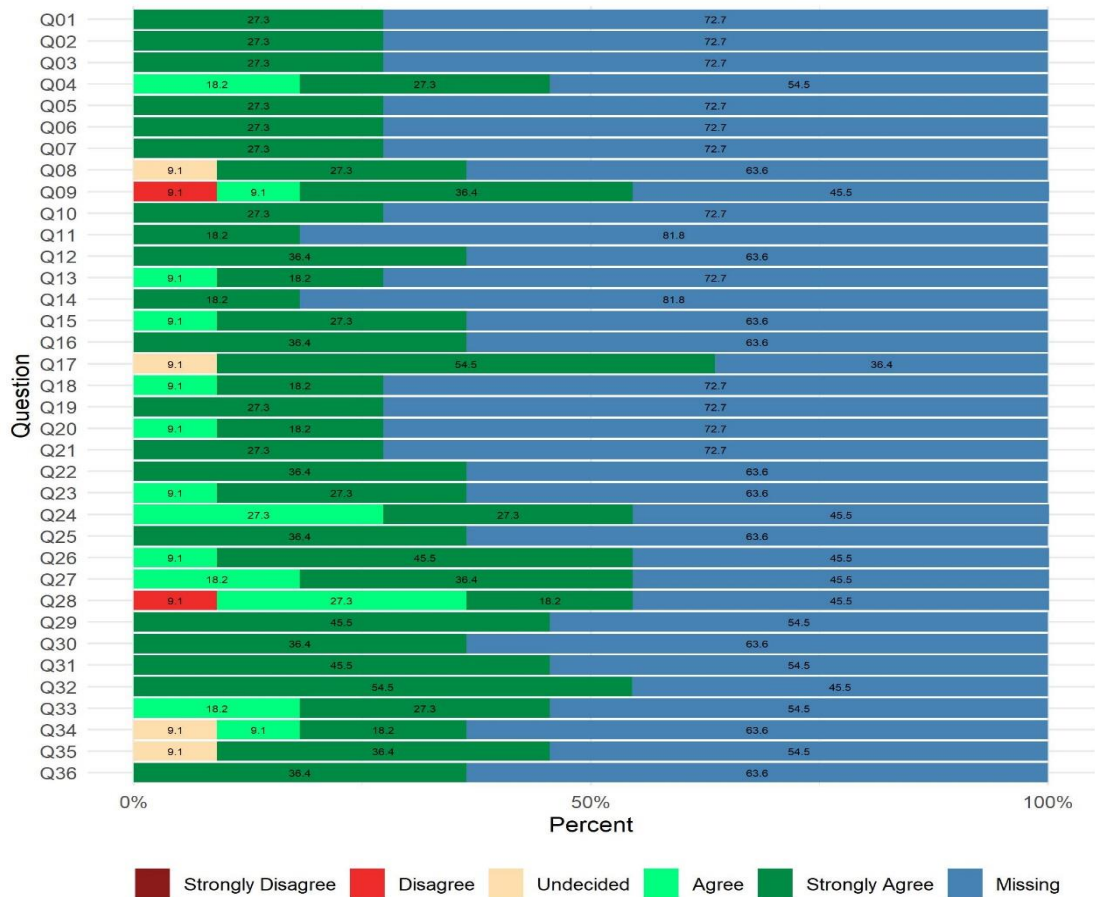
Return Rate<sup>2</sup>: 85%

Overall Satisfaction Mean Score<sup>1</sup>: 4.76

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	11
<b>Total Surveyed</b>	<b>11</b>

### Consumer Perceptions Survey- 38JBOP





## BAART Community Healthcare Sup (38J8OP)

Reporting Unit: 38J8OP

Overall Satisfaction Rate<sup>1</sup>: 100%

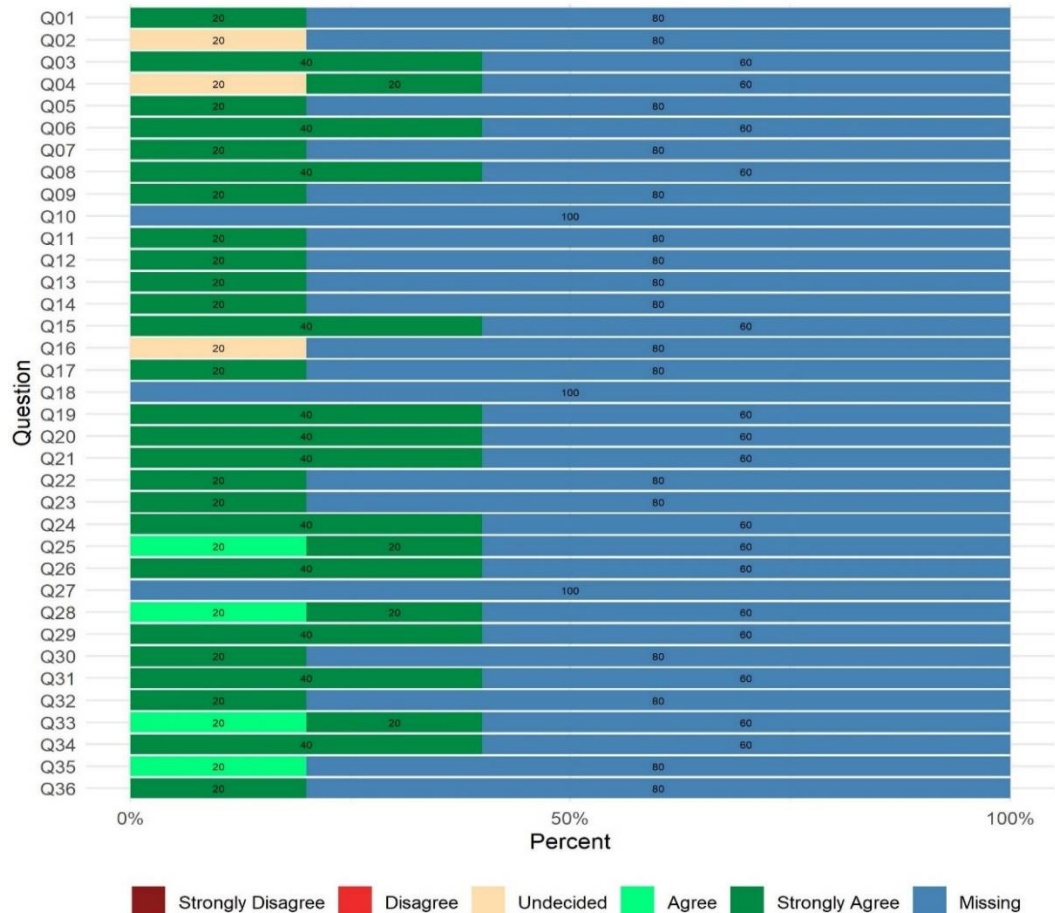
Return Rate<sup>2</sup>: 45%

Overall Satisfaction Mean Score<sup>1</sup>: 4.86

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	5
<b>Total Surveyed</b>	<b>5</b>

### Consumer Perceptions Survey- 38J8OP



**BHS TAY FSP (38BHT3)**

**Reporting Unit: 38BHT3**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

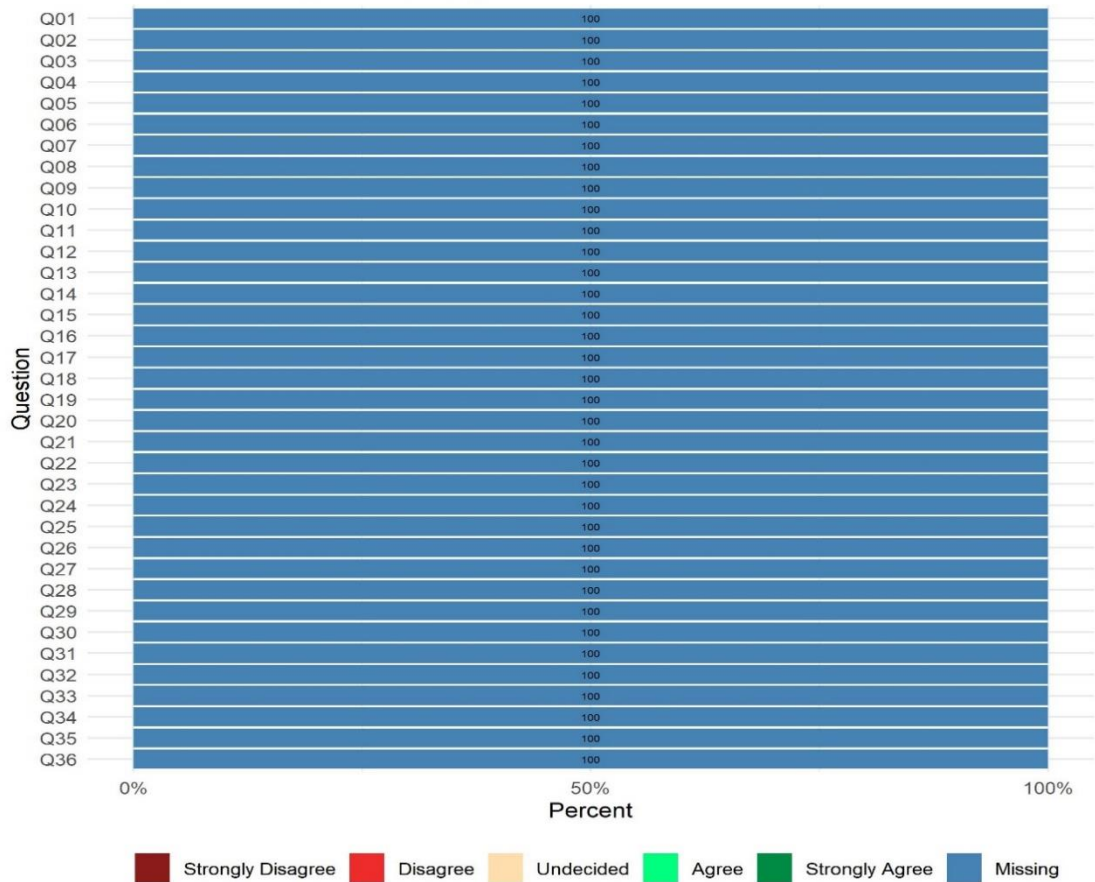
**Return Rate<sup>2</sup>: 425%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	9
Impaired	2
Language	0
Other	5
Completed	1
<b>Total Surveyed</b>	<b>17</b>

**Consumer Perceptions Survey- 38BHT3**



**BVHP Third Street Adult (38513)**  
**Reporting Unit: 38513**

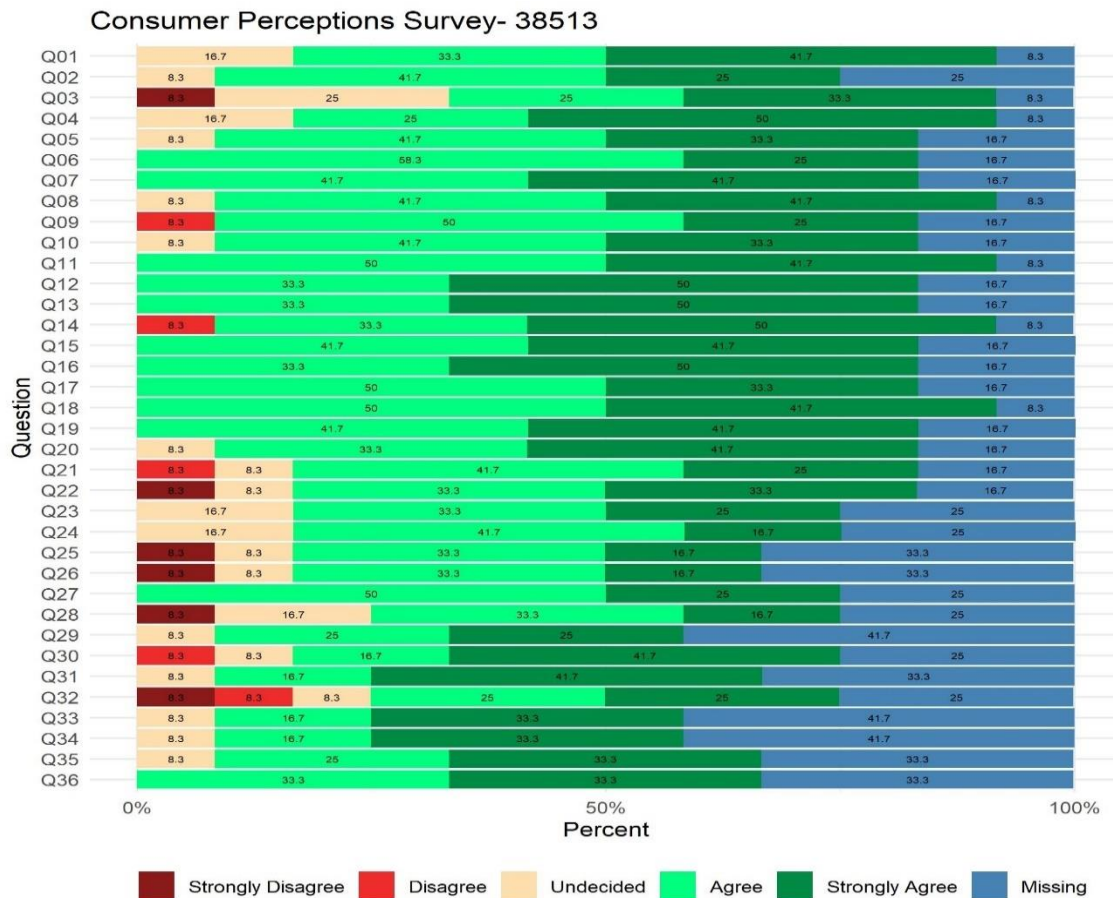
**Overall Satisfaction Rate<sup>1</sup>: 100%**

**Return Rate<sup>2</sup>: 58%**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.36**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	16
Impaired	2
Language	0
Other	0
Completed	12
<b>Total Surveyed</b>	<b>30</b>



**Carroll House Resid Geriatric (38541)**

**Reporting Unit: 38541**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

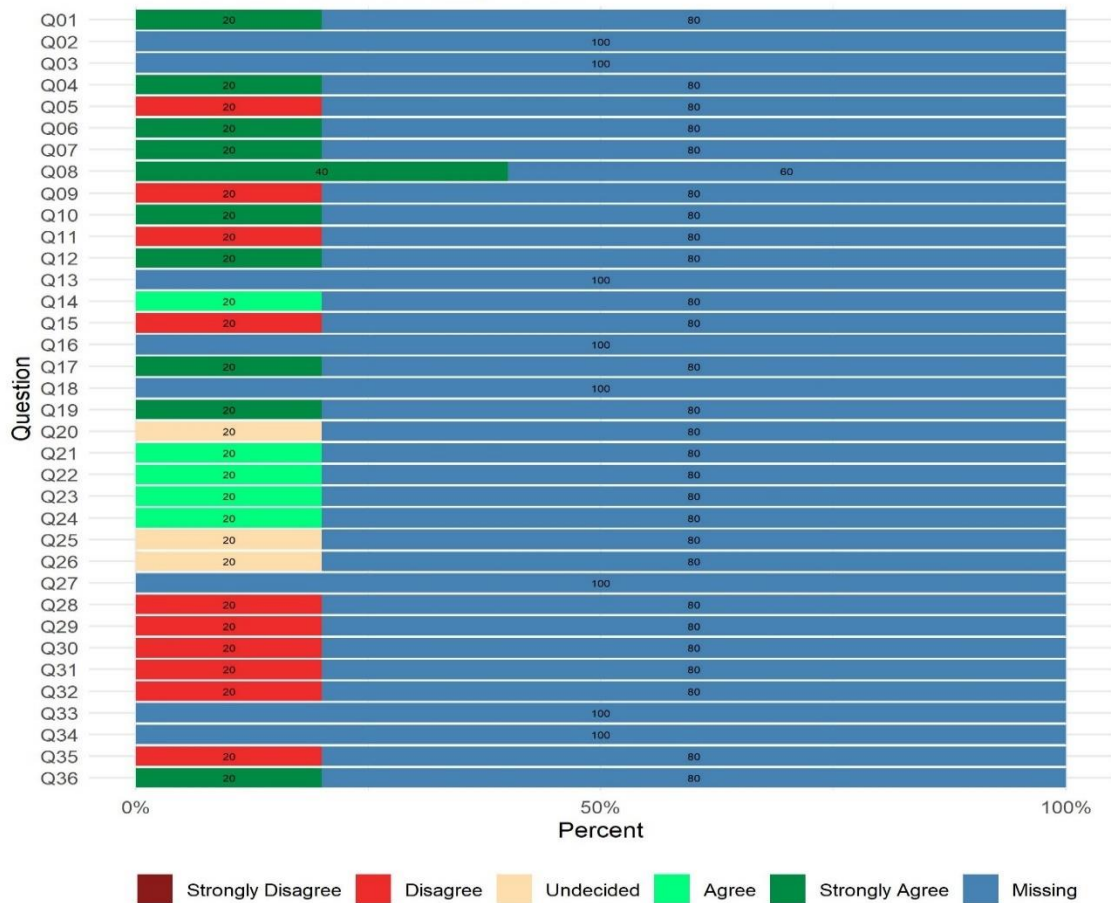
**Return Rate<sup>2</sup>: 100%**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.42**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	5
<b>Total Surveyed</b>	<b>5</b>

**Consumer Perceptions Survey- 38541**



**CCDC Child Dev Center (38746)**

**Reporting Unit: 38746**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

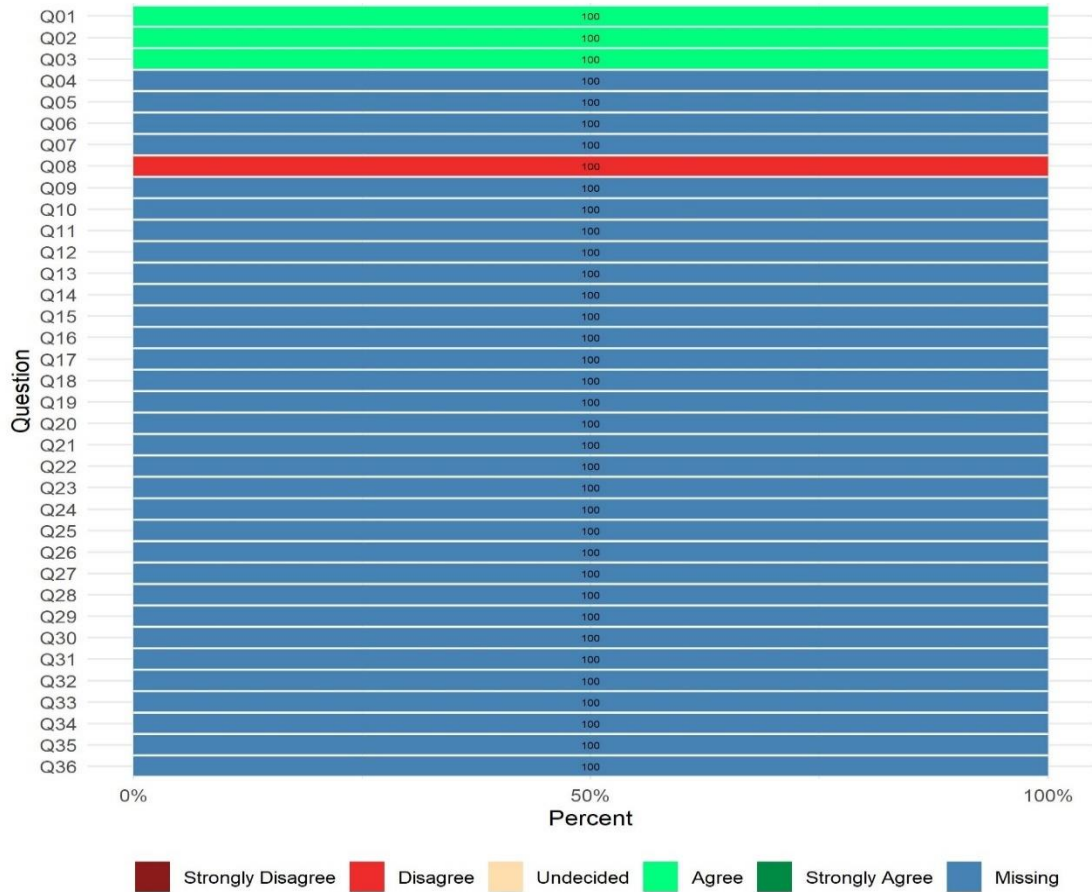
**Return Rate<sup>2</sup>: 2%**

**Overall Satisfaction Mean Score<sup>1</sup>: 3.50**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

**Consumer Perceptions Survey- 38746**



### Central City Behavioral Health (89073)

Reporting Unit: 89073

Overall Satisfaction Rate<sup>1</sup>: 92%

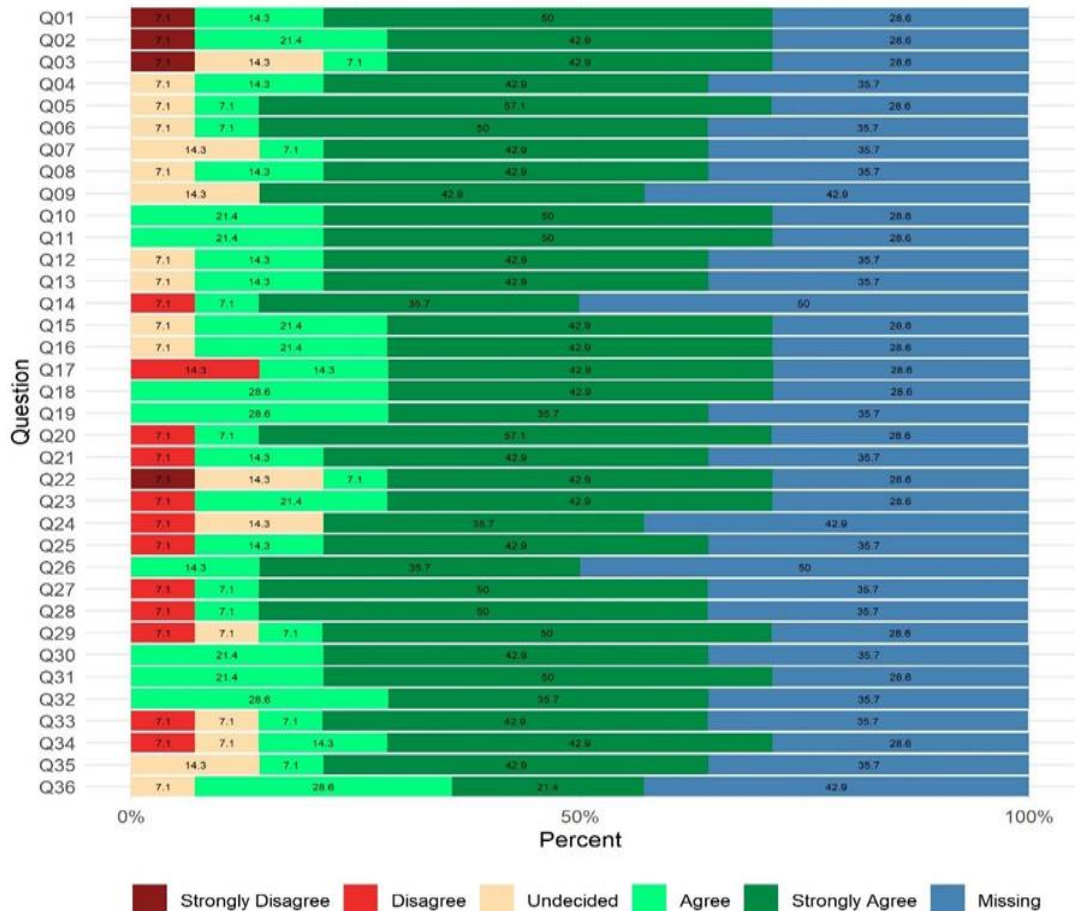
Return Rate<sup>2</sup>: 57%

Overall Satisfaction Mean Score<sup>1</sup>: 4.54

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	2
Impaired	1
Language	0
Other	0
Completed	14
<b>Total Surveyed</b>	<b>17</b>

#### Consumer Perceptions Survey- 89073





**CHP-Essex House (38IDOP)**  
**Reporting Unit: 38IDOP**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

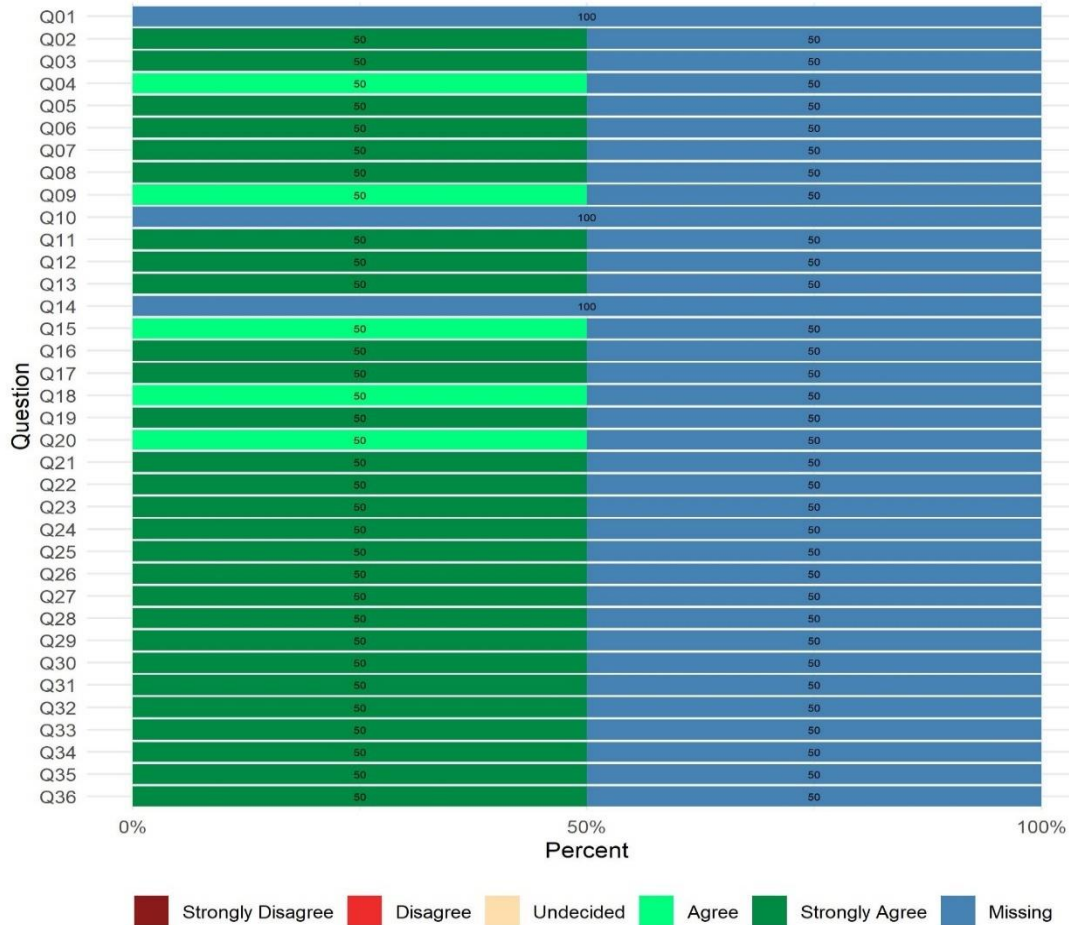
**Return Rate<sup>2</sup>: 100%**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.75**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	2
<b>Total Surveyed</b>	<b>2</b>

**Consumer Perceptions Survey- 381ODP**





**Citywide Case Management-NOVA (8911NO)**

Reporting Unit: 8911NO

Overall Satisfaction Rate<sup>1</sup>: N/AReturn Rate<sup>2</sup>: 8%Overall Satisfaction Mean Score<sup>1</sup>: N/A**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	1
Impaired	0
Language	0
Other	0
Completed	0
<b>Total Surveyed</b>	<b>1</b>

No completed surveys

**Citywide Comm. Response Team (8911-SIP)**

Reporting Unit: 8911SIP

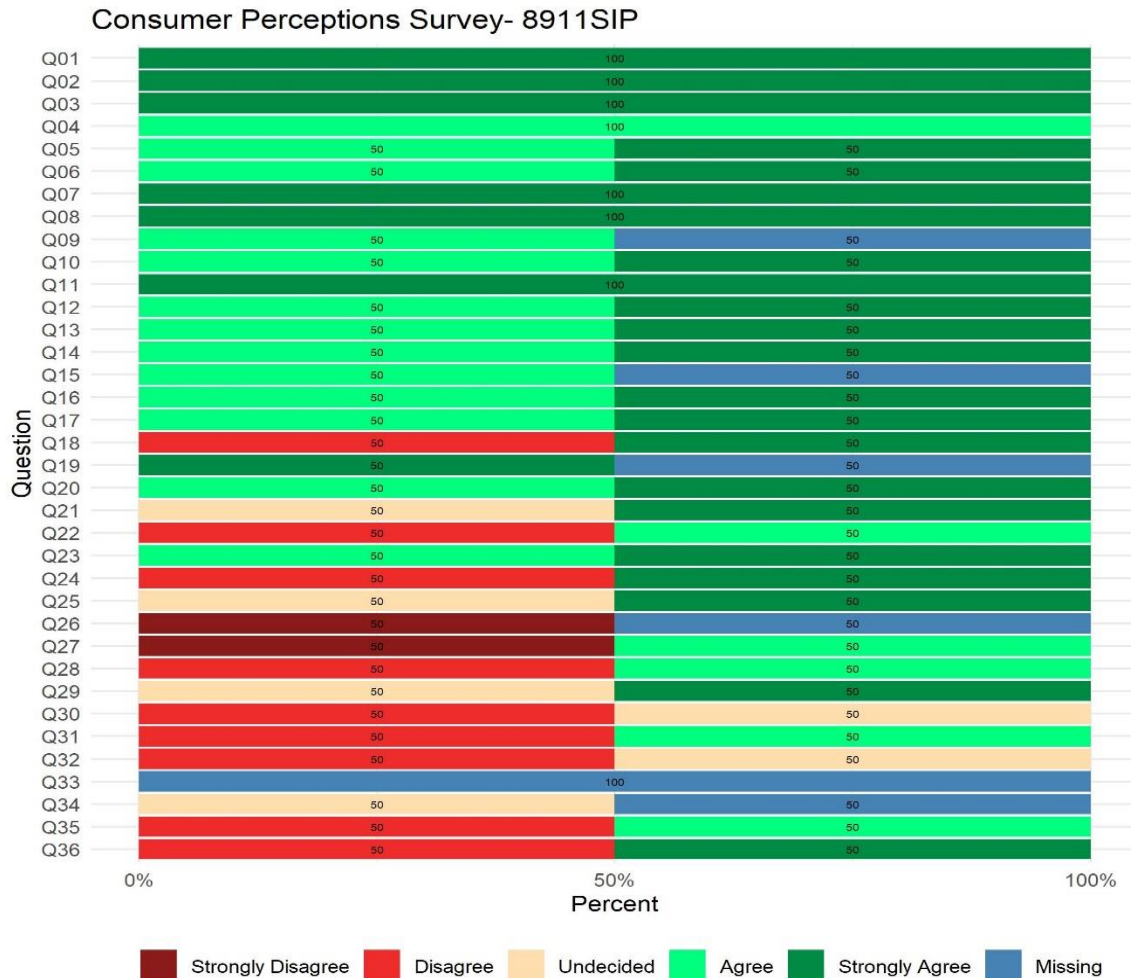
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 500%

Overall Satisfaction Mean Score<sup>1</sup>: 4.62

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	3
Impaired	0
Language	0
Other	0
Completed	2
<b>Total Surveyed</b>	<b>5</b>



## Citywide Community Response (8911CCR)

Reporting Unit: 8911CCR

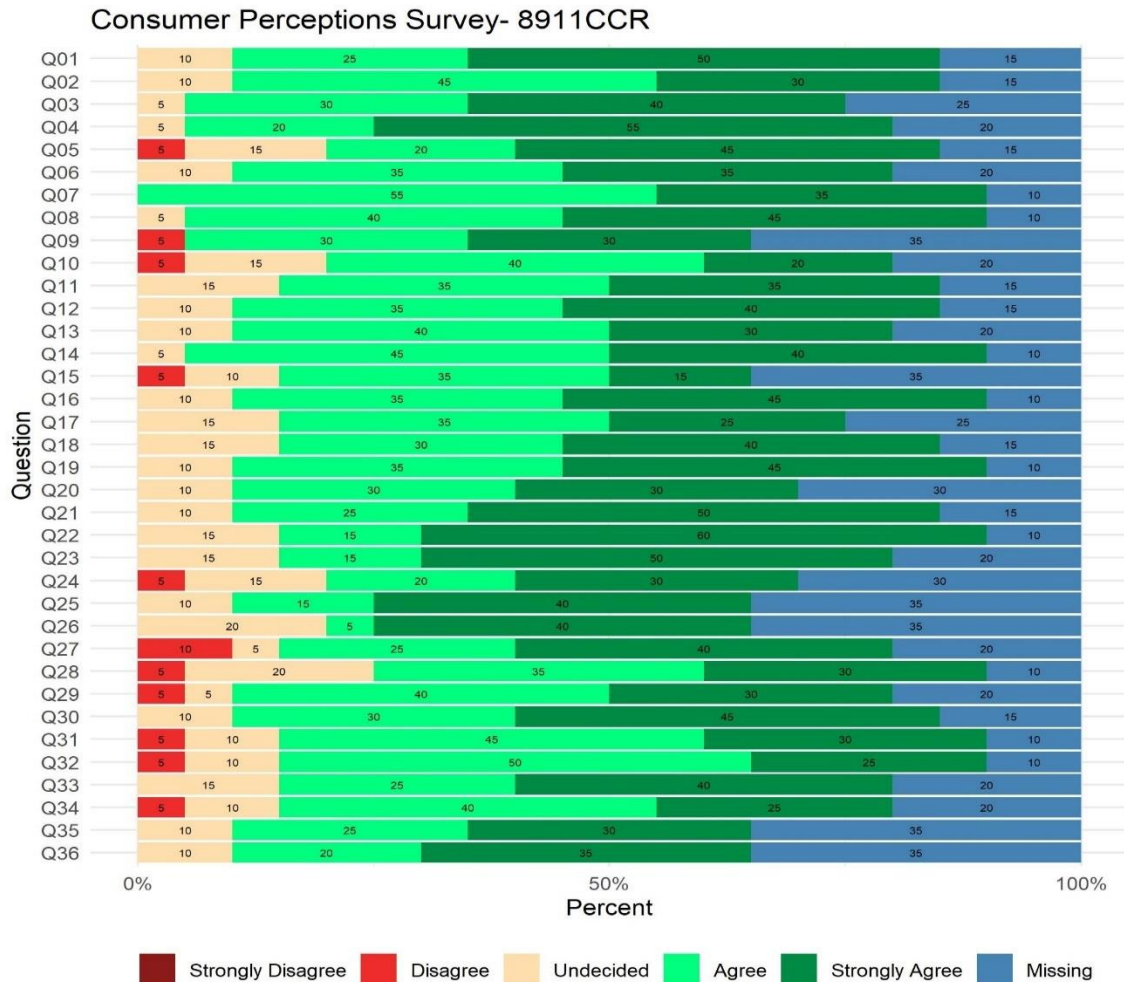
Overall Satisfaction Rate<sup>1</sup>: 95%

Return Rate<sup>2</sup>: 320%

Overall Satisfaction Mean Score<sup>1</sup>: 4.35

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	12
Impaired	0
Language	0
Other	0
Completed	20
<b>Total Surveyed</b>	<b>32</b>



### Citywide Focus (89113)

Reporting Unit: 89113

Overall Satisfaction Rate<sup>1</sup>: 88%

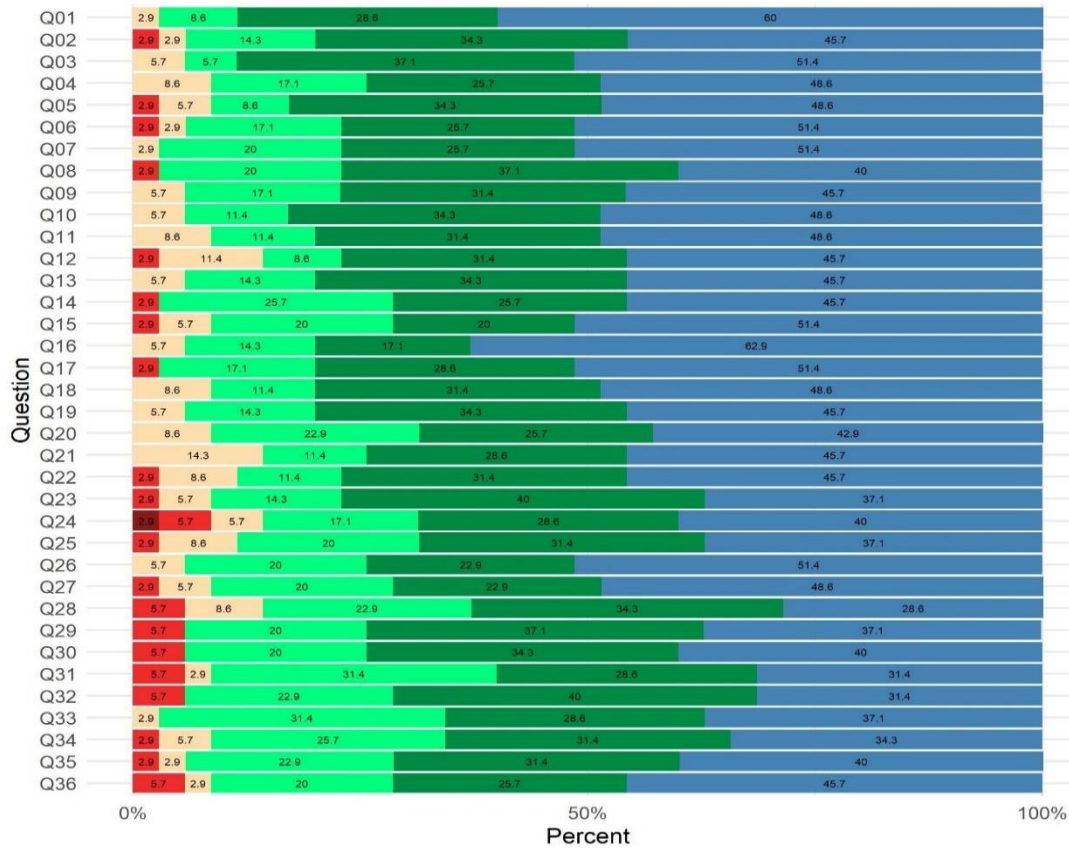
Return Rate<sup>2</sup>: 30%

Overall Satisfaction Mean Score<sup>1</sup>: 4.50

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	13
Impaired	6
Language	0
Other	2
Completed	35
<b>Total Surveyed</b>	<b>56</b>

#### Consumer Perceptions Survey- 89113



### Citywide Forensics (89119)

Reporting Unit: 89119

Overall Satisfaction Rate<sup>1</sup>: 92%

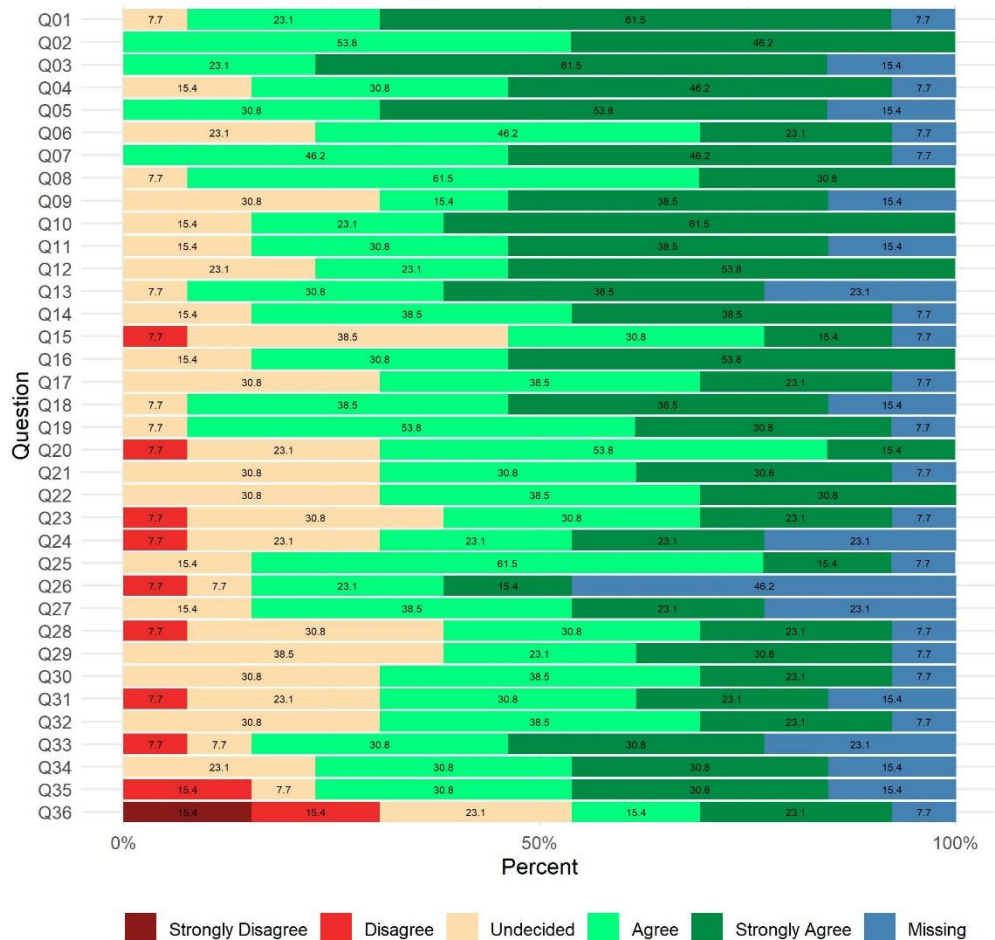
Return Rate<sup>2</sup>: 39%

Overall Satisfaction Mean Score<sup>1</sup>: 4.29

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	8
Impaired	4
Language	0
Other	2
Completed	13
<b>Total Surveyed</b>	<b>27</b>

#### Consumer Perceptions Survey- 89119



**Citywide Linkage Team (89114MH)**

**Reporting Unit: 89114MH**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: 11%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	1
Impaired	0
Language	0
Other	0
Completed	0
<b>Total Surveyed</b>	<b>1</b>

No completed surveys

## Citywide-Assisted Outpatient (8911AO)

Reporting Unit: 8911AO

Overall Satisfaction Rate<sup>1</sup>: 100%

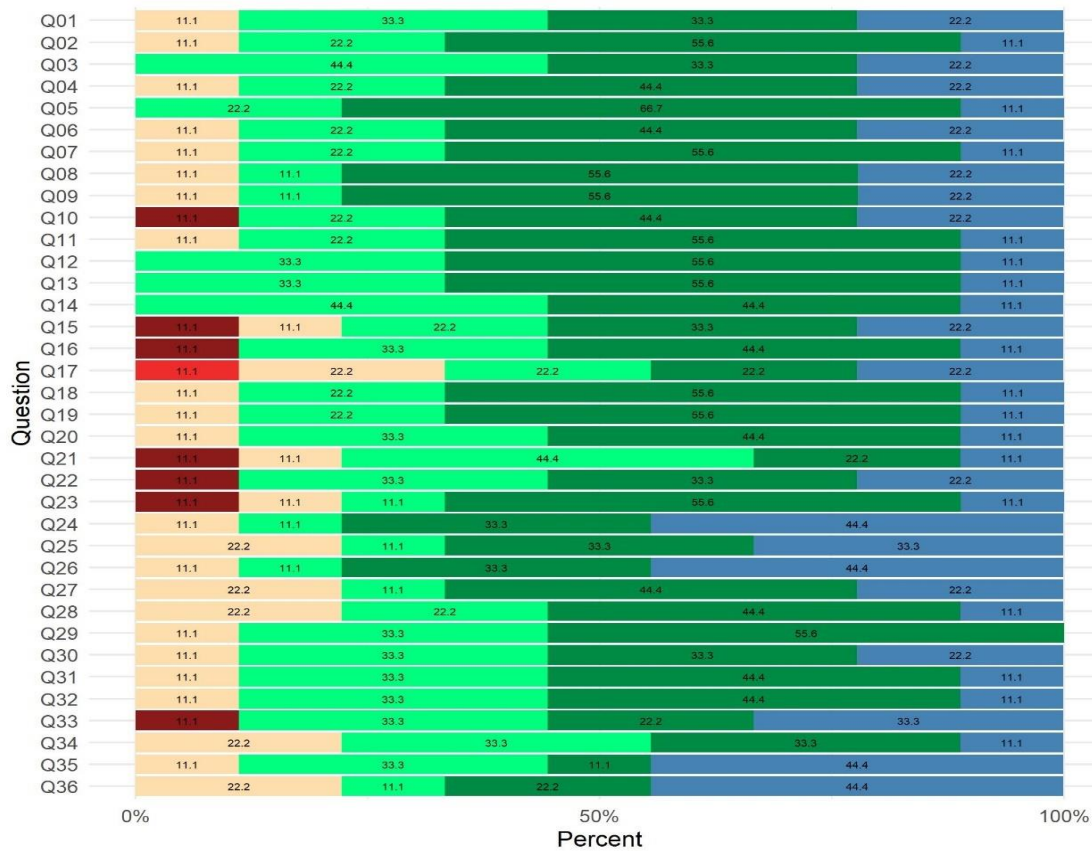
Return Rate<sup>2</sup>: 240%

Overall Satisfaction Mean Score<sup>1</sup>: 4.39

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	1
Impaired	1
Language	0
Other	1
Completed	9
<b>Total Surveyed</b>	<b>12</b>

### Consumer Perceptions Survey- 8911AO



### Clay Street Residential (89851)

Reporting Unit: 89851

Overall Satisfaction Rate<sup>1</sup>: 100%

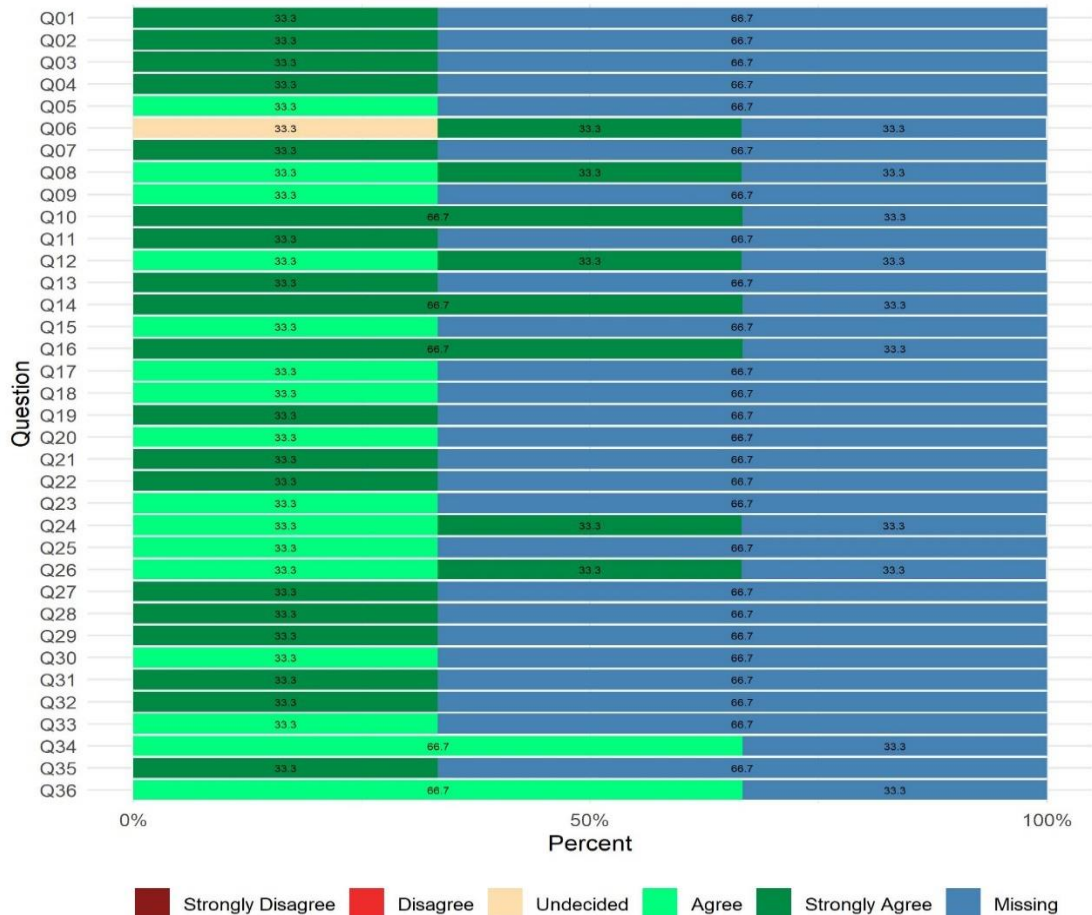
Return Rate<sup>2</sup>: 100%

Overall Satisfaction Mean Score<sup>1</sup>: 4.74

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	6
Impaired	1
Language	0
Other	5
Completed	3
<b>Total Surveyed</b>	<b>15</b>

#### Consumer Perceptions Survey- 8985-1





## Conard House Outpatient Services (89492)

Reporting Unit: 89492

Overall Satisfaction Rate<sup>1</sup>: 82%

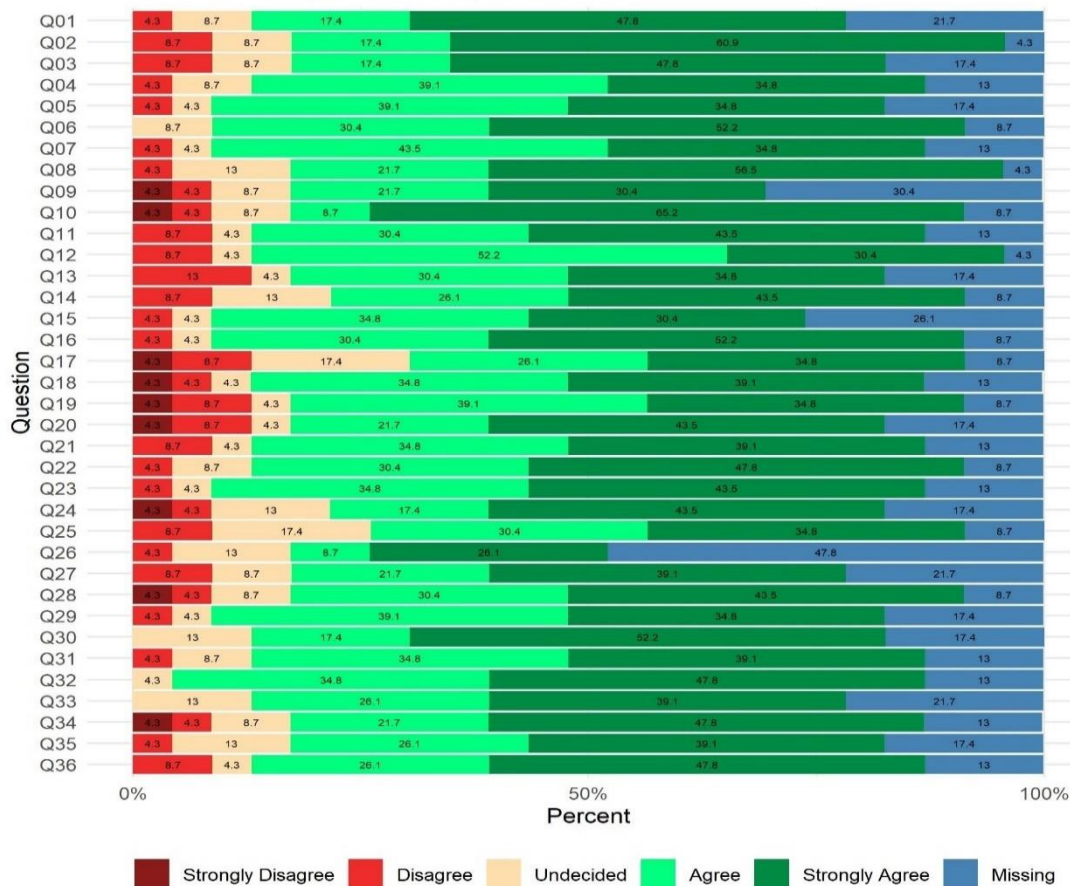
Return Rate<sup>2</sup>: 126%

Overall Satisfaction Mean Score<sup>1</sup>: 4.25

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	13
Impaired	13
Language	0
Other	5
Completed	23
<b>Total Surveyed</b>	<b>54</b>

### Consumer Perceptions Survey- 89492



### Conard Rep Payee Services (8949RP)

Reporting Unit: 8949RP

Overall Satisfaction Rate<sup>1</sup>: 85%

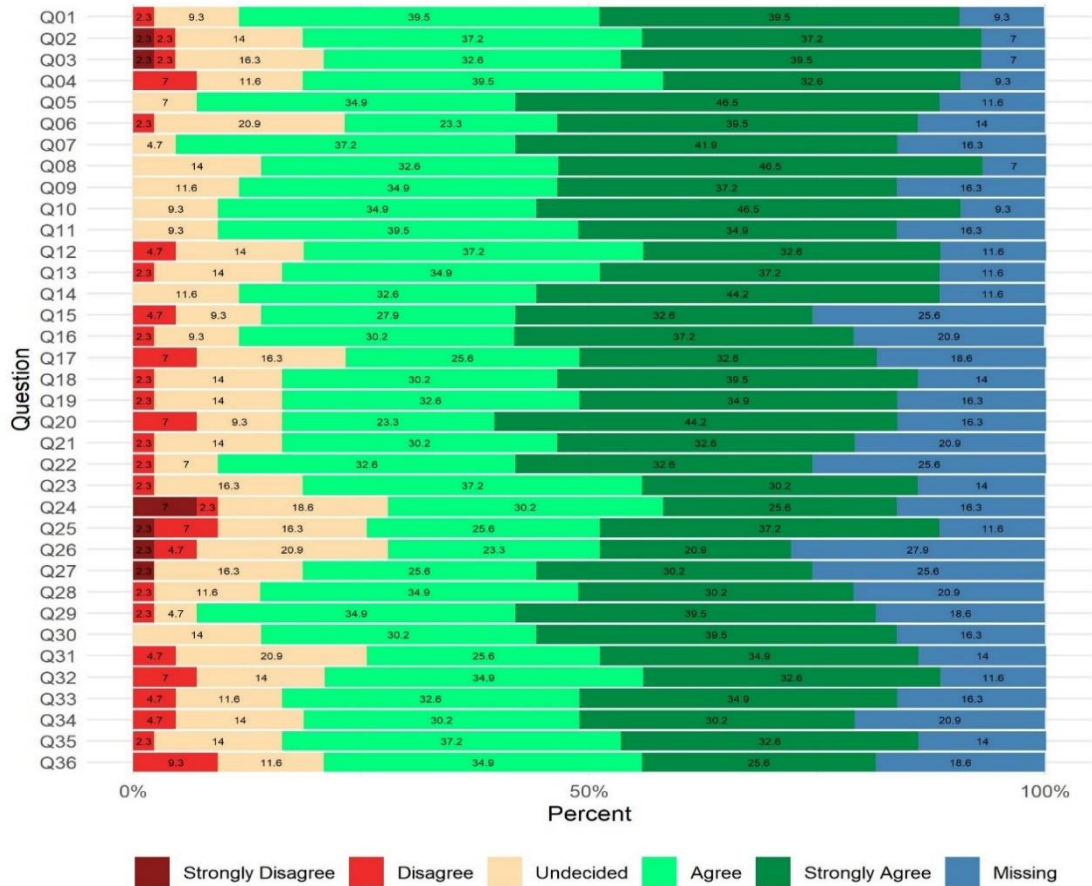
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 4.25

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	35
Impaired	7
Language	0
Other	7
Completed	43
<b>Total Surveyed</b>	<b>92</b>

#### Consumer Perceptions Survey- 8949RP



**Cooperative Apartment P.P Opt (3838OP)**  
**Reporting Unit: 3838OP**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

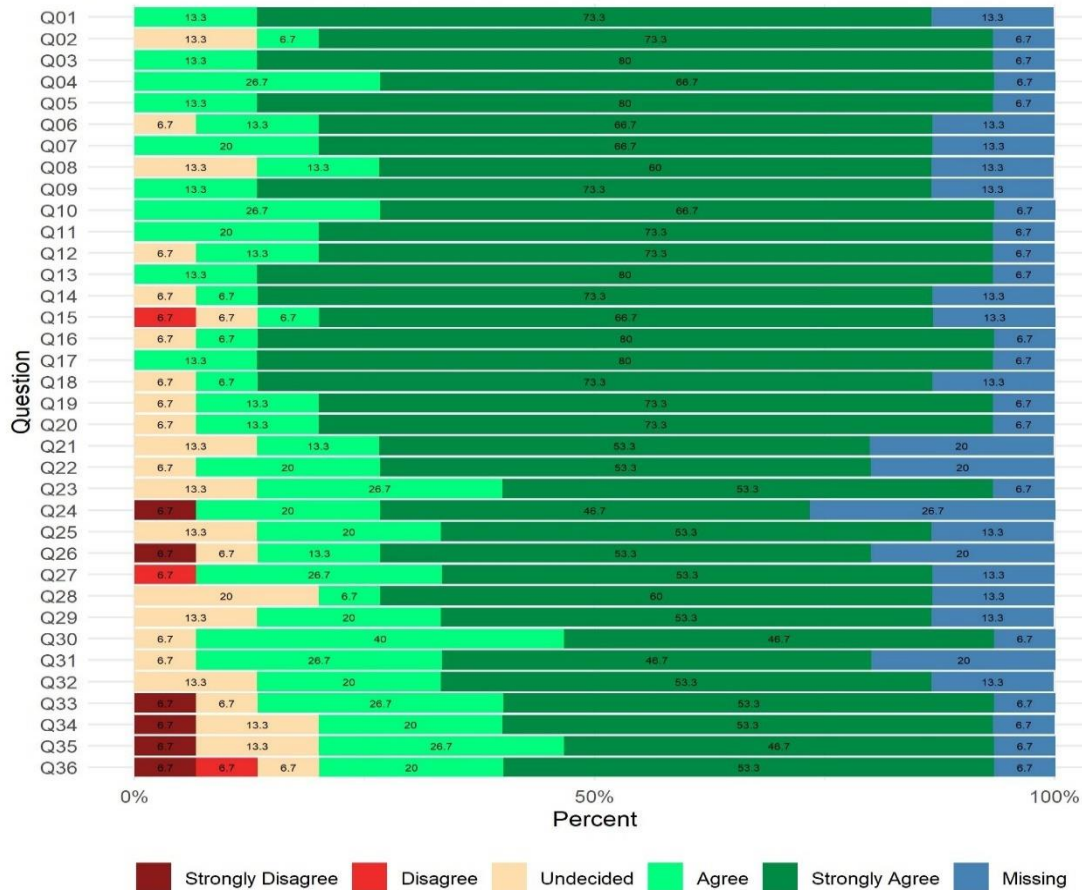
**Return Rate<sup>2</sup>: 86%**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.75**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	21
Impaired	0
Language	0
Other	6
Completed	15
<b>Total Surveyed</b>	<b>42</b>

**Consumer Perceptions Survey- 3838OP**



## Cortland House Residential Prog (38631)

Reporting Unit: 38631

Overall Satisfaction Rate<sup>1</sup>: 75%

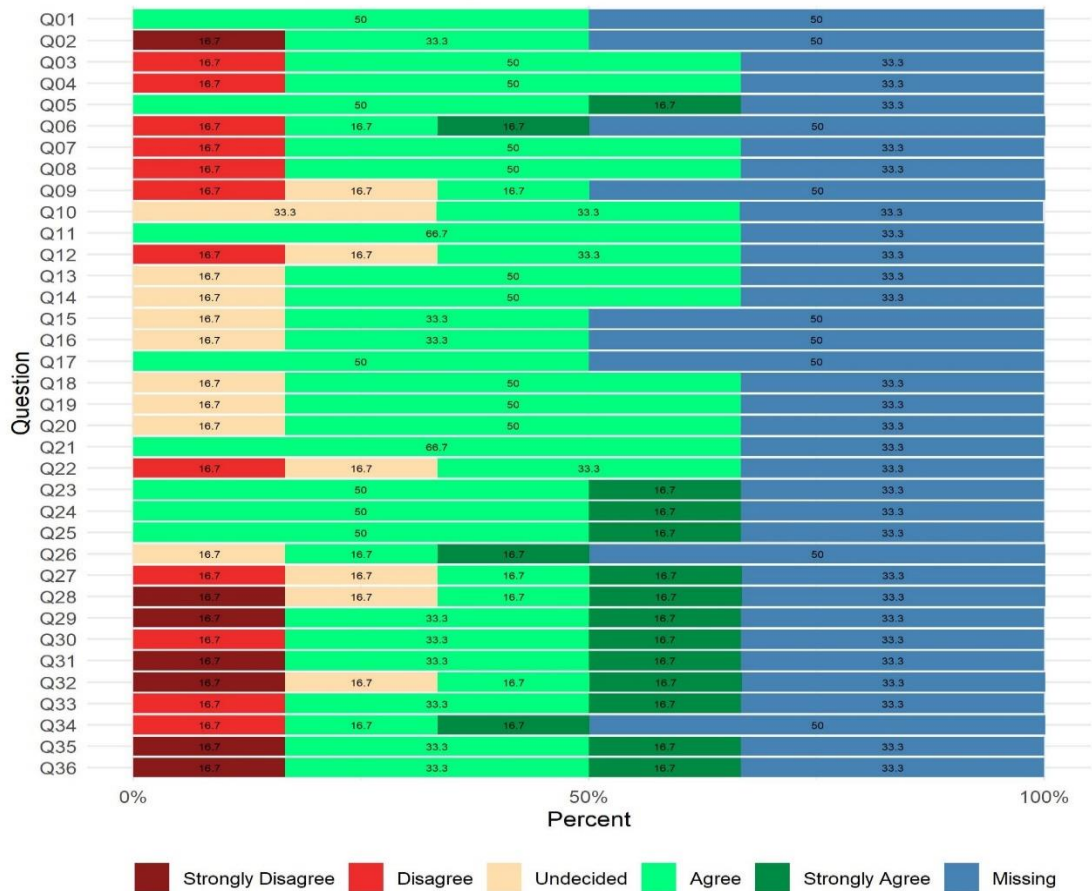
Return Rate<sup>2</sup>: 100%

Overall Satisfaction Mean Score<sup>1</sup>: 3.65

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	2
Impaired	0
Language	0
Other	0
Completed	6
<b>Total Surveyed</b>	<b>8</b>

### Consumer Perceptions Survey- 3863-1



### CTNB Outpatient (38723)

Reporting Unit: 38723

Overall Satisfaction Rate<sup>1</sup>: 95%

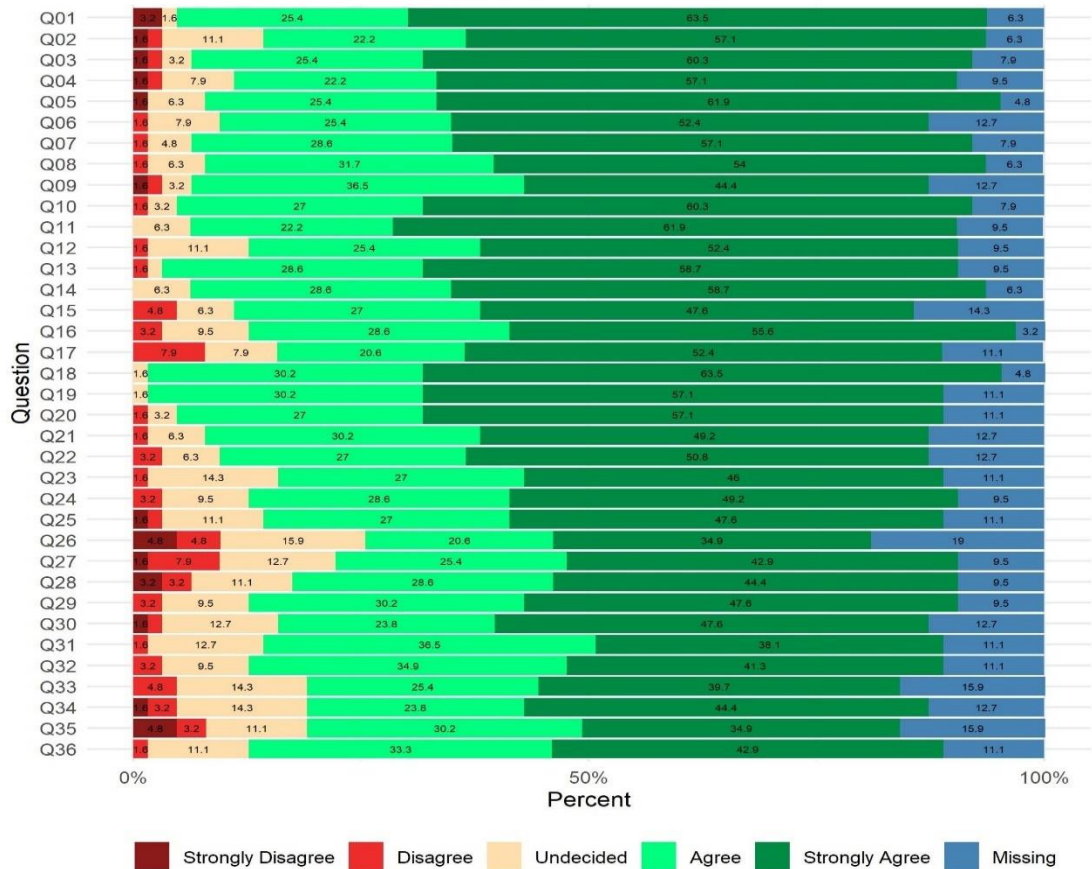
Return Rate<sup>2</sup>: 56%

Overall Satisfaction Mean Score<sup>1</sup>: 4.50

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	36
Impaired	7
Language	1
Other	12
Completed	63
<b>Total Surveyed</b>	<b>119</b>

#### Consumer Perceptions Survey- 38723



### Dore House Crisis Res (38GM1)

Reporting Unit: 38GM1

Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 4.68

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	5
<b>Total Surveyed</b>	<b>5</b>

#### Consumer Perceptions Survey- 38GM1





## Dorine Loso House Residential (38GH1)

Reporting Unit: 38GH1

Overall Satisfaction Rate<sup>1</sup>: 100%

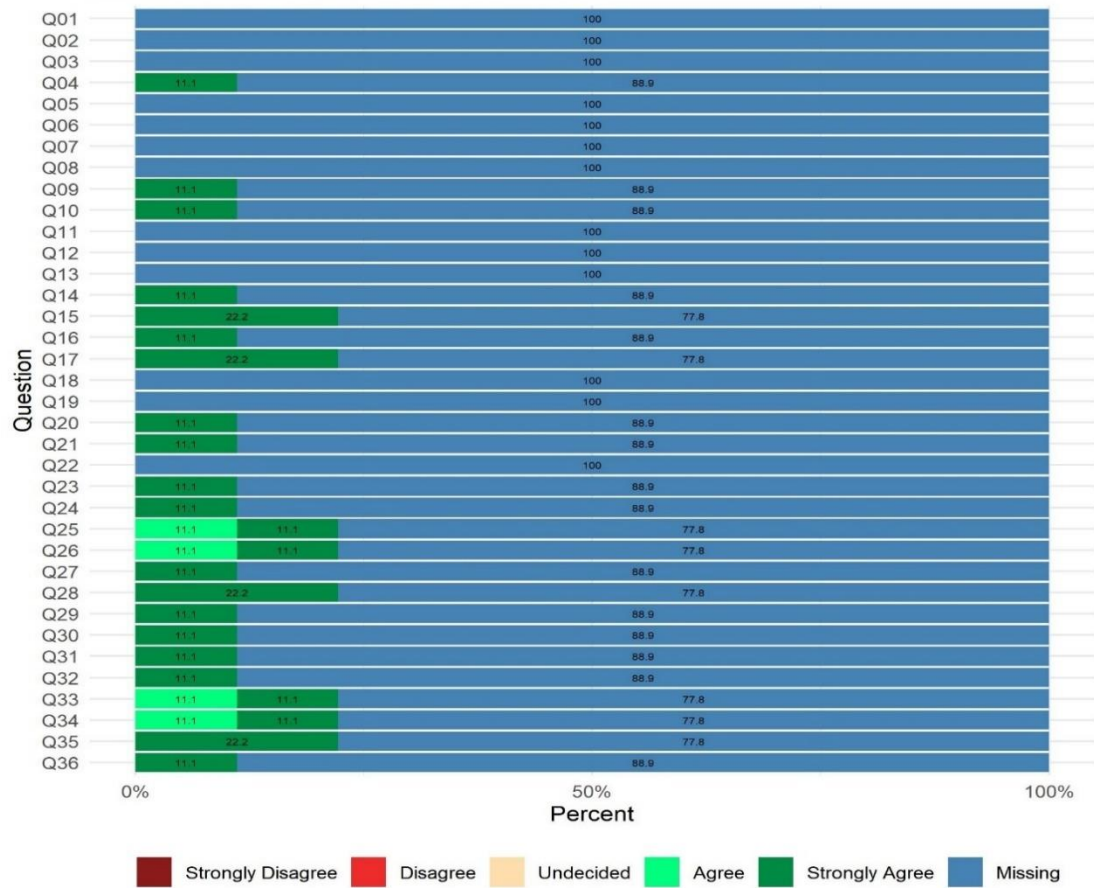
Return Rate<sup>2</sup>: 69%

Overall Satisfaction Mean Score<sup>1</sup>: 5.00

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	9
<b>Total Surveyed</b>	<b>9</b>

### Consumer Perceptions Survey- 38GH-1



**FSA Adult Care Management (3822OP)**  
**Reporting Unit: 3822OP**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

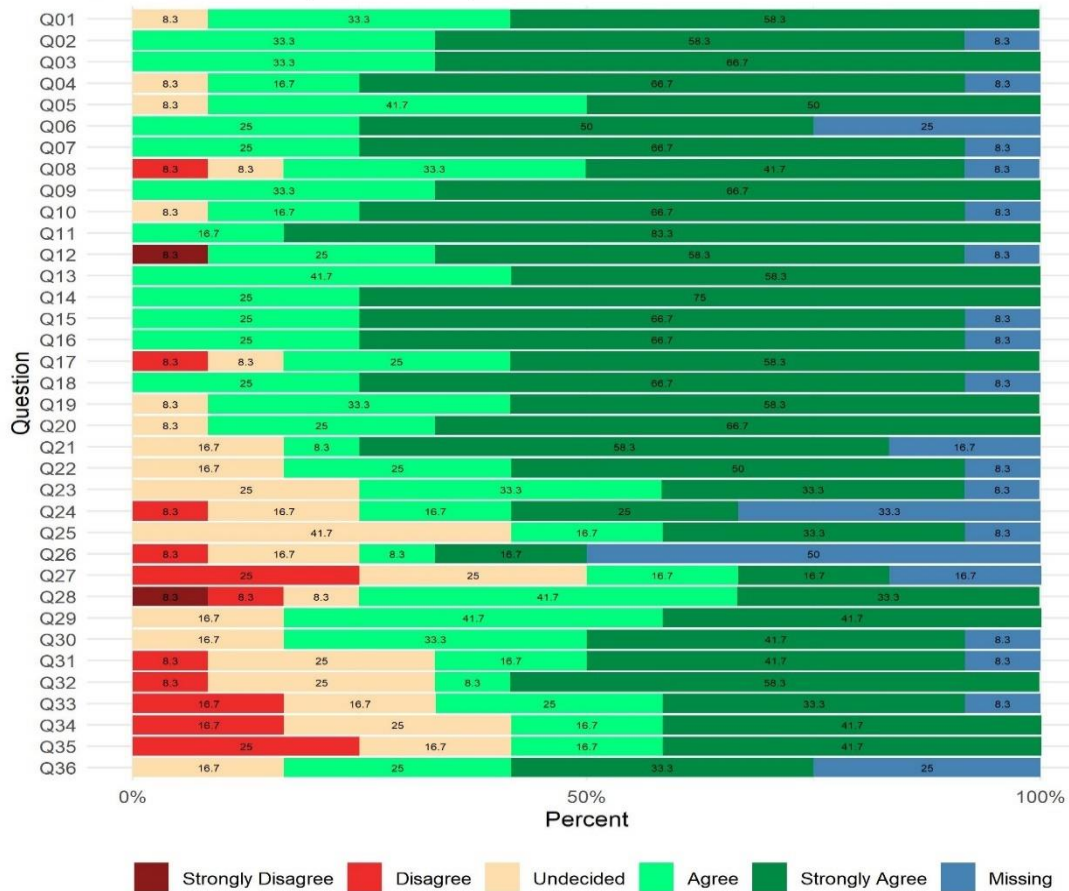
**Return Rate<sup>2</sup>: 92%**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.59**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	6
Impaired	2
Language	0
Other	2
Completed	12
<b>Total Surveyed</b>	<b>22</b>

**Consumer Perceptions Survey- 3822OP**





### FSA Adult FSP Outpatient MHSA (3822A3)

Reporting Unit: 3822A3

Overall Satisfaction Rate<sup>1</sup>: 100%

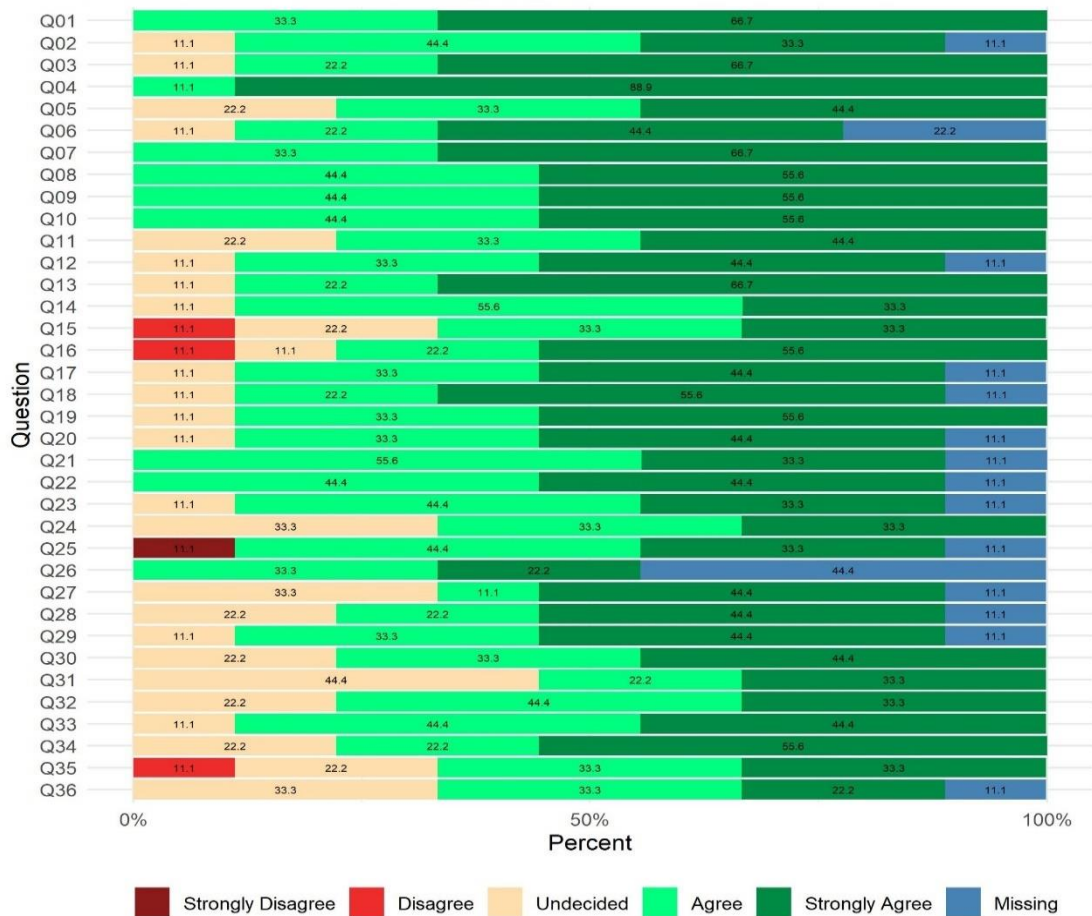
Return Rate<sup>2</sup>: 69%

Overall Satisfaction Mean Score<sup>1</sup>: 4.40

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	1
Impaired	1
Language	0
Other	0
Completed	9
<b>Total Surveyed</b>	<b>11</b>

#### Consumer Perceptions Survey- 3822A3



**FSA BEAM-UP (8990BU)**

**Reporting Unit: 8990BU**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: 43%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	1
Impaired	0
Language	0
Other	2
Completed	0
<b>Total Surveyed</b>	<b>3</b>

No completed surveys

**FSA Fam Svc Agy Geriatric OP (38223MH)**

Reporting Unit: 38223MH

Overall Satisfaction Rate<sup>1</sup>: 100%

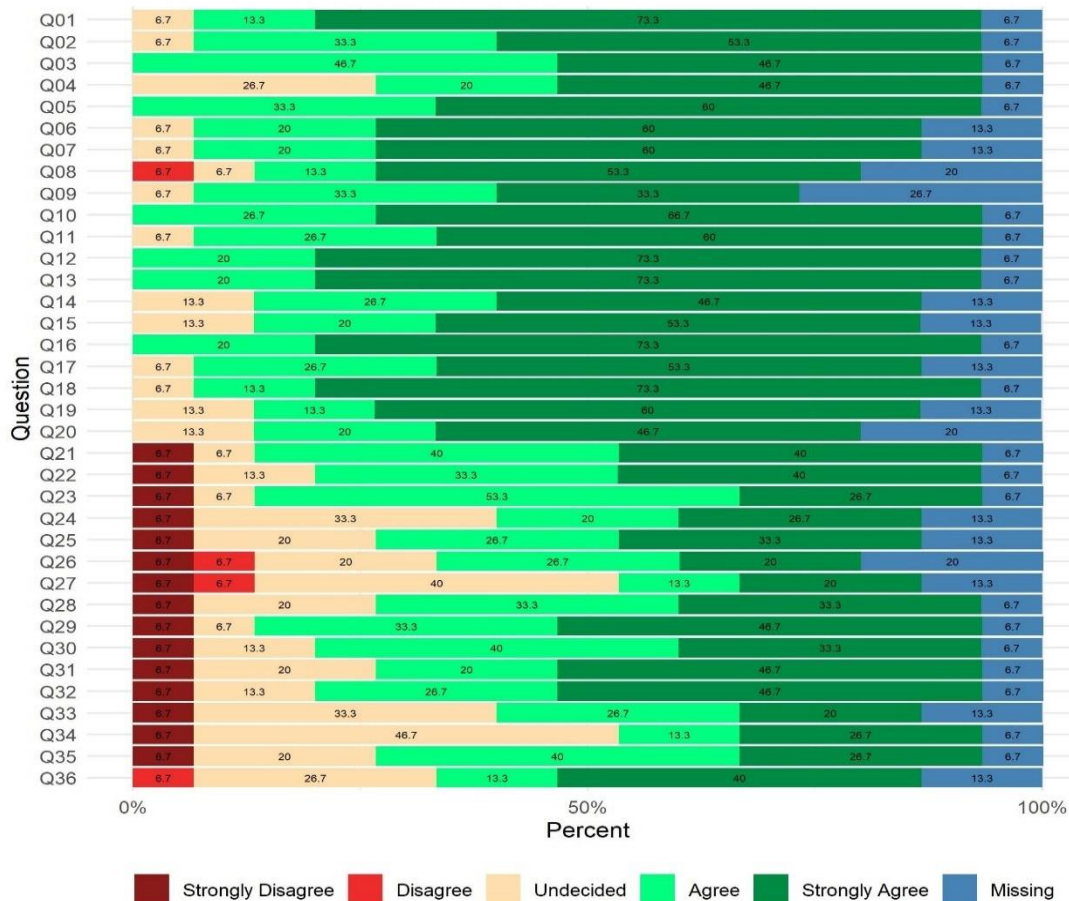
Return Rate<sup>2</sup>: 117%

Overall Satisfaction Mean Score<sup>1</sup>: 4.58

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	7
Impaired	2
Language	0
Other	17
Completed	15
<b>Total Surveyed</b>	<b>41</b>

**Consumer Perceptions Survey- 38223MH**



**FSA Geriatric Services-West OP (89903)**

**Reporting Unit: 89903**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

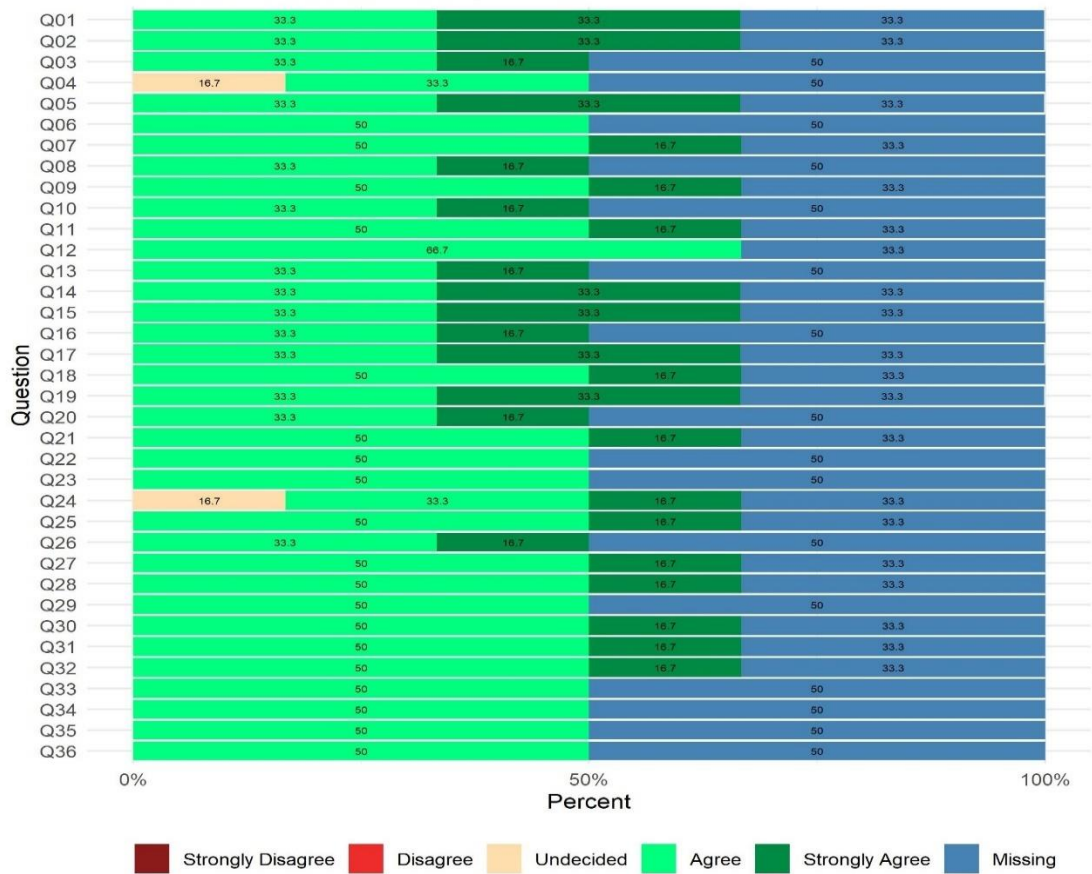
**Return Rate<sup>2</sup>: 127%**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.39**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	8
Impaired	2
Language	1
Other	2
Completed	6
<b>Total Surveyed</b>	<b>19</b>

**Consumer Perceptions Survey- 89903**



### FSA OA Full Service Part OP (3822G3)

Reporting Unit: 3822G3

Overall Satisfaction Rate<sup>1</sup>: 100%

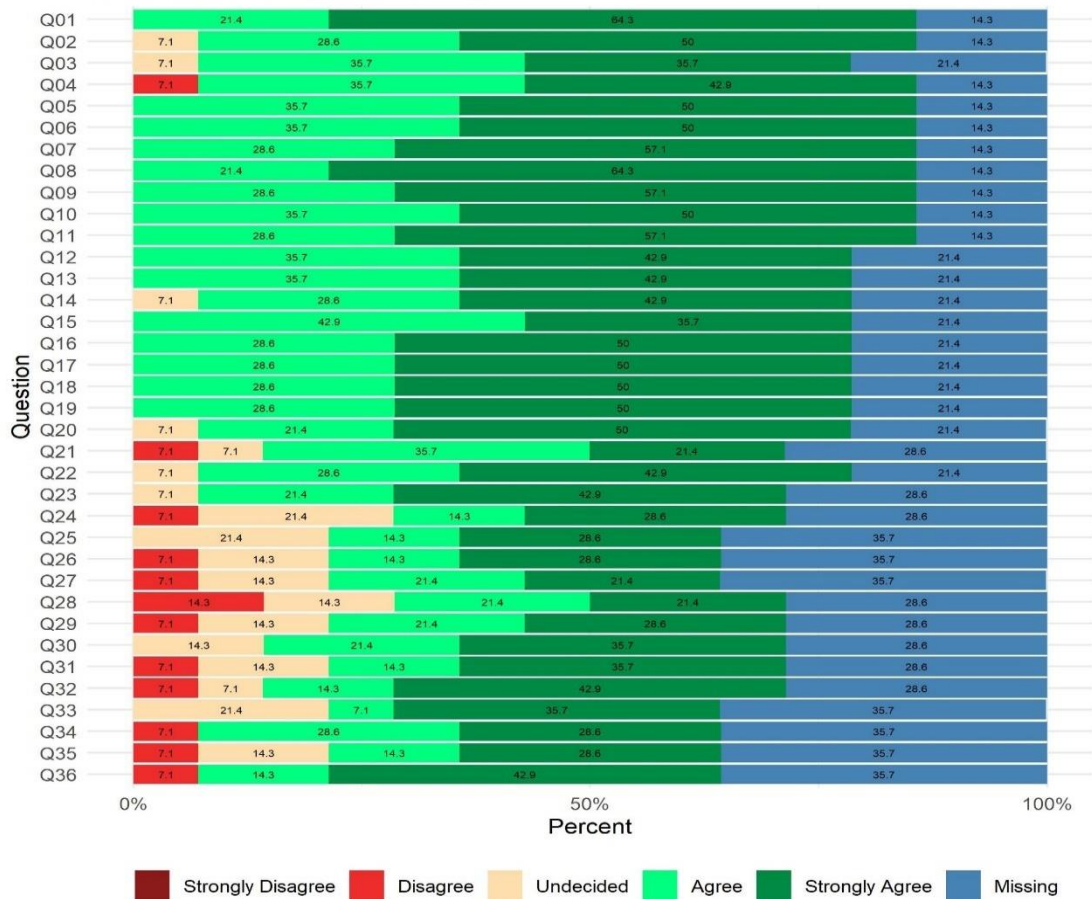
Return Rate<sup>2</sup>: 167%

Overall Satisfaction Mean Score<sup>1</sup>: 4.61

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	13
Impaired	0
Language	0
Other	3
Completed	14
<b>Total Surveyed</b>	<b>30</b>

#### Consumer Perceptions Survey- 3822G3



## FSA Older Adult INT Case MGM (382213)

Reporting Unit: 382213

Overall Satisfaction Rate<sup>1</sup>: 89%

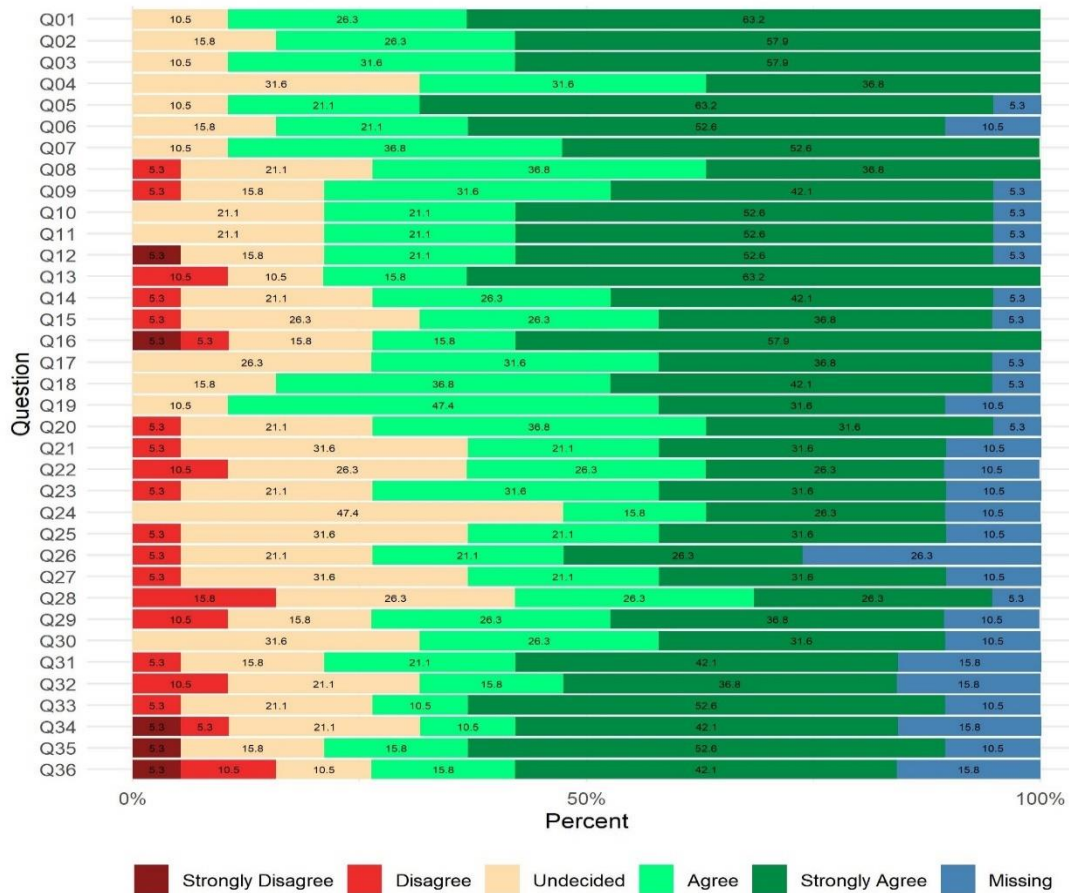
Return Rate<sup>2</sup>: 208%

Overall Satisfaction Mean Score<sup>1</sup>: 4.29

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	5
Impaired	3
Language	0
Other	0
Completed	19
<b>Total Surveyed</b>	<b>27</b>

### Consumer Perceptions Survey- 382213



## FSA TAY Acute Linkage (3822TL)

Reporting Unit: 3822TL

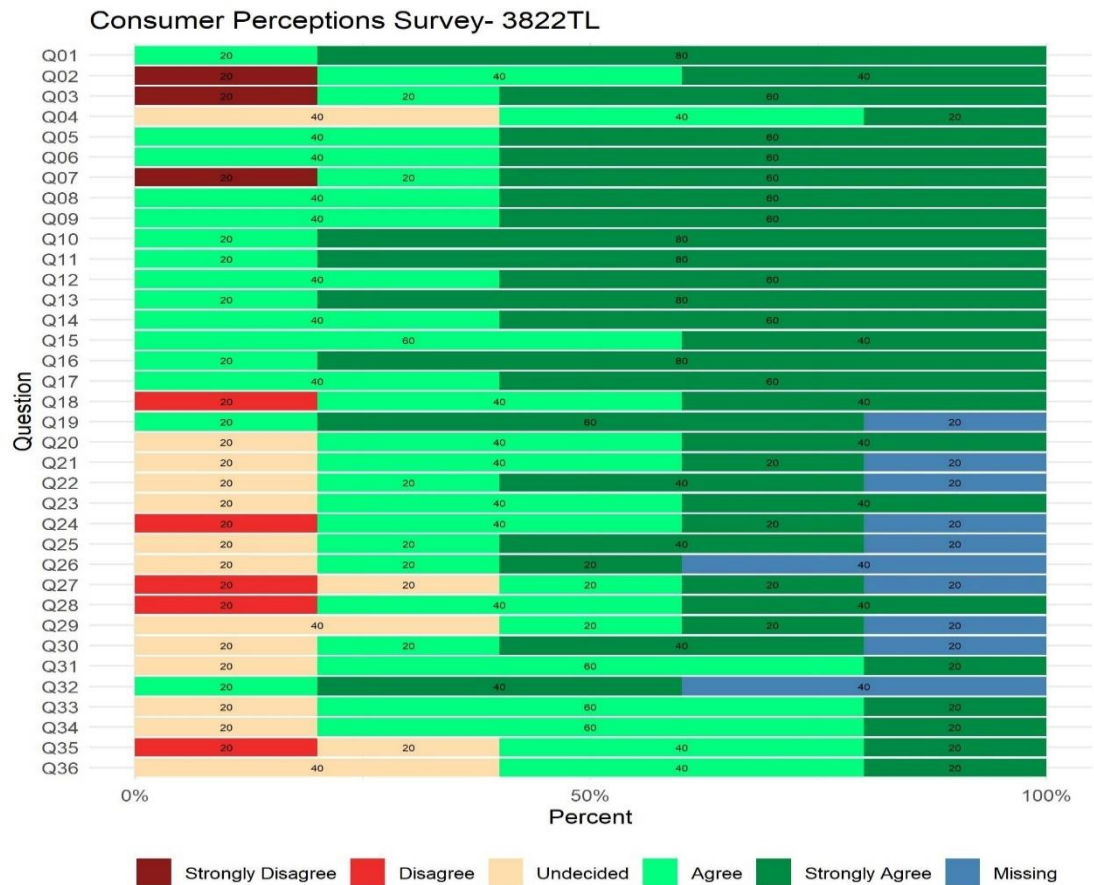
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 83%

Overall Satisfaction Mean Score<sup>1</sup>: 4.48

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	5
<b>Total Surveyed</b>	<b>5</b>





### FSA TAY FSP Outpatient Svc (3822T3)

Reporting Unit: 3822T3

Overall Satisfaction Rate<sup>1</sup>: 100%

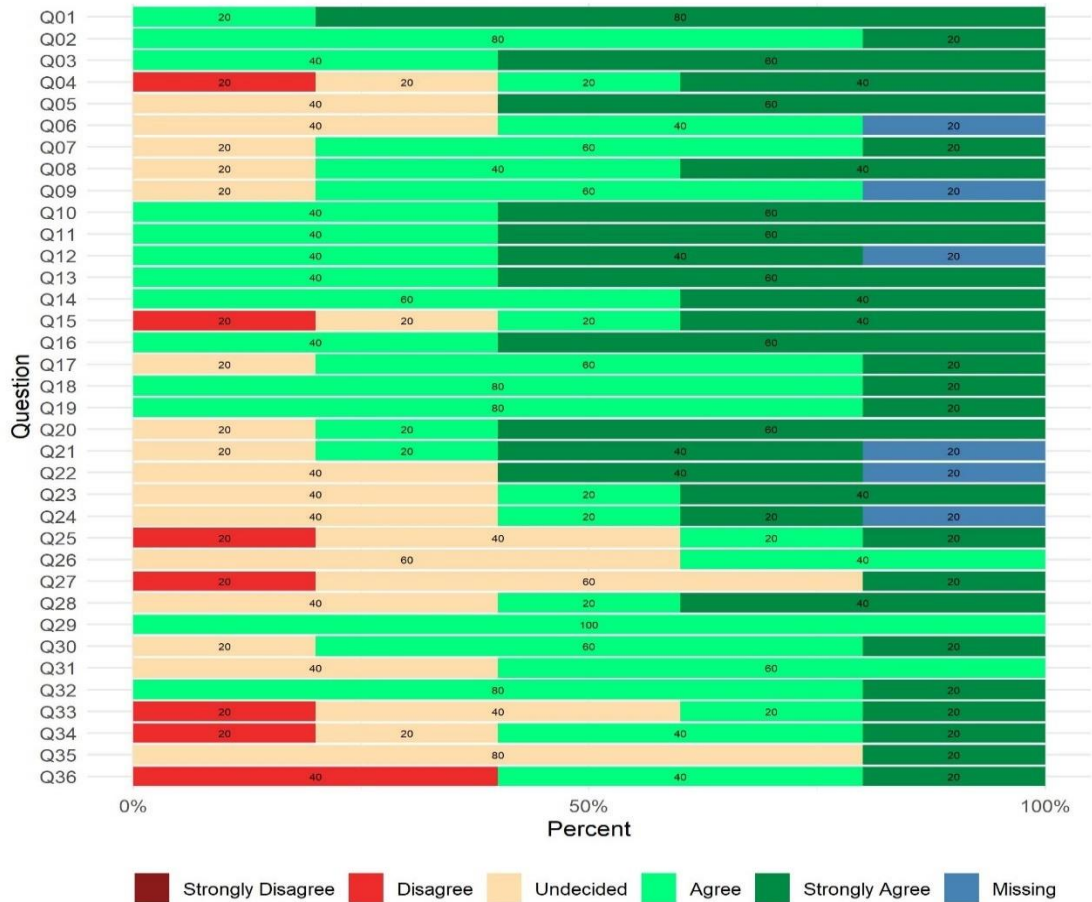
Return Rate<sup>2</sup>: 50%

Overall Satisfaction Mean Score<sup>1</sup>: 4.29

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	1
Impaired	0
Language	0
Other	0
Completed	5
<b>Total Surveyed</b>	<b>6</b>

#### Consumer Perceptions Survey- 3822T3





**FSASF Deaf Community Counseling (3822DC)**

**Reporting Unit: 3822DC**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: 50%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	3
Impaired	0
Language	0
Other	1
Completed	0
<b>Total Surveyed</b>	<b>4</b>

No completed surveys

**FSASF GSW Prevention + Rec PREP (8990EP)**

**Reporting Unit: 8990EP**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: 45%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	8
Impaired	1
Language	0
Other	0
Completed	0
<b>Total Surveyed</b>	<b>9</b>

No completed surveys

**GENDER MENTAL HEALTH SERVICES (38BH08)**

**Reporting Unit: 38BH08**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: 43%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	0
Language	0
Other	3
Completed	0
<b>Total Surveyed</b>	<b>3</b>

No completed surveys

**HIV MENTAL HEALTH CASE MGM (38BH02)**

**Reporting Unit: 38BH02**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: 21%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	0
Language	0
Other	3
Completed	0
<b>Total Surveyed</b>	<b>3</b>

No completed surveys

### HR360 Adult MH OP (38K3OP)

Reporting Unit: 38K3OP

Overall Satisfaction Rate<sup>1</sup>: 100%

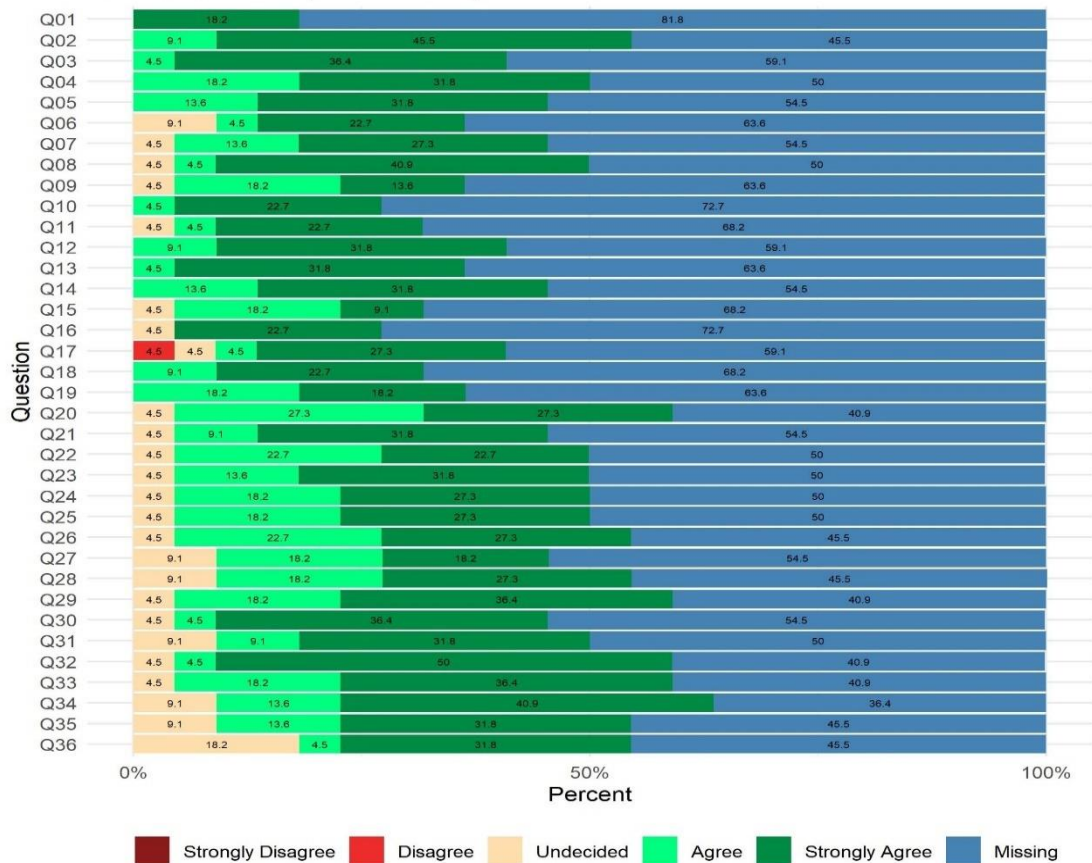
Return Rate<sup>2</sup>: 129%

Overall Satisfaction Mean Score<sup>1</sup>: 4.59

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	22
<b>Total Surveyed</b>	<b>22</b>

#### Consumer Perceptions Survey- 38K3OP



**Huckleberry Youth Prog Psychsoc (38BU3)**  
**Reporting Unit: 38BU3**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

**Return Rate<sup>2</sup>: 33%**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.83**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	5
<b>Total Surveyed</b>	<b>5</b>

**Consumer Perceptions Survey- 38BU3**



**Hyde Adult FSP Outpatient (38BRA3)**  
**Reporting Unit: 38BRA3**

**Overall Satisfaction Rate<sup>1</sup>: 50%**

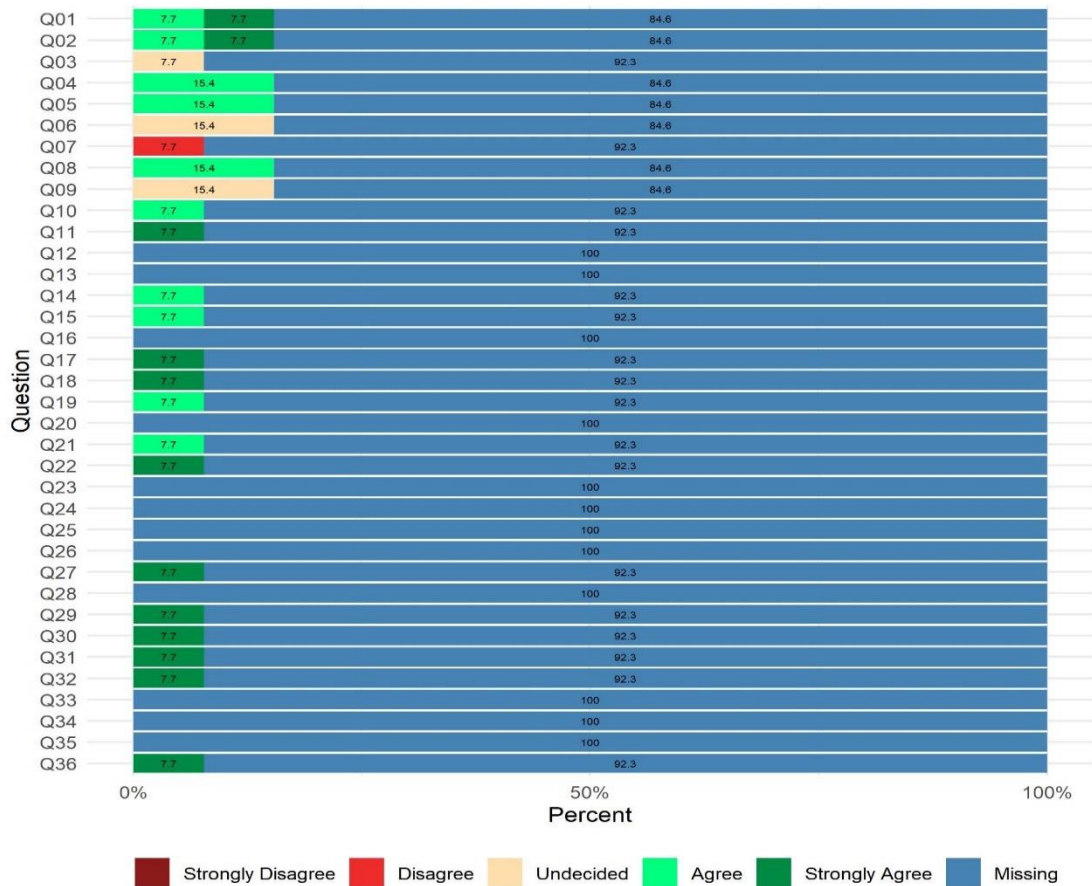
**Return Rate<sup>2</sup>: 74%**

**Overall Satisfaction Mean Score<sup>1</sup>: 3.79**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	2
Impaired	0
Language	0
Other	5
Completed	13
<b>Total Surveyed</b>	<b>20</b>

**Consumer Perceptions Survey- 38BRA3**



**Hyde St Community Services Inc. (38BR3)**

**Reporting Unit: 38BR3**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: 19%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	10
Impaired	2
Language	0
Other	9
Completed	0
<b>Total Surveyed</b>	<b>21</b>

No completed surveys



**IFR TAY Engagement & TR Latino (38LA3)**

Reporting Unit: 38LA3

Overall Satisfaction Rate<sup>1</sup>: N/A

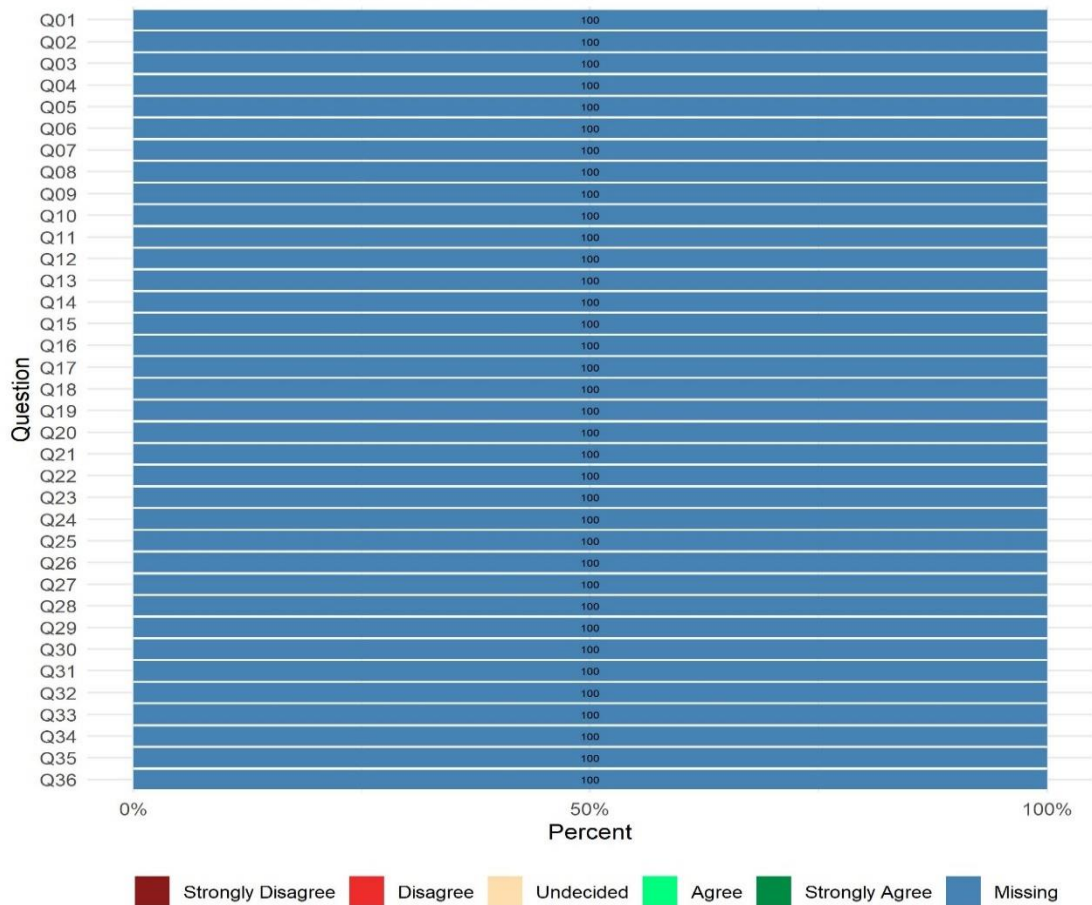
Return Rate<sup>2</sup>: 33%

Overall Satisfaction Mean Score<sup>1</sup>: N/A

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

Consumer Perceptions Survey- 38LA3



**Infant Parent Prg-IPP SED/psyc (38C84)**

**Reporting Unit: 38C84**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

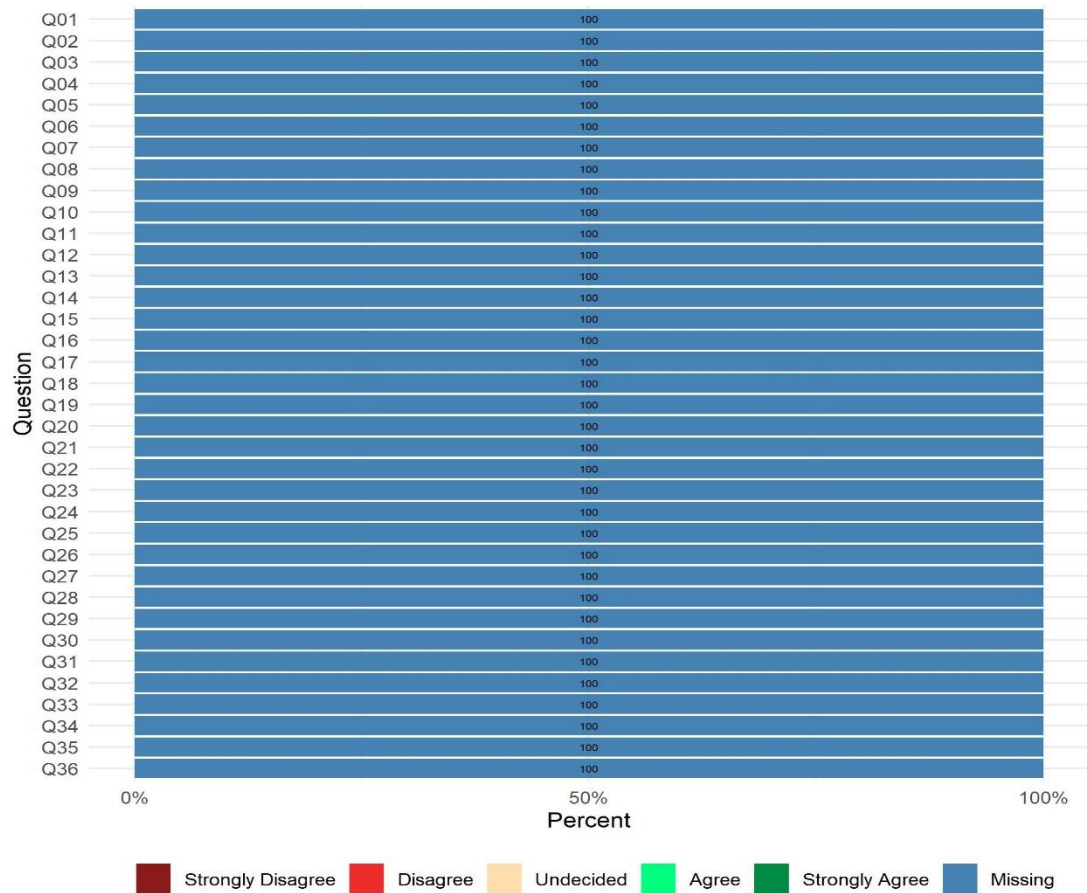
**Return Rate<sup>2</sup>: 67%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	0
Language	0
Other	0
Completed	2
<b>Total Surveyed</b>	<b>2</b>

**Consumer Perceptions Survey- 38C84**



## La Amistad Residential Adult (38091)

Reporting Unit: 38091

Overall Satisfaction Rate<sup>1</sup>: 100%

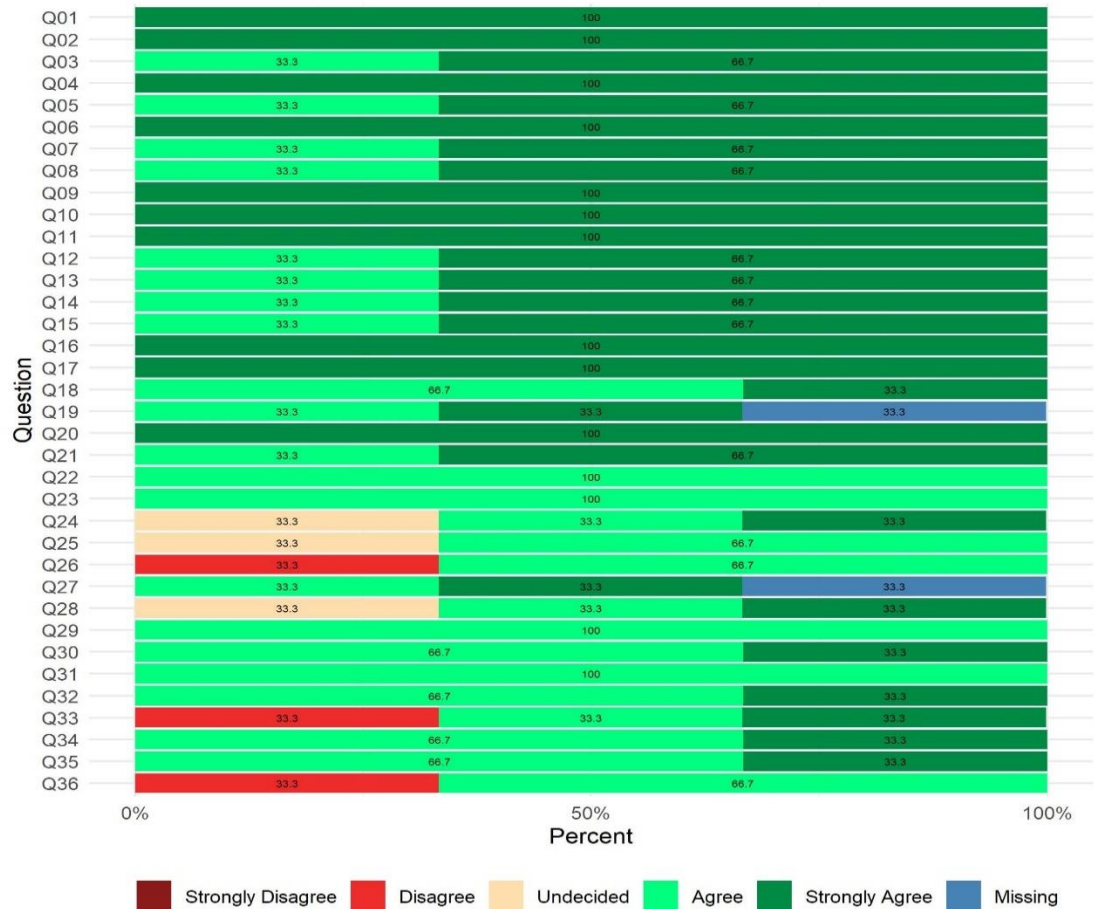
Return Rate<sup>2</sup>: 89%

Overall Satisfaction Mean Score<sup>1</sup>: 4.80

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	4
Impaired	1
Language	0
Other	0
Completed	3
<b>Total Surveyed</b>	<b>8</b>

### Consumer Perceptions Survey- 38091



### Mission IMD Alternatives (38047)

Reporting Unit: 38047

Overall Satisfaction Rate<sup>1</sup>: 100%

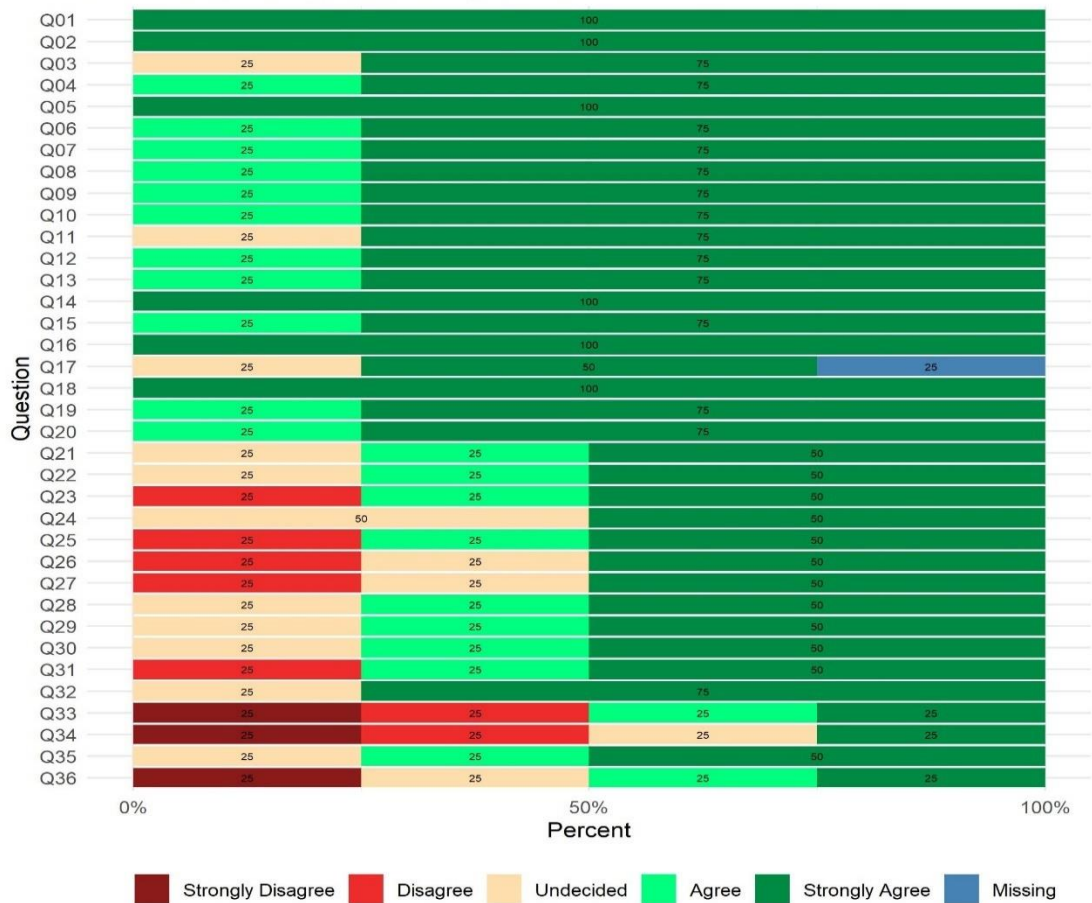
Return Rate<sup>2</sup>: 67%

Overall Satisfaction Mean Score<sup>1</sup>: 4.78

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	1
Impaired	1
Language	0
Other	0
Completed	4
<b>Total Surveyed</b>	<b>6</b>

#### Consumer Perceptions Survey- 38047



## MISSION MH MISSION ACT (3804SP)

Reporting Unit: 3804SP

Overall Satisfaction Rate<sup>1</sup>: 90%

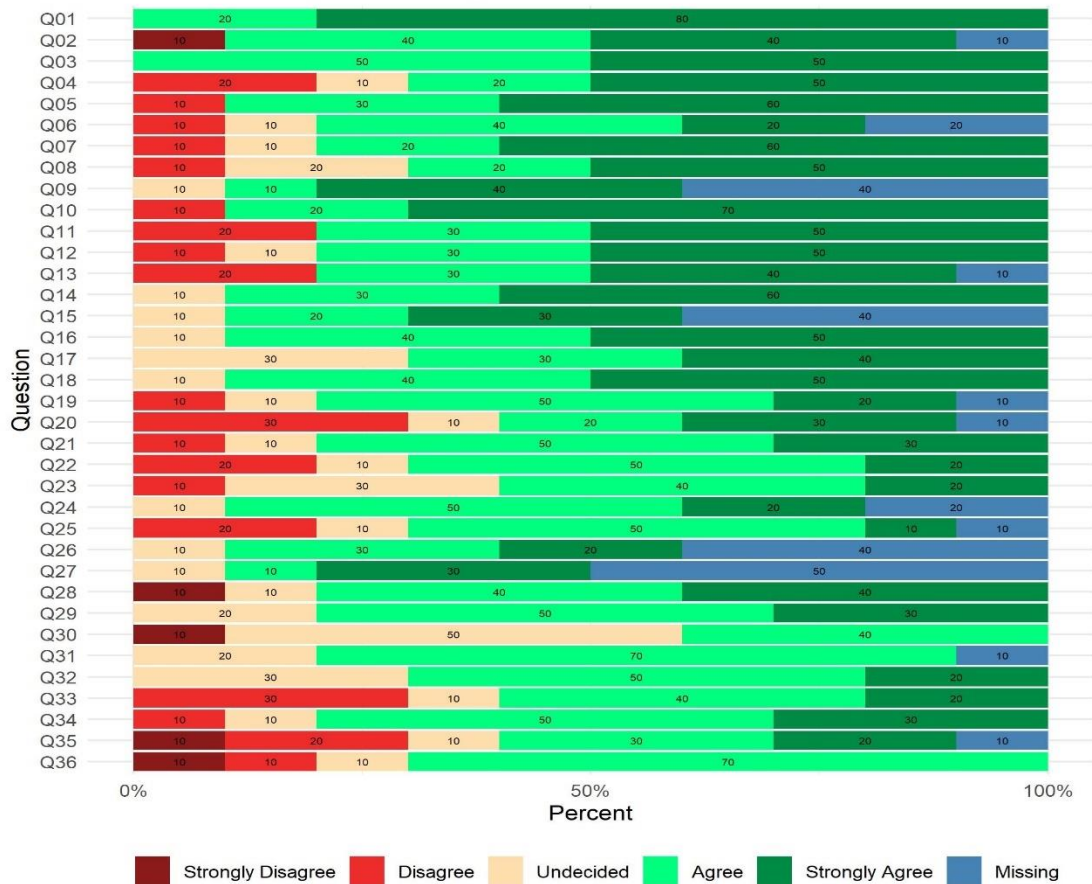
Return Rate<sup>2</sup>: 76%

Overall Satisfaction Mean Score<sup>1</sup>: 4.24

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	1
Impaired	2
Language	0
Other	6
Completed	10
<b>Total Surveyed</b>	<b>19</b>

### Consumer Perceptions Survey- 3804SP



### Mission MH Team 1 (38043)

Reporting Unit: 38043

Overall Satisfaction Rate<sup>1</sup>: 87%

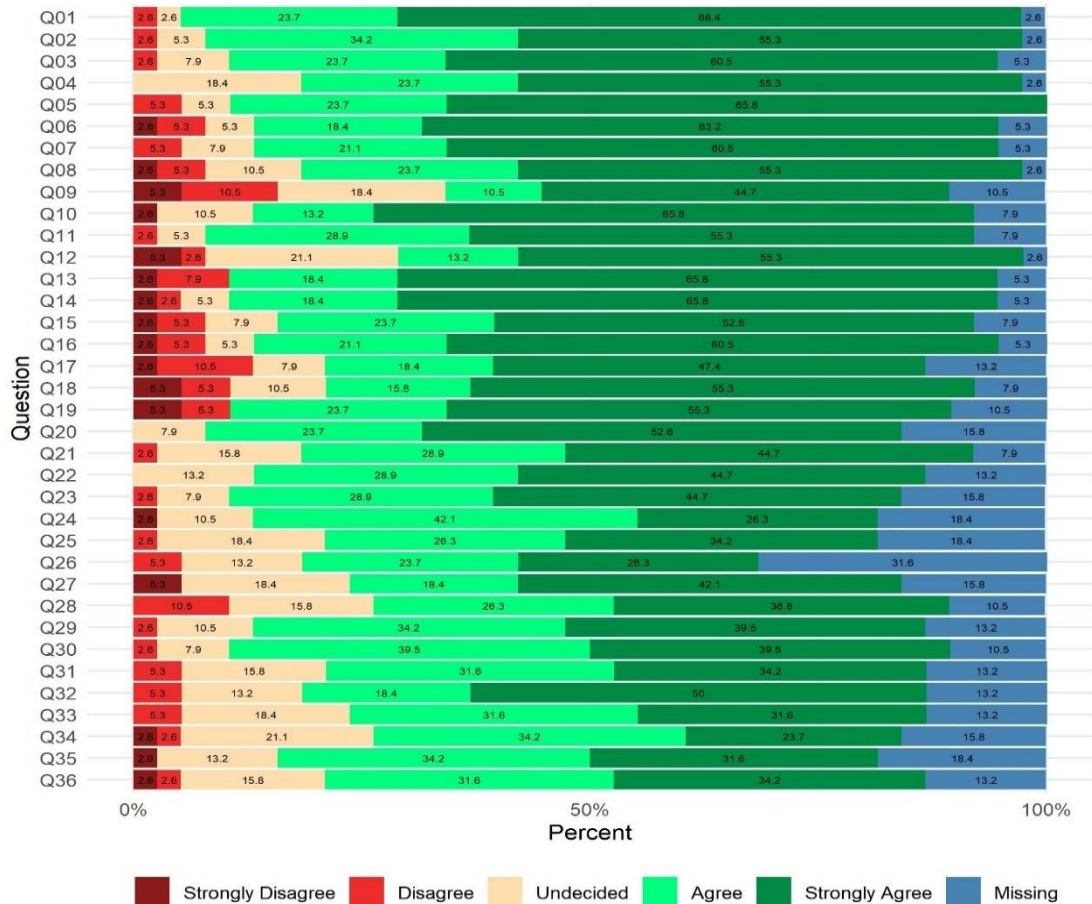
Return Rate<sup>2</sup>: 46%

Overall Satisfaction Mean Score<sup>1</sup>: 4.33

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	13
Impaired	4
Language	0
Other	10
Completed	38
<b>Total Surveyed</b>	<b>65</b>

#### Consumer Perceptions Survey- 38043



### OMI Family Center OP (38803)

Reporting Unit: 38803

Overall Satisfaction Rate<sup>1</sup>: 78%

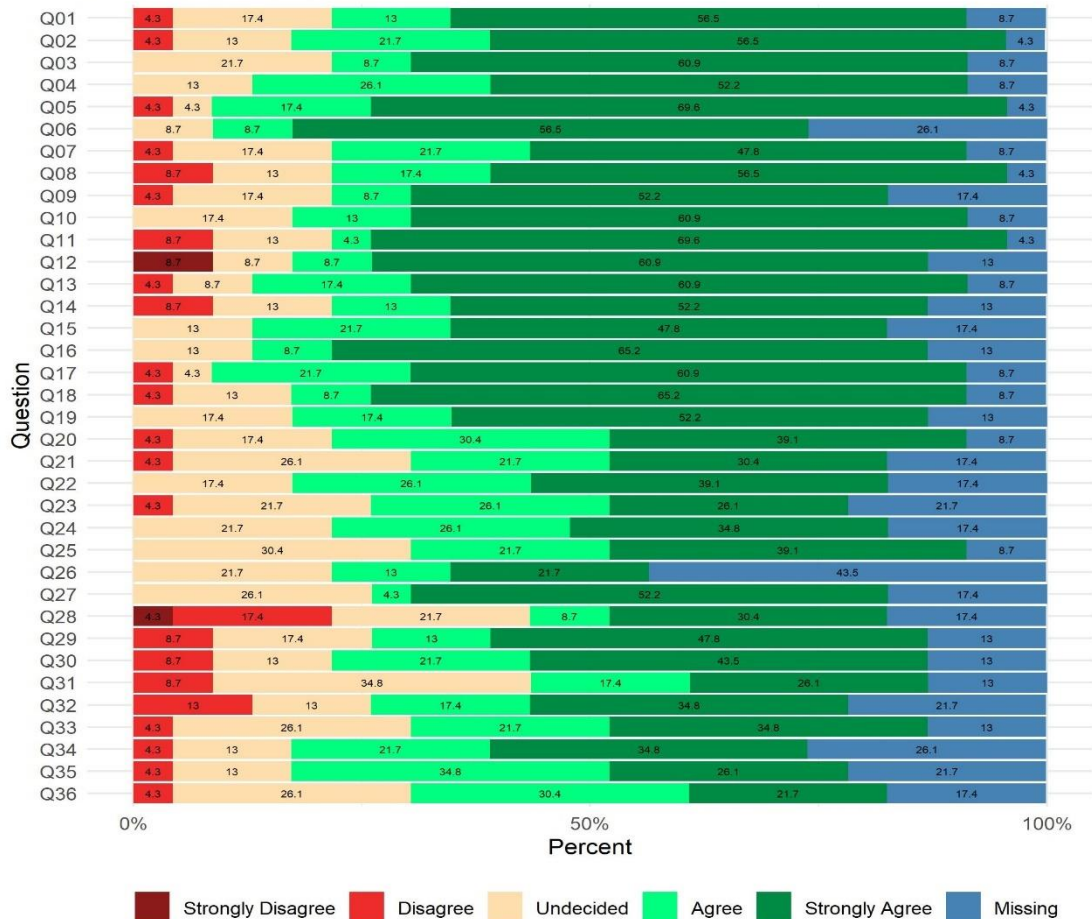
Return Rate<sup>2</sup>: 22%

Overall Satisfaction Mean Score<sup>1</sup>: 4.37

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	2
Impaired	1
Language	0
Other	0
Completed	23
<b>Total Surveyed</b>	<b>26</b>

#### Consumer Perceptions Survey- 38803





**Placement ICM (Mission MH LTC) 38045**

Reporting Unit: 38045

Overall Satisfaction Rate<sup>1</sup>: 0%

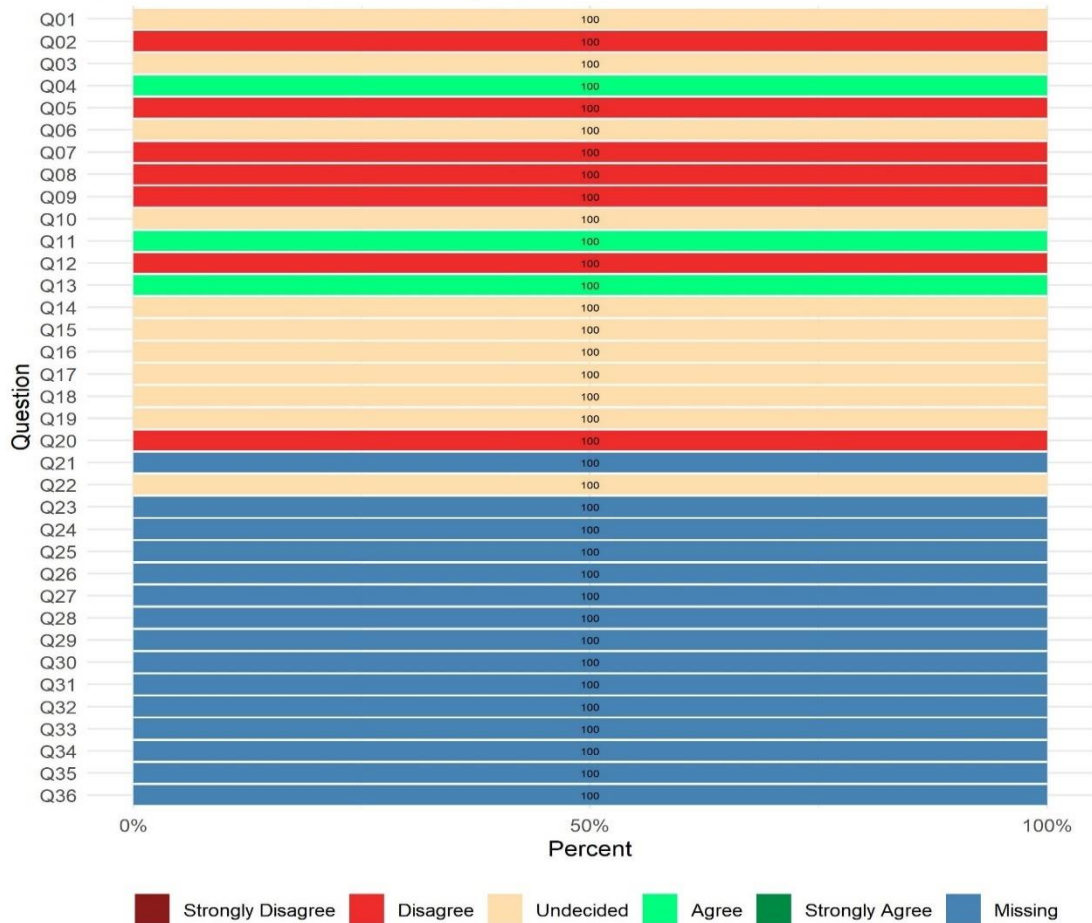
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 2.74

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

**Consumer Perceptions Survey- 38045**





**Progress Ashbury House (89841)**

**Reporting Unit: 89841**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

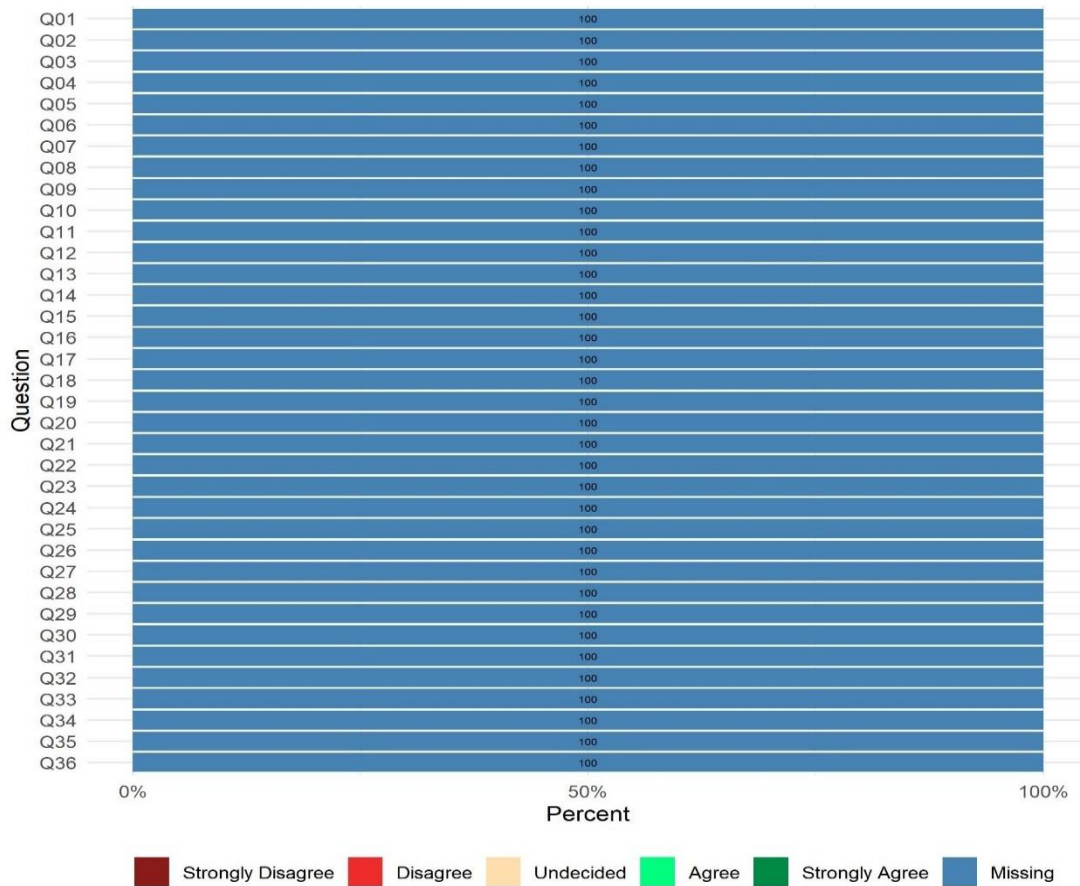
**Return Rate<sup>2</sup>: 78%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	0
Language	0
Other	6
Completed	1
<b>Total Surveyed</b>	<b>7</b>

**Consumer Perceptions Survey- 89841**



**Progress Avenues Crisis RES (38A41)**

**Reporting Unit: 38A41**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	3
Impaired	0
Language	0
Other	5
Completed	0
<b>Total Surveyed</b>	<b>8</b>

No completed surveys

## Progress Foundation TAY SL (3838TAY)

Reporting Unit: 3838TAY

Overall Satisfaction Rate<sup>1</sup>: 86%

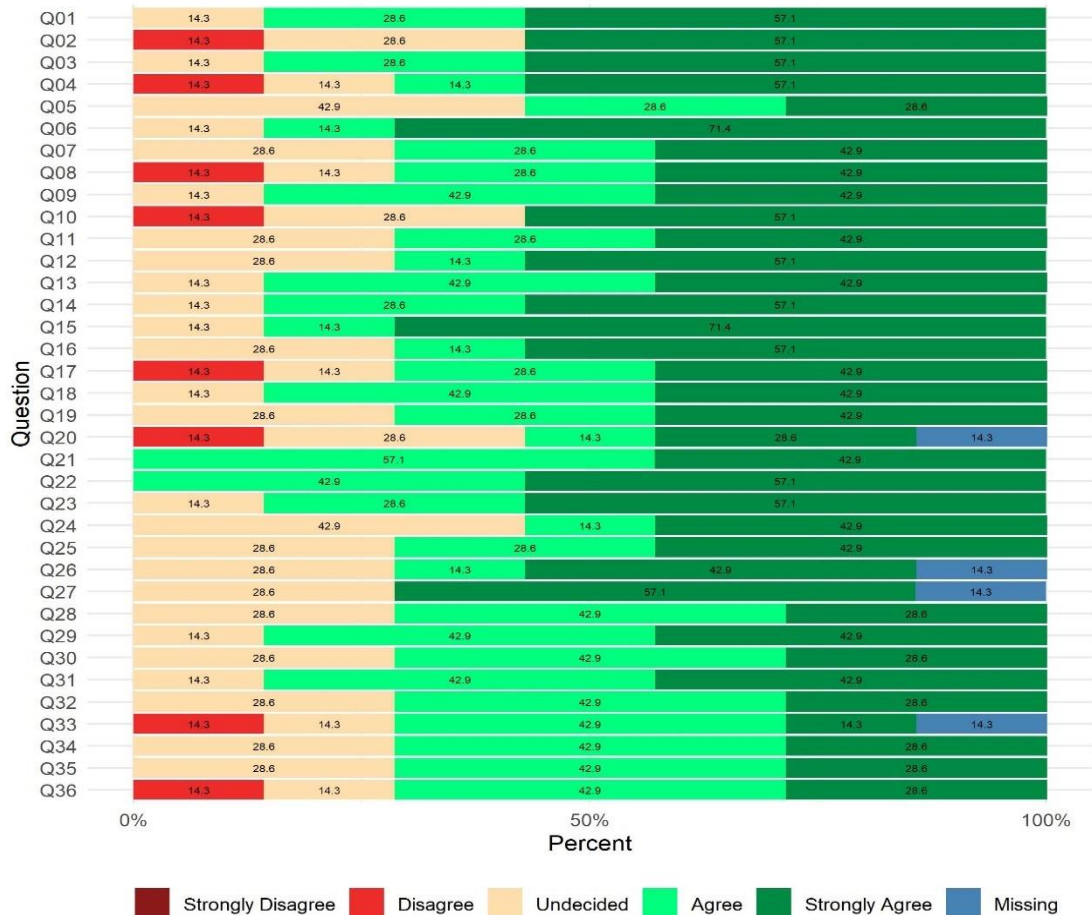
Return Rate<sup>2</sup>: 160%

Overall Satisfaction Mean Score<sup>1</sup>: 4.21

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	0
Impaired	1
Language	0
Other	0
Completed	7
<b>Total Surveyed</b>	<b>8</b>

### Consumer Perceptions Survey- 3838TAY



### RAMS Outpatient Services (38943)

Reporting Unit: 38943

Overall Satisfaction Rate<sup>1</sup>: 50%

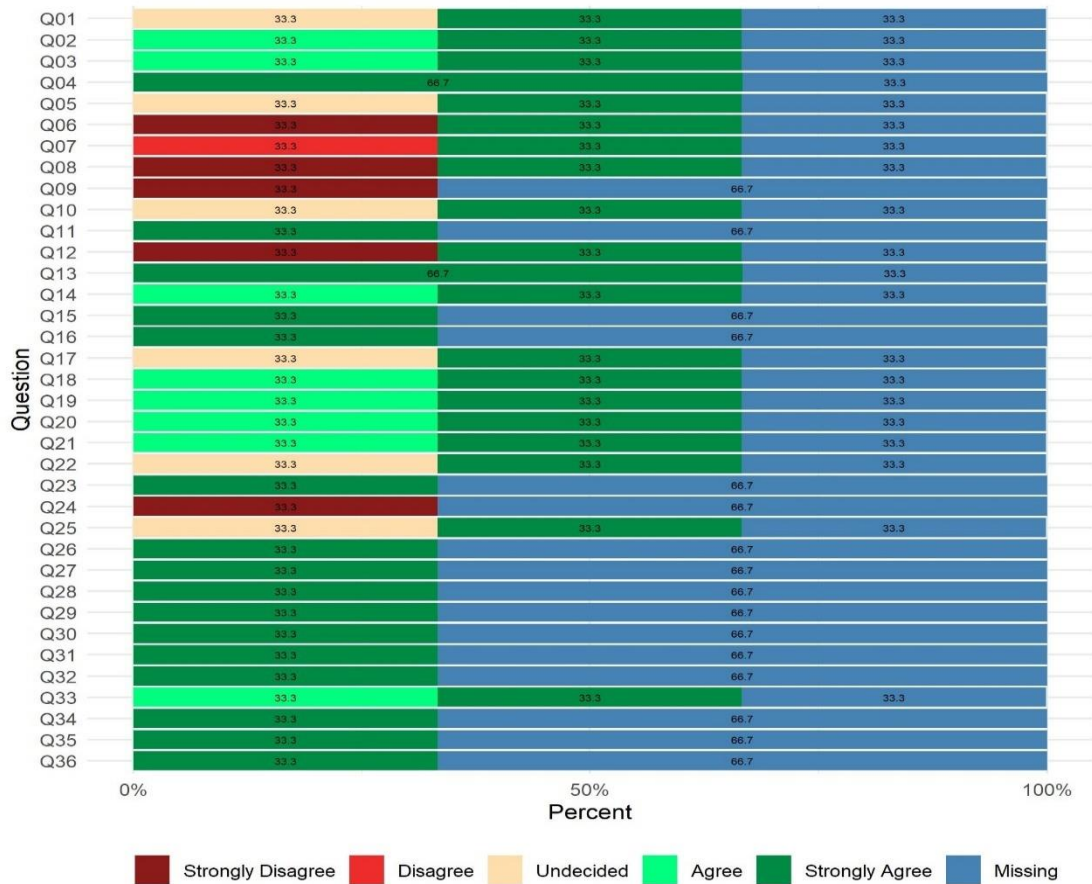
Return Rate<sup>2</sup>: 33%

Overall Satisfaction Mean Score<sup>1</sup>: 3.97

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	21
Impaired	5
Language	2
Other	28
Completed	3
<b>Total Surveyed</b>	<b>59</b>

#### Consumer Perceptions Survey- 38943



**Rypins House Residential Ger (38531)**

Reporting Unit: 38531MH

Overall Satisfaction Rate<sup>1</sup>: N/A

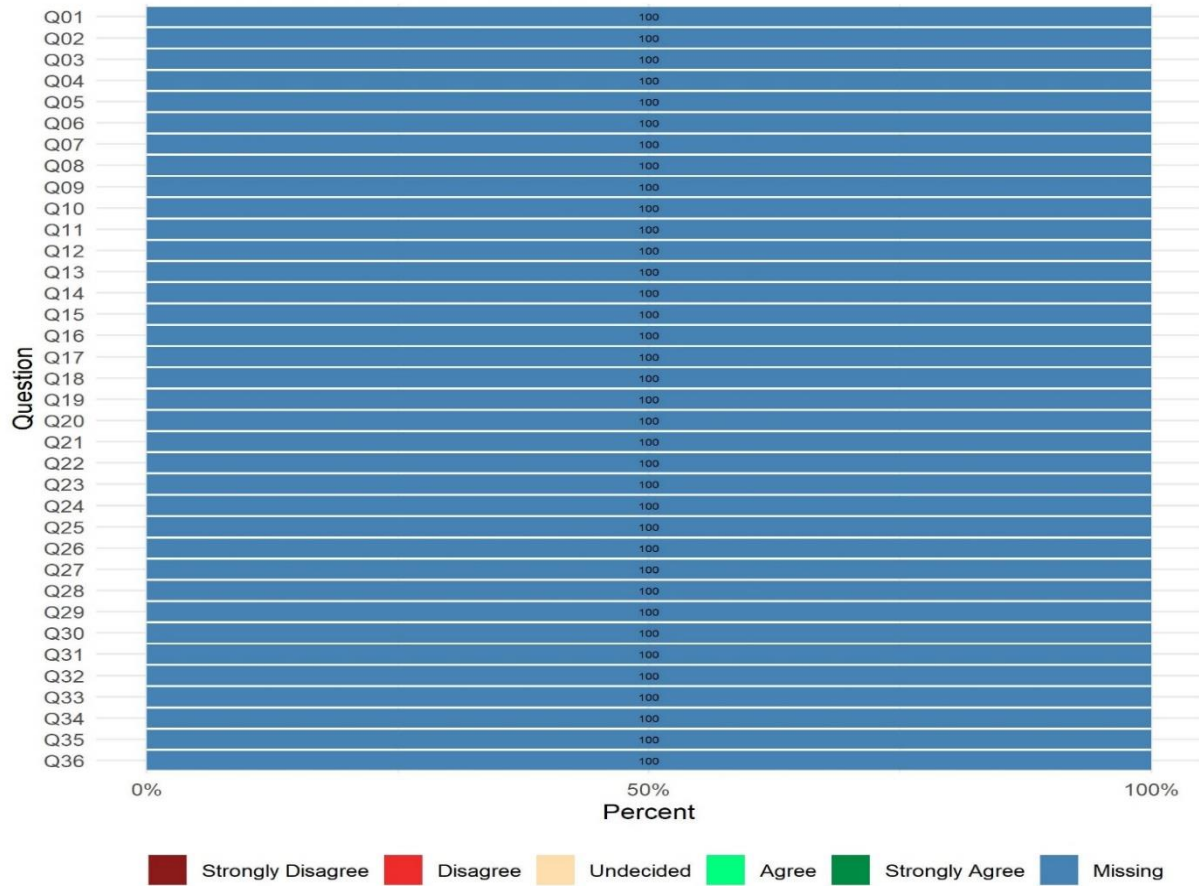
Return Rate<sup>2</sup>: 100%

Overall Satisfaction Mean Score<sup>1</sup>: N/A

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	5
<b>Total Surveyed</b>	<b>5</b>

Consumer Perceptions Survey- 38531



### SF FIRST SOM McMillan ICM (38719A)

Reporting Unit: 38719A

Overall Satisfaction Rate<sup>1</sup>: 93%

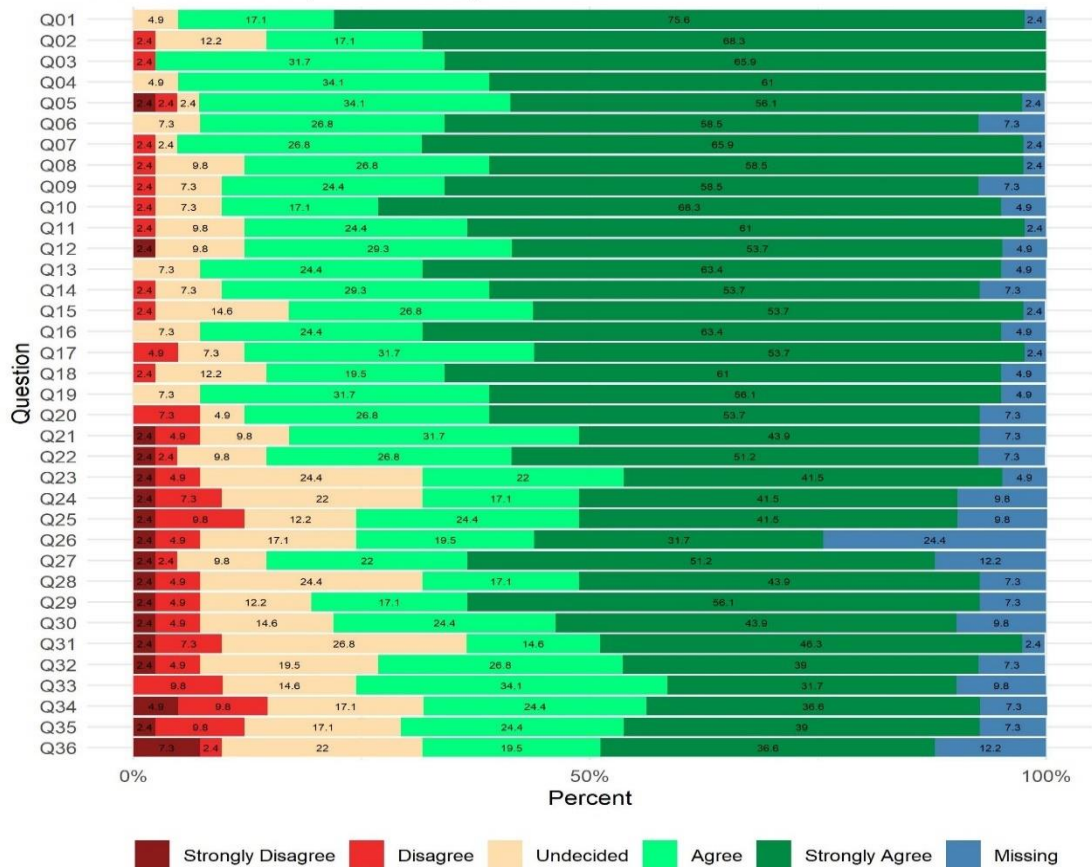
Return Rate<sup>2</sup>: 293%

Overall Satisfaction Mean Score<sup>1</sup>: 4.49

#### Survey Compliance

Completion Status	Adult/Older Adult
Refused	33
Impaired	6
Language	0
Other	8
Completed	41
<b>Total Surveyed</b>	<b>88</b>

#### Consumer Perceptions Survey- 38719A



## Shrader House Crisis RES PROG (89661)

Reporting Unit: 89661

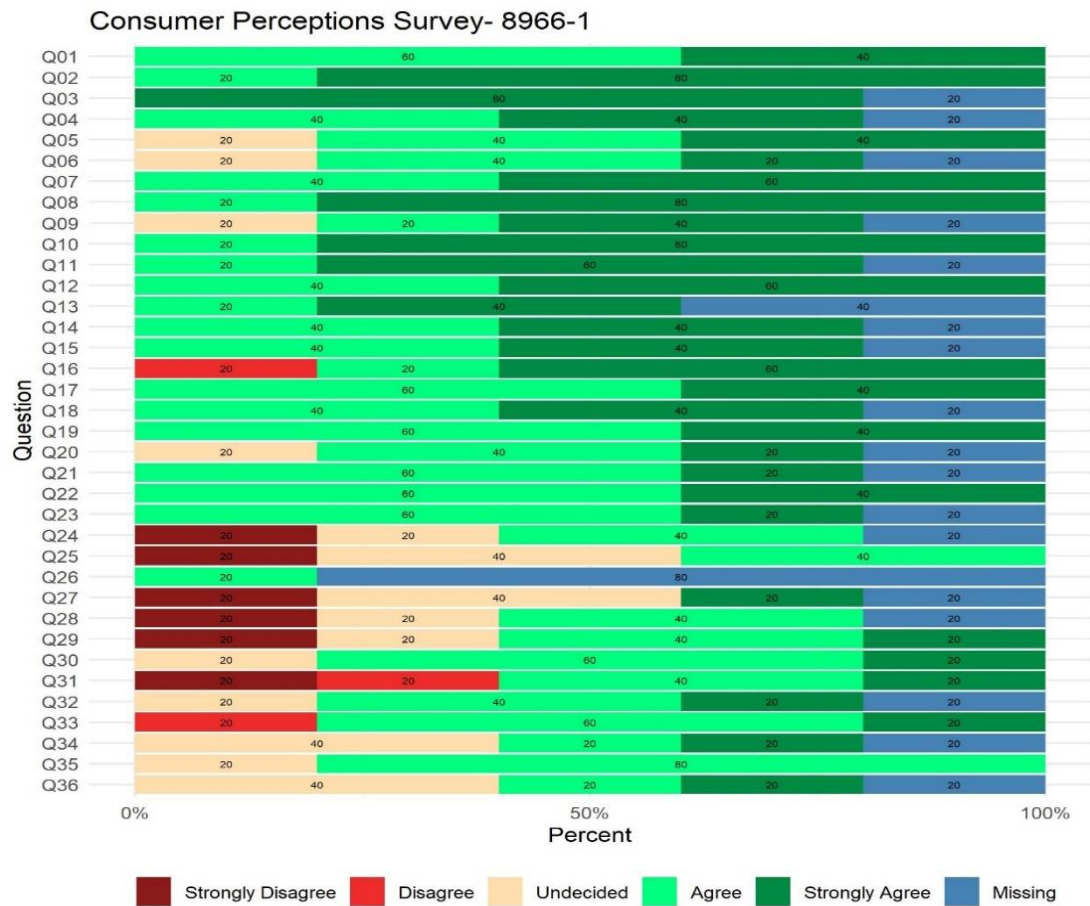
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 4.48

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	3
Impaired	1
Language	0
Other	1
Completed	5
<b>Total Surveyed</b>	<b>10</b>





## South of Market Outpatient (38719)

Reporting Unit: 38719

Overall Satisfaction Rate<sup>1</sup>: 88%

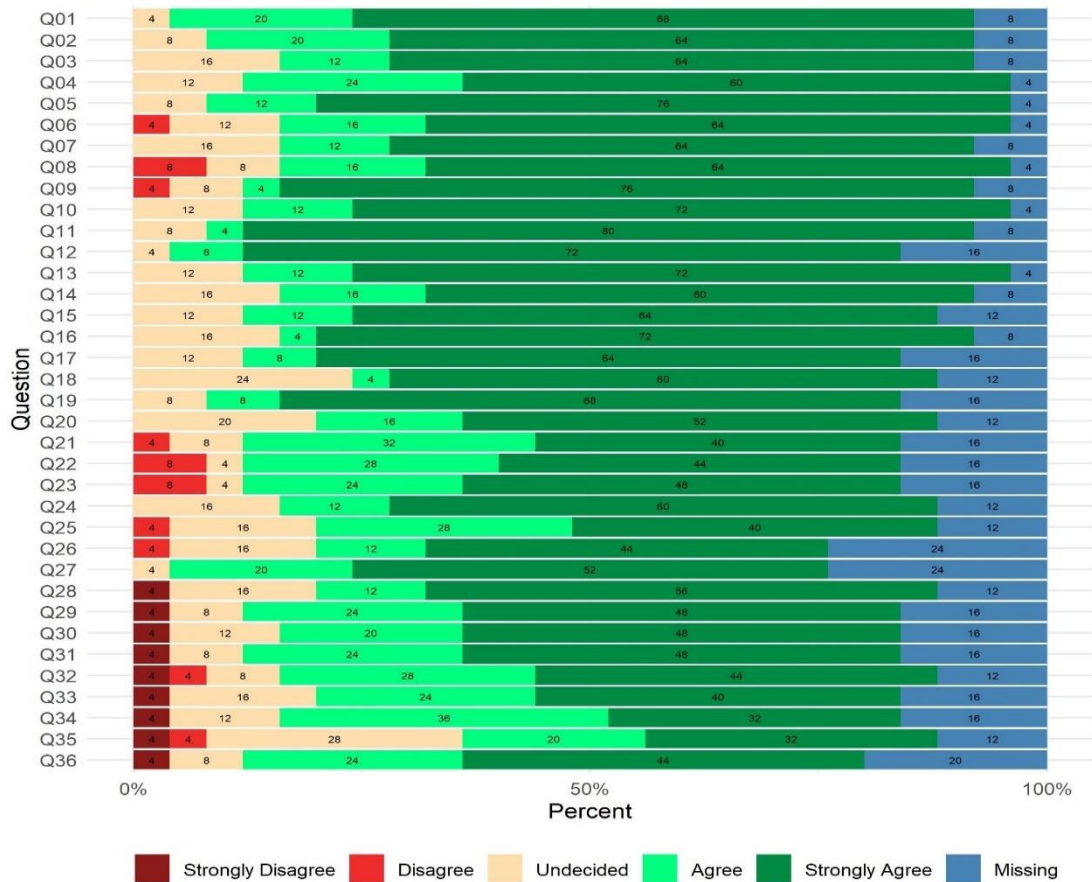
Return Rate<sup>2</sup>: 27%

Overall Satisfaction Mean Score<sup>1</sup>: 4.56

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	19
Impaired	4
Language	0
Other	2
Completed	25
<b>Total Surveyed</b>	<b>50</b>

### Consumer Perceptions Survey- 38719



## Sunset Mental Health OP (38823)

Reporting Unit: 38823

Overall Satisfaction Rate<sup>1</sup>: 95%

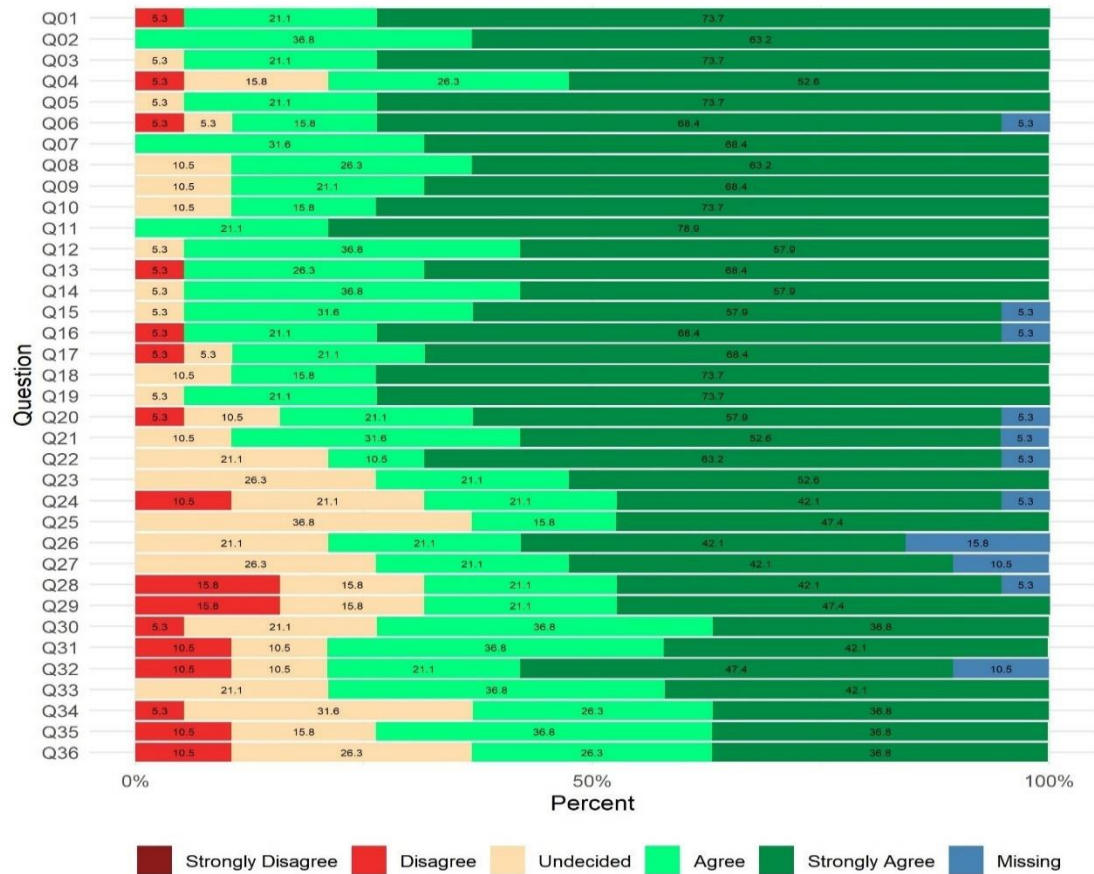
Return Rate<sup>2</sup>: 16%

Overall Satisfaction Mean Score<sup>1</sup>: 4.60

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	7
Impaired	0
Language	0
Other	0
Completed	19
<b>Total Surveyed</b>	<b>26</b>

### Consumer Perceptions Survey- 38823



**TAY Linkage (38BHLK)**  
**Reporting Unit: 38BHLK**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: 200%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	4
Impaired	0
Language	0
Other	0
Completed	0
<b>Total Surveyed</b>	<b>4</b>

No completed surveys

**UCSF Alliance Health Project (38A33)**

**Reporting Unit: 38A33**

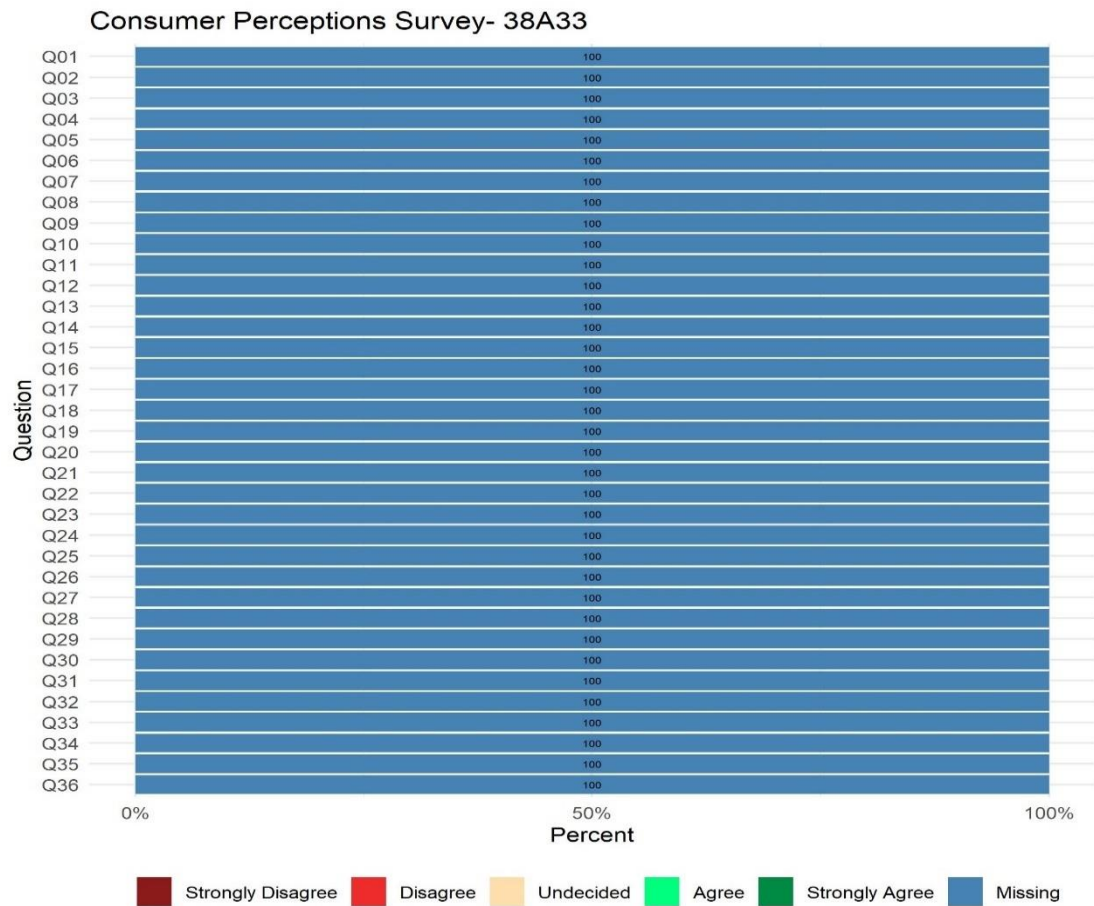
**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: 18%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	4
Impaired	0
Language	1
Other	9
Completed	1
<b>Total Surveyed</b>	<b>15</b>



**Westside Comm OP Crisis 8976 (EPISODE) ~INACTIVE**

**Reporting Unit: 8976**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	1
Impaired	0
Language	0
Other	0
Completed	0
<b>Total Surveyed</b>	<b>1</b>

No completed surveys

## Westside Community Crisis Clinic (89764)

Reporting Unit: 89764

Overall Satisfaction Rate<sup>1</sup>: 95%

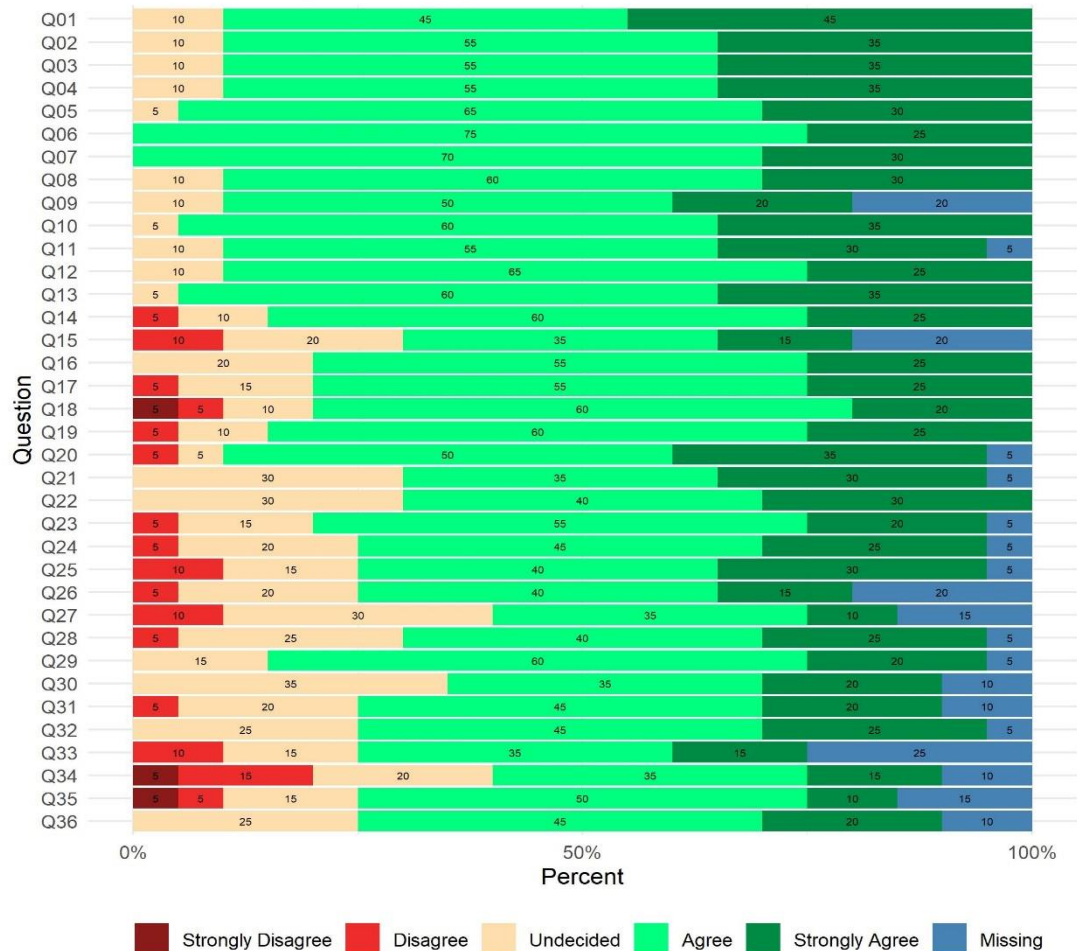
Return Rate<sup>2</sup>: 120%

Overall Satisfaction Mean Score<sup>1</sup>: 4.16

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	11
Impaired	1
Language	1
Other	3
Completed	20
<b>Total Surveyed</b>	<b>36</b>

### Consumer Perceptions Survey- 89764



**Westside Community MH SPR (8976SP)**

Reporting Unit: 8976SP

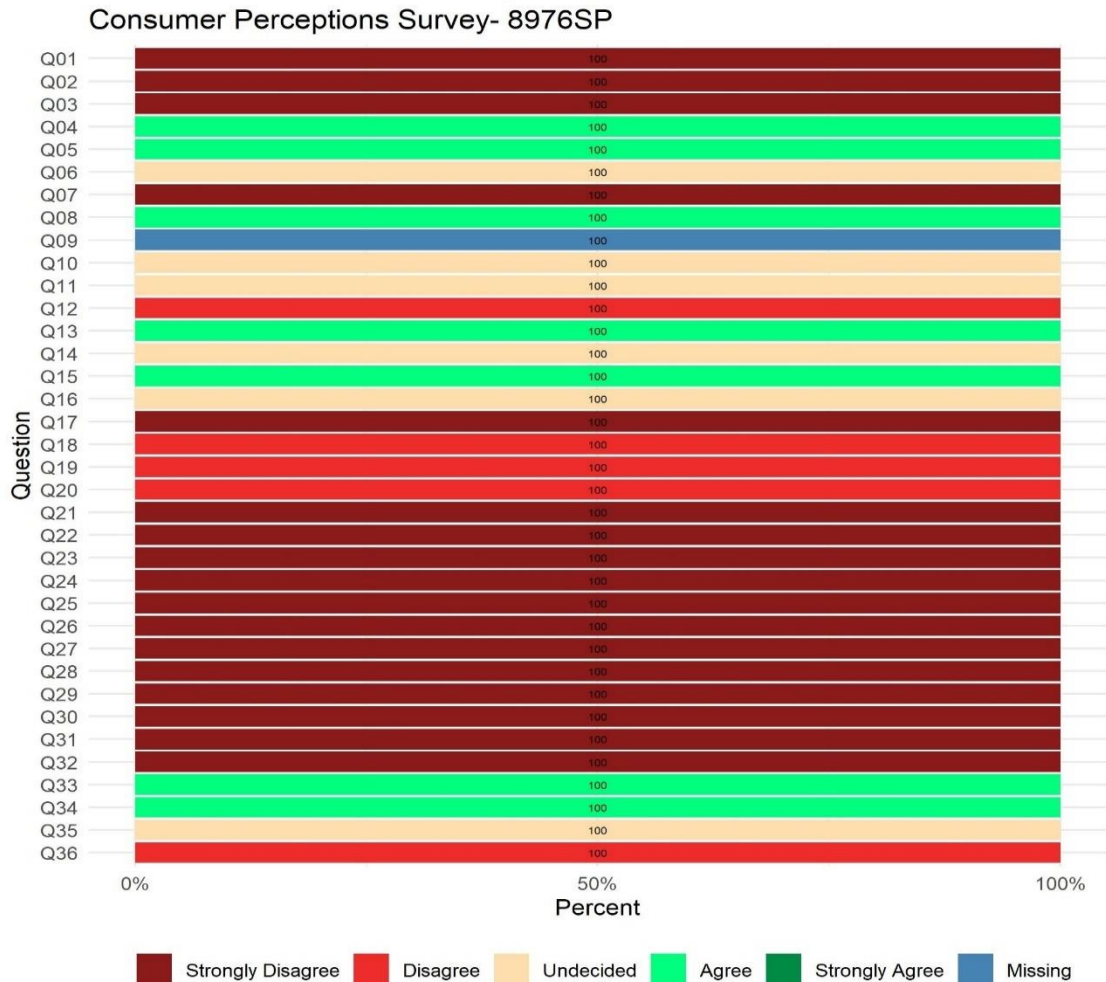
Overall Satisfaction Rate<sup>1</sup>: 0%

Return Rate<sup>2</sup>: 47%

Overall Satisfaction Mean Score<sup>1</sup>: 2.44

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	7
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>8</b>





## Westside Community Outpat Clinic (89763)

Reporting Unit: 89763

Overall Satisfaction Rate<sup>1</sup>: 94%

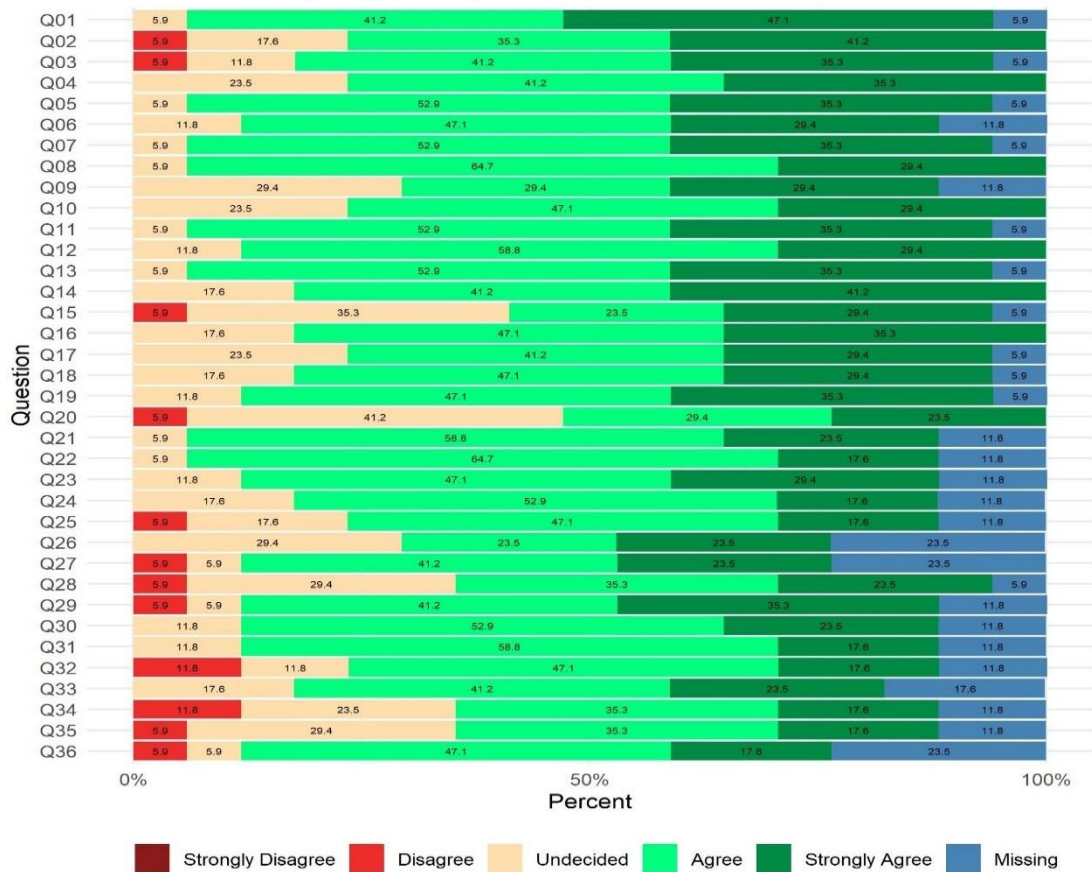
Return Rate<sup>2</sup>: 74%

Overall Satisfaction Mean Score<sup>1</sup>: 4.15

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	12
Impaired	7
Language	0
Other	4
Completed	17
<b>Total Surveyed</b>	<b>40</b>

### Consumer Perceptions Survey- 89763



**YMCA Trauma & Recovery Svc (38BVC3)**  
**Reporting Unit: 38BVC3**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

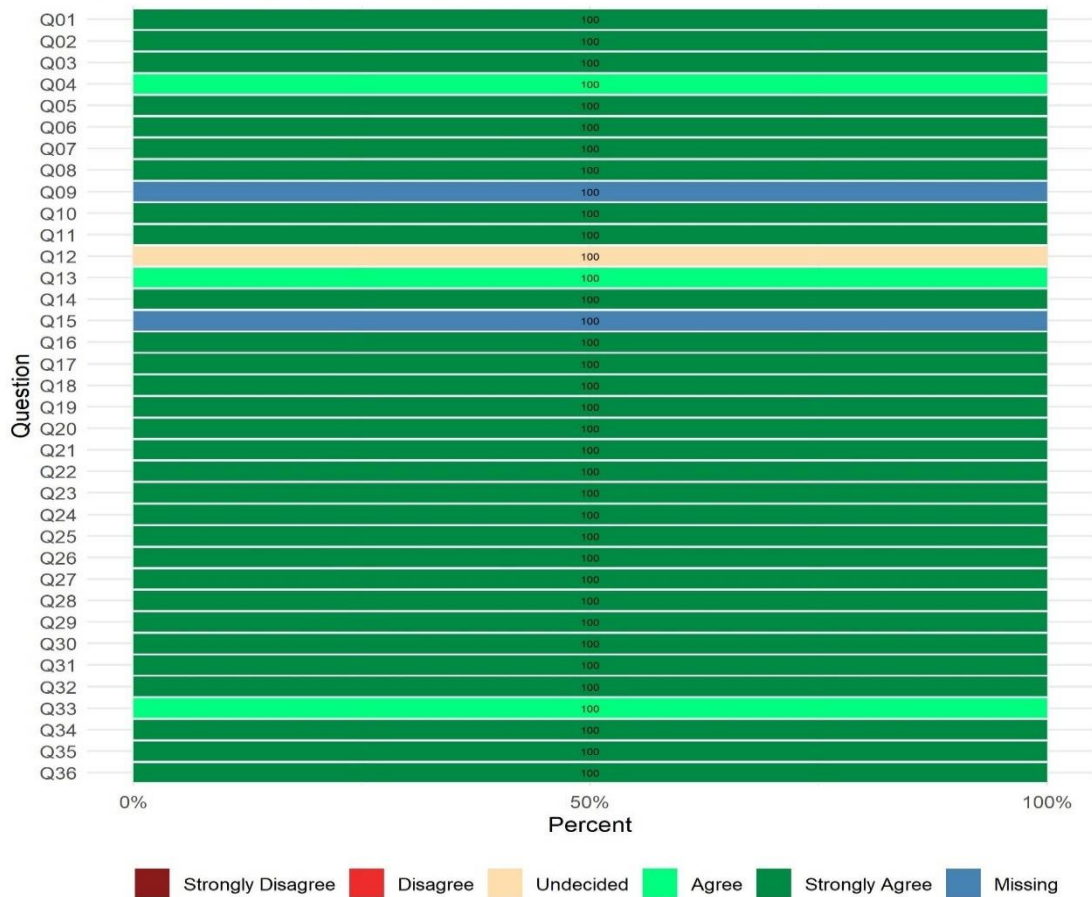
**Return Rate<sup>2</sup>: 13%**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.82**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

**Consumer Perceptions Survey- 38BVC3**



**YMCA Urban Svc IHBS/EPST (38BV4)**

**Reporting Unit: 38BV4**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: 14%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	1
Language	0
Other	0
Completed	0
<b>Total Surveyed</b>	<b>1</b>

No completed surveys

**Pages 71-102 contain results for reporting units with Adult surveys that could not be located in Avatar.**

**Unknown Program Name**

**Reporting Unit: 38123**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	2
Impaired	0
Language	0
Other	0
Completed	0
<b>Total Surveyed</b>	<b>2</b>

No completed surveys

**Unknown Program Name**

**Reporting Unit: 38133**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

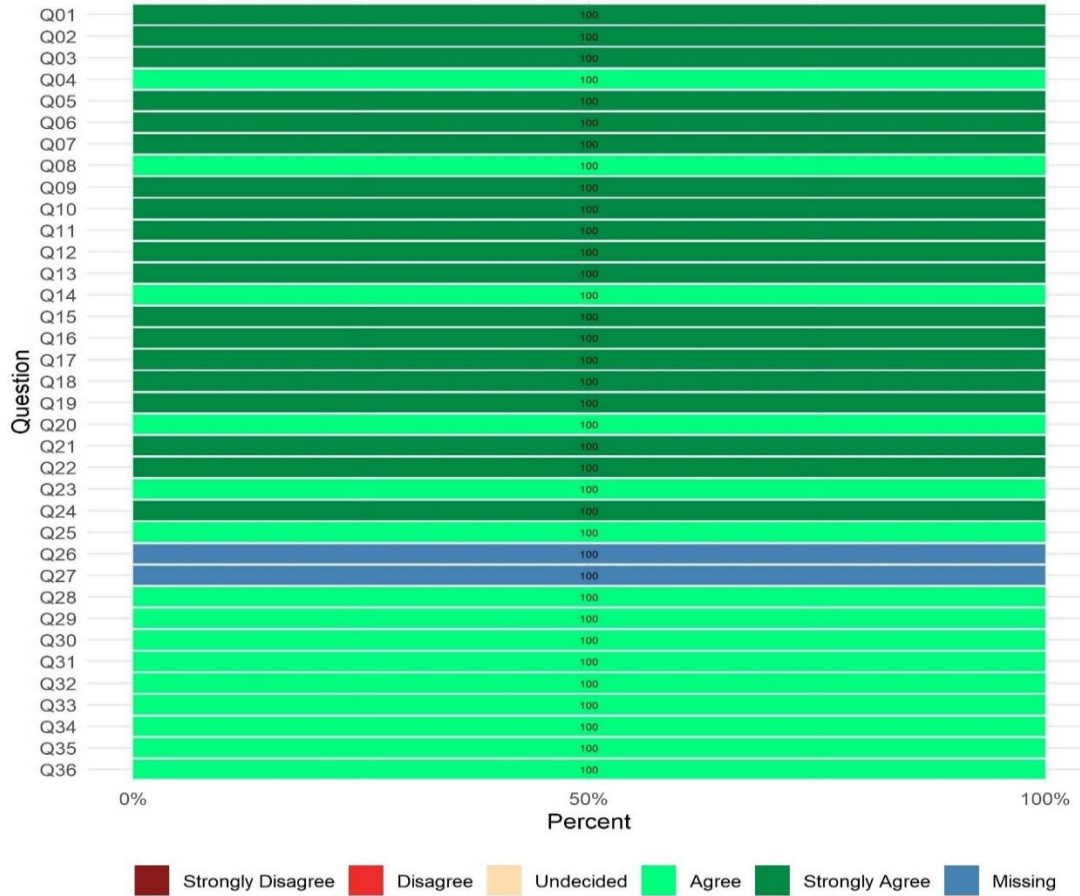
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.84**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

**Consumer Perceptions Survey- 38133**



## Unknown Program Name

Reporting Unit: 38433

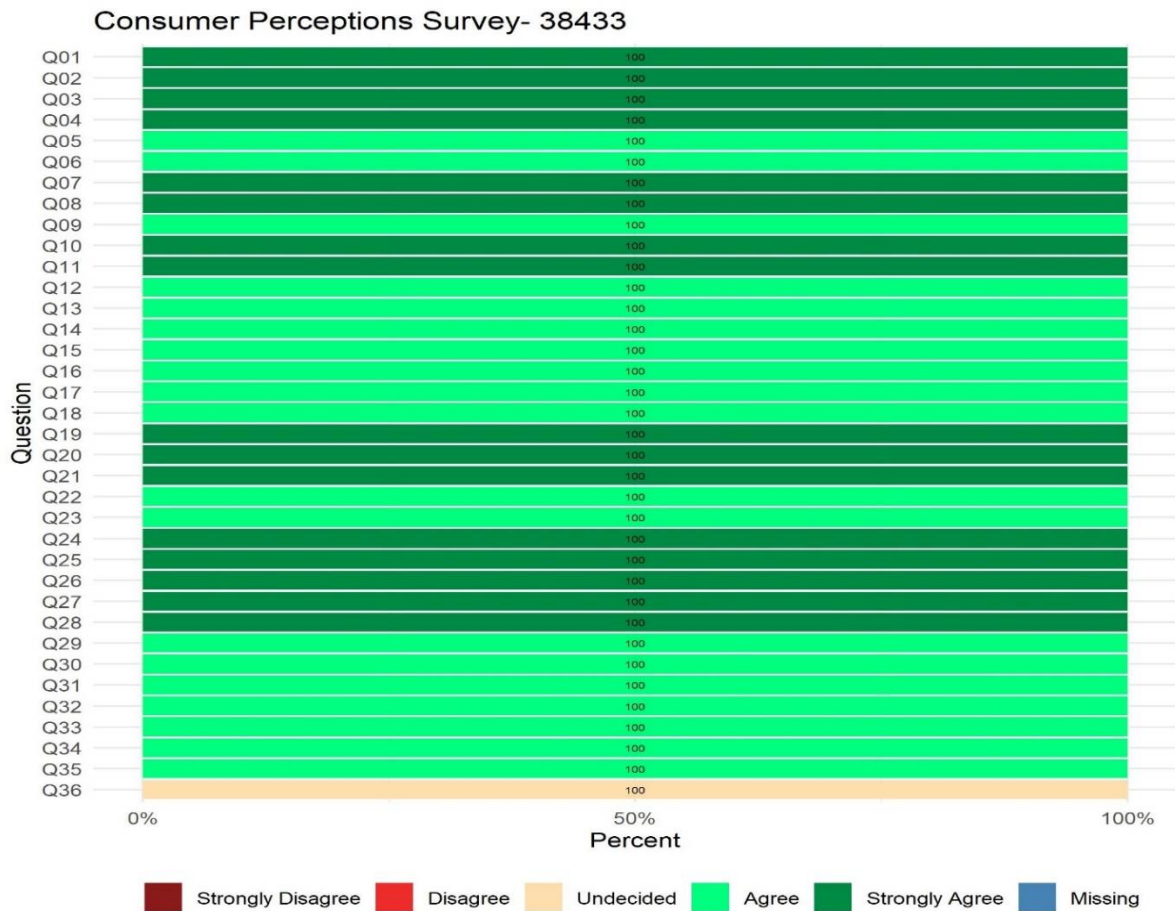
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 4.47

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>



**Unknown Program Name**

**Reporting Unit: 39513**

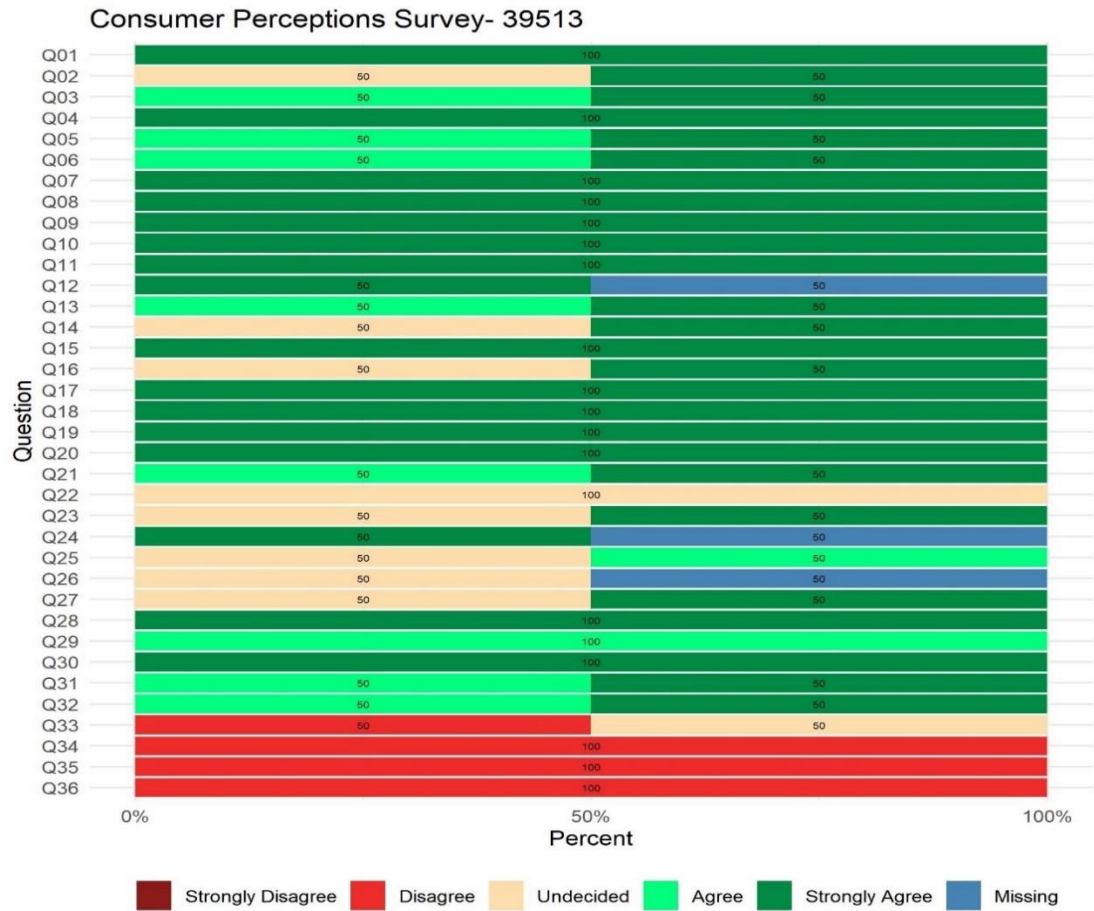
**Overall Satisfaction Rate<sup>1</sup>: 100%**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.73**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	2
<b>Total Surveyed</b>	<b>2</b>





**Unknown Program Name**

**Reporting Unit: 39903**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

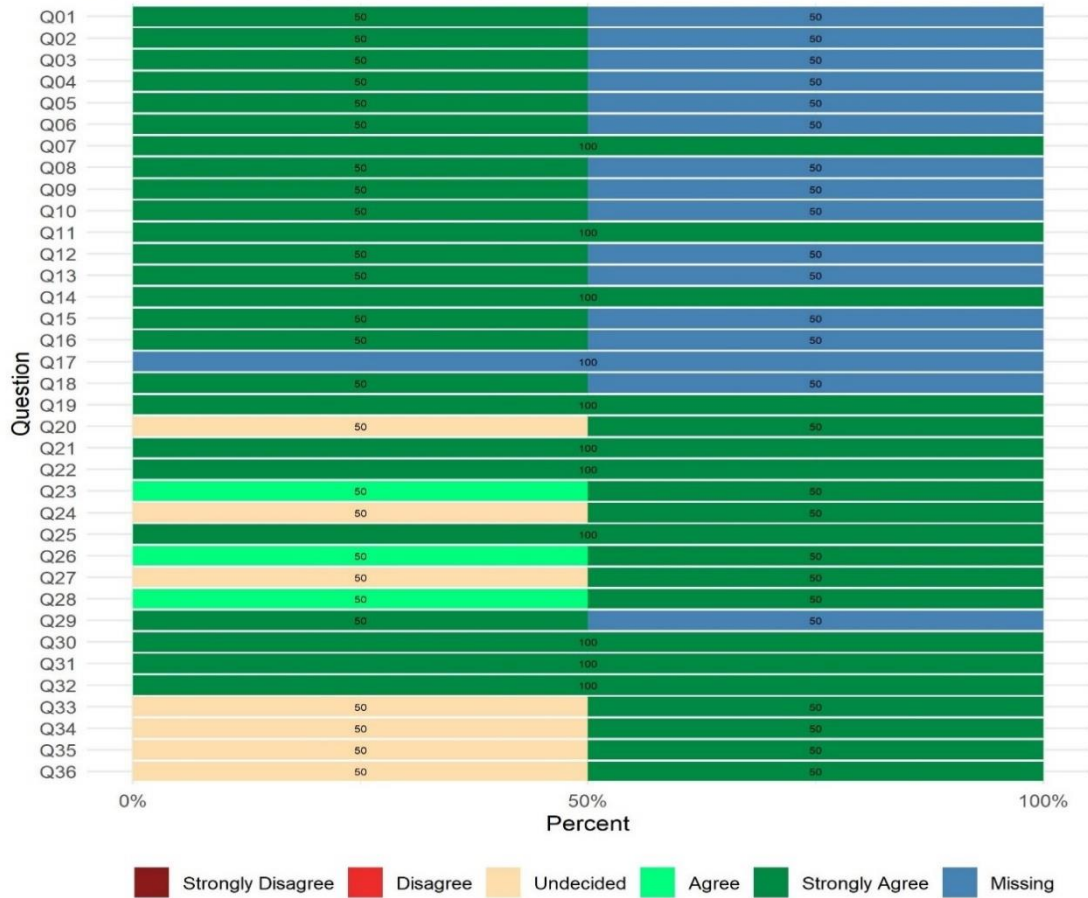
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.80**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	0
Language	0
Other	0
Completed	2
<b>Total Surveyed</b>	<b>2</b>

**Consumer Perceptions Survey- 39903**



**Unknown Program Name**

**Reporting Unit: 39943**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

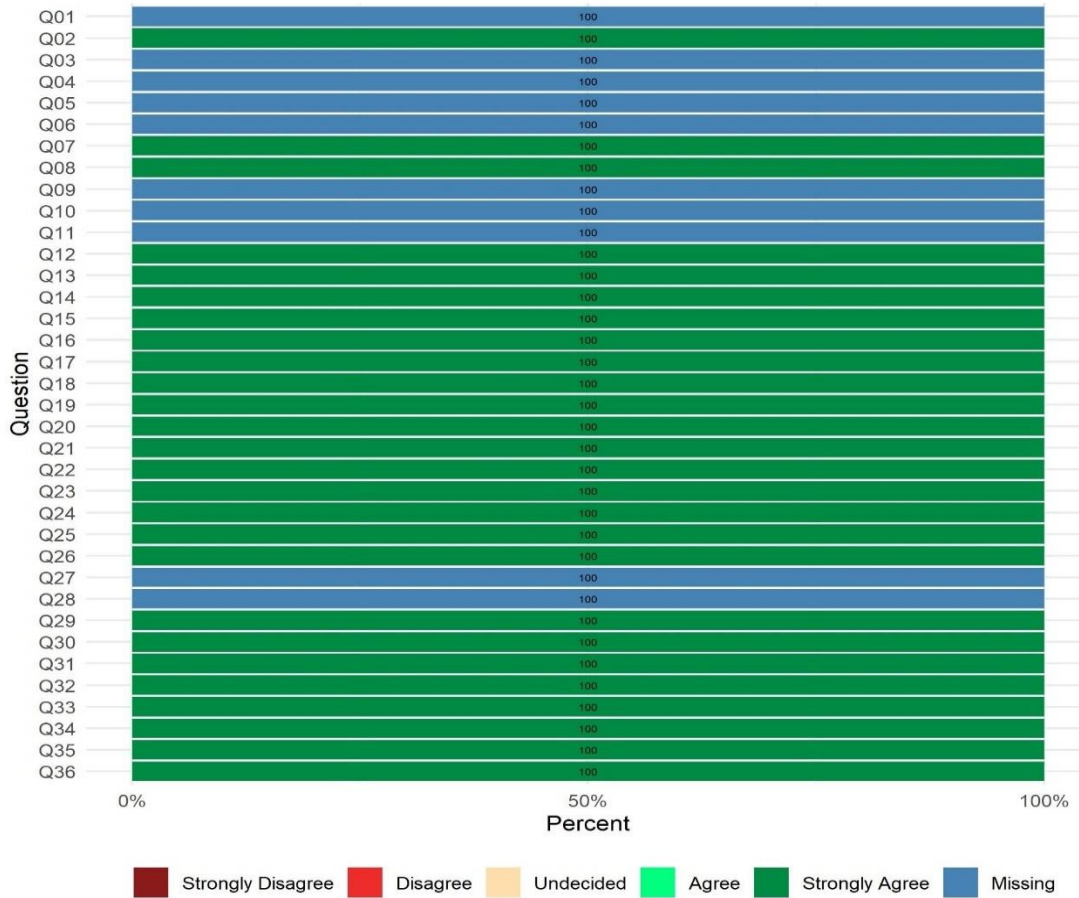
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 5.00**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

**Consumer Perceptions Survey- 39943**



**Unknown Program Name**

**Reporting Unit: 80973**

**Overall Satisfaction Rate<sup>1</sup>: 50%**

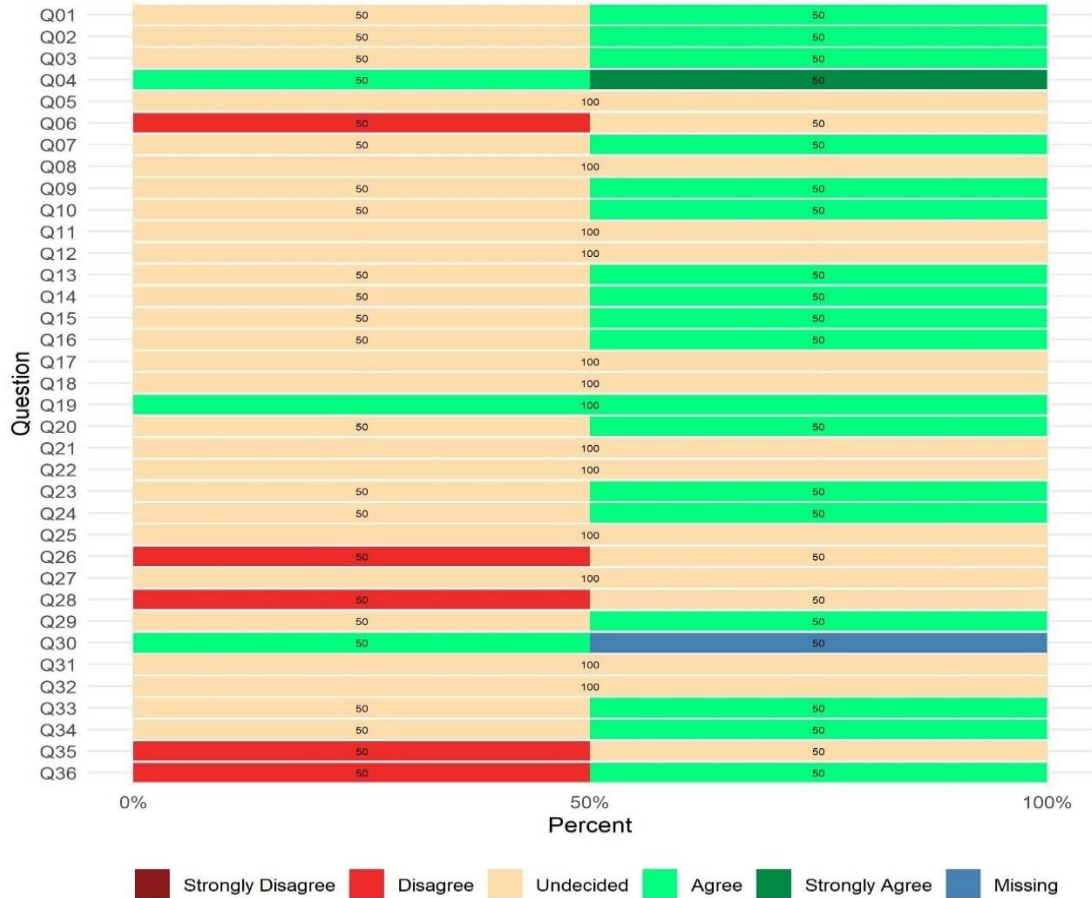
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 3.32**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	4
Impaired	0
Language	0
Other	0
Completed	2
<b>Total Surveyed</b>	<b>6</b>

**Consumer Perceptions Survey- 80973**



**Unknown Program Name**

**Reporting Unit: 83303**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

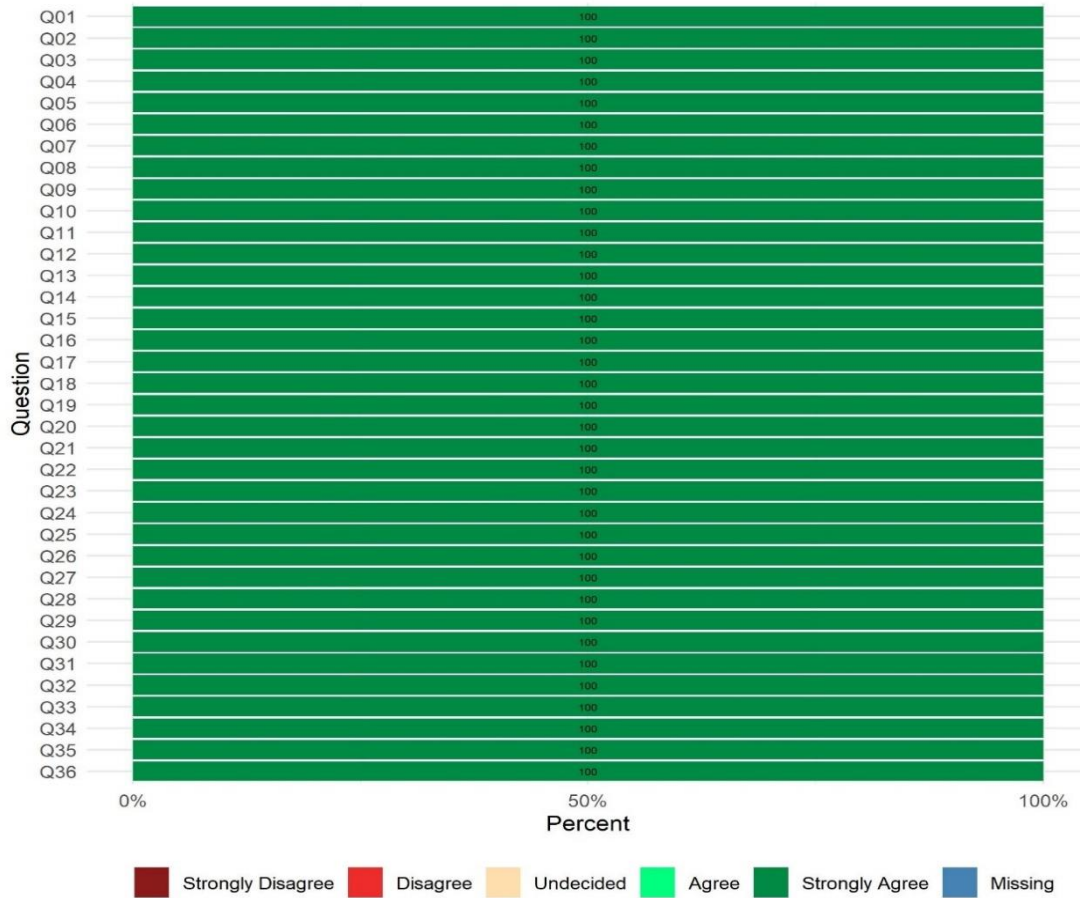
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 5.00**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

**Consumer Perceptions Survey- 83303**



**Unknown Program Name**

**Reporting Unit: 84763**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

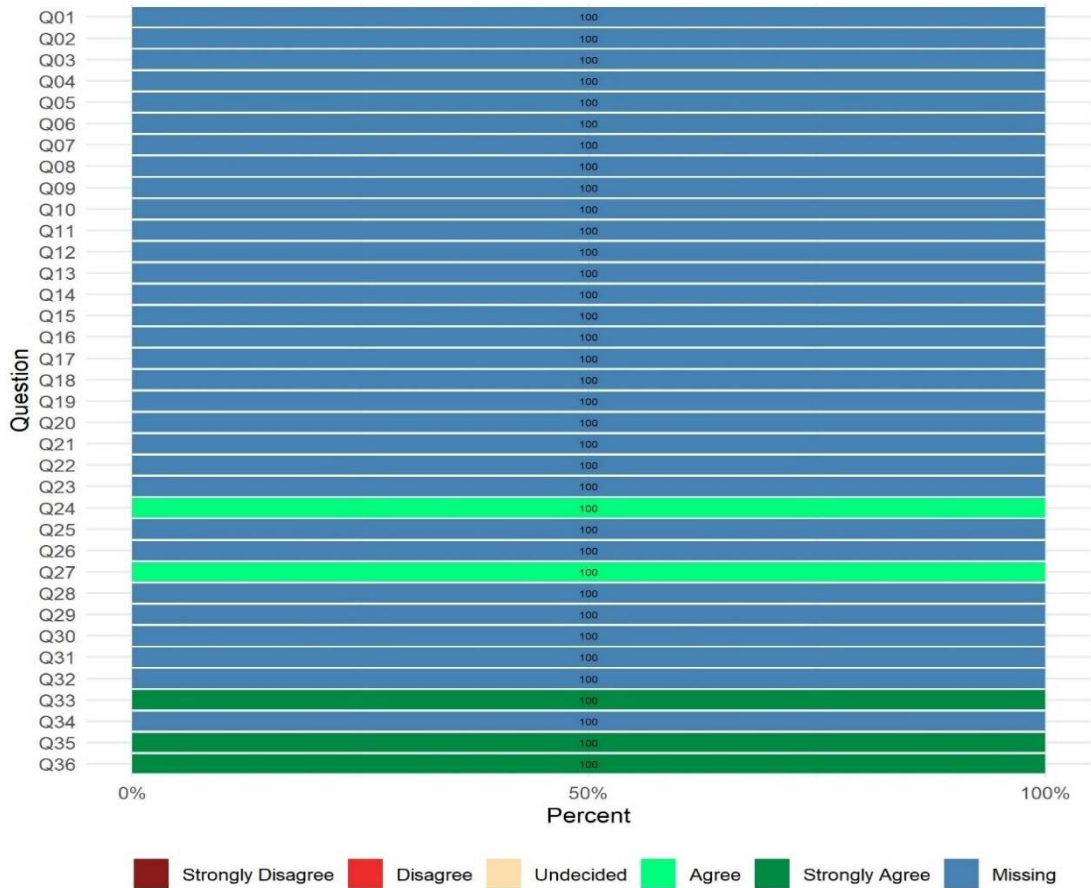
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

**Consumer Perceptions Survey- 84763**



# Unknown Program Name

Reporting Unit: 84841

Overall Satisfaction Rate<sup>1</sup>: 100%

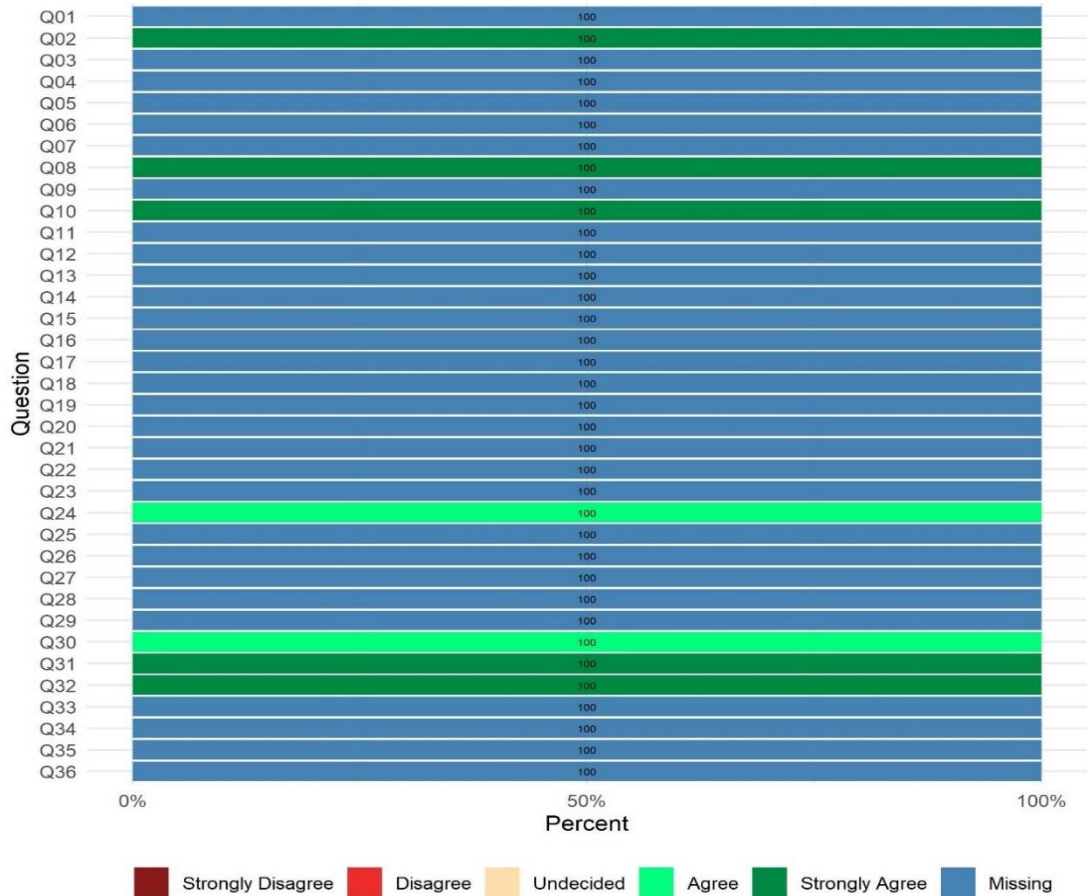
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 5.00

## Survey Compliance

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

## Consumer Perceptions Survey- 84841



**Unknown Program Name**

**Reporting Unit: 89442**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

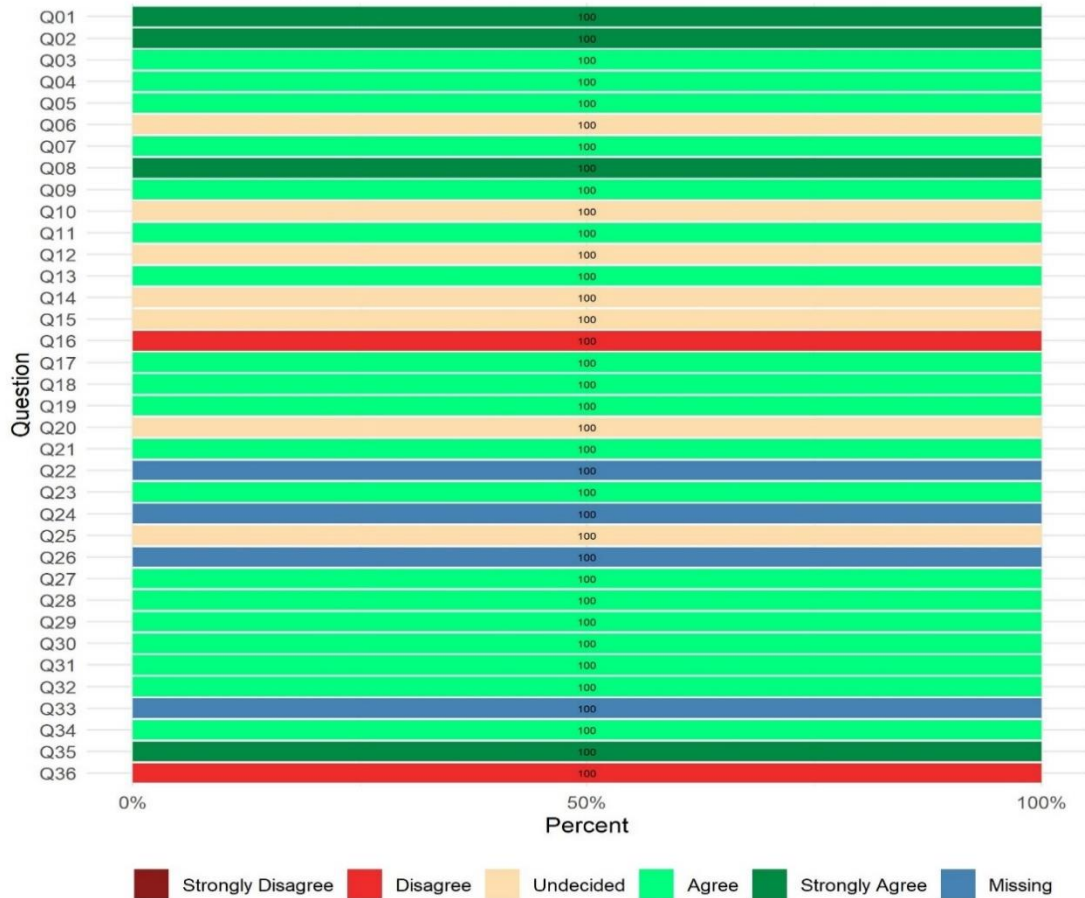
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 3.74**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

**Consumer Perceptions Survey- 89442**



**Unknown Program Name**

**Reporting Unit: 89704**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

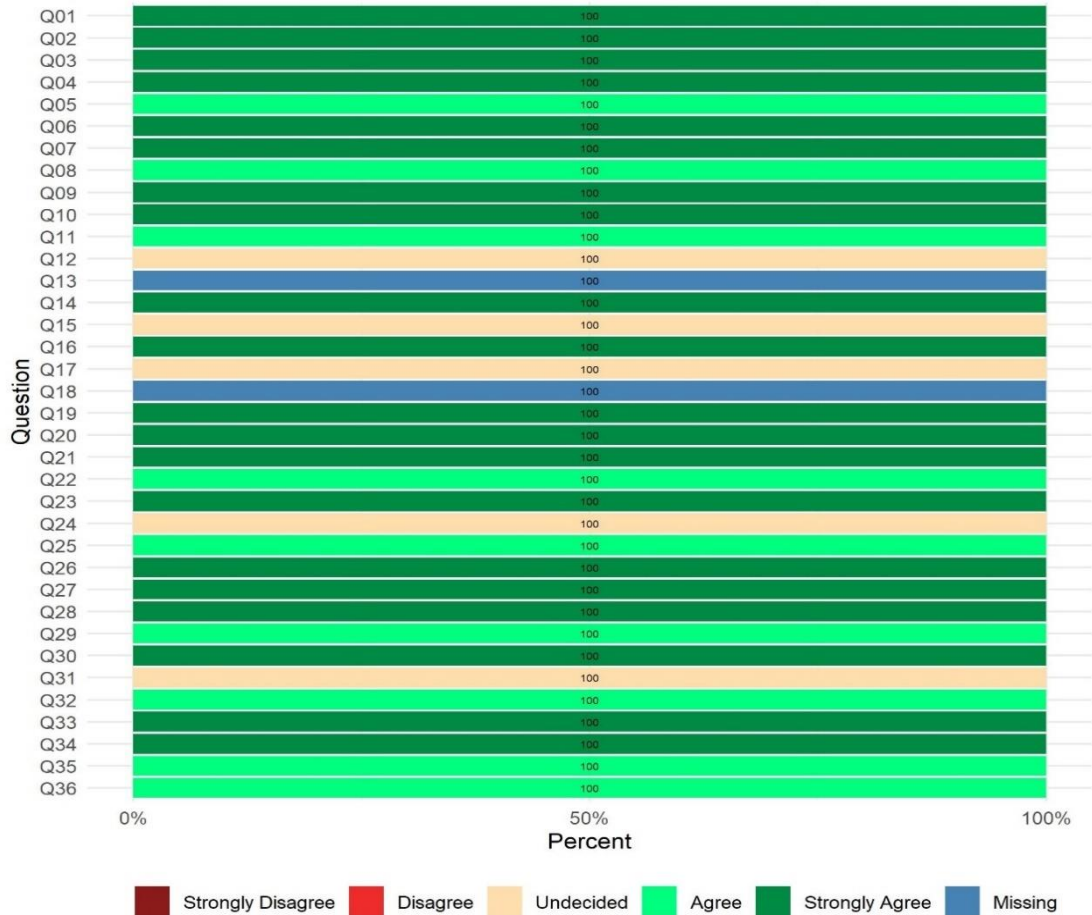
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.47**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

**Consumer Perceptions Survey- 89704**





**Unknown Program Name**

**Reporting Unit: 89743**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	1
Impaired	0
Language	0
Other	0
Completed	0
<b>Total Surveyed</b>	<b>1</b>

No completed surveys

**Unknown Program Name**

Reporting Unit: 382273

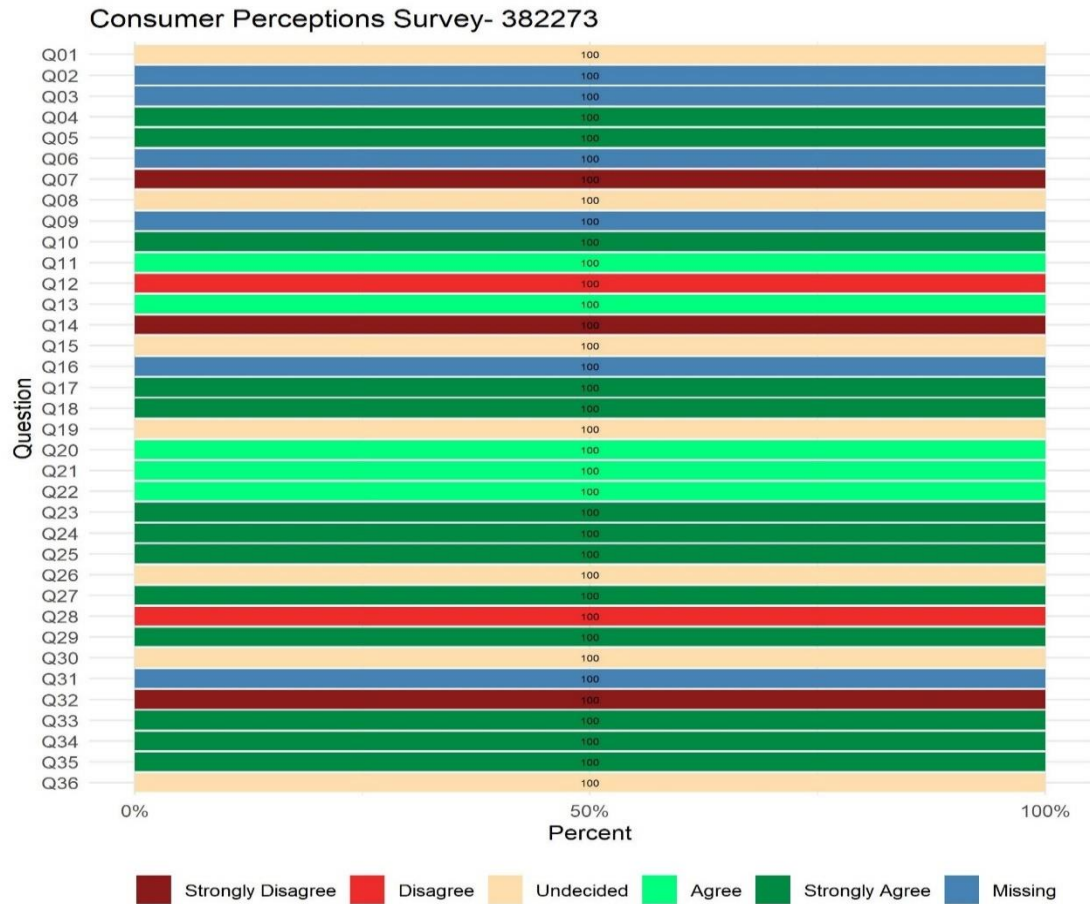
Overall Satisfaction Rate<sup>1</sup>: 0%

Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 3.43

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>



**Unknown Program Name**

**Reporting Unit: 38045P**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

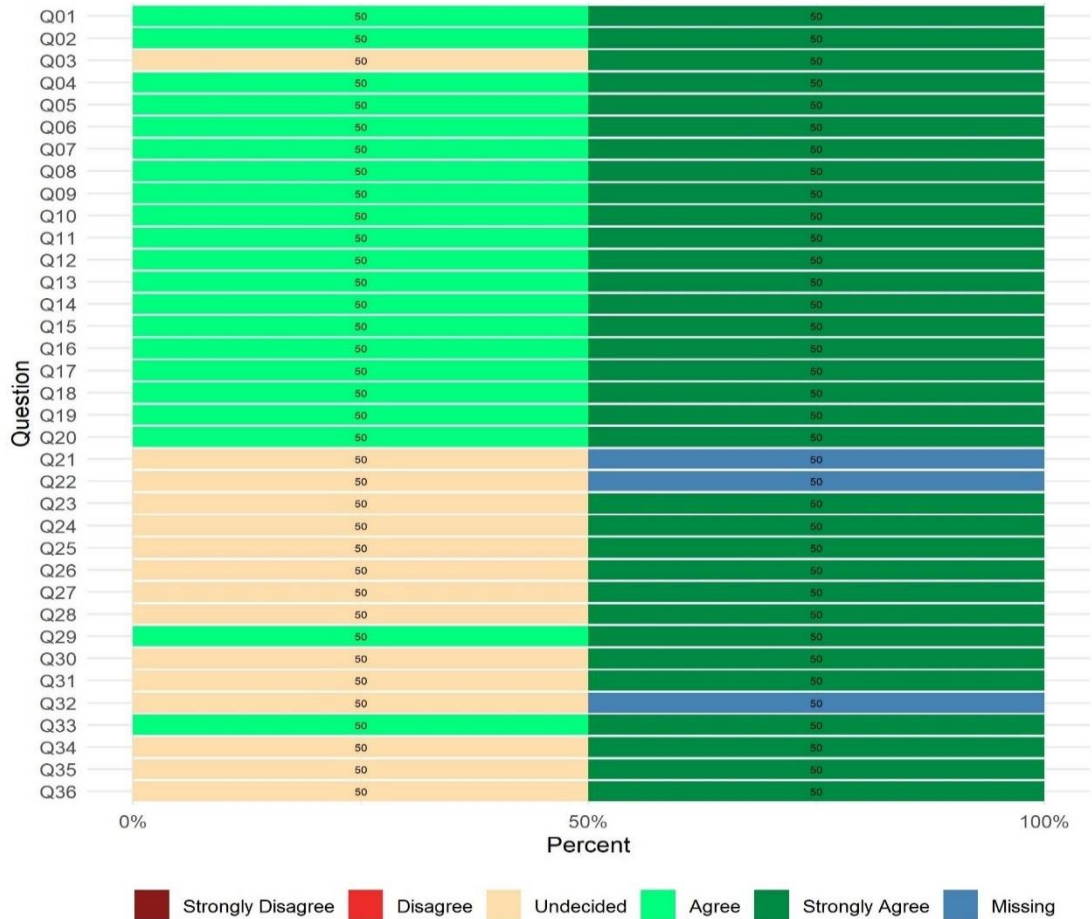
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.47**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	0
Language	0
Other	0
Completed	2
<b>Total Surveyed</b>	<b>2</b>

**Consumer Perceptions Survey- 38045P**



**Unknown Program Name**

**Reporting Unit: 3806-1**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	1
Impaired	0
Language	0
Other	0
Completed	0
<b>Total Surveyed</b>	<b>1</b>

No completed surveys

**Unknown Program Name**

**Reporting Unit: 3808-1**

**Overall Satisfaction Rate<sup>1</sup>: 50%**

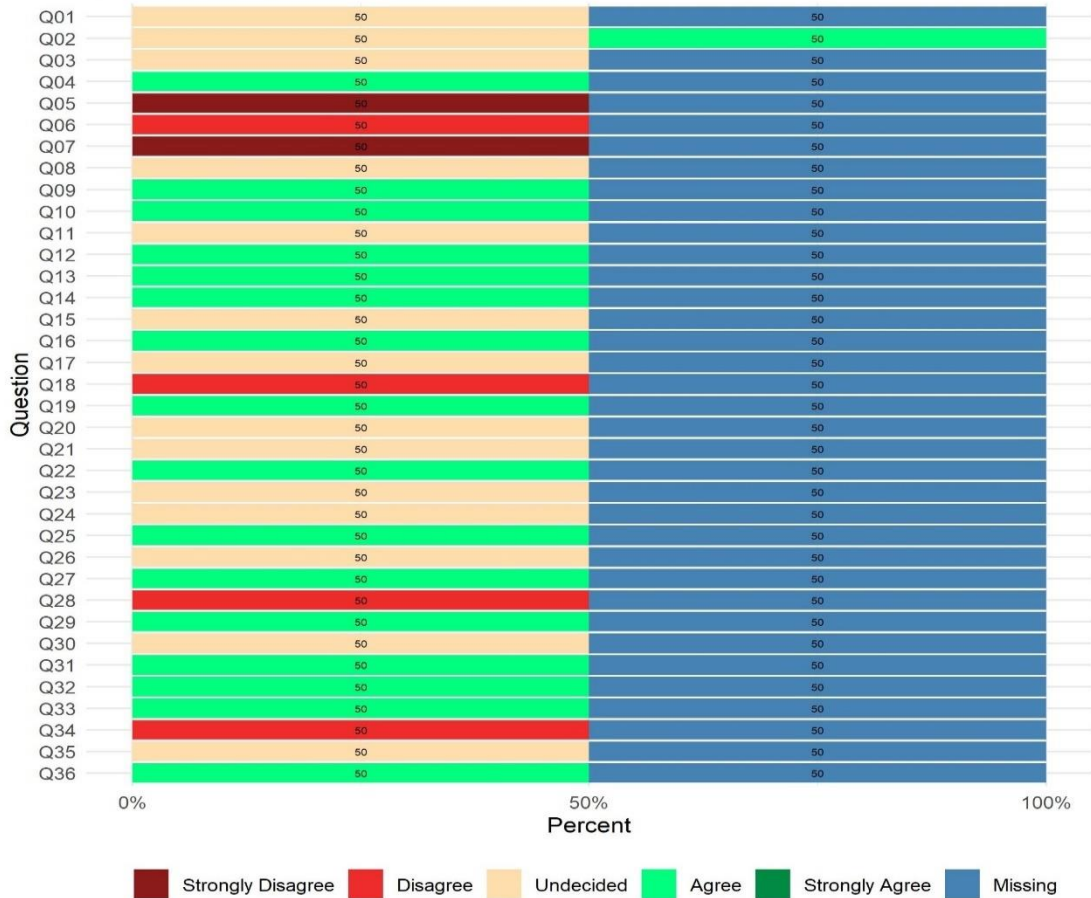
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 3.53**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	1
Impaired	0
Language	0
Other	5
Completed	2
<b>Total Surveyed</b>	<b>8</b>

**Consumer Perceptions Survey- 3808-1**



**Unknown Program Name**

**Reporting Unit: 3815BH**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

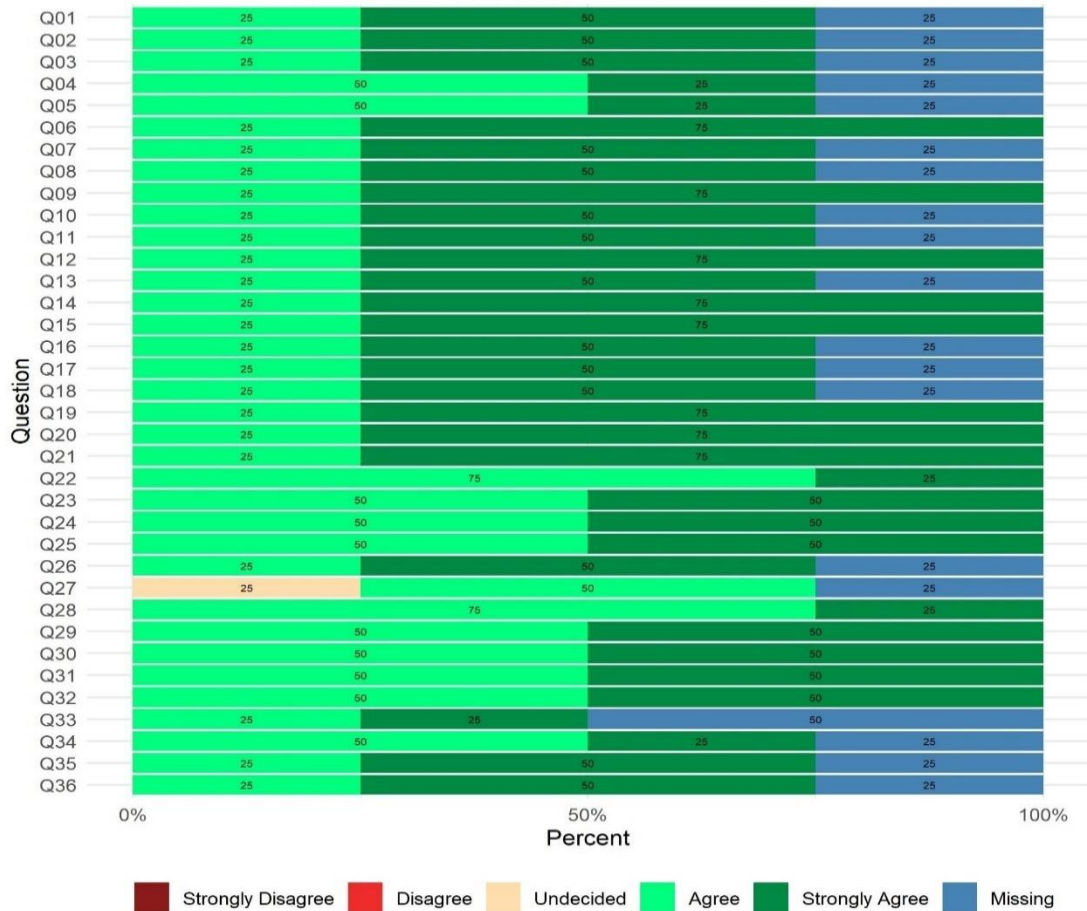
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.72**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	4
<b>Total Surveyed</b>	<b>4</b>

**Consumer Perceptions Survey- 3815BH**



## Unknown Program Name

Reporting Unit: 381BHS

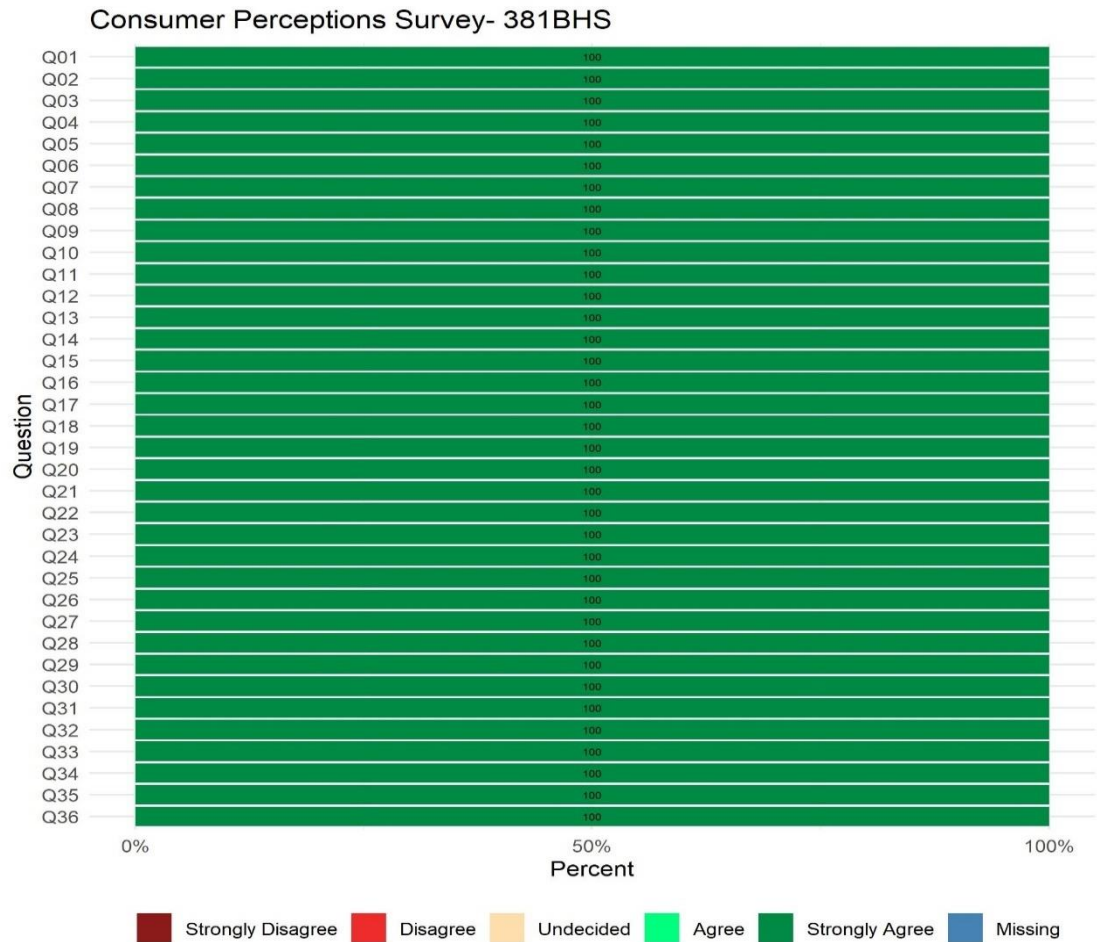
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 5.00

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>



**Unknown Program Name**

**Reporting Unit: 38220P**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

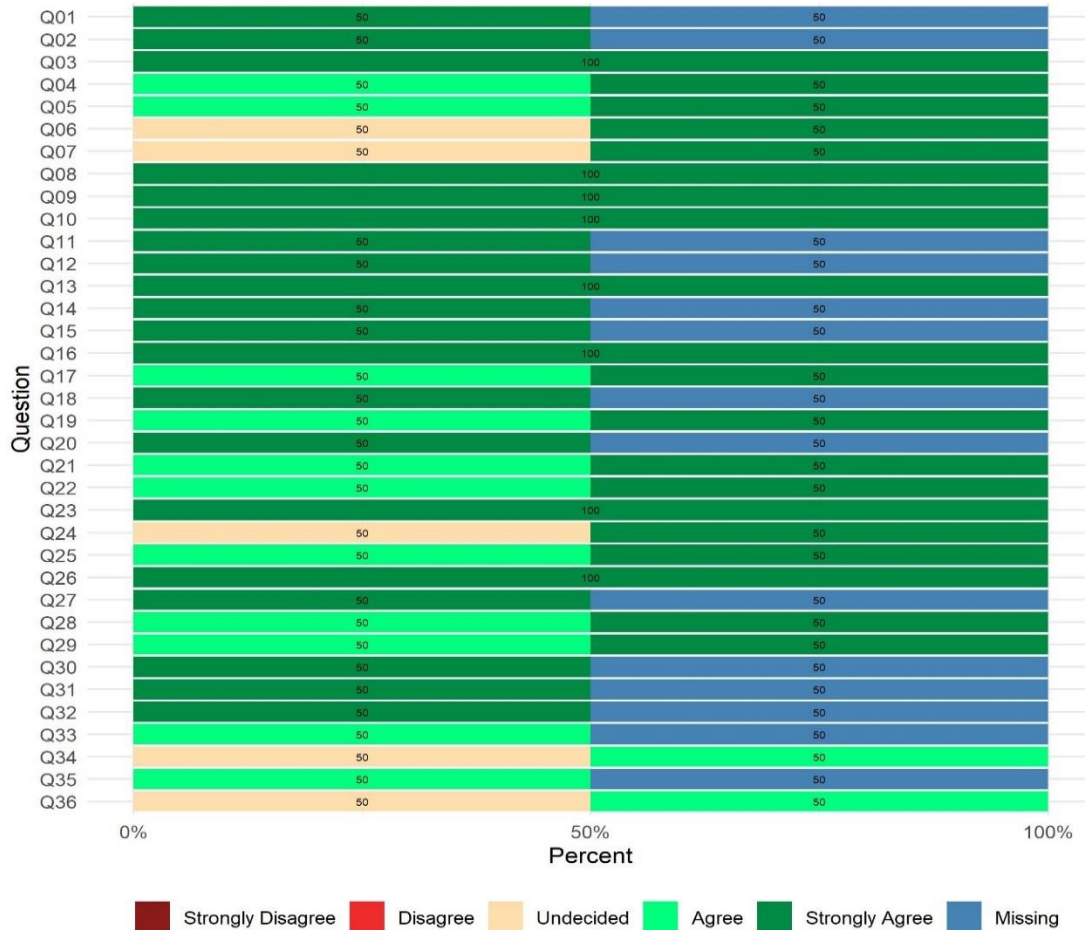
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.68**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	1
Impaired	0
Language	0
Other	0
Completed	2
<b>Total Surveyed</b>	<b>3</b>

**Consumer Perceptions Survey- 38220P**





**Unknown Program Name**

Reporting Unit: 3837-IMH

Overall Satisfaction Rate<sup>1</sup>: 80%

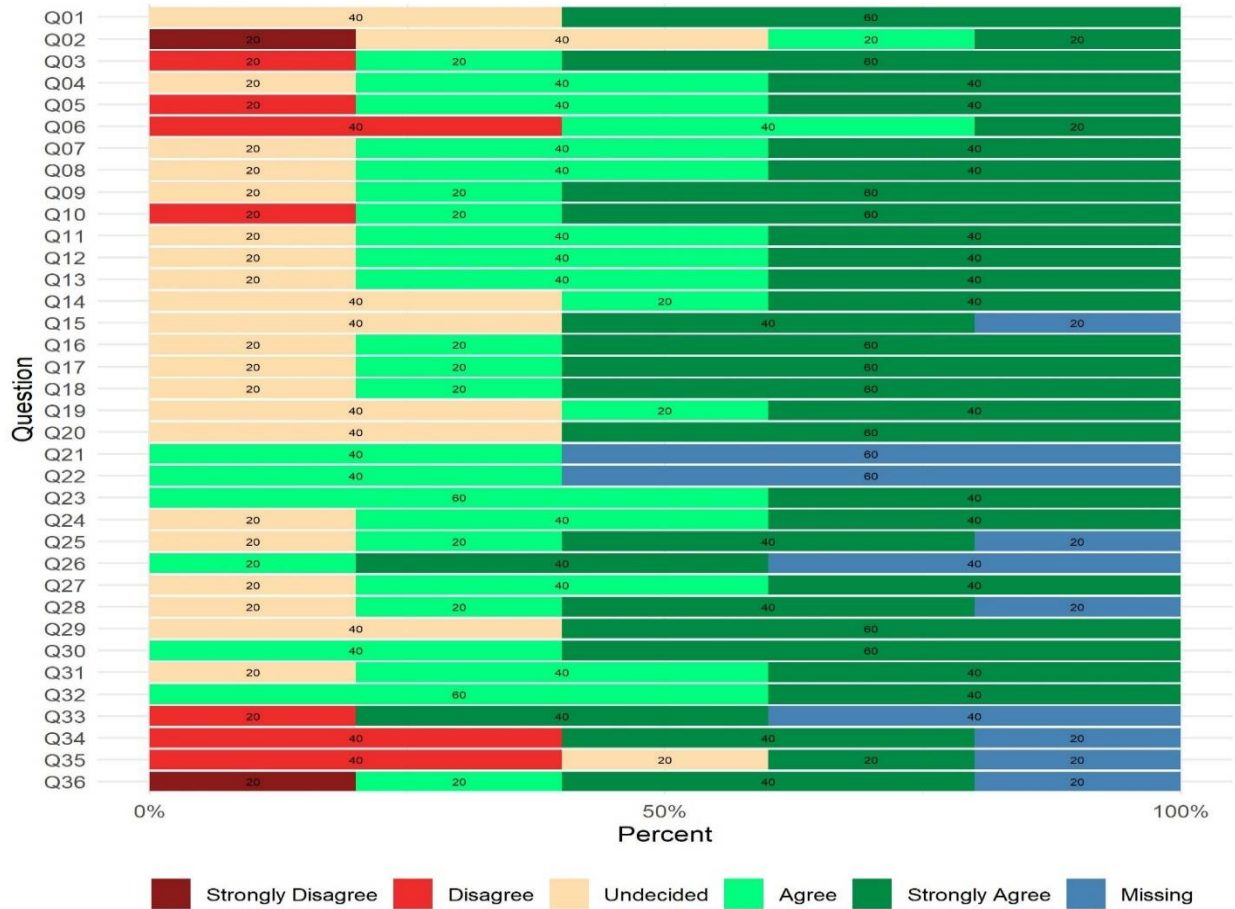
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 4.11

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	2
Impaired	0
Language	0
Other	0
Completed	5
<b>Total Surveyed</b>	<b>7</b>

**Consumer Perceptions Survey- 3837-IMH**



**Unknown Program Name**

Reporting Unit: 386H-1

Overall Satisfaction Rate<sup>1</sup>: 100%

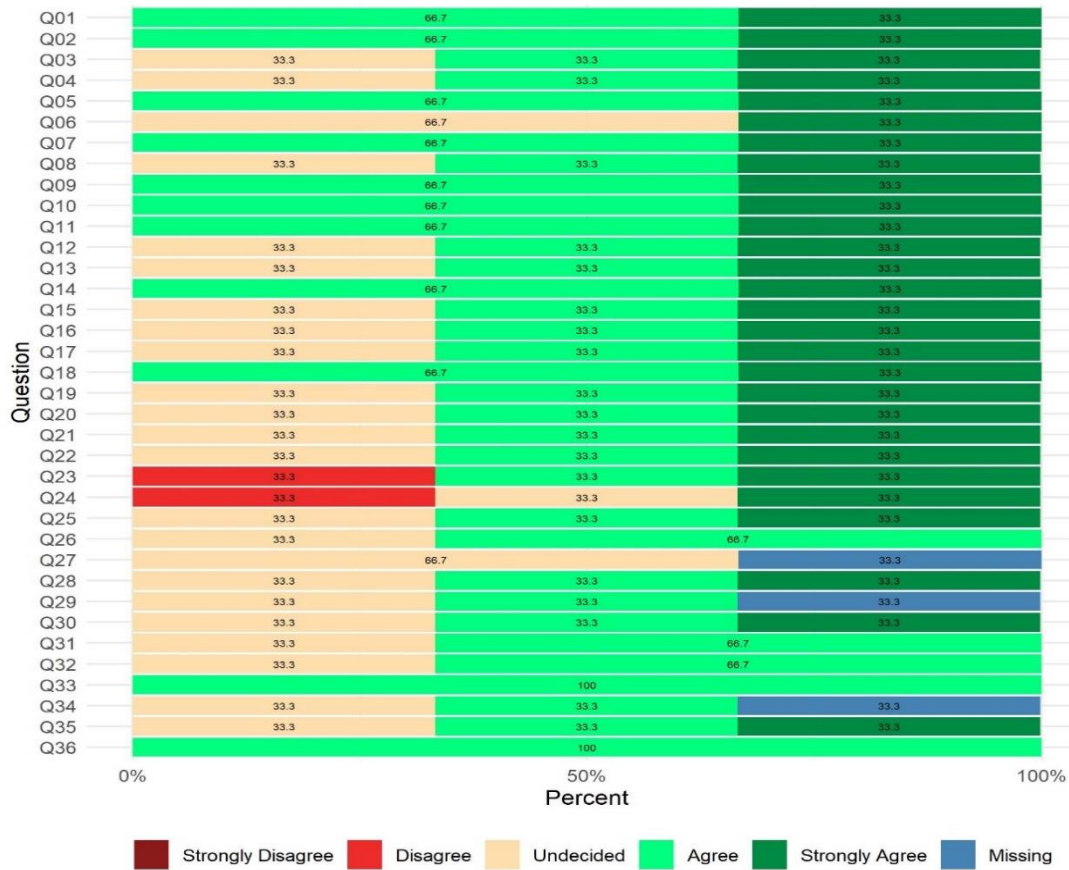
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 4.14

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	3
<b>Total Surveyed</b>	<b>3</b>

**Consumer Perceptions Survey- 386H-1**



# Unknown Program Name

Reporting Unit: 388RA3

Overall Satisfaction Rate<sup>1</sup>: 100%

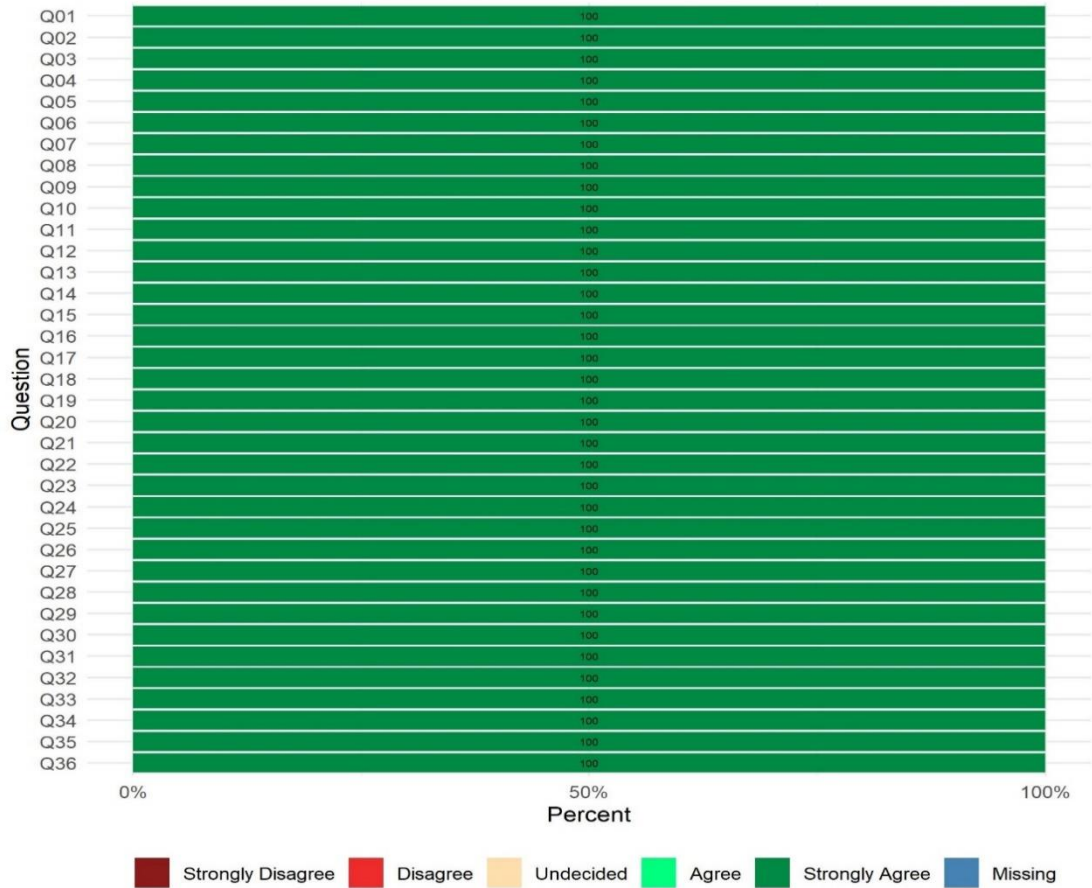
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 5.00

## Survey Compliance

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

## Consumer Perceptions Survey- 388RA3



**Unknown Program Name**

**Reporting Unit: 3893-3**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.05**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

**Consumer Perceptions Survey- 3893-3**



**Unknown Program Name**

**Reporting Unit: 38045P**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

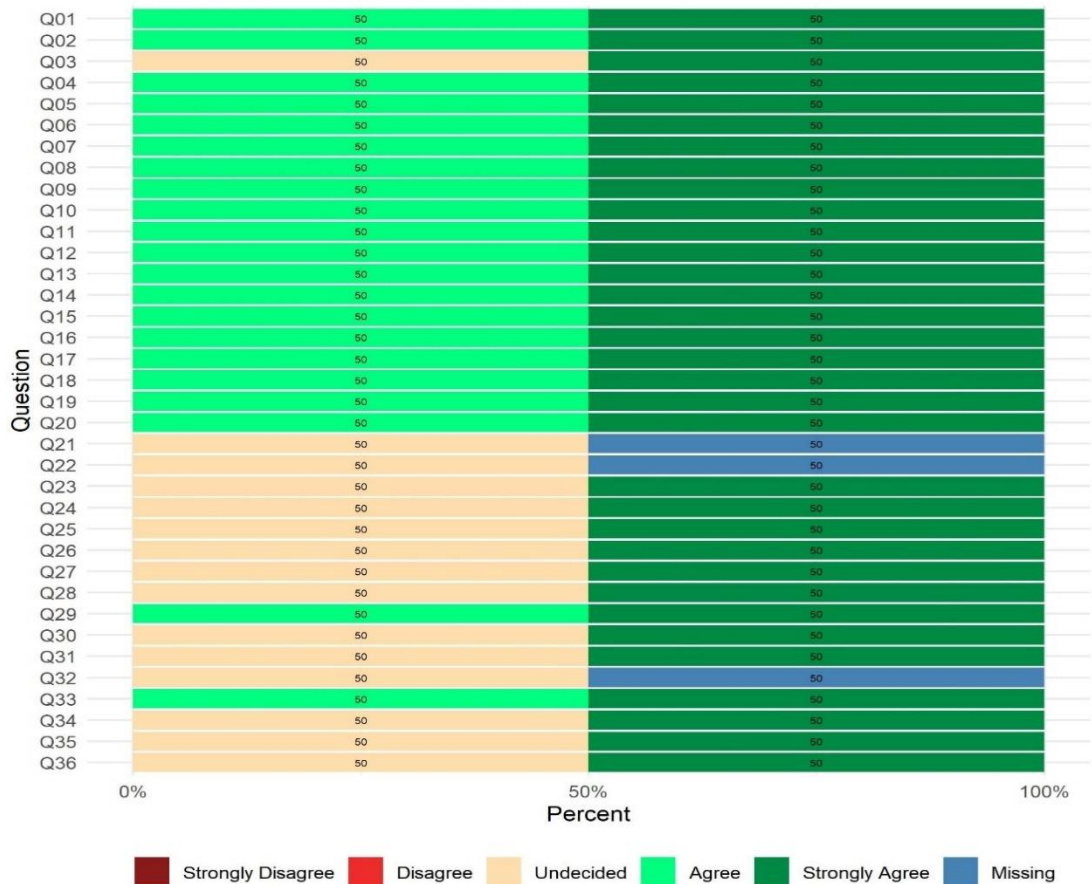
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.77**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

**Consumer Perceptions Survey- 38045P**



**Unknown Program Name**

**Reporting Unit: 38T23**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

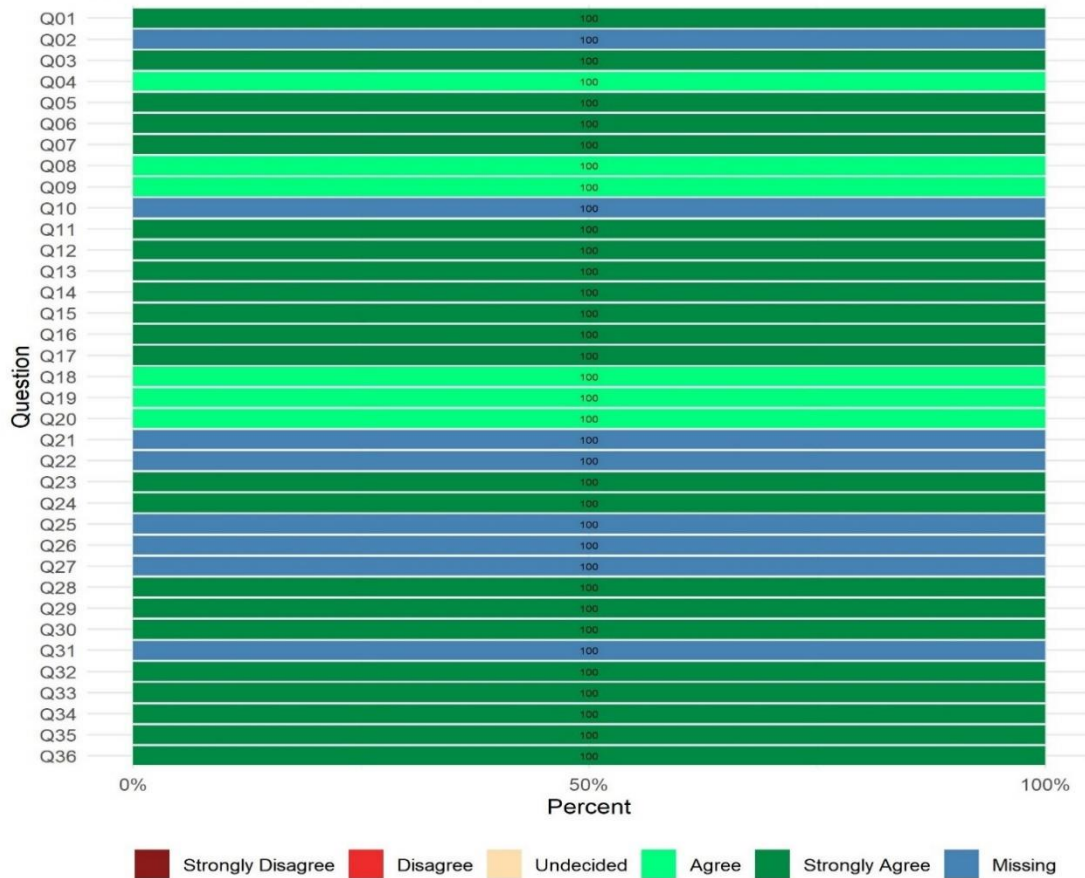
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.71**

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

**Consumer Perceptions Survey- 38T23**



## Unknown Program Name

Reporting Unit: 39BHT3

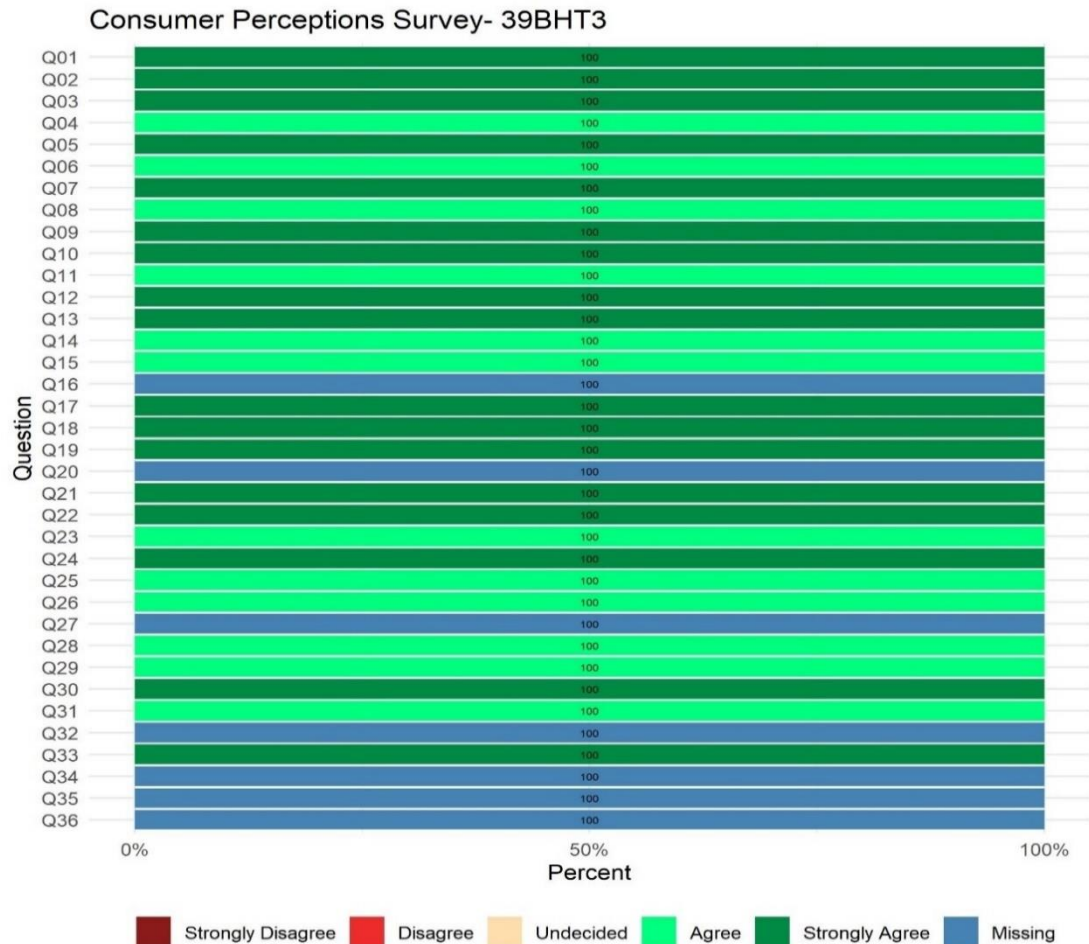
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 4.71

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>



**Unknown Program Name**

**Reporting Unit: 6976-SP**

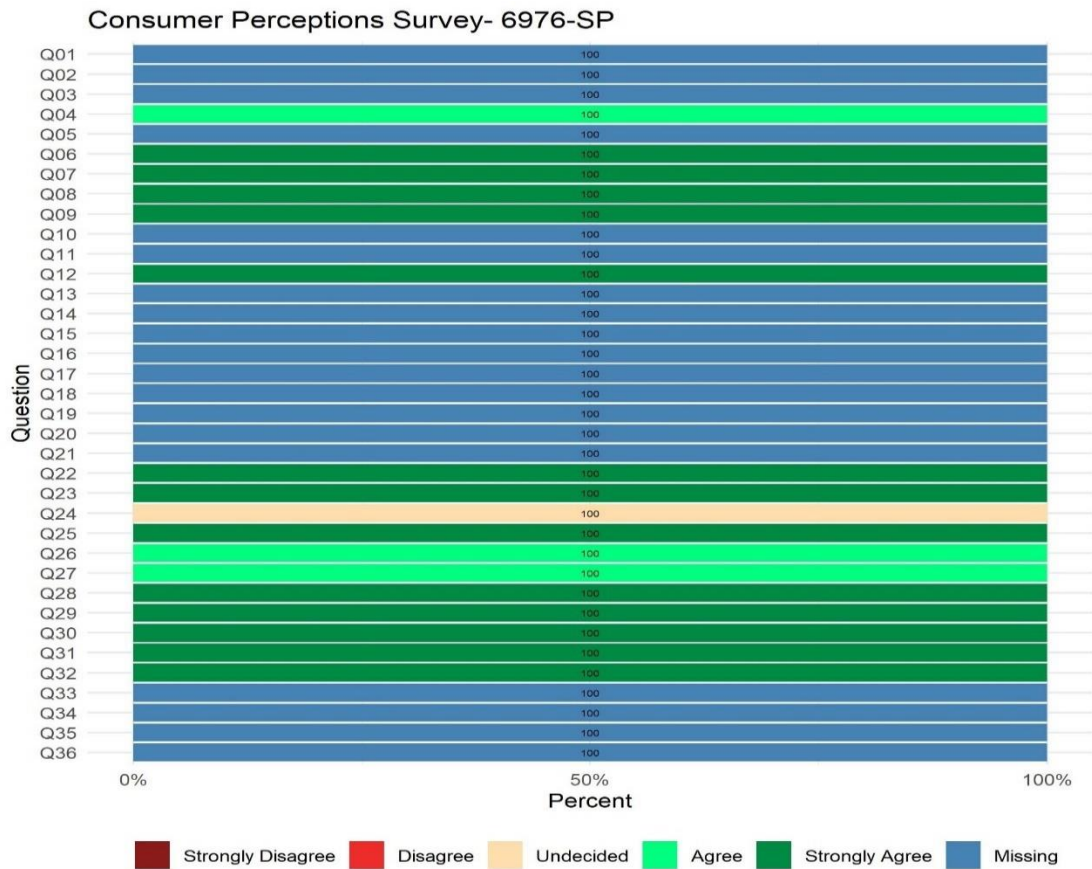
**Overall Satisfaction Rate<sup>1</sup>: 100%**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: 5.00**

**Survey Compliance**

<b>Completion Status</b>	<b>Adult/Older Adult</b>
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>





## Unknown Program Name

Reporting Unit: 8949RF

Overall Satisfaction Rate<sup>1</sup>: 75%

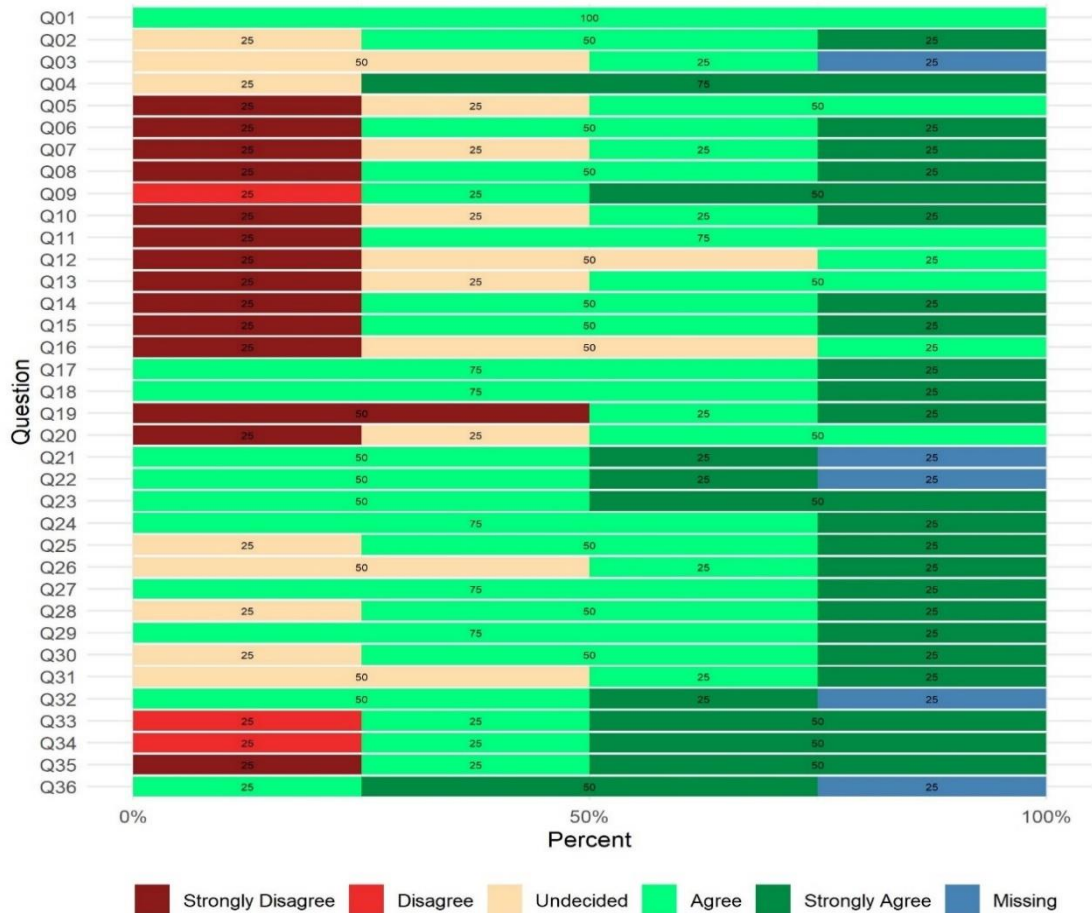
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 3.39

### Survey Compliance

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	4
<b>Total Surveyed</b>	<b>4</b>

### Consumer Perceptions Survey- 8949RF



# Unknown Program Name

Reporting Unit: 8976Y

Overall Satisfaction Rate<sup>1</sup>: 100%

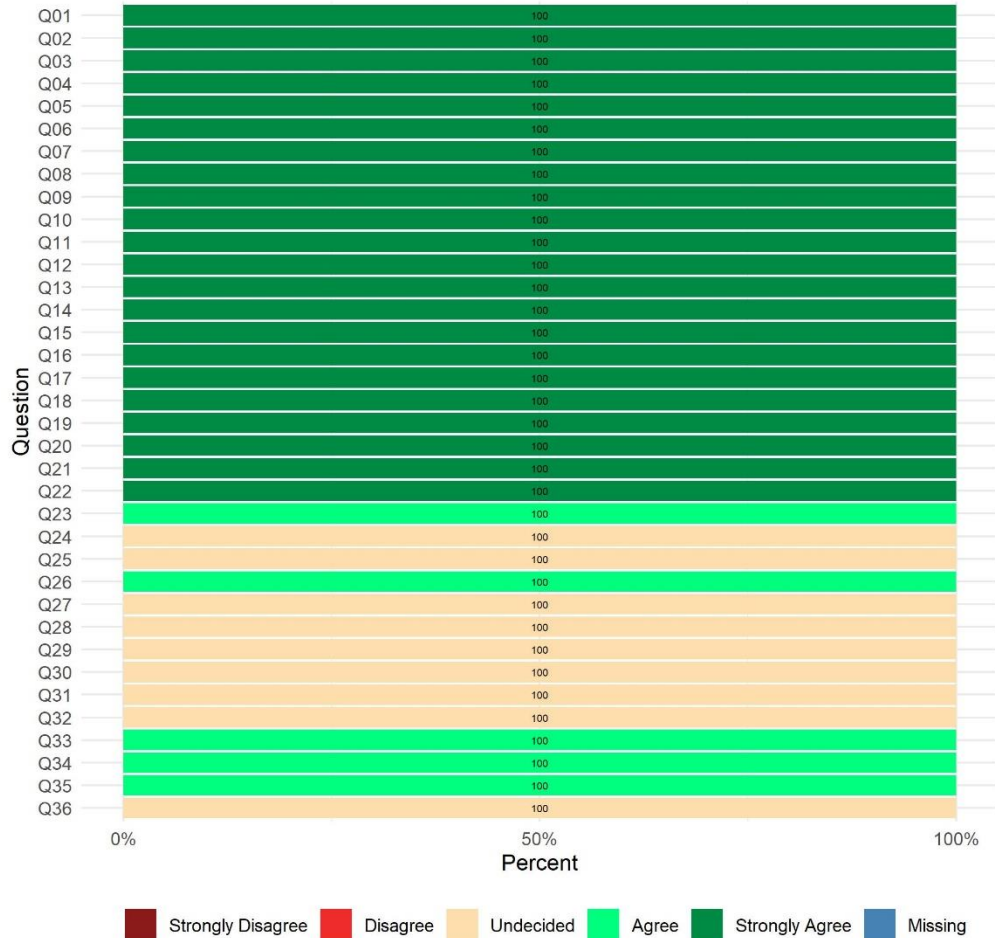
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 5.00

## Survey Compliance

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

## Consumer Perceptions Survey- 8976Y



**Unknown Program Name**

Reporting Unit: Contra C

Overall Satisfaction Rate<sup>1</sup>: N/A

Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: N/A

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	0
Impaired	0
Language	0
Other	0
Completed	1
<b>Total Surveyed</b>	<b>1</b>

**Consumer Perceptions Survey- Contra C**



**Unknown Program Name**  
Reporting Unit: Unknown

Overall Satisfaction Rate<sup>1</sup>: 97%

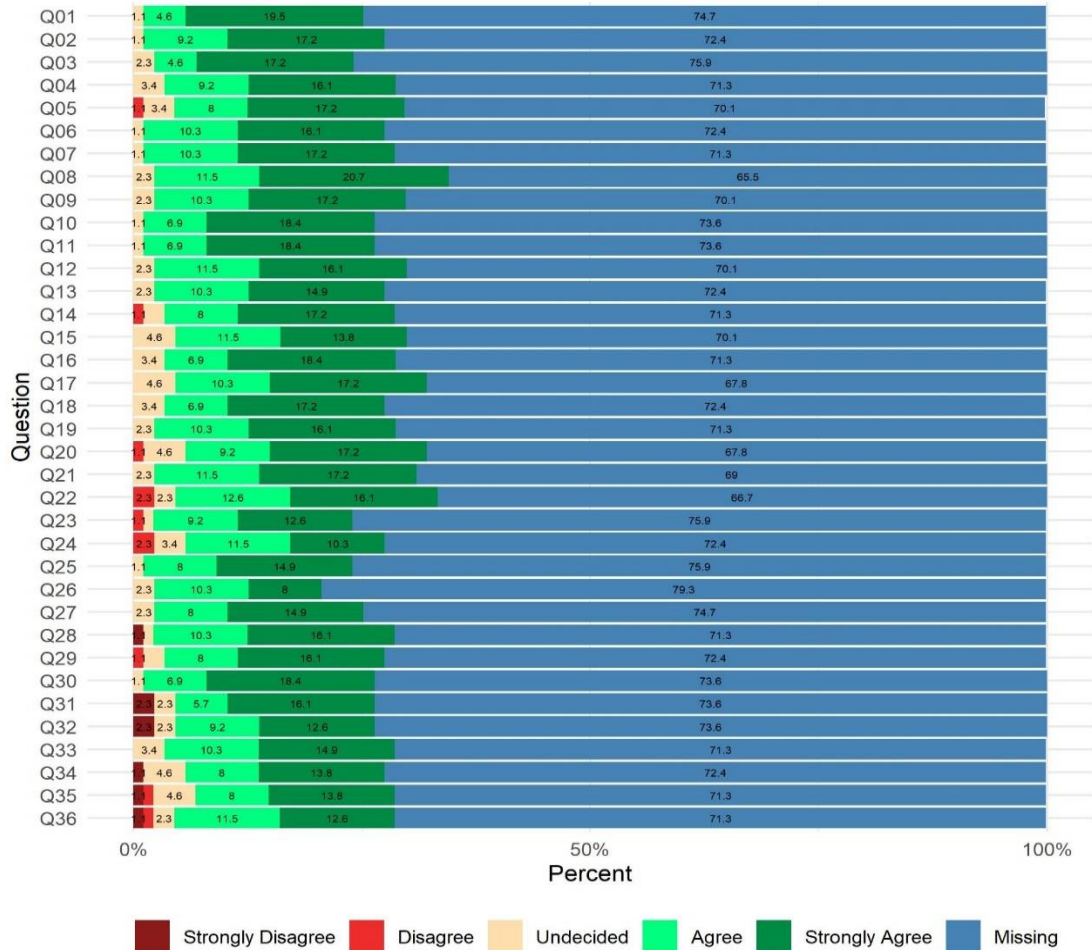
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 4.56

**Survey Compliance**

Completion Status	Adult/Older Adult
Refused	30
Impaired	2
Language	0
Other	4
Completed	87
<b>Total Surveyed</b>	<b>123</b>

**Consumer Perceptions Survey- Unknown**



## All CYF Mental Health Programs (YSS & YSS-F)

Overall Satisfaction Rate<sup>1</sup>: 93%

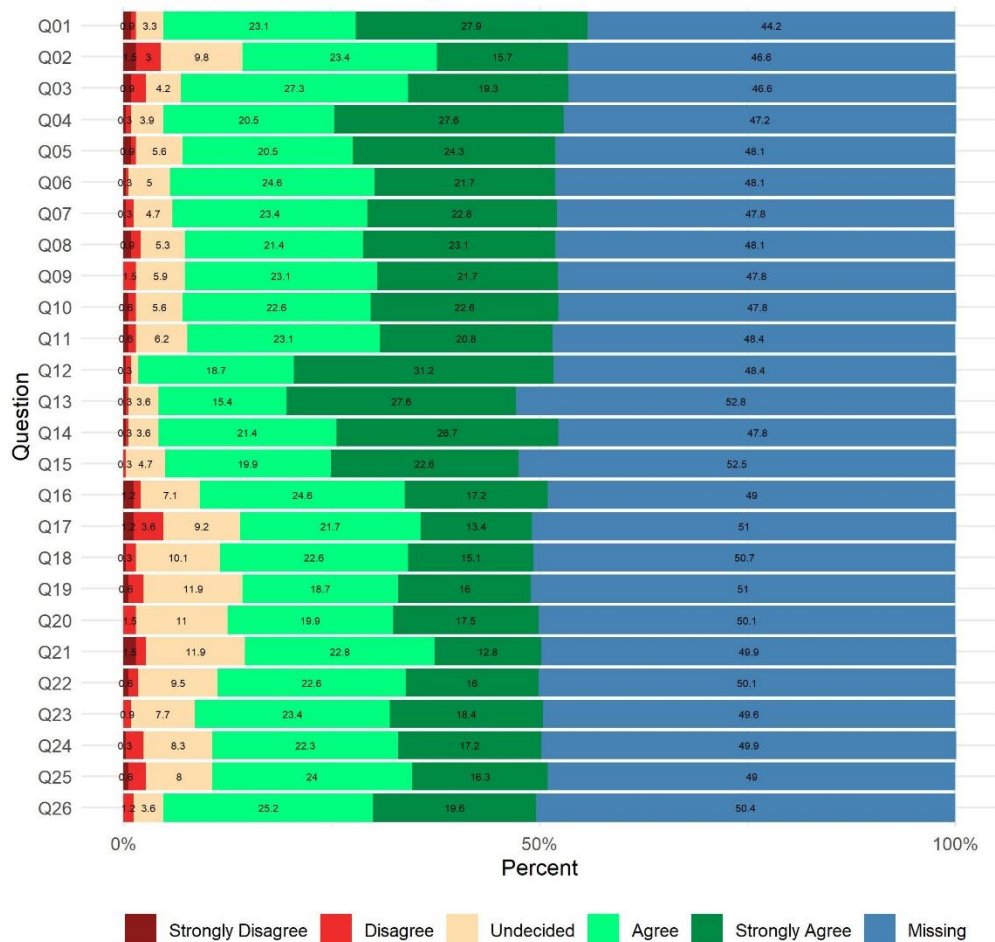
Return Rate<sup>2</sup>: 75%

Overall Satisfaction Mean Score<sup>1</sup>: 4.20 (YSS) and 4.44 (YSS-F)

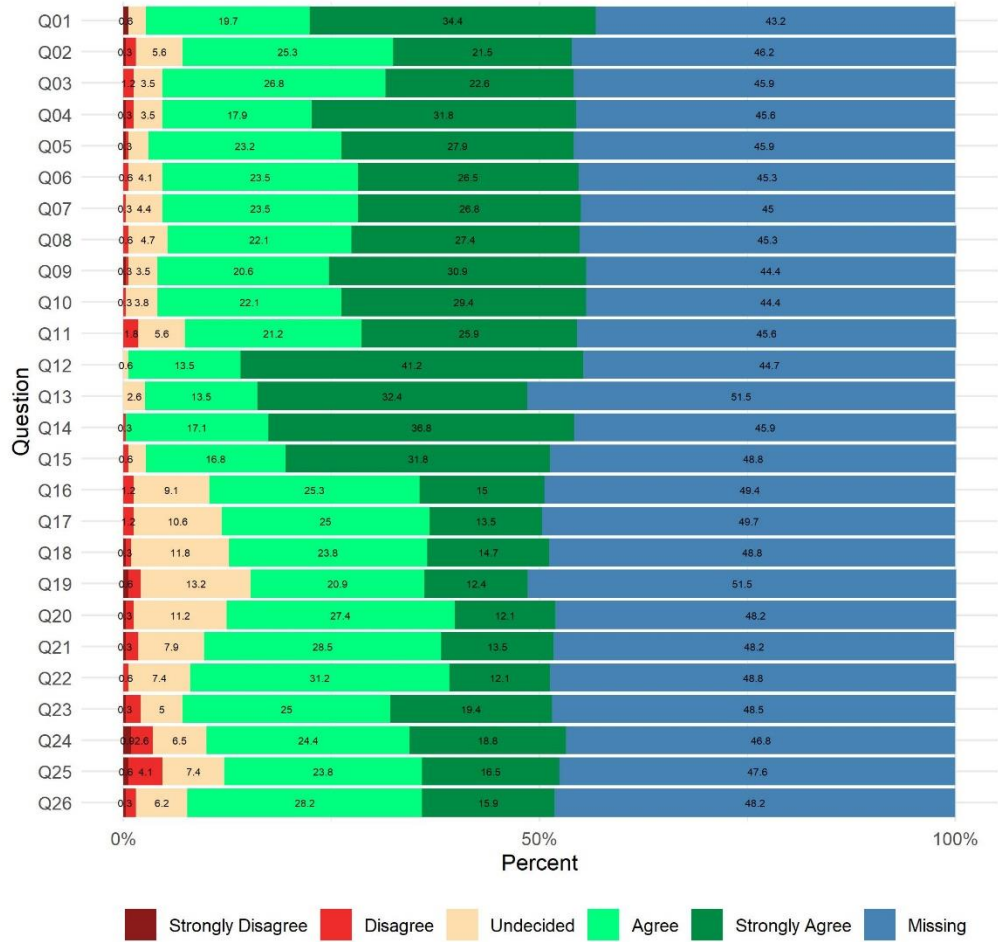
### Survey Compliance

Completion Status	Youth	Family	Youth & Family Overall
Refused	43	64	107
Impaired	4	0	4
Language	0	0	0
Other	3	1	4
Completed	337	340	677
<b>Total Surveyed</b>	<b>387</b>	<b>405</b>	<b>792</b>

### Consumer Perceptions Survey- Youth Overall



### Consumer Perceptions Survey- Overall Family/Parent



## A Better Way SF Outpatient (38KYOP)

Reporting Unit: 38KYOP

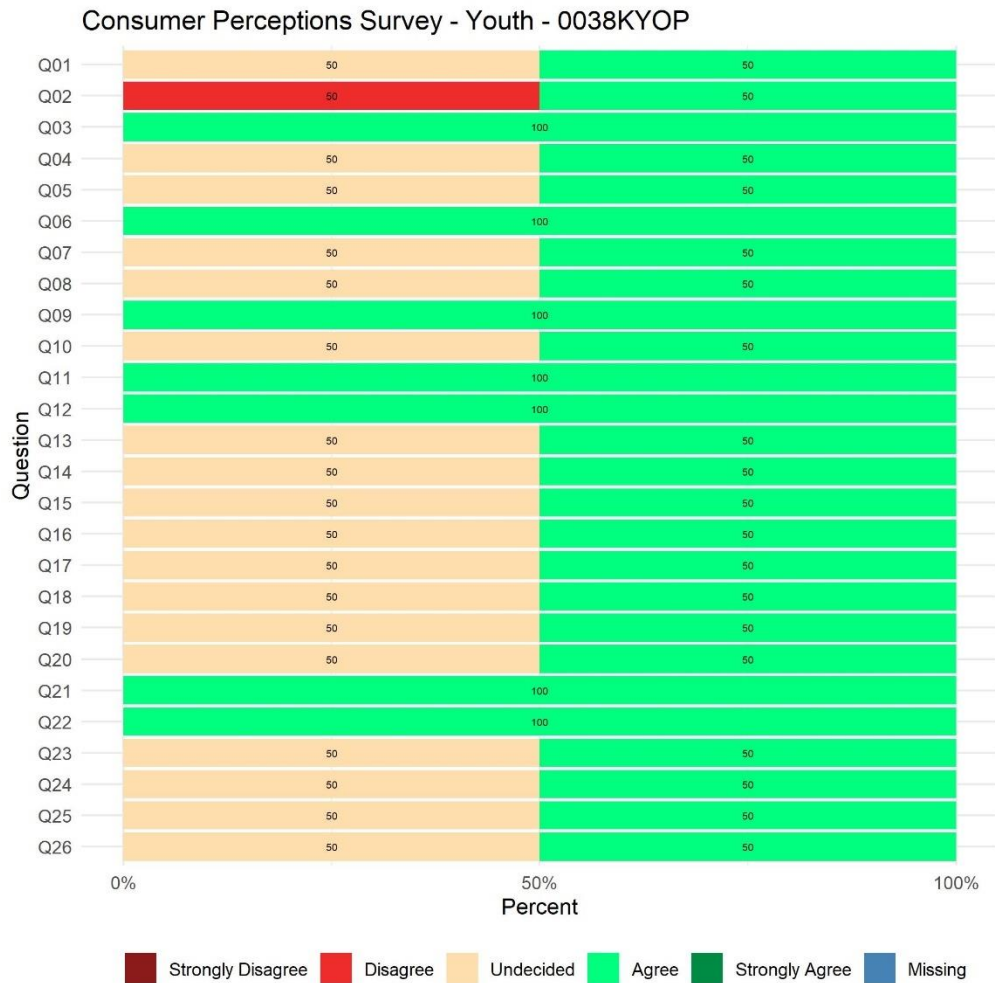
Overall Satisfaction Rate<sup>1</sup>: 75%

Return Rate<sup>2</sup>: 27%

Overall Satisfaction Mean Score<sup>1</sup>: 3.64 (YSS) and 4.66 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	2	2	4
<b>Total Surveyed</b>	<b>2</b>	<b>2</b>	<b>4</b>



### Consumer Perceptions Survey - Family - 0038KYOP





## AFS Outpatient Program (38GSOP)

Reporting Unit: 38GSOP

Overall Satisfaction Rate<sup>1</sup>: 88%

Return Rate<sup>2</sup>: 25%

Overall Satisfaction Mean Score<sup>1</sup>: 2.58 (YSS) and 4.27 (YSS-F)

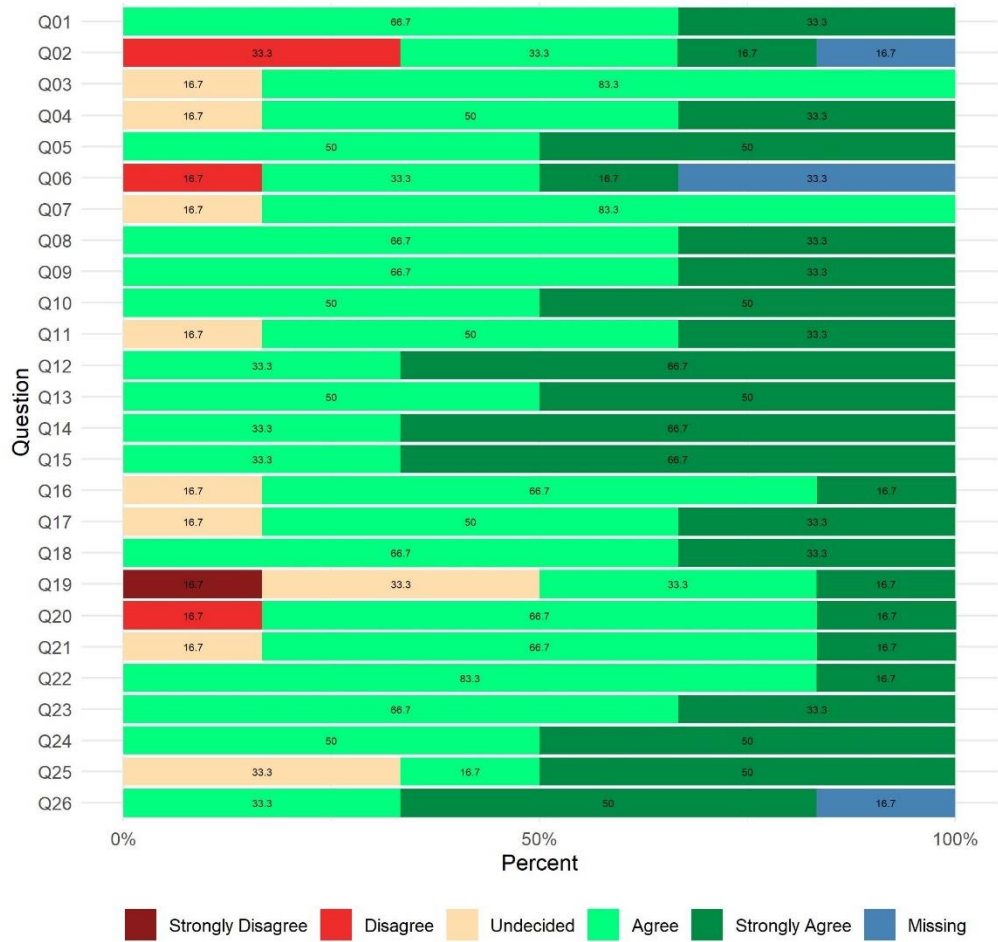
### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	1	1
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	2	6	8
<b>Total Surveyed</b>	<b>2</b>	<b>7</b>	<b>9</b>

Consumer Perceptions Survey - Youth - 0038GSOP



### Consumer Perceptions Survey - Family - 0038GSOP



**BVHP Third Street Children (38516)**

**Reporting Unit: 38516**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Youth</b>	<b>Family</b>	<b>Youth/Family Overall</b>
Refused	2	5	7
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	0	0
<b>Total Surveyed</b>	<b>2</b>	<b>5</b>	<b>7</b>

No completed surveys

**CASARC Outpatient Svc (38C51)**

**Reporting Unit: 38C51**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Youth</b>	<b>Family</b>	<b>Youth/Family Overall</b>
Refused	3	2	5
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	0	0
<b>Total Surveyed</b>	<b>3</b>	<b>2</b>	<b>5</b>

No completed surveys

## CCDC Child Dev Center (38746)

Reporting Unit: 38746

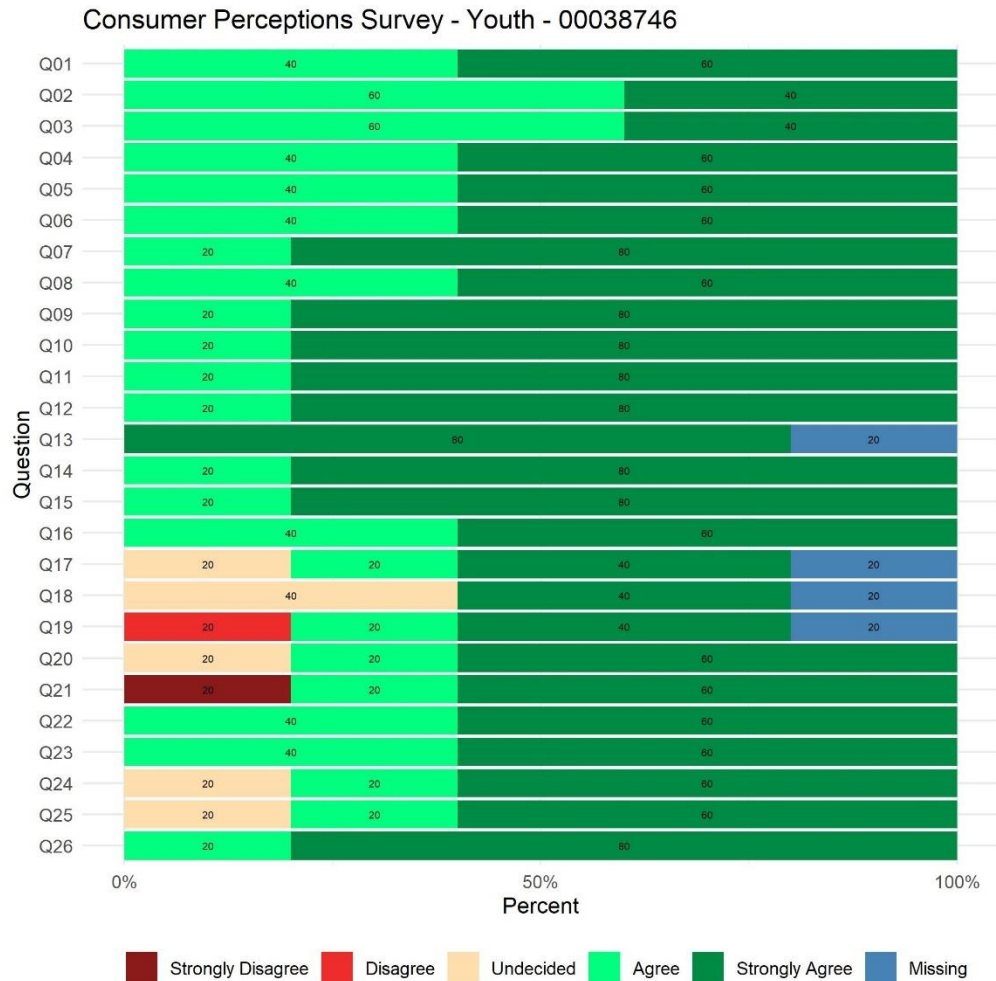
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 16%

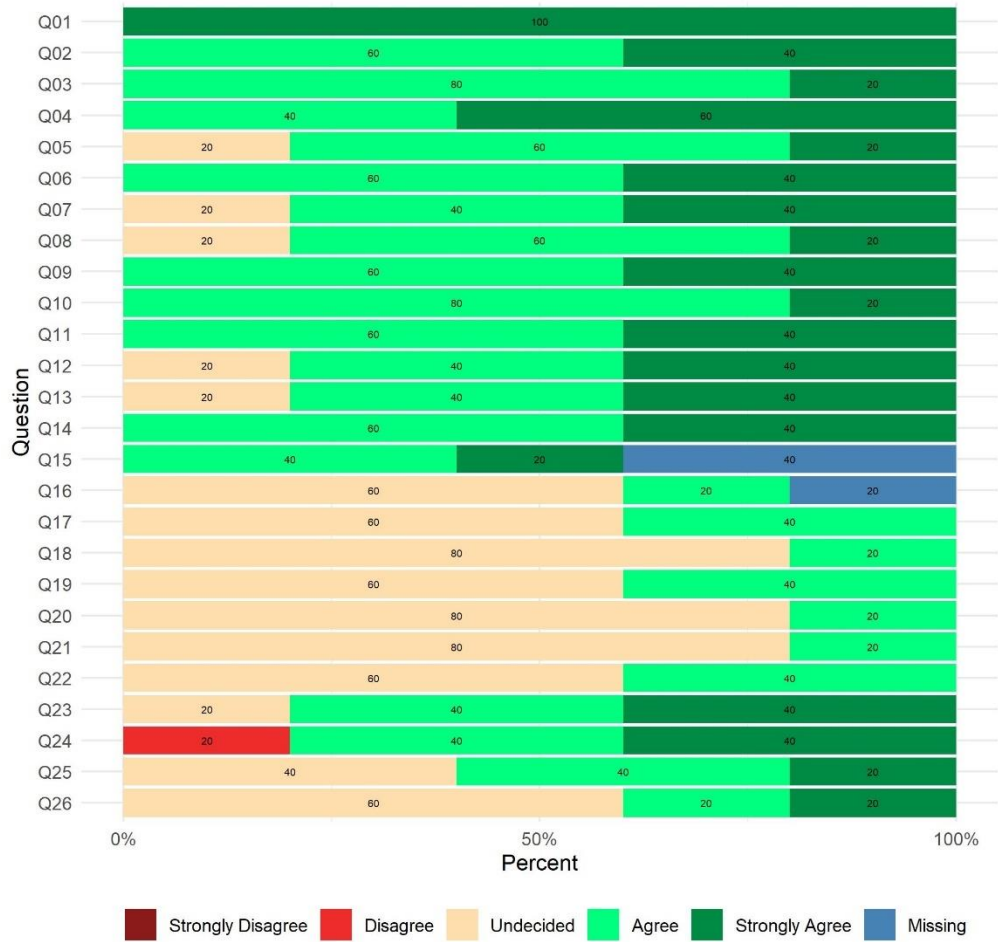
Overall Satisfaction Mean Score<sup>1</sup>: 4.69 (YSS) and 4.36 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	5	5	10
<b>Total Surveyed</b>	<b>5</b>	<b>5</b>	<b>10</b>



### Consumer Perceptions Survey - Family - 00038746



## CYC - IHBS/EPST (38CY4)

Reporting Unit: 38CY4

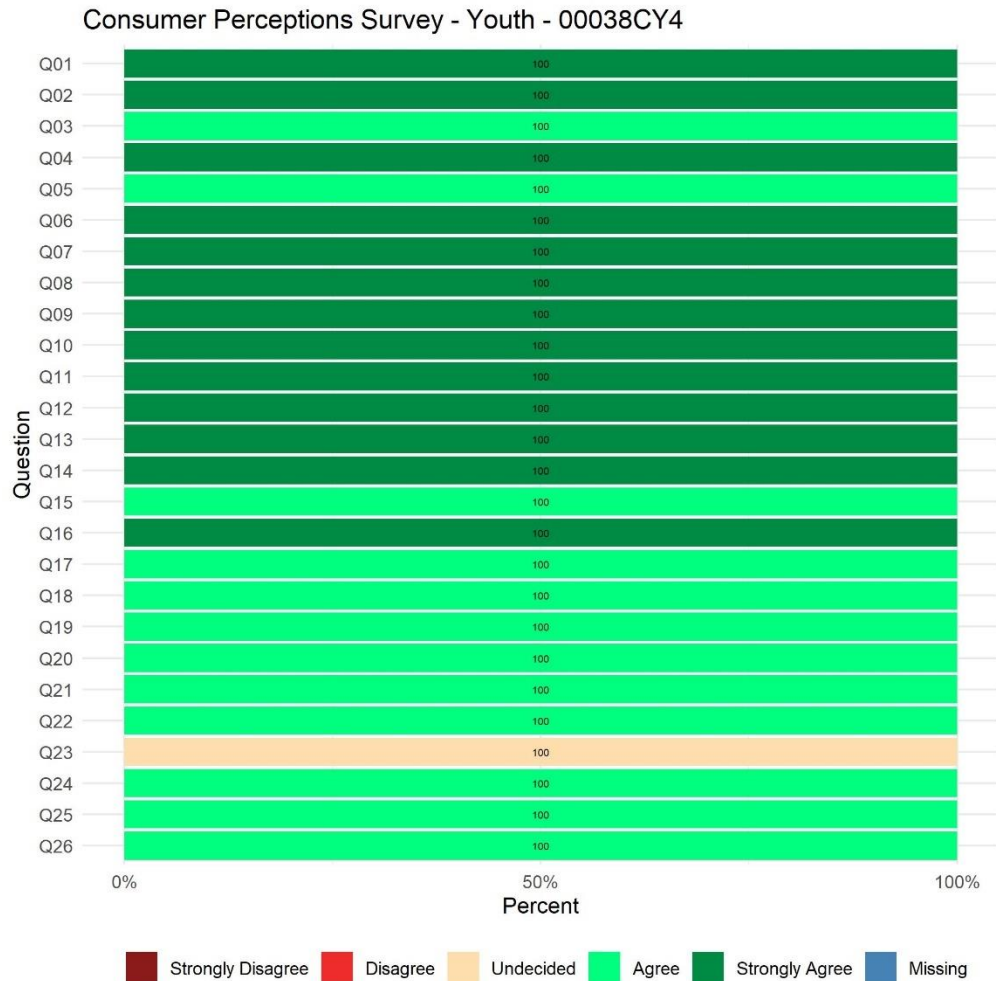
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 11%

Overall Satisfaction Mean Score<sup>1</sup>: 4.79 (YSS) and N/A (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	0	1
<b>Total Surveyed</b>	<b>1</b>	<b>0</b>	<b>1</b>



## Dignity Health McAuley OP (38CMOP)

Reporting Unit: 38CMOP

Overall Satisfaction Rate<sup>1</sup>: 100%

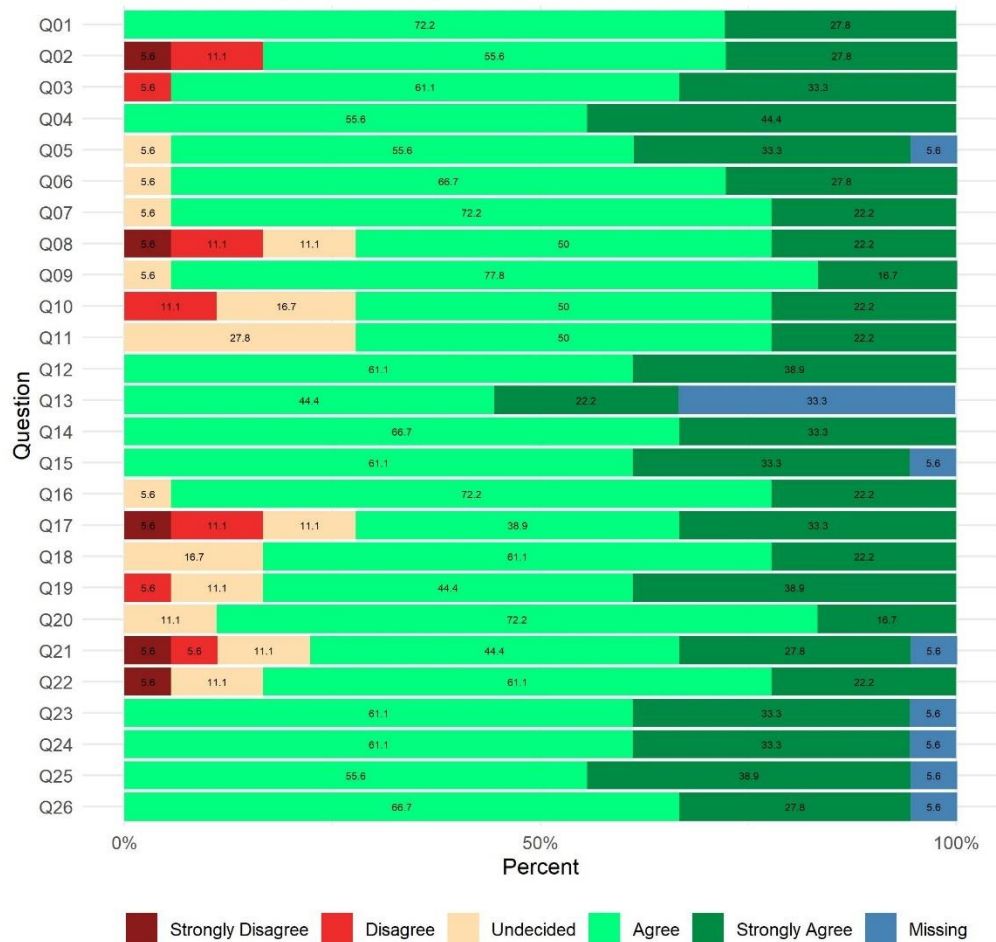
Return Rate<sup>2</sup>: 250%

Overall Satisfaction Mean Score<sup>1</sup>: 4.20 (YSS) and 4.55 (YSS-F)

### Survey Compliance

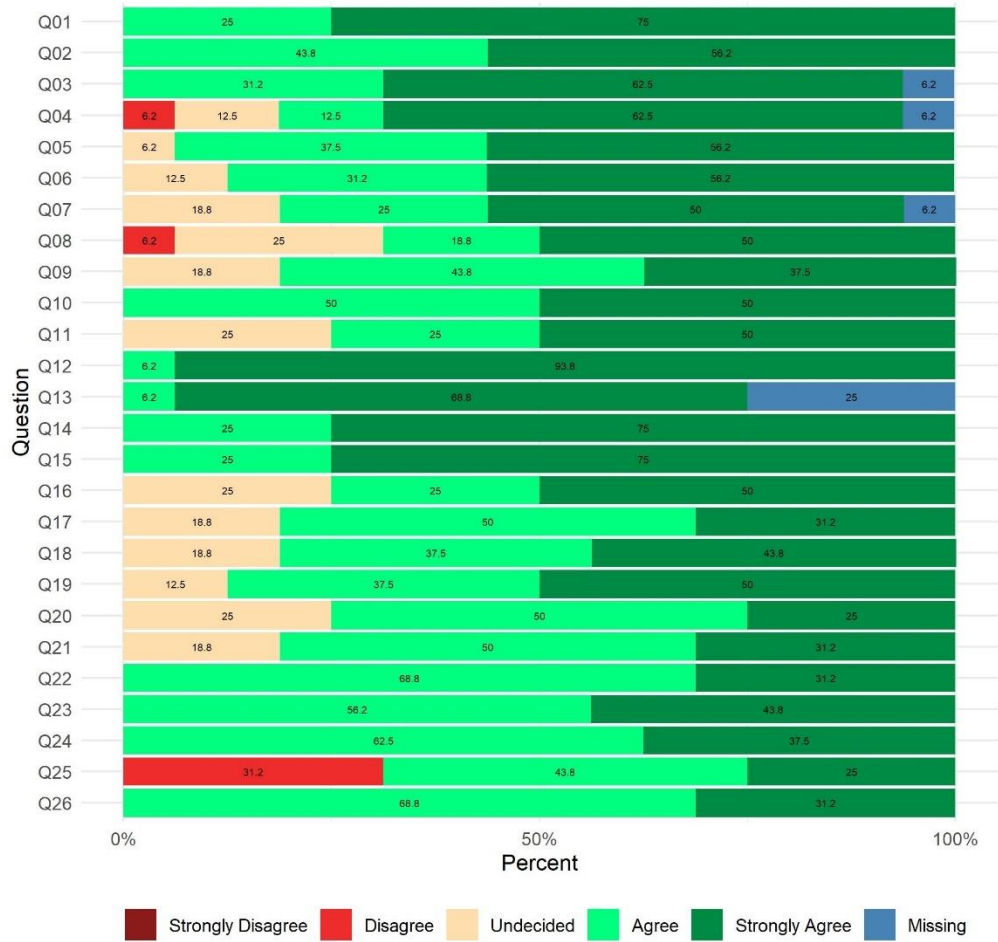
Completion Status	Youth	Family	Youth/Family Overall
Refused	2	5	7
Impaired	4	0	4
Language	0	0	0
Other	0	0	0
Completed	18	16	34
<b>Total Surveyed</b>	<b>24</b>	<b>21</b>	<b>45</b>

### Consumer Perceptions Survey - Youth - 0038CMOP





### Consumer Perceptions Survey - Family - 0038CMOP



## Edgewood Children's Outpatient (8858OP)

Reporting Unit: 8858OP

Overall Satisfaction Rate<sup>1</sup>: N/A

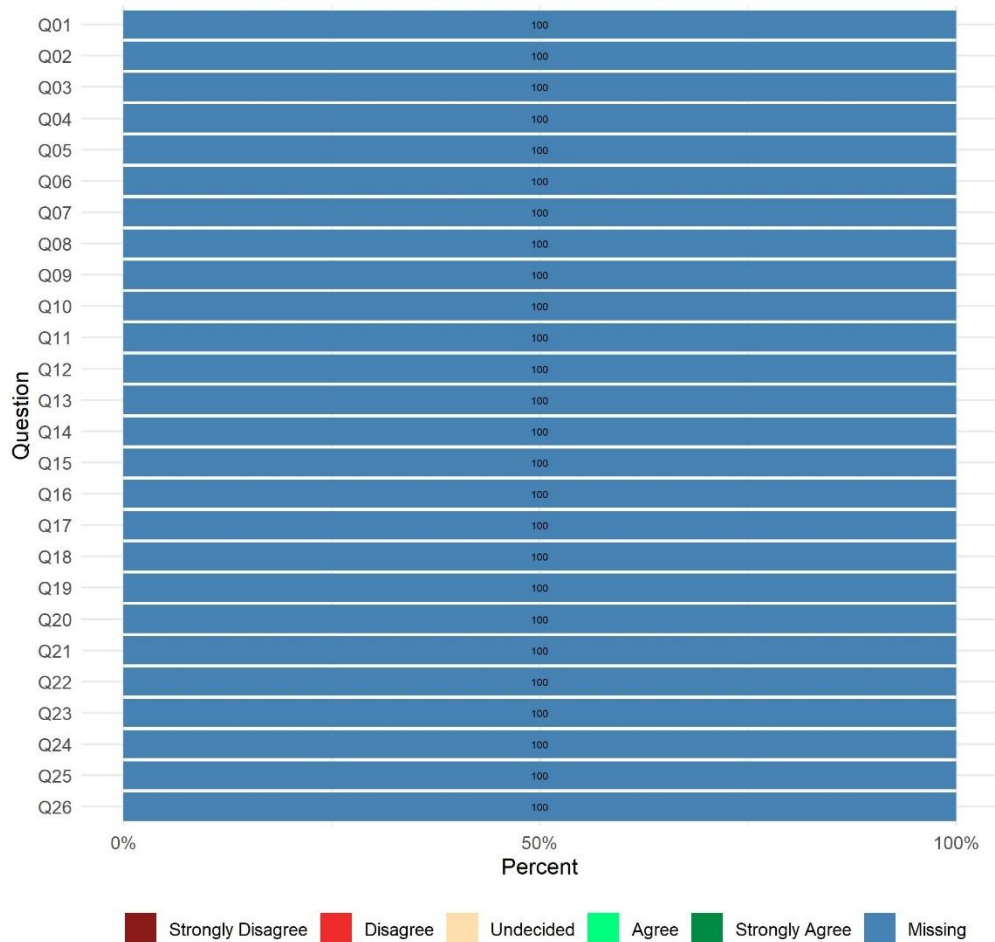
Return Rate<sup>2</sup>: 10%

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and N/A (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	0	1
<b>Total Surveyed</b>	<b>1</b>	<b>0</b>	<b>1</b>

Consumer Perceptions Survey - Youth - 008858op



## Edgewood EPSDT School -Based (885814)

Reporting Unit: 885814

Overall Satisfaction Rate<sup>1</sup>: 67%

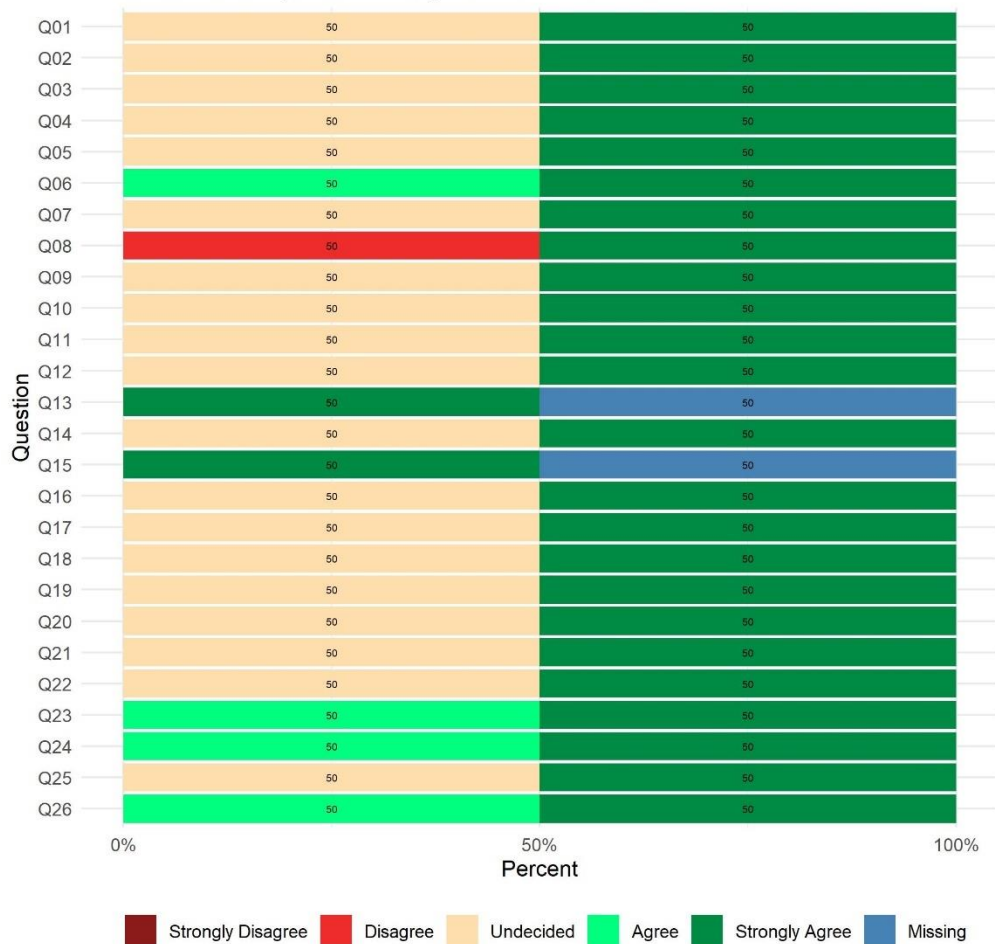
Return Rate<sup>2</sup>: 12%

Overall Satisfaction Mean Score<sup>1</sup>: 4.04 (YSS) and 3.77 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	1	0	1
Completed	2	1	3
<b>Total Surveyed</b>	<b>3</b>	<b>1</b>	<b>4</b>

Consumer Perceptions Survey - Youth - 00885814



### Consumer Perceptions Survey - Family - 00885814



## Edgewood EPSDT TBS (885818)

Reporting Unit: 885818

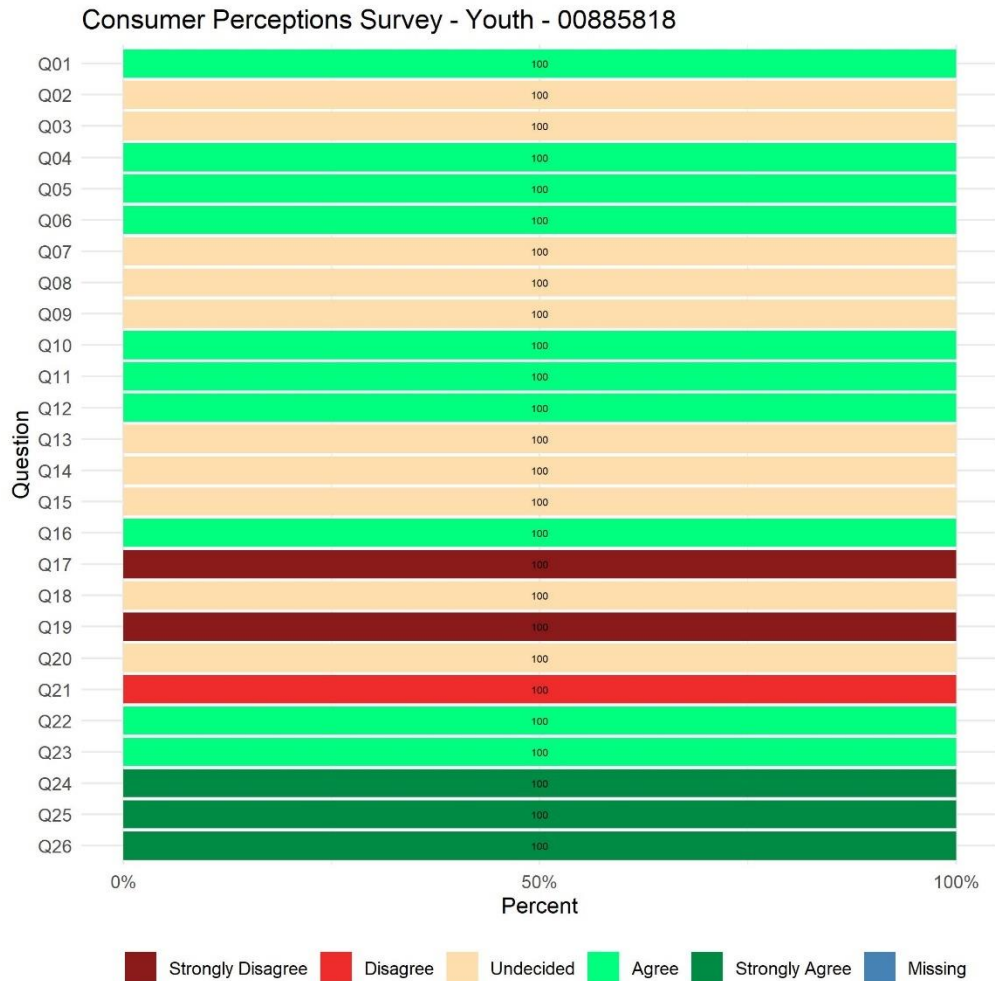
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 29%

Overall Satisfaction Mean Score<sup>1</sup>: 3.50 (YSS) and N/A (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	2	2	4
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	0	1
<b>Total Surveyed</b>	<b>3</b>	<b>2</b>	<b>5</b>



## EDGEWOOD RESIDENTIAL MHS (88584)

Reporting Unit: 88584

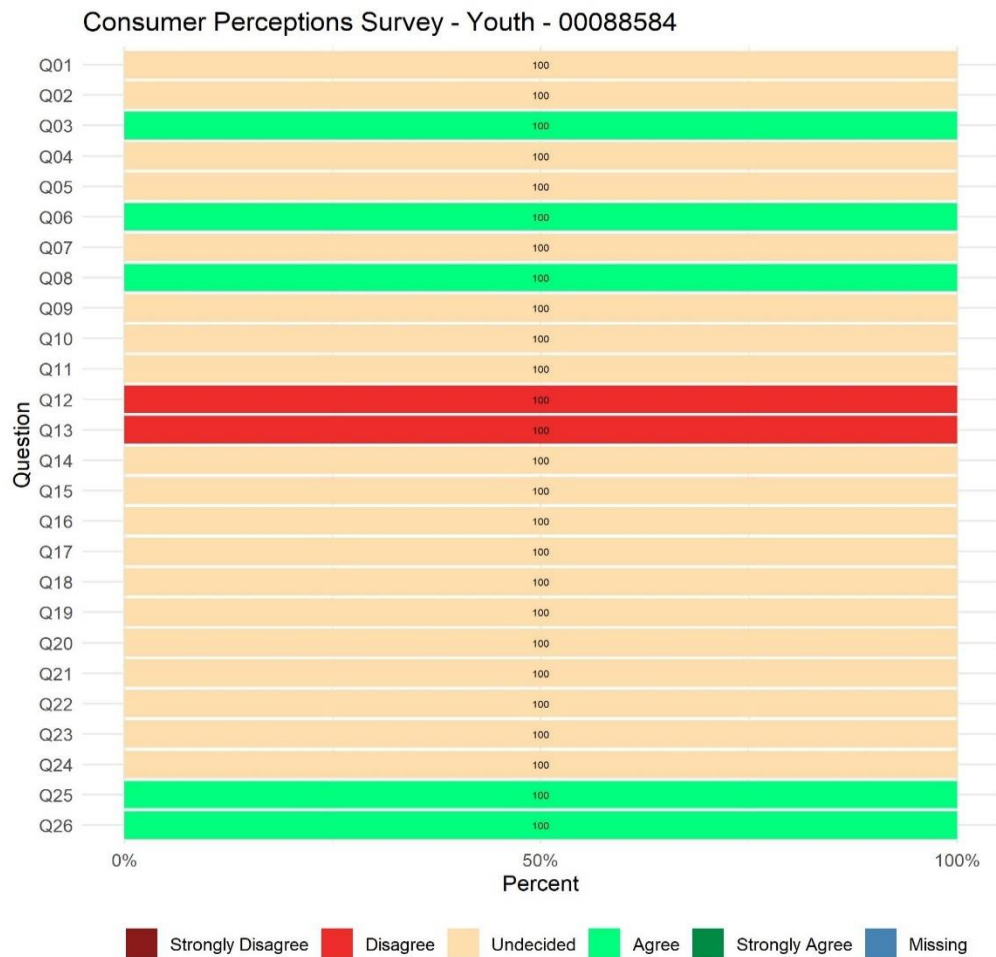
Overall Satisfaction Rate<sup>1</sup>: 0%

Return Rate<sup>2</sup>: 20%

Overall Satisfaction Mean Score<sup>1</sup>: 3.00 (YSS) and N/A (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	0	1
<b>Total Surveyed</b>	<b>1</b>	<b>0</b>	<b>1</b>



## Edgewood Wrap (SB163) (885819)

Reporting Unit: 885819

Overall Satisfaction Rate<sup>1</sup>: 100%

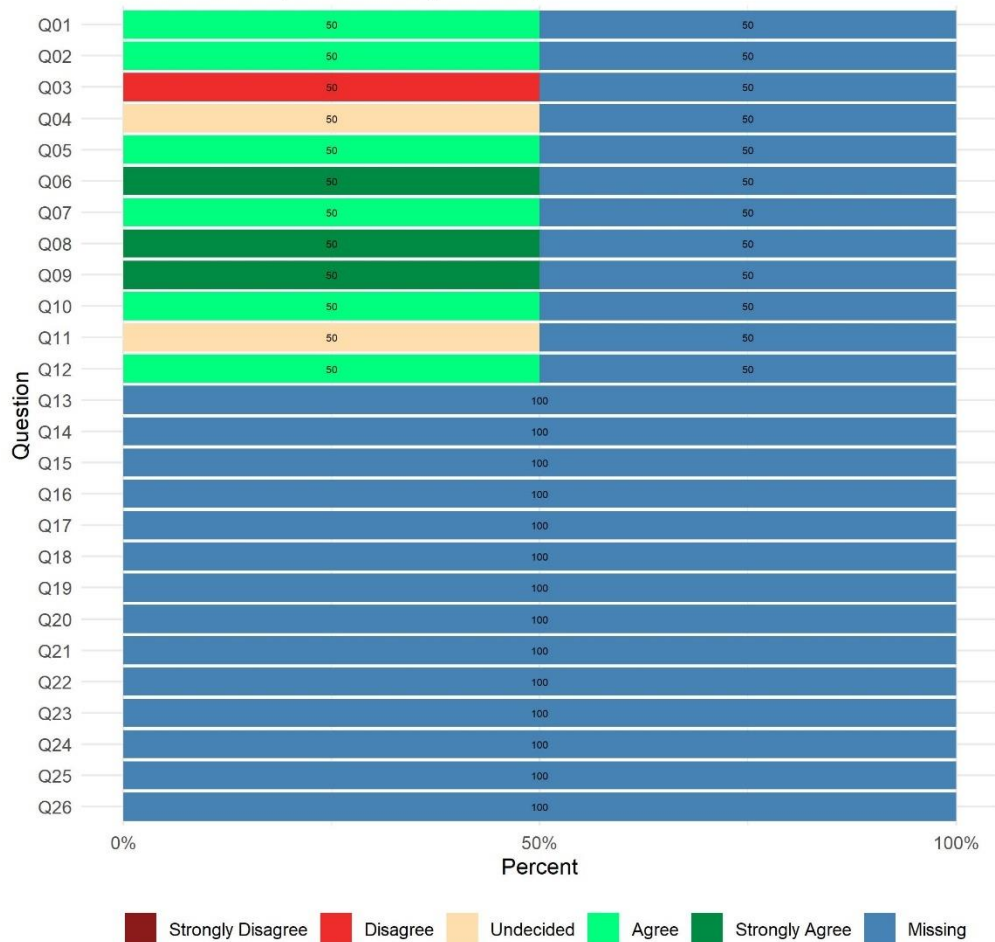
Return Rate<sup>2</sup>: 15%

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and 3.82 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	2	2
<b>Total Surveyed</b>	<b>0</b>	<b>2</b>	<b>2</b>

Consumer Perceptions Survey - Family - 00885819



## EPSDT - Mental Health Service OP (38CY3)

Reporting Unit: 38CY3

Overall Satisfaction Rate<sup>1</sup>: 96%

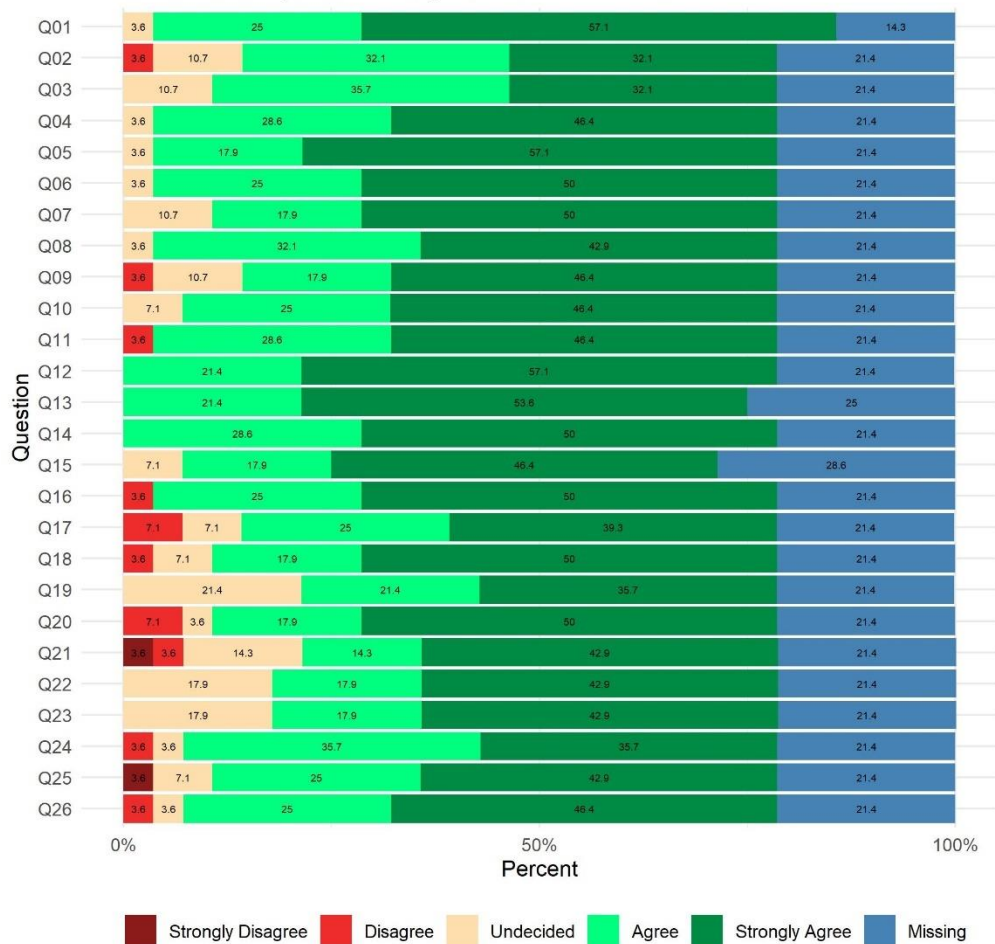
Return Rate<sup>2</sup>: 116%

Overall Satisfaction Mean Score<sup>1</sup>: 4.55 (YSS) and N/A (YSS-F)

### Survey Compliance

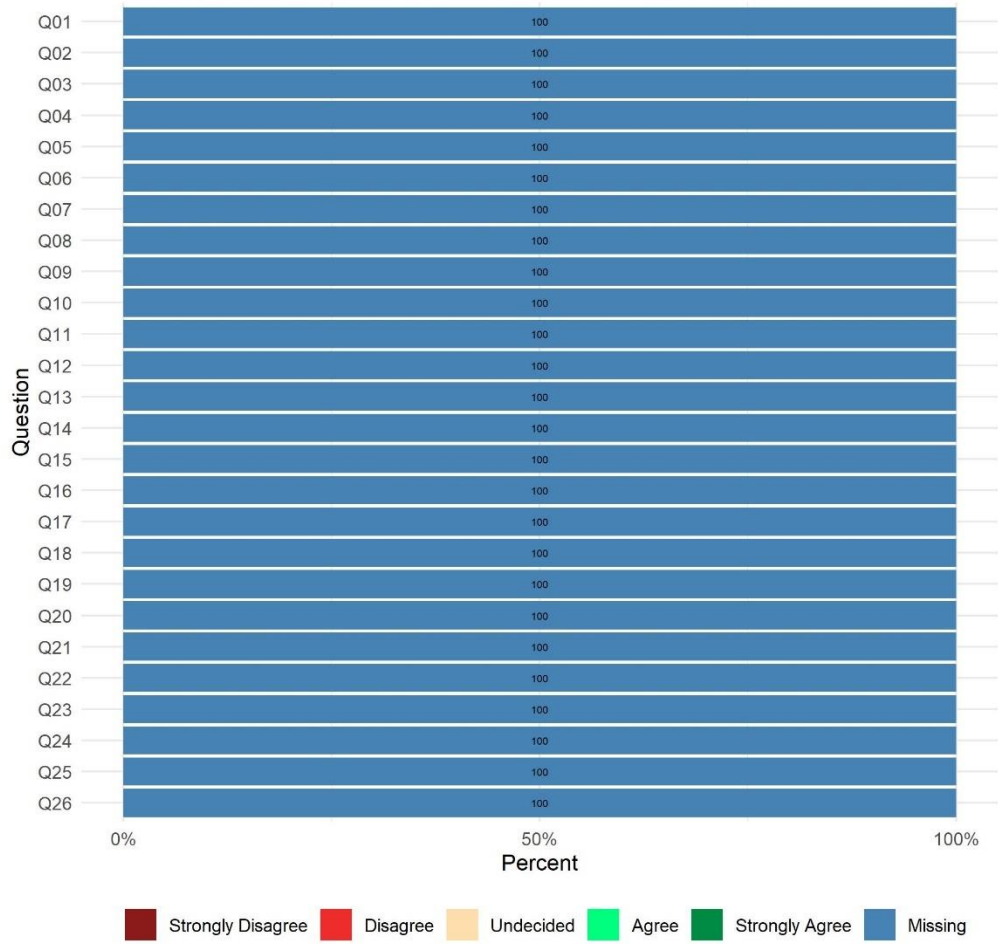
Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	28	1	29
<b>Total Surveyed</b>	<b>28</b>	<b>1</b>	<b>29</b>

Consumer Perceptions Survey - Youth - 00038CY3





### Consumer Perceptions Survey - Family - 00038CY3



## FCMH Outpatient (89973)

Reporting Unit: 89973

Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 25%

Overall Satisfaction Mean Score<sup>1</sup>: 3.93 (YSS) and 4.62 (YSS-F)

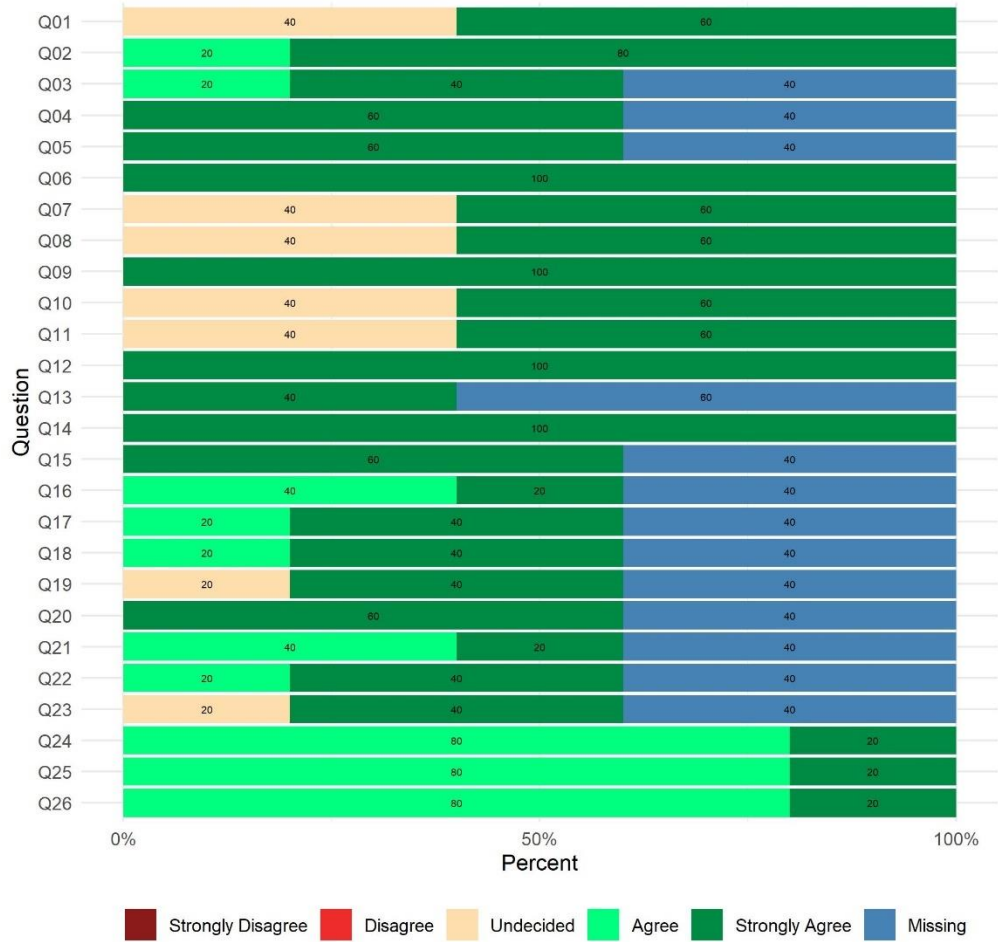
### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	3	0	3
Impaired	0	0	0
Language	0	0	0
Other	2	0	2
Completed	1	5	6
<b>Total Surveyed</b>	<b>6</b>	<b>5</b>	<b>11</b>

Consumer Perceptions Survey - Youth - 00089973



### Consumer Perceptions Survey - Family - 00089973



**FMP BV (8957OP)**  
**Reporting Unit: 8957OP**

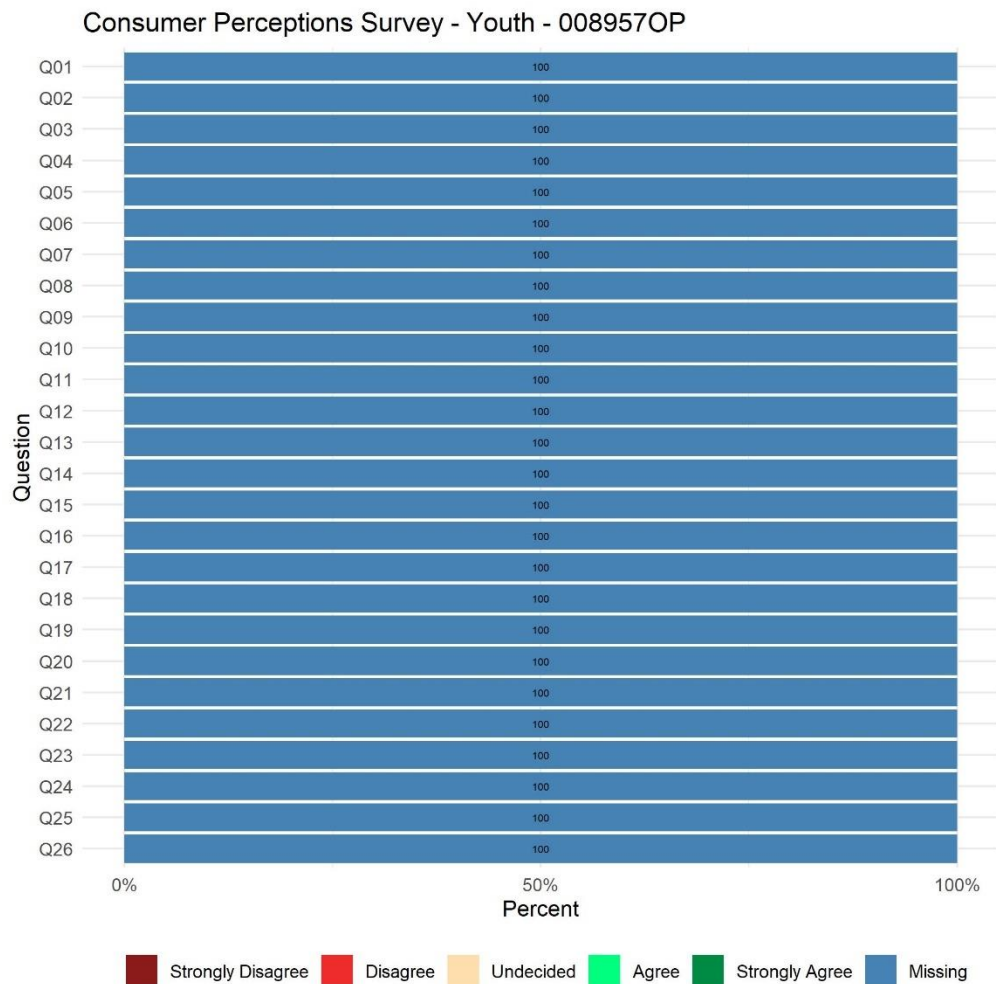
Overall Satisfaction Rate<sup>1</sup>: N/A

Return Rate<sup>2</sup>: 4%

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and N/A (YSS-F)

**Survey Compliance**

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	0	1
<b>Total Surveyed</b>	<b>1</b>	<b>0</b>	<b>1</b>



## FSA Full Circle Family (38LH01)

Reporting Unit: 38LH01

Overall Satisfaction Rate<sup>1</sup>: 100%

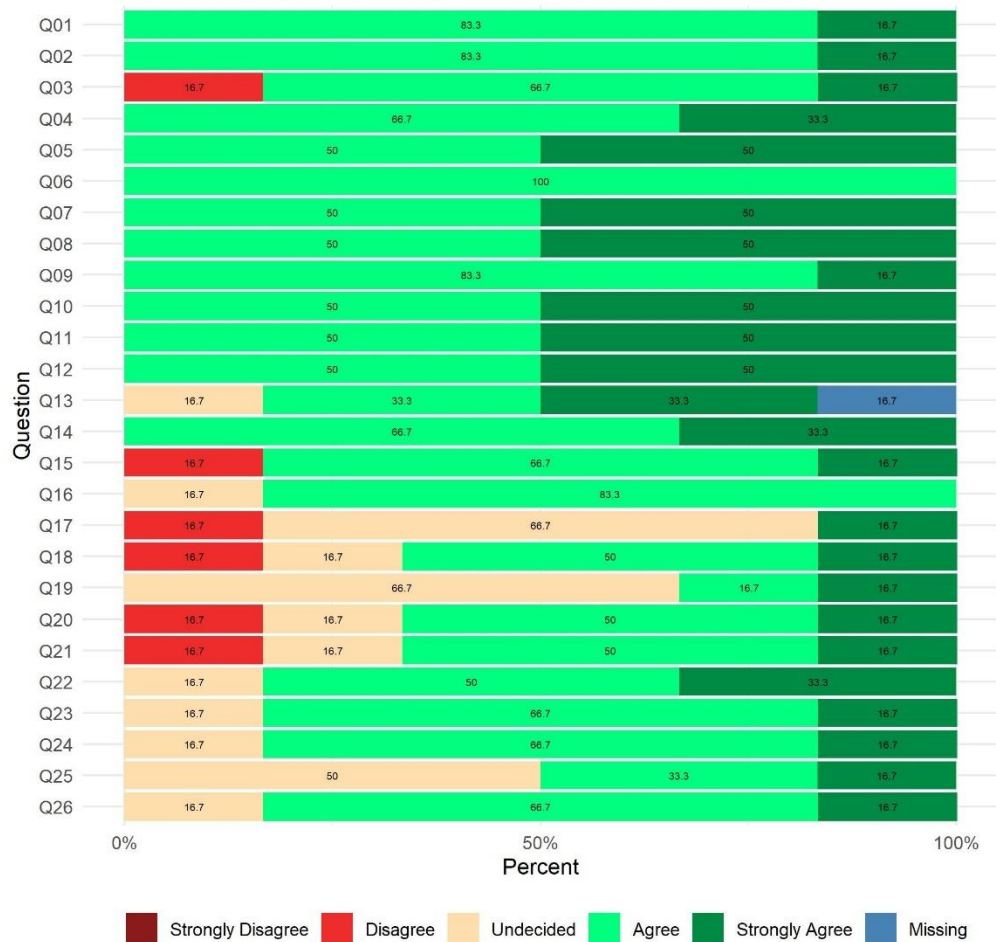
Return Rate<sup>2</sup>: 86%

Overall Satisfaction Mean Score<sup>1</sup>: 4.25 (YSS) and 4.70 (YSS-F)

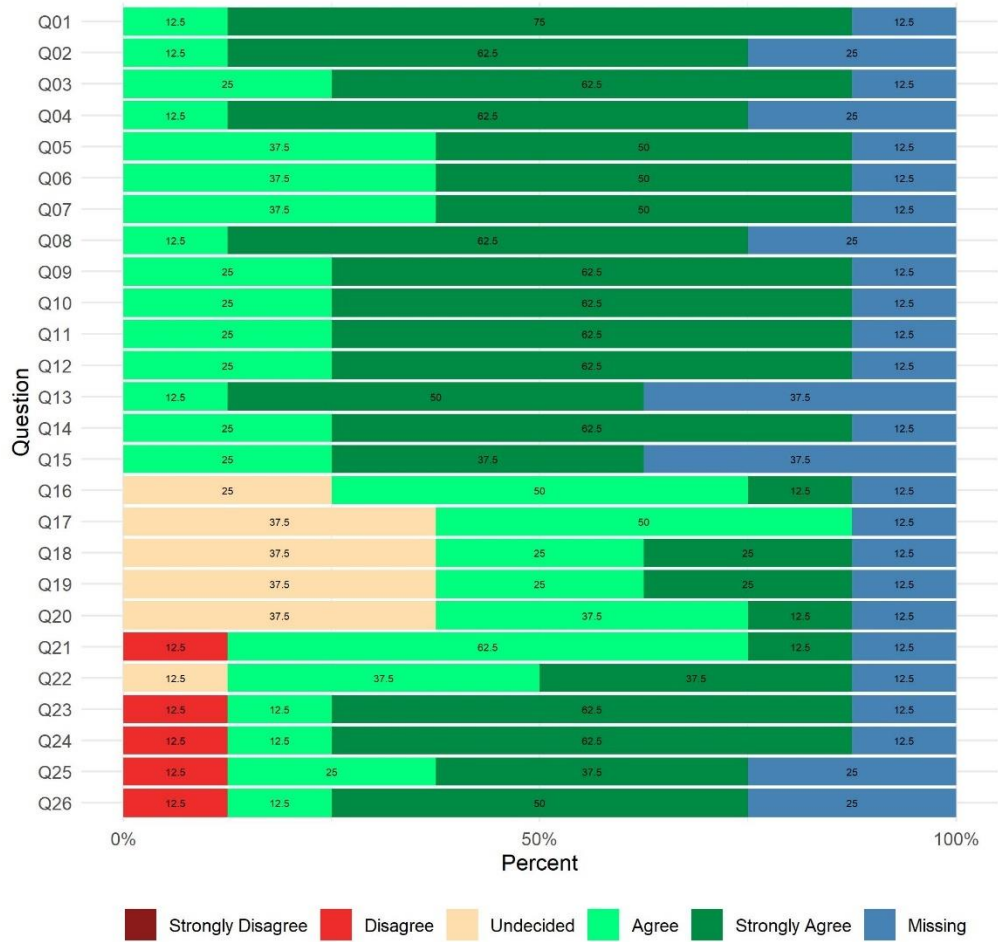
### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	3	7	10
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	6	8	14
<b>Total Surveyed</b>	<b>9</b>	<b>15</b>	<b>24</b>

Consumer Perceptions Survey - Youth - 0038LH01



### Consumer Perceptions Survey - Family - 0038LH01





## Homeless Child Netwk EPSDT (38AS3)

Reporting Unit: 38AS3

Overall Satisfaction Rate<sup>1</sup>: 86%

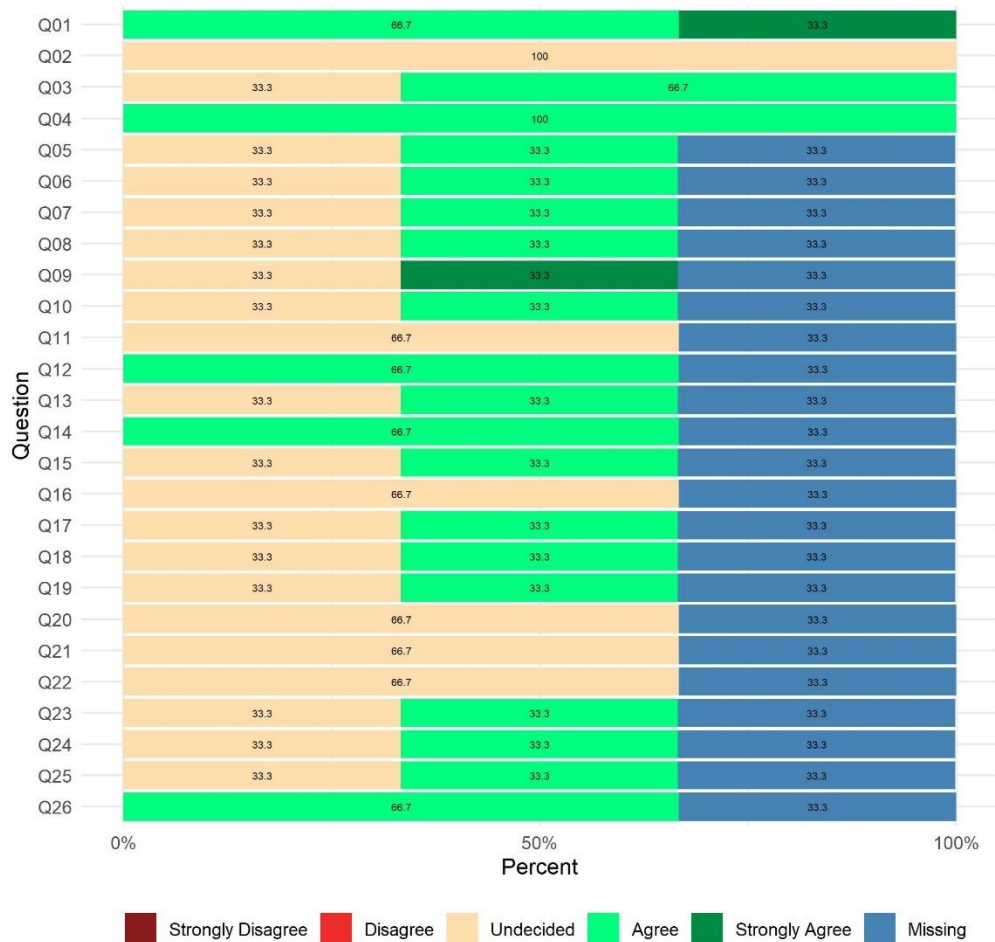
Return Rate<sup>2</sup>: 37%

Overall Satisfaction Mean Score<sup>1</sup>: 3.68 (YSS) and 4.29 (YSS-F)

### Survey Compliance

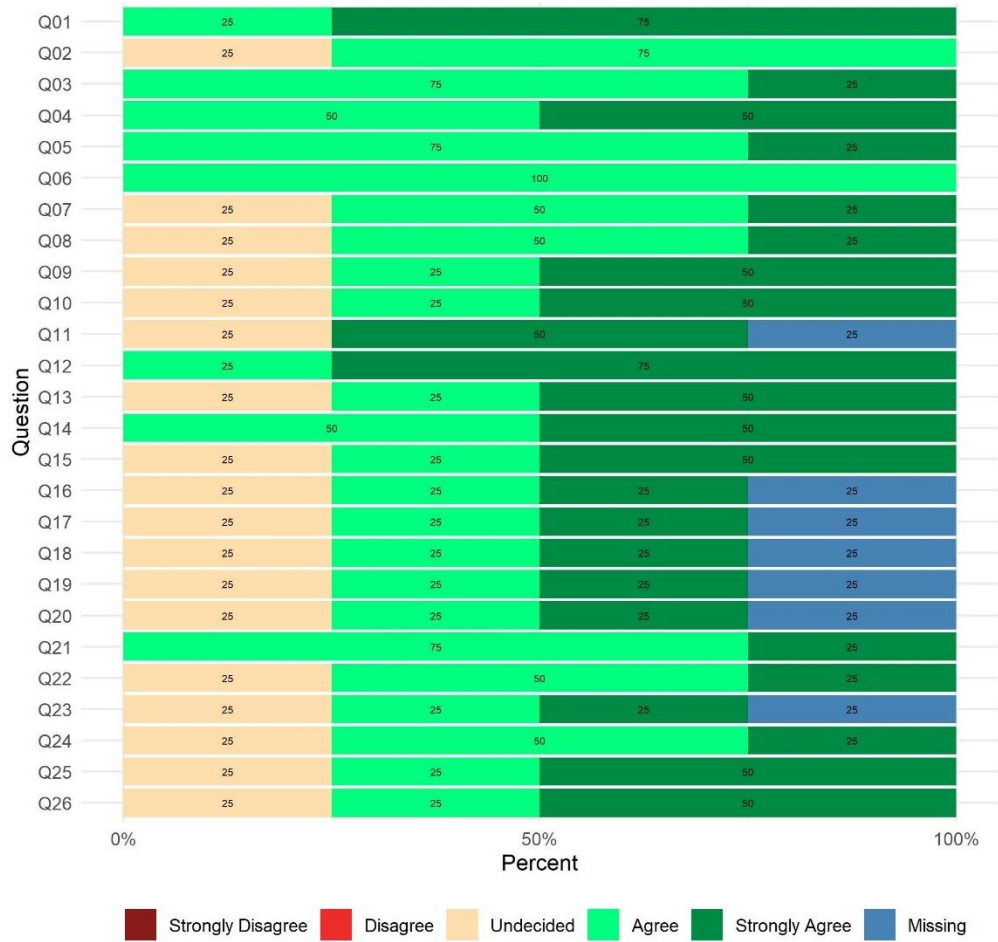
Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	3	4	7
<b>Total Surveyed</b>	<b>3</b>	<b>4</b>	<b>7</b>

### Consumer Perceptions Survey - Youth - 00038AS3





### Consumer Perceptions Survey - Family - 00038AS3



## Homeless Child Netwk EPSDT-LGBTQ (38AS6)

Reporting Unit: 38AS6

Overall Satisfaction Rate<sup>1</sup>: 100%

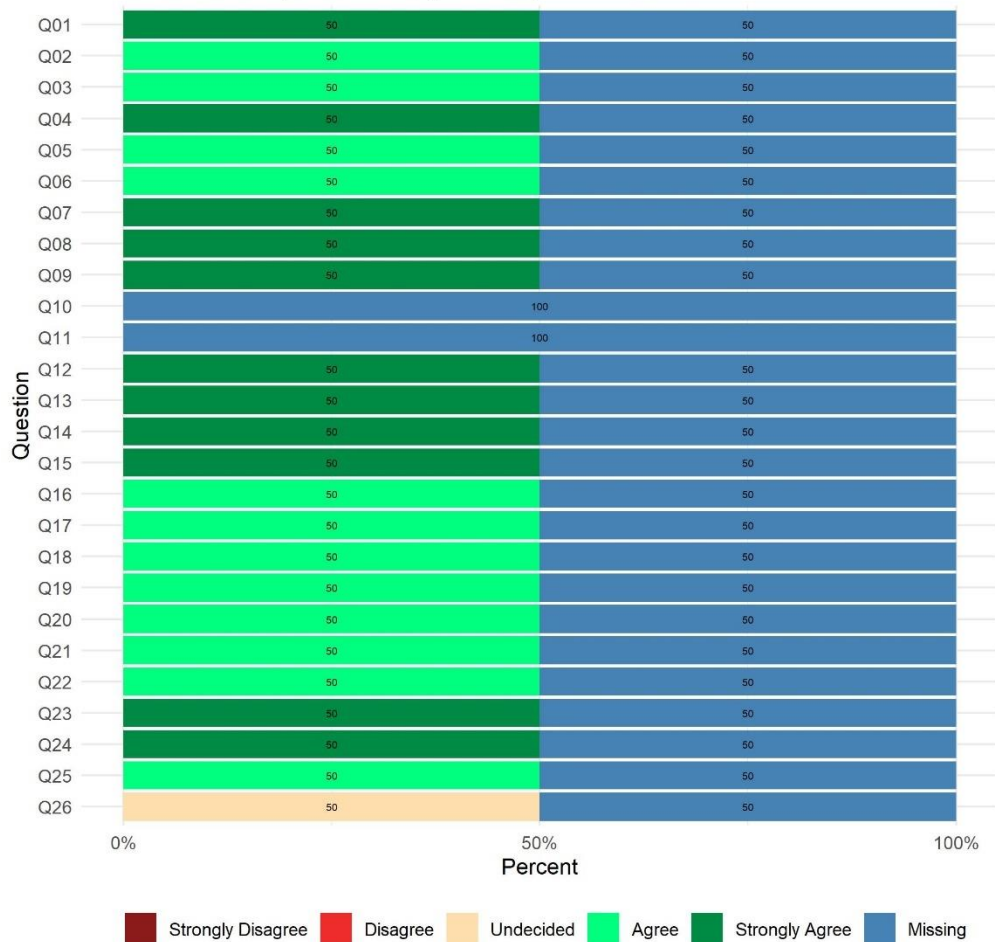
Return Rate<sup>2</sup>: 100%

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and 4.67 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	2	2
<b>Total Surveyed</b>	<b>0</b>	<b>2</b>	<b>2</b>

Consumer Perceptions Survey - Family - 00038AS6



## Homeless Child Netwk Riley EPSDT (38AS4)

Reporting Unit: 38AS4

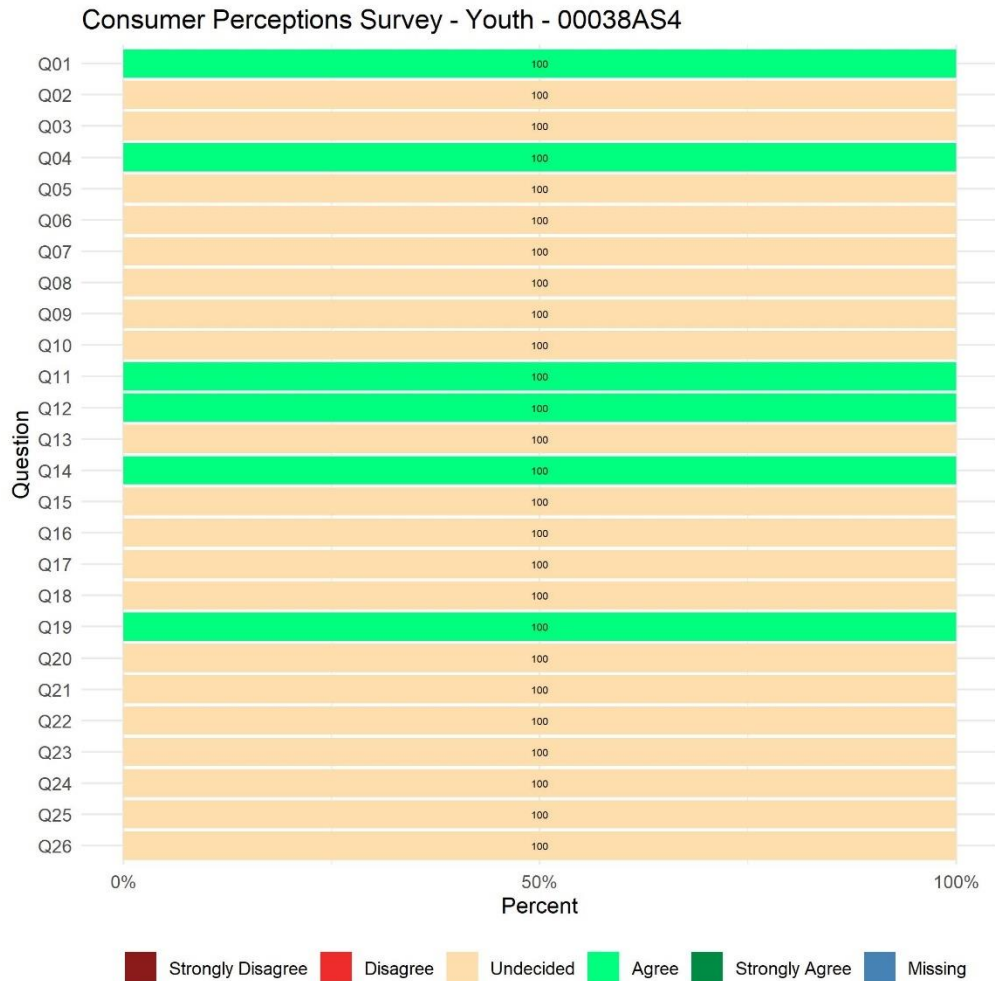
Overall Satisfaction Rate<sup>1</sup>: 33%

Return Rate<sup>2</sup>: 150%

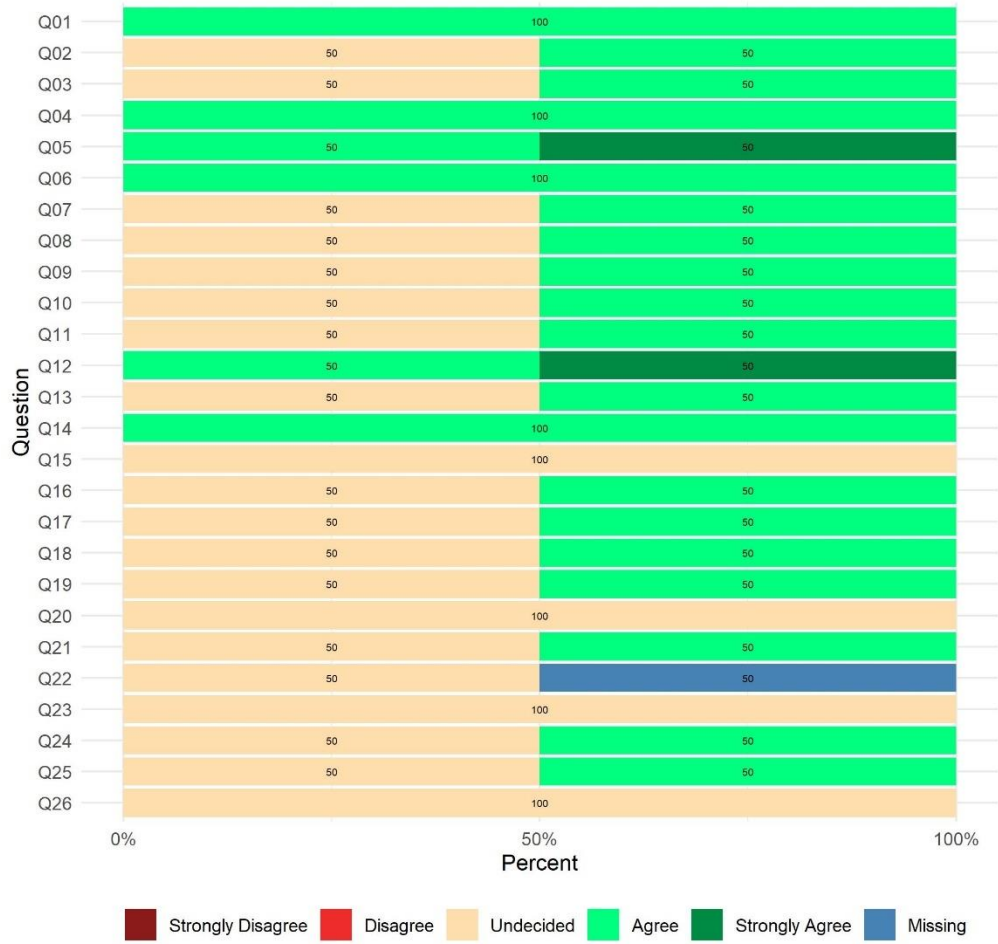
Overall Satisfaction Mean Score<sup>1</sup>: 3.36 (YSS) and 3.75 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	2	3
<b>Total Surveyed</b>	<b>1</b>	<b>2</b>	<b>3</b>



### Consumer Perceptions Survey - Family - 00038AS4



## Homeless Children's NW Ma'at (38ASMT)

Reporting Unit: 38ASMT

Overall Satisfaction Rate<sup>1</sup>: 100%

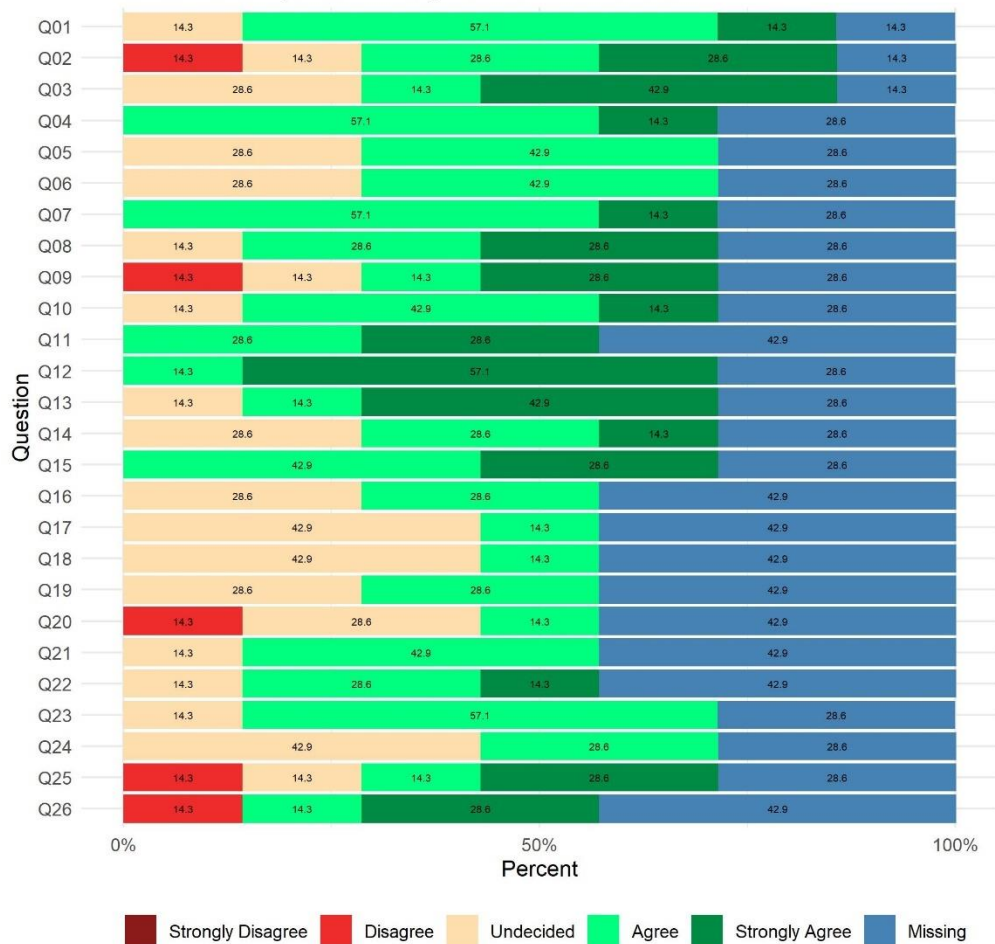
Return Rate<sup>2</sup>: 81%

Overall Satisfaction Mean Score<sup>1</sup>: 4.20 (YSS) and 4.52 (YSS-F)

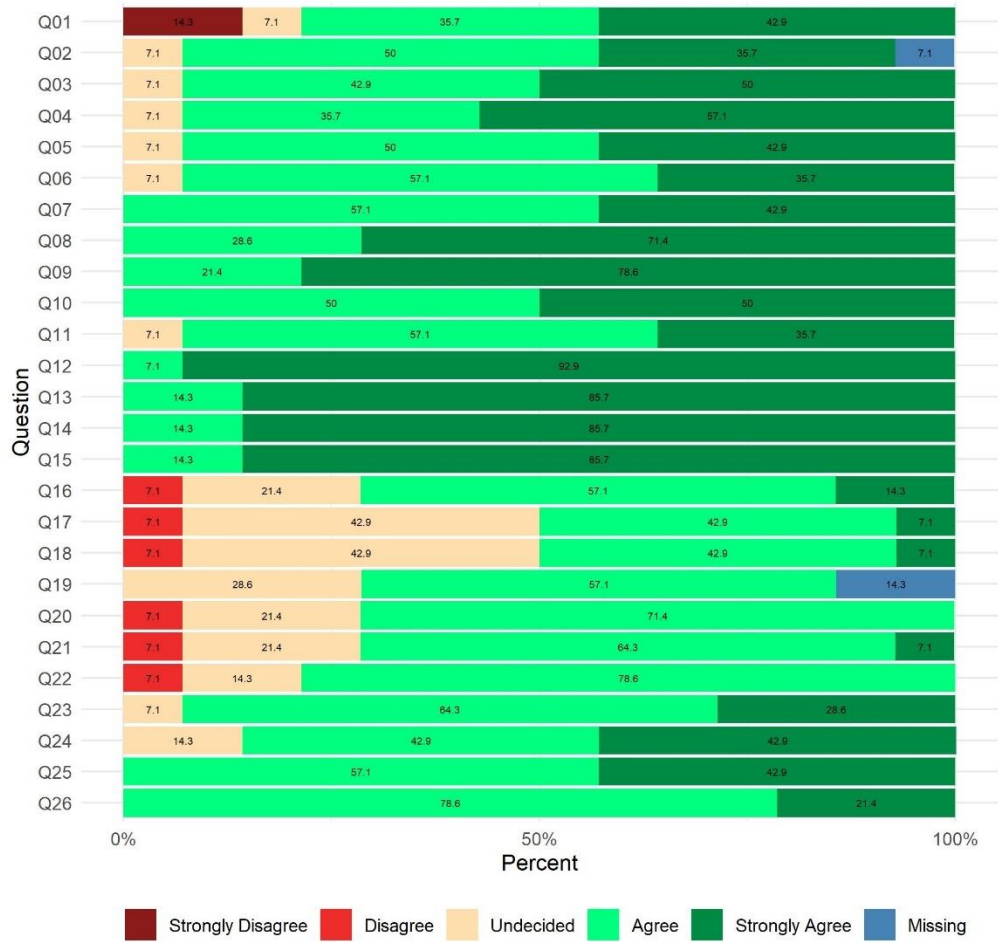
### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	6	6
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	7	14	21
<b>Total Surveyed</b>	<b>7</b>	<b>20</b>	<b>27</b>

### Consumer Perceptions Survey - Youth - 0038ASMT



### Consumer Perceptions Survey - Family - 0038ASMT



## Huckleberry Youth Prog Psychsoc (38BU3)

Reporting Unit: 38BU3

Overall Satisfaction Rate<sup>1</sup>: 88%

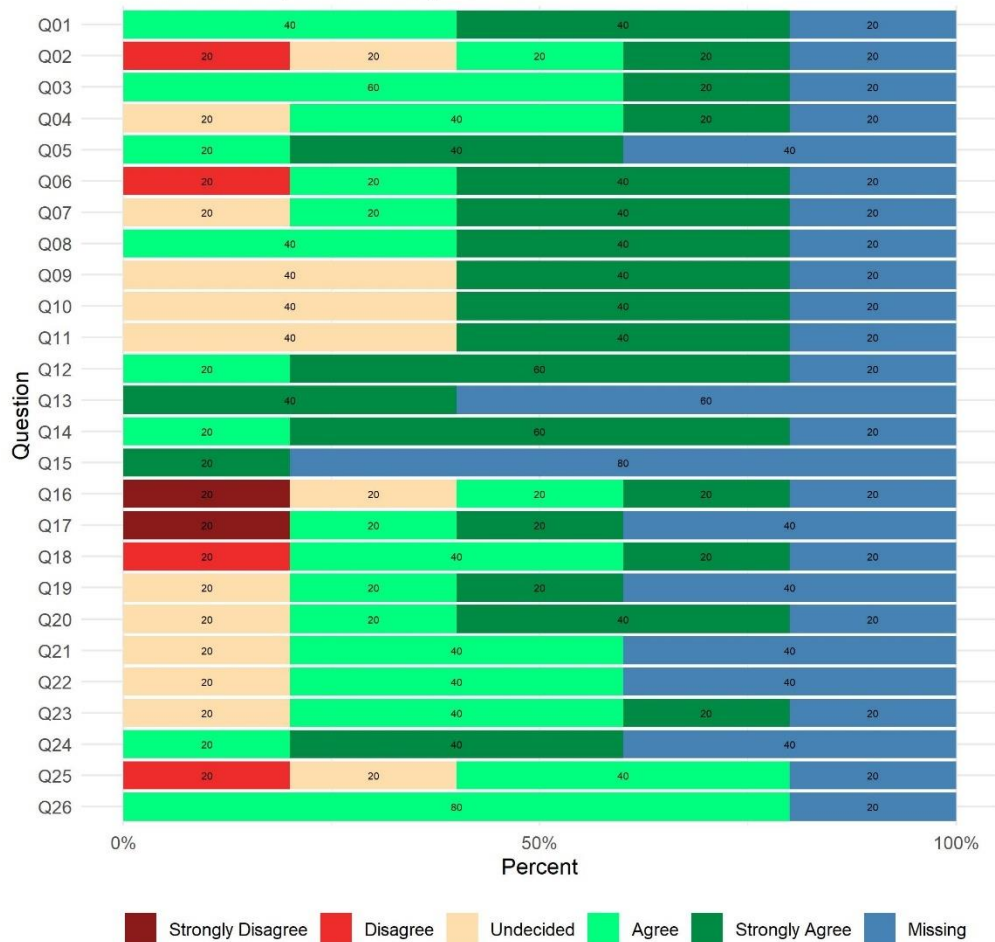
Return Rate<sup>2</sup>: 60%

Overall Satisfaction Mean Score<sup>1</sup>: 4.21 (YSS) and 4.49 (YSS-F)

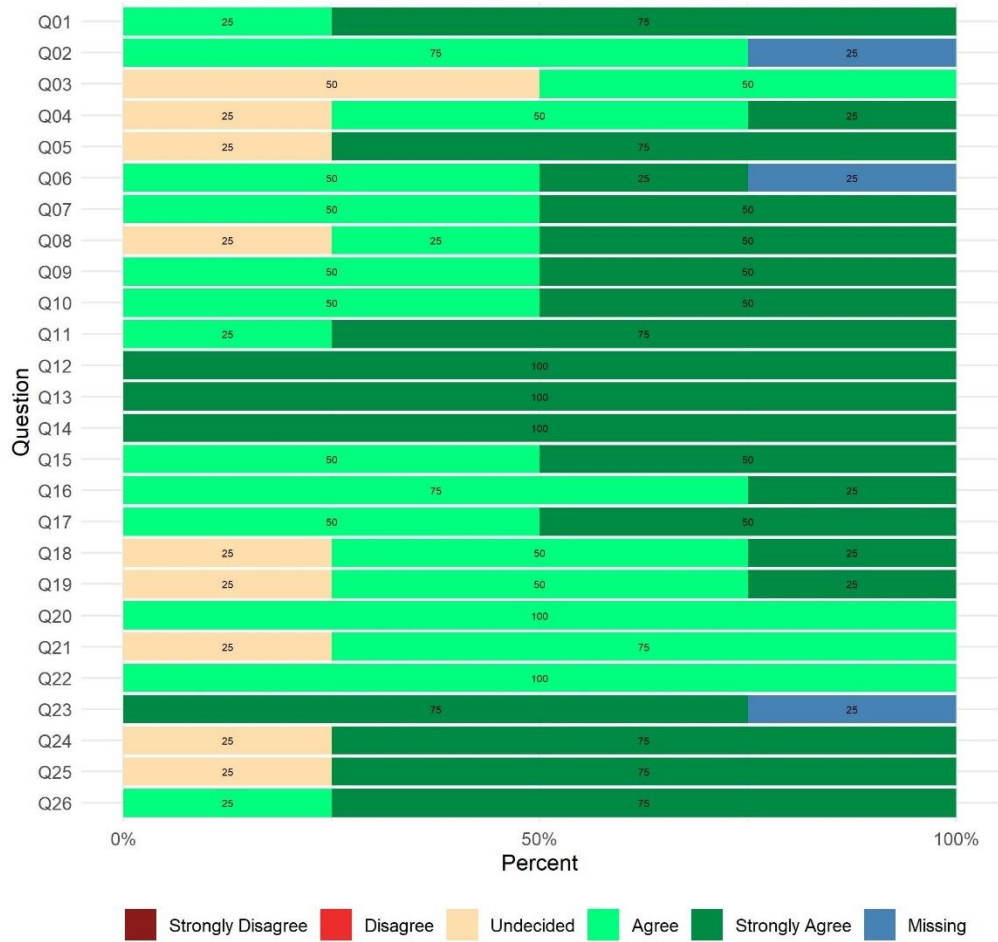
### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	5	4	9
<b>Total Surveyed</b>	<b>5</b>	<b>4</b>	<b>9</b>

Consumer Perceptions Survey - Youth - 00038BU3



### Consumer Perceptions Survey - Family - 00038BU3





## Infant Parent Prg-IPP SED/psyc (38C84)

Reporting Unit: 38C84

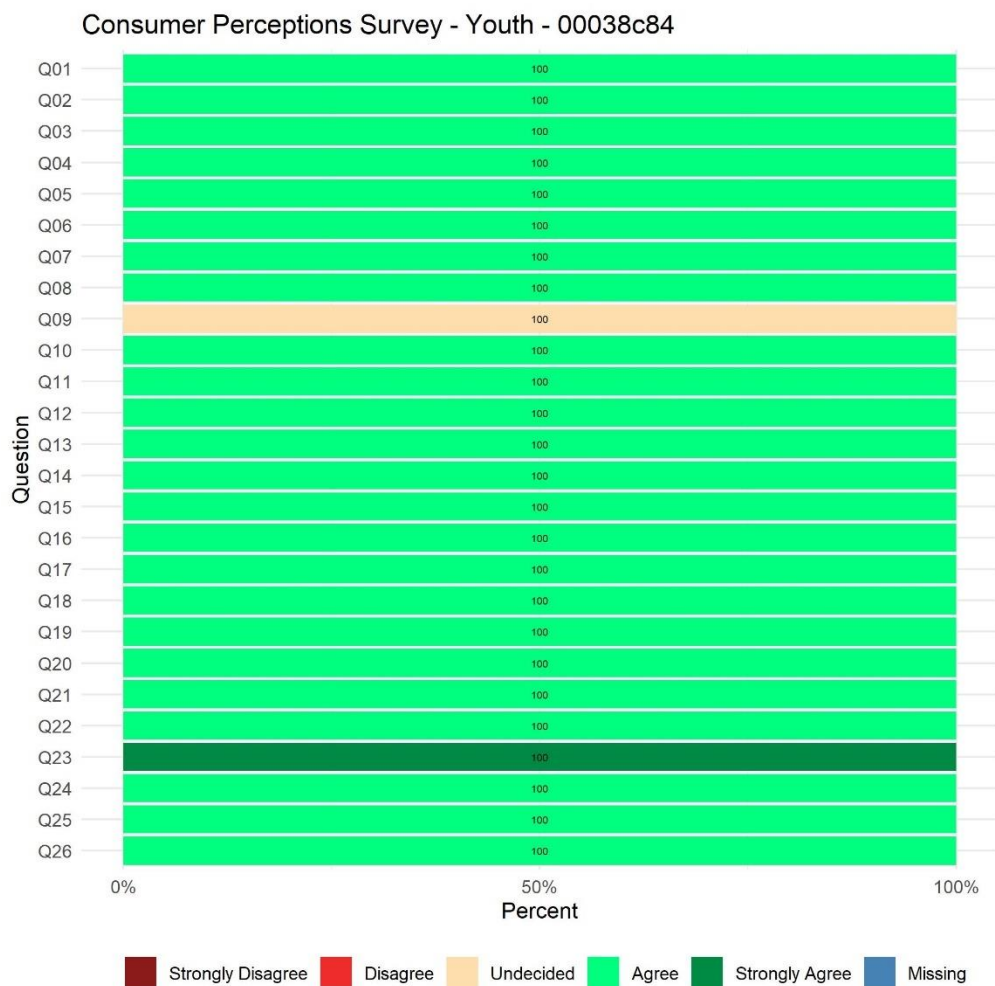
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 100%

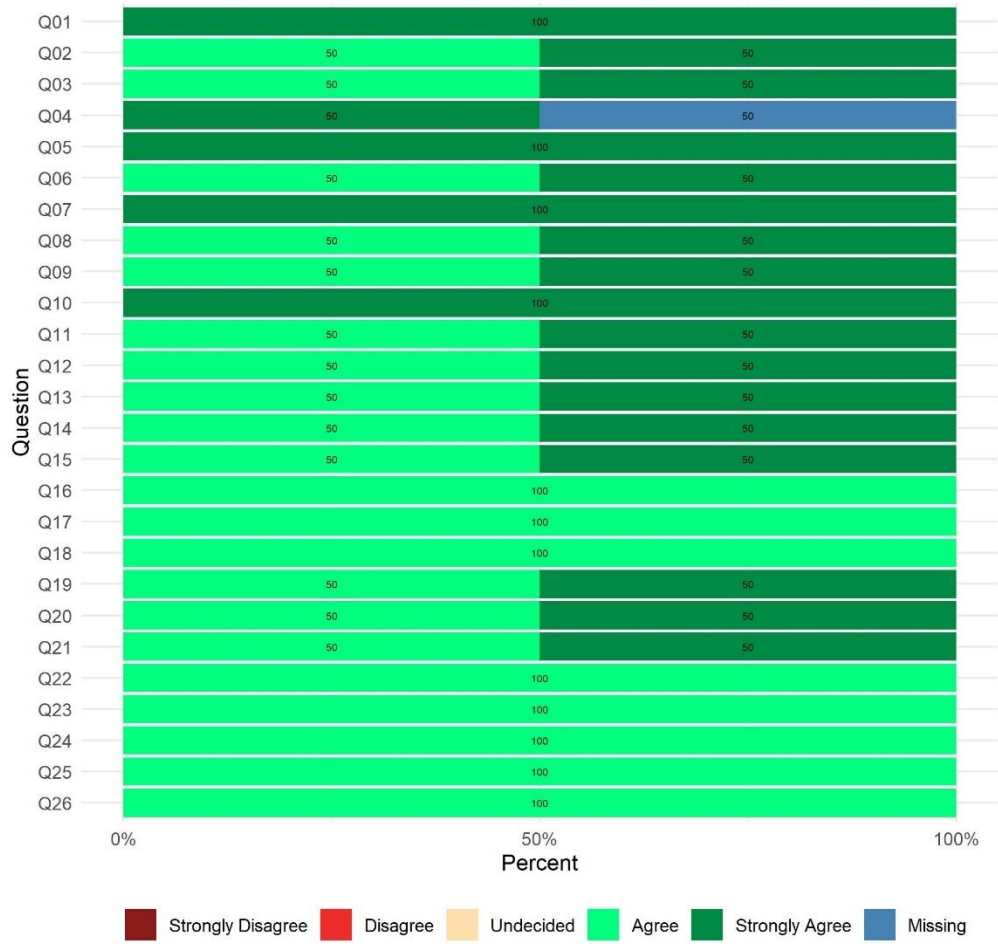
Overall Satisfaction Mean Score<sup>1</sup>: 3.93 (YSS) and 4.66 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	2	3
<b>Total Surveyed</b>	<b>1</b>	<b>2</b>	<b>3</b>



Consumer Perceptions Survey - Family - 00038C84



## Instituto (IFR) Spark FSP (3818FSP)

Reporting Unit: 3818FSP

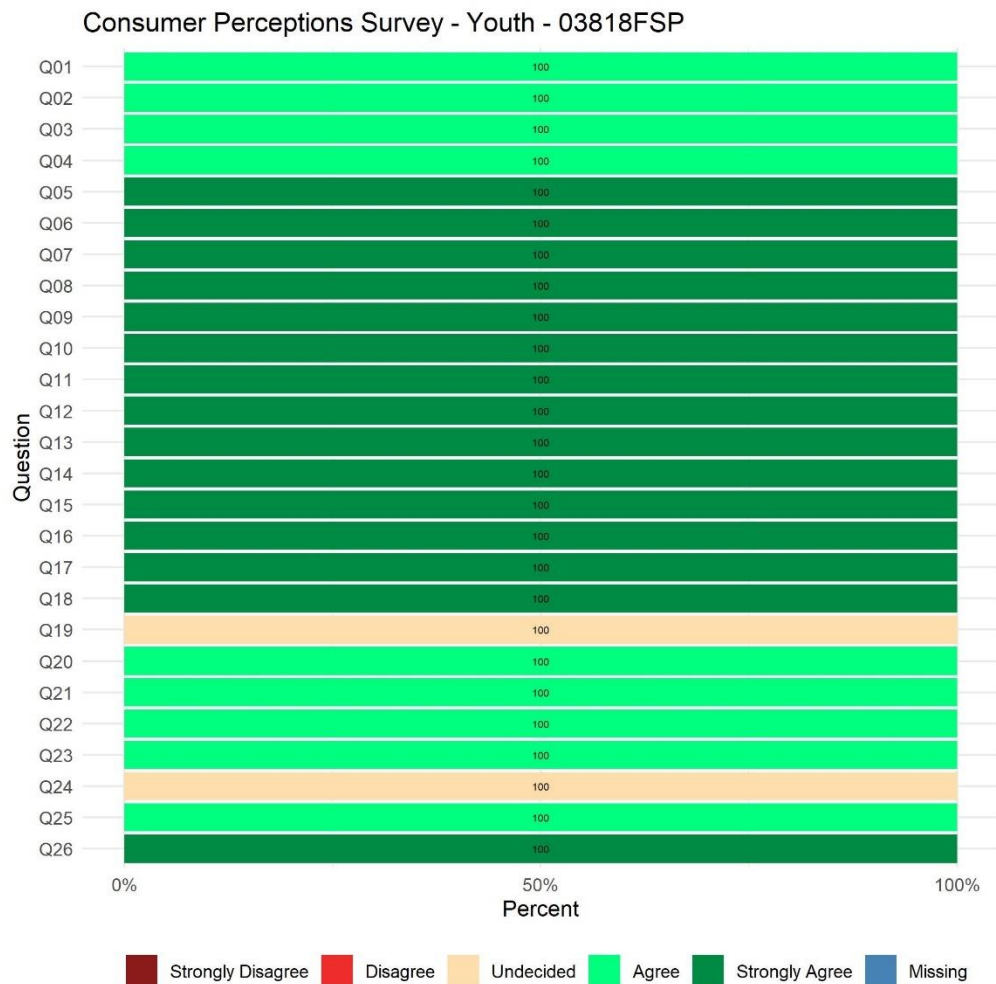
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 180%

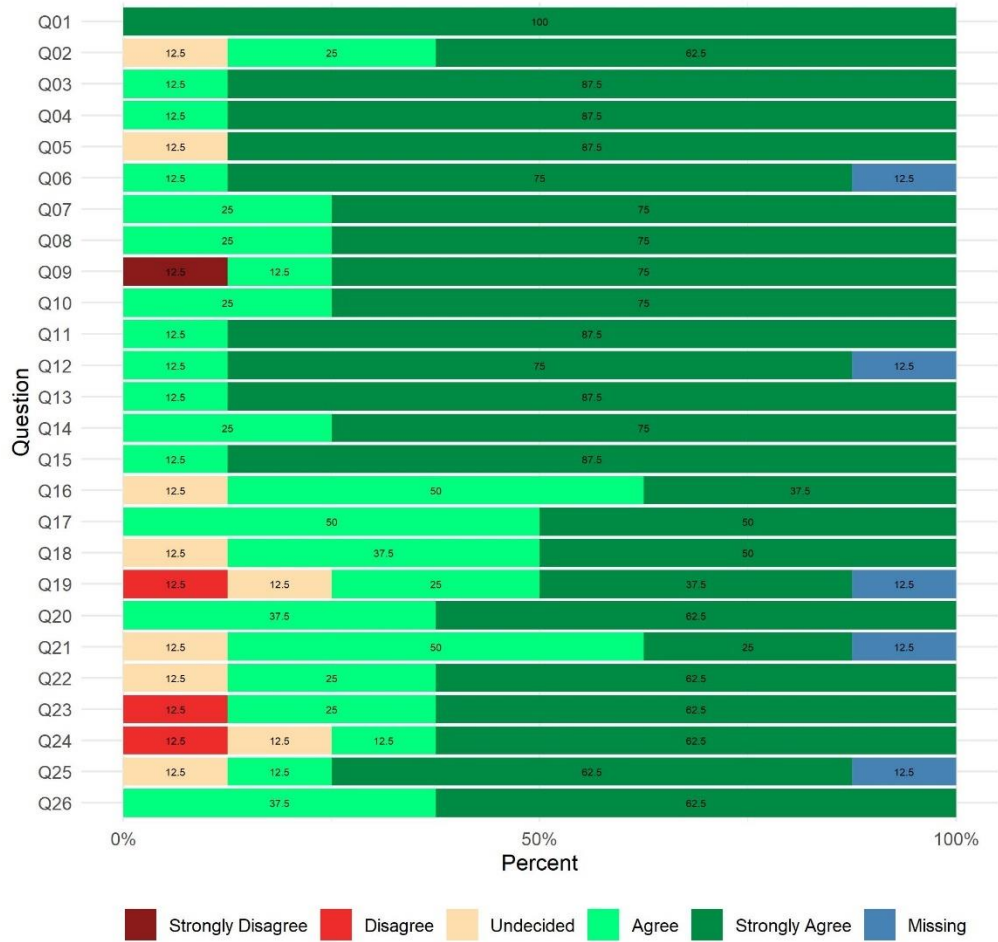
Overall Satisfaction Mean Score<sup>1</sup>: 4.71 (YSS) and 4.78 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	8	9
<b>Total Surveyed</b>	<b>1</b>	<b>8</b>	<b>9</b>



### Consumer Perceptions Survey - Family - 03818FSP



## Instituto Fam Child Care 2 (38182)

Reporting Unit: 38182

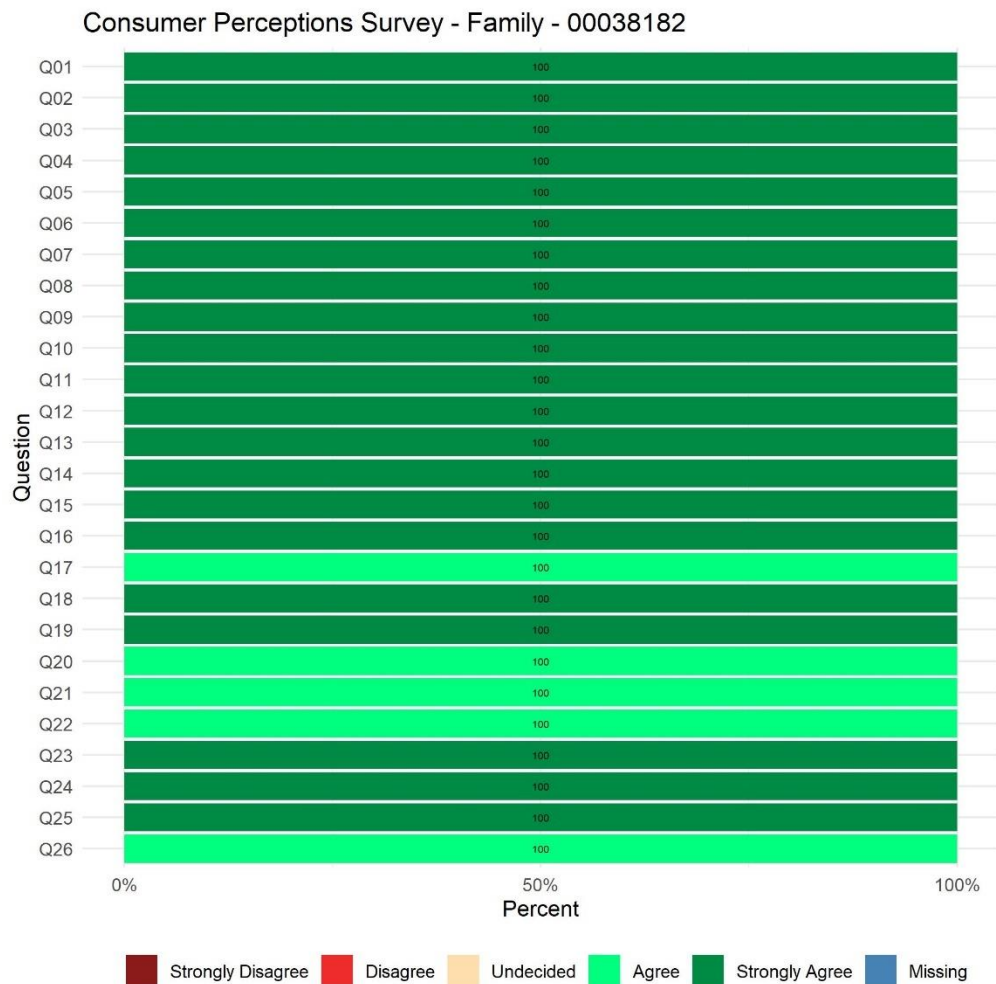
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 50%

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and 5.00 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	1	1
<b>Total Surveyed</b>	<b>0</b>	<b>1</b>	<b>1</b>



## Instituto Fam DeLaRaza (38186)

Reporting Unit: 38186

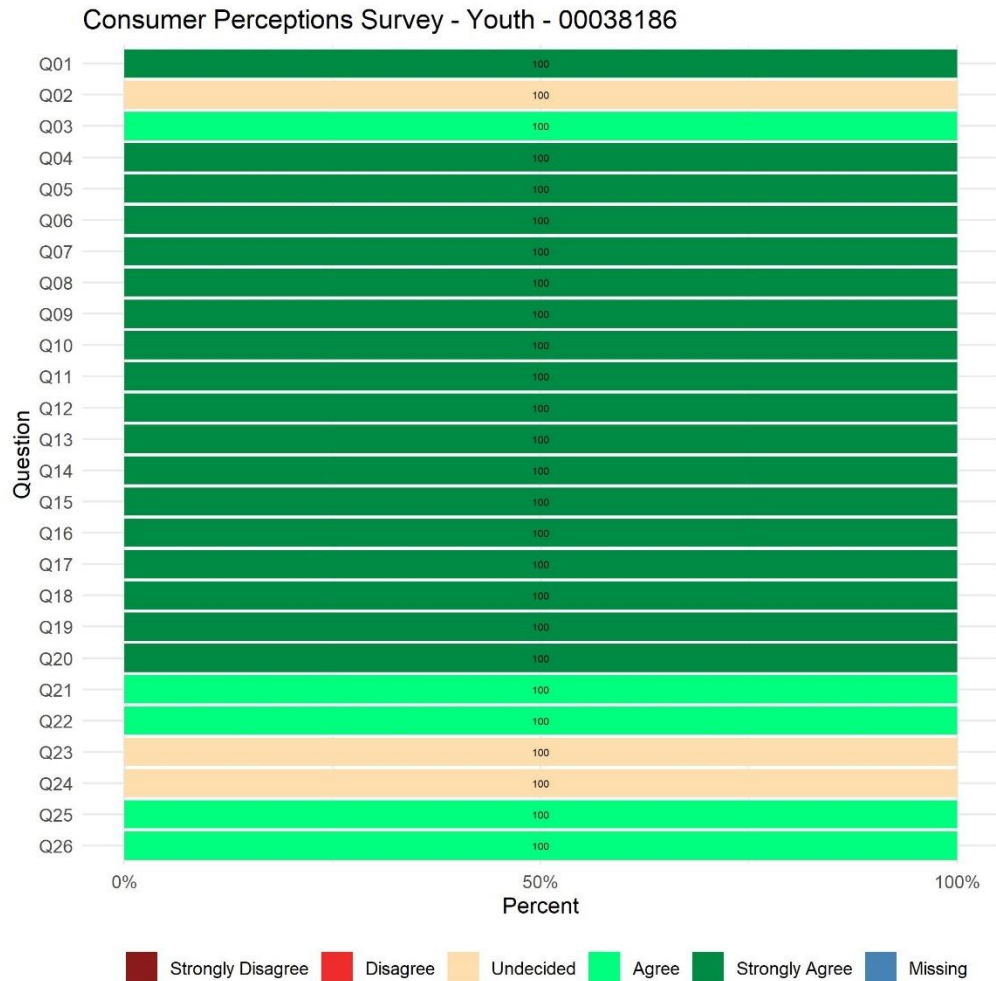
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 20%

Overall Satisfaction Mean Score<sup>1</sup>: 4.79 (YSS) and N/A (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	0	1
<b>Total Surveyed</b>	<b>1</b>	<b>0</b>	<b>1</b>



**Instituto Fam EPSDT (38185)**

Reporting Unit: 38185

Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 11%

Overall Satisfaction Mean Score<sup>1</sup>: 4.50 (YSS) and 3.71 (YSS-F)

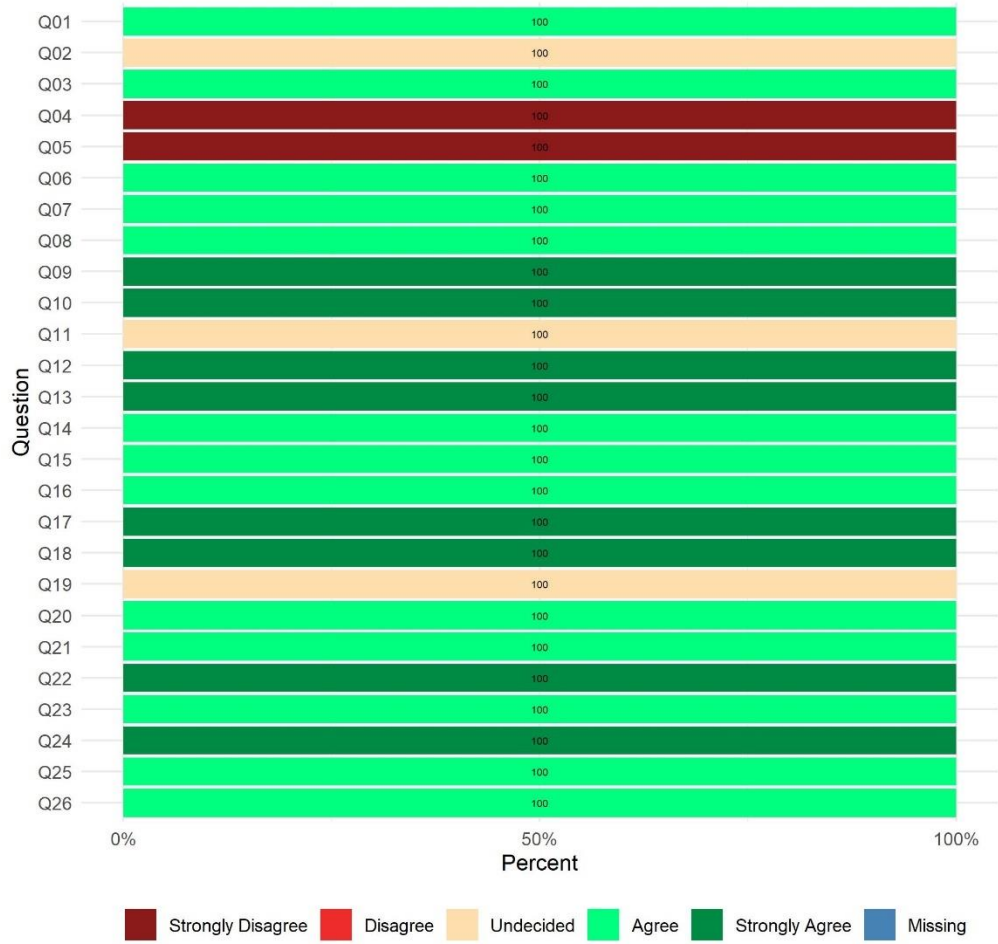
**Survey Compliance**

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	1	2
<b>Total Surveyed</b>	<b>1</b>	<b>1</b>	<b>2</b>

Consumer Perceptions Survey - Youth - 00038185



### Consumer Perceptions Survey - Family - 00038185





## Instituto Families First (38LA10)

Reporting Unit: 38LA10

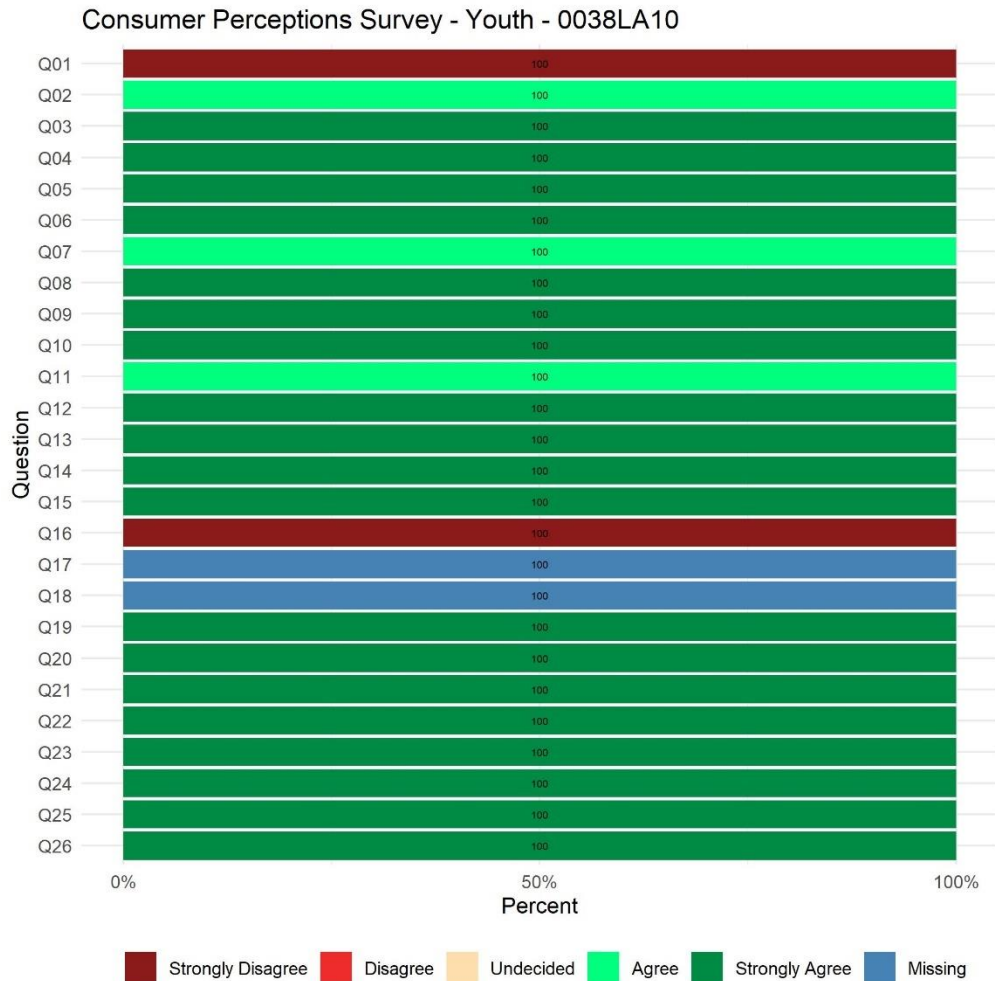
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 33%

Overall Satisfaction Mean Score<sup>1</sup>: 4.50 (YSS) and N/A (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	0	1
<b>Total Surveyed</b>	<b>1</b>	<b>0</b>	<b>1</b>



## Instituto ISCS (38LA2)

Reporting Unit: 38LA2

Overall Satisfaction Rate<sup>1</sup>: 100%

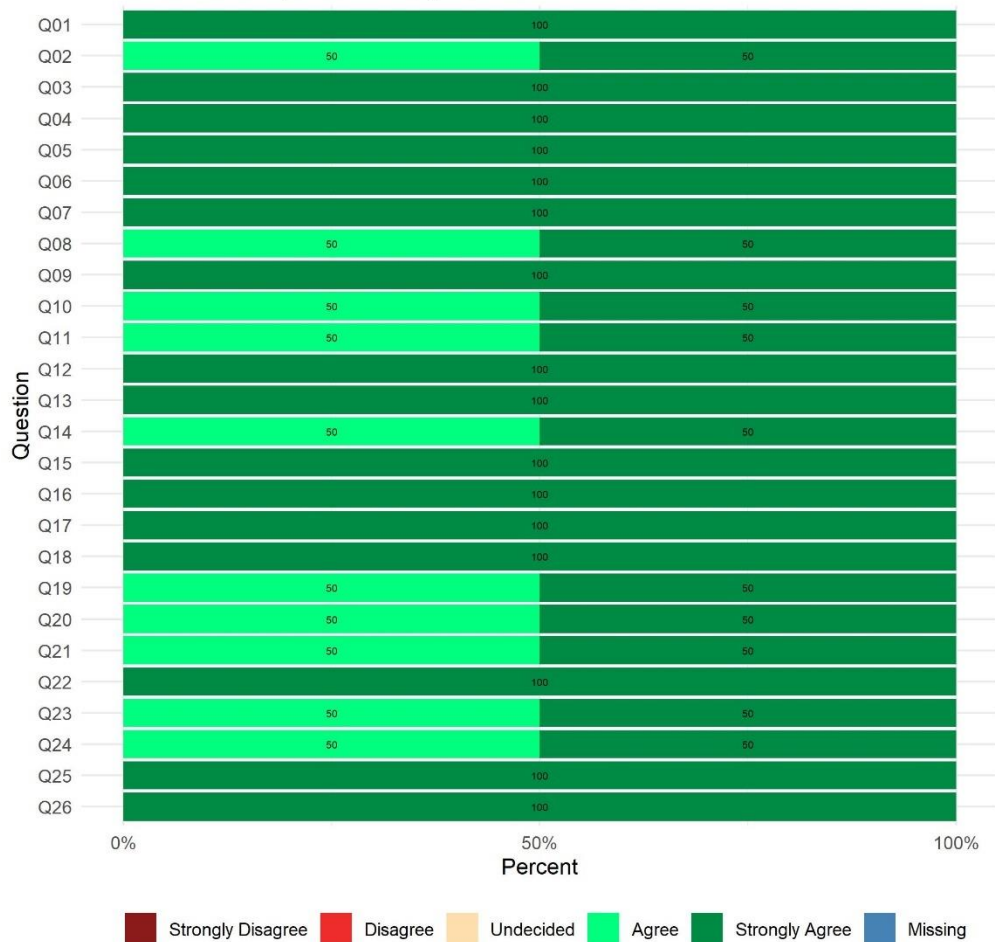
Return Rate<sup>2</sup>: 400%

Overall Satisfaction Mean Score<sup>1</sup>: 4.86 (YSS) and 4.64 (YSS-F)

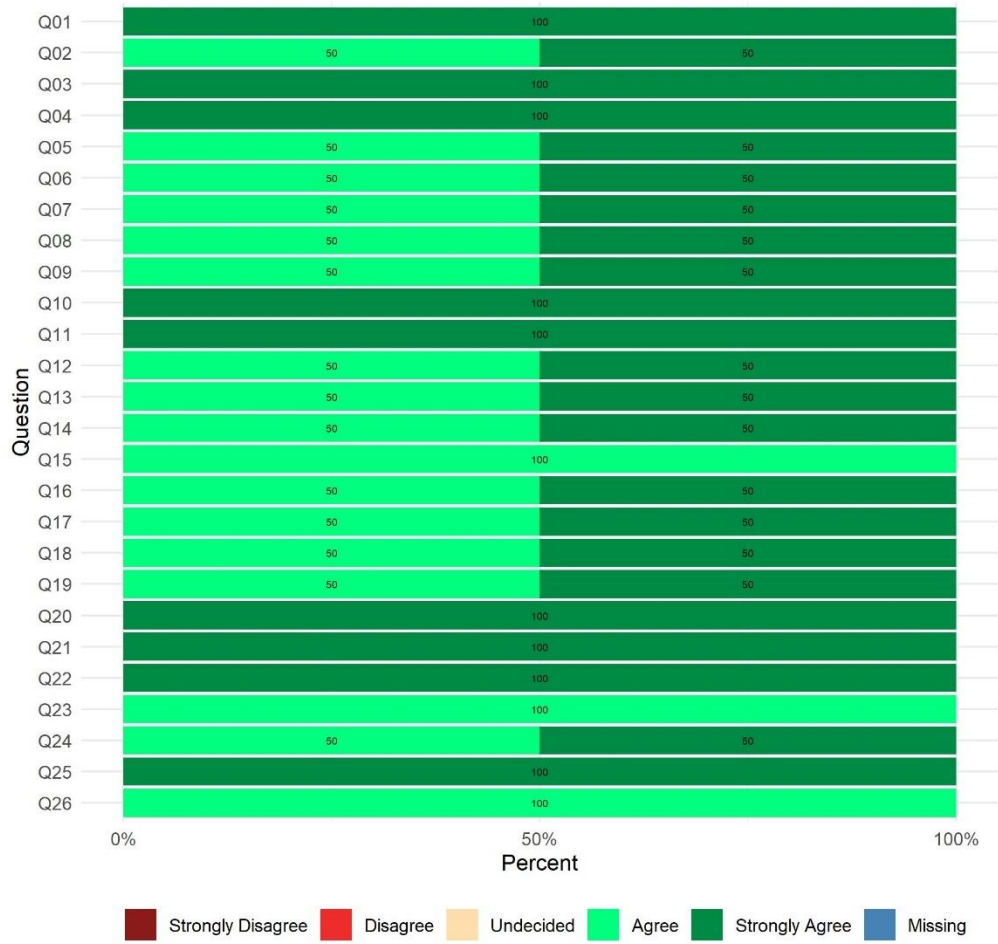
### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	2	2	4
<b>Total Surveyed</b>	<b>2</b>	<b>2</b>	<b>4</b>

Consumer Perceptions Survey - Youth - 00038LA2



### Consumer Perceptions Survey - Family - 00038LA2



## Jewish Family Child Scott EPSDT (38AE3)

Reporting Unit: 38AE3

Overall Satisfaction Rate<sup>1</sup>: 100%

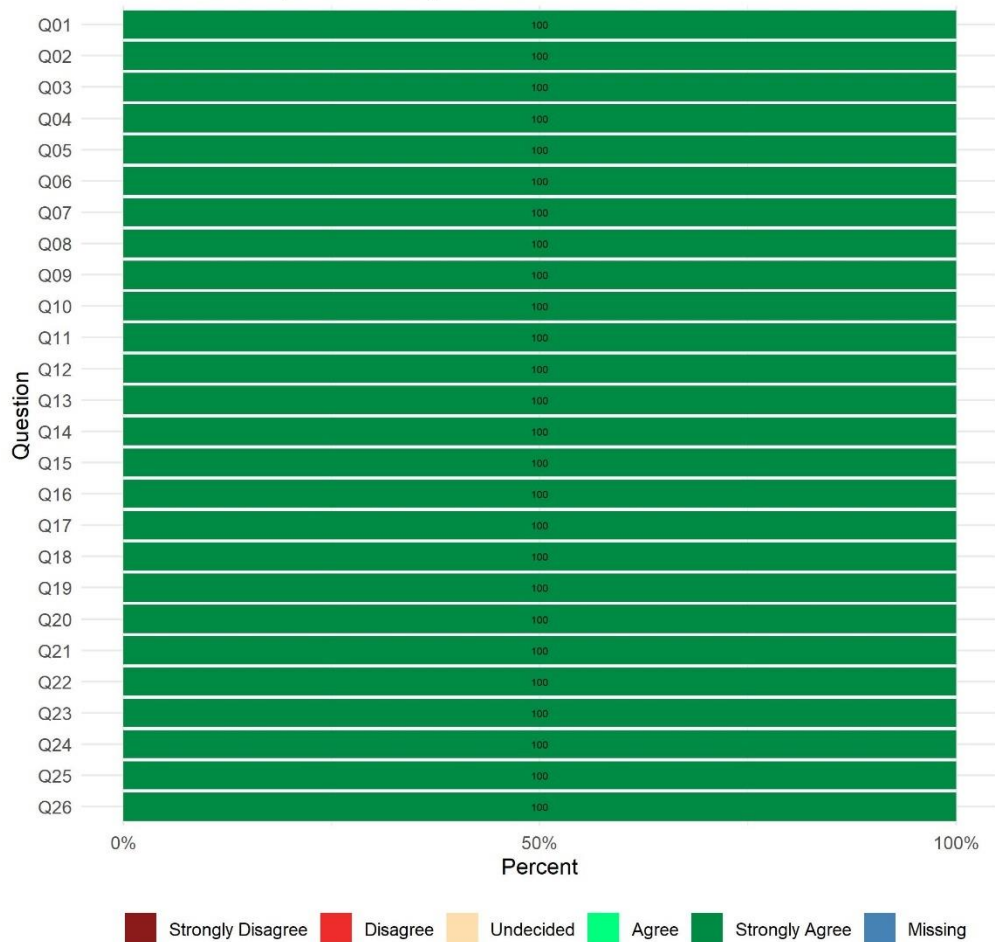
Return Rate<sup>2</sup>: 44%

Overall Satisfaction Mean Score<sup>1</sup>: 5.00 (YSS) and 4.74 (YSS-F)

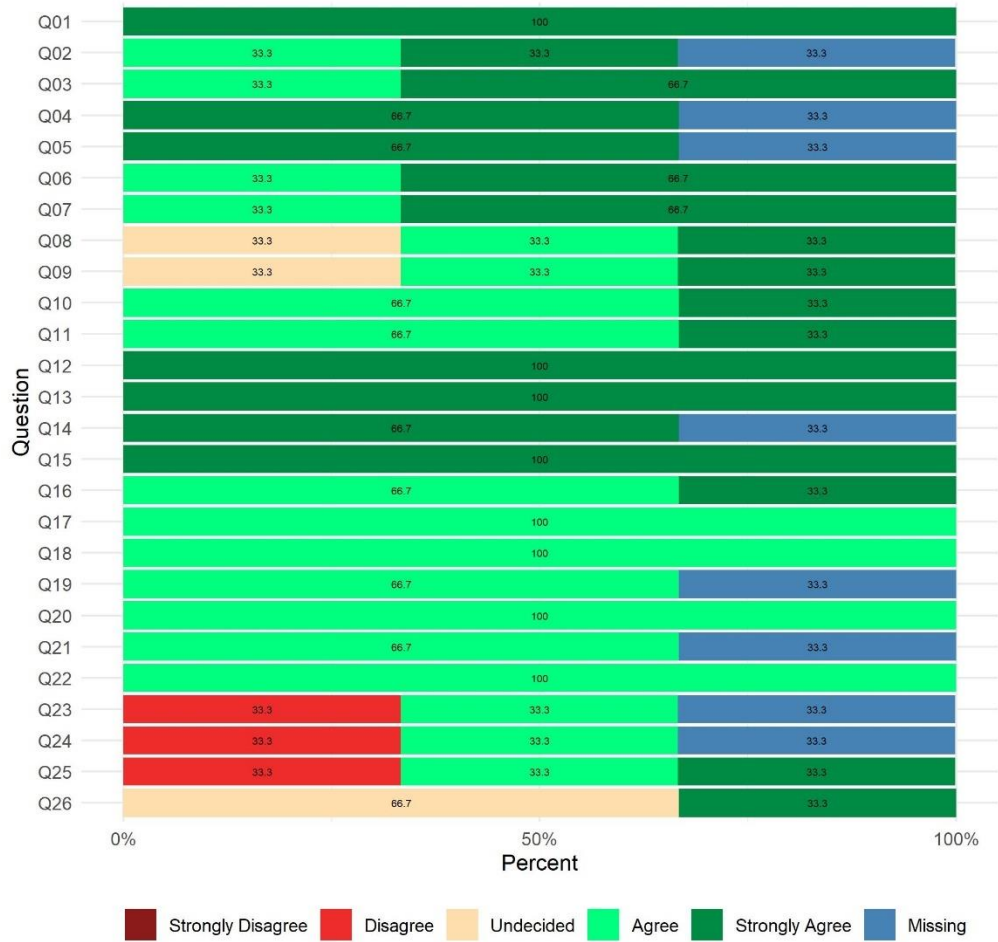
### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	3	4
<b>Total Surveyed</b>	<b>1</b>	<b>3</b>	<b>4</b>

Consumer Perceptions Survey - Youth - 00038AE3



### Consumer Perceptions Survey - Family - 00038AE3



## Mission Family Center (38016)

Reporting Unit: 38016

Overall Satisfaction Rate<sup>1</sup>: 88%

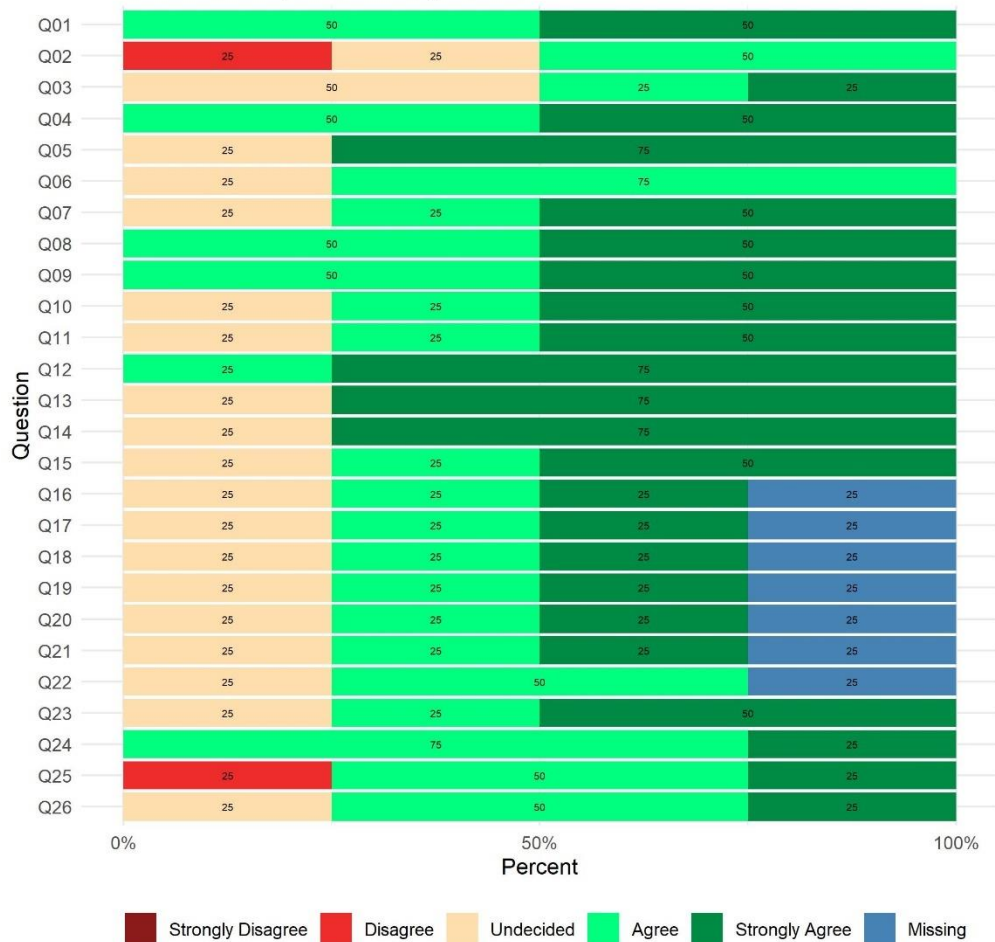
Return Rate<sup>2</sup>: 57%

Overall Satisfaction Mean Score<sup>1</sup>: 4.25 (YSS) and 4.50 (YSS-F)

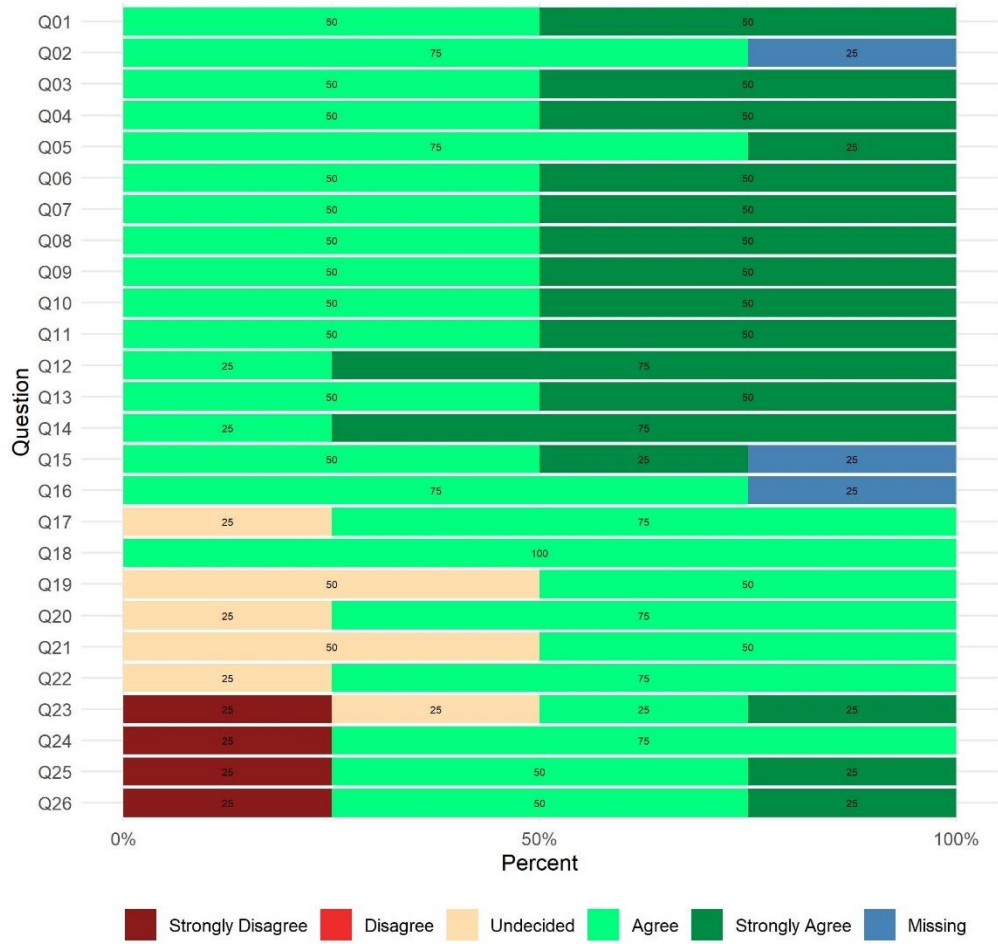
### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	3	5	8
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	4	4	8
<b>Total Surveyed</b>	<b>7</b>	<b>9</b>	<b>16</b>

Consumer Perceptions Survey - Youth - 00038016



### Consumer Perceptions Survey - Family - 00038016



## MSJ Epiphany St. Elizabeth (38BN3)

Reporting Unit: 38BN3

Overall Satisfaction Rate<sup>1</sup>: 100%

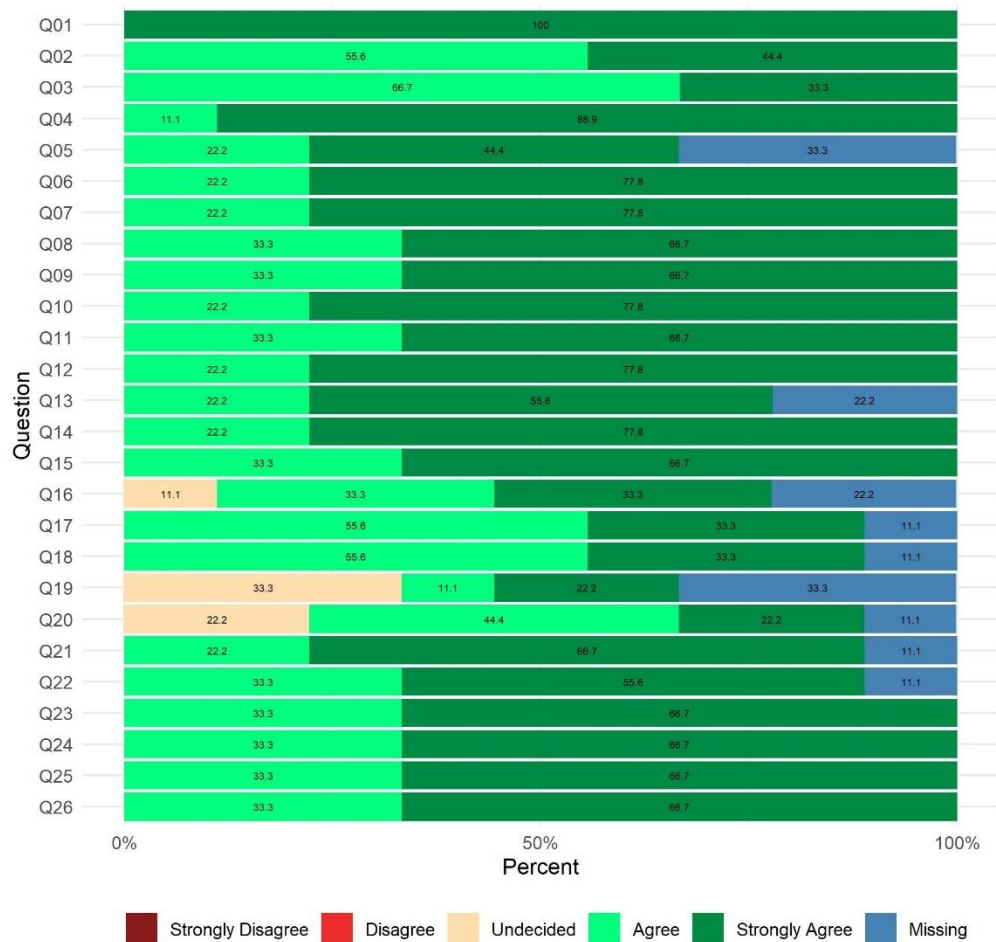
Return Rate<sup>2</sup>: 1100%

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and 4.71 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	1	1
Impaired	0	0	0
Language	0	0	0
Other	0	1	1
Completed	0	9	9
<b>Total Surveyed</b>	<b>0</b>	<b>11</b>	<b>11</b>

### Consumer Perceptions Survey - Family - 00038BN3





## OMI Family Ctr Children Svc (38805)

Reporting Unit: 38805

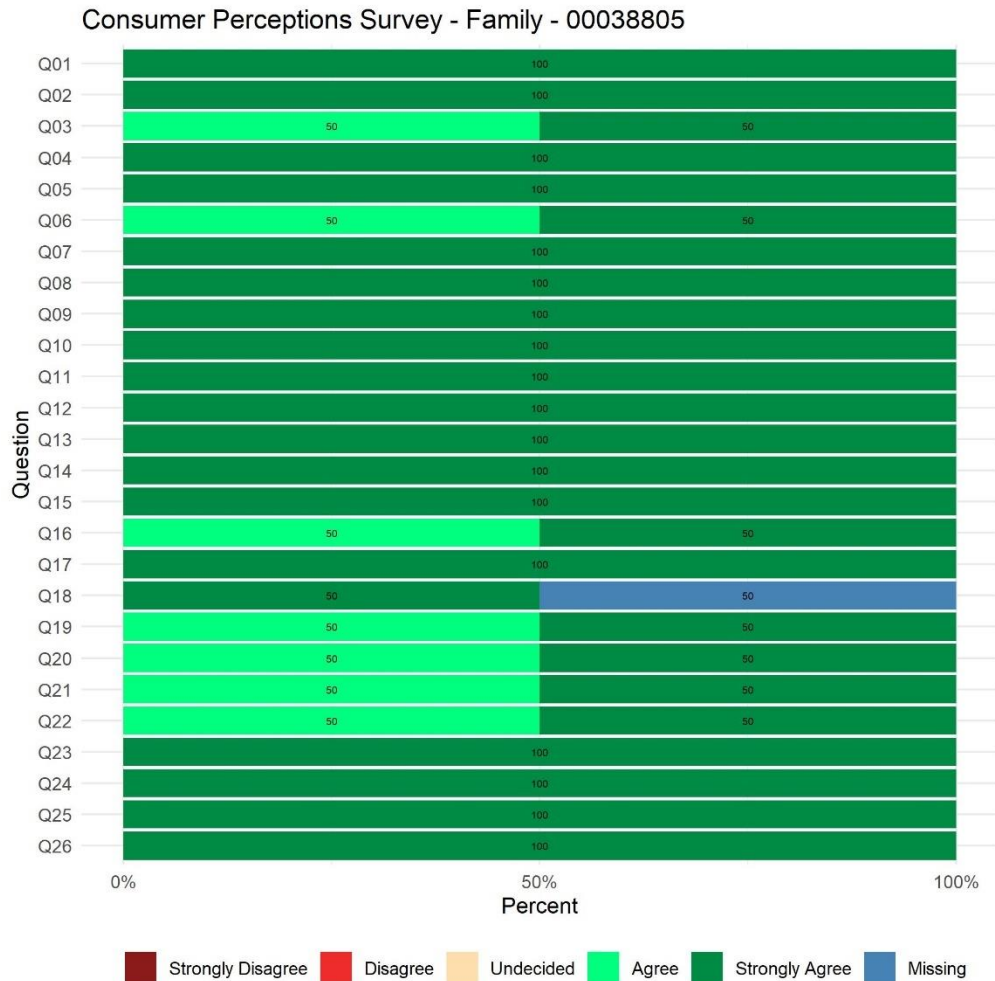
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 22%

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and 4.93 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	2	2
<b>Total Surveyed</b>	<b>0</b>	<b>2</b>	<b>2</b>



**OTTP-FMP (38KZ4)**  
**Reporting Unit: 38KZ4**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

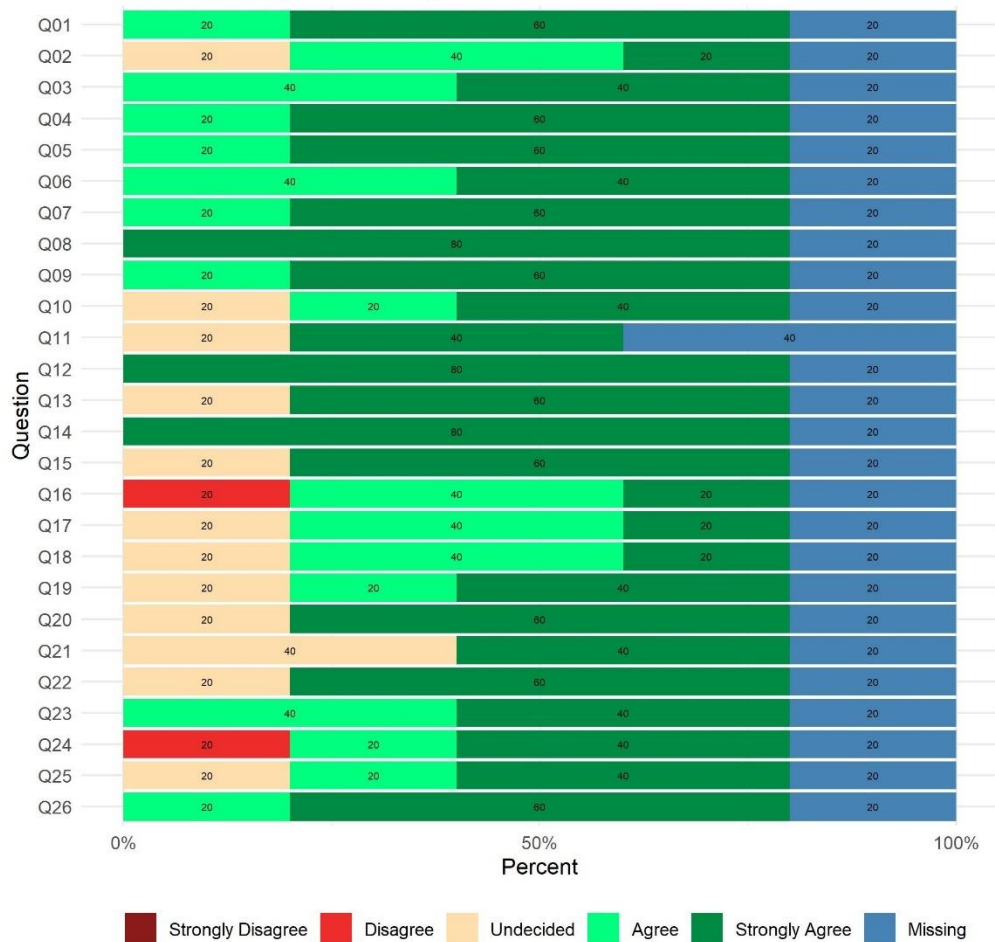
**Return Rate<sup>2</sup>: 46%**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.60 (YSS) and N/A (YSS-F)**

**Survey Compliance**

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	1	1
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	5	0	5
<b>Total Surveyed</b>	<b>5</b>	<b>1</b>	<b>6</b>

**Consumer Perceptions Survey - Youth - 00038KZ4**



**OTTP-OP (38KZ2)**  
**Reporting Unit: 38KZ2**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

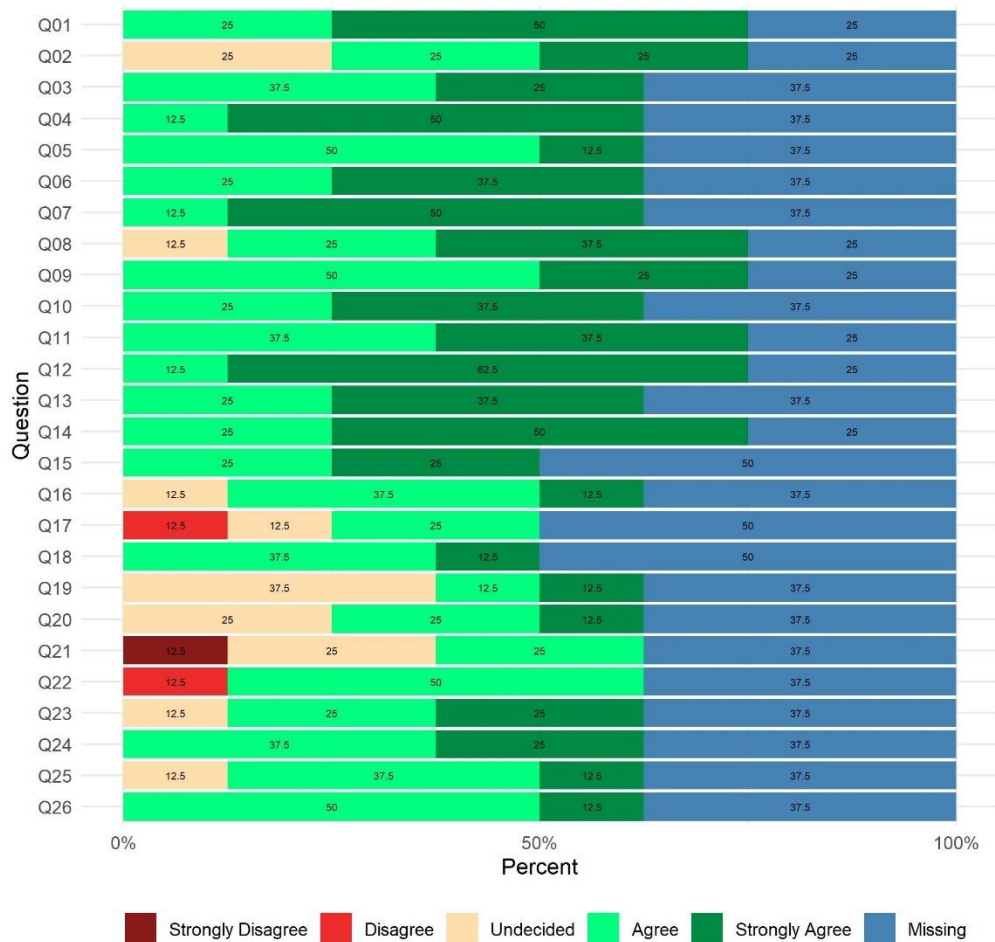
**Return Rate<sup>2</sup>: 38%**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.55 (YSS) and 4.43 (YSS-F)**

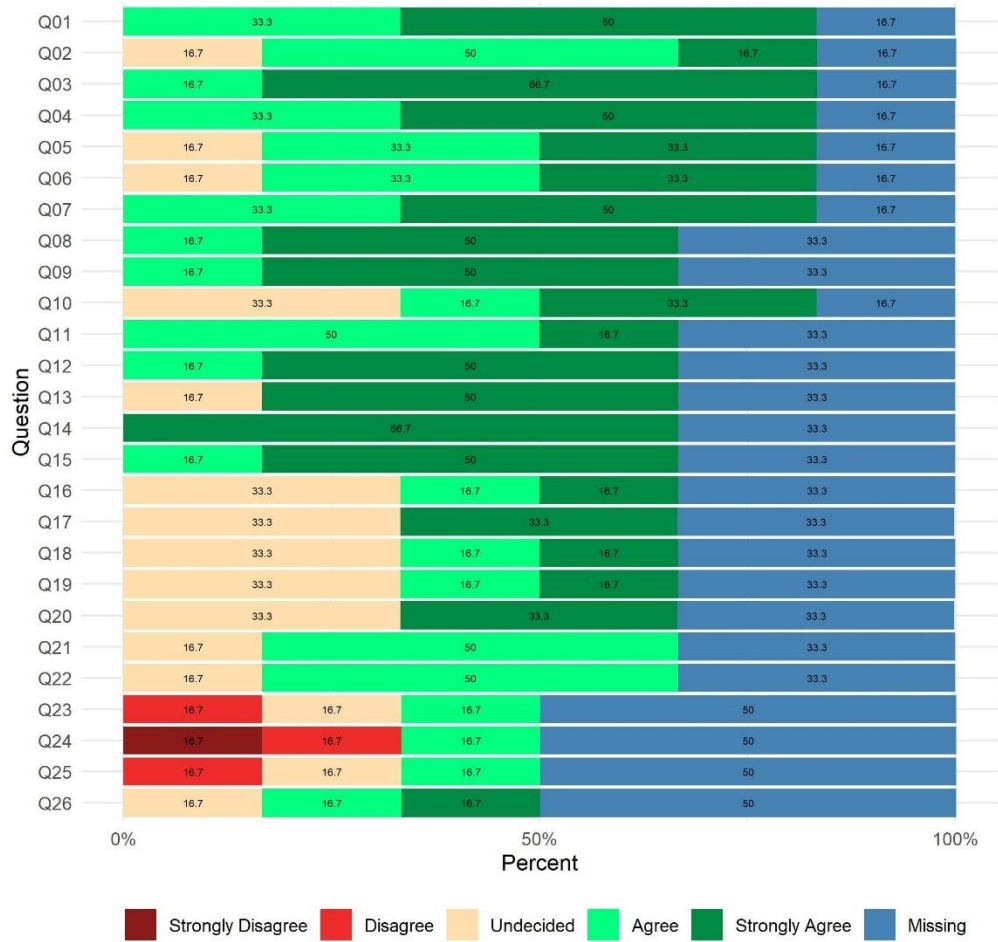
**Survey Compliance**

Completion Status	Youth	Family	Youth/Family Overall
Refused	5	7	12
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	8	6	14
<b>Total Surveyed</b>	<b>13</b>	<b>13</b>	<b>26</b>

Consumer Perceptions Survey - Youth - 00038KZ2



### Consumer Perceptions Survey - Family - 00038KZ2



## PAES Counseling Services~INACTIVE (38A53)

Reporting Unit: 38A53

Overall Satisfaction Rate<sup>1</sup>: 100%

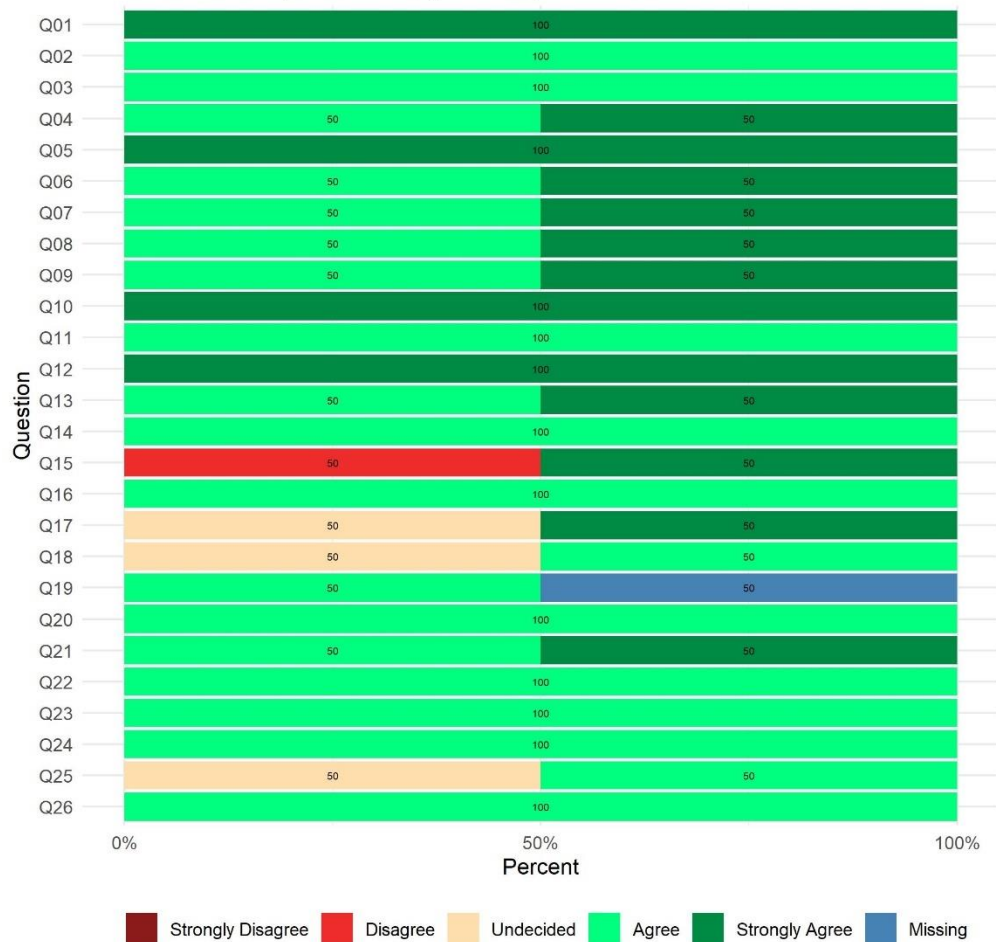
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and 4.43 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	3	3
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	2	2
<b>Total Surveyed</b>	<b>0</b>	<b>5</b>	<b>5</b>

Consumer Perceptions Survey - Family - 00038A53



## RAMS Children Managed Care OP (3894MC)

Reporting Unit: 3894MC

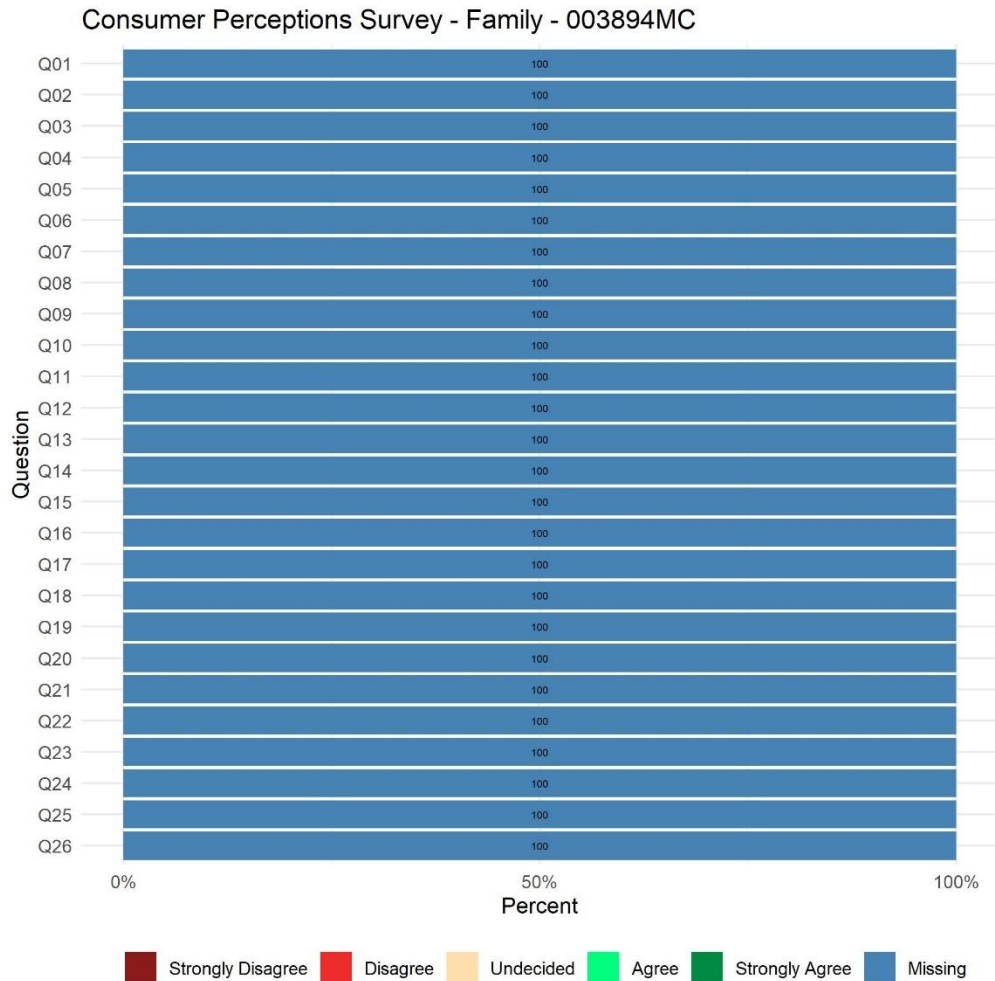
Overall Satisfaction Rate<sup>1</sup>: N/A

Return Rate<sup>2</sup>: 50%

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and N/A (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	1	1
<b>Total Surveyed</b>	<b>0</b>	<b>1</b>	<b>1</b>



## RAMS CYF Outpatient (38947)

Reporting Unit: 38947

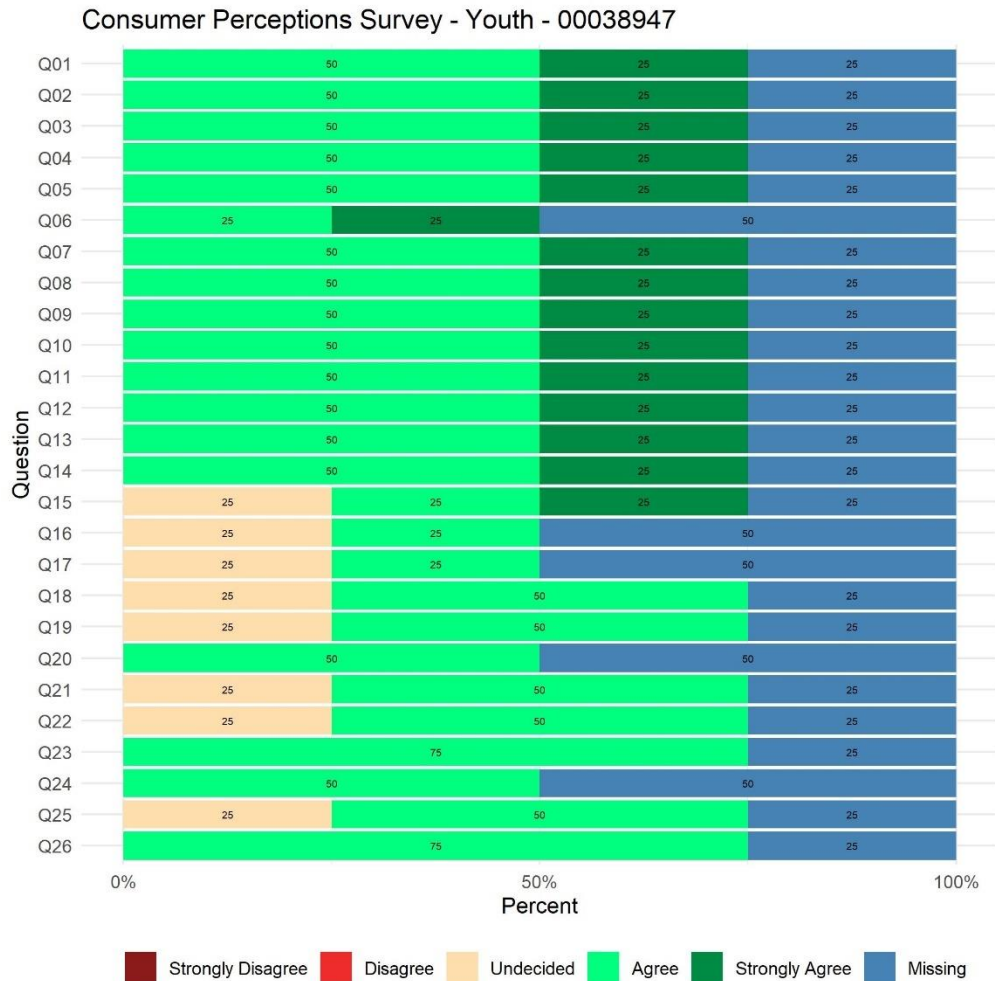
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 15%

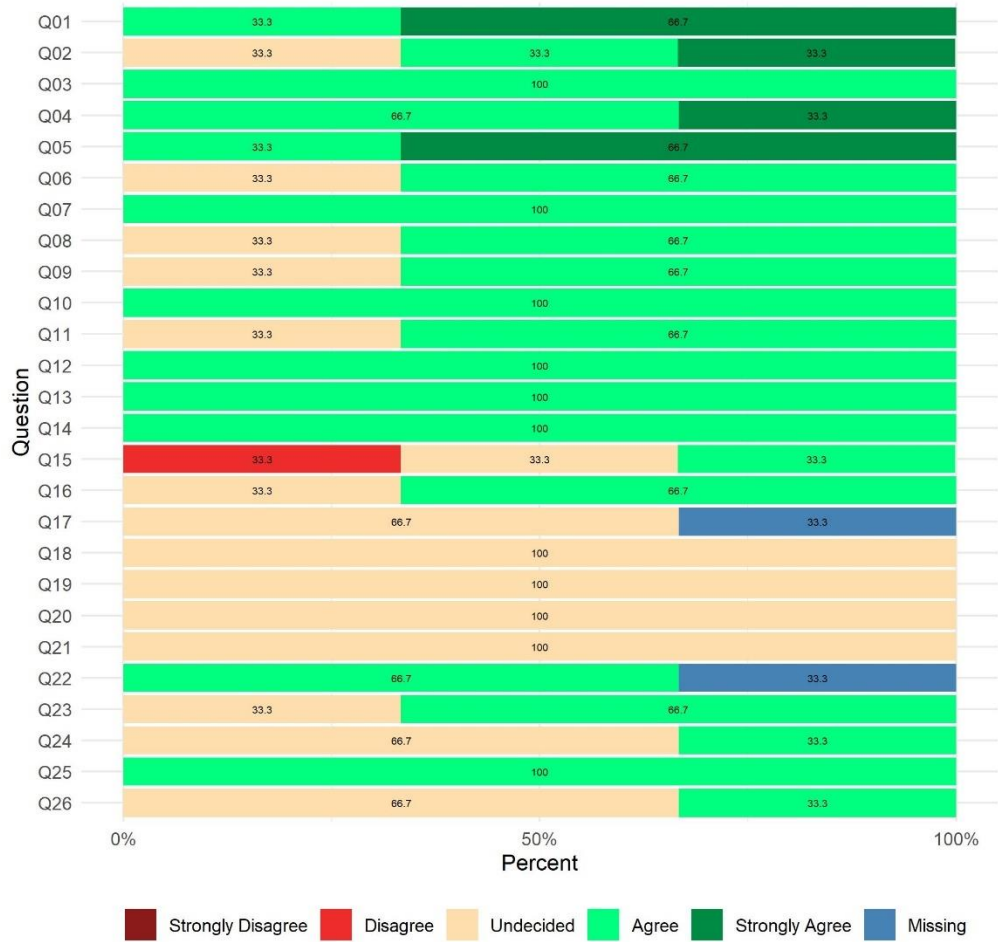
Overall Satisfaction Mean Score<sup>1</sup>: 4.31 (YSS) and 3.98 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	1	0	1
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	4	3	7
<b>Total Surveyed</b>	<b>5</b>	<b>3</b>	<b>8</b>



### Consumer Perceptions Survey - Family - 00038947





## RAMS Outpatient Services (38943)

Reporting Unit: 38943

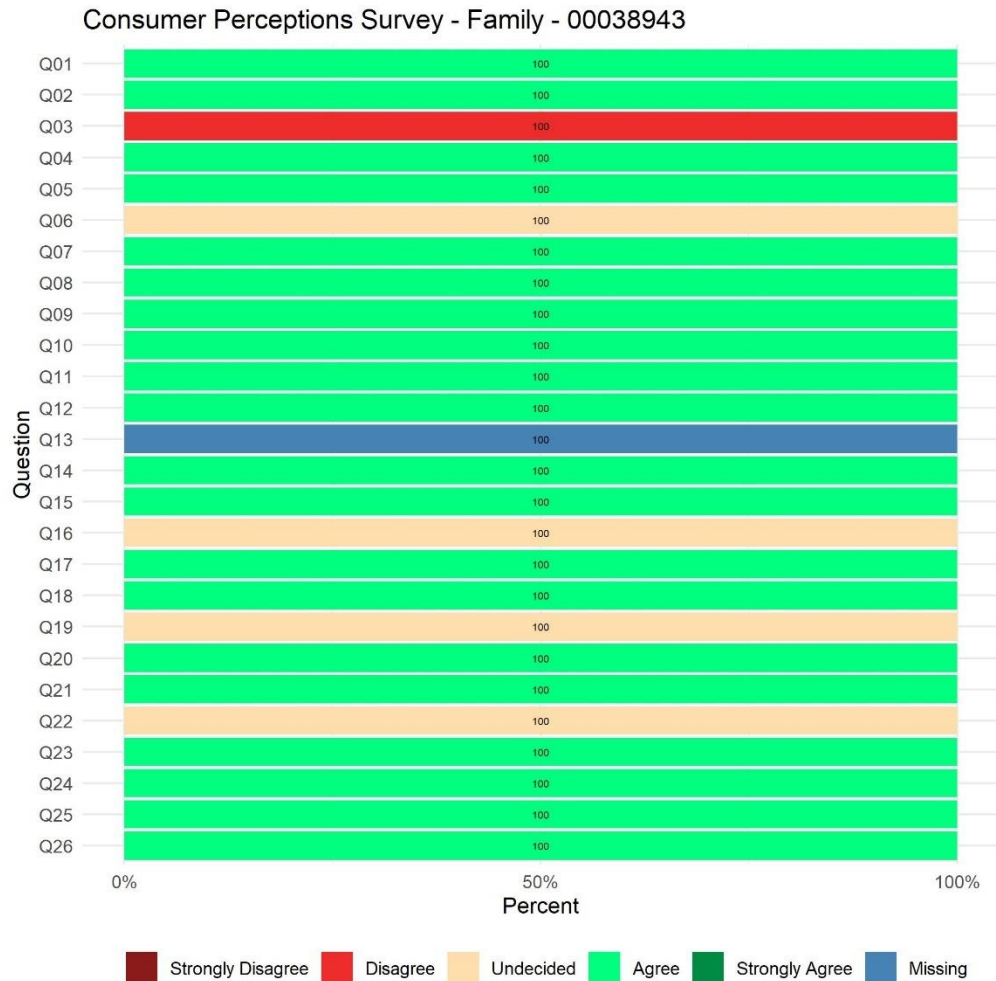
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 1%

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and 3.77 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	1	1
<b>Total Surveyed</b>	<b>0</b>	<b>1</b>	<b>1</b>



## RAMS SED Services (3894SD)

Reporting Unit: 3894SD

Overall Satisfaction Rate<sup>1</sup>: 100%

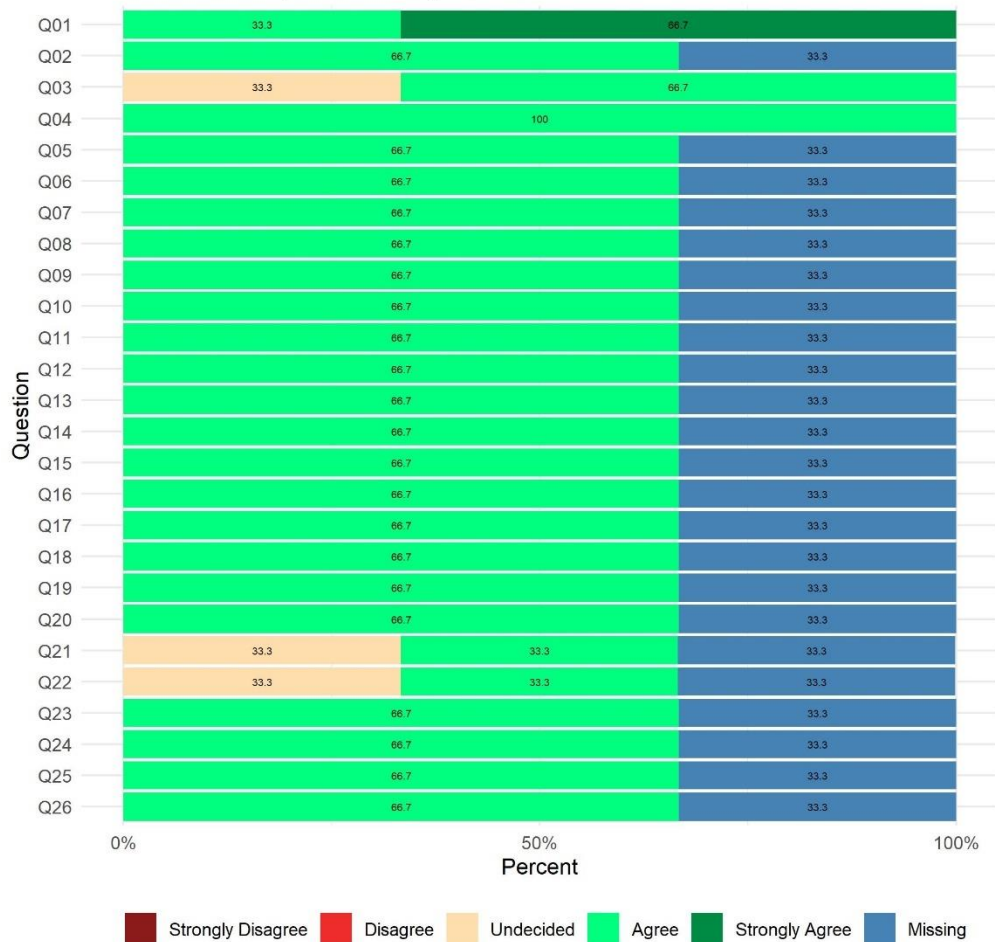
Return Rate<sup>2</sup>: 63%

Overall Satisfaction Mean Score<sup>1</sup>: 4.02 (YSS) and 4.00 (YSS-F)

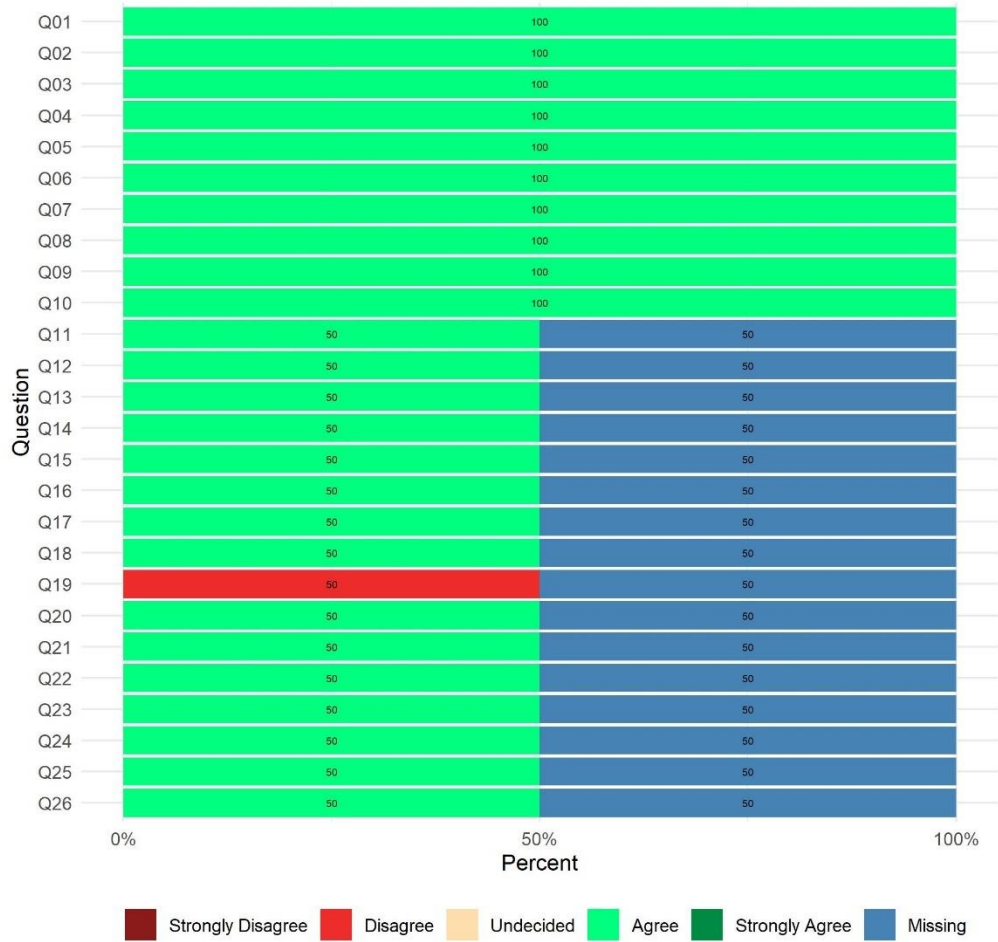
### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	3	2	5
<b>Total Surveyed</b>	<b>3</b>	<b>2</b>	<b>5</b>

### Consumer Perceptions Survey - Youth - 003894SD



### Consumer Perceptions Survey - Family - 003894SD



## RAMS Wellness (38946)

Reporting Unit: 38946

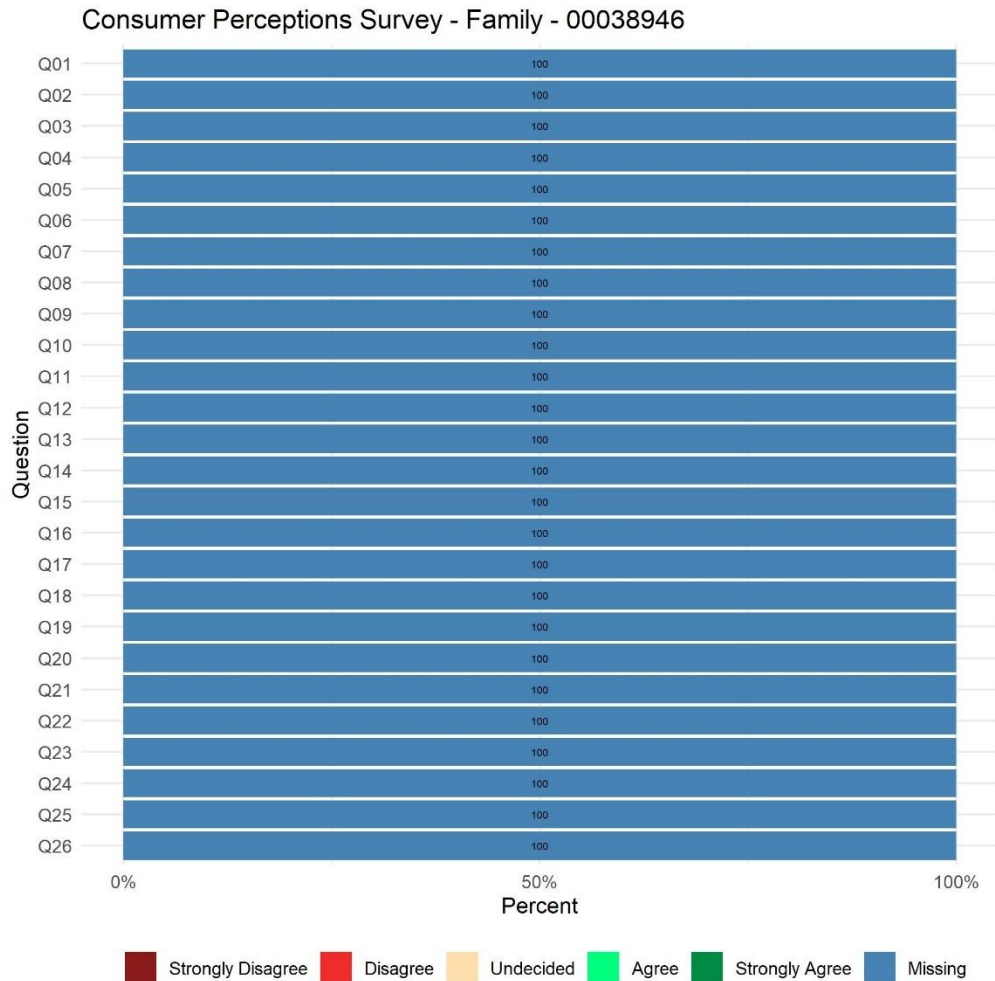
Overall Satisfaction Rate<sup>1</sup>: N/A

Return Rate<sup>2</sup>: 25%

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and N/A (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	1	1
<b>Total Surveyed</b>	<b>0</b>	<b>1</b>	<b>1</b>



## Safe And Sound (38HROP)

Reporting Unit: 38HROP

Overall Satisfaction Rate<sup>1</sup>: 100%

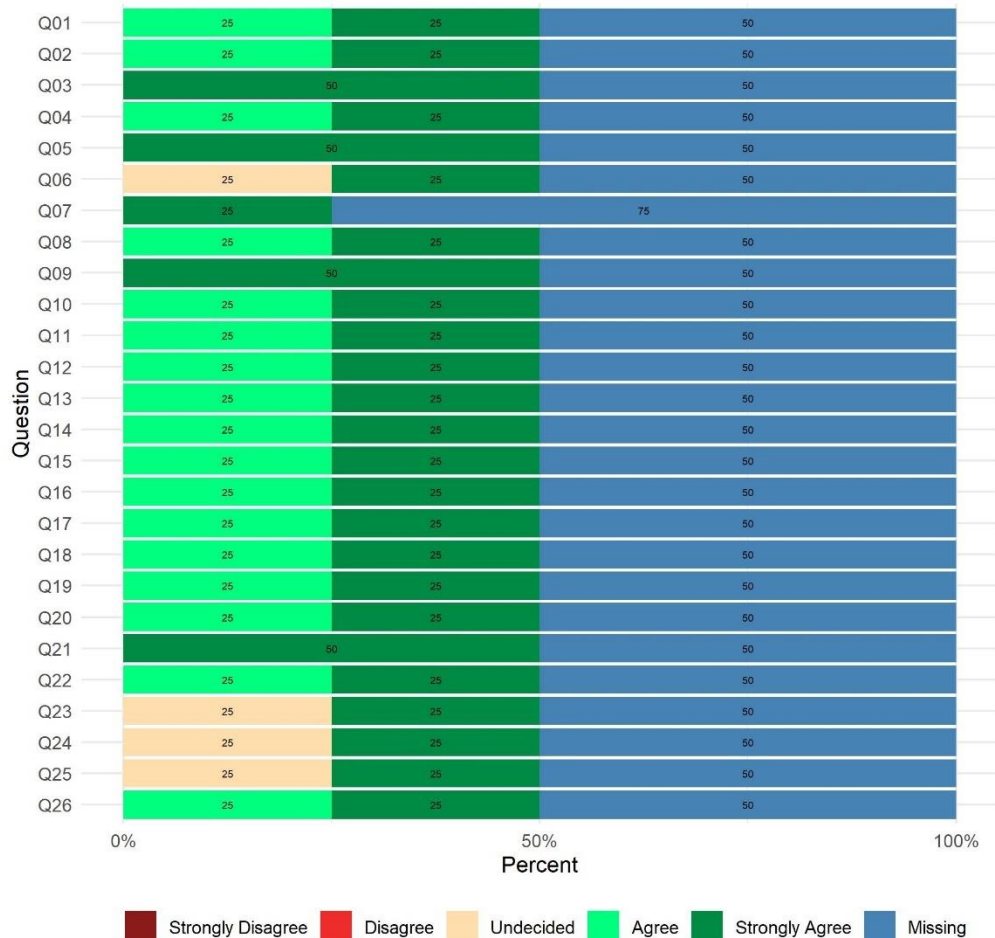
Return Rate<sup>2</sup>: 133%

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and 4.58 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	4	4
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	4	4
<b>Total Surveyed</b>	<b>0</b>	<b>8</b>	<b>8</b>

Consumer Perceptions Survey - Family - 0038HROP



## Seneca Center WRAP (38CQ4)

Reporting Unit: 38CQ4

Overall Satisfaction Rate<sup>1</sup>: 67%

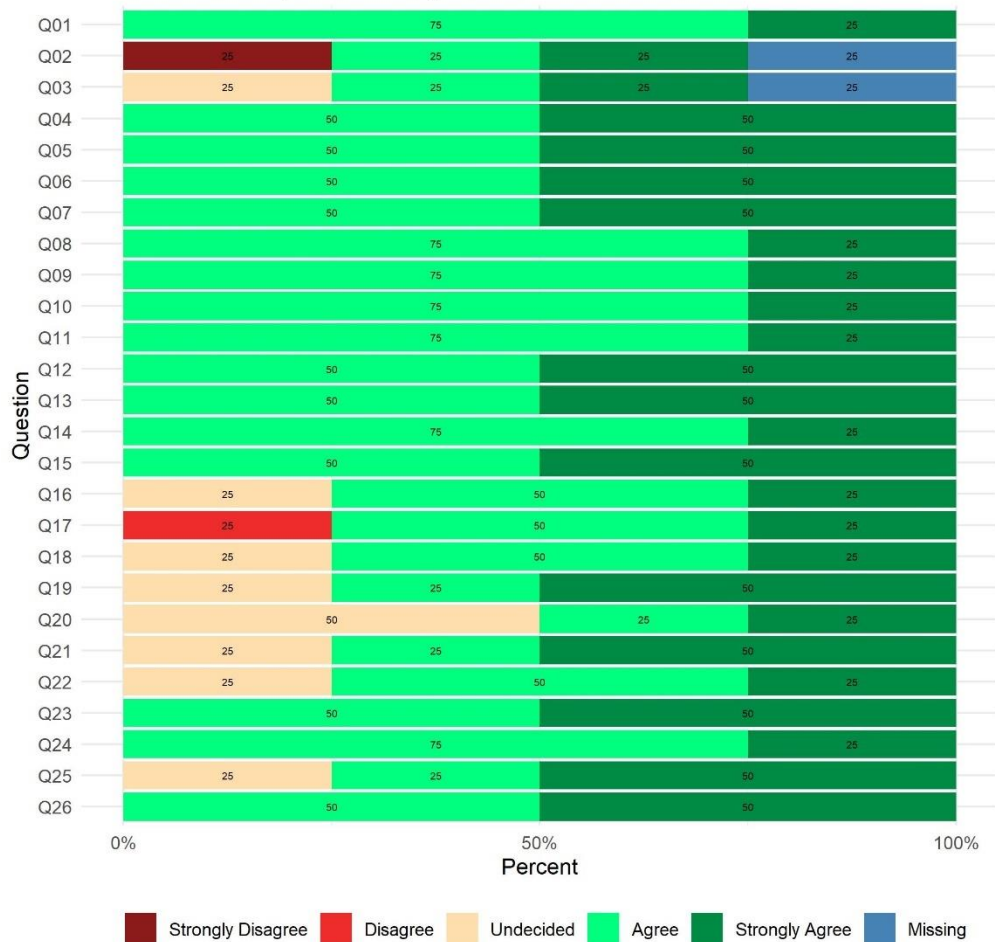
Return Rate<sup>2</sup>: 19%

Overall Satisfaction Mean Score<sup>1</sup>: 4.31 (YSS) and 3.43 (YSS-F)

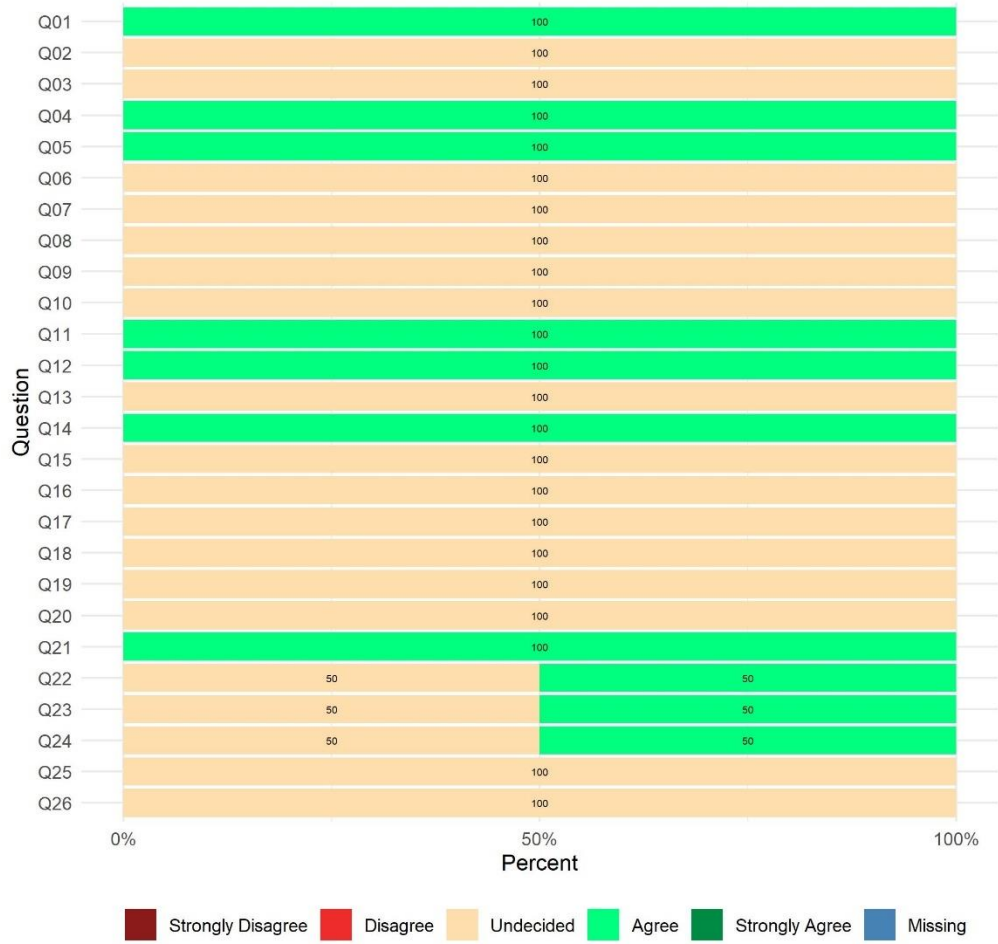
### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	4	2	6
<b>Total Surveyed</b>	<b>4</b>	<b>2</b>	<b>6</b>

### Consumer Perceptions Survey - Youth - 00038CQ4



### Consumer Perceptions Survey - Family - 00038CQ4



**Seneca DBT (38KTD)**  
**Reporting Unit: 38KTD**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

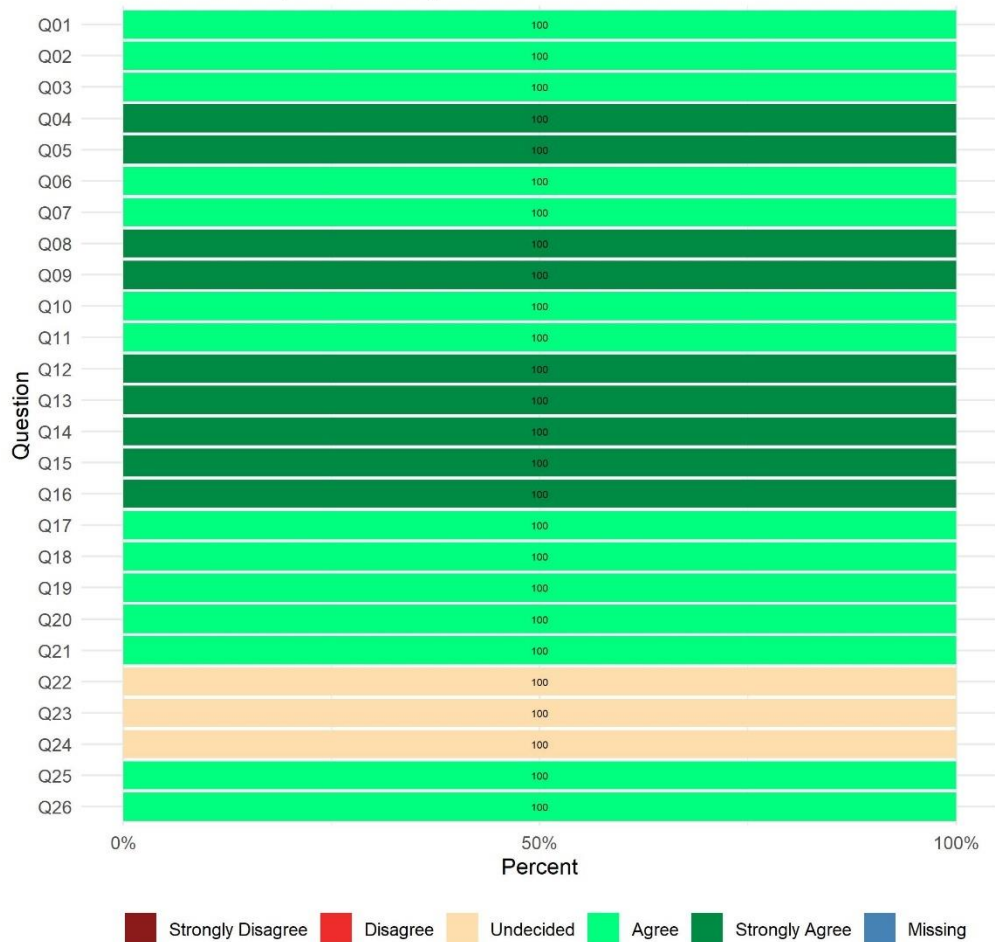
**Return Rate<sup>2</sup>: 17%**

**Overall Satisfaction Mean Score<sup>1</sup>: 4.50 (YSS) and 4.86 (YSS-F)**

**Survey Compliance**

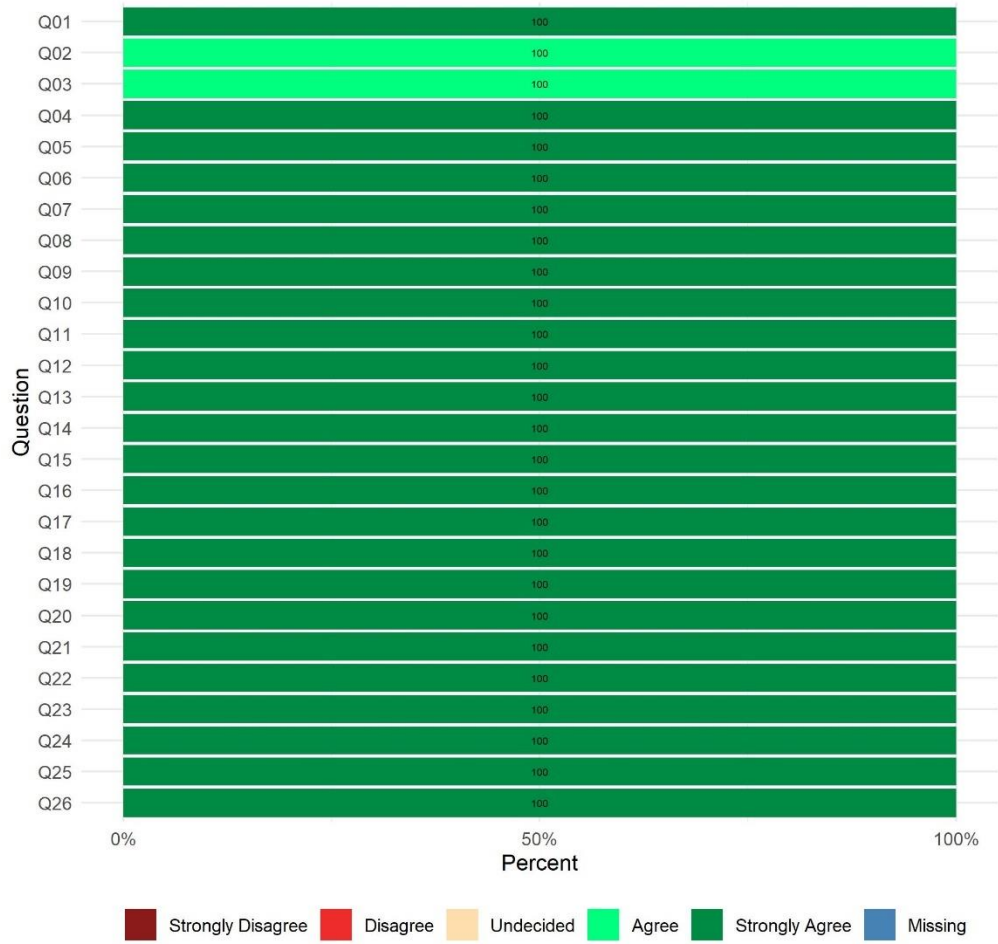
Completion Status	Youth	Family	Youth/Family Overall
Refused	2	1	3
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	2	3
<b>Total Surveyed</b>	<b>3</b>	<b>3</b>	<b>6</b>

Consumer Perceptions Survey - Youth - 0038KTD





### Consumer Perceptions Survey - Family - 0038KTDT



## Seneca TAY Full Service P. (38CQFSP)

Reporting Unit: 38CQFSP

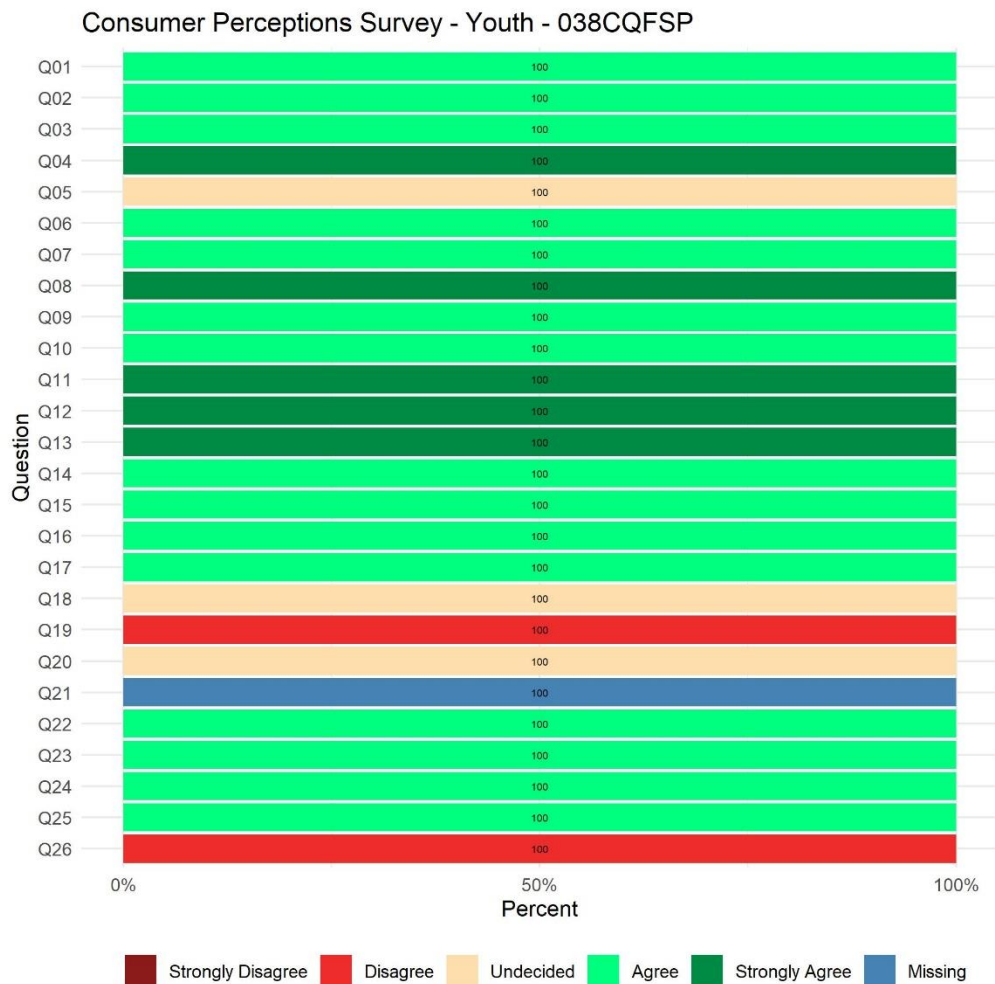
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 29%

Overall Satisfaction Mean Score<sup>1</sup>: 4.21 (YSS) and N/A (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	1	0	1
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	0	1
<b>Total Surveyed</b>	<b>2</b>	<b>0</b>	<b>2</b>



## St Vincent Mental Health Service (38DD3)

Reporting Unit: 38DD3

Overall Satisfaction Rate<sup>1</sup>: 100%

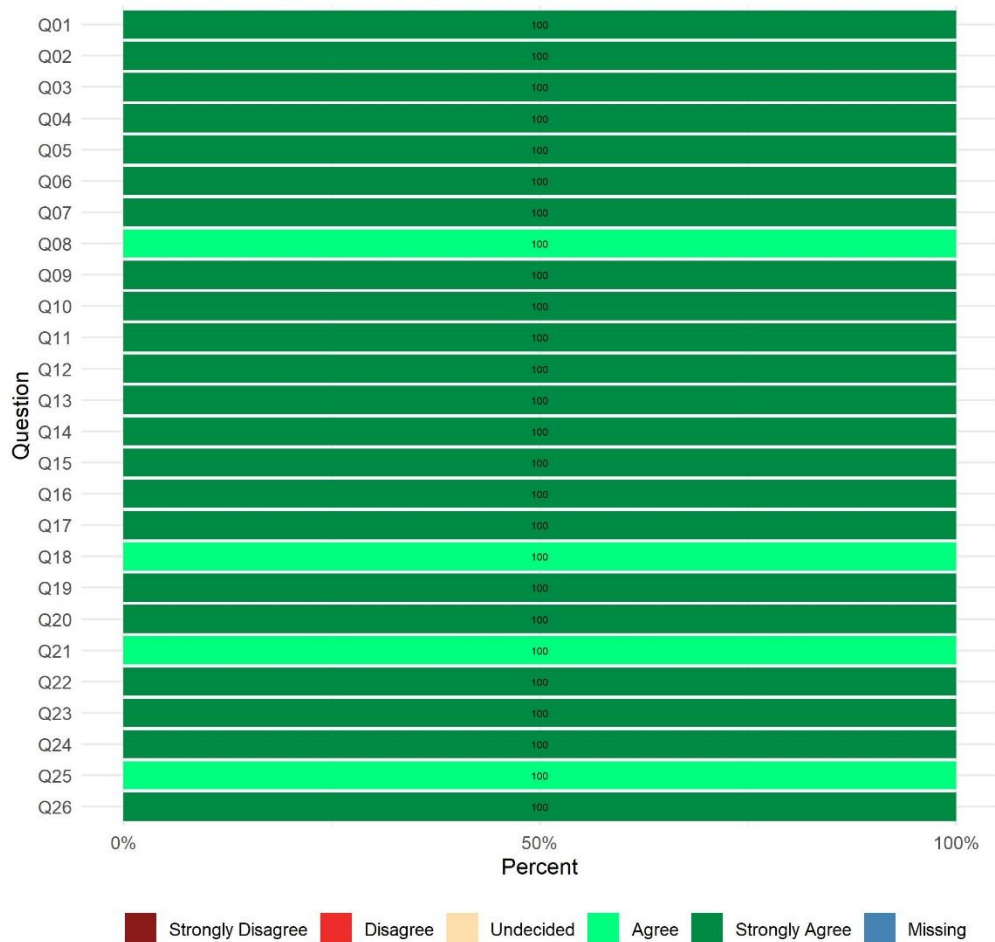
Return Rate<sup>2</sup>: 100%

Overall Satisfaction Mean Score<sup>1</sup>: 5.00 (YSS) and N/A (YSS-F)

### Survey Compliance

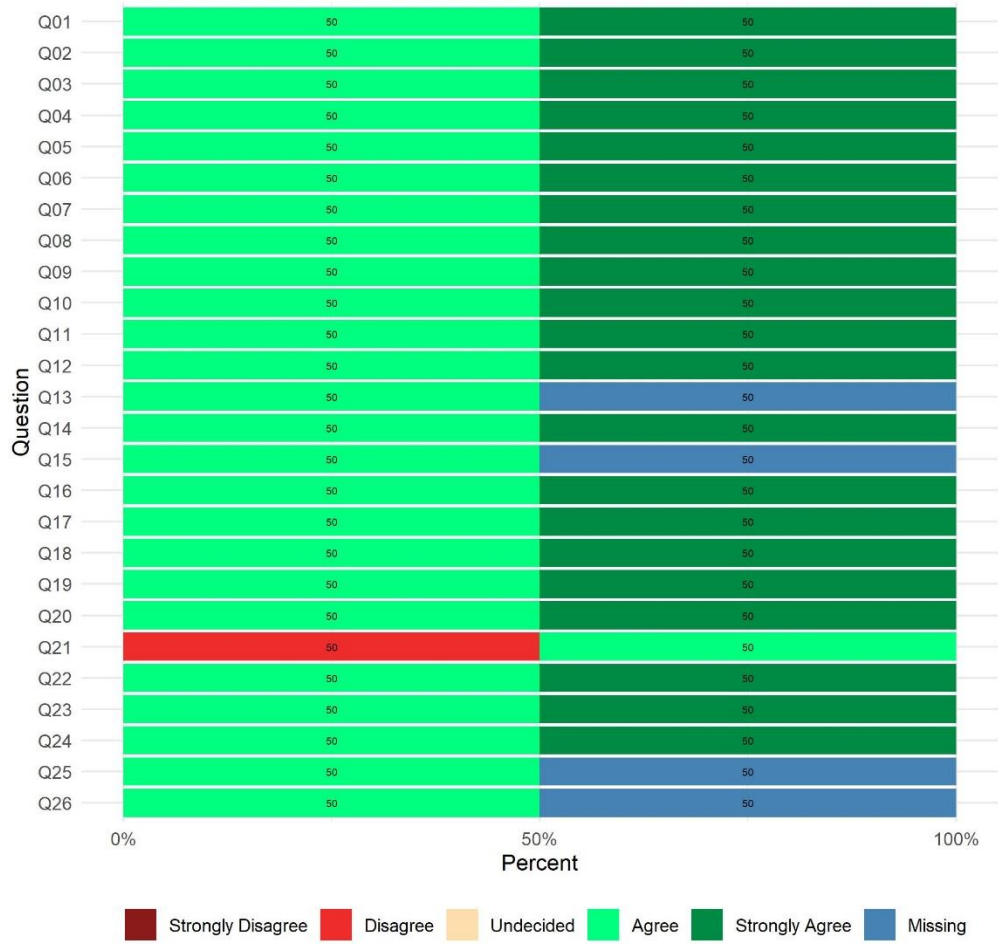
Completion Status	Youth	Family	Youth/Family Overall
Refused	2	0	2
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	0	1
<b>Total Surveyed</b>	<b>3</b>	<b>0</b>	<b>3</b>

Consumer Perceptions Survey - Youth - 00038DD3





### Consumer Perceptions Survey - Family - 00038826



**TAY Linkage (38BHLK)**  
**Reporting Unit: 38BHLK**

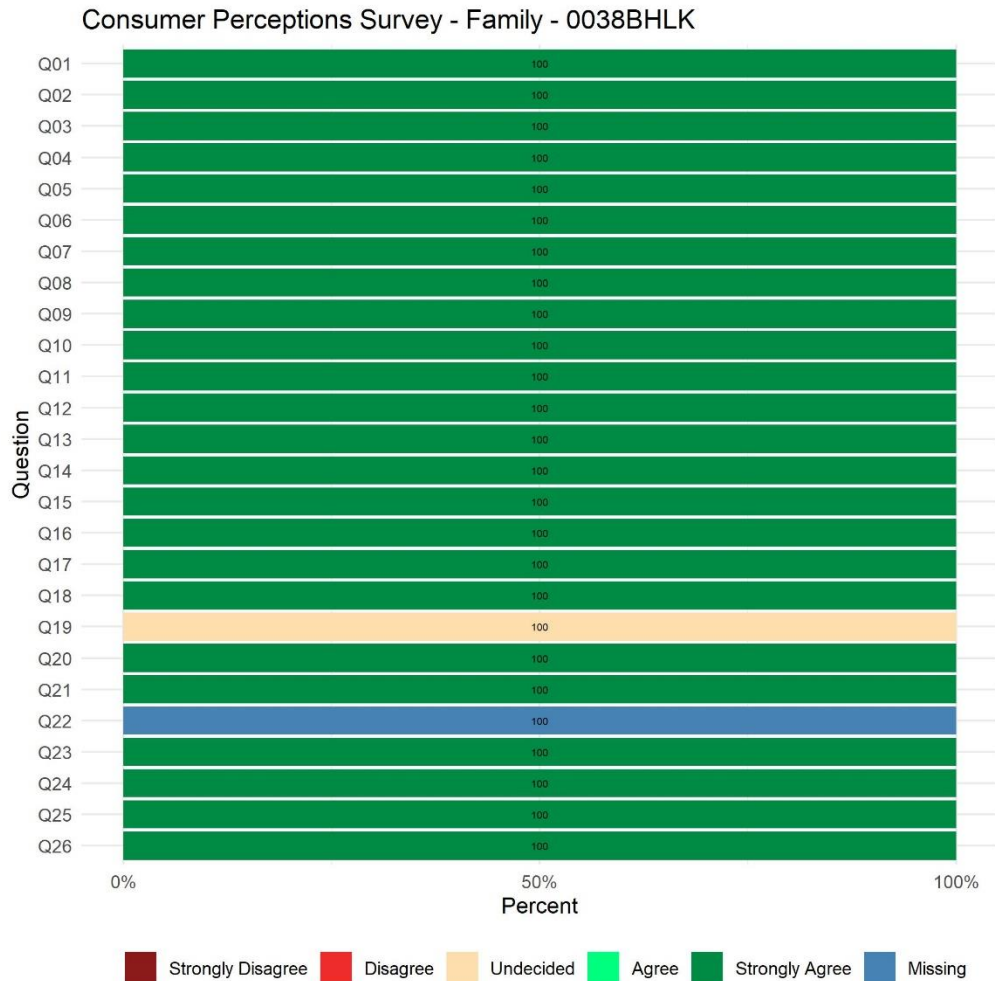
**Overall Satisfaction Rate<sup>1</sup>: 100%**

**Return Rate<sup>2</sup>: 50%**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and 5.00 (YSS-F)**

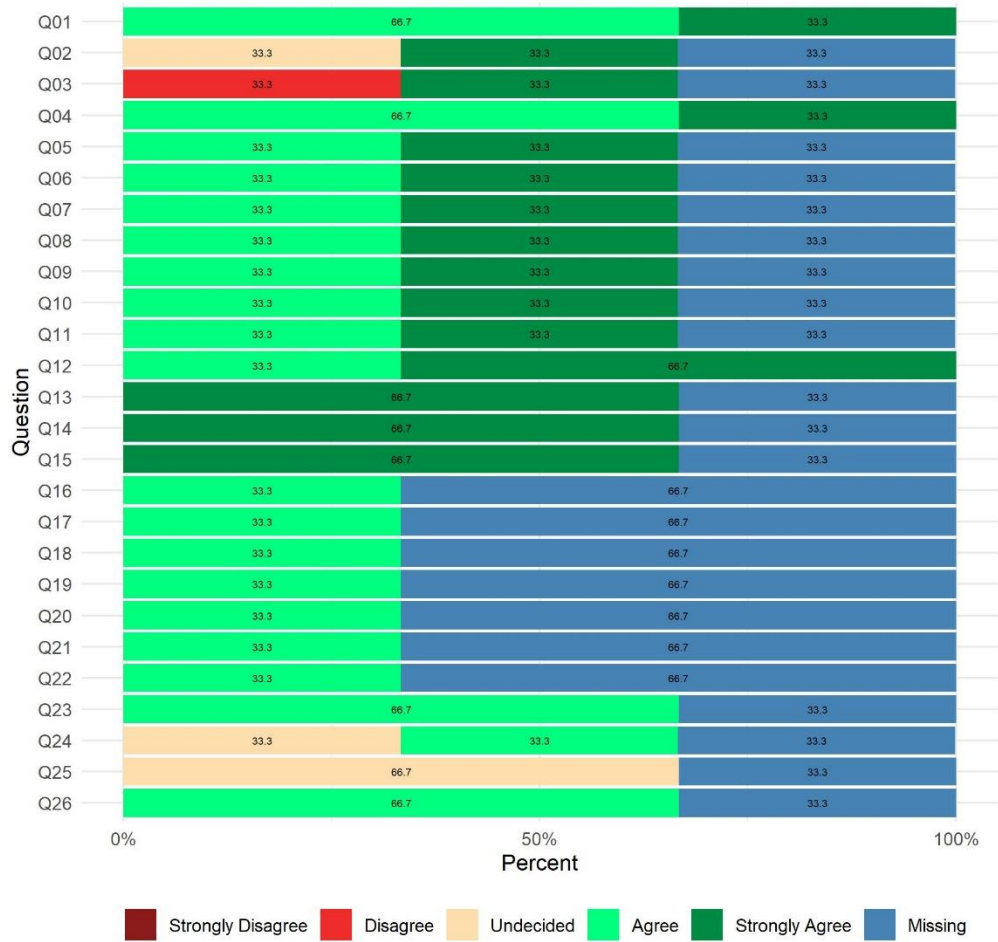
**Survey Compliance**

<b>Completion Status</b>	<b>Youth</b>	<b>Family</b>	<b>Youth/Family Overall</b>
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	1	1
<b>Total Surveyed</b>	<b>0</b>	<b>1</b>	<b>1</b>





### Consumer Perceptions Survey - Family - 00038C72





## Urban Services YMCA (38BV3)

Reporting Unit: 38BV3

Overall Satisfaction Rate<sup>1</sup>: 100%

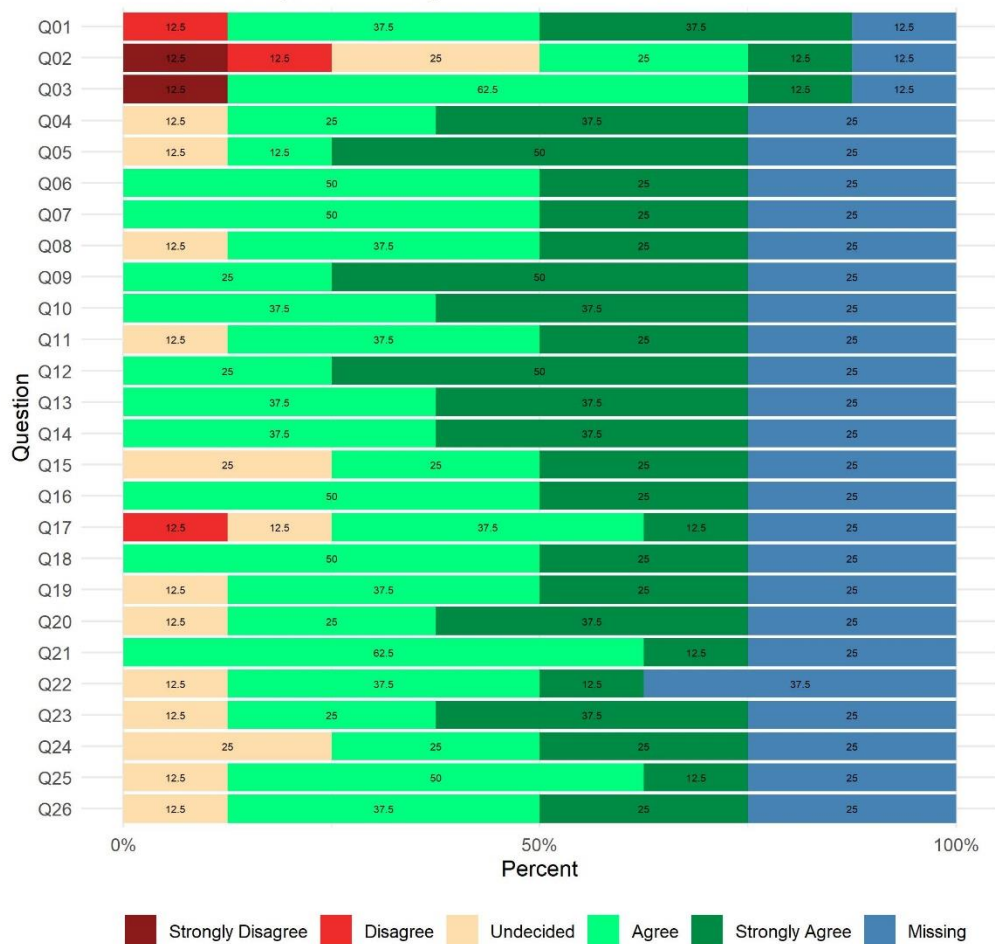
Return Rate<sup>2</sup>: 87%

Overall Satisfaction Mean Score<sup>1</sup>: 3.94 (YSS) and 4.45 (YSS-F)

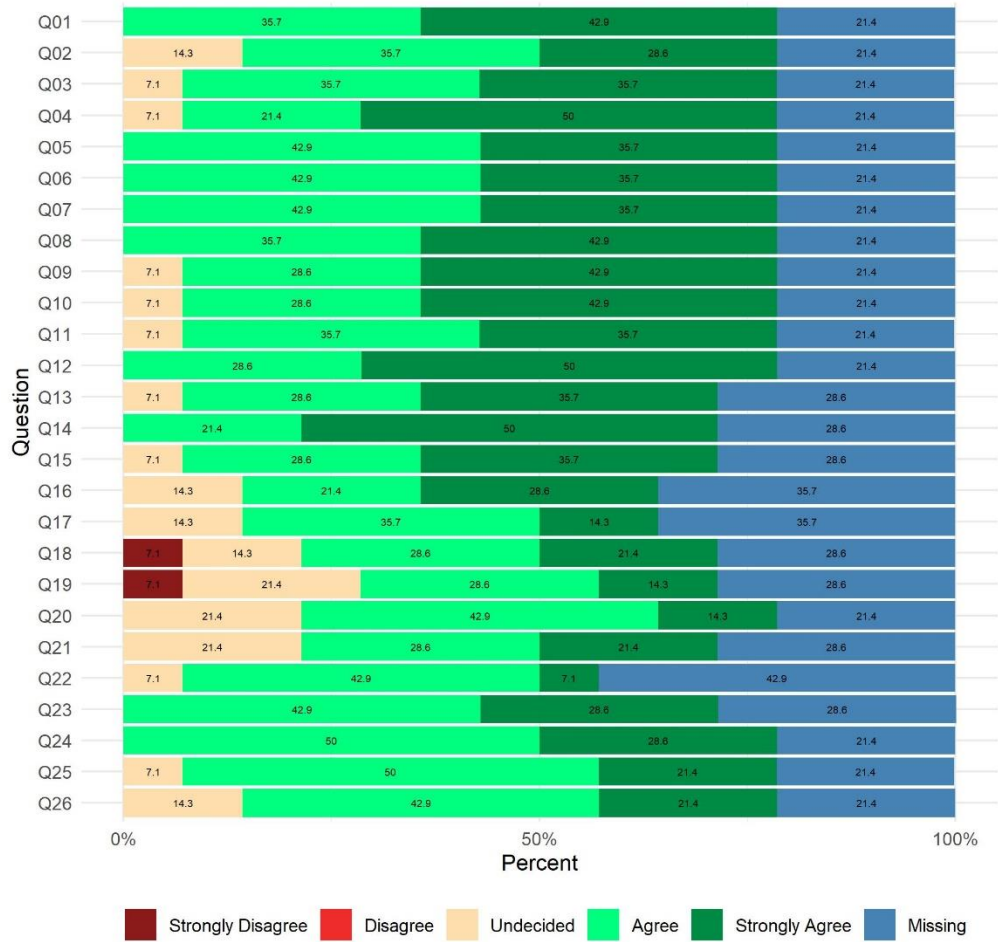
### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	4	8	12
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	8	14	22
<b>Total Surveyed</b>	<b>12</b>	<b>22</b>	<b>34</b>

Consumer Perceptions Survey - Youth - 00038BV3



### Consumer Perceptions Survey - Family - 00038BV3



## YMCA Trauma & Recovery Svc (38BVC3)

Reporting Unit: 38BVC3

Overall Satisfaction Rate<sup>1</sup>: 100%

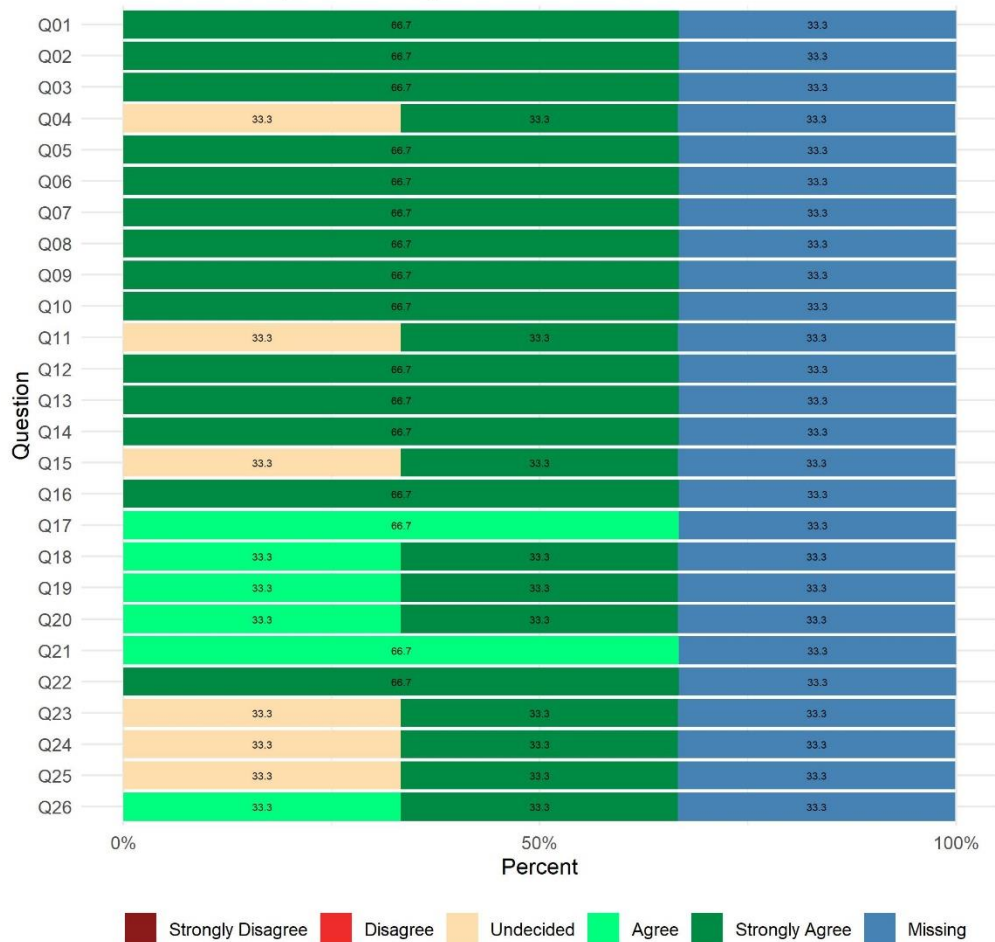
Return Rate<sup>2</sup>: 88%

Overall Satisfaction Mean Score<sup>1</sup>: 4.79 (YSS) and N/A (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	3	1	4
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	3	0	3
<b>Total Surveyed</b>	<b>6</b>	<b>1</b>	<b>7</b>

Consumer Perceptions Survey - Youth - 0038BVC3



## YMCA Urban Svc IHBS/EPST (38BV4)

Reporting Unit: 38BV4

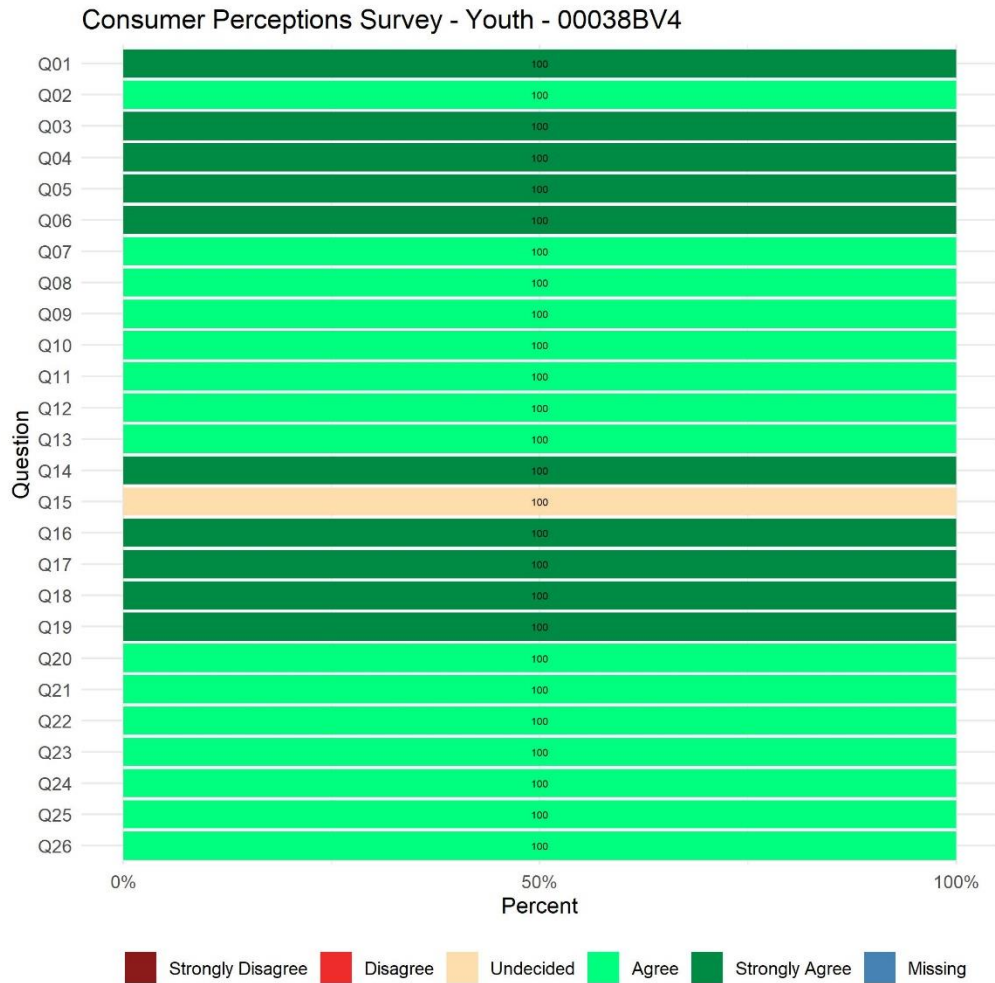
Overall Satisfaction Rate<sup>1</sup>: 100%

Return Rate<sup>2</sup>: 71%

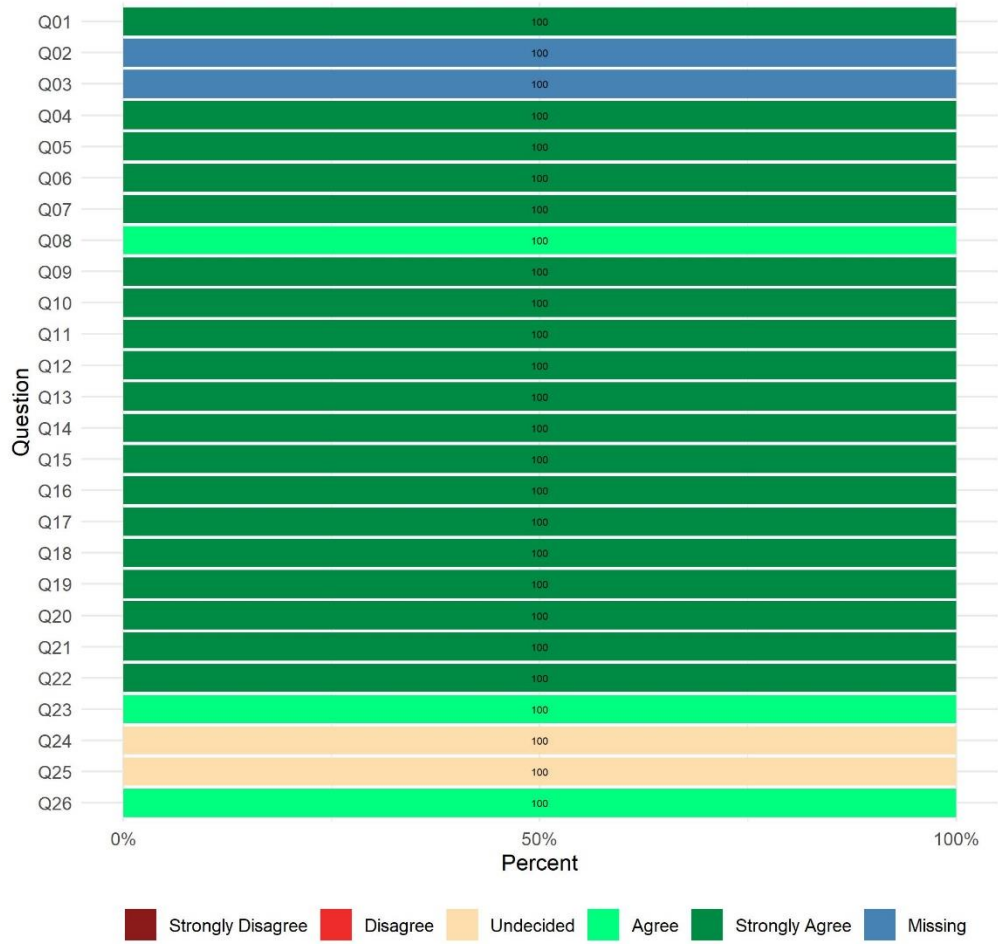
Overall Satisfaction Mean Score<sup>1</sup>: 4.36 (YSS) and 5.00 (YSS-F)

### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	1	2	3
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	1	2
<b>Total Surveyed</b>	<b>2</b>	<b>3</b>	<b>5</b>



### Consumer Perceptions Survey - Family - 00038BV4



**Pages 185-203 contain results for reporting units with Youth and Family surveys that could not be located in Avatar.**

**Unknown Program Name**

Reporting Unit: 0000038

Overall Satisfaction Rate<sup>1</sup>: 92%

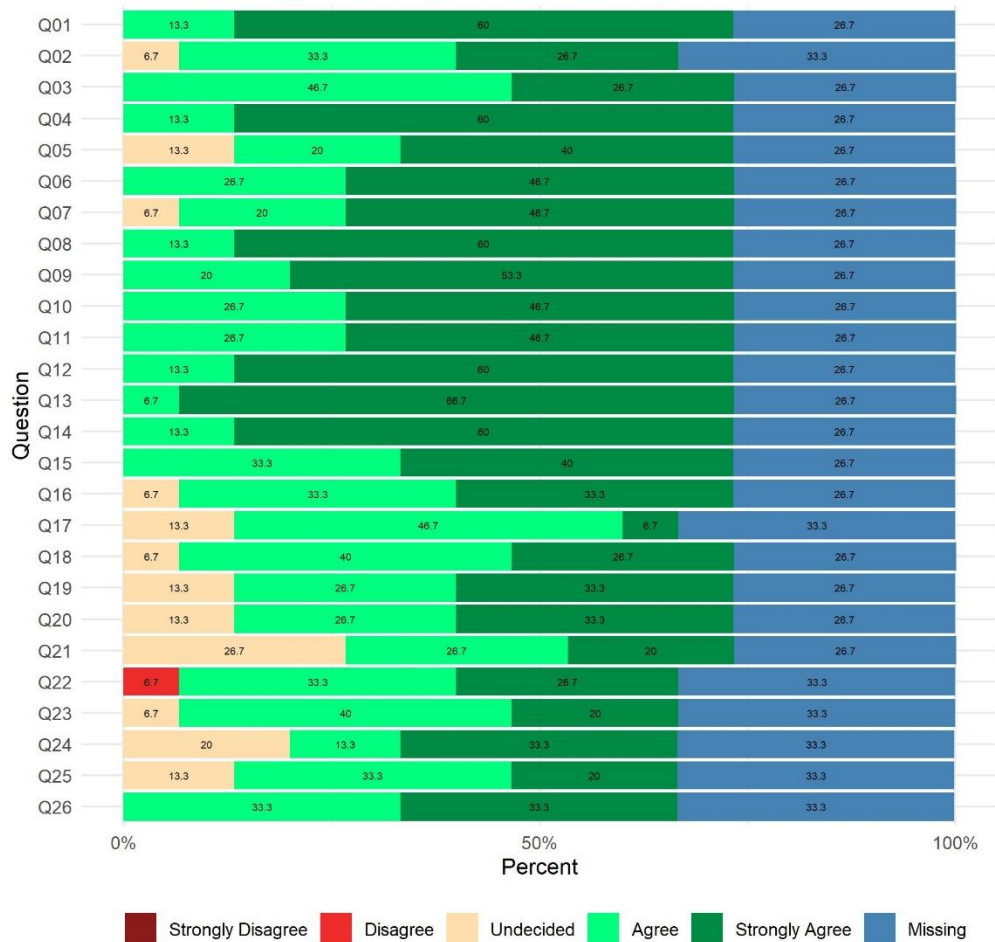
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 4.64 (YSS) and 4.00 (YSS-F)

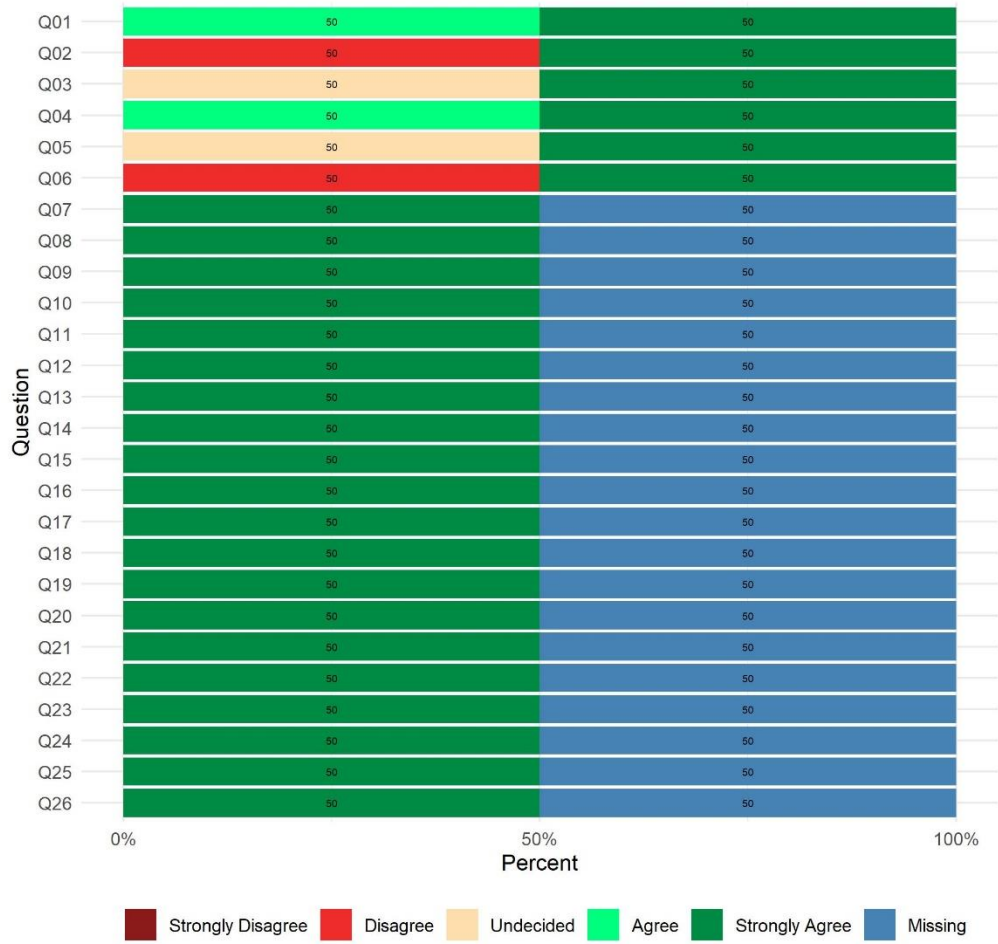
**Survey Compliance**

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	15	2	15
<b>Total Surveyed</b>	<b>15</b>	<b>2</b>	<b>17</b>

Consumer Perceptions Survey - Youth - 0000038



Consumer Perceptions Survey - Family - 00000038





**Unknown Program Name**

Reporting Unit: 0000082

Overall Satisfaction Rate<sup>1</sup>: 100%

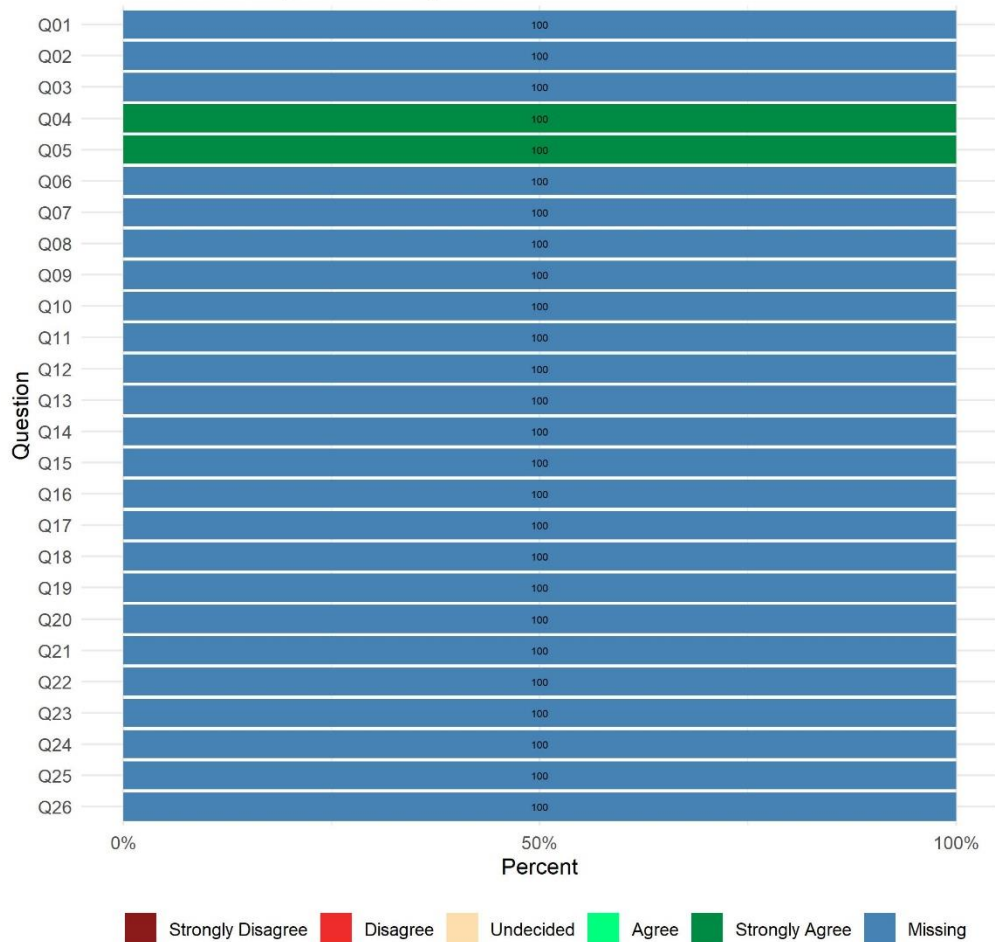
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 5.00 (YSS) and N/A (YSS-F)

**Survey Compliance**

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	0	1
<b>Total Surveyed</b>	<b>1</b>	<b>0</b>	<b>1</b>

Consumer Perceptions Survey - Youth - 0000082



**Unknown Program Name**

Reporting Unit: 00005402

Overall Satisfaction Rate<sup>1</sup>: 100%

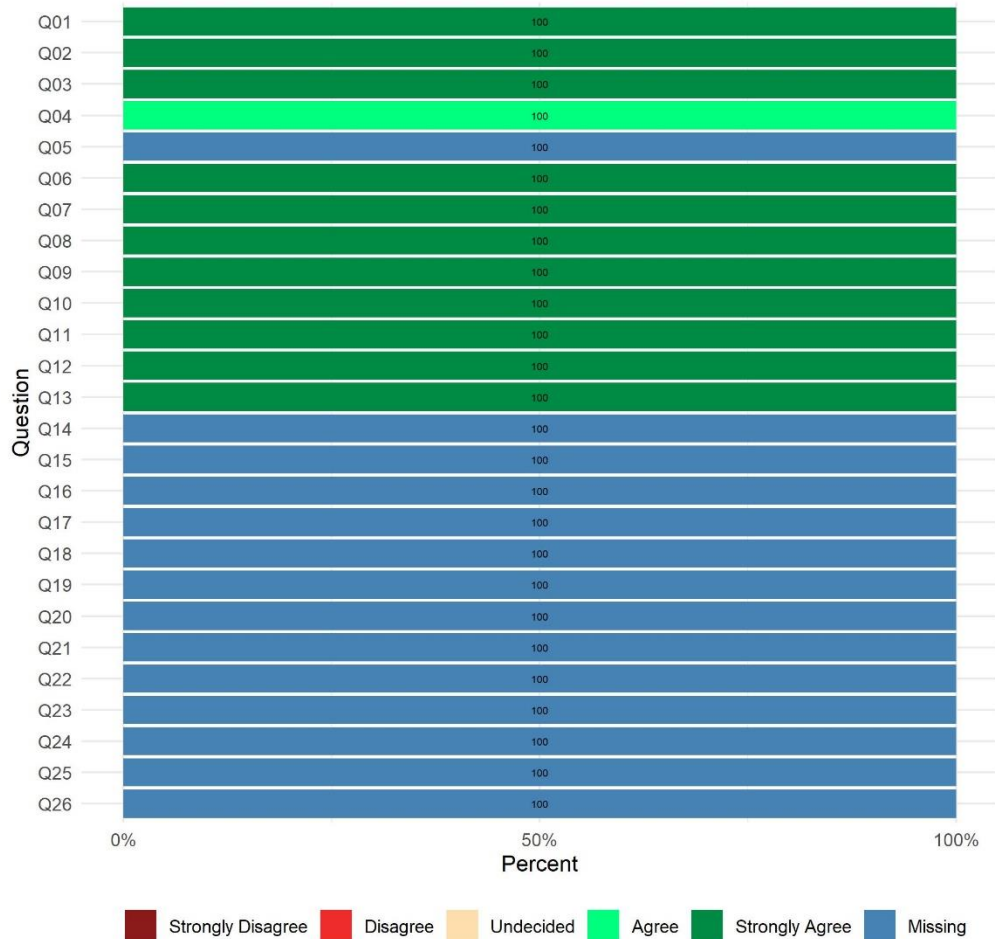
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and 4.91 (YSS-F)

**Survey Compliance**

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	1	1
<b>Total Surveyed</b>	<b>0</b>	<b>1</b>	<b>1</b>

Consumer Perceptions Survey - Family - 00005402



**Unknown Program Name**

Reporting Unit: 00006008

Overall Satisfaction Rate<sup>1</sup>: 100%

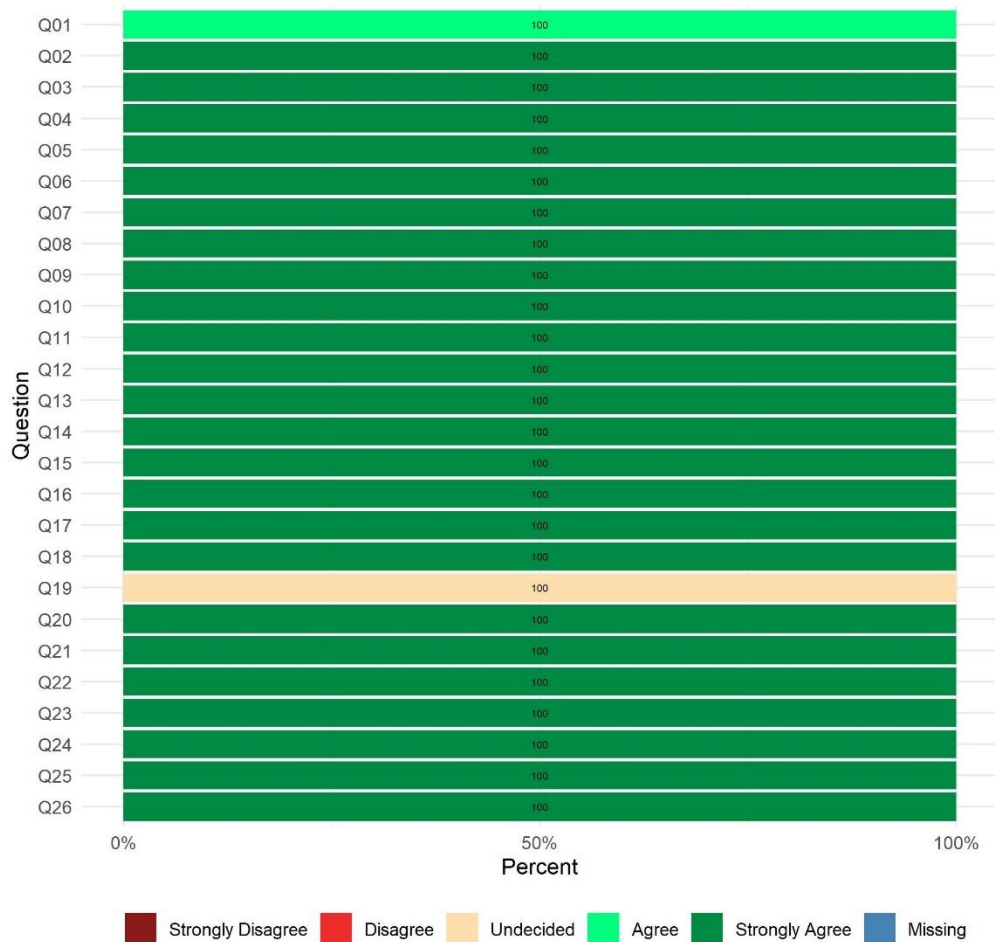
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and 4.93 (YSS-F)

**Survey Compliance**

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	1	1
<b>Total Surveyed</b>	<b>0</b>	<b>1</b>	<b>1</b>

Consumer Perceptions Survey - Family - 00006008



**Unknown Program Name**

Reporting Unit: 00008597

Overall Satisfaction Rate<sup>1</sup>: 100%

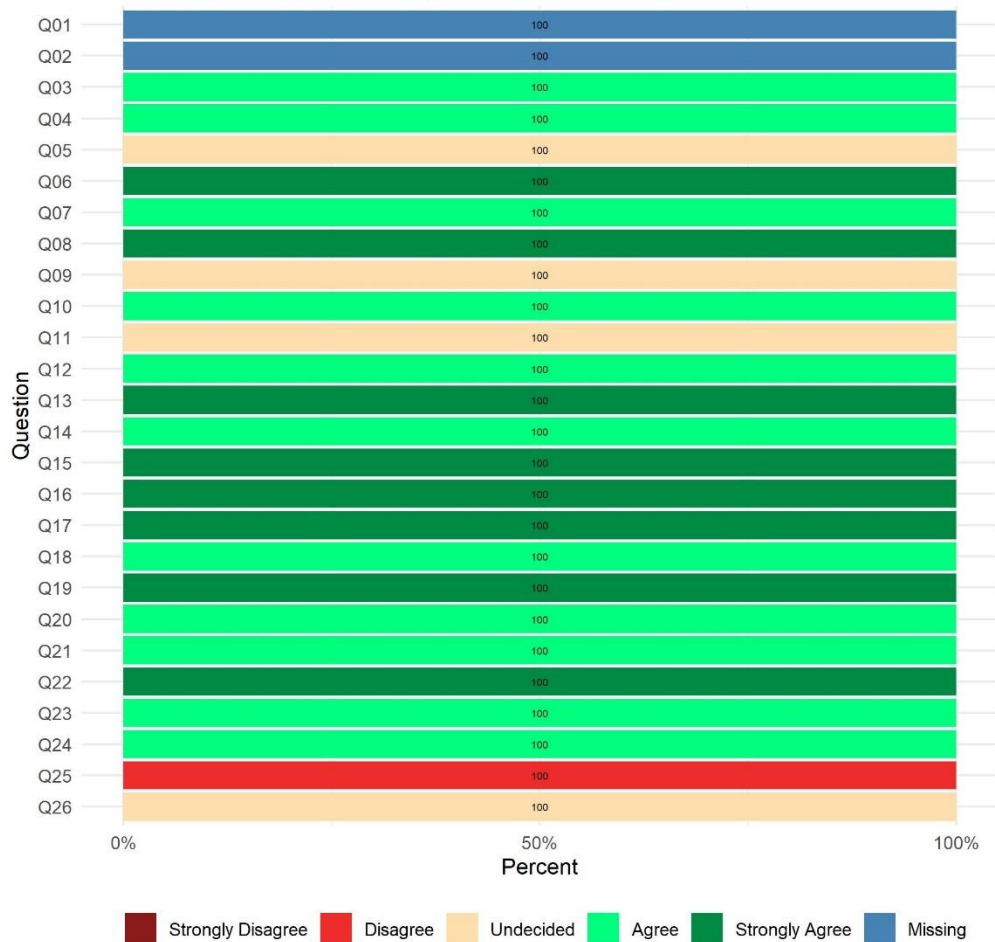
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 4.00 (YSS) and N/A (YSS-F)

**Survey Compliance**

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	0	1
<b>Total Surveyed</b>	<b>1</b>	<b>0</b>	<b>1</b>

Consumer Perceptions Survey - Youth - 00008597



**Unknown Program Name**

**Reporting Unit: 00038306**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A**

**Survey Compliance**

<b>Completion Status</b>	<b>Youth</b>	<b>Family</b>	<b>Youth/Family Overall</b>
Refused	1	0	1
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	0	0
<b>Total Surveyed</b>	<b>1</b>	<b>0</b>	<b>1</b>

No completed surveys

**Unknown Program Name**

**Reporting Unit: 0035ASMT**

**Overall Satisfaction Rate<sup>1</sup>: 100%**

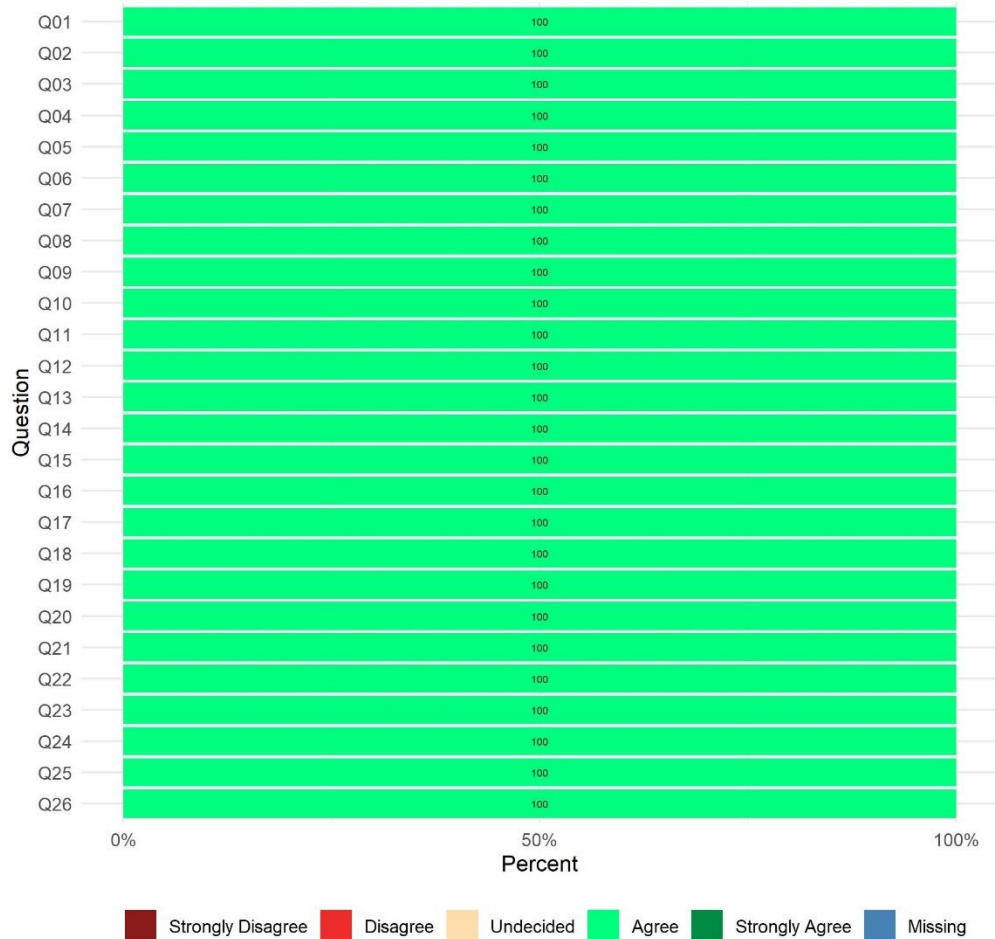
**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and 4.00 (YSS-F)**

**Survey Compliance**

<b>Completion Status</b>	<b>Youth</b>	<b>Family</b>	<b>Youth/Family Overall</b>
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	1	1
<b>Total Surveyed</b>	<b>0</b>	<b>1</b>	<b>1</b>

**Consumer Perceptions Survey - Family - 0035ASMT**



**Unknown Program Name**

Reporting Unit: 00388VC3

Overall Satisfaction Rate<sup>1</sup>: 100%

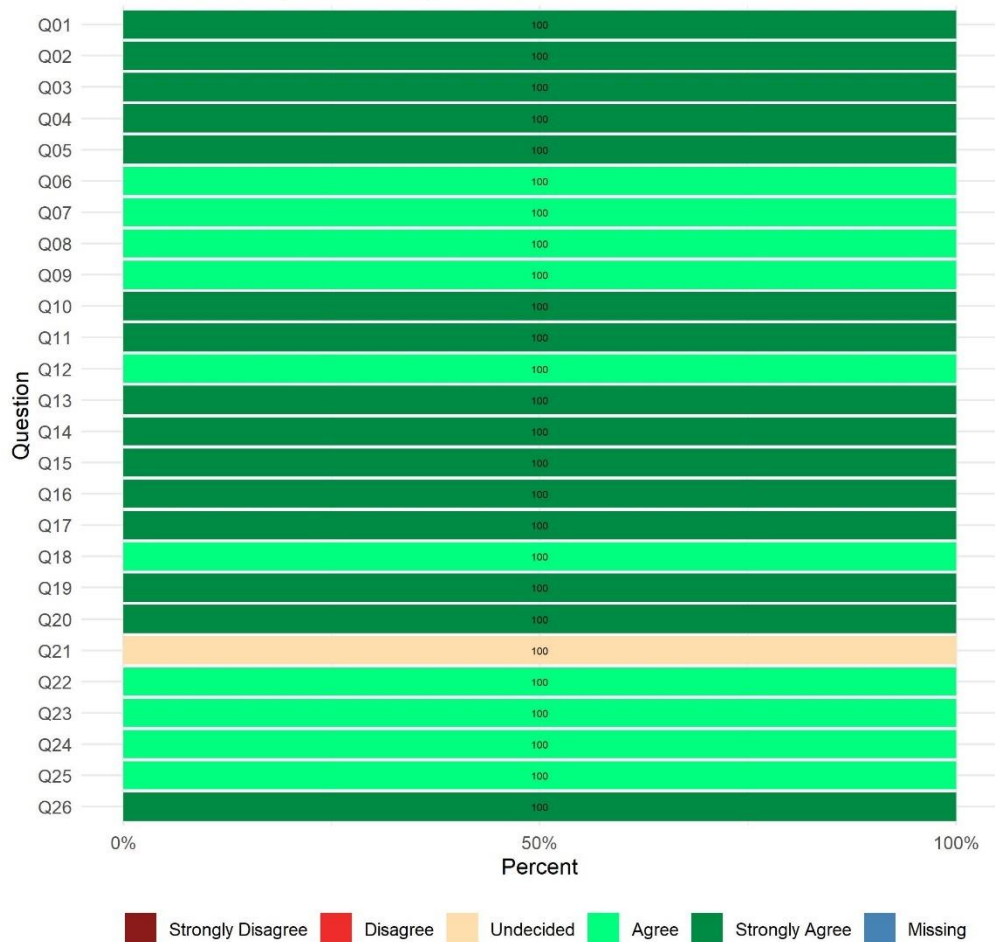
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 4.71 (YSS) and N/A (YSS-F)

**Survey Compliance**

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	0	1
<b>Total Surveyed</b>	<b>1</b>	<b>0</b>	<b>1</b>

Consumer Perceptions Survey - Youth - 00388VC3



**Unknown Program Name**

**Reporting Unit: 00038A55**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and N/A (YSS-F)**

**Survey Compliance**

<b>Completion Status</b>	<b>Youth</b>	<b>Family</b>	<b>Youth/Family Overall</b>
Refused	1	1	2
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	0	0
<b>Total Surveyed</b>	<b>1</b>	<b>1</b>	<b>2</b>

No completed surveys



**Unknown Program Name**

**Reporting Unit: 00038CSV**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and N/A (YSS-F)**

**Survey Compliance**

<b>Completion Status</b>	<b>Youth</b>	<b>Family</b>	<b>Youth/Family Overall</b>
Refused	1	1	2
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	0	0
<b>Total Surveyed</b>	<b>1</b>	<b>1</b>	<b>2</b>

No completed surveys

**Unknown Program Name**

Reporting Unit: 00038L85

Overall Satisfaction Rate<sup>1</sup>: 100%

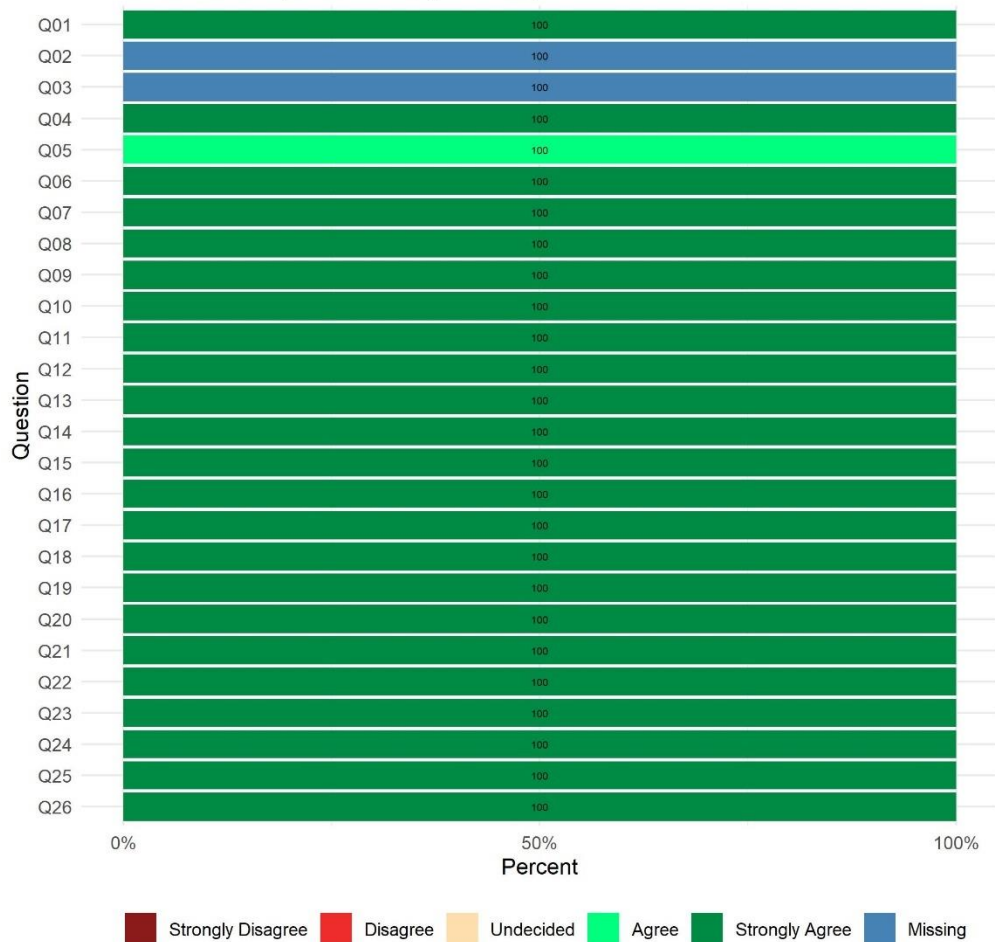
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and 4.92 (YSS-F)

**Survey Compliance**

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	1	1
<b>Total Surveyed</b>	<b>0</b>	<b>1</b>	<b>1</b>

Consumer Perceptions Survey - Family - 00038L85



**Unknown Program Name**

Reporting Unit: 00038LAZ

Overall Satisfaction Rate<sup>1</sup>: 100%

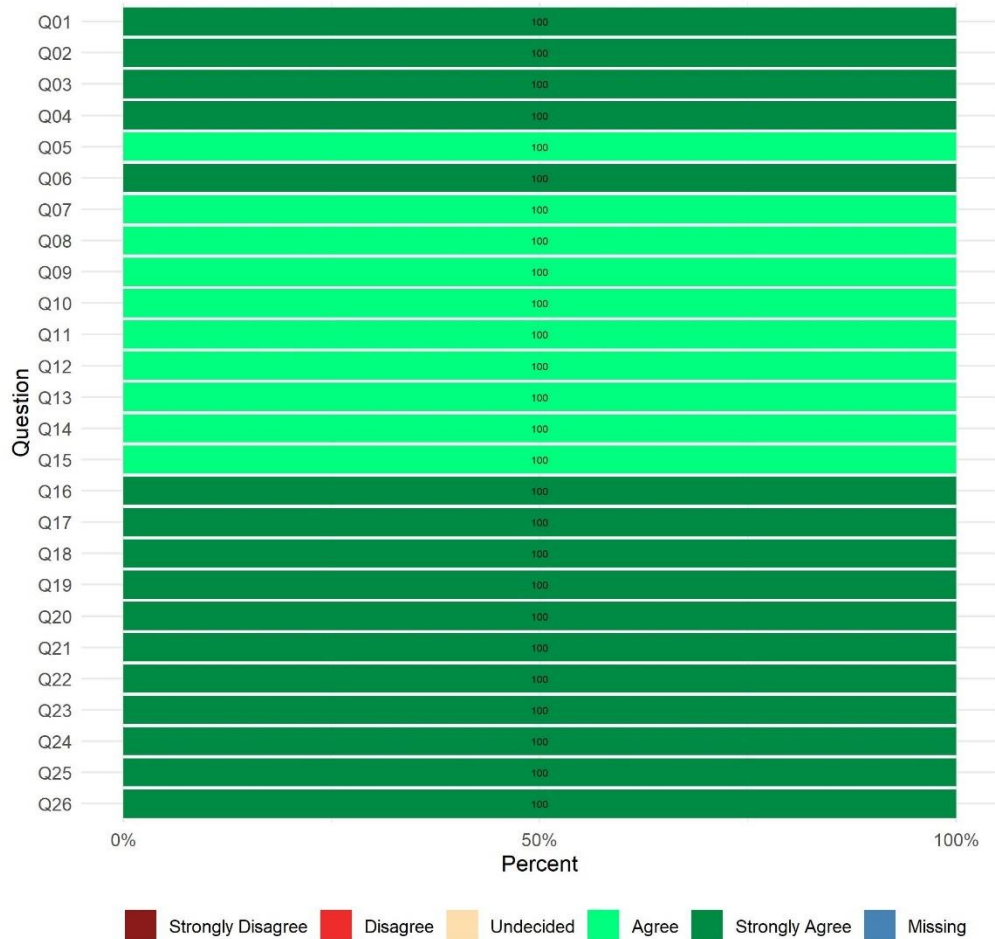
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 4.36 (YSS) and 4.14 (YSS-F)

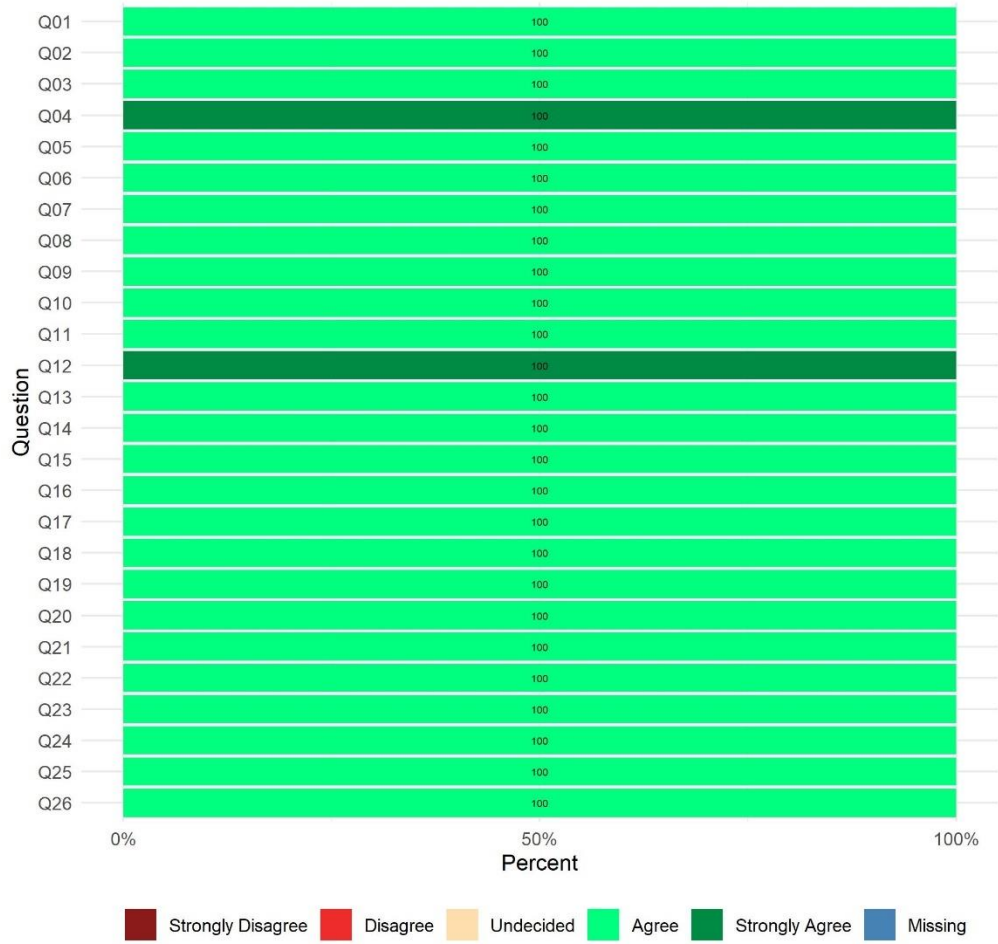
**Survey Compliance**

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	1	1	2
<b>Total Surveyed</b>	<b>1</b>	<b>1</b>	<b>2</b>

Consumer Perceptions Survey - Youth - 00038LAZ



### Consumer Perceptions Survey - Family - 00038LAZ



**Unknown Program Name**

**Reporting Unit: 0003B8V3**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and N/A (YSS-F)**

**Survey Compliance**

<b>Completion Status</b>	<b>Youth</b>	<b>Family</b>	<b>Youth/Family Overall</b>
Refused	1	0	1
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	0	0
<b>Total Surveyed</b>	<b>1</b>	<b>0</b>	<b>1</b>

No completed surveys

**Unknown Program Name**

**Reporting Unit: 0088BVC3**

**Overall Satisfaction Rate<sup>1</sup>: N/A**

**Return Rate<sup>2</sup>: N/A**

**Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and N/A (YSS-F)**

**Survey Compliance**

<b>Completion Status</b>	<b>Youth</b>	<b>Family</b>	<b>Youth/Family Overall</b>
Refused	1	0	1
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	0	0
<b>Total Surveyed</b>	<b>1</b>	<b>0</b>	<b>1</b>

No completed surveys

**Unknown Program Name**

Reporting Unit: SPARK381

Overall Satisfaction Rate<sup>1</sup>: 100%

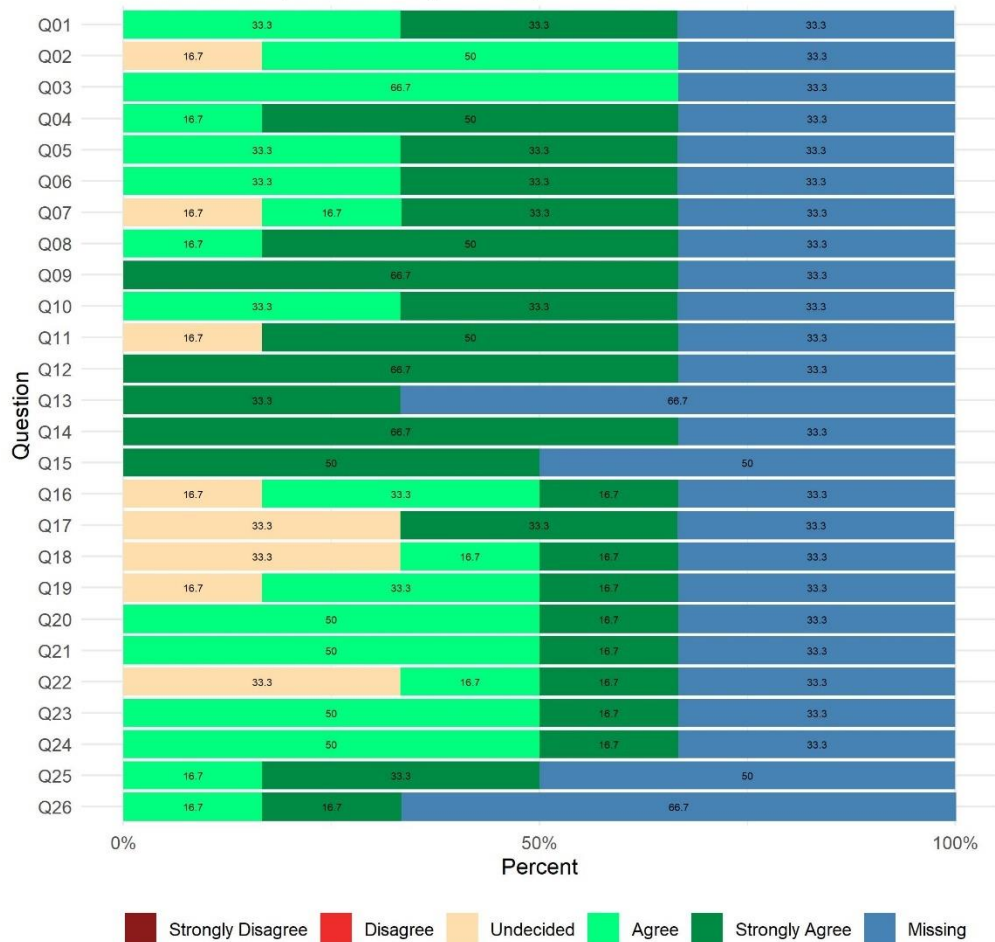
Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: N/A (YSS) and 4.56 (YSS-F)

**Survey Compliance**

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	0	6	6
<b>Total Surveyed</b>	<b>0</b>	<b>6</b>	<b>6</b>

**Consumer Perceptions Survey - Family - SPARK381**



## Unknown Program Name

Reporting Unit: Unknown

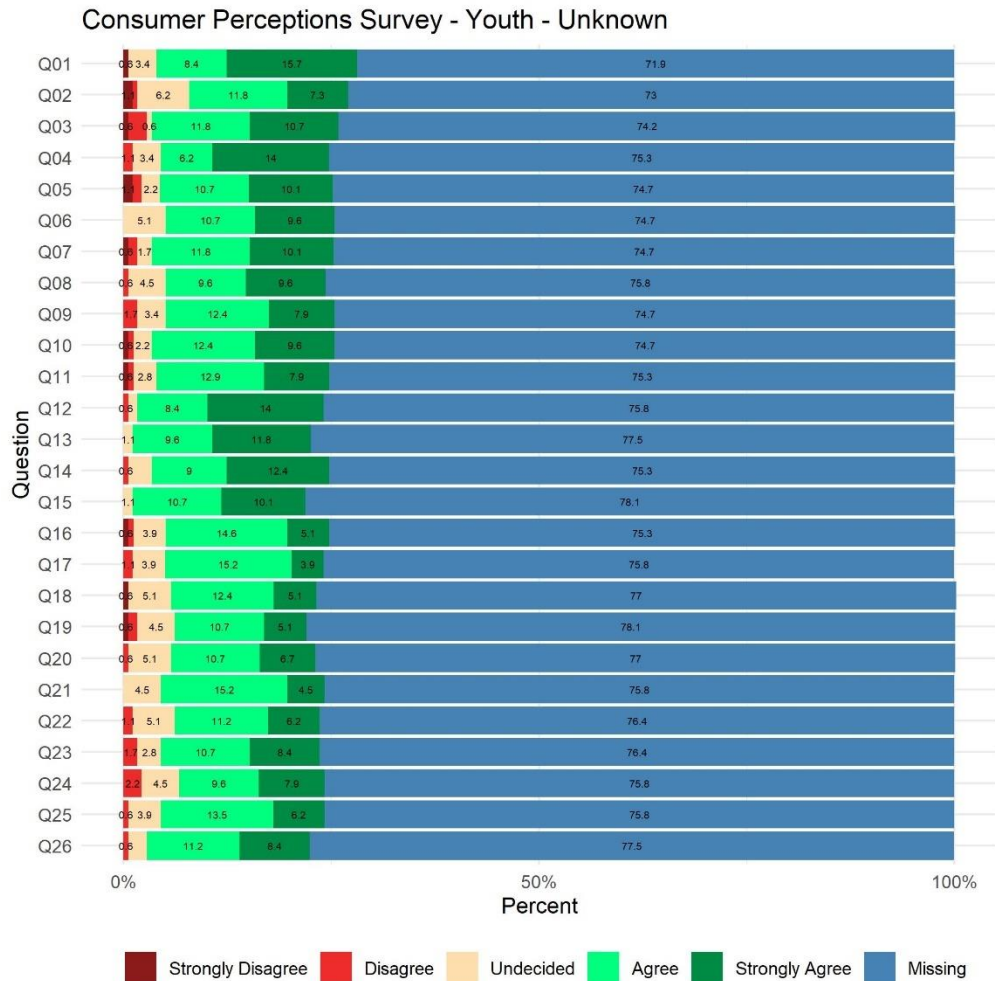
Overall Satisfaction Rate<sup>1</sup>: 91%

Return Rate<sup>2</sup>: N/A

Overall Satisfaction Mean Score<sup>1</sup>: 4.22 (YSS) and 4.35 (YSS-F)

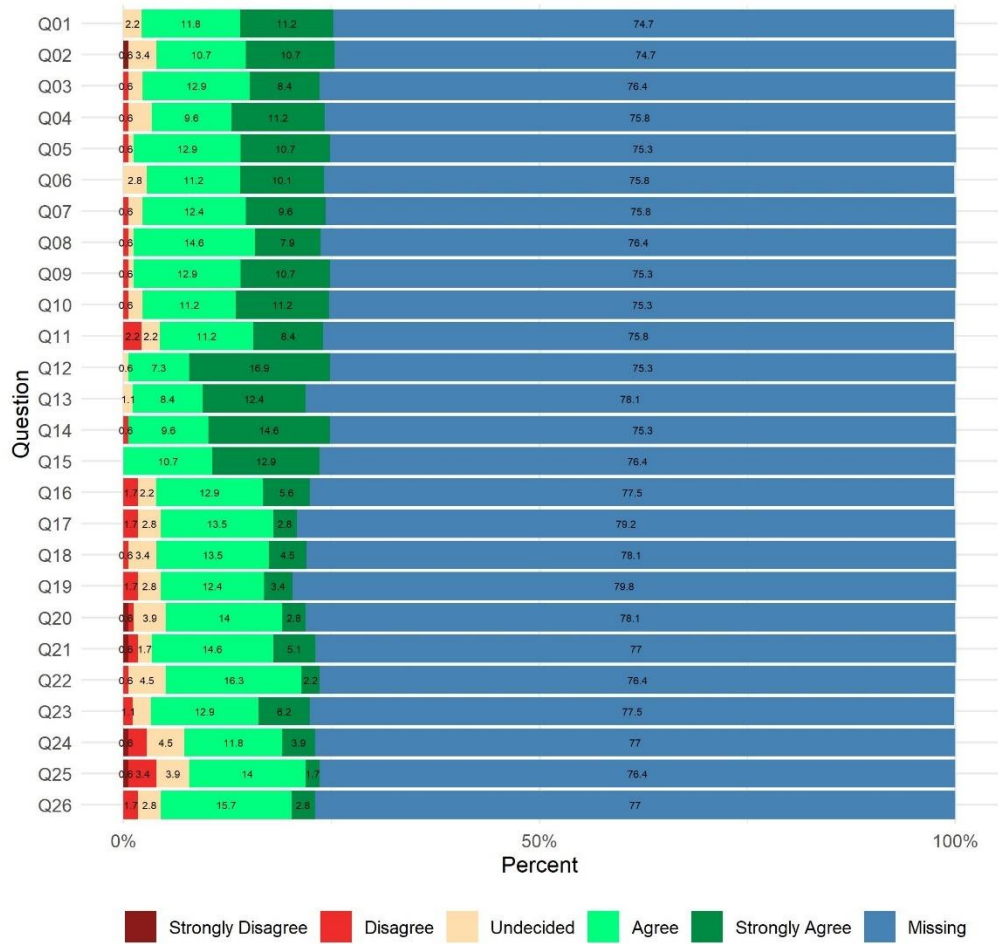
### Survey Compliance

Completion Status	Youth	Family	Youth/Family Overall
Refused	0	0	0
Impaired	0	0	0
Language	0	0	0
Other	0	0	0
Completed	178	178	356
<b>Total Surveyed</b>	<b>178</b>	<b>178</b>	<b>356</b>





### Consumer Perceptions Survey - Family - Unknown



## Appendix A – MHSIP

Q01	I like the services that I received here.
Q02	If I had other choices, I would still get services from this agency.
Q03	I would recommend this agency to a friend or family member.
Q04	The location of services was convenient (parking, public transportation, distance, etc.).
Q05	Staff were willing to see me as often as I felt it was necessary.
Q06	Staff returned my calls within 24 hours.
Q07	Services were available at times that were good for me.
Q08	I was able to get all the services I thought I needed.
Q09	I was able to see a psychiatrist when I wanted to.
Q10	Staff here believe that I can grow, change and recover.
Q11	I felt comfortable asking questions about my treatment and medication.
Q12	I felt free to complain.
Q13	I was given information about my rights.
Q14	Staff encouraged me to take responsibility for how I live my life.
Q15	Staff told me what side effects to watch out for.
Q16	Staff respected my wishes about who is, and who is not to be given information about my treatment.
Q17	I, not staff, decided my treatment goals.
Q18	Staff were sensitive to my cultural background (race, religion, language, etc.).
Q19	Staff helped me obtain the information I needed so that I could take charge of managing my illness.
Q20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).
Q21	I deal more effectively with daily problems.
Q22	I am better able to control my life.
Q23	I am better able to deal with crisis.
Q24	I am getting along better with my family.
Q25	I do better in social situations.
Q26	I do better in school and /or work.
Q27	My housing situation has improved.
Q28	My symptoms are not bothering me as much.
Q29	I do things that are more meaningful to me.
Q30	I am better able to take care of my needs.
Q31	I am better able to handle things when they go wrong.
Q32	I am better able to do things that I want to do.
Q33	I am happy with the friendships I have.
Q34	I have people with whom I can do enjoyable things.
Q35	I feel I belong in my community.
Q36	In a crisis, I would have the support I need from family or friends.

## Appendix B – YSS

Q01	Overall, I am satisfied with the service I received
Q02	I helped to choose my services
Q03	I helped to choose my treatment goals
Q04	The people helping me stuck with me no matter what
Q05	I felt I had someone to talk to when I was troubled
Q06	I participated in my own treatment
Q07	The services I received were right for me
Q08	The location of services was convenient for me
Q09	Services were available at times that were convenient for me
Q10	I got the help I wanted
Q11	I got as much help as I needed
Q12	Staff treated me with respect
Q13	Staff respected my religious/spiritual beliefs
Q14	Staff spoke with me in a way that I understood
Q15	Staff were sensitive to my cultural/ethnic background
Q16	As a result of the services I received, I am better at handling daily life
Q17	As a result of the services I received, I get along better with family
Q18	As a result of the services I received, I get along better with friends and other people
Q19	As a result of the services I received, I am doing better in school and or work
Q20	As a result of the services I received, I am better able to cope when things go wrong
Q21	As a result of the services I received, I am satisfied with my family life right now
Q22	As a result of the services I received, I am better able to do things I want to do
Q23	As a result of the services I received, I know people who will listen and understand me when I need to talk
Q24	As a result of the services I received, I have people that I am comfortable talking with about my problem
Q25	As a result of the services I received, in a crisis, I would have the support I need form my family or friends
Q26	As a result of the services I received, I have people with whom I can do enjoyable things