
Tabulation of Satisfaction Scores/Results by Agency and Program

Agency	Non-Residential		Residential		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.22	98	3.24	101	3.23	199
Anchorage Children's Home	3.30	92	3.09	130	3.18	222
Arnette House	3.15	81	3.18	104	3.17	185
Capital City Youth Services	3.38	68	3.16	172	3.22	240
CDS Family & Behavioral Health Svcs	3.46	114	3.40	167	3.42	281
Center for Family and Child Enrichment	3.43	33		0	3.43	33
CHS Osceola Office	3.81	2		0	3.81	2
CHS Treasure Coast	3.27	95	3.11	154	3.17	249
CHS West Palm Beach	2.99	11	2.84	20	2.90	31
Crosswinds Youth Services	3.36	45	2.61	158	2.78	203
Devereux Project INSPIRE	3.09	19		0	3.09	19
Family Resources	3.43	228	3.28	402	3.33	630
Florida Keys Children Shelter	3.36	20	3.31	27	3.33	47
Friends of Children	3.58	39		0	3.58	39
Girls and Boys Town	3.40	69	3.26	62	3.33	131
Hillsborough County	3.53	80	3.23	208	3.31	288
Lutheran Services Florida - Northwest	3.32	107	2.99	186	3.11	293
Lutheran Services Florida - Southeast	3.12	44	3.20	38	3.16	82
Lutheran Services Florida - Southwest	3.44	81	3.20	124	3.29	205
Miami Bridge	3.10	131	3.15	212	3.13	343
Orange County	3.42	108	3.14	333	3.21	441
Park Place Behavioral	3.25	87		0	3.25	87
Sarasota Family YMCA	3.37	274	3.09	130	3.28	404
Youth and Family Alternatives	3.11	99	3.03	266	3.05	365
Youth Crisis Center	3.37	37	3.06	251	3.10	288
Total	3.33	2,062	3.13	3,245	3.21	5,307

Tabulation of Satisfaction Scores/Results by Agency and Client Type

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.22	121	3.24	78	3.23	199
Anchorage Children's Home	3.19	174	3.12	48	3.18	222
Arnette House	3.18	148	3.13	37	3.17	185
Capital City Youth Services	3.29	162	3.08	78	3.22	240
CDS Family & Behavioral Health Svcs	3.37	161	3.50	120	3.42	281
Center for Family and Child Enrichment	3.43	33			3.43	33
CHS Osceola Office	3.81	2			3.81	2
CHS Treasure Coast	3.04	140	3.35	109	3.17	249
CHS West Palm Beach	2.87	24	2.98	7	2.90	31
Crosswinds Youth Services	2.88	108	2.66	95	2.78	203
Devereux Project INSPIRE	3.09	8	3.08	11	3.09	19
Family Resources	3.25	399	3.48	231	3.33	630
Florida Keys Children Shelter	3.25	37	3.65	10	3.33	47
Friends of Children	3.88	1	3.57	38	3.58	39
Girls and Boys Town	3.20	76	3.52	55	3.33	131
Hillsborough County	3.26	149	3.37	139	3.31	288
Lutheran Services Florida - Northwest	3.07	186	3.18	107	3.11	293
Lutheran Services Florida - Southeast	3.07	44	3.26	38	3.16	82
Lutheran Services Florida - Southwest	3.24	116	3.36	89	3.29	205
Miami Bridge	3.11	143	3.14	200	3.13	343
Orange County	3.14	222	3.28	219	3.21	441
Park Place Behavioral	3.18	73	3.60	14	3.25	87
Sarasota Family YMCA	3.30	291	3.23	113	3.28	404
Youth and Family Alternatives	3.02	301	3.23	64	3.05	365
Youth Crisis Center	3.13	172	3.05	116	3.10	288
Total	3.18	3,291	3.26	2,016	3.21	5,307

Tabulation of Satisfaction Scores by Agency and Client Type for Non-Residential

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.13	20	3.24	78	3.22	98
Anchorage Children's Home	3.30	85	3.27	7	3.30	92
Arnette House	3.16	48	3.14	33	3.15	81
Capital City Youth Services	3.34	60	3.67	8	3.38	68
CDS Family & Behavioral Health Svcs	3.38	65	3.55	49	3.46	114
Center for Family and Child Enrichment	3.43	33			3.43	33
CHS Osceola Office	3.81	2			3.81	2
CHS Treasure Coast	3.24	41	3.30	54	3.27	95
CHS West Palm Beach	3.00	5	2.98	6	2.99	11
Crosswinds Youth Services	3.05	24	3.71	21	3.36	45
Devereux Project INSPIRE	3.09	8	3.08	11	3.09	19
Family Resources	3.37	114	3.49	114	3.43	228
Florida Keys Children Shelter	3.33	18	3.69	2	3.36	20
Friends of Children	3.88	1	3.57	38	3.58	39
Girls and Boys Town	3.27	38	3.57	31	3.40	69
Hillsborough County	3.43	40	3.64	40	3.53	80
Lutheran Services Florida - Northwest	3.20	80	3.68	27	3.32	107
Lutheran Services Florida - Southeast	2.98	25	3.31	19	3.12	44
Lutheran Services Florida - Southwest	3.38	42	3.49	39	3.44	81
Miami Bridge	3.13	33	3.09	98	3.10	131
Orange County	3.35	43	3.46	65	3.42	108
Park Place Behavioral	3.18	73	3.60	14	3.25	87
Sarasota Family YMCA	3.37	226	3.36	48	3.37	274
Youth and Family Alternatives	3.02	60	3.24	39	3.11	99
Youth Crisis Center	3.21	26	3.75	11	3.37	37
Total	3.28	1,210	3.40	852	3.33	2,062

Non-Residential Survey Question 1: Our counselor understood how I felt about things.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.20	20	3.35	78	3.22	98
Anchorage Children's Home	3.44	85	3.57	7	3.30	92
Arnette House	3.38	48	3.06	33	3.15	81
Capital City Youth Services	3.52	60	3.88	8	3.38	68
CDS Family & Behavioral Health Svcs	3.62	65	3.63	49	3.46	114
Center for Family and Child Enrichment	3.61	33			3.43	33
CHS Osceola Office	4.00	2			3.81	2
CHS Treasure Coast	3.20	41	3.39	54	3.27	95
CHS West Palm Beach	3.20	5	3.33	6	2.99	11
Crosswinds Youth Services	2.92	24	3.81	21	3.36	45
Devereux Project INSPIRE	3.63	8	3.00	11	3.09	19
Family Resources	3.53	114	3.62	114	3.43	228
Florida Keys Children Shelter	3.50	18	3.50	2	3.36	20
Friends of Children	4.00	1	3.71	38	3.58	39
Girls and Boys Town	3.34	38	3.55	31	3.40	69
Hillsborough County	3.48	40	3.88	40	3.53	80
Lutheran Services Florida - Northwest	3.28	80	3.63	27	3.32	107
Lutheran Services Florida - Southeast	3.08	25	3.32	19	3.12	44
Lutheran Services Florida - Southwest	3.45	42	3.64	39	3.44	81
Miami Bridge	3.30	33	3.19	98	3.10	131
Orange County	3.44	43	3.69	65	3.42	108
Park Place Behavioral	3.32	73	3.79	14	3.25	87
Sarasota Family YMCA	3.52	226	3.54	48	3.37	274
Youth and Family Alternatives	3.13	60	3.21	39	3.11	99
Youth Crisis Center	3.5	26	3.64	11	3.37	37
Total	3.41	1,210	3.50	852	3.33	2,062

Non-Residential Survey Question 2: So far, our counseling has helped me and my family.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.00	20	3.22	78	3.22	98
Anchorage Children's Home	3.24	85	3.00	7	3.30	92
Arnette House	3.06	48	3.12	33	3.15	81
Capital City Youth Services	3.25	60	3.75	8	3.38	68
CDS Family & Behavioral Health Svcs	3.38	65	3.53	49	3.46	114
Center for Family and Child Enrichment	3.39	33			3.43	33
CHS Osceola Office	3.50	2			3.81	2
CHS Treasure Coast	3.10	41	3.11	54	3.27	95
CHS West Palm Beach	2.40	5	2.33	6	2.99	11
Crosswinds Youth Services	3.13	24	3.90	21	3.36	45
Devereux Project INSPIRE	3.00	8	2.82	11	3.09	19
Family Resources	3.29	114	3.28	114	3.43	228
Florida Keys Children Shelter	3.44	18	3.50	2	3.36	20
Friends of Children	4.00	1	3.55	38	3.58	39
Girls and Boys Town	3.34	38	3.61	31	3.40	69
Hillsborough County	3.45	40	3.58	40	3.53	80
Lutheran Services Florida - Northwest	3.10	80	3.74	27	3.32	107
Lutheran Services Florida - Southeast	2.96	25	2.95	19	3.12	44
Lutheran Services Florida - Southwest	3.40	42	3.44	39	3.44	81
Miami Bridge	3.00	33	2.94	98	3.10	131
Orange County	3.33	43	3.35	65	3.42	108
Park Place Behavioral	3.14	73	3.57	14	3.25	87
Sarasota Family YMCA	3.29	226	3.29	48	3.37	274
Youth and Family Alternatives	2.92	60	3.08	39	3.11	99
Youth Crisis Center	3.04	26	3.82	11	3.37	37
Total	3.22	1,210	3.30	852	3.33	2,062

Non-Residential Survey Question 3: I believe that my family and I are better able to solve our problems now.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.10	20	3.05	78	3.22	98
Anchorage Children's Home	3.07	85	3.00	7	3.30	92
Arnette House	2.77	48	3.06	33	3.15	81
Capital City Youth Services	3.27	60	3.38	8	3.38	68
CDS Family & Behavioral Health Svcs	3.17	65	3.22	49	3.46	114
Center for Family and Child Enrichment	3.24	33			3.43	33
CHS Osceola Office	3.50	2			3.81	2
CHS Treasure Coast	3.20	41	3.09	54	3.27	95
CHS West Palm Beach	2.80	5	3.00	6	2.99	11
Crosswinds Youth Services	3.13	24	3.81	21	3.36	45
Devereux Project INSPIRE	3.25	8	3.27	11	3.09	19
Family Resources	3.10	114	2.96	114	3.43	228
Florida Keys Children Shelter	2.89	18	3.00	2	3.36	20
Friends of Children	4.00	1	3.42	38	3.58	39
Girls and Boys Town	3.08	38	3.35	31	3.40	69
Hillsborough County	3.28	40	3.40	40	3.53	80
Lutheran Services Florida - Northwest	2.96	80	3.33	27	3.32	107
Lutheran Services Florida - Southeast	2.68	25	2.74	19	3.12	44
Lutheran Services Florida - Southwest	3.29	42	3.31	39	3.44	81
Miami Bridge	3.00	33	2.92	98	3.10	131
Orange County	2.98	43	2.92	65	3.42	108
Park Place Behavioral	3.05	73	2.86	14	3.25	87
Sarasota Family YMCA	3.16	226	3.13	48	3.37	274
Youth and Family Alternatives	2.70	60	2.95	39	3.11	99
Youth Crisis Center	2.88	26	3.55	11	3.37	37
Total	3.07	1,210	3.11	852	3.33	2,062

Non-Residential Survey Question 4: Our counselor respected my thoughts and feelings.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.15	20	3.38	78	3.22	98
Anchorage Children's Home	3.55	85	3.71	7	3.30	92
Arnette House	3.38	48	3.06	33	3.15	81
Capital City Youth Services	3.55	60	4.00	8	3.38	68
CDS Family & Behavioral Health Svcs	3.63	65	3.67	49	3.46	114
Center for Family and Child Enrichment	3.45	33			3.43	33
CHS Osceola Office	4.00	2			3.81	2
CHS Treasure Coast	3.44	41	3.50	54	3.27	95
CHS West Palm Beach	3.00	5	3.67	6	2.99	11
Crosswinds Youth Services	3.00	24	3.76	21	3.36	45
Devereux Project INSPIRE	3.00	8	2.82	11	3.09	19
Family Resources	3.60	114	3.71	114	3.43	228
Florida Keys Children Shelter	3.56	18	3.50	2	3.36	20
Friends of Children	4.00	1	3.68	38	3.58	39
Girls and Boys Town	3.53	38	3.71	31	3.40	69
Hillsborough County	3.70	40	3.85	40	3.53	80
Lutheran Services Florida - Northwest	3.45	80	3.78	27	3.32	107
Lutheran Services Florida - Southeast	3.28	25	3.63	19	3.12	44
Lutheran Services Florida - Southwest	3.48	42	3.67	39	3.44	81
Miami Bridge	3.33	33	3.18	98	3.10	131
Orange County	3.70	43	3.71	65	3.42	108
Park Place Behavioral	3.42	73	3.86	14	3.25	87
Sarasota Family YMCA	3.59	226	3.48	48	3.37	274
Youth and Family Alternatives	3.32	60	3.38	39	3.11	99
Youth Crisis Center	3.42	26	3.82	11	3.37	37
Total	3.50	1,210	3.55	852	3.33	2,062

Non-Residential Survey Question 5: I was able to get services from this program in a reasonable amount of time.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.15	20	3.29	78	3.22	98
Anchorage Children's Home	3.22	85	3.14	7	3.30	92
Arnette House	3.25	48	3.21	33	3.15	81
Capital City Youth Services	3.33	60	3.75	8	3.38	68
CDS Family & Behavioral Health Svcs	3.32	65	3.63	49	3.46	114
Center for Family and Child Enrichment	3.45	33			3.43	33
CHS Osceola Office	4.00	2			3.81	2
CHS Treasure Coast	3.27	41	3.31	54	3.27	95
CHS West Palm Beach	3.20	5	3.00	6	2.99	11
Crosswinds Youth Services	3.00	24	3.76	21	3.36	45
Devereux Project INSPIRE	2.88	8	3.09	11	3.09	19
Family Resources	3.33	114	3.66	114	3.43	228
Florida Keys Children Shelter	3.39	18	4.00	2	3.36	20
Friends of Children	3.00	1	3.58	38	3.58	39
Girls and Boys Town	3.18	38	3.45	31	3.40	69
Hillsborough County	3.33	40	3.70	40	3.53	80
Lutheran Services Florida - Northwest	3.29	80	3.70	27	3.32	107
Lutheran Services Florida - Southeast	2.92	25	3.32	19	3.12	44
Lutheran Services Florida - Southwest	3.36	42	3.46	39	3.44	81
Miami Bridge	3.03	33	3.10	98	3.10	131
Orange County	3.44	43	3.54	65	3.42	108
Park Place Behavioral	3.19	73	3.57	14	3.25	87
Sarasota Family YMCA	3.36	226	3.33	48	3.37	274
Youth and Family Alternatives	3.08	60	3.33	39	3.11	99
Youth Crisis Center	3.15	26	3.82	11	3.37	37
Total	3.27	1,210	3.44	852	3.33	2,062

Non-Residential Survey Question 6: If I had another problem, I would come back here.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.15	20	3.27	78	3.22	98
Anchorage Children's Home	3.32	85	3.57	7	3.30	92
Arnette House	3.27	48	3.36	33	3.15	81
Capital City Youth Services	3.25	60	3.75	8	3.38	68
CDS Family & Behavioral Health Svcs	3.42	65	3.57	49	3.46	114
Center for Family and Child Enrichment	3.48	33			3.43	33
CHS Osceola Office	4.00	2			3.81	2
CHS Treasure Coast	3.02	41	3.28	54	3.27	95
CHS West Palm Beach	3.00	5	2.67	6	2.99	11
Crosswinds Youth Services	3.13	24	3.71	21	3.36	45
Devereux Project INSPIRE	3.00	8	3.27	11	3.09	19
Family Resources	3.42	114	3.63	114	3.43	228
Florida Keys Children Shelter	3.22	18	4.00	2	3.36	20
Friends of Children	4.00	1	3.63	38	3.58	39
Girls and Boys Town	3.11	38	3.74	31	3.40	69
Hillsborough County	3.43	40	3.68	40	3.53	80
Lutheran Services Florida - Northwest	3.15	80	3.78	27	3.32	107
Lutheran Services Florida - Southeast	2.88	25	3.53	19	3.12	44
Lutheran Services Florida - Southwest	3.31	42	3.54	39	3.44	81
Miami Bridge	3.12	33	3.22	98	3.10	131
Orange County	3.35	43	3.54	65	3.42	108
Park Place Behavioral	3.23	73	3.79	14	3.25	87
Sarasota Family YMCA	3.38	226	3.42	48	3.37	274
Youth and Family Alternatives	3.00	60	3.36	39	3.11	99
Youth Crisis Center	3.35	26	3.82	11	3.37	37
Total	3.28	1,210	3.48	852	3.33	2,062

Non-Residential Survey Question 7: I was regularly informed about services and plans for me and my family.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.10	20	3.15	78	3.22	98
Anchorage Children's Home	3.26	85	3.14	7	3.30	92
Arnette House	3.06	48	3.09	33	3.15	81
Capital City Youth Services	3.23	60	3.50	8	3.38	68
CDS Family & Behavioral Health Svcs	3.32	65	3.57	49	3.46	114
Center for Family and Child Enrichment	3.42	33			3.43	33
CHS Osceola Office	3.50	2			3.81	2
CHS Treasure Coast	3.27	41	3.35	54	3.27	95
CHS West Palm Beach	3.40	5	2.50	6	2.99	11
Crosswinds Youth Services	3.04	24	3.76	21	3.36	45
Devereux Project INSPIRE	3.13	8	3.18	11	3.09	19
Family Resources	3.32	114	3.41	114	3.43	228
Florida Keys Children Shelter	3.22	18	4.00	2	3.36	20
Friends of Children	4.00	1	3.47	38	3.58	39
Girls and Boys Town	3.32	38	3.55	31	3.40	69
Hillsborough County	3.38	40	3.38	40	3.53	80
Lutheran Services Florida - Northwest	3.14	80	3.67	27	3.32	107
Lutheran Services Florida - Southeast	2.80	25	3.42	19	3.12	44
Lutheran Services Florida - Southwest	3.43	42	3.38	39	3.44	81
Miami Bridge	3.06	33	3.07	98	3.10	131
Orange County	3.28	43	3.45	65	3.42	108
Park Place Behavioral	3.07	73	3.57	14	3.25	87
Sarasota Family YMCA	3.28	226	3.33	48	3.37	274
Youth and Family Alternatives	2.93	60	3.28	39	3.11	99
Youth Crisis Center	3.15	26	3.82	11	3.37	37
Total	3.22	1,210	3.35	852	3.33	2,062

Non-Residential Survey Question 8: The staff addressed my counseling needs as soon as possible.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.20	20	3.19	78	3.22	98
Anchorage Children's Home	3.31	85	3.00	7	3.30	92
Arnette House	3.13	48	3.18	33	3.15	81
Capital City Youth Services	3.30	60	3.38	8	3.38	68
CDS Family & Behavioral Health Svcs	3.22	65	3.57	49	3.46	114
Center for Family and Child Enrichment	3.36	33			3.43	33
CHS Osceola Office	4.00	2			3.81	2
CHS Treasure Coast	3.41	41	3.37	54	3.27	95
CHS West Palm Beach	3.00	5	3.33	6	2.99	11
Crosswinds Youth Services	3.04	24	3.19	21	3.36	45
Devereux Project INSPIRE	2.88	8	3.18	11	3.09	19
Family Resources	3.39	114	3.62	114	3.43	228
Florida Keys Children Shelter	3.39	18	4.00	2	3.36	20
Friends of Children	4.00	1	3.53	38	3.58	39
Girls and Boys Town	3.26	38	3.58	31	3.40	69
Hillsborough County	3.38	40	3.65	40	3.53	80
Lutheran Services Florida - Northwest	3.26	80	3.81	27	3.32	107
Lutheran Services Florida - Southeast	3.24	25	3.58	19	3.12	44
Lutheran Services Florida - Southwest	3.36	42	3.51	39	3.44	81
Miami Bridge	3.15	33	3.11	98	3.10	131
Orange County	3.30	43	3.51	65	3.42	108
Park Place Behavioral	3.05	73	3.79	14	3.25	87
Sarasota Family YMCA	3.39	226	3.40	48	3.37	274
Youth and Family Alternatives	3.08	60	3.33	39	3.11	99
Youth Crisis Center	3.15	26	3.73	11	3.37	37
Total	3.28	1,210	3.43	852	3.33	2,062

Tabulation of Satisfaction Scores by Agency and Client Type for Residential

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.24	101			3.24	101
Anchorage Children's Home	3.09	89	3.09	41	3.09	130
Arnette House	3.19	100	3.03	4	3.18	104
Capital City Youth Services	3.26	102	3.02	70	3.16	172
CDS Family & Behavioral Health Svcs	3.36	96	3.46	71	3.40	167
CHS Treasure Coast	2.95	99	3.39	55	3.11	154
CHS West Palm Beach	2.84	19	3.00	1	2.84	20
Crosswinds Youth Services	2.83	84	2.37	74	2.61	158
Family Resources	3.20	285	3.48	117	3.28	402
Florida Keys Children Shelter	3.17	19	3.64	8	3.31	27
Girls and Boys Town	3.13	38	3.46	24	3.26	62
Hillsborough County	3.20	109	3.26	99	3.23	208
Lutheran Services Florida - Northwest	2.98	106	3.01	80	2.99	186
Lutheran Services Florida - Southeast	3.20	19	3.21	19	3.20	38
Lutheran Services Florida - Southwest	3.16	74	3.25	50	3.20	124
Miami Bridge	3.10	110	3.19	102	3.15	212
Orange County	3.09	179	3.20	154	3.14	333
Sarasota Family YMCA	3.04	65	3.13	65	3.09	130
Youth and Family Alternatives	3.01	241	3.23	25	3.03	266
Youth Crisis Center	3.12	146	2.98	105	3.06	251
Total	3.12	2,081	3.16	1,164	3.13	3,245

Residential Survey Question 1: Our counselor understood how I felt about things.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.31	101			3.24	101
Anchorage Children's Home	3.17	89	3.49	41	3.09	130
Arnette House	3.22	100	3.50	4	3.18	104
Capital City Youth Services	3.33	102	3.20	70	3.16	172
CDS Family & Behavioral Health Svcs	3.41	96	3.32	71	3.40	167
CHS Treasure Coast	2.90	99	3.64	55	3.11	154
CHS West Palm Beach	2.74	19	3.00	1	2.84	20
Crosswinds Youth Services	2.94	84	2.55	74	2.61	158
Family Resources	3.33	285	3.62	117	3.28	402
Florida Keys Children Shelter	3.21	19	3.63	8	3.31	27
Girls and Boys Town	3.03	38	3.54	24	3.26	62
Hillsborough County	3.34	109	3.38	99	3.23	208
Lutheran Services Florida - Northwest	3.05	106	3.19	80	2.99	186
Lutheran Services Florida - Southeast	3.37	19	3.26	19	3.20	38
Lutheran Services Florida - Southwest	3.22	74	3.38	50	3.20	124
Miami Bridge	3.30	110	3.25	102	3.15	212
Orange County	3.20	179	3.36	154	3.14	333
Sarasota Family YMCA	3.09	65	3.22	65	3.09	130
Youth and Family Alternatives	3.09	241	3.32	25	3.03	266
Youth Crisis Center	3.28	146	3.06	105	3.06	251
Total	3.20	2,081	3.29	1,164	3.13	3,245

Residential Survey Question 2: So far, our counseling has helped me and my family.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.02	101			3.24	101
Anchorage Children's Home	2.85	89	2.78	41	3.09	130
Arnette House	3.13	100	2.75	4	3.18	104
Capital City Youth Services	3.13	102	2.60	70	3.16	172
CDS Family & Behavioral Health Svcs	3.21	96	3.24	71	3.40	167
CHS Treasure Coast	2.81	99	3.20	55	3.11	154
CHS West Palm Beach	2.74	19	3.00	1	2.84	20
Crosswinds Youth Services	2.60	84	1.96	74	2.61	158
Family Resources	3.06	285	3.31	117	3.28	402
Florida Keys Children Shelter	2.79	19	3.88	8	3.31	27
Girls and Boys Town	3.13	38	3.38	24	3.26	62
Hillsborough County	2.99	109	3.17	99	3.23	208
Lutheran Services Florida - Northwest	2.60	106	2.78	80	2.99	186
Lutheran Services Florida - Southeast	3.00	19	3.21	19	3.20	38
Lutheran Services Florida - Southwest	3.07	74	3.08	50	3.20	124
Miami Bridge	2.85	110	3.13	102	3.15	212
Orange County	2.80	179	2.94	154	3.14	333
Sarasota Family YMCA	2.82	65	3.02	65	3.09	130
Youth and Family Alternatives	2.75	241	2.84	25	3.03	266
Youth Crisis Center	2.94	146	2.84	105	3.06	251
Total	2.91	2,081	2.96	1,164	3.13	3,245

Residential Survey Question 3: I believe that my family and I are better able to solve our problems now.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.13	101			3.24	101
Anchorage Children's Home	2.82	89	2.61	41	3.09	130
Arnette House	3.04	100	2.50	4	3.18	104
Capital City Youth Services	3.21	102	2.79	70	3.16	172
CDS Family & Behavioral Health Svcs	3.17	96	3.39	71	3.40	167
CHS Treasure Coast	2.98	99	3.24	55	3.11	154
CHS West Palm Beach	2.63	19	3.00	1	2.84	20
Crosswinds Youth Services	2.83	84	2.07	74	2.61	158
Family Resources	2.99	285	3.32	117	3.28	402
Florida Keys Children Shelter	2.74	19	3.25	8	3.31	27
Girls and Boys Town	3.08	38	3.21	24	3.26	62
Hillsborough County	2.95	109	3.06	99	3.23	208
Lutheran Services Florida - Northwest	2.74	106	2.59	80	2.99	186
Lutheran Services Florida - Southeast	2.74	19	2.95	19	3.20	38
Lutheran Services Florida - Southwest	2.85	74	3.08	50	3.20	124
Miami Bridge	2.85	110	3.01	102	3.15	212
Orange County	2.72	179	2.82	154	3.14	333
Sarasota Family YMCA	2.69	65	3.02	65	3.09	130
Youth and Family Alternatives	2.80	241	2.76	25	3.03	266
Youth Crisis Center	2.84	146	2.66	105	3.06	251
Total	2.91	2,081	2.91	1,164	3.13	3,245

Residential Survey Question 4: Our counselor respected my thoughts and feelings.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.41	101			3.24	101
Anchorage Children's Home	3.28	89	3.39	41	3.09	130
Arnette House	3.28	100	3.25	4	3.18	104
Capital City Youth Services	3.44	102	3.10	70	3.16	172
CDS Family & Behavioral Health Svcs	3.52	96	3.55	71	3.40	167
CHS Treasure Coast	2.89	99	3.47	55	3.11	154
CHS West Palm Beach	3.11	19	3.00	1	2.84	20
Crosswinds Youth Services	3.05	84	2.76	74	2.61	158
Family Resources	3.33	285	3.60	117	3.28	402
Florida Keys Children Shelter	3.42	19	3.63	8	3.31	27
Girls and Boys Town	3.16	38	3.50	24	3.26	62
Hillsborough County	3.37	109	3.35	99	3.23	208
Lutheran Services Florida - Northwest	3.00	106	3.10	80	2.99	186
Lutheran Services Florida - Southeast	3.53	19	3.21	19	3.20	38
Lutheran Services Florida - Southwest	3.43	74	3.40	50	3.20	124
Miami Bridge	3.26	110	3.25	102	3.15	212
Orange County	3.15	179	3.40	154	3.14	333
Sarasota Family YMCA	3.17	65	3.18	65	3.09	130
Youth and Family Alternatives	3.15	241	3.36	25	3.03	266
Youth Crisis Center	3.32	146	3.11	105	3.06	251
Total	3.25	2,081	3.30	1,164	3.13	3,245

Residential Survey Question 5: I was able to get services from this program in a reasonable amount of time.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.26	101			3.24	101
Anchorage Children's Home	3.06	89	3.34	41	3.09	130
Arnette House	3.20	100	3.00	4	3.18	104
Capital City Youth Services	3.20	102	3.39	70	3.16	172
CDS Family & Behavioral Health Svcs	3.39	96	3.52	71	3.40	167
CHS Treasure Coast	3.03	99	3.45	55	3.11	154
CHS West Palm Beach	2.89	19	3.00	1	2.84	20
Crosswinds Youth Services	2.87	84	2.84	74	2.61	158
Family Resources	3.20	285	3.57	117	3.28	402
Florida Keys Children Shelter	3.16	19	3.50	8	3.31	27
Girls and Boys Town	3.24	38	3.54	24	3.26	62
Hillsborough County	3.16	109	3.23	99	3.23	208
Lutheran Services Florida - Northwest	3.09	106	3.24	80	2.99	186
Lutheran Services Florida - Southeast	3.26	19	3.21	19	3.20	38
Lutheran Services Florida - Southwest	3.26	74	3.30	50	3.20	124
Miami Bridge	3.17	110	3.23	102	3.15	212
Orange County	3.15	179	3.29	154	3.14	333
Sarasota Family YMCA	3.23	65	3.35	65	3.09	130
Youth and Family Alternatives	3.11	241	3.52	25	3.03	266
Youth Crisis Center	3.08	146	3.15	105	3.06	251
Total	3.15	2,081	3.31	1,164	3.13	3,245

Residential Survey Question 6: I feel safe here.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.36	101			3.24	101
Anchorage Children's Home	3.45	89	3.32	41	3.09	130
Arnette House	3.33	100	3.00	4	3.18	104
Capital City Youth Services	3.34	102	2.79	70	3.16	172
CDS Family & Behavioral Health Svcs	3.56	96	3.55	71	3.40	167
CHS Treasure Coast	3.22	99	3.31	55	3.11	154
CHS West Palm Beach	3.05	19	3.00	1	2.84	20
Crosswinds Youth Services	3.12	84	1.97	74	2.61	158
Family Resources	3.33	285	3.53	117	3.28	402
Florida Keys Children Shelter	3.53	19	3.88	8	3.31	27
Girls and Boys Town	3.32	38	3.50	24	3.26	62
Hillsborough County	3.38	109	3.29	99	3.23	208
Lutheran Services Florida - Northwest	3.24	106	3.04	80	2.99	186
Lutheran Services Florida - Southeast	3.32	19	3.42	19	3.20	38
Lutheran Services Florida - Southwest	3.08	74	3.42	50	3.20	124
Miami Bridge	3.24	110	3.23	102	3.15	212
Orange County	3.36	179	3.21	154	3.14	333
Sarasota Family YMCA	3.18	65	2.97	65	3.09	130
Youth and Family Alternatives	3.34	241	3.40	25	3.03	266
Youth Crisis Center	3.29	146	3.02	105	3.06	251
Total	3.31	2,081	3.16	1,164	3.13	3,245

Residential Survey Question 7: I was regularly informed about services and plans for me and my family.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.14	101			3.24	101
Anchorage Children's Home	2.98	89	2.88	41	3.09	130
Arnette House	3.15	100	2.75	4	3.18	104
Capital City Youth Services	3.25	102	3.13	70	3.16	172
CDS Family & Behavioral Health Svcs	3.41	96	3.54	71	3.40	167
CHS Treasure Coast	2.93	99	3.36	55	3.11	154
CHS West Palm Beach	2.74	19	3.00	1	2.84	20
Crosswinds Youth Services	2.60	84	2.46	74	2.61	158
Family Resources	3.16	285	3.38	117	3.28	402
Florida Keys Children Shelter	3.26	19	3.75	8	3.31	27
Girls and Boys Town	2.92	38	3.46	24	3.26	62
Hillsborough County	3.20	109	3.27	99	3.23	208
Lutheran Services Florida - Northwest	3.07	106	3.04	80	2.99	186
Lutheran Services Florida - Southeast	3.05	19	3.21	19	3.20	38
Lutheran Services Florida - Southwest	3.16	74	3.14	50	3.20	124
Miami Bridge	2.96	110	3.22	102	3.15	212
Orange County	3.08	179	3.25	154	3.14	333
Sarasota Family YMCA	3.15	65	3.14	65	3.09	130
Youth and Family Alternatives	2.91	241	3.32	25	3.03	266
Youth Crisis Center	3.03	146	2.92	105	3.06	251
Total	3.07	2,081	3.17	1,164	3.13	3,245

Residential Survey Question 8: The staff addressed my counseling needs as soon as possible.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.28	101			3.24	101
Anchorage Children's Home	3.11	89	2.95	41	3.09	130
Arnette House	3.14	100	3.50	4	3.18	104
Capital City Youth Services	3.21	102	3.16	70	3.16	172
CDS Family & Behavioral Health Svcs	3.25	96	3.55	71	3.40	167
CHS Treasure Coast	2.88	99	3.47	55	3.11	154
CHS West Palm Beach	2.79	19	3.00	1	2.84	20
Crosswinds Youth Services	2.67	84	2.32	74	2.61	158
Family Resources	3.19	285	3.48	117	3.28	402
Florida Keys Children Shelter	3.26	19	3.63	8	3.31	27
Girls and Boys Town	3.16	38	3.54	24	3.26	62
Hillsborough County	3.25	109	3.32	99	3.23	208
Lutheran Services Florida - Northwest	3.03	106	3.13	80	2.99	186
Lutheran Services Florida - Southeast	3.32	19	3.21	19	3.20	38
Lutheran Services Florida - Southwest	3.22	74	3.18	50	3.20	124
Miami Bridge	3.17	110	3.22	102	3.15	212
Orange County	3.22	179	3.36	154	3.14	333
Sarasota Family YMCA	3.02	65	3.15	65	3.09	130
Youth and Family Alternatives	2.96	241	3.28	25	3.03	266
Youth Crisis Center	3.17	146	3.08	105	3.06	251
Total	3.12	2,081	3.22	1,164	3.13	3,245