

Tabulation of Satisfaction Scores/Results by Agency and Program

Agency	Residential		Non-Residential		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.32	128	3.5	37	3.4	165
Anchorage Children's Home	3.27	62	3.6	73	3.5	135
Arnette House	3.09	70	3.5	74	3.3	144
Bethel Community Foundation		0	3.8	1	3.8	1
Boys Town of Central Florida	3.13	118	3.4	53	3.2	171
Capital City Youth Services	3.11	20	3.3	54	3.2	74
CDS Family & Behavioral Health Svcs	3.25	179	3.5	107	3.3	286
Center for Family & Child Enrichment		0	3.6	52	3.6	52
CHS Treasure Coast	3.27	177	3.3	31	3.3	208
CHS West Palm Beach	2.95	77	3.3	3	3.0	80
Crosswinds Youth Services, Inc.	2.85	116	3.4	11	2.9	127
Devereux Project INSPIRE		0	3.6	5	3.6	5
Family Resources	3.29	380	3.4	203	3.3	583
Florida Keys Children Shelter		0		0		0
Friends of Children		0	3.2	39	3.2	39
Hillsborough County	3.26	247	3.5	48	3.3	295
Lutheran Services Florida - Northwest	3.06	164	3.7	36	3.2	200
Lutheran Services Florida - Southeast	3.25	84	3.1	42	3.2	126
Lutheran Services Florida - Southwest	3.19	112	3.4	56	3.3	168
Miami Bridge	3.31	226	3.2	75	3.3	301
Mount Bethel Human Services Corp		0		0		0
Orange County	3.19	367	3.4	142	3.2	509
Park Place Behavioral Health Care		0	3.2	84	3.2	84
Sarasota Family YMCA	2.99	143	3.3	235	3.2	378
Summit Behavioral Healthcare		0		0		0
Tampa Housing Authority		0		0		0
Unity Counseling Center		0		0		0
Urban League of Palm Beach County		0		0		0
Wayman Community		0		0		0
Youth and Family Alternatives	3.05	303	3.4	149	3.2	452
Youth Crisis Center	3.22	210	3.4	66	3.3	276
Total	3.18	3,183	3.38	1,676	3.25	4,859

Tabulation of Satisfaction Scores/Results by Agency and Client Type

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.33	146	3.6	19	3.4	165
Anchorage Children's Home	3.50	114	3.2	21	3.5	135
Arnette House	3.27	116	3.5	28	3.3	144
Bethel Community Foundation	3.75	1		0	3.8	1
Boys Town of Central Florida	3.12	95	3.3	76	3.2	171
Capital City Youth Services	3.28	47	3.2	27	3.2	74
CDS Family & Behavioral Health Svcs	3.29	128	3.4	158	3.3	286
Center for Family & Child Enrichment	3.70	19	3.5	33	3.6	52
CHS Treasure Coast	3.17	120	3.4	88	3.3	208
CHS West Palm Beach	2.98	65	2.9	15	3.0	80
Crosswinds Youth Services, Inc.	2.87	66	2.9	61	2.9	127
Devereux Project INSPIRE	3.33	3	4.0	2	3.6	5
Family Resources	3.26	372	3.4	211	3.3	583
Florida Keys Children Shelter		0		0		0
Friends of Children		0	3.2	39	3.2	39
Hillsborough County	3.24	155	3.4	140	3.3	295
Lutheran Services Florida - Northwest	3.28	115	3.0	85	3.2	200
Lutheran Services Florida - Southeast	3.11	73	3.4	53	3.2	126
Lutheran Services Florida - Southwest	3.18	94	3.3	74	3.3	168
Miami Bridge	3.27	139	3.3	162	3.3	301
Mount Bethel Human Services Corp		0		0		0
Orange County	3.22	287	3.3	222	3.2	509
Park Place Behavioral Health Care	3.05	67	3.6	17	3.2	84
Sarasota Family YMCA	3.20	279	3.1	99	3.2	378
Summit Behavioral Healthcare		0		0		0
Tampa Housing Authority		0		0		0
Unity Counseling Center		0		0		0
Urban League of Palm Beach County		0		0		0
Wayman Community		0		0		0
Youth and Family Alternatives	3.13	352	3.3	100	3.2	452
Youth Crisis Center	3.26	164	3.3	112	3.3	276
Total	3.22	3,017	3.30	1,842	3.25	4,859

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	3.38	18	3.61	19	3.50	37
Anchorage Children's Home	3.64	68	3.23	5	3.61	73
Arnette House	3.51	49	3.58	25	3.53	74
Bethel Community Foundation	3.75	1		0	3.75	1
Boys Town of Central Florida	3.25	31	3.51	22	3.36	53
Capital City Youth Services	3.34	38	3.20	16	3.30	54
CDS Family & Behavioral Health Svcs	3.38	52	3.55	55	3.47	107
Center for Family & Child Enrichment	3.70	19	3.49	33	3.57	52
CHS Treasure Coast	3.19	11	3.34	20	3.29	31
CHS West Palm Beach	3.29	3		0	3.29	3
Crosswinds Youth Services, Inc.	3.25	4	3.43	7	3.36	11
Devereux Project INSPIRE	3.33	3	4.00	2	3.60	5
Family Resources	3.29	96	3.46	107	3.38	203
Florida Keys Children Shelter		0		0		0
Friends of Children		0	3.21	39	3.21	39
Hillsborough County	3.34	22	3.65	26	3.51	48
Lutheran Services Florida - Northwest	3.52	17	3.80	19	3.67	36
Lutheran Services Florida - Southeast	2.99	27	3.43	15	3.14	42
Lutheran Services Florida - Southwest	3.25	32	3.54	24	3.38	56
Miami Bridge	3.26	18	3.19	57	3.20	75
Mount Bethel Human Services Corp		0		0		0
Orange County	3.14	78	3.67	64	3.38	142
Park Place Behavioral Health Care	3.05	67	3.56	17	3.15	84
Sarasota Family YMCA	3.29	199	3.40	36	3.31	235
Summit Behavioral Healthcare		0		0		0
Tampa Housing Authority		0		0		0
Unity Counseling Center		0		0		0
Urban League of Palm Beach County		0		0		0
Wayman Community		0		0		0
Youth and Family Alternatives	3.32	81	3.46	68	3.38	149
Youth Crisis Center	3.38	52	3.66	14	3.44	66
Total	3.31	986	3.47	690	3.38	1,676

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	3.39	18	3.47	19	3.43	37
Anchorage Children's Home	3.63	68	3.40	5	3.62	73
Arnette House	3.57	49	3.60	25	3.58	74
Bethel Community Foundation	4.00	1		0	4.00	1
Boys Town of Central Florida	3.45	31	3.77	22	3.58	53
Capital City Youth Services	3.63	38	3.25	16	3.52	54
CDS Family & Behavioral Health Svcs	3.50	52	3.60	55	3.55	107
Center for Family & Child Enrichment	3.63	19	3.48	33	3.54	52
CHS Treasure Coast	3.36	11	3.40	20	3.39	31
CHS West Palm Beach	3.33	3		0	3.33	3
Crosswinds Youth Services, Inc.	3.25	4	3.57	7	3.45	11
Devereux Project INSPIRE	3.33	3	4.00	2	3.60	5
Family Resources	3.48	96	3.50	107	3.49	203
Florida Keys Children Shelter		0		0		0
Friends of Children		0	3.21	39	3.21	39
Hillsborough County	3.55	22	3.73	26	3.65	48
Lutheran Services Florida - Northwest	3.47	17	3.79	19	3.64	36
Lutheran Services Florida - Southeast	3.07	27	3.47	15	3.21	42
Lutheran Services Florida - Southwest	3.47	32	3.58	24	3.52	56
Miami Bridge	3.28	18	3.26	57	3.27	75
Mount Bethel Human Services Corp		0		0		0
Orange County	3.40	78	3.84	64	3.60	142
Park Place Behavioral Health Care	3.27	67	3.53	17	3.32	84
Sarasota Family YMCA	3.45	199	3.58	36	3.47	235
Summit Behavioral Healthcare		0		0		0
Tampa Housing Authority		0		0		0
Unity Counseling Center		0		0		0
Urban League of Palm Beach County		0		0		0
Wayman Community		0		0		0
Youth and Family Alternatives	3.53	81	3.54	68	3.54	149
Youth Crisis Center	3.58	52	3.93	14	3.65	66
Total	3.47	986	3.54	690	3.50	1,676

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	3.28	18	3.58	19	3.43	37
Anchorage Children's Home	3.59	68	3.00	5	3.55	73
Arnette House	3.45	49	3.56	25	3.49	74
Bethel Community Foundation	4.00	1		0	4.00	1
Boys Town of Central Florida	3.19	31	3.45	22	3.30	53
Capital City Youth Services	3.05	38	3.06	16	3.06	54
CDS Family & Behavioral Health Svcs	3.37	52	3.49	55	3.43	107
Center for Family & Child Enrichment	3.74	19	3.48	33	3.58	52
CHS Treasure Coast	3.27	11	3.25	20	3.26	31
CHS West Palm Beach	3.00	3		0	3.00	3
Crosswinds Youth Services, Inc.	3.25	4	3.14	7	3.18	11
Devereux Project INSPIRE	3.33	3	4.00	2	3.60	5
Family Resources	3.15	96	3.36	107	3.26	203
Florida Keys Children Shelter		0		0		0
Friends of Children		0	3.23	39	3.23	39
Hillsborough County	3.27	22	3.54	26	3.42	48
Lutheran Services Florida - Northwest	3.59	17	3.84	19	3.72	36
Lutheran Services Florida - Southeast	2.63	27	3.53	15	2.95	42
Lutheran Services Florida - Southwest	3.16	32	3.38	24	3.25	56
Miami Bridge	3.28	18	3.11	57	3.15	75
Mount Bethel Human Services Corp		0		0		0
Orange County	3.12	78	3.59	64	3.33	142
Park Place Behavioral Health Care	3.03	67	3.59	17	3.14	84
Sarasota Family YMCA	3.15	199	3.28	36	3.17	235
Summit Behavioral Healthcare		0		0		0
Tampa Housing Authority		0		0		0
Unity Counseling Center		0		0		0
Urban League of Palm Beach County		0		0		0
Wayman Community		0		0		0
Youth and Family Alternatives	3.30	81	3.31	68	3.30	149
Youth Crisis Center	3.31	52	3.50	14	3.35	66
Total	3.23	986	3.40	690	3.30	1,676

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	3.17	18	3.37	19	3.27	37
Anchorage Children's Home	3.62	68	2.80	5	3.56	73
Arnette House	3.39	49	3.40	25	3.39	74
Bethel Community Foundation	3.00	1		0	3.00	1
Boys Town of Central Florida	2.97	31	2.95	22	2.96	53
Capital City Youth Services	3.03	38	3.06	16	3.04	54
CDS Family & Behavioral Health Svcs	3.29	52	3.38	55	3.34	107
Center for Family & Child Enrichment	3.58	19	3.48	33	3.52	52
CHS Treasure Coast	3.00	11	3.15	20	3.10	31
CHS West Palm Beach	3.33	3		0	3.33	3
Crosswinds Youth Services, Inc.	3.25	4	3.43	7	3.36	11
Devereux Project INSPIRE	3.67	3	4.00	2	3.80	5
Family Resources	2.99	96	3.09	107	3.04	203
Florida Keys Children Shelter		0		0		0
Friends of Children		0	3.28	39	3.28	39
Hillsborough County	3.18	22	3.46	26	3.33	48
Lutheran Services Florida - Northwest	3.41	17	3.63	19	3.53	36
Lutheran Services Florida - Southeast	2.15	27	2.33	15	2.21	42
Lutheran Services Florida - Southwest	3.13	32	3.17	24	3.14	56
Miami Bridge	3.22	18	3.00	57	3.05	75
Mount Bethel Human Services Corp		0		0		0
Orange County	2.85	78	3.39	64	3.09	142
Park Place Behavioral Health Care	2.81	67	3.12	17	2.87	84
Sarasota Family YMCA	3.10	199	3.28	36	3.13	235
Summit Behavioral Healthcare		0		0		0
Tampa Housing Authority		0		0		0
Unity Counseling Center		0		0		0
Urban League of Palm Beach County		0		0		0
Wayman Community		0		0		0
Youth and Family Alternatives	3.10	81	3.15	68	3.12	149
Youth Crisis Center	3.06	52	3.36	14	3.12	66
Total	3.10	986	3.22	690	3.15	1,676

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	3.44	18	3.68	19	3.57	37
Anchorage Children's Home	3.78	68	3.40	5	3.75	73
Arnette House	3.67	49	3.68	25	3.68	74
Bethel Community Foundation	4.00	1		0	4.00	1
Boys Town of Central Florida	3.61	31	3.77	22	3.68	53
Capital City Youth Services	3.58	38	3.38	16	3.52	54
CDS Family & Behavioral Health Svcs	3.52	52	3.71	55	3.62	107
Center for Family & Child Enrichment	3.58	19	3.55	33	3.56	52
CHS Treasure Coast	3.45	11	3.50	20	3.48	31
CHS West Palm Beach	3.33	3		0	3.33	3
Crosswinds Youth Services, Inc.	3.25	4	3.43	7	3.36	11
Devereux Project INSPIRE	3.33	3	4.00	2	3.60	5
Family Resources	3.60	96	3.70	107	3.66	203
Florida Keys Children Shelter		0		0		0
Friends of Children		0	3.26	39	3.26	39
Hillsborough County	3.50	22	3.81	26	3.67	48
Lutheran Services Florida - Northwest	3.71	17	3.84	19	3.78	36
Lutheran Services Florida - Southeast	3.33	27	3.67	15	3.45	42
Lutheran Services Florida - Southwest	3.50	32	3.63	24	3.55	56
Miami Bridge	3.28	18	3.23	57	3.24	75
Mount Bethel Human Services Corp		0		0		0
Orange County	3.59	78	3.77	64	3.67	142
Park Place Behavioral Health Care	3.58	67	3.88	17	3.64	84
Sarasota Family YMCA	3.55	199	3.50	36	3.54	235
Summit Behavioral Healthcare		0		0		0
Tampa Housing Authority		0		0		0
Unity Counseling Center		0		0		0
Urban League of Palm Beach County		0		0		0
Wayman Community		0		0		0
Youth and Family Alternatives	3.52	81	3.63	68	3.57	149
Youth Crisis Center	3.65	52	3.93	14	3.71	66
Total	3.57	986	3.62	690	3.59	1,676

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	3.39	18	3.68	19	3.54	37
Anchorage Children's Home	3.66	68	3.60	5	3.66	73
Arnette House	3.57	49	3.60	25	3.58	74
Bethel Community Foundation	3.00	1		0	3.00	1
Boys Town of Central Florida	3.32	31	3.59	22	3.43	53
Capital City Youth Services	3.45	38	3.19	16	3.37	54
CDS Family & Behavioral Health Svcs	3.42	52	3.58	55	3.50	107
Center for Family & Child Enrichment	3.79	19	3.55	33	3.63	52
CHS Treasure Coast	3.18	11	3.20	20	3.19	31
CHS West Palm Beach	3.33	3		0	3.33	3
Crosswinds Youth Services, Inc.	3.25	4	3.29	7	3.27	11
Devereux Project INSPIRE	3.33	3	4.00	2	3.60	5
Family Resources	3.24	96	3.59	107	3.42	203
Florida Keys Children Shelter		0		0		0
Friends of Children		0	3.13	39	3.13	39
Hillsborough County	3.32	22	3.54	26	3.44	48
Lutheran Services Florida - Northwest	3.53	17	3.89	19	3.72	36
Lutheran Services Florida - Southeast	2.96	27	3.60	15	3.19	42
Lutheran Services Florida - Southwest	3.25	32	3.67	24	3.43	56
Miami Bridge	3.28	18	3.23	57	3.24	75
Mount Bethel Human Services Corp		0		0		0
Orange County	3.03	78	3.61	64	3.29	142
Park Place Behavioral Health Care	3.03	67	3.35	17	3.10	84
Sarasota Family YMCA	3.31	199	3.44	36	3.33	235
Summit Behavioral Healthcare		0		0		0
Tampa Housing Authority		0		0		0
Unity Counseling Center		0		0		0
Urban League of Palm Beach County		0		0		0
Wayman Community		0		0		0
Youth and Family Alternatives	3.27	81	3.54	68	3.40	149
Youth Crisis Center	3.38	52	3.79	14	3.47	66
Total	3.31	986	3.51	690	3.39	1,676

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	3.44	18	3.74	19	3.59	37
Anchorage Children's Home	3.66	68	3.40	5	3.64	73
Arnette House	3.53	49	3.76	25	3.61	74
Bethel Community Foundation	4.00	1		0	4.00	1
Boys Town of Central Florida	3.06	31	3.59	22	3.28	53
Capital City Youth Services	3.32	38	3.25	16	3.30	54
CDS Family & Behavioral Health Svcs	3.31	52	3.58	55	3.45	107
Center for Family & Child Enrichment	3.84	19	3.48	33	3.62	52
CHS Treasure Coast	3.00	11	3.45	20	3.29	31
CHS West Palm Beach	3.33	3		0	3.33	3
Crosswinds Youth Services, Inc.	3.25	4	3.43	7	3.36	11
Devereux Project INSPIRE	3.67	3	4.00	2	3.80	5
Family Resources	3.40	96	3.63	107	3.52	203
Florida Keys Children Shelter		0		0		0
Friends of Children		0	3.26	39	3.26	39
Hillsborough County	3.32	22	3.85	26	3.60	48
Lutheran Services Florida - Northwest	3.35	17	3.84	19	3.61	36
Lutheran Services Florida - Southeast	3.26	27	3.53	15	3.36	42
Lutheran Services Florida - Southwest	3.06	32	3.71	24	3.34	56
Miami Bridge	3.28	18	3.28	57	3.28	75
Mount Bethel Human Services Corp		0		0		0
Orange County	3.22	78	3.80	64	3.48	142
Park Place Behavioral Health Care	3.07	67	3.76	17	3.21	84
Sarasota Family YMCA	3.33	199	3.42	36	3.34	235
Summit Behavioral Healthcare		0		0		0
Tampa Housing Authority		0		0		0
Unity Counseling Center		0		0		0
Urban League of Palm Beach County		0		0		0
Wayman Community		0		0		0
Youth and Family Alternatives	3.23	81	3.65	68	3.42	149
Youth Crisis Center	3.58	52	3.64	14	3.59	66
Total	3.34	986	3.58	690	3.44	1,676

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	3.50	18	3.68	19	3.59	37
Anchorage Children's Home	3.60	68	2.80	5	3.55	73
Arnette House	3.37	49	3.60	25	3.45	74
Bethel Community Foundation	4.00	1		0	4.00	1
Boys Town of Central Florida	3.19	31	3.50	22	3.32	53
Capital City Youth Services	3.21	38	3.25	16	3.22	54
CDS Family & Behavioral Health Svcs	3.35	52	3.58	55	3.47	107
Center for Family & Child Enrichment	3.74	19	3.48	33	3.58	52
CHS Treasure Coast	3.09	11	3.45	20	3.32	31
CHS West Palm Beach	3.33	3		0	3.33	3
Crosswinds Youth Services, Inc.	3.25	4	3.57	7	3.45	11
Devereux Project INSPIRE	3.67	3	4.00	2	3.80	5
Family Resources	3.21	96	3.40	107	3.31	203
Florida Keys Children Shelter		0		0		0
Friends of Children		0	3.21	39	3.21	39
Hillsborough County	3.18	22	3.65	26	3.44	48
Lutheran Services Florida - Northwest	3.53	17	3.74	19	3.64	36
Lutheran Services Florida - Southeast	3.26	27	3.67	15	3.40	42
Lutheran Services Florida - Southwest	3.25	32	3.63	24	3.41	56
Miami Bridge	3.22	18	3.23	57	3.23	75
Mount Bethel Human Services Corp		0		0		0
Orange County	3.04	78	3.64	64	3.31	142
Park Place Behavioral Health Care	2.87	67	3.71	17	3.04	84
Sarasota Family YMCA	3.24	199	3.31	36	3.25	235
Summit Behavioral Healthcare		0		0		0
Tampa Housing Authority		0		0		0
Unity Counseling Center		0		0		0
Urban League of Palm Beach County		0		0		0
Wayman Community		0		0		0
Youth and Family Alternatives	3.28	81	3.32	68	3.30	149
Youth Crisis Center	3.21	52	3.43	14	3.26	66
Total	3.25	986	3.46	690	3.34	1,676

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	3.39	18	3.68	19	3.54	37
Anchorage Children's Home	3.60	68	3.40	5	3.59	73
Arnette House	3.51	49	3.44	25	3.49	74
Bethel Community Foundation	4.00	1		0	4.00	1
Boys Town of Central Florida	3.19	31	3.45	22	3.30	53
Capital City Youth Services	3.45	38	3.19	16	3.37	54
CDS Family & Behavioral Health Svcs	3.33	52	3.47	55	3.40	107
Center for Family & Child Enrichment	3.74	19	3.42	33	3.54	52
CHS Treasure Coast	3.18	11	3.35	20	3.29	31
CHS West Palm Beach	3.33	3		0	3.33	3
Crosswinds Youth Services, Inc.	3.25	4	3.57	7	3.45	11
Devereux Project INSPIRE	2.33	3	4.00	2	3.00	5
Family Resources	3.28	96	3.44	107	3.36	203
Florida Keys Children Shelter		0		0		0
Friends of Children		0	3.13	39	3.13	39
Hillsborough County	3.41	22	3.65	26	3.54	48
Lutheran Services Florida - Northwest	3.59	17	3.79	19	3.69	36
Lutheran Services Florida - Southeast	3.22	27	3.60	15	3.36	42
Lutheran Services Florida - Southwest	3.19	32	3.58	24	3.36	56
Miami Bridge	3.22	18	3.16	57	3.17	75
Mount Bethel Human Services Corp		0		0		0
Orange County	2.88	78	3.69	64	3.25	142
Park Place Behavioral Health Care	2.72	67	3.53	17	2.88	84
Sarasota Family YMCA	3.21	199	3.36	36	3.23	235
Summit Behavioral Healthcare		0		0		0
Tampa Housing Authority		0		0		0
Unity Counseling Center		0		0		0
Urban League of Palm Beach County		0		0		0
Wayman Community		0		0		0
Youth and Family Alternatives	3.31	81	3.50	68	3.40	149
Youth Crisis Center	3.23	52	3.71	14	3.33	66
Total	3.25	986	3.46	690	3.33	1,676

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	3.32	128		0	3.32	128
Anchorage Children's Home	3.28	46	3.23	16	3.27	62
Arnette House	3.10	67	3.00	3	3.09	70
Boys Town of Central Florida	3.05	64	3.22	54	3.13	118
Capital City Youth Services	3.04	9	3.16	11	3.11	20
CDS Family & Behavioral Health Svcs	3.22	76	3.27	103	3.25	179
CHS Treasure Coast	3.17	109	3.44	68	3.27	177
CHS West Palm Beach	2.97	62	2.86	15	2.95	77
Crosswinds Youth Services, Inc.	2.85	62	2.85	54	2.85	116
Family Resources	3.25	276	3.37	104	3.29	380
Hillsborough County	3.23	133	3.30	114	3.26	247
Lutheran Services Florida - Northwest	3.24	98	2.79	66	3.06	164
Lutheran Services Florida - Southeast	3.18	46	3.33	38	3.25	84
Lutheran Services Florida - Southwest	3.15	62	3.25	50	3.19	112
Miami Bridge	3.27	121	3.36	105	3.31	226
Orange County	3.25	209	3.12	158	3.19	367
Park Place Behavioral Health Care		0		0		0
Sarasota Family YMCA	2.98	80	3.00	63	2.99	143
Youth and Family Alternatives	3.07	271	2.87	32	3.05	303
Youth Crisis Center	3.21	112	3.24	98	3.22	210
Total	3.17	2,031	3.20	1,152	3.18	3,183

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	3.46	128		0	3.46	128
Anchorage Children's Home	3.20	46	3.38	16	3.24	62
Arnette House	3.12	67	2.00	3	3.07	70
Boys Town of Central Florida	3.14	64	3.17	54	3.15	118
Capital City Youth Services	3.22	9	3.36	11	3.30	20
CDS Family & Behavioral Health Svcs	3.34	76	3.44	103	3.40	179
CHS Treasure Coast	3.12	109	3.43	68	3.24	177
CHS West Palm Beach	3.13	62	3.00	15	3.10	77
Crosswinds Youth Services, Inc.	3.02	62	3.06	54	3.03	116
Family Resources	3.34	276		104	3.39	380
Hillsborough County	3.44	133	3.36	114	3.40	247
Lutheran Services Florida - Northwest	3.38	98	2.85	66	3.16	164
Lutheran Services Florida - Southeast	3.39	46	3.34	38	3.37	84
Lutheran Services Florida - Southwest	3.29	62	3.40	50	3.34	112
Miami Bridge	3.33	121	3.42	105	3.37	226
Orange County	3.42	209	3.35	158	3.39	367
Park Place Behavioral Health Care		0		0		0
Sarasota Family YMCA	3.04	80	3.03	63	3.03	143
Youth and Family Alternatives	3.14	271	3.03	32	3.13	303
Youth Crisis Center	3.25	112	3.45	98	3.34	210
Total	3.27	2,031	3.31	1,152	3.29	3,183

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	3.09	128		0	3.09	128
Anchorage Children's Home	3.20	46	2.81	16	3.10	62
Arnette House	2.85	67	3.00	3	2.86	70
Boys Town of Central Florida	3.00	64	3.20	54	3.09	118
Capital City Youth Services	2.67	9	2.64	11	2.65	20
CDS Family & Behavioral Health Svcs	3.16	76	3.21	103	3.19	179
CHS Treasure Coast	2.92	109	3.31	68	3.07	177
CHS West Palm Beach	2.71	62	2.60	15	2.69	77
Crosswinds Youth Services, Inc.	2.32	62	2.65	54	2.47	116
Family Resources	3.12	276	3.21	104	3.15	380
Hillsborough County	3.06	133	3.16	114	3.11	247
Lutheran Services Florida - Northwest	2.94	98	2.50	66	2.76	164
Lutheran Services Florida - Southeast	3.15	46	3.16	38	3.15	84
Lutheran Services Florida - Southwest	3.08	62	3.16	50	3.12	112
Miami Bridge	3.13	121	3.38	105	3.25	226
Orange County	2.96	209	2.91	158	2.94	367
Park Place Behavioral Health Care		0		0		0
Sarasota Family YMCA	2.60	80	2.75	63	2.66	143
Youth and Family Alternatives	2.86	271	2.75	32	2.85	303
Youth Crisis Center	3.07	112	3.10	98	3.09	210
Total	2.97	2,031	3.05	1,152	3.00	3,183

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	3.16	128		0	3.16	128
Anchorage Children's Home	3.11	46	2.88	16	3.05	62
Arnette House	2.94	67	3.67	3	2.97	70
Boys Town of Central Florida	2.95	64	3.06	54	3.00	118
Capital City Youth Services	2.78	9	2.91	11	2.85	20
CDS Family & Behavioral Health Svcs	3.09	76	3.16	103	3.13	179
CHS Treasure Coast	3.14	109	3.40	68	3.24	177
CHS West Palm Beach	2.92	62	3.00	15	2.94	77
Crosswinds Youth Services, Inc.	2.76	62	2.91	54	2.83	116
Family Resources	3.07	276	3.13	104	3.08	380
Hillsborough County	3.03	133	3.08	114	3.05	247
Lutheran Services Florida - Northwest	2.94	98	2.64	66	2.82	164
Lutheran Services Florida - Southeast	2.91	46	3.26	38	3.07	84
Lutheran Services Florida - Southwest	2.81	62	2.94	50	2.87	112
Miami Bridge	3.19	121	3.26	105	3.22	226
Orange County	2.93	209	2.90	158	2.92	367
Park Place Behavioral Health Care		0		0		0
Sarasota Family YMCA	2.60	80	2.70	63	2.64	143
Youth and Family Alternatives	2.80	271	2.63	32	2.78	303
Youth Crisis Center	3.10	112	2.99	98	3.05	210
Total	2.98	2,031	3.02	1,152	2.99	3,183

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	3.48	128		0	3.48	128
Anchorage Children's Home	3.30	46	3.44	16	3.34	62
Arnette House	3.22	67	3.00	3	3.21	70
Boys Town of Central Florida	3.23	64	3.30	54	3.26	118
Capital City Youth Services	3.44	9	3.27	11	3.35	20
CDS Family & Behavioral Health Svcs	3.42	76	3.44	103	3.43	179
CHS Treasure Coast	3.22	109	3.49	68	3.32	177
CHS West Palm Beach	2.98	62	3.27	15	3.04	77
Crosswinds Youth Services, Inc.	3.10	62	3.02	54	3.06	116
Family Resources	3.40	276	3.49	104	3.42	380
Hillsborough County	3.41	133	3.42	114	3.41	247
Lutheran Services Florida - Northwest	3.48	98	2.91	66	3.25	164
Lutheran Services Florida - Southeast	3.35	46	3.39	38	3.37	84
Lutheran Services Florida - Southwest	3.32	62	3.30	50	3.31	112
Miami Bridge	3.37	121	3.43	105	3.40	226
Orange County	3.41	209	3.31	158	3.37	367
Park Place Behavioral Health Care		0		0		0
Sarasota Family YMCA	3.11	80	3.13	63	3.12	143
Youth and Family Alternatives	3.23	271	3.06	32	3.21	303
Youth Crisis Center	3.41	112	3.43	98	3.42	210
Total	3.33	2,031	3.33	1,152	3.33	3,183

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	3.34	128		0	3.34	128
Anchorage Children's Home	3.33	46	3.38	16	3.34	62
Arnette House	3.12	67	2.67	3	3.10	70
Boys Town of Central Florida	3.09	64	3.19	54	3.14	118
Capital City Youth Services	3.11	9	3.36	11	3.25	20
CDS Family & Behavioral Health Svcs	3.20	76	3.26	103	3.23	179
CHS Treasure Coast	3.26	109	3.53	68	3.36	177
CHS West Palm Beach	2.98	62	2.80	15	2.95	77
Crosswinds Youth Services, Inc.	3.02	62	3.15	54	3.08	116
Family Resources	3.22	276	3.41	104	3.27	380
Hillsborough County	3.19	133	3.42	114	3.30	247
Lutheran Services Florida - Northwest	3.32	98	3.06	66	3.21	164
Lutheran Services Florida - Southeast	3.09	46	3.29	38	3.18	84
Lutheran Services Florida - Southwest	3.27	62	3.30	50	3.29	112
Miami Bridge	3.31	121	3.44	105	3.37	226
Orange County	3.37	209	3.12	158	3.26	367
Park Place Behavioral Health Care		0		0		0
Sarasota Family YMCA	3.05	80	3.19	63	3.11	143
Youth and Family Alternatives	3.11	271	3.09	32	3.11	303
Youth Crisis Center	3.21	112	3.40	98	3.30	210
Total	3.21	2,031	3.28	1,152	3.24	3,183

Residential Survey Question 6: I feel safe here.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.39	128		0	3.39	128
Anchorage Children's Home	3.54	46	3.38	16	3.50	62
Arnette House	3.39	67	3.00	3	3.37	70
Boys Town of Central Florida	2.97	64	3.31	54	3.13	118
Capital City Youth Services	3.00	9	3.18	11	3.10	20
CDS Family & Behavioral Health Svcs	3.20	76	3.23	103	3.22	179
CHS Treasure Coast	3.41	109	3.49	68	3.44	177
CHS West Palm Beach	3.21	62	2.73	15	3.12	77
Crosswinds Youth Services, Inc.	3.15	62	2.35	54	2.78	116
Family Resources	3.43	276	3.44	104	3.43	380
Hillsborough County	3.40	133	3.25	114	3.33	247
Lutheran Services Florida - Northwest	3.45	98	2.74	66	3.16	164
Lutheran Services Florida - Southeast	3.43	46	3.50	38	3.46	84
Lutheran Services Florida - Southwest	3.08	62	3.30	50	3.18	112
Miami Bridge	3.31	121	3.30	105	3.31	226
Orange County	3.41	209	3.03	158	3.25	367
Park Place Behavioral Health Care		0		0		0
Sarasota Family YMCA	3.33	80	3.02	63	3.19	143
Youth and Family Alternatives	3.35	271	2.66	32	3.27	303
Youth Crisis Center	3.25	112	2.93	98	3.10	210
Total	3.34	2,031	3.13	1,152	3.27	3,183

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	3.27	128		0	3.27	128
Anchorage Children's Home	3.22	46	3.31	16	3.24	62
Arnette House	3.01	67	3.33	3	3.03	70
Boys Town of Central Florida	2.95	64	3.22	54	3.08	118
Capital City Youth Services	3.11	9	3.36	11	3.25	20
CDS Family & Behavioral Health Svcs	3.24	76	3.17	103	3.20	179
CHS Treasure Coast	3.13	109	3.41	68	3.24	177
CHS West Palm Beach	2.85	62	2.73	15	2.83	77
Crosswinds Youth Services, Inc.	2.65	62	2.80	54	2.72	116
Family Resources	3.20	276	3.38	104	3.25	380
Hillsborough County	3.08	133	3.34	114	3.20	247
Lutheran Services Florida - Northwest	3.16	98	2.74	66	2.99	164
Lutheran Services Florida - Southeast	3.09	46	3.34	38	3.20	84
Lutheran Services Florida - Southwest	3.11	62	3.22	50	3.16	112
Miami Bridge	3.25	121	3.32	105	3.28	226
Orange County	3.23	209	3.16	158	3.20	367
Park Place Behavioral Health Care		0		0		0
Sarasota Family YMCA	2.99	80	3.06	63	3.02	143
Youth and Family Alternatives	3.01	271	3.00	32	3.01	303
Youth Crisis Center	3.20	112	3.30	98	3.24	210
Total	3.12	2,031	3.20	1,152	3.15	3,183

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	3.35	128		0	3.35	128
Anchorage Children's Home	3.35	46	3.31	16	3.34	62
Arnette House	3.10	67	3.33	3	3.11	70
Boys Town of Central Florida	3.06	64	3.30	54	3.17	118
Capital City Youth Services	3.00	9	3.18	11	3.10	20
CDS Family & Behavioral Health Svcs	3.13	76	3.28	103	3.22	179
CHS Treasure Coast	3.15	109	3.51	68	3.29	177
CHS West Palm Beach	2.97	62	2.73	15	2.92	77
Crosswinds Youth Services, Inc.	2.79	62	2.91	54	2.84	116
Family Resources	3.25	276	3.38	104	3.29	380
Hillsborough County	3.20	133	3.36	114	3.28	247
Lutheran Services Florida - Northwest	3.26	98	2.91	66	3.12	164
Lutheran Services Florida - Southeast	3.07	46	3.34	38	3.19	84
Lutheran Services Florida - Southwest	3.23	62	3.34	50	3.28	112
Miami Bridge	3.26	121	3.34	105	3.30	226
Orange County	3.24	209	3.18	158	3.22	367
Park Place Behavioral Health Care		0		0		0
Sarasota Family YMCA	3.09	80	3.13	63	3.10	143
Youth and Family Alternatives	3.05	271	2.72	32	3.01	303
Youth Crisis Center	3.21	112	3.30	98	3.25	210
Total	3.17	2,031	3.24	1,152	3.20	3,183