

Tabulation of Satisfaction Scores/Results by Agency and Program

Agency	Residential		Non-Residential		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.32	96	3.5	108	3.4	204
Anchorage Children's Home	3.19	54	3.4	25	3.3	79
Arnette House	3.18	88	3.3	76	3.2	164
Capital City Youth Services	3.09	50	3.3	50	3.2	100
CDS Family & Behavioral Health Svcs	3.24	98	3.3	94	3.3	192
Center for Family and Child Enrichment		0	3.7	48	3.7	48
CHS Treasure Coast	3.20	133	3.4	35	3.2	168
CHS West Palm Beach	3.11	41	3.5	11	3.2	52
Crosswinds Youth Services	2.73	60	3.0	3	2.7	63
Devereux Project INSPIRE		0	3.0	10	3.0	10
Family Resources	3.23	340	3.4	212	3.3	552
Florida Keys Children Shelter	3.50	1	3.8	3	3.7	4
Friends of Children		0	3.5	25	3.5	25
Boys and Girls Town	3.37	25	3.5	61	3.4	86
Hillsborough County	3.18	236	3.5	80	3.3	316
Lutheran Services Florida - Northwest	3.19	142	3.5	61	3.3	203
Lutheran Services Florida - Southeast	3.22	72	3.2	30	3.2	102
Lutheran Services Florida - Southwest	3.12	150	3.6	43	3.2	193
Miami Bridge	3.14	193	3.3	135	3.2	328
Orange County	3.19	377	3.6	107	3.3	484
Park Place Behavioral		0	3.5	26	3.5	26
Sarasota Family YMCA	3.05	132	3.4	143	3.2	275
Youth and Family Alternatives	3.06	311	3.3	102	3.1	413
Youth Crisis Center	3.06	163	3.3	31	3.1	194
Total	3.15	2,762	3.42	1,519	3.25	4,281

Tabulation of Satisfaction Scores/Results by Agency and Client Type

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.38	144	3.6	60	3.4	204
Anchorage Children's Home	3.28	68	3.2	11	3.3	79
Arnette House	3.20	143	3.5	21	3.2	164
Capital City Youth Services	3.27	61	3.0	39	3.2	100
CDS Family & Behavioral Health Svcs	3.25	92	3.3	100	3.3	192
Center for Family and Child Enrichment	3.69	18	3.8	30	3.7	48
CHS Treasure Coast	3.08	104	3.5	64	3.2	168
CHS West Palm Beach	3.25	37	3.1	15	3.2	52
Crosswinds Youth Services	2.85	35	2.6	28	2.7	63
Devereux Project INSPIRE	2.94	8	3.1	2	3.0	10
Family Resources	3.21	350	3.4	202	3.3	552
Florida Keys Children Shelter	3.63	3	4.0	1	3.7	4
Friends of Children	3.38	1	3.6	24	3.5	25
Boys and Girls Town	3.32	47	3.6	39	3.4	86
Hillsborough County	3.19	155	3.3	161	3.3	316
Lutheran Services Florida - Northwest	3.25	118	3.4	85	3.3	203
Lutheran Services Florida - Southeast	3.20	52	3.2	50	3.2	102
Lutheran Services Florida - Southwest	3.23	107	3.2	86	3.2	193
Miami Bridge	3.14	150	3.3	178	3.2	328
Orange County	3.27	257	3.3	227	3.3	484
Park Place Behavioral	3.49	20	3.6	6	3.5	26
Sarasota Family YMCA	3.26	185	3.2	90	3.2	275
Youth and Family Alternatives	3.08	326	3.2	87	3.1	413
Youth Crisis Center	3.18	94	3.0	100	3.1	194
Total	3.21	2,575	3.31	1,706	3.25	4,281

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	3.51	49	3.57	59	3.55	108
Anchorage Children's Home	3.44	25		0	3.44	25
Arnette House	3.24	58	3.50	18	3.30	76
Capital City Youth Services	3.29	32	3.23	18	3.27	50
CDS Family & Behavioral Health Svcs	3.31	43	3.36	51	3.34	94
Center for Family and Child Enrichment	3.69	18	3.76	30	3.74	48
CHS Treasure Coast	3.25	18	3.61	17	3.43	35
CHS West Palm Beach	3.56	4	3.48	7	3.51	11
Crosswinds Youth Services	3.00	2	3.00	1	3.00	3
Devereux Project INSPIRE	2.94	8	3.13	2	2.98	10
Family Resources	3.32	105	3.45	107	3.39	212
Florida Keys Children Shelter	3.69	2	4.00	1	3.79	3
Friends of Children	3.38	1	3.55	24	3.55	25
Boys and Girls Town	3.33	33	3.65	28	3.48	61
Hillsborough County	3.32	32	3.65	48	3.52	80
Lutheran Services Florida - Northwest	3.43	32	3.68	29	3.55	61
Lutheran Services Florida - Southeast	3.20	16	3.12	14	3.16	30
Lutheran Services Florida - Southwest	3.45	25	3.85	18	3.62	43
Miami Bridge	3.33	43	3.32	92	3.32	135
Orange County	3.39	53	3.74	54	3.56	107
Park Place Behavioral	3.49	20	3.56	6	3.51	26
Sarasota Family YMCA	3.41	117	3.45	26	3.42	143
Youth and Family Alternatives	3.23	55	3.39	47	3.30	102
Youth Crisis Center	3.14	17	3.49	14	3.30	31
Total	3.35	808	3.51	711	3.42	1,519

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	3.59	49	3.69	59	3.65	108
Anchorage Children's Home	3.60	25		0	3.60	25
Arnette House	3.33	58	3.67	18	3.41	76
Capital City Youth Services	3.44	32	3.11	18	3.32	50
CDS Family & Behavioral Health Svcs	3.51	43	3.33	51	3.41	94
Center for Family and Child Enrichment	3.78	18	3.70	30	3.73	48
CHS Treasure Coast	3.28	18	3.65	17	3.46	35
CHS West Palm Beach	3.75	4	3.57	7	3.64	11
Crosswinds Youth Services	3.00	2	3.00	1	3.00	3
Devereux Project INSPIRE	3.00	8	3.50	2	3.10	10
Family Resources	3.43	105	3.54	107	3.49	212
Florida Keys Children Shelter	4.00	2	4.00	1	4.00	3
Friends of Children	4.00	1	3.58	24	3.60	25
Boys and Girls Town	3.39	33	3.75	28	3.56	61
Hillsborough County	3.56	32	3.73	48	3.66	80
Lutheran Services Florida - Northwest	3.47	32	3.83	29	3.64	61
Lutheran Services Florida - Southeast	3.25	16	3.43	14	3.33	30
Lutheran Services Florida - Southwest	3.56	25	3.83	18	3.67	43
Miami Bridge	3.44	43	3.34	92	3.37	135
Orange County	3.66	53	3.91	54	3.79	107
Park Place Behavioral	3.55	20	3.50	6	3.54	26
Sarasota Family YMCA	3.55	117	3.73	26	3.58	143
Youth and Family Alternatives	3.44	55	3.49	47	3.46	102
Youth Crisis Center	3.35	17	3.71	14	3.52	31
Total	3.49	808	3.59	711	3.53	1,519

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	3.43	49	3.49	59	3.46	108
Anchorage Children's Home	3.20	25		0	3.20	25
Arnette House	3.31	58	3.44	18	3.34	76
Capital City Youth Services	3.16	32	3.11	18	3.14	50
CDS Family & Behavioral Health Svcs	3.30	43	3.24	51	3.27	94
Center for Family and Child Enrichment	3.67	18	3.93	30	3.83	48
CHS Treasure Coast	3.17	18	3.41	17	3.29	35
CHS West Palm Beach	3.50	4	3.57	7	3.55	11
Crosswinds Youth Services	3.00	2	3.00	1	3.00	3
Devereux Project INSPIRE	2.75	8	3.50	2	2.90	10
Family Resources	3.23	105	3.44	107	3.33	212
Florida Keys Children Shelter	3.50	2	4.00	1	3.67	3
Friends of Children	3.00	1	3.54	24	3.52	25
Boys and Girls Town	3.27	33	3.64	28	3.44	61
Hillsborough County	3.28	32	3.58	48	3.46	80
Lutheran Services Florida - Northwest	3.47	32	3.59	29	3.52	61
Lutheran Services Florida - Southeast	3.13	16	2.93	14	3.03	30
Lutheran Services Florida - Southwest	3.44	25	3.83	18	3.60	43
Miami Bridge	3.28	43	3.32	92	3.30	135
Orange County	3.26	53	3.48	54	3.37	107
Park Place Behavioral	3.45	20	3.50	6	3.46	26
Sarasota Family YMCA	3.37	117	3.38	26	3.37	143
Youth and Family Alternatives	3.13	55	3.28	47	3.20	102
Youth Crisis Center	3.12	17	3.29	14	3.19	31
Total	3.29	808	3.44	711	3.36	1,519

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	3.39	49	3.41	59	3.40	108
Anchorage Children's Home	3.24	25		0	3.24	25
Arnette House	3.17	58	3.33	18	3.21	76
Capital City Youth Services	3.16	32	2.83	18	3.04	50
CDS Family & Behavioral Health Svcs	3.07	43	3.25	51	3.17	94
Center for Family and Child Enrichment	3.67	18	3.73	30	3.71	48
CHS Treasure Coast	2.94	18	3.29	17	3.11	35
CHS West Palm Beach	3.75	4	3.43	7	3.55	11
Crosswinds Youth Services	3.00	2	3.00	1	3.00	3
Devereux Project INSPIRE	2.63	8	3.00	2	2.70	10
Family Resources	3.09	105	3.17	107	3.13	212
Florida Keys Children Shelter	3.50	2	4.00	1	3.67	3
Friends of Children	3.00	1	3.54	24	3.52	25
Boys and Girls Town	3.06	33	3.25	28	3.15	61
Hillsborough County	3.13	32	3.40	48	3.29	80
Lutheran Services Florida - Northwest	3.22	32	3.45	29	3.33	61
Lutheran Services Florida - Southeast	3.25	16	2.79	14	3.03	30
Lutheran Services Florida - Southwest	3.20	25	3.72	18	3.42	43
Miami Bridge	3.26	43	3.11	92	3.16	135
Orange County	3.04	53	3.44	54	3.24	107
Park Place Behavioral	3.35	20	3.33	6	3.35	26
Sarasota Family YMCA	3.22	117	3.27	26	3.23	143
Youth and Family Alternatives	2.85	55	3.02	47	2.93	102
Youth Crisis Center	2.65	17	2.93	14	2.77	31
Total	3.15	808	3.27	711	3.21	1,519

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	3.61	49	3.69	59	3.66	108
Anchorage Children's Home	3.64	25		0	3.64	25
Arnette House	3.34	58	3.67	18	3.42	76
Capital City Youth Services	3.44	32	3.22	18	3.36	50
CDS Family & Behavioral Health Svcs	3.44	43	3.43	51	3.44	94
Center for Family and Child Enrichment	3.72	18	3.73	30	3.73	48
CHS Treasure Coast	3.44	18	3.76	17	3.60	35
CHS West Palm Beach	3.50	4	3.43	7	3.45	11
Crosswinds Youth Services	3.00	2	3.00	1	3.00	3
Devereux Project INSPIRE	2.88	8	3.00	2	2.90	10
Family Resources	3.50	105	3.56	107	3.53	212
Florida Keys Children Shelter	4.00	2	4.00	1	4.00	3
Friends of Children	4.00	1	3.63	24	3.64	25
Boys and Girls Town	3.58	33	3.82	28	3.69	61
Hillsborough County	3.41	32	3.81	48	3.65	80
Lutheran Services Florida - Northwest	3.59	32	3.72	29	3.66	61
Lutheran Services Florida - Southeast	3.44	16	3.71	14	3.57	30
Lutheran Services Florida - Southwest	3.64	25	3.89	18	3.74	43
Miami Bridge	3.56	43	3.37	92	3.43	135
Orange County	3.77	53	3.93	54	3.85	107
Park Place Behavioral	3.60	20	3.67	6	3.62	26
Sarasota Family YMCA	3.61	117	3.54	26	3.59	143
Youth and Family Alternatives	3.62	55	3.62	47	3.62	102
Youth Crisis Center	3.53	17	3.86	14	3.68	31
Total	3.55	808	3.63	711	3.58	1,519

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	3.57	49	3.58	59	3.57	108
Anchorage Children's Home	3.52	25		0	3.52	25
Arnette House	3.22	58	3.50	18	3.29	76
Capital City Youth Services	3.22	32	3.50	18	3.32	50
CDS Family & Behavioral Health Svcs	3.37	43	3.49	51	3.44	94
Center for Family and Child Enrichment	3.72	18	3.90	30	3.83	48
CHS Treasure Coast	3.33	18	3.71	17	3.51	35
CHS West Palm Beach	3.50	4	3.43	7	3.45	11
Crosswinds Youth Services	3.00	2	3.00	1	3.00	3
Devereux Project INSPIRE	3.13	8	3.00	2	3.10	10
Family Resources	3.33	105	3.45	107	3.39	212
Florida Keys Children Shelter	4.00	2	4.00	1	4.00	3
Friends of Children	3.00	1	3.42	24	3.40	25
Boys and Girls Town	3.24	33	3.64	28	3.43	61
Hillsborough County	3.41	32	3.73	48	3.60	80
Lutheran Services Florida - Northwest	3.50	32	3.72	29	3.61	61
Lutheran Services Florida - Southeast	3.19	16	2.64	14	2.93	30
Lutheran Services Florida - Southwest	3.40	25	3.89	18	3.60	43
Miami Bridge	3.40	43	3.38	92	3.39	135
Orange County	3.36	53	3.70	54	3.53	107
Park Place Behavioral	3.50	20	3.50	6	3.50	26
Sarasota Family YMCA	3.38	117	3.50	26	3.41	143
Youth and Family Alternatives	3.22	55	3.38	47	3.29	102
Youth Crisis Center	3.18	17	3.50	14	3.32	31
Total	3.36	808	3.53	711	3.44	1,519

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	3.55	49	3.59	59	3.57	108
Anchorage Children's Home	3.40	25		0	3.40	25
Arnette House	3.19	58	3.61	18	3.29	76
Capital City Youth Services	3.50	32	3.39	18	3.46	50
CDS Family & Behavioral Health Svcs	3.16	43	3.39	51	3.29	94
Center for Family and Child Enrichment	3.83	18	3.87	30	3.85	48
CHS Treasure Coast	3.17	18	3.65	17	3.40	35
CHS West Palm Beach	3.50	4	3.43	7	3.45	11
Crosswinds Youth Services	3.00	2	3.00	1	3.00	3
Devereux Project INSPIRE	3.13	8	3.00	2	3.10	10
Family Resources	3.31	105	3.52	107	3.42	212
Florida Keys Children Shelter	3.50	2	4.00	1	3.67	3
Friends of Children	3.00	1	3.58	24	3.56	25
Boys and Girls Town	3.30	33	3.75	28	3.51	61
Hillsborough County	3.38	32	3.75	48	3.60	80
Lutheran Services Florida - Northwest	3.44	32	3.69	29	3.56	61
Lutheran Services Florida - Southeast	3.00	16	3.07	14	3.03	30
Lutheran Services Florida - Southwest	3.52	25	3.94	18	3.70	43
Miami Bridge	3.21	43	3.38	92	3.33	135
Orange County	3.40	53	3.85	54	3.63	107
Park Place Behavioral	3.50	20	3.67	6	3.54	26
Sarasota Family YMCA	3.44	117	3.35	26	3.42	143
Youth and Family Alternatives	3.24	55	3.47	47	3.34	102
Youth Crisis Center	3.06	17	3.71	14	3.35	31
Total	3.35	808	3.57	711	3.45	1,519

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	3.43	49	3.59	59	3.52	108
Anchorage Children's Home	3.44	25		0	3.44	25
Arnette House	3.16	58	3.44	18	3.22	76
Capital City Youth Services	3.28	32	3.39	18	3.32	50
CDS Family & Behavioral Health Svcs	3.30	43	3.39	51	3.35	94
Center for Family and Child Enrichment	3.67	18	3.77	30	3.73	48
CHS Treasure Coast	3.28	18	3.65	17	3.46	35
CHS West Palm Beach	3.50	4	3.57	7	3.55	11
Crosswinds Youth Services	3.00	2	3.00	1	3.00	3
Devereux Project INSPIRE	2.88	8	3.00	2	2.90	10
Family Resources	3.36	105	3.44	107	3.40	212
Florida Keys Children Shelter	3.50	2	4.00	1	3.67	3
Friends of Children	4.00	1	3.58	24	3.60	25
Boys and Girls Town	3.36	33	3.64	28	3.49	61
Hillsborough County	3.28	32	3.58	48	3.46	80
Lutheran Services Florida - Northwest	3.44	32	3.62	29	3.52	61
Lutheran Services Florida - Southeast	3.06	16	3.00	14	3.03	30
Lutheran Services Florida - Southwest	3.40	25	3.83	18	3.58	43
Miami Bridge	3.26	43	3.32	92	3.30	135
Orange County	3.36	53	3.76	54	3.56	107
Park Place Behavioral	3.45	20	3.67	6	3.50	26
Sarasota Family YMCA	3.37	117	3.42	26	3.38	143
Youth and Family Alternatives	3.05	55	3.38	47	3.21	102
Youth Crisis Center	3.06	17	3.50	14	3.26	31
Total	3.31	808	3.50	711	3.40	1,519

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	3.53	49	3.54	59	3.54	108
Anchorage Children's Home	3.44	25		0	3.44	25
Arnette House	3.21	58	3.33	18	3.24	76
Capital City Youth Services	3.13	32	3.28	18	3.18	50
CDS Family & Behavioral Health Svcs	3.35	43	3.33	51	3.34	94
Center for Family and Child Enrichment	3.50	18	3.47	30	3.48	48
CHS Treasure Coast	3.39	18	3.76	17	3.57	35
CHS West Palm Beach	3.50	4	3.43	7	3.45	11
Crosswinds Youth Services	3.00	2	3.00	1	3.00	3
Devereux Project INSPIRE	3.13	8	3.00	2	3.10	10
Family Resources	3.31	105	3.50	107	3.41	212
Florida Keys Children Shelter	3.50	2	4.00	1	3.67	3
Friends of Children	3.00	1	3.54	24	3.52	25
Boys and Girls Town	3.42	33	3.68	28	3.54	61
Hillsborough County	3.16	32	3.58	48	3.41	80
Lutheran Services Florida - Northwest	3.31	32	3.79	29	3.54	61
Lutheran Services Florida - Southeast	3.25	16	3.36	14	3.30	30
Lutheran Services Florida - Southwest	3.44	25	3.89	18	3.63	43
Miami Bridge	3.23	43	3.34	92	3.30	135
Orange County	3.26	53	3.81	54	3.54	107
Park Place Behavioral	3.55	20	3.67	6	3.58	26
Sarasota Family YMCA	3.33	117	3.42	26	3.35	143
Youth and Family Alternatives	3.27	55	3.51	47	3.38	102
Youth Crisis Center	3.18	17	3.43	14	3.29	31
Total	3.32	808	3.52	711	3.41	1,519

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	3.31	95	3.75	1	3.32	96
Anchorage Children's Home	3.19	43	3.22	11	3.19	54
Arnette House	3.17	85	3.42	3	3.18	88
Capital City Youth Services	3.26	29	2.85	21	3.09	50
CDS Family & Behavioral Health Svcs	3.20	49	3.29	49	3.24	98
CHS Treasure Coast	3.04	86	3.50	47	3.20	133
CHS West Palm Beach	3.22	33	2.69	8	3.11	41
Crosswinds Youth Services	2.84	33	2.60	27	2.73	60
Family Resources	3.17	245	3.41	95	3.23	340
Florida Keys Children Shelter	3.50	1		0	3.50	1
Boys and Girls Town	3.29	14	3.47	11	3.37	25
Hillsborough County	3.16	123	3.21	113	3.18	236
Lutheran Services Florida - Northwest	3.19	86	3.19	56	3.19	142
Lutheran Services Florida - Southeast	3.20	36	3.23	36	3.22	72
Lutheran Services Florida - Southwest	3.16	82	3.07	68	3.12	150
Miami Bridge	3.06	107	3.24	86	3.14	193
Orange County	3.24	204	3.13	173	3.19	377
Sarasota Family YMCA	2.99	68	3.11	64	3.05	132
Youth and Family Alternatives	3.05	271	3.07	40	3.06	311
Youth Crisis Center	3.18	77	2.95	86	3.06	163
Total	3.15	1,767	3.17	995	3.15	2,762

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	3.42	95	4.00	1	3.43	96
Anchorage Children's Home	3.19	43	3.18	11	3.19	54
Arnette House	3.34	85	3.33	3	3.34	88
Capital City Youth Services	3.45	29	3.14	21	3.32	50
CDS Family & Behavioral Health Svcs	3.27	49	3.37	49	3.32	98
CHS Treasure Coast	2.99	86	3.51	47	3.17	133
CHS West Palm Beach	3.21	33	3.13	8	3.20	41
Crosswinds Youth Services	3.09	33	2.81	27	2.97	60
Family Resources	3.24	245	3.51	95	3.31	340
Florida Keys Children Shelter	3.00	1		0	3.00	1
Boys and Girls Town	3.50	14	3.64	11	3.56	25
Hillsborough County	3.24	123	3.35	113	3.30	236
Lutheran Services Florida - Northwest	3.35	86	3.18	56	3.28	142
Lutheran Services Florida - Southeast	3.31	36	3.33	36	3.32	72
Lutheran Services Florida - Southwest	3.26	82	3.19	68	3.23	150
Miami Bridge	3.13	107	3.23	86	3.18	193
Orange County	3.42	204	3.33	173	3.38	377
Sarasota Family YMCA	3.06	68	3.22	64	3.14	132
Youth and Family Alternatives	3.04	271	3.18	40	3.05	311
Youth Crisis Center	3.23	77	3.07	86	3.15	163
Total	3.23	1,767	3.28	995	3.25	2,762

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	3.24	95	3.00	1	3.24	96
Anchorage Childrens Home	2.93	43	3.18	11	2.98	54
Arnette House	2.99	85	3.00	3	2.99	88
Capital City Youth Services	3.00	29	2.33	21	2.72	50
CDS Family & Behavioral	3.22	49	3.10	49	3.16	98
CHS Treasure Coast, Wavecrest	2.87	86	3.43	47	3.07	133
CHS West Palm Beach	3.03	33	2.25	8	2.88	41
Crosswinds Youth Services	2.67	33	2.52	27	2.60	60
Family Resources - Manatee	3.06	245	3.35	95	3.14	340
Florida Keys Children Shelter	3.00	1		0	3.00	1
Girls and Boys Town	3.36	14	3.18	11	3.28	25
Hillsborough County	2.93	123	3.08	113	3.00	236
Lutheran Services - Northwest	2.94	86	2.91	56	2.93	142
Lutheran Services - Southwest	3.03	36	3.11	36	3.07	72
Lutheran Services - Southeast	3.00	82	2.96	68	2.98	150
Miami Bridge	3.04	107	3.20	86	3.11	193
Orange County	3.04	204	2.90	173	2.98	377
Sarasota Family YMCA	2.91	68	2.98	64	2.95	132
Youth and Family Alternatives	2.84	271	2.90	40	2.85	311
Youth Crisis Center	3.00	77	2.72	86	2.85	163
Total	2.99	1,767	3.00	995	2.99	2,762

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	95	3.00	1	3.16	96
Anchorage Childrens Home	3.07	43	3.55	11	3.17	54
Arnette House	2.98	85	3.67	3	3.00	88
Capital City Youth Services	3.07	29	2.19	21	2.70	50
CDS Family & Behavioral	3.14	49	3.27	49	3.20	98
CHS Treasure Coast, Wavecrest	3.03	86	3.34	47	3.14	133
CHS West Palm Beach	3.09	33	2.13	8	2.90	41
Crosswinds Youth Services	2.73	33	2.48	27	2.62	60
Family Resources - Manatee	2.96	245	3.14	95	3.01	340
Florida Keys Children Shelter	4.00	1		0	4.00	1
Girls and Boys Town	3.14	14	2.91	11	3.04	25
Hillsborough County	2.87	123	3.04	113	2.95	236
Lutheran Services - Northwest	2.93	86	2.93	56	2.93	142
Lutheran Services - Southwest	2.89	36	3.11	36	3.00	72
Lutheran Services - Southeast	2.90	82	2.88	68	2.89	150
Miami Bridge	2.83	107	3.08	86	2.94	193
Orange County	3.01	204	2.72	173	2.88	377
Sarasota Family YMCA	2.87	68	2.98	64	2.92	132
Youth and Family Alternatives	2.87	271	2.83	40	2.86	311
Youth Crisis Center	3.09	77	2.63	86	2.85	163
Total	2.96	1,767	2.93	995	2.95	2,762

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	3.43	95	4.00	1	3.44	96
Anchorage Childrens Home	3.28	43	3.45	11	3.31	54
Arnette House	3.32	85	3.67	3	3.33	88
Capital City Youth Services	3.52	29	2.95	21	3.28	50
CDS Family & Behavioral	3.27	49	3.31	49	3.29	98
CHS Treasure Coast, Wavecrest	3.03	86	3.53	47	3.21	133
CHS West Palm Beach	3.18	33	3.13	8	3.17	41
Crosswinds Youth Services	2.97	33	2.89	27	2.93	60
Family Resources - Manatee	3.30	245	3.51	95	3.36	340
Florida Keys Children Shelter	4.00	1		0	4.00	1
Girls and Boys Town	3.43	14	3.55	11	3.48	25
Hillsborough County	3.30	123	3.35	113	3.32	236
Lutheran Services - Northwest	3.42	86	3.32	56	3.38	142
Lutheran Services - Southwest	3.39	36	3.33	36	3.36	72
Lutheran Services - Southeast	3.40	82	3.18	68	3.30	150
Miami Bridge	3.19	107	3.27	86	3.22	193
Orange County	3.31	204	3.29	173	3.30	377
Sarasota Family YMCA	3.10	68	3.09	64	3.10	132
Youth and Family Alternatives	3.07	271	3.28	40	3.10	311
Youth Crisis Center	3.31	77	3.08	86	3.19	163
Total	3.25	1,767	3.28	995	3.26	2,762

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	3.27	95	4.00	1	3.28	96
Anchorage Childrens Home	3.19	43	3.27	11	3.20	54
Arnette House	3.24	85	3.33	3	3.24	88
Capital City Youth Services	3.21	29	3.43	21	3.30	50
CDS Family & Behavioral	3.22	49	3.35	49	3.29	98
CHS Treasure Coast, Wavecrest	3.06	86	3.55	47	3.23	133
CHS West Palm Beach	3.21	33	2.63	8	3.10	41
Crosswinds Youth Services	2.88	33	2.70	27	2.80	60
Family Resources - Manatee	3.14	245	3.52	95	3.24	340
Florida Keys Children Shelter	4.00	1		0	4.00	1
Girls and Boys Town	3.50	14	3.73	11	3.60	25
Hillsborough County	3.20	123	3.32	113	3.25	236
Lutheran Services - Northwest	3.20	86	3.32	56	3.25	142
Lutheran Services - Southwest	3.14	36	3.14	36	3.14	72
Lutheran Services - Southeast	3.20	82	3.10	68	3.15	150
Miami Bridge	2.98	107	3.34	86	3.14	193
Orange County	3.31	204	3.29	173	3.31	377
Sarasota Family YMCA	2.99	68	3.14	64	3.06	132
Youth and Family Alternatives	3.22	271	3.20	40	3.22	311
Youth Crisis Center	3.17	77	3.10	86	3.13	163
Total	3.18	1,767	3.28	995	3.21	2,762

Residential Survey Question 6: I feel safe here.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.43	95	4.00	1	3.44	96
Anchorage Childrens Home	3.30	43	3.45	11	3.33	54
Arnette House	3.42	85	3.67	3	3.43	88
Capital City Youth Services	3.48	29	3.05	21	3.30	50
CDS Family & Behavioral	3.29	49	3.37	49	3.33	98
CHS Treasure Coast, Wavecrest	3.22	86	3.60	47	3.35	133
CHS West Palm Beach	3.48	33	2.75	8	3.34	41
Crosswinds Youth Services	2.88	33	2.15	27	2.55	60
Family Resources - Manatee	3.35	245	3.40	95	3.36	340
Florida Keys Children Shelter	4.00	1		0	4.00	1
Girls and Boys Town	3.07	14	3.64	11	3.32	25
Hillsborough County	3.38	123	3.24	113	3.31	236
Lutheran Services - Northwest	3.31	86	3.16	56	3.25	142
Lutheran Services - Southwest	3.39	36	3.33	36	3.36	72
Lutheran Services - Southeast	3.16	82	3.04	68	3.11	150
Miami Bridge	3.22	107	3.31	86	3.26	193
Orange County	3.49	204	3.05	173	3.28	377
Sarasota Family YMCA	3.22	68	3.23	64	3.23	132
Youth and Family Alternatives	3.37	271	3.08	40	3.33	311
Youth Crisis Center	3.42	77	3.02	86	3.21	163
Total	3.34	1,767	3.18	995	3.29	2,762

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	3.26	95	4.00	1	3.27	96
Anchorage Childrens Home	3.19	43	2.73	11	3.09	54
Arnette House	3.11	85	3.33	3	3.11	88
Capital City Youth Services	3.17	29	2.86	21	3.04	50
CDS Family & Behavioral	3.02	49	3.33	49	3.17	98
CHS Treasure Coast, Wavecrest	3.07	86	3.51	47	3.23	133
CHS West Palm Beach	3.36	33	2.50	8	3.20	41
Crosswinds Youth Services	2.64	33	2.74	27	2.68	60
Family Resources - Manatee	3.14	245	3.38	95	3.21	340
Florida Keys Children Shelter	3.00	1		0	3.00	1
Girls and Boys Town	3.29	14	3.55	11	3.40	25
Hillsborough County	3.14	123	3.14	113	3.14	236
Lutheran Services - Northwest	3.17	86	3.34	56	3.24	142
Lutheran Services - Southwest	3.31	36	3.22	36	3.26	72
Lutheran Services - Southeast	3.17	82	3.12	68	3.15	150
Miami Bridge	3.01	107	3.27	86	3.12	193
Orange County	3.13	204	3.24	173	3.18	377
Sarasota Family YMCA	2.90	68	3.09	64	2.99	132
Youth and Family Alternatives	3.04	271	2.98	40	3.03	311
Youth Crisis Center	3.12	77	3.03	86	3.07	163
Total	3.11	1,767	3.19	995	3.14	2,762

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	3.29	95	4.00	1	3.30	96
Anchorage Childrens Home	3.37	43	2.91	11	3.28	54
Arnette House	2.99	85	3.33	3	3.00	88
Capital City Youth Services	3.17	29	2.86	21	3.04	50
CDS Family & Behavioral	3.18	49	3.22	49	3.20	98
CHS Treasure Coast, Wavecrest	3.05	86	3.53	47	3.22	133
CHS West Palm Beach	3.15	33	3.00	8	3.12	41
Crosswinds Youth Services	2.88	33	2.52	27	2.72	60
Family Resources - Manatee	3.14	245	3.46	95	3.23	340
Florida Keys Children Shelter	3.00	1		0	3.00	1
Girls and Boys Town	3.07	14	3.55	11	3.28	25
Hillsborough County	3.21	123	3.18	113	3.19	236
Lutheran Services - Northwest	3.16	86	3.32	56	3.23	142
Lutheran Services - Southwest	3.14	36	3.28	36	3.21	72
Lutheran Services - Southeast	3.17	82	3.09	68	3.13	150
Miami Bridge	3.06	107	3.26	86	3.15	193
Orange County	3.18	204	3.24	173	3.21	377
Sarasota Family YMCA	2.91	68	3.09	64	3.00	132
Youth and Family Alternatives	3.00	271	3.15	40	3.02	311
Youth Crisis Center	3.13	77	2.92	86	3.02	163
Total	3.11	1,767	3.19	995	3.14	2,762