

**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	131	3.4	227
Anchorage Children's Home	3.22	63	3.6	61	3.4	124
Arnette House	3.18	88	3.3	81	3.2	169
Bethel Community Foundation		0	4.0	1	4.0	1
Boys Town of Central Florida	3.37	25	3.5	66	3.4	91
Capital City Youth Services	3.10	52	3.3	52	3.2	104
CDS Family & Behavioral Health Svcs	3.25	99	3.3	96	3.3	195
Center for Family and Child Enrichment		0	3.7	54	3.7	54
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, Inc.	2.79	130	3.3	22	2.9	152
Family Resources	3.23	340	3.4	212	3.3	552
Florida Keys Children Shelter	3.50	1	3.7	6	3.7	7
Friends of Children		0	3.5	27	3.5	27
Hillsborough County	3.18	236	3.5	87	3.3	323
Lutheran Services Florida - NW	3.19	142	3.5	67	3.3	209
Lutheran Services Florida - SE	3.21	74	3.2	30	3.2	104
Lutheran Services Florida - SW	3.15	172	3.6	43	3.2	215
Miami Bridge	3.17	240	3.3	139	3.2	379
Orange County	3.19	379	3.6	107	3.3	486
Park Place Behavioral Health Care		0	3.5	26	3.5	26
Sarasota Family YMCA	3.05	134	3.4	143	3.2	277
Youth and Family Alternatives	3.06	311	3.3	102	3.1	413
Youth Crisis Center	3.05	166	3.3	33	3.1	199
<b>Total</b>	<b>3.15</b>	<b>2,922</b>	<b>3.43</b>	<b>1,632</b>	<b>3.25</b>	<b>4,554</b>

**Tabulation of Satisfaction Scores/Results by Agency and Client Type**

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.39	160	3.6	67	3.4	227
Anchorage Children's Home	3.42	109	3.3	15	3.4	124
Arnette House	3.19	148	3.5	21	3.2	169
Bethel Community Foundation		0	4.0	1	4.0	1
Boys Town of Central Florida	3.33	50	3.6	41	3.4	91
Capital City Youth Services	3.27	62	3.0	42	3.2	104
CDS Family & Behavioral Health Svcs	3.26	94	3.3	101	3.3	195
Center for Family and Child Enrichment	3.71	24	3.8	30	3.7	54
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, Inc.	3.00	78	2.7	74	2.9	152
Family Resources	3.21	350	3.4	202	3.3	552
Florida Keys Children Shelter	3.66	4	3.7	3	3.7	7
Friends of Children	3.38	1	3.5	26	3.5	27
Hillsborough County	3.19	159	3.3	164	3.3	323
Lutheran Services Florida - NW	3.26	124	3.4	85	3.3	209
Lutheran Services Florida - SE	3.19	53	3.2	51	3.2	104
Lutheran Services Florida - SW	3.23	119	3.3	96	3.2	215
Miami Bridge	3.15	176	3.3	203	3.2	379
Orange County	3.27	258	3.3	228	3.3	486
Park Place Behavioral Health Care	3.49	20	3.6	6	3.5	26
Sarasota Family YMCA	3.26	187	3.2	90	3.2	277
Youth and Family Alternatives	3.08	326	3.2	87	3.1	413
Youth Crisis Center	3.19	97	3.0	102	3.1	199
<b>Total</b>	<b>3.22</b>	<b>2,740</b>	<b>3.30</b>	<b>1,814</b>	<b>3.25</b>	<b>4,554</b>

**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	3.49	65	3.55	66	3.52	131
Anchorage Children's Home	3.61	61		0	3.61	61
Arnette House	3.22	63	3.50	18	3.28	81
Bethel Community Foundation		0	4.00	1	4.00	1
Boys Town of Central Florida	3.35	36	3.64	30	3.48	66
Capital City Youth Services	3.29	33	3.24	19	3.27	52
CDS Family & Behavioral Health Svcs	3.31	45	3.36	51	3.34	96
Center for Family and Child Enrichment	3.71	24	3.76	30	3.74	54
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, Inc.	3.41	10	3.25	12	3.32	22
Family Resources	3.32	105	3.45	107	3.39	212
Florida Keys Children Shelter	3.71	3	3.67	3	3.69	6
Friends of Children	3.38	1	3.51	26	3.50	27
Hillsborough County	3.32	36	3.65	51	3.51	87
Lutheran Services Florida - NW	3.43	38	3.68	29	3.54	67
Lutheran Services Florida - SE	3.20	16	3.12	14	3.16	30
Lutheran Services Florida - SW	3.45	25	3.85	18	3.62	43
Miami Bridge	3.33	44	3.31	95	3.32	139
Orange County	3.39	53	3.74	54	3.56	107
Park Place Behavioral Health Care	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	3.18	19	3.49	14	3.31	33
<b>Total</b>	<b>3.37</b>	<b>891</b>	<b>3.50</b>	<b>741</b>	<b>3.43</b>	<b>1,632</b>

**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	3.58	65	3.62	66	3.60	131
Anchorage Children's Home	3.66	61		0	3.66	61
Arnette House	3.32	63	3.67	18	3.40	81
Bethel Community Foundation		0	4.00	1	4.00	1
Boys Town of Central Florida	3.39	36	3.73	30	3.55	66
Capital City Youth Services	3.42	33	3.11	19	3.31	52
CDS Family & Behavioral Health Svcs	3.51	45	3.33	51	3.42	96
Center for Family and Child Enrichment	3.79	24	3.70	30	3.74	54
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, Inc.	3.50	10	3.17	12	3.32	22
Family Resources	3.43	105	3.54	107	3.49	212
Florida Keys Children Shelter	4.00	3	3.67	3	3.83	6
Friends of Children	4.00	1	3.54	26	3.56	27
Hillsborough County	3.56	36	3.73	51	3.66	87
Lutheran Services Florida - NW	3.53	38	3.83	29	3.66	67
Lutheran Services Florida - SE	3.25	16	3.43	14	3.33	30
Lutheran Services Florida - SW	3.56	25	3.83	18	3.67	43
Miami Bridge	3.45	44	3.34	95	3.37	139
Orange County	3.66	53	3.91	54	3.79	107
Park Place Behavioral Health Care	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	3.42	19	3.71	14	3.55	33
<b>Total</b>	<b>3.51</b>	<b>891</b>	<b>3.57</b>	<b>741</b>	<b>3.54</b>	<b>1,632</b>

**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	3.35	65	3.48	66	3.42	131
Anchorage Children's Home	3.49	61		0	3.49	61
Arnette House	3.27	63	3.44	18	3.31	81
Bethel Community Foundation		0	4.00	1	4.00	1
Boys Town of Central Florida	3.33	36	3.63	30	3.47	66
Capital City Youth Services	3.15	33	3.11	19	3.13	52
CDS Family & Behavioral Health Svcs	3.29	45	3.24	51	3.26	96
Center for Family and Child Enrichment	3.67	24	3.93	30	3.81	54
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, Inc.	3.30	10	3.42	12	3.36	22
Family Resources	3.23	105	3.44	107	3.33	212
Florida Keys Children Shelter	3.67	3	3.67	3	3.67	6
Friends of Children	3.00	1	3.50	26	3.48	27
Hillsborough County	3.28	36	3.57	51	3.45	87
Lutheran Services Florida - NW	3.45	38	3.59	29	3.51	67
Lutheran Services Florida - SE	3.13	16	2.93	14	3.03	30
Lutheran Services Florida - SW	3.44	25	3.83	18	3.60	43
Miami Bridge	3.30	44	3.32	95	3.31	139
Orange County	3.26	53	3.48	54	3.37	107
Park Place Behavioral Health Care	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	3.16	19	3.29	14	3.21	33
<b>Total</b>	<b>3.31</b>	<b>891</b>	<b>3.44</b>	<b>741</b>	<b>3.37</b>	<b>1,632</b>

**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	3.26	65	3.39	66	3.33	131
Anchorage Children's Home	3.51	61		0	3.51	61
Arnette House	3.14	63	3.33	18	3.19	81
Bethel Community Foundation		0	4.00	1	4.00	1
Boys Town of Central Florida	3.06	36	3.27	30	3.15	66
Capital City Youth Services	3.15	33	2.89	19	3.06	52
CDS Family & Behavioral Health Svcs	3.09	45	3.25	51	3.18	96
Center for Family and Child Enrichment	3.75	24	3.73	30	3.74	54
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, Inc.	3.30	10	3.00	12	3.14	22
Family Resources	3.09	105	3.17	107	3.13	212
Florida Keys Children Shelter	3.33	3	3.67	3	3.50	6
Friends of Children	3.00	1	3.50	26	3.48	27
Hillsborough County	3.14	36	3.39	51	3.29	87
Lutheran Services Florida - NW	3.21	38	3.45	29	3.31	67
Lutheran Services Florida - SE	3.25	16	2.79	14	3.03	30
Lutheran Services Florida - SW	3.20	25	3.72	18	3.42	43
Miami Bridge	3.23	44	3.12	95	3.15	139
Orange County	3.04	53	3.44	54	3.24	107
Park Place Behavioral Health Care	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	2.74	19	2.93	14	2.82	33
<b>Total</b>	<b>3.17</b>	<b>891</b>	<b>3.27</b>	<b>741</b>	<b>3.22</b>	<b>1,632</b>

**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	3.65	65	3.64	66	3.64	131
Anchorage Children's Home	3.70	61		0	3.70	61
Arnette House	3.33	63	3.67	18	3.41	81
Bethel Community Foundation		0	4.00	1	4.00	1
Boys Town of Central Florida	3.58	36	3.80	30	3.68	66
Capital City Youth Services	3.42	33	3.21	19	3.35	52
CDS Family & Behavioral Health Svcs	3.44	45	3.43	51	3.44	96
Center for Family and Child Enrichment	3.75	24	3.73	30	3.74	54
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, Inc.	3.50	10	3.50	12	3.50	22
Family Resources	3.50	105	3.56	107	3.53	212
Florida Keys Children Shelter	4.00	3	3.67	3	3.83	6
Friends of Children	4.00	1	3.58	26	3.59	27
Hillsborough County	3.39	36	3.82	51	3.64	87
Lutheran Services Florida - NW	3.61	38	3.72	29	3.66	67
Lutheran Services Florida - SE	3.44	16	3.71	14	3.57	30
Lutheran Services Florida - SW	3.64	25	3.89	18	3.74	43
Miami Bridge	3.57	44	3.37	95	3.43	139
Orange County	3.77	53	3.93	54	3.85	107
Park Place Behavioral Health Care	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	3.58	19	3.86	14	3.70	33
<b>Total</b>	<b>3.57</b>	<b>891</b>	<b>3.62</b>	<b>741</b>	<b>3.59</b>	<b>1,632</b>

**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	65	3.56	66	3.56	131
Anchorage Children's Home	3.69	61		0	3.69	61
Arnette House	3.22	63	3.50	18	3.28	81
Bethel Community Foundation		0	4.00	1	4.00	1
Boys Town of Central Florida	3.25	36	3.63	30	3.42	66
Capital City Youth Services	3.24	33	3.53	19	3.35	52
CDS Family & Behavioral Health Svcs	3.36	45	3.49	51	3.43	96
Center for Family and Child Enrichment	3.79	24	3.90	30	3.85	54
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, Inc.	3.40	10	3.17	12	3.27	22
Family Resources	3.33	105	3.45	107	3.39	212
Florida Keys Children Shelter	4.00	3	3.67	3	3.83	6
Friends of Children	3.00	1	3.38	26	3.37	27
Hillsborough County	3.39	36	3.75	51	3.60	87
Lutheran Services Florida - NW	3.50	38	3.72	29	3.60	67
Lutheran Services Florida - SE	3.19	16	2.64	14	2.93	30
Lutheran Services Florida - SW	3.40	25	3.89	18	3.60	43
Miami Bridge	3.41	44	3.38	95	3.39	139
Orange County	3.36	53	3.70	54	3.53	107
Park Place Behavioral Health Care	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	3.16	19	3.50	14	3.30	33
<b>Total</b>	<b>3.39</b>	<b>891</b>	<b>3.53</b>	<b>741</b>	<b>3.45</b>	<b>1,632</b>

**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	3.51	65	3.59	66	3.55	131
Anchorage Children's Home	3.61	61		0	3.61	61
Arnette House	3.14	63	3.61	18	3.25	81
Bethel Community Foundation		0	4.00	1	4.00	1
Boys Town of Central Florida	3.33	36	3.73	30	3.52	66
Capital City Youth Services	3.52	33	3.42	19	3.48	52
CDS Family & Behavioral Health Svcs	3.18	45	3.39	51	3.29	96
Center for Family and Child Enrichment	3.79	24	3.87	30	3.83	54
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, Inc.	3.40	10	3.33	12	3.36	22
Family Resources	3.31	105	3.52	107	3.42	212
Florida Keys Children Shelter	3.67	3	3.67	3	3.67	6
Friends of Children	3.00	1	3.54	26	3.52	27
Hillsborough County	3.36	36	3.76	51	3.60	87
Lutheran Services Florida - NW	3.45	38	3.69	29	3.55	67
Lutheran Services Florida - SE	3.00	16	3.07	14	3.03	30
Lutheran Services Florida - SW	3.52	25	3.94	18	3.70	43
Miami Bridge	3.20	44	3.36	95	3.31	139
Orange County	3.40	53	3.85	54	3.63	107
Park Place Behavioral Health Care	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	3.16	19	3.71	14	3.39	33
<b>Total</b>	<b>3.37</b>	<b>891</b>	<b>3.57</b>	<b>741</b>	<b>3.46</b>	<b>1,632</b>

**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	3.49	65	3.58	66	3.53	131
Anchorage Children's Home	3.61	61		0	3.61	61
Arnette House	3.13	63	3.44	18	3.20	81
Bethel Community Foundation		0	4.00	1	4.00	1
Boys Town of Central Florida	3.39	36	3.63	30	3.50	66
Capital City Youth Services	3.27	33	3.37	19	3.31	52
CDS Family & Behavioral Health Svcs	3.29	45	3.39	51	3.34	96
Center for Family and Child Enrichment	3.63	24	3.77	30	3.70	54
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, Inc.	3.40	10	3.33	12	3.36	22
Family Resources	3.36	105	3.44	107	3.40	212
Florida Keys Children Shelter	3.67	3	3.67	3	3.67	6
Friends of Children	4.00	1	3.54	26	3.56	27
Hillsborough County	3.25	36	3.57	51	3.44	87
Lutheran Services Florida - NW	3.42	38	3.62	29	3.51	67
Lutheran Services Florida - SE	3.06	16	3.00	14	3.03	30
Lutheran Services Florida - SW	3.40	25	3.83	18	3.58	43
Miami Bridge	3.25	44	3.31	95	3.29	139
Orange County	3.36	53	3.76	54	3.56	107
Park Place Behavioral Health Care	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	3.05	19	3.50	14	3.24	33
<b>Total</b>	<b>3.34</b>	<b>891</b>	<b>3.50</b>	<b>741</b>	<b>3.41</b>	<b>1,632</b>

**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	3.49	65	3.53	66	3.51	131
Anchorage Children's Home	3.64	61		0	3.64	61
Arnette House	3.21	63	3.33	18	3.23	81
Bethel Community Foundation		0	4.00	1	4.00	1
Boys Town of Central Florida	3.44	36	3.67	30	3.55	66
Capital City Youth Services	3.12	33	3.26	19	3.17	52
CDS Family & Behavioral Health Svcs	3.36	45	3.33	51	3.34	96
Center for Family and Child Enrichment	3.54	24	3.47	30	3.50	54
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, Inc.	3.50	10	3.08	12	3.27	22
Family Resources	3.31	105	3.50	107	3.41	212
Florida Keys Children Shelter	3.33	3	3.67	3	3.50	6
Friends of Children	3.00	1	3.50	26	3.48	27
Hillsborough County	3.17	36	3.61	51	3.43	87
Lutheran Services Florida - NW	3.26	38	3.79	29	3.49	67
Lutheran Services Florida - SE	3.25	16	3.36	14	3.30	30
Lutheran Services Florida - SW	3.44	25	3.89	18	3.63	43
Miami Bridge	3.23	44	3.33	95	3.29	139
Orange County	3.26	53	3.81	54	3.54	107
Park Place Behavioral Health Care	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	3.16	19	3.43	14	3.27	33
<b>Total</b>	<b>3.34</b>	<b>891</b>	<b>3.51</b>	<b>741</b>	<b>3.42</b>	<b>1,632</b>

**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	3.18	48	3.34	15	3.22	63
Arnette House	3.17	85	3.42	3	3.18	88
Boys Town of Central Florida	3.29	14	3.47	11	3.37	25
Capital City Youth Services	3.26	29	2.89	23	3.10	52
CDS Family & Behavioral Health Svcs	3.20	49	3.30	50	3.25	99
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, Inc.	2.94	68	2.62	62	2.79	130
Florida Keys Children Shelter	3.50	1		0	3.50	1
Friends of Children		0		0		0
Lutheran Services Florida - NW	3.19	86	3.19	56	3.19	142
Lutheran Services Florida - SE	3.19	37	3.23	37	3.21	74
Lutheran Services Florida - SW	3.18	94	3.13	78	3.15	172
Miami Bridge	3.09	132	3.26	108	3.17	240
Orange County	3.24	205	3.13	174	3.19	379
Park Place Behavioral Health Care		0		0		0
Youth and Family Alternatives	3.05	271	3.07	40	3.06	311
Youth Crisis Center	3.19	78	2.93	88	3.05	166
<b>Total</b>	<b>3.15</b>	<b>1,849</b>	<b>3.16</b>	<b>1,073</b>	<b>3.15</b>	<b>2,922</b>

**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		1	3.43	96
Anchorage Children's Home	3.19	48	3.33	15	3.22	63
Arnette House	3.34	85	3.33	3	3.34	88
Boys Town of Central Florida	3.50	14	3.64	11	3.56	25
Capital City Youth Services	3.45	29	3.22	23	3.35	52
CDS Family & Behavioral Health Svcs	3.27	49	3.38	50	3.32	99
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, Inc.	3.13	68	2.74	62	2.95	130
Florida Keys Children Shelter	3.00	1		0	3.00	1
Friends of Children	#N/A	0	#N/A	0	#N/A	0
Lutheran Services Florida - NW	3.35	86	3.18	56	3.28	142
Lutheran Services Florida - SE	3.30	37	3.32	37	3.31	74
Lutheran Services Florida - SW	3.29	94	3.24	78	3.27	172
Miami Bridge	3.20	132	3.25	108	3.22	240
Orange County	3.42	205	3.33	174	3.38	379
Park Place Behavioral Health Care		0		0		0
Youth and Family Alternatives	3.04	271	3.18	40	3.05	311
Youth Crisis Center	3.24	78	3.06	88	3.14	166
<b>Total</b>	<b>3.23</b>	<b>1,849</b>	<b>3.27</b>	<b>1,073</b>	<b>3.25</b>	<b>2,922</b>

**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		1	3.24	96
Anchorage Children's Home	2.94	48	3.27	15	3.02	63
Arnette House	2.99	85	3.00	3	2.99	88
Boys Town of Central Florida	3.36	14	3.18	11	3.28	25
Capital City Youth Services	3.00	29	2.43	23	2.75	52
CDS Family & Behavioral Health Svcs	3.22	49	3.12	50	3.17	99
CHS Treasure Coast	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, Inc.	2.72	68	2.40	62	2.57	130
Florida Keys Children Shelter	3.00	1	#N/A	0	3.00	1
Friends of Children	#N/A	0	#N/A	0	#N/A	0
Lutheran Services Florida - NW	2.94	86	2.91	56	2.93	142
Lutheran Services Florida - SE	3.03	37	3.11	37	3.07	74
Lutheran Services Florida - SW	3.02	94	3.03	78	3.02	172
Miami Bridge	3.04	132	3.24	108	3.13	240
Orange County	3.05	205	2.90	174	2.98	379
Park Place Behavioral Health Care		0		0		0
Youth and Family Alternatives	2.84	271	2.90	40	2.85	311
Youth Crisis Center	3.01	78	2.70	88	2.85	166
<b>Total</b>	<b>2.99</b>	<b>1,849</b>	<b>3.00</b>	<b>1,073</b>	<b>2.99</b>	<b>2,922</b>

**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 Children's Home	3.08	48	3.53	15	3.19	63
Arnette House	2.98	85	3.67	3	3.00	88
Boys Town of Central Florida	3.14	14	2.91	11	3.04	25
Capital City Youth Services	3.07	29	2.30	23	2.73	52
CDS Family & Behavioral Health Svcs	3.14	49	3.28	50	3.21	99
CHS Treasure Coast	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, Inc.	2.79	68	2.63	62	2.72	130
Florida Keys Children Shelter	4.00	1		0	4.00	1
Friends of Children		0		0		0
Lutheran Services Florida - NW	2.93	86	2.93	56	2.93	142
Lutheran Services Florida - SE	2.89	37	3.11	37	3.00	74
Lutheran Services Florida - SW	2.89	94	2.95	78	2.92	172
Miami Bridge	2.89	132	3.16	108	3.01	240
Orange County	3.01	205	2.71	174	2.88	379
Park Place Behavioral Health Care		0		0		0
Youth and Family Alternatives	2.87	271	2.83	40	2.86	311
Youth Crisis Center	3.09	78	2.58	88	2.82	166
<b>Total</b>	<b>2.96</b>	<b>1,849</b>	<b>2.93</b>	<b>1,073</b>	<b>2.95</b>	<b>2,922</b>

**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 Children's Home	3.25	48	3.53	15	3.32	63
Arnette House	3.32	85	3.67	3	3.33	88
Boys Town of Central Florida	3.43	14	3.55	11	3.48	25
Capital City Youth Services	3.52	29	3.04	23	3.31	52
CDS Family & Behavioral Health Svcs	3.27	49	3.32	50	3.29	99
CHS Treasure Coast	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, Inc.	3.09	68	2.89	62	2.99	130
Florida Keys Children Shelter	4.00	1		0	4.00	1
Friends of Children		0		0		0
Lutheran Services Florida - NW	3.42	86	3.32	56	3.38	142
Lutheran Services Florida - SE	3.38	37	3.35	37	3.36	74
Lutheran Services Florida - SW	3.41	94	3.23	78	3.33	172
Miami Bridge	3.23	132	3.30	108	3.26	240
Orange County	3.31	205	3.30	174	3.31	379
Park Place Behavioral Health Care		0		0		0
Youth and Family Alternatives	3.07	271	3.28	40	3.10	311
Youth Crisis Center	3.32	78	3.07	88	3.19	166
<b>Total</b>	<b>3.26</b>	<b>1,849</b>	<b>3.28</b>	<b>1,073</b>	<b>3.26</b>	<b>2,922</b>

**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 Children's Home	3.17	48	3.40	15	3.22	63
Arnette House	3.24	85	3.33	3	3.24	88
Boys Town of Central Florida	3.50	14	3.73	11	3.60	25
Capital City Youth Services	3.21	29	3.43	23	3.31	52
CDS Family & Behavioral Health Svcs	3.22	49	3.36	50	3.29	99
CHS Treasure Coast	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, Inc.	3.00	68	2.81	62	2.91	130
Florida Keys Children Shelter	4.00	1		0	4.00	1
Friends of Children		0		0		0
Lutheran Services Florida - NW	3.20	86	3.32	56	3.25	142
Lutheran Services Florida - SE	3.11	37	3.14	37	3.12	74
Lutheran Services Florida - SW	3.23	94	3.17	78	3.20	172
Miami Bridge	3.01	132	3.34	108	3.16	240
Orange County	3.32	205	3.30	174	3.31	379
Park Place Behavioral Health Care		0		0		0
Youth and Family Alternatives	3.22	271	3.20	40	3.22	311
Youth Crisis Center	3.18	78	3.08	88	3.13	166
<b>Total</b>	<b>3.18</b>	<b>1,849</b>	<b>3.27</b>	<b>1,073</b>	<b>3.21</b>	<b>2,922</b>

**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 Children's Home	3.29	48	3.53	15	3.35	63
Arnette House	3.42	85	3.67	3	3.43	88
Boys Town of Central Florida	3.07	14	3.64	11	3.32	25
Capital City Youth Services	3.48	29	2.96	23	3.25	52
CDS Family & Behavioral Health Svcs	3.29	49	3.38	50	3.33	99
CHS Treasure Coast	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, Inc.	3.04	68	2.32	62	2.70	130
Florida Keys Children Shelter	4.00	1		0	4.00	1
Friends of Children		0		0		0
Lutheran Services Florida - NW	3.31	86	3.16	56	3.25	142
Lutheran Services Florida - SE	3.41	37	3.32	37	3.36	74
Lutheran Services Florida - SW	3.18	94	3.12	78	3.15	172
Miami Bridge	3.22	132	3.29	108	3.25	240
Orange County	3.49	205	3.03	174	3.28	379
Park Place Behavioral Health Care		0		0		0
Youth and Family Alternatives	3.37	271	3.08	40	3.33	311
Youth Crisis Center	3.42	78	3.00	88	3.20	166
<b>Total</b>	<b>3.34</b>	<b>1,849</b>	<b>3.16</b>	<b>1,073</b>	<b>3.27</b>	<b>2,922</b>

**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 Children's Home	3.17	48	3.00	15	3.13	63
Arnette House	3.11	85	3.33	3	3.11	88
Boys Town of Central Florida	3.29	14	3.55	11	3.40	25
Capital City Youth Services	3.17	29	2.87	23	3.04	52
CDS Family & Behavioral Health Svcs	3.02	49	3.34	50	3.18	99
CHS Treasure Coast	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, Inc.	2.74	68	2.66	62	2.70	130
Florida Keys Children Shelter	3.00	1		0	3.00	1
Friends of Children		0		0		0
Lutheran Services Florida - NW	3.17	86	3.34	56	3.24	142
Lutheran Services Florida - SE	3.27	37	3.22	37	3.24	74
Lutheran Services Florida - SW	3.18	94	3.15	78	3.17	172
Miami Bridge	3.04	132	3.29	108	3.15	240
Orange County	3.13	205	3.24	174	3.18	379
Park Place Behavioral Health Care		0		0		0
Youth and Family Alternatives	3.04	271	2.98	40	3.03	311
Youth Crisis Center	3.12	78	3.01	88	3.06	166
<b>Total</b>	<b>3.10</b>	<b>1,849</b>	<b>3.18</b>	<b>1,073</b>	<b>3.13</b>	<b>2,922</b>

**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 Children's Home	3.33	48	3.13	15	3.29	63
Arnette House	2.99	85	3.33	3	3.00	88
Boys Town of Central Florida	3.07	14	3.55	11	3.28	25
Capital City Youth Services	3.17	29	2.87	23	3.04	52
CDS Family & Behavioral Health Svcs	3.18	49	3.24	50	3.21	99
CHS Treasure Coast	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, Inc.	3.01	68	2.52	62	2.78	130
Florida Keys Children Shelter	3.00	1		0	3.00	1
Friends of Children		0		0		0
Lutheran Services Florida - NW	3.16	86	3.32	56	3.23	142
Lutheran Services Florida - SE	3.11	37	3.27	37	3.19	74
Lutheran Services Florida - SW	3.20	94	3.14	78	3.17	172
Miami Bridge	3.06	132	3.25	108	3.15	240
Orange County	3.19	205	3.24	174	3.21	379
Park Place Behavioral Health Care		0		0		0
Youth and Family Alternatives	3.00	271	3.15	40	3.02	311
Youth Crisis Center	3.13	78	2.91	88	3.01	166
<b>Total</b>	<b>3.12</b>	<b>1,849</b>	<b>3.18</b>	<b>1,073</b>	<b>3.14</b>	<b>2,922</b>