



Florida Network of Youth and Family Services Client Service Satisfaction Survey Completed from January 1, 2009 through June 30, 2009

The Florida Network of Youth and Family Services encourages youth and parents that receive services to complete a satisfaction questionnaire. Clients are asked to complete the simple form anonymously without risk of confrontation or retribution. Consequently, from the period of January 1, 2009 through June 30, 2009, a total of 3,916 surveys were analyzed. Of these, 912 were from clients receiving non-residential services and 3,004 were from clients that received residential services. Reported statistics are the average score calculated for the identified category and number of responses.

Clients answered survey questions on a four-point scale where 1 is Strongly Disagree, 2 is Disagree, 3 is Agree, and 4 is Strongly Agree. Consequently, higher scores indicate greater satisfaction.

Surveys were summarized for those that receive residential and non-residential services. For those clients that received residential services, 1,087 parents/guardians/others rated network agency services at 3.2 while 1,917 residential youth rated agency services at 3.2; overall network satisfaction was recorded at 3.2.

For non-residential parents/guardians and other adult clients, 430 respondents rated service satisfaction at 3.4. Non-residential youth, 482, rated services satisfaction at 3.3, resulting in an overall non-residential satisfaction score of 3.4.

Survey results were also broken down by questionnaire item, and demonstrate high levels of satisfaction for both residential and non-residential services.

Moreover, as the client satisfaction survey is completed voluntarily, the percentage of surveys completed represents a small percentage of the total exits and should not imply lack of service delivery by any particular agency or the Florida Network. Also, low response rates for the smaller agencies, reflects the lower numbers served.

Results with fewer than 15 responses are considered statistically insignificant. Findings are based on the NetMIS extract produced on July 9, 2009.

Tabulation of Satisfaction Scores/Results by Agency and Program

Agency	Residential		Non-Residential		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.26	96	3.5	15	3.3	111
Anchorage Children's Home	3.16	52	3.3	25	3.2	77
Arnette House	3.11	82	3.4	55	3.2	137
Bethel Community Foundation		0	2.8	3	2.8	3
Boys Town of Central Florida	3.18	120	3.5	49	3.3	169
Capital City Youth Services	3.14	46	3.2	31	3.2	77
CDS Family & Behavioral Health Svcs	3.24	174	3.4	24	3.3	198
Center for Family and Child Enrichment		0	3.7	20	3.7	20
CHS OSCEOLA		0	3.4	14	3.4	14
CHS Treasure Coast	3.41	137	3.3	11	3.4	148
CHS West Palm Beach	2.82	79	2.8	2	2.8	81
Crosswinds Youth Services, Inc.	2.97	197		0	3.0	197
Family Resources	3.17	456	3.4	42	3.2	498
Friends of Children		0	3.6	18	3.6	18
Hillsborough Co. Dept of Children's Svcs	3.38	174	3.5	36	3.4	210
Lutheran Services Florida - Northwest	3.23	222	3.4	20	3.2	242
Lutheran Services Florida - Southeast	3.07	62	3.4	18	3.2	80
Lutheran Services Florida - Southwest	3.42	74	3.5	66	3.5	140
Miami Bridge Youth and Family Services	3.10	138	3.2	105	3.1	243
Mount Bethel Human Services Corp		0	3.0	1	3.0	1
Orange County Youth and Family Services	3.26	322	3.4	160	3.3	482
Sarasota Family YMCA - Youth and Family	3.13	112	3.3	96	3.2	208
Youth and Family Alternatives	3.05	335	3.2	54	3.1	389
Youth Crisis Center	3.33	126	3.4	47	3.3	173
Total	3.18	3,004	3.37	912	3.23	3,916

Tabulation of Satisfaction Scores/Results by Agency and Client Type						
Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.26	102	3.6	9	3.3	111
Anchorage Children's Home	3.18	71	3.6	6	3.2	77
Arnette House	3.23	115	3.2	22	3.2	137
Bethel Community Foundation	3.63	1	2.3	2	2.8	3
Boys Town of Central Florida	3.20	88	3.3	81	3.3	169
Capital City Youth Services	3.22	42	3.1	35	3.2	77
CDS Family & Behavioral Health Svcs	3.18	93	3.3	105	3.3	198
Center for Family and Child Enrichment		0	3.7	20	3.7	20
CHS OSCEOLA	3.32	12	3.7	2	3.4	14
CHS Treasure Coast	3.38	73	3.4	75	3.4	148
CHS West Palm Beach	2.84	73	2.7	8	2.8	81
Crosswinds Youth Services, Inc.	3.04	95	2.9	102	3.0	197
Family Resources	3.21	350	3.1	148	3.2	498
Friends of Children	3.58	5	3.6	13	3.6	18
Hillsborough Co. Dept of Children's Svcs	3.31	110	3.5	100	3.4	210
Lutheran Services Florida - Northwest	3.20	132	3.3	110	3.2	242
Lutheran Services Florida - Southeast	3.00	40	3.3	40	3.2	80
Lutheran Services Florida - Southwest	3.46	90	3.4	50	3.5	140
Miami Bridge Youth and Family Services	3.08	80	3.2	163	3.1	243
Mount Bethel Human Services Corp	3.00	1		0	3.0	1
Orange County Youth and Family Services	3.29	260	3.4	222	3.3	482
Sarasota Family YMCA - Youth and Family	3.23	147	3.2	61	3.2	208
Youth and Family Alternatives	3.10	322	2.9	67	3.1	389
Youth Crisis Center	3.38	97	3.3	76	3.3	173
Total	3.21	2,399	3.26	1,517	3.23	3,916

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	6	3.56	9	3.48	15
Anchorage Children's Home	3.23	19	3.58	6	3.32	25
Arnette House	3.43	38	3.38	17	3.41	55
Bethel Community Foundation	3.63	1	2.31	2	2.75	3
Boys Town of Central Florida	3.25	22	3.63	27	3.46	49
Capital City Youth Services	3.16	18	3.37	13	3.25	31
CDS Family & Behavioral Health Svcs	3.21	14	3.58	10	3.36	24
Center for Family and Child Enrichment		0	3.68	20	3.68	20
CHS OSCEOLA	3.32	12	3.69	2	3.38	14
CHS Treasure Coast	3.25	2	3.26	9	3.26	11
CHS West Palm Beach		0	2.81	2	2.81	2
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.31	27	3.44	15	3.35	42
Friends of Children	3.58	5	3.59	13	3.58	18
Hillsborough Co. Dept of Children's Svcs	3.39	18	3.71	18	3.55	36
Lutheran Services Florida - Northwest	3.29	9	3.53	11	3.43	20
Lutheran Services Florida - Southeast	3.35	9	3.47	9	3.41	18
Lutheran Services Florida - Southwest	3.50	53	3.45	13	3.49	66
Miami Bridge Youth and Family Services	3.38	9	3.17	96	3.19	105
Mount Bethel Human Services Corp	3.00	1		0	3.00	1
Orange County Youth and Family Services	3.18	72	3.64	88	3.43	160
Sarasota Family YMCA - Youth and Family	3.29	89	3.59	7	3.31	96
Youth and Family Alternatives	3.20	30	3.13	24	3.17	54
Youth Crisis Center	3.41	28	3.38	19	3.40	47
Total	3.31	482	3.44	430	3.37	912

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	3.17	6	3.67	9	3.47	15
Anchorage Children's Home	3.53	19	3.67	6	3.56	25
Arnette House	3.58	38	3.53	17	3.56	55
Bethel Community Foundation	4.00	1	2.00	2	2.67	3
Boys Town of Central Florida	3.18	22	3.81	27	3.53	49
Capital City Youth Services	3.50	18	3.46	13	3.48	31
CDS Family & Behavioral Health Svcs	3.14	14	3.70	10	3.38	24
Center for Family and Child Enrichment		0	3.65	20	3.65	20
CHS OSCEOLA	3.67	12	4.00	2	3.71	14
CHS Treasure Coast	3.50	2	3.44	9	3.45	11
CHS West Palm Beach		0	3.00	2	3.00	2
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.52	27	3.53	15	3.52	42
Friends of Children	3.80	5	3.62	13	3.67	18
Hillsborough Co. Dept of Children's Svcs	3.67	18	3.83	18	3.75	36
Lutheran Services Florida - Northwest	3.33	9	3.64	11	3.50	20
Lutheran Services Florida - Southeast	3.67	9	3.78	9	3.72	18
Lutheran Services Florida - Southwest	3.68	53	3.69	13	3.68	66
Miami Bridge Youth and Family Services	3.33	9	3.20	96	3.21	105
Mount Bethel Human Services Corp	3.00	1		0	3.00	1
Orange County Youth and Family Services	3.56	72	3.74	88	3.66	160
Sarasota Family YMCA - Youth and Family	3.40	89	3.71	7	3.43	96
Youth and Family Alternatives	3.30	30	3.21	24	3.26	54
Youth Crisis Center	3.71	28	3.53	19	3.64	47
Total	3.50	482	3.53	430	3.52	912

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	3.17	6	3.56	9	3.40	15
Anchorage Children's Home	2.95	19	3.17	6	3.00	25
Arnette House	3.39	38	3.35	17	3.38	55
Bethel Community Foundation	3.00	1	2.50	2	2.67	3
Boys Town of Central Florida	3.09	22	3.48	27	3.31	49
Capital City Youth Services	3.11	18	3.15	13	3.13	31
CDS Family & Behavioral Health Svcs	3.29	14	3.50	10	3.38	24
Center for Family and Child Enrichment		0	3.75	20	3.75	20
CHS OSCEOLA	3.25	12	3.00	2	3.21	14
CHS Treasure Coast	3.50	2	3.33	9	3.36	11
CHS West Palm Beach		0	3.00	2	3.00	2
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.33	27	3.13	15	3.26	42
Friends of Children	3.00	5	3.85	13	3.61	18
Hillsborough Co. Dept of Children's Svcs	3.22	18	3.78	18	3.50	36
Lutheran Services Florida - Northwest	3.56	9	3.27	11	3.40	20
Lutheran Services Florida - Southeast	3.44	9	3.44	9	3.44	18
Lutheran Services Florida - Southwest	3.49	53	3.31	13	3.45	66
Miami Bridge Youth and Family Services	3.44	9	3.05	96	3.09	105
Mount Bethel Human Services Corp	3.00	1		0	3.00	1
Orange County Youth and Family Services	3.14	72	3.48	88	3.33	160
Sarasota Family YMCA - Youth and Family	3.24	89	3.57	7	3.26	96
Youth and Family Alternatives	3.07	30	3.04	24	3.06	54
Youth Crisis Center	3.54	28	3.32	19	3.45	47
Total	3.26	482	3.34	430	3.30	912

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	3.33	6	3.33	9	3.33	15
Anchorage Children's Home	3.00	19	3.33	6	3.08	25
Arnette House	3.39	38	3.18	17	3.33	55
Bethel Community Foundation	3.00	1	2.00	2	2.33	3
Boys Town of Central Florida	3.18	22	3.22	27	3.20	49
Capital City Youth Services	2.56	18	2.92	13	2.71	31
CDS Family & Behavioral Health Svcs	3.07	14	3.20	10	3.13	24
Center for Family and Child Enrichment		0	3.50	20	3.50	20
CHS OSCEOLA	2.92	12	2.50	2	2.86	14
CHS Treasure Coast	3.50	2	3.33	9	3.36	11
CHS West Palm Beach		0	1.50	2	1.50	2
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	2.89	27	2.87	15	2.88	42
Friends of Children	3.20	5	3.31	13	3.28	18
Hillsborough Co. Dept of Children's Svcs	3.22	18	3.44	18	3.33	36
Lutheran Services Florida - Northwest	3.00	9	3.18	11	3.10	20
Lutheran Services Florida - Southeast	3.11	9	3.33	9	3.22	18
Lutheran Services Florida - Southwest	3.30	53	2.85	13	3.21	66
Miami Bridge Youth and Family Services	3.56	9	2.93	96	2.98	105
Mount Bethel Human Services Corp	3.00	1		0	3.00	1
Orange County Youth and Family Services	2.92	72	3.20	88	3.08	160
Sarasota Family YMCA - Youth and Family	3.07	89	3.29	7	3.08	96
Youth and Family Alternatives	2.97	30	2.83	24	2.91	54
Youth Crisis Center	3.21	28	3.05	19	3.15	47
Total	3.09	482	3.10	430	3.10	912

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	3.50	6	3.67	9	3.60	15
Anchorage Children's Home	3.58	19	3.67	6	3.60	25
Arnette House	3.53	38	3.47	17	3.51	55
Bethel Community Foundation	4.00	1	2.00	2	2.67	3
Boys Town of Central Florida	3.55	22	3.81	27	3.69	49
Capital City Youth Services	3.67	18	3.54	13	3.61	31
CDS Family & Behavioral Health Svcs	3.36	14	3.70	10	3.50	24
Center for Family and Child Enrichment		0	3.95	20	3.95	20
CHS OSCEOLA	3.75	12	4.00	2	3.79	14
CHS Treasure Coast	3.50	2	3.33	9	3.36	11
CHS West Palm Beach		0	3.00	2	3.00	2
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.59	27	3.60	15	3.60	42
Friends of Children	4.00	5	3.85	13	3.89	18
Hillsborough Co. Dept of Children's Svcs	3.50	18	3.61	18	3.56	36
Lutheran Services Florida - Northwest	3.56	9	3.73	11	3.65	20
Lutheran Services Florida - Southeast	3.67	9	3.56	9	3.61	18
Lutheran Services Florida - Southwest	3.72	53	3.62	13	3.70	66
Miami Bridge Youth and Family Services	3.78	9	3.28	96	3.32	105
Mount Bethel Human Services Corp	3.00	1		0	3.00	1
Orange County Youth and Family Services	3.63	72	3.88	88	3.76	160
Sarasota Family YMCA - Youth and Family	3.46	89	3.71	7	3.48	96
Youth and Family Alternatives	3.63	30	3.25	24	3.46	54
Youth Crisis Center	3.82	28	3.58	19	3.72	47
Total	3.60	482	3.59	430	3.59	912

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	3.67	6	3.44	9	3.53	15
Anchorage Children's Home	3.37	19	3.67	6	3.44	25
Arnette House	3.37	38	3.35	17	3.36	55
Bethel Community Foundation	4.00	1	2.50	2	3.00	3
Boys Town of Central Florida	3.32	22	3.59	27	3.47	49
Capital City Youth Services	3.17	18	3.46	13	3.29	31
CDS Family & Behavioral Health Svcs	3.29	14	3.60	10	3.42	24
Center for Family and Child Enrichment		0	3.75	20	3.75	20
CHS OSCEOLA	3.33	12	4.00	2	3.43	14
CHS Treasure Coast	3.00	2	3.22	9	3.18	11
CHS West Palm Beach		0	3.00	2	3.00	2
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.41	27	3.80	15	3.55	42
Friends of Children	3.80	5	3.54	13	3.61	18
Hillsborough Co. Dept of Children's Svcs	3.22	18	3.67	18	3.44	36
Lutheran Services Florida - Northwest	3.22	9	3.55	11	3.40	20
Lutheran Services Florida - Southeast	3.22	9	3.44	9	3.33	18
Lutheran Services Florida - Southwest	3.45	53	3.62	13	3.48	66
Miami Bridge Youth and Family Services	3.11	9	3.20	96	3.19	105
Mount Bethel Human Services Corp	3.00	1		0	3.00	1
Orange County Youth and Family Services	3.18	72	3.64	88	3.43	160
Sarasota Family YMCA - Youth and Family	3.34	89	3.71	7	3.36	96
Youth and Family Alternatives	3.20	30	3.25	24	3.22	54
Youth Crisis Center	3.14	28	3.37	19	3.23	47
Total	3.30	482	3.47	430	3.38	912

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	3.33	6	3.56	9	3.47	15
Anchorage Children's Home	3.32	19	3.83	6	3.44	25
Arnette House	3.47	38	3.41	17	3.45	55
Bethel Community Foundation	4.00	1	2.50	2	3.00	3
Boys Town of Central Florida	2.95	22	3.85	27	3.45	49
Capital City Youth Services	3.33	18	3.69	13	3.48	31
CDS Family & Behavioral Health Svcs	3.43	14	3.70	10	3.54	24
Center for Family and Child Enrichment		0	3.80	20	3.80	20
CHS OSCEOLA	3.17	12	4.00	2	3.29	14
CHS Treasure Coast	3.00	2	3.00	9	3.00	11
CHS West Palm Beach		0	3.00	2	3.00	2
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.33	27	3.80	15	3.50	42
Friends of Children	4.00	5	3.69	13	3.78	18
Hillsborough Co. Dept of Children's Svcs	3.56	18	3.89	18	3.72	36
Lutheran Services Florida - Northwest	3.22	9	3.73	11	3.50	20
Lutheran Services Florida - Southeast	2.67	9	3.33	9	3.00	18
Lutheran Services Florida - Southwest	3.51	53	3.62	13	3.53	66
Miami Bridge Youth and Family Services	3.22	9	3.33	96	3.32	105
Mount Bethel Human Services Corp	3.00	1		0	3.00	1
Orange County Youth and Family Services	3.07	72	3.84	88	3.49	160
Sarasota Family YMCA - Youth and Family	3.29	89	3.43	7	3.30	96
Youth and Family Alternatives	3.37	30	3.29	24	3.33	54
Youth Crisis Center	3.29	28	3.47	19	3.36	47
Total	3.29	482	3.59	430	3.43	912

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	3.33	6	3.67	9	3.53	15
Anchorage Children's Home	2.89	19	3.50	6	3.04	25
Arnette House	3.34	38	3.35	17	3.35	55
Bethel Community Foundation	3.00	1	2.50	2	2.67	3
Boys Town of Central Florida	3.32	22	3.59	27	3.47	49
Capital City Youth Services	2.78	18	3.38	13	3.03	31
CDS Family & Behavioral Health Svcs	2.86	14	3.60	10	3.17	24
Center for Family and Child Enrichment		0	3.50	20	3.50	20
CHS OSCEOLA	3.25	12	4.00	2	3.36	14
CHS Treasure Coast	3.00	2	3.22	9	3.18	11
CHS West Palm Beach		0	3.00	2	3.00	2
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.07	27	3.33	15	3.17	42
Friends of Children	3.80	5	3.62	13	3.67	18
Hillsborough Co. Dept of Children's Svcs	3.39	18	3.72	18	3.56	36
Lutheran Services Florida - Northwest	3.22	9	3.45	11	3.35	20
Lutheran Services Florida - Southeast	3.44	9	3.44	9	3.44	18
Lutheran Services Florida - Southwest	3.38	53	3.69	13	3.44	66
Miami Bridge Youth and Family Services	3.33	9	3.11	96	3.13	105
Mount Bethel Human Services Corp	3.00	1		0	3.00	1
Orange County Youth and Family Services	3.07	72	3.59	88	3.36	160
Sarasota Family YMCA - Youth and Family	3.22	89	3.57	7	3.25	96
Youth and Family Alternatives	2.97	30	2.79	24	2.89	54
Youth Crisis Center	3.29	28	3.21	19	3.26	47
Total	3.19	482	3.38	430	3.28	912

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	3.50	6	3.56	9	3.53	15
Anchorage Children's Home	3.21	19	3.83	6	3.36	25
Arnette House	3.37	38	3.35	17	3.36	55
Bethel Community Foundation	4.00	1	2.50	2	3.00	3
Boys Town of Central Florida	3.41	22	3.70	27	3.57	49
Capital City Youth Services	3.17	18	3.31	13	3.23	31
CDS Family & Behavioral Health Svcs	3.21	14	3.60	10	3.38	24
Center for Family and Child Enrichment		0	3.55	20	3.55	20
CHS OSCEOLA	3.25	12	4.00	2	3.36	14
CHS Treasure Coast	3.00	2	3.22	9	3.18	11
CHS West Palm Beach		0	3.00	2	3.00	2
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.30	27	3.47	15	3.36	42
Friends of Children	3.00	5	3.23	13	3.17	18
Hillsborough Co. Dept of Children's Svcs	3.33	18	3.72	18	3.53	36
Lutheran Services Florida - Northwest	3.22	9	3.73	11	3.50	20
Lutheran Services Florida - Southeast	3.56	9	3.44	9	3.50	18
Lutheran Services Florida - Southwest	3.47	53	3.23	13	3.42	66
Miami Bridge Youth and Family Services	3.22	9	3.25	96	3.25	105
Mount Bethel Human Services Corp	3.00	1		0	3.00	1
Orange County Youth and Family Services	2.92	72	3.74	88	3.37	160
Sarasota Family YMCA - Youth and Family	3.30	89	3.71	7	3.33	96
Youth and Family Alternatives	3.10	30	3.33	24	3.20	54
Youth Crisis Center	3.29	28	3.53	19	3.38	47
Total	3.25	482	3.49	430	3.36	912

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	3.26	96		0	3.26	96
Anchorage Children's Home	3.16	52		0	3.16	52
Arnette House	3.14	77	2.78	5	3.11	82
Boys Town of Central Florida	3.18	66	3.17	54	3.18	120
Capital City Youth Services	3.26	24	3.02	22	3.14	46
CDS Family & Behavioral Health Svcs	3.18	79	3.29	95	3.24	174
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.38	71	3.44	66	3.41	137
CHS West Palm Beach	2.84	73	2.65	6	2.82	79
Family Resources	3.20	323	3.10	133	3.17	456
Friends of Children		0		0		0
Lutheran Services Florida - Northwest	3.19	123	3.27	99	3.23	222
Lutheran Services Florida - Southeast	2.90	31	3.25	31	3.07	62
Lutheran Services Florida - Southwest	3.41	37	3.44	37	3.42	74
Miami Bridge Youth and Family Services	3.05	71	3.16	67	3.10	138
Mount Bethel Human Services Corp		0		0		0
Orange County Youth and Family Services	3.33	188	3.16	134	3.26	322
Youth and Family Alternatives	3.09	292	2.78	43	3.05	335
Youth Crisis Center	3.36	69	3.29	57	3.33	126
Total	3.18	1,917	3.19	1,087	3.18	3,004

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	96		0	3.31	96
Anchorage Children's Home	3.38	52		0	3.38	52
Arnette House	3.18	77	2.80	5	3.16	82
Boys Town of Central Florida	3.17	66	3.11	54	3.14	120
Capital City Youth Services	3.29	24	3.05	22	3.17	46
CDS Family & Behavioral Health Svcs	3.23	79	3.17	95	3.20	174
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.48	71	3.56	66	3.52	137
CHS West Palm Beach	2.88	73	2.83	6	2.87	79
Family Resources	3.27	323	3.21	133	3.25	456
Friends of Children		0		0		0
Lutheran Services Florida - Northwest	3.39	123	3.40	99	3.40	222
Lutheran Services Florida - Southeast	3.13	31	3.35	31	3.24	62
Lutheran Services Florida - Southwest	3.49	37	3.57	37	3.53	74
Miami Bridge Youth and Family Services	3.20	71	3.22	67	3.21	138
Mount Bethel Human Services Corp		0		0		0
Orange County Youth and Family Services	3.40	188	3.24	134	3.34	322
Youth and Family Alternatives	3.19	292	3.05	43	3.17	335
Youth Crisis Center	3.49	69	3.42	57	3.46	126
Total	3.26	1,917	3.27	1,087	3.27	3,004

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	3.04	96		0	3.04	96
Anchorage Children's Home	3.02	52		0	3.02	52
Arnette House	3.06	77	2.60	5	3.04	82
Boys Town of Central Florida	3.05	66	3.04	54	3.04	120
Capital City Youth Services	2.96	24	2.86	22	2.91	46
CDS Family & Behavioral Health Svcs	3.20	79	3.18	95	3.19	174
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.30	71	3.27	66	3.28	137
CHS West Palm Beach	2.64	73	2.33	6	2.62	79
Family Resources	2.98	323	2.95	133	2.97	456
Friends of Children		0		0		0
Lutheran Services Florida - Northwest	3.02	123	3.03	99	3.02	222
Lutheran Services Florida - Southeast	2.71	31	3.03	31	2.87	62
Lutheran Services Florida - Southwest	3.27	37	3.30	37	3.28	74
Miami Bridge Youth and Family Services	2.89	71	3.06	67	2.97	138
Mount Bethel Human Services Corp		0		0		0
Orange County Youth and Family Services	3.10	188	2.97	134	3.05	322
Youth and Family Alternatives	2.94	292	2.51	43	2.89	335
Youth Crisis Center	3.16	69	3.04	57	3.10	126
Total	3.00	1,917	3.01	1,087	3.01	3,004

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	3.21	96		0	3.21	96
Anchorage Children's Home	2.85	52		0	2.85	52
Arnette House	3.01	77	2.60	5	2.99	82
Boys Town of Central Florida	3.08	66	2.81	54	2.96	120
Capital City Youth Services	3.08	24	3.18	22	3.13	46
CDS Family & Behavioral Health Svcs	3.18	79	3.13	95	3.15	174
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.37	71	3.23	66	3.30	137
CHS West Palm Beach	2.70	73	2.50	6	2.68	79
Family Resources	2.99	323	2.81	133	2.94	456
Friends of Children		0		0		0
Lutheran Services Florida - Northwest	2.94	123	2.94	99	2.94	222
Lutheran Services Florida - Southeast	2.58	31	2.81	31	2.69	62
Lutheran Services Florida - Southwest	3.24	37	3.22	37	3.23	74
Miami Bridge Youth and Family Services	3.00	71	3.07	67	3.04	138
Mount Bethel Human Services Corp		0		0		0
Orange County Youth and Family Services	3.02	188	2.98	134	3.00	322
Youth and Family Alternatives	2.89	292	2.51	43	2.84	335
Youth Crisis Center	3.19	69	2.91	57	3.06	126
Total	3.01	1,917	2.97	1,087	3.00	3,004

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	3.40	96		0	3.40	96
Anchorage Children's Home	3.21	52		0	3.21	52
Arnette House	3.19	77	2.80	5	3.17	82
Boys Town of Central Florida	3.26	66	3.31	54	3.28	120
Capital City Youth Services	3.58	24	3.18	22	3.39	46
CDS Family & Behavioral Health Svcs	3.22	79	3.33	95	3.28	174
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.55	71	3.56	66	3.55	137
CHS West Palm Beach	2.96	73	2.50	6	2.92	79
Family Resources	3.33	323	3.20	133	3.30	456
Friends of Children		0		0		0
Lutheran Services Florida - Northwest	3.37	123	3.42	99	3.40	222
Lutheran Services Florida - Southeast	3.10	31	3.35	31	3.23	62
Lutheran Services Florida - Southwest	3.49	37	3.54	37	3.51	74
Miami Bridge Youth and Family Services	3.17	71	3.25	67	3.21	138
Mount Bethel Human Services Corp		0		0		0
Orange County Youth and Family Services	3.37	188	3.17	134	3.29	322
Youth and Family Alternatives	3.25	292	3.00	43	3.22	335
Youth Crisis Center	3.54	69	3.47	57	3.51	126
Total	3.30	1,917	3.30	1,087	3.30	3,004

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	3.35	96		0	3.35	96
Anchorage Children's Home	3.21	52		0	3.21	52
Arnette House	3.26	77	2.60	5	3.22	82
Boys Town of Central Florida	3.27	66	3.15	54	3.22	120
Capital City Youth Services	3.21	24	3.27	22	3.24	46
CDS Family & Behavioral Health Svcs	3.18	79	3.43	95	3.32	174
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.37	71	3.44	66	3.40	137
CHS West Palm Beach	2.79	73	2.83	6	2.80	79
Family Resources	3.25	323	3.23	133	3.24	456
Friends of Children		0		0		0
Lutheran Services Florida - Northwest	3.14	123	3.37	99	3.24	222
Lutheran Services Florida - Southeast	2.90	31	3.29	31	3.10	62
Lutheran Services Florida - Southwest	3.46	37	3.41	37	3.43	74
Miami Bridge Youth and Family Services	3.08	71	3.21	67	3.14	138
Mount Bethel Human Services Corp		0		0		0
Orange County Youth and Family Services	3.49	188	3.25	134	3.39	322
Youth and Family Alternatives	3.10	292	2.86	43	3.07	335
Youth Crisis Center	3.42	69	3.32	57	3.37	126
Total	3.22	1,917	3.29	1,087	3.24	3,004

Residential Survey Question 6: I feel safe here.

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Act Corporation	3.44	96		0	3.44	96
Anchorage Children's Home	3.35	52		0	3.35	52
Arnette House	3.21	77	3.40	5	3.22	82
Boys Town of Central Florida	3.45	66	3.30	54	3.38	120
Capital City Youth Services	3.54	24	2.36	22	2.98	46
CDS Family & Behavioral Health Svcs	3.30	79	3.42	95	3.37	174
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.52	71	3.56	66	3.54	137
CHS West Palm Beach	3.05	73	2.67	6	3.03	79
Family Resources	3.41	323	3.13	133	3.33	456
Friends of Children		0		0		0
Lutheran Services Florida - Northwest	3.35	123	3.32	99	3.34	222
Lutheran Services Florida - Southeast	3.00	31	3.48	31	3.24	62
Lutheran Services Florida - Southwest	3.59	37	3.49	37	3.54	74
Miami Bridge Youth and Family Services	3.04	71	3.12	67	3.08	138
Mount Bethel Human Services Corp		0		0		0
Orange County Youth and Family Services	3.66	188	3.26	134	3.50	322
Youth and Family Alternatives	3.24	292	2.79	43	3.18	335
Youth Crisis Center	3.38	69	3.44	57	3.40	126
Total	3.36	1,917	3.19	1,087	3.30	3,004

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	3.13	96		0	3.13	96
Anchorage Children's Home	3.08	52		0	3.08	52
Arnette House	3.16	77	2.80	5	3.13	82
Boys Town of Central Florida	3.08	66	3.26	54	3.16	120
Capital City Youth Services	3.17	24	3.09	22	3.13	46
CDS Family & Behavioral Health Svcs	3.08	79	3.31	95	3.20	174
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.27	71	3.35	66	3.31	137
CHS West Palm Beach	2.75	73	3.17	6	2.78	79
Family Resources	3.13	323	3.17	133	3.14	456
Friends of Children		0		0		0
Lutheran Services Florida - Northwest	3.15	123	3.28	99	3.21	222
Lutheran Services Florida - Southeast	2.81	31	3.29	31	3.05	62
Lutheran Services Florida - Southwest	3.19	37	3.51	37	3.35	74
Miami Bridge Youth and Family Services	3.06	71	3.19	67	3.12	138
Mount Bethel Human Services Corp		0		0		0
Orange County Youth and Family Services	3.25	188	3.31	134	3.27	322
Youth and Family Alternatives	3.04	292	2.86	43	3.02	335
Youth Crisis Center	3.33	69	3.32	57	3.33	126
Total	3.12	1,917	3.24	1,087	3.16	3,004

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	3.18	96		0	3.18	96
Anchorage Children's Home	3.15	52		0	3.15	52
Arnette House	3.01	77	2.60	5	2.99	82
Boys Town of Central Florida	3.11	66	3.35	54	3.22	120
Capital City Youth Services	3.25	24	3.14	22	3.20	46
CDS Family & Behavioral Health Svcs	3.03	79	3.34	95	3.20	174
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.23	71	3.56	66	3.39	137
CHS West Palm Beach	2.90	73	2.33	6	2.86	79
Family Resources	3.22	323	3.11	133	3.18	456
Friends of Children		0		0		0
Lutheran Services Florida - Northwest	3.18	123	3.36	99	3.26	222
Lutheran Services Florida - Southeast	2.94	31	3.42	31	3.18	62
Lutheran Services Florida - Southwest	3.54	37	3.49	37	3.51	74
Miami Bridge Youth and Family Services	2.94	71	3.15	67	3.04	138
Mount Bethel Human Services Corp		0		0		0
Orange County Youth and Family Services	3.34	188	3.13	134	3.25	322
Youth and Family Alternatives	3.10	292	2.70	43	3.04	335
Youth Crisis Center	3.38	69	3.42	57	3.40	126
Total	3.16	1,917	3.21	1,087	3.18	3,004