



## **Florida Network of Youth and Family Services Client Service Satisfaction Survey Completed from July 1, 2009 through December 31, 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 July 1, 2009 through December 31, 2009, a total of 3,010 surveys were analyzed. Of these, 702 were from clients receiving non-residential services and 2,308 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, 772 parents/guardians/others rated network agency services at 3.3 while 1,536 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, 325 respondents rated service satisfaction at 3.5. Non-residential youth, 377, rated services satisfaction at 3.4, 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 January 8, 2010.

**Tabulation of Satisfaction Scores/Results by Agency and Program**

| Agency                                   | Residential |              | Non-Residential |            | Total       |              |
|--|-------------|--------------|-----------------|------------|-------------|--------------|
|  | Mean        | N            | Mean            | N          | Mean        | N            |
| Anchorage Children's Home                | 3.08        | 46           | 3.4             | 37         | 3.2         | 83           |
| Arnette House                            | 3.11        | 75           | 3.3             | 23         | 3.2         | 98           |
| Bethel Community Foundation              |             | 0            | 3.0             | 6          | 3.0         | 6            |
| Boys Town of Central Florida             | 3.26        | 95           | 3.3             | 58         | 3.3         | 153          |
| Capital City Youth Services              | 3.36        | 81           | 3.3             | 9          | 3.4         | 90           |
| CDS Family & Behavioral Health Svcs      | 3.21        | 132          | 3.7             | 40         | 3.3         | 172          |
| Center for Family and Child Enrichment   |             | 0            | 3.7             | 34         | 3.7         | 34           |
| CHS OSCEOLA                              |             | 0            | 3.6             | 11         | 3.6         | 11           |
| CHS Treasure Coast                       | 3.37        | 141          | 3.8             | 8          | 3.4         | 149          |
| CHS West Palm Beach                      | 2.91        | 83           | 4.0             | 3          | 2.9         | 86           |
| Crosswinds Youth Services, Inc.          | 3.03        | 104          | 3.2             | 10         | 3.0         | 114          |
| Family Resources                         | 3.25        | 225          | 3.3             | 21         | 3.3         | 246          |
| Friends of Children                      |             | 0            | 3.8             | 19         | 3.8         | 19           |
| Hillsborough Co. Dept of Children's Svcs | 3.28        | 187          | 3.6             | 19         | 3.3         | 206          |
| Lutheran Services Florida - Northwest    | 3.19        | 170          | 3.6             | 19         | 3.2         | 189          |
| Lutheran Services Florida - Southeast    | 2.71        | 40           | 3.3             | 63         | 3.1         | 103          |
| Lutheran Services Florida - Southwest    | 3.40        | 79           | 3.3             | 40         | 3.4         | 119          |
| Miami Bridge Youth and Family Services   | 3.12        | 140          | 2.9             | 39         | 3.1         | 179          |
| Orange County Youth and Family           | 3.40        | 269          | 3.6             | 115        | 3.4         | 384          |
| Sarasota Family YMCA                     |             | 0            | 3.1             | 12         | 3.1         | 12           |
| Stewart Marchman-Act                     | 3.21        | 106          | 3.3             | 11         | 3.2         | 117          |
| Youth and Family Alternatives            | 3.01        | 224          | 3.4             | 57         | 3.1         | 281          |
| Youth Crisis Center                      | 3.32        | 111          | 3.5             | 48         | 3.4         | 159          |
| <b>Total</b>                             | <b>3.21</b> | <b>2,308</b> | <b>3.43</b>     | <b>702</b> | <b>3.26</b> | <b>3,010</b> |

| <b>Tabulation of Satisfaction Scores/Results by Agency and Client Type</b> |             |              |                       |              |             |              |
|--|-------------|--------------|-----------------------|--------------|-------------|--------------|
| Agency   | Youth       |              | Parent/Guardian/Other |              | Total       |              |
|  | Mean        | N            | Mean                  | N            | Mean        | N            |
| Anchorage Children's Home  | 3.18        | 73           | 3.5                   | 10           | 3.2         | 83           |
| Arnette House  | 3.16        | 98           |                       | 0            | 3.2         | 98           |
| Bethel Community Foundation  | 2.63        | 2            | 3.3                   | 4            | 3.0         | 6            |
| Boys Town of Central Florida   | 3.17        | 83           | 3.4                   | 70           | 3.3         | 153          |
| Capital City Youth Services  | 3.35        | 47           | 3.4                   | 43           | 3.4         | 90           |
| CDS Family & Behavioral Health Svcs  | 3.35        | 81           | 3.3                   | 91           | 3.3         | 172          |
| Center for Family and Child Enrichment                                     | 3.63        | 32           | 4.0                   | 2            | 3.7         | 34           |
| CHS OSCEOLA  | 3.34        | 4            | 3.8                   | 7            | 3.6         | 11           |
| CHS Treasure Coast   | 3.28        | 73           | 3.5                   | 76           | 3.4         | 149          |
| CHS West Palm Beach  | 2.90        | 80           | 3.5                   | 6            | 2.9         | 86           |
| Crosswinds Youth Services, Inc.  | 3.01        | 64           | 3.1                   | 50           | 3.0         | 114          |
| Family Resources   | 3.26        | 182          | 3.2                   | 64           | 3.3         | 246          |
| Friends of Children  | 3.56        | 2            | 3.9                   | 17           | 3.8         | 19           |
| Hillsborough Co. Dept of Children's Svcs                                   | 3.19        | 110          | 3.5                   | 96           | 3.3         | 206          |
| Lutheran Services Florida - Northwest                                      | 3.26        | 105          | 3.2                   | 84           | 3.2         | 189          |
| Lutheran Services Florida - Southeast                                      | 2.98        | 47           | 3.2                   | 56           | 3.1         | 103          |
| Lutheran Services Florida - Southwest                                      | 3.39        | 73           | 3.3                   | 46           | 3.4         | 119          |
| Miami Bridge Youth and Family Services                                     | 3.14        | 86           | 3.0                   | 93           | 3.1         | 179          |
| Orange County Youth and Family   | 3.42        | 208          | 3.5                   | 176          | 3.4         | 384          |
| Sarasota Family YMCA   | 3.15        | 12           |                       | 0            | 3.1         | 12           |
| Stewart Marchman-Act   | 3.22        | 117          |                       | 0            | 3.2         | 117          |
| Youth and Family Alternatives  | 3.07        | 225          | 3.2                   | 56           | 3.1         | 281          |
| Youth Crisis Center  | 3.34        | 109          | 3.4                   | 50           | 3.4         | 159          |
| <b>Total</b>   | <b>3.22</b> | <b>1,913</b> | <b>3.33</b>           | <b>1,097</b> | <b>3.26</b> | <b>3,010</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          |
| Anchorage Children's Home                | 3.35        | 27         | 3.45                  | 10         | 3.38        | 37         |
| Arnette House                            | 3.29        | 23         |                       | 0          | 3.29        | 23         |
| Bethel Community Foundation              | 2.63        | 2          | 3.25                  | 4          | 3.04        | 6          |
| Boys Town of Central Florida             | 3.20        | 29         | 3.37                  | 29         | 3.29        | 58         |
| Capital City Youth Services              | 3.27        | 6          | 3.21                  | 3          | 3.25        | 9          |
| CDS Family & Behavioral Health Svcs      | 3.65        | 18         | 3.76                  | 22         | 3.71        | 40         |
| Center for Family and Child Enrichment   | 3.63        | 32         | 4.00                  | 2          | 3.65        | 34         |
| CHS OSCEOLA                              | 3.34        | 4          | 3.80                  | 7          | 3.64        | 11         |
| CHS Treasure Coast                       | 3.75        | 2          | 3.88                  | 6          | 3.84        | 8          |
| CHS West Palm Beach                      | 4.00        | 1          | 3.94                  | 2          | 3.96        | 3          |
| Crosswinds Youth Services, Inc.          | 3.50        | 6          | 2.75                  | 4          | 3.20        | 10         |
| Family Resources                         | 3.04        | 13         | 3.63                  | 8          | 3.26        | 21         |
| Friends of Children                      | 3.56        | 2          | 3.86                  | 17         | 3.83        | 19         |
| Hillsborough Co. Dept of Children's Svcs | 3.46        | 10         | 3.83                  | 9          | 3.64        | 19         |
| Lutheran Services Florida - Northwest    | 3.50        | 10         | 3.64                  | 9          | 3.57        | 19         |
| Lutheran Services Florida - Southeast    | 3.24        | 27         | 3.35                  | 36         | 3.31        | 63         |
| Lutheran Services Florida - Southwest    | 3.33        | 26         | 3.29                  | 14         | 3.31        | 40         |
| Miami Bridge Youth and Family Services   | 3.15        | 5          | 2.90                  | 34         | 2.94        | 39         |
| Orange County Youth and Family           | 3.45        | 55         | 3.67                  | 60         | 3.57        | 115        |
| Sarasota Family YMCA                     | 3.15        | 12         |                       | 0          | 3.15        | 12         |
| Stewart Marchman-Act                     | 3.31        | 11         |                       | 0          | 3.31        | 11         |
| Youth and Family Alternatives            | 3.38        | 29         | 3.47                  | 28         | 3.43        | 57         |
| Youth Crisis Center                      | 3.49        | 27         | 3.44                  | 21         | 3.47        | 48         |
| <b>Total</b>                             | <b>3.38</b> | <b>377</b> | <b>3.48</b>           | <b>325</b> | <b>3.43</b> | <b>702</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          |
| Anchorage Children's Home                | 3.44        | 27         | 3.20                  | 10         | 3.38        | 37         |
| Arnette House                            | 3.48        | 23         |                       | 0          | 3.48        | 23         |
| Bethel Community Foundation              | 2.00        | 2          | 3.50                  | 4          | 3.00        | 6          |
| Boys Town of Central Florida             | 3.45        | 29         | 3.66                  | 29         | 3.55        | 58         |
| Capital City Youth Services              | 3.50        | 6          | 3.00                  | 3          | 3.33        | 9          |
| CDS Family & Behavioral Health Svcs      | 3.67        | 18         | 3.77                  | 22         | 3.73        | 40         |
| Center for Family and Child Enrichment   | 3.69        | 32         | 4.00                  | 2          | 3.71        | 34         |
| CHS OSCEOLA                              | 3.75        | 4          | 3.86                  | 7          | 3.82        | 11         |
| CHS Treasure Coast                       | 4.00        | 2          | 4.00                  | 6          | 4.00        | 8          |
| CHS West Palm Beach                      | 4.00        | 1          | 4.00                  | 2          | 4.00        | 3          |
| Crosswinds Youth Services, Inc.          | 3.83        | 6          | 3.25                  | 4          | 3.60        | 10         |
| Family Resources                         | 3.15        | 13         | 3.63                  | 8          | 3.33        | 21         |
| Friends of Children                      | 2.50        | 2          | 3.94                  | 17         | 3.79        | 19         |
| Hillsborough Co. Dept of Children's Svcs | 3.60        | 10         | 3.78                  | 9          | 3.68        | 19         |
| Lutheran Services Florida - Northwest    | 3.30        | 10         | 3.67                  | 9          | 3.47        | 19         |
| Lutheran Services Florida - Southeast    | 3.48        | 27         | 3.44                  | 36         | 3.46        | 63         |
| Lutheran Services Florida - Southwest    | 3.54        | 26         | 3.36                  | 14         | 3.48        | 40         |
| Miami Bridge Youth and Family Services   | 3.20        | 5          | 3.06                  | 34         | 3.08        | 39         |
| Orange County Youth and Family           | 3.65        | 55         | 3.80                  | 60         | 3.73        | 115        |
| Sarasota Family YMCA                     | 3.25        | 12         |                       | 0          | 3.25        | 12         |
| Stewart Marchman-Act                     | 3.64        | 11         |                       | 0          | 3.64        | 11         |
| Youth and Family Alternatives            | 3.55        | 29         | 3.50                  | 28         | 3.53        | 57         |
| Youth Crisis Center                      | 3.56        | 27         | 3.62                  | 21         | 3.58        | 48         |
| <b>Total</b>                             | <b>3.52</b> | <b>377</b> | <b>3.58</b>           | <b>325</b> | <b>3.55</b> | <b>702</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          |
| Anchorage Children's Home                | 3.15        | 27         | 3.50                  | 10         | 3.24        | 37         |
| Arnette House                            | 3.30        | 23         |                       | 0          | 3.30        | 23         |
| Bethel Community Foundation              | 3.00        | 2          | 3.00                  | 4          | 3.00        | 6          |
| Boys Town of Central Florida             | 3.31        | 29         | 3.24                  | 29         | 3.28        | 58         |
| Capital City Youth Services              | 3.33        | 6          | 3.33                  | 3          | 3.33        | 9          |
| CDS Family & Behavioral Health Svcs      | 3.61        | 18         | 3.59                  | 22         | 3.60        | 40         |
| Center for Family and Child Enrichment   | 3.59        | 32         | 4.00                  | 2          | 3.62        | 34         |
| CHS OSCEOLA                              | 3.25        | 4          | 3.71                  | 7          | 3.55        | 11         |
| CHS Treasure Coast                       | 4.00        | 2          | 4.00                  | 6          | 4.00        | 8          |
| CHS West Palm Beach                      | 4.00        | 1          | 4.00                  | 2          | 4.00        | 3          |
| Crosswinds Youth Services, Inc.          | 3.67        | 6          | 3.25                  | 4          | 3.50        | 10         |
| Family Resources                         | 2.77        | 13         | 3.63                  | 8          | 3.10        | 21         |
| Friends of Children                      | 2.50        | 2          | 3.82                  | 17         | 3.68        | 19         |
| Hillsborough Co. Dept of Children's Svcs | 3.60        | 10         | 3.89                  | 9          | 3.74        | 19         |
| Lutheran Services Florida - Northwest    | 3.60        | 10         | 3.67                  | 9          | 3.63        | 19         |
| Lutheran Services Florida - Southeast    | 3.11        | 27         | 3.33                  | 36         | 3.24        | 63         |
| Lutheran Services Florida - Southwest    | 3.35        | 26         | 3.21                  | 14         | 3.30        | 40         |
| Miami Bridge Youth and Family Services   | 3.20        | 5          | 2.79                  | 34         | 2.85        | 39         |
| Orange County Youth and Family           | 3.33        | 55         | 3.53                  | 60         | 3.43        | 115        |
| Sarasota Family YMCA                     | 3.00        | 12         |                       | 0          | 3.00        | 12         |
| Stewart Marchman-Act                     | 3.27        | 11         |                       | 0          | 3.27        | 11         |
| Youth and Family Alternatives            | 3.41        | 29         | 3.39                  | 28         | 3.40        | 57         |
| Youth Crisis Center                      | 3.48        | 27         | 3.43                  | 21         | 3.46        | 48         |
| <b>Total</b>                             | <b>3.34</b> | <b>377</b> | <b>3.42</b>           | <b>325</b> | <b>3.37</b> | <b>702</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          |
| Anchorage Children's Home                | 3.19        | 27         | 3.50                  | 10         | 3.27        | 37         |
| Arnette House                            | 3.09        | 23         |                       | 0          | 3.09        | 23         |
| Bethel Community Foundation              | 2.00        | 2          | 3.00                  | 4          | 2.67        | 6          |
| Boys Town of Central Florida             | 3.07        | 29         | 3.03                  | 29         | 3.05        | 58         |
| Capital City Youth Services              | 2.33        | 6          | 2.33                  | 3          | 2.33        | 9          |
| CDS Family & Behavioral Health Svcs      | 3.39        | 18         | 3.23                  | 22         | 3.30        | 40         |
| Center for Family and Child Enrichment   | 3.53        | 32         | 4.00                  | 2          | 3.56        | 34         |
| CHS OSCEOLA                              | 3.00        | 4          | 3.57                  | 7          | 3.36        | 11         |
| CHS Treasure Coast                       | 3.50        | 2          | 3.50                  | 6          | 3.50        | 8          |
| CHS West Palm Beach                      | 4.00        | 1          | 3.50                  | 2          | 3.67        | 3          |
| Crosswinds Youth Services, Inc.          | 3.50        | 6          | 1.75                  | 4          | 2.80        | 10         |
| Family Resources                         | 2.77        | 13         | 3.38                  | 8          | 3.00        | 21         |
| Friends of Children                      | 3.50        | 2          | 3.71                  | 17         | 3.68        | 19         |
| Hillsborough Co. Dept of Children's Svcs | 3.40        | 10         | 3.67                  | 9          | 3.53        | 19         |
| Lutheran Services Florida - Northwest    | 3.40        | 10         | 3.33                  | 9          | 3.37        | 19         |
| Lutheran Services Florida - Southeast    | 2.78        | 27         | 2.94                  | 36         | 2.87        | 63         |
| Lutheran Services Florida - Southwest    | 2.92        | 26         | 3.07                  | 14         | 2.98        | 40         |
| Miami Bridge Youth and Family Services   | 3.20        | 5          | 2.82                  | 34         | 2.87        | 39         |
| Orange County Youth and Family           | 3.24        | 55         | 3.38                  | 60         | 3.31        | 115        |
| Sarasota Family YMCA                     | 3.00        | 12         |                       | 0          | 3.00        | 12         |
| Stewart Marchman-Act                     | 2.91        | 11         |                       | 0          | 2.91        | 11         |
| Youth and Family Alternatives            | 3.24        | 29         | 3.25                  | 28         | 3.25        | 57         |
| Youth Crisis Center                      | 3.33        | 27         | 3.48                  | 21         | 3.40        | 48         |
| <b>Total</b>                             | <b>3.16</b> | <b>377</b> | <b>3.22</b>           | <b>325</b> | <b>3.19</b> | <b>702</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          |
| Anchorage Children's Home                | 3.56        | 27         | 3.50                  | 10         | 3.54        | 37         |
| Arnette House                            | 3.39        | 23         |                       | 0          | 3.39        | 23         |
| Bethel Community Foundation              | 2.00        | 2          | 3.50                  | 4          | 3.00        | 6          |
| Boys Town of Central Florida             | 3.45        | 29         | 3.55                  | 29         | 3.50        | 58         |
| Capital City Youth Services              | 3.67        | 6          | 3.00                  | 3          | 3.44        | 9          |
| CDS Family & Behavioral Health Svcs      | 3.67        | 18         | 4.00                  | 22         | 3.85        | 40         |
| Center for Family and Child Enrichment   | 3.72        | 32         | 4.00                  | 2          | 3.74        | 34         |
| CHS OSCEOLA                              | 3.50        | 4          | 4.00                  | 7          | 3.82        | 11         |
| CHS Treasure Coast                       | 4.00        | 2          | 4.00                  | 6          | 4.00        | 8          |
| CHS West Palm Beach                      | 4.00        | 1          | 4.00                  | 2          | 4.00        | 3          |
| Crosswinds Youth Services, Inc.          | 3.67        | 6          | 2.75                  | 4          | 3.30        | 10         |
| Family Resources                         | 3.46        | 13         | 3.63                  | 8          | 3.52        | 21         |
| Friends of Children                      | 4.00        | 2          | 3.94                  | 17         | 3.95        | 19         |
| Hillsborough Co. Dept of Children's Svcs | 3.70        | 10         | 3.89                  | 9          | 3.79        | 19         |
| Lutheran Services Florida - Northwest    | 3.90        | 10         | 3.78                  | 9          | 3.84        | 19         |
| Lutheran Services Florida - Southeast    | 3.56        | 27         | 3.53                  | 36         | 3.54        | 63         |
| Lutheran Services Florida - Southwest    | 3.65        | 26         | 3.36                  | 14         | 3.55        | 40         |
| Miami Bridge Youth and Family Services   | 3.20        | 5          | 2.97                  | 34         | 3.00        | 39         |
| Orange County Youth and Family           | 3.78        | 55         | 3.83                  | 60         | 3.81        | 115        |
| Sarasota Family YMCA                     | 3.08        | 12         |                       | 0          | 3.08        | 12         |
| Stewart Marchman-Act                     | 3.55        | 11         |                       | 0          | 3.55        | 11         |
| Youth and Family Alternatives            | 3.66        | 29         | 3.61                  | 28         | 3.63        | 57         |
| Youth Crisis Center                      | 3.70        | 27         | 3.67                  | 21         | 3.69        | 48         |
| <b>Total</b>                             | <b>3.60</b> | <b>377</b> | <b>3.62</b>           | <b>325</b> | <b>3.61</b> | <b>702</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          |
| Anchorage Children's Home                | 3.37        | 27         | 3.60                  | 10         | 3.43        | 37         |
| Arnette House                            | 3.35        | 23         |                       | 0          | 3.35        | 23         |
| Bethel Community Foundation              | 3.00        | 2          | 3.25                  | 4          | 3.17        | 6          |
| Boys Town of Central Florida             | 3.14        | 29         | 3.34                  | 29         | 3.24        | 58         |
| Capital City Youth Services              | 3.50        | 6          | 3.67                  | 3          | 3.56        | 9          |
| CDS Family & Behavioral Health Svcs      | 3.67        | 18         | 3.95                  | 22         | 3.83        | 40         |
| Center for Family and Child Enrichment   | 3.66        | 32         | 4.00                  | 2          | 3.68        | 34         |
| CHS OSCEOLA                              | 3.25        | 4          | 3.57                  | 7          | 3.45        | 11         |
| CHS Treasure Coast                       | 4.00        | 2          | 3.83                  | 6          | 3.88        | 8          |
| CHS West Palm Beach                      | 4.00        | 1          | 4.00                  | 2          | 4.00        | 3          |
| Crosswinds Youth Services, Inc.          | 3.83        | 6          | 2.25                  | 4          | 3.20        | 10         |
| Family Resources                         | 3.08        | 13         | 3.63                  | 8          | 3.29        | 21         |
| Friends of Children                      | 4.00        | 2          | 3.82                  | 17         | 3.84        | 19         |
| Hillsborough Co. Dept of Children's Svcs | 3.40        | 10         | 3.89                  | 9          | 3.63        | 19         |
| Lutheran Services Florida - Northwest    | 3.50        | 10         | 3.67                  | 9          | 3.58        | 19         |
| Lutheran Services Florida - Southeast    | 3.41        | 27         | 3.42                  | 36         | 3.41        | 63         |
| Lutheran Services Florida - Southwest    | 3.23        | 26         | 3.29                  | 14         | 3.25        | 40         |
| Miami Bridge Youth and Family Services   | 3.20        | 5          | 2.88                  | 34         | 2.92        | 39         |
| Orange County Youth and Family           | 3.51        | 55         | 3.70                  | 60         | 3.61        | 115        |
| Sarasota Family YMCA                     | 3.33        | 12         |                       | 0          | 3.33        | 12         |
| Stewart Marchman-Act                     | 3.27        | 11         |                       | 0          | 3.27        | 11         |
| Youth and Family Alternatives            | 3.28        | 29         | 3.57                  | 28         | 3.42        | 57         |
| Youth Crisis Center                      | 3.56        | 27         | 3.29                  | 21         | 3.44        | 48         |
| <b>Total</b>                             | <b>3.41</b> | <b>377</b> | <b>3.50</b>           | <b>325</b> | <b>3.45</b> | <b>702</b> |

| <b>Non-Residential Survey Question 6: If I had another problem, I would come back here.</b> |             |            |                       |            |             |            |
|---|-------------|------------|-----------------------|------------|-------------|------------|
| Agency  | Youth       |            | Parent/Guardian/Other |            | Total       |            |
|   | Mean        | N          | Mean                  | N          | Mean        | N          |
| Anchorage Children's Home   | 3.33        | 27         | 3.50                  | 10         | 3.38        | 37         |
| Arnette House   | 3.30        | 23         |                       | 0          | 3.30        | 23         |
| Bethel Community Foundation   | 3.00        | 2          | 3.50                  | 4          | 3.33        | 6          |
| Boys Town of Central Florida  | 3.10        | 29         | 3.48                  | 29         | 3.29        | 58         |
| Capital City Youth Services   | 3.17        | 6          | 3.67                  | 3          | 3.33        | 9          |
| CDS Family & Behavioral Health Svcs   | 3.72        | 18         | 3.95                  | 22         | 3.85        | 40         |
| Center for Family and Child Enrichment  | 3.50        | 32         | 4.00                  | 2          | 3.53        | 34         |
| CHS OSCEOLA   | 3.50        | 4          | 4.00                  | 7          | 3.82        | 11         |
| CHS Treasure Coast  | 3.50        | 2          | 3.83                  | 6          | 3.75        | 8          |
| CHS West Palm Beach   | 4.00        | 1          | 4.00                  | 2          | 4.00        | 3          |
| Crosswinds Youth Services, Inc.   | 3.17        | 6          | 3.00                  | 4          | 3.10        | 10         |
| Family Resources  | 3.08        | 13         | 4.00                  | 8          | 3.43        | 21         |
| Friends of Children   | 4.00        | 2          | 3.82                  | 17         | 3.84        | 19         |
| Hillsborough Co. Dept of Children's Svcs  | 3.30        | 10         | 3.89                  | 9          | 3.58        | 19         |
| Lutheran Services Florida - Northwest   | 3.50        | 10         | 3.89                  | 9          | 3.68        | 19         |
| Lutheran Services Florida - Southeast   | 3.11        | 27         | 3.36                  | 36         | 3.25        | 63         |
| Lutheran Services Florida - Southwest   | 3.35        | 26         | 3.36                  | 14         | 3.35        | 40         |
| Miami Bridge Youth and Family Services  | 3.20        | 5          | 2.88                  | 34         | 2.92        | 39         |
| Orange County Youth and Family  | 3.42        | 55         | 3.75                  | 60         | 3.59        | 115        |
| Sarasota Family YMCA  | 3.00        | 12         |                       | 0          | 3.00        | 12         |
| Stewart Marchman-Act  | 3.18        | 11         |                       | 0          | 3.18        | 11         |
| Youth and Family Alternatives   | 3.34        | 29         | 3.54                  | 28         | 3.44        | 57         |
| Youth Crisis Center   | 3.48        | 27         | 3.52                  | 21         | 3.50        | 48         |
| <b>Total</b>  | <b>3.33</b> | <b>377</b> | <b>3.56</b>           | <b>325</b> | <b>3.44</b> | <b>702</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          |
| Anchorage Children's Home                | 3.41        | 27         | 3.30                  | 10         | 3.38        | 37         |
| Arnette House                            | 3.22        | 23         |                       | 0          | 3.22        | 23         |
| Bethel Community Foundation              | 3.00        | 2          | 3.00                  | 4          | 3.00        | 6          |
| Boys Town of Central Florida             | 3.10        | 29         | 3.41                  | 29         | 3.26        | 58         |
| Capital City Youth Services              | 3.33        | 6          | 3.33                  | 3          | 3.33        | 9          |
| CDS Family & Behavioral Health Svcs      | 3.72        | 18         | 3.91                  | 22         | 3.83        | 40         |
| Center for Family and Child Enrichment   | 3.69        | 32         | 4.00                  | 2          | 3.71        | 34         |
| CHS OSCEOLA                              | 3.25        | 4          | 3.86                  | 7          | 3.64        | 11         |
| CHS Treasure Coast                       | 3.50        | 2          | 4.00                  | 6          | 3.88        | 8          |
| CHS West Palm Beach                      | 4.00        | 1          | 4.00                  | 2          | 4.00        | 3          |
| Crosswinds Youth Services, Inc.          | 3.00        | 6          | 3.00                  | 4          | 3.00        | 10         |
| Family Resources                         | 3.15        | 13         | 3.50                  | 8          | 3.29        | 21         |
| Friends of Children                      | 4.00        | 2          | 3.94                  | 17         | 3.95        | 19         |
| Hillsborough Co. Dept of Children's Svcs | 3.40        | 10         | 3.78                  | 9          | 3.58        | 19         |
| Lutheran Services Florida - Northwest    | 3.30        | 10         | 3.44                  | 9          | 3.37        | 19         |
| Lutheran Services Florida - Southeast    | 3.19        | 27         | 3.42                  | 36         | 3.32        | 63         |
| Lutheran Services Florida - Southwest    | 3.23        | 26         | 3.36                  | 14         | 3.28        | 40         |
| Miami Bridge Youth and Family Services   | 3.00        | 5          | 2.88                  | 34         | 2.90        | 39         |
| Orange County Youth and Family           | 3.45        | 55         | 3.70                  | 60         | 3.58        | 115        |
| Sarasota Family YMCA                     | 3.33        | 12         |                       | 0          | 3.33        | 12         |
| Stewart Marchman-Act                     | 3.27        | 11         |                       | 0          | 3.27        | 11         |
| Youth and Family Alternatives            | 3.31        | 29         | 3.46                  | 28         | 3.39        | 57         |
| Youth Crisis Center                      | 3.33        | 27         | 3.19                  | 21         | 3.27        | 48         |
| <b>Total</b>                             | <b>3.35</b> | <b>377</b> | <b>3.49</b>           | <b>325</b> | <b>3.41</b> | <b>702</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          |
| Anchorage Children's Home                | 3.37        | 27         | 3.50                  | 10         | 3.41        | 37         |
| Arnette House                            | 3.22        | 23         |                       | 0          | 3.22        | 23         |
| Bethel Community Foundation              | 3.00        | 2          | 3.25                  | 4          | 3.17        | 6          |
| Boys Town of Central Florida             | 3.00        | 29         | 3.24                  | 29         | 3.12        | 58         |
| Capital City Youth Services              | 3.33        | 6          | 3.33                  | 3          | 3.33        | 9          |
| CDS Family & Behavioral Health Svcs      | 3.72        | 18         | 3.68                  | 22         | 3.70        | 40         |
| Center for Family and Child Enrichment   | 3.66        | 32         | 4.00                  | 2          | 3.68        | 34         |
| CHS OSCEOLA                              | 3.25        | 4          | 3.86                  | 7          | 3.64        | 11         |
| CHS Treasure Coast                       | 3.50        | 2          | 3.83                  | 6          | 3.75        | 8          |
| CHS West Palm Beach                      | 4.00        | 1          | 4.00                  | 2          | 4.00        | 3          |
| Crosswinds Youth Services, Inc.          | 3.33        | 6          | 2.75                  | 4          | 3.10        | 10         |
| Family Resources                         | 2.85        | 13         | 3.63                  | 8          | 3.14        | 21         |
| Friends of Children                      | 4.00        | 2          | 3.88                  | 17         | 3.89        | 19         |
| Hillsborough Co. Dept of Children's Svcs | 3.30        | 10         | 3.89                  | 9          | 3.58        | 19         |
| Lutheran Services Florida - Northwest    | 3.50        | 10         | 3.67                  | 9          | 3.58        | 19         |
| Lutheran Services Florida - Southeast    | 3.30        | 27         | 3.39                  | 36         | 3.35        | 63         |
| Lutheran Services Florida - Southwest    | 3.35        | 26         | 3.29                  | 14         | 3.33        | 40         |
| Miami Bridge Youth and Family Services   | 3.00        | 5          | 2.94                  | 34         | 2.95        | 39         |
| Orange County Youth and Family           | 3.24        | 55         | 3.67                  | 60         | 3.46        | 115        |
| Sarasota Family YMCA                     | 3.17        | 12         |                       | 0          | 3.17        | 12         |
| Stewart Marchman-Act                     | 3.36        | 11         |                       | 0          | 3.36        | 11         |
| Youth and Family Alternatives            | 3.24        | 29         | 3.46                  | 28         | 3.35        | 57         |
| Youth Crisis Center                      | 3.44        | 27         | 3.33                  | 21         | 3.40        | 48         |
| <b>Total</b>                             | <b>3.32</b> | <b>377</b> | <b>3.47</b>           | <b>325</b> | <b>3.39</b> | <b>702</b> |

**Tabulation of Satisfaction Scores by Agency and Client Type for Residential**

| Agency                                   | Youth       |              | Parent/Guardian/Other |            | Total       |              |
|--|-------------|--------------|-----------------------|------------|-------------|--------------|
|  | Mean        | N            | Mean                  | N          | Mean        | N            |
| Anchorage Children's Home                | 3.08        | 46           |                       | 0          | 3.08        | 46           |
| Arnette House                            | 3.11        | 75           |                       | 0          | 3.11        | 75           |
| Bethel Community Foundation              |             | 0            |                       | 0          |             | 0            |
| Capital City Youth Services              | 3.36        | 41           | 3.37                  | 40         | 3.36        | 81           |
| CDS Family & Behavioral Health Svcs      | 3.26        | 63           | 3.16                  | 69         | 3.21        | 132          |
| Center for Family and Child Enrichment   |             | 0            |                       | 0          |             | 0            |
| CHS Treasure Coast                       | 3.27        | 71           | 3.46                  | 70         | 3.37        | 141          |
| CHS West Palm Beach                      | 2.88        | 79           | 3.34                  | 4          | 2.91        | 83           |
| Crosswinds Youth Services, Inc.          | 2.96        | 58           | 3.11                  | 46         | 3.03        | 104          |
| Friends of Children                      |             | 0            |                       | 0          |             | 0            |
| Hillsborough Co. Dept of Children's Svcs | 3.16        | 100          | 3.42                  | 87         | 3.28        | 187          |
| Lutheran Services Florida - Southeast    | 2.62        | 20           | 2.80                  | 20         | 2.71        | 40           |
| Lutheran Services Florida - Southwest    | 3.42        | 47           | 3.38                  | 32         | 3.40        | 79           |
| Miami Bridge Youth and Family Services   | 3.14        | 81           | 3.09                  | 59         | 3.12        | 140          |
| Orange County Youth and Family           | 3.41        | 153          | 3.38                  | 116        | 3.40        | 269          |
| Sarasota Family YMCA                     |             | 0            |                       | 0          |             | 0            |
| Stewart Marchman-Act                     | 3.21        | 106          |                       | 0          | 3.21        | 106          |
| Youth Crisis Center                      | 3.29        | 82           | 3.40                  | 29         | 3.32        | 111          |
| <b>Total</b>                             | <b>3.18</b> | <b>1,536</b> | <b>3.26</b>           | <b>772</b> | <b>3.21</b> | <b>2,308</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            |
| Anchorage Children's Home                | 3.07        | 46           |                       | 0          | 3.07        | 46           |
| Arnette House                            | 3.13        | 75           |                       | 0          | 3.13        | 75           |
| Bethel Community Foundation              |             | 0            |                       | 0          |             | 0            |
| Capital City Youth Services              | 3.46        | 41           | 3.48                  | 40         | 3.47        | 81           |
| CDS Family & Behavioral Health Svcs      | 3.38        | 63           | 3.28                  | 69         | 3.33        | 132          |
| Center for Family and Child Enrichment   |             | 0            |                       | 0          |             | 0            |
| CHS Treasure Coast                       | 3.34        | 71           | 3.51                  | 70         | 3.43        | 141          |
| CHS West Palm Beach                      | 3.00        | 79           | 2.25                  | 4          | 2.96        | 83           |
| Crosswinds Youth Services, Inc.          | 3.10        | 58           | 3.22                  | 46         | 3.15        | 104          |
| Friends of Children                      |             | 0            |                       | 0          |             | 0            |
| Hillsborough Co. Dept of Children's Svcs | 3.16        | 100          | 3.49                  | 87         | 3.32        | 187          |
| Lutheran Services Florida - Southeast    | 3.35        | 20           | 3.50                  | 20         | 3.43        | 40           |
| Lutheran Services Florida - Southwest    | 3.47        | 47           | 3.56                  | 32         | 3.51        | 79           |
| Miami Bridge Youth and Family Services   | 3.22        | 81           | 3.20                  | 59         | 3.21        | 140          |
| Orange County Youth and Family           | 3.44        | 153          | 3.44                  | 116        | 3.44        | 269          |
| Sarasota Family YMCA                     |             | 0            |                       | 0          |             | 0            |
| Stewart Marchman-Act                     | 3.28        | 106          |                       | 0          | 3.28        | 106          |
| Youth Crisis Center                      | 3.44        | 82           | 3.62                  | 29         | 3.49        | 111          |
| <b>Total</b>                             | <b>3.27</b> | <b>1,536</b> | <b>3.35</b>           | <b>772</b> | <b>3.30</b> | <b>2,308</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            |
| Anchorage Children's Home                | 2.67        | 46           |                       | 0          | 2.67        | 46           |
| Arnette House                            | 2.89        | 75           |                       | 0          | 2.89        | 75           |
| Bethel Community Foundation              |             | 0            |                       | 0          |             | 0            |
| Capital City Youth Services              | 3.02        | 41           | 3.13                  | 40         | 3.07        | 81           |
| CDS Family & Behavioral Health Svcs      | 3.16        | 63           | 2.97                  | 69         | 3.06        | 132          |
| Center for Family and Child Enrichment   |             | 0            |                       | 0          |             | 0            |
| CHS Treasure Coast                       | 3.21        | 71           | 3.37                  | 70         | 3.29        | 141          |
| CHS West Palm Beach                      | 2.66        | 79           | 2.50                  | 4          | 2.65        | 83           |
| Crosswinds Youth Services, Inc.          | 2.62        | 58           | 2.89                  | 46         | 2.74        | 104          |
| Friends of Children                      |             | 0            |                       | 0          |             | 0            |
| Hillsborough Co. Dept of Children's Svcs | 2.99        | 100          | 3.22                  | 87         | 3.10        | 187          |
| Lutheran Services Florida - Southeast    | 2.85        | 20           | 2.80                  | 20         | 2.83        | 40           |
| Lutheran Services Florida - Southwest    | 3.28        | 47           | 3.16                  | 32         | 3.23        | 79           |
| Miami Bridge Youth and Family Services   | 2.99        | 81           | 2.97                  | 59         | 2.98        | 140          |
| Orange County Youth and Family           | 3.20        | 153          | 3.11                  | 116        | 3.16        | 269          |
| Sarasota Family YMCA                     |             | 0            |                       | 0          |             | 0            |
| Stewart Marchman-Act                     | 2.96        | 106          |                       | 0          | 2.96        | 106          |
| Youth Crisis Center                      | 3.13        | 82           | 3.28                  | 29         | 3.17        | 111          |
| <b>Total</b>                             | <b>2.99</b> | <b>1,536</b> | <b>3.11</b>           | <b>772</b> | <b>3.03</b> | <b>2,308</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            |
| Anchorage Children's Home                | 2.72        | 46           |                       | 0          | 2.72        | 46           |
| Arnette House                            | 2.92        | 75           |                       | 0          | 2.92        | 75           |
| Bethel Community Foundation              |             | 0            |                       | 0          |             | 0            |
| Capital City Youth Services              | 2.93        | 41           | 3.20                  | 40         | 3.06        | 81           |
| CDS Family & Behavioral Health Svcs      | 3.13        | 63           | 3.07                  | 69         | 3.10        | 132          |
| Center for Family and Child Enrichment   |             | 0            |                       | 0          |             | 0            |
| CHS Treasure Coast                       | 3.13        | 71           | 3.30                  | 70         | 3.21        | 141          |
| CHS West Palm Beach                      | 2.73        | 79           | 3.50                  | 4          | 2.77        | 83           |
| Crosswinds Youth Services, Inc.          | 2.69        | 58           | 2.83                  | 46         | 2.75        | 104          |
| Friends of Children                      |             | 0            |                       | 0          |             | 0            |
| Hillsborough Co. Dept of Children's Svcs | 2.98        | 100          | 3.03                  | 87         | 3.01        | 187          |
| Lutheran Services Florida - Southeast    | 2.80        | 20           | 2.90                  | 20         | 2.85        | 40           |
| Lutheran Services Florida - Southwest    | 3.11        | 47           | 3.00                  | 32         | 3.06        | 79           |
| Miami Bridge Youth and Family Services   | 2.99        | 81           | 2.69                  | 59         | 2.86        | 140          |
| Orange County Youth and Family           | 3.22        | 153          | 3.17                  | 116        | 3.20        | 269          |
| Sarasota Family YMCA                     |             | 0            |                       | 0          |             | 0            |
| Stewart Marchman-Act                     | 3.05        | 106          |                       | 0          | 3.05        | 106          |
| Youth Crisis Center                      | 3.10        | 82           | 2.93                  | 29         | 3.05        | 111          |
| <b>Total</b>                             | <b>2.98</b> | <b>1,536</b> | <b>3.02</b>           | <b>772</b> | <b>2.99</b> | <b>2,308</b> |

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

| Agency                                   | Youth       |              | Parent/Guardian/Other |            | Total       |              |
|--|-------------|--------------|-----------------------|------------|-------------|--------------|
|  | Mean        | N            | Mean                  | N          | Mean        | N            |
| Anchorage Children's Home                | 3.22        | 46           |                       | 0          | 3.22        | 46           |
| Arnette House                            | 3.19        | 75           |                       | 0          | 3.19        | 75           |
| Bethel Community Foundation              |             | 0            |                       | 0          |             | 0            |
| Capital City Youth Services              | 3.54        | 41           | 3.60                  | 40         | 3.57        | 81           |
| CDS Family & Behavioral Health Svcs      | 3.40        | 63           | 3.29                  | 69         | 3.34        | 132          |
| Center for Family and Child Enrichment   |             | 0            |                       | 0          |             | 0            |
| CHS Treasure Coast                       | 3.41        | 71           | 3.51                  | 70         | 3.46        | 141          |
| CHS West Palm Beach                      | 3.04        | 79           | 3.75                  | 4          | 3.07        | 83           |
| Crosswinds Youth Services, Inc.          | 3.14        | 58           | 3.43                  | 46         | 3.27        | 104          |
| Friends of Children                      |             | 0            |                       | 0          |             | 0            |
| Hillsborough Co. Dept of Children's Svcs | 3.21        | 100          | 3.49                  | 87         | 3.34        | 187          |
| Lutheran Services Florida - Southeast    | 3.20        | 20           | 3.10                  | 20         | 3.15        | 40           |
| Lutheran Services Florida - Southwest    | 3.57        | 47           | 3.56                  | 32         | 3.57        | 79           |
| Miami Bridge Youth and Family Services   | 3.25        | 81           | 3.22                  | 59         | 3.24        | 140          |
| Orange County Youth and Family           | 3.46        | 153          | 3.35                  | 116        | 3.41        | 269          |
| Sarasota Family YMCA                     |             | 0            |                       | 0          |             | 0            |
| Stewart Marchman-Act                     | 3.35        | 106          |                       | 0          | 3.35        | 106          |
| Youth Crisis Center                      | 3.39        | 82           | 3.55                  | 29         | 3.43        | 111          |
| <b>Total</b>                             | <b>3.31</b> | <b>1,536</b> | <b>3.37</b>           | <b>772</b> | <b>3.33</b> | <b>2,308</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            |
| Anchorage Children's Home                | 3.26        | 46           |                       | 0          | 3.26        | 46           |
| Arnette House                            | 3.19        | 75           |                       | 0          | 3.19        | 75           |
| Bethel Community Foundation              |             | 0            |                       | 0          |             | 0            |
| Capital City Youth Services              | 3.51        | 41           | 3.60                  | 40         | 3.56        | 81           |
| CDS Family & Behavioral Health Svcs      | 3.25        | 63           | 3.14                  | 69         | 3.20        | 132          |
| Center for Family and Child Enrichment   |             | 0            |                       | 0          |             | 0            |
| CHS Treasure Coast                       | 3.31        | 71           | 3.53                  | 70         | 3.42        | 141          |
| CHS West Palm Beach                      | 2.86        | 79           | 3.75                  | 4          | 2.90        | 83           |
| Crosswinds Youth Services, Inc.          | 3.03        | 58           | 3.37                  | 46         | 3.18        | 104          |
| Friends of Children                      |             | 0            |                       | 0          |             | 0            |
| Hillsborough Co. Dept of Children's Svcs | 3.19        | 100          | 3.56                  | 87         | 3.36        | 187          |
| Lutheran Services Florida - Southeast    | 2.70        | 20           | 3.25                  | 20         | 2.98        | 40           |
| Lutheran Services Florida - Southwest    | 3.53        | 47           | 3.41                  | 32         | 3.48        | 79           |
| Miami Bridge Youth and Family Services   | 3.15        | 81           | 3.20                  | 59         | 3.17        | 140          |
| Orange County Youth and Family           | 3.52        | 153          | 3.52                  | 116        | 3.52        | 269          |
| Sarasota Family YMCA                     |             | 0            |                       | 0          |             | 0            |
| Stewart Marchman-Act                     | 3.24        | 106          |                       | 0          | 3.24        | 106          |
| Youth Crisis Center                      | 3.33        | 82           | 3.45                  | 29         | 3.36        | 111          |
| <b>Total</b>                             | <b>3.22</b> | <b>1,536</b> | <b>3.38</b>           | <b>772</b> | <b>3.27</b> | <b>2,308</b> |

**Residential Survey Question 6: I feel safe here.**

| Agency                                   | Youth       |              | Parent/Guardian/Other |            | Total       |              |
|--|-------------|--------------|-----------------------|------------|-------------|--------------|
|  | Mean        | N            | Mean                  | N          | Mean        | N            |
| Anchorage Children's Home                | 3.54        | 46           |                       | 0          | 3.54        | 46           |
| Arnette House                            | 3.31        | 75           |                       | 0          | 3.31        | 75           |
| Bethel Community Foundation              |             | 0            |                       | 0          |             | 0            |
| Capital City Youth Services              | 3.59        | 41           | 3.25                  | 40         | 3.42        | 81           |
| CDS Family & Behavioral Health Svcs      | 3.43        | 63           | 3.17                  | 69         | 3.30        | 132          |
| Center for Family and Child Enrichment   |             | 0            |                       | 0          |             | 0            |
| CHS Treasure Coast                       | 3.41        | 71           | 3.57                  | 70         | 3.49        | 141          |
| CHS West Palm Beach                      | 3.10        | 79           | 3.50                  | 4          | 3.12        | 83           |
| Crosswinds Youth Services, Inc.          | 3.26        | 58           | 2.83                  | 46         | 3.07        | 104          |
| Friends of Children                      |             | 0            |                       | 0          |             | 0            |
| Hillsborough Co. Dept of Children's Svcs | 3.43        | 100          | 3.49                  | 87         | 3.46        | 187          |
| Lutheran Services Florida - Southeast    | 0.00        | 20           | 0.20                  | 20         | 0.10        | 40           |
| Lutheran Services Florida - Southwest    | 3.53        | 47           | 3.47                  | 32         | 3.51        | 79           |
| Miami Bridge Youth and Family Services   | 3.25        | 81           | 3.14                  | 59         | 3.20        | 140          |
| Orange County Youth and Family           | 3.70        | 153          | 3.41                  | 116        | 3.57        | 269          |
| Sarasota Family YMCA                     |             | 0            |                       | 0          |             | 0            |
| Stewart Marchman-Act                     | 3.42        | 106          |                       | 0          | 3.42        | 106          |
| Youth Crisis Center                      | 3.35        | 82           | 3.52                  | 29         | 3.40        | 111          |
| <b>Total</b>                             | <b>3.35</b> | <b>1,536</b> | <b>3.23</b>           | <b>772</b> | <b>3.31</b> | <b>2,308</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            |
| Anchorage Children's Home                | 3.07        | 46           |                       | 0          | 3.07        | 46           |
| Arnette House                            | 3.11        | 75           |                       | 0          | 3.11        | 75           |
| Bethel Community Foundation              |             | 0            |                       | 0          |             | 0            |
| Capital City Youth Services              | 3.37        | 41           | 3.33                  | 40         | 3.35        | 81           |
| CDS Family & Behavioral Health Svcs      | 3.10        | 63           | 3.19                  | 69         | 3.14        | 132          |
| Center for Family and Child Enrichment   |             | 0            |                       | 0          |             | 0            |
| CHS Treasure Coast                       | 3.15        | 71           | 3.43                  | 70         | 3.29        | 141          |
| CHS West Palm Beach                      | 2.86        | 79           | 3.75                  | 4          | 2.90        | 83           |
| Crosswinds Youth Services, Inc.          | 2.90        | 58           | 3.09                  | 46         | 2.98        | 104          |
| Friends of Children                      |             | 0            |                       | 0          |             | 0            |
| Hillsborough Co. Dept of Children's Svcs | 3.14        | 100          | 3.51                  | 87         | 3.31        | 187          |
| Lutheran Services Florida - Southeast    | 2.85        | 20           | 3.25                  | 20         | 3.05        | 40           |
| Lutheran Services Florida - Southwest    | 3.43        | 47           | 3.44                  | 32         | 3.43        | 79           |
| Miami Bridge Youth and Family Services   | 3.11        | 81           | 3.14                  | 59         | 3.12        | 140          |
| Orange County Youth and Family           | 3.36        | 153          | 3.56                  | 116        | 3.45        | 269          |
| Sarasota Family YMCA                     |             | 0            |                       | 0          |             | 0            |
| Stewart Marchman-Act                     | 3.10        | 106          |                       | 0          | 3.10        | 106          |
| Youth Crisis Center                      | 3.23        | 82           | 3.48                  | 29         | 3.30        | 111          |
| <b>Total</b>                             | <b>3.15</b> | <b>1,536</b> | <b>3.33</b>           | <b>772</b> | <b>3.21</b> | <b>2,308</b> |

| <b>Residential Survey Question 8: The staff addressed my counseling needs as soon as possible.</b> |             |              |                       |            |             |              |
|--|-------------|--------------|-----------------------|------------|-------------|--------------|
| Agency   | Youth       |              | Parent/Guardian/Other |            | Total       |              |
|  | Mean        | N            | Mean                  | N          | Mean        | N            |
| Anchorage Children's Home  | 3.11        | 46           |                       | 0          | 3.11        | 46           |
| Arnette House  | 3.17        | 75           |                       | 0          | 3.17        | 75           |
| Bethel Community Foundation  |             | 0            |                       | 0          |             | 0            |
| Capital City Youth Services  | 3.44        | 41           | 3.35                  | 40         | 3.40        | 81           |
| CDS Family & Behavioral Health Svcs  | 3.24        | 63           | 3.17                  | 69         | 3.20        | 132          |
| Center for Family and Child Enrichment   |             | 0            |                       | 0          |             | 0            |
| CHS Treasure Coast   | 3.20        | 71           | 3.49                  | 70         | 3.34        | 141          |
| CHS West Palm Beach  | 2.81        | 79           | 3.75                  | 4          | 2.86        | 83           |
| Crosswinds Youth Services, Inc.  | 2.95        | 58           | 3.22                  | 46         | 3.07        | 104          |
| Friends of Children  |             | 0            |                       | 0          |             | 0            |
| Hillsborough Co. Dept of Children's Svcs   | 3.17        | 100          | 3.53                  | 87         | 3.34        | 187          |
| Lutheran Services Florida - Southeast  | 3.20        | 20           | 3.40                  | 20         | 3.30        | 40           |
| Lutheran Services Florida - Southwest  | 3.47        | 47           | 3.41                  | 32         | 3.44        | 79           |
| Miami Bridge Youth and Family Services   | 3.14        | 81           | 3.14                  | 59         | 3.14        | 140          |
| Orange County Youth and Family   | 3.39        | 153          | 3.45                  | 116        | 3.42        | 269          |
| Sarasota Family YMCA   |             | 0            |                       | 0          |             | 0            |
| Stewart Marchman-Act   | 3.25        | 106          |                       | 0          | 3.25        | 106          |
| Youth Crisis Center  | 3.33        | 82           | 3.34                  | 29         | 3.33        | 111          |
| <b>Total</b>   | <b>3.19</b> | <b>1,536</b> | <b>3.33</b>           | <b>772</b> | <b>3.23</b> | <b>2,308</b> |