



## **Florida Network of Youth and Family Services Client Service Satisfaction Survey Completed from July 1, 2011 through December 31, 2011**

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, 2011 through December 31, 2011, a total of 3,412 surveys were analyzed. Of these, 775 were from clients receiving non-residential services and 2,637 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, 866 parents/guardians/others rated network agency services at 3.2 while 1,771 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, 339 respondents rated service satisfaction at 3.5. Non-residential youth, 436, 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 January 12, 2012.

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

Agency	Residential		Non-Residential		Total	
	Mean	N	Mean	N	Mean	N
Anchorage Children's Home	3.2	56	3.5	13	3.3	69
Arnette House	3.0	66	3.4	3	3.0	69
Bethel Community Foundation		0	3.8	7	3.8	7
Boys Town of Central Florida	3.0	75	3.6	75	3.3	150
Capital City Youth Services	3.1	135	3.4	84	3.2	219
CDS Family & Behavioral Health Svcs	3.2	421	3.6	52	3.3	473
Center for Family and Child Enrichment		0	3.6	12	3.6	12
CHS OSCEOLA		0	3.3	25	3.3	25
CHS Treasure Coast	3.4	139	3.4	10	3.4	149
CHS West Palm Beach	3.2	49	3.6	20	3.3	69
Crosswinds Youth Services, Inc.	2.9	163		0	2.9	163
Family Resources	3.3	257	3.7	13	3.3	270
Florida Keys Children Shelter	3.1	3		0	3.1	3
Hillsborough Co. Dept of Children's Svcs	3.2	144	3.4	15	3.3	159
Lutheran Services Florida - Northwest	3.1	85	3.6	7	3.1	92
Lutheran Services Florida - Southeast	2.6	76	2.8	118	2.7	194
Lutheran Services Florida - Southwest	3.3	24		0	3.3	24
Miami Bridge Youth and Family Services	3.3	107	3.3	29	3.3	136
Orange County Youth and Family Services Division	3.5	327	3.6	126	3.5	453
Sarasota Family YMCA - Youth and Family Services		0	3.4	43	3.4	43
Stewart Marchman-Act	3.4	88	3.8	7	3.4	95
Thaise Educational & Exposure Tours		0	3.5	25	3.5	25
Youth and Family Alternatives	3.0	222	3.3	63	3.0	285
Youth Central AWCD		0	2.8	3	2.8	3
Youth Crisis Center	3.4	200	3.3	25	3.4	225
<b>Total</b>	<b>3.2</b>	<b>2,637</b>	<b>3.4</b>	<b>775</b>	<b>3.3</b>	<b>3,412</b>

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

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Anchorage Children's Home	3.2	63	3.6	6	3.3	69
Arnette House	3.0	69		0	3.0	69
Bethel Community Foundation	3.5	3	3.9	4	3.8	7
Boys Town of Central Florida	3.3	74	3.3	76	3.3	150
Capital City Youth Services	3.2	133	3.2	86	3.2	219
CDS Family & Behavioral Health Svcs	3.2	295	3.4	178	3.3	473
Center for Family and Child Enrichment	3.6	12		0	3.6	12
CHS OSCEOLA	3.0	16	3.6	9	3.3	25
CHS Treasure Coast	3.4	75	3.5	74	3.4	149
CHS West Palm Beach	3.2	60	3.7	9	3.3	69
Crosswinds Youth Services, Inc.	3.0	89	2.7	74	2.9	163
Family Resources	3.3	186	3.3	84	3.3	270
Florida Keys Children Shelter	3.1	3		0	3.1	3
Hillsborough Co. Dept of Children's Svcs	3.2	85	3.3	74	3.3	159
Lutheran Services Florida - Northwest	3.0	48	3.2	44	3.1	92
Lutheran Services Florida - Southeast	2.6	91	2.8	103	2.7	194
Lutheran Services Florida - Southwest	3.4	12	3.3	12	3.3	24
Miami Bridge Youth and Family Services	3.3	70	3.3	66	3.3	136
Orange County Youth and Family Services Division	3.5	261	3.6	192	3.5	453
Sarasota Family YMCA - Youth and Family Services	3.4	37	3.4	6	3.4	43
Stewart Marchman-Act	3.4	95		0	3.4	95
Thaise Educational & Exposure Tours	3.6	22	3.0	3	3.5	25
Youth and Family Alternatives	3.0	244	3.3	41	3.0	285
Youth Central AWCD	2.8	3		0	2.8	3
Youth Crisis Center	3.4	161	3.4	64	3.4	225
<b>Total</b>	<b>3.2</b>	<b>2,207</b>	<b>3.3</b>	<b>1,205</b>	<b>3.3</b>	<b>3,412</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	3.3	7	3.6	6	3.5	13
Arnette House	3.4	3		0	3.4	3
Bethel Community Foundation	3.5	3	3.9	4	3.8	7
Boys Town of Central Florida	3.4	36	3.8	39	3.6	75
Capital City Youth Services	3.3	63	3.7	21	3.4	84
CDS Family & Behavioral Health Svcs	3.5	24	3.7	28	3.6	52
Center for Family and Child Enrichment	3.6	12		0	3.6	12
CHS OSCEOLA	3.0	16	3.6	9	3.3	25
CHS Treasure Coast	3.5	4	3.4	6	3.4	10
CHS West Palm Beach	3.6	12	3.7	8	3.6	20
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.7	13		0	3.7	13
Florida Keys Children Shelter		0		0		0
Hillsborough Co. Dept of Children's Svcs	3.5	8	3.3	7	3.4	15
Lutheran Services Florida - Northwest	3.2	3	4.0	4	3.6	7
Lutheran Services Florida - Southeast	2.7	56	2.8	62	2.8	118
Lutheran Services Florida - Southwest		0		0		0
Miami Bridge Youth and Family Services	3.4	4	3.3	25	3.3	29
Orange County Youth and Family Services Division	3.4	64	3.7	62	3.6	126
Sarasota Family YMCA - Youth and Family Services	3.4	37	3.4	6	3.4	43
Stewart Marchman-Act	3.8	7		0	3.8	7
Thaise Educational & Exposure Tours	3.6	22	3.0	3	3.5	25
Youth and Family Alternatives	3.2	34	3.4	29	3.3	63
Youth Central AWCD	2.8	3		0	2.8	3
Youth Crisis Center	3.0	5	3.4	20	3.3	25
<b>Total</b>	<b>3.3</b>	<b>436</b>	<b>3.5</b>	<b>339</b>	<b>3.4</b>	<b>775</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	3.6	7	3.5	6	3.5	13
Arnette House	3.7	3		0	3.7	3
Bethel Community Foundation	3.7	3	4.0	4	3.9	7
Boys Town of Central Florida	3.6	36	3.9	39	3.7	75
Capital City Youth Services	3.4	63	3.7	21	3.5	84
CDS Family & Behavioral Health Svcs	3.4	24	3.8	28	3.6	52
Center for Family and Child Enrichment	3.4	12		0	3.4	12
CHS OSCEOLA	3.5	16	3.6	9	3.5	25
CHS Treasure Coast	3.5	4	3.2	6	3.3	10
CHS West Palm Beach	3.8	12	3.8	8	3.8	20
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.7	13		0	3.7	13
Florida Keys Children Shelter		0		0		0
Hillsborough Co. Dept of Children's Svcs	3.4	8	3.3	7	3.3	15
Lutheran Services Florida - Northwest	2.3	3	4.0	4	3.3	7
Lutheran Services Florida - Southeast	3.0	56	3.7	62	3.4	118
Lutheran Services Florida - Southwest		0		0		0
Miami Bridge Youth and Family Services	3.3	4	3.4	25	3.4	29
Orange County Youth and Family Services Division	3.6	64	3.8	62	3.7	126
Sarasota Family YMCA - Youth and Family Services	3.5	37	3.7	6	3.6	43
Stewart Marchman-Act	3.9	7		0	3.9	7
Thaise Educational & Exposure Tours	3.5	22	3.0	3	3.4	25
Youth and Family Alternatives	3.4	34	3.5	29	3.5	63
Youth Central AWCD	3.0	3		0	3.0	3
Youth Crisis Center	3.2	5	3.7	20	3.6	25
<b>Total</b>	<b>3.4</b>	<b>436</b>	<b>3.7</b>	<b>339</b>	<b>3.5</b>	<b>775</b>

<b>Non-Residential Survey Question 2: So far, our counseling has helped me and my family.</b>						
Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Anchorage Children's Home	3.1	7	3.5	6	3.3	13
Arnette House	3.3	3		0	3.3	3
Bethel Community Foundation	3.7	3	3.8	4	3.7	7
Boys Town of Central Florida	3.5	36	3.7	39	3.6	75
Capital City Youth Services	3.2	63	3.7	21	3.3	84
CDS Family & Behavioral Health Svcs	3.5	24	3.6	28	3.6	52
Center for Family and Child Enrichment	3.8	12		0	3.8	12
CHS OSCEOLA	3.1	16	3.7	9	3.3	25
CHS Treasure Coast	3.5	4	3.2	6	3.3	10
CHS West Palm Beach	3.3	12	3.5	8	3.4	20
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.5	13		0	3.5	13
Florida Keys Children Shelter		0		0		0
Hillsborough Co. Dept of Children's Svcs	3.5	8	3.3	7	3.4	15
Lutheran Services Florida - Northwest	3.3	3	4.0	4	3.7	7
Lutheran Services Florida - Southeast	2.4	56	2.4	62	2.4	118
Lutheran Services Florida - Southwest		0		0		0
Miami Bridge Youth and Family Services	3.8	4	3.3	25	3.3	29
Orange County Youth and Family Services Division	3.4	64	3.4	62	3.4	126
Sarasota Family YMCA - Youth and Family Services	3.3	37	3.0	6	3.3	43
Stewart Marchman-Act	3.7	7		0	3.7	7
Thaise Educational & Exposure Tours	3.5	22	3.0	3	3.5	25
Youth and Family Alternatives	3.0	34	3.3	29	3.1	63
Youth Central AWCD	3.0	3		0	3.0	3
Youth Crisis Center	3.0	5	3.3	20	3.2	25
<b>Total</b>	<b>3.2</b>	<b>436</b>	<b>3.3</b>	<b>339</b>	<b>3.2</b>	<b>775</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	3.3	7	3.3	6	3.3	13
Arnette House	3.3	3		0	3.3	3
Bethel Community Foundation	3.7	3	3.8	4	3.7	7
Boys Town of Central Florida	3.5	36	3.7	39	3.6	75
Capital City Youth Services	3.2	63	3.7	21	3.3	84
CDS Family & Behavioral Health Svcs	3.5	24	3.6	28	3.6	52
Center for Family and Child Enrichment	3.8	12		0	3.8	12
CHS OSCEOLA	3.1	16	3.7	9	3.3	25
CHS Treasure Coast	3.5	4	3.2	6	3.3	10
CHS West Palm Beach	3.3	12	3.5	8	3.4	20
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.5	13		0	3.5	13
Florida Keys Children Shelter		0		0		0
Hillsborough Co. Dept of Children's Svcs	3.5	8	3.3	7	3.4	15
Lutheran Services Florida - Northwest	3.3	3	4.0	4	3.7	7
Lutheran Services Florida - Southeast	2.4	56	2.4	62	2.4	118
Lutheran Services Florida - Southwest		0		0		0
Miami Bridge Youth and Family Services	3.8	4	3.3	25	3.3	29
Orange County Youth and Family Services Division	3.4	64	3.4	62	3.4	126
Sarasota Family YMCA - Youth and Family Services	3.3	37	3.0	6	3.3	43
Stewart Marchman-Act	3.7	7		0	3.7	7
Thaise Educational & Exposure Tours	3.5	22	3.0	3	3.5	25
Youth and Family Alternatives	3.0	34	3.3	29	3.1	63
Youth Central AWCD	3.0	3		0	3.0	3
Youth Crisis Center	3.0	5	3.3	20	3.2	25
<b>Total</b>	<b>3.1</b>	<b>436</b>	<b>3.1</b>	<b>339</b>	<b>3.1</b>	<b>775</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	3.3	7	3.7	6	3.5	13
Arnette House	3.3	3		0	3.3	3
Bethel Community Foundation	3.7	3	3.8	4	3.7	7
Boys Town of Central Florida	3.5	36	3.7	39	3.6	75
Capital City Youth Services	3.2	63	3.7	21	3.3	84
CDS Family & Behavioral Health Svcs	3.5	24	3.6	28	3.6	52
Center for Family and Child Enrichment	3.8	12		0	3.8	12
CHS OSCEOLA	3.1	16	3.7	9	3.3	25
CHS Treasure Coast	3.5	4	3.2	6	3.3	10
CHS West Palm Beach	3.3	12	3.5	8	3.4	20
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.5	13		0	3.5	13
Florida Keys Children Shelter		0		0		0
Hillsborough Co. Dept of Children's Svcs	3.5	8	3.3	7	3.4	15
Lutheran Services Florida - Northwest	3.3	3	4.0	4	3.7	7
Lutheran Services Florida - Southeast	2.4	56	2.4	62	2.4	118
Lutheran Services Florida - Southwest		0		0		0
Miami Bridge Youth and Family Services	3.8	4	3.3	25	3.3	29
Orange County Youth and Family Services Division	3.4	64	3.4	62	3.4	126
Sarasota Family YMCA - Youth and Family Services	3.3	37	3.0	6	3.3	43
Stewart Marchman-Act	3.7	7		0	3.7	7
Thaise Educational & Exposure Tours	3.5	22	3.0	3	3.5	25
Youth and Family Alternatives	3.0	34	3.3	29	3.1	63
Youth Central AWCD	3.0	3		0	3.0	3
Youth Crisis Center	3.0	5	3.3	20	3.2	25
<b>Total</b>	<b>3.5</b>	<b>436</b>	<b>3.7</b>	<b>339</b>	<b>3.6</b>	<b>775</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	3.4	7	3.8	6	3.6	13
Arnette House	3.3	3		0	3.3	3
Bethel Community Foundation	3.7	3	3.8	4	3.7	7
Boys Town of Central Florida	3.5	36	3.7	39	3.6	75
Capital City Youth Services	3.2	63	3.7	21	3.3	84
CDS Family & Behavioral Health Svcs	3.5	24	3.6	28	3.6	52
Center for Family and Child Enrichment	3.8	12		0	3.8	12
CHS OSCEOLA	3.1	16	3.7	9	3.3	25
CHS Treasure Coast	3.5	4	3.2	6	3.3	10
CHS West Palm Beach	3.3	12	3.5	8	3.4	20
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.5	13		0	3.5	13
Florida Keys Children Shelter		0		0		0
Hillsborough Co. Dept of Children's Svcs	3.5	8	3.3	7	3.4	15
Lutheran Services Florida - Northwest	3.3	3	4.0	4	3.7	7
Lutheran Services Florida - Southeast	2.4	56	2.4	62	2.4	118
Lutheran Services Florida - Southwest		0		0		0
Miami Bridge Youth and Family Services	3.8	4	3.3	25	3.3	29
Orange County Youth and Family Services Division	3.4	64	3.4	62	3.4	126
Sarasota Family YMCA - Youth and Family Services	3.3	37	3.0	6	3.3	43
Stewart Marchman-Act	3.7	7		0	3.7	7
Thaise Educational & Exposure Tours	3.5	22	3.0	3	3.5	25
Youth and Family Alternatives	3.0	34	3.3	29	3.1	63
Youth Central AWCD	3.0	3		0	3.0	3
Youth Crisis Center	3.0	5	3.3	20	3.2	25
<b>Total</b>	<b>3.3</b>	<b>436</b>	<b>3.4</b>	<b>339</b>	<b>3.4</b>	<b>775</b>

**Non-Residential Survey Question 6: If I had another problem, I would come back here.**

Agency	Youth		Parent/Guardian/Other		Total	
	Mean	N	Mean	N	Mean	N
Anchorage Children's Home	3.4	7	3.8	6	3.6	13
Arnette House	3.0	3		0	3.0	3
Bethel Community Foundation	3.0	3	4.0	4	3.6	7
Boys Town of Central Florida	3.4	36	3.7	39	3.6	75
Capital City Youth Services	3.2	63	3.6	21	3.3	84
CDS Family & Behavioral Health Svcs	3.6	24	3.9	28	3.7	52
Center for Family and Child Enrichment	3.4	12		0	3.4	12
CHS OSCEOLA	3.1	16	3.9	9	3.4	25
CHS Treasure Coast	3.5	4	3.5	6	3.5	10
CHS West Palm Beach	3.7	12	3.4	8	3.6	20
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.9	13		0	3.9	13
Florida Keys Children Shelter		0		0		0
Hillsborough Co. Dept of Children's Svcs	3.5	8	3.3	7	3.4	15
Lutheran Services Florida - Northwest	3.7	3	4.0	4	3.9	7
Lutheran Services Florida - Southeast	2.3	56	2.6	62	2.5	118
Lutheran Services Florida - Southwest		0		0		0
Miami Bridge Youth and Family Services	3.3	4	3.3	25	3.3	29
Orange County Youth and Family Services Division	3.4	64	3.7	62	3.5	126
Sarasota Family YMCA - Youth and Family Services	3.4	37	3.3	6	3.4	43
Stewart Marchman-Act	3.9	7		0	3.9	7
Thaise Educational & Exposure Tours	3.6	22	3.0	3	3.6	25
Youth and Family Alternatives	3.1	34	3.6	29	3.3	63
Youth Central AWCD	3.0	3		0	3.0	3
Youth Crisis Center	2.4	5	3.4	20	3.2	25
<b>Total</b>	<b>3.2</b>	<b>436</b>	<b>3.4</b>	<b>339</b>	<b>3.3</b>	<b>775</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	3.1	7	3.3	6	3.2	13
Arnette House	3.3	3		0	3.3	3
Bethel Community Foundation	3.3	3	4.0	4	3.7	7
Boys Town of Central Florida	3.5	36	3.8	39	3.6	75
Capital City Youth Services	3.2	63	3.6	21	3.3	84
CDS Family & Behavioral Health Svcs	3.5	24	3.7	28	3.6	52
Center for Family and Child Enrichment	3.9	12		0	3.9	12
CHS OSCEOLA	2.9	16	3.6	9	3.2	25
CHS Treasure Coast	3.5	4	3.5	6	3.5	10
CHS West Palm Beach	3.4	12	3.9	8	3.6	20
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.8	13		0	3.8	13
Florida Keys Children Shelter		0		0		0
Hillsborough Co. Dept of Children's Svcs	3.4	8	3.3	7	3.3	15
Lutheran Services Florida - Northwest	3.0	3	4.0	4	3.6	7
Lutheran Services Florida - Southeast	2.8	56	3.2	62	3.0	118
Lutheran Services Florida - Southwest		0		0		0
Miami Bridge Youth and Family Services	3.3	4	3.2	25	3.2	29
Orange County Youth and Family Services Division	3.4	64	3.8	62	3.6	126
Sarasota Family YMCA - Youth and Family Services	3.2	37	3.3	6	3.2	43
Stewart Marchman-Act	3.7	7		0	3.7	7
Thaise Educational & Exposure Tours	3.6	22	3.0	3	3.5	25
Youth and Family Alternatives	3.1	34	3.3	29	3.2	63
Youth Central AWCD	2.3	3		0	2.3	3
Youth Crisis Center	2.2	5	3.4	20	3.2	25
<b>Total</b>	<b>3.3</b>	<b>436</b>	<b>3.5</b>	<b>339</b>	<b>3.4</b>	<b>775</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	3.4	7	3.7	6	3.5	13
Arnette House	3.3	3		0	3.3	3
Bethel Community Foundation	3.7	3	4.0	4	3.9	7
Boys Town of Central Florida	3.3	36	3.8	39	3.6	75
Capital City Youth Services	3.2	63	3.7	21	3.3	84
CDS Family & Behavioral Health Svcs	3.5	24	3.8	28	3.7	52
Center for Family and Child Enrichment	3.4	12		0	3.4	12
CHS OSCEOLA	2.9	16	3.7	9	3.2	25
CHS Treasure Coast	3.5	4	3.5	6	3.5	10
CHS West Palm Beach	3.6	12	3.8	8	3.7	20
Crosswinds Youth Services, Inc.		0		0		0
Family Resources	3.8	13		0	3.8	13
Florida Keys Children Shelter		0		0		0
Hillsborough Co. Dept of Children's Svcs	3.5	8	3.3	7	3.4	15
Lutheran Services Florida - Northwest	3.3	3	4.0	4	3.7	7
Lutheran Services Florida - Southeast	2.5	56	2.8	62	2.7	118
Lutheran Services Florida - Southwest		0		0		0
Miami Bridge Youth and Family Services	3.5	4	3.3	25	3.3	29
Orange County Youth and Family Services Division	3.3	64	3.8	62	3.5	126
Sarasota Family YMCA - Youth and Family Services	3.2	37	3.7	6	3.3	43
Stewart Marchman-Act	3.9	7		0	3.9	7
Thaise Educational & Exposure Tours	3.6	22	3.0	3	3.6	25
Youth and Family Alternatives	3.2	34	3.5	29	3.3	63
Youth Central AWCD	3.0	3		0	3.0	3
Youth Crisis Center	3.0	5	3.4	20	3.3	25
<b>Total</b>	<b>3.2</b>	<b>436</b>	<b>3.5</b>	<b>339</b>	<b>3.3</b>	<b>775</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	3.2	56		0	3.2	56
Arnette House	3.0	66		0	3.0	66
Bethel Community Foundation		0		0		0
Boys Town of Central Florida	3.1	38	2.9	37	3.0	75
Capital City Youth Services	3.2	70	3.0	65	3.1	135
CDS Family & Behavioral Health Svcs	3.2	271	3.3	150	3.2	421
Center for Family and Child Enrichment		0		0		0
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.4	71	3.5	68	3.4	139
CHS West Palm Beach	3.1	48	4.0	1	3.2	49
Crosswinds Youth Services, Inc.	3.0	89	2.7	74	2.9	163
Family Resources	3.3	173	3.3	84	3.3	257
Florida Keys Children Shelter	3.1	3		0	3.1	3
Hillsborough Co. Dept of Children's Svcs	3.2	77	3.3	67	3.2	144
Lutheran Services Florida - Northwest	3.0	45	3.1	40	3.1	85
Lutheran Services Florida - Southeast	2.5	35	2.7	41	2.6	76
Lutheran Services Florida - Southwest	3.4	12	3.3	12	3.3	24
Miami Bridge Youth and Family Services	3.3	66	3.2	41	3.3	107
Orange County Youth and Family Services Division	3.5	197	3.6	130	3.5	327
Sarasota Family YMCA - Youth and Family Services		0		0		0
Stewart Marchman-Act	3.4	88		0	3.4	88
Thaise Educational & Exposure Tours		0		0		0
Youth and Family Alternatives	3.0	210	2.8	12	3.0	222
Youth Central AWCD		0		0		0
Youth Crisis Center	3.4	156	3.4	44	3.4	200
<b>Total</b>	<b>3.2</b>	<b>1,771</b>	<b>3.2</b>	<b>866</b>	<b>3.2</b>	<b>2,637</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	3.4	56		0	3.4	56
Arnette House	3.1	66		0	3.1	66
Bethel Community Foundation		0		0		0
Boys Town of Central Florida	3.2	38	3.0	37	3.1	75
Capital City Youth Services	3.3	70	3.2	65	3.2	135
CDS Family & Behavioral Health Svcs	3.3	271	3.4	150	3.3	421
Center for Family and Child Enrichment		0		0		0
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.5	71	3.5	68	3.5	139
CHS West Palm Beach	3.2	48	4.0	1	3.2	49
Crosswinds Youth Services, Inc.	3.2	89	3.0	74	3.1	163
Family Resources	3.4	173	3.4	84	3.4	257
Florida Keys Children Shelter	3.0	3		0	3.0	3
Hillsborough Co. Dept of Children's Svcs	3.3	77	3.4	67	3.3	144
Lutheran Services Florida - Northwest	3.1	45	3.2	40	3.2	85
Lutheran Services Florida - Southeast	3.1	35	3.3	41	3.2	76
Lutheran Services Florida - Southwest	3.6	12	3.4	12	3.5	24
Miami Bridge Youth and Family Services	3.3	66	3.2	41	3.3	107
Orange County Youth and Family Services Division	3.6	197	3.6	130	3.6	327
Sarasota Family YMCA - Youth and Family Services		0		0		0
Stewart Marchman-Act	3.4	88		0	3.4	88
Thaise Educational & Exposure Tours		0		0		0
Youth and Family Alternatives	3.1	210	3.1	12	3.1	222
Youth Central AWCD		0		0		0
Youth Crisis Center	3.6	156	3.5	44	3.6	200
<b>Total</b>	<b>3.3</b>	<b>1,771</b>	<b>3.3</b>	<b>866</b>	<b>3.3</b>	<b>2,637</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	3.0	56		0	3.0	56
Arnette House	2.8	66		0	2.8	66
Bethel Community Foundation		0		0		0
Boys Town of Central Florida	3.0	38	2.7	37	2.9	75
Capital City Youth Services	2.8	70	2.4	65	2.6	135
CDS Family & Behavioral Health Svcs	3.0	271	3.1	150	3.0	421
Center for Family and Child Enrichment		0		0		0
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.2	71	3.3	68	3.2	139
CHS West Palm Beach	2.9	48	4.0	1	3.0	49
Crosswinds Youth Services, Inc.	2.7	89	2.5	74	2.6	163
Family Resources	3.2	173	3.1	84	3.2	257
Florida Keys Children Shelter	2.7	3		0	2.7	3
Hillsborough Co. Dept of Children's Svcs	3.0	77	3.0	67	3.0	144
Lutheran Services Florida - Northwest	2.9	45	2.8	40	2.8	85
Lutheran Services Florida - Southeast	2.7	35	2.8	41	2.8	76
Lutheran Services Florida - Southwest	3.3	12	3.3	12	3.3	24
Miami Bridge Youth and Family Services	3.1	66	3.1	41	3.1	107
Orange County Youth and Family Services Division	3.3	197	3.4	130	3.3	327
Sarasota Family YMCA - Youth and Family Services		0		0		0
Stewart Marchman-Act	3.3	88		0	3.3	88
Thaise Educational & Exposure Tours		0		0		0
Youth and Family Alternatives	2.8	210	2.5	12	2.8	222
Youth Central AWCD		0		0		0
Youth Crisis Center	3.2	156	3.4	44	3.3	200
<b>Total</b>	<b>3.0</b>	<b>1,771</b>	<b>3.0</b>	<b>866</b>	<b>3.0</b>	<b>2,637</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	3.0	56		0	3.0	56
Arnette House	2.8	66		0	2.8	66
Bethel Community Foundation		0		0		0
Boys Town of Central Florida	2.9	38	2.8	37	2.9	75
Capital City Youth Services	3.0	70	2.7	65	2.9	135
CDS Family & Behavioral Health Svcs	3.0	271	3.2	150	3.1	421
Center for Family and Child Enrichment		0		0		0
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.1	71	3.2	68	3.2	139
CHS West Palm Beach	2.9	48	4.0	1	3.0	49
Crosswinds Youth Services, Inc.	2.8	89	2.8	74	2.8	163
Family Resources	3.1	173	3.1	84	3.1	257
Florida Keys Children Shelter	2.7	3		0	2.7	3
Hillsborough Co. Dept of Children's Svcs	2.9	77	2.9	67	2.9	144
Lutheran Services Florida - Northwest	2.8	45	2.8	40	2.8	85
Lutheran Services Florida - Southeast	2.4	35	2.3	41	2.4	76
Lutheran Services Florida - Southwest	3.3	12	3.1	12	3.2	24
Miami Bridge Youth and Family Services	3.2	66	3.1	41	3.2	107
Orange County Youth and Family Services Division	3.2	197	3.4	130	3.3	327
Sarasota Family YMCA - Youth and Family Services		0		0		0
Stewart Marchman-Act	3.3	88		0	3.3	88
Thaise Educational & Exposure Tours		0		0		0
Youth and Family Alternatives	2.8	210	2.6	12	2.8	222
Youth Central AWCD		0		0		0
Youth Crisis Center	3.2	156	3.2	44	3.2	200
<b>Total</b>	<b>3.0</b>	<b>1,771</b>	<b>3.0</b>	<b>866</b>	<b>3.0</b>	<b>2,637</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	3.3	56		0	3.3	56
Arnette House	3.2	66		0	3.2	66
Bethel Community Foundation		0		0		0
Boys Town of Central Florida	3.3	38	2.7	37	3.0	75
Capital City Youth Services	3.5	70	3.1	65	3.3	135
CDS Family & Behavioral Health Svcs	3.3	271	3.4	150	3.4	421
Center for Family and Child Enrichment		0		0		0
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.5	71	3.6	68	3.5	139
CHS West Palm Beach	3.2	48	4.0	1	3.2	49
Crosswinds Youth Services, Inc.	3.2	89	3.0	74	3.1	163
Family Resources	3.4	173	3.4	84	3.4	257
Florida Keys Children Shelter	3.0	3		0	3.0	3
Hillsborough Co. Dept of Children's Svcs	3.3	77	3.4	67	3.4	144
Lutheran Services Florida - Northwest	3.1	45	3.2	40	3.2	85
Lutheran Services Florida - Southeast	3.4	35	3.3	41	3.4	76
Lutheran Services Florida - Southwest	3.5	12	3.3	12	3.4	24
Miami Bridge Youth and Family Services	3.4	66	3.3	41	3.4	107
Orange County Youth and Family Services Division	3.6	197	3.6	130	3.6	327
Sarasota Family YMCA - Youth and Family Services		0		0		0
Stewart Marchman-Act	3.5	88		0	3.5	88
Thaise Educational & Exposure Tours		0		0		0
Youth and Family Alternatives	3.1	210	3.0	12	3.1	222
Youth Central AWCD		0		0		0
Youth Crisis Center	3.6	156	3.4	44	3.6	200
<b>Total</b>	<b>3.4</b>	<b>1,771</b>	<b>3.3</b>	<b>866</b>	<b>3.4</b>	<b>2,637</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	3.2	56		0	3.2	56
Arnette House	3.0	66		0	3.0	66
Bethel Community Foundation		0		0		0
Boys Town of Central Florida	3.1	38	3.1	37	3.1	75
Capital City Youth Services	3.3	70	3.4	65	3.4	135
CDS Family & Behavioral Health Svcs	3.3	271	3.4	150	3.3	421
Center for Family and Child Enrichment		0		0		0
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.4	71	3.6	68	3.5	139
CHS West Palm Beach	3.1	48	4.0	1	3.2	49
Crosswinds Youth Services, Inc.	3.0	89	3.0	74	3.0	163
Family Resources	3.3	173	3.5	84	3.4	257
Florida Keys Children Shelter	3.3	3		0	3.3	3
Hillsborough Co. Dept of Children's Svcs	3.2	77	3.4	67	3.3	144
Lutheran Services Florida - Northwest	3.1	45	3.2	40	3.1	85
Lutheran Services Florida - Southeast	2.9	35	3.0	41	3.0	76
Lutheran Services Florida - Southwest	3.4	12	3.3	12	3.4	24
Miami Bridge Youth and Family Services	3.3	66	3.2	41	3.3	107
Orange County Youth and Family Services Division	3.6	197	3.7	130	3.6	327
Sarasota Family YMCA - Youth and Family Services		0		0		0
Stewart Marchman-Act	3.5	88		0	3.5	88
Thaise Educational & Exposure Tours		0		0		0
Youth and Family Alternatives	3.0	210	2.8	12	3.0	222
Youth Central AWCD		0		0		0
Youth Crisis Center	3.4	156	3.4	44	3.4	200
<b>Total</b>	<b>3.3</b>	<b>1,771</b>	<b>3.4</b>	<b>866</b>	<b>3.3</b>	<b>2,637</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	3.5	56		0	3.5	56
Arnette House	3.2	66		0	3.2	66
Bethel Community Foundation		0		0		0
Boys Town of Central Florida	3.3	38	3.1	37	3.2	75
Capital City Youth Services	3.5	70	2.9	65	3.2	135
CDS Family & Behavioral Health Svcs	3.4	271	3.3	150	3.4	421
Center for Family and Child Enrichment		0		0		0
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.5	71	3.6	68	3.6	139
CHS West Palm Beach	3.5	48	4.0	1	3.5	49
Crosswinds Youth Services, Inc.	3.3	89	2.4	74	2.9	163
Family Resources	3.5	173	3.5	84	3.5	257
Florida Keys Children Shelter	3.3	3		0	3.3	3
Hillsborough Co. Dept of Children's Svcs	3.4	77	3.4	67	3.4	144
Lutheran Services Florida - Northwest	3.1	45	3.2	40	3.2	85
Lutheran Services Florida - Southeast	0.4	35	0.6	41	0.5	76
Lutheran Services Florida - Southwest	3.7	12	3.3	12	3.5	24
Miami Bridge Youth and Family Services	3.4	66	3.4	41	3.4	107
Orange County Youth and Family Services Division	3.7	197	3.6	130	3.7	327
Sarasota Family YMCA - Youth and Family Services		0		0		0
Stewart Marchman-Act	3.6	88		0	3.6	88
Thaise Educational & Exposure Tours		0		0		0
Youth and Family Alternatives	3.2	210	2.8	12	3.2	222
Youth Central AWCD		0		0		0
Youth Crisis Center	3.6	156	3.5	44	3.6	200
<b>Total</b>	<b>3.4</b>	<b>1,771</b>	<b>3.2</b>	<b>866</b>	<b>3.3</b>	<b>2,637</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	3.2	56		0	3.2	56
Arnette House	2.9	66		0	2.9	66
Bethel Community Foundation		0		0		0
Boys Town of Central Florida	2.9	38	2.9	37	2.9	75
Capital City Youth Services	3.1	70	3.2	65	3.2	135
CDS Family & Behavioral Health Svcs	3.1	271	3.3	150	3.2	421
Center for Family and Child Enrichment		0		0		0
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.4	71	3.5	68	3.4	139
CHS West Palm Beach	3.1	48	4.0	1	3.1	49
Crosswinds Youth Services, Inc.	3.0	89	2.7	74	2.8	163
Family Resources	3.2	173	3.4	84	3.3	257
Florida Keys Children Shelter	3.3	3		0	3.3	3
Hillsborough Co. Dept of Children's Svcs	3.1	77	3.4	67	3.2	144
Lutheran Services Florida - Northwest	3.0	45	3.2	40	3.1	85
Lutheran Services Florida - Southeast	2.8	35	3.2	41	3.0	76
Lutheran Services Florida - Southwest	3.3	12	3.2	12	3.2	24
Miami Bridge Youth and Family Services	3.2	66	3.3	41	3.2	107
Orange County Youth and Family Services Division	3.5	197	3.6	130	3.6	327
Sarasota Family YMCA - Youth and Family Services		0		0		0
Stewart Marchman-Act	3.4	88		0	3.4	88
Thaise Educational & Exposure Tours		0		0		0
Youth and Family Alternatives	2.9	210	2.8	12	2.9	222
Youth Central AWCD		0		0		0
Youth Crisis Center	3.3	156	3.4	44	3.4	200
<b>Total</b>	<b>3.2</b>	<b>1,771</b>	<b>3.3</b>	<b>866</b>	<b>3.2</b>	<b>2,637</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	3.2	56		0	3.2	56
Arnette House	3.1	66		0	3.1	66
Bethel Community Foundation		0		0		0
Boys Town of Central Florida	3.1	38	2.9	37	3.0	75
Capital City Youth Services	3.0	70	3.1	65	3.1	135
CDS Family & Behavioral Health Svcs	3.2	271	3.3	150	3.2	421
Center for Family and Child Enrichment		0		0		0
CHS OSCEOLA		0		0		0
CHS Treasure Coast	3.3	71	3.6	68	3.5	139
CHS West Palm Beach	3.1	48	4.0	1	3.1	49
Crosswinds Youth Services, Inc.	2.9	89	2.5	74	2.8	163
Family Resources	3.3	173	3.4	84	3.4	257
Florida Keys Children Shelter	3.3	3		0	3.3	3
Hillsborough Co. Dept of Children's Svcs	3.2	77	3.5	67	3.3	144
Lutheran Services Florida - Northwest	3.1	45	3.2	40	3.2	85
Lutheran Services Florida - Southeast	2.6	35	3.3	41	3.0	76
Lutheran Services Florida - Southwest	3.4	12	3.3	12	3.3	24
Miami Bridge Youth and Family Services	3.3	66	3.2	41	3.3	107
Orange County Youth and Family Services Division	3.6	197	3.7	130	3.6	327
Sarasota Family YMCA - Youth and Family Services		0		0		0
Stewart Marchman-Act	3.3	88		0	3.3	88
Thaise Educational & Exposure Tours		0		0		0
Youth and Family Alternatives	3.0	210	2.9	12	3.0	222
Youth Central AWCD		0		0		0
Youth Crisis Center	3.4	156	3.4	44	3.4	200
<b>Total</b>	<b>3.2</b>	<b>1,771</b>	<b>3.3</b>	<b>866</b>	<b>3.2</b>	<b>2,637</b>