

## Sutter-Yuba Mental Health Services Performance Outcomes

Youth N=37 May of 2007	Strongly Disagree 1	Disagree 2	I am Neutral 3	Agree 4	Strongly Agree 5	Not Applicable	Missing	Average Score of responses	% who agree or strongly agree
<b>A. GOOD ACCESS TO SERVICE: AVERAGE OF GOOD ACCESS TO SERVICES WAS 3.76</b>									
8. The location of services was convenient for us.	1	2	6	17	10	1	0	3.92	
	2.8%	5.6%	16.7%	47.2%	27.8%	2.7%	0.0%		75.0%
9. Services were available at times that were convenient for us.	2	4	7	16	7	0	1	3.61	
	5.6%	11.1%	19.4%	44.4%	19.4%	0.0%	2.7%		63.9%
<b>B. SATISFACTION WITH SERVICES: AVERAGE OF SATISFACTION WITH SERVICES WAS 3.78</b>									
1. Overall, I am satisfied with the services I received	2	2	6	12	14	0	1	3.94	
	5.6%	5.6%	16.7%	33.3%	38.9%	0.0%	2.7%		72.2%
4. The people helping me stuck with us no matter what.	1	2	7	15	11	0	1	3.92	
	2.8%	5.6%	19.4%	41.7%	30.6%	0.0%	2.7%		72.2%
5. I felt I had someone to talk to when he/she was troubled.	4	0	9	12	11	1	0	3.72	
	11.1%	0.0%	25.0%	33.3%	30.6%	2.7%	0.0%		63.9%
7. The services I received were right for me.	2	2	9	12	11	0	1	3.78	
	5.6%	5.6%	25.0%	33.3%	30.6%	0.0%	2.7%		63.9%
10. I got the help I wanted.	4	4	7	8	12	0	2	3.57	
	11.4%	11.4%	20.0%	22.9%	34.3%	0.0%	5.4%		57.1%
11. I got as much help as I needed.	3	4	4	10	13	1	2	3.76	
	8.8%	11.8%	11.8%	29.4%	38.2%	2.7%	5.4%		67.6%

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<b>C. PARTICIPATION IN TREATMENT:</b>	<b>AVERAGE OF PARTICIPATION IN TREATMENT WAS 3.72</b>								
2. I helped to choose my services.	4	6	4	15	6	1	1	3.37	
	11.4%	17.1%	11.4%	42.9%	17.1%	2.7%	2.7%		60.0%
3. I helped to choose my treatment goals.	2	3	2	20	9	1	0	3.86	
	5.6%	8.3%	5.6%	55.6%	25.0%	2.7%	0.0%		80.6%
6. I was frequently involved in my treatment.	0	4	3	18	9	3	0	3.94	
	0.0%	11.8%	8.8%	52.9%	26.5%	8.1%	0.0%		79.4%
<b>D. CULTURAL SENSITIVITY:</b>	<b>AVERAGE OF CULTURAL SENSITIVITY WAS 4.20</b>								
12. Staff treated me with respect.	0	2	2	12	21	0	0	4.41	
	0.0%	5.4%	5.4%	32.4%	56.8%	0.0%	0.0%		89.2%
13. Staff respected my family's religious/spiritual beliefs.	1	0	6	10	16	4	0	4.21	
	3.0%	0.0%	18.2%	30.3%	48.5%	10.8%	0.0%		78.8%
14. Staff spoke with me in a way that I understood.	2	3	0	15	15	1	1	4.09	
	5.7%	8.6%	0.0%	42.9%	42.9%	2.7%	2.7%		85.7%
15. Staff were sensitive to my cultural/ethnic background.	1	0	6	13	12	4	1	4.09	
	3.1%	0.0%	18.8%	40.6%	37.5%	10.8%	2.7%		78.1%

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<b>E. POSITIVE OUTCOMES OF SERVICES:</b>	<b>AVERAGE OF POSITIVE OUTCOMES OF SERVICE WAS 3.70</b>								
16. I am better at handling daily life.	2	6	4	15	9	1	0	<b>3.64</b>	
	<b>5.6%</b>	<b>16.7%</b>	<b>11.1%</b>	<b>41.7%</b>	<b>25.0%</b>	<b>2.7%</b>	<b>0.0%</b>		<b>66.7%</b>
17. I get along better with family members.	1	4	9	14	9	0	0	<b>3.70</b>	
	<b>2.7%</b>	<b>10.8%</b>	<b>24.3%</b>	<b>37.8%</b>	<b>24.3%</b>	<b>0.0%</b>	<b>0.0%</b>		<b>62.2%</b>
18. I get along better with friends and other people.	1	1	5	16	12	2	0	<b>4.06</b>	
	<b>2.9%</b>	<b>2.9%</b>	<b>14.3%</b>	<b>45.7%</b>	<b>34.3%</b>	<b>5.4%</b>	<b>0.0%</b>		<b>80.0%</b>
19. I am doing better in school and/or work.	2	2	8	12	9	3	1	<b>3.73</b>	
	<b>6.1%</b>	<b>6.1%</b>	<b>24.2%</b>	<b>36.4%</b>	<b>27.3%</b>	<b>8.1%</b>	<b>2.7%</b>		<b>63.6%</b>
20. I am better able to cope when things go wrong.	1	5	8	12	7	3	1	<b>3.58</b>	
	<b>3.0%</b>	<b>15.2%</b>	<b>24.2%</b>	<b>36.4%</b>	<b>21.2%</b>	<b>8.1%</b>	<b>2.7%</b>		<b>57.6%</b>
21. I am satisfied with our family life right now.	1	8	6	13	8	0	1	<b>3.53</b>	
	<b>2.8%</b>	<b>22.2%</b>	<b>16.7%</b>	<b>36.1%</b>	<b>22.2%</b>	<b>0.0%</b>	<b>2.7%</b>		<b>58.3%</b>

## Sutter-Yuba Mental Health Services Performance Outcomes

Juventudes N=37 May of 2007	Definitiva- mente en desacuerdo 1	En desacuerdo 2	Indeciso 3	De acuerdo 4	Definitiva- mente de acuerdo 5	No Aplica	Falta	Como promedio	% de acuerdo o definitiva- mente de acuerdo
<b>A. BUÉN ACCESO A SERVICIOS:</b>									
El Promedio Percepción del Acceso era 3.76									
8. La localidad de los servicios era conveniente.	1	2	6	17	10	1	0	3.92	
	2.8%	5.6%	16.7%	47.2%	27.8%	2.7%	0.0%		75.0%
9. Los servicios estaban convenientes para mí.	2	4	7	16	7	0	1	3.61	
	5.6%	11.1%	19.4%	44.4%	19.4%	0.0%	2.7%		63.9%
<b>B. SATISFACCIÓN CON LOS SERVICIOS:</b>									
El Promedio Satisfacción con los servicios era 3.78									
1. En general, estoy satisfecho(a) con los servicios que he recibido.	2	2	6	12	14	0	1	3.94	
	5.6%	5.6%	16.7%	33.3%	38.9%	0.0%	2.7%		72.2%
4. Las personas que me ayudaron estuvieron junto a mi durante el proceso.	1	2	7	15	11	0	1	3.92	
	2.8%	5.6%	19.4%	41.7%	30.6%	0.0%	2.7%		72.2%
5. Sentí que tenía a alguien con quien platicar cuándo tenía preocupaciones.	4	0	9	12	11	1	0	3.72	
	11.1%	0.0%	25.0%	33.3%	30.6%	2.7%	0.0%		63.9%
7. Recibí servicios que eran adecuados para mí.	2	2	9	12	11	0	1	3.78	
	5.6%	5.6%	25.0%	33.3%	30.6%	0.0%	2.7%		63.9%
10. Recibí la ayuda que quería.	4	4	7	8	12	0	2	3.57	
	11.4%	11.4%	20.0%	22.9%	34.3%	0.0%	5.4%		57.1%
11. Recibí la mayoría de la ayuda que necesitaba.	3	4	4	10	13	1	2	3.76	
	8.8%	11.8%	11.8%	29.4%	38.2%	2.7%	5.4%		67.6%

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<b>C. PARTICIPACIÓN EN EL TRATAMIENTO:</b>	<b>El Promedio Participación en el tratamiento era 3.72</b>								
2. Yo ayudé a escoger mis servicios.	4	6	4	15	6	1	1	3.37	
	11.4%	17.1%	11.4%	42.9%	17.1%	2.7%	2.7%		60.0%
3. Yo ayudé a escoger mis propias metas para mi tratamiento.	2	3	2	20	9	1	0	3.86	
	5.6%	8.3%	5.6%	55.6%	25.0%	2.7%	0.0%		80.6%
6. Yo participé en mi propio tratamiento.	0	4	3	18	9	3	0	3.94	
	0.0%	11.8%	8.8%	52.9%	26.5%	8.1%	0.0%		79.4%
<b>D. SENSIBILIDAD CULTURAL:</b>	<b>El Promedio Sensibilidad cultural era 4.20</b>								
12. El personal me trató con respeto.	0	2	2	12	21	0	0	4.41	
	0.0%	5.4%	5.4%	32.4%	56.8%	0.0%	0.0%		89.2%
13. El personal respetó la religión y las creencias espirituales de mi familia.	1	0	6	10	16	4	0	4.21	
	3.0%	0.0%	18.2%	30.3%	48.5%	10.8%	0.0%		78.8%
14. El personal me habló de una forma, que pude entender.	2	3	0	15	15	1	1	4.09	
	5.7%	8.6%	0.0%	42.9%	42.9%	2.7%	2.7%		85.7%
15. El personal tomó en cuenta y fue sensible a mi cultura y antecedentes	1	0	6	13	12	4	1	4.09	
	3.1%	0.0%	18.8%	40.6%	37.5%	10.8%	2.7%		78.1%

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<b>E. RESULTADOS POSITIVOS DE LOS SERVICIOS:</b>	<b>El Promedio Resultados positivos de los servicios era 3.70</b>								
16. Es más fácil para mí tratar de solucionar mis problemas de cada día.	2	6	4	15	9	1	0	<b>3.64</b>	
	<b>5.6%</b>	<b>16.7%</b>	<b>11.1%</b>	<b>41.7%</b>	<b>25.0%</b>	<b>2.7%</b>	<b>0.0%</b>		<b>66.7%</b>
17. Me llevo mejor con mi familia.	1	4	9	14	9	0	0	<b>3.70</b>	
	<b>2.7%</b>	<b>10.8%</b>	<b>24.3%</b>	<b>37.8%</b>	<b>24.3%</b>	<b>0.0%</b>	<b>0.0%</b>		<b>62.2%</b>
18. Me llevo mejor con mis amigos(as) y otras personas.	1	1	5	16	12	2	0	<b>4.06</b>	
	<b>2.9%</b>	<b>2.9%</b>	<b>14.3%</b>	<b>45.7%</b>	<b>34.3%</b>	<b>5.4%</b>	<b>0.0%</b>		<b>80.0%</b>
19. Me va mejor en la escuela o en el trabajo.	2	2	8	12	9	3	1	<b>3.73</b>	
	<b>6.1%</b>	<b>6.1%</b>	<b>24.2%</b>	<b>36.4%</b>	<b>27.3%</b>	<b>8.1%</b>	<b>2.7%</b>		<b>63.6%</b>
20. Es más fácil para mí arreglármelas cuándo algo me sale mal.	1	5	8	12	7	3	1	<b>3.58</b>	
	<b>3.0%</b>	<b>15.2%</b>	<b>24.2%</b>	<b>36.4%</b>	<b>21.2%</b>	<b>8.1%</b>	<b>2.7%</b>		<b>57.6%</b>
21. Ahora estoy satisfecho(a) con mi vida familiar.	1	8	6	13	8	0	1	<b>3.53</b>	
	<b>2.8%</b>	<b>22.2%</b>	<b>16.7%</b>	<b>36.1%</b>	<b>22.2%</b>	<b>0.0%</b>	<b>2.7%</b>		<b>58.3%</b>