

## Lookout Mountain CSB - Percent Positive Responses

Reporting Period: Fall 2014

	Your Mean	Your Responses	CSB Mean	Your Rank	CSB Standard Deviation	CSB Sample Size
<b>Satisfaction with Services</b>	<b>95</b>	<b>67</b>	<b>93</b>	<b>58</b>	<b>6.5</b>	<b>5</b>
1. Overall, I am satisfied with the services my child received	97	67	96	50	5.9	5
4. The people helping my child stuck with us no matter what	99	67	96	75	4.6	5
5. I felt my child had someone to talk to when he/she was troubled	95	66	94	75	2.5	5
7. The services my child and / or family received were right for us	91	66	89	75	6.0	5
10. My family got the help we wanted for my child	96	68	91	50	12.0	5
11. My family got as much help as we needed for my child	90	68	92	25	7.8	5
<b>Access to Services</b>	<b>96</b>	<b>66</b>	<b>95</b>	<b>63</b>	<b>2.7</b>	<b>5</b>
8. The location of services was convenient for us	95	66	96	25	3.1	5
9. Services were available at times that were convenient for us	97	66	93	100	2.4	5
<b>Participation in Treatment</b>	<b>95</b>	<b>62</b>	<b>97</b>	<b>33</b>	<b>2.7</b>	<b>5</b>
2. I helped to choose my child's services	92	61	95	25	4.2	5
3. I helped to choose my child's treatment goals	97	62	98	50	2.5	5
6. I participated in my child's treatment	97	64	98	25	1.4	5
<b>Positive About Outcome of Services</b>	<b>82</b>	<b>64</b>	<b>82</b>	<b>39</b>	<b>9.9</b>	<b>5</b>
16. My child is better at handling daily life	86	65	78	50	12.6	5
17. My child gets along better with family members	85	67	85	50	7.7	5
18. My child gets along better with friends and other people	86	66	85	50	6.6	5
19. My child is doing better in school and / or work	81	64	80	25	20.4	5
20. My child is better able to cope when things go wrong	73	64	74	50	11.1	5
21. I am satisfied with our family life right now	82	66	86	25	6.7	5
22. My child is better able to do things he or she wants to do	82	60	82	25	4.3	5

## Lookout Mountain CSB - Percent Positive Responses

Reporting Period: Fall 2014

	Your Mean	Your Responses	CSB Mean	Your Rank	CSB Standard Deviation	CSB Sample Size
<b>Improved Social Connectedness</b>	96	64	92	81	4.8	5
23. I know people who will listen and understand me when I need to talk	98	65	95	75	4.2	5
24. I have people that I am comfortable talking with about my child's problems	97	65	96	50	4.0	5
25. In a crisis, I would have the support I need from family or friends	95	65	91	100	4.8	5
26. I have people with whom I can do enjoyable things	92	64	86	100	6.1	5
<b>Cultural Sensitivity of Service Providers</b>	98	64	99	44	1.8	5
12. Staff treated me with respect	100	68	99	100	2.6	5
13. Staff respected my family's religious/spiritual beliefs	97	64	99	25	1.7	5
14. Staff spoke with me in a way that I understood	99	68	99	25	1.3	5
15. Staff were sensitive to my cultural/ethnic background	98	59	99	25	1.5	5
<b>Overall Averages</b>	92	65	91	52	5.7	5