

Lookout Mountain CSB
 Overall Organization
 Survey Type: Youth
 Program Surveys Received: 98
 Period Start Date: 05/01/2015
 Period End Date: 10/01/2015
 Report Generated Date: 10/16/2015

Active Clients

	Mean	Sample Size	Percentile Rank	Overall Mean	Overall Standard Deviation	Overall Sample Size
Satisfaction with Services	88.10	98	47.83	87.80	1.11	478
Overall, I am satisfied with the services I received here	94.90	95	54.55	90.87	1.02	478
The people helping my child stuck with us no matter what.	89.80	96	33.33	88.24	1.14	473
I felt my child had someone to talk to when he/she was troubled.	95.92	98	90.00	87.83	1.16	471
The services my child and/or family received were right for us.	84.69	93	36.36	88.24	1.11	472
My family got the help we wanted for my child.	82.65	93	45.45	86.00	1.07	477
My family got as much help as we needed for my child.	80.61	94	27.27	85.60	1.14	472
Access to Services	88.78	93	58.34	86.31	1.20	472
The location of services was convenient for us.	90.82	93	66.67	85.60	1.24	470
Services were available at times that were convenient for us.	86.73	93	50.00	87.02	1.16	472
Participation in Treatment	85.72	97	41.67	86.88	1.13	475
I helped to choose my child's services.	78.57	93	25.00	82.96	1.22	468
I helped to choose my child's treatment goals.	87.76	97	50.00	86.41	1.09	475
I participated in my child's treatment.	90.82	96	50.00	91.28	1.08	473
Positive About Outcomes of Services	83.23	97	75.87	76.70	1.29	469
My child is better at handling daily life.	84.69	96	66.67	79.92	1.23	464
My child gets along better with family members.	80.61	93	66.67	77.69	1.27	462
My child gets along better with friends and other people.	82.65	92	75.00	75.66	1.31	458
My child is doing better in school and/or work.	80.61	91	75.00	75.86	1.41	450
My child is better able to cope when things go wrong.	85.71	96	91.67	72.82	1.30	461
I am satisfied with our family life right now.	83.67	97	72.73	78.70	1.21	469
My child is better able to do things he or she wants to do.	84.69	95	83.33	76.27	1.31	460
Improved Social Connectedness	92.10	96	77.99	86.62	1.15	475
I know people who will listen and understand me when I need to talk.	92.86	96	72.73	88.44	1.09	474
I have people that I am comfortable talking with about my child's problems.	88.78	96	58.33	87.02	1.10	475
In a crisis, I would have the support I need from family or friends.	91.84	95	90.91	82.76	1.27	464
I have people with whom I can do enjoyable things.	94.90	95	90.00	88.24	1.12	470
Cultural Sensitivity of Service Providers	95.16	97	78.34	91.08	1.17	478
Staff treated me with respect.	96.94	96	87.50	94.12	1.02	478
Staff respected my family's religious/spiritual beliefs.	93.88	94	81.82	89.45	1.31	458
Staff spoke with me in a way that I understood.	96.94	97	85.71	94.32	0.96	477
Staff were sensitive to my cultural/ethnic background.	92.86	94	58.33	86.41	1.38	449
Overall Averages	88.27	98	64.81	84.91	1.18	478

Demographics				
Ethnicity		Count	Sample Size	
Spanish/Hispanic/Latino origin		9	96	
Not Spanish/Hispanic/Latino origin		87	96	
Unknown Spanish/Hispanic/Latino origin		2	96	
Race		Count	Sample Size	
Race: American Indian or Alaska Native		2	92	
Race: Asian		0	92	
Race: Black (African American)		10	92	
Race: Native Hawaiian or Other Pacific		0	92	
Race: White (Caucasian)		76	92	
Race: Multiracial		4	92	
Race: Unknown		6	92	
Age		Mean	Sample Size	Min
Age		11	88	2
				Max
				18
Gender		Count	Sample Size	
Gender: Male		36	91	
Gender: Female		55	91	
Gender: Unknown		7	91	
Medicaid Insurance		Count	Sample Size	
Has Medicaid Insurance		48	93	
Does not have Medicaid Insurance		45	93	
Unknown Medicaid Insurance		5	93	
Programs		Count	Sample Size	
Program: Outpatient clinic and / or services in the community		51	51	
Program: Residential services		0	51	
Program: Day or After School Programs		0	51	
Program: Crisis stabilization program		0	51	
Program: Unknown		47	51	

Discharged Clients

	Mean	Sample Size	Percentile Rank	Overall Mean	Overall Standard Deviation	Overall Sample Size
Satisfaction with Services	0.00	0	0.00	0.00	0.00	0
Overall, I am satisfied with the services I received here	0.00	0	0.00	0.00	0.00	0
The people helping my child stuck with us no matter what.	0.00	0	0.00	0.00	0.00	0
I felt my child had someone to talk to when he/she was troubled.	0.00	0	0.00	0.00	0.00	0
The services my child and/or family received were right for us.	0.00	0	0.00	0.00	0.00	0
My family got the help we wanted for my child.	0.00	0	0.00	0.00	0.00	0
My family got as much help as we needed for my child.	0.00	0	0.00	0.00	0.00	0
Access to Services	0.00	0	0.00	0.00	0.00	0
The location of services was convenient for us.	0.00	0	0.00	0.00	0.00	0
Services were available at times that were convenient for us.	0.00	0	0.00	0.00	0.00	0

Participation in Treatment	0.00	0	0.00	0.00	0.00	0
I helped to choose my child's services.	0.00	0	0.00	0.00	0.00	0
I helped to choose my child's treatment goals.	0.00	0	0.00	0.00	0.00	0
I participated in my child's treatment.	0.00	0	0.00	0.00	0.00	0
Positive About Outcomes of Services	0.00	0	0.00	0.00	0.00	0
My child is better at handling daily life.	0.00	0	0.00	0.00	0.00	0
My child gets along better with family members.	0.00	0	0.00	0.00	0.00	0
My child gets along better with friends and other people.	0.00	0	0.00	0.00	0.00	0
My child is doing better in school and/or work.	0.00	0	0.00	0.00	0.00	0
My child is better able to cope when things go wrong.	0.00	0	0.00	0.00	0.00	0
I am satisfied with our family life right now.	0.00	0	0.00	0.00	0.00	0
My child is better able to do things he or she wants to do.	0.00	0	0.00	0.00	0.00	0
Improved Social Connectedness	0.00	0	0.00	0.00	0.00	0
I know people who will listen and understand me when I need to talk.	0.00	0	0.00	0.00	0.00	0
I have people that I am comfortable talking with about my child's problems.	0.00	0	0.00	0.00	0.00	0
In a crisis, I would have the support I need from family or friends.	0.00	0	0.00	0.00	0.00	0
I have people with whom I can do enjoyable things.	0.00	0	0.00	0.00	0.00	0
Cultural Sensitivity of Service Providers	0.00	0	0.00	0.00	0.00	0
Staff treated me with respect.	0.00	0	0.00	0.00	0.00	0
Staff respected my family's religious/spiritual beliefs.	0.00	0	0.00	0.00	0.00	0
Staff spoke with me in a way that I understood.	0.00	0	0.00	0.00	0.00	0
Staff were sensitive to my cultural/ethnic background.	0.00	0	0.00	0.00	0.00	0
Overall Averages	0.00	0	0.00	0.00	0.00	0

Demographics

Ethnicity	Count	Sample Size		
Spanish/Hispanic/Latino origin	0	0		
Not Spanish/Hispanic/Latino origin	0	0		
Unknown Spanish/Hispanic/Latino origin	0	0		
Race	Count	Sample Size		
Race: American Indian or Alaska Native	0	0		
Race: Asian	0	0		
Race: Black (African American)	0	0		
Race: Native Hawaiian or Other Pacific	0	0		
Race: White (Caucasian)	0	0		
Race: Multiracial	0	0		
Race: Unknown	0	0		
Age	Mean	Sample Size	Min	Max
Age	0	0	0	0
Gender	Count	Sample Size		
Gender: Male	0	0		

Gender: Female	0	0
Gender: Unknown	0	0

Medicaid Insurance	Count	Sample Size
Has Medicaid Insurance	0	0
Does not have Medicaid Insurance	0	0
Unknown Medicaid Insurance	0	0

Programs	Count	Sample Size
Program: Outpatient clinic and / or services in the community	0	0
Program: Residential services	0	0
Program: Day or After School Programs	0	0
Program: Crisis stabilization program	0	0
Program: Unknown	0	0

Discharge Questions	Count	Sample Size
Discharge: Completed treatment no longer needed services	0	0
Discharge: I found another provider I like better	0	0
Discharge: Services were at inconvenient times	0	0
Discharge: I couldn't get transportation to attend for services	0	0
Discharge: Services were not helping my child	0	0
Discharge: Other reasons	0	0
Discharge: Unknown	0	0