

Lookout Mountain CSB - Percent Positive Responses

Reporting Period: Spring 2015

	Your Mean	Your Responses	CSB Mean	Your Rank	CSB Standard Deviation	CSB Sample Size
Satisfaction with Services	90	100	92	31	4.7	10
1. Overall, I am satisfied with the services my child received	93	100	95	33	3.1	10
4. The people helping my child stuck with us no matter what	96	97	93	67	3.9	10
5. I felt my child had someone to talk to when he/she was troubled	92	98	92	33	6.4	10
7. The services my child and / or family received were right for us	82	97	89	11	5.2	10
10. My family got the help we wanted for my child	85	96	90	22	5.1	10
11. My family got as much help as we needed for my child	89	97	91	22	4.9	10
Access to Services	79	98	92	6	6.4	10
8. The location of services was convenient for us	79	98	93	0	6.3	10
9. Services were available at times that were convenient for us	80	96	90	11	6.4	10
Participation in Treatment	81	95	92	7	5.8	10
2. I helped to choose my child's services	67	95	88	0	10.2	10
3. I helped to choose my child's treatment goals	84	95	91	11	4.7	10
6. I participated in my child's treatment	93	95	96	11	2.7	10
Positive About Outcome of Services	86	97	80	75	8.0	10
16. My child is better at handling daily life	86	95	82	67	7.1	10
17. My child gets along better with family members	83	89	81	56	9.2	10
18. My child gets along better with friends and other people	88	94	81	89	6.5	10
19. My child is doing better in school and / or work	90	92	79	89	10.5	10
20. My child is better able to cope when things go wrong	83	93	73	78	9.3	10
21. I am satisfied with our family life right now	84	97	84	67	4.7	10
22. My child is better able to do things he or she wants to do	86	92	80	78	8.4	10

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Improved Social Connectedness	95	96	93	58	5.0	10
23. I know people who will listen and understand me when I need to talk	96	95	92	67	6.2	10
24. I have people that I am comfortable talking with about my child's problems	95	91	94	44	4.3	10
25. In a crisis, I would have the support I need from family or friends	94	94	92	44	4.4	10
26. I have people with whom I can do enjoyable things	98	96	94	78	5.4	10
Cultural Sensitivity of Service Providers	89	100	96	3	3.5	10
12. Staff treated me with respect	95	100	99	0	1.6	10
13. Staff respected my family's religious/spiritual beliefs	85	97	95	0	4.4	10
14. Staff spoke with me in a way that I understood	92	98	98	0	2.5	10
15. Staff were sensitive to my cultural/ethnic background	83	96	91	11	5.7	10
Overall Averages	88	96	89	38	5.7	10