

# NYSOMH Family Assessment of Care Survey Results 2009

## ARISE Child and Family Services, Inc.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	44	221	19.91
Clinic Treatment	44	221	19.91

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	44	43	98	NS	97
Cultural (Q4-Q6)	44	44	100	+	100
Access(Q7-Q9)	44	44	100	+	97
Participation (Q10-Q13)	44	44	100	+	98
Global(Q14-Q17)	44	44	100	+	97
Outcomes/Functioning (Q18-Q22)	44	39	89	+	84
Social Connectedness (Q23-Q27)	44	36	82	-	86
Medication (Y/N) (Q28)	44	28	64	-	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	26	25	96	NS	96

#### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	44	43	98	NS	96
Cultural (Q4-Q6)	44	44	100	+	100
Access(Q7-Q9)	44	44	100	+	96
Participation (Q10-Q13)	44	44	100	+	98
Global(Q14-Q17)	44	44	100	+	97
Outcomes/Functioning (Q18-Q22)	44	39	89	NS	89
Social Connectedness (Q23-Q27)	44	36	82	NS	82

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009***

## ***ARISE Child and Family Services, Inc.***

### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	44	28	64	NS	61
Medication Scale (Q28a-Q28e) <sup>4</sup>	26	25	96	NS	97

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## ARISE Child and Family Services, Inc.

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	0	24	0.00
Clinic Treatment	0	24	0.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	93
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	94
Access(Q7-Q10)	< 5	N/A	N/A	N/A	95
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	91
Global(Q15)	< 5	N/A	N/A	N/A	87
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	92
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	81

#### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q10)	< 5	N/A	N/A	N/A	97
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	94
Global(Q15)	< 5	N/A	N/A	N/A	93
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	93
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	70
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	83

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

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NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Astor Home for Children

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	22	42	52.38
Family Based Treatment	7	7	100.00
HCBS Waiver Individualized Care Coordination	12	15	80.00
Residential Treatment Facility - Children & Youth	3	20	15.00

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	21	21	100	+	97
Cultural (Q4-Q6)	22	22	100	+	100
Access(Q7-Q9)	22	21	95	-	97
Participation (Q10-Q13)	22	21	95	-	98
Global(Q14-Q17)	21	21	100	+	97
Outcomes/Functioning (Q18-Q22)	21	19	90	+	84
Social Connectedness (Q23-Q27)	21	19	90	+	86
Medication (Y/N) (Q28)	22	22	100	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	22	22	100	+	96

### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	NS	99
Cultural (Q4-Q6)	7	7	100	+	100
Access(Q7-Q9)	7	6	86	-	96
Participation (Q10-Q13)	7	7	100	NS	97
Global(Q14-Q17)	6	6	100	NS	99
Outcomes/Functioning (Q18-Q22)	6	6	100	+	81

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

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NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Astor Home for Children

### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Social Connectedness (Q23-Q27)	6	6	100	+	89
Medication (Y/N) (Q28)	7	7	100	+	90
Medication Scale (Q28a-Q28e) <sup>4</sup>	7	7	100	NS	98

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	12	12	100	+	98
Cultural (Q4-Q6)	12	12	100	+	100
Access(Q7-Q9)	12	12	100	+	98
Participation (Q10-Q13)	12	12	100	+	99
Global(Q14-Q17)	12	12	100	+	99
Outcomes/Functioning (Q18-Q22)	12	11	92	+	83
Social Connectedness (Q23-Q27)	12	11	92	+	88
Medication (Y/N) (Q28)	12	12	100	+	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	12	12	100	+	95

### PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	100
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	98
Access(Q7-Q9)	< 5	N/A	N/A	N/A	94
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	95
Global(Q14-Q17)	< 5	N/A	N/A	N/A	95
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	85
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	91
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	93
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	93

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Youth Assessment of Care Survey Results 2009

## Astor Home for Children

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	14	16	87.50
Family Based Treatment	5	6	83.33
HCBS Waiver Individualized Care Coordination	9	10	90.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	14	13	93	NS	93
Cultural (Q4-Q6)	14	14	100	+	94
Access(Q7-Q10)	14	14	100	+	95
Participation (Q11-Q14)	14	14	100	+	91
Global(Q15)	14	14	100	+	87
Outcomes/Functioning (Q16-Q20a)	14	13	93	NS	92
Medication (Y/N) (Q21)	14	14	100	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	14	14	100	+	81

#### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	5	5	100	NS	96
Cultural (Q4-Q6)	5	5	100	NS	99
Access(Q7-Q10)	5	5	100	NS	99
Participation (Q11-Q14)	5	5	100	NS	98
Global(Q15)	5	5	100	+	92
Outcomes/Functioning (Q16-Q20a)	5	5	100	NS	98
Medication (Y/N) (Q21)	5	5	100	+	83
Medication Scale (Q21a-Q21e) <sup>4</sup>	5	5	100	+	87

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Astor Home for Children*

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	9	8	89	-	93
Cultural (Q4-Q6)	9	9	100	+	98
Access(Q7-Q10)	9	9	100	+	98
Participation (Q11-Q14)	9	9	100	+	95
Global(Q15)	9	9	100	+	94
Outcomes/Functioning (Q16-Q20a)	9	8	89	NS	91
Medication (Y/N) (Q21)	9	9	100	+	90
Medication Scale (Q21a-Q21e) <sup>4</sup>	9	9	100	+	81

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

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NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## August Aichhorn Ctr./Adoles. Resid. Care, Inc

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	3	24	12.50
Residential Treatment Facility - Children & Youth	3	24	12.50

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	97
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	98
Global(Q14-Q17)	< 5	N/A	N/A	N/A	97
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	84
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	86
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

#### PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	100
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	98
Access(Q7-Q9)	< 5	N/A	N/A	N/A	94
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	95
Global(Q14-Q17)	< 5	N/A	N/A	N/A	95
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	85
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	91

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *August Aichhorn Ctr./Adoles. Resid. Care, Inc*

**PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	93
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	93

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

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*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## August Aichhorn Ctr./Adoles. Resid. Care, Inc

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	31	31	100.00
Residential Treatment Facility - Children & Youth	31	31	100.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	31	28	90	-	93
Cultural (Q4-Q6)	31	27	87	-	94
Access(Q7-Q10)	31	29	94	NS	95
Participation (Q11-Q14)	31	27	87	-	91
Global(Q15)	30	26	87	NS	87
Outcomes/Functioning (Q16-Q20a)	31	29	94	NS	92
Medication (Y/N) (Q21)	31	30	97	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	28	22	79	-	81

#### PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	31	28	90	NS	93
Cultural (Q4-Q6)	31	27	87	NS	89
Access(Q7-Q10)	31	29	94	NS	91
Participation (Q11-Q14)	31	27	87	NS	88
Global(Q15)	30	26	87	+	77
Outcomes/Functioning (Q16-Q20a)	31	29	94	-	97
Medication (Y/N) (Q21)	31	30	97	NS	96
Medication Scale (Q21a-Q21e) <sup>4</sup>	28	22	79	NS	81

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

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<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Baker Hall, Inc. dba Baker Victory Services

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	17	45	37.78
Residential Treatment Facility - Children & Youth	17	45	37.78

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	16	16	100	+	97
Cultural (Q4-Q6)	16	16	100	+	100
Access(Q7-Q9)	16	14	88	-	97
Participation (Q10-Q13)	16	16	100	+	98
Global(Q14-Q17)	16	16	100	+	97
Outcomes/Functioning (Q18-Q22)	17	13	76	-	84
Social Connectedness (Q23-Q27)	16	15	94	+	86
Medication (Y/N) (Q28)	17	14	82	-	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	13	13	100	+	96

#### PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	16	16	100	+	100
Cultural (Q4-Q6)	16	16	100	NS	98
Access(Q7-Q9)	16	14	88	-	94
Participation (Q10-Q13)	16	16	100	NS	95
Global(Q14-Q17)	16	16	100	NS	95
Outcomes/Functioning (Q18-Q22)	17	13	76	NS	85
Social Connectedness (Q23-Q27)	16	15	94	NS	91

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009***

## ***Baker Hall, Inc. dba Baker Victory Services***

**PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	17	14	82	-	93
Medication Scale (Q28a-Q28e) <sup>4</sup>	13	13	100	+	93

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

***NYSOMH Youth Assessment of Care Survey Results 2009  
Baker Hall, Inc. dba Baker Victory Services***

**Youth Response Rate**

<b>Program Type</b>	<b>Surveys Completed</b>	<b>Surveys Distributed</b>	<b>Response Rate</b>
Statewide	827	1199	68.97

1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

3 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

4 Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Behavioral Health Services North, Inc.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	6	12	50.00
HCBS Waiver Individualized Care Coordination	6	12	50.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	+	97
Cultural (Q4-Q6)	6	6	100	+	100
Access(Q7-Q9)	6	5	83	-	97
Participation (Q10-Q13)	6	6	100	+	98
Global(Q14-Q17)	6	6	100	+	97
Outcomes/Functioning (Q18-Q22)	6	5	83	NS	84
Social Connectedness (Q23-Q27)	6	5	83	-	86
Medication (Y/N) (Q28)	6	6	100	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	6	6	100	+	96

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	+	98
Cultural (Q4-Q6)	6	6	100	+	100
Access(Q7-Q9)	6	5	83	-	98
Participation (Q10-Q13)	6	6	100	+	99
Global(Q14-Q17)	6	6	100	+	99
Outcomes/Functioning (Q18-Q22)	6	5	83	NS	83
Social Connectedness (Q23-Q27)	6	5	83	-	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009 Behavioral Health Services North, Inc.***

## **PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

<b>Domain</b>	<b>Agency N<sup>1</sup></b>	<b>Agency N Positive<sup>2</sup></b>	<b>Agency % Positive</b>	<b>95% Confidence Interval<sup>3</sup></b>	<b>Statewide % Positive</b>
Medication (Y/N) (Q28)	6	6	100	+	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	6	6	100	+	95

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Behavioral Health Services North, Inc.*

### **Youth Response Rate**

<b>Program Type</b>	<b>Surveys Completed</b>	<b>Surveys Distributed</b>	<b>Response Rate</b>
Statewide	827	1199	68.97

1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

3 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

4 Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Brooklyn Children's Psychiatric Center

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	26	52	50.00
Day Treatment	11	16	68.75
State Psychiatric Center Inpatient	15	36	41.67

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	26	25	96	-	97
Cultural (Q4-Q6)	26	25	96	-	100
Access(Q7-Q9)	26	25	96	NS	97
Participation (Q10-Q13)	26	25	96	-	98
Global(Q14-Q17)	26	23	88	-	97
Outcomes/Functioning (Q18-Q22)	26	21	81	-	84
Social Connectedness (Q23-Q27)	26	23	88	+	86
Medication (Y/N) (Q28)	26	26	100	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	25	23	92	-	96

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	11	11	100	NS	98
Cultural (Q4-Q6)	11	11	100	NS	99
Access(Q7-Q9)	11	11	100	+	97
Participation (Q10-Q13)	11	11	100	+	98
Global(Q14-Q17)	11	10	91	-	98
Outcomes/Functioning (Q18-Q22)	11	9	82	NS	86
Social Connectedness (Q23-Q27)	11	9	82	-	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009 Brooklyn Children's Psychiatric Center***

## **PROGRAM\_TYPE\_NAME=Day Treatment**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	11	11	100	+	87
Medication Scale (Q28a-Q28e) <sup>4</sup>	10	9	90	-	96

## **PROGRAM\_TYPE\_NAME=State Psychiatric Center Inpatient**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	15	14	93	NS	89
Cultural (Q4-Q6)	15	14	93	NS	95
Access(Q7-Q9)	15	14	93	NS	89
Participation (Q10-Q13)	15	14	93	NS	92
Global(Q14-Q17)	15	13	87	NS	84
Outcomes/Functioning (Q18-Q22)	15	12	80	NS	71
Social Connectedness (Q23-Q27)	15	14	93	+	78
Medication (Y/N) (Q28)	15	15	100	+	100
Medication Scale (Q28a-Q28e) <sup>4</sup>	15	14	93	NS	92

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Brooklyn Children's Psychiatric Center*

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	41	52	78.85
Day Treatment	16	16	100.00
State Psychiatric Center Inpatient	25	36	69.44

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	41	38	93	NS	93
Cultural (Q4-Q6)	41	37	90	-	94
Access(Q7-Q10)	41	37	90	-	95
Participation (Q11-Q14)	41	37	90	NS	91
Global(Q15)	39	31	79	-	87
Outcomes/Functioning (Q16-Q20a)	41	37	90	NS	92
Medication (Y/N) (Q21)	41	40	98	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	40	32	80	NS	81

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	16	14	88	-	92
Cultural (Q4-Q6)	16	14	88	-	92
Access(Q7-Q10)	16	14	88	-	92
Participation (Q11-Q14)	16	14	88	NS	85
Global(Q15)	16	12	75	-	83
Outcomes/Functioning (Q16-Q20a)	16	14	88	NS	87
Medication (Y/N) (Q21)	16	15	94	+	86
Medication Scale (Q21a-Q21e) <sup>4</sup>	15	11	73	-	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Youth Assessment of Care Survey Results 2009***

## ***Brooklyn Children's Psychiatric Center***

PROGRAM\_TYPE\_NAME=State Psychiatric Center Inpatient

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	25	24	96	+	86
Cultural (Q4-Q6)	25	23	92	NS	85
Access(Q7-Q10)	25	23	92	NS	86
Participation (Q11-Q14)	25	23	92	NS	86
Global(Q15)	23	19	83	+	68
Outcomes/Functioning (Q16-Q20a)	25	23	92	NS	92
Medication (Y/N) (Q21)	25	25	100	NS	97
Medication Scale (Q21a-Q21e) <sup>4</sup>	25	21	84	NS	82

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Family Assessment of Care Survey Results 2009

## Cath Char/RC Diocese/Syracuse (Broome Co)

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	15	25	60.00
Children & Youth Community Residence	4	4	100.00
HCBS Waiver Individualized Care Coordination	11	21	52.38

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	15	15	100	+	97
Cultural (Q4-Q6)	15	15	100	+	100
Access(Q7-Q9)	15	15	100	+	97
Participation (Q10-Q13)	15	15	100	+	98
Global(Q14-Q17)	15	15	100	+	97
Outcomes/Functioning (Q18-Q22)	14	13	93	+	84
Social Connectedness (Q23-Q27)	15	14	93	+	86
Medication (Y/N) (Q28)	15	12	80	-	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	11	11	100	+	96

#### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	88
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q9)	< 5	N/A	N/A	N/A	88
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	88
Global(Q14-Q17)	< 5	N/A	N/A	N/A	88
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	67
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	83

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009 Cath Char/RC Diocese/Syracuse (Broome Co)***

## **PROGRAM\_TYPE\_NAME=Children & Youth Community Residence**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	96
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	90

## **PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	11	11	100	+	98
Cultural (Q4-Q6)	11	11	100	+	100
Access(Q7-Q9)	11	11	100	+	98
Participation (Q10-Q13)	11	11	100	+	99
Global(Q14-Q17)	11	11	100	+	99
Outcomes/Functioning (Q18-Q22)	10	9	90	+	83
Social Connectedness (Q23-Q27)	11	10	91	+	88
Medication (Y/N) (Q28)	11	8	73	-	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	8	8	100	+	95

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Youth Assessment of Care Survey Results 2009

## Cath Char/RC Diocese/Syracuse (Broome Co)

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	13	21	61.90
Children & Youth Community Residence	7	7	100.00
HCBS Waiver Individualized Care Coordination	6	14	42.86

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	13	13	100	+	93
Cultural (Q4-Q6)	13	13	100	+	94
Access(Q7-Q10)	13	13	100	+	95
Participation (Q11-Q14)	13	13	100	+	91
Global(Q15)	13	13	100	+	87
Outcomes/Functioning (Q16-Q20a)	13	13	100	+	92
Medication (Y/N) (Q21)	13	11	85	-	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	11	10	91	+	81

#### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	7	100	NS	95
Cultural (Q4-Q6)	7	7	100	NS	98
Access(Q7-Q10)	7	7	100	+	100
Participation (Q11-Q14)	7	7	100	NS	97
Global(Q15)	7	7	100	NS	97
Outcomes/Functioning (Q16-Q20a)	7	7	100	NS	97
Medication (Y/N) (Q21)	7	6	86	-	95
Medication Scale (Q21a-Q21e) <sup>4</sup>	6	5	83	NS	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

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- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Youth Assessment of Care Survey Results 2009 Cath Char/RC Diocese/Syracuse (Broome Co)***

## **PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	+	93
Cultural (Q4-Q6)	6	6	100	+	98
Access(Q7-Q10)	6	6	100	+	98
Participation (Q11-Q14)	6	6	100	+	95
Global(Q15)	6	6	100	+	94
Outcomes/Functioning (Q16-Q20a)	6	6	100	+	91
Medication (Y/N) (Q21)	6	5	83	-	90
Medication Scale (Q21a-Q21e) <sup>4</sup>	5	5	100	+	81

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Family Assessment of Care Survey Results 2009 Cattaraugus County Community Services Dept.

## Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	35	87	40.23
Clinic Treatment	35	87	40.23

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	35	35	100	+	97
Cultural (Q4-Q6)	35	35	100	+	100
Access(Q7-Q9)	35	33	94	-	97
Participation (Q10-Q13)	35	35	100	+	98
Global(Q14-Q17)	35	35	100	+	97
Outcomes/Functioning (Q18-Q22)	35	32	91	+	84
Social Connectedness (Q23-Q27)	35	31	89	+	86
Medication (Y/N) (Q28)	35	19	54	-	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	17	17	100	+	96

### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	35	35	100	+	96
Cultural (Q4-Q6)	35	35	100	+	100
Access(Q7-Q9)	35	33	94	NS	96
Participation (Q10-Q13)	35	35	100	+	98
Global(Q14-Q17)	35	35	100	+	97
Outcomes/Functioning (Q18-Q22)	35	32	91	NS	89
Social Connectedness (Q23-Q27)	35	31	89	+	82

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Cattaraugus County Community Services Dept.*

**PROGRAM\_TYPE\_NAME=Clinic Treatment**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	35	19	54	-	61
Medication Scale (Q28a-Q28e) <sup>4</sup>	17	17	100	+	97

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## Cattaraugus County Community Services Dept.

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	4	20	20.00
Clinic Treatment	4	20	20.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	93
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	94
Access(Q7-Q10)	< 5	N/A	N/A	N/A	95
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	91
Global(Q15)	< 5	N/A	N/A	N/A	87
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	92
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	81

#### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q10)	< 5	N/A	N/A	N/A	97
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	94
Global(Q15)	< 5	N/A	N/A	N/A	93
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	93
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	70
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	83

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009 Cattaraugus Rehabilitation Center, Inc.

## Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	2	15	13.33
HCBS Waiver Individualized Care Coordination	2	15	13.33

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	97
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	98
Global(Q14-Q17)	< 5	N/A	N/A	N/A	97
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	84
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	86
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	98
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	98
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	99
Global(Q14-Q17)	< 5	N/A	N/A	N/A	99
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	83
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009 Cattaraugus Rehabilitation Center, Inc.***

## **PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

<b>Domain</b>	<b>Agency N<sup>1</sup></b>	<b>Agency N Positive<sup>2</sup></b>	<b>Agency % Positive</b>	<b>95% Confidence Interval<sup>3</sup></b>	<b>Statewide % Positive</b>
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	95

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## Cattaraugus Rehabilitation Center, Inc.

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	1	6	16.67
HCBS Waiver Individualized Care Coordination	1	6	16.67

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	93
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	94
Access(Q7-Q10)	< 5	N/A	N/A	N/A	95
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	91
Global(Q15)	< 5	N/A	N/A	N/A	87
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	92
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	81

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	93
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	98
Access(Q7-Q10)	< 5	N/A	N/A	N/A	98
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	95
Global(Q15)	< 5	N/A	N/A	N/A	94
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	91
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	90
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	81

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Cayuga Counseling Services, Inc.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	4	16	25.00
Family Based Treatment	4	16	25.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	97
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	98
Global(Q14-Q17)	< 5	N/A	N/A	N/A	97
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	84
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	86
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

#### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	99
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	96
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	97
Global(Q14-Q17)	< 5	N/A	N/A	N/A	99
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	81
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Cayuga Counseling Services, Inc.*

**PROGRAM\_TYPE\_NAME=Family Based Treatment**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	90
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	98

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## Cayuga Counseling Services, Inc.

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	6	15	40.00
Family Based Treatment	6	15	40.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	+	93
Cultural (Q4-Q6)	6	6	100	+	94
Access(Q7-Q10)	6	6	100	+	95
Participation (Q11-Q14)	6	6	100	+	91
Global(Q15)	6	6	100	+	87
Outcomes/Functioning (Q16-Q20a)	6	6	100	+	92
Medication (Y/N) (Q21)	6	5	83	-	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	5	4	80	NS	81

#### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	NS	96
Cultural (Q4-Q6)	6	6	100	NS	99
Access(Q7-Q10)	6	6	100	NS	99
Participation (Q11-Q14)	6	6	100	NS	98
Global(Q15)	6	6	100	+	92
Outcomes/Functioning (Q16-Q20a)	6	6	100	NS	98
Medication (Y/N) (Q21)	6	5	83	NS	83
Medication Scale (Q21a-Q21e) <sup>4</sup>	5	4	80	NS	87

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Child and Family Services of Erie County

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	40	46	86.96
Family Based Treatment	2	6	33.33
HCBS Waiver Individualized Care Coordination	38	40	95.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	39	36	92	-	97
Cultural (Q4-Q6)	40	40	100	+	100
Access(Q7-Q9)	40	39	98	NS	97
Participation (Q10-Q13)	40	39	98	NS	98
Global(Q14-Q17)	39	37	95	-	97
Outcomes/Functioning (Q18-Q22)	39	33	85	NS	84
Social Connectedness (Q23-Q27)	39	33	85	NS	86
Medication (Y/N) (Q28)	40	37	93	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	37	36	97	+	96

#### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	99
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	96
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	97
Global(Q14-Q17)	< 5	N/A	N/A	N/A	99
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	81
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

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NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009***

## ***Child and Family Services of Erie County***

### **PROGRAM\_TYPE\_NAME=Family Based Treatment**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	90
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	98

### **PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	37	34	92	-	98
Cultural (Q4-Q6)	38	38	100	+	100
Access(Q7-Q9)	38	37	97	NS	98
Participation (Q10-Q13)	38	37	97	-	99
Global(Q14-Q17)	37	35	95	-	99
Outcomes/Functioning (Q18-Q22)	37	31	84	NS	83
Social Connectedness (Q23-Q27)	37	32	86	NS	88
Medication (Y/N) (Q28)	38	35	92	NS	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	35	34	97	NS	95

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Youth Assessment of Care Survey Results 2009

## Child and Family Services of Erie County

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	38	49	77.55
Family Based Treatment	3	4	75.00
HCBS Waiver Individualized Care Coordination	35	45	77.78

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	38	35	92	NS	93
Cultural (Q4-Q6)	38	37	97	+	94
Access(Q7-Q10)	38	37	97	+	95
Participation (Q11-Q14)	37	34	92	NS	91
Global(Q15)	37	35	95	+	87
Outcomes/Functioning (Q16-Q20a)	38	35	92	NS	92
Medication (Y/N) (Q21)	38	35	92	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	34	26	76	-	81

#### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	96
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	99
Access(Q7-Q10)	< 5	N/A	N/A	N/A	99
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	98
Global(Q15)	< 5	N/A	N/A	N/A	92
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	98
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	83
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	87

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Youth Assessment of Care Survey Results 2009***

## ***Child and Family Services of Erie County***

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	35	32	91	NS	93
Cultural (Q4-Q6)	35	34	97	NS	98
Access(Q7-Q10)	35	34	97	NS	98
Participation (Q11-Q14)	34	31	91	-	95
Global(Q15)	34	32	94	NS	94
Outcomes/Functioning (Q16-Q20a)	35	32	91	NS	91
Medication (Y/N) (Q21)	35	32	91	NS	90
Medication Scale (Q21a-Q21e) <sup>4</sup>	31	24	77	NS	81

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Family Assessment of Care Survey Results 2009

## Children's Home RTF, Inc.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	2	16	12.50
Residential Treatment Facility - Children & Youth	2	16	12.50

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	97
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	98
Global(Q14-Q17)	< 5	N/A	N/A	N/A	97
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	84
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	86
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

#### PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	100
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	98
Access(Q7-Q9)	< 5	N/A	N/A	N/A	94
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	95
Global(Q14-Q17)	< 5	N/A	N/A	N/A	95
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	85
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	91

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Children's Home RTF, Inc.*

**PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	93
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	93

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## Children's Home RTF, Inc.

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	10	13	76.92
Residential Treatment Facility - Children & Youth	10	13	76.92

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	10	9	90	-	93
Cultural (Q4-Q6)	10	9	90	-	94
Access(Q7-Q10)	10	8	80	-	95
Participation (Q11-Q14)	10	8	80	-	91
Global(Q15)	10	8	80	-	87
Outcomes/Functioning (Q16-Q20a)	10	10	100	+	92
Medication (Y/N) (Q21)	10	10	100	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	10	8	80	NS	81

#### PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	10	9	90	NS	93
Cultural (Q4-Q6)	10	9	90	NS	89
Access(Q7-Q10)	10	8	80	-	91
Participation (Q11-Q14)	10	8	80	-	88
Global(Q15)	10	8	80	NS	77
Outcomes/Functioning (Q16-Q20a)	10	10	100	NS	97
Medication (Y/N) (Q21)	10	10	100	+	96
Medication Scale (Q21a-Q21e) <sup>4</sup>	10	8	80	NS	81

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Citizen Advocates Inc. dba North Star Industry

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	5	83	-	97
Cultural (Q4-Q6)	6	6	100	+	100
Access(Q7-Q9)	6	5	83	-	97
Participation (Q10-Q13)	6	6	100	+	98
Global(Q14-Q17)	6	6	100	+	97
Outcomes/Functioning (Q18-Q22)	6	4	67	-	84
Social Connectedness (Q23-Q27)	6	5	83	-	86
Medication (Y/N) (Q28)	6	5	83	NS	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	5	5	100	+	96

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	5	83	-	98
Cultural (Q4-Q6)	6	6	100	+	100
Access(Q7-Q9)	6	5	83	-	98
Participation (Q10-Q13)	6	6	100	+	99
Global(Q14-Q17)	6	6	100	+	99
Outcomes/Functioning (Q18-Q22)	6	4	67	-	83
Social Connectedness (Q23-Q27)	6	5	83	-	88
Medication (Y/N) (Q28)	6	5	83	-	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	5	5	100	+	95

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

***NYSOMH Youth Assessment of Care Survey Results 2009***  
***Citizen Advocates Inc. dba North Star Industry***

**Youth Response Rate**

<b>Program Type</b>	<b>Surveys Completed</b>	<b>Surveys Distributed</b>	<b>Response Rate</b>
Statewide	827	1199	68.97

1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

3 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

4 Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Coalition for Hispanic Family Services

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	7	11	63.64
Family Based Treatment	7	11	63.64

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	7	100	+	97
Cultural (Q4-Q6)	7	7	100	+	100
Access(Q7-Q9)	7	7	100	+	97
Participation (Q10-Q13)	7	7	100	+	98
Global(Q14-Q17)	7	7	100	+	97
Outcomes/Functioning (Q18-Q22)	7	7	100	+	84
Social Connectedness (Q23-Q27)	7	7	100	+	86
Medication (Y/N) (Q28)	7	7	100	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	7	7	100	+	96

#### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	7	100	NS	99
Cultural (Q4-Q6)	7	7	100	+	100
Access(Q7-Q9)	7	7	100	NS	96
Participation (Q10-Q13)	7	7	100	NS	97
Global(Q14-Q17)	7	7	100	NS	99
Outcomes/Functioning (Q18-Q22)	7	7	100	+	81
Social Connectedness (Q23-Q27)	7	7	100	+	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Coalition for Hispanic Family Services*

### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	7	7	100	+	90
Medication Scale (Q28a-Q28e) <sup>4</sup>	7	7	100	NS	98

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Coalition for Hispanic Family Services*

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	8	19	42.11
Family Based Treatment	8	19	42.11

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	8	8	100	+	93
Cultural (Q4-Q6)	8	8	100	+	94
Access(Q7-Q10)	8	7	88	-	95
Participation (Q11-Q14)	8	8	100	+	91
Global(Q15)	8	7	88	NS	87
Outcomes/Functioning (Q16-Q20a)	8	8	100	+	92
Medication (Y/N) (Q21)	8	8	100	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	8	6	75	-	81

#### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	8	8	100	NS	96
Cultural (Q4-Q6)	8	8	100	NS	99
Access(Q7-Q10)	8	7	88	-	99
Participation (Q11-Q14)	8	8	100	NS	98
Global(Q15)	8	7	88	NS	92
Outcomes/Functioning (Q16-Q20a)	8	8	100	NS	98
Medication (Y/N) (Q21)	8	8	100	+	83
Medication Scale (Q21a-Q21e) <sup>4</sup>	8	6	75	-	87

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Elmira Psychiatric Center

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	4	14	28.57
Day Treatment	4	14	28.57

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	97
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	98
Global(Q14-Q17)	< 5	N/A	N/A	N/A	97
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	84
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	86
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	98
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	99
Access(Q7-Q9)	< 5	N/A	N/A	N/A	97
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	98
Global(Q14-Q17)	< 5	N/A	N/A	N/A	98
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	86
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Elmira Psychiatric Center*

PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	87
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## Elmira Psychiatric Center

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	14	14	100.00
Day Treatment	14	14	100.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	14	14	100	+	93
Cultural (Q4-Q6)	14	13	93	NS	94
Access(Q7-Q10)	14	14	100	+	95
Participation (Q11-Q14)	14	11	79	-	91
Global(Q15)	14	11	79	-	87
Outcomes/Functioning (Q16-Q20a)	14	12	86	-	92
Medication (Y/N) (Q21)	14	12	86	-	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	12	12	100	+	81

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	14	14	100	+	92
Cultural (Q4-Q6)	14	13	93	NS	92
Access(Q7-Q10)	14	14	100	+	92
Participation (Q11-Q14)	14	11	79	-	85
Global(Q15)	14	11	79	NS	83
Outcomes/Functioning (Q16-Q20a)	14	12	86	NS	87
Medication (Y/N) (Q21)	14	12	86	NS	86
Medication Scale (Q21a-Q21e) <sup>4</sup>	12	12	100	+	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Families First of Essex County

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	8	12	66.67
HCBS Waiver Individualized Care Coordination	8	12	66.67

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	8	8	100	+	97
Cultural (Q4-Q6)	8	8	100	+	100
Access(Q7-Q9)	8	8	100	+	97
Participation (Q10-Q13)	8	8	100	+	98
Global(Q14-Q17)	8	8	100	+	97
Outcomes/Functioning (Q18-Q22)	8	6	75	-	84
Social Connectedness (Q23-Q27)	8	8	100	+	86
Medication (Y/N) (Q28)	8	8	100	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	8	8	100	+	96

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	8	8	100	+	98
Cultural (Q4-Q6)	8	8	100	+	100
Access(Q7-Q9)	8	8	100	+	98
Participation (Q10-Q13)	8	8	100	+	99
Global(Q14-Q17)	8	8	100	+	99
Outcomes/Functioning (Q18-Q22)	8	6	75	-	83
Social Connectedness (Q23-Q27)	8	8	100	+	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Families First of Essex County*

**PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	8	8	100	+	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	8	8	100	+	95

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Families First of Essex County*

### **Youth Response Rate**

<b>Program Type</b>	<b>Surveys Completed</b>	<b>Surveys Distributed</b>	<b>Response Rate</b>
Statewide	827	1199	68.97

1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

3 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

4 Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Family and Children's Association

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	31	72	43.06
HCBS Waiver Individualized Care Coordination	31	72	43.06

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	31	31	100	+	97
Cultural (Q4-Q6)	31	31	100	+	100
Access(Q7-Q9)	31	31	100	+	97
Participation (Q10-Q13)	31	30	97	-	98
Global(Q14-Q17)	31	31	100	+	97
Outcomes/Functioning (Q18-Q22)	31	27	87	+	84
Social Connectedness (Q23-Q27)	31	29	94	+	86
Medication (Y/N) (Q28)	31	31	100	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	30	28	93	-	96

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	31	31	100	+	98
Cultural (Q4-Q6)	31	31	100	+	100
Access(Q7-Q9)	31	31	100	+	98
Participation (Q10-Q13)	31	30	97	-	99
Global(Q14-Q17)	31	31	100	+	99
Outcomes/Functioning (Q18-Q22)	31	27	87	+	83
Social Connectedness (Q23-Q27)	31	29	94	+	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Family and Children's Association*

**PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	31	31	100	+	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	30	28	93	-	95

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Family and Children's Association*

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	24	50	48.00
HCBS Waiver Individualized Care Coordination	24	50	48.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	24	23	96	+	93
Cultural (Q4-Q6)	24	24	100	+	94
Access(Q7-Q10)	24	24	100	+	95
Participation (Q11-Q14)	24	23	96	+	91
Global(Q15)	24	23	96	+	87
Outcomes/Functioning (Q16-Q20a)	24	23	96	+	92
Medication (Y/N) (Q21)	24	21	88	NS	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	21	18	86	+	81

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	24	23	96	NS	93
Cultural (Q4-Q6)	24	24	100	+	98
Access(Q7-Q10)	24	24	100	+	98
Participation (Q11-Q14)	24	23	96	NS	95
Global(Q15)	24	23	96	NS	94
Outcomes/Functioning (Q16-Q20a)	24	23	96	+	91
Medication (Y/N) (Q21)	24	21	88	NS	90
Medication Scale (Q21a-Q21e) <sup>4</sup>	21	18	86	NS	81

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009 Greater Binghamton Health Center

## Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	8	14	57.14
Day Treatment	8	14	57.14

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	8	8	100	+	97
Cultural (Q4-Q6)	8	8	100	+	100
Access(Q7-Q9)	8	8	100	+	97
Participation (Q10-Q13)	8	8	100	+	98
Global(Q14-Q17)	8	8	100	+	97
Outcomes/Functioning (Q18-Q22)	8	6	75	-	84
Social Connectedness (Q23-Q27)	8	7	88	NS	86
Medication (Y/N) (Q28)	8	8	100	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	7	7	100	+	96

### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	8	8	100	NS	98
Cultural (Q4-Q6)	8	8	100	NS	99
Access(Q7-Q9)	8	8	100	+	97
Participation (Q10-Q13)	8	8	100	+	98
Global(Q14-Q17)	8	8	100	NS	98
Outcomes/Functioning (Q18-Q22)	8	6	75	-	86
Social Connectedness (Q23-Q27)	8	7	88	NS	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Greater Binghamton Health Center*

### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	8	8	100	+	87
Medication Scale (Q28a-Q28e) <sup>4</sup>	7	7	100	+	96

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## Greater Binghamton Health Center

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	12	13	92.31
Day Treatment	12	13	92.31

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	12	10	83	-	93
Cultural (Q4-Q6)	12	7	58	-	94
Access(Q7-Q10)	12	8	67	-	95
Participation (Q11-Q14)	12	9	75	-	91
Global(Q15)	12	7	58	-	87
Outcomes/Functioning (Q16-Q20a)	12	9	75	-	92
Medication (Y/N) (Q21)	12	12	100	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	12	10	83	NS	81

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	12	10	83	-	92
Cultural (Q4-Q6)	12	7	58	-	92
Access(Q7-Q10)	12	8	67	-	92
Participation (Q11-Q14)	12	9	75	-	85
Global(Q15)	12	7	58	-	83
Outcomes/Functioning (Q16-Q20a)	12	9	75	-	87
Medication (Y/N) (Q21)	12	12	100	+	86
Medication Scale (Q21a-Q21e) <sup>4</sup>	12	10	83	NS	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009 Green Chimneys Children's Svcs. Inc.

## Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	15	15	100	+	97
Cultural (Q4-Q6)	15	15	100	+	100
Access(Q7-Q9)	15	15	100	+	97
Participation (Q10-Q13)	15	14	93	-	98
Global(Q14-Q17)	15	14	93	-	97
Outcomes/Functioning (Q18-Q22)	15	14	93	+	84
Social Connectedness (Q23-Q27)	15	14	93	+	86
Medication (Y/N) (Q28)	15	14	93	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	13	13	100	+	96

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	9	9	100	+	98
Cultural (Q4-Q6)	9	9	100	+	100
Access(Q7-Q9)	9	9	100	+	98
Participation (Q10-Q13)	9	9	100	+	99
Global(Q14-Q17)	9	9	100	+	99
Outcomes/Functioning (Q18-Q22)	9	9	100	+	83
Social Connectedness (Q23-Q27)	9	9	100	+	88
Medication (Y/N) (Q28)	9	8	89	NS	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	7	7	100	+	95

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009 Green Chimneys Children's Svcs. Inc.***

## **PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	+	100
Cultural (Q4-Q6)	6	6	100	NS	98
Access(Q7-Q9)	6	6	100	+	94
Participation (Q10-Q13)	6	5	83	-	95
Global(Q14-Q17)	6	5	83	-	95
Outcomes/Functioning (Q18-Q22)	6	5	83	NS	85
Social Connectedness (Q23-Q27)	6	5	83	-	91
Medication (Y/N) (Q28)	6	6	100	+	93
Medication Scale (Q28a-Q28e) <sup>4</sup>	6	6	100	+	93

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## Green Chimneys Children's Svcs. Inc.

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	+	93
Cultural (Q4-Q6)	6	6	100	+	94
Access(Q7-Q10)	6	6	100	+	95
Participation (Q11-Q14)	6	6	100	+	91
Global(Q15)	6	6	100	+	87
Outcomes/Functioning (Q16-Q20a)	6	4	67	-	92
Medication (Y/N) (Q21)	6	4	67	-	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	81

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	+	93
Cultural (Q4-Q6)	6	6	100	+	98
Access(Q7-Q10)	6	6	100	+	98
Participation (Q11-Q14)	6	6	100	+	95
Global(Q15)	6	6	100	+	94
Outcomes/Functioning (Q16-Q20a)	6	4	67	-	91
Medication (Y/N) (Q21)	6	4	67	-	90
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	81

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009 Hillside Children's Center

## Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	90	207	43.48
Family Based Treatment	13	17	76.47
HCBS Waiver Individualized Care Coordination	60	138	43.48
Residential Treatment Facility - Children & Youth	17	52	32.69

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	89	88	99	+	97
Cultural (Q4-Q6)	89	88	99	-	100
Access(Q7-Q9)	89	85	96	-	97
Participation (Q10-Q13)	89	88	99	+	98
Global(Q14-Q17)	89	85	96	-	97
Outcomes/Functioning (Q18-Q22)	89	73	82	NS	84
Social Connectedness (Q23-Q27)	88	74	84	-	86
Medication (Y/N) (Q28)	90	80	89	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	76	74	97	+	96

### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	13	12	92	-	99
Cultural (Q4-Q6)	13	13	100	+	100
Access(Q7-Q9)	13	12	92	NS	96
Participation (Q10-Q13)	13	13	100	NS	97
Global(Q14-Q17)	13	12	92	-	99
Outcomes/Functioning (Q18-Q22)	13	9	69	-	81

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Hillside Children's Center

### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Social Connectedness (Q23-Q27)	13	9	69	-	89
Medication (Y/N) (Q28)	13	12	92	NS	90
Medication Scale (Q28a-Q28e) <sup>4</sup>	12	12	100	NS	98

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	60	60	100	+	98
Cultural (Q4-Q6)	60	60	100	+	100
Access(Q7-Q9)	60	58	97	-	98
Participation (Q10-Q13)	60	60	100	+	99
Global(Q14-Q17)	60	58	97	-	99
Outcomes/Functioning (Q18-Q22)	60	48	80	NS	83
Social Connectedness (Q23-Q27)	59	49	83	-	88
Medication (Y/N) (Q28)	60	52	87	-	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	49	47	96	NS	95

### PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	16	16	100	+	100
Cultural (Q4-Q6)	16	15	94	-	98
Access(Q7-Q9)	16	15	94	NS	94
Participation (Q10-Q13)	16	15	94	NS	95
Global(Q14-Q17)	16	15	94	NS	95
Outcomes/Functioning (Q18-Q22)	16	16	100	+	85
Social Connectedness (Q23-Q27)	16	16	100	+	91
Medication (Y/N) (Q28)	17	16	94	NS	93
Medication Scale (Q28a-Q28e) <sup>4</sup>	15	15	100	+	93

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

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NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Youth Assessment of Care Survey Results 2009 Hillside Children's Center

## Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	47	75	62.67
Family Based Treatment	8	10	80.00
HCBS Waiver Individualized Care Coordination	8	26	30.77
Residential Treatment Facility - Children & Youth	31	39	79.49

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	47	46	98	+	93
Cultural (Q4-Q6)	46	43	93	NS	94
Access(Q7-Q10)	47	45	96	NS	95
Participation (Q11-Q14)	47	44	94	+	91
Global(Q15)	47	36	77	-	87
Outcomes/Functioning (Q16-Q20a)	47	46	98	+	92
Medication (Y/N) (Q21)	47	42	89	NS	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	42	36	86	+	81

### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	8	8	100	NS	96
Cultural (Q4-Q6)	8	8	100	NS	99
Access(Q7-Q10)	8	8	100	NS	99
Participation (Q11-Q14)	8	7	88	-	98
Global(Q15)	8	6	75	-	92
Outcomes/Functioning (Q16-Q20a)	8	8	100	NS	98

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Youth Assessment of Care Survey Results 2009

## Hillside Children's Center

### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q21)	8	5	63	-	83
Medication Scale (Q21a-Q21e) <sup>4</sup>	5	4	80	NS	87

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	8	8	100	+	93
Cultural (Q4-Q6)	8	7	88	-	98
Access(Q7-Q10)	8	8	100	+	98
Participation (Q11-Q14)	8	7	88	-	95
Global(Q15)	8	8	100	+	94
Outcomes/Functioning (Q16-Q20a)	8	7	88	NS	91
Medication (Y/N) (Q21)	8	7	88	NS	90
Medication Scale (Q21a-Q21e) <sup>4</sup>	7	5	71	-	81

### PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	31	30	97	NS	93
Cultural (Q4-Q6)	30	28	93	NS	89
Access(Q7-Q10)	31	29	94	NS	91
Participation (Q11-Q14)	31	30	97	+	88
Global(Q15)	31	22	71	NS	77
Outcomes/Functioning (Q16-Q20a)	31	31	100	NS	97
Medication (Y/N) (Q21)	31	30	97	NS	96
Medication Scale (Q21a-Q21e) <sup>4</sup>	30	27	90	+	81

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

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- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Jewish Board of Family & Children's Services

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	20	33	60.61
Children & Youth Community Residence	1	4	25.00
HCBS Waiver Individualized Care Coordination	13	16	81.25
Residential Treatment Facility - Children & Youth	6	13	46.15

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	20	19	95	-	97
Cultural (Q4-Q6)	20	20	100	+	100
Access(Q7-Q9)	20	18	90	-	97
Participation (Q10-Q13)	20	20	100	+	98
Global(Q14-Q17)	20	19	95	-	97
Outcomes/Functioning (Q18-Q22)	20	15	75	-	84
Social Connectedness (Q23-Q27)	20	16	80	-	86
Medication (Y/N) (Q28)	20	17	85	NS	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	17	15	88	-	96

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	88
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q9)	< 5	N/A	N/A	N/A	88
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	88
Global(Q14-Q17)	< 5	N/A	N/A	N/A	88
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	67

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Jewish Board of Family & Children's Services

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	83
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	96
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	90

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	13	12	92	-	98
Cultural (Q4-Q6)	13	13	100	+	100
Access(Q7-Q9)	13	12	92	-	98
Participation (Q10-Q13)	13	13	100	+	99
Global(Q14-Q17)	13	13	100	+	99
Outcomes/Functioning (Q18-Q22)	13	9	69	-	83
Social Connectedness (Q23-Q27)	13	10	77	-	88
Medication (Y/N) (Q28)	13	10	77	-	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	10	9	90	-	95

### PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	+	100
Cultural (Q4-Q6)	6	6	100	NS	98
Access(Q7-Q9)	6	5	83	-	94
Participation (Q10-Q13)	6	6	100	NS	95
Global(Q14-Q17)	6	5	83	-	95
Outcomes/Functioning (Q18-Q22)	6	5	83	NS	85
Social Connectedness (Q23-Q27)	6	5	83	-	91
Medication (Y/N) (Q28)	6	6	100	+	93
Medication Scale (Q28a-Q28e) <sup>4</sup>	6	5	83	-	93

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Jewish Board of Family & Children's Services*

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	29	32	90.63
Children & Youth Community Residence	7	7	100.00
HCBS Waiver Individualized Care Coordination	13	15	86.67
Residential Treatment Facility - Children & Youth	9	10	90.00

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	29	26	90	-	93
Cultural (Q4-Q6)	29	26	90	-	94
Access(Q7-Q10)	29	27	93	-	95
Participation (Q11-Q14)	29	25	86	-	91
Global(Q15)	29	26	90	+	87
Outcomes/Functioning (Q16-Q20a)	29	26	90	-	92
Medication (Y/N) (Q21)	29	26	90	NS	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	26	19	73	-	81

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	7	100	NS	95
Cultural (Q4-Q6)	7	7	100	NS	98
Access(Q7-Q10)	7	7	100	+	100
Participation (Q11-Q14)	7	7	100	NS	97
Global(Q15)	7	7	100	NS	97
Outcomes/Functioning (Q16-Q20a)	7	7	100	NS	97

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Youth Assessment of Care Survey Results 2009***

## ***Jewish Board of Family & Children's Services***

### **PROGRAM\_TYPE\_NAME=Children & Youth Community Residence**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q21)	7	7	100	NS	95
Medication Scale (Q21a-Q21e) <sup>4</sup>	7	6	86	NS	80

### **PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	13	11	85	-	93
Cultural (Q4-Q6)	13	12	92	-	98
Access(Q7-Q10)	13	12	92	-	98
Participation (Q11-Q14)	13	12	92	-	95
Global(Q15)	13	12	92	NS	94
Outcomes/Functioning (Q16-Q20a)	13	11	85	-	91
Medication (Y/N) (Q21)	13	10	77	-	90
Medication Scale (Q21a-Q21e) <sup>4</sup>	10	8	80	NS	81

### **PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	9	8	89	NS	93
Cultural (Q4-Q6)	9	7	78	-	89
Access(Q7-Q10)	9	8	89	NS	91
Participation (Q11-Q14)	9	6	67	-	88
Global(Q15)	9	7	78	NS	77
Outcomes/Functioning (Q16-Q20a)	9	8	89	-	97
Medication (Y/N) (Q21)	9	9	100	+	96
Medication Scale (Q21a-Q21e) <sup>4</sup>	9	5	56	-	81

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Jewish Child Care Association of New York

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	30	70	42.86
HCBS Waiver Individualized Care Coordination	30	70	42.86

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	30	29	97	NS	97
Cultural (Q4-Q6)	30	30	100	+	100
Access(Q7-Q9)	30	29	97	NS	97
Participation (Q10-Q13)	30	30	100	+	98
Global(Q14-Q17)	30	29	97	NS	97
Outcomes/Functioning (Q18-Q22)	30	26	87	+	84
Social Connectedness (Q23-Q27)	30	26	87	NS	86
Medication (Y/N) (Q28)	30	25	83	NS	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	25	23	92	-	96

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	30	29	97	NS	98
Cultural (Q4-Q6)	30	30	100	+	100
Access(Q7-Q9)	30	29	97	-	98
Participation (Q10-Q13)	30	30	100	+	99
Global(Q14-Q17)	30	29	97	-	99
Outcomes/Functioning (Q18-Q22)	30	26	87	+	83
Social Connectedness (Q23-Q27)	30	26	87	NS	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009***

## ***Jewish Child Care Association of New York***

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	30	25	83	-	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	25	23	92	-	95

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Jewish Child Care Association of New York*

### **Youth Response Rate**

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Family Assessment of Care Survey Results 2009

## Liberty Resources, Inc.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	3	16	18.75
HCBS Waiver Individualized Care Coordination	3	16	18.75

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	97
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	98
Global(Q14-Q17)	< 5	N/A	N/A	N/A	97
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	84
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	86
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	98
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	98
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	99
Global(Q14-Q17)	< 5	N/A	N/A	N/A	99
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	83
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Liberty Resources, Inc.*

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	95

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

***NYSOMH Youth Assessment of Care Survey Results 2009  
Liberty Resources, Inc.***

**Youth Response Rate**

<b>Program Type</b>	<b>Surveys Completed</b>	<b>Surveys Distributed</b>	<b>Response Rate</b>
Statewide	827	1199	68.97

1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

3 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

4 Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Mental Health Association in Ulster County*

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	41	56	73.21
Family Based Treatment	8	9	88.89
HCBS Waiver Individualized Care Coordination	33	47	70.21

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	41	40	98	NS	97
Cultural (Q4-Q6)	41	41	100	+	100
Access(Q7-Q9)	41	41	100	+	97
Participation (Q10-Q13)	41	41	100	+	98
Global(Q14-Q17)	41	40	98	NS	97
Outcomes/Functioning (Q18-Q22)	41	33	80	-	84
Social Connectedness (Q23-Q27)	41	37	90	+	86
Medication (Y/N) (Q28)	41	34	83	NS	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	34	34	100	+	96

#### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	8	8	100	NS	99
Cultural (Q4-Q6)	8	8	100	+	100
Access(Q7-Q9)	8	8	100	NS	96
Participation (Q10-Q13)	8	8	100	NS	97
Global(Q14-Q17)	8	8	100	NS	99
Outcomes/Functioning (Q18-Q22)	8	8	100	+	81
Social Connectedness (Q23-Q27)	8	8	100	+	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009 Mental Health Association in Ulster County***

## **PROGRAM\_TYPE\_NAME=Family Based Treatment**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	8	6	75	-	90
Medication Scale (Q28a-Q28e) <sup>4</sup>	6	6	100	NS	98

## **PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	33	32	97	NS	98
Cultural (Q4-Q6)	33	33	100	+	100
Access(Q7-Q9)	33	33	100	+	98
Participation (Q10-Q13)	33	33	100	+	99
Global(Q14-Q17)	33	32	97	-	99
Outcomes/Functioning (Q18-Q22)	33	25	76	-	83
Social Connectedness (Q23-Q27)	33	29	88	NS	88
Medication (Y/N) (Q28)	33	28	85	-	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	28	28	100	+	95

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Mental Health Association in Ulster County*

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	19	25	76.00
Family Based Treatment	14	15	93.33
HCBS Waiver Individualized Care Coordination	5	10	50.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	19	19	100	+	93
Cultural (Q4-Q6)	19	19	100	+	94
Access(Q7-Q10)	19	19	100	+	95
Participation (Q11-Q14)	19	19	100	+	91
Global(Q15)	19	19	100	+	87
Outcomes/Functioning (Q16-Q20a)	19	18	95	+	92
Medication (Y/N) (Q21)	19	14	74	-	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	14	14	100	+	81

#### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	14	14	100	NS	96
Cultural (Q4-Q6)	14	14	100	NS	99
Access(Q7-Q10)	14	14	100	NS	99
Participation (Q11-Q14)	14	14	100	NS	98
Global(Q15)	14	14	100	+	92
Outcomes/Functioning (Q16-Q20a)	14	14	100	NS	98
Medication (Y/N) (Q21)	14	9	64	-	83
Medication Scale (Q21a-Q21e) <sup>4</sup>	9	9	100	+	87

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Youth Assessment of Care Survey Results 2009***

## ***Mental Health Association in Ulster County***

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	5	5	100	+	93
Cultural (Q4-Q6)	5	5	100	+	98
Access(Q7-Q10)	5	5	100	+	98
Participation (Q11-Q14)	5	5	100	+	95
Global(Q15)	5	5	100	+	94
Outcomes/Functioning (Q16-Q20a)	5	4	80	-	91
Medication (Y/N) (Q21)	5	5	100	+	90
Medication Scale (Q21a-Q21e) <sup>4</sup>	5	5	100	+	81

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

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*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Family Assessment of Care Survey Results 2009

## Mental Health Association of Westchester Co.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	20	31	64.52
HCBS Waiver Individualized Care Coordination	20	31	64.52

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	20	20	100	+	97
Cultural (Q4-Q6)	20	20	100	+	100
Access(Q7-Q9)	20	20	100	+	97
Participation (Q10-Q13)	20	20	100	+	98
Global(Q14-Q17)	20	20	100	+	97
Outcomes/Functioning (Q18-Q22)	20	18	90	+	84
Social Connectedness (Q23-Q27)	20	19	95	+	86
Medication (Y/N) (Q28)	20	19	95	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	19	18	95	NS	96

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	20	20	100	+	98
Cultural (Q4-Q6)	20	20	100	+	100
Access(Q7-Q9)	20	20	100	+	98
Participation (Q10-Q13)	20	20	100	+	99
Global(Q14-Q17)	20	20	100	+	99
Outcomes/Functioning (Q18-Q22)	20	18	90	+	83
Social Connectedness (Q23-Q27)	20	19	95	+	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Mental Health Association of Westchester Co.*

**PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	20	19	95	+	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	19	18	95	NS	95

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

***NYSOMH Youth Assessment of Care Survey Results 2009***  
***Mental Health Association of Westchester Co.***

**Youth Response Rate**

<b>Program Type</b>	<b>Surveys Completed</b>	<b>Surveys Distributed</b>	<b>Response Rate</b>
Statewide	827	1199	68.97

1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

3 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

4 Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009 MercyFirst

## Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	7	16	43.75
Children & Youth Community Residence	4	5	80.00
Residential Treatment Facility - Children & Youth	3	11	27.27

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	7	100	+	97
Cultural (Q4-Q6)	7	7	100	+	100
Access(Q7-Q9)	7	7	100	+	97
Participation (Q10-Q13)	7	7	100	+	98
Global(Q14-Q17)	7	7	100	+	97
Outcomes/Functioning (Q18-Q22)	7	7	100	+	84
Social Connectedness (Q23-Q27)	7	7	100	+	86
Medication (Y/N) (Q28)	7	7	100	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	7	5	71	-	96

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	88
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q9)	< 5	N/A	N/A	N/A	88
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	88
Global(Q14-Q17)	< 5	N/A	N/A	N/A	88
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	67
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	83

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N < 5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009 MercyFirst***

## **PROGRAM\_TYPE\_NAME=Children & Youth Community Residence**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	96
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	90

## **PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	100
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	98
Access(Q7-Q9)	< 5	N/A	N/A	N/A	94
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	95
Global(Q14-Q17)	< 5	N/A	N/A	N/A	95
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	85
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	91
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	93
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	93

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Youth Assessment of Care Survey Results 2009

## MercyFirst

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	15	15	100.00
Children & Youth Community Residence	4	4	100.00
Residential Treatment Facility - Children & Youth	11	11	100.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	15	14	93	NS	93
Cultural (Q4-Q6)	15	14	93	NS	94
Access(Q7-Q10)	15	15	100	+	95
Participation (Q11-Q14)	14	13	93	NS	91
Global(Q15)	14	9	64	-	87
Outcomes/Functioning (Q16-Q20a)	14	14	100	+	92
Medication (Y/N) (Q21)	15	14	93	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	14	10	71	-	81

#### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	95
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	98
Access(Q7-Q10)	< 5	N/A	N/A	N/A	100
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	97
Global(Q15)	< 5	N/A	N/A	N/A	97
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	97
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	95
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Youth Assessment of Care Survey Results 2009 MercyFirst***

## **PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	11	11	100	+	93
Cultural (Q4-Q6)	11	11	100	+	89
Access(Q7-Q10)	11	11	100	+	91
Participation (Q11-Q14)	10	9	90	NS	88
Global(Q15)	10	6	60	-	77
Outcomes/Functioning (Q16-Q20a)	10	10	100	NS	97
Medication (Y/N) (Q21)	11	10	91	-	96
Medication Scale (Q21a-Q21e) <sup>4</sup>	10	7	70	-	81

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Family Assessment of Care Survey Results 2009

## MH Servs-Erie Co SE Corp V dba Spectrum HSvcs

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	35	40	87.50
Clinic Treatment	35	40	87.50

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	35	33	94	-	97
Cultural (Q4-Q6)	35	35	100	+	100
Access(Q7-Q9)	35	32	91	-	97
Participation (Q10-Q13)	35	34	97	-	98
Global(Q14-Q17)	34	31	91	-	97
Outcomes/Functioning (Q18-Q22)	35	28	80	-	84
Social Connectedness (Q23-Q27)	35	25	71	-	86
Medication (Y/N) (Q28)	35	19	54	-	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	19	19	100	+	96

#### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	35	33	94	NS	96
Cultural (Q4-Q6)	35	35	100	+	100
Access(Q7-Q9)	35	32	91	-	96
Participation (Q10-Q13)	35	34	97	NS	98
Global(Q14-Q17)	34	31	91	-	97
Outcomes/Functioning (Q18-Q22)	35	28	80	-	89
Social Connectedness (Q23-Q27)	35	25	71	-	82

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009***

## ***MH Servs-Erie Co SE Corp V dba Spectrum HSvcs***

**PROGRAM\_TYPE\_NAME=Clinic Treatment**

<b>Domain</b>	<b>Agency N<sup>1</sup></b>	<b>Agency N Positive<sup>2</sup></b>	<b>Agency % Positive</b>	<b>95% Confidence Interval<sup>3</sup></b>	<b>Statewide % Positive</b>
Medication (Y/N) (Q28)	35	19	54	-	61
Medication Scale (Q28a-Q28e) <sup>4</sup>	19	19	100	+	97

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *MH Servs-Erie Co SE Corp V dba Spectrum HSvcs*

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	15	16	93.75
Clinic Treatment	15	16	93.75

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	15	15	100	+	93
Cultural (Q4-Q6)	15	14	93	NS	94
Access(Q7-Q10)	15	14	93	NS	95
Participation (Q11-Q14)	15	15	100	+	91
Global(Q15)	15	14	93	+	87
Outcomes/Functioning (Q16-Q20a)	15	13	87	-	92
Medication (Y/N) (Q21)	15	6	40	-	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	6	5	83	NS	81

#### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	15	15	100	NS	97
Cultural (Q4-Q6)	15	14	93	NS	96
Access(Q7-Q10)	15	14	93	NS	97
Participation (Q11-Q14)	15	15	100	+	94
Global(Q15)	15	14	93	NS	93
Outcomes/Functioning (Q16-Q20a)	15	13	87	NS	93
Medication (Y/N) (Q21)	15	6	40	-	70
Medication Scale (Q21a-Q21e) <sup>4</sup>	6	5	83	NS	83

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Mid-Erie Counseling and Treatment Services*

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	6	30	20.00
HCBS Waiver Individualized Care Coordination	6	30	20.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	+	97
Cultural (Q4-Q6)	6	6	100	+	100
Access(Q7-Q9)	6	6	100	+	97
Participation (Q10-Q13)	6	6	100	+	98
Global(Q14-Q17)	6	6	100	+	97
Outcomes/Functioning (Q18-Q22)	5	5	100	+	84
Social Connectedness (Q23-Q27)	5	5	100	+	86
Medication (Y/N) (Q28)	6	5	83	NS	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	5	4	80	-	96

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	+	98
Cultural (Q4-Q6)	6	6	100	+	100
Access(Q7-Q9)	6	6	100	+	98
Participation (Q10-Q13)	6	6	100	+	99
Global(Q14-Q17)	6	6	100	+	99
Outcomes/Functioning (Q18-Q22)	5	5	100	+	83
Social Connectedness (Q23-Q27)	5	5	100	+	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009 Mid-Erie Counseling and Treatment Services***

## **PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

<b>Domain</b>	<b>Agency N<sup>1</sup></b>	<b>Agency N Positive<sup>2</sup></b>	<b>Agency % Positive</b>	<b>95% Confidence Interval<sup>3</sup></b>	<b>Statewide % Positive</b>
Medication (Y/N) (Q28)	6	5	83	-	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	5	4	80	-	95

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Mid-Erie Counseling and Treatment Services*

### **Youth Response Rate**

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Family Assessment of Care Survey Results 2009

## Mohawk Valley Psychiatric Center

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	15	37	40.54
State Psychiatric Center Inpatient	15	37	40.54

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	15	14	93	-	97
Cultural (Q4-Q6)	15	15	100	+	100
Access(Q7-Q9)	15	14	93	-	97
Participation (Q10-Q13)	15	14	93	-	98
Global(Q14-Q17)	15	14	93	-	97
Outcomes/Functioning (Q18-Q22)	15	10	67	-	84
Social Connectedness (Q23-Q27)	15	11	73	-	86
Medication (Y/N) (Q28)	15	15	100	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	14	13	93	-	96

#### PROGRAM\_TYPE\_NAME=State Psychiatric Center Inpatient

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	15	14	93	NS	89
Cultural (Q4-Q6)	15	15	100	NS	95
Access(Q7-Q9)	15	14	93	NS	89
Participation (Q10-Q13)	15	14	93	NS	92
Global(Q14-Q17)	15	14	93	NS	84
Outcomes/Functioning (Q18-Q22)	15	10	67	NS	71
Social Connectedness (Q23-Q27)	15	11	73	NS	78

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Mohawk Valley Psychiatric Center*

PROGRAM\_TYPE\_NAME=State Psychiatric Center Inpatient

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	15	15	100	+	100
Medication Scale (Q28a-Q28e) <sup>4</sup>	14	13	93	NS	92

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## Mohawk Valley Psychiatric Center

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	26	26	100.00
State Psychiatric Center Inpatient	26	26	100.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	26	21	81	-	93
Cultural (Q4-Q6)	26	23	88	-	94
Access(Q7-Q10)	26	23	88	-	95
Participation (Q11-Q14)	26	24	92	NS	91
Global(Q15)	26	18	69	-	87
Outcomes/Functioning (Q16-Q20a)	26	23	88	-	92
Medication (Y/N) (Q21)	26	24	92	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	24	20	83	NS	81

#### PROGRAM\_TYPE\_NAME=State Psychiatric Center Inpatient

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	26	21	81	NS	86
Cultural (Q4-Q6)	26	23	88	NS	85
Access(Q7-Q10)	26	23	88	NS	86
Participation (Q11-Q14)	26	24	92	NS	86
Global(Q15)	26	18	69	NS	68
Outcomes/Functioning (Q16-Q20a)	26	23	88	NS	92
Medication (Y/N) (Q21)	26	24	92	-	97
Medication Scale (Q21a-Q21e) <sup>4</sup>	24	20	83	NS	82

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Mount Sinai Medical Center

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	46	64	71.88
Clinic Treatment	46	64	71.88

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	46	45	98	NS	97
Cultural (Q4-Q6)	46	46	100	+	100
Access(Q7-Q9)	46	45	98	+	97
Participation (Q10-Q13)	46	46	100	+	98
Global(Q14-Q17)	45	44	98	NS	97
Outcomes/Functioning (Q18-Q22)	46	44	96	+	84
Social Connectedness (Q23-Q27)	46	44	96	+	86
Medication (Y/N) (Q28)	46	25	54	-	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	24	24	100	+	96

#### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	46	45	98	NS	96
Cultural (Q4-Q6)	46	46	100	+	100
Access(Q7-Q9)	46	45	98	NS	96
Participation (Q10-Q13)	46	46	100	+	98
Global(Q14-Q17)	45	44	98	NS	97
Outcomes/Functioning (Q18-Q22)	46	44	96	+	89
Social Connectedness (Q23-Q27)	46	44	96	+	82

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Mount Sinai Medical Center*

PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	46	25	54	-	61
Medication Scale (Q28a-Q28e) <sup>4</sup>	24	24	100	+	97

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## Mount Sinai Medical Center

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	0	12	0.00
Clinic Treatment	0	12	0.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	93
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	94
Access(Q7-Q10)	< 5	N/A	N/A	N/A	95
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	91
Global(Q15)	< 5	N/A	N/A	N/A	87
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	92
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	81

#### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q10)	< 5	N/A	N/A	N/A	97
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	94
Global(Q15)	< 5	N/A	N/A	N/A	93
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	93
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	70
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	83

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## North Country Transitional Living Servs, Inc.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	20	56	35.71
Children & Youth Community Residence	4	8	50.00
HCBS Waiver Individualized Care Coordination	16	48	33.33

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	20	18	90	-	97
Cultural (Q4-Q6)	20	20	100	+	100
Access(Q7-Q9)	20	18	90	-	97
Participation (Q10-Q13)	20	18	90	-	98
Global(Q14-Q17)	20	18	90	-	97
Outcomes/Functioning (Q18-Q22)	20	15	75	-	84
Social Connectedness (Q23-Q27)	20	17	85	NS	86
Medication (Y/N) (Q28)	20	20	100	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	19	19	100	+	96

#### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	88
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q9)	< 5	N/A	N/A	N/A	88
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	88
Global(Q14-Q17)	< 5	N/A	N/A	N/A	88
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	67
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	83

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009***

## ***North Country Transitional Living Servs, Inc.***

### **PROGRAM\_TYPE\_NAME=Children & Youth Community Residence**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	96
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	90

### **PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	16	16	100	+	98
Cultural (Q4-Q6)	16	16	100	+	100
Access(Q7-Q9)	16	16	100	+	98
Participation (Q10-Q13)	16	16	100	+	99
Global(Q14-Q17)	16	16	100	+	99
Outcomes/Functioning (Q18-Q22)	16	13	81	NS	83
Social Connectedness (Q23-Q27)	16	14	88	NS	88
Medication (Y/N) (Q28)	16	16	100	+	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	15	15	100	+	95

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Youth Assessment of Care Survey Results 2009

## North Country Transitional Living Servs, Inc.

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	25	32	78.13
Children & Youth Community Residence	7	7	100.00
HCBS Waiver Individualized Care Coordination	18	25	72.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	25	24	96	+	93
Cultural (Q4-Q6)	25	25	100	+	94
Access(Q7-Q10)	25	25	100	+	95
Participation (Q11-Q14)	25	24	96	+	91
Global(Q15)	25	25	100	+	87
Outcomes/Functioning (Q16-Q20a)	25	22	88	-	92
Medication (Y/N) (Q21)	25	23	92	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	23	22	96	+	81

#### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	6	86	-	95
Cultural (Q4-Q6)	7	7	100	NS	98
Access(Q7-Q10)	7	7	100	+	100
Participation (Q11-Q14)	7	7	100	NS	97
Global(Q15)	7	7	100	NS	97
Outcomes/Functioning (Q16-Q20a)	7	7	100	NS	97
Medication (Y/N) (Q21)	7	6	86	-	95
Medication Scale (Q21a-Q21e) <sup>4</sup>	6	6	100	+	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Youth Assessment of Care Survey Results 2009***

## ***North Country Transitional Living Servs, Inc.***

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	18	18	100	+	93
Cultural (Q4-Q6)	18	18	100	+	98
Access(Q7-Q10)	18	18	100	+	98
Participation (Q11-Q14)	18	17	94	NS	95
Global(Q15)	18	18	100	+	94
Outcomes/Functioning (Q16-Q20a)	18	15	83	-	91
Medication (Y/N) (Q21)	18	17	94	+	90
Medication Scale (Q21a-Q21e) <sup>4</sup>	17	16	94	+	81

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Family Assessment of Care Survey Results 2009

## North Shore Child & Family Guidance Assoc.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	4	8	50.00
Family Based Treatment	4	8	50.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	97
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	98
Global(Q14-Q17)	< 5	N/A	N/A	N/A	97
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	84
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	86
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

#### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	99
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	96
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	97
Global(Q14-Q17)	< 5	N/A	N/A	N/A	99
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	81
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009***

## ***North Shore Child & Family Guidance Assoc.***

### **PROGRAM\_TYPE\_NAME=Family Based Treatment**

<b>Domain</b>	<b>Agency N<sup>1</sup></b>	<b>Agency N Positive<sup>2</sup></b>	<b>Agency % Positive</b>	<b>95% Confidence Interval<sup>3</sup></b>	<b>Statewide % Positive</b>
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	90
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	98

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

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*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *North Shore Child & Family Guidance Assoc.*

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	9	9	100.00
Family Based Treatment	9	9	100.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	9	8	89	-	93
Cultural (Q4-Q6)	9	9	100	+	94
Access(Q7-Q10)	9	9	100	+	95
Participation (Q11-Q14)	9	8	89	-	91
Global(Q15)	9	8	89	NS	87
Outcomes/Functioning (Q16-Q20a)	9	8	89	-	92
Medication (Y/N) (Q21)	9	7	78	-	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	7	6	86	+	81

#### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	9	8	89	-	96
Cultural (Q4-Q6)	9	9	100	NS	99
Access(Q7-Q10)	9	9	100	NS	99
Participation (Q11-Q14)	9	8	89	-	98
Global(Q15)	9	8	89	NS	92
Outcomes/Functioning (Q16-Q20a)	9	8	89	-	98
Medication (Y/N) (Q21)	9	7	78	NS	83
Medication Scale (Q21a-Q21e) <sup>4</sup>	7	6	86	NS	87

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

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NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009 Occupations, Inc.

## Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	6	17	35.29
HCBS Waiver Individualized Care Coordination	6	17	35.29

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	+	97
Cultural (Q4-Q6)	6	6	100	+	100
Access(Q7-Q9)	6	6	100	+	97
Participation (Q10-Q13)	6	6	100	+	98
Global(Q14-Q17)	6	6	100	+	97
Outcomes/Functioning (Q18-Q22)	6	6	100	+	84
Social Connectedness (Q23-Q27)	6	5	83	-	86
Medication (Y/N) (Q28)	6	6	100	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	6	6	100	+	96

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	+	98
Cultural (Q4-Q6)	6	6	100	+	100
Access(Q7-Q9)	6	6	100	+	98
Participation (Q10-Q13)	6	6	100	+	99
Global(Q14-Q17)	6	6	100	+	99
Outcomes/Functioning (Q18-Q22)	6	6	100	+	83
Social Connectedness (Q23-Q27)	6	5	83	-	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009 Occupations, Inc.*

## PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	6	6	100	+	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	6	6	100	+	95

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Occupations, Inc.*

### **Youth Response Rate**

<b>Program Type</b>	<b>Surveys Completed</b>	<b>Surveys Distributed</b>	<b>Response Rate</b>
Statewide	827	1199	68.97

1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

3 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

4 Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Ohel Children's Home & Family Services, Inc.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	7	40	17.50
Clinic Treatment	7	40	17.50

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	6	86	-	97
Cultural (Q4-Q6)	7	7	100	+	100
Access(Q7-Q9)	7	6	86	-	97
Participation (Q10-Q13)	7	6	86	-	98
Global(Q14-Q17)	7	6	86	-	97
Outcomes/Functioning (Q18-Q22)	7	7	100	+	84
Social Connectedness (Q23-Q27)	7	6	86	NS	86
Medication (Y/N) (Q28)	7	1	14	-	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

#### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	6	86	-	96
Cultural (Q4-Q6)	7	7	100	+	100
Access(Q7-Q9)	7	6	86	-	96
Participation (Q10-Q13)	7	6	86	-	98
Global(Q14-Q17)	7	6	86	-	97
Outcomes/Functioning (Q18-Q22)	7	7	100	+	89
Social Connectedness (Q23-Q27)	7	6	86	NS	82

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009***

## ***Ohel Children's Home & Family Services, Inc.***

### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	7	1	14	-	61
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	97

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Ohel Children's Home & Family Services, Inc.*

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	4	40	10.00
Clinic Treatment	4	40	10.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	93
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	94
Access(Q7-Q10)	< 5	N/A	N/A	N/A	95
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	91
Global(Q15)	< 5	N/A	N/A	N/A	87
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	92
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	81

#### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q10)	< 5	N/A	N/A	N/A	97
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	94
Global(Q15)	< 5	N/A	N/A	N/A	93
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	93
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	70
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	83

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009 Parsons Child and Family Center

## Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	90	251	35.86
Children & Youth Community Residence	4	5	80.00
Clinic Treatment	56	131	42.75
HCBS Waiver Individualized Care Coordination	27	101	26.73
Residential Treatment Facility - Children & Youth	3	14	21.43

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	90	88	98	NS	97
Cultural (Q4-Q6)	90	90	100	+	100
Access(Q7-Q9)	90	87	97	NS	97
Participation (Q10-Q13)	90	89	99	+	98
Global(Q14-Q17)	90	87	97	NS	97
Outcomes/Functioning (Q18-Q22)	90	74	82	NS	84
Social Connectedness (Q23-Q27)	90	72	80	-	86
Medication (Y/N) (Q28)	90	72	80	-	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	67	64	96	NS	96

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	88
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q9)	< 5	N/A	N/A	N/A	88
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	88
Global(Q14-Q17)	< 5	N/A	N/A	N/A	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Parsons Child and Family Center

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	67
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	83
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	96
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	90

### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	56	54	96	NS	96
Cultural (Q4-Q6)	56	56	100	+	100
Access(Q7-Q9)	56	54	96	NS	96
Participation (Q10-Q13)	56	55	98	NS	98
Global(Q14-Q17)	56	54	96	NS	97
Outcomes/Functioning (Q18-Q22)	56	47	84	-	89
Social Connectedness (Q23-Q27)	56	45	80	NS	82
Medication (Y/N) (Q28)	56	40	71	+	61
Medication Scale (Q28a-Q28e) <sup>4</sup>	38	36	95	NS	97

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	27	27	100	+	98
Cultural (Q4-Q6)	27	27	100	+	100
Access(Q7-Q9)	27	26	96	-	98
Participation (Q10-Q13)	27	27	100	+	99
Global(Q14-Q17)	27	26	96	-	99
Outcomes/Functioning (Q18-Q22)	27	22	81	NS	83
Social Connectedness (Q23-Q27)	27	23	85	NS	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Parsons Child and Family Center*

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	27	26	96	+	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	24	24	100	+	95

### PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	100
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	98
Access(Q7-Q9)	< 5	N/A	N/A	N/A	94
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	95
Global(Q14-Q17)	< 5	N/A	N/A	N/A	95
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	85
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	91
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	93
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	93

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Youth Assessment of Care Survey Results 2009

## Parsons Child and Family Center

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	21	68	30.88
Children & Youth Community Residence	8	8	100.00
Clinic Treatment	11	52	21.15
HCBS Waiver Individualized Care Coordination	2	8	25.00

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	21	21	100	+	93
Cultural (Q4-Q6)	21	20	95	NS	94
Access(Q7-Q10)	21	21	100	+	95
Participation (Q11-Q14)	21	19	90	NS	91
Global(Q15)	20	17	85	NS	87
Outcomes/Functioning (Q16-Q20a)	21	21	100	+	92
Medication (Y/N) (Q21)	21	18	86	-	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	18	16	89	+	81

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	8	8	100	NS	95
Cultural (Q4-Q6)	8	8	100	NS	98
Access(Q7-Q10)	8	8	100	+	100
Participation (Q11-Q14)	8	8	100	NS	97
Global(Q15)	8	7	88	-	97
Outcomes/Functioning (Q16-Q20a)	8	8	100	NS	97

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Youth Assessment of Care Survey Results 2009***

## ***Parsons Child and Family Center***

### **PROGRAM\_TYPE\_NAME=Children & Youth Community Residence**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q21)	8	7	88	-	95
Medication Scale (Q21a-Q21e) <sup>4</sup>	7	7	100	+	80

### **PROGRAM\_TYPE\_NAME=Clinic Treatment**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	11	11	100	NS	97
Cultural (Q4-Q6)	11	10	91	NS	96
Access(Q7-Q10)	11	11	100	NS	97
Participation (Q11-Q14)	11	9	82	-	94
Global(Q15)	10	8	80	-	93
Outcomes/Functioning (Q16-Q20a)	11	11	100	+	93
Medication (Y/N) (Q21)	11	9	82	+	70
Medication Scale (Q21a-Q21e) <sup>4</sup>	9	7	78	NS	83

### **PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	93
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	98
Access(Q7-Q10)	< 5	N/A	N/A	N/A	98
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	95
Global(Q15)	< 5	N/A	N/A	N/A	94
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	91
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	90
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	81

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009 Pathways, Inc.

## Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	50	72	69.44
Children & Youth Community Residence	1	8	12.50
HCBS Waiver Individualized Care Coordination	49	64	76.56

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	50	47	94	-	97
Cultural (Q4-Q6)	50	49	98	-	100
Access(Q7-Q9)	50	49	98	+	97
Participation (Q10-Q13)	50	49	98	NS	98
Global(Q14-Q17)	50	49	98	NS	97
Outcomes/Functioning (Q18-Q22)	50	39	78	-	84
Social Connectedness (Q23-Q27)	50	44	88	NS	86
Medication (Y/N) (Q28)	50	49	98	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	46	44	96	NS	96

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	88
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q9)	< 5	N/A	N/A	N/A	88
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	88
Global(Q14-Q17)	< 5	N/A	N/A	N/A	88
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	67
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	83

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009 Pathways, Inc.*

## PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	96
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	90

## PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	49	47	96	-	98
Cultural (Q4-Q6)	49	49	100	+	100
Access(Q7-Q9)	49	49	100	+	98
Participation (Q10-Q13)	49	49	100	+	99
Global(Q14-Q17)	49	49	100	+	99
Outcomes/Functioning (Q18-Q22)	49	39	80	NS	83
Social Connectedness (Q23-Q27)	49	44	90	NS	88
Medication (Y/N) (Q28)	49	48	98	+	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	45	44	98	+	95

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Youth Assessment of Care Survey Results 2009 Pathways, Inc.

## Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	13	17	76.47
Children & Youth Community Residence	4	8	50.00
HCBS Waiver Individualized Care Coordination	9	9	100.00

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	13	13	100	+	93
Cultural (Q4-Q6)	13	13	100	+	94
Access(Q7-Q10)	13	13	100	+	95
Participation (Q11-Q14)	13	12	92	NS	91
Global(Q15)	13	13	100	+	87
Outcomes/Functioning (Q16-Q20a)	13	12	92	NS	92
Medication (Y/N) (Q21)	13	13	100	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	13	9	69	-	81

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	95
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	98
Access(Q7-Q10)	< 5	N/A	N/A	N/A	100
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	97
Global(Q15)	< 5	N/A	N/A	N/A	97
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	97
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	95
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Pathways, Inc.*

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	9	9	100	+	93
Cultural (Q4-Q6)	9	9	100	+	98
Access(Q7-Q10)	9	9	100	+	98
Participation (Q11-Q14)	9	9	100	+	95
Global(Q15)	9	9	100	+	94
Outcomes/Functioning (Q16-Q20a)	9	8	89	NS	91
Medication (Y/N) (Q21)	9	9	100	+	90
Medication Scale (Q21a-Q21e) <sup>4</sup>	9	5	56	-	81

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Family Assessment of Care Survey Results 2009

## Pederson-Krag Center, Inc.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	81	90	90.00
Children & Youth Community Residence	3	8	37.50
Family Based Treatment	12	12	100.00
HCBS Waiver Individualized Care Coordination	66	70	94.29

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	81	79	98	NS	97
Cultural (Q4-Q6)	81	81	100	+	100
Access(Q7-Q9)	81	79	98	NS	97
Participation (Q10-Q13)	81	78	96	-	98
Global(Q14-Q17)	81	81	100	+	97
Outcomes/Functioning (Q18-Q22)	81	70	86	+	84
Social Connectedness (Q23-Q27)	81	69	85	NS	86
Medication (Y/N) (Q28)	81	74	91	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	71	68	96	NS	96

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	88
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q9)	< 5	N/A	N/A	N/A	88
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	88
Global(Q14-Q17)	< 5	N/A	N/A	N/A	88
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	67

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Pederson-Krag Center, Inc.

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	83
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	96
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	90

### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	12	12	100	NS	99
Cultural (Q4-Q6)	12	12	100	+	100
Access(Q7-Q9)	12	11	92	NS	96
Participation (Q10-Q13)	12	10	83	-	97
Global(Q14-Q17)	12	12	100	NS	99
Outcomes/Functioning (Q18-Q22)	12	10	83	NS	81
Social Connectedness (Q23-Q27)	12	10	83	NS	89
Medication (Y/N) (Q28)	12	10	83	-	90
Medication Scale (Q28a-Q28e) <sup>4</sup>	10	9	90	-	98

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	66	64	97	NS	98
Cultural (Q4-Q6)	66	66	100	+	100
Access(Q7-Q9)	66	65	98	NS	98
Participation (Q10-Q13)	66	65	98	-	99
Global(Q14-Q17)	66	66	100	+	99
Outcomes/Functioning (Q18-Q22)	66	57	86	+	83
Social Connectedness (Q23-Q27)	66	56	85	NS	88
Medication (Y/N) (Q28)	66	61	92	NS	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	58	56	97	NS	95

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Youth Assessment of Care Survey Results 2009

## Pederson-Krag Center, Inc.

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	69	71	97.18
Children & Youth Community Residence	8	8	100.00
Family Based Treatment	8	8	100.00
HCBS Waiver Individualized Care Coordination	53	55	96.36

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	69	62	90	-	93
Cultural (Q4-Q6)	69	67	97	+	94
Access(Q7-Q10)	69	67	97	+	95
Participation (Q11-Q14)	69	65	94	+	91
Global(Q15)	69	61	88	NS	87
Outcomes/Functioning (Q16-Q20a)	69	66	96	+	92
Medication (Y/N) (Q21)	69	65	94	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	65	51	78	-	81

#### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	8	7	88	-	95
Cultural (Q4-Q6)	8	8	100	NS	98
Access(Q7-Q10)	8	8	100	+	100
Participation (Q11-Q14)	8	7	88	-	97
Global(Q15)	8	8	100	NS	97
Outcomes/Functioning (Q16-Q20a)	8	8	100	NS	97

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Pederson-Krag Center, Inc.*

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q21)	8	8	100	NS	95
Medication Scale (Q21a-Q21e) <sup>4</sup>	8	4	50	-	80

### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	8	7	88	-	96
Cultural (Q4-Q6)	8	8	100	NS	99
Access(Q7-Q10)	8	8	100	NS	99
Participation (Q11-Q14)	8	8	100	NS	98
Global(Q15)	8	6	75	-	92
Outcomes/Functioning (Q16-Q20a)	8	7	88	-	98
Medication (Y/N) (Q21)	8	6	75	-	83
Medication Scale (Q21a-Q21e) <sup>4</sup>	6	5	83	NS	87

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	53	48	91	NS	93
Cultural (Q4-Q6)	53	51	96	NS	98
Access(Q7-Q10)	53	51	96	-	98
Participation (Q11-Q14)	53	50	94	NS	95
Global(Q15)	53	47	89	-	94
Outcomes/Functioning (Q16-Q20a)	53	51	96	+	91
Medication (Y/N) (Q21)	53	51	96	+	90
Medication Scale (Q21a-Q21e) <sup>4</sup>	51	42	82	NS	81

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Putnam Family and Community Services, Inc.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	17	21	80.95
Clinic Treatment	17	21	80.95

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	17	16	94	-	97
Cultural (Q4-Q6)	17	17	100	+	100
Access(Q7-Q9)	17	16	94	-	97
Participation (Q10-Q13)	17	16	94	-	98
Global(Q14-Q17)	17	16	94	-	97
Outcomes/Functioning (Q18-Q22)	16	15	94	+	84
Social Connectedness (Q23-Q27)	16	10	63	-	86
Medication (Y/N) (Q28)	17	16	94	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	15	14	93	-	96

#### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	17	16	94	NS	96
Cultural (Q4-Q6)	17	17	100	+	100
Access(Q7-Q9)	17	16	94	NS	96
Participation (Q10-Q13)	17	16	94	-	98
Global(Q14-Q17)	17	16	94	-	97
Outcomes/Functioning (Q18-Q22)	16	15	94	+	89
Social Connectedness (Q23-Q27)	16	10	63	-	82

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Putnam Family and Community Services, Inc.*

### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	17	16	94	+	61
Medication Scale (Q28a-Q28e) <sup>4</sup>	15	14	93	-	97

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## Putnam Family and Community Services, Inc.

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	34	35	97.14
Clinic Treatment	34	35	97.14

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	34	32	94	NS	93
Cultural (Q4-Q6)	34	33	97	+	94
Access(Q7-Q10)	34	33	97	+	95
Participation (Q11-Q14)	34	32	94	+	91
Global(Q15)	34	32	94	+	87
Outcomes/Functioning (Q16-Q20a)	34	33	97	+	92
Medication (Y/N) (Q21)	34	26	76	-	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	25	21	84	NS	81

#### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	34	32	94	NS	97
Cultural (Q4-Q6)	34	33	97	NS	96
Access(Q7-Q10)	34	33	97	NS	97
Participation (Q11-Q14)	34	32	94	NS	94
Global(Q15)	34	32	94	NS	93
Outcomes/Functioning (Q16-Q20a)	34	33	97	NS	93
Medication (Y/N) (Q21)	34	26	76	NS	70
Medication Scale (Q21a-Q21e) <sup>4</sup>	25	21	84	NS	83

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

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NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Queens Children's Psychiatric Center

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	0	35	0.00
Day Treatment	0	35	0.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	97
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	98
Global(Q14-Q17)	< 5	N/A	N/A	N/A	97
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	84
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	86
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	98
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	99
Access(Q7-Q9)	< 5	N/A	N/A	N/A	97
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	98
Global(Q14-Q17)	< 5	N/A	N/A	N/A	98
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	86
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Queens Children's Psychiatric Center*

PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	87
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## Queens Children's Psychiatric Center

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	0	14	0.00
Day Treatment	0	14	0.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	93
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	94
Access(Q7-Q10)	< 5	N/A	N/A	N/A	95
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	91
Global(Q15)	< 5	N/A	N/A	N/A	87
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	92
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	81

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	92
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	92
Access(Q7-Q10)	< 5	N/A	N/A	N/A	92
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	85
Global(Q15)	< 5	N/A	N/A	N/A	83
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	87
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	86
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Rockland Children's Psychiatric Center

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	72	176	40.91
Day Treatment	65	154	42.21
State Psychiatric Center Inpatient	7	22	31.82

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	72	68	94	-	97
Cultural (Q4-Q6)	72	71	99	-	100
Access(Q7-Q9)	71	67	94	-	97
Participation (Q10-Q13)	72	70	97	-	98
Global(Q14-Q17)	72	67	93	-	97
Outcomes/Functioning (Q18-Q22)	69	61	88	+	84
Social Connectedness (Q23-Q27)	71	65	92	+	86
Medication (Y/N) (Q28)	72	52	72	-	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	52	49	94	-	96

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	65	63	97	NS	98
Cultural (Q4-Q6)	65	65	100	NS	99
Access(Q7-Q9)	65	63	97	NS	97
Participation (Q10-Q13)	65	64	98	NS	98
Global(Q14-Q17)	65	63	97	NS	98
Outcomes/Functioning (Q18-Q22)	65	59	91	NS	86
Social Connectedness (Q23-Q27)	65	62	95	+	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Rockland Children's Psychiatric Center

### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	65	45	69	-	87
Medication Scale (Q28a-Q28e) <sup>4</sup>	45	43	96	NS	96

### PROGRAM\_TYPE\_NAME=State Psychiatric Center Inpatient

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	5	71	-	89
Cultural (Q4-Q6)	7	6	86	-	95
Access(Q7-Q9)	6	4	67	-	89
Participation (Q10-Q13)	7	6	86	NS	92
Global(Q14-Q17)	7	4	57	-	84
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	71
Social Connectedness (Q23-Q27)	6	3	50	-	78
Medication (Y/N) (Q28)	7	7	100	+	100
Medication Scale (Q28a-Q28e) <sup>4</sup>	7	6	86	NS	92

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

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- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Youth Assessment of Care Survey Results 2009

## Rockland Children's Psychiatric Center

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	97	117	82.91
Day Treatment	74	83	89.16
State Psychiatric Center Inpatient	23	34	67.65

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	97	88	91	-	93
Cultural (Q4-Q6)	97	87	90	-	94
Access(Q7-Q10)	97	87	90	-	95
Participation (Q11-Q14)	96	78	81	-	91
Global(Q15)	96	79	82	-	87
Outcomes/Functioning (Q16-Q20a)	97	87	90	-	92
Medication (Y/N) (Q21)	97	80	82	-	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	79	64	81	NS	81

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	74	69	93	NS	92
Cultural (Q4-Q6)	74	70	95	NS	92
Access(Q7-Q10)	74	69	93	NS	92
Participation (Q11-Q14)	73	61	84	NS	85
Global(Q15)	73	67	92	+	83
Outcomes/Functioning (Q16-Q20a)	74	65	88	NS	87
Medication (Y/N) (Q21)	74	57	77	-	86
Medication Scale (Q21a-Q21e) <sup>4</sup>	56	46	82	NS	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Youth Assessment of Care Survey Results 2009***

## ***Rockland Children's Psychiatric Center***

PROGRAM\_TYPE\_NAME=State Psychiatric Center Inpatient

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	23	19	83	NS	86
Cultural (Q4-Q6)	23	17	74	-	85
Access(Q7-Q10)	23	18	78	-	86
Participation (Q11-Q14)	23	17	74	-	86
Global(Q15)	23	12	52	-	68
Outcomes/Functioning (Q16-Q20a)	23	22	96	NS	92
Medication (Y/N) (Q21)	23	23	100	NS	97
Medication Scale (Q21a-Q21e) <sup>4</sup>	23	18	78	NS	82

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Family Assessment of Care Survey Results 2009

## Sagamore Children's Psychiatric Center

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	47	159	29.56
Day Treatment	47	159	29.56

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	47	46	98	NS	97
Cultural (Q4-Q6)	47	46	98	-	100
Access(Q7-Q9)	47	46	98	+	97
Participation (Q10-Q13)	47	44	94	-	98
Global(Q14-Q17)	47	47	100	+	97
Outcomes/Functioning (Q18-Q22)	47	38	81	-	84
Social Connectedness (Q23-Q27)	47	38	81	-	86
Medication (Y/N) (Q28)	47	47	100	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	47	45	96	NS	96

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	47	46	98	NS	98
Cultural (Q4-Q6)	47	46	98	-	99
Access(Q7-Q9)	47	46	98	NS	97
Participation (Q10-Q13)	47	44	94	-	98
Global(Q14-Q17)	47	47	100	NS	98
Outcomes/Functioning (Q18-Q22)	47	38	81	NS	86
Social Connectedness (Q23-Q27)	47	38	81	-	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Sagamore Children's Psychiatric Center*

PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	47	47	100	+	87
Medication Scale (Q28a-Q28e) <sup>4</sup>	47	45	96	NS	96

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## Sagamore Children's Psychiatric Center

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	66	88	75.00
Day Treatment	66	88	75.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	66	60	91	-	93
Cultural (Q4-Q6)	66	62	94	NS	94
Access(Q7-Q10)	66	64	97	+	95
Participation (Q11-Q14)	66	60	91	NS	91
Global(Q15)	65	54	83	-	87
Outcomes/Functioning (Q16-Q20a)	66	58	88	-	92
Medication (Y/N) (Q21)	66	58	88	NS	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	58	45	78	-	81

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	66	60	91	NS	92
Cultural (Q4-Q6)	66	62	94	NS	92
Access(Q7-Q10)	66	64	97	+	92
Participation (Q11-Q14)	66	60	91	+	85
Global(Q15)	65	54	83	NS	83
Outcomes/Functioning (Q16-Q20a)	66	58	88	NS	87
Medication (Y/N) (Q21)	66	58	88	NS	86
Medication Scale (Q21a-Q21e) <sup>4</sup>	58	45	78	NS	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## SCO Family of Services

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	38	78	48.72
Children & Youth Community Residence	1	7	14.29
Family Based Treatment	13	20	65.00
HCBS Waiver Individualized Care Coordination	24	51	47.06

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	38	38	100	+	97
Cultural (Q4-Q6)	38	38	100	+	100
Access(Q7-Q9)	38	38	100	+	97
Participation (Q10-Q13)	38	38	100	+	98
Global(Q14-Q17)	38	38	100	+	97
Outcomes/Functioning (Q18-Q22)	38	28	74	-	84
Social Connectedness (Q23-Q27)	38	36	95	+	86
Medication (Y/N) (Q28)	38	32	84	NS	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	32	32	100	+	96

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	88
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q9)	< 5	N/A	N/A	N/A	88
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	88
Global(Q14-Q17)	< 5	N/A	N/A	N/A	88
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	67

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## SCO Family of Services

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	83
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	96
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	90

### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	13	13	100	NS	99
Cultural (Q4-Q6)	13	13	100	+	100
Access(Q7-Q9)	13	13	100	NS	96
Participation (Q10-Q13)	13	13	100	NS	97
Global(Q14-Q17)	13	13	100	NS	99
Outcomes/Functioning (Q18-Q22)	13	7	54	-	81
Social Connectedness (Q23-Q27)	13	12	92	NS	89
Medication (Y/N) (Q28)	13	11	85	NS	90
Medication Scale (Q28a-Q28e) <sup>4</sup>	11	11	100	NS	98

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	24	24	100	+	98
Cultural (Q4-Q6)	24	24	100	+	100
Access(Q7-Q9)	24	24	100	+	98
Participation (Q10-Q13)	24	24	100	+	99
Global(Q14-Q17)	24	24	100	+	99
Outcomes/Functioning (Q18-Q22)	24	21	88	+	83
Social Connectedness (Q23-Q27)	24	23	96	+	88
Medication (Y/N) (Q28)	24	20	83	-	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	20	20	100	+	95

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Youth Assessment of Care Survey Results 2009

## SCO Family of Services

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	49	72	68.06
Children & Youth Community Residence	6	7	85.71
Family Based Treatment	19	20	95.00
HCBS Waiver Individualized Care Coordination	24	45	53.33

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	49	46	94	NS	93
Cultural (Q4-Q6)	49	48	98	+	94
Access(Q7-Q10)	49	49	100	+	95
Participation (Q11-Q14)	49	49	100	+	91
Global(Q15)	49	46	94	+	87
Outcomes/Functioning (Q16-Q20a)	49	45	92	NS	92
Medication (Y/N) (Q21)	49	43	88	NS	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	43	32	74	-	81

#### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	NS	95
Cultural (Q4-Q6)	6	6	100	NS	98
Access(Q7-Q10)	6	6	100	+	100
Participation (Q11-Q14)	6	6	100	NS	97
Global(Q15)	6	6	100	NS	97
Outcomes/Functioning (Q16-Q20a)	6	5	83	-	97

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Youth Assessment of Care Survey Results 2009

## SCO Family of Services

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q21)	6	6	100	NS	95
Medication Scale (Q21a-Q21e) <sup>4</sup>	6	3	50	-	80

### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	19	18	95	NS	96
Cultural (Q4-Q6)	19	18	95	-	99
Access(Q7-Q10)	19	19	100	NS	99
Participation (Q11-Q14)	19	19	100	NS	98
Global(Q15)	19	18	95	NS	92
Outcomes/Functioning (Q16-Q20a)	19	19	100	NS	98
Medication (Y/N) (Q21)	19	18	95	+	83
Medication Scale (Q21a-Q21e) <sup>4</sup>	18	17	94	NS	87

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	24	22	92	NS	93
Cultural (Q4-Q6)	24	24	100	+	98
Access(Q7-Q10)	24	24	100	+	98
Participation (Q11-Q14)	24	24	100	+	95
Global(Q15)	24	22	92	NS	94
Outcomes/Functioning (Q16-Q20a)	24	21	88	NS	91
Medication (Y/N) (Q21)	24	19	79	-	90
Medication Scale (Q21a-Q21e) <sup>4</sup>	19	12	63	-	81

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## South Beach Psychiatric Center

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	15	18	83.33
Day Treatment	15	18	83.33

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	14	14	100	+	97
Cultural (Q4-Q6)	14	14	100	+	100
Access(Q7-Q9)	14	14	100	+	97
Participation (Q10-Q13)	15	15	100	+	98
Global(Q14-Q17)	14	14	100	+	97
Outcomes/Functioning (Q18-Q22)	15	15	100	+	84
Social Connectedness (Q23-Q27)	15	15	100	+	86
Medication (Y/N) (Q28)	15	15	100	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	15	15	100	+	96

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	14	14	100	NS	98
Cultural (Q4-Q6)	14	14	100	NS	99
Access(Q7-Q9)	14	14	100	+	97
Participation (Q10-Q13)	15	15	100	+	98
Global(Q14-Q17)	14	14	100	NS	98
Outcomes/Functioning (Q18-Q22)	15	15	100	+	86
Social Connectedness (Q23-Q27)	15	15	100	+	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009***

## ***South Beach Psychiatric Center***

**PROGRAM\_TYPE\_NAME=Day Treatment**

<b>Domain</b>	<b>Agency N<sup>1</sup></b>	<b>Agency N Positive<sup>2</sup></b>	<b>Agency % Positive</b>	<b>95% Confidence Interval<sup>3</sup></b>	<b>Statewide % Positive</b>
Medication (Y/N) (Q28)	15	15	100	+	87
Medication Scale (Q28a-Q28e) <sup>4</sup>	15	15	100	+	96

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *South Beach Psychiatric Center*

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	16	16	100.00
Day Treatment	16	16	100.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	16	12	75	-	93
Cultural (Q4-Q6)	16	14	88	-	94
Access(Q7-Q10)	16	12	75	-	95
Participation (Q11-Q14)	16	11	69	-	91
Global(Q15)	16	10	63	-	87
Outcomes/Functioning (Q16-Q20a)	16	12	75	-	92
Medication (Y/N) (Q21)	16	15	94	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	15	8	53	-	81

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	16	12	75	-	92
Cultural (Q4-Q6)	16	14	88	-	92
Access(Q7-Q10)	16	12	75	-	92
Participation (Q11-Q14)	16	11	69	-	85
Global(Q15)	16	10	63	-	83
Outcomes/Functioning (Q16-Q20a)	16	12	75	-	87
Medication (Y/N) (Q21)	16	15	94	+	86
Medication Scale (Q21a-Q21e) <sup>4</sup>	15	8	53	-	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *St. Catherine's Center for Children*

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	3	6	50.00
Family Based Treatment	3	6	50.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	97
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	98
Global(Q14-Q17)	< 5	N/A	N/A	N/A	97
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	84
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	86
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

#### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	99
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	96
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	97
Global(Q14-Q17)	< 5	N/A	N/A	N/A	99
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	81
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Family Assessment of Care Survey Results 2009***

## ***St. Catherine's Center for Children***

### **PROGRAM\_TYPE\_NAME=Family Based Treatment**

<b>Domain</b>	<b>Agency N<sup>1</sup></b>	<b>Agency N Positive<sup>2</sup></b>	<b>Agency % Positive</b>	<b>95% Confidence Interval<sup>3</sup></b>	<b>Statewide % Positive</b>
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	90
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	98

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *St. Catherine's Center for Children*

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	4	4	100.00
Family Based Treatment	4	4	100.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	93
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	94
Access(Q7-Q10)	< 5	N/A	N/A	N/A	95
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	91
Global(Q15)	< 5	N/A	N/A	N/A	87
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	92
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	81

#### PROGRAM\_TYPE\_NAME=Family Based Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	96
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	99
Access(Q7-Q10)	< 5	N/A	N/A	N/A	99
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	98
Global(Q15)	< 5	N/A	N/A	N/A	92
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	98
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	83
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	87

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## St. Dominic's Home

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	24	116	20.69
HCBS Waiver Individualized Care Coordination	24	116	20.69

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	24	23	96	-	97
Cultural (Q4-Q6)	24	24	100	+	100
Access(Q7-Q9)	24	23	96	NS	97
Participation (Q10-Q13)	23	22	96	-	98
Global(Q14-Q17)	23	22	96	-	97
Outcomes/Functioning (Q18-Q22)	23	19	83	NS	84
Social Connectedness (Q23-Q27)	23	17	74	-	86
Medication (Y/N) (Q28)	24	21	88	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	20	16	80	-	96

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	24	23	96	-	98
Cultural (Q4-Q6)	24	24	100	+	100
Access(Q7-Q9)	24	23	96	-	98
Participation (Q10-Q13)	23	22	96	-	99
Global(Q14-Q17)	23	22	96	-	99
Outcomes/Functioning (Q18-Q22)	23	19	83	NS	83
Social Connectedness (Q23-Q27)	23	17	74	-	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *St. Dominic's Home*

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	24	21	88	-	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	20	16	80	-	95

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *St. Dominic's Home*

### **Youth Response Rate**

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Family Assessment of Care Survey Results 2009

## St. Joseph's Villa of Rochester

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	11	39	28.21
Children & Youth Community Residence	1	8	12.50
HCBS Waiver Individualized Care Coordination	8	17	47.06
Residential Treatment Facility - Children & Youth	2	14	14.29

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	11	10	91	-	97
Cultural (Q4-Q6)	11	11	100	+	100
Access(Q7-Q9)	11	10	91	-	97
Participation (Q10-Q13)	11	11	100	+	98
Global(Q14-Q17)	11	11	100	+	97
Outcomes/Functioning (Q18-Q22)	11	7	64	-	84
Social Connectedness (Q23-Q27)	11	8	73	-	86
Medication (Y/N) (Q28)	11	10	91	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	10	10	100	+	96

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	88
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q9)	< 5	N/A	N/A	N/A	88
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	88
Global(Q14-Q17)	< 5	N/A	N/A	N/A	88
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	67

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## St. Joseph's Villa of Rochester

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	83
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	96
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	90

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	8	7	88	-	98
Cultural (Q4-Q6)	8	8	100	+	100
Access(Q7-Q9)	8	7	88	-	98
Participation (Q10-Q13)	8	8	100	+	99
Global(Q14-Q17)	8	8	100	+	99
Outcomes/Functioning (Q18-Q22)	8	5	63	-	83
Social Connectedness (Q23-Q27)	8	5	63	-	88
Medication (Y/N) (Q28)	8	7	88	-	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	7	7	100	+	95

### PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	100
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	98
Access(Q7-Q9)	< 5	N/A	N/A	N/A	94
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	95
Global(Q14-Q17)	< 5	N/A	N/A	N/A	95
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	85
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	91
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	93
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	93

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Youth Assessment of Care Survey Results 2009

## St. Joseph's Villa of Rochester

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	19	22	86.36
Children & Youth Community Residence	8	8	100.00
Residential Treatment Facility - Children & Youth	11	14	78.57

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	19	18	95	+	93
Cultural (Q4-Q6)	19	17	89	-	94
Access(Q7-Q10)	19	17	89	-	95
Participation (Q11-Q14)	19	18	95	+	91
Global(Q15)	19	17	89	+	87
Outcomes/Functioning (Q16-Q20a)	19	18	95	+	92
Medication (Y/N) (Q21)	19	18	95	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	17	16	94	+	81

#### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	8	8	100	NS	95
Cultural (Q4-Q6)	8	8	100	NS	98
Access(Q7-Q10)	8	8	100	+	100
Participation (Q11-Q14)	8	8	100	NS	97
Global(Q15)	8	8	100	NS	97
Outcomes/Functioning (Q16-Q20a)	8	7	88	-	97
Medication (Y/N) (Q21)	8	8	100	NS	95
Medication Scale (Q21a-Q21e) <sup>4</sup>	8	7	88	NS	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# ***NYSOMH Youth Assessment of Care Survey Results 2009***

## ***St. Joseph's Villa of Rochester***

**PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	11	10	91	NS	93
Cultural (Q4-Q6)	11	9	82	-	89
Access(Q7-Q10)	11	9	82	-	91
Participation (Q11-Q14)	11	10	91	NS	88
Global(Q15)	11	9	82	NS	77
Outcomes/Functioning (Q16-Q20a)	11	11	100	NS	97
Medication (Y/N) (Q21)	11	10	91	-	96
Medication Scale (Q21a-Q21e) <sup>4</sup>	9	9	100	+	81

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Family Assessment of Care Survey Results 2009

## St. Lawrence Psychiatric Center

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	4	13	30.77
Day Treatment	4	13	30.77

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	97
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	98
Global(Q14-Q17)	< 5	N/A	N/A	N/A	97
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	84
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	86
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	98
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	99
Access(Q7-Q9)	< 5	N/A	N/A	N/A	97
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	98
Global(Q14-Q17)	< 5	N/A	N/A	N/A	98
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	86
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *St. Lawrence Psychiatric Center*

### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	87
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## St. Lawrence Psychiatric Center

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	7	13	53.85
Day Treatment	7	13	53.85

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	7	100	+	93
Cultural (Q4-Q6)	7	7	100	+	94
Access(Q7-Q10)	7	7	100	+	95
Participation (Q11-Q14)	7	7	100	+	91
Global(Q15)	7	6	86	NS	87
Outcomes/Functioning (Q16-Q20a)	7	7	100	+	92
Medication (Y/N) (Q21)	7	7	100	+	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	7	5	71	-	81

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	7	100	+	92
Cultural (Q4-Q6)	7	7	100	+	92
Access(Q7-Q10)	7	7	100	+	92
Participation (Q11-Q14)	7	7	100	+	85
Global(Q15)	7	6	86	NS	83
Outcomes/Functioning (Q16-Q20a)	7	7	100	+	87
Medication (Y/N) (Q21)	7	7	100	+	86
Medication Scale (Q21a-Q21e) <sup>4</sup>	7	5	71	-	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## St. Luke's-Roosevelt Hospital Center

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	8	120	6.67
HCBS Waiver Individualized Care Coordination	8	120	6.67

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	7	100	+	97
Cultural (Q4-Q6)	7	7	100	+	100
Access(Q7-Q9)	7	7	100	+	97
Participation (Q10-Q13)	7	7	100	+	98
Global(Q14-Q17)	7	7	100	+	97
Outcomes/Functioning (Q18-Q22)	7	5	71	-	84
Social Connectedness (Q23-Q27)	7	6	86	NS	86
Medication (Y/N) (Q28)	8	6	75	-	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	6	6	100	+	96

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	7	100	+	98
Cultural (Q4-Q6)	7	7	100	+	100
Access(Q7-Q9)	7	7	100	+	98
Participation (Q10-Q13)	7	7	100	+	99
Global(Q14-Q17)	7	7	100	+	99
Outcomes/Functioning (Q18-Q22)	7	5	71	-	83
Social Connectedness (Q23-Q27)	7	6	86	NS	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *St. Luke's-Roosevelt Hospital Center*

**PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	8	6	75	-	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	6	6	100	+	95

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *St. Luke's-Roosevelt Hospital Center*

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Family Assessment of Care Survey Results 2009

## St. Regis Mohawk Education & Comm. Fund, Inc.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	7	30	23.33
Clinic Treatment	7	30	23.33

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	6	86	-	97
Cultural (Q4-Q6)	7	7	100	+	100
Access(Q7-Q9)	7	7	100	+	97
Participation (Q10-Q13)	7	7	100	+	98
Global(Q14-Q17)	7	7	100	+	97
Outcomes/Functioning (Q18-Q22)	7	6	86	NS	84
Social Connectedness (Q23-Q27)	5	4	80	-	86
Medication (Y/N) (Q28)	7	3	43	-	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

#### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	7	6	86	-	96
Cultural (Q4-Q6)	7	7	100	+	100
Access(Q7-Q9)	7	7	100	+	96
Participation (Q10-Q13)	7	7	100	+	98
Global(Q14-Q17)	7	7	100	+	97
Outcomes/Functioning (Q18-Q22)	7	6	86	NS	89
Social Connectedness (Q23-Q27)	5	4	80	NS	82

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *St. Regis Mohawk Education & Comm. Fund, Inc.*

### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	7	3	43	-	61
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	97

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009

## St. Regis Mohawk Education & Comm. Fund, Inc.

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	1	10	10.00
Clinic Treatment	1	10	10.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	93
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	94
Access(Q7-Q10)	< 5	N/A	N/A	N/A	95
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	91
Global(Q15)	< 5	N/A	N/A	N/A	87
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	92
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	81

#### PROGRAM\_TYPE\_NAME=Clinic Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q10)	< 5	N/A	N/A	N/A	97
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	94
Global(Q15)	< 5	N/A	N/A	N/A	93
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	93
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	70
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	83

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## Steinway Child and Family Services, Inc.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	44	56	78.57
HCBS Waiver Individualized Care Coordination	44	56	78.57

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	44	44	100	+	97
Cultural (Q4-Q6)	44	44	100	+	100
Access(Q7-Q9)	43	43	100	+	97
Participation (Q10-Q13)	44	44	100	+	98
Global(Q14-Q17)	44	44	100	+	97
Outcomes/Functioning (Q18-Q22)	44	36	82	NS	84
Social Connectedness (Q23-Q27)	44	41	93	+	86
Medication (Y/N) (Q28)	44	38	86	NS	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	36	32	89	-	96

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	44	44	100	+	98
Cultural (Q4-Q6)	44	44	100	+	100
Access(Q7-Q9)	43	43	100	+	98
Participation (Q10-Q13)	44	44	100	+	99
Global(Q14-Q17)	44	44	100	+	99
Outcomes/Functioning (Q18-Q22)	44	36	82	NS	83
Social Connectedness (Q23-Q27)	44	41	93	+	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Steinway Child and Family Services, Inc.*

### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	44	38	86	-	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	36	32	89	-	95

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

***NYSOMH Youth Assessment of Care Survey Results 2009  
Steinway Child and Family Services, Inc.***

**Youth Response Rate**

<b>Program Type</b>	<b>Surveys Completed</b>	<b>Surveys Distributed</b>	<b>Response Rate</b>
Statewide	827	1199	68.97

1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

3 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

4 Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009

## The Children's Village, Inc.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	5	14	35.71
Residential Treatment Facility - Children & Youth	5	14	35.71

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	5	5	100	+	97
Cultural (Q4-Q6)	5	5	100	+	100
Access(Q7-Q9)	5	5	100	+	97
Participation (Q10-Q13)	5	5	100	+	98
Global(Q14-Q17)	5	5	100	+	97
Outcomes/Functioning (Q18-Q22)	5	4	80	-	84
Social Connectedness (Q23-Q27)	5	5	100	+	86
Medication (Y/N) (Q28)	5	4	80	-	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

#### PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	5	5	100	+	100
Cultural (Q4-Q6)	5	5	100	NS	98
Access(Q7-Q9)	5	5	100	+	94
Participation (Q10-Q13)	5	5	100	NS	95
Global(Q14-Q17)	5	5	100	NS	95
Outcomes/Functioning (Q18-Q22)	5	4	80	NS	85
Social Connectedness (Q23-Q27)	5	5	100	+	91

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *The Children's Village, Inc.*

**PROGRAM\_TYPE\_NAME=Residential Treatment Facility - Children & Youth**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	5	4	80	-	93
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	93

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *The Children's Village, Inc.*

### **Youth Response Rate**

<b>Program Type</b>	<b>Surveys Completed</b>	<b>Surveys Distributed</b>	<b>Response Rate</b>
Statewide	827	1199	68.97

1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

3 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

4 Medication Scale calculated for individuals who responded "Y" to Medication Question

# NYSOMH Family Assessment of Care Survey Results 2009 Vanderheyden Hall, Inc.

## Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	1	4	25.00
Children & Youth Community Residence	1	4	25.00

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	97
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	100
Access(Q7-Q9)	< 5	N/A	N/A	N/A	97
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	98
Global(Q14-Q17)	< 5	N/A	N/A	N/A	97
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	84
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	86
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	96

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	88
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	96
Access(Q7-Q9)	< 5	N/A	N/A	N/A	88
Participation (Q10-Q13)	< 5	N/A	N/A	N/A	88
Global(Q14-Q17)	< 5	N/A	N/A	N/A	88
Outcomes/Functioning (Q18-Q22)	< 5	N/A	N/A	N/A	67
Social Connectedness (Q23-Q27)	< 5	N/A	N/A	N/A	83

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Vanderheyden Hall, Inc.*

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	< 5	N/A	N/A	N/A	96
Medication Scale (Q28a-Q28e) <sup>4</sup>	< 5	N/A	N/A	N/A	90

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Youth Assessment of Care Survey Results 2009 Vanderheyden Hall, Inc.

## Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	0	1	0.00
Children & Youth Community Residence	0	1	0.00

### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	93
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	94
Access(Q7-Q10)	< 5	N/A	N/A	N/A	95
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	91
Global(Q15)	< 5	N/A	N/A	N/A	87
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	92
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	81

### PROGRAM\_TYPE\_NAME=Children & Youth Community Residence

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	< 5	N/A	N/A	N/A	95
Cultural (Q4-Q6)	< 5	N/A	N/A	N/A	98
Access(Q7-Q10)	< 5	N/A	N/A	N/A	100
Participation (Q11-Q14)	< 5	N/A	N/A	N/A	97
Global(Q15)	< 5	N/A	N/A	N/A	97
Outcomes/Functioning (Q16-Q20a)	< 5	N/A	N/A	N/A	97
Medication (Y/N) (Q21)	< 5	N/A	N/A	N/A	95
Medication Scale (Q21a-Q21e) <sup>4</sup>	< 5	N/A	N/A	N/A	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Westchester Jewish Community Services, Inc.*

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	14	18	77.78
HCBS Waiver Individualized Care Coordination	14	18	77.78

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	14	14	100	+	97
Cultural (Q4-Q6)	14	14	100	+	100
Access(Q7-Q9)	14	14	100	+	97
Participation (Q10-Q13)	14	14	100	+	98
Global(Q14-Q17)	14	14	100	+	97
Outcomes/Functioning (Q18-Q22)	14	11	79	-	84
Social Connectedness (Q23-Q27)	14	14	100	+	86
Medication (Y/N) (Q28)	14	14	100	+	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	14	12	86	-	96

#### PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	14	14	100	+	98
Cultural (Q4-Q6)	14	14	100	+	100
Access(Q7-Q9)	14	14	100	+	98
Participation (Q10-Q13)	14	14	100	+	99
Global(Q14-Q17)	14	14	100	+	99
Outcomes/Functioning (Q18-Q22)	14	11	79	-	83
Social Connectedness (Q23-Q27)	14	14	100	+	88

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Westchester Jewish Community Services, Inc.*

**PROGRAM\_TYPE\_NAME=HCBS Waiver Individualized Care Coordination**

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	14	14	100	+	91
Medication Scale (Q28a-Q28e) <sup>4</sup>	14	12	86	-	95

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

***NYSOMH Youth Assessment of Care Survey Results 2009  
Westchester Jewish Community Services, Inc.***

**Youth Response Rate**

<b>Program Type</b>	<b>Surveys Completed</b>	<b>Surveys Distributed</b>	<b>Response Rate</b>
Statewide	827	1199	68.97

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# NYSOMH Family Assessment of Care Survey Results 2009

## Western New York Children's Psychiatric Ctr.

### Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1182	2814	42.00
Agency Total	6	16	37.50
Day Treatment	6	16	37.50

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	+	97
Cultural (Q4-Q6)	6	6	100	+	100
Access(Q7-Q9)	6	6	100	+	97
Participation (Q10-Q13)	6	6	100	+	98
Global(Q14-Q17)	6	6	100	+	97
Outcomes/Functioning (Q18-Q22)	6	5	83	NS	84
Social Connectedness (Q23-Q27)	6	5	83	-	86
Medication (Y/N) (Q28)	6	5	83	NS	84
Medication Scale (Q28a-Q28e) <sup>4</sup>	5	5	100	+	96

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	6	6	100	NS	98
Cultural (Q4-Q6)	6	6	100	NS	99
Access(Q7-Q9)	6	6	100	+	97
Participation (Q10-Q13)	6	6	100	+	98
Global(Q14-Q17)	6	6	100	NS	98
Outcomes/Functioning (Q18-Q22)	6	5	83	NS	86
Social Connectedness (Q23-Q27)	6	5	83	-	89

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question

# *NYSOMH Family Assessment of Care Survey Results 2009*

## *Western New York Children's Psychiatric Ctr.*

### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Medication (Y/N) (Q28)	6	5	83	NS	87
Medication Scale (Q28a-Q28e) <sup>4</sup>	5	5	100	+	96

*1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality*

*2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)*

*3 95% Confidence interval compares agency % Positive to statewide % Positive;*

*+ = Agency positively significant compared to state;*

*- = Agency negatively significant compared to state;*

*NS = Agency not significant compared to state*

*4 Medication Scale calculated for individuals who responded "Y" to Medication Question*

# *NYSOMH Youth Assessment of Care Survey Results 2009*

## *Western New York Children's Psychiatric Ctr.*

### Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	827	1199	68.97
Agency Total	20	20	100.00
Day Treatment	20	20	100.00

#### PROGRAM\_TYPE\_NAME=All

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	20	20	100	+	93
Cultural (Q4-Q6)	20	19	95	NS	94
Access(Q7-Q10)	20	20	100	+	95
Participation (Q11-Q14)	20	17	85	-	91
Global(Q15)	20	19	95	+	87
Outcomes/Functioning (Q16-Q20a)	20	18	90	NS	92
Medication (Y/N) (Q21)	20	17	85	-	88
Medication Scale (Q21a-Q21e) <sup>4</sup>	17	16	94	+	81

#### PROGRAM\_TYPE\_NAME=Day Treatment

Domain	Agency N <sup>1</sup>	Agency N Positive <sup>2</sup>	Agency % Positive	95% Confidence Interval <sup>3</sup>	Statewide % Positive
Appropriateness (Q1-Q3)	20	20	100	+	92
Cultural (Q4-Q6)	20	19	95	NS	92
Access(Q7-Q10)	20	20	100	+	92
Participation (Q11-Q14)	20	17	85	NS	85
Global(Q15)	20	19	95	+	83
Outcomes/Functioning (Q16-Q20a)	20	18	90	NS	87
Medication (Y/N) (Q21)	20	17	85	NS	86
Medication Scale (Q21a-Q21e) <sup>4</sup>	17	16	94	+	80

<sup>1</sup> Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality

<sup>2</sup> Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)

<sup>3</sup> 95% Confidence interval compares agency % Positive to statewide % Positive;

+ = Agency positively significant compared to state;

- = Agency negatively significant compared to state;

NS = Agency not significant compared to state

<sup>4</sup> Medication Scale calculated for individuals who responded "Y" to Medication Question