


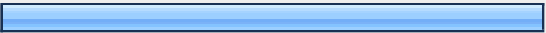
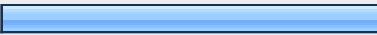
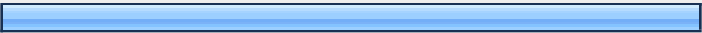



MAAC Survey 2009

1. Please answer the following questions regarding Service Delivery:								
	Completely Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Completely Disagree	N/A	Rating Average	Response Count
I have a good understanding of the services MAAC offers.	52.9% (72)	33.8% (46)	3.7% (5)	4.4% (6)	5.1% (7)	0.0% (0)	4.25	136
I have a good understanding of how MAAC operates.	44.9% (61)	36.8% (50)	9.6% (13)	4.4% (6)	4.4% (6)	0.0% (0)	4.13	136
MAAC provides individualized services.	66.2% (90)	17.6% (24)	12.5% (17)	1.5% (2)	0.7% (1)	1.5% (2)	4.49	136
The services MAAC provides are high quality.	68.4% (93)	18.4% (25)	11.0% (15)	0.0% (0)	1.5% (2)	0.7% (1)	4.53	136
MAAC provides an essential continuum of supports for children in our community.	68.4% (93)	16.2% (22)	11.8% (16)	0.7% (1)	0.7% (1)	2.2% (3)	4.54	136
	<i>answered question</i>							136
	<i>skipped question</i>							0



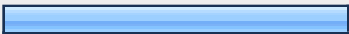
2. Which of the following are applicable to MAAC?			
		Response Percent	Response Count
Funding source for youth services		70.6%	96
Service Coordination Agency		55.9%	76
State Agency		27.2%	37
Private non-profit agency		47.8%	65
Facility for youth		33.1%	45
Collaboration		61.8%	84
Other (please specify)		5.9%	8
		answered question	136
		skipped question	0

3. What are some services you would like to see MAAC provide that they don't already?			
		Response Count	
		136	
		answered question	136
		skipped question	0

4. From your perspective, what are the reasons MAAC is beneficial for kids?		Response Count
		136
	<i>answered question</i>	136
	<i>skipped question</i>	0

5. Please rate the following comments about the MAAC staff:								
	Completely Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Completely Disagree	N/A	Rating Average	Response Count
MAAC Staff are helpful.	74.4% (99)	15.8% (21)	4.5% (6)	0.0% (0)	0.8% (1)	4.5% (6)	4.71	133
MAAC staff advocate for youth.	75.9% (101)	10.5% (14)	5.3% (7)	0.0% (0)	0.8% (1)	7.5% (10)	4.74	133
MAAC staff are available when I have needed assistance.	60.9% (81)	18.0% (24)	5.3% (7)	3.0% (4)	2.3% (3)	10.5% (14)	4.48	133
MAAC staff are knowledgeable about resources in the child welfare system.	65.4% (87)	15.0% (20)	7.5% (10)	0.8% (1)	0.8% (1)	10.5% (14)	4.61	133
MAAC staff are knowledgeable about resources in the community.	61.7% (82)	17.3% (23)	8.3% (11)	1.5% (2)	0.8% (1)	10.5% (14)	4.54	133
	<i>answered question</i>							133
	<i>skipped question</i>							3

6. Please rate the following comments regarding collaboration.								
	Completely Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Completely Disagree	N/A	Rating Average	Response Count
MAAC develops effective plans for youth.	68.2% (90)	18.2% (24)	5.3% (7)	0.0% (0)	2.3% (3)	6.1% (8)	4.60	132
MAAC youth have good outcomes.	54.5% (72)	25.0% (33)	12.9% (17)	0.8% (1)	0.8% (1)	6.1% (8)	4.40	132
MAAC provides creative services for youth.	68.2% (90)	16.7% (22)	8.3% (11)	0.0% (0)	2.3% (3)	4.5% (6)	4.56	132
MAAC provides innovative services for youth.	61.4% (81)	20.5% (27)	10.6% (14)	0.8% (1)	2.3% (3)	4.5% (6)	4.44	132
MAAC's concerns for children & families can be seen in their treatment plans.	60.6% (80)	21.2% (28)	9.1% (12)	0.8% (1)	2.3% (3)	6.1% (8)	4.46	132
MAAC has great partnerships with the Department of Family & Children Services (DFCS).	64.4% (85)	17.4% (23)	8.3% (11)	0.8% (1)	0.8% (1)	8.3% (11)	4.57	132
MAAC has great partnerships with the Department of Juvenile Justice (DJJ).	34.1% (45)	13.6% (18)	22.7% (30)	0.0% (0)	0.0% (0)	29.5% (39)	4.16	132
MAAC has great partnerships with other providers.	48.5% (64)	15.2% (20)	7.6% (10)	0.0% (0)	0.8% (1)	28.0% (37)	4.54	132
	answered question							132
	skipped question							4

7. Are you a:			Response Percent	Response Count
MAAC Youth			43.9%	58
DFCS or DJJ Case Manager			25.8%	34
Stakeholder/Other			30.3%	40
<i>answered question</i>				132
<i>skipped question</i>				4

8. The youth I have in MAAC's care:								
	Completely Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Completely Disagree	N/A	Rating Average	Response Count
Receive all the services they need.	48.5% (16)	33.3% (11)	12.1% (4)	0.0% (0)	6.1% (2)	0.0% (0)	4.18	33
Could benefit from additional services.	36.4% (12)	36.4% (12)	12.1% (4)	12.1% (4)	0.0% (0)	3.0% (1)	4.00	33
Receive services they would not likely in other placements.	60.6% (20)	18.2% (6)	15.2% (5)	3.0% (1)	3.0% (1)	0.0% (0)	4.30	33
Have a discharge plan from the beginning of services.	51.5% (17)	21.2% (7)	15.2% (5)	3.0% (1)	3.0% (1)	6.1% (2)	4.23	33
I know my youth's MAAC Clinical Team Representative.	78.8% (26)	6.1% (2)	9.1% (3)	0.0% (0)	6.1% (2)	0.0% (0)	4.52	33
<i>answered question</i>								33
<i>skipped question</i>								103

9. MAAC is very interested in improving the services we offer to the youth in our care. We would greatly appreciate your taking a few minutes to think about the next two questions and provide us with your honest feedback about our services. Please tell us what MAAC services have been the most helpful to the youth you have in MAAC's care.


		Response Count
		33
	<i>answered question</i>	33
	<i>skipped question</i>	103



10. Please tell us what MAAC could have provided to help the youth you have in MAAC's care.


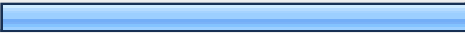
		Response Count
		33
	<i>answered question</i>	33
	<i>skipped question</i>	103

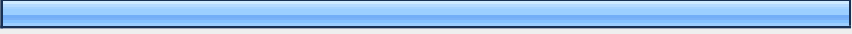

11. Please tell us a little about yourself:			
		Response Percent	Response Count
County:	<input type="text"/>	100.0%	33
Length of time at DFCS/DJJ:	<input type="text"/>	100.0%	33
		<i>answered question</i>	33
		<i>skipped question</i>	103


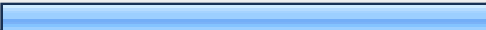
12. For purposes of the raffle drawing, please provide us with your name (NOTE: your name will NOT be associated with your survey):		
		Response Count
		31
		<i>answered question</i>
		<i>skipped question</i>
		31
		105


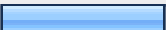
13. Have you completed your survey? (This will take you to the last question to end the survey)			Response Percent	Response Count
YES			100.0%	33
NO			0.0%	0
		<i>answered question</i>		33
		<i>skipped question</i>		103

14. I have met my MAAC Clinical Team Representative.			Response Percent	Response Count
YES			76.8%	43
NO			23.2%	13
		<i>answered question</i>		56
		<i>skipped question</i>		80

15. I know where I am going when I am discharged from MAAC.			Response Percent	Response Count
YES			58.9%	33
NO			41.1%	23
			<i>answered question</i>	56
			<i>skipped question</i>	80

16. I know how to reach MAAC staff if I need or want to.			Response Percent	Response Count
YES			75.0%	42
NO			25.0%	14
			<i>answered question</i>	56
			<i>skipped question</i>	80

17. I know who my MAAC Youth Advisory Board member is.			Response Percent	Response Count
YES			57.1%	32
NO			42.9%	24
			<i>answered question</i>	56
			<i>skipped question</i>	80

18. Would you recommend MAAC for other kids?			Response Percent	Response Count
YES			85.7%	48
NO			14.3%	8
			If yes, why? If no, why not?	40
			<i>answered question</i>	56
			<i>skipped question</i>	80

19. Please rate the following comments.								
	Completely Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Completely Disagree	N/A	Rating Average	Response Count
My current plan is working for me.	55.4% (31)	12.5% (7)	17.9% (10)	1.8% (1)	5.4% (3)	7.1% (4)	4.19	56
I am involved in making decisions for my plan.	51.8% (29)	23.2% (13)	16.1% (9)	1.8% (1)	3.6% (2)	3.6% (2)	4.22	56
MAAC advocates for services for me.	55.4% (31)	23.2% (13)	16.1% (9)	0.0% (0)	0.0% (0)	5.4% (3)	4.42	56
	<i>answered question</i>							56
	<i>skipped question</i>							80

20. MAAC is very interested in improving the services we offer to the youth in our care. We would greatly appreciate your taking a few minutes to think about the next two questions and provide us with your honest feedback about our services. What has MAAC done to help you the most?		Response Count
		56
	<i>answered question</i>	56
	<i>skipped question</i>	80

21. What could MAAC do to help you more?

		Response Count
		56
	<i>answered question</i>	56
	<i>skipped question</i>	80

22. Please tell us a little about yourself:

Age?



	9	10	11	12	13	14	15	16	17	18	19
Please answer all three questions	3.6% (1)	0.0% (0)	7.1% (2)	7.1% (2)	0.0% (0)	7.1% (2)	0.0% (0)	10.7% (3)	21.4% (6)	25.0% (7)	14.3% (4)

Gender?


	Male	Female
Please answer all three questions	50.0% (24)	50.0% (24)

Where do you live?

	Foster Home	Group Home (Six or less youth living in program)	Residential (Over six youth living in program)	Independent Living Program	Hospital
Please answer all three questions	26.3% (10)	44.7% (17)	26.3% (10)	0.0% (0)	0.0% (0)





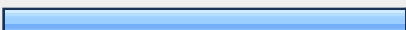
23. What type of school do you attend or will you attend next year?				
			Response Percent	Response Count
Public School			16.7%	2
On Campus School			0.0%	0
GED			0.0%	0
Other (please specify)			83.3%	10
			<i>answered question</i>	12
			<i>skipped question</i>	124

24. For purposes of the raffle drawing, please provide us with your name (NOTE: your name will NOT be associated with your survey):			
			Response Count
			49
			<i>answered question</i>
			49
			<i>skipped question</i>
			87

25. Have you completed your survey? (This will take you to the last question to end the survey)			Response Percent	Response Count
YES			100.0%	56
NO			0.0%	0
		<i>answered question</i>		56
		<i>skipped question</i>		80

26. For purposes of the raffle drawing, please provide us with your name (NOTE: your name will NOT be associated with your survey):			Response Count
			37
		<i>answered question</i>	37
		<i>skipped question</i>	99

27. How did you get this survey?

		Response Percent	Response Count
E-mail		41.1%	53
Regular Mail		20.9%	27
Website		0.8%	1
Word of Mouth		1.6%	2
Other		35.7%	46
		Other (please specify)	49
		answered question	129
		skipped question	7