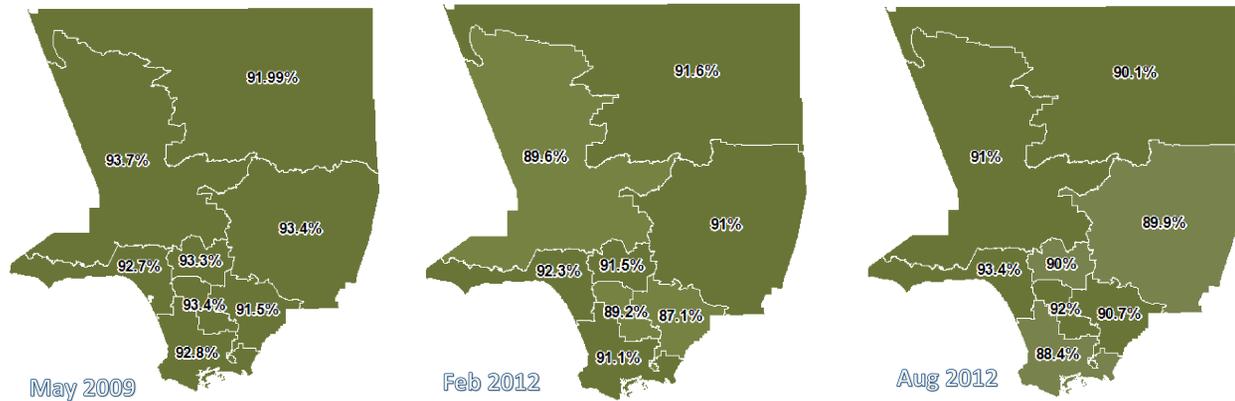
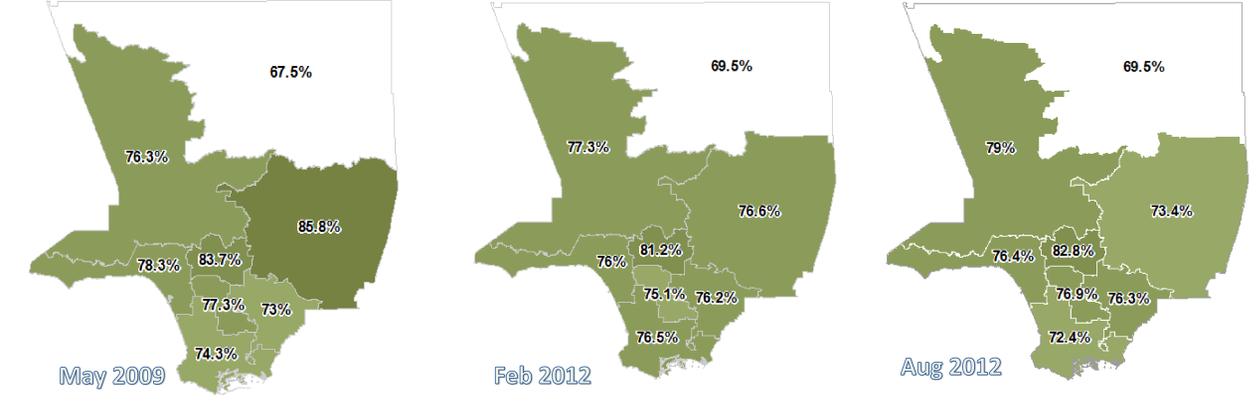


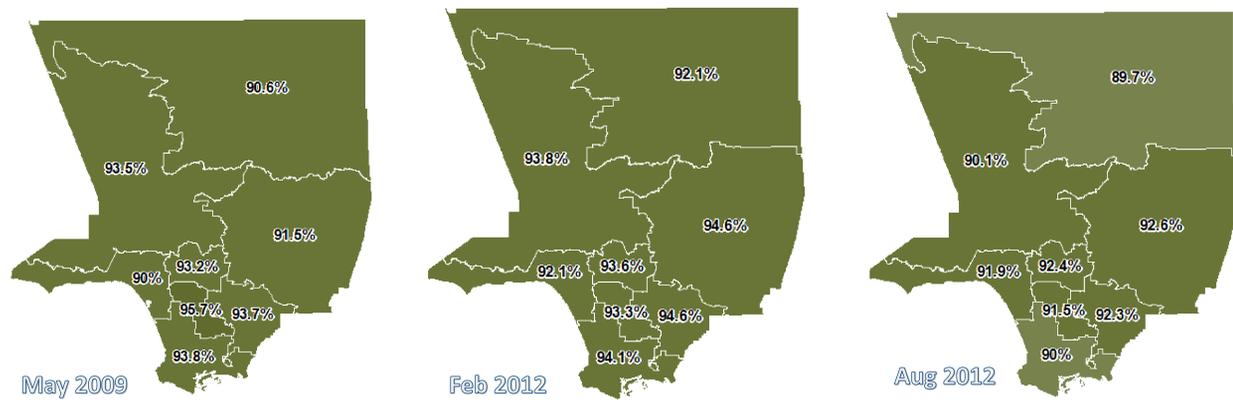
I felt my child had someone to talk to when he/she was troubled (outcome target = 80%)



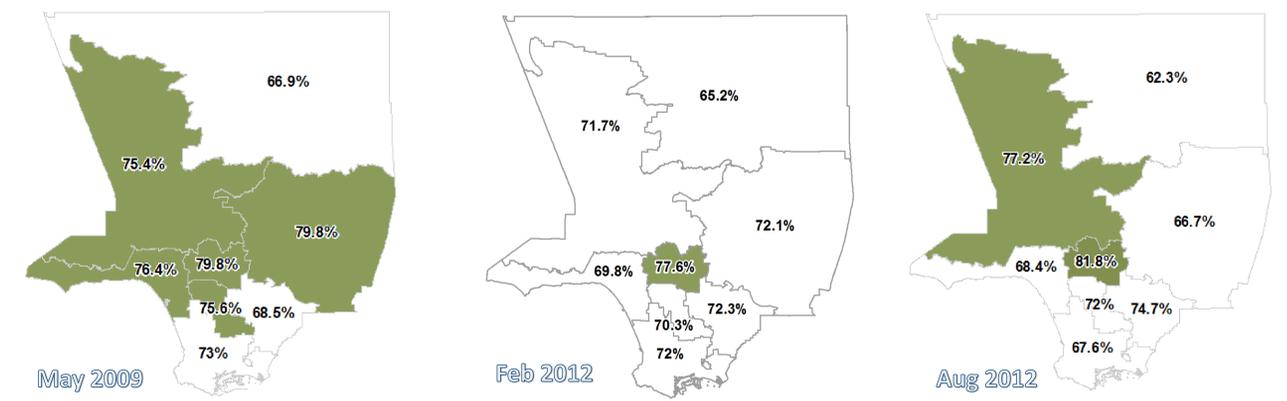
My child gets along better with family members (outcome target = 70%)



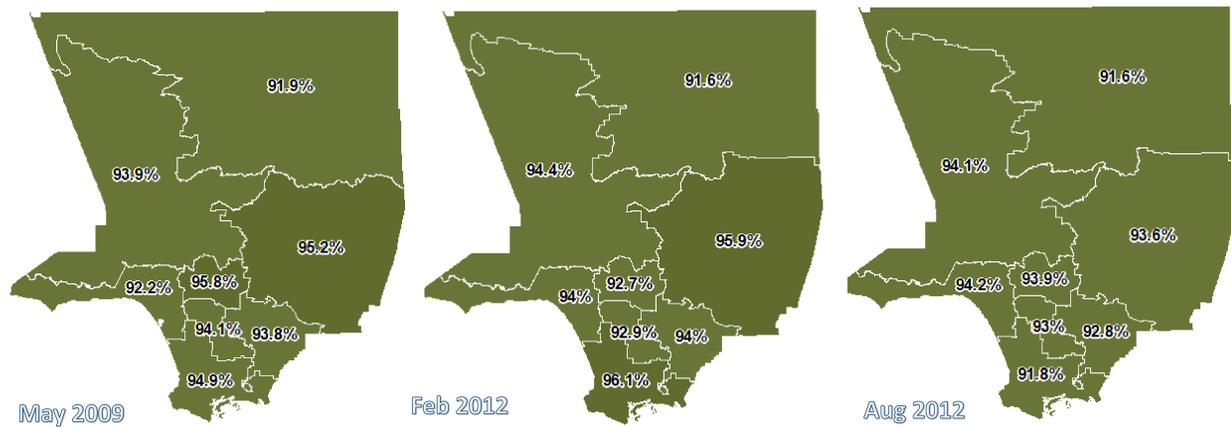
The location of services was convenient for us (outcome target = 84%)



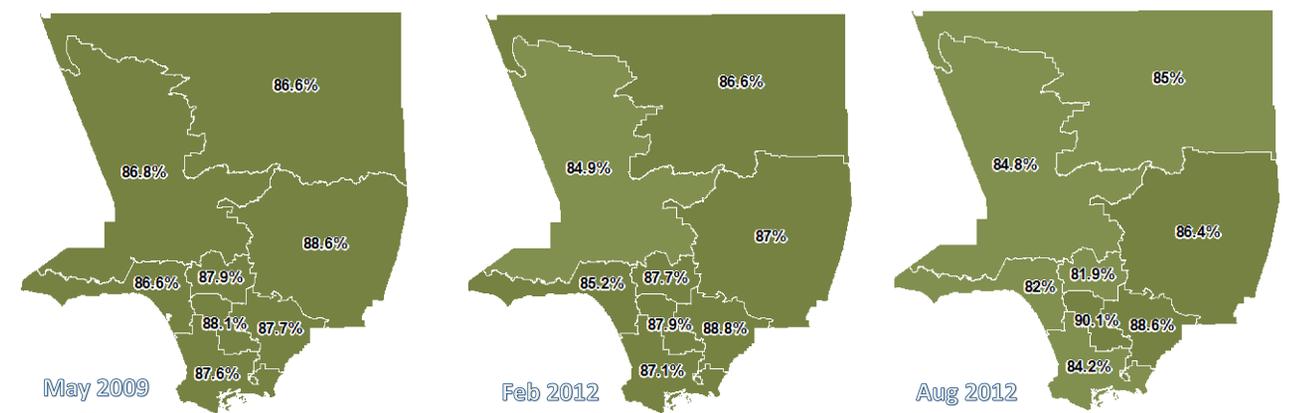
My child is doing better in school and/or at work (outcome target = 75%)



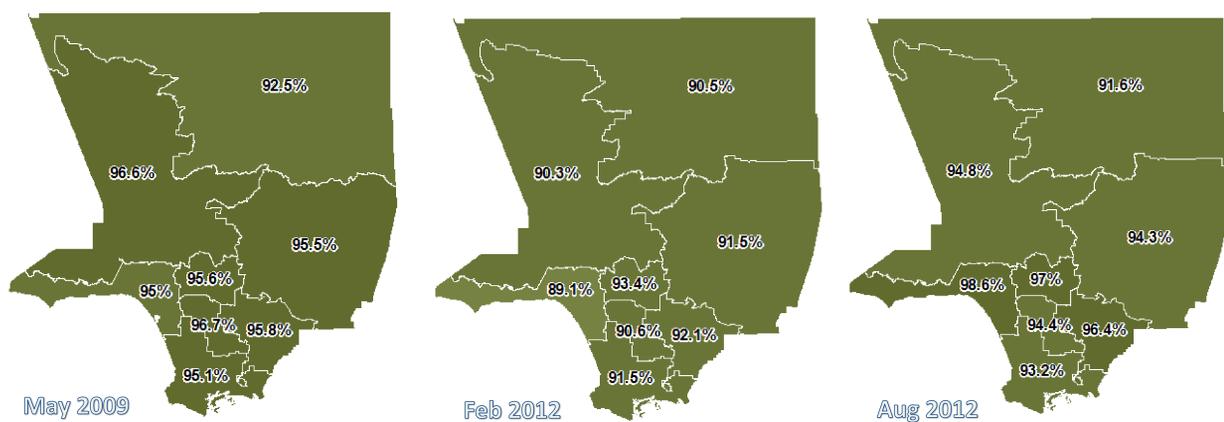
Services are available at times that were convenient for us (outcome target = 87%)



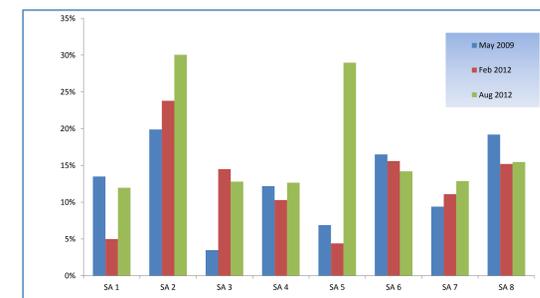
In crisis, I would have the support I need from family and friends (outcome target = 70%)



Staff were sensitive to my culture/ethnic background (outcome target = 80%)



Response Rate Chart



Response Rate

SA	May 2009	Feb 2012	Aug 2012
SA 1	13.5%	5.0%	12.0%
SA 2	19.9%	23.8%	30.1%
SA 3	3.5%	14.5%	12.8%
SA 4	12.2%	10.3%	12.7%
SA 5	6.9%	4.4%	29.0%
SA 6	16.5%	15.6%	14.2%
SA 7	9.4%	11.1%	12.9%
SA 8	19.2%	15.2%	15.5%

Legend

