

Rating Scale

Each question was rated on a 5 star rating scale:

- 5 stars = Excellent
- 4 stars = Good
- 3 stars = Average
- 2 stars = Below Average
- 1 star = Well below average

Overall Score (233 Responses)

4.80

Survey items:

1) I have felt safe while receiving YFC services. 4.9



2) I received the services I wanted. 4.7



3) I was treated with respect. 4.9



4) I took part in planning my services and setting goals. 4.8



5) My services were provided in a way I could understand. 4.8



6) My service provider asked for feedback regarding services. 4.8



7) I received my services in a timely manner. 4.7



8) I am satisfied with the services I received at YFC. 4.8



9) YFC was responsive to my culture and values. 4.8



10) My life has improved, as a result of my services provided by YFC. 4.7

