



# Data Flash



**April 2009**

## Traffic Light: Perceptions of Services

Caregivers/ Parents and Youth in the Systems of Hope Evaluation complete surveys every 6 months assessing their perception of their service experiences.



### **Red Light (Concern):**

Youth scores on Participation (involvement in their service planning and goals) were in the undecided range.

Caregivers were unsure about whether their child was having beneficial outcomes from the program at 6 months.

### **Yellow Light (Caution/ Monitor):**

Youth perceptions of services were consistently lower than caregivers'.

### **Green Light (Good news):**

Most caregivers are very satisfied with the quality of services they receive.

Scores for cultural sensitivity are high.

Caregivers and youth perceived beneficial outcomes from their SOH experiences at 12 months.

Over 80% of caregivers would recommend SOH to a friend in need and would come back to SOH if they needed help again.