

# Youth Opportunities Unit Strategic Plan 2007 Environmental Scan

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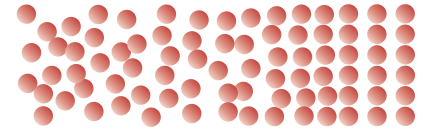


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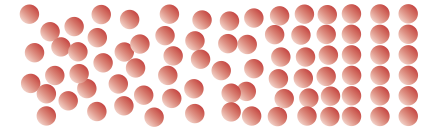
City of Phoenix  
Human Services Department  
Youth Opportunities Unit  
May 2004

# Youth Client Perspectives

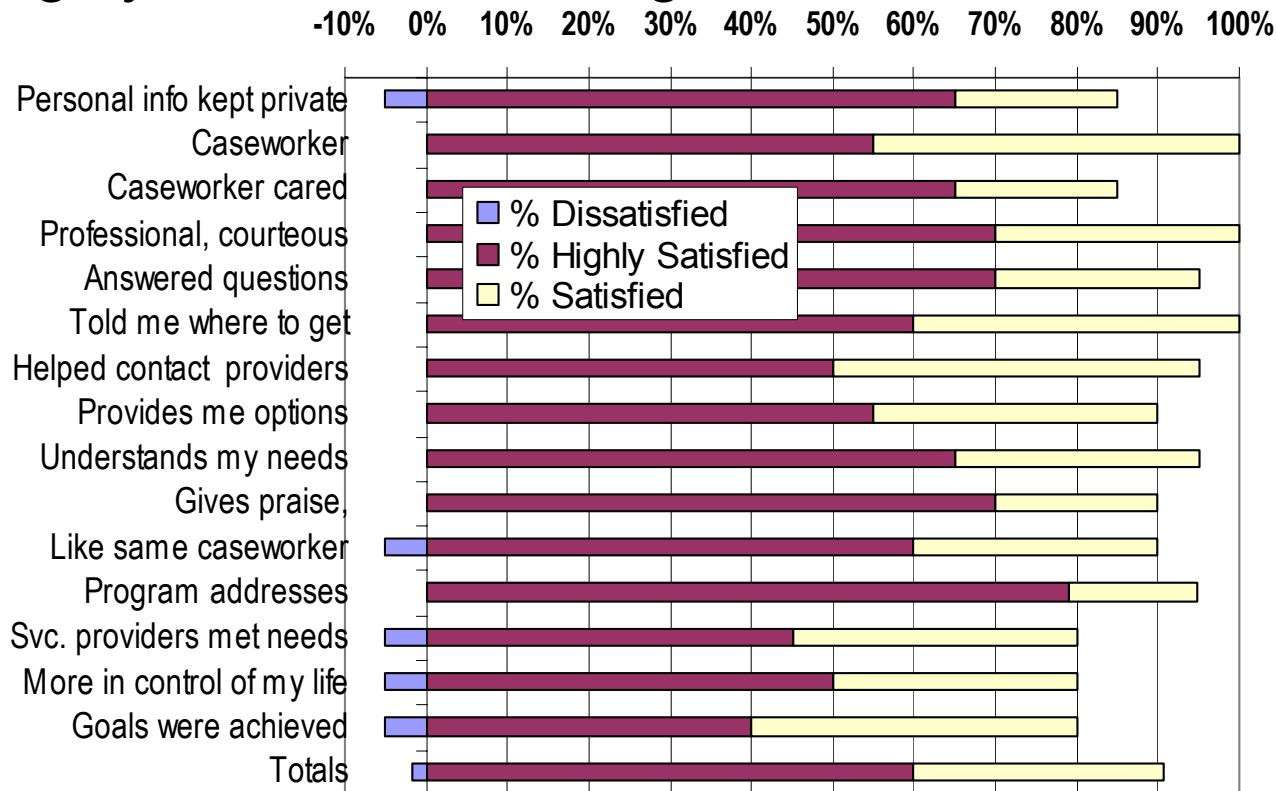


- School Based Program
  - All “Excellent”
- STEP-UP
  - Low dissatisfaction; 91% satisfaction
- Young Families CAN
  - Low dissatisfaction; 93% satisfaction
- Youth First Offender
  - Negligible dissatisfaction; high satisfaction
  - Highly-satisfied improved 2002-2003

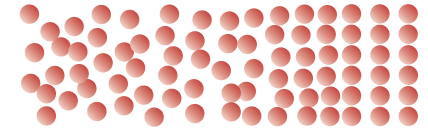
# Youth Client Perspective: STEP-UP



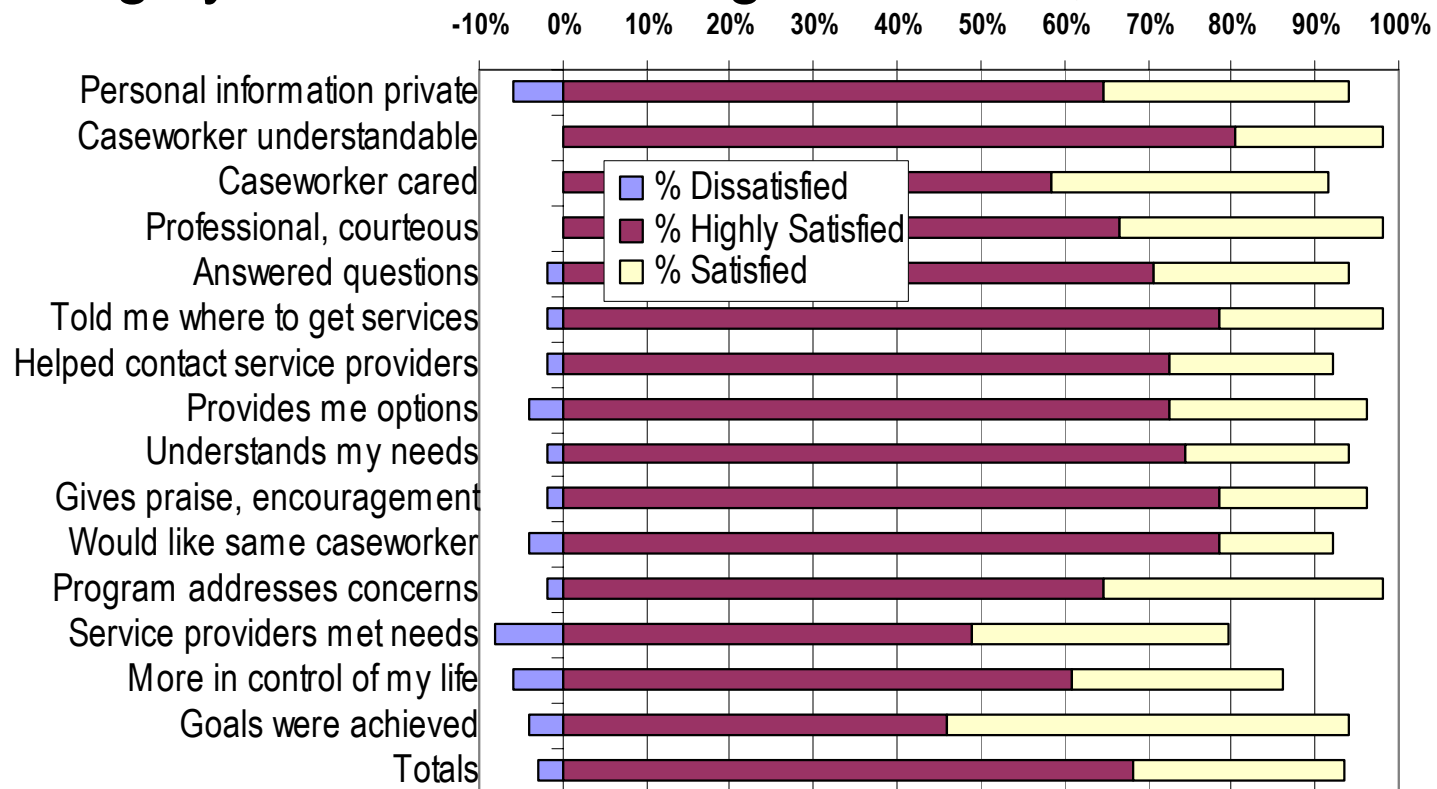
- Dissatisfaction rate never above 5%; overall 2%
- Satisfaction rate never below 80%; overall 91%
- Highly-satisfied rate ranges 40-79%; overall 60%



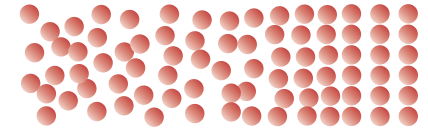
# Youth Client Perspective: Young Families CAN



- Dissatisfaction rate below 10%; overall 3%
- Satisfaction rate never below 80%; overall 93%
- Highly-satisfied rate ranges 49-80%; overall 68%



# Youth Client Perspective: Young First Offender



- Dissatisfaction rate is negligible
- Satisfaction rate is excellent
- Highly-satisfied rate increased 2002-2003

