

# Youth Services Survey for Families (YSS-F): Consumer Survey, 2013



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Report posted on CAMHD website at:  
<http://hawaii.gov/health/mental-health/camhd/library/pdf/rpteval/cs/index.html>

# Presentation Outline

- Background
- Purpose
- Method
- Results
- Summary

# Contract to Conduct the Survey

- SMS Research, Inc. is contracted by CAMHD to conduct this survey annually
- Paid with funds from the federally-funded SAMHSA Block Grant
- Outside contractor is awarded the contract so respondents feel comfortable answering questions re: CAMHD staff performance
- Eliminates conflict of interest in collecting, analyzing, writing up final report of results

# Purpose of Survey

- Includes 60 items that asked caregivers about their satisfaction with the services and behavioral outcomes generated by these services.
- Allows caregivers opportunity to share their perceptions of the quality of services provided to their child and outcomes
- Includes YSS-F, which is required for Federal funding

# Distribution of Surveys

- Surveys mailed out to caregivers of youth registered in CAMHD in Calendar Year 2012
- Surveys were mailed out April through May of 2013
- ‘Pre-notification’ postcards preceded each mail out (in early April)
- Two waves of surveys mailed out to respondents

# Areas Explored in Survey

Domain	Description
<b>Outcomes/ Functioning</b>	Child gets along better with friends & family
	Child better at coping, handling daily life
	Child shows improvement in school and work
<b>Access</b>	Location and time of services
<b>Treatment Participation</b>	Caregiver helped to choose services and goals, and participated in treatment
<b>Social Connectedness</b>	Caregiver has support at time of crisis
	Caregiver feels listened to and understood
<b>Cultural Sensitivity</b>	Staff sensitive to cultural/ethnic background
	Staff respected caregiver/family's beliefs
<b>Overall Program Assessment</b>	Overall satisfaction with services to child

# Other Items Included in Survey

## Descriptive Information:

- Living Situation
- Juvenile Justice Involvement
- School Attendance/Behavior

## Open-ended Responses:

- Most helpful service
- Ways to improve services

## Additional questions:

- Emergency Care
- Least Restrictive Services

# Survey Response Rate

- Completed & usable surveys = 166
- Final adjusted response rate = 12% \*

\* - Lowest Response Rate since initiating survey



# Youth Sample and Survey Population by Gender and Age

	2013 Youth Sample		2013 Survey Population	
	Number	Percent	Number	Percent
<b>Gender</b>				
Male	108	65%	1,181	61%
Female	58	35%	748	39%
<b>Total</b>	<b>166</b>	<b>100%</b>	<b>1,929</b>	<b>100%</b>
<b>Age of Children</b>				
Younger than 6	0	0%	57	3%
Between 6 and 12	46	28%	480	25%
Between 13 and 15	42	25%	568	29%
Older than 15	78	47%	824	43%
<b>Total</b>	<b>166</b>	<b>100%</b>	<b>1,929</b>	<b>100%</b>

# Youth Sample and Survey Population by FGC

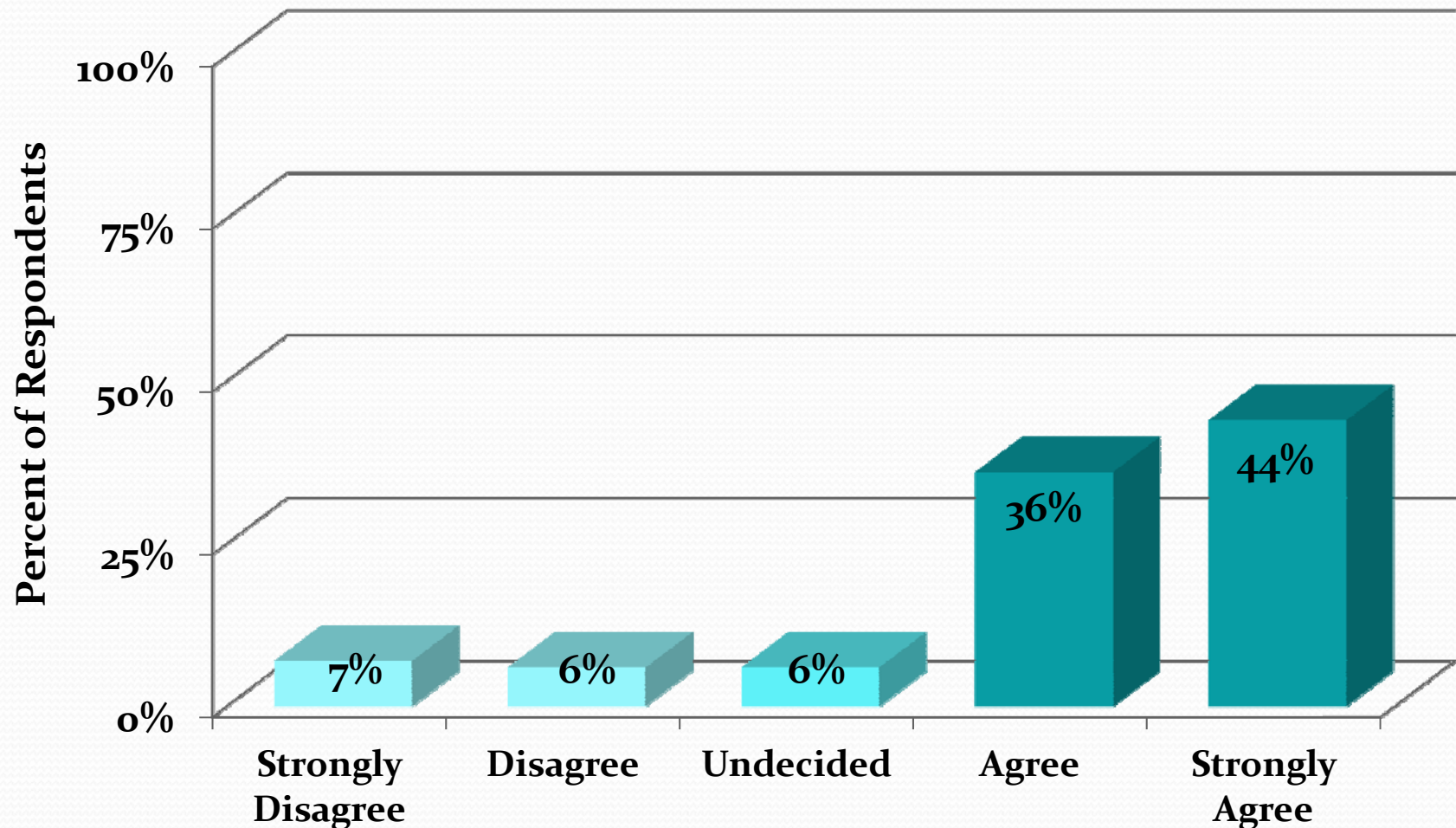
	2013 Youth Sample		2013 Survey Population	
	Number	Percent	Number	Percent
<b>FGCs by Geographic Region</b>				
Hawai'i Family Guidance Center	56	34%	713	37%
Honolulu Family Guidance Center	27	16%	293	15%
Maui Family Guidance Center	19	11%	193	10%
Central Oahu Family Guidance Center	13	8%	154	8%
Leeward Oahu Family Guidance Center	15	9%	289	15%
Windward Oahu Office	22	13%	129	7%
Kaua'i Family Guidance Center	14	8%	158	8%
<b>Total</b>	<b>166</b>	<b>100%</b>	<b>1,929</b>	<b>100%</b>

# Youth Sample and Survey Population by Diagnosis

	2012 Youth Sample		2012 Survey Population	
	Number	Percent	Number	Percent
Diagnostic Category				
Disruptive Behavior Disorders	43	26%	512	27%
Attentional Disorders	28	17%	283	15%
Mood Disorders	31	19%	273	14%
Anxiety Disorders	13	8%	167	9%
Adjustment Disorders	8	5%	106	6%
Substance Related Disorders	3	2%	45	2%
Pervasive Developmental Disorders	8	5%	23	1%
Mental Retardation	3	2%	23	1%
Miscellaneous Disorders	16	10%	93	5%
None Identified	13	8%	404	21%
<b>Total</b>	<b>166</b>	<b>100%</b>	<b>1,929</b>	<b>100%</b>

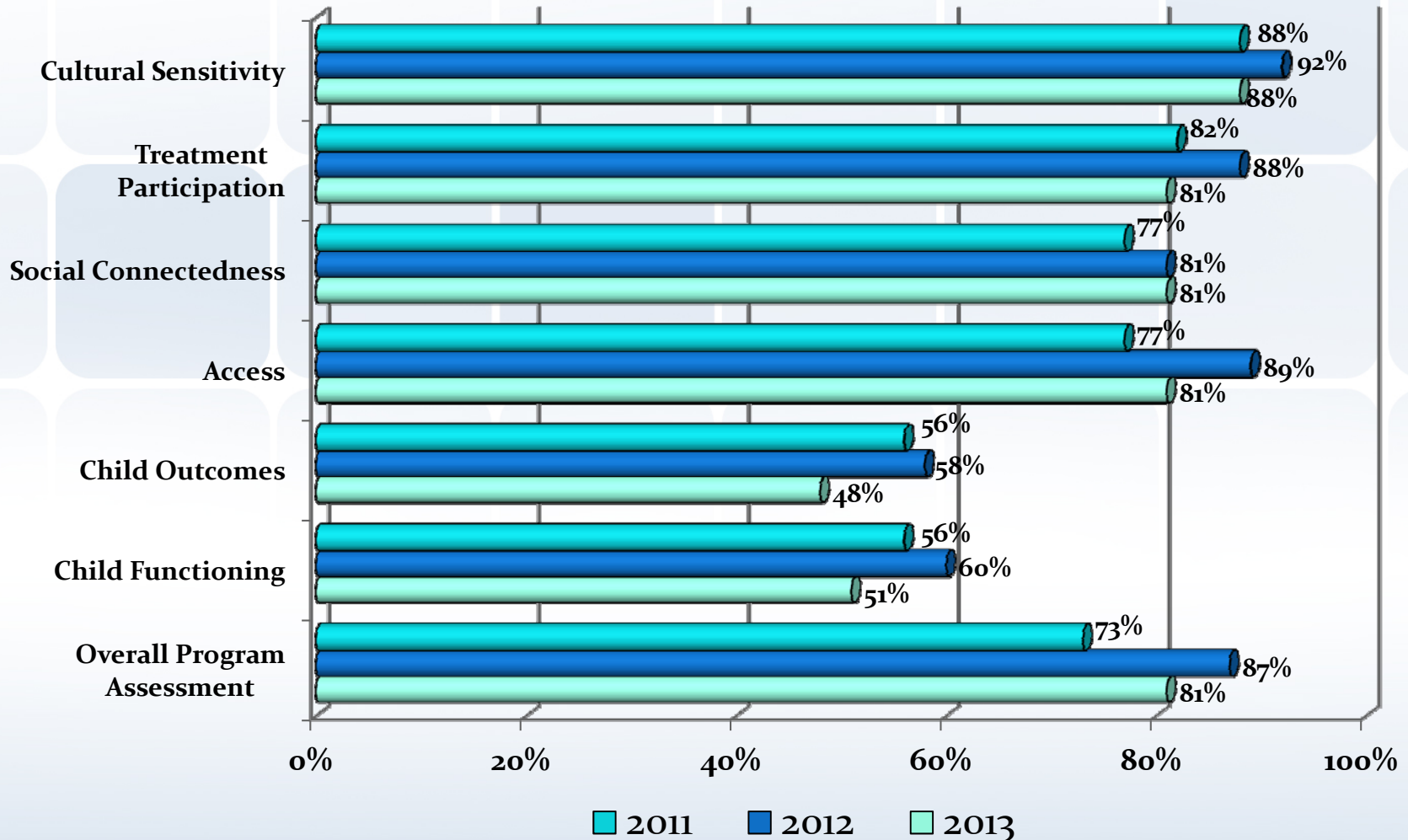


# Overall Satisfaction with CAMHD Services



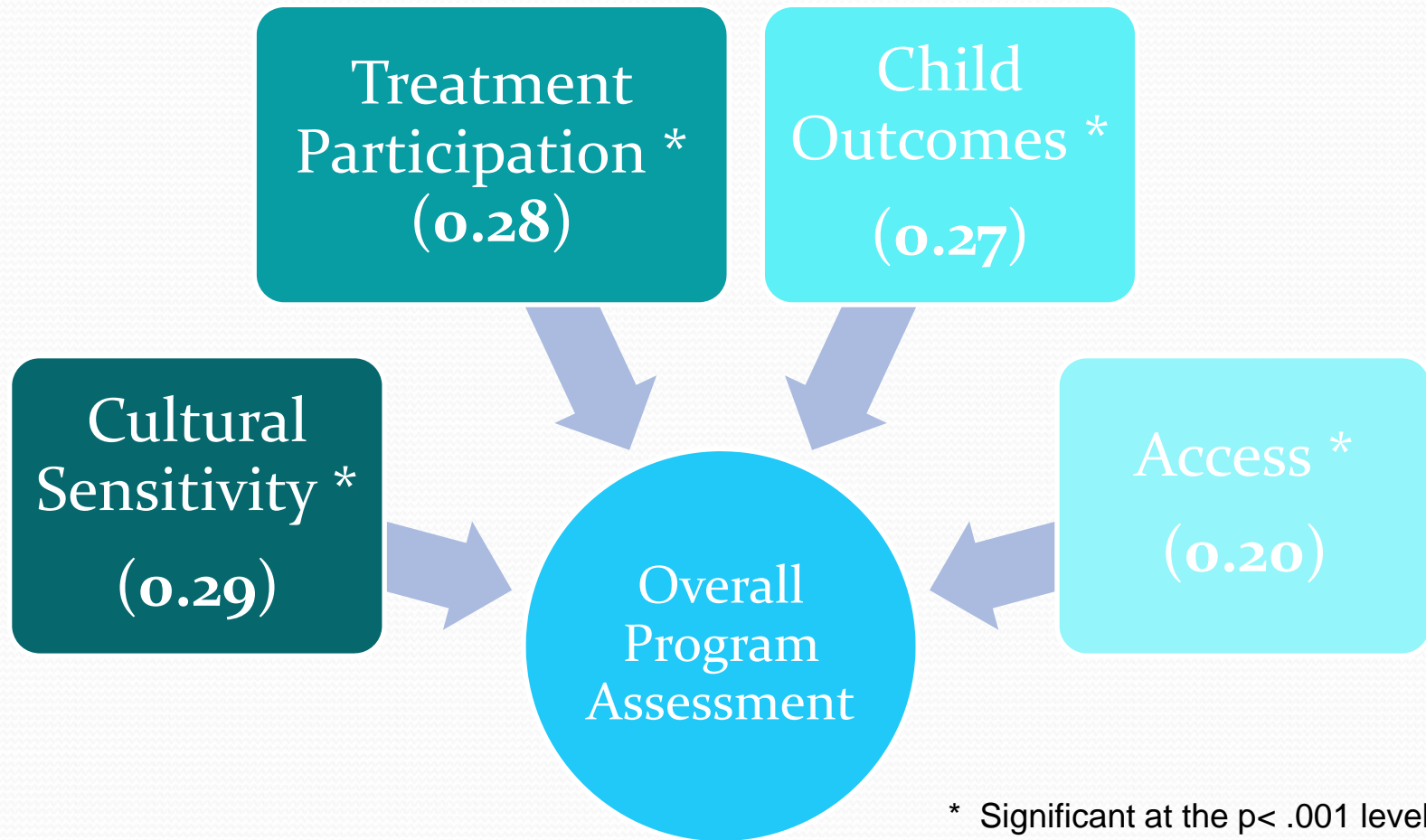
80% 'Agree' or 'Strongly Agree' that they were satisfied overall w/ CAMHD services.

# Results of Composite Scores, 2011-2013



These percentages are based on the number of respondents whose combined scores totaled a '3.5' or better. A five-point Likert-type scale was used for each item (i.e., 'Strongly Agree' (5), 'Agree' (4), 'Undecided' (3), 'Disagree' (2), or 'Strongly Disagree' (1).

# Predictors of Overall Program Assessment





# Caregivers' Evaluation of CAMHD Services

The most helpful thing about services my child received was...	% Responses
Therapy/Counseling	50%
In-Home Treatment	12%
Supportive Staff/Communication	10%
Teamwork and Everybody Working Together	4%
Availability of Staff	3%
Medical Help	3%
Improved Behavior	2%
Other *	17%

\* - Of the "Other" category responses, about half responded with a 'negative' response rather than a comment about what was most helpful.

# Caregivers' Suggestions for Improvement

What would improve the CAMHD services?	% Responses
More customized or special services/transitions	32%
Coordinator/therapist improvements	16%
Don't close case too soon/ Extend length of services	10%
More funding/facilities/transportation	6%
More contacts with clients/parents	5%
Parent involvement	4%
None	11%
Not sure	10%
Other	8%



# Summary

- Overall satisfaction by caregivers with CAMHD services is quite high (80%)
- Overall program assessment by caregivers (81%) is also quite high but decreased since last year (87%)
- Outcomes (48%) and Functioning (51%) were rated lower compared to other domains.
- Overall program assessment is most related to (in descending order): 'Cultural Sensitivity' (.29), 'Treatment Participation' (.28), 'Child Outcomes' (.27) and 'Access' (.20).
- Caregivers believe that (relative to the other areas) 'Social Connectedness' has less impact on their 'Overall Program Assessment' of CAMHD.