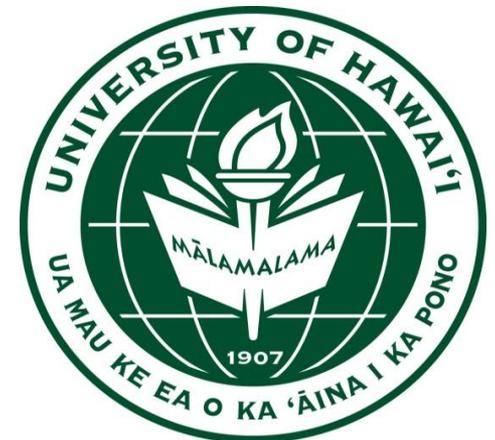


Youth Services Survey for Families (YSS-F): Consumer Survey, 2012

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Presentation Outline

- Background
- Purpose
- Method
- Results
- Summary

Contract to Conduct the Survey

- SMS Research, Inc. is contractor hired 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

- Give consumers opportunity to share their perceptions of services provided
- Collect data on some outcome-related areas
- Asked caregivers about:
 - a) their satisfaction with received services and
 - b) behavioral outcomes as a result of services received.

Distribution of Surveys

- Surveys mailed out to caregivers of youth registered in CAMHD in Calendar Year 2011
- Surveys were sent March through May of 2012
- ‘Pre-notification’ postcards preceded each mail out
- Two waves of surveys mailed out to respondents

Areas Explored in Survey

Domain	Description
Outcomes/ Functioning	Child gets along better with friends & family
	Child better at coping, handling daily life
	Child shows improvement in school and work
Access	Location and time of services
Treatment Participation	Caregiver helped to choose services and goals, and participated in treatment
Social Connectedness	Caregiver has support at time of crisis
	Caregiver feels listened to and understood
Cultural Sensitivity	Staff sensitive to cultural/ethnic background
	Staff respected caregiver/family's beliefs
Overall Program Assessment	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 = 207
- Final adjusted response rate = 16%

Youth Sample and Survey Population by Gender and Age

	2012 Youth Sample		2012 Survey Population	
	Number	Percent	Number	Percent
Gender				
Male	145	70%	1125	64%
Female	62	30%	646	36%
Total	207	100%	1771	100%
Age of Children				
Younger than 6	3	1%	35	2%
Between 6 and 12	57	28%	424	24%
Between 13 and 15	60	29%	467	26%
Older than 15	87	42%	845	48%
Total	207	100%	1771	100%

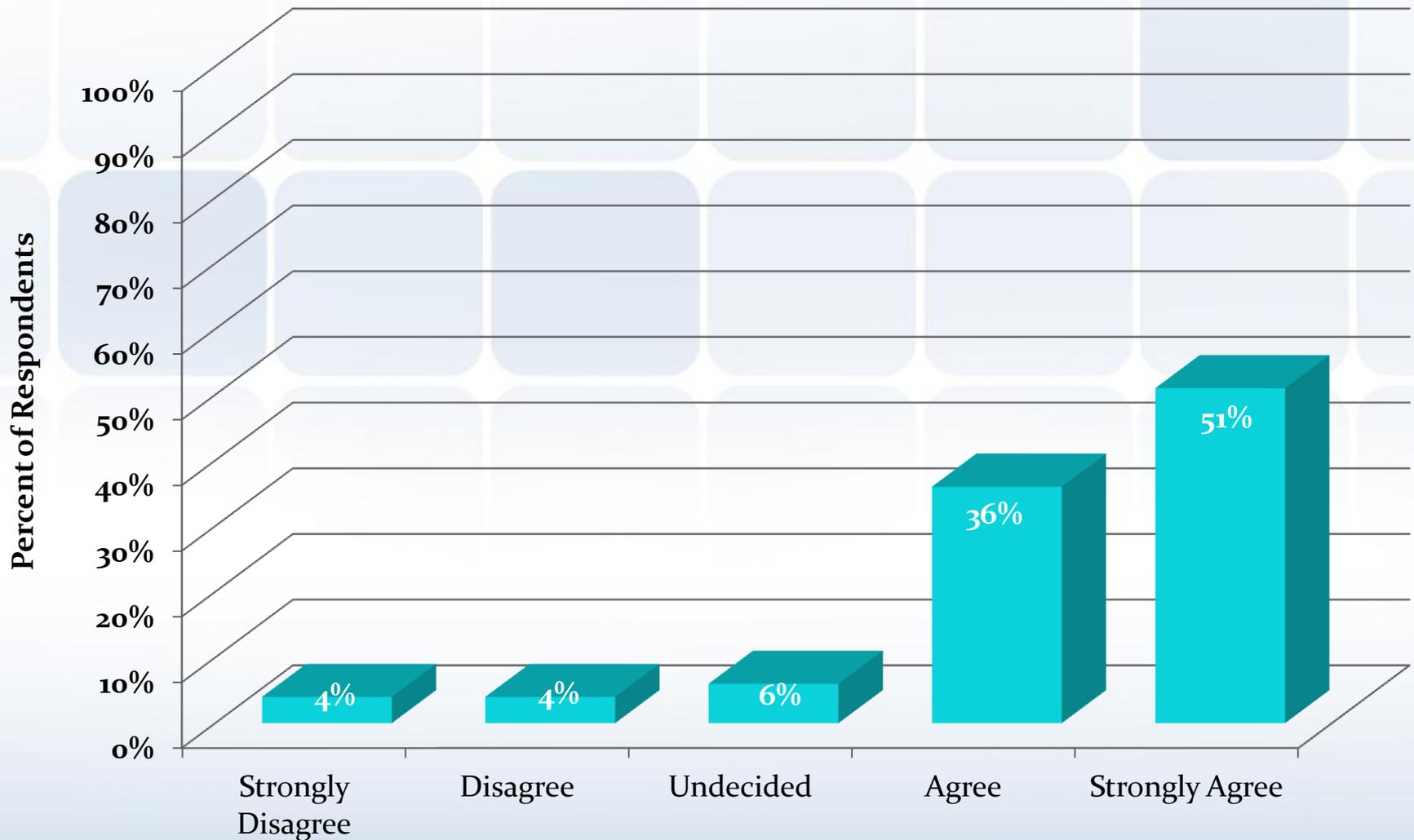
Youth Sample and Survey Population by FGC

	2012 Youth Sample		2012 Survey Population	
	Number	Percent	Number	Percent
FGCs by Geographic Region				
Hawai'i Family Guidance Center	67	32%	681	39%
Honolulu Family Guidance Center	31	15%	188	11%
Maui Family Guidance Center	27	13%	171	10%
Central Oahu Family Guidance Center	24	12%	144	8%
Leeward Oahu Family Guidance Center	23	11%	275	16%
Windward Oahu Office	21	10%	129	7%
Kaua'i Family Guidance Center	13	6%	122	7%
Unknown	1	1%	61	2%
Total	207	100%	1771	100%

Youth Sample and Survey Population by Diagnosis

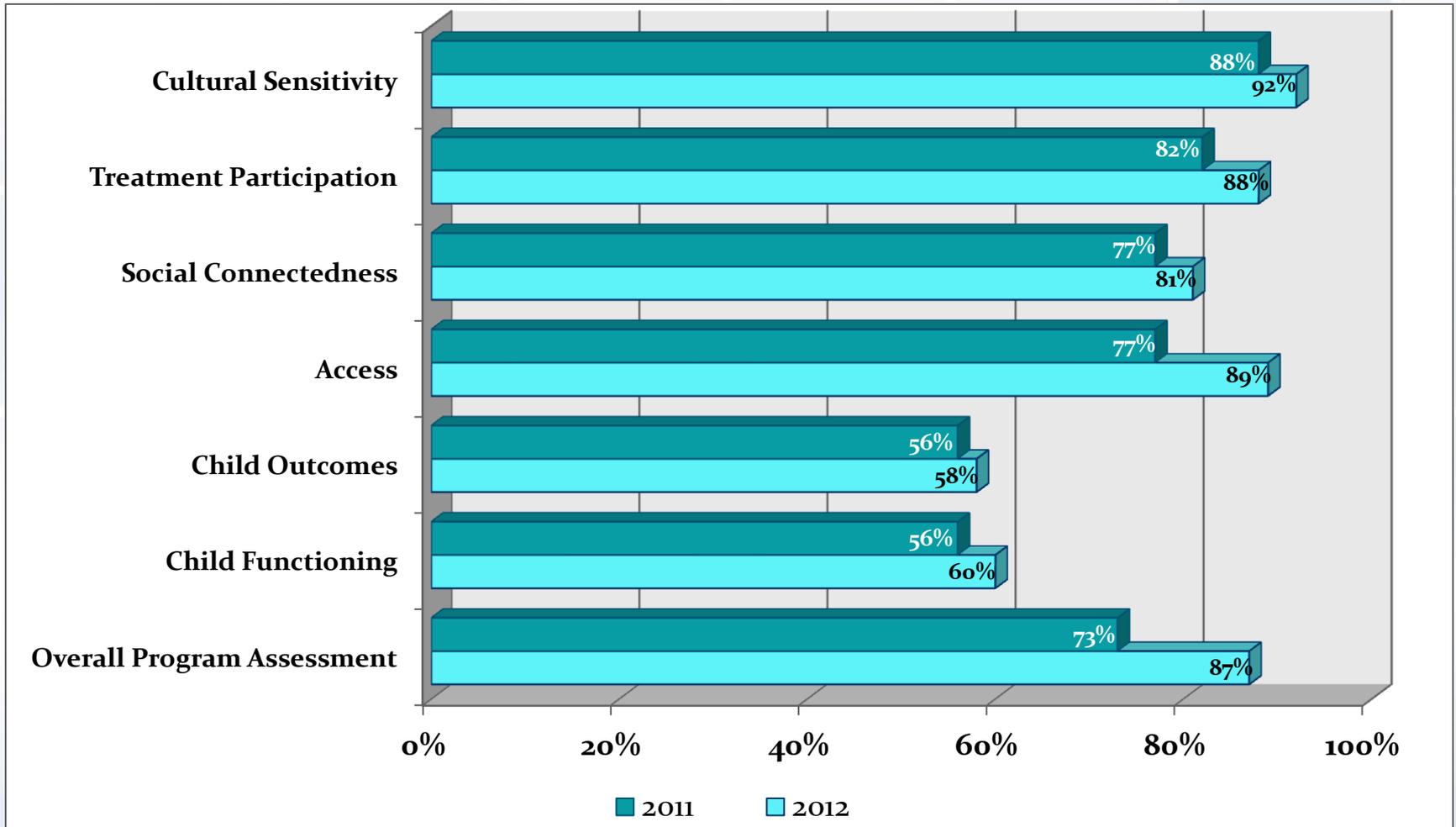
Diagnostic Category	2012 Youth Sample		2012 Survey Population	
	Number	Percent	Number	Percent
Disruptive Behavior Disorders	61	30%	504	29%
Attentional Disorders	50	24%	260	15%
Mood Disorders	27	13%	276	16%
Anxiety Disorders	21	10%	183	10%
Adjustment Disorders	10	5%	99	6%
Substance Related Disorders	7	3%	56	3%
Pervasive Developmental Disorders	3	1%	14	1%
Mental Retardation	2	1%	23	1%
Miscellaneous Disorders	12	6%	91	5%
None Identified	14	7%	265	15%
Total	207	100%	1771	100%

Overall Satisfaction with CAMHD Services



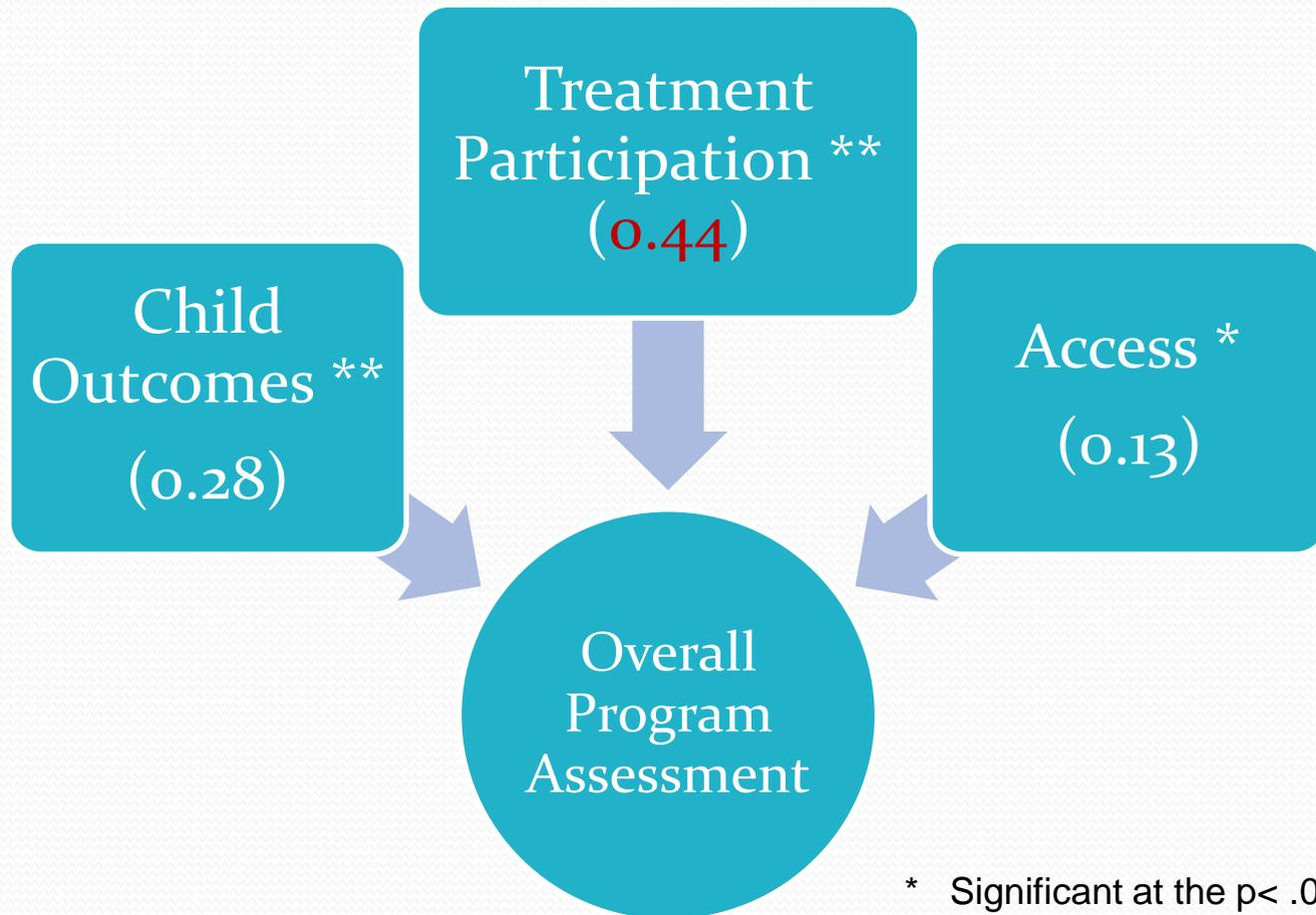
87% 'Agreed' or 'Strongly Agreed' that they were satisfied overall w/ CAMHD services

Results of Composite Scores



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



* Significant at the $p < .05$ level
** Significant at the $p < .001$ level

Caregivers' Evaluation of CAMHD Services

The most helpful thing about services my child received was...	Responses
Therapy/Counseling	37%
Supportive Staff/Communication	21%
In-Home Treatment	18%
Availability of Staff	5%
Improved Behavior	2%
Teamwork and Everybody Working Together	2%
Medical Help	1%
Other *	14%

* - Of the "Other" category (14%), about half responded to this question with a negative response rather than a comment about what was helpful.

Caregivers' Suggestions for Improvement

What would improve the CAMHD services?	Responses
Coordinator/therapist improvements	30%
More customized or special services/transitions	12%
More funding/facilities/transportation	7%
More contacts with clients/parents	7%
Don't close case too soon/ Extend length of services	7%
Parent involvement	4%
None	25%
Other	7%
Not sure	2%

Summary

- Overall satisfaction by consumers with CAMHD services is quite high (87%)
- Overall program assessment by consumers (87%) is also very high and actually increased over last year (73%)
- Consumers are most satisfied with CAMHD in terms of its (in descending order): 'Treatment Participation (.44),' 'Child Outcomes' (.28) and 'Access' (.13).
- Consumers are less satisfied (relative to the other areas) with 'Social Connectedness,' 'Cultural Sensitivity,' and 'Child Functioning.'
- Unlike previous years in which 'Child Outcomes' was the domain with the largest impact, the data this year indicate that 'Treatment Participation' has the largest impact.