



CAMHD CONSUMER SURVEY: 2014



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Presentation Outline

- Background
- Changes for 2014 Survey
- Methods
- Results
- Summary



Background

- Part of federal requirement of Center for Behavioral Health Statistics & Quality (CBHSQ) contract
 - Conduct and report on Youth Services Survey for Families (YSS-F)
- CAMHD's only system-wide, standardized method of obtaining feedback from families
- Different methodology beginning this year (2014)
 - Internal – no longer contracted out; conducted in-house



Changes for 2014 Survey

□ Sampling

- Pre-2014: All clients registered *at any time* in previous calendar year
- 2014: Clients *currently* registered AND having at least 3 months of service

□ Methods

▣ Distribution

- Pre-2014: Mailed to all potential respondents
- 2014: Care Coordinator distributed to all potential respondents

▣ Data Collected

- Pre-2014: 4 pages (60 items)
- 2014: 2 pages (37 items)

▣ Incentive

- Pre-2014: None
- 2014: \$5 gift card



Methods – Survey Topic Areas

YSS-F Domains	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

Methods – Survey Topic Areas

□ Other Items

▣ Communication with Care Coordinator

- Frequency of contact
- Keeping family informed and obtaining feedback

▣ Parent Partners

- Knowledge of Parent Partner resource
- Helping empower caregivers

▣ Help Your Keiki Website

- Knowledge of website
- Access to website



Methods – Distribution of Surveys

- Care Coordinator handed materials to caregiver
 - Helped explain purpose of survey; Added ‘personal touch’
- Materials
 - Blank survey
 - Self-addressed, stamped envelope
 - Address card for sending gift card
- Distribution period from March 1 to May 31



Results – Response Rate

- Response Rate
 - ▣ Estimated surveys distributed = 690
 - ▣ Surveys returned completed = 236
 - ▣ Response Rate = 34.2%
- Much better response rate than previous years
- Clearer target population from previous years

Results – Sample Characteristics

<i>Characteristic</i>	<i>Sample</i>		<i>Population</i>	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Gender				
Male	151	65%	450	65%
Female	82	35%	240	35%
Missing	3	-	-	-
TOTAL	236	100%	690	100%
Age				
5 or younger	7	3%	13	2%
Between 6 and 12	64	27%	182	26%
Between 13 and 15	63	27%	223	32%
16 or older	99	42%	272	39%
Missing	3	-	-	-
TOTAL	236	100%	690	100%

Results – Sample Characteristics

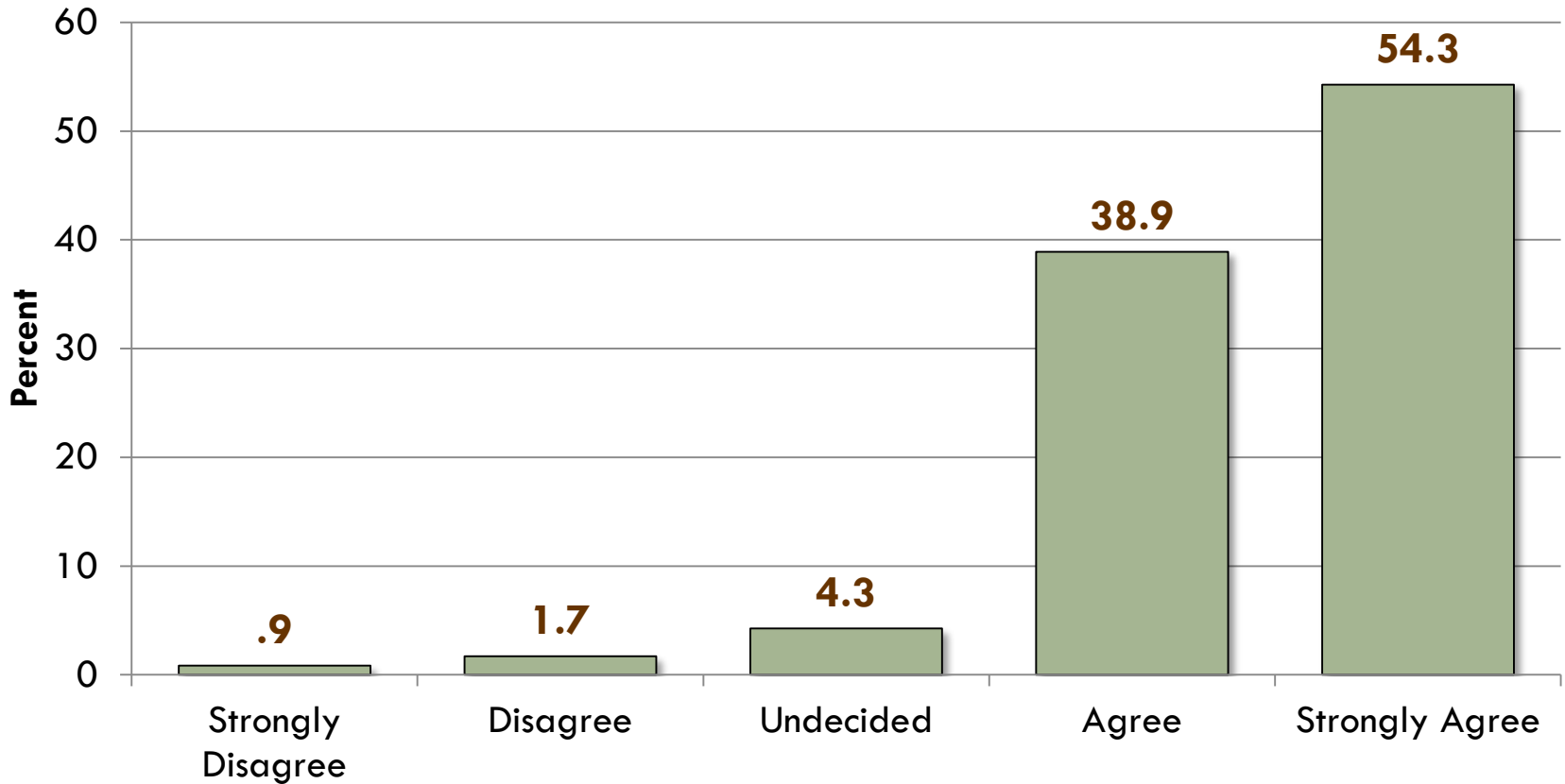
<i>Characteristic</i>	<i>Sample</i>		<i>Population</i>	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Geographic Region (FGC)				
Central Oahu	49	21%	94	14%
Leeward Oahu	46	20%	127	18%
Honolulu	26	11%	81	12%
Hawai`i	73	31%	215	31%
Maui	31	13%	61	9%
Kaua`i	8	3%	112	16%
Missing	3	-	-	-
TOTAL	236	100%	690	100%

Results – Sample Characteristics

<i>Characteristic</i>	<i>Sample</i>		<i>Population</i>	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Diagnostic Category				
Adjustment Disorders	17	7%	49	7%
Anxiety Disorders	30	13%	86	12%
Attentional Disorders	44	19%	140	20%
Disruptive Behavior Disorders	66	28%	176	26%
Intellectual Disabilities	0	0%	1	0%
Mood Disorders	40	17%	126	18%
Pervasive Developmental Disorders	5	2%	12	2%
Psychotic Spectrum Disorders	5	2%	18	3%
Substance-Related Disorders	11	5%	23	3%
Miscellaneous Disorders	12	5%	36	5%
None Identified	6	2%	23	3%
TOTAL	236	100%	690	100%

Results – Overall Satisfaction

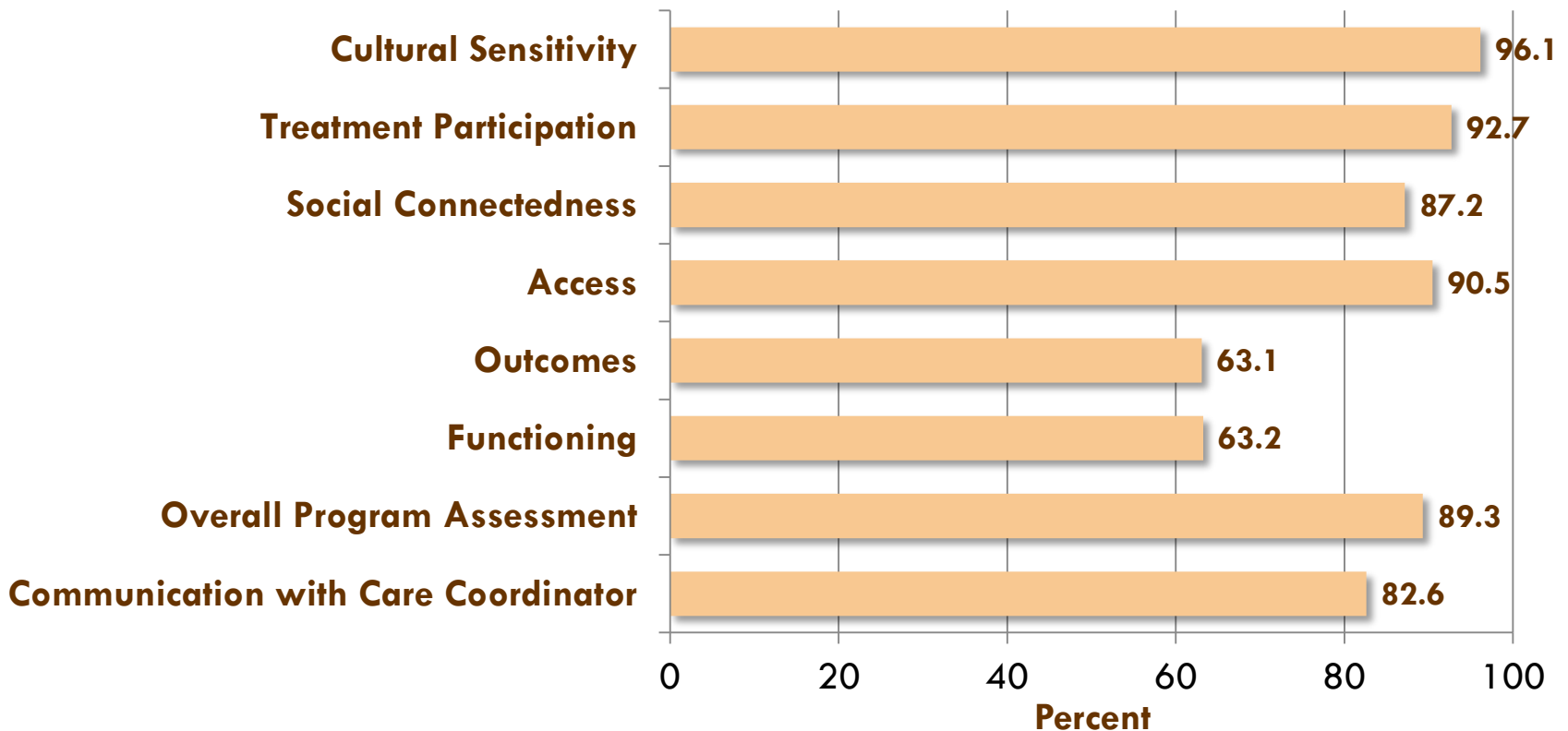
Overall, I am satisfied with the services my child received.



93% “Agree” or “Strongly Agree” that they were satisfied with services.

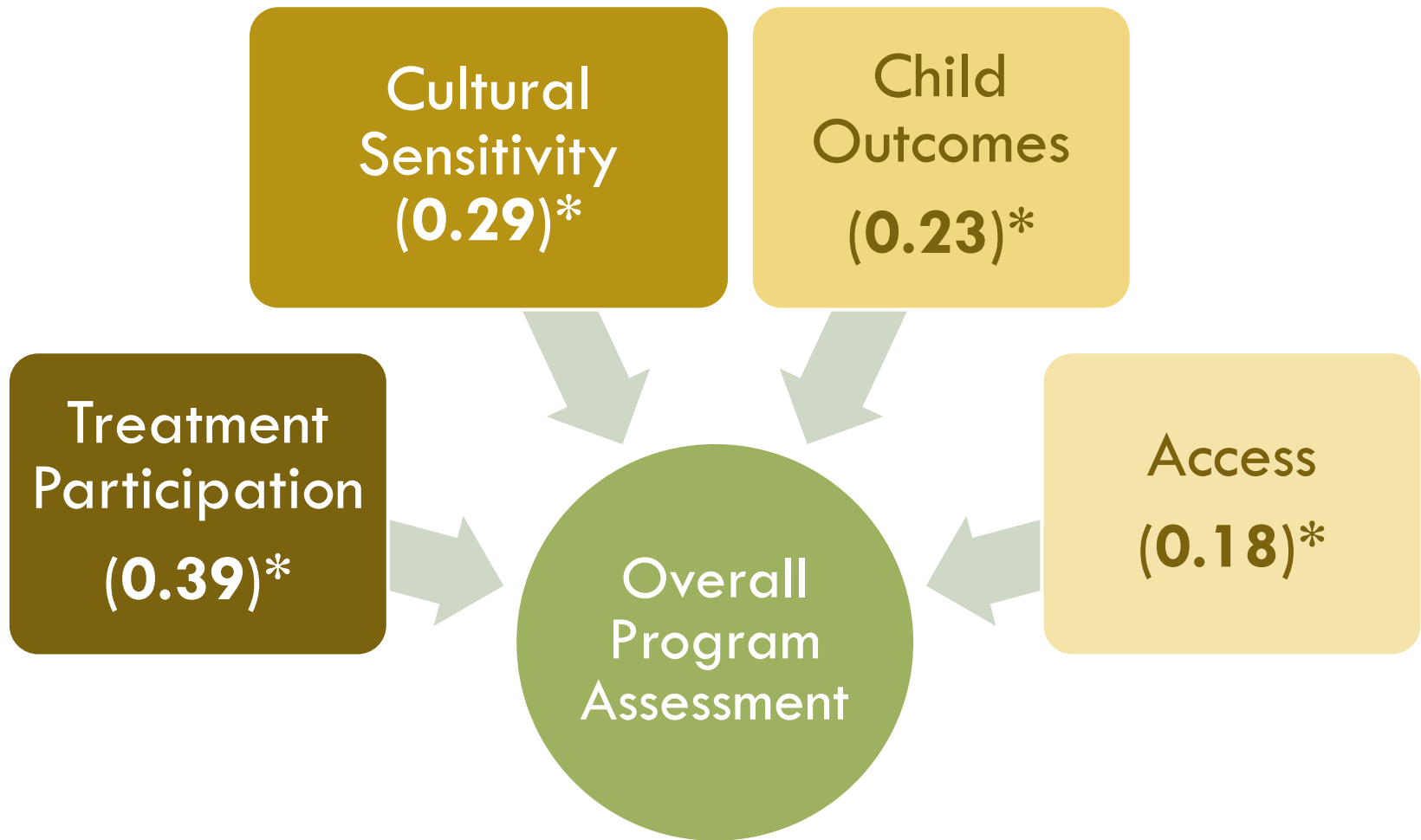
Results – Domain Ratings

Positive Ratings* for Each Domain



* 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)).

Results – Predictors of Overall Program Assessment



* Standardized Beta Coefficients.

Qualitative Responses: “What Service Has Been Most Helpful to You and Your Child?”

Specific Services Identified (n=71):

- “In home therapy, very convenient”
- “Family therapy has helped us better understand our child”
- “Access to residential programs”

Certain Aspects of Specific Services (n=77):

- “Being able to have someone work with my son”
- “Visits at the house”
- “The transition from in-house treatment to home care”

Specific Staff Identified (n=63):

- “The therapist that worked with my son”
- “CC _____ never gave up on him ”
- “_____ has been so supportive and very prompt and efficient”

Specific Agencies Identified (n=20):

- “Benchmark - My child getting his treatment”
- “Kahi Mohala services and catholic charities counseling therapy”
- “Marimed, PACT, and support of Mokihana staff”

Outcomes/Skills of Services (n=22):

- “Home counseling and teaching how to cope with issues”
- “Very helpful in getting an IEP for school & getting placement in special education”

General Positive Comments (n=14):

- “All the service we got was very helpful to our family”
- “Your services are much appreciated”

Qualitative Responses:

“What Would Improve the Services Offered?”

Increase Existing Services (n=24):

- “Have more hours available for my son to see him daily instead of only 3 times a week”
- “Knowing services won't be cut off until we are seeing change”
- “Need more respite services that are community based”

Add Resources & Services (n=21):

- “Equivalent treatment resources available on Maui”
- “More resources for workers to help families with extra activities”
- “More focus on helping adults learn how to handle volatile situations”

Add Specific Treatments (n=6):

- “Be more hands on – too much meetings”
- “Finding the right cure besides daily dosage of prescribed pills/meds”

Improve Collaboration w/ Family Members (n=16):

- “Better (more often) communication between CC and me”
- “Following up with clients to see how everything is working out”
- “Being honest with youth so as not to keep the youth in limbo”

Eliminate System Barriers (n=10):

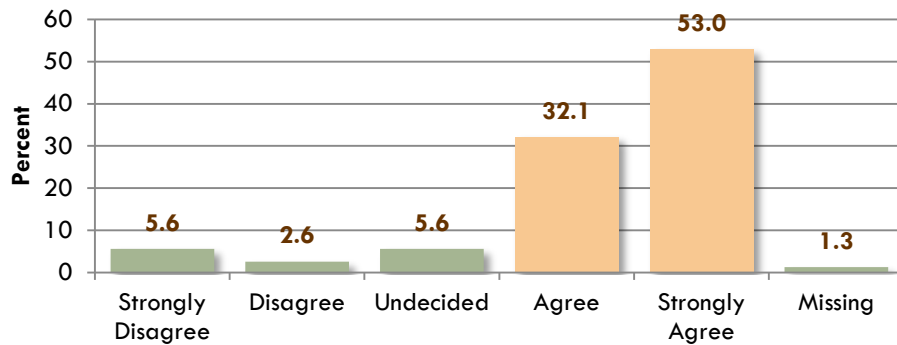
- “Re-opening a case was difficult and time consuming”
- “Expand eligibility requirements so that the child need not be in crisis to qualify for intensive in-home services”

Satisfied w/ Current Services Offered (n=77):

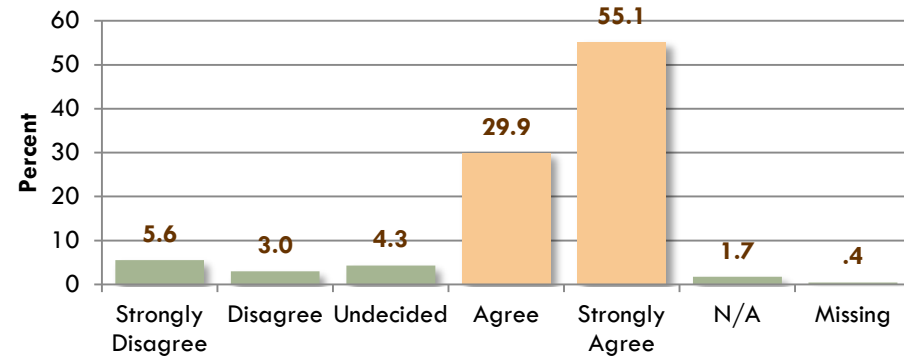
- “At this time I can't find anything. I feel you guys are doing a great job”
- “All the services provided have been very beneficial to our family”

Results – Communication with Care Coordinator

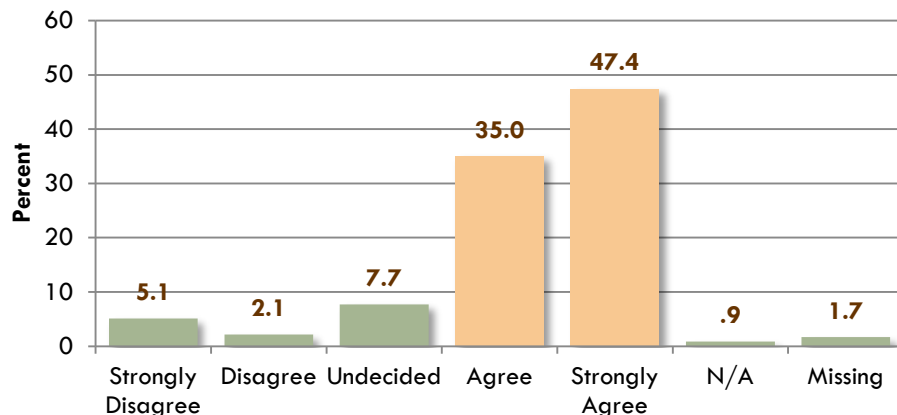
My Care Coordinator contacted me at least one time every month my child was receiving services



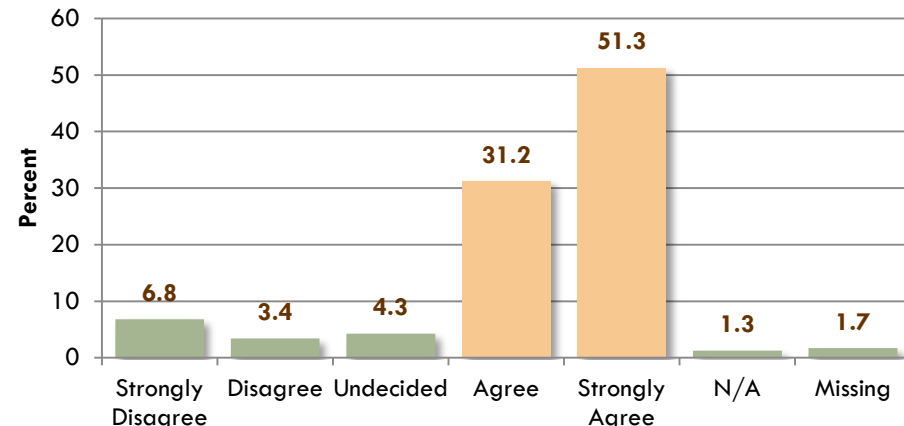
During the time my child was receiving services from CAMHD, I was kept informed about the exact services my child was receiving



During the time my child was receiving services from CAMHD, I was kept informed about how my child was doing

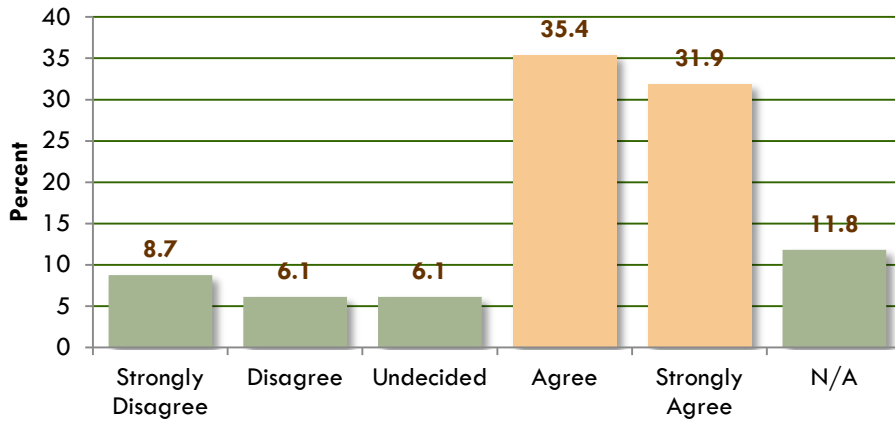


During meetings with my child's Care Coordinator, I was asked for feedback about my child's treatment plan

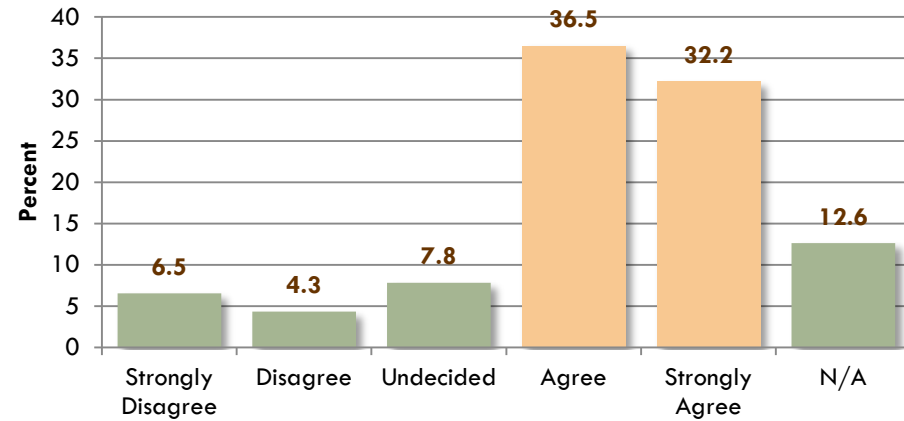


Results – Role of Parent Partners

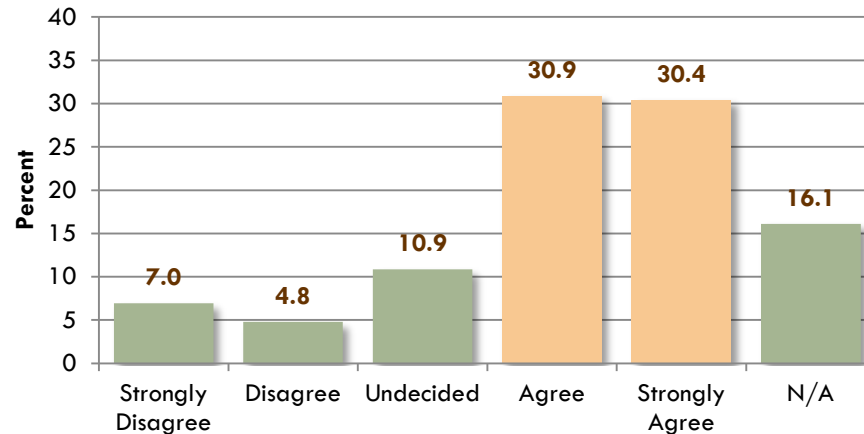
During meeting(s) with my child's Care Coordinator, I was informed about the role of the Parent Partners.



I understand the role of the Parent Partner in the treatment of my child.

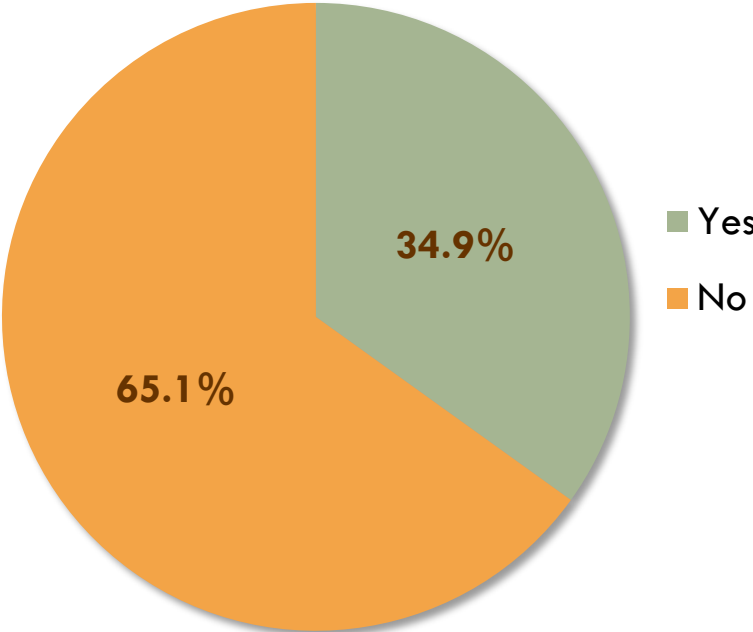


Having the Parent Partner involved has contributed to my feelings of empowerment as a caregiver.

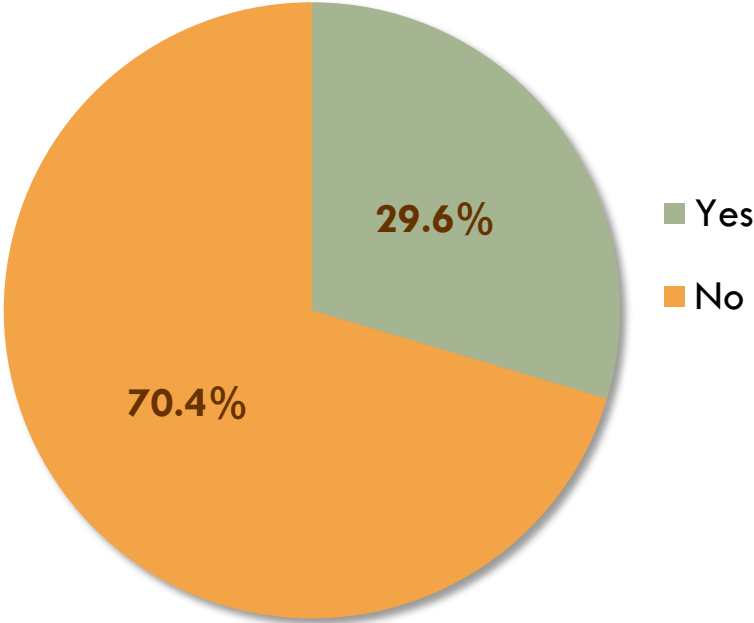


Results – Help Your Keiki Website

Do you know about the Help Your Keiki website that provides information about services for your child?



(Of those that knew about website) During the last year, did you access the Help Your Keiki website for information about services for your child?



Summary

- Changes to survey methodology in 2014, which seems to have helped response rate
- Over 80% of respondents gave positive ratings on various aspects of services, except for outcomes/functioning (63%)
- Treatment Participation was the strongest predictor of overall program assessment
- Over 80% of respondents gave positive ratings on communication with care coordinators
- Roughly 2/3 gave positive ratings on the role of Parent Partners
- Only about 1/3 knew about the HYK website, and of those, less than 1/3 said they actually accessed the website