CAMHD CONSUMER SURVEY:
2015

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Presentation Outline

- Background
- 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
- Methodology changed in 2013
  - Internal Report — Survey is no longer contracted out, it is conducted, analyzed and reported in-house
Sampling & Methods for 2015 Survey

- **Sampling**
  - Clients *currently* registered AND having at least 3 months of service

- **Methods**
  - Distribution
    - Care Coordinator distributed to all potential respondents
  - Data Collected
    - 2 pages (37 items)
  - Incentive
    - $5 gift card
## Methods – Survey Topic Areas

<table>
<thead>
<tr>
<th>YSS-F Domains</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outcomes/Functioning</strong></td>
<td>Child gets along better with friends &amp; family</td>
</tr>
<tr>
<td></td>
<td>Child better at coping, handling daily life</td>
</tr>
<tr>
<td></td>
<td>Child shows improvement in school and work</td>
</tr>
<tr>
<td><strong>Access</strong></td>
<td>Location and time of services</td>
</tr>
<tr>
<td><strong>Treatment Participation</strong></td>
<td>Caregiver helped to choose services and goals, and participated in treatment</td>
</tr>
<tr>
<td><strong>Social Connectedness</strong></td>
<td>Caregiver has support at time of crisis</td>
</tr>
<tr>
<td></td>
<td>Caregiver feels listened to and understood</td>
</tr>
<tr>
<td><strong>Cultural Sensitivity</strong></td>
<td>Staff sensitive to cultural/ethnic background</td>
</tr>
<tr>
<td></td>
<td>Staff respected caregiver/family's beliefs</td>
</tr>
<tr>
<td><strong>Overall Program Assessment</strong></td>
<td>Overall satisfaction with services to child</td>
</tr>
</tbody>
</table>
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 April 15 to June 15
Results – Response Rate

- Response Rate
  - Estimated surveys distributed = 602
  - Surveys returned completed = 255
  - Response Rate = 42.4%

- Much better response rate than previous years

- More clearly defined target population from previous years
## Results – Sample Characteristics

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>(Returned) Sample</th>
<th></th>
<th>(Distributed) Population</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Count</td>
<td>Percent</td>
<td>Count</td>
<td>Percent</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>155</td>
<td>66%</td>
<td>397</td>
<td>66%</td>
</tr>
<tr>
<td>Female</td>
<td>81</td>
<td>34%</td>
<td>205</td>
<td>34%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>236</td>
<td>100%</td>
<td>602</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 or younger</td>
<td>4</td>
<td>2%</td>
<td>14</td>
<td>2%</td>
</tr>
<tr>
<td>Between 6 and 12</td>
<td>71</td>
<td>30%</td>
<td>177</td>
<td>29%</td>
</tr>
<tr>
<td>Between 13 and 15</td>
<td>62</td>
<td>26%</td>
<td>162</td>
<td>27%</td>
</tr>
<tr>
<td>16 or older</td>
<td>99</td>
<td>42%</td>
<td>249</td>
<td>41%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>236</td>
<td>100%</td>
<td>602</td>
<td>100%</td>
</tr>
</tbody>
</table>
## Results – Sample Characteristics

<table>
<thead>
<tr>
<th>Geographic Region (FGC)</th>
<th>(Returned) Sample</th>
<th>(Distributed) Population</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Count</td>
<td>Percent</td>
</tr>
<tr>
<td>Central Oahu</td>
<td>45</td>
<td>19.1%</td>
</tr>
<tr>
<td>Leeward Oahu</td>
<td>36</td>
<td>15.3%</td>
</tr>
<tr>
<td>Honolulu</td>
<td>39</td>
<td>16.5%</td>
</tr>
<tr>
<td>Hawai`i</td>
<td>86</td>
<td>36.4%</td>
</tr>
<tr>
<td>Maui</td>
<td>17</td>
<td>7.2%</td>
</tr>
<tr>
<td>Kaua`i</td>
<td>13</td>
<td>5.5%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>236</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
## Results – Sample Characteristics

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>(Returned) Sample</th>
<th>(Distributed) Population</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Count</td>
<td>Percent</td>
</tr>
<tr>
<td><strong>Diagnostic Category</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adjustment Disorders</td>
<td>12</td>
<td>5.1%</td>
</tr>
<tr>
<td>Anxiety Disorders</td>
<td>27</td>
<td>11.4%</td>
</tr>
<tr>
<td>Attentional Disorders</td>
<td>42</td>
<td>17.8%</td>
</tr>
<tr>
<td>Disruptive Behavior Disorders</td>
<td>69</td>
<td>29.2%</td>
</tr>
<tr>
<td>Intellectual Disabilities</td>
<td>1</td>
<td>.4%</td>
</tr>
<tr>
<td>Mood Disorders</td>
<td>43</td>
<td>18.2%</td>
</tr>
<tr>
<td>Pervasive Developmental Disorders</td>
<td>6</td>
<td>2.5%</td>
</tr>
<tr>
<td>Psychotic Spectrum Disorders</td>
<td>10</td>
<td>2.5%</td>
</tr>
<tr>
<td>Substance-Related Disorders</td>
<td>6</td>
<td>4.2%</td>
</tr>
<tr>
<td>Miscellaneous Disorders</td>
<td>13</td>
<td>5.5%</td>
</tr>
<tr>
<td>None Identified</td>
<td>7</td>
<td>3.0%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>236</td>
<td>100%</td>
</tr>
</tbody>
</table>
Overall, I am satisfied with the services my child received.

Over 90% “Agree” or “Strongly Agree” that they were satisfied with services.
Results – Domain Ratings

Positive Ratings* for Each Domain

- Cultural Sensitivity: 94.9%
- Treatment Participation: 89.4%
- Social Connectedness: 89.0%
- Access: 91.9%
- Outcomes: 69.5%
- Functioning: 68.6%
- Overall Program Assessment: 89.4%
- Communication with Care Coordinator: 88.6%

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

- Child Outcomes (0.33)*
- Cultural Sensitivity (0.26)*
- Treatment Participation (0.33)*
- Access (0.19)*

* Standardized Beta Coefficients.
Qualitative Responses: “What Service Has Been Most Helpful to You and Your Child?”

**Specific Services Identified (n=42):**
- “MST: it helped in working with the school and family members”
- “Individual therapy helped with anxiety”
- “The therapeutic transitional home, amount of support and clinical treatment”

**Certain Aspects of Specific Services (n=68):**
- “Able to discuss issues and not feel isolated”
- “Having someone come to my house and meet with my children”
- “Convenient and in a comfortable setting”

**Specific Staff Identified (n=41):**
- “___ at family guidance center is very supportive”
- “___ skills training is a godsend!”
- “My son really likes ___ and feels comfortable opening up to him”

**Specific Agencies Identified (n=10):**
- “Kahi Mohala showed me that he made great improvement”
- “Hale Kipa: friendly staff, makes sure I understand what’s important in my treatment plan”
- “Bobby Benson---the program helped him cope better”

**Outcomes/Skills of Services (n=13):**
- “Helpful with helping child finding triggers”
- “My child learned how to cope with problems”

**General Positive Comments (n=21):**
- “All the services that were given from DOH-CAMHD”
- “Satisfied with all the services that were provided”

**Negative Comments (n=3):**
- “Still waiting as nothing has changed and services currently have no effect.”
- “Nothing because we had no service at all.”
### More/Longer Existing Services (n=27):
- “Having a longer term or option to extend service”
- “Longer intervention period”
- “More time until child is 18 years old”

### Additional/New Resources & Services (n=13):
- “Children’s psychiatric program on Big Island”
- “More providers to choose from”

### Add New Specific Services (n=5):
- “Support group for parents”
- “Sensory disorder assessment and treatment”

### Improve Quality of Services (n=12):
- “Better communications, quick responses or contact when child runs away”
- “Therapist needs to engage with child better”
- “Better parapro[essional]s”

### Eliminate Barriers to Access to Services (n=5):
- “A more flexible schedule to meet with the home therapist”
- “Give help when brought up – not wait (2) years”

### General Satisfaction w/ Current Services (n=52):
- “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

1. My Care Coordinator contacted me at least one time every month my child was receiving services:
   - Strongly Disagree: 4.3%
   - Disagree: 4.7%
   - Undecided: 3.0%
   - Agree: 34.2%
   - Strongly Agree: 53.8%

2. During the time my child was receiving services from CAMHD, I was kept informed about the exact services my child was receiving:
   - Strongly Disagree: 3.6%
   - Disagree: 2.2%
   - Undecided: 0.9%
   - Agree: 36.9%
   - Strongly Agree: 56.4%

3. During the time my child was receiving services from CAMHD, I was kept informed about how my child was doing:
   - Strongly Disagree: 3.5%
   - Disagree: 3.1%
   - Undecided: 3.1%
   - Agree: 39.9%
   - Strongly Agree: 50.4%

4. During meetings with my child’s Care Coordinator, I was asked for feedback about my child’s treatment plan:
   - Strongly Disagree: 3.9%
   - Disagree: 0.9%
   - Undecided: 5.2%
   - Agree: 36.7%
   - Strongly Agree: 53.3%
Results – Role of Parent Partners

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

- Strongly Disagree: 4.7%
- Disagree: 3.1%
- Undecided: 9.4%
- Agree: 38.0%
- Strongly Agree: 45.8%

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

- Strongly Disagree: 5.3%
- Disagree: 3.7%
- Undecided: 9.7%
- Agree: 37.2%
- Strongly Agree: 45.2%

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

- Strongly Disagree: 5.1%
- Disagree: 4.0%
- Undecided: 19.0%
- Agree: 32.4%
- Strongly Agree: 43.2%
Do you know about the Help Your Keiki website that provides information about services for your child?

- Yes: 32.4%
- No: 67.6%

(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?

- Yes: 71.8%
- No: 28.2%
Summary

- About 42% response rate
- Over 89% of respondents gave positive ratings on various aspects of services, except for outcomes/functioning (69%)
- Treatment Participation and Child Outcomes were the strongest predictors of overall program assessment
- About 89% of respondents gave positive ratings on communication with care coordinators
- More than 3/4 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