



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

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 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

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

Results – Sample Characteristics

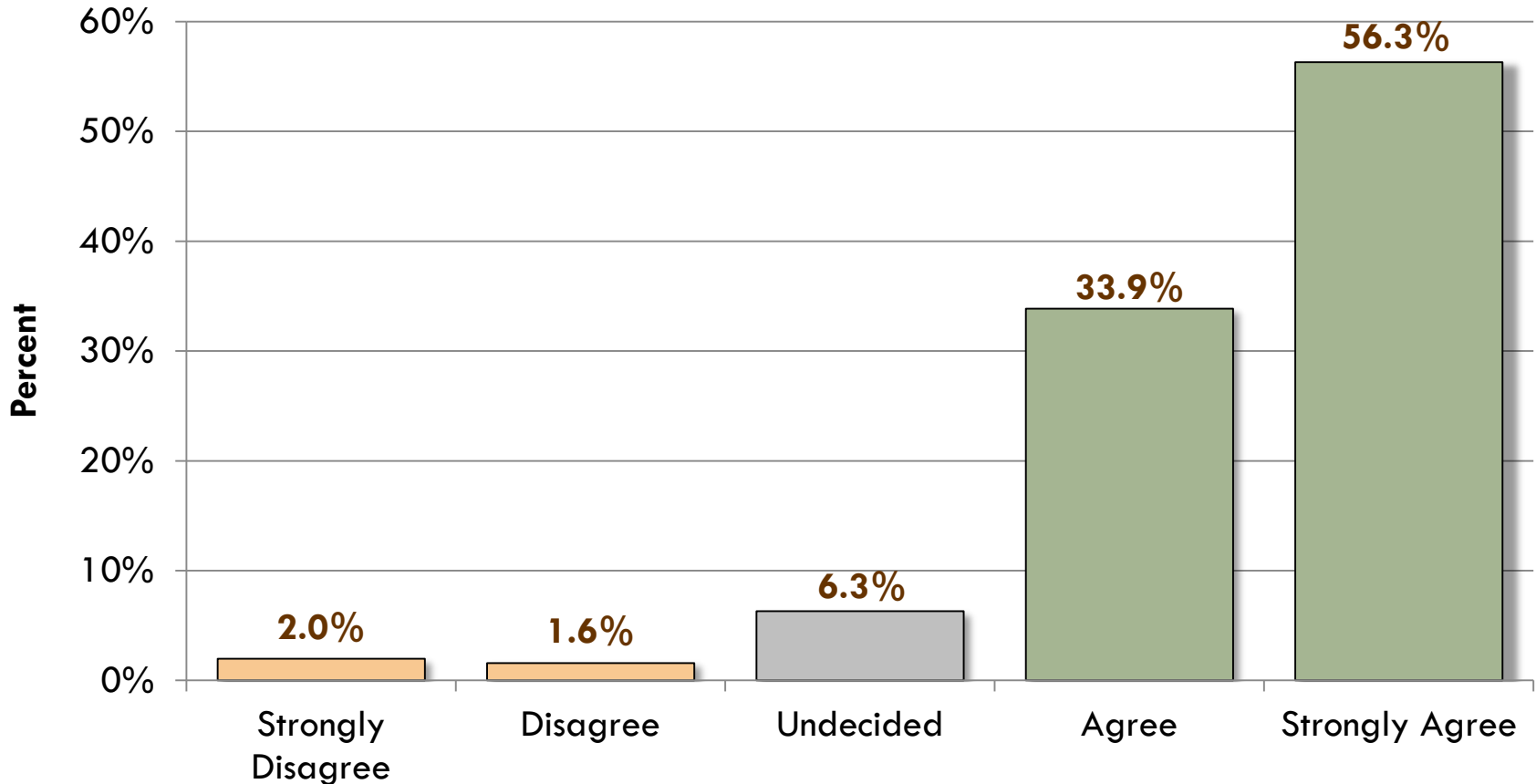
<i>Characteristic</i>	(Returned) Sample		(Distributed) Population	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Geographic Region (FGC)				
Central Oahu	45	19.1%	91	15.1%
Leeward Oahu	36	15.3%	69	11.5%
Honolulu	39	16.5%	112	18.6%
Hawai`i	86	36.4%	216	35.9%
Maui	17	7.2%	67	11.1%
Kaua`i	13	5.5%	47	7.8%
TOTAL	236	100%	602	100%

Results – Sample Characteristics

<i>Characteristic</i>	<i>(Returned) Sample</i>		<i>(Distributed) Population</i>	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Diagnostic Category				
Adjustment Disorders	12	5.1%	63	10.5%
Anxiety Disorders	27	11.4%	78	13.0%
Attentional Disorders	42	17.8%	119	19.8%
Disruptive Behavior Disorders	69	29.2%	143	23.8%
Intellectual Disabilities	1	.4%	2	.3%
Mood Disorders	43	18.2%	106	17.6%
Pervasive Developmental Disorders	6	2.5%	12	2.0%
Psychotic Spectrum Disorders	10	2.5%	16	2.7%
Substance-Related Disorders	6	4.2%	16	2.7%
Miscellaneous Disorders	13	5.5%	21	3.5%
None Identified	7	3.0%	26	4.3%
TOTAL	236	100%	602	100%

Results – Overall Satisfaction

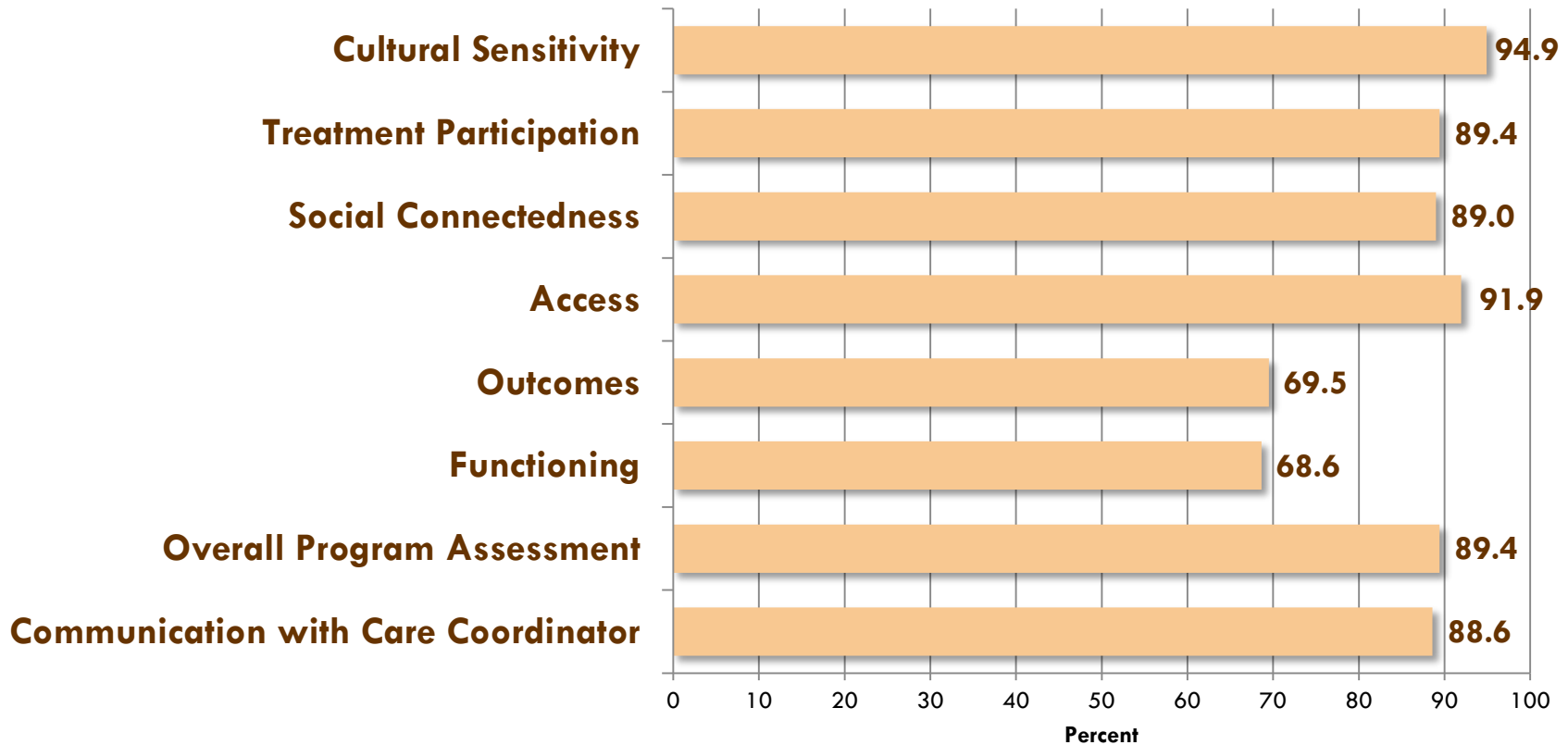
Overall, I am satisfied with the services my child received.



Over 90% "Agree" or "Strongly Agree" that they were satisfied with services.

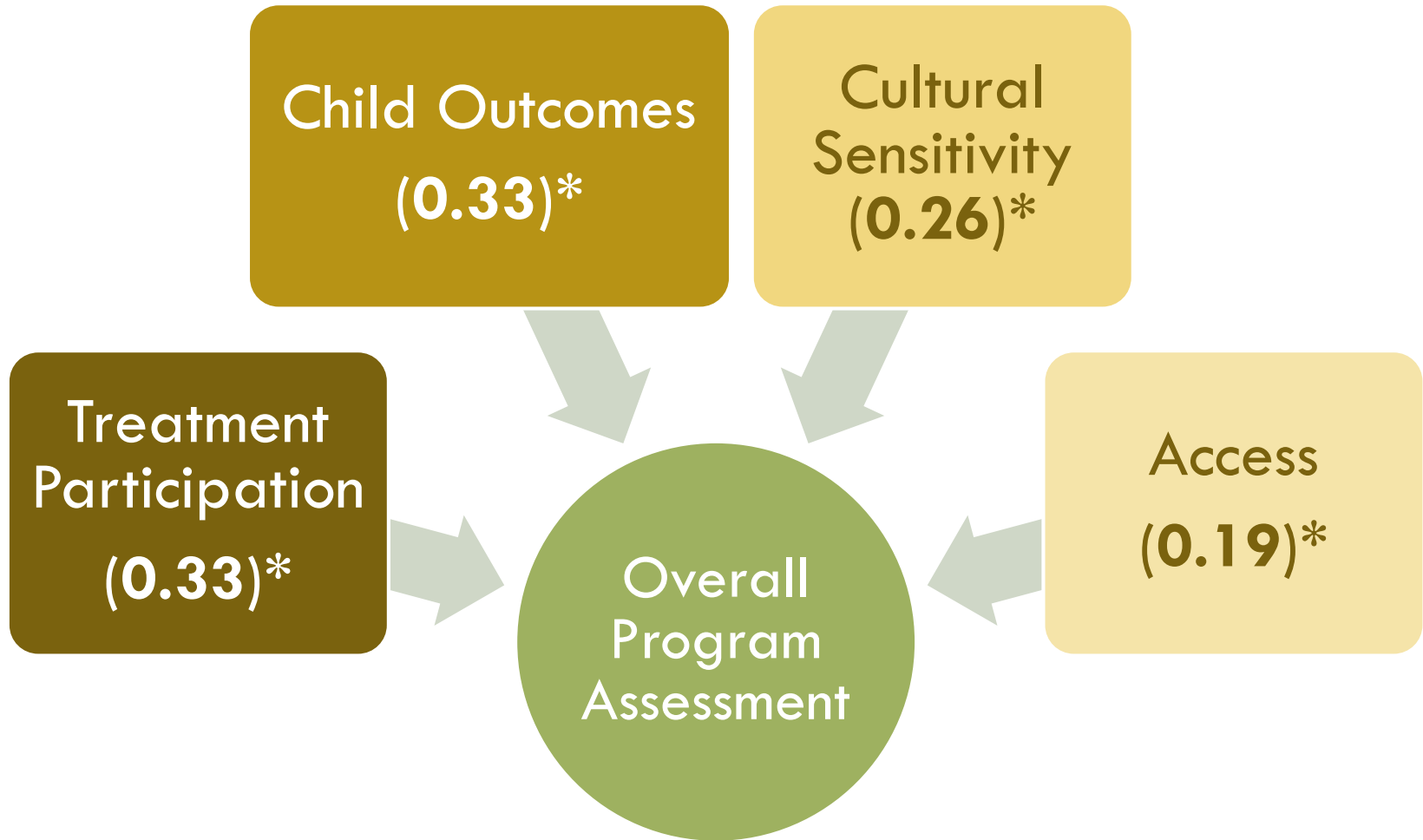
Results – Domain Ratings

Positive Ratings* for Each Domain



- 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=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.”

Qualitative Responses:

“What Would Improve the Services Offered?”

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[fessional]s”

Eliminate Barriers to Access to Services (n=5):

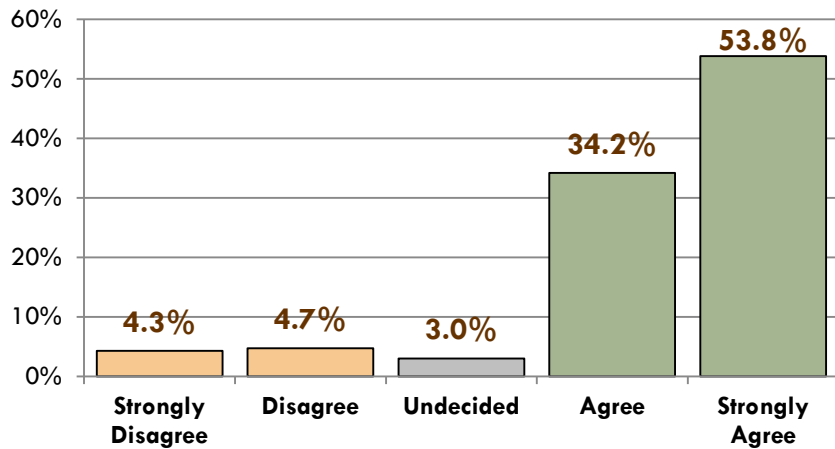
- “A more flexible schedule to meet with the home therapist”
- “Give help when brought up – not wait (2) years”

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

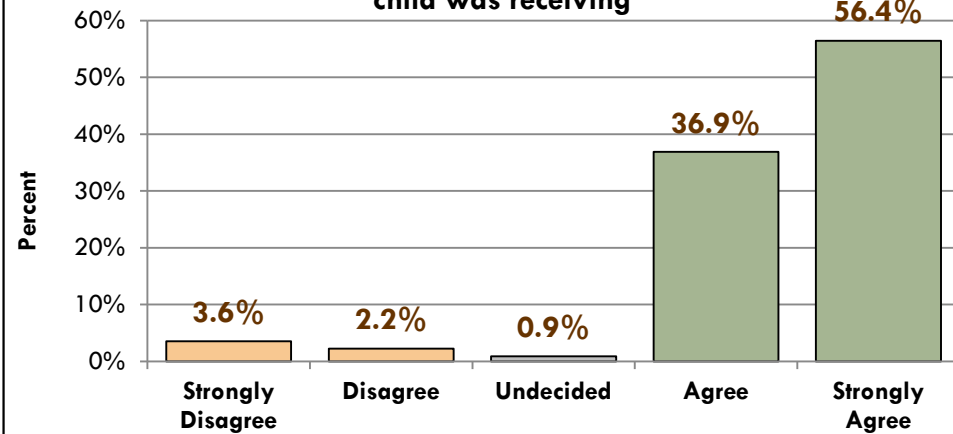
- “At this time I can’t find anything. I feel you guys are doing a great job”
- “All the services provided have been very beneficial to our family”

Results – Communication with Care Coordinator

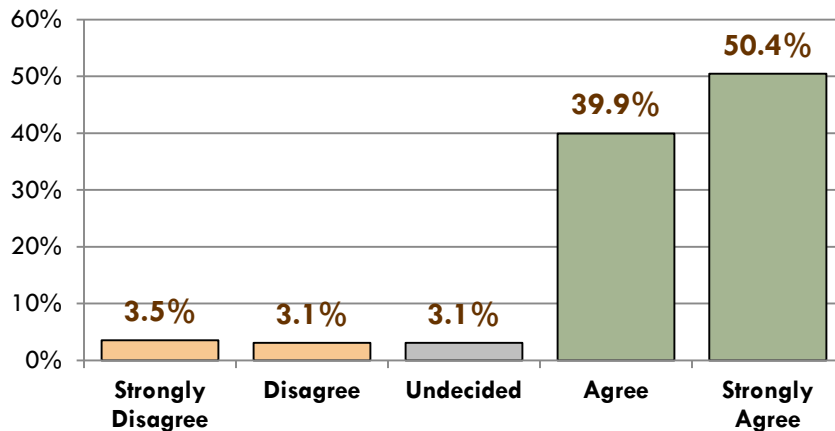
My Care Coordinator contacted me at least one time every month my child was receiving services



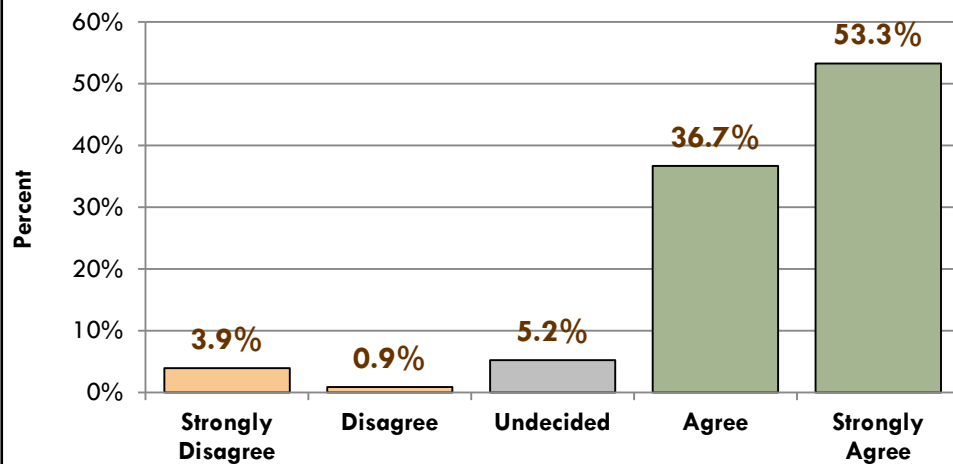
During the time my child was receiving services from CAMHD, I was kept informed about the exact services my child was receiving



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

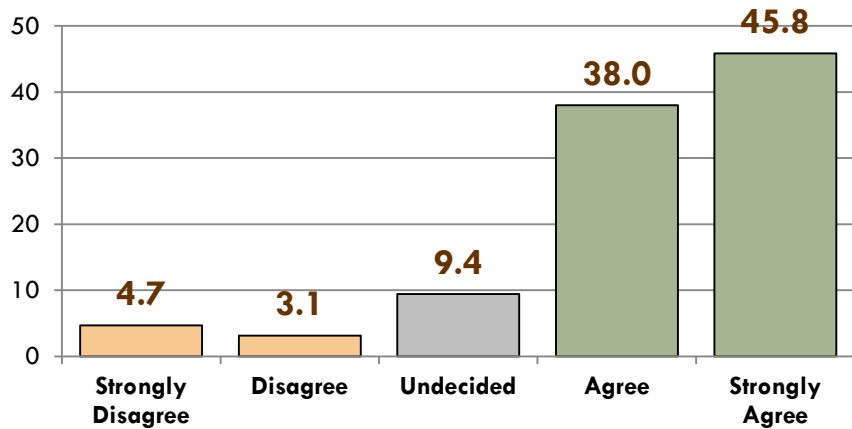


During meetings with my child's Care Coordinator, I was asked for feedback about my child's treatment plan

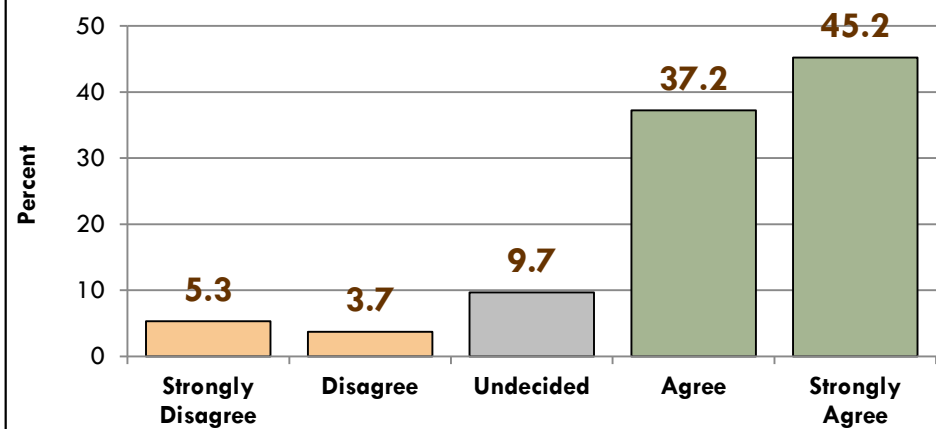


Results – Role of Parent Partners

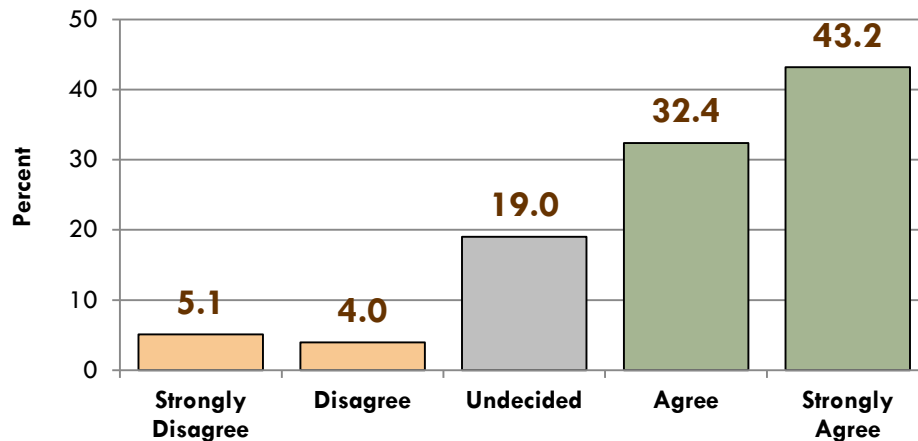
During meeting(s) with my child's Care Coordinator, I was informed about the role of the Parent Partners.



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

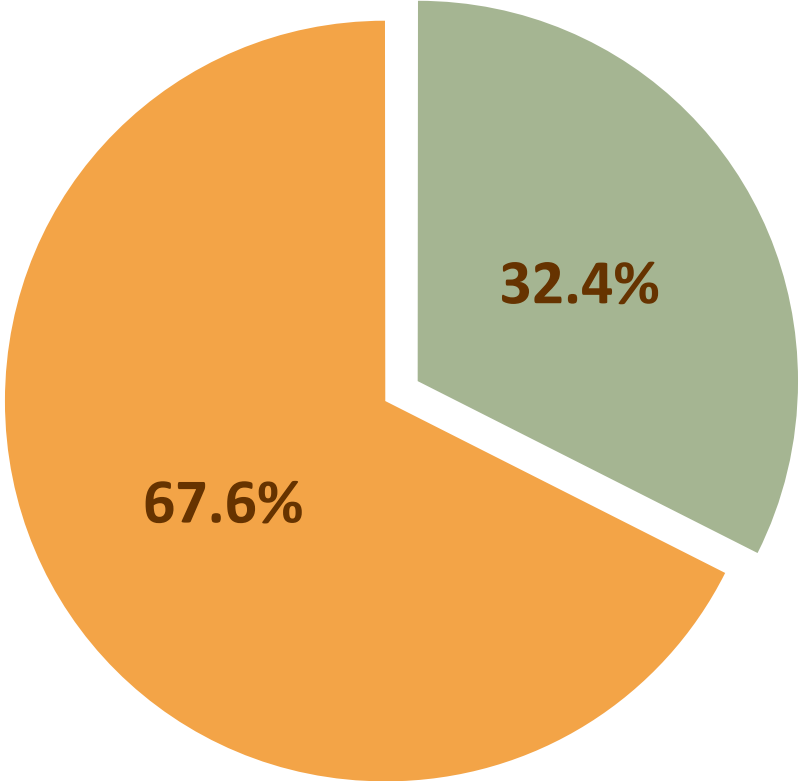


Having the Parent Partner involved has contributed to my feelings of empowerment as a caregiver.



Results – Help Your Keiki Website

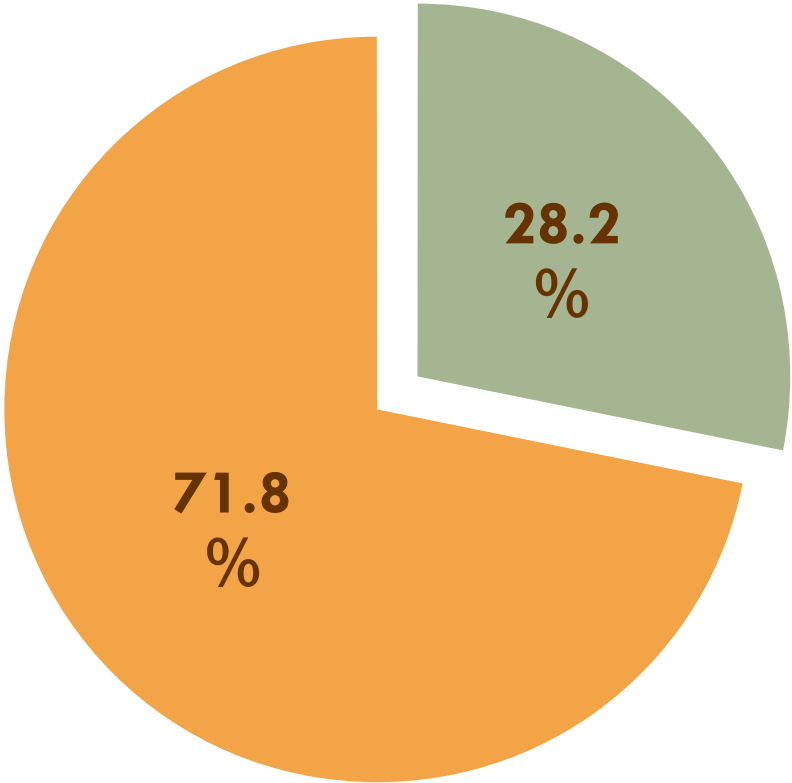
Do you know about the Help Your Keiki website that provides information about services for your child?



■ Yes ■ No

n=225

(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 ■ No

n=71

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