



CAMHD CONSUMER SURVEY: 2016



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Presentation Outline

- Background
- 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



Methods – Data Collection

- Sampling
 - Clients currently registered AND having at least 3 months of service
- Data Collection
 - Distribution
 - Care Coordinator distributed to all potential respondents
 - Helped explain purpose of survey; Added ‘personal touch’
 - Survey
 - 2 pages (37 items)

Methods – Data Collection

- Incentive
 - \$5 gift card
- Materials Provided
 - Blank survey
 - Self-addressed, stamped envelope
 - Address card for sending gift card
 - HelpYourKeiki.com flyer
- Distribution period
 - April '16 to July '16



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



Results – Response Rate

- Response Rate
 - ▣ Estimated surveys distributed = 526
 - ▣ Surveys returned completed = 211
 - ▣ Response Rate = 40%
- Similar response rate to last year

Results – Sample Characteristics

<i>Characteristic</i>	(Returned) Sample		CAMHD Population	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Gender				
Male	130	62.5%	882	61.6%
Female	78	37.5%	550	38.4%
<i>Unknown (% of total)</i>	3	<i>(1.4%)</i>	0	<i>(0.0%)</i>
TOTAL	211	100%	1432	100%
Age				
5 or younger	2	1.1%	100	8.0%
Between 6 and 12	69	39.7%	561	44.7%
Between 13 and 15	43	24.7%	264	21.0%
16 or older	60	34.5%	330	26.3%
<i>Unknown (% of total)</i>	37	<i>(17.5%)</i>	177	<i>(12.4%)</i>
TOTAL	211	100%	1432	100%

Results – Sample Characteristics

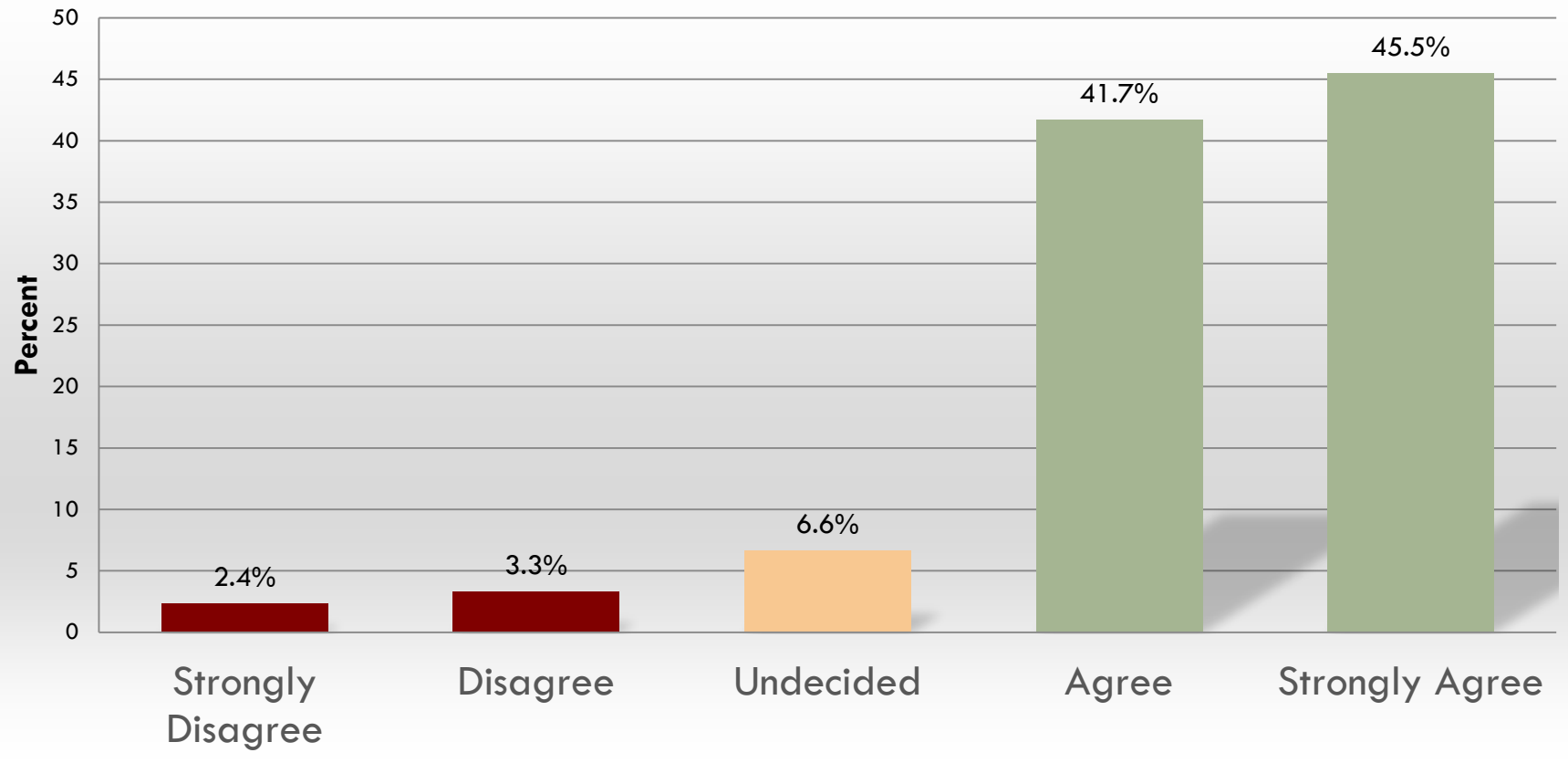
<i>Characteristic</i>	(Returned) Sample		CAMHD Population	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Geographic Region (FGC)				
Central O‘ahu	47	22.6%	207	14.6%
Leeward O‘ahu	58	27.9%	209	14.7%
Honolulu	41	19.7%	197	13.9%
Hawai‘i (Big Island)	30	14.4%	530	37.4%
Maui	17	8.2%	170	12.0%
Kaua‘i	15	7.2%	105	7.4%
Family Court Liaison Branch	N/A	N/A	14	1.0%
<i>Unknown (% of total)</i>	3	<i>(1.4%)</i>	0	<i>(0.0%)</i>
TOTAL	211	100%	1432	100%

Results – Sample Characteristics

<i>Characteristic</i>	(Returned) Sample		CAMHD Population	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Diagnostic Category				
Adjustment Disorders	14	8.1%	113	10.8%
Anxiety Disorders	23	13.4%	162	15.5%
Attentional Disorders	36	20.9%	204	19.5%
Disruptive Behavior Disorders	41	23.8%	254	24.3%
Intellectual Disabilities	0	0.0%	6	0.6%
Mood Disorders	29	16.9%	187	17.9%
Pervasive Developmental Disorders	7	4.1%	24	2.3%
Psychotic Spectrum Disorders	7	4.1%	17	1.6%
Substance-Related Disorders	4	2.3%	29	2.8%
Miscellaneous Disorders	11	6.4%	51	4.9%
<i>Not Available (% of total)</i>	39	<i>(18.5%)</i>	385	<i>(26.9%)</i>
TOTAL	211	100%	1432	100%

Results – Overall Satisfaction

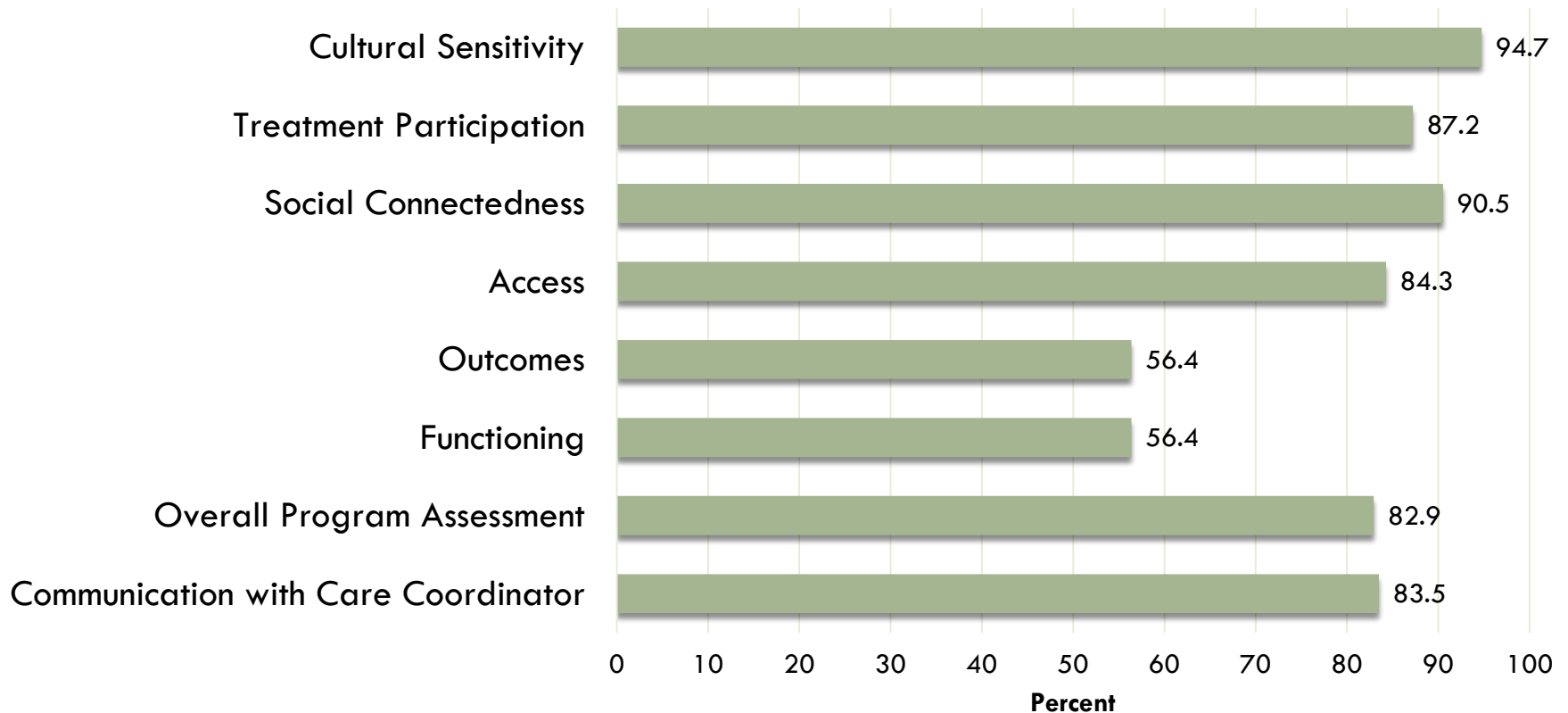
Overall, I am satisfied with the services my child received.



Almost 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)).

Qualitative Responses: Top 5 Categories

“What services have been most helpful?”

Total Number of Responses : 181 (86% of Sample)

General Comments (n = 80; 44.2%)

- “Your coordinator was the best I’ve seen and experienced...”
- “All the services have been helpful. We now have people to turn to in crisis.”
- “Simply getting placed in a facility to help her.”
- “Weekly visits.”

Staff Caring About Family & Supporting Parents (n = 32; 17.7%)

- “My child had one on one time with a male figure or role model. Care coordinator seemed to care about my child and his progress.”
- “The therapist checks with me prior to child’s visit.”
- “__FGC helpful and being non-bias and clinical recommendation.”

Qualitative Responses: Top 5 Categories

“What services have been most helpful?”

Accommodating Family, Good Service Fit (n = 25; 13.8%)

- “Being there when we need someone to talk to and helping with solving family issues.”
- “In home therapy. Meeting at home was way more comfortable for my son to open up with his therapist.”
- “Just having a safe home for my daughter where she is closely supervised. That is a huge relief and support to our family.”

Improvement (n = 22; 12.2%)

- “MST has done the most to change the dynamics in my household and alter my child’s behavior and provided support to myself and husband.”
- “PK has given my daughter the self care options and helped with her self-esteem.”

Having Someone Child Can Talk to (n = 8; 4.4%)

- “Having someone to listen to my child when she feels the need to share or vent to.”
- “Intensive in home therapy. The paraprofessional allows him to express in ways family cannot.”

Qualitative Responses:

“What would improve the services offered?”

Total Number of Responses : 140 (66% of Sample)

- Approximately 40% of responses (n = 57) indicated satisfaction with services, with no changes requested.
 - ▣ “They did a great job and were flexible with our schedule.”
 - ▣ “N/A” or “None”

- Of the remaining responses, the top 5 themes were...

Qualitative Responses: Top 5 Categories

“What would improve the services offered?”

More Support Needed (n = 27, 19.3%)

- “Flexibility with hours based on need.”
- “Having more care coordinators. They seem overloaded at times and making computer system better for them.”
- “Transition program as kids “graduate” high school. Service for autism as they ‘age-out’.”
- “The 6 month limit on my MST services was disappointing because I feel like there was still so much work to do.”

Additional Services or More of Current Services (n=18,12.9%)

- “Do more activities like on a Saturday. An excursion with all kids.”
- “Group sessions.”
- “Having local (in state) facilities that could offer her the same as the out-of-state one she is in.”

Qualitative Responses:

“What would improve the services offered?”

Improve Quality of Services (n=16, 11.4%)

- “Understanding social economic barriers to accessing/complying with services.”
- “Better communication between parents and care coordinators. Up-to-date facility centers to accommodate handicap parents.”
- “Follow through on previously stated goals/plans.”

Improve Eligibility Process (n=10, 7.1%)

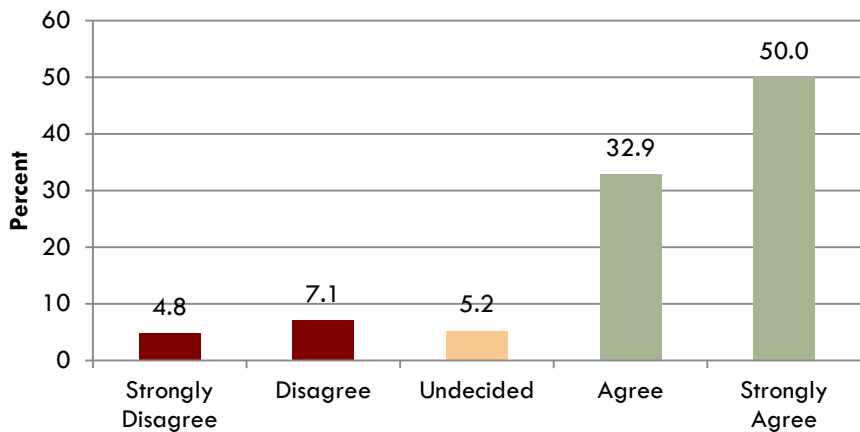
- “Speed eligibility process and faster intervention of therapy.”
- “It would help to know how to access the services of CAMHD and to know who qualifies.”

Very Specific Requests Related to Their Child/Family (n=7; 5.0%)

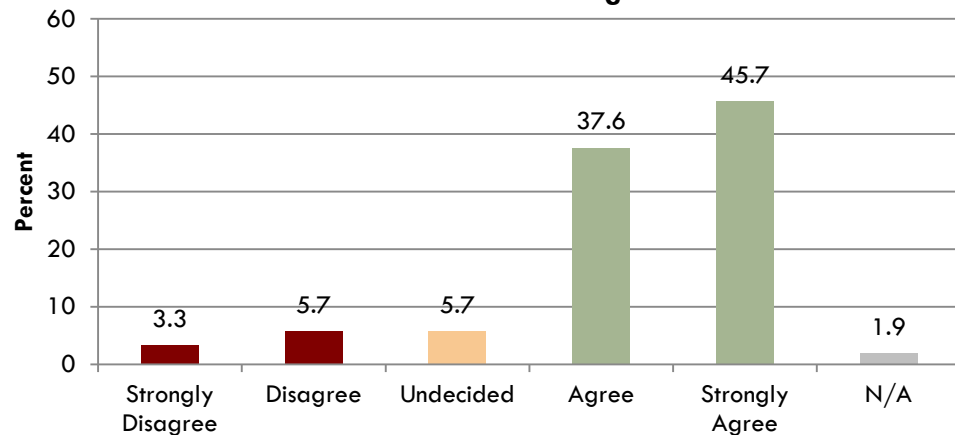
- “To have him placed back in a therapeutic home.”
- “Not buying stuff for the kids as food, candy.”

Results – Communication with Care Coordinator

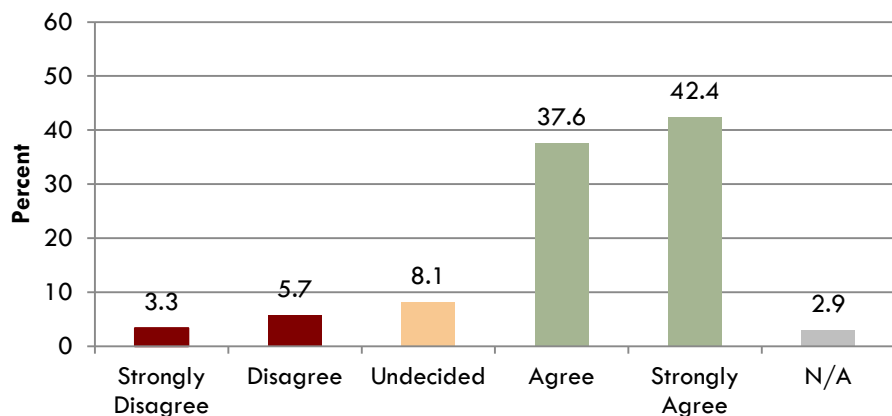
My Care Coordinator contacted me at least one time every month my child was receiving services



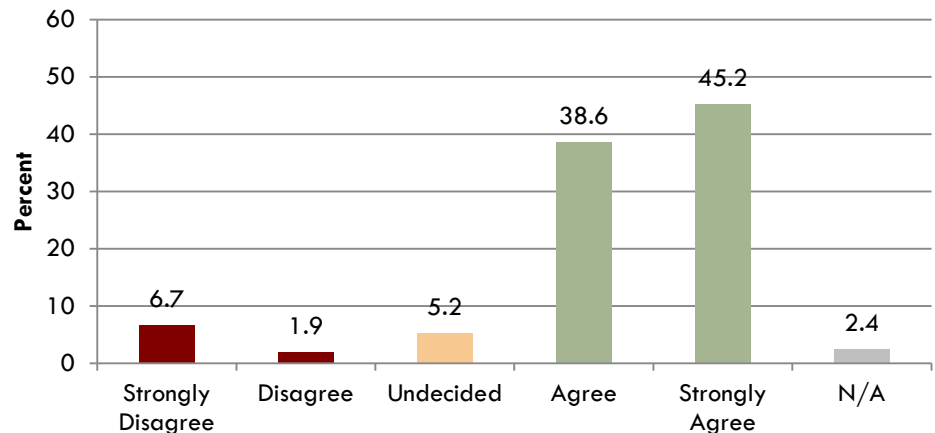
During the time my child was receiving services from CAMHD, I was kept informed about the exact services my child was receiving



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

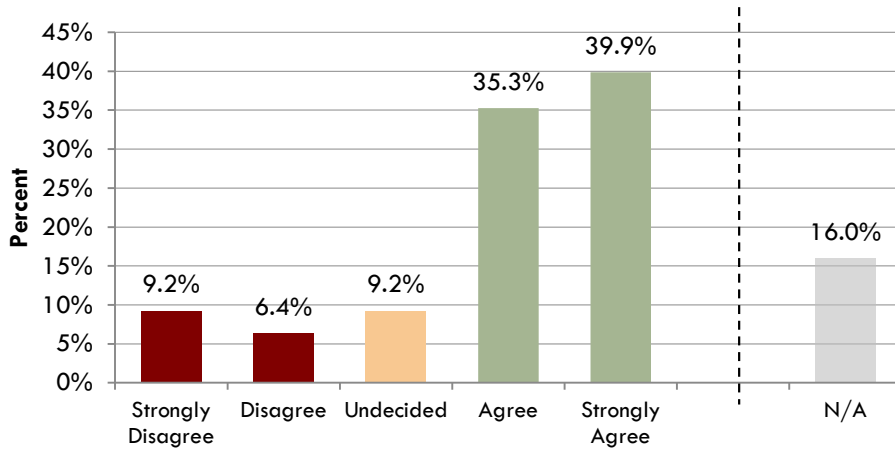


During meetings with my child's Care Coordinator, I was asked for feedback about my child's treatment plan

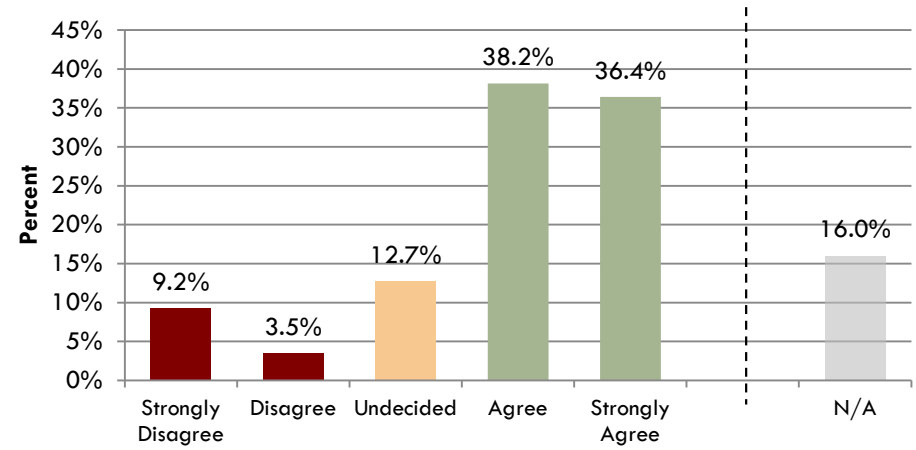


Results – Role of Parent Partners

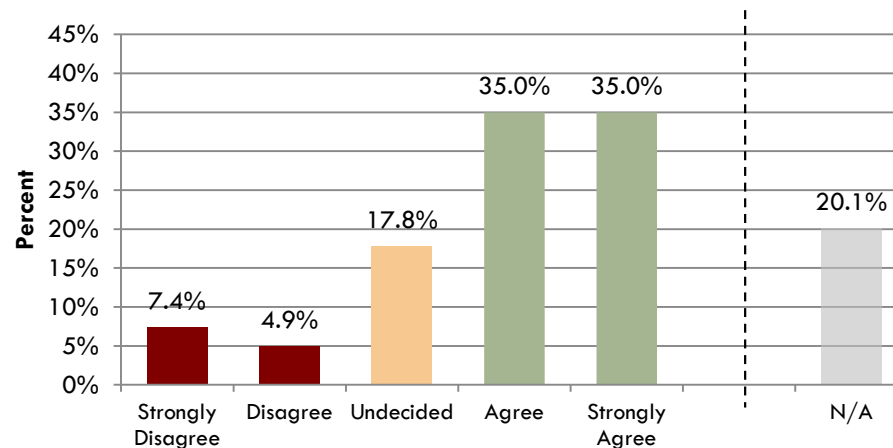
During meeting(s) with my child's Care Coordinator, I was informed about the role of the Parent Partners.



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



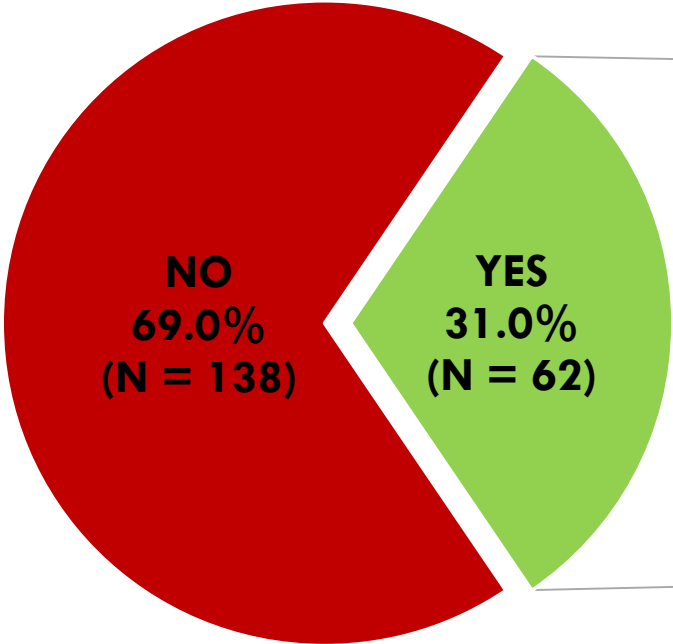
Having the Parent Partner involved has contributed to my feelings of empowerment as a caregiver.



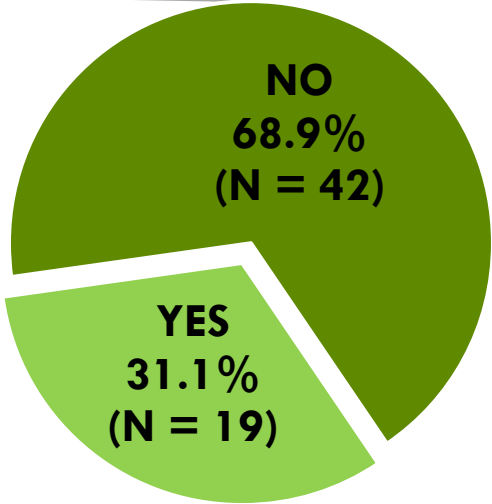
****Note:** Percentages to the left of the vertical line do not include "N/A" data.

Results – Help Your Keiki Website

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



If “Yes,” during the last year, did you access the Help Your Keiki website for information about services for your child?



9.5% of Total

Summary

- About 40% response rate, similar to last year
- From 80 to over 90% of respondents gave positive ratings on various aspects of services, except for Outcomes & Functioning (56%)
- Respondent's ratings of both Outcomes and Functioning decreased from last year (69% to 56%)
- Over 80% of respondents gave positive ratings on communication with care coordinators
- Almost 3/4 of participants who used Parent Partners reported that it contributed to feelings of empowerment
- Less than 1/3 knew about the HYK website, and of those, less than 1/3 said they actually accessed the website (same as last year)