



CAMHD Consumer Survey: 2017



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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



Sampling & Methods for 2017 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 to July 2017



Results – Response Rate

- Response Rate
 - Estimated surveys distributed = 459
 - Surveys returned completed = 184
 - Response Rate = 40%
- Similar response rate to last year

Results – Sample Characteristics

	(Returned) Sample		CAMHD Population	
<i>Characteristic</i>	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Gender				
Male	124	67.4%	632	62.5%
Female	58	31.5%	380	37.5%
Unknown	2	1.1%	0	0%
TOTAL	184	100%	1012	100%
Age				
5 or younger	3	1.6%	25	2.5%
Between 6 and 12	64	34.8%	368	36.4%
Between 13 and 15	57	31.0%	293	29%
16 or older	58	31.5%	326	32.2%
Unknown	2	1.1%	0	0%
TOTAL	184	100%	1012	100%

Results – Sample Characteristics

	(Returned) Sample		CAMHD Population	
<i>Characteristic</i>	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Geographic Region (FGC)				
Central Oahu	53	28.8%	171	16.9%
Leeward Oahu	42	22.8%	169	16.7%
Honolulu	33	17.9%	140	13.8%
Maui	15	8.2%	115	11.4%
Hawai'i	26	14.1%	333	32.9%
Kaua`i	13	7.1%	84	8.3%
Unknown	2	1.1%	0	0%
TOTAL	184	100%	1012	100%

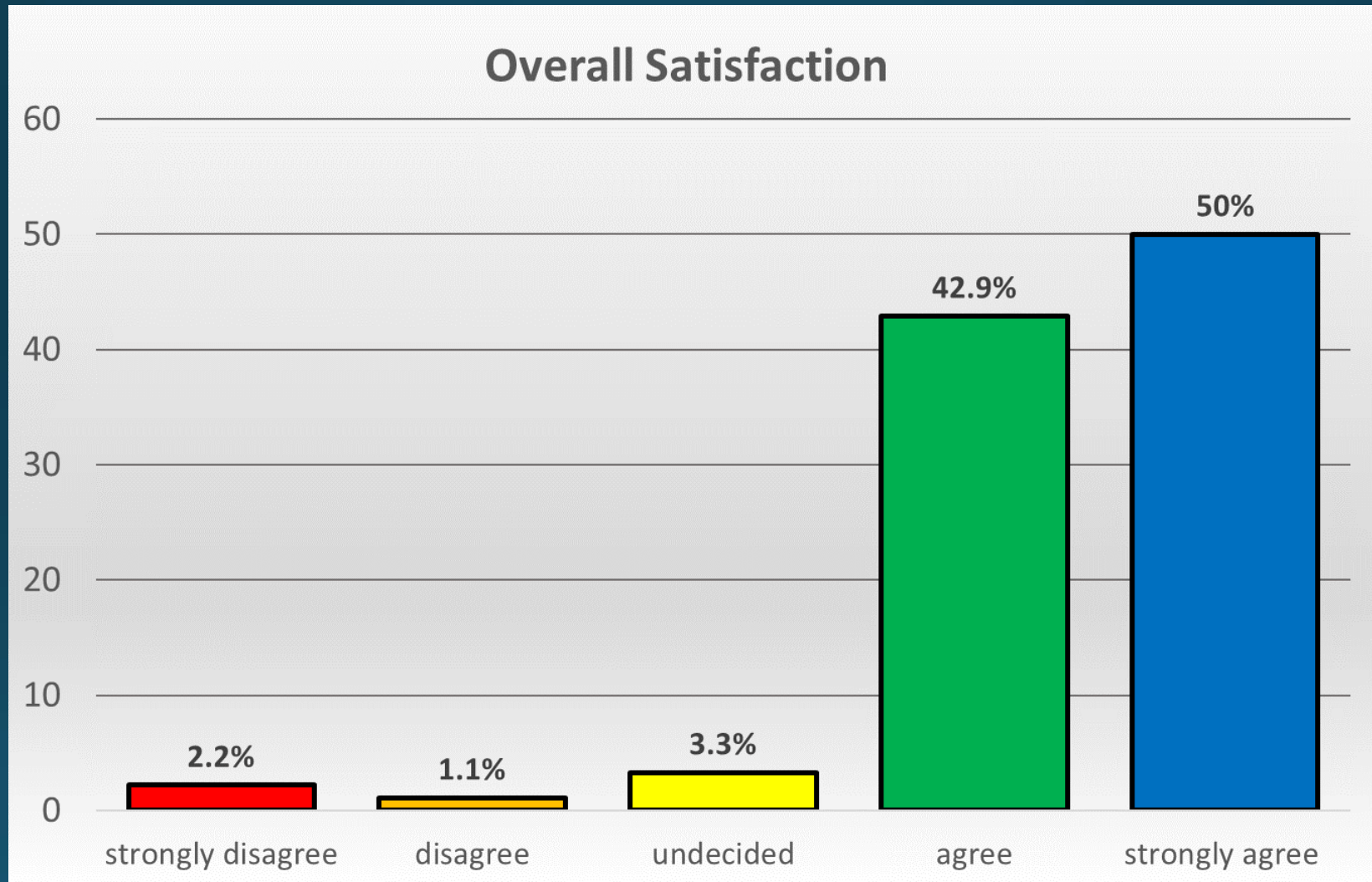
Results – Sample Characteristics

<i>Characteristic</i>	(Returned) Sample		CAMHD Population	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Diagnostic Category				
Adjustment Disorders	18	9.8%	98	9.7%
Anxiety Disorders	8	4.3%	41	4.1%
Attentional Disorders	38	20.7%	153	15.1%
Disruptive Behavior Disorders	32	17.4%	207	20.5%
Intellectual Disabilities	3	1.6%	6	.6%
Mood Disorders	19	10.3%	116	11.5%
Pervasive Developmental Disorders	2	1.1%	10	1%
Psychotic Spectrum Disorders	2	1.1%	10	1%
Substance-Related Disorders	2	1.1%	11	1.1%
Miscellaneous Disorders	34	18.5%	161	15.9%
Not Available	26	14.1%	199	19.7%
TOTAL	184	100%	1012	100%

Count based on primary diagnosis only

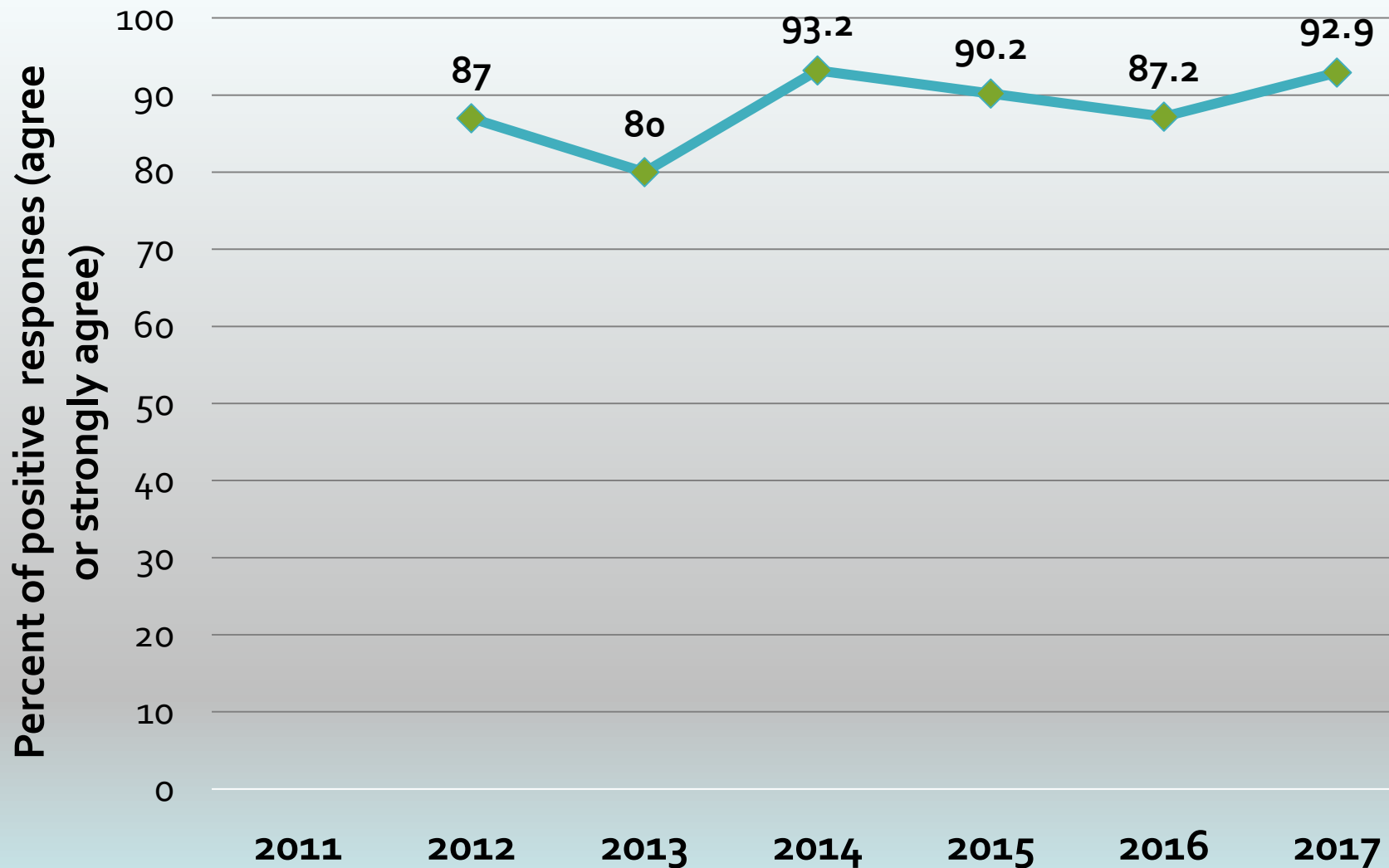
Results – Overall Satisfaction (N = 184)

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



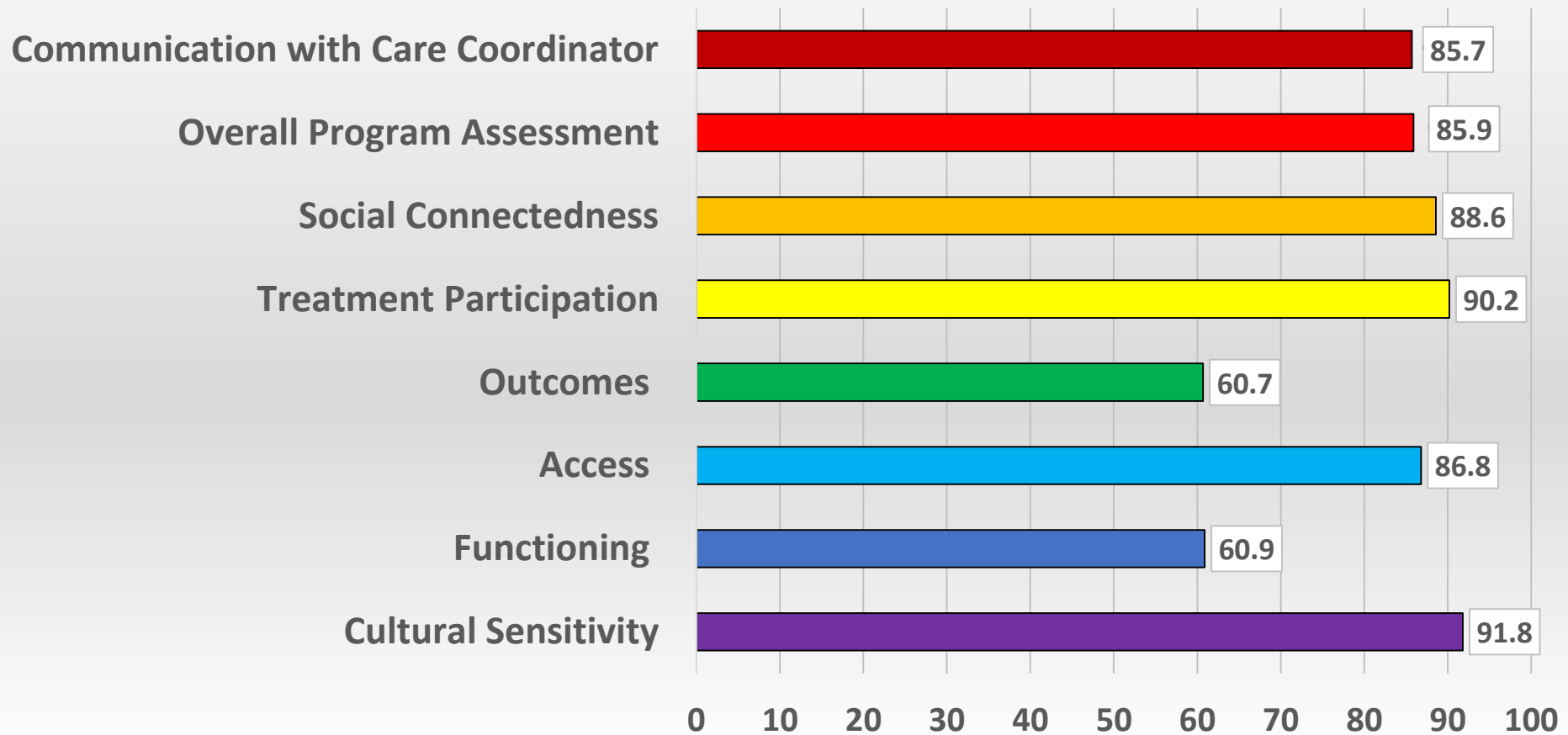
Over 90% “Agree” or “Strongly Agree” that they were satisfied with services.

Percent of Positive Responses on the "Overall Satisfaction" Item Since 2012



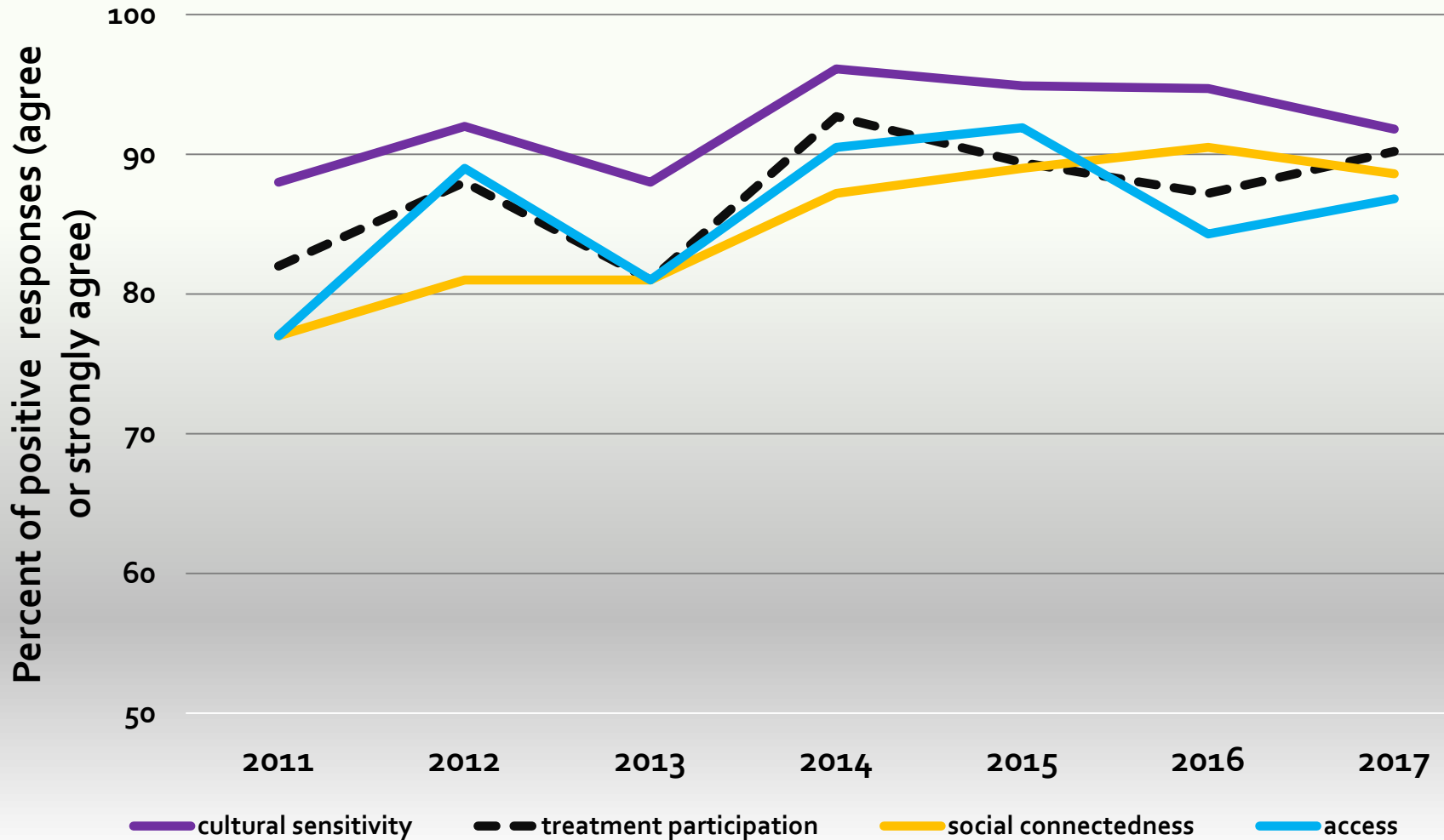
Results – Domain Ratings (N = 184)

Positive Ratings* for Each Domain

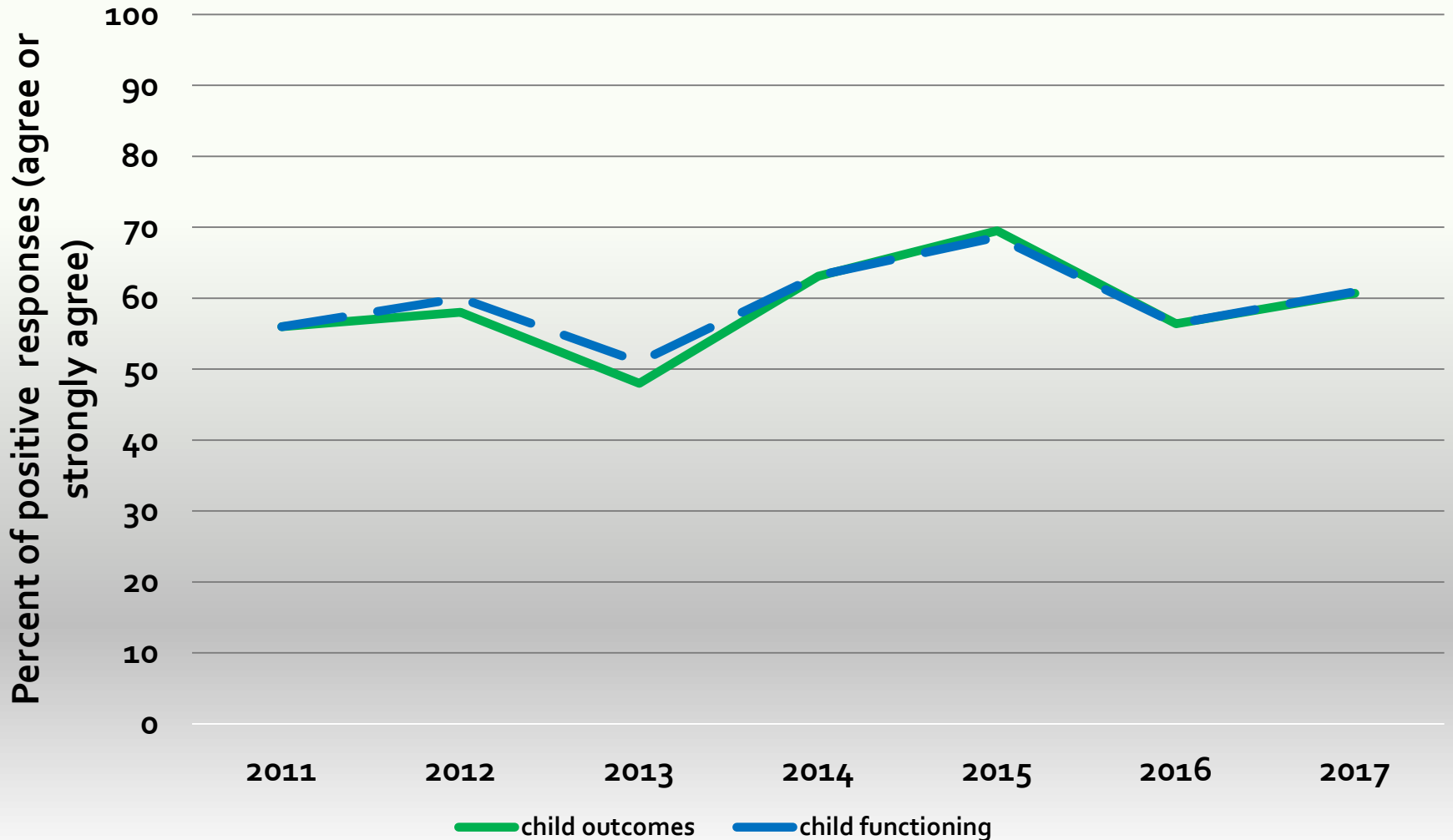


- These percentages are based on the number of respondents whose combined scores totaled a '3.5' or better.
- A five-point Likert-type scale was used for each item (i.e., 'Strongly Agree' (5), 'Agree' (4), 'Undecided' (3), 'Disagree' (2), or 'Strongly Disagree' (1).

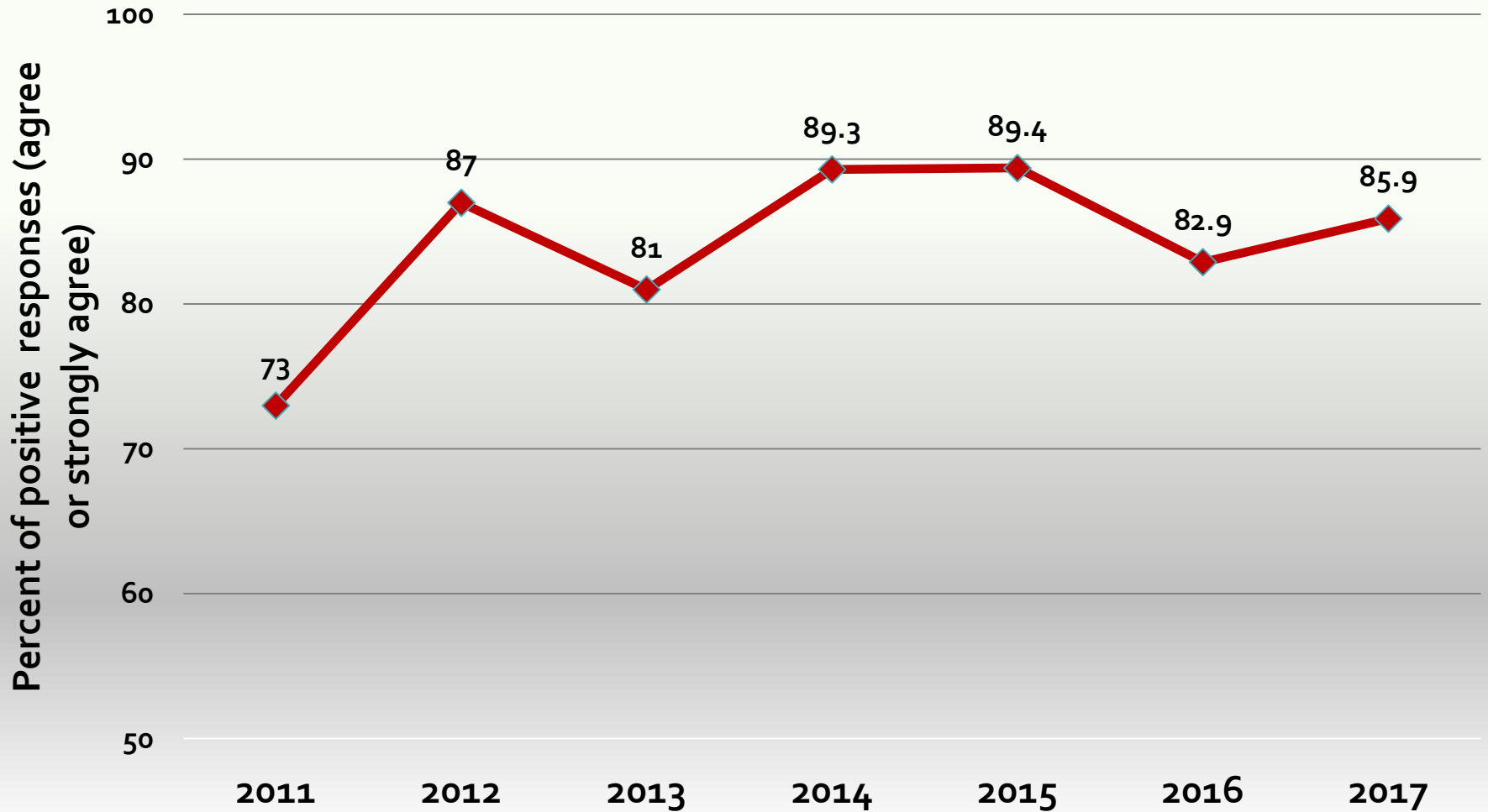
Percent of Positive Responses on the Highest Rated Domains Since 2011



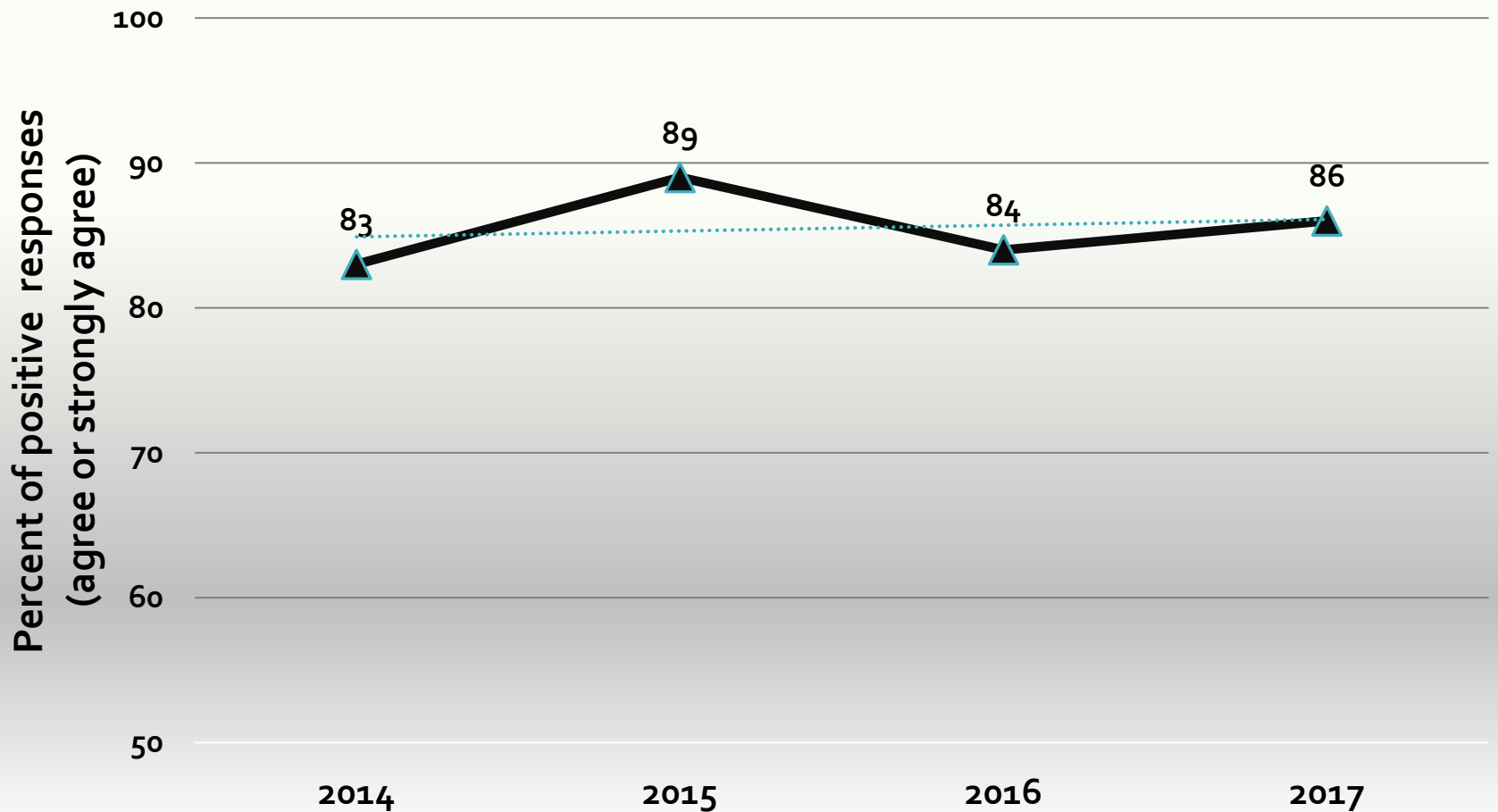
Percent of Positive Responses on the Lower Rated Domains Since 2011



Percent of Positive Responses on the Overall Program Assessment Domain Since 2011

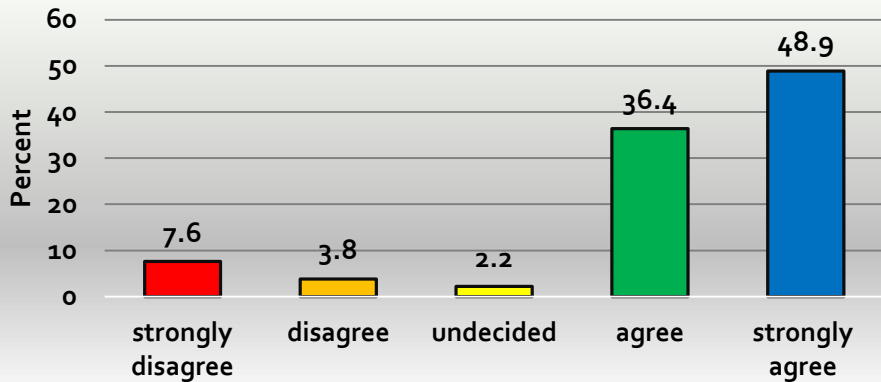


Percent of Positive Responses on the Communication with Care Coordinator Domain Since 2014

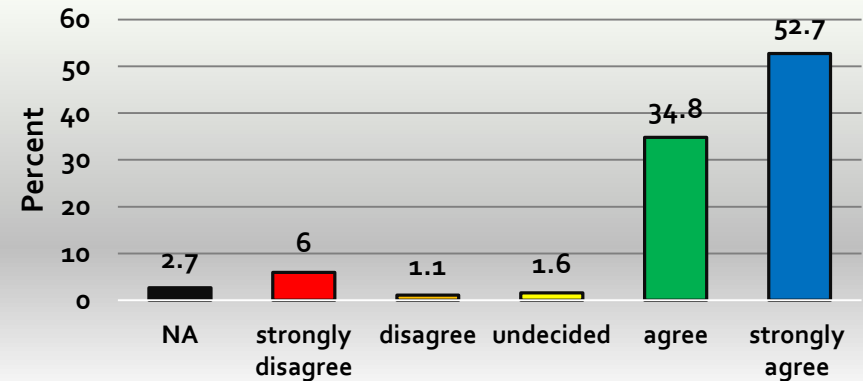


Results – Communication with Care Coordinator

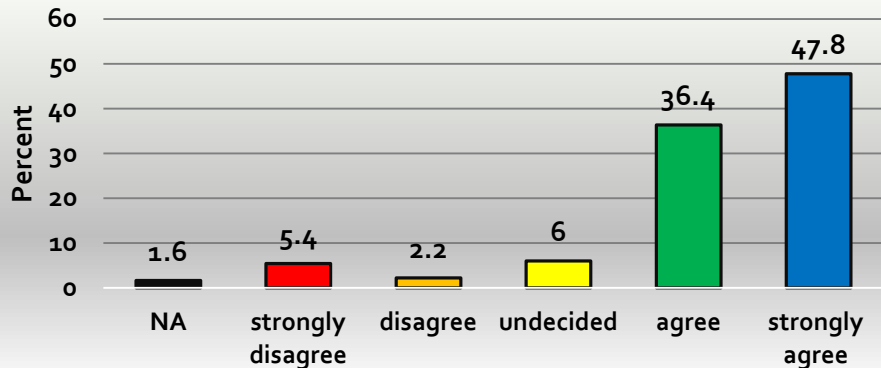
My Care Coordinator contacted me (in person or by phone) at least one time every month my child was receiving services. (N = 182)



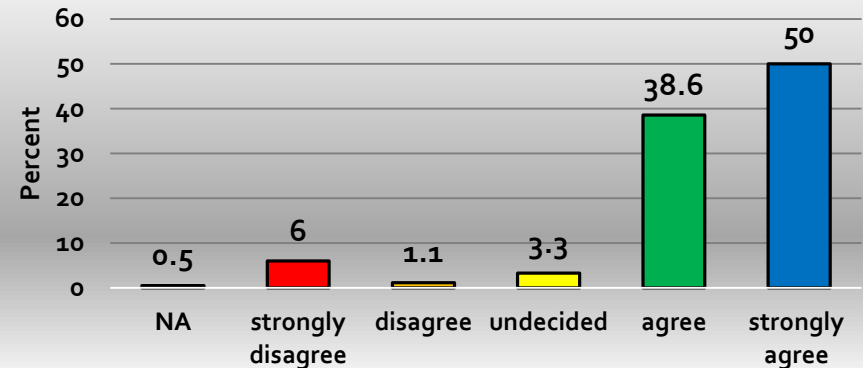
During the time my child received services from CAHMD, I was kept informed about the exact services my child was receiving. (N = 182)



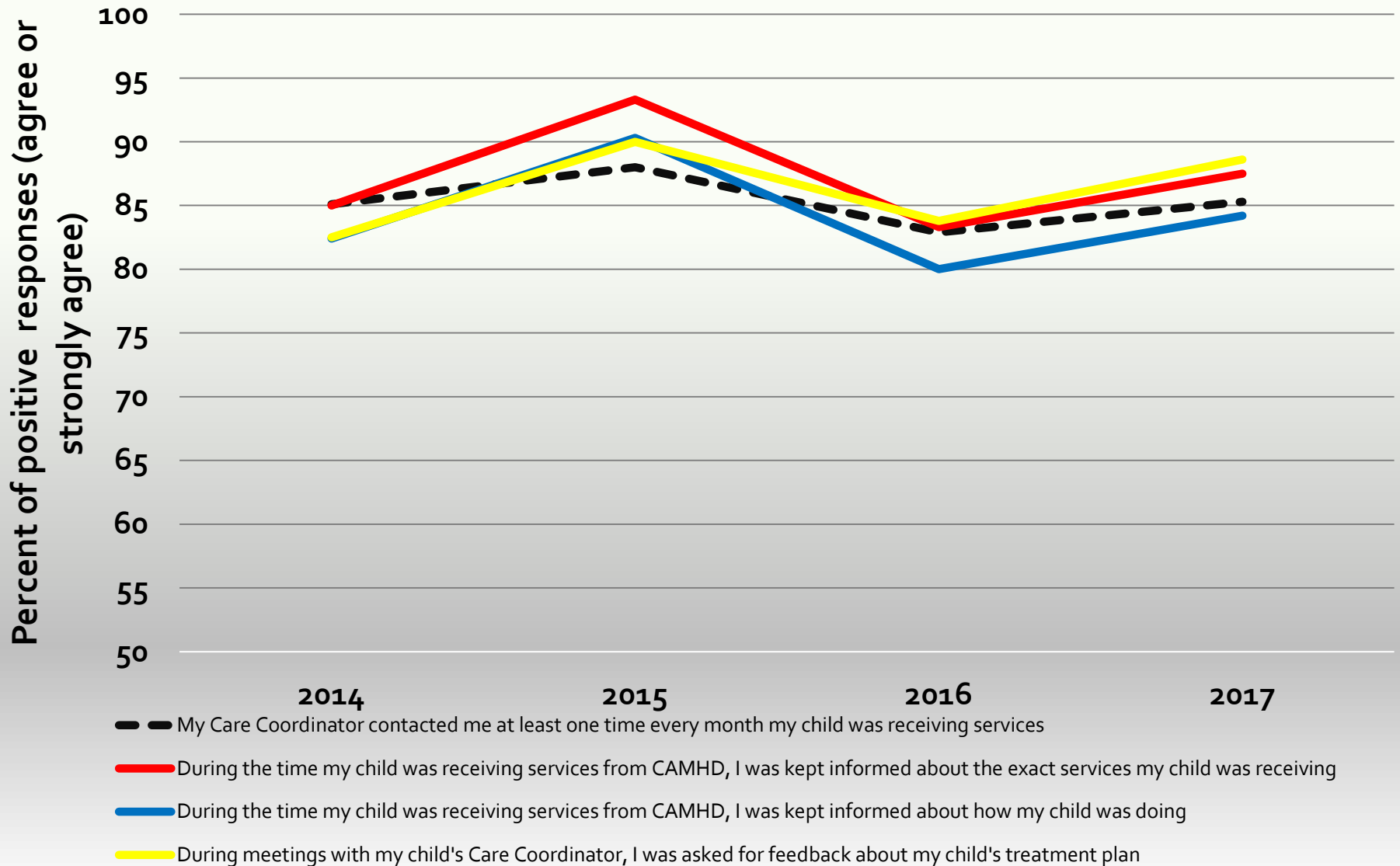
During the time my child received services from CAMHD, I was kept informed about how my child was doing. (N = 183)



During meeting(s) with my child's Care Coordinator, I was asked for my feedback about my child's treatment plan. (N = 183)



Communication with Care Coordinator since 2014



Qualitative Responses:

“What service has been the most helpful to you and your child and what is it about that service that has been so helpful?” (N = 148)

Specific services (n=61, 41%)

- “One-on-one with my child.”
- “MST services, looked at what my child enjoyed doing and put him in a program (art) to learn more different kinds of arts (drawing)”

Qualities of service providers (n=25, 17%)

- “Our therapist has been very supportive in everything regarding my child. She’s helpful and understanding.”
- “She advocated for my son when no one else would. Thank you.”

General positive comment (n=22, 15%)

- “DOH has been the most helpful people to work with.”
- “They listen to children and parents.”

Qualitative Responses:

“What services have been most helpful?” (N = 148)

Child/case progress/improvement (n=13, 9%)

- “FFT program is good for our family. Since it started I can see my child improving.”
- “The in home therapy made communications between parent and child a lot better.”

Availability of service provider (n=11, 7%)

- “Having therapist available 24/7 it is so helpful to have someone to call and speak to when there is a crisis.”
- “The times she spends with him and talk with him and talking the time to meet with meds doctors and school staff.”

Communication about child's case (n=6, 4%)

- “Regular monthly treatment team meetings to keep everybody on the team for the youth as well as the youth on the same page with helping plan for the youth's future.”

Qualitative Responses:

“What would improve the services offered?” (N = 120)

No improvement needed (n=46, 38%)

- “Services are great at this time. I am satisfied how things work. No improvements needed at this time.”
- “More kind people like them”

Lack of availability of services and/or resources (n=42, 35%)

- “More resources in Hawai’i.”
- “Need more mental health services, facilities.”

More reports/communications (n=10, 8%)

- “Written reports to other services providers or copies of notes.”
- “More communication.”

Qualitative Responses:

“What would improve the services offered?” (N = 120)

Greater consistency (n=4, 3%)

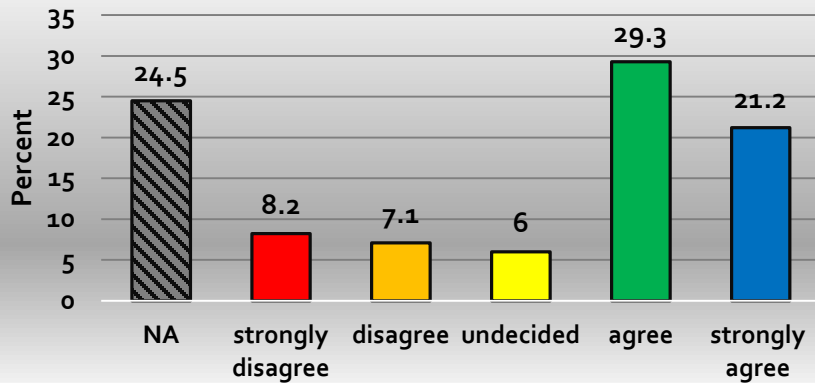
- “Take into consideration the child’s and parents relationship with the worker and keep the child with the worker.”
- “Allow longer...to enable same therapist for child consistently hopefully find good match/fit.”

Increase ease of moving through the system (n=4, 3%)

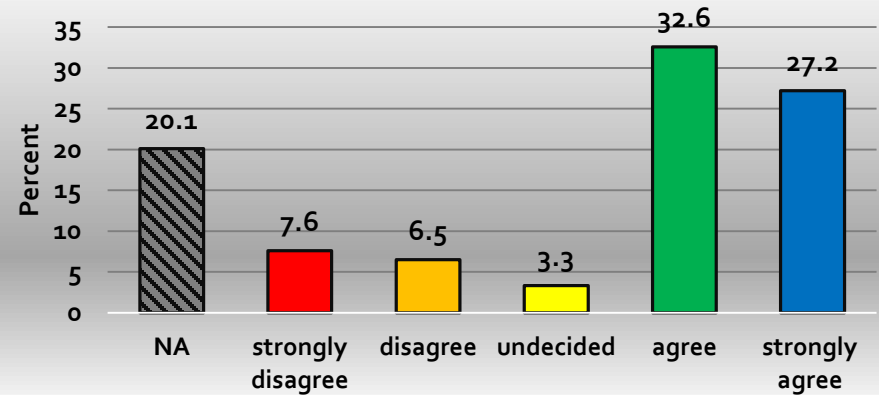
- “It took a lot of begging and pleading to get the next level of support (respite). Things shouldn’t be so difficult for a family in need.”
- “Intake process could be faster.”

Results – Role of Parent Partners

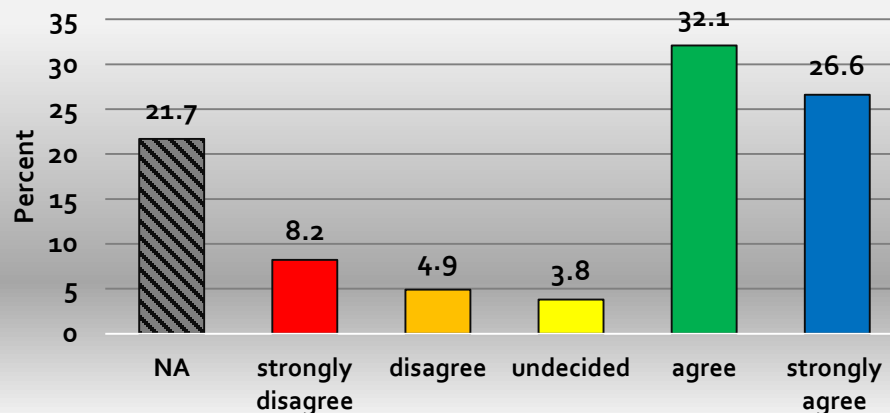
Having the Parent Partner involved has contributed to my feelings of empowerment as a caregiver. (N = 179)



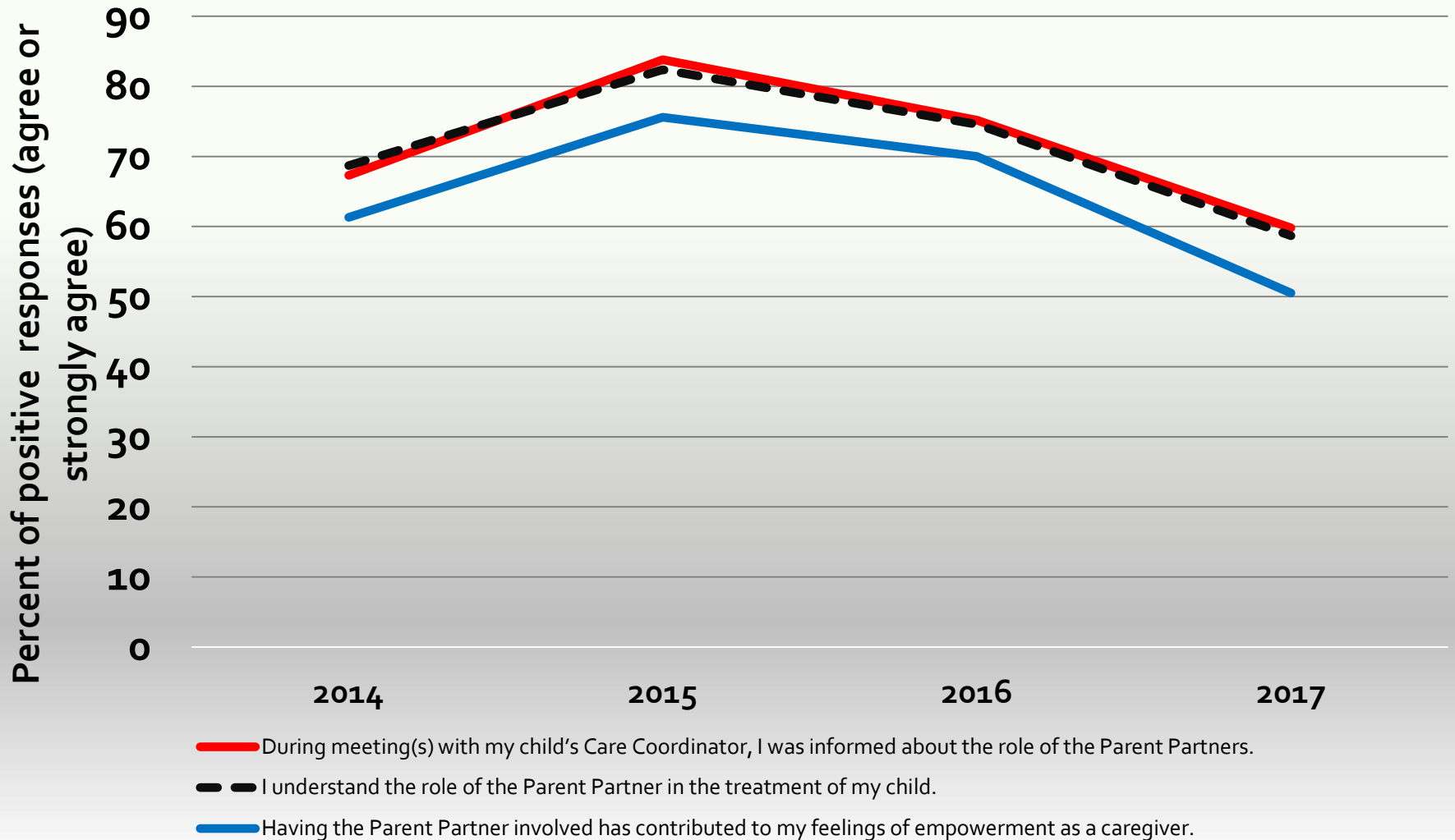
During meeting(s) with my child's Care Coordinator, I was informed about the role of the Parent Partners. (N = 179)



I understand the role of the Parent Partner in the treatment of my child. (N = 177)



Role of Parent Partners since 2014



Helpyourkeiki.com

HOME ABOUT CONTACT RESOURCES



Help Your Keiki



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Evidenced-Based Services Committee of Hawaii

COMMON PROBLEMS

WHAT WORKS

FIND HELP

ADDRESSING Mental Health CONCERNS IN PRIMARY CARE A CLINICIAN'S TOOLKIT

EVIDENCE-BASED CHILD AND ADOLESCENT MENTAL HEALTH (PWEB) Database, available at www.practicewise.com. If this is not the most current version, please check the resources page.

Problem Area	Level 1- BEST SUPPORT	Level 2- GOOD SUPPORT
Anxious or Avoidant Behaviors	Cognitive Behavior Therapy (CBT), CBT and Medication, CBT with Parents, Education, Exposure, Modeling	Assertiveness Training, CBT for Child and Family Psychoeducation, Relaxation, Inoculation
Attention and Hyperactivity Behaviors	Behavior Therapy and Medication, Self-Verbalization	Biofeedback, Contingency Management, Parent Management Training (also Solving, or with Teacher Psychoeducation), Exercise (with or without Relaxation), Working Memory

02:35

vimeo

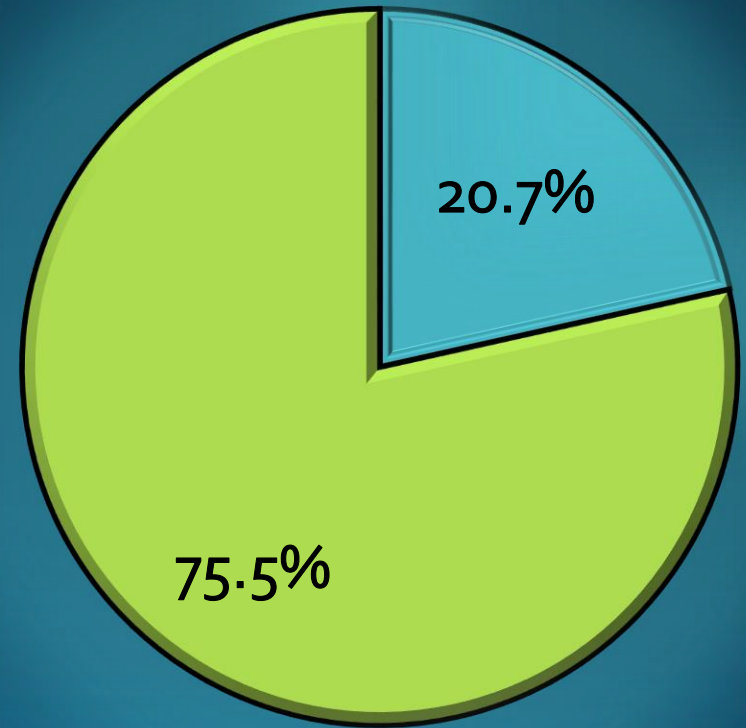
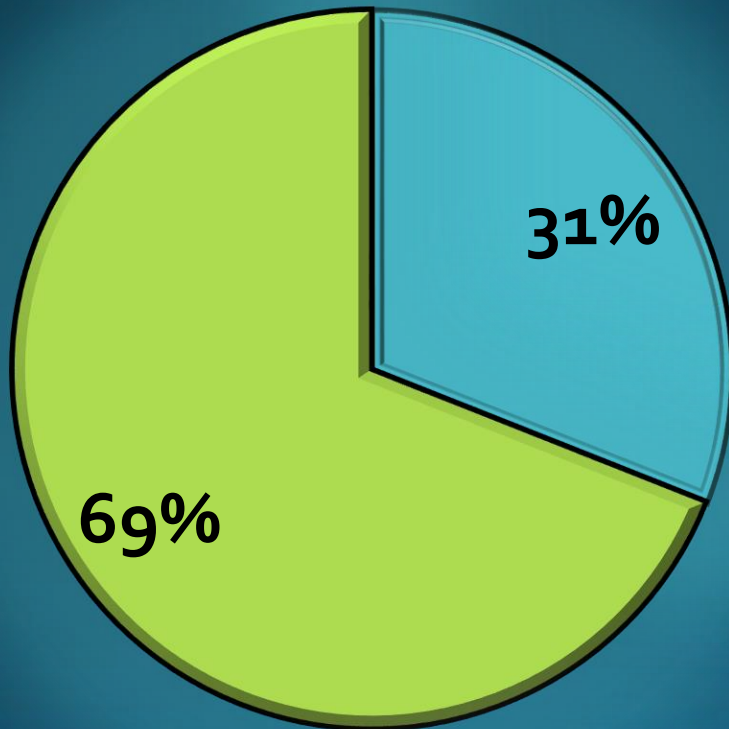


Help Your Keiki Hawaii
89 likes

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

2016

2017

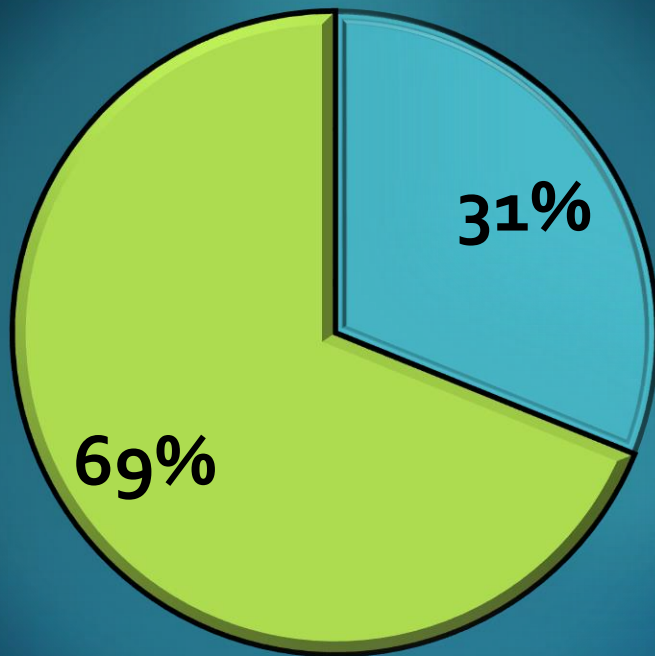


yes no

yes no

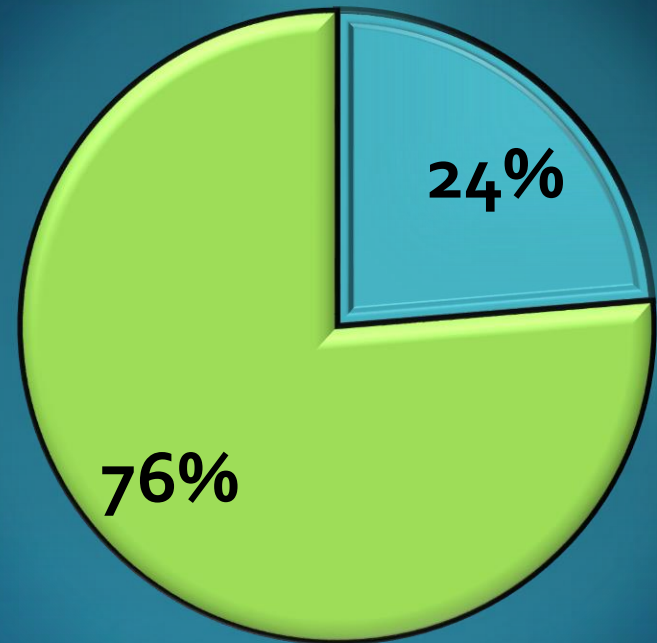
Results - During the last year, did you access the Help Your Keiki website for information about services for your child?

2016



yes no

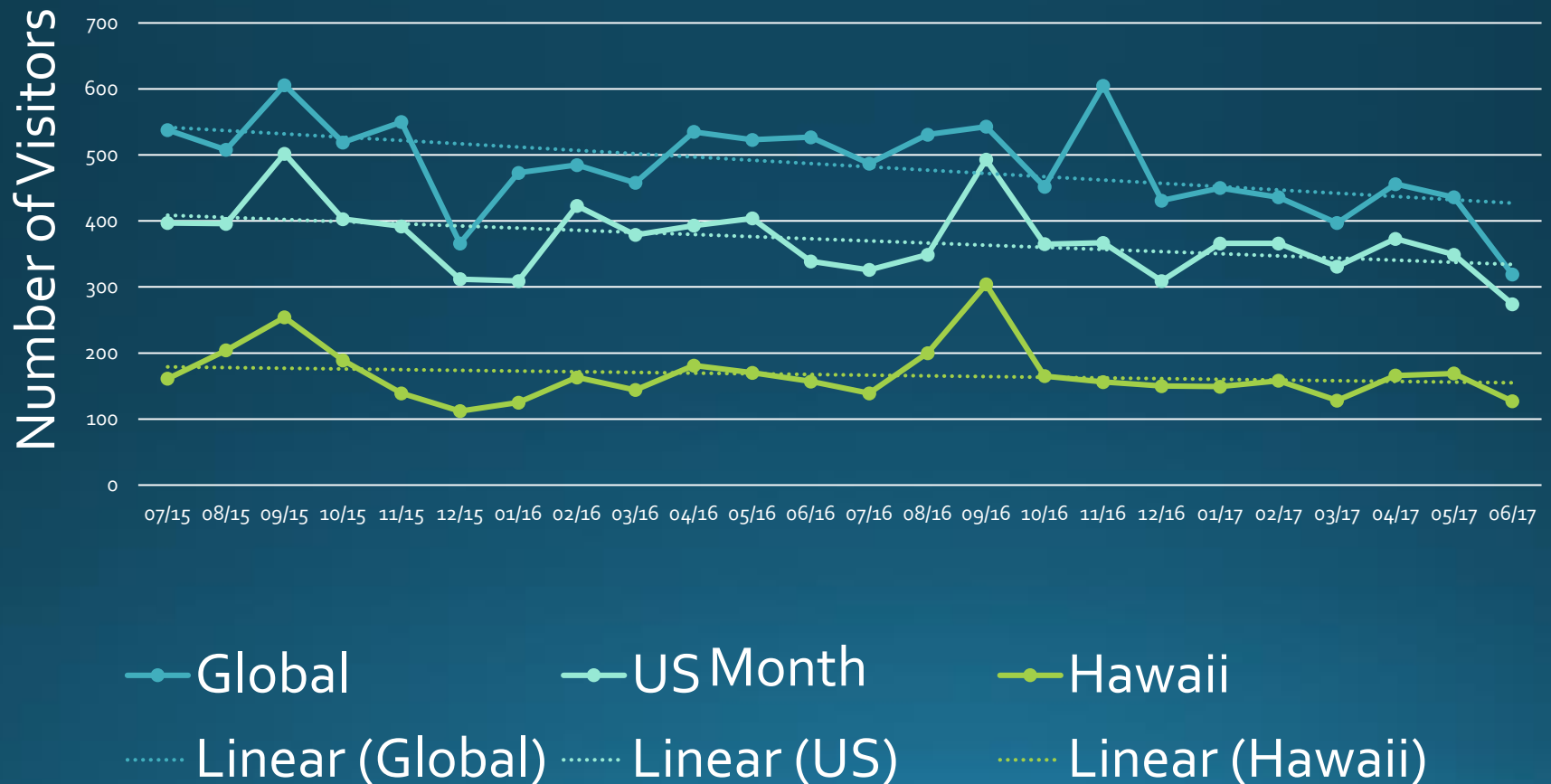
2017



yes no

HYK Website Visitors Flow

HYK Website Visitors Flow (July 2015-June 2017)



Summary

- Response rate of 40%.
- 90% of consumers responded positively to the item regarding overall satisfaction.
- Consistent with prior years, outcomes and functioning domains had less positive responses (approx. 60%) relative to other domains.
- Overall scores on the communication with care coordinators items have increased since last fiscal year.
- Fewer respondents had heard about the Help Your Keiki website than last fiscal year (30%→20%).