



2009 Consumer Survey

The Voice of the Hawaii Consumers:

The mission of the Child and Adolescent Mental Health Division (CAMHD) is to provide timely and effective mental health prevention, assessment and treatment services to children and youth with emotional and behavioral challenges, and their families, while striving to ensure “Happy and Healthy Children and Families Living in Caring Communities.” – *CAMHD Vision Statement.*

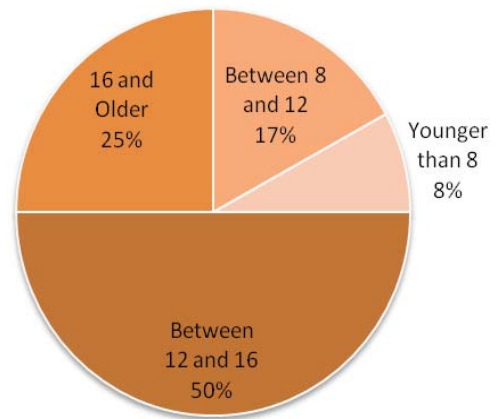


Survey Methods:

The Youth Services Survey for Families (YSS-F) was distributed to all of the youths registered in the CAMHD system as of fiscal year 2008. The YSS-F is made up of 26 items that measures the caregiver’s perception of satisfaction regarding program services and their child’s outcomes and behavior. Surveys were mailed to parents and guardians in three waves along with two postcard reminders. For full details the technical report is available on the CAMHD website <http://hawaii.gov/health/mental-health/camhd/library/pdf/rpval/cs/index.html>.

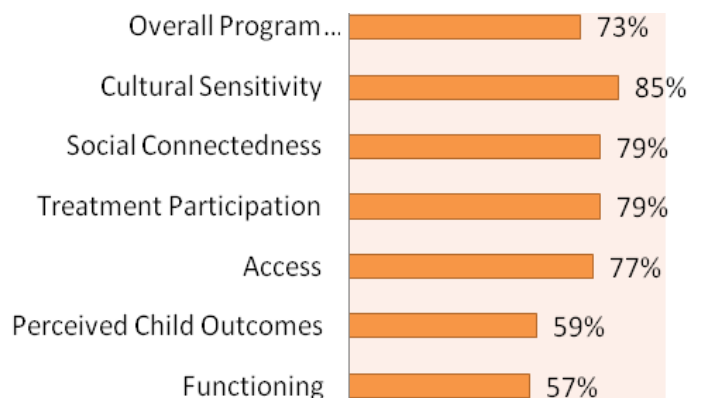
Respondent Characteristics:

Of the 467 youths represented, 33% were female (67% were male); 50% were between the ages of 12 and 16; 27% had a primary disruptive behavior disorder, followed by an attentional (19%) and mood disorder (17%).



Consumer Satisfaction Levels:

The following graph depicts the satisfaction levels for each of the seven YSS-F domains; 75% of caregivers were satisfied with overall program services.



“Happy and Healthy Children and Families Living in Caring Communities.”

– CAMHD Vision Statement

Additional Thoughts

Consumers were also given open ended questions including asking what was the most helpful aspect of services they received. The following table describes the most helpful aspects of services.

“Most Helpful” Aspects	Percent
Therapy/Counseling	25.2
Supportive Staff/Communication	22.2
Consistent Services	10.8
Improved Behavior	6.7
Availability of Staff	4.2
Teamwork & Everybody Working Together	3.9
In-home Treatment	3.7
Medical Help	3.3

What does this mean?

CAMHD strives to (1) improve the emotional well-being of children and adolescents, and (2) provide early access to a child and adolescent-centered, family-focused community-based coordinated system of care that tend to the child’s physical, social, emotional, and other developmental needs within the least restrictive environment.

- Survey results showed that about 3 out of 4 consumers were satisfied with their overall program services.
- 8.5 out of 10 consumers rated their services as being culturally sensitive.
- Results pointed to features of service delivery (e.g., outcomes) as having room for improvement.
- Results from the YSS-F are one factor considered in the overall evaluation of CAMHD services.

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