

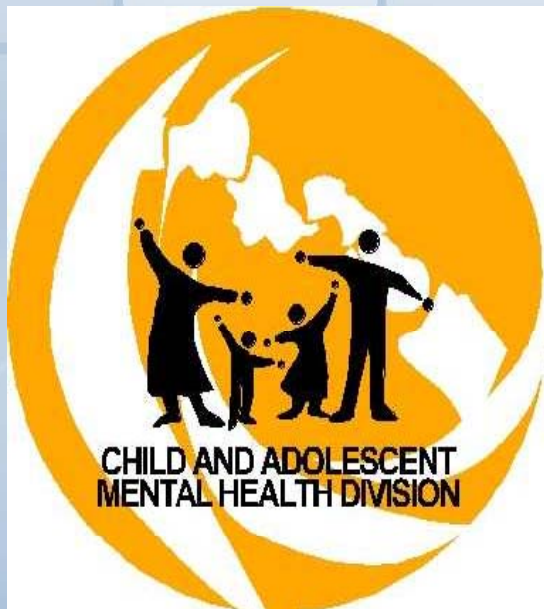
Youth Services Survey for Families (YSS-F): Consumer Survey 2010

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Presentation Outline

- Background
- Method
- Results
- Summary
- Discussion

Introduction to YSS-F

Uses of the YSS-F:

- Gather feedback on consumer perceptions of services provided
- Conduct “customer satisfaction” analysis
- Collect data on some outcome-related areas
- Indicators on survey meet requirements of Federal Grant

Measures in YSS-F

Domain	Description
Outcomes/ Functioning	<i>Child gets along better with friends & family</i>
	<i>Child better at coping, handling daily life</i>
	<i>Child shows improvement in school and work</i>
Access	<i>Location and time of services</i>
Treatment Participation	<i>Caregiver helped to choose services and goals, and participated in treatment</i>
Social Connectedness	<i>Caregiver has support at time of crisis</i>
	<i>Caregiver feels listened to and understood</i>
Cultural Sensitivity	<i>Staff sensitive to cultural/ethnic background</i>
	<i>Staff respected caregiver/family's beliefs</i>
Overall Program Assessment	<i>Overall satisfaction with services given to child.</i>

Items in YSS-F

Descriptive Information:

- Living Situation
- Juvenile Justice
- School
- Medication

Open-ended Responses:

- Most helpful
- Caregiver recommendations

Included additional questions about:

- Urgent and emergent care (ECHO)
- Least restrictive services (Local)

Survey Method -2010

Survey Distribution

- Surveys sent to caregivers of youth registered in 2009
- They were sent March through May of 2010
- There were three waves of surveys sent out
- Two reminder postcards followed mail-outs

Survey Response Rate-2010

- 548 completed & usable surveys
- Final adjusted response rate = 26%
- Adjusted response rate for 2009 = 20%

Youth Sample and Population Comparison

	2010 Respondents		2010 Survey Population	
	Number	Percent	Number	Percent
Gender				
Female	189	35%	901	34%
Male	359	65%	1762	66%
Total	548	100%	2716	100%
Age of Children				
Younger than 8	18	3%	70	3%
Between 8 and 12	171	31%	773	29%
Between 12 and 16	155	28%	708	27%
Older than 16	204	37%	1112	42%
Total	548	100%	2663	100%

Youth Sample and Survey Population Comparison

	2010 Respondents		2010 Survey Population	
	Number	Percent	Number	Percent
Geographic Region				
Kauai Family Guidance Center	147	27%	694	26%
Hawaii Family Guidance Center	139	25%	758	29%
Leeward Oahu Family Guidance Center	65	12%	343	13%
Honolulu Family Guidance Center	52	10%	220	8%
Windward Oahu Office	52	10%	169	6%
Maui Family Guidance Center	47	9%	214	8%
Central Oahu Family Guidance Center	39	7%	165	6%
FCBL	7	1%	99	4%
Total	548	100%	2663	100%

Youth Sample and Population Comparison

	2010 Respondents		2010 Population	
	Number	Percent	Number	Percent
Diagnostic Category				
Disruptive Behavior Disorders	116	21%	591	22%
Attentional Disorders	112	20%	557	21%
Mood Disorders	79	14%	331	12%
Anxiety Disorders	64	12%	242	9%
Miscellaneous Disorders	40	7%	147	6%
Pervasive Developmental Disorders	26	5%	90	3%
Adjustment Disorders	28	5%	157	6%
Substance Related Disorders	18	3%	61	2%
Mental Retardation	9	2%	46	2%
None Identified	56	10%	437	16%
Total	548	100%	2663	100%

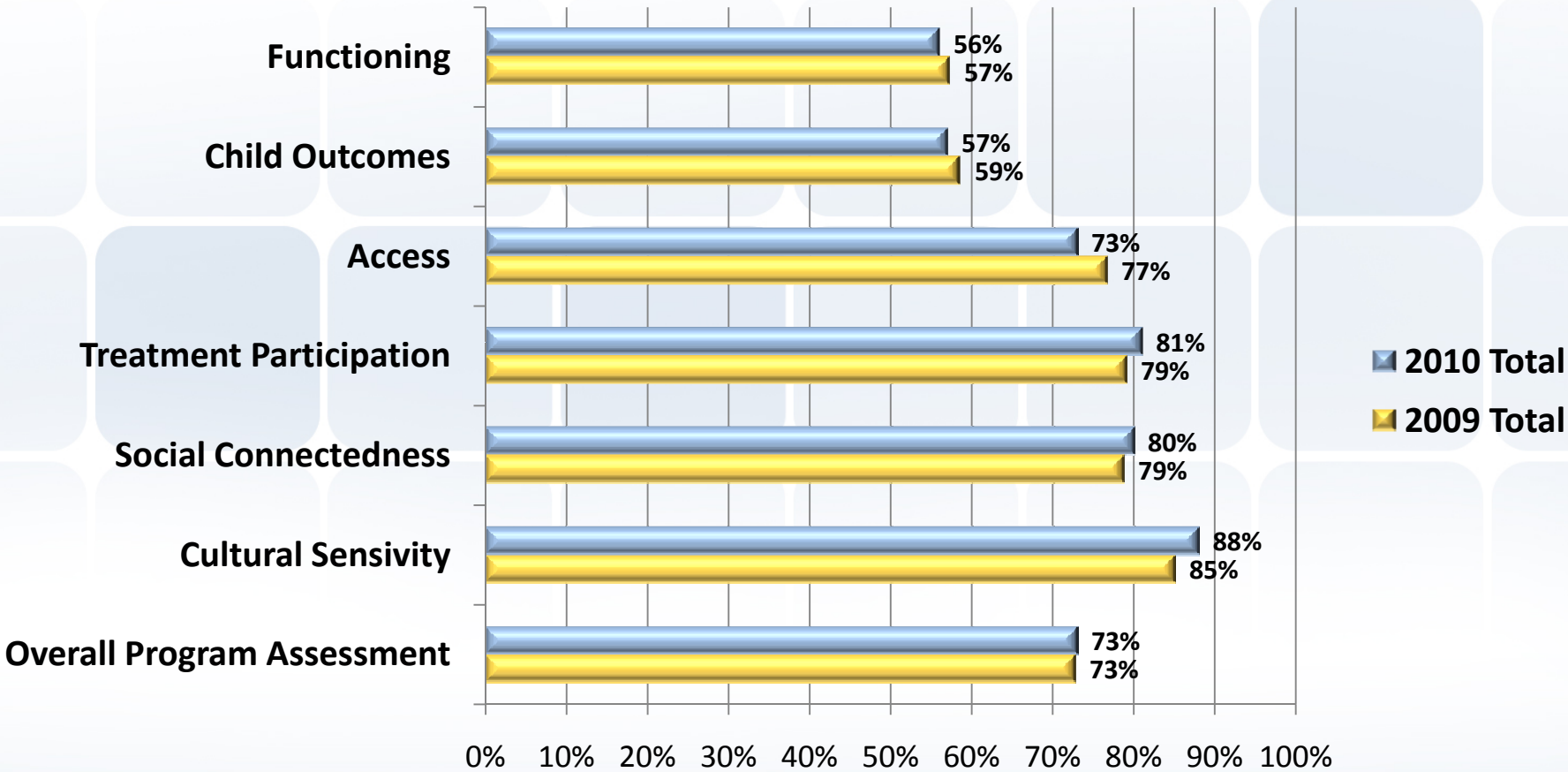
Youth Sample and Population Comparison

	Survey Responses	
	2009	2010
Used CAMHD services more than 1 year ago		
Child attended school less than before services	8%	13%
Child expelled or suspended before entering program	25%	26%
Child expelled or suspended since start of services	24%	26%
Child had more encounters with police since start of services	10%	15%
Used CAMHD services less than 1 year ago		
Child attended school less than before services	10%	9%
Child expelled or suspended before entering program	28%	28%
Child expelled or suspended since start of services	23%	22%
Child had more encounters with police since start of services	5%	6%

Youth Sample and Population Comparison

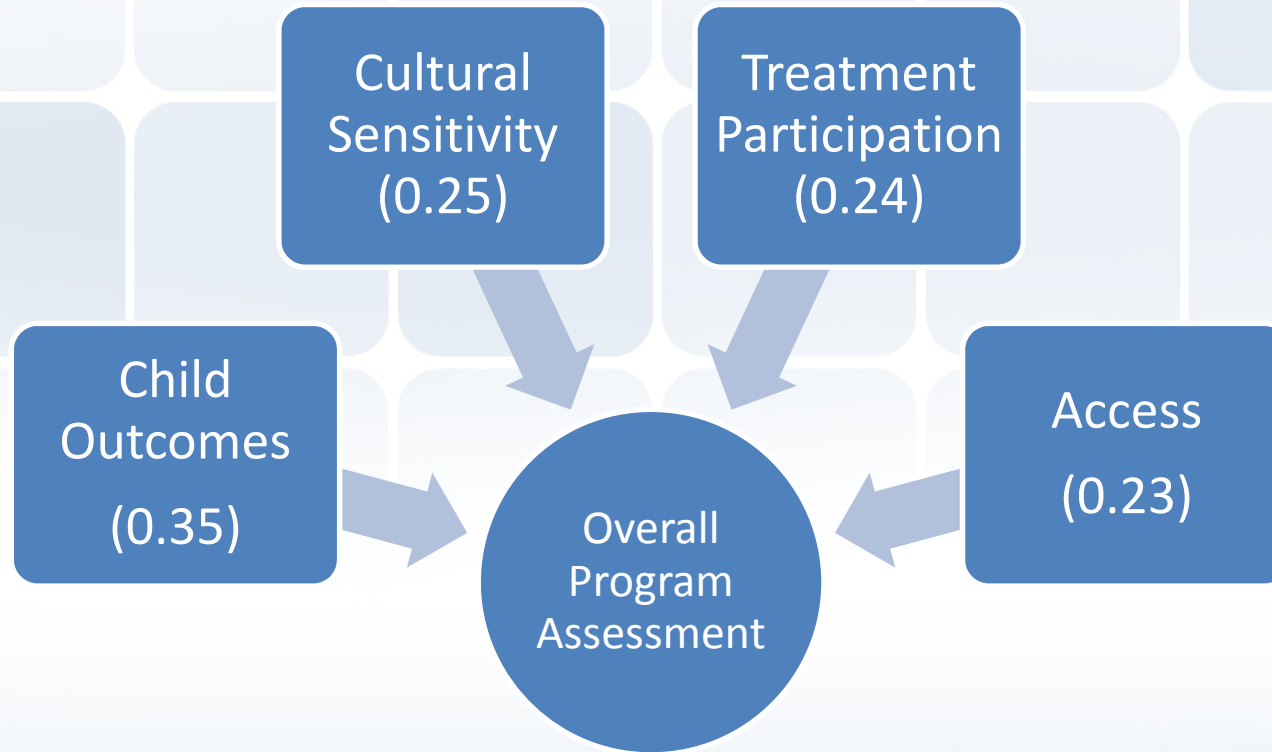
	Survey Responses	
	2009	2010
Emergency Services needed		
Child needed emergency counseling or treatment	54%	53%
Child got to go see a professional in that emergency room (always or usually)	57%	57%
Child had to go to an emergency room (2 or more times)	13%	12%
Services		
Child received least restrictive services (sometimes or never)	38%	32%
Medical Condition		
Child did see a medical doctor in the last year	74%	74%
Child is on medication for emotional/behavioral problems	44%	42%

Results

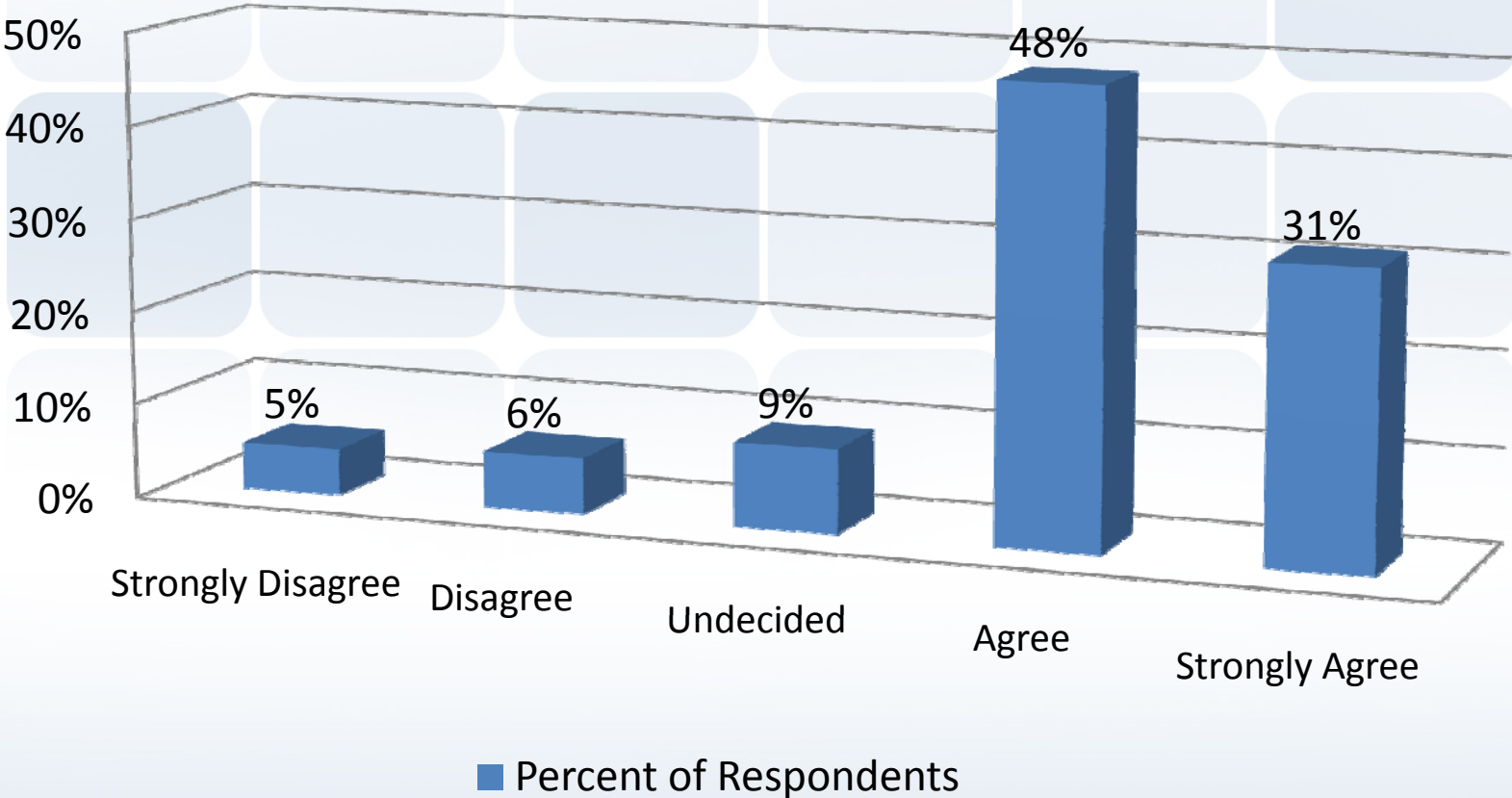


These percentages are based on the number of respondents whose combined scores totaled a '3.5' or better. A five-point Likert-type scale was used for each item (i.e., 'strongly agree' (5), 'agree' (4), 'undecided' (3), 'disagree' (2), or 'strongly disagree' (1)).

Determinants of Overall Program Assessment



Overall Satisfaction with CAMHD Services



Caregivers' Evaluation of CAMHD Services

The most helpful thing about services my child received was...	Percent
Supportive staff/ communication	33.8
Therapy/ Counseling	33.1
Availability of Staff	7.4
In-home treatment	5.6
Consistent services	3.5
Improved behavior	3.2
Medical Help	2.5
Teamwork and everybody working together	1.8
Other	9.2

Caregivers' Suggestions for Improvement

What would improve the CAMHD services?	Percent
Coordinator/therapist improvements	18.4
More customized or special services/transitions	12.4
More funding/facilities/transportation	11.5
More contacts with clients/parents	8.0
Parent involvement	7.7
Don't close case too soon/ Extend length of services	2.6
None	15.8
Other	14.4
Not sure	9.0

MAHALO!

For more information, contact:

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