

Vermont Mental Health Performance Indicator Project
Agency of Human Services, Department of Health, Division of Mental Health
108 Cherry Street, Burlington, Vermont 05401

TO: Vermont Mental Health Performance Indicator Project
Advisory Group and Interested Parties

FROM: John Pandiani, Barbara Carroll, and Olivia Kobel

DATE: December 1, 2006

RE: Parents' Evaluation of Children's Services Programs

This week's report provides an overview of the results from the most recent Division of Mental Health survey regarding the performance of community mental health Children's Services Programs in Vermont. This survey, administered in the spring of 2006, asked parents of child and adolescent service recipients to evaluate the Medicaid reimbursed services provided to their children by the mental health programs during August through November 2005.

The attached pages describe the study, summarize the results at the regional and statewide level, and provide item-by-item rates for each region of the state. In addition, the results of this survey are compared to the results of the 2002 survey administered to parents of child and adolescent service recipients.^{1,2}

A technical report that includes detailed results and discussion of methodology is available on the DMH web site.³ If you have questions or comments, please contact (802)863.7249 or pip@vdh.state.vt.us.

¹ For a summary report of the findings of our 2002 survey administered to parents of children served, go to <http://healthvermont.gov/mh/docs/pips/2004/pip061104.pdf>

² For a detailed report of the findings and methodology of our 2002 survey administered to parents of children served, go to <http://healthvermont.gov/mh/docs/res-eval/satisfaction-research/02parentstechnicalreport.pdf>

³ <http://healthvermont.gov/mh/docs/res-eval/satisfaction-research/06Parenttechnicalreport.pdf>

EVALUATION OF CHILD AND ADOLESCENT MENTAL HEALTH PROGRAMS

By Parents of Children Served in Vermont August – November 2005

PROJECT OVERVIEW AND SUMMARY OF RESULTS

During the spring of 2006, the Child, Adolescent and Family Unit of the Vermont Department of Health's Division of Mental Health (DMH) invited the parents of children who had recently received community mental health services to complete a survey to evaluate child and adolescent mental health programs in Vermont's ten regional Community Mental Health Centers (CMHCs). Surveys were sent to parents of a randomly selected sample of children up to the age of 18 who received at least three Medicaid-reimbursed services during the period August through November 2005. In total, 788 (26%) of the potential pool of 3,081 deliverable surveys were returned. Twenty-four percent of the deliverable surveys (737) were useable for quantitative analysis.

**Table 1
Response Rates by Program**

Region/Provider ³	Number						Response Rate	
	Mailed	Deliverable	Refusals	No Response	Returned ¹	Analyzed ²	Returned ¹	Analyzed ²
Statewide	3,235	3,081	3	2,470	788	737	26%	24%
Addison -CSAC	322	307	0	250	73	71	24%	23%
Bennington -UCS	148	141	0	111	39	35	28%	25%
Chittenden -HCHS	726	706	0	540	194	180	27%	25%
Lamoille -LCMH	190	180	0	151	41	38	23%	21%
Northeast -NKHS	315	308	0	234	82	80	27%	26%
Northwest -NCSS	300	270	1	233	68	66	25%	24%
Orange -CMC	228	223	0	160	69	66	31%	30%
Rutland -RMHS	360	332	0	279	83	71	25%	21%
Southeast -HCRS	321	309	1	249	77	70	25%	23%
Washington -WCMH	325	305	1	263	62	60	20%	20%

¹ All responses to survey including those who supplied comments but did not complete fixed response questions.

² Questionnaires that had been completed and used for analysis.

³ Appendix VII gives the full name and location of each of the ten designated CMHCs.

The parent survey consisted of twenty-six fixed alternative questions and four open-ended questions designed to provide information that would help stakeholders to compare the performance of child and adolescent mental health programs in Vermont. The survey instrument was based on the MHSIP Consumer Survey developed by a multi-state work group and modified as a result of input from Vermont stakeholders.

Methodology

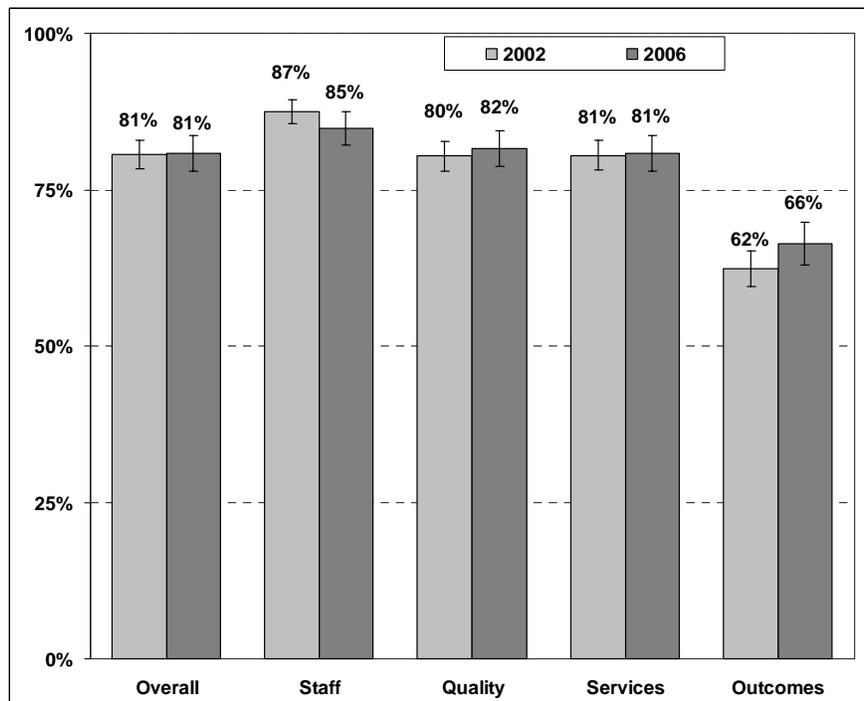
In order to facilitate comparison of Vermont's ten child and adolescent mental health programs, parents' responses to the twenty-six fixed alternative questions were combined into five scales. These scales focus on overall consumer evaluation of program performance, and evaluation of program outcomes, quality, services, and staff. In order to provide an unbiased

comparison across programs, survey results were statistically adjusted to remove the effect of dissimilarities among the client populations served by different community programs. Reports of significance are at the 95% confidence level ($p < .05$).

Overall Results

The parents of children served by child and adolescent mental health programs in Vermont were very likely to rate their programs favorably. Statewide, on the overall measure of program performance, 81% of the parents evaluated the programs positively. Some aspects of program performance, however, were rated more favorably than others. Fixed alternative items related to staff received the most favorable responses (85% favorable), followed by quality (82% favorable) and services (81% favorable). Items related to outcomes received the lowest ratings (66% favorable). Additional comments about program performance were offered by 73% of parents. When these comments were coded as positive or negative, it was found that parents made more positive comments (59%) than negative comments (27%). Figure 1 provides the comparative analysis between the current survey and results from the 2002 survey of parents.

Figure 1
Comparative Evaluation of Scales from 2002 and 2006 Parent Surveys



Overview of Differences among Programs

In order to compare parents' evaluations of child and adolescent mental health programs in the ten CMHCs, ratings of individual programs on each of five composite scales were compared to the median of the regional scores (referred to in this report as the statewide median) for each scale. Although all programs received high scores, the results of this survey indicate that parents' evaluations of two of the state's ten child and adolescent community mental health programs were significantly different from the statewide median on individual measures of program performance.

**Figure 2
Point in Time Comparisons for Programs**

Agency	2002					2006				
	Overall	Staff	Quality	Services	Outcomes	Overall	Staff	Quality	Services	Outcomes
Addison -CSAC	□	□	□	□	□	□	□	□	□	□
Bennington -UCS	□	□	□	□	□	□	□	□	□	□
Chittenden -HCHS	□	■	■	□	□	□	□	□	□	□
Lamoille -LCMH	□	□	□	□	□	□	□	□	□	□
Northeast -NKHS	□	□	□	□	□	□	□	□	□	□
Northwest -NCSS	◐	□	□	◐	□	□	□	□	□	□
Orange -CMC	□	□	□	□	□	□	□	◐	□	◐
Rutland -RHMS	□	□	□	■	□	□	□	□	□	◐
Southeast -HCRS	□	□	□	□	■	□	□	□	□	□
Washington -WCMH	□	□	□	□	□	□	□	□	□	□

Key	■	Higher than statewide average	□	No difference	◐	Lower than statewide average
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The child and adolescent mental health program in Orange County was rated less favorably compared to the statewide median on two of the five scales, Quality and Outcomes. The child and adolescent mental health program in Rutland was rated less favorably compared to the statewide median on one of the five scales, Outcomes. Parents' evaluations of the eight other programs were not statistically different from the statewide median rating on any of the scales.

The results of this evaluation of child and adolescent mental health programs in Vermont need to be considered in conjunction with other measures of program performance in order to obtain a balanced picture of the quality of care provided to children and adolescents with mental health needs and their families in Vermont.

STATEWIDE RESULTS

The majority of parents of children served by child and adolescent mental health programs at CMHCs in Vermont rated their programs favorably. On the following page, Table 2 provides an item-by-item summary of responses to the fixed alternative questions.

The most favorably rated questions all related to staff: "Staff spoke with me in a way that I understood" (92% positive), "Staff treated me with respect" (88%), and "I liked the staff who worked with me" (87%). Other favorably rated aspects of care included the convenience of the location of services (86%), staff sensitivity to culture/ethnicity (86%), and staff listening to what parents had to say (84%).

Eighty percent of the parents agreed or strongly agreed that "The services we received from <CMHC name> were helpful to my child and family."

The least favorably rated questions related to outcomes as a result of mental health services. Fifty-four percent felt that "My child is better able to cope when things go wrong" and 60% agreed that "My child gets along better with family members."

Table 2
Positive Responses to Individual Fixed Alternative Questions by Program

	State	Addison	Bennington	Chittenden	Lamoille	Northeast	Northwest	Orange	Rutland	Southeast	Washington
21. Staff spoke with me in a way that I understood.	92%	90%	97%	92%	92%	90%	91%	92%	94%	86%	95%
19. Staff treated me with respect.	88%	83%	94%	89%	100%	86%	86%	89%	91%	78%	88%
14. I liked the staff who worked with me.	87%	83%	91%	84%	95%	86%	89%	85%	87%	87%	90%
12. The location of my mental health services was convenient.	86%	83%	97%	81%	97%	88%	86%	85%	90%	84%	88%
22. Staff were sensitive to my cultural/ethnic background.	86%	82%	88%	86%	92%	86%	83%	89%	91%	79%	85%
17. The staff listened to what I have to say.	84%	82%	86%	84%	92%	81%	82%	83%	87%	81%	88%
13. Services were available at times convenient for me.	83%	77%	85%	84%	89%	81%	78%	85%	86%	81%	82%
20. Staff respected my family's religious/spiritual beliefs.	83%	80%	79%	82%	79%	81%	81%	86%	91%	77%	87%
24. The services I received from <CMHC name> this year were of good quality.	82%	81%	80%	84%	89%	79%	84%	78%	82%	84%	83%
16. The staff asked me what I wanted/needed.	81%	79%	69%	82%	92%	79%	78%	83%	81%	80%	82%
26. I would recommend this mental health center to a friend who needed help.	80%	77%	79%	84%	87%	81%	80%	71%	80%	81%	80%
8. I like the services we received from <CMHC name>.	80%	79%	83%	83%	81%	76%	78%	79%	77%	83%	82%
1. The services we received from <CMHC name> were helpful to my child and family.	80%	79%	86%	80%	78%	80%	88%	77%	70%	80%	88%
25. If I needed mental health services in the future, I would use this mental health center again.	80%	77%	80%	81%	89%	78%	80%	73%	83%	83%	77%
18. The staff helping my child stuck with us no matter what.	78%	83%	76%	81%	84%	72%	81%	73%	81%	68%	85%
23. Overall, I am satisfied with the services my child received.	78%	76%	72%	82%	82%	75%	82%	77%	72%	77%	84%
10. I helped choose my child's services.	78%	71%	79%	78%	92%	74%	79%	74%	79%	81%	84%
9. I helped choose my child's treatment goals.	78%	75%	68%	82%	81%	76%	78%	70%	81%	75%	85%
15. The staff knew how to help my child.	74%	79%	69%	77%	83%	70%	78%	69%	64%	71%	83%
11. The services my child and/or family received were right for us.	73%	73%	68%	75%	79%	67%	71%	71%	69%	70%	84%
5. My child is doing better in school and/or work.	65%	72%	71%	69%	70%	63%	63%	59%	56%	61%	65%
4. My child gets along better with friends and other people.	62%	67%	62%	63%	78%	65%	68%	52%	57%	59%	59%
2. My child is doing better at handling daily life.	62%	68%	54%	67%	70%	63%	61%	61%	46%	61%	67%
7. I am more satisfied with our family life.	61%	63%	54%	67%	78%	53%	60%	52%	60%	53%	60%
3. My child gets along better with family members.	60%	64%	42%	64%	76%	60%	63%	45%	56%	58%	61%
6. My child is better able to cope when things go wrong.	54%	62%	38%	60%	68%	54%	49%	44%	43%	49%	56%
Average	77%	77%	73%	79%	84%	75%	76%	74%	75%	74%	80%