

Vermont Mental Health Performance Indicator Project

Agency of Human Services, Department of Mental Health
26 Terrace Street, Montpelier, Vermont 05609

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

FROM: John Pandiani and Sheila Leno

DATE: March 15, 2013

RE: Parents' 2012 Evaluation of Children's Services Programs

This week's report provides an overview of the results from the most recent Department of Mental Health survey regarding the performance of community mental health Children's Services programs in Vermont. This survey, administered in the spring of 2012, asked parents of child and adolescent program service recipients to evaluate the Medicaid reimbursed services provided to their children by the mental health programs during September through December 2011.

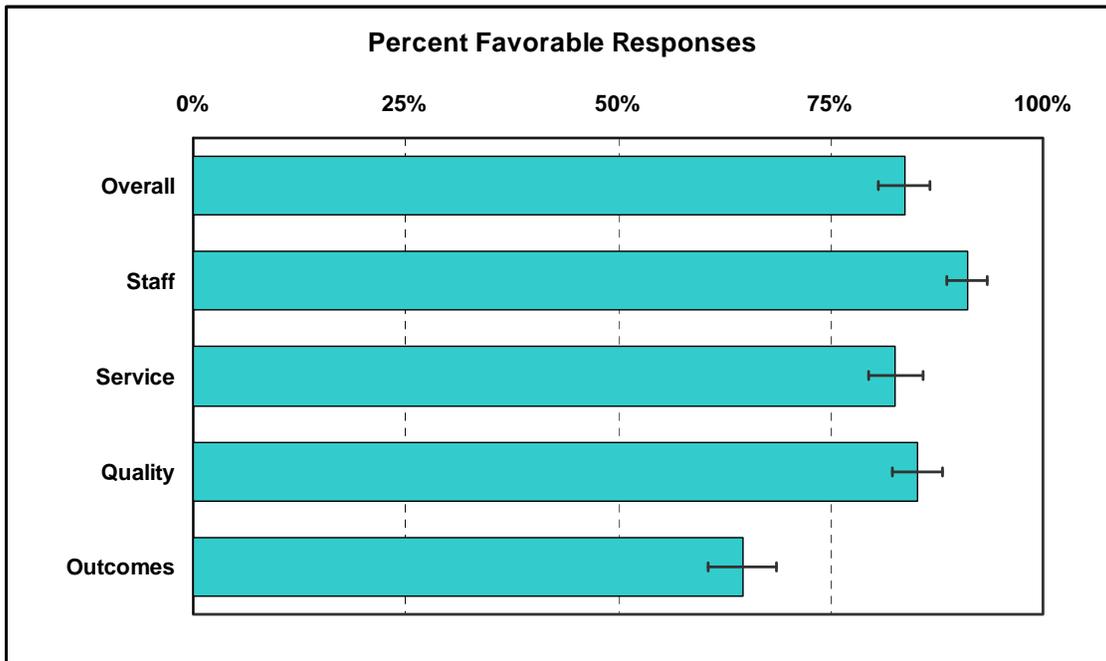
The attached pages describe the study, summarize the results at the regional and statewide level, and provide item-by-item rates for each region of the state. In addition, the results of this survey are compared to the results of earlier surveys administered in 2002, 2006, 2008 and 2010 to parents of child and adolescent service recipients.

A technical report that includes detailed results and discussion of methodology is available online at <http://mentalhealth.vermont.gov/report/survey#cafu>. Reports of the findings of the 2002, 2006, 2008 and 2010 surveys of parents of children served are available at the same website. If you have questions or comments, please contact John Pandiani at (802) 828-1703 or pip@state.vt.us.

Executive Summary

Evaluation of Child and Adolescent Mental Health Programs

By Parents of Children Served in Vermont
September – December 2011



Vermont Department of Mental Health
Research and Statistics
26 Terrace Street
Montpelier, Vermont 05609

November 2012

The authors of this report thank all those who contributed to this project. This work could not have been completed without the help of the staff of the Child, Adolescent and Family Unit of the Vermont Department of Mental Health and the consumers who took the time to evaluate and comment on the child and adolescent mental health programs provided by community mental health centers in Vermont.

Copies of this report and other reports about consumer and stakeholder ratings of community mental health programs in Vermont are online at: <http://mentalhealth.vermont.gov/report>

Evaluation of Child and Adolescent Mental Health Programs By Parents of Children Served in Vermont

Overall Results

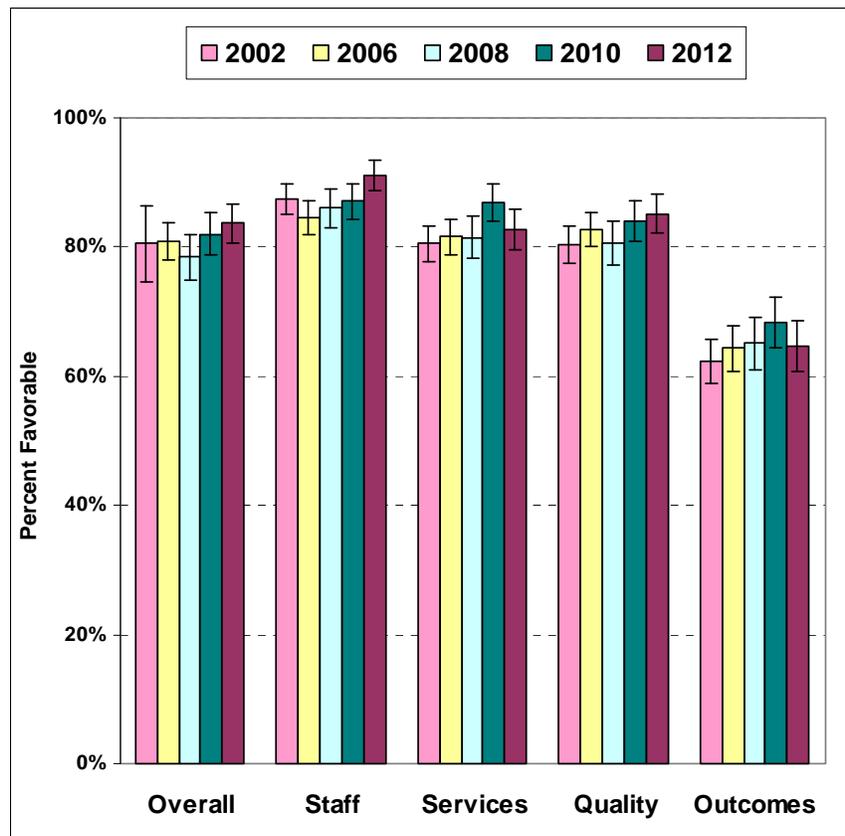
In 2012, parents of Vermont children and adolescents served in September – December 2011 by public mental health programs were very likely to rate their programs favorably.

- On the *Overall* scale, 84% of parents rated the programs favorably.
- On the *Staff* scale, 91% of parents rated the items favorably.
- On the *Services* scale, 83% of parents rated the items favorably.
- On the *Quality* scale, 85% of parents rated the items favorably.
- On the *Outcomes* scale, 65% of parents rated the items favorably.

There were some changes in parent ratings of child and adolescent mental health programs from 2002 to 2012. During this time, favorable ratings increased for

- *Overall* from 81% to 84%,
- *Staff* from 87% to 91%,
- *Services* from 81% to 83%,
- *Quality* from 80% to 85%, and
- *Outcomes* from 62% to 65%.

Figure 1
Favorable Consumer Ratings
of Child and Adolescent Mental Health Programs
by Parents of Children Served in Vermont: 2002, 2006, 2008, 2010 and 2012

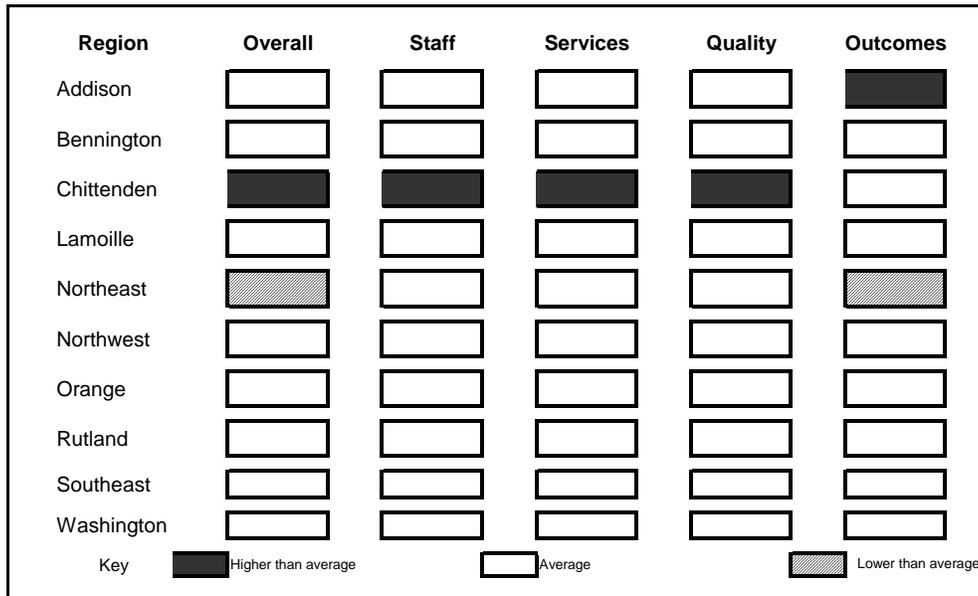


Overview of Differences among Programs

In order to compare parents' evaluations of child and adolescent mental health programs in the ten community mental health centers (CMHCs), ratings of individual programs on each of five composite scales were compared to the statewide average for each scale. The results of the 2012 survey indicate that parents' evaluations of several of the state's ten child and adolescent community mental health programs were significantly different from the statewide average on individual measures of program performance.

The Chittenden child and adolescent mental health program was rated more favorably compared to the statewide average on the *Overall*, *Staff*, *Services*, and *Quality* scales. The Northeast child and adolescent mental health program was rated less favorably compared to the statewide average on the *Overall* and *Outcomes* scales. The Addison child and adolescent mental health program was rated more favorably compared to the statewide average on the *Outcomes* scale. Parents' evaluations of the seven other programs were not statistically different from the statewide average on any of the scales.

Figure 2
Favorable Consumer Ratings
of Child and Adolescent Mental Health Programs
by Parents of Children Served in Vermont: September - December 2011



In order to have a more complete understanding of the opinions and concerns of parents of young consumers, four open questions were included in the survey. In total, 361 parents (64% of returned surveys) provided 474 written comments that were coded and grouped into positive and negative categories.

Of the parents, 57% made positive comments, 27% made negative comments, 20% made both positive and negative comments, and fewer than 7% made only negative comments.

Community Life

The 2012 survey of parents of children served by child and adolescent mental health programs in Vermont included one questions about aspects of their child's community life. This question is part of the national focus on monitoring changes in the living situation of children receiving mental health services.

A total of 494 parents provided information regarding their child's residences. Of these, almost all (94%) indicated that their child had resided with his or her parents or another family member at some time since September 2011. Among out-of-home placements, foster homes were the most prevalent (5.7% of children), followed by other residential situations (5.3%), group/residential facilities (4.9%), crisis or homeless shelters (2.2%), and jail/detention/correctional facilities (0.8%).

Methodology

During the spring of 2012, the Child, Adolescent, and Family Unit of the Vermont Department of Mental Health (DMH) mailed a letter to the parents of children who had recently received community mental health services. The letter invited the parents to rate the care received in Vermont's ten Community Mental Health Centers. Surveys were mailed to parents of all children up to the age of 18 who received at least six Medicaid-reimbursed services during September through December 2011. In total, 565 useable surveys (23% of deliverable surveys) were returned.

The parent survey consisted of thirty-two fixed choice questions, four open questions, and one question regarding specific aspects of their child's life in the community. The purpose of the survey is:

- to understand the current level of quality in Vermont's child and adolescent mental health programs
- to continue to improve the level of quality.

The survey itself is based on the Mental Health Statistics Improvement Program (MHSIP) Youth Services Survey for Families (YSS-F) developed by a multi-state work group, with modifications as a result of input from Vermont stakeholders.

In order to compare Vermont's ten programs, parents' answers to the thirty-two fixed choice questions were combined into five scales. These scales focus on consumer ratings of *Overall* program performance and about *Staff*, *Services*, *Quality*, and *Outcomes*. In order to provide an unbiased comparison across programs, survey results were statistically adjusted to remove the effect of differences among the clients served by each community program. Reports of statistical significance are at the 95% confidence level ($p < .05$). For the 2012 survey analysis statistical adjustments were not necessary.

Parents' narrative comments were coded into positive and negative categories, and results were reported at the statewide level and for each of Vermont's ten programs. Parents' response to the question regarding the child's community life was also reported at the statewide level and for each of Vermont's ten programs.

The results of this survey should be looked at in light of previous survey results and data from other databases on access to care, service delivery patterns, and treatment outcomes. These data can be found in the annual Department of Mental Health (DMH) Statistical Reports and weekly Performance Indicator Project data reports (PIPs). These reports are online at <http://mentalhealth.vermont.gov/report>.

**Favorable Responses to Individual Survey Items (page 1 of 2)
About Child and Adolescent Mental Health Programs in Vermont
By Parents of Children Served September to December 2011**

	<u>Statewide</u>	<u>Addison</u>	<u>Bennington</u>	<u>Chittenden</u>	<u>Lamoille</u>	<u>Northeast</u>	<u>Northwest</u>	<u>Orange</u>	<u>Rutland</u>	<u>Southeast</u>	<u>Washington</u>
Overall Average	80%	81%	80%	86%	77%	72%	78%	78%	77%	79%	82%
26. <i>Staff spoke with me in a way that I understood.</i>	95%	92%	92%	95%	97%	100%	96%	100%	94%	90%	95%
28. <i>Staff respected my wishes about who received information.</i>	94%	94%	92%	96%	90%	92%	96%	95%	89%	94%	93%
24. <i>Staff treated me with respect.</i>	93%	92%	84%	98%	90%	92%	96%	88%	89%	90%	95%
19. <i>I liked the staff people who worked with me at «CLINIC».</i>	91%	94%	88%	96%	87%	92%	88%	90%	90%	89%	90%
14. <i>The location of my child's services was convenient for us.</i>	91%	94%	96%	92%	94%	92%	92%	88%	87%	89%	90%
15. <i>Services were available at times convenient for us.</i>	87%	94%	92%	89%	87%	82%	94%	88%	85%	83%	85%
12. <i>I participated in my child's treatment.</i>	87%	86%	88%	91%	90%	74%	82%	85%	86%	91%	95%
27. <i>Staff were sensitive to our cultural/ethnic background.</i>	87%	86%	88%	91%	93%	85%	90%	79%	78%	91%	82%
1. <i>The services we received from «CLINIC» were helpful to my child and family.</i>	86%	86%	83%	94%	87%	78%	82%	83%	82%	87%	90%
22. <i>The staff listened to what I had to say.</i>	86%	89%	80%	94%	84%	79%	92%	85%	84%	78%	88%
21. <i>The staff asked me what I wanted/needed.</i>	86%	78%	84%	93%	90%	80%	90%	93%	82%	74%	90%
30. <i>The services my child received from «CLINIC» were of good quality.</i>	85%	83%	88%	93%	81%	75%	82%	83%	85%	83%	90%
31. <i>If we needed mental health services in the future, we would use this mental health center again.</i>	85%	86%	79%	92%	94%	77%	88%	83%	82%	83%	78%
9. <i>I liked the services we received from «CLINIC».</i>	85%	81%	84%	92%	77%	78%	84%	78%	85%	85%	85%
32. <i>I would recommend this mental health center to a friend who needed help.</i>	84%	83%	88%	90%	84%	75%	88%	80%	84%	81%	83%
10. <i>I helped to choose my child's treatment goals.</i>	84%	78%	84%	86%	74%	77%	76%	88%	90%	85%	93%
23. <i>The staff helping my child stuck with us no matter what.</i>	83%	83%	80%	92%	87%	79%	80%	73%	79%	80%	88%
29. <i>Overall, I am satisfied with the services my child received.</i>	83%	81%	84%	93%	73%	74%	76%	78%	87%	83%	83%

**Favorable Responses to Individual Survey Items (page 2 of 2)
About Child and Adolescent Mental Health Programs in Vermont
By Parents of Children Served September to December 2011**

	<u>Statewide</u>	<u>Addison</u>	<u>Bennington</u>	<u>Chittenden</u>	<u>Lamoille</u>	<u>Northeast</u>	<u>Northwest</u>	<u>Orange</u>	<u>Rutland</u>	<u>Southeast</u>	<u>Washington</u>
Overall Average	80%	81%	80%	86%	77%	72%	78%	78%	77%	79%	82%
25. <i>Staff respected my family's religious/spiritual beliefs.</i>	83%	82%	80%	87%	87%	82%	92%	76%	74%	84%	74%
11. <i>I helped to choose my child's services.</i>	82%	75%	88%	89%	74%	70%	78%	88%	85%	80%	88%
20. <i>The staff knew how to help my child.</i>	78%	75%	68%	84%	74%	67%	76%	78%	79%	77%	88%
16. <i>I felt my child had someone to talk to when he/she was troubled.</i>	77%	83%	88%	87%	70%	73%	76%	83%	76%	67%	68%
13. <i>The services my child and/or family received were right for us.</i>	75%	69%	64%	86%	71%	59%	69%	71%	69%	78%	88%
17. <i>My family got the help we wanted for my child.</i>	72%	67%	68%	78%	60%	67%	68%	73%	74%	73%	80%
4. <i>My child gets along better with friends and other people.</i>	69%	80%	78%	73%	65%	52%	64%	68%	66%	72%	68%
7. <i>I am more satisfied with our family life.</i>	67%	69%	68%	73%	61%	58%	59%	63%	65%	72%	72%
8. <i>My child is better able to do things he/she wants to do.</i>	67%	75%	70%	68%	68%	57%	59%	66%	63%	73%	68%
5. <i>My child is doing better in school and/or at work.</i>	66%	81%	78%	80%	55%	48%	59%	63%	63%	63%	68%
2. <i>My child is better at handling daily life.</i>	65%	81%	70%	70%	61%	52%	57%	61%	63%	65%	73%
18. <i>My family got as much help as we needed for my child.</i>	62%	57%	64%	74%	60%	41%	69%	55%	58%	60%	70%
3. <i>My child gets along better with family members.</i>	61%	67%	65%	64%	55%	43%	63%	63%	60%	72%	54%
6. <i>My child is better able to cope when things go wrong.</i>	56%	69%	57%	68%	52%	43%	44%	59%	44%	56%	60%