

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

MEMORANDUM

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

FROM: John Pandiani and Barbara Carroll

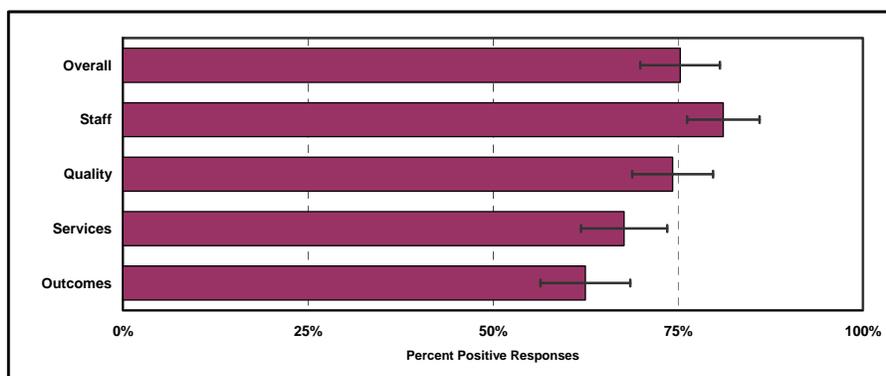
DATE: March 28, 2008

RE: 2007 Consumer Evaluation of Children's Services Programs

The attached pages provide an overview of the results of the most recent in our series of consumer and stakeholder surveys regarding the performance of community mental health Children's Services Programs in Vermont. The 2007 survey asked adolescents who were covered by Medicaid to evaluate the services provided to them by community mental health programs from July through December 2006. This overview describes the study, summarizes the results on the regional and statewide level, and provides item-by-item rates for each region of the state. A technical report that includes detailed results and discussion of methodology is available on the DMH web site at:

<http://healthvermont.gov/mh/docs/res-eval/satisfaction-research/07kidstechnicalreport.pdf>

**Positive Evaluation of Child and Adolescent Mental Health Programs
by Youth Served in Vermont July-December 2006**



We look forward to your questions, comments, and requests for further analysis. As always, we can be reached at pip@vdh.state.vt.us or 802-863-7249.

EVALUATION OF CHILD AND ADOLESCENT MENTAL HEALTH PROGRAMS

By Young People Served in Vermont July - December 2006

PROJECT OVERVIEW AND SUMMARY OF RESULTS

During the spring of 2007, the Child, Adolescent and Family Unit of the Vermont Department of Mental Health invited young people to evaluate child and adolescent mental health programs in Vermont's ten regional community mental health centers (CMHCs). All young people aged 14 - 18 who received three or more Medicaid-reimbursed services from these centers during the period July through December of 2006 were sent questionnaires that asked for their opinion of various aspects of these services. In total, 251 (14%) of the potential pool of 1,832 deliverable surveys were returned, completed and included in the analyses.

The youth survey consists of thirty-one 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 included most questions on the MHSIP Consumer Survey developed by a multi-state work group, with further questions added as a result of input from Vermont stakeholders.

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.

Methodology

In order to facilitate comparison of Vermont's ten child and adolescent mental health programs, young consumers' responses to thirty-one fixed-alternative questions were combined into five scales. These scales focus on *Overall* consumer evaluation of program performance, and evaluation of program performance with regard to *Staff*, *Quality*, *Services*, and *Outcomes*. In order to provide an unbiased comparison across programs, survey results were analyzed to assess the effect of dissimilarities among the client populations served by different community programs. Reports of significance are at the 95% confidence level ($p < .05$). Additional comments about program performance were offered by 80% of respondents. These written comments of survey respondents were reviewed by DMH staff but were not coded for analysis in this report.

Overall Results

The young people served by child and adolescent mental health programs in Vermont rated their programs favorably. Statewide, on the *Overall* measure of program performance, 75% of the youth evaluated the programs positively. Some aspects of program performance, however, were rated more favorably than others. Questions related to *Staff* received the most favorable responses (81% favorable), followed by those related to *Quality* (74% favorable) and *Services* (68% favorable). Questions related to *Outcomes* (63% favorable) received the lowest ratings.

Responses to individual questions are shown in Table 2 below. The most favorably rated questions related to staff:

- "Staff treated me with respect" (89%);
- "Staff spoke with me in a way that I understood (86% positive);

- "Staff respected my wishes about who received information about me" (84%);
- "Staff listened to what I have to say" (83%);
- "Staff respected my family's religious/spiritual beliefs" (83%); and
- "I liked the staff who worked with me at [agency]" (81%).

Other favorably rated aspects of care included staff sensitivity to cultural/ethnic background (80%) and the convenience of the location of services (79%). Seventy-six percent of the young consumers agreed or strongly agreed that, "The services I received from <agency> were helpful to me."

The young respondents gave less favorable ratings for questions related to outcomes as a result of mental health services. They were least likely to agree that, "I am better able to cope when things go wrong" (57%), and only one third (33%) of respondents indicated that since starting to receive services, the number of days they had been in school had increased.

Overview of Differences among Programs

In order to compare young consumers' evaluations of child and adolescent mental health programs on a regional basis, ratings of individual programs on each of five composite scales were compared to the statewide mean for each scale. The analysis of the survey responses by region indicates that there were some statistically significant differences in young consumers' evaluations of the ten child and adolescent community mental health programs (see Table 1).

Table 1
Positive Evaluation of Child and Adolescent Mental Health Programs
by Young People Served in Vermont July - December 2006

| Region | | Overall | Staff | Quality | Services | Outcomes |
|------------|-------------|------------|------------|------------|------------|----------|
| Statewide | Respondents | 189 | 202 | 185 | 170 | 155 |
| | Mean Score | 75% | 81% | 74% | 68% | 63% |
| Addison | -CSAC | 93% | 96% | 89% | 86% | 79% |
| Bennington | -UCS | 40% | 47% | 40% | 33% | 47% |
| Chittenden | -HC | 77% | 83% | 77% | 73% | 65% |
| Lamoille | -LCMH | 82% | 82% | 91% | 82% | 64% |
| Northeast | -NKHS | 65% | 76% | 71% | 53% | 59% |
| Northwest | -NCSS | 68% | 80% | 72% | 60% | 48% |
| Orange | -CMC | 76% | 81% | 76% | 76% | 71% |
| Rutland | -RMHS | 74% | 78% | 68% | 70% | 70% |
| Southeast | -HCRS | 71% | 80% | 71% | 57% | 54% |
| Washington | -WCMH | 89% | 89% | 79% | 75% | 63% |

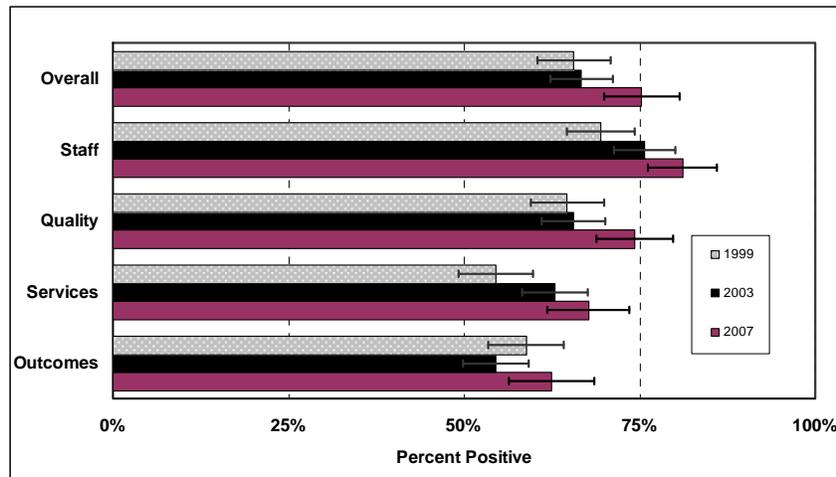
Rates in bold typeface are significantly different from statewide mean rating for that scale.

The child and adolescent mental health program in Addison scored above the statewide mean on four of the five scales: *Overall*, *Staff*, *Quality* and *Service*. The child and adolescent mental health program in Bennington scored below the statewide mean on the same four scales: *Overall*, *Staff*, *Quality* and *Service*. The program in the Washington region scored above the statewide mean on the *Overall* scale. Young consumers' evaluations of the other seven programs were not statistically different from the statewide mean rating on any scale.

COMPARATIVE EVALUATIONS OVER TIME

Figure 1 below details statewide scores for the youth surveys of 1999, 2003 and 2007. In reviewing these findings, some general themes emerge. There has been incremental improvement in ratings of child and adolescent services by youth from 1999 to 2007. The ratings for *Overall* program performance increased from 66% in 1999 to 75% in 2007, and the ratings for *Quality* increased from 65% to 74% during this time period. Ratings for *Staff* increased from 70% to 81%, and the ratings for *Services* increased from 55% to 68%. There has been little change in ratings for *Outcomes* during the period covered by these surveys.

Figure 1
Positive Evaluations of Child and Adolescent Mental Health Programs
by Youth Surveyed in 1999, 2003 and 2007



Regionally, there are few differences in evaluations of the child and adolescent community mental health programs during the time periods covered by these surveys (see Figure 2). Most scale scores received by the CMHCs are not significantly different from the statewide average for each survey. In 2007, however, one CMHC was rated significantly below the statewide average on four of five scales and one CMHC was rated significantly above the statewide average on four of five scales.

Figure 2
Positive Evaluations of Child and Adolescent Mental Health Programs
by Youth Surveyed in 1999, 2003 and 2007 by Region

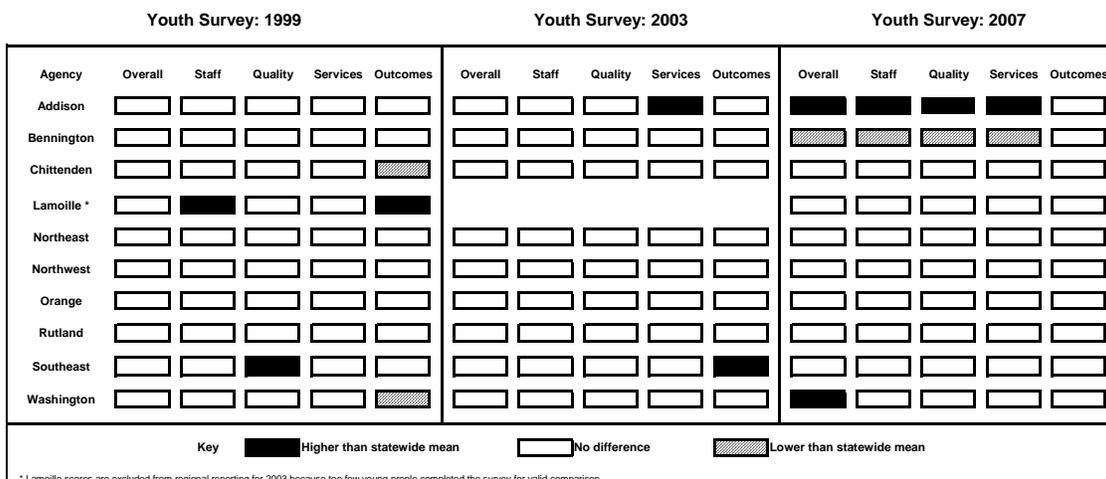


Table 2
Positive Responses to Individual Questions by Region
By Young People Served in Vermont July - December 2006

| State | Addison | Bennington | Chittenden | Lamoille | Northeast | Northwest | Orange | Rutland | Southeast | Washington | |
|--|---------|------------|------------|----------|-----------|-----------|--------|---------|-----------|------------|-----|
| 24. Staff treated me with respect | 89% | 100% | 67% | 87% | 91% | 88% | 88% | 90% | 96% | 83% | 92% |
| 25. Staff spoke with me in a way that I understood | 86% | 96% | 71% | 83% | 82% | 88% | 84% | 81% | 96% | 80% | 93% |
| 23. Staff respected my wishes about who received information about me | 84% | 89% | 87% | 85% | 80% | 82% | 80% | 85% | 83% | 77% | 93% |
| 22. The staff listened to what I had to say | 83% | 89% | 60% | 83% | 70% | 82% | 84% | 81% | 91% | 83% | 89% |
| 26. Staff respected my family's religious/spiritual beliefs | 83% | 85% | 80% | 87% | 91% | 82% | 72% | 80% | 83% | 77% | 92% |
| 19. I liked the staff people who worked with me at [agency] | 81% | 93% | 60% | 83% | 82% | 82% | 88% | 81% | 70% | 74% | 86% |
| 27. Staff were sensitive to my cultural/ethnic background | 80% | 79% | 60% | 86% | 100% | 82% | 76% | 85% | 78% | 74% | 85% |
| 17. The location of my mental health services was convenient | 79% | 82% | 80% | 79% | 82% | 53% | 80% | 86% | 87% | 76% | 85% |
| 21. The staff asked me what I wanted/needed | 79% | 93% | 53% | 81% | 90% | 71% | 80% | 81% | 82% | 71% | 86% |
| 29. The services I received from [agency] this year were of good quality | 78% | 89% | 47% | 81% | 100% | 71% | 72% | 81% | 73% | 71% | 93% |
| 28. People helping me stuck with me no matter what | 76% | 82% | 47% | 81% | 82% | 71% | 84% | 71% | 70% | 77% | 77% |
| 12. I participated in my own treatment | 76% | 78% | 53% | 85% | 82% | 65% | 80% | 71% | 82% | 69% | 78% |
| 01. The services I received from [agency] were helpful to me | 76% | 89% | 43% | 81% | 91% | 59% | 64% | 81% | 71% | 74% | 86% |
| 31. I would recommend this mental health center to a friend who needed help | 76% | 96% | 43% | 77% | 91% | 82% | 72% | 81% | 65% | 71% | 73% |
| 09. Overall, I am satisfied with the services I received | 73% | 86% | 53% | 77% | 82% | 71% | 64% | 76% | 65% | 69% | 82% |
| 18. Services were available at times convenient for me | 73% | 96% | 53% | 68% | 82% | 69% | 68% | 76% | 70% | 71% | 74% |
| 30. If I needed mental health services in the future, I would use this mental health center again | 72% | 89% | 40% | 70% | 91% | 71% | 64% | 80% | 70% | 71% | 71% |
| 10. I helped to choose my treatment goals | 69% | 74% | 40% | 71% | 73% | 59% | 68% | 71% | 82% | 63% | 82% |
| 04. I get along better with friends and other people | 69% | 81% | 47% | 72% | 91% | 59% | 60% | 71% | 70% | 66% | 74% |
| 15. I received services that were right for me | 68% | 79% | 40% | 71% | 82% | 59% | 56% | 76% | 73% | 63% | 79% |
| 20. The staff knew how to help me | 68% | 86% | 40% | 71% | 82% | 65% | 52% | 67% | 70% | 65% | 75% |
| 16. I felt I had someone to talk to when I was troubled... | 68% | 79% | 33% | 69% | 91% | 47% | 60% | 76% | 78% | 66% | 71% |
| 02. I am better at handling daily life | 65% | 86% | 40% | 70% | 73% | 71% | 40% | 76% | 74% | 54% | 59% |
| 03. I get along better with my family | 64% | 82% | 60% | 70% | 73% | 47% | 42% | 62% | 70% | 51% | 81% |
| 05. I am doing better in school and/or at work | 63% | 79% | 36% | 77% | 55% | 65% | 46% | 76% | 73% | 51% | 54% |
| 13. I got the help I wanted | 63% | 71% | 23% | 69% | 73% | 35% | 56% | 76% | 68% | 51% | 79% |
| 07. I am satisfied with my family life right now | 62% | 71% | 60% | 59% | 73% | 44% | 54% | 76% | 48% | 57% | 78% |
| 14. I got as much help as I needed | 61% | 61% | 21% | 73% | 73% | 53% | 52% | 67% | 61% | 57% | 68% |
| 11. I helped to choose my services | 58% | 68% | 33% | 58% | 64% | 35% | 72% | 57% | 67% | 49% | 68% |
| 06. I am better able to cope when things go wrong | 57% | 75% | 33% | 63% | 55% | 53% | 44% | 62% | 57% | 49% | 67% |
| 08. Since starting to receive services, the number of days I have been in school is ... | 33% | 33% | 46% | 43% | 20% | 23% | 22% | 30% | 43% | 31% | 26% |
| Average | 71% | 82% | 50% | 74% | 79% | 64% | 65% | 75% | 73% | 66% | 77% |