

Vermont Mental Health Performance Indicator Project

Agency of Human Services, Department of Mental Health
103 South Main Street, Waterbury, Vermont 05671

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

FROM: John Pandiani and Barbara Carroll

DATE: October 15, 2010

RE: Parents' 2010 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 2010, 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 2009.

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 and 2008 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 and 2008 surveys of parents of children served are available at the same website. If you have questions or comments, please contact (802) 241-4049 or pip@ahs.state.vt.us.

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

Overall Results

In 2010, parents of Vermont children and adolescents served in September – December 2009 by public mental health programs were very likely to rate their programs favorably.

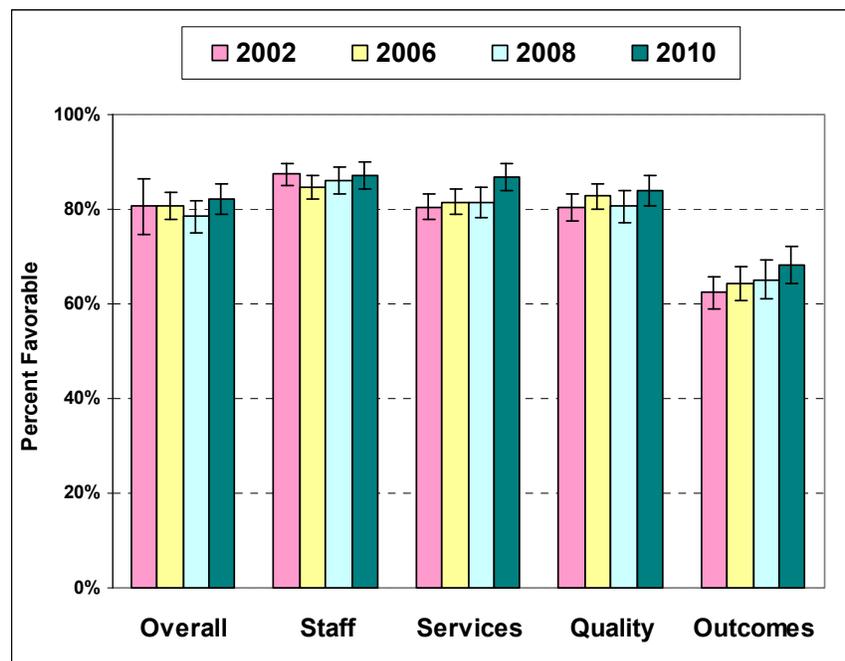
- On the *Overall* scale, 82% of parents rated the programs favorably.
- On the *Staff* scale, 87% of parents rated the items favorably.
- On the *Services* scale, 87% of parents rated the items favorably.
- On the *Quality* scale, 84% of parents rated the items favorably.
- On the *Outcomes* scale, 68% of parents rated the items favorably.

There were some changes in parent ratings of child and adolescent mental health programs from 2002 to 2010. During this time, favorable ratings increased for

- *Services* from 81% to 87%,
- *Quality* from 80% to 84%, and
- *Outcomes* from 62% to 68%.

During the same time, favorable ratings of *Overall* program performance and *Staff* did not vary significantly.

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

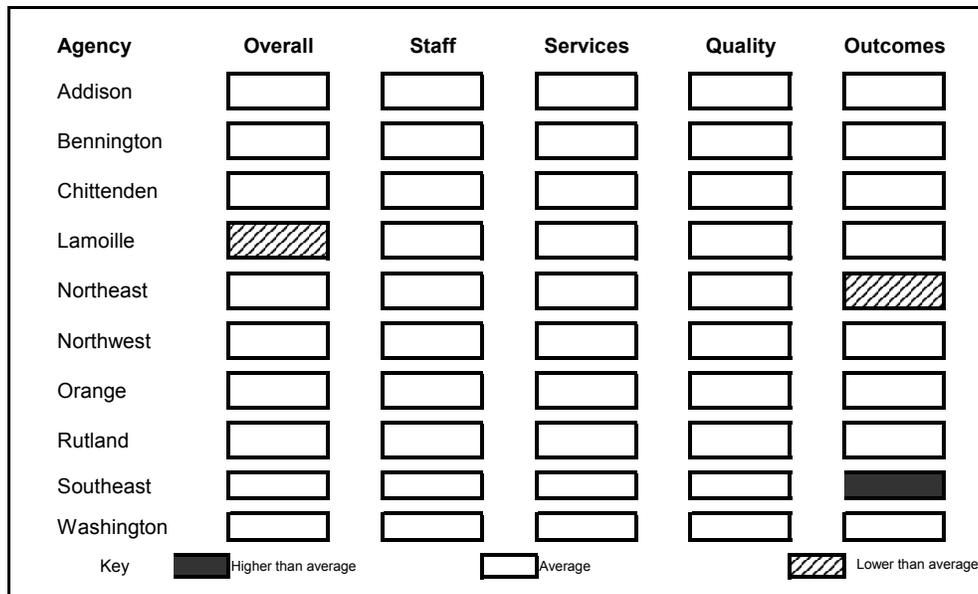


Overview of Differences among Programs

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 2010 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 Southeast child and adolescent mental health program was rated more favorably compared to the statewide average on the *Outcomes* scale. The Lamoille child and adolescent mental health program was rated less favorably compared to the statewide average on the *Overall* scale. The Northeast child and adolescent mental health program was rated less 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: 2010



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, 464 parents (79% of returned surveys) provided 628 written comments that were coded and grouped into positive and negative categories.

Of the parents, 73% made positive comments, 35% made negative comments, 28% made both positive and negative comments, and fewer than 7% made only negative comments.

Community Life

The 2010 survey of parents of children served by child and adolescent mental health programs in Vermont included seven questions about aspects of their child's community life. These questions are part of the national focus on monitoring changes in the living situation, criminal justice involvement, and school attendance of children receiving mental health services.

A total of 523 parents provided information regarding their child's residences. Of these, almost all (93%) indicated that their child had resided with his or her parents or another family member at some time since September 2009. Among out-of-home placements, foster homes were the most prevalent (6.3% of children), followed by group/residential facilities (5.2%), jail/detention/correctional facilities (5%), crisis or homeless shelters (1.5%), and other residential situations (0.6%)

A total of 502 parents provided information regarding their child's criminal justice involvement. Of these, 5% indicated that their child had been arrested. Overall, children's arrest rates were highest in Washington (13%) and lowest in Lamoille where none were arrested, and boys were somewhat more likely than girls to be arrested (6% vs. 4%).

A total of 562 parents provided information regarding their child's school attendance. Of these, 20% indicated that their child had been suspended or expelled during the time periods under examination. Overall, children's suspension/expulsion rates were highest in Orange, Lamoille and Northeastern Vermont (35%, 26%, and 25% respectively). Boys were more than twice as likely as girls to be suspended or expelled (25% vs. 12%).

Methodology

During the spring of 2010, 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 2009. In total, 584 useable surveys (21% of deliverable surveys) were returned.

The parent survey consisted of twenty-six fixed choice questions, four open questions, and seven new questions 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, and
- 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 twenty-six 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 ($p < .05$).

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' responses to questions regarding the child's community life also were 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
By Parents of Children Served in Vermont: 2009

	<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	79%	78%	83%	84%	66%	73%	78%	76%	81%	79%	77%
30. <i>Staff spoke with me in a way that I understood.</i>	93%	94%	90%	95%	84%	91%	97%	95%	94%	92%	94%
18. <i>The location of my child's services was convenient for us.</i>	91%	97%	97%	94%	68%	84%	85%	100%	91%	94%	84%
28. <i>Staff treated me with respect.</i>	90%	97%	90%	95%	79%	86%	97%	90%	91%	87%	76%
23. <i>I liked the staff people who worked with me at «CLINIC».</i>	90%	84%	97%	94%	84%	84%	92%	90%	89%	87%	86%
16. <i>I participated in my child's treatment.</i>	88%	88%	86%	95%	63%	82%	86%	92%	93%	82%	92%
26. <i>The staff listened to what I had to say.</i>	86%	84%	86%	91%	68%	80%	90%	95%	89%	81%	83%
1. <i>The services we received from «CLINIC» were helpful to my child and family.</i>	86%	81%	86%	89%	78%	88%	83%	87%	85%	85%	86%
19. <i>Services were available at times convenient for us.</i>	86%	79%	93%	92%	74%	82%	85%	90%	85%	81%	84%
14. <i>I helped to choose my child's treatment goals.</i>	86%	84%	79%	90%	74%	74%	85%	95%	96%	82%	82%
31. <i>Staff were sensitive to our cultural/ethnic background.</i>	85%	89%	90%	91%	72%	83%	84%	87%	87%	81%	76%
34. <i>If we needed mental health services in the future, we would use this mental health center again.</i>	85%	81%	83%	93%	74%	79%	80%	83%	87%	83%	78%
33. <i>The services my child received from «CLINIC» were of good quality.</i>	84%	81%	83%	90%	79%	79%	83%	78%	89%	81%	83%
35. <i>I would recommend this mental health center to a friend who needed help.</i>	84%	84%	90%	91%	74%	78%	78%	78%	87%	82%	76%
13. <i>I liked the services we received from «CLINIC».</i>	84%	84%	86%	87%	74%	75%	78%	84%	91%	84%	81%
29. <i>Staff respected my family's religious/spiritual beliefs.</i>	84%	86%	86%	90%	72%	78%	83%	84%	87%	78%	77%
15. <i>I helped to choose my child's services.</i>	83%	82%	79%	89%	68%	81%	76%	92%	85%	82%	70%
25. <i>The staff asked me what I wanted/needed.</i>	82%	81%	86%	87%	68%	78%	86%	90%	83%	73%	81%
32. <i>Overall, I am satisfied with the services my child received.</i>	82%	78%	83%	86%	74%	75%	80%	80%	87%	82%	78%

Favorable Responses to Individual Survey Items (page 2 of 2)
About Child and Adolescent Mental Health Programs
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	<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	79%	78%	83%	84%	66%	73%	78%	76%	81%	79%	77%
27. <i>The staff helping my child stuck with us no matter what.</i>	81%	81%	86%	87%	68%	71%	77%	90%	87%	79%	68%
10. <i>I have people that I am comfortable talking with about my child's problems.</i>	81%	85%	83%	86%	74%	72%	82%	74%	80%	81%	75%
12. <i>I have people with whom I can do enjoyable things.</i>	80%	81%	90%	83%	63%	80%	81%	77%	76%	80%	81%
20. <i>I felt my child had someone to talk to when he/she was troubled.</i>	79%	82%	86%	86%	63%	71%	78%	72%	85%	75%	78%
17. <i>The services my child and/or family received were right for us.</i>	79%	70%	79%	88%	68%	72%	71%	74%	85%	78%	83%
24. <i>The staff knew how to help my child.</i>	79%	68%	83%	86%	74%	71%	81%	68%	81%	79%	73%
21. <i>My family got the help we wanted for my child.</i>	76%	66%	86%	81%	61%	67%	73%	67%	78%	78%	76%
9. <i>I know people who will listen and understand me when I need to talk.</i>	75%	82%	86%	81%	63%	73%	79%	62%	65%	75%	72%
11. <i>In a crisis, I would have the support I need from family or friends.</i>	74%	69%	76%	75%	68%	75%	75%	72%	76%	74%	74%
5. <i>My child is doing better in school and/or at work.</i>	70%	66%	69%	75%	58%	63%	66%	46%	69%	81%	72%
4. <i>My child gets along better with friends and other people.</i>	68%	68%	69%	72%	47%	57%	70%	55%	67%	73%	71%
22. <i>My family got as much help as we needed for my child.</i>	67%	59%	83%	77%	42%	59%	61%	54%	67%	69%	65%
8. <i>My child is better able to do things he/she wants to do.</i>	67%	66%	76%	71%	42%	60%	67%	55%	56%	77%	64%
2. <i>My child is better at handling daily life.</i>	66%	63%	59%	72%	47%	55%	54%	45%	74%	78%	78%
7. <i>I am more satisfied with our family life.</i>	66%	66%	83%	68%	47%	58%	67%	63%	69%	69%	62%
3. <i>My child gets along better with family members.</i>	64%	66%	76%	70%	53%	53%	58%	55%	64%	65%	73%
6. <i>My child is better able to cope when things go wrong.</i>	56%	53%	59%	62%	47%	46%	50%	45%	60%	60%	54%