



Continuous Quality
Improvement Services

An Office of the
Department of Health and Human Services

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner



2013 **youth/family consumer**
S U R V E Y

Maine Data Infrastructure Grant

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EXECUTIVE SUMMARY

In November 2013, a total of 5,999 consumer satisfaction surveys were sent to children and youth receiving publicly funded mental health services in Maine. In addition to the survey, a cover letter was enclosed to families of the purpose of the survey, where to call to ask questions about the survey, and that completing the survey was voluntary. The DHHS Office of Continuous Quality Improvement (OCQI) received back 368 completed surveys for a response rate of 6.6%.

SURVEY MAILING STATUS	2012	2013
Number of Mailed Surveys	5,192	5,999
Number of Bad Addresses	405	436
Number of Completed Surveys	529	368
Survey Response Rate	11.1%	6.6%

This year's survey has changed its format to make it more reader friendly. The annual survey has changed over the years from a consumer satisfaction focus to a specific focus on satisfaction related to mental health and physical health status. The recommendation is to go back to the original intention of the survey to capture consumer satisfaction on mental health services and treatment as seen in 2006 before health questions were added, as well as to keep two health questions (physical health and mental health).

Highlights from the 2013 Maine Youth and Family Consumer Survey include:

- The survey response group's demographics were consistent with the actual SED service population for:
 - Age
 - DHHS District

- The domain area of Cultural Sensitivity had the highest percentage (92.0%) of satisfied respondents.

- Youth and families reported being the least satisfied (53.4%) with their experiences in the domain areas of Functioning and Outcomes.

- Compared to respondents who reported 0 poor physical health days, youth and families who reported 14 or more poor physical health days were significantly less likely to be satisfied in the following domain areas:
 - Participation in Treatment Planning
 - Access
 - General Satisfaction

- Compared to respondents who reported 0 poor mental health days, youth and families who reported 14 or more poor mental health days were significantly less likely to be satisfied in the following domain areas:
 - General Satisfaction
 - Functioning & Outcomes

INTRODUCTION

Currently in its 13th and final year, the Maine Data Infrastructure Grant (DIG) is a federally funded project coordinated by Maine's Department of Health and Human Services (DHHS) Office of Continuous Quality Improvement (OCQI). The grant is sponsored through the federal Department of Health and Human Services Substance Abuse and Mental Health Services Administration (SAMHSA) and supports state-level mental health system data through analysis of service use and outcomes for adults and children/youth receiving mental health services.

The Maine DIG also supports the administration of surveys sent annually to adults, children and families receiving publicly funded mental health services from DHHS. Many of the questions asked in the consumer surveys in Maine are also used by State Mental Health Authorities in 50 states and 7 United States Territories. The widespread use of the survey allows for national comparisons of satisfaction trends.

The survey assesses consumer satisfaction with mental health services and is a key part of SAMHSA's National Outcome Measures. The National Outcome Measures (NOMs) are a performance-based, outcome-driven measurement system focused on outcomes for people receiving mental health services.

Results from the survey are reported annually to stakeholders of the mental health system, including consumers and their family members, community service providers, and state mental health officials. By examining trends and consumer satisfaction, we can gauge the perceptions of how well services are being provided and use this information side-by-side with additional measures of service outcomes to improve and enhance the experience of consumers.

SURVEY METHODOLOGY

Administration of this year's survey was initiated in August 2013. The DHHS Behavioral Health Administrative Service Organization, APS Healthcare, provided the name, address, zip code, gender, age, and county of residence for the administration of this survey. The survey was mailed to children and youth who received a Serious Emotional Disturbance (SED) related service during the last 12 months. Each survey included a cover letter to inform youth and families of the purpose of the survey, where to call to ask questions about the survey, and that completing the survey was voluntary.

A total of 5,999 names and addresses of children and youth receiving a SED related service were obtained from the APS Healthcare data system, CareConnection. In this report, this group of 5,999 is referred to as the "service population". The Maine Youth and Family Consumer Survey was mailed to 5,999 children and youth in November 2013. A total of 5,563 surveys were mailed to valid addresses. Of the 5,563 valid addresses, OCQI received back 368 completed surveys for a response rate of 6.6%

This year's survey was changed to make it a more reader friendly format. The survey had evolved over the years from a consumer satisfaction focus to a specific research focus on satisfaction related to mental health and physical health status. The 2013 survey captures consumer satisfaction on mental health services and treatment. Two questions were used to gauge overall physical and mental health, thus simplifying the responses and reducing the length of the survey while maintaining a focus on consumer satisfaction with publicly funded mental health services.



STATISTICAL SIGNIFICANCE

Significant difference determines how likely it would be that change between groups of responses is not by chance alone. An example of this would be exploring survey responses by gender to see if a difference between responses in males and females is significant. Therefore, a finding indicating that there is a significant difference means there is statistical evidence to support a real difference between groups of respondents. Survey questions indicating statistical differences were highlighted with an asterisk (*). No notation was made for questions showing no statistical differences.

SURVEY AREAS

Individuals are asked to answer survey questions using a Likert Scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree). Response options Strongly Agree and Agree are combined to calculate percentages of satisfaction for individual questions.

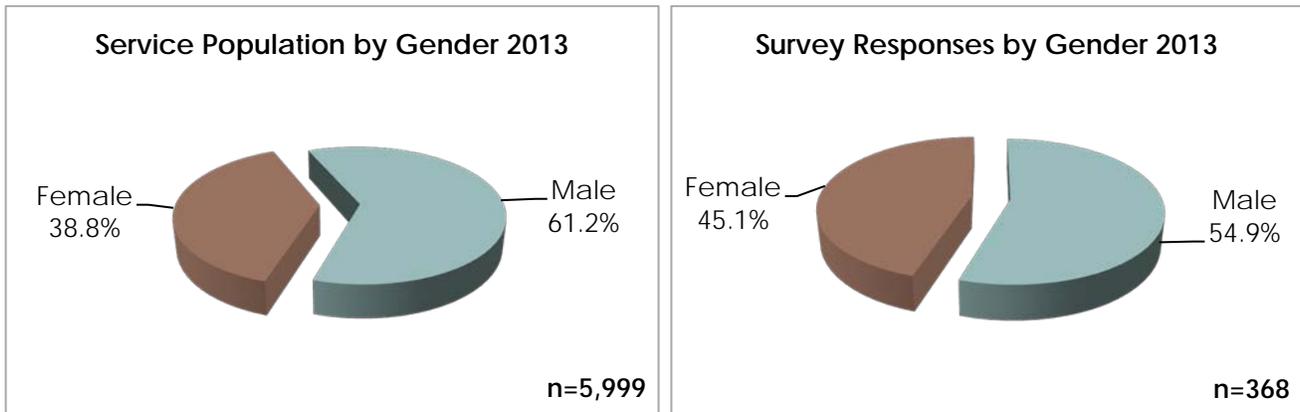
Survey questions are organized into six domain areas to examine a consumer's...

1. **Participation in Treatment Planning** – involvement and participation in treatment planning decisions.
2. **Cultural Sensitivity** – experience with the overall quality of services received that reflect cultural sensitivity to the youth and family.
3. **Social Connectedness** – supportive social relationships and a sense of belonging in their community.
4. **General Satisfaction** – overall satisfaction with the services that have been received.
5. **Access** – experience with the convenience and availability of services.
6. **Functioning & Outcomes** – experience with services in which changes in the child or youth's life are a result of their treatment, as well as how these services have improved the child or youth's level of functioning in respect to dealing with everyday situations, problems and crises.



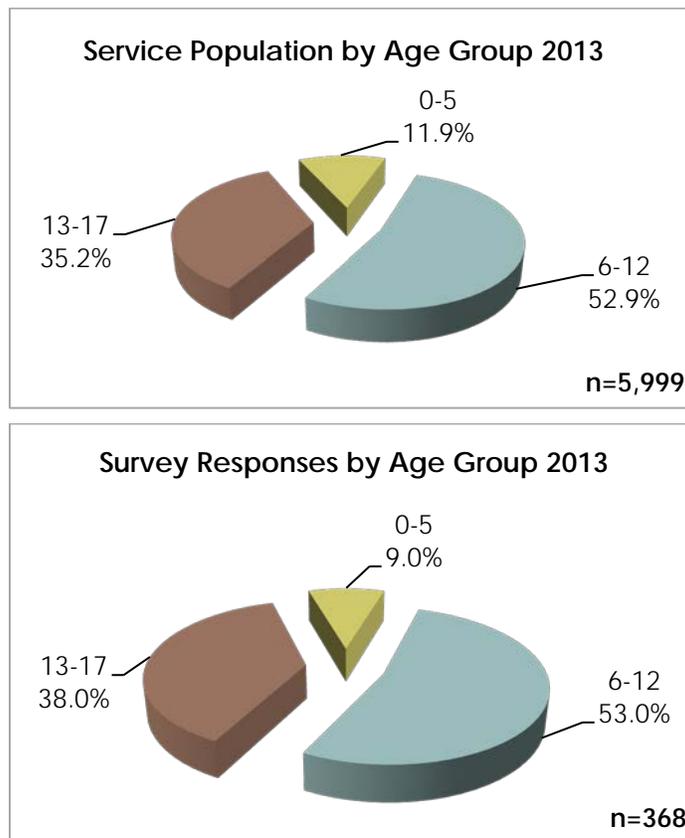
DEMOGRAPHICS

Gender (Figure 1)



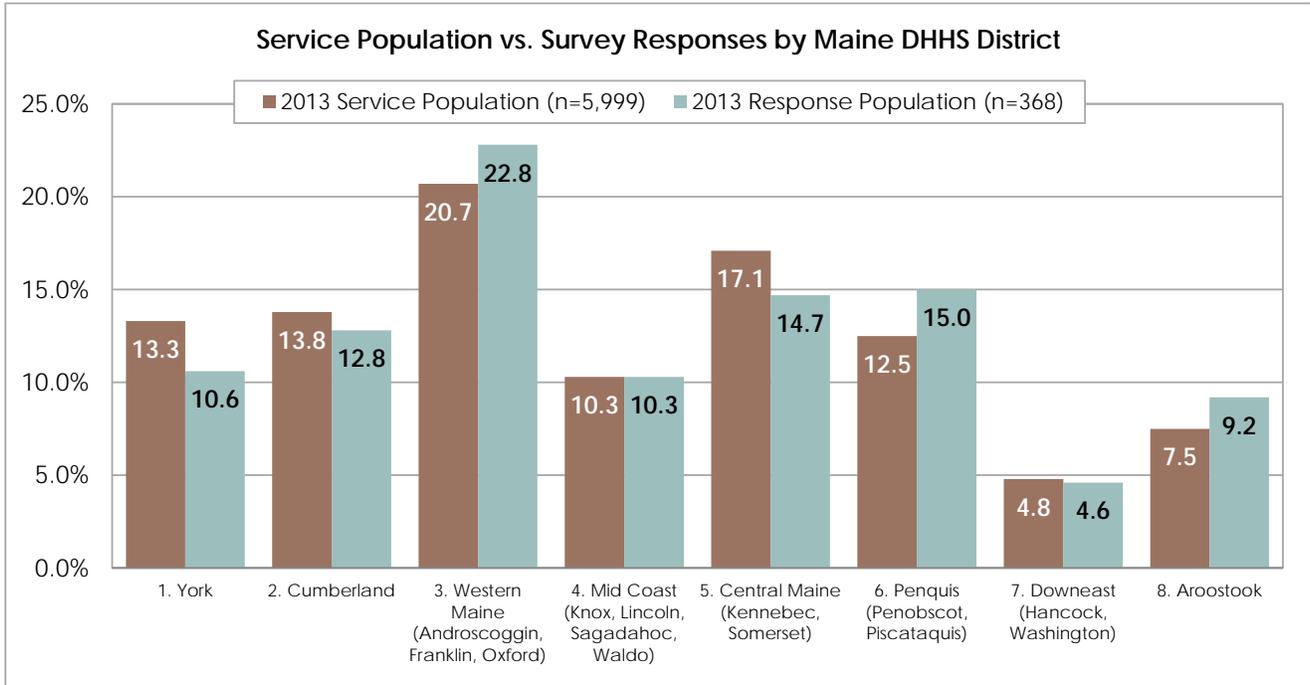
■ The gender of children and youth in the survey sample is slightly different than the gender distribution in the actual service population.

Age (Figure 2)



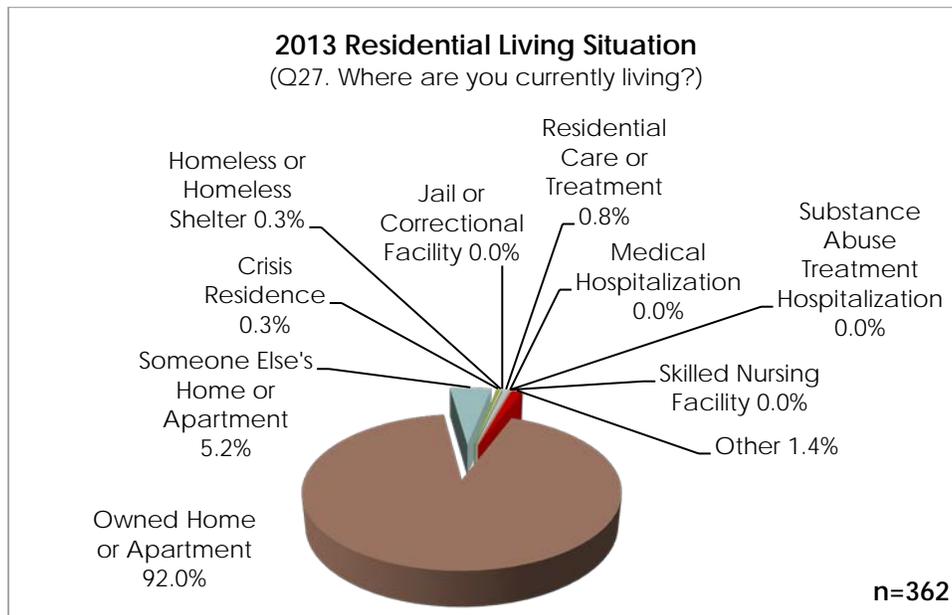
■ The age distribution in the survey sample is similar to the age groups in the actual service population.

DHHS District (Figure 3)



Survey responses by DHHS District generally correspond with the proportion of actual service users in each District.

Residential Living Situation (Figure 4)



Consistent to previous years, most youth and families (92.0%) reported living in their own home or apartment and 5.2% reported living in someone else's home or apartment.

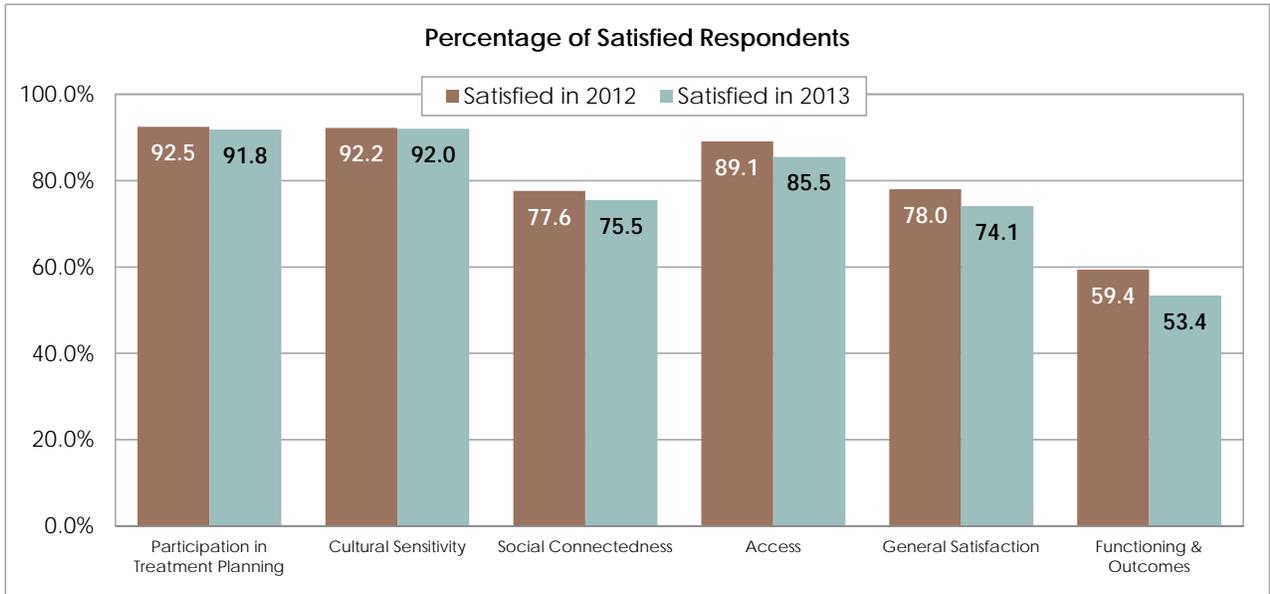
Multiple Living Situation (Figure 5)

Residential Living Situation (Figure 4) (Q28. Have you lived in any of the following places in the last 12 months?)	2013
	Response Population
Owned or Rented Home or Apartment	88.0%
Someone Else's Home or Apartment	8.2%
Other	2.4%
Residential Care or Treatment	2.2%
Homeless or Homeless Shelter	1.9%
Crisis Residence	1.4%
Medical Hospitalization	1.4%
Jail or Correctional Facility	0.0%
Substance Abuse Treatment Hospitalization	0.0%
Skilled Nursing Facility	0.0%

-  Consistent to previous years, youth and families (88.0%) reported that they were living in their own home or apartment in the last 12 months.
-  Respondents (8.2%) indicated that they lived in someone else's home or apartment; 2.2% said they lived in residential care or treatment; 1.9% were homeless or lived in a homeless shelter; and 1.4% reported medical hospitalization in the last 12 months.

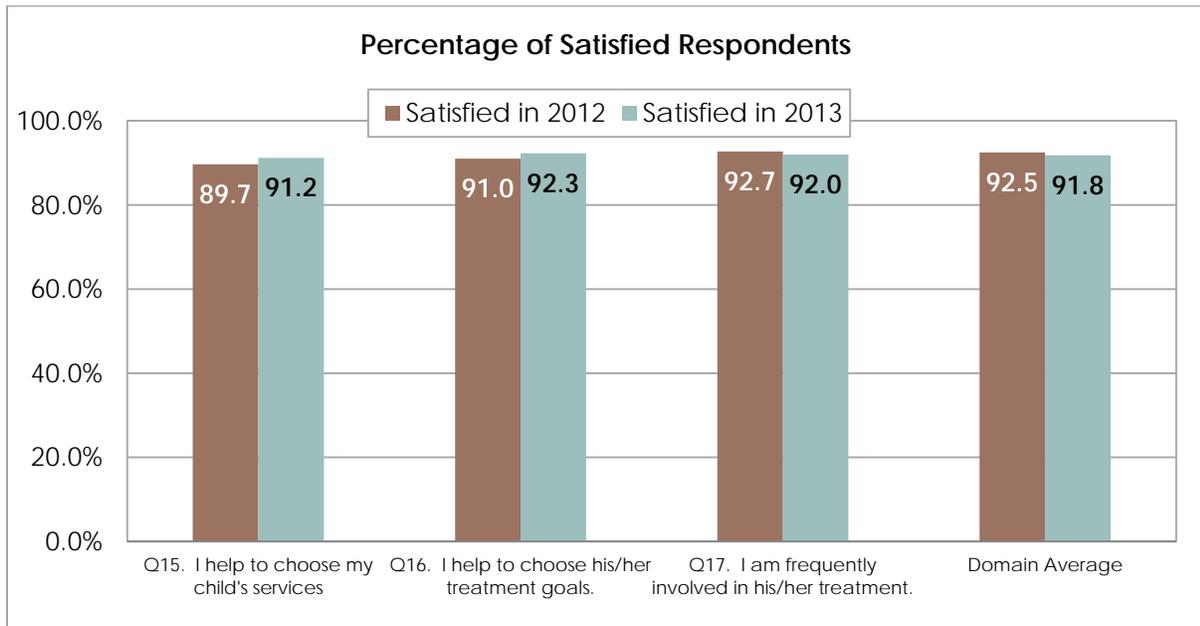
DOMAIN AREAS

Domain Averages (Figure 6)



- Cultural Sensitivity had the highest percentage (92.0%) of satisfied respondents.
- Respondents (74.1%) reported being satisfied with their mental health services and experiences.
- Functioning & Outcomes has the lowest satisfaction (53.4%) of the six domain areas.

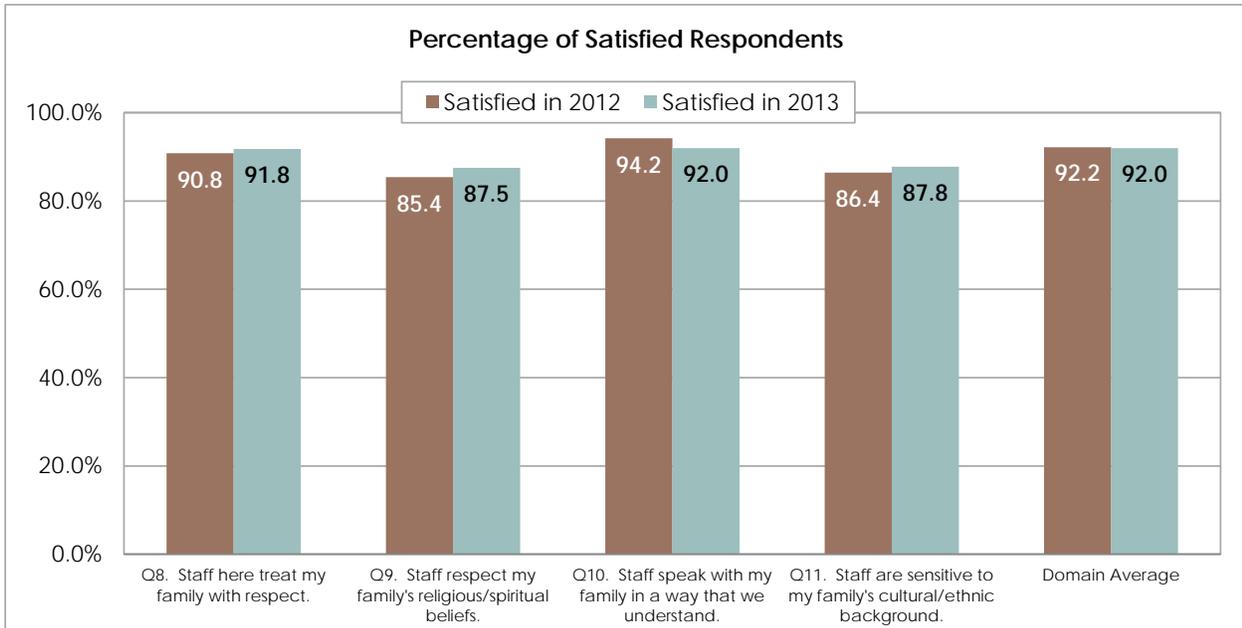
Participation in Treatment Planning (Figure 7)



- Youth and families (92.3%) help to choose his or her treatment goals and 92.0% are frequently involved in his/her treatment.

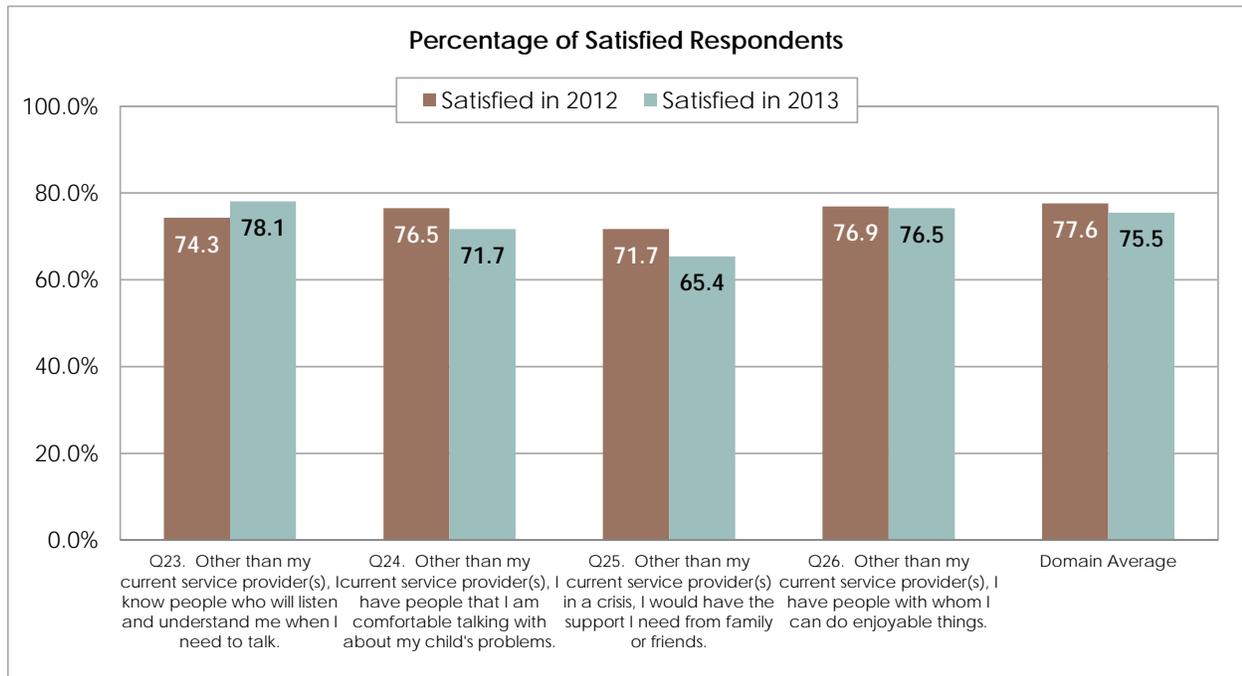


Cultural Sensitivity (Figure 8)



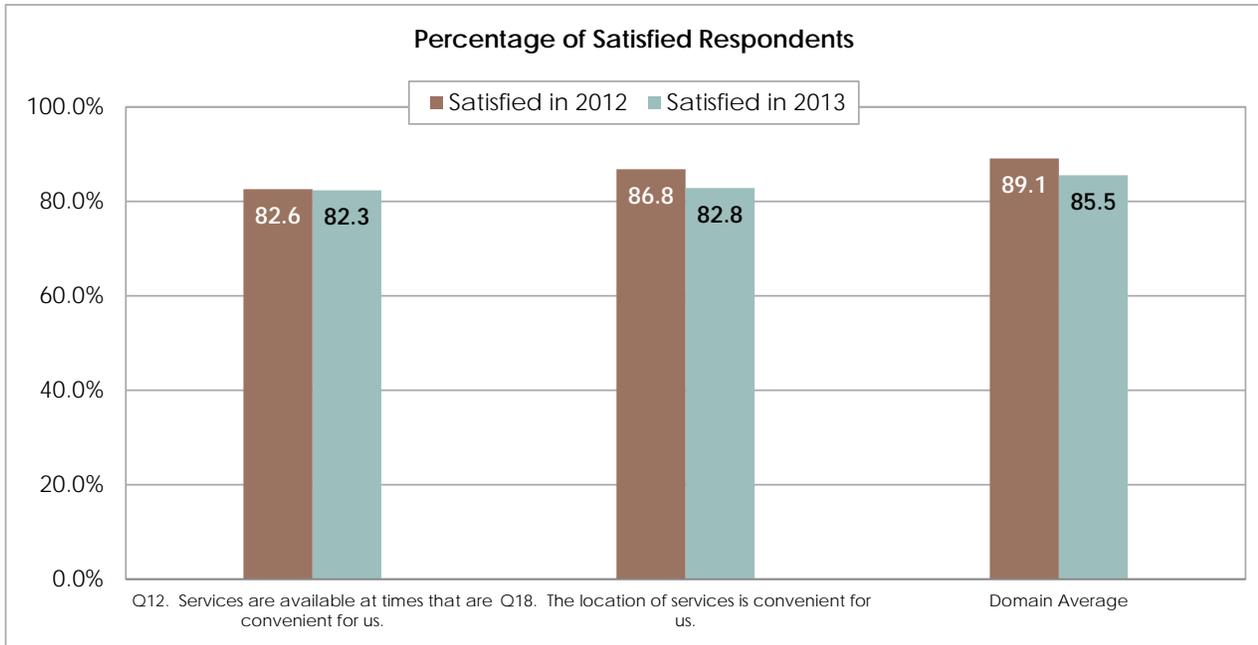
- Youth and families (91.8%) reported staff treat their family with respect and 92.0% agree staff speak with their family in a way they understand.

Social Connectedness (Figure 9)



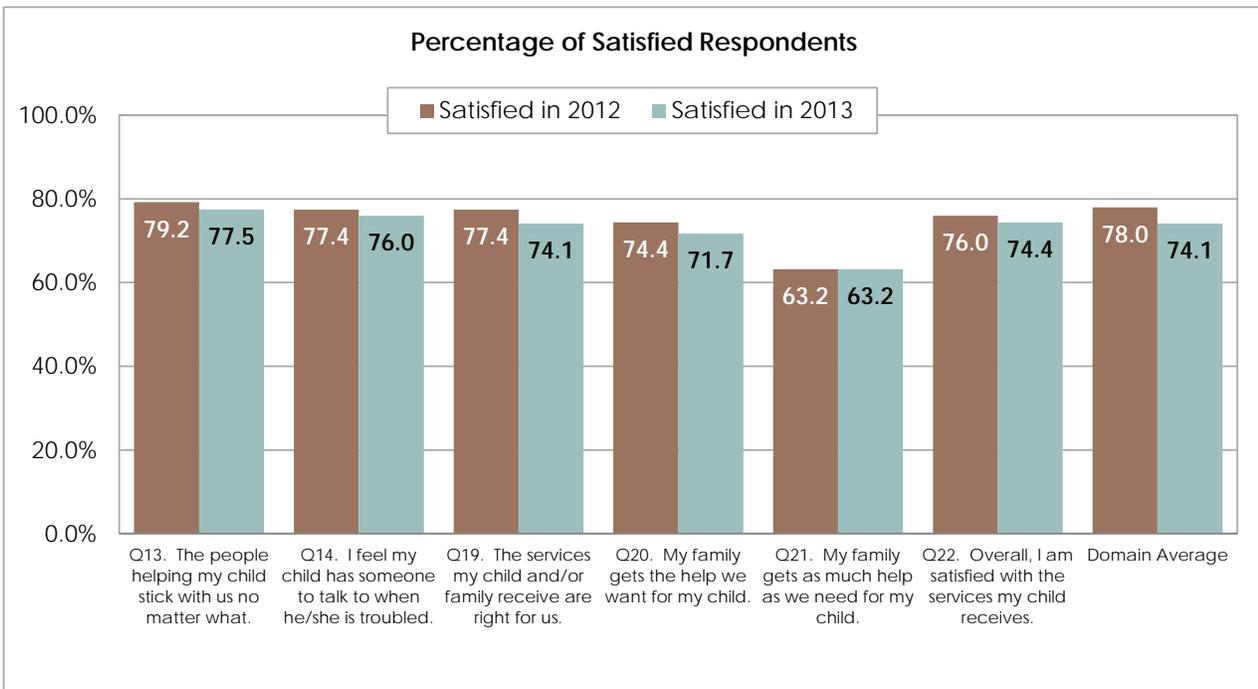
- Respondents (78.1%) reported they know people who will listen and understand them when they need to talk and 76.5% indicated they have people with whom they can do enjoyable things.

Access (Figure 10)



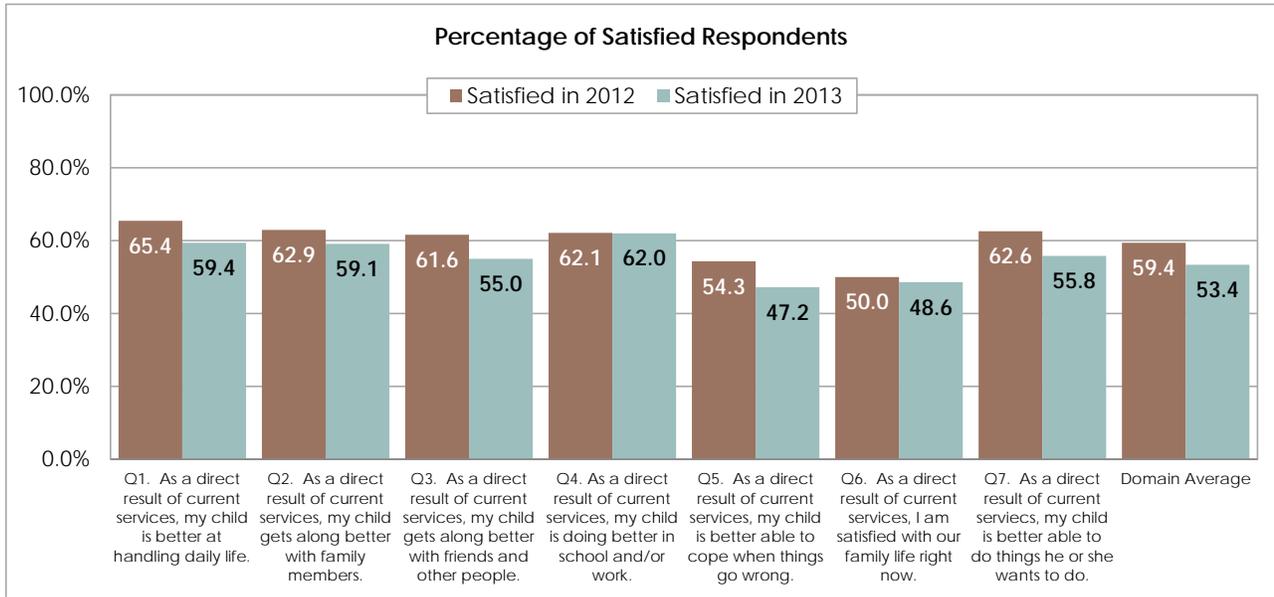
Respondents (82.8%) reported the location of services is convenient for them, and 82.3% are satisfied that services are available at times that are convenient for them.

General Satisfaction (Figure 11)



Respondents (77.5%) reported the people helping their child stick with them no matter what, and 76.0% feel their child has someone to talk to when he/she is troubled.

Functioning & Outcomes (Figure 12)

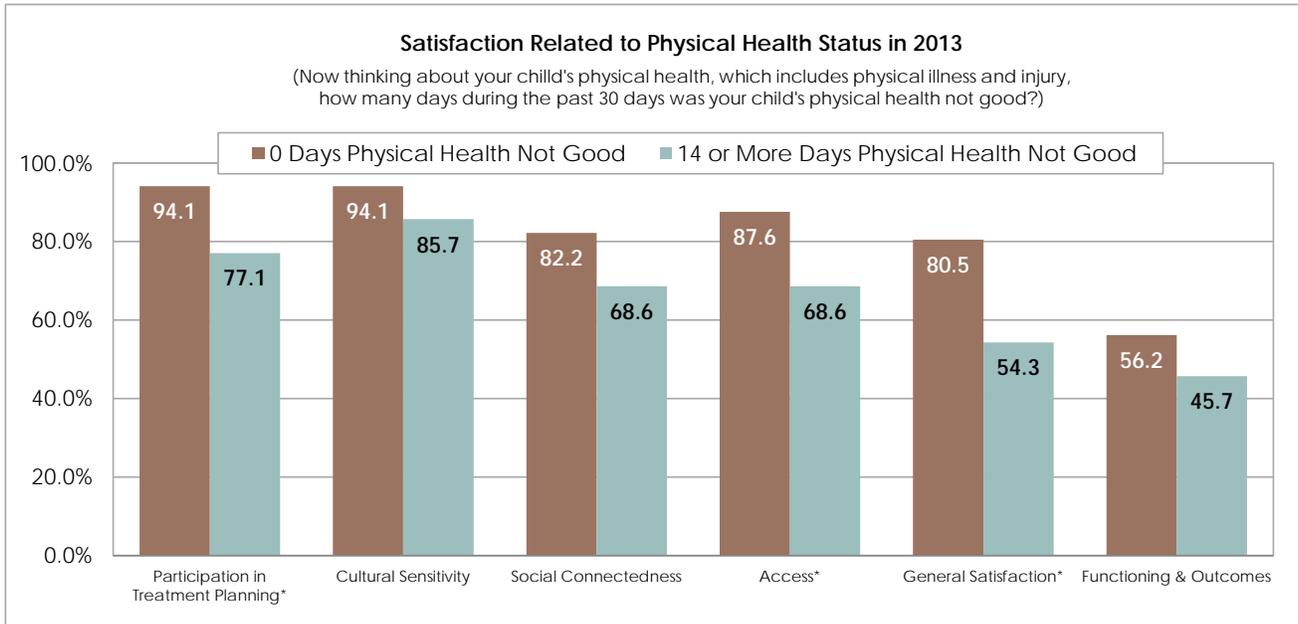


 Respondents (62.0%) reported their child is doing better in school and/or work and 59.4% reported their child is better at handling daily life.

HEALTH QUESTIONS

In 2007, Maine was the first state to introduce health questions that were adapted from the Behavioral Risk Factor Surveillance System (BRFSS). The BRFSS is a telephone survey used by all 50 states and has been coordinated by the Centers for Disease Control and Prevention (CDC) since 1987. The inclusion of two BRFSS questions in the consumer surveys allows DHHS to compare the physical and mental health status of consumers receiving mental health services, as well as the impact on an individual's health may have on the delivery of his/her mental health services.

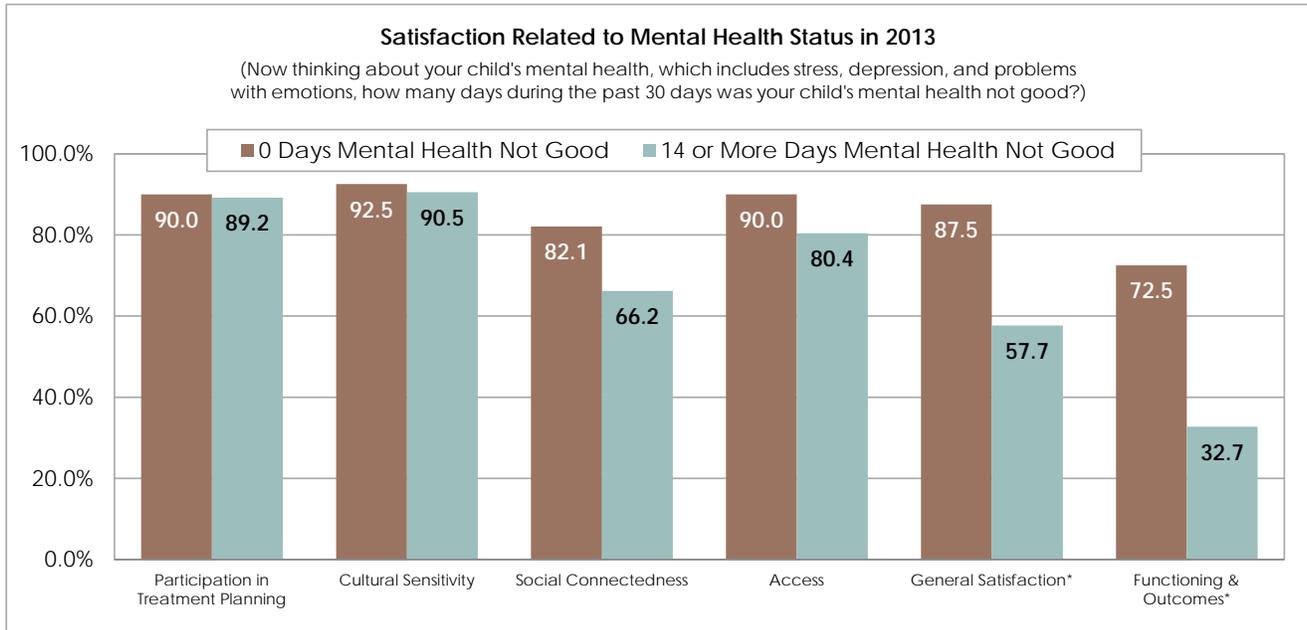
Physical Health (Figure 13)



Compared to respondents who reported 0 poor physical health days, youth and families who reported 14 or more poor physical health days were significantly less likely to be satisfied in the following domain areas:

- Participation in Treatment Planning (77.1% vs. 94.1%)
- Access (68.6% vs. 87.6%)
- General Satisfaction (54.3% vs. 80.5%)

Mental Health (Figure 14)



Compared to respondents who reported 0 poor mental health days, youth and families who reported 14 or more poor mental health days were significantly less likely to be satisfied in the following domain areas:

- General Satisfaction (57.7% vs. 87.5%)
- Functioning & Outcomes (32.7% vs. 72.5%)

APPENDIX

Gender (Figure 1)	2013	
	Response Population	Service Population
Female	166	2,326
Male	202	3,673
Subtotal	368	5,999
Missing	0	0
TOTAL	368	5,999

Age (Figure 2)	2013	
	Response Population	Service Population
0-5	33	715
6-12	195	3,172
13-17	140	2,112
Subtotal	368	5,999
Missing	0	0
TOTAL	368	5,999

DHHS DISTRICTS: (Figure 3)	COUNTY	2013		
		COUNTY TOTAL	Response Population	Service Population
1	York	39	39	795
2	Cumberland	47	47	829
3	Androscoggin	47	84	1,241
	Franklin	19		
	Oxford	18		
4	Knox	10	38	619
	Lincoln	10		
	Sagadahoc	11		
	Waldo	7		
5	Kennebec	31	54	1,023
	Somerset	23		
6	Penobscot	49	55	753
	Piscataquis	6		
7	Hancock	7	17	289
	Washington	10		
8	Aroostook	34	34	450
	Subtotal	368	368	5,999
	Missing	0	0	0
	TOTAL	368	368	5,999

Residential Living Situation (Figure 4) (Q27. Where are you currently living?)	2013
	Response Population
Owned or Rented Home or Apartment	333
Someone Else's Home or Apartment	19
Other	5
Residential Care or Treatment	3
Homeless or Homeless Shelter	1
Crisis Residence	1
Medical Hospitalization	0
Jail or Correctional Facility	0
Substance Abuse Treatment Hospitalization	0
Skilled Nursing Facility	0
Subtotal	362
Missing	6
TOTAL	368

Residential Living Situation (Figure 4) (Q28. Have you lived in any of the following places in the last 12 months?)	2013
	Response Population
Owned or Rented Home or Apartment	324
Someone Else's Home or Apartment	30
Other	9
Residential Care or Treatment	8
Homeless or Homeless Shelter	7
Crisis Residence	5
Medical Hospitalization	5
Jail or Correctional Facility	0
Substance Abuse Treatment Hospitalization	0
Skilled Nursing Facility	0

Domain Averages (Figure 6)	2012			2013		
	Satisfied	Not Satisfied	TOTAL	Satisfied	Not Satisfied	TOTAL
Participation in Treatment Planning	493	40	533	335	30	365
Cultural Sensitivity	482	41	523	335	29	364
Social Connectedness	408	118	526	275	89	364
Access	473	58	531	312	53	365
General Satisfaction	415	117	532	272	95	367
Functioning and Outcomes	315	215	530	195	170	365

National Outcome Measures (NOMs) by Domain Area

Domain Area	Youth/Family Consumer Survey Question	2013					TOTAL
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
Participation in Treatment Planning (Figure 7)	I help to choose my child's services.	167	165	22	6	4	364
	I help to choose his/her treatment goals.	166	170	16	8	4	364
	I am frequently involved in his/her treatment.	197	136	18	5	6	362
Cultural Sensitivity (Figure 8)	Staff treat my family with respect.	202	125	20	5	4	356
	Staff respect my family's religious/spiritual beliefs.	158	108	34	1	3	304
	Staff speak with my family in a way that we understand.	191	141	22	3	4	361
	Staff are sensitive to my family's cultural/ethnic background.	144	116	32	0	4	296
Social Connectedness (Figure 9)	Other than my current service provider(s), I know people who will listen and understand me when I need to talk.	107	175	40	24	15	361
	Other than my current service provider(s), I have people that I am comfortable talking with about my child's problems.	100	156	49	33	19	357
	Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	92	142	57	41	26	358
	Other than my current service provider(s), I have people with whom I can do enjoyable things.	98	175	47	23	14	357
Access (Figure 10)	Services are available at times that are convenient for us.	139	158	40	13	11	361
	The location of services is convenient for us.	149	149	32	19	11	360
General Satisfaction (Figure 11)	The people helping my child stick with us no matter what.	134	146	47	23	11	361
	I feel my child has someone to talk to when he/she is troubled.	110	162	62	17	7	358
	The services my child and/or family receive are right for us.	125	144	63	18	13	363
	My family gets the help we want for my child.	112	148	52	33	18	363
	My family gets the help we need for my child.	93	135	62	47	24	361
	Overall, I am satisfied with the services my child receives.	125	146	58	18	17	364
Functioning & Outcomes (Figure 12)	As a direct result of current services, my child is better at handling daily life.	64	151	81	43	23	362
	As a direct result of current services, my child gets along better with family members.	51	160	89	41	16	357
	As a direct result of current services, my child gets along better with friends and other people.	42	155	120	28	13	358
	As a direct result of current services, my child is doing better in school and/or work.	62	160	80	36	20	358
	As a direct result of current services, my child is better able to cope when things go wrong.	37	134	108	54	29	362
	As a direct result of current services, I am satisfied with our family life right now.	50	125	99	53	33	360
	As a direct result of current services, my child is better able to do things he or she wants to do.	41	160	103	40	16	360

PHYSICAL HEALTH STATUS (Figure 13)	Satisfaction Response	2013				OVERALL TOTAL
		0 Days Physical Health Not Good	TOTAL 0 DAYS	14 or More Days Physical Health Not Good	TOTAL 14 OR MORE DAYS	
Participation in Treatment Planning*	Satisfied	144	153	27	35	188
	Not Satisfied	9		8		
Cultural Sensitivity	Satisfied	144	153	30	35	188
	Not Satisfied	9		5		
Social Connectedness	Satisfied	125	152	24	35	187
	Not Satisfied	27		11		
Access*	Satisfied	134	153	24	35	188
	Not Satisfied	19		11		
General Satisfaction*	Satisfied	124	154	19	35	189
	Not Satisfied	30		16		
Functioning & Outcomes	Satisfied	86	153	16	35	188
	Not Satisfied	67		19		

MENTAL HEALTH STATUS (Figure 14)	Satisfaction Response	2013				OVERALL TOTAL
		0 Days Physical Health Not Good	TOTAL 0 DAYS	14 or More Days Physical Health Not Good	TOTAL 14 OR MORE DAYS	
Participation in Treatment	Satisfied	36	40	132	148	188
	Not Satisfied	4		16		
Cultural Sensitivity	Satisfied	37	40	134	148	188
	Not Satisfied	3		14		
Social Connectedness*	Satisfied	32	39	98	148	187
	Not Satisfied	7		50		
Access	Satisfied	36	40	119	148	188
	Not Satisfied	4		29		
General Satisfaction*	Satisfied	35	40	86	149	189
	Not Satisfied	5		63		
Functioning & Outcomes*	Satisfied	29	40	48	147	187
	Not Satisfied	11		99		



2013 Maine Youth and Family Consumer Survey **6000**

Correct Mark

Use pencil or blue or black pen
Make solid, dark marks - do not use ✓ or X to indicate responses



In order to provide the best possible mental health services, we would like to know what you think about the services your child received during the last 30 days, the people who provided it, and the results. Please indicate your agreement or disagreement with each of the following statements. Thank you!

	Strongly Agree	Agree	Neutral/ Undecided	Disagree	Disagree Strongly	Does Not Apply
1. As a direct result of current services, my child is better at handling daily life.	<input type="radio"/>					
2. As a direct result of current services, my child gets along better with family members.	<input type="radio"/>					
3. As a direct result of current services, my child gets along better with friends and other people.	<input type="radio"/>					
4. As a direct result of services, my child is doing better in school and/or work.	<input type="radio"/>					
5. As a direct result of services, my child is better able to cope when things go wrong.	<input type="radio"/>					
6. As a direct result of current services, I am satisfied with our family life right now.	<input type="radio"/>					
7. As a direct result of current services, my child is better able to do things he or she wants to do.	<input type="radio"/>					
8. Staff treat my family with respect.	<input type="radio"/>					
9. Staff respect my family's religious/spiritual beliefs.	<input type="radio"/>					
10. Staff speak with my family in a way that we understand.	<input type="radio"/>					
11. Staff are sensitive to my family's cultural/ethnic background.	<input type="radio"/>					
12. Services are available at times that are convenient for us.	<input type="radio"/>					
13. The people helping my child stick with us no matter what.	<input type="radio"/>					
14. I feel my child has someone to talk with when he/she is troubled.	<input type="radio"/>					
15. I help to choose my child's services.	<input type="radio"/>					
16. I help to choose his/her treatment goals.	<input type="radio"/>					
17. I am frequently involved in his/her treatment.	<input type="radio"/>					
18. The location of services is convenient for us.	<input type="radio"/>					
19. The services my child and/or family receive are right for us.	<input type="radio"/>					
20. My family gets the help we want for my child.	<input type="radio"/>					
21. My family gets as much help as we need for my child.	<input type="radio"/>					
22. Overall, I am satisfied with the services my child receives.	<input type="radio"/>					
23. Other than my current service provider(s), I have people that I am comfortable talking with about my child's problems.	<input type="radio"/>					
24. Other than my current service provider(s) in a crisis, I have people that I am comfortable talking with about my child's problems.	<input type="radio"/>					
25. Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	<input type="radio"/>					
26. Other than my current service provider(s), I have people with whom I can do enjoyable things.	<input type="radio"/>					

DO NOT WRITE IN THIS AREA



Please turn page →



HOUSING

27. Where are you currently living? *(Mark ONE)*
- Owned or Rented Home or Apartment
 - Someone Else's Home or Apartment
 - Crisis Residence
 - Homeless or Homeless Shelter
 - Jail or Correctional Facility
 - Residential Care or Treatment
 - Medical Hospitalization
 - Substance Abuse Treatment Hospitalization
 - Skilled Nursing Facility
 - Other
28. Have you lived in any of the following places in the last 12 months? *(Mark ANY)*
- Owned or Rented Home or Apartment
 - Someone Else's Home or Apartment
 - Crisis Residence
 - Homeless or Homeless Shelter
 - Jail or Correctional Facility
 - Residential Care or Treatment
 - Medical Hospitalization
 - Substance Abuse Treatment Hospitalization
 - Skilled Nursing Facility
 - Other

HEALTH

29. Now thinking about your child's physical health, which includes physical illness and injury, for how many days during the past 30 days was your child's physical health not good?

Number of Days

0	0
1	1
2	2
3	3
4	
5	
6	
7	
8	
9	

30. Now thinking about your child's mental health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your child's mental health not good?

Number of Days

0	0
1	1
2	2
3	3
4	
5	
6	
7	
8	
9	

Thank you for taking the time to complete this survey!
If you have any questions, please call 1-888-367-5124.





Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Non-Discrimination Notice

The Department of Health and Human Services (DHHS) does not discriminate on the basis of disability, race, color, creed, gender, sexual orientation, age, or national origin, in admission to, access to, or operations of its programs, services, or activities, or its hiring or employment practices. This notice is provided as required by Title II of the Americans with Disabilities Act of 1990 and in accordance with the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, the Maine Human Rights Act and Executive Order Regarding State of Maine Contracts for Services. Questions, concerns, complaints or requests for additional information regarding the ADA may be forwarded to the DHHS ADA Compliance/EEO Coordinators, 11 State House Station, Augusta, Maine 04333, 207-287-4289 (V), or 287-3488 (V) 1-888-577-6690 (TTY). Individuals who need auxiliary aids for effective communication in program and services of DHHS are invited to make their needs and preferences known to one of the ADA Compliance/EEO Coordinators. This notice is available in alternate formats, upon request.