

**Memo to the CPMT**  
**September 27, 2019**

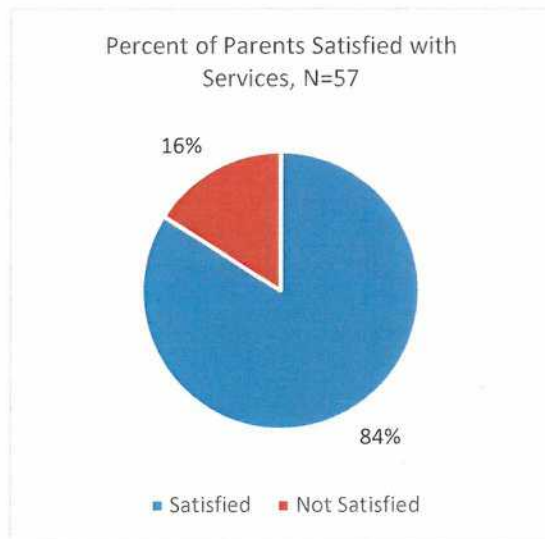
**INFORMATION ITEM I - 4: Results of Annual Parent Survey**

**ISSUE:** That the CSA program surveys parents experience with CSA annually as part of program performance measures

**BACKGROUND:**

The CSA program has historically sent out a parent survey to assess satisfaction with services. The survey has been mailed out and typically sent to about 900 families with a return rate of about 20%. This year the survey was updated to reflect current policy and practices. CSA sent about two thirds of the surveys electronically through Survey Monkey, saving substantial mailing expenditures. There were 57 returned surveys out of 840 sent.

The survey is sent to parents of children who received IEP Services, Foster Care Prevention, and Non-Mandated services. Services vary based on youth and family needs, but the services that may have been received include special education services like Private Day School, team-based planning meetings such as Family Resource or Family Partnership meetings to develop service plans, Home-based therapy, Outpatient therapy, Intensive Care Coordination and Leland House for crisis stabilization.



As in prior years, only four of the questions were used in calculating an overall rating of Satisfaction. Aggregate rating of Satisfaction with CSA was 93%, 89%, and 97.5% for FY16, FY17, and FY18 respectively. With the revised survey, the results are calculated by averaging all of the responses of each person along a likert scale. The Satisfaction rating is based on the percentage of Respondents with an average score of 3.0 or better. For FY 19, the Satisfaction rate was 88%.

Responses to the two open-ended questions are provided to give qualitative feedback about parent/guardian's experience with the program.

Question: What did you like best about the program or services you received?

Comments include:

- All the help my son and I needed is awesome. I really appreciate everything.
- Commitment to our child's healing and education
- Consistency of care in the home environment. Special considerations school to accommodate needs.
- Enjoyed speaking with my family support partner
- feel supported
- Home based therapy.

- I can choose the times that are best with my family.
- I can't say because my daughter failed to participate
- I liked the team approach. I appreciated that if I saw something to be alarmed about in my child's behavior or thinking that we worked as a team to talk to him and support him with the next step. Responsiveness is important in trying to stabilize a situation and can prevent complications.
- I was able to be open
- ICC
- In-home counseling
- L M was so helpful and she was available during crisis. The Team was respectful and really looked out for the best interest of my child and the family. The FSP was excellent. The services were comprehensive and has allowed my daughter to be motivated to reach her goals.
- Mentoring/respite
- My child is thriving to meet his goals.
- My son hasn't been very cooperative about participating in the program.
- None worth mentioning
- Nothing
- on wait list
- One lady was great the other horrible.
- Our intensive home therapist is wonderful with our child
- Personalized plan
- Professional attitude; Academic support; Courtesy and Warm professional climate
- respite from care
- Services available
- The commitment and understanding of the providers
- The group participation from everyone... ICC Wraparound facilitator, CSB rep, school social worker. Also the inclusion of sibling interactions because this is a major area of concern within the home.
- The highly experienced team members and their commitment to make available all services that might help my child.
- The one-on-one therapy and family therapy
- The people working with my child have so much care and patience.
- The plethora of choices and options to meet our special needs children's needs.
- The program helps empower my kid and redirect her energy.
- The providers were excellent
- the staff and system were very responsive. Our family was in crisis, so we were beyond what CSA could do for us, but they were helpful and kind.
- There was an outstanding effort to keep me informed about care and resources and to follow up throughout in case I had new needs or questions.
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Question: What could we do to make our services better?

Comments include:

- Accountability, responsibility, less laziness

- Although there is coordination with CPS, it could stand to be improved. This deficiency is more on CPS than CSA, but perhaps only CSA is capable of initiating and following through with improvements. This comment is meant as a vote of confidence in CSA to get it done.
- better coordination, more transparency
- Better variety of home-based counselors
- Get the word out! We could have used the resources 5 years before we heard about them.
- Have both persons show up for scheduled appointments
- Hire more people like Lindsey!
- I think its my son that's not taking full advantage of your more so than your program.
- It seemed like the non therapy staff didn't always care what was going on during the evenings and weekends
- Just try to work around work schedules
- Listen to the impacted family rather than being self serving
- More continuity with assigned case managers, wrap around coordinators
- Need a jargon lexicon and a flowchart of organization, process, network
- Nothing
- Nothing at this time.
- Nothing I could think of now
- One incident was the home-based therapist charging without notifying that she intended to do so. Let therapists and their practices know that is unethical
- Open communication, including parents and children together in programs
- Provide respite services for primary caregiver.
- Reach out to those who do not know where to turn. If a parent comes looking for resources do not dismiss that you can't help them but give them tangible people contact references. Follow up to see they found help.
- Streamline the paperwork process so that the case manager is able to submit requests for funding services. The social worker attached to our case seems overwhelmed and has dropped the ball on a few occasions.
- The FRM were not well attended and I did not know who was expected or required to be there so there was not good accountability
- The process for obtaining services is very intimidating and complicated. I'm glad I worked with a social worker to help navigate the process because I don't think I would of been able to do this alone
- There's nothing
- To provide more companies that provide different services for the kids.
- We have been much more restricted on funding the 2nd time around being in the program. This was a shock to our family and I feel like we have just been given excuses and have been told that funding is "just not there anymore". This has prevented certain

therapies from taking place and we all find this to be unfair to our child. I understand that it is very uncommon to have a child in the program for such an extended time, however, our child is the one in a very very few who needs the intensive interventions. When we were discharged from the program the 1st time after 15 months he was hospitalized for 4 weeks within a week of discharge. Then a month and a half later he was hospitalized yet again for another 3 weeks. From the statements given to my family, I am understanding that these services are available to the public after review to prevent the child from being removed from the home. I/we are petrified of loosing these services and our child needing to be placed in long term residential care because he cannot handle everyday life with all of his mental illnesses. I am aware we have been extended a few times but I feel the participant should be allowed to stay in the program for as long as needed, not until someone says "well it's time to discharge because he's been in for long enough". That's not how mental illness works, it doesn't just go away as it will always be in his life. We do see an outside psychiatrist/psychologist every 2 weeks for the last 3.5 years so it's not like we solely rely on CSB services. I hope this falls into the right hands and I hope some form of action can be taken.

- While I understand the liaisons are very busy, sometimes it's challenging to get in contact with them. Maybe some sort of additional contacts in case your liaison can not get back with you because of a heavy caseload.

#### Plan for Subsequent Years

CSA is in the process of hiring a Management Analyst II for the purpose of improving the CSA continuous quality improvement efforts of the program. Planned for FY20 is implementation of our "provider evaluation" process consisting in part of satisfaction surveys of parents and youth during and shortly after receipt of an episode of care. The program staff intend to focus on improving our response rate so that more feedback from recipients is available.

#### **ATTACHMENT:**

CSA Parent Survey for FY 19

#### **STAFF:**

Chris Metzbower, CSA Staff  
Janet Bessmer, CSA Manager