

BACKGROUND

The Department of Health and Mental Hygiene (DHMH), Mental Hygiene Administration (MHA) conducted a Statewide telephone survey with families to assess caregiver satisfaction with and outcomes of services provided to their children by Maryland's Public Mental Health System (PMHS). The Child and Family Satisfaction and Outcomes Survey was administered in Fiscal Year 2007 to a sample of caregivers whose children had received outpatient mental health services and/or family support services (including psychiatric rehabilitation, mobile treatment, case management, and/or respite care services) between January and December 2006. A total of 935 caregivers, representing 39% of those contacted, participated on behalf of their children.

RATING TREATMENT SUCCESS

Caregivers were asked how their children had improved as a direct result of services. Percentages below represent those respondents who "strongly agreed" or "agreed" with the following statements:

66%	My child is better at handling daily life.
68%	My child gets along better with family members.
70%	My child gets along better with friends and other people.
65%	My child is doing better in school and/or work.
56%	My child is better able to cope when things go wrong.
66%	I am satisfied with our family life right now.
71%	My child is able to do things he or she wants to do.
52%	My child is better able to control his or her behavior.
59%	My child is less bothered by his or her symptoms.
71%	My child has improved social skills.
<i>As a direct result of the mental health services my child and family received:</i>	
89%	I know people who will listen and understand me when I need to talk.
92%	I have people that I am comfortable talking with about my child's problems.
88%	In a crisis, I would have the support I need from family or friends.
90%	I have people with whom I can do enjoyable things.

RATING SATISFACTION WITH SERVICES

Caregivers were asked to rate their overall satisfaction with the mental health services their child received. Eighty-one percent (81%) of the respondents strongly agreed or agreed with the statement, "Overall, I am satisfied with the mental health services [my child] received." Caregivers were also asked to rate their satisfaction with specific aspects of the outpatient and family support services their children received. The table below shows survey findings, where percentages represent respondents who "strongly agreed" or "agreed" with each item, using a 5-point scale.

SATISFACTION WITH SERVICES	OUTPATIENT SERVICES	FAMILY SUPPORT SERVICES
I am satisfied with the services my child received.	85%	85%
I helped choose my child's services.	84%	85%
I helped choose my child's treatment goals.	88%	87%
The people helping my child stuck with us no matter what.	85%	83%
I felt my child had someone to talk to when he/she was troubled.	86%	84%
I participated in my child's treatment.	95%	93%
The services my child and/or family received were right for us.	82%	81%
The location of services was convenient for us.	88%	88%
Services were available at times that were convenient for us.	86%	85%
My family got the help we wanted for my child.	79%	77%
My family got as much help as we needed for my child.	71%	73%
Staff treated me with respect.	95%	96%
Staff respected my family's religious/spiritual beliefs.	96%	95%
Staff spoke with me in a way that I understood.	97%	96%
Staff were sensitive to my cultural/ethnic background.	96%	93%
I felt free to complain.	93%	93%

CHARACTERISTICS OF CAREGIVERS SURVEYED

Gender:	Female	91%
	Male	9%
Age:	21-50	69%
	51-70	24%
	71 and older	3%
	Refused	4%
Race:	White/Caucasian	44%
	Black or African American	46%
	More than one race reported	4%
	Other	6%
	Refused or Don't Know	1%
Ethnicity:	Spanish, Hispanic, or Latino	3%
Relationship:	Parent	73%
	Grandparent	18%
	Other	9%

Note: Due to rounding, totals may not equal exactly 100%.

CHARACTERISTICS OF CHILDREN SERVED

Gender:	Female	63%
	Male	37%
Race:	White/Caucasian	44%
	Black or African American	46%
	More than one race reported	4%
	Other	6%
	Refused or Don't Know	1%
Ethnicity:	Spanish, Hispanic, or Latino	5%
Age:	1 - 4	2%
	5 - 9	28%
	10 - 14	47%
	15 and older	18%
	Refused	4%
Education:	Currently attending school	95%
	Regular classroom	68%
	Special education, all or part day	28%
	Other classroom setting	4%
	Have repeated a grade	29%

Note: Due to rounding, totals may not equal exactly 100%.

REPORTED USE OF MENTAL HEALTH SERVICES

Outpatient mental health services	100%
Inpatient mental health services	11%
Family support services	31%
Mental health self-help/support group	23%
Residential treatment center	8%



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DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Mental Hygiene Administration

MARYLAND'S CAREGIVERS RATE THEIR CHILDREN'S PUBLIC MENTAL HEALTH SERVICES

FISCAL YEAR 2007