

KY Youth Services Satisfaction Caregiver Survey Report 2018 Pennyroyal





In 2018 the Kentucky Cabinet for Health and Family Services (CHFS), Department for Behavioral Health, Development and Intellectual Disabilities (BHDID) conducted this survey to evaluate satisfaction of services delivered at Kentucky's Community Mental Health Centers (CMHCs).

Introduction

This document was created as a result of collaboration between two key entities:

- The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) and
- The Community Mental Health Centers (CMHCs)

Purpose

The purpose of this document is to evaluate the satisfaction of services delivered by the Community Mental Health Centers (CMHCs) from the consumer's perspective. The source of information reported in this document is aggregated results of a survey.

Why This Survey?

The Youth Services Survey for Families (YSS-F) was developed and validated at a national level in part to promulgate data standards that allow for valid results that better inform policy and decisions. The YSS-F is designed as the primary tool to evaluate and include the youth client caregivers' perspectives of public mental health services they have received.

Appropriate Use of These Survey Results

The results of this survey are intended to express the aggregated data of respondents' perception of care. This booklet represents the perceptions of a sample of CMHC clients who are actively receiving outpatient services during the time of the survey implementation. The results are not intended to be interpreted as the opinion of all CMHC clients of services received.

This output report includes results about the survey's seven core domains:

Domain	Primary Concerns Related to the Domain
General Satisfaction	Services were, overall, satisfactory and preferable to other choices
Access to Services	Staff availability, the range of service options, and how quickly and conveniently services were received
Cultural Sensitivity	Cultural and linguistic access and whether services promoted recovery and continuity of care
Participation in Treatment Planning	Clients' participation in planning services. For example, whether the patient, not staff, decided treatment goals
Outcomes	Services provided patients with positive changes in areas for which treatment was sought and minimal negative outcomes.
Social Connectedness	Services contributed to improving natural supports which come from family or friends
Functioning	There was a positive effect on independent community living and decreasing distress caused by symptoms

State Mental Health Authority

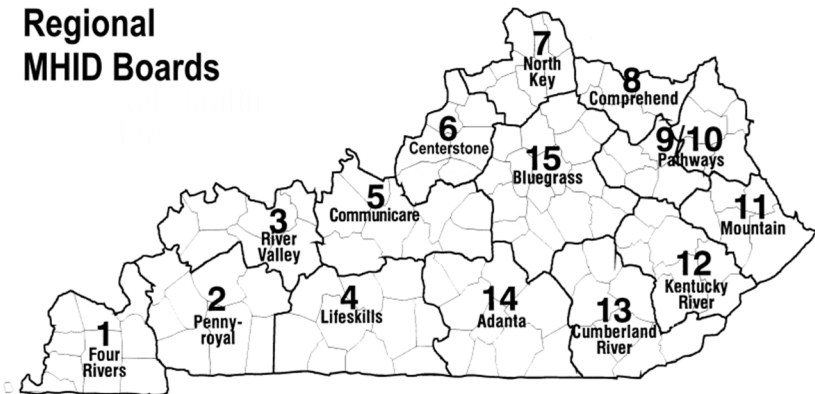
The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) is identified by Kentucky Revised Statute (KRS) 194.030 as the primary state agency for developing and administering programs for the prevention, detection, and treatment of mental health, developmental, intellectual disabilities, and substance use disorders.

DBHDID Website: <http://dbhdid.ky.gov/>

Regional Community Programs

Kentucky is divided into fourteen geographic regions for the purposes of planning and providing publicly funded community mental health services. For each region a Regional Board for Mental Health or Individuals with an Intellectual Disability has been established pursuant to KRS 210.370-210.480 as the planning authority for community mental health programs in the region.

Regional MHID Boards



CMHC Profile



Pennyroyal Center is a comprehensive Community Mental Health Center providing services for Mental Health, Intellectual and Developmental Disabilities and Substance Abuse. Pennyroyal Center has four full service clinics located in Hopkinsville, Madisonville, Greenville and Princeton.

The mission of the Pennyroyal Center is to improve the quality of life for the citizens of this region by planning for and providing services for persons with mental illness, intellectual or developmental disabilities and substance abuse.

The Pennyroyal Center was founded in 1967, but the roots go much deeper. In the 1940's Hopkinsville business man Frank Yost and his wife Ruth took a keen interest in improving care for patients at Western State Hospital. Mrs. Yost helped create many new programs at the hospital including a beauty and barber shop and other services. But they also realized that there was a huge gap in mental health services within their community. In the mid 1950's the Yosts helped create a community mental health clinic which was featured on a live CBS telecast by Edward R. Murrow.

In the 1960's Kentucky became a leading state in creating a statewide network of community mental health centers. The Pennyroyal Center was a result of those efforts and continues in its mission today of providing and planning for services to help the residents of its region in the areas of mental health, substance abuse and intellectual and developmental disabilities.

Counties

Caldwell, Christian, Crittenden, Hopkins, Lyon, Muhlenberg, Todd, Trigg

Services

Mental Health Care: Individual Therapy, Group Therapy, Family Counseling, Children's Services, Marital Counseling, Case Management, Therapeutic Rehabilitation Program, Interagency Mobilization for Progress in Adolescent and Children's Treatment (IMPACT), DIVERTS, Therapeutic Foster Care, School Services, Divorcing Parents Workshop, Prevention Services, Domestic Violence, Anger Management, Employee Assistance Program (EAP) Services.

Substance Abuse Programs: Regional Prevention Center, Trilogy Center for Women, Jail Treatment Programs, DUI Assessment and Treatment, Outpatient Treatment.

Intellectual & Developmental Disabilities Programs: Trace Industries, Residential Support, First steps, Hart Supported Living, Supported Employment, Case Management, Respite Services, Crisis Prevention & Response.

Links

Website: www.pennyroyalcenter.org

Methodology

The survey was implemented at outpatient clinics operated by the CMHCs. During each summer staff make the survey available to people who arrived for outpatient appointments at selected clinics. Completing the survey was voluntary and had no implications on appointments or services provided.

Survey Penetration Rate

Survey Penetration

Table 1. Pennyroyal Survey Penetration Rate in State Fiscal Year 2018 (July 1, 2017 - June 30, 2018)	
Number of Youth (Age < 18) Served	2,439
Number of Surveys Returned	202
Survey Penetration Rate	8%

During state fiscal year 2018, 2,439 youth clients visited Pennyroyal. Two hundred two caregivers of youth clients participated in the survey in Pennyroyal, resulting in a 8% penetration rate. (Table 1)

Youth Clients' Demographic Characteristics

The demographic profile of youth respondents in Pennyroyal in 2018 is presented below. In this report, youth respondents' demographic characteristics are presented on gender and race.

Gender

Table 2. Gender of Youth Respondents	
Male	60%
Female	40%
Total	194

As Table 2 indicates, male respondents outnumber female respondents.

Race

Table 3. Race of Youth Respondents	
American Indian / Alaska Native	2%
Asian	0%
Black (African-American)	22%
Hispanic	4%
Native Hawaiian / Other Pacific Islander	0%
White (Caucasian)	70%
Other	6%
Total	202

The majority of youth respondents are White (Caucasian) (70%) while 4% of respondents report being of Hispanic descent.

Youth Clients’ Social/Medical Backgrounds

Child/Youth caregivers who responded to the survey were also asked about living arrangements, school attendance, medical history, and number of months the child/youth received services.

Living Arrangement

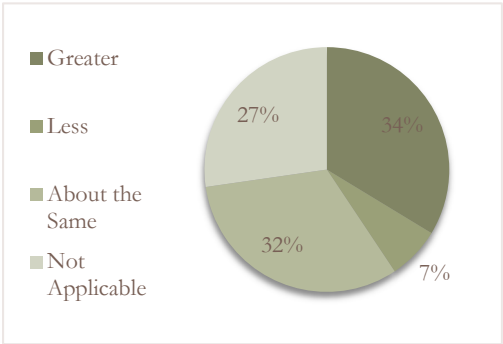
Table 4. Child Is Living with Caregiver	
Yes	94%
No	6%
Total	195

About 94% of respondents indicate that their children are living with them.

Further questions reveal that in the last 6 months, about 73% of youth clients have lived with one or both parents and 12% of children have lived with another family member. (Data not shown)

School Attendance

Figure 1. The Number of Days Child Was in School Since Beginning Services



About 34% of respondents indicated that the number of days their children were in school has increased since they started receiving services (Figure 1) while 15% reported that their children were expelled or suspended after beginning

services (data not shown).

Medical History

Figure 2. Medical Doctors (or Nurses) Visits During Last Year

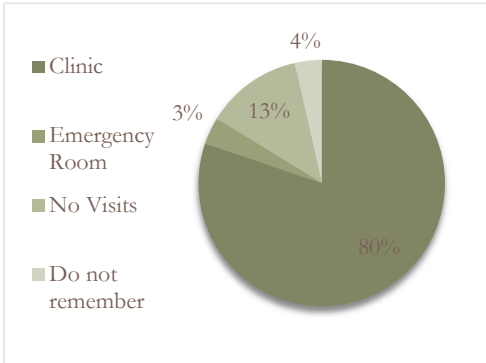


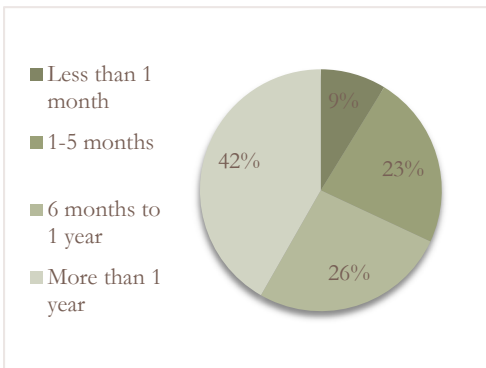
Figure 2 indicates that 80% of youth clients have visited medical doctors (or nurses) for a health checkup or because he/she was sick in the last year.

Also, 76% of respondents reported that their children are receiving medication for

emotional/behavioral problems. Among them, 93% of respondents report that the doctor or nurse shared information about side effects. (Data not shown)

Number of Months the Child/Youth Received Services

Figure 3. How Long Child Received Services from the CMHCs



Forty-two percent of respondents report that their children received services from the CMHC for more than 1 year. (Figure 3)

Comparison of Kentucky to National Averages (2014-2017)

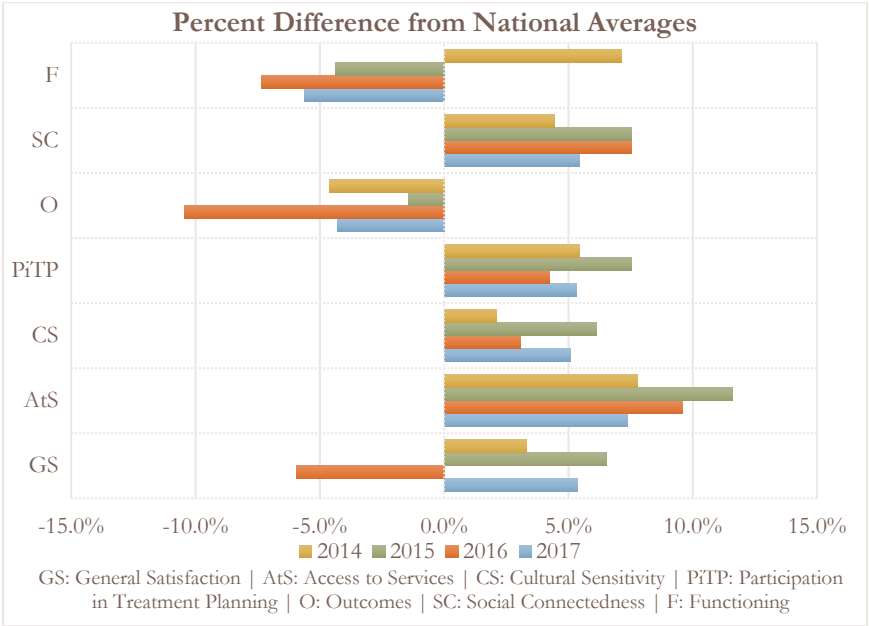


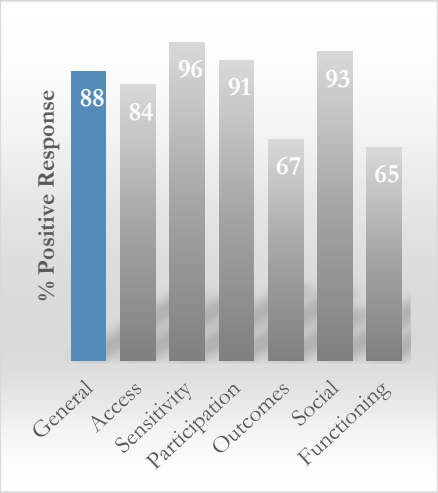
Table 5. Percent Positive Reporting	2014		2015		2016		2017	
	KY	US	KY	US	KY	US	KY	US
General Satisfaction	90	87	92	86	84	89	93	88
Access to Services	90	83	95	84	94	85	95	88
Cultural Sensitivity	95	93	98	92	98	95	98	93
Participation in Treatment Planning	92	87	93	86	94	90	94	89
Outcomes	65	68	69	70	67	74	70	73
Social Connectedness	90	86	93	86	93	86	92	87
Functioning	70	65	69	72	68	73	71	75

GENERAL SATISFACTION

Overview

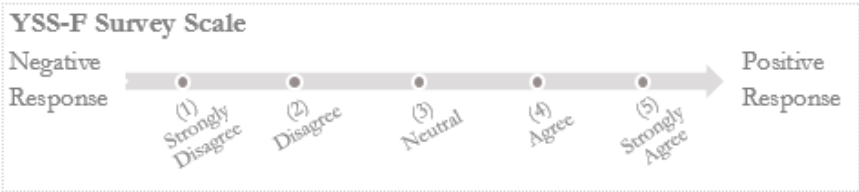
Primary Concerns

- Provide Satisfaction
- Service Preferences and Satisfaction



Domain	Score (1 to 5)
General Satisfaction	4.38
Access to Services	4.38
Cultural Sensitivity	4.48
Participation in Treatment Planning	4.39
Outcomes	3.79
Social Connectedness	4.41
Functioning	3.80

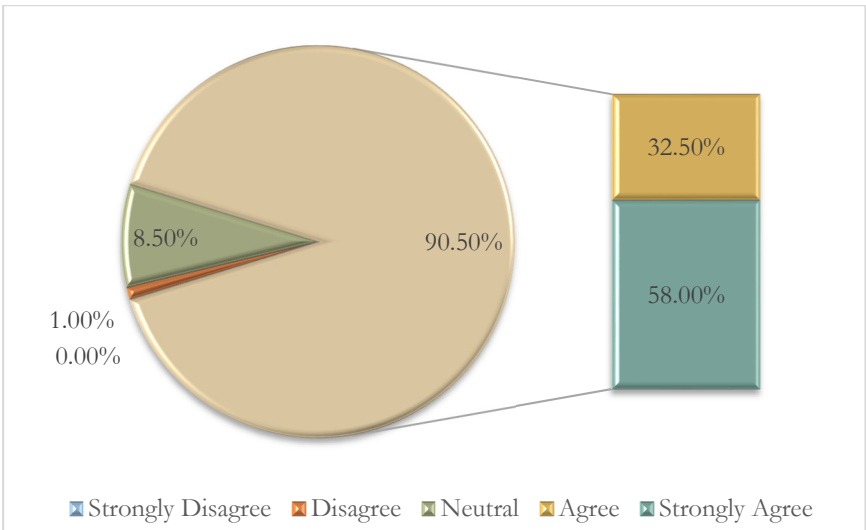
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



GENERAL SATISFACTION

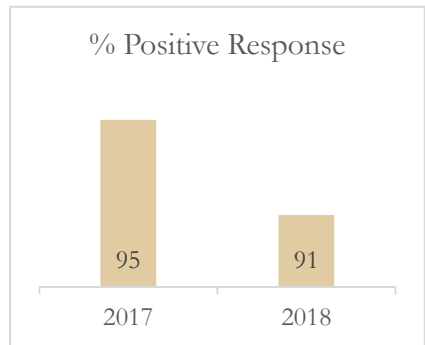
Overall, I Am Satisfied with the Services
My Child Received

Pennyroyal Totals

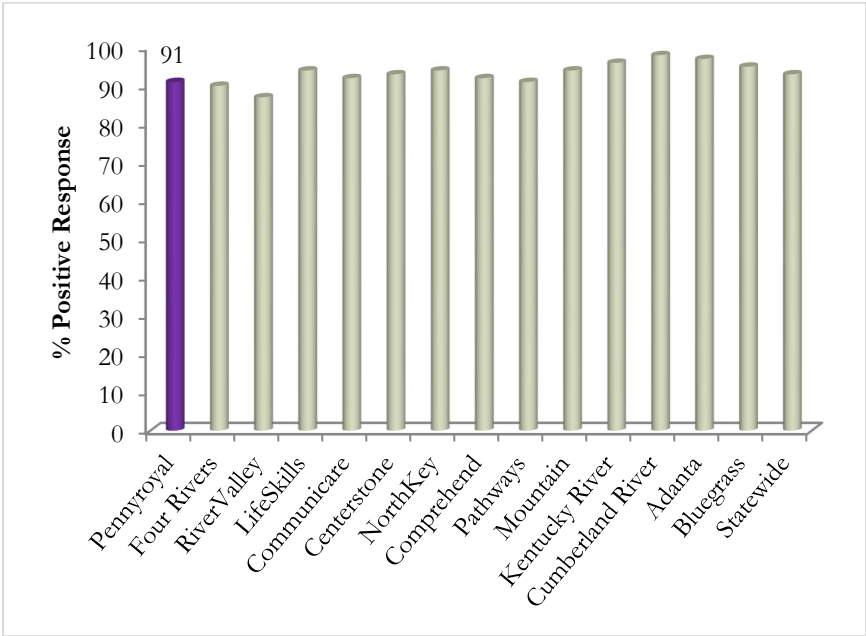


About 91% of respondents positively indicated that they were satisfied with the services their child received from the CMHC in 2018.

This is a 4% decrease from 2017.



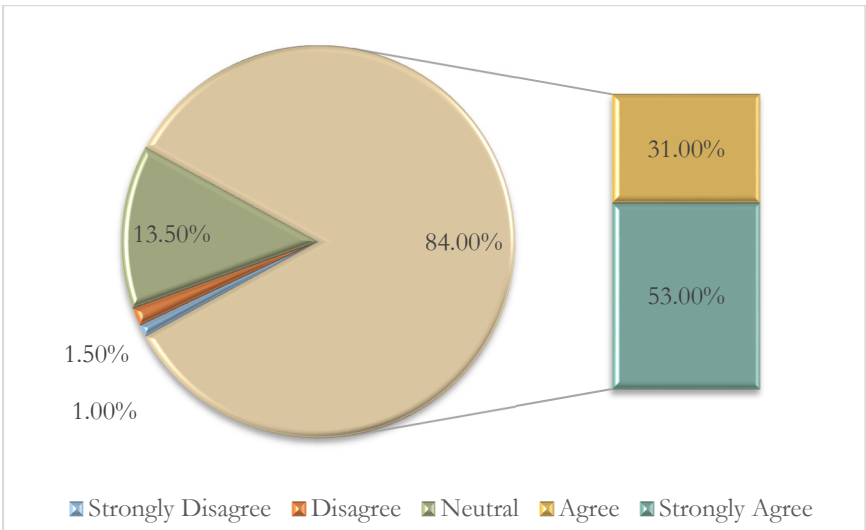
All Region Totals



GENERAL SATISFACTION

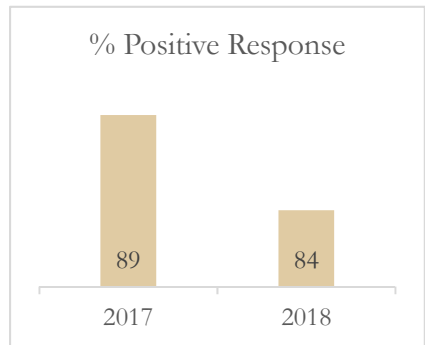
The People Helping My Child Stuck with Us No Matter What

Pennyroyal Totals

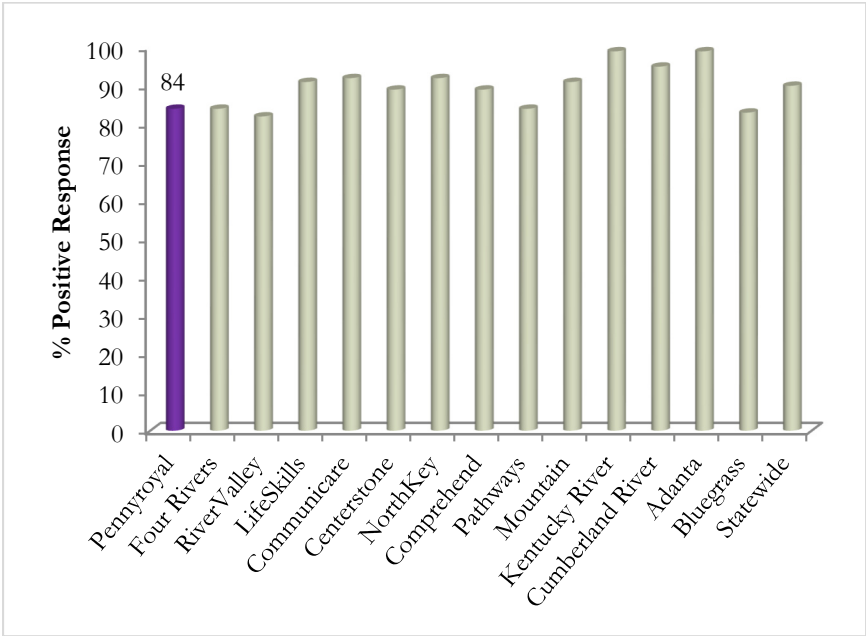


About 84% of respondents positively indicated that the people helping their child stuck with them no matter what in 2018.

This is a 5% decrease from 2017.



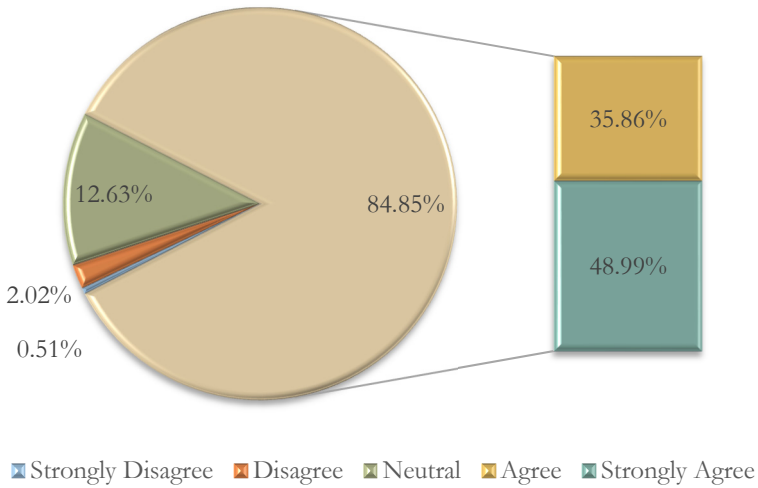
All Region Totals



GENERAL SATISFACTION

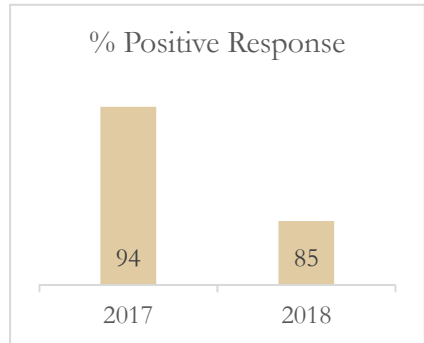
I Felt My Child Had Someone to Talk to
When He/She Was Troubled

Pennyroyal Totals

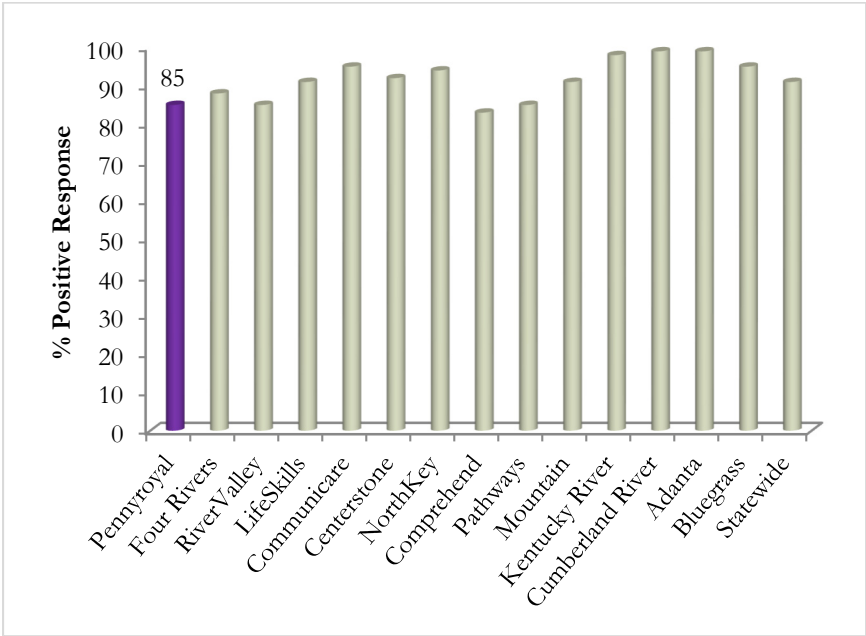


About 85% of respondents positively indicated that they felt their child had someone to talk to when he/she was troubled in 2018.

This is a 9% decrease from 2017.



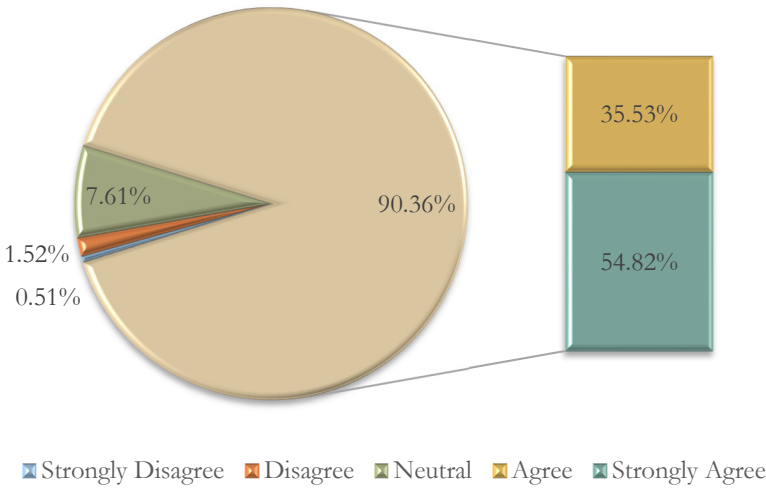
All Region Totals



GENERAL SATISFACTION

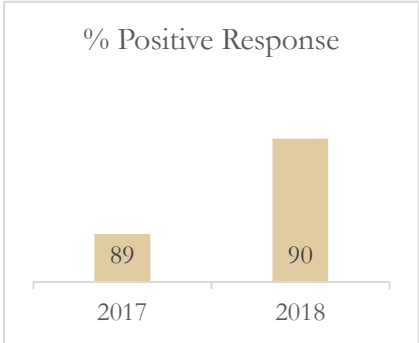
My Family Got the Help We Wanted for My Child

Pennyroyal Totals

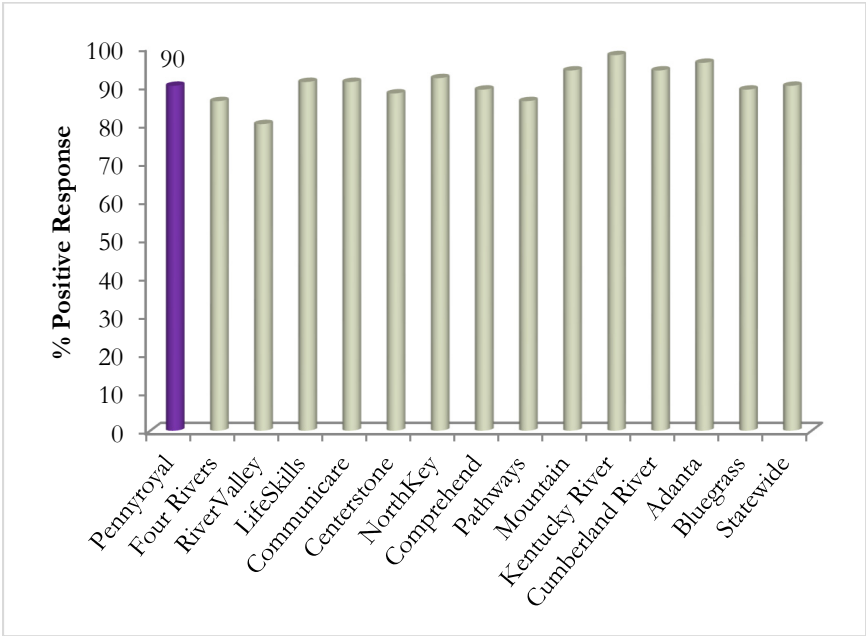


About 90% of respondents positively indicated that their family got the help they wanted for their child in 2018.

This is a 1% increase from 2017.



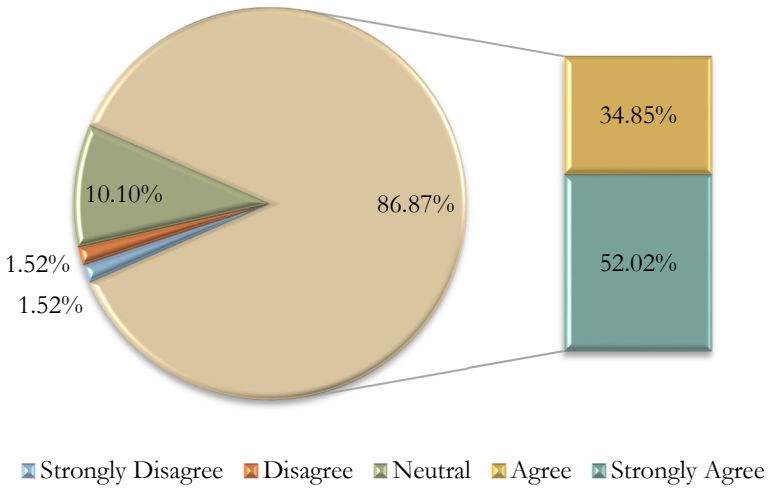
All Region Totals



GENERAL SATISFACTION

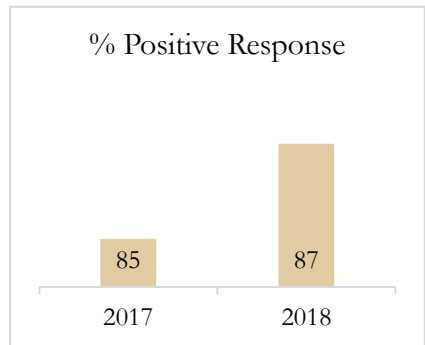
My Family Got As Much Help As We
Needed for My Child

Pennyroyal Totals

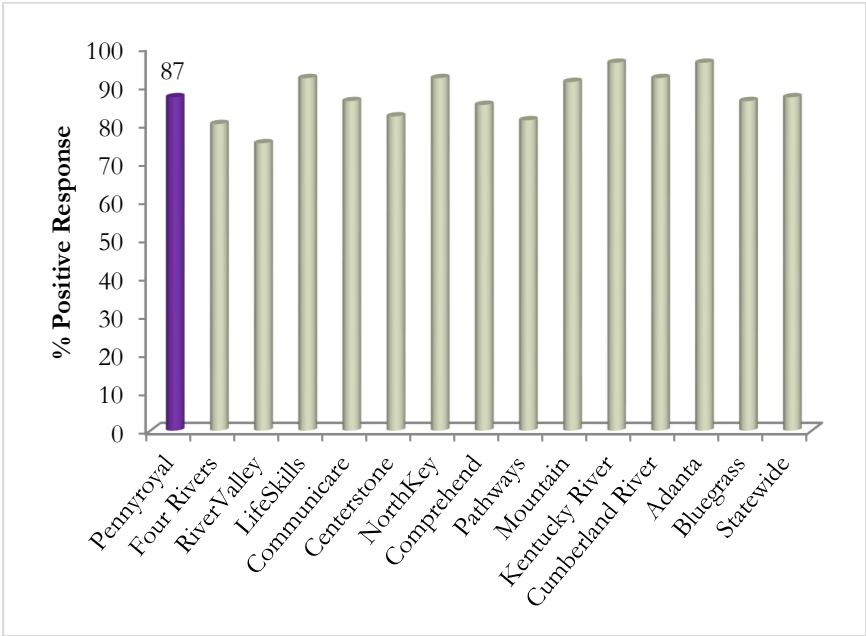


About 87% of respondents positively indicated that their family got as much help as they needed for their child in 2018.

This is a 2% increase from 2017.

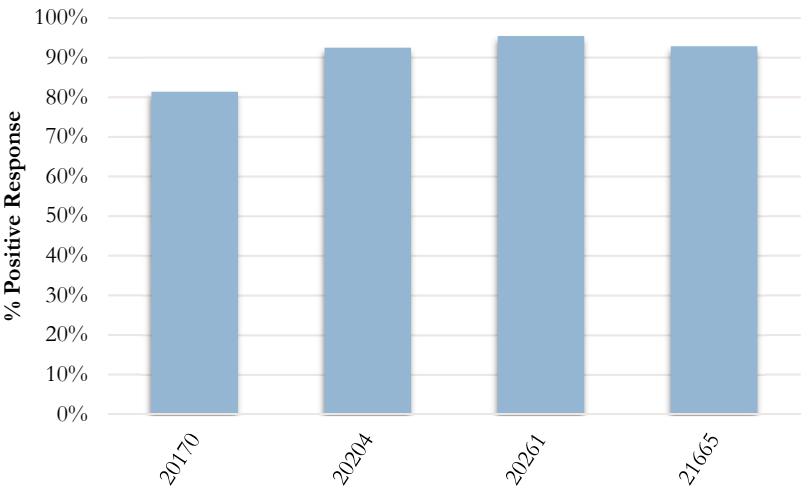


All Region Totals



GENERAL SATISFACTION

Comparison by Site Code

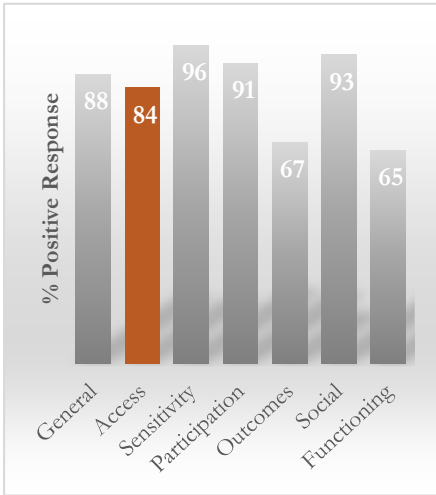


ACCESS TO SERVICES

Overview

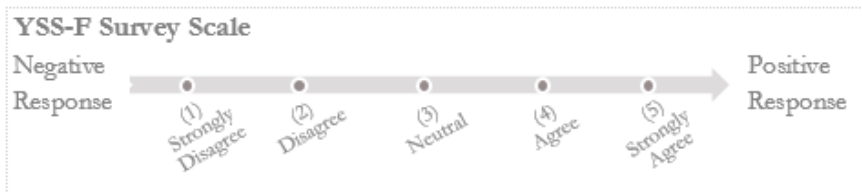
Primary Concerns

- Quick and Convenient Entry into Services
- A Full Range of Service Options
- Staff Availability



Domain	Score (1 to 5)
General Satisfaction	4.38
Access to Services	4.38
Cultural Sensitivity	4.48
Participation in Treatment Planning	4.39
Outcomes	3.79
Social Connectedness	4.41
Functioning	3.80

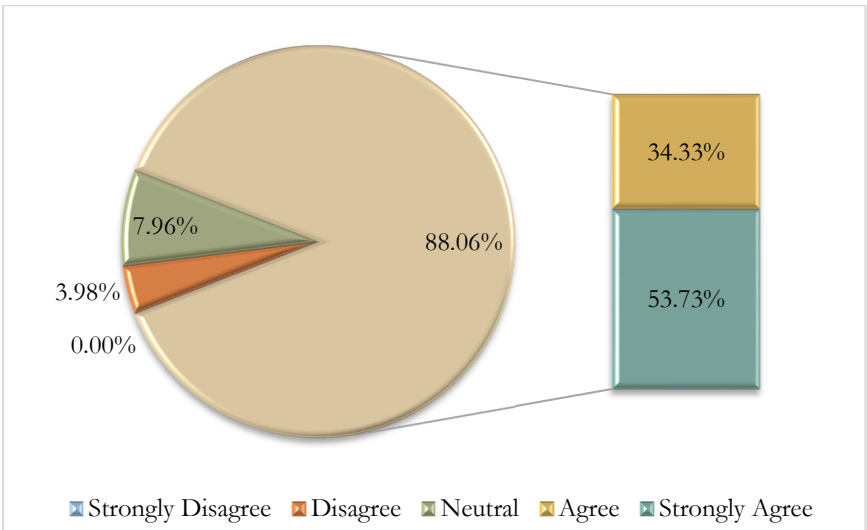
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



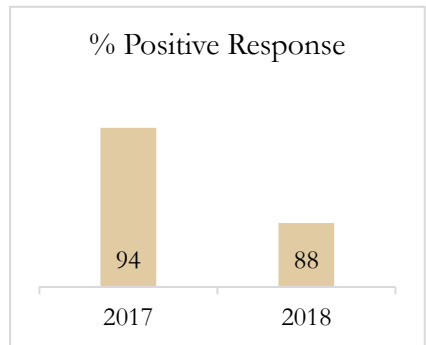
ACCESS TO SERVICES

The Location of Services Was Convenient for Us

Pennyroyal Totals

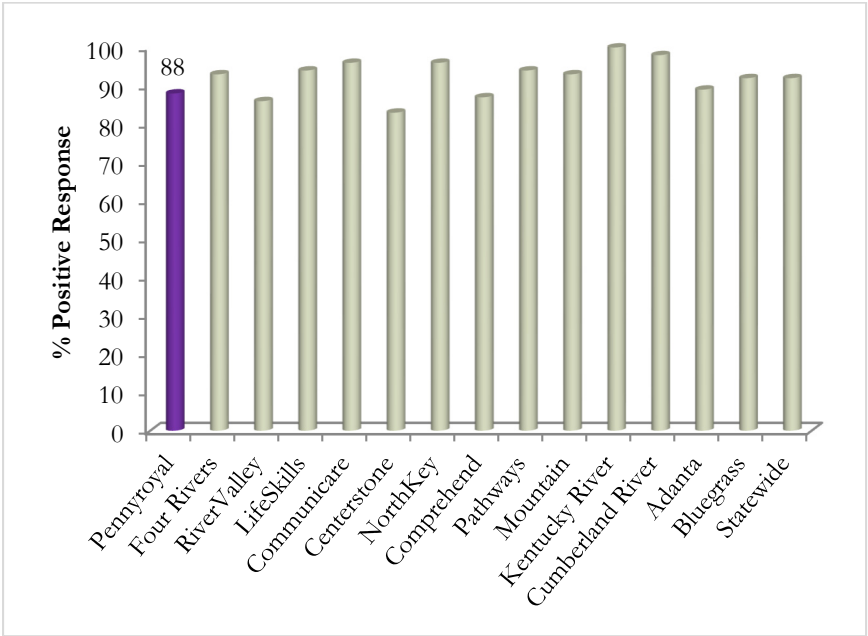


About 88% of respondents positively indicated that the location of services was convenient (parking, public transportation, distance, etc.) in 2018.



This is a 6% decrease from 2017.

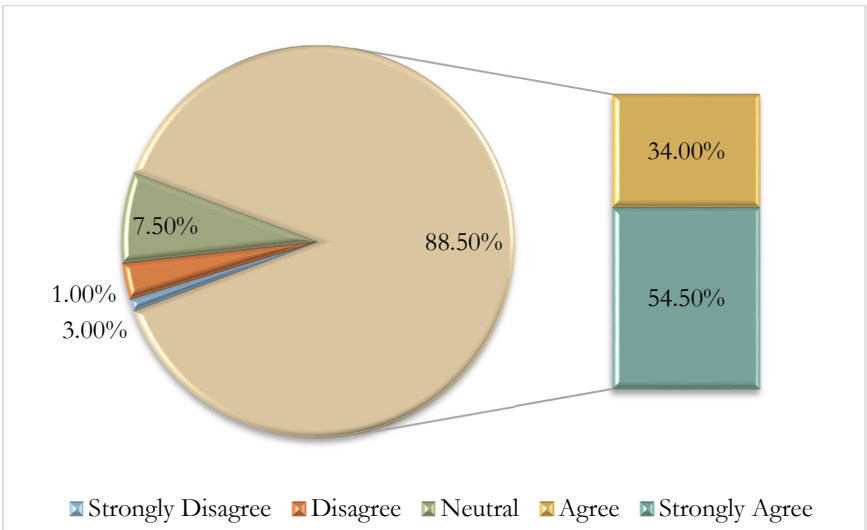
All Region Totals



ACCESS TO SERVICES

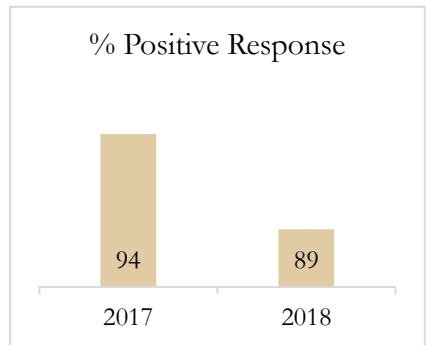
Services Were Available at Times That Were Convenient for Us

Pennyroyal Totals

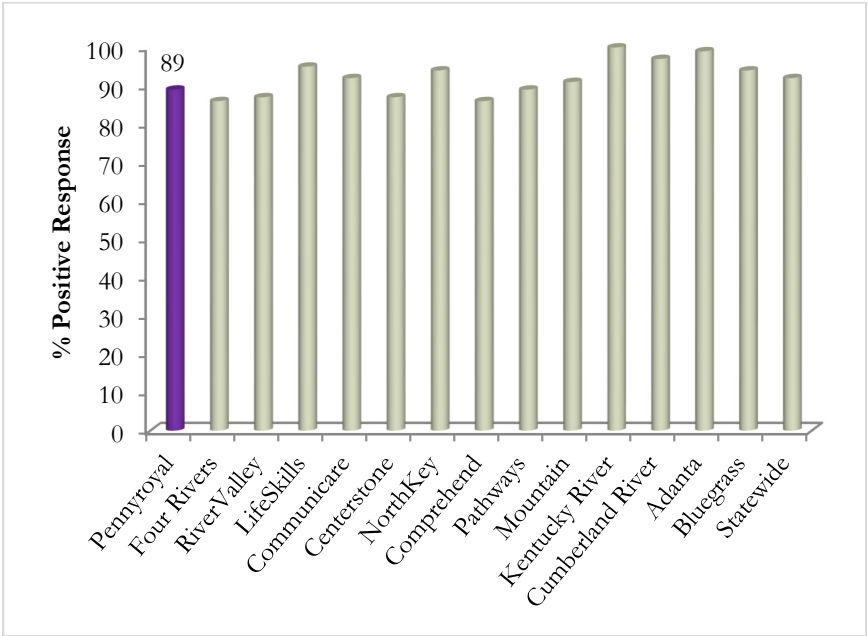


About 89% of respondents positively indicated that services were available at times that were convenient for them in 2018.

This is a 5% decrease from 2017.

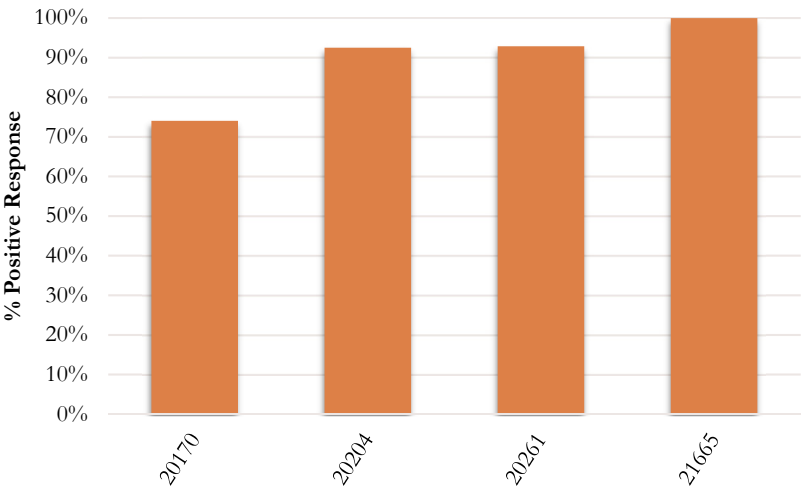


All Region Totals



ACCESS TO SERVICES

Comparison by Site Code

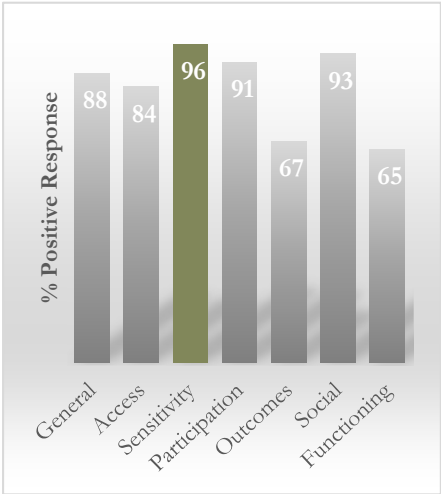


CULTURAL SENSITIVITY

Overview

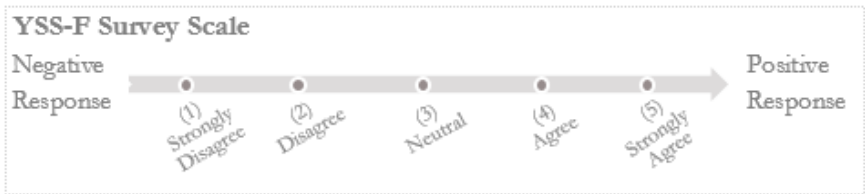
Primary Concerns

- Respectful Staff
- Cultural and Linguistic Access



Domain	Score (1 to 5)
General Satisfaction	4.38
Access to Services	4.38
Cultural Sensitivity	4.48
Participation in Treatment Planning	4.39
Outcomes	3.79
Social Connectedness	4.41
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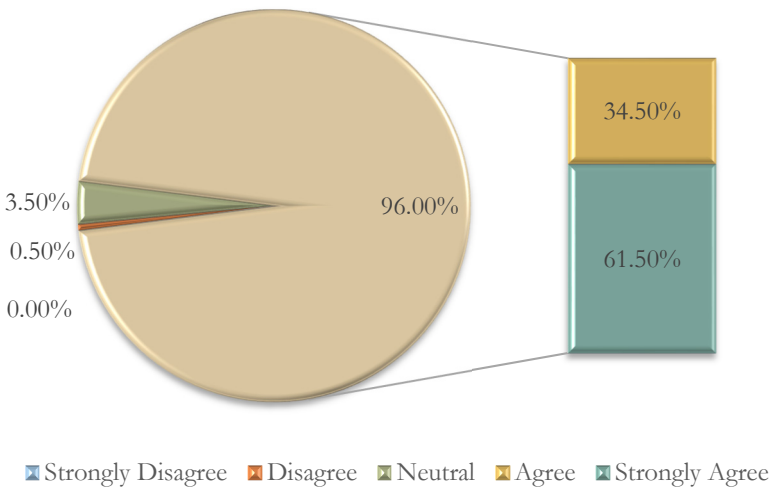
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



CULTURAL SENSITIVITY

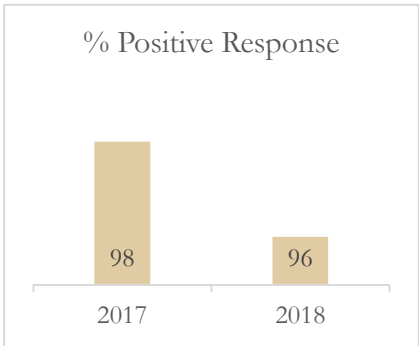
Staff Treated Me with Respect

Pennyroyal Totals

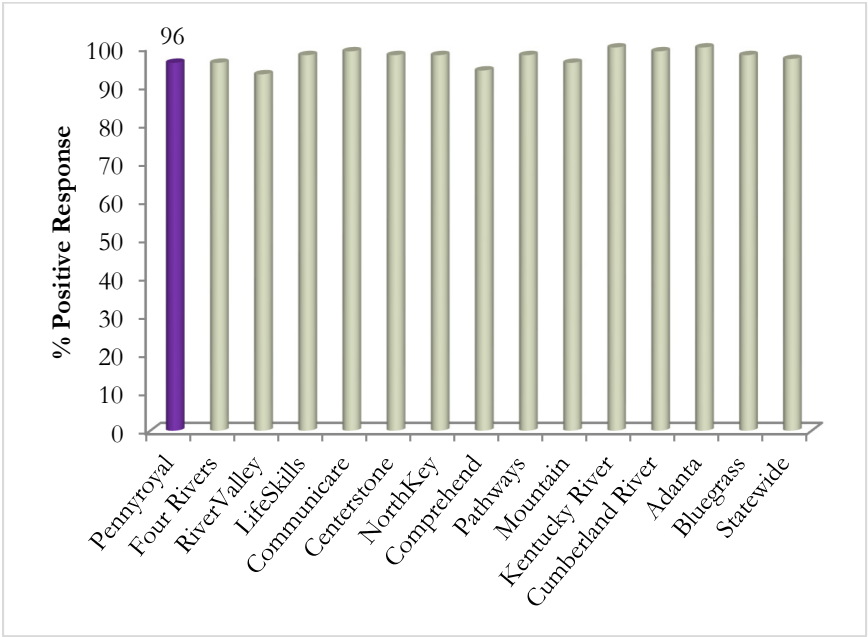


About 96% of respondents positively indicated that staff treated them with respect in 2018.

This is a 2% decrease from 2017.



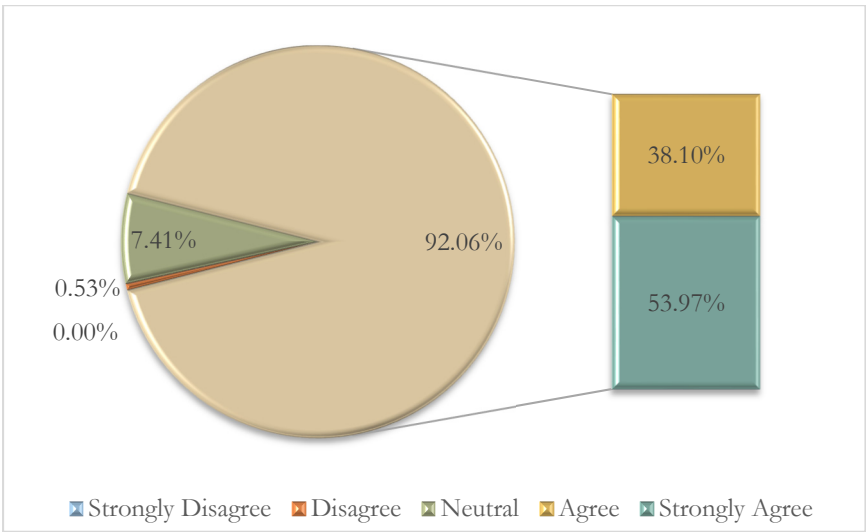
All Region Totals



CULTURAL SENSITIVITY

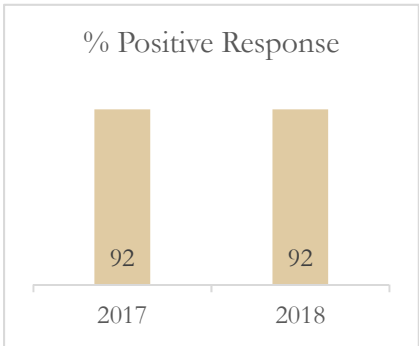
Staff Respected My Family's Religious/Spiritual Beliefs

Pennyroyal Totals

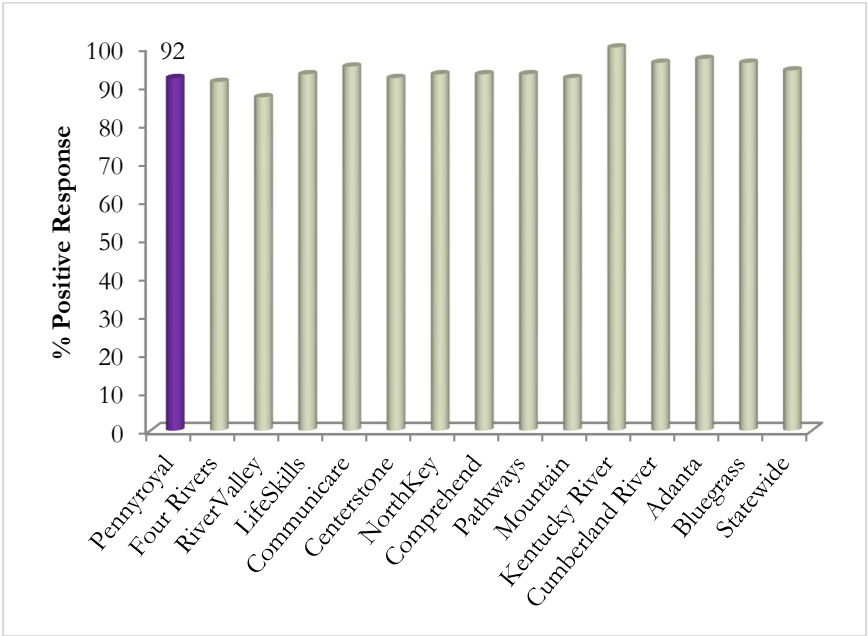


About 92% of respondents positively indicated that staff respected their family's religious/spiritual beliefs in 2018.

This is about the same as 2017.



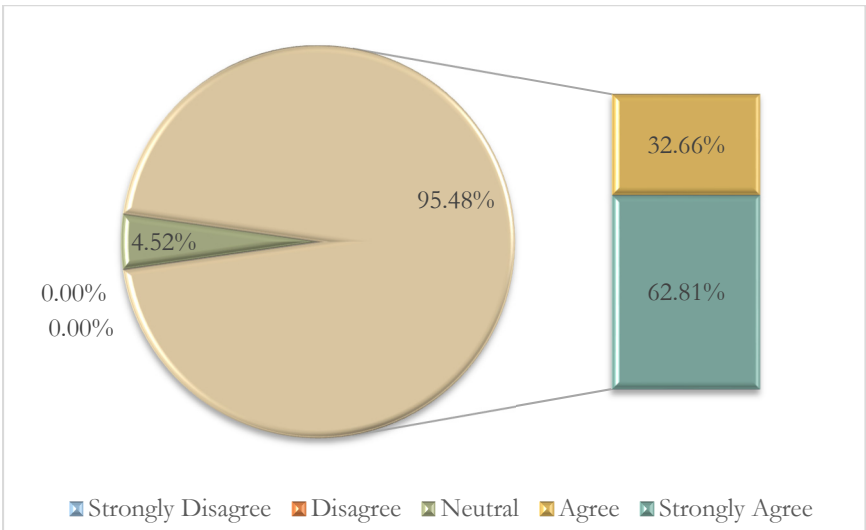
All Region Totals



CULTURAL SENSITIVITY

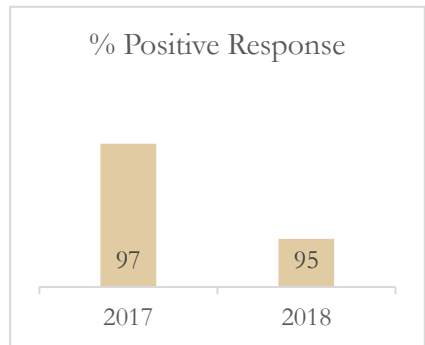
Staff Spoke with Me in a Way
That I Understood

Pennyroyal Totals

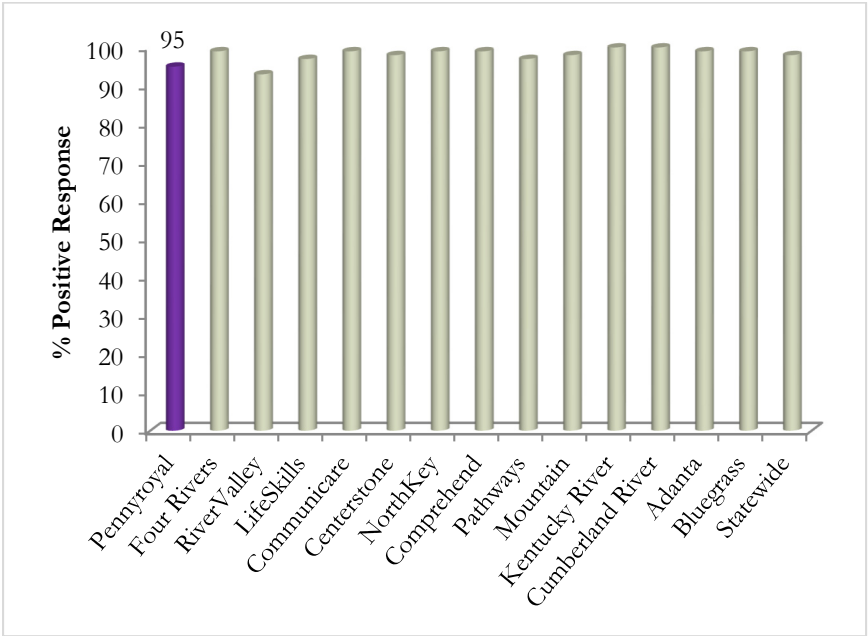


About 95% of respondents positively indicated that staff spoke with them in a way that they understood in 2018.

This is a 2% decrease from 2017.



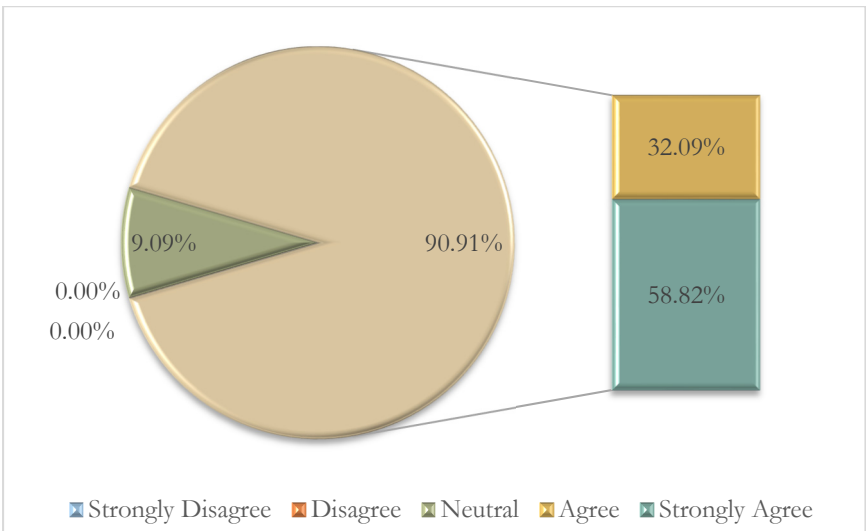
All Region Totals



CULTURAL SENSITIVITY

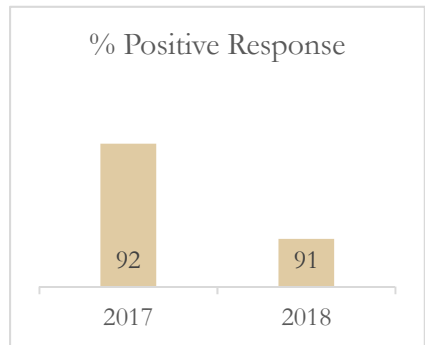
Staff Were Sensitive to My
Cultural/Ethnic Background

Pennyroyal Totals

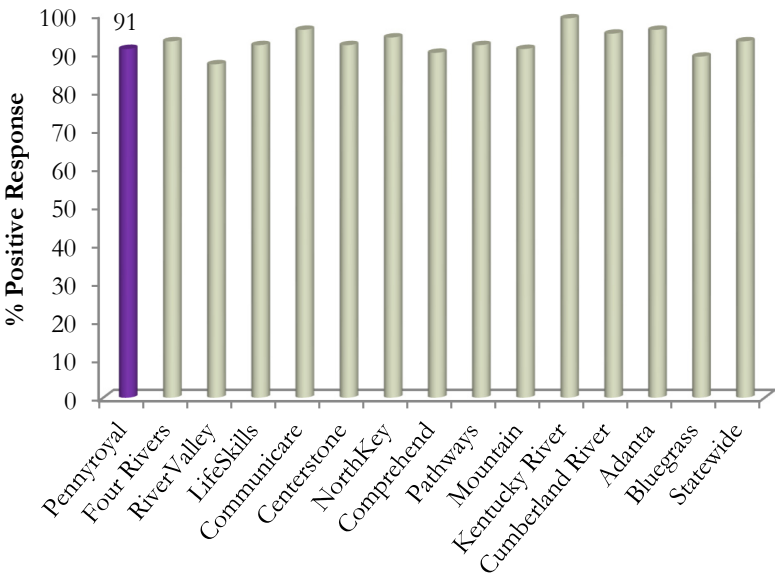


About 91% of respondents positively indicated that staff were sensitive to their cultural/ethnic background in 2018.

This is a 1% decrease from 2017.

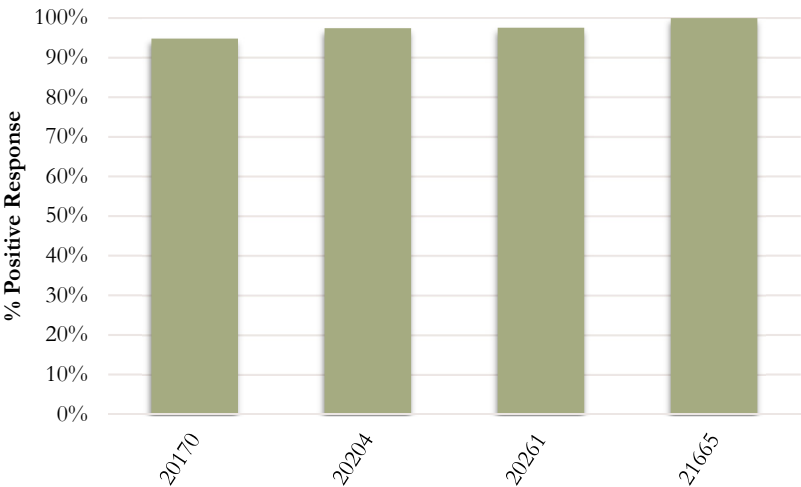


All Region Totals



CULTURAL SENSITIVITY

Comparison by Site Code

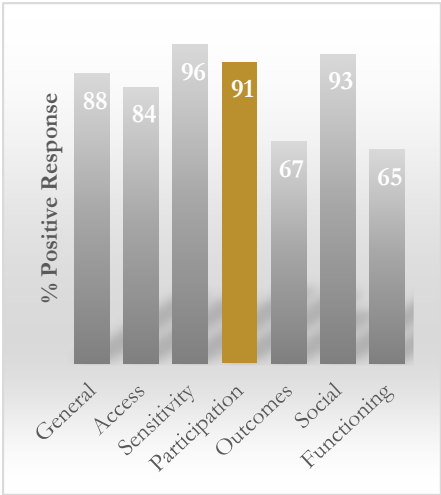


PARTICIPATION IN TREATMENT PLANNING

Overview

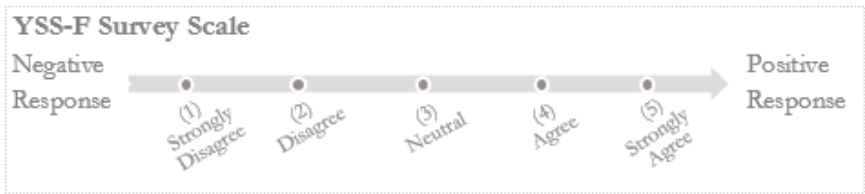
Primary Concerns

- Meaningful Participation in Planning My Child’s Service Array



Domain	Score (1 to 5)
General Satisfaction	4.38
Access to Services	4.38
Cultural Sensitivity	4.48
Participation in Treatment Planning	4.39
Outcomes	3.79
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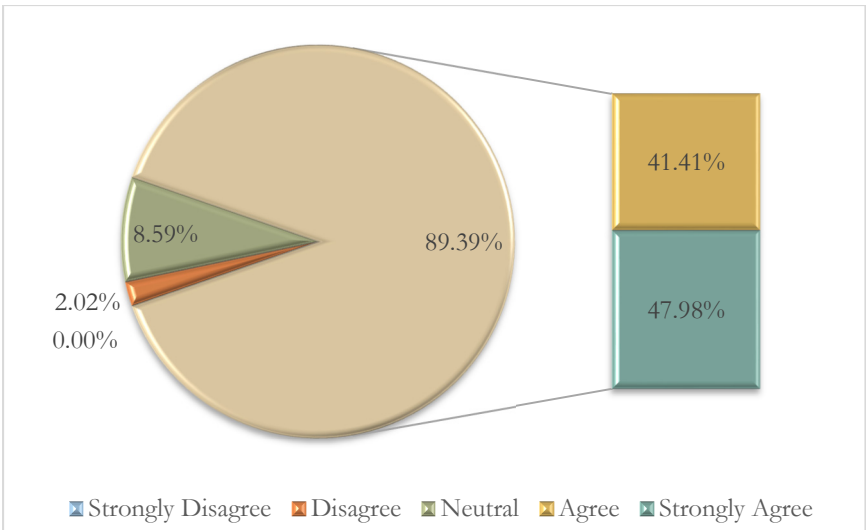
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PARTICIPATION IN TREATMENT PLANNING

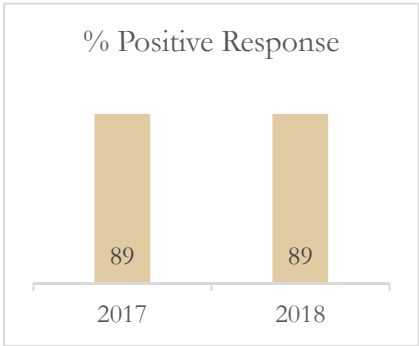
I Helped to Choose My Child's Services

Pennyroyal Totals

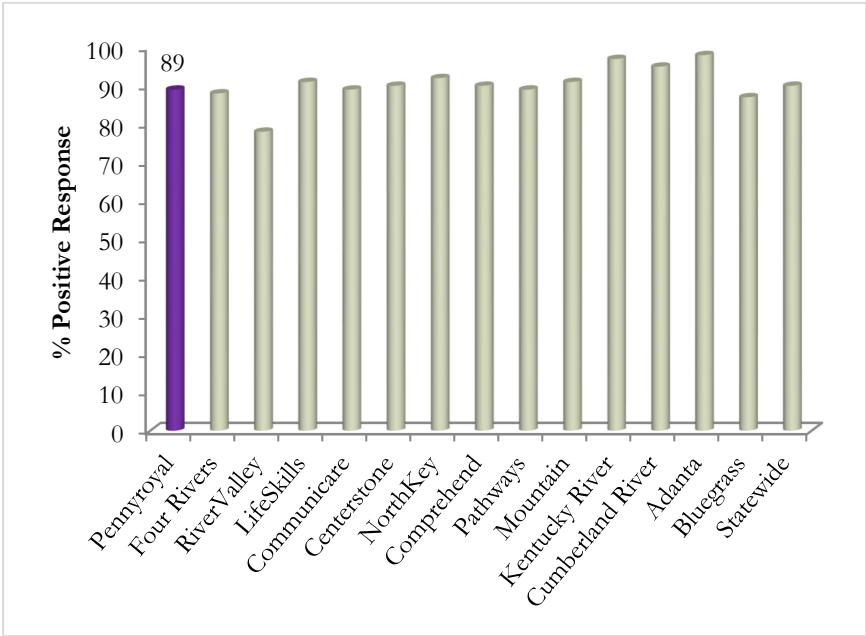


About 89% of respondents positively indicated that they helped to choose their child's services in 2018.

This is about the same as 2017.



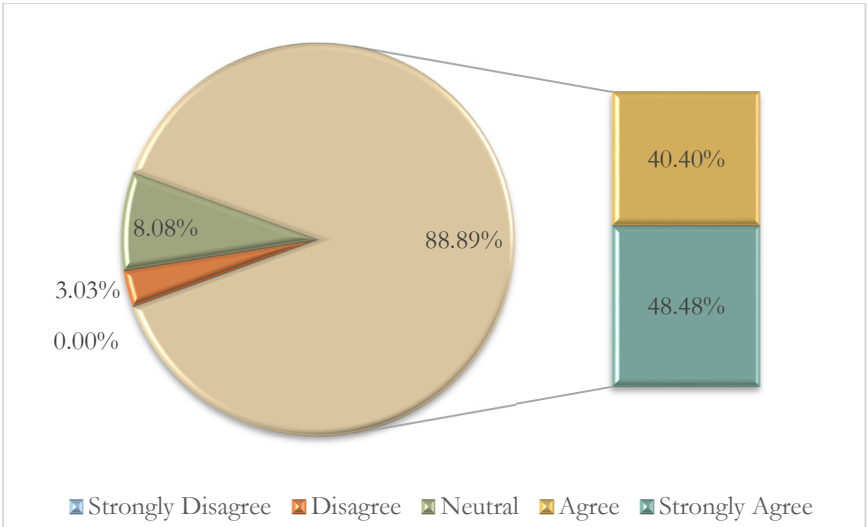
All Region Totals



PARTICIPATION IN TREATMENT PLANNING

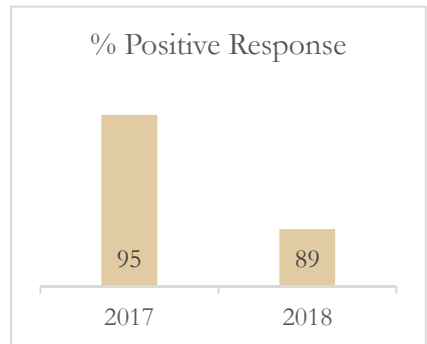
I Helped to Choose My Child's
Treatment Goals

Pennyroyal Totals

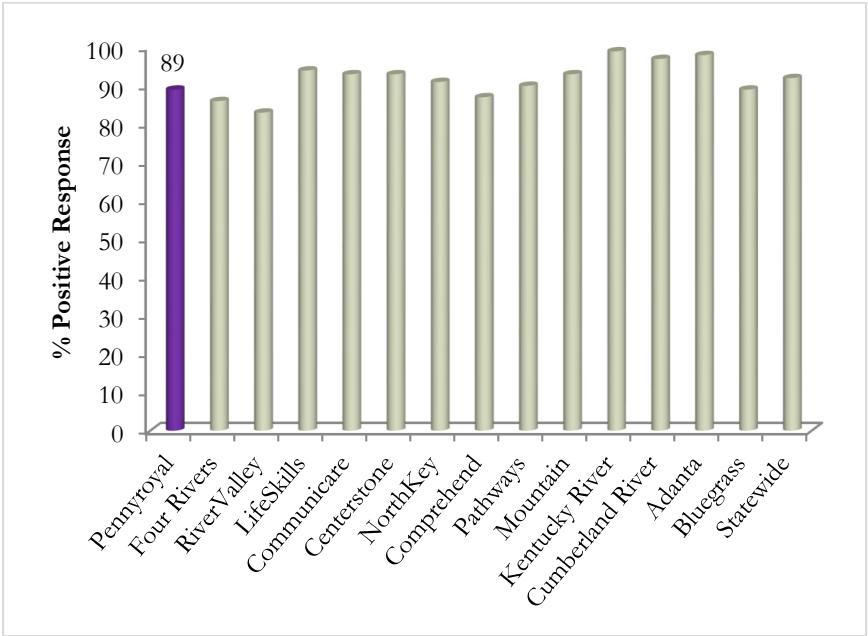


About 89% of respondents positively indicated that they helped to choose their child's treatment goals in 2018.

This is a 6% decrease from 2017.



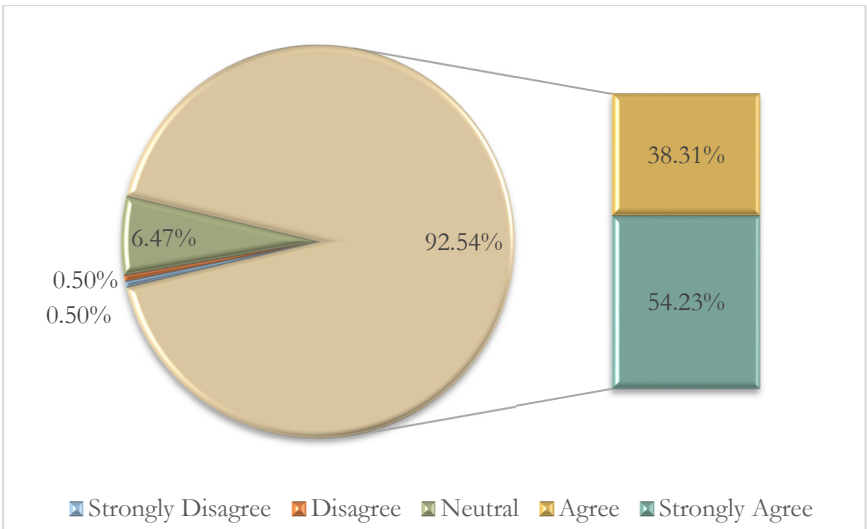
All Region Totals



PARTICIPATION IN TREATMENT PLANNING

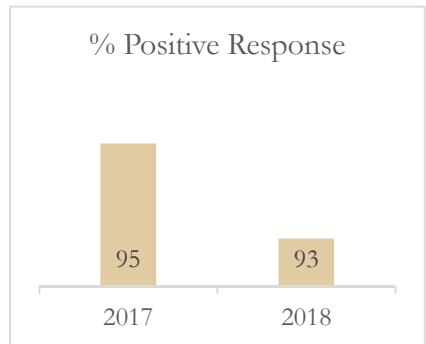
I Participated in My Child's Treatment

Pennyroyal Totals

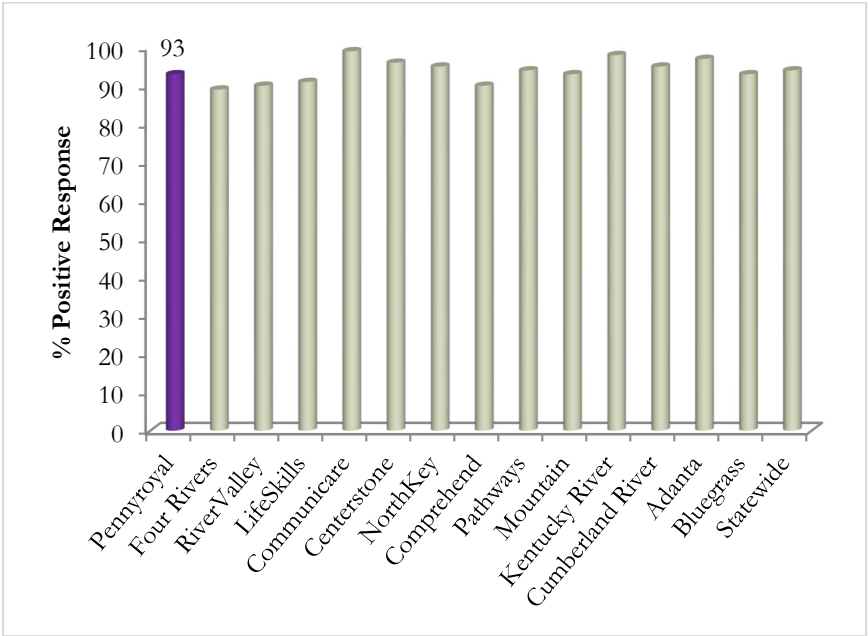


About 93% of respondents positively indicated that they participated in their child's treatment in 2018.

This is a 2% decrease from 2017.

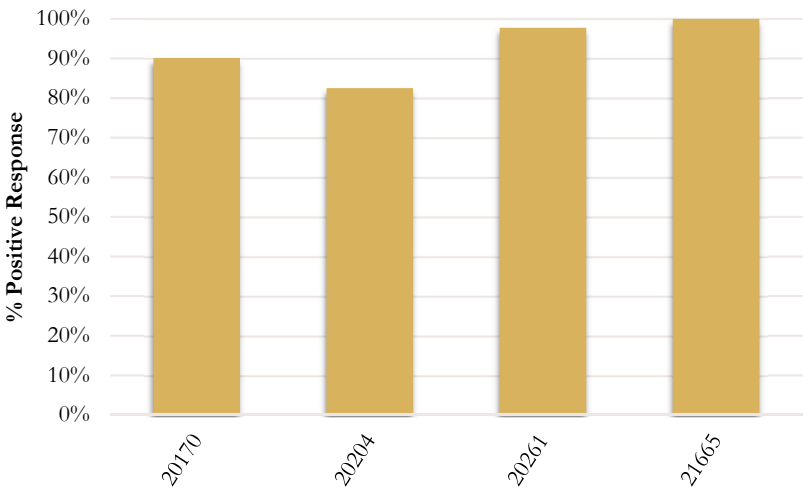


All Region Totals



PARTICIPATION IN TREATMENT PLANNING

Comparison by Site Code

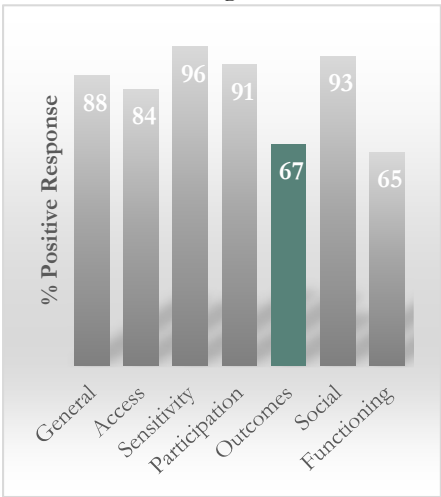


OUTCOMES

Overview

Primary Concerns

- Minimal Negative Outcomes from Treatment
- Reduced Psychological Distress
- Increased Sense of Personhood
- Increase in Productive Activity
- Coping Capacity
- Positive Changes in Areas for Which Treatment Is Sought



Domain	Score (1 to 5)
General Satisfaction	4.38
Access to Services	4.38
Cultural Sensitivity	4.48
Participation in Treatment Planning	4.39
Outcomes	3.79
Social Connectedness	4.41
Functioning	3.80

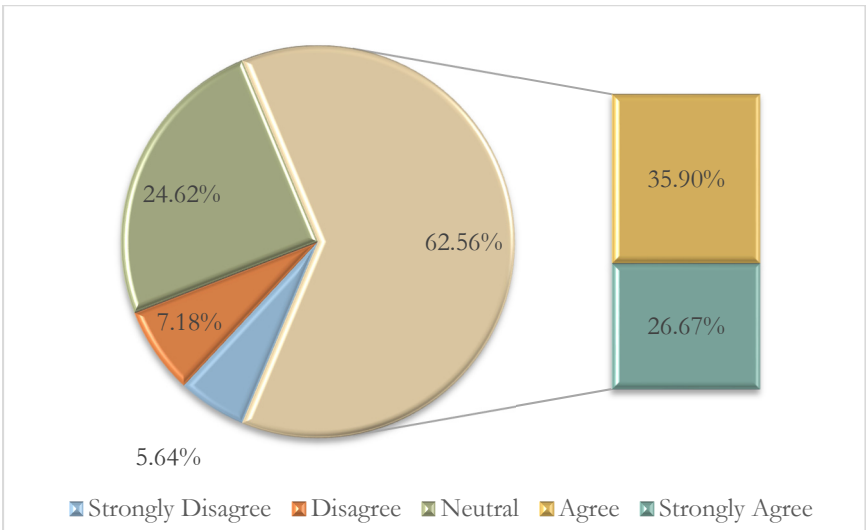
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



OUTCOMES

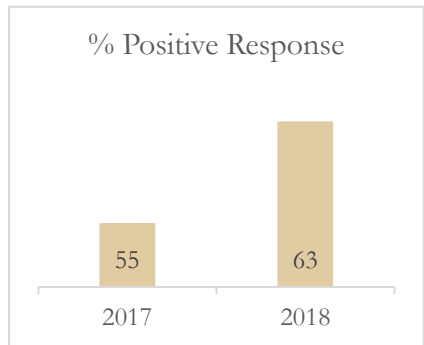
My Child's Symptoms Are Not Bothering Him/Her As Much

Pennyroyal Totals

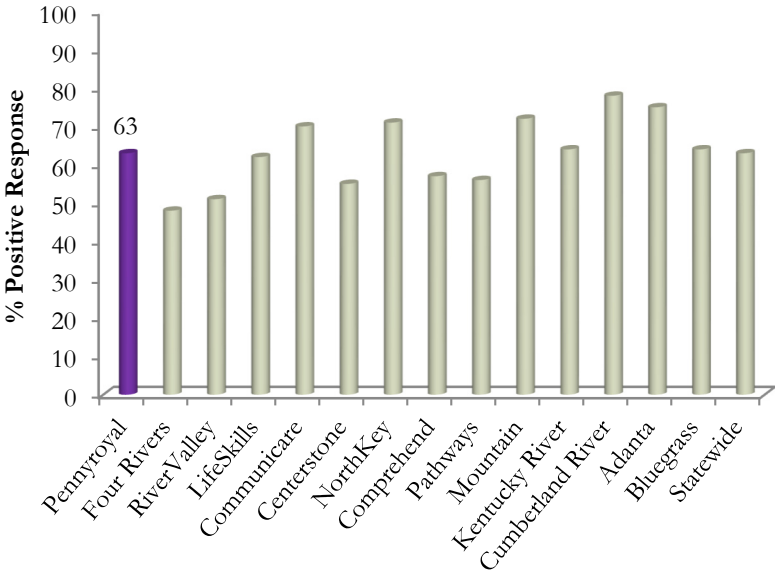


About 63% of respondents positively indicated that their child's symptoms were not bothering him/her as much in 2018.

This is a 8% increase from 2017.



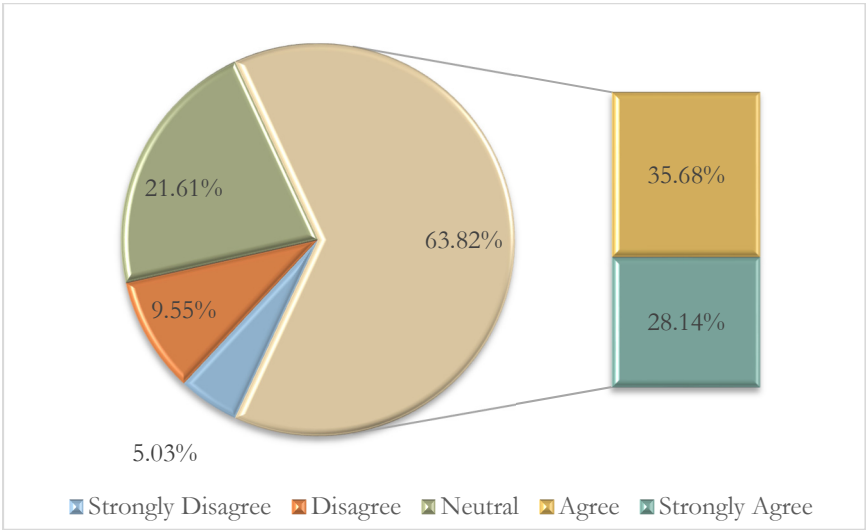
All Region Totals



OUTCOMES

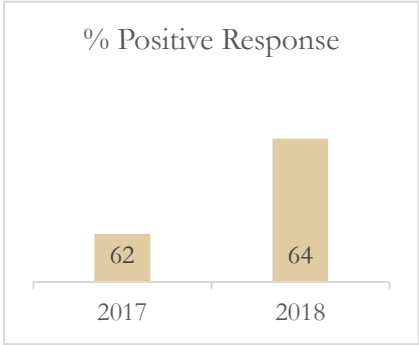
My Child Is Better at Handling Daily Life

Pennyroyal Totals

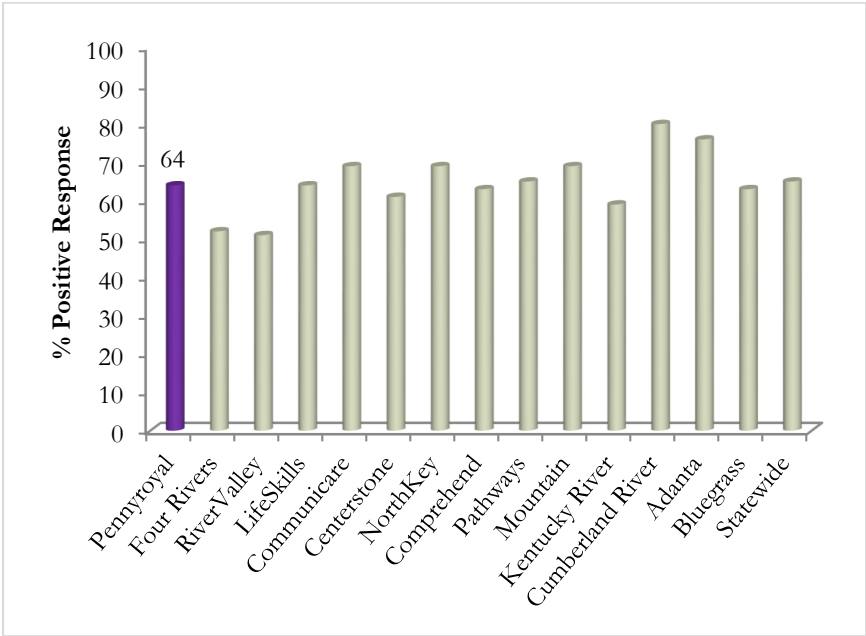


About 64% of respondents positively indicated that their child was better at handling daily life in 2018.

This is a 2% increase from 2017.



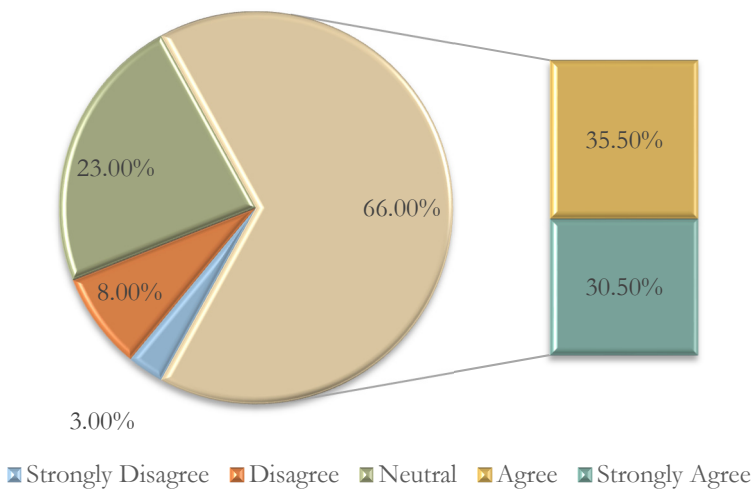
All Region Totals



OUTCOMES

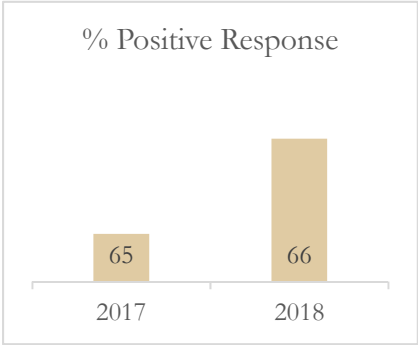
My Child Gets Along Better with Family Members

Pennyroyal Totals

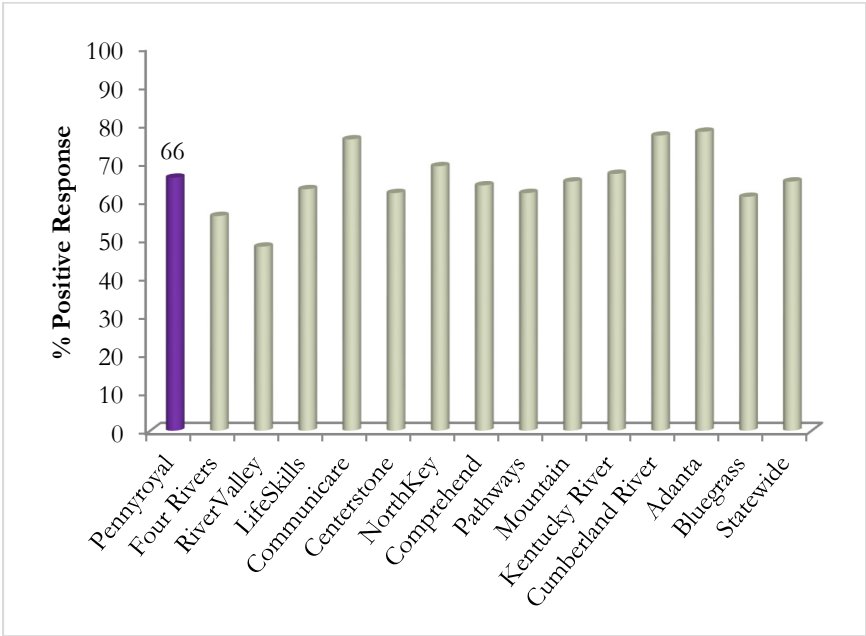


About 66% of respondents positively indicated that their child got along better with family members in 2018.

This is a 1% increase from 2017.



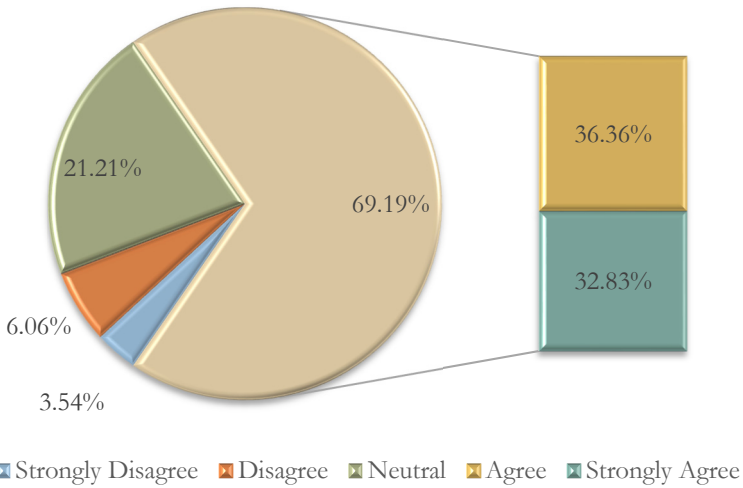
All Region Totals



OUTCOMES

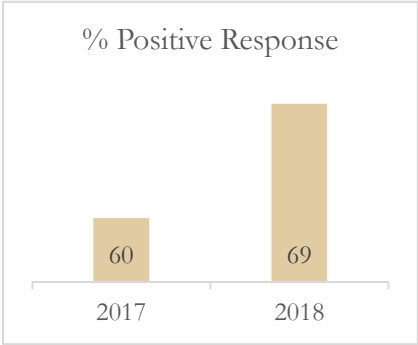
My Child Gets Along Better with Friends and Other People

Pennyroyal Totals

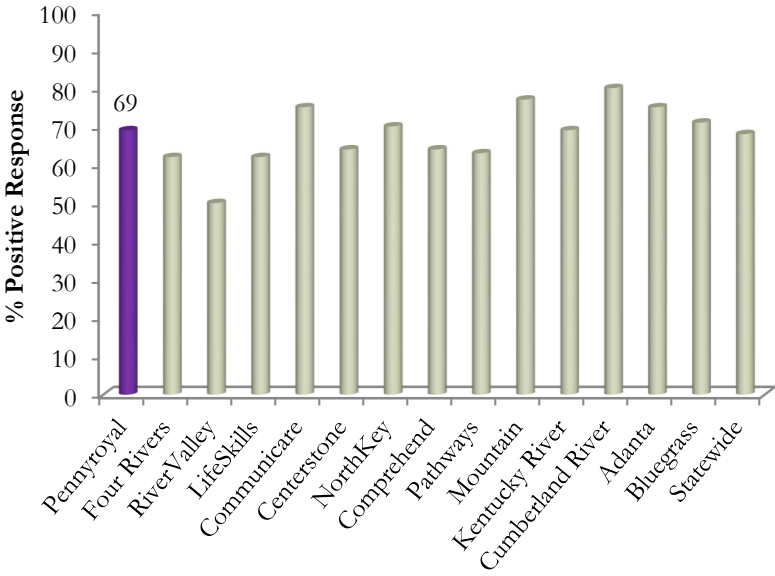


About 69% of respondents positively indicated that their child got along better with friends and other people in 2018.

This is a 9% increase from 2017.



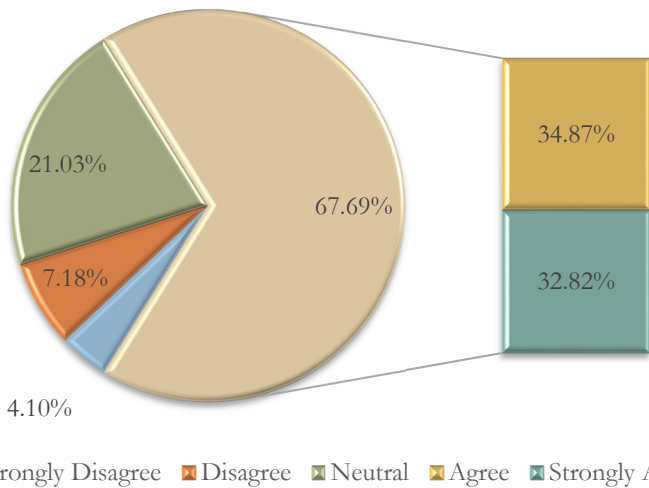
All Region Totals



OUTCOMES

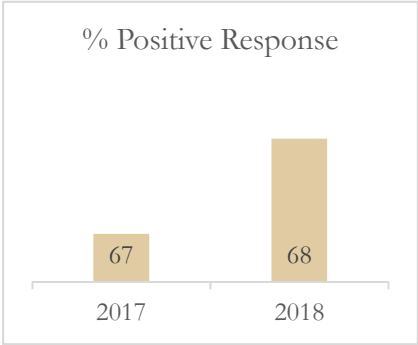
My Child Is Doing Better in School and/or Work

Pennyroyal Totals

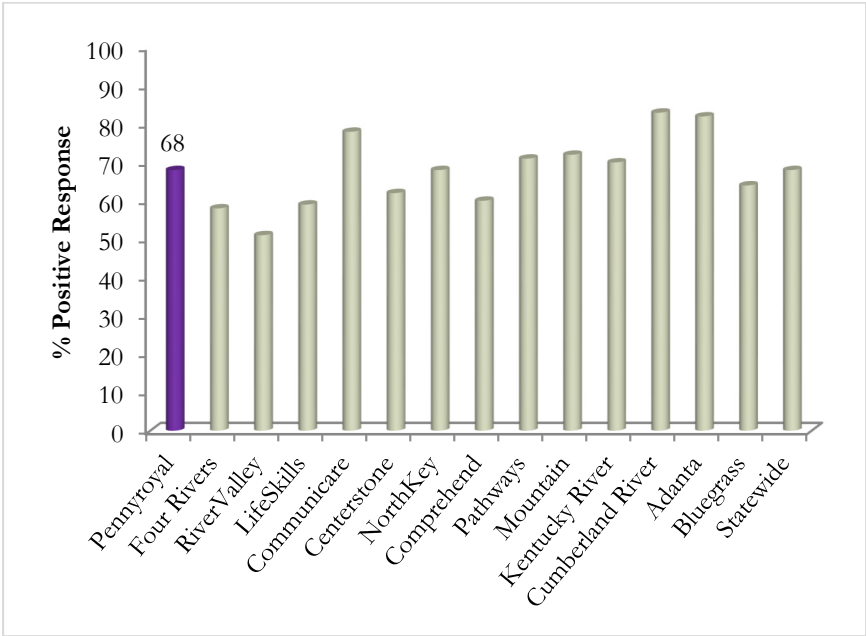


About 68% of respondents positively indicated that their child was doing better in school and/or work in 2018.

This is a 1% increase from 2017.



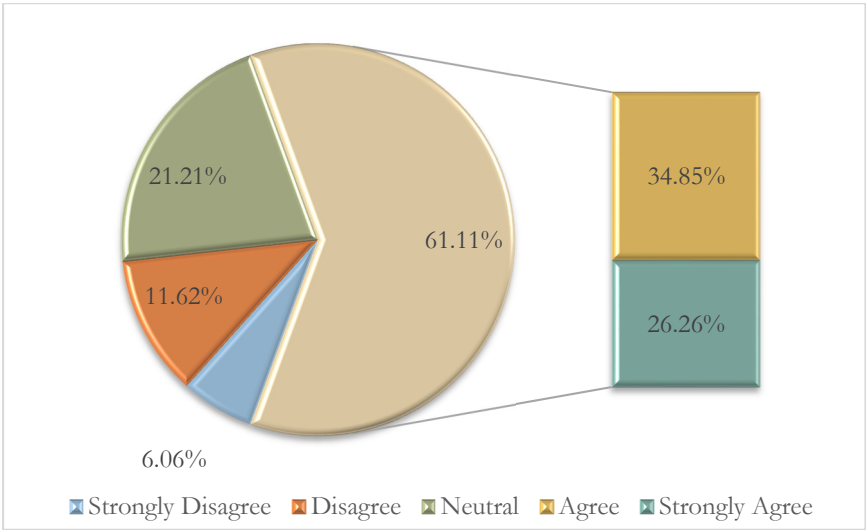
All Region Totals



OUTCOMES

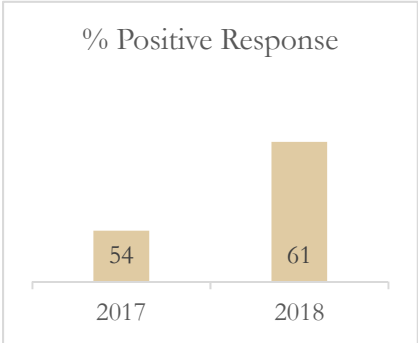
My Child Is Better Able to Cope When Things Go Wrong

Pennyroyal Totals

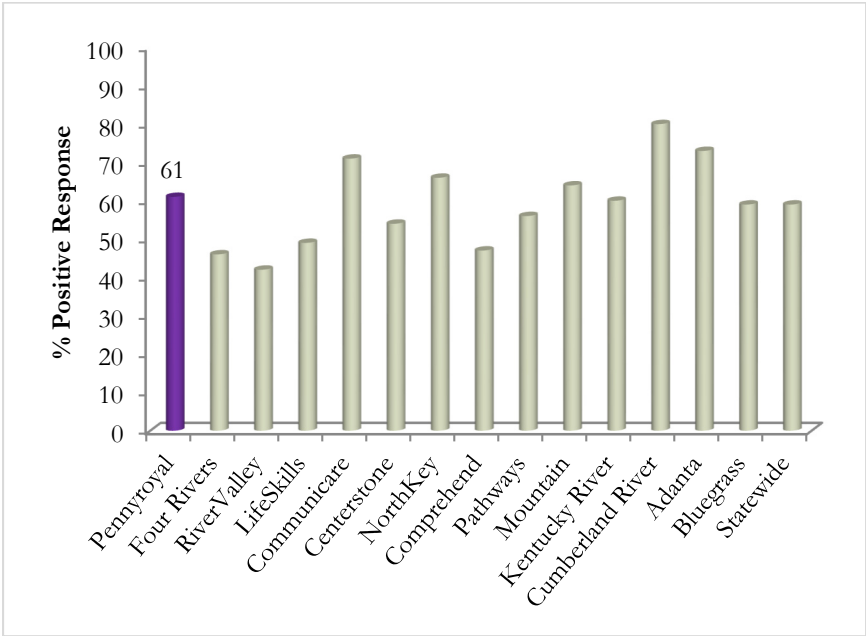


About 61% of respondents positively indicated that their child was able to cope when things go wrong in 2018.

This is a 7% increase from 2017.

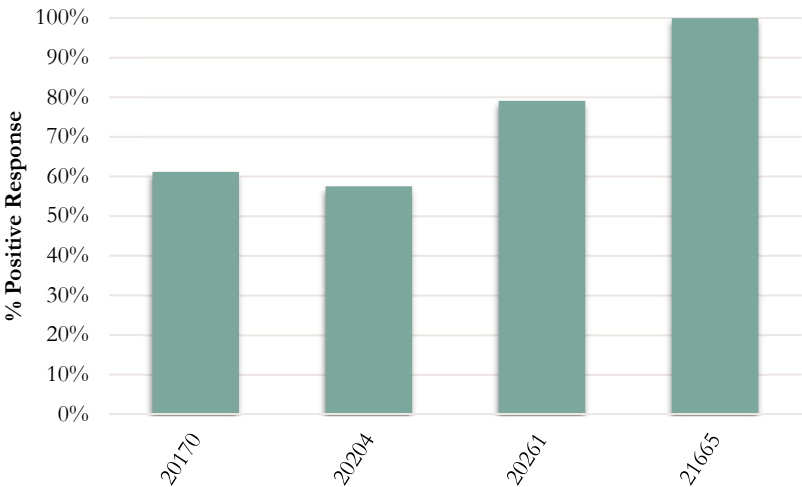


All Region Totals



OUTCOMES

Comparison by Site Code

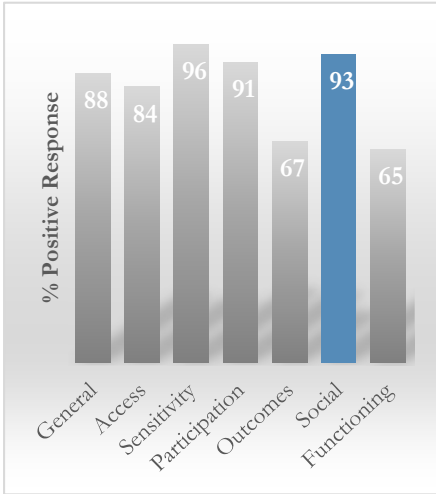


SOCIAL CONNECTEDNESS

Overview

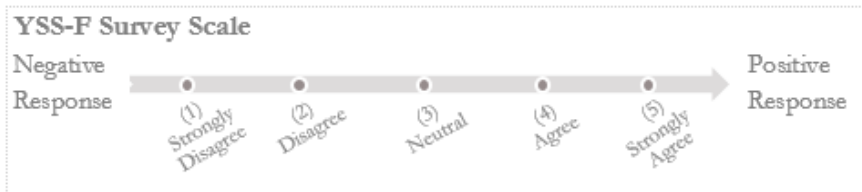
Primary Concerns

- Increased Natural Supports for Caregiver in Times of Crisis
- Increased Social Activities of Caregiver



Domain	Score (1 to 5)
General Satisfaction	4.38
Access to Services	4.38
Cultural Sensitivity	4.48
Participation in Treatment Planning	4.39
Outcomes	3.79
Social Connectedness	4.41
Functioning	3.80

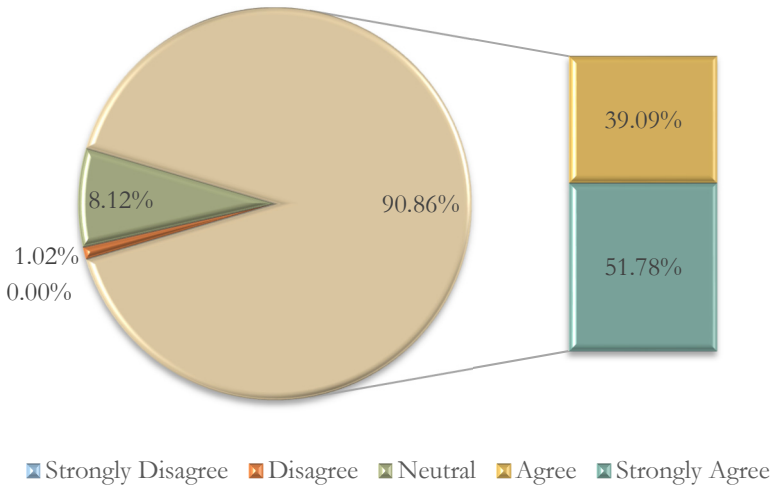
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



SOCIAL CONNECTEDNESS

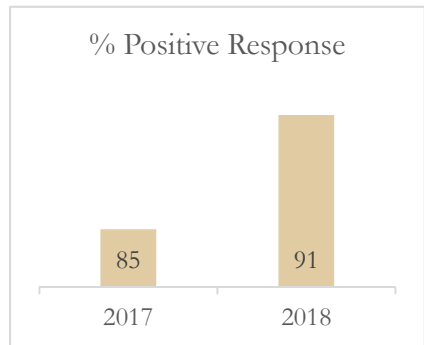
I Know People Who Will Listen and Understand Me When I Need to Talk

Pennyroyal Totals

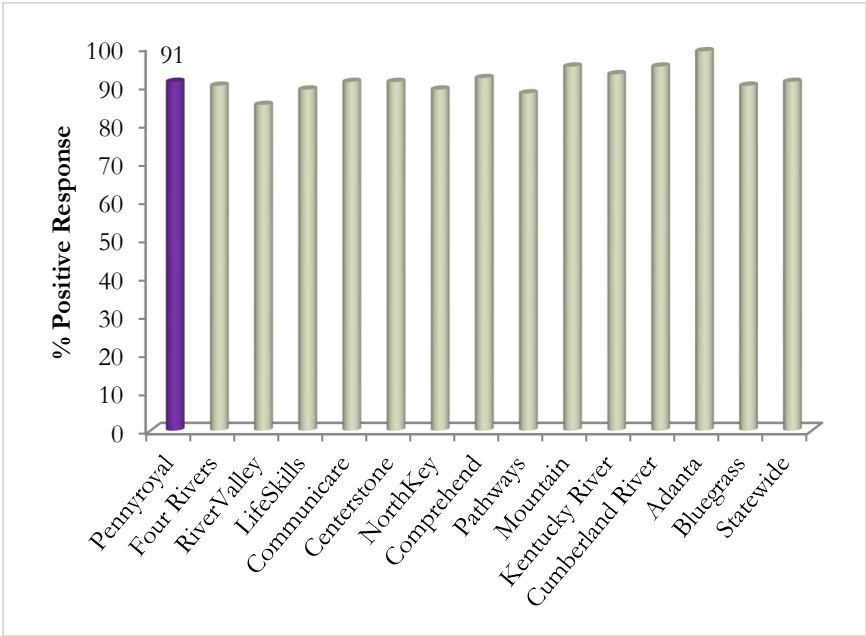


About 91% of respondents positively indicated that they know people who will listen and understand them when they need to talk in 2018.

This is a 6% increase from 2017.



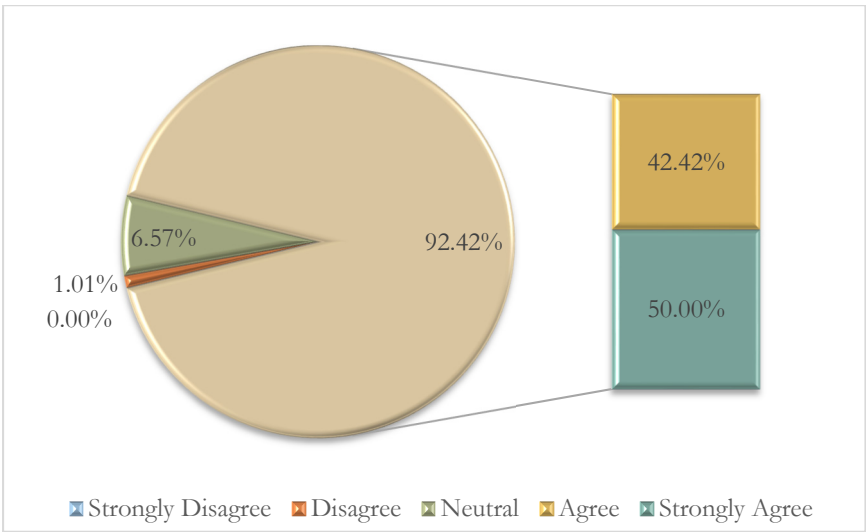
All Region Totals



SOCIAL CONNECTEDNESS

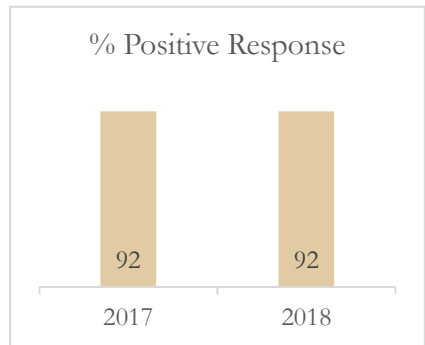
I Have People That I Am Comfortable Talking With About My Child's Problems

Pennyroyal Totals

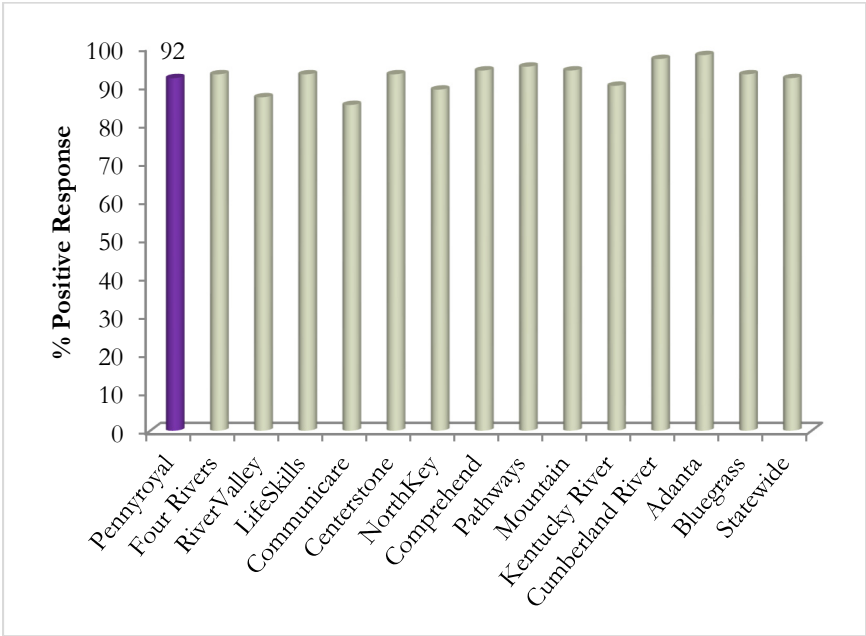


About 92% of respondents positively indicated that they have people that they are comfortable talking with about their child's problems in 2018.

This is about the same as 2017.



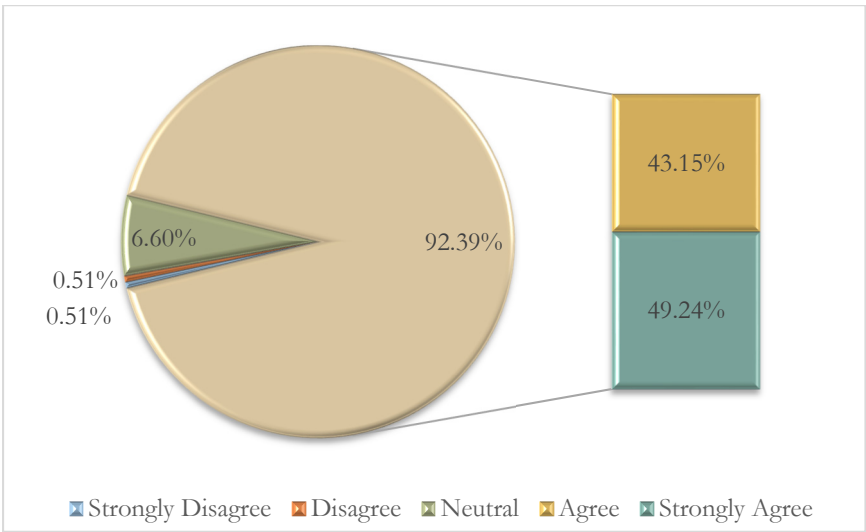
All Region Totals



SOCIAL CONNECTEDNESS

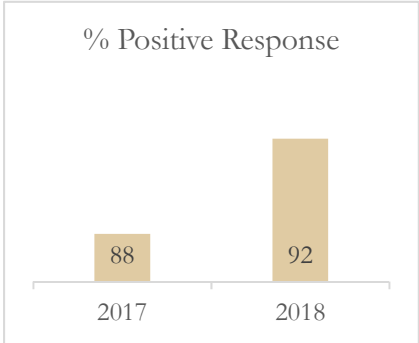
In a Crisis, I Would Have the Support I
Need from Family or Friends

Pennyroyal Totals

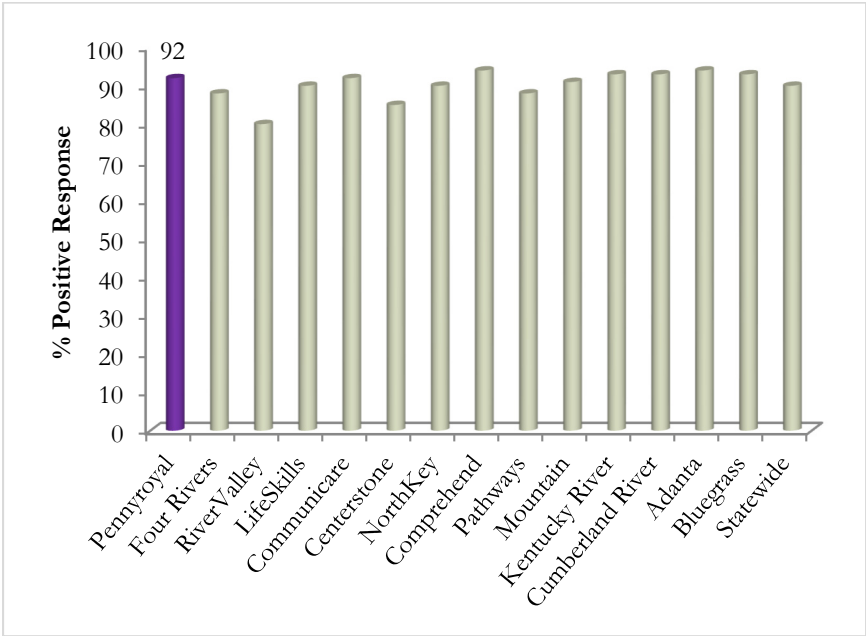


About 92% of respondents positively indicated that they would have the support they need from family or friends in a crisis in 2018.

This is a 4% increase from 2017.



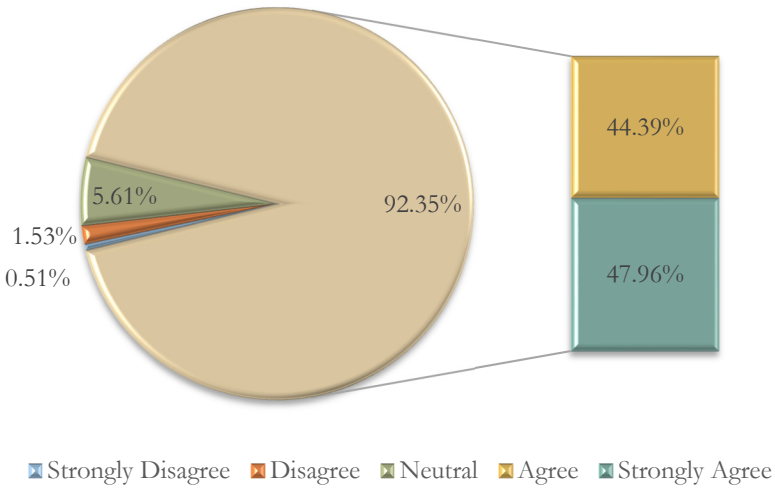
All Region Totals



SOCIAL CONNECTEDNESS

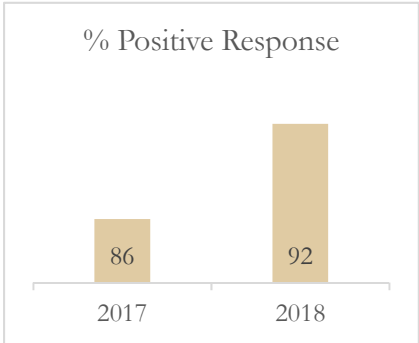
I Have People with Whom I Can Do
Enjoyable Things

Pennyroyal Totals

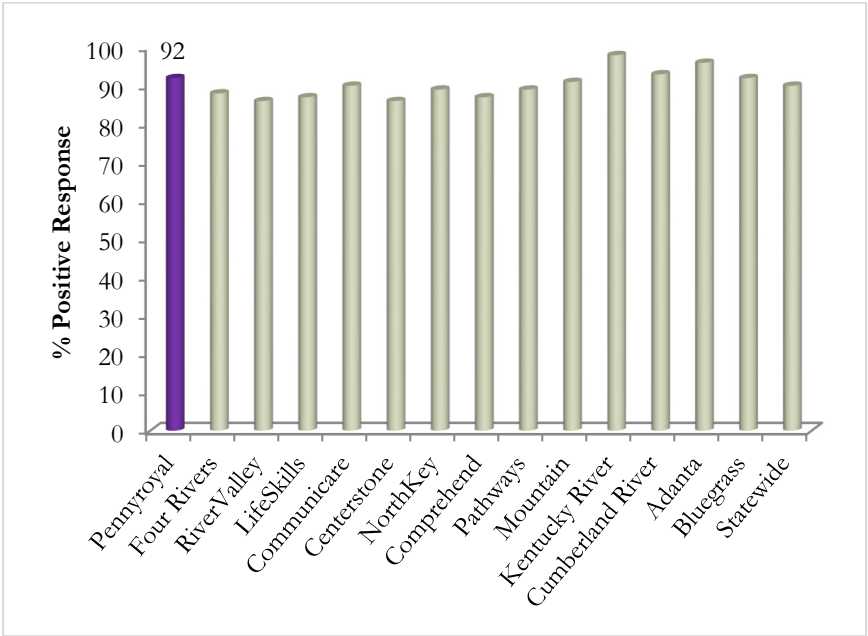


About 92% of respondents positively indicated that they have people with whom they can do enjoyable things in 2018.

This is a 6% increase from 2017.

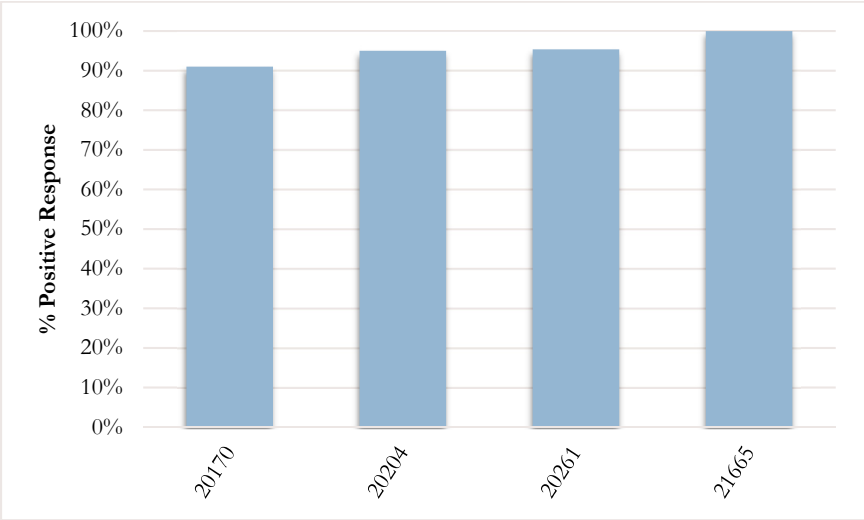


All Region Totals



SOCIAL CONNECTEDNESS

Comparison by Site Code

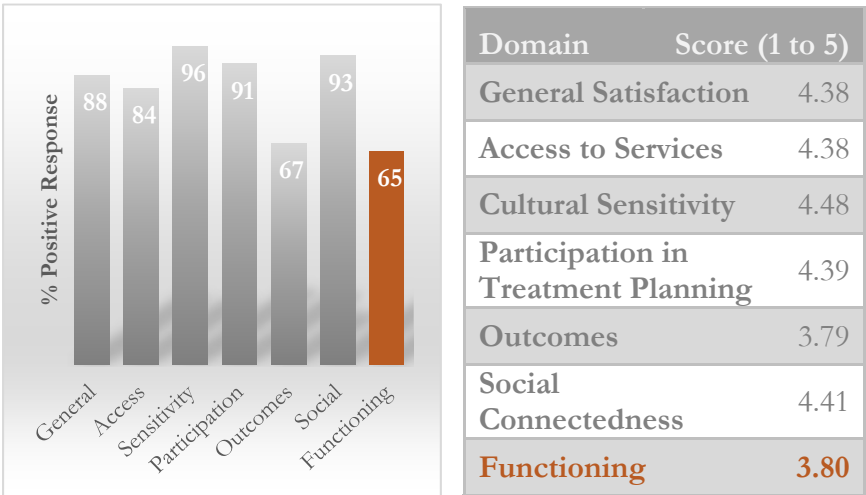


FUNCTIONING

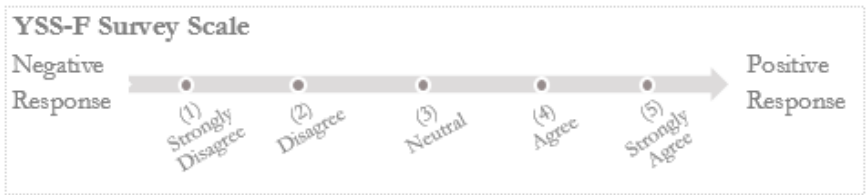
Overview

Primary Concerns

- Increase in Independent Functioning
- Capacity of Independent Community Living
- Meaningfulness of Daily Activities
- Reduced Distress Caused by Symptoms



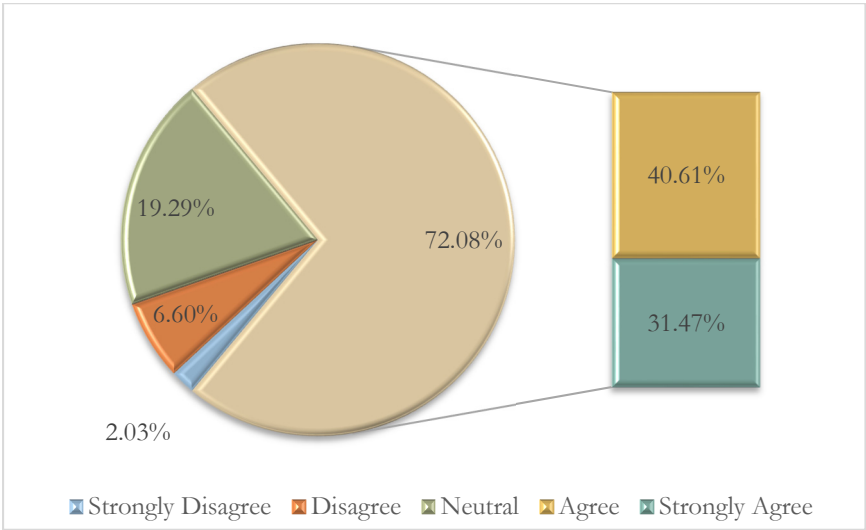
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



FUNCTIONING

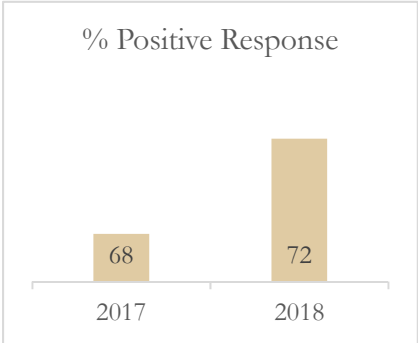
My Child Is Better Able to Do Things
He/She Wants to Do

Pennyroyal Totals

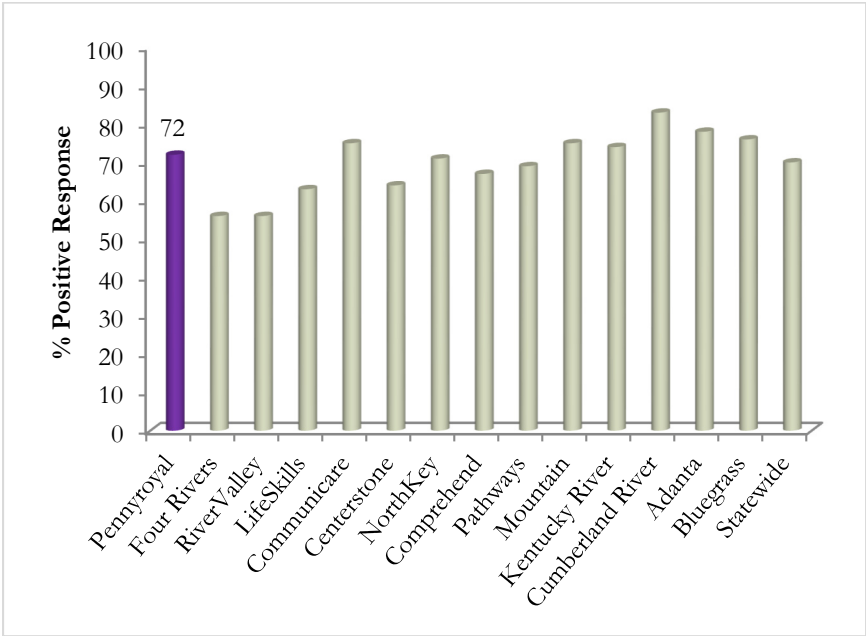


About 72% of respondents positively indicated that their child was better able to do things he/she wanted to do in 2018.

This is a 4% increase from 2017.



All Region Totals



FUNCTIONING

Comparison by Site Code

