



CAREGIVER SATISFACTION WITH SERVICES

Eric R. Wright, Ph.D., Harold E. Kooreman, M.A., & Jeffrey A. Anderson, Ph.D.

Introduction

This brief report summarizes the level of satisfaction with services received among youth caregivers enrolled in the Dawn Project.

Methods

Interviewers ask youth and caregiver respondents eight questions related to their satisfaction with the Dawn Project. Questions require respondents to answer using a scale ranging from 'Very Satisfied' to 'Very Dissatisfied,' or simply to answer 'yes' or 'no'.

Data from each of these sets of questions were compiled and descriptively analyzed for this briefing. These results are based on 6-, 12-, 18-, and 24-month interviews that were conducted between May 2001 and June 2005. The caregiver and youth data are cross-sectional in nature; due to the evaluation protocol, the caregiver interviewed at each assessment point often varied and young people may not have completed an interview for each time period. Questions on satisfaction were not asked of caregivers or young people after their discharge from the Dawn Project.

Results

Caregiver Satisfaction. Caregiver ratings of satisfaction with Dawn Project services during the 24-month reporting period and the impact that these services had on their children were generally positive. Across all time periods, most respondents rated the services they had received as helpful (see Figure 1). At each evaluation interview, at least three-quarters of caregiver respondents said that overall, they were either satisfied or very satisfied with the services their child had received (see Figure 2). When asked how satisfied they had been with their child's progress over the last six months, at each time point, two thirds of caregiver respondents said they were at least satisfied with their child's progress (see Figure 3).

Most caregivers consistently rated the Dawn Project as being able to access culturally competent services. Eighty percent or more of respondents said they were at least satisfied with service providers' respect for their family's beliefs about mental health. Similarly, at each 6-month interview, most caregivers reported being satisfied or very satisfied with service providers' understanding of their family's traditions. Over each follow-up period, at least 75% of caregivers indicated being satisfied with the Dawn Project's ability to find services that acknowledged the positive aspects or strengths of their family's culture and traditions.

Figure 1. Caregiver report on whether services were helpful.

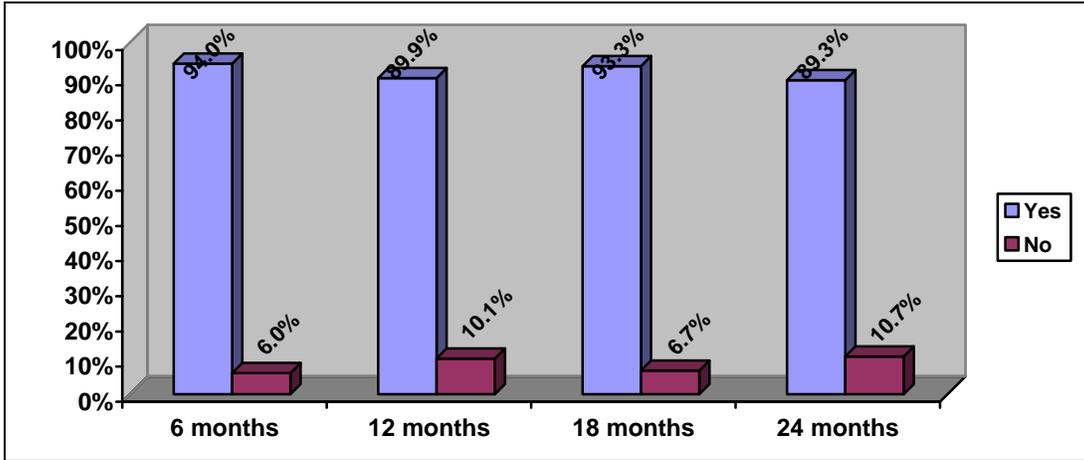


Figure 2. Overall caregiver satisfaction with services.

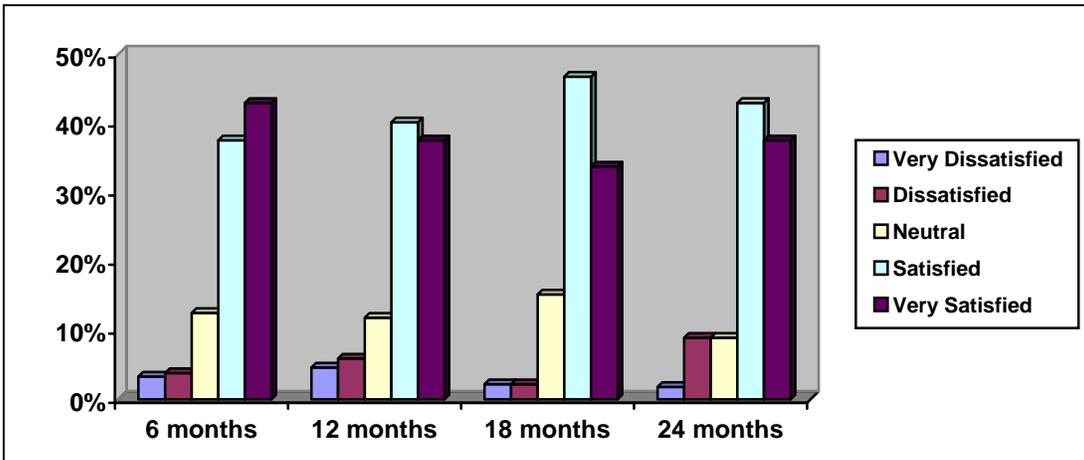
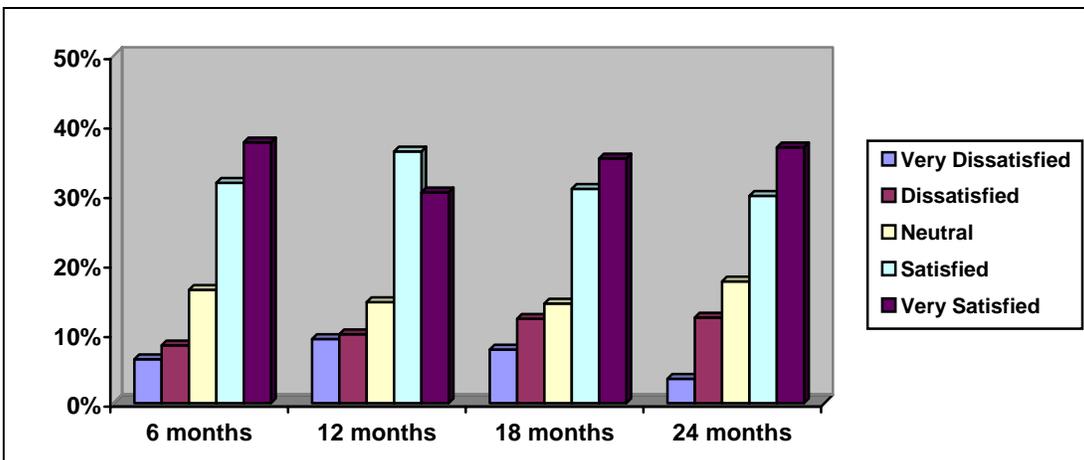


Figure 3. Overall caregiver satisfaction with child's progress.



Caregivers also reported a high level of involvement in the planning of services for their child. At the six-month interview, nearly 80% of caregivers were either satisfied or very satisfied with their involvement. During the additional follow up interviews, caregivers reported similar levels of satisfaction with their involvement in service planning. Caregiver ratings of meetings that had taken place during their first six months in the Dawn Project were also positive. Most caregivers indicated they were satisfied (33.5%) or very satisfied (48.2%) with the number of times they were asked to participate in meetings in which services for their child were discussed. During the additional three follow-up interviews, eighty-five percent or more of caregivers contacted continued to report being satisfied with their participation level during service planning meetings.

Youth Satisfaction. During each of the four follow-up visits, 85% or more of the young people interviewed reported that the services they had received from the Dawn Project in the prior six months had been helpful. Over the 6-, 12-, and 18-month assessments, at least two-thirds of youth respondents said they were satisfied or very satisfied with the services they had been receiving. Of the youth interviewed at 24 months, a somewhat smaller percentage (57.8%) reported being satisfied with the services they had received. Young people were generally positive in their self-ratings of improvement. When asked to consider their progress over the six months prior to the 6-, 12-, and 18-month interviews, at least three-quarters of young people indicated they at least felt satisfied with their progress. Of the youth who completed a 24-month interview, slightly fewer related that they were satisfied or very satisfied with their progress (63.6%).

As with their caregivers, the young people in the DPES rated the Dawn Project highly on cultural competence. During the first three follow-up interviews, over two-thirds of the young people contacted indicated satisfaction with service providers' respect for their family's beliefs about mental health. The percentage of young people satisfied with their service providers' level of respect at 24 months was somewhat smaller (58.1%). In all follow-up interviews, between 65.0% and 75.0% of young people interviewed said they were satisfied or very satisfied with their providers' abilities to find services that acknowledged the positive aspects or strengths of their family's culture and traditions.

Young people generally reported feeling involved in the service planning process. During the six-month interview, nearly 70% of respondents were either satisfied or very satisfied with their level of involvement in planning services. A similar level of satisfaction with involvement in service planning was reported at 12 and 18 months, with a somewhat smaller percentage of young people indicating satisfaction with their involvement by 24 months (57.8%). Over the 24-month evaluation period, 65% of the young people contacted stated they were satisfied or very satisfied with how often they were asked to participate in service planning meetings.

Conclusions

Two primary goals of the Dawn Project are to provide culturally competent services and to include caregivers and youth into the service planning process. Based on reports by both caregivers and youth, the Dawn Project appears to be succeeding in incorporating family members and young people into the team process. Additionally, young people have consistently

indicated that the Dawn Project is aware and respectful of cultural differences and works to obtain services in line with these differences. Overall, both caregivers and young people enrolled in the Dawn Project appear satisfied not only with the services they receive, but also with the impact these services are having on their family.