



Children's Behavioral Health Parent Survey for Youth Empowerment Services Trainings Results and Analysis

Background

Purpose of Survey

As the Workforce Development and Training Workgroup moved forward with training plans, it became apparent that we needed to hear from parents from across the state to assess their desires and needs as they apply to the types of trainings and methods to be utilized so parents could receive information and education on the YES program.

Method for Developing Survey

A couple of Workgroup members, along with Division of Behavioral Health Central Office staff, developed questions for a survey that would go out to parents/caregivers of children throughout Idaho. These questions were then vetted through the entire Workgroup whose membership includes parents, Idaho's Parent Network for Children's Mental Health, and the Department's Public Office of Information.

Once approved, the survey was made available online and via hard copy and email, if requested. The survey was announced through multiple sources via websites, newsletters, social media, email and in-person conversations. These sources included, but were not limited to:

- The Department's Divisions of Behavioral Health, Family and Community Services, and Medicaid
- Idaho Federation of Families for Children's Mental Health
- Idaho's Parent Network for Children's Mental Health
- State Department of Education
- Idaho Parents Unlimited
- Medical providers through SHIP
- Mental Health providers through St. Luke's, the Idaho Psychological Association and Idaho Behavioral Health Alliance
- Community Partnership
- Idaho Voices for Children
- Idaho Youth Advocates

The survey was open for responses from March 28, 2018 through April 30, 2018. On May 1st, the survey was taken down, and the results were compiled and analyzed.

Summary

Purpose

The IDHW, along with other partners (the Department of Juvenile Corrections and the State Department of Education), is in the process of implementing a settlement agreement plan that will transform the children's mental health system. The implementation plan includes training parents and caregivers about the new system of care, services and how to access these services. The plan also speaks to engaging families in outreach and educating other stakeholders.

This survey was meant to provide an opportunity for parents/caregivers to share their thoughts and ideas regarding the approach to engaging, educating and involving parents/caregivers in the training process.

Methods

Surveys were distributed in both paper form and electronically. The survey was released on March 28, 2018 and the requested completion date was April 30, 2018.

Respondents

Respondents were overwhelmingly from the Treasure Valley, with 58.5% of respondents from Ada and Canyon counties alone. This suggests the results could be biased and may not accurately represent the opinions of the state as a whole.

Email (29.2%) and Social Media (26.2%) were the most common ways respondents reported hearing about the survey.

Over half of all respondents (50.8%) were not aware of Idaho's new children's mental health system of care known as Youth Empowerment Services (YES) and several expressed that though they were aware of it, they would like to know more. The vast majority (84.6%) of respondents have not attended a YES Foundations Training in-person or by webinar in which an overview of the system was presented.

Results

The most common choice for the way respondents would like to learn or receive training about YES was through face-to-face interaction: a one-on-one discussion with an appropriate member of their child's treatment team (53.9%), and in-person training with a question and answer section (49.2%).

Overwhelmingly, respondents were interested in what services are available for their child now (89.2%), and what new services look like (81.5%). Respondents also expressed interest in learning more about what they can expect from the YES system and services, becoming eligible for YES, and the assessment process.

Most respondents (86.2%) expressed they are likely or highly likely to participate in trainings and education if they were offered as one-on-one discussion with an appropriate team member of their child's treatment team. However, all training modalities were reasonably popular, with over 50% of respondents saying they would be likely or highly likely to participate in webinars, in-person training, and panel discussions.

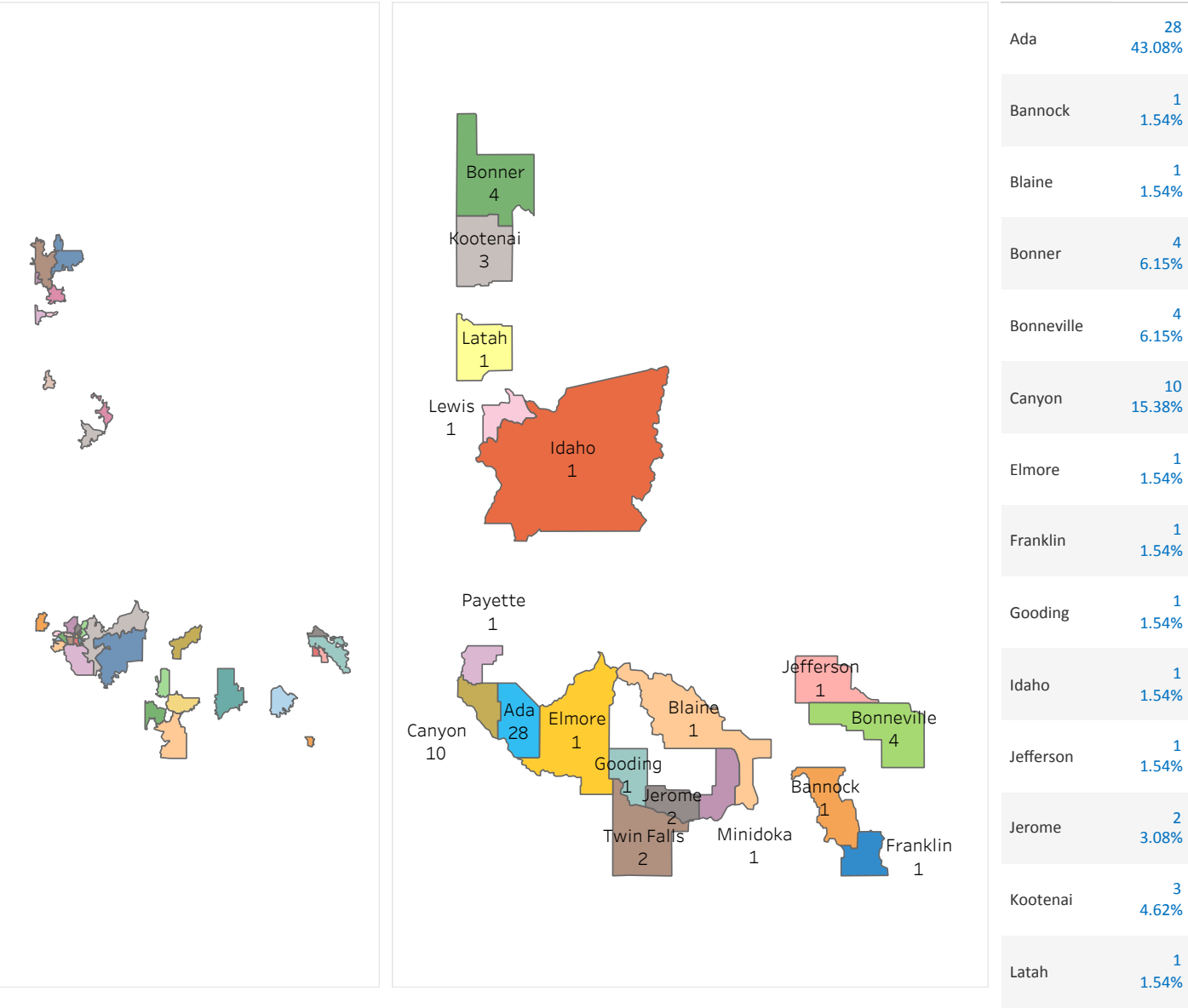
Respondents were likely to report needing evening options (55.4%) and/or child care (52.3%) to participate in educational opportunities and trainings.

Most respondents stated that the most effective way of getting information about education and training was email (81.5%). More than half of respondents also reported that direct mail is an effective option (53.9%).

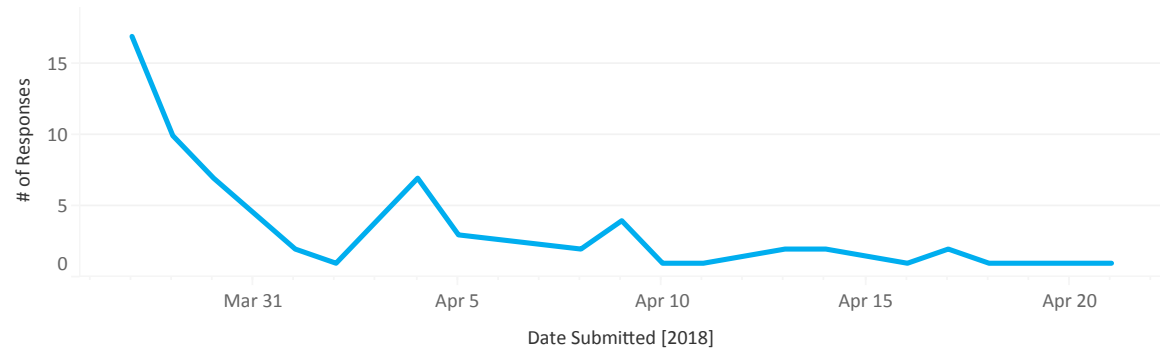
67.7% of respondents reported that they would be interested in pursuing a Parent Support leadership role if given the appropriate training, however just 15 of the 44 respondents (34.1%) expressed interest in leadership training previously in Question 4 {What specific topics related to YES would you like to know about (either more about those listed here or something else)? }

Zip Code and County of Residence of Respondents

Respondents were overwhelmingly from the Treasure Valley, with 58.5% of respondents from Ada and Canyon counties alone.

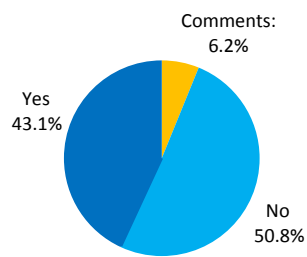


Submission Date



1. As a parent/caregiver raising a child with a mental health diagnosis [also known as a serious emotional disturbance (SED)], are you aware of Idaho's new children's mental health system of care known as Youth Empowerment Services (YES)?

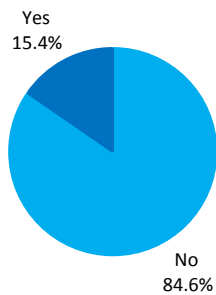
Over half of all respondents (50.8%) were not aware of Idaho's new children's mental health system of care known as Youth Empowerment Services (YES) and several expressed that they were aware of it, but would like to know more.



- Aware of it but I don't know much about it.
- I am aware of it. I just haven't really taken time to learn about it.
- I just saw something about this, but I don't know what it is
- Yes but have no idea anything more about it

2. Have you attended a YES Foundations Training in-person or by webinar in which an overview of the system was presented?

The vast majority (84.6%) of respondents have not attended a YES Foundations Training in-person or by webinar in which an overview of the system was presented.

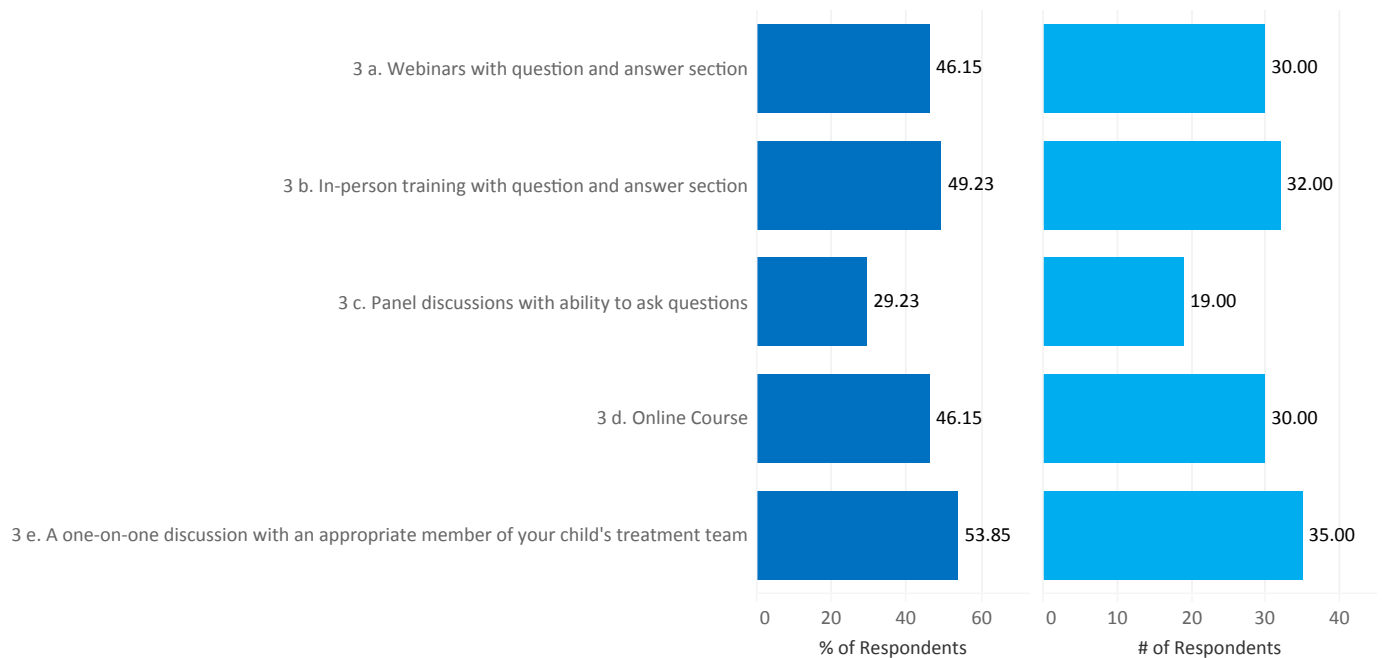


Interestingly, there was one respondent who answered "No" to question 1, but "Yes" to question 2; suggesting they have attended a YES Foundation Training but are not aware of YES.

		Question 1			Grand Total
Question 2	Yes	No	Comments:		
No	19	32	4		55
Yes	9	1			10
Grand Total	28	33	4		65

3. Other than the information you can access from the YES website (<http://youthempowermentservices.idaho.gov/>), what are other ways you like to learn or ways you would appreciate receiving training about YES?

The most common choices for the way respondents would like to learn or receive training about YES was through face-to-face interaction: a one-on-one discussion with an appropriate member of their child's treatment team (53.9%), and in-person training with a question and answer section (49.2%).



As a member of the Parent Network and the CMH Committee in Region 7, I feel very informed.

Conference with speakers and vendors

How to actually engage in services, not just talk!

I think it might be nice to have a proactive program that finds me and other needy families

I would like something I can access in the evening.

information posted at Primary Care and Therapy offices

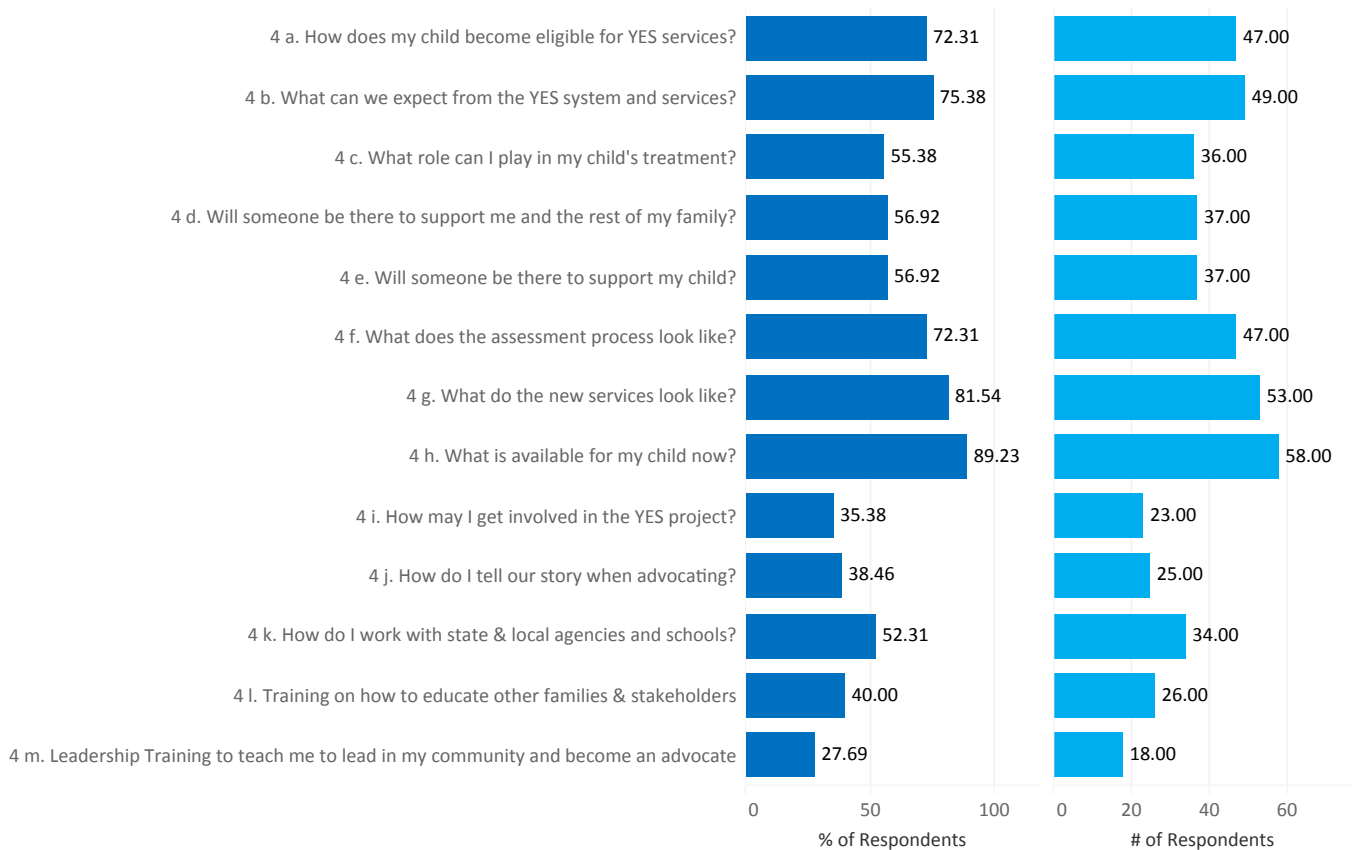
Saturday Trainings

Though most respondents expressed interest in a one-on-one discussion with an appropriate member of their child's treatment team and in-person training with a question and answer session, there was only a modest overlap between these two responses. This suggests that a combination of these two options would satisfy approximately 2/3rds of those who responded.

Question 3e			
Question 3b	Yes	No	Grand Total
Yes	18	14	32
No	17	16	33
Grand Total	35	30	65

4. From the YES website (<http://yes.idaho.gov/>) or the "YES 101" booklet, (http://yes.idaho.gov/Portals/105/Documents/YesBrochure_web.pdf) you can access information about the various parts of the system. What specific topics related to YES would you like to know about (either more about those listed here or something else)?

Overwhelmingly, respondents were interested in what services are available for their child now (89.2%), and what new services look like (81.5%). Respondents also expressed interest in learning more about what they can expect from the YES system and services, becoming eligible for YES, and the assessment process.



As a member of the Parent Network and the CMH Committee in Region 7, I feel very informed.	
Can I access YES and DD services?	
How do I actually get Medicaid to provide services!	
I love being able to share knowledge and experiences I've had with other families so anyway to incorporate that legal rights; particularly with IEP/504; sibling support; strategies others find useful	

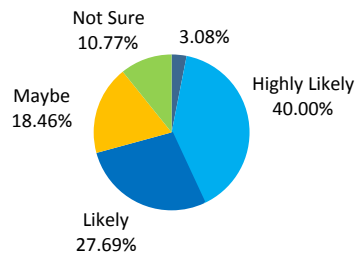
Most respondents are interested in both current and future services.

		Question 4h		Grand Total
Question 4g	Yes	No		
Yes	50	3		53
No	8	4		12
Grand Total	58	7		65

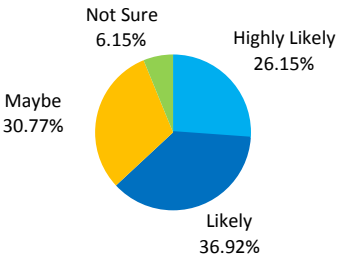
5. If trainings and education were offered on the topics listed in the previous question, or other topics related to YES, how likely are you to participate in them?

Most respondents (86.2%) expressed they are likely or highly likely to participate in trainings and education if they were offered as one-on-one discussion with an appropriate team member of their child's treatment team. However, all training modalities were reasonably popular, with over 50% of respondents saying they would be likely or very likely to participate in webinars, in-person training, and panel discussions.

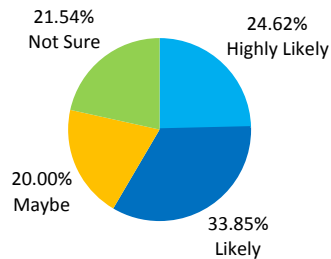
5 a. Webinars



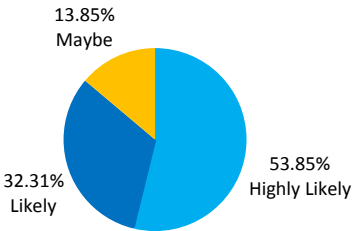
5 b. In-Person Training



5 c. Panel Discussion



5 d. A one-on-one discussion with an appropriate member of your child's treatment team



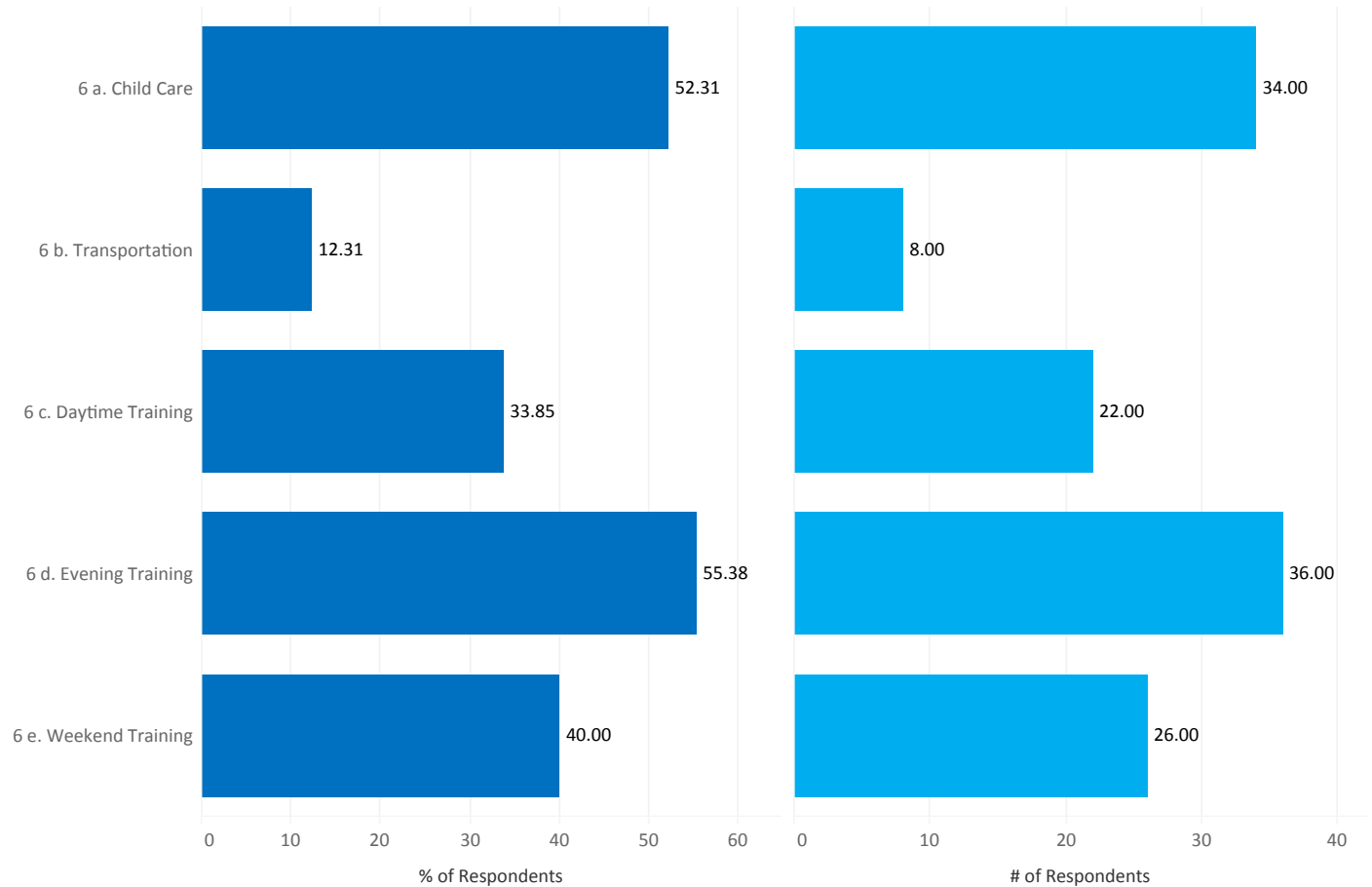
Highly Likely	Engage in getting services.
	on-line training that I can watch at my leisure
	Saturday or Sunday Trainings
Likely	Online

Just 3 respondents did not report being Highly Likely or Likely to participate in either a webinar or a one-on-one discussion with an appropriate member of their child's treatment team. Over 95% of respondents stated they would be at least likely to participate in one of these two training modalities.

Question 5d			
Question 5a	Highly Likely & Likely	Maybe	Grand Total
Highly Likely & Likely	38	6	44
Null, Maybe, Not Sure	18	3	21
Grand Total	56	9	65

6. What supports would you need to participate in educational opportunities or trainings listed in previous questions?

Respondents were likely to report needing evening options (55.4%) and/or child care (52.3%) to participate in educational opportunities and trainings.



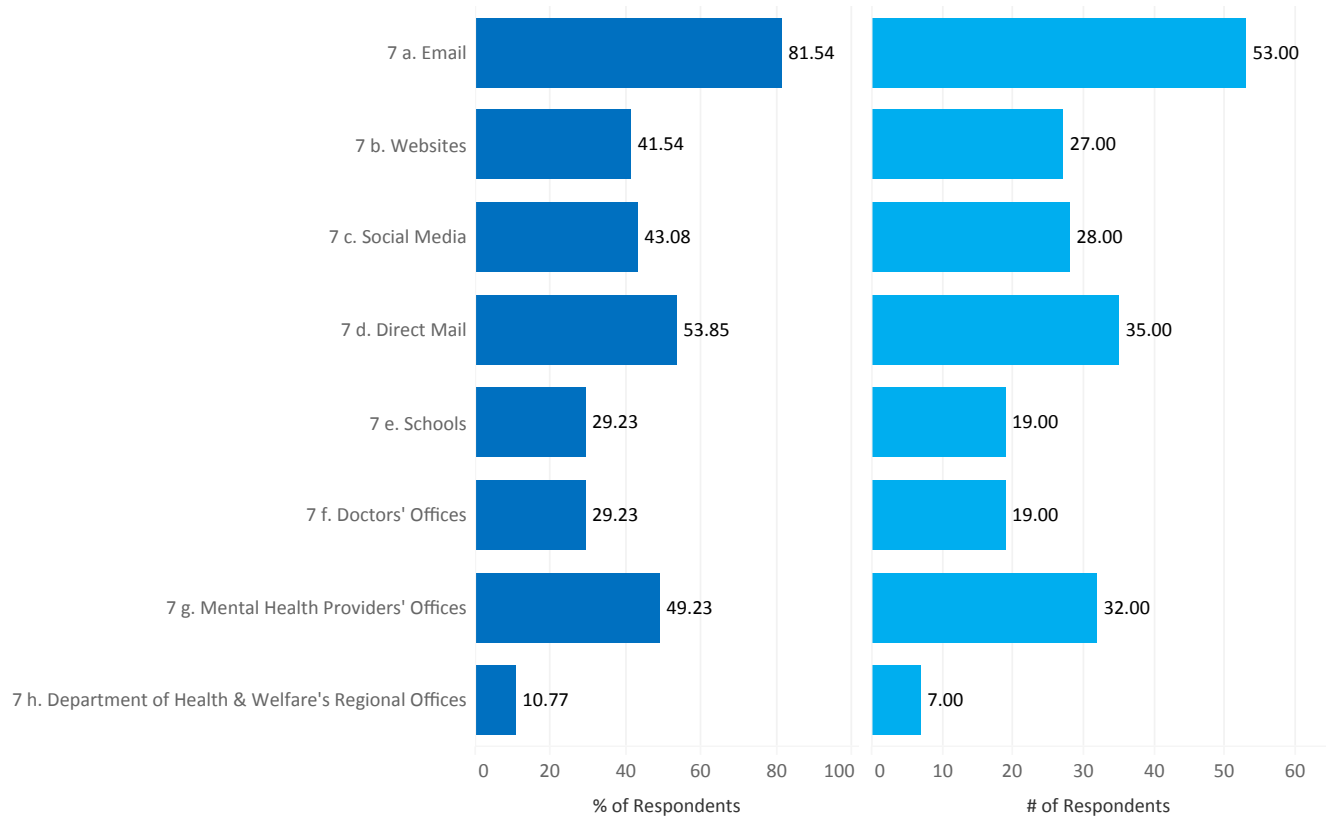
- Day time training during school hours so that I am home in time to pick up my child
- I am able to Webinar/motel is meeting long distance and food
- None of the above
- training at 5-6:30 am nearby
- Trainings I can do at my leisure.

Of note: clients that reported needing evening training opportunities to participate in educational opportunities did not necessarily also report requiring child care (and vice versa).

		Question 6d		
Question 6a	Yes	No		Grand Total
Yes	16	18		34
No	20	11		31
Grand Total	36	29		65

7. What are the most effective ways of getting information about education and training out to families/you?

Most respondents stated that the most effective way of getting information about education and training was email (81.5%). More than half of respondents also reported that direct mail is an effective option (53.9%).



Counselor's Offices

Posters, I have found most of my connections through posters in community. Handouts - something I can put in my notebook until a need arises.

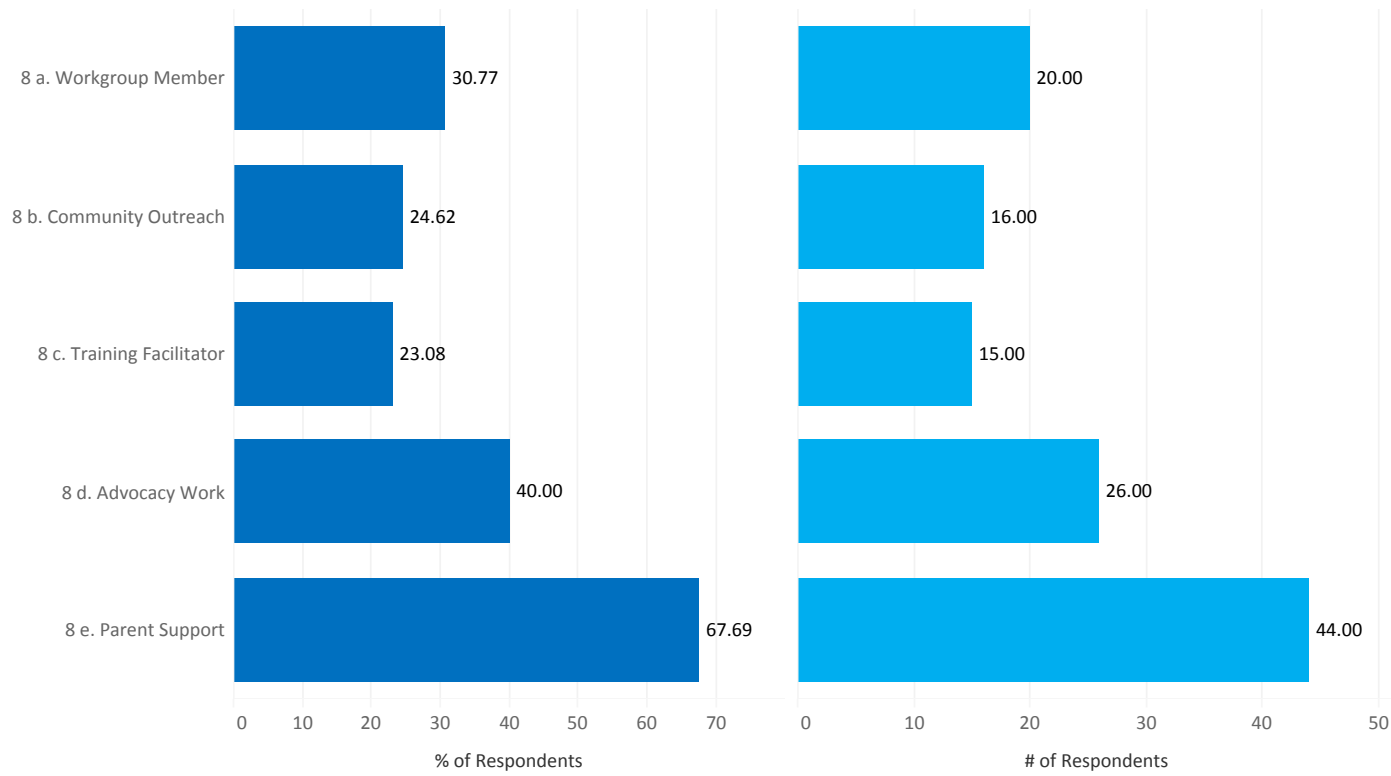
Television

Of the 53 respondents who reported email as the most effective way of getting information about education and training, over half (52.8%) stated that they did not find social media effective.

Question 7c	Question 7a		Grand Total
	Yes	No	
Yes	25	3	28
No	28	9	37
Grand Total	53	12	65

8. Successful systems of care provide opportunities for parents who are raising or have raised a child with a serious emotional disturbance to participate in leadership roles and educational facilitator roles. If given the appropriate training, what types of leadership roles would you be interested in pursuing?

67.7% of respondents reported that they would be interested in pursuing a Parent Support leadership role if given the appropriate training.



I need more information to decide

I would need to know more about each subject to better answer this question.

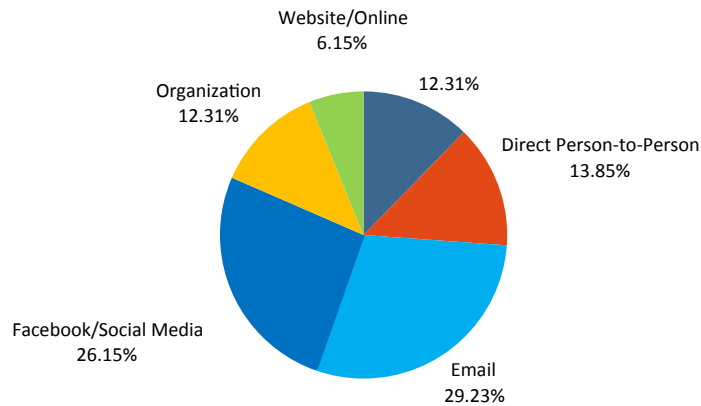
Peer Support

Among the 44 respondents who expressed interest in pursuing a leadership role as a Parent Support, just 15 (34.1%) expressed interest in leadership training previously in question 4 {What specific topics related to YES would you like to know about (either more about those listed here or something else)? }

		Question 8e		Grand Total
Question 4m	Yes	No		
Yes	15	3	18	
No	29	18	47	
Grand Total	44	21	65	

9. How did you hear about this survey?

Email (29.2%) and Social Media (26.2%) were the most common ways respondents reported hearing about the survey.



Respondents chose email as the most effective way of getting information about education and training in Question 7, regardless of how they heard about this survey.

Question 9	Question 7a		Grand Total
	Yes	No	
Null	6	2	8
Direct Person-to-Person	8	1	9
Email	18	1	19
Facebook/Social Media	12	5	17
Organization	6	2	8
Website/Online	3	1	4
Grand Total	53	12	65

Direct Person-to-Person	FACS case coordinator From DHW DD person. From my certified family support worker From my child's counselor My case manager my child's counselor gave us information My mother ***** Through ***** and my support broker Through our son's case manager with the Katie Beckett program.	
Email	DD Case manager sent through email. Direct email E-mail from Idaho Federation of Families for Children's Mental Health. Email Email from DHW email invitation email was sent so I reached out to my Support Broker for information. Email- parent to parent I think Email. Idaho Federation of Families email. IPUL newsletter email It was emailed to me Sent to me via email. This is the first time I have heard about YES. Though email Workgroup email list	
Facebook/Social Media	A member of a Facebook group for Autism Mom's shared it the link. Facebook Facebook group Facebook parent group Facebook Parents of Children with Special Needs group I am a member of the Idaho Parent Network Core Group on Facebook. I have just found it posted on my socila media, facebook. On Facebook via northwest neurobehavioral Peer Support Group on Facebook. Social Media Through the foster parent facebook group Your fb page	
Organization	Access Behavioral Health Boise, Idaho Children's coalition or whatever third name is it's a group that supports families and children with mental health issues. Health and welfare Idaho Federation Of Families Ipul Nami	
Website/Online	Dept of HW website Online website YES website	

Questions? Please Contact:

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www.yes.idaho.gov



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