



EXPERIENCE OF CARE AND HEALTH OUTCOMES

Findings from the 2021
Experience of Care and Health Outcomes
(ECHO) Child Survey
for Family Members

WAYNE STATE
UNIVERSITY

THE CENTER FOR URBAN STUDIES



Table of Contents

Content	Slide
Summary	
Overview	<u>3</u>
Methodology	<u>4</u>
Survey Highlights	<u>6</u>
Sample and Respondent Profile	<u>7</u>
Respondent Demographics	<u>10</u>
ECHO Child Scorecard	<u>18</u>
Highlights from Statistical Significance Testing	<u>21</u>
Opportunities	<u>30</u>
Detailed Findings	
ECHO Child Scorecard Measures	<u>31</u>
Statistically Significant Differences by Subgroup	<u>54</u>

Overview

Per the request of the Detroit Wayne Integrated Health Network (DWIHN), the Wayne State Center for Urban Studies (Center), conducted the ECHO (Experience of Care & Health Outcomes) Child Survey* with parents/guardians of its minor-aged members.

- The purpose was to assess the experiences of families whose children received mental health or substance use disorder services through DWIHN in the previous 12 months.
- The Center deployed the most current version, 3.0, for managed behavioral healthcare organizations (MBHOs).

* The Survey was developed by the CAHPS (Consumer Assessment of Healthcare Providers and Systems) team at AHRQ (Agency for Healthcare Research and Quality) within the U.S. Department of Health & Human Services. More information available at <https://www.ahrq.gov/cahps/surveys-guidance/echo/index.html>

Methodology

- DWIHN provided the Center with a sample of 4,450 members, out of the approximately 17,000 children receiving services.
- The survey was administered via three modes:
 1. The Center mailed a paper survey.
 2. A link to the web version was included with the mailed invitation.
 3. One week after the paper survey was sent, staff from the Center's Computer Aided Telephone Interviewing (CATI) lab began calling parents/guardians and asking them to complete the survey over the phone.
 - Trained and supervised interviewers made calls to potential respondents on weekdays, evenings, and weekends.
- Respondents received a \$5 gift card and a chance to be randomly selected to receive one of three higher value cards (one each of \$100, \$250, and \$500).

Methodology *(cont.)*

- While CAHPS does not provide guidance on ECHO Reporting Measures for the Child Survey, the Center created a “score card” based on the Adult Reporting Measures:
 - 11 single item measures
 - Each score indicates the percentage of respondents who selected the most positive category for a given item.
 - 5 composite measures
 - Each of these is an average of the scores of a number of single items.
 - 1 global rating of counseling and treatment
- Each of the measures is explained in the Detailed Findings: ECHO Reporting Measures section (*beginning on slide 31*).

Survey Highlights

- 1,415 parents/guardians of DWIHN members responded to the survey.
- 961 reported receiving services in the past year.
- The 1,289 respondents who completed the survey were less likely to have a child with a primary disability designation of severe emotional disability (53.5%), compared to the sample (57.0%) and more likely to have a developmental disability (46.2%) than the sample (42.5%). A higher percentage of respondents' children were receiving autism services (35.9%), compared to the sample (32.0%).
- DWIHN scored well on many measures, notably:
 1. Privacy (95%);
 2. Discussed goals of child's treatment (94%); and
 3. Patient rights information (92%).
- There were two measures with scores of less than 50%:
 1. Perceived improvement (28%); and
 2. Getting treatment quickly (46%).

Sample Profile

- DWIHN provided the Center with 4,450 members, out of the approximately 17,000 members younger than 18 receiving services. DWIHN randomly selected an initial number of respondents and then any children receiving autism services who were not already in the sample were added to it.

Characteristic	Number	Percentage
Primary Disability Designation: Severe Emotional Disability	2,535	57.0%
Primary Disability Designation: Developmental Disability	1,893	42.5%
Receiving Autism Services	1,425	32.0%
No Valid Address	273	6.1%
At Least One Non-valid Phone Number	640	14.4%

Survey Response

- Overall, **1,415** responded to the survey, well over the targeted 600 targeted, and over three quarters were completed by phone interview:

Respondents		
Mode	N	%
CATI	1,086	76.7%
Mail	200	14.1%
Web	129	9.1%
Total	1,415	100%

- 961 of the respondents reported their children had received counseling, treatment, or medicine in the last 12 months (72.7%, N=1,321).

Note: Respondents had the option to skip survey questions. For each question, *N*, the total number of responses for that question, is also reported.

Respondent Profile

Compared to the overall sample of 4,450 members, the children of the 1,289 respondents who *completed* the survey were:

- Less likely to have a primary disability designation of severe emotional disability;
- More likely to have a primary disability designation of developmental disability; and
- More likely to be receiving autism services.*

Members in the sample were served by 26 Clinically Responsible Service Providers (CRSPs). Respondents were served by 24 of those CRSPs. The CRSPs not represented in respondent pool only had six or fewer clients in the sample.

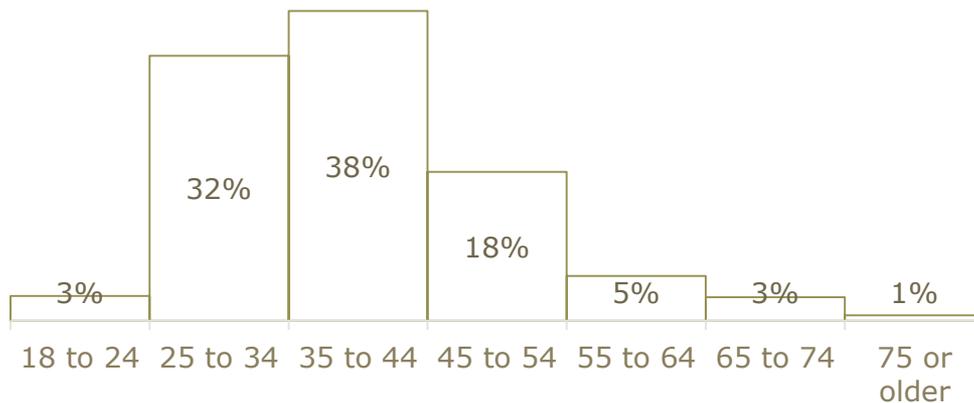
Characteristic	<u>SAMPLE</u>		<u>RESPONDENTS</u>	
	Number	Percentage	Number	Percentage
Primary Disability Designation: Severe Emotional Disability	2,535	57.0%	689	53.5%
Primary Disability Designation: Developmental Disability	1,893	42.5%	595	46.2%
Receiving Autism Services	1,425	32.0%	463	35.9%

* These differences were statistically significant, $p < 0.5$

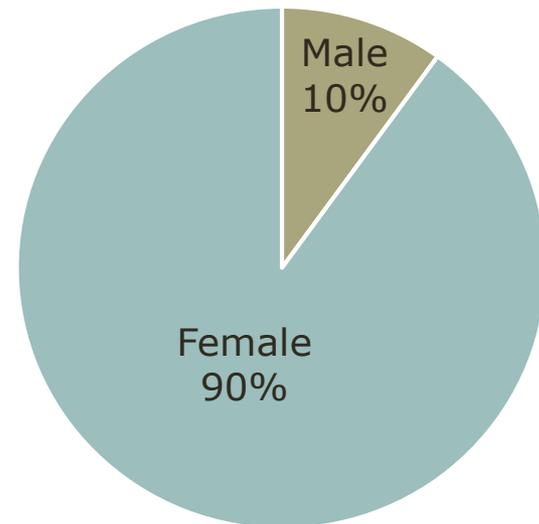
Respondent Demographics: Age and Gender

- 70% of respondents reported their ages to be between 25 and 44.
- The vast majority (90%; 1,163 of 1,287) of respondents identified as female.

**Respondent Age Distribution
(N=1,270)**



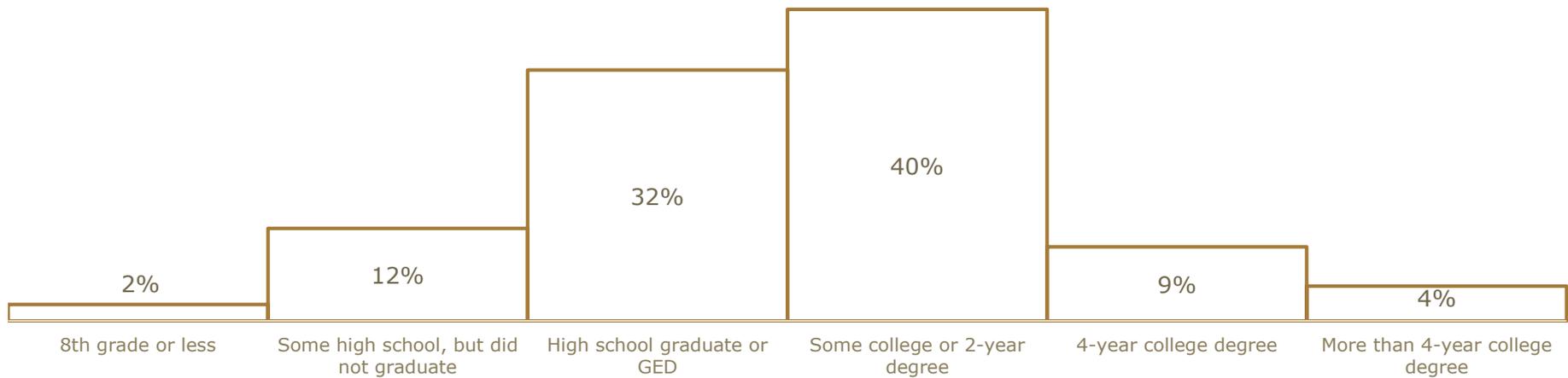
**Respondent Gender
(N = 1,287)**



Respondent Demographics: Education Level

The vast majority of respondents reported completing high school or beyond (86%), with more than half having attended at least some college.

What is the highest grade or level of school that you have completed? (N=1,275)



Respondent Demographics: Relationship to the Child

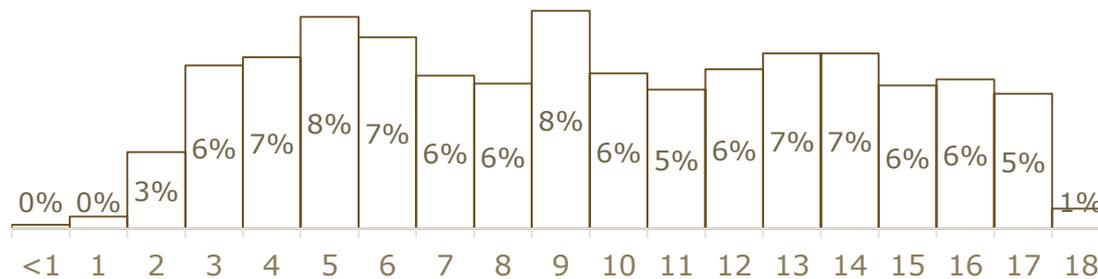
The vast majority of survey respondents (89.6%) identified themselves as the mother or father of the child receiving services.

Relationship	Number	Percentage
Mother or father	1,147	89.6%
Grandparent	67	5.2%
Legal guardian	42	3.3%
Aunt or uncle	18	1.4%
Older sibling	3	0.2%
Other relative	3	0.2%
Total	1,280	100.0%

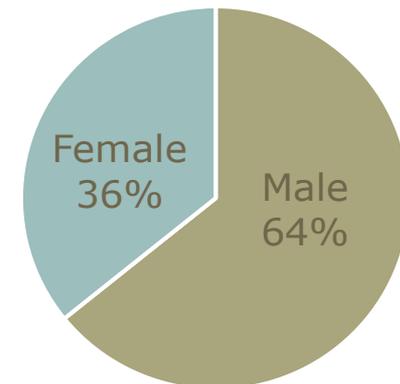
Respondent Child Demographics: Age and Gender

- Respondents reported children of various ages, with each age between 3 and 17 having 5%-8% of the children.
- Respondents reported that slightly more than one-third of the children were female and nearly two-thirds male.

**Child Age Distribution
(N=1,289)**



**Child Gender
(N=1,285)**



Respondent Child Demographics: Ethnicity and Race

What is your child's race?	Number	Percentage
Black or African-American	777	61.7%
White	397	31.5%
Asian	30	2.4%
American Indian or Alaska Native	23	1.8%
Native Hawaiian or Other Pacific Islander	1	0.1%
Other	143	11.4%

Is your child of Hispanic or Latino origin or descent?	Number	Percentage
Yes	143	11.2%
No	1,130	88.8%

- More than three-fifths of respondents of the 1,259 who reported their child's race identified them as Black or African American and 31% as White. Note that respondents could identify as many races as applied.
- Roughly 11% identified their children as Hispanic or Latino.

Respondent Child Demographics: Overall Mental Health

Roughly three-fifths rated their child's overall mental health as **good** or better.

In general, how would you rate your child's overall mental health now? (N=940)



Respondent Child Demographics: Overall Health

Approximately four-fifths rated their child's overall health as **good** or better, with 19% rating it as **excellent**.

In general, how would you rate your child's overall health now? (N=1,289)



ECHO Child Scorecard

Composite Measures	Getting treatment quickly	<u>46%</u>
	How well clinicians communicate	<u>73%</u>
	Getting treatment and information from the plan or MBHO	<u>51%</u>
	Perceived improvement	<u>28%</u>
	Perceived access to treatment	<u>59%</u>
	Global Rating: Treatment (Overall rating of counseling and treatment)	<u>54%</u>
Single Item Measures	Office wait	<u>63%</u>
	Told about treatment options	<u>76%</u>
	Told about medication side effects	<u>83%</u>
	Information to manage condition	<u>79%</u>
	Patient rights information	<u>92%</u>
	Patient feels he or she could refuse treatment	<u>85%</u>
	Privacy	<u>95%</u>
	Cultural competency	<u>74%</u>
	Amount helped	<u>51%</u>
	Treatment after benefits are used up	<u>53%</u>
	Discussed goals of child's treatment	<u>94%</u>

ECHO Child Scorecard, Comparison to 2020 Results

Composite Measures and Global Rating	2021	2020	
Getting treatment quickly	<u>46%</u>	42%	
How well clinicians communicate	<u>73%</u>	72%	
Getting treatment and information from the plan or MBHO	<u>51%</u>	55%	
Perceived improvement	<u>28%</u>	25%	
Perceived access to treatment	<u>59%</u>	58%	
Global Rating: Treatment (Overall rating of counseling and treatment)	<u>54%</u>	49%	+5% 

Note: In some instances, the difference between 2021 and 2020 was statistically significant. Those have been indicated in the tables.

ECHO Child Scorecard, Comparison to 2020 Results

Composite Measures and Global Rating	2021	2020	
Office wait	<u>63%</u>	55%	+8% ↑
Told about treatment options	<u>76%</u>	75%	
Told about medication side effects	<u>83%</u>	79%	
Information to manage condition	<u>79%</u>	78%	
Patient rights information	<u>92%</u>	95%	-3% ↓
Patient feels he or she could refuse treatment	<u>85%</u>	88%	
Privacy	<u>95%</u>	93%	
Cultural competency	<u>74%</u>	82%	
Amount helped	<u>51%</u>	49%	
Treatment after benefits are used up	<u>53%</u>	58%	
Discussed goals of child's treatment	<u>94%</u>	93%	

Statistical Significance Testing

- Statistical tests were conducted to identify differences in responses across different subgroups. We considered:
 - child’s demographic characteristics (gender, race, ethnicity, age);
 - child’s primary disability designation;
 - service type (whether the child is receiving autism services or not);
 - service provider; and
 - survey mode.
- In conducting the tests, we excluded those with missing information and those who were part of subgroups with fewer than 30 people participating in the survey.
 - For example, while there were 24 CRSPs represented in the respondent pool, only the 14 CRSPs with at least 30 respondents were included in the subgroup analysis.
 - As such, the overall scores reported in that section will differ from those presented for the scorecard measures, which includes all respondents.

Statistical Significance Testing

- Using a one-way ANOVA, several results had a statistically significant ($p < 0.05$) difference between subgroups:

Grouping	Items with Differences
Child Gender	<i>none</i>
Child Race	Q29, Q22, Q26, Q19
Child Ethnicity (Hispanic/Latino)	<i>none</i>
Child Age Group	Q18, Q34, Q20, Q29, Q22, Q25, Q30, Q19
Primary Disability Designation	Q7, Q42, Q33, Q35
Service Type (autism or not)	Q3, Q7, Q42
CRSP	Q12, Q13, Q18, Q29, Q22, Q24
Survey Mode	Q3, Q13, Q14, Q18, Q32, Q33, Q11, Q22, Q26, Q30, Q19

Statistically Significant Differences in Subgroups

By Child Race

There were several statistically significant differences by race.

- Compared to other respondents, those with Black or African American children were more likely to report that:
 - They would rate their child's counseling or treatment a **9** or **10** (58%), compared to 54% of respondents overall;
 - they were given information about different kinds of available counseling or treatment (82%, compared to 76% overall); and
 - the goals of their child's counseling or treatment were discussed with them (97%, compared to 94% overall).
- Respondents who reported two or more races, were more likely to report that the people their child saw for counseling or treatment kept their information private. In fact, 100% of these respondents reported this, compared to 95% overall.

Statistically Significant Differences in Subgroups (*cont.*)

By Child Age Group

- Eight measures had statistically significant differences by age group. For six of these, the respondents with very young children (birth to 3 years old) were more likely than those with children in other age groups to indicate that:
 - they were involved as much as they wanted in their child's counseling or treatment (85%, compared to 77% overall);
 - they rated their child's ability to accomplish the things they wanted **much better** compared to 12 months ago (40%, compared to 30% overall);
 - they **always** got the professional help they wanted (72%, compared to 59% overall);
 - they rated their child's counseling/treatment **9** or **10** (73%, compared to 54% overall);
 - they were given information about different kinds of counseling or treatment available (87%, compared to 76% overall); and
 - the goals of their child's counseling or treatment were discussed with them (96%, compared to 94% overall and 86% for those with children 16-18).

Statistically Significant Differences in Subgroups (*cont.*)

By Age Group

Other statistically significant differences by age group were:

- Those with children 13-15 were more likely to report feeling they could refuse a specific type of medicine or treatment (90%, compared to 86% overall and 79% for those with children 4-6).
- Those with children under 3 and those with children 7-9 were more likely to report the goals of their child's counseling or treatment were discussed with them (58% for each of those groups, compared to 51% overall and 43% for those with children 16-18).

Statistically Significant Differences in Subgroups (*cont.*)

By Primary Disability Designation

- On several items, there were statistically significant differences between the responses of those with children whose primary disability designation was developmental disability (DD) and those with severe emotional disability (SED):
 - Respondents with children with SED were more likely to report that:
 - their child **always** got an appointment as soon as they wanted (52% for those with SED, compared to 42% for those with DD);
 - it was **not a problem** to get help when calling customer service (63% compared to 46%);
 - their child's ability to deal with social situations was **much better** (29% compared to 21%); and
 - their child's problems or symptoms were **much better** (28% compared to 22%).

Statistically Significant Differences in Subgroups (*cont.*)

By Service Type

- Respondents with children receiving autism services were less likely to report that:
 - they **always** got the professional counseling their child needed on the phone (34% for those receiving autism services, compared to 51% for those not receiving autism services);
 - their child **always** got an appointment as soon as they wanted (39%, compared to 52%); and
 - it was **not a problem** to get help when calling customer service (45%, compared to 61%);

Statistically Significant Differences in Subgroups (*cont.*)

By CRSP

There was considerable variation among responses from members receiving service at different service providers:

- Respondents of children receiving services at the Neighborhood Service Organization were *more* likely to report that:
 - the people their child saw for counseling or treatment **always** explained things in a way they could understand (92%), compared to 77% overall;
 - they were given information about different kinds of available counseling or treatment (100%), compared to 76% overall; and
 - they were given information about their child's rights as a patient (100%), compared to 92% overall.

Statistically Significant Differences in Subgroups (*cont.*)

By CRSP

There was considerable variation among service providers on members' responses to several items. For example:

- Respondents of children receiving services at the Guidance Center were *less* likely to report that:
 - The people their children saw **always** listened carefully to the respondents (49%), compared to 66% overall; and
 - They **always** felt they were involved as much as they wanted in their child's counseling or treatment (62%), compared to 77% overall; and
 - they would rate their child's counseling/treatment as a **9** or **10** (36%), compared to 54% overall.

Statistically Significant Differences in Subgroups (*cont.*)

By Survey Mode

On 11 items, CATI respondents had higher scores than respondents from other modes. For example:

- they were **always** able to get their child the professional counseling they needed on the phone (51%), compared to 41% for mail and 30% for web respondents;
- the people their child saw for counseling or treatment **always** explained things in a way they could understand (80%), compared to 71% for mail and 63% for web;
- the people their child saw for counseling or treatment **always** showed respect for what they had to say (83%), compared to 77% and 69%;
- their child was **always** seen within 15 minutes of appointment (66%) , compared to 49% and 58%; and
- they were given information about different kinds of available counseling or treatment (80%), compared to 63% and 68%.

Note: Differences may be a result of a *social desirability response bias* leading respondents to give more “desirable” answers when talking to an interviewer on the phone. Differences could also be the result of a higher likelihood that those with a more negative perception of treatment were more likely to respond by mail or web.

Opportunities

While the pandemic has created challenges impacting both members' need for and access to care, the findings from this survey suggest several potential areas to pursue for improvement, including working with:

- Service providers and members to explore the reasons why more families do not perceive improvements in their children, particularly with regard to social situations, and whether their self-assessments reflect clinicians' assessments;
- Service providers and families to identify barriers to members being able to get treatment quickly and potential solutions*; and
- Service providers to support members receiving autism services to access treatment quickly and to get the help needed when they contact customer service.

* Note: Compared to 2020, more respondents reported *always* being able to get treatment over the phone (from 27% to 47%).

DETAILED FINDINGS

Scorecard Measures

Measure: Getting Treatment Quickly

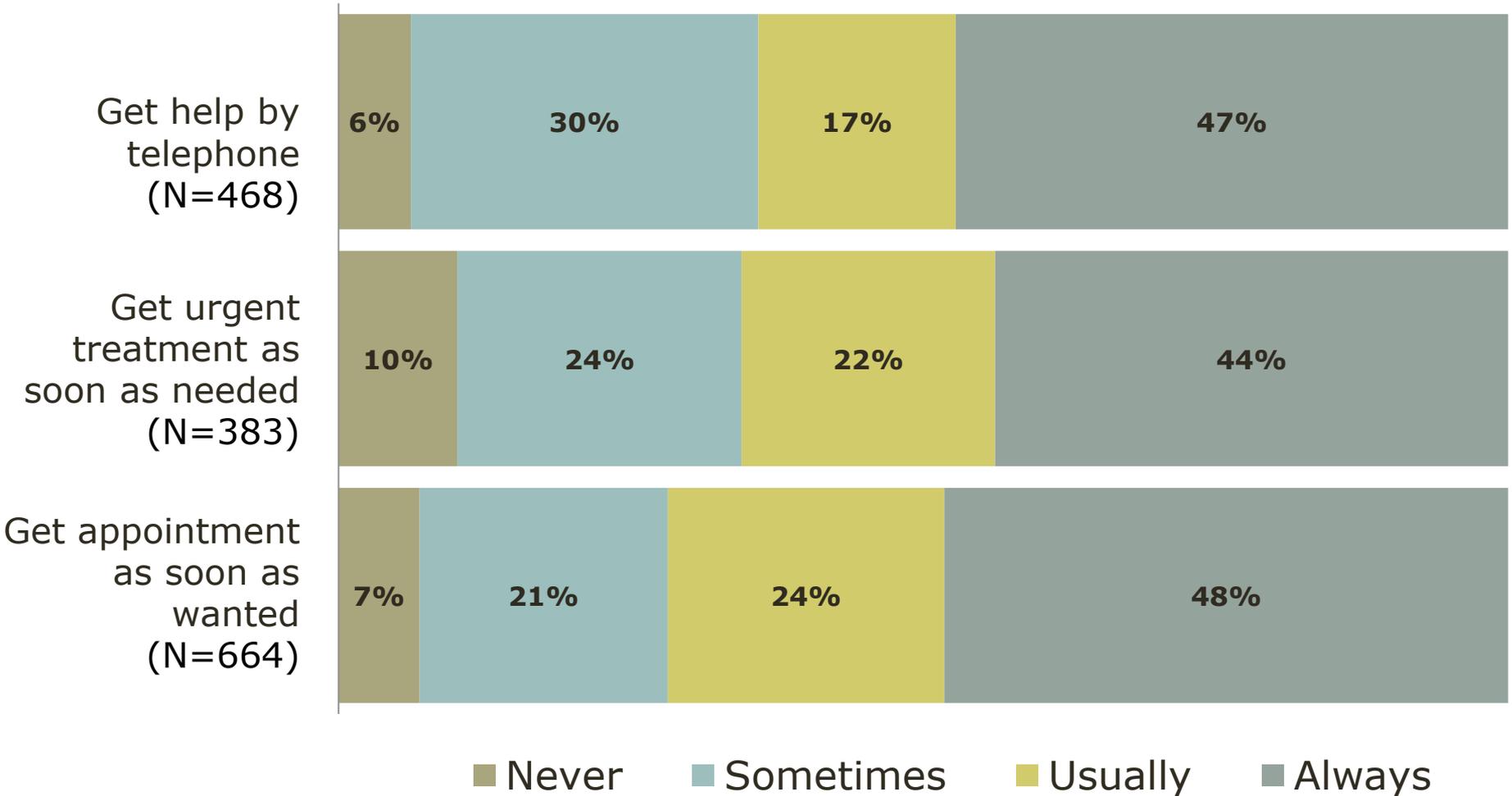
Getting treatment quickly: 46%

- This composite measure is the average score across these items:

	Question	Score
Q3	In the last 12 months, how often did you get the professional counseling your child needed on the phone?	47%
Q5	In the last 12 months, when your child need counseling or treatment right away, how often did he or she see someone as soon as you wanted?	44%
Q7	In the last 12 months, how often did your child get an appointment for counseling or treatment as soon as you wanted?	48%

- Score is the percentage of respondents who answered **Always**.

Detail: Getting Treatment Quickly



Measure: How Well Clinicians Communicate

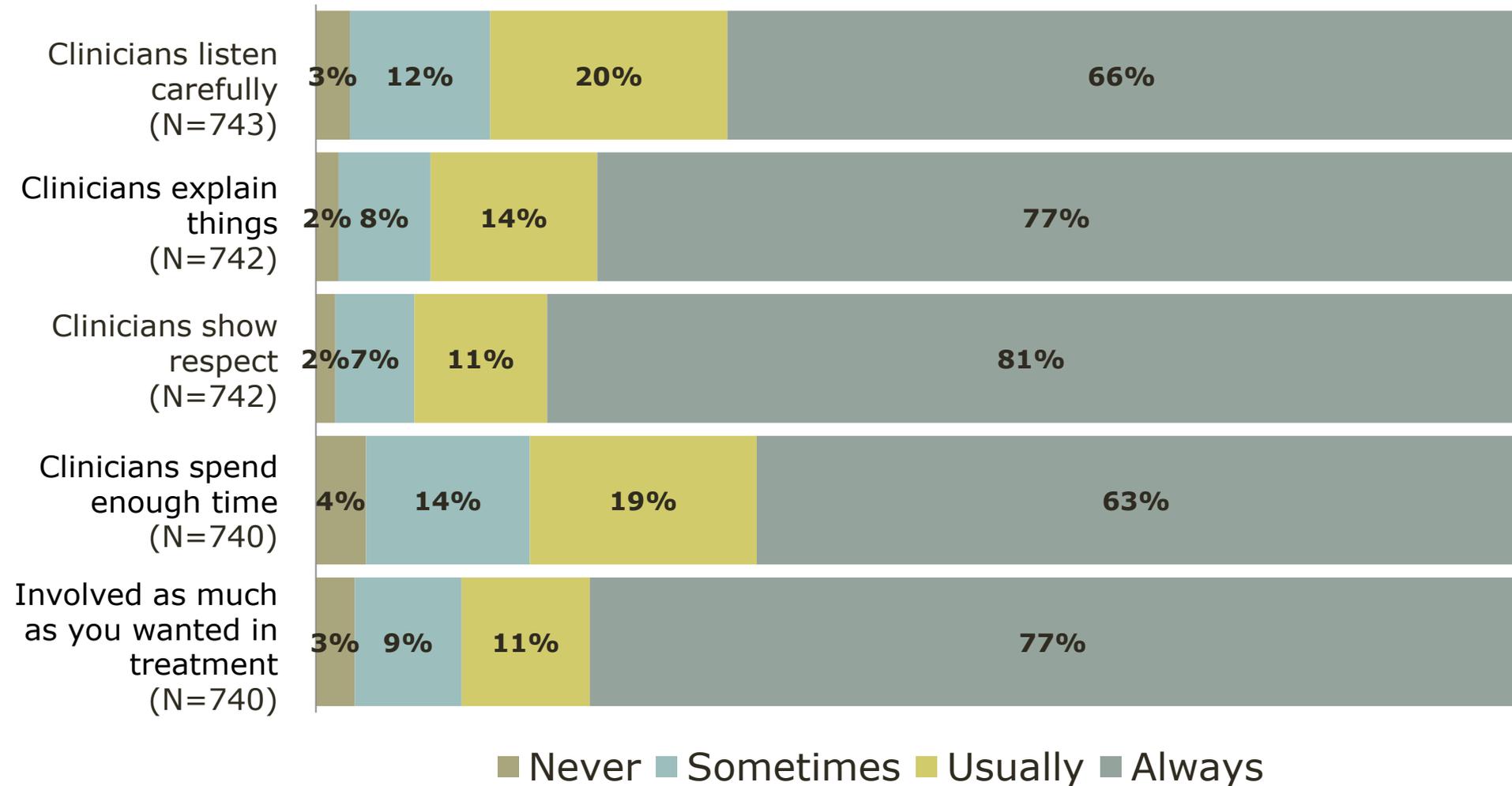
How Well Clinicians Communicate: 73%

- This composite measure is the average score across these items:

	Question	Score
Q12	In the last 12 months, how often did the people your child saw for counseling or treatment listen carefully to you?	66%
Q13	In the last 12 months, how often did the people your child saw for counseling or treatment explain things in a way you could understand?	77%
Q14	In the last 12 months, how often did the people your child saw for counseling or treatment show respect for what you had to say?	81%
Q15	In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you?	63%
Q18	In the last 12 months, how often were you involved as much as you wanted in your child's counseling or treatment?	77%

- Score is the percentage of respondents who answered **Always**.

Detail: How Well Clinicians Communicate



Measure: Getting Treatment and Information from the Plan or MBHO

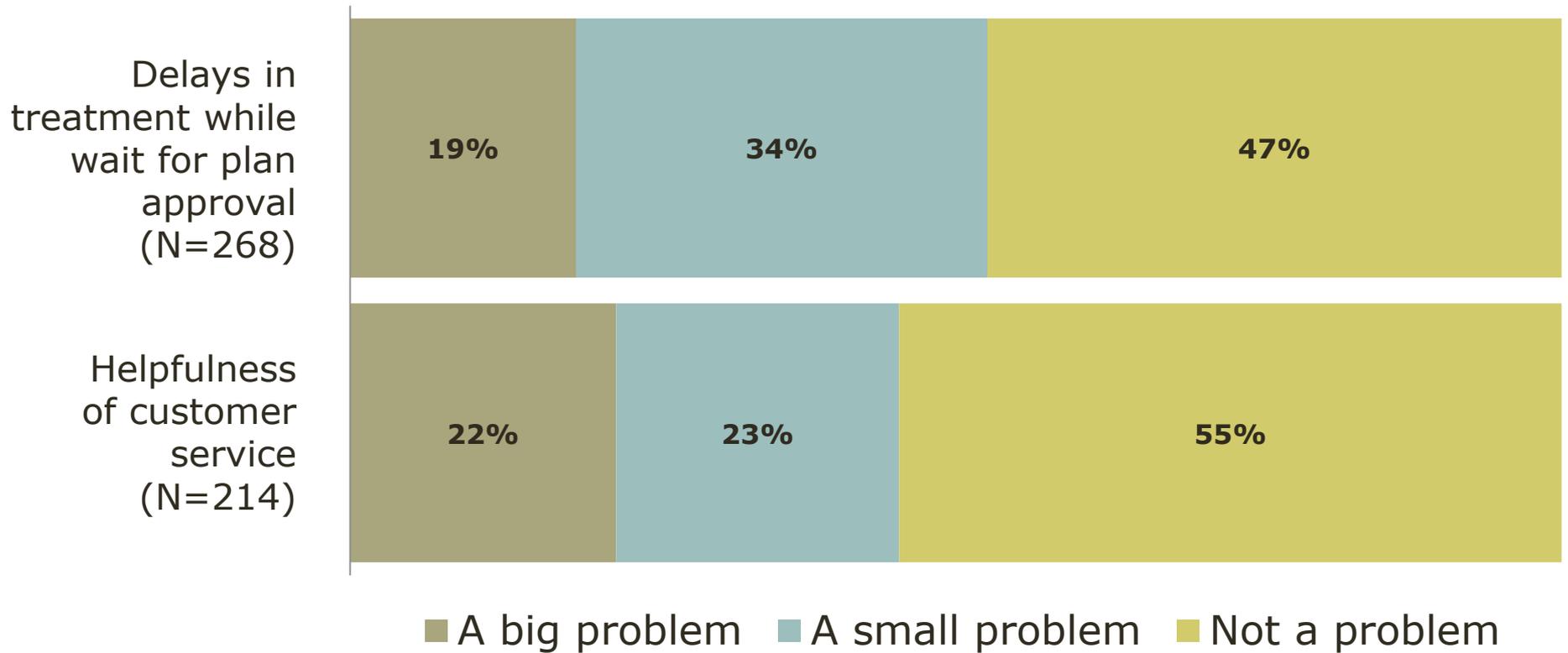
Getting Treatment and Information : 51%

- This composite measure is the average score across these items:

	Question	Score
Q40	In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?	47%
Q42	In the last 12 months, how much of a problem, if any, was it to get the help you needed for your child when you called customer service?	55%

- Score is the percentage of respondents who answered **Not a problem.**

Detail: Getting Treatment and Information from the Plan or MBHO



Measure: Perceived Improvement

Perceived Improvement: 28%

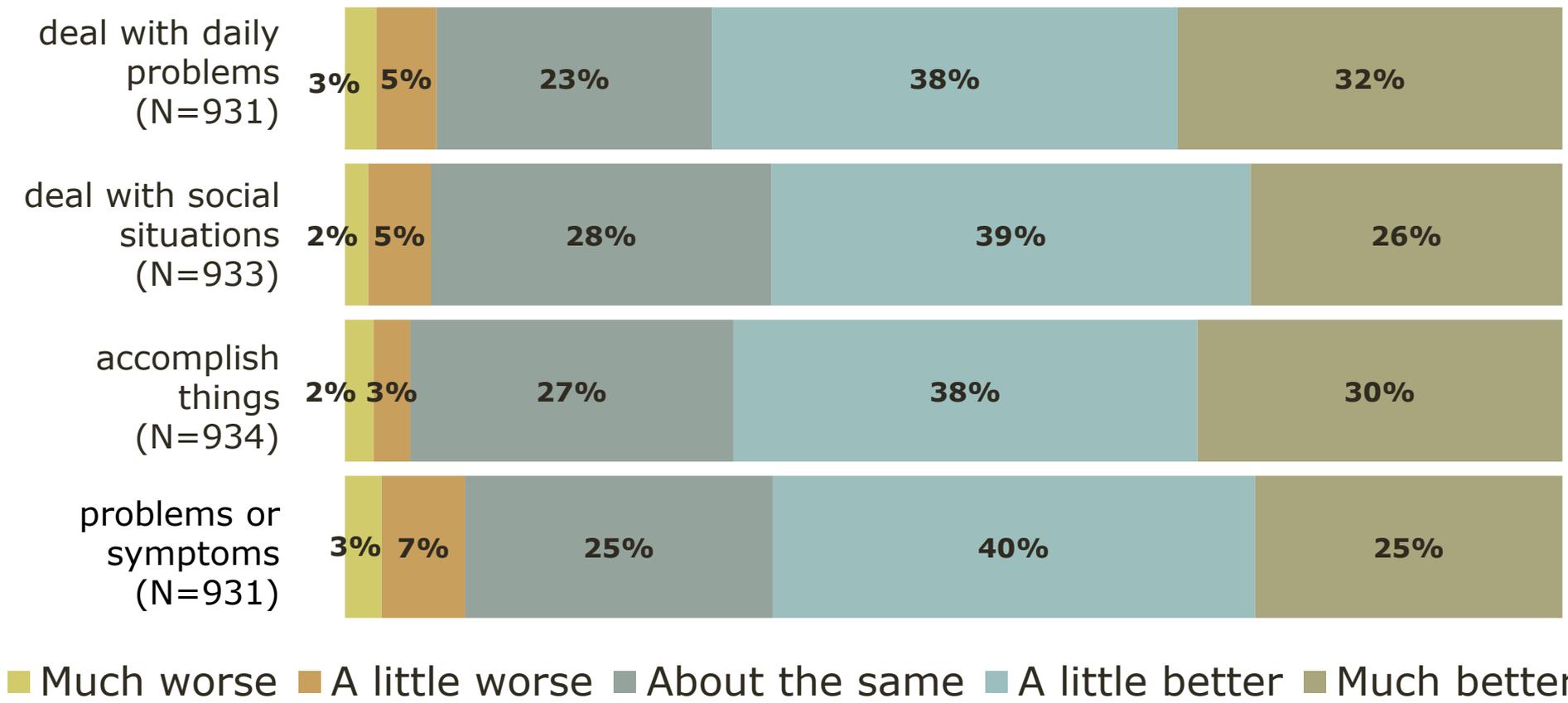
- This composite measure is the average score across these items:

	Question	Score
Q32	Compared to 12 months ago, how would you rate your child's ability to deal with daily problems now?	32%
Q33	Compared to 12 months ago, how would you rate your child's ability to deal with social situations now?	26%
Q34	Compared to 12 months ago, how would you rate your child's ability to accomplish the things he or she wants to do now?	30%
Q35	Compared to 12 months ago, how would you rate your child's problems or symptoms now?	25%

- Score is the percentage of respondents who answered **Always.**

Detail: Perceived Improvement

Compared to 12 months ago, how would you rate your child’s ability to...



Measure: Perceived Access to Treatment

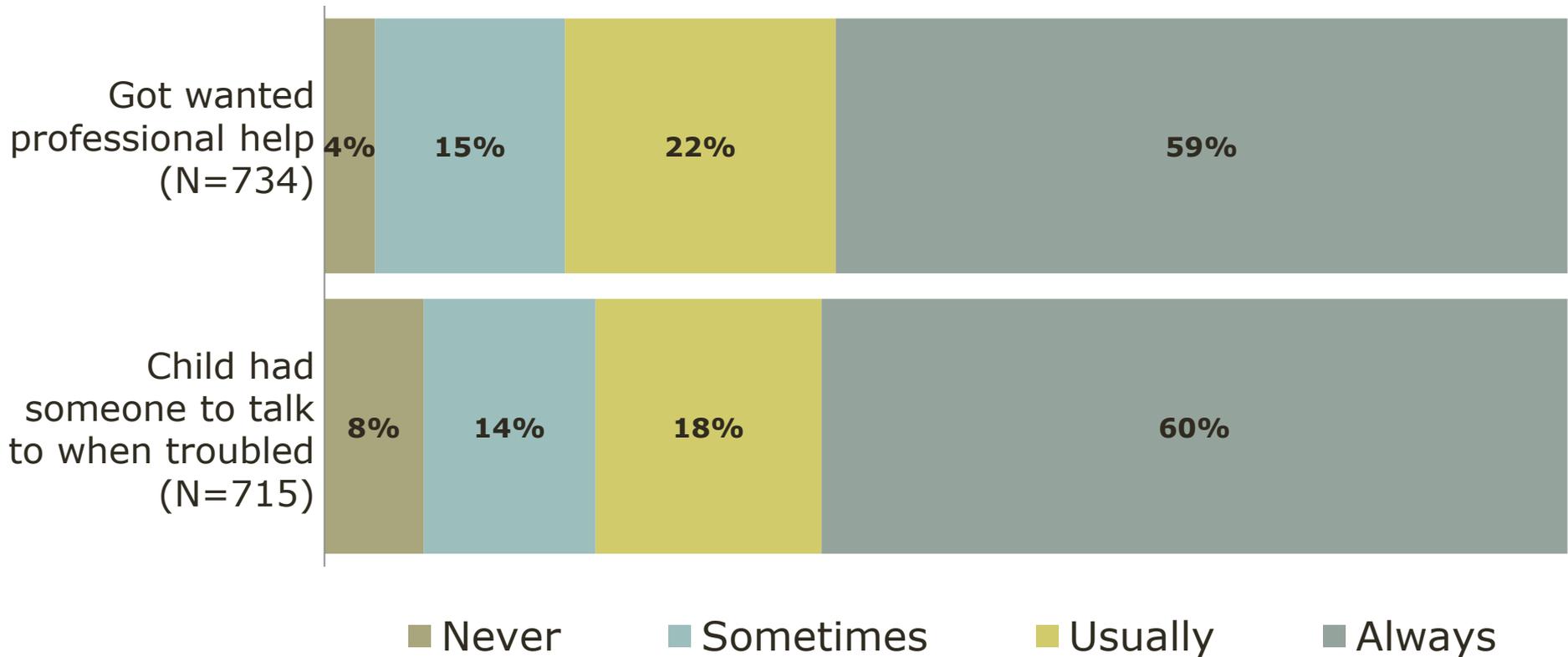
Perceived Access to Treatment: 59%

- This composite measure is the average score across these items:

	Question	Score
Q20	In the last 12 months, how often did your family get the professional help you wanted for your child?	59%
Q21	In the last 12 months, how often did you feel your child had someone to talk to for counseling or treatment when he or she was troubled?	60%

- Score is the percentage of respondents who answered **Always.**

Detail: Perceived Access to Treatment

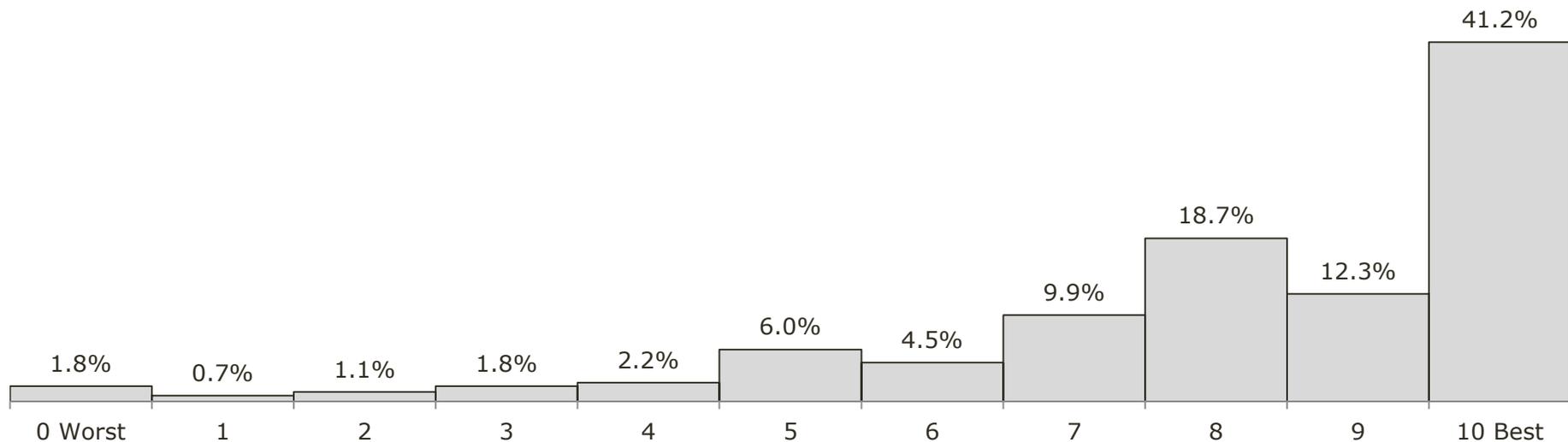


Measure: Global Rating - Treatment

Overall rating of counseling and treatment: 54%

Score is the percentage of respondents who selected **9** or **10**.

Q29 Using any number from 0 to 10, what number would you use to rate all your child's counseling or treatment in the last 12 months?
(N=738)



Measure: Office wait

Office wait: 63%

Score is the percentage of respondents who answered **Always**.

	Question	Score
Q11	In the last 12 months, how often was your child seen within 15 minutes of his or her appointment? (N=749)	63%

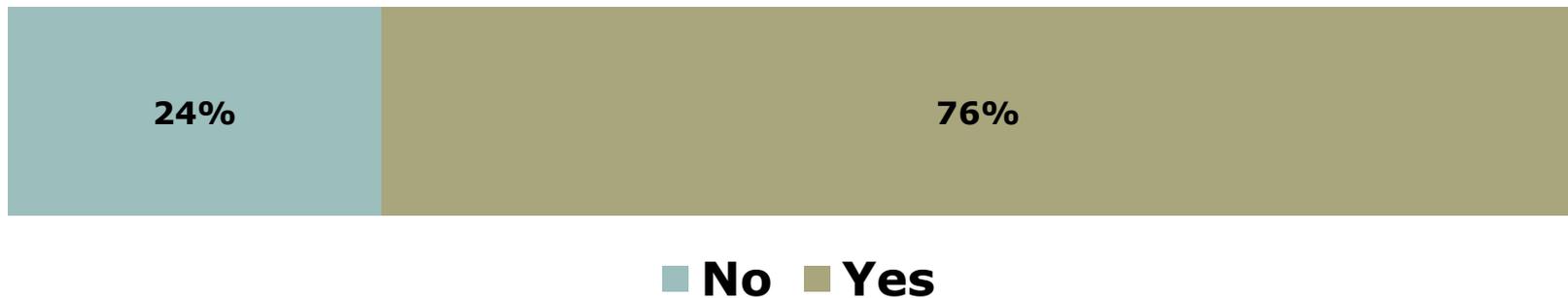


Measure: Information About Treatment Options

Told about treatment options: 76%

Score is the percentage of respondents who answered **Yes**.

Q22 In the last 12 months, were you given information about different kinds of counseling or treatment that are available for your child?(N=734)

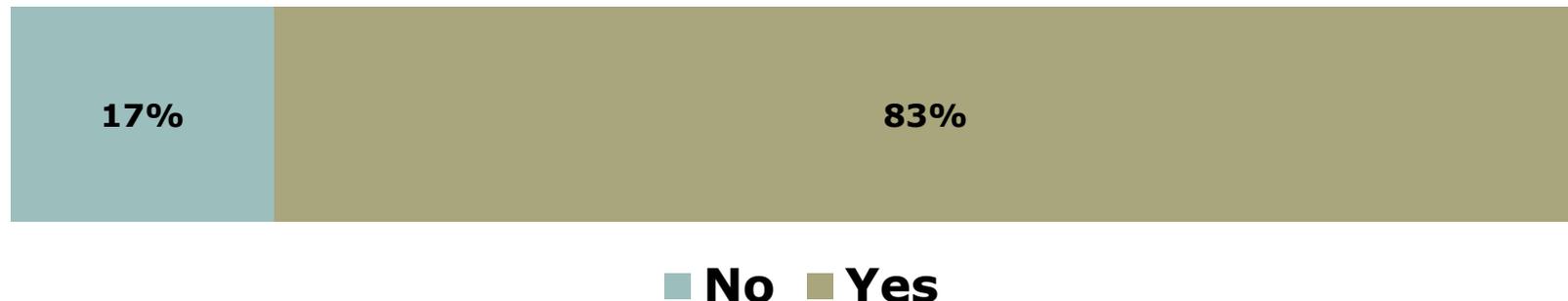


Measure: Told about medication side effects

Told about side effects of medication: 83%

Score is the percentage of respondents who answered **Yes**.

Q17 In the last 12 months, were you told what side effects of those medicines to watch for? (N=363)

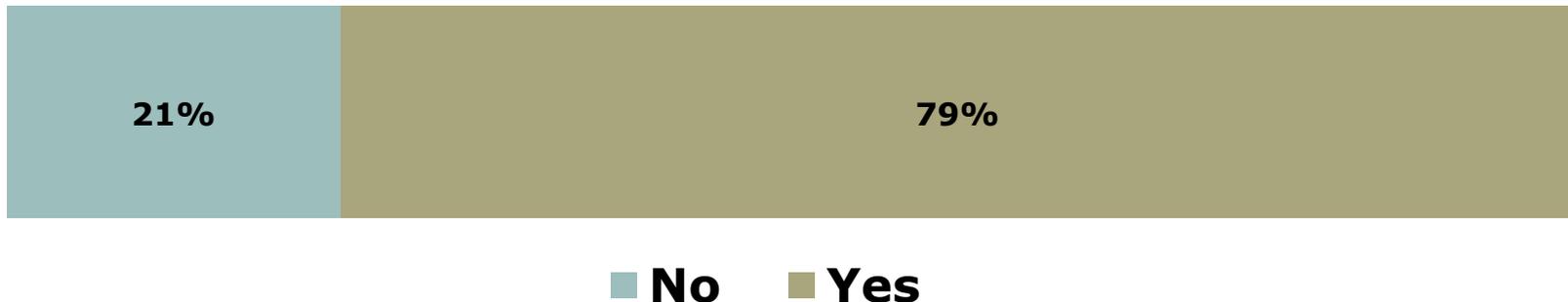


Measure: Information to manage condition

Given as much information as wanted to manage condition: 79%

Score is the percentage of respondents who answered **Yes**.

Q23 In the last 12 months, were you given as much information as you wanted about what you could do to manage your child's condition? (N=732)

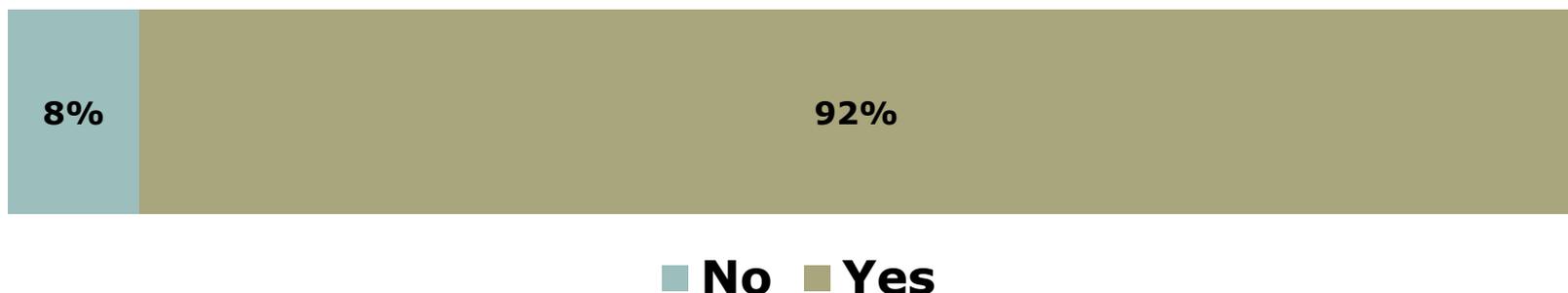


Measure: Patient rights information

Given information about rights as a patient: 92%

Score is the percentage of respondents who answered **Yes**.

Q24 In the last 12 months, were you given information about your child's rights as a patient? (N=719)

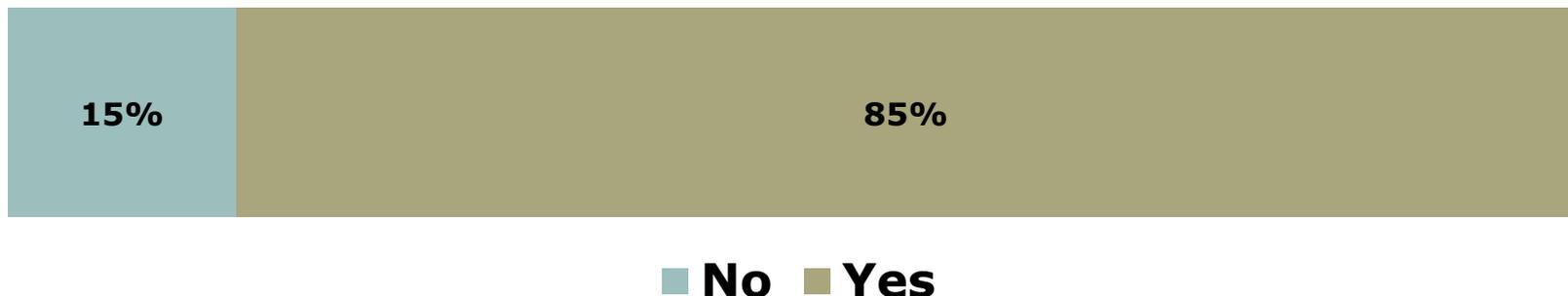


Measure: Patient feels he or she could refuse treatment

Patient feels that he or she could refuse a specific type of treatment: 85%

Score is the percentage of respondents who answered **Yes**.

Q25 In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for your child? (N=731)

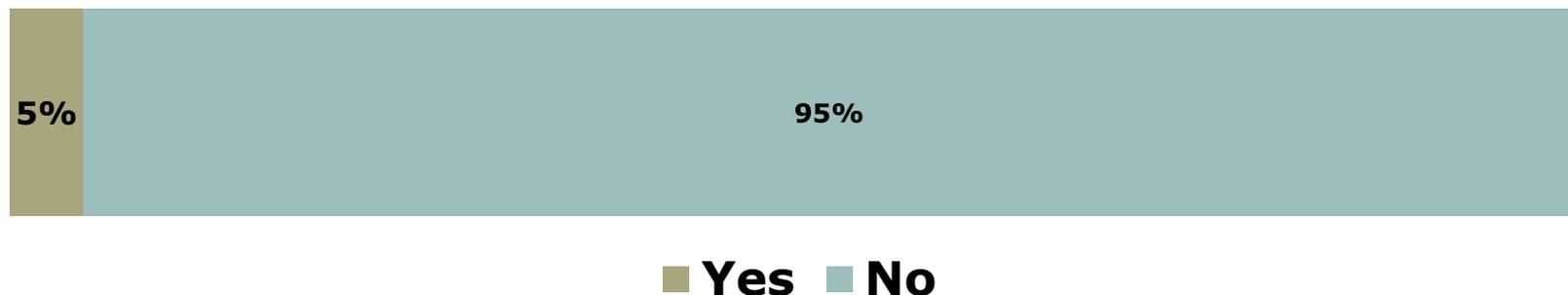


Measure: Privacy

**Confident about privacy of treatment information:
95%**

Score is the percentage of respondents who answered **No**.

In the last 12 months, as far as you know, did anyone your child saw for Q26 counseling or treatment share information with others that should have been kept private? (N=738)



Measure: Cultural Competency

Care responsive to cultural needs: 74%

Score is the percentage of respondents who answered **Yes**.

Q28 In the last 12 months, was the care your child received responsive to those needs? (N=54)

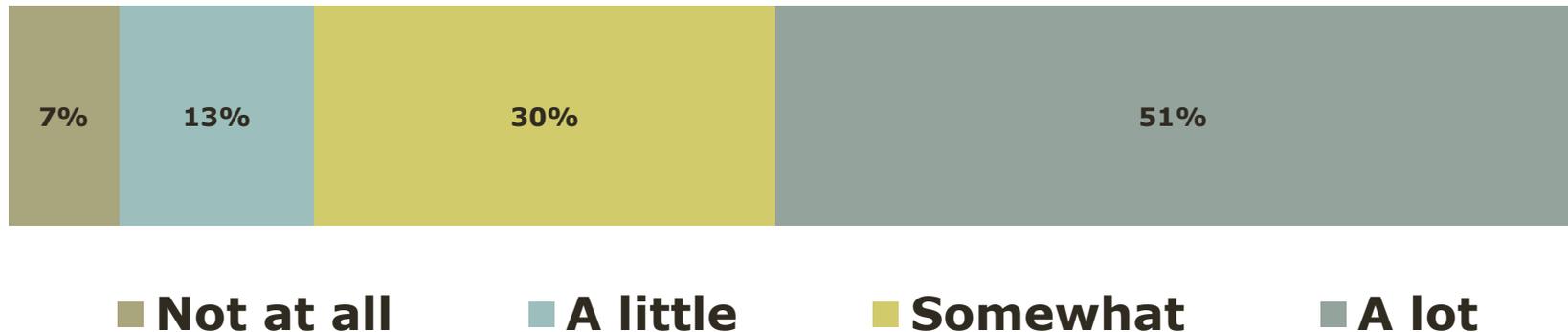


Measure: Amount helped

Amount helped by treatment: 51%

Score is the percentage of respondents who answered **A lot**.

Q30 In the last 12 months, how much was your child helped by the counseling or treatment he or she got? (N=935)

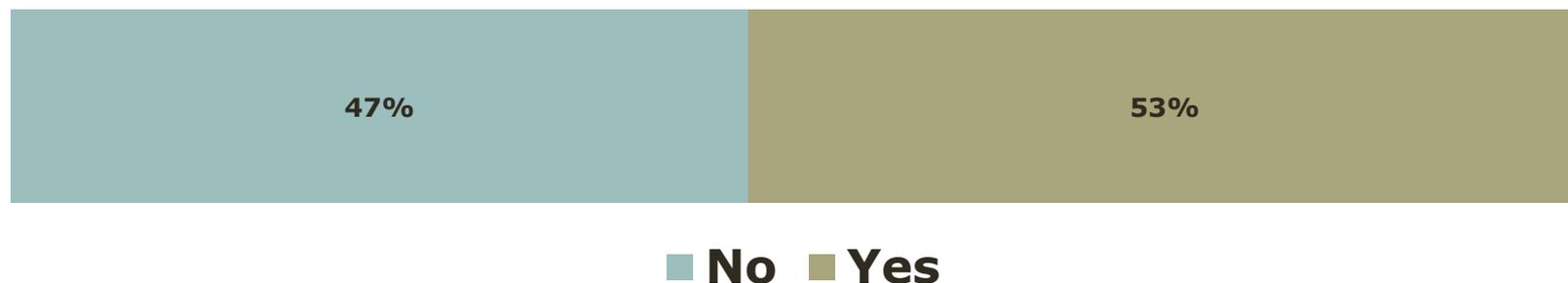


Measure: Treatment after benefits are used up

Plan provides information about how to get treatment after benefits are used up: 53%

Score is the percentage of respondents who answered **Yes**.

Q38 Were you told about other ways to get counseling, treatment, or medicine for your child? (N=115)

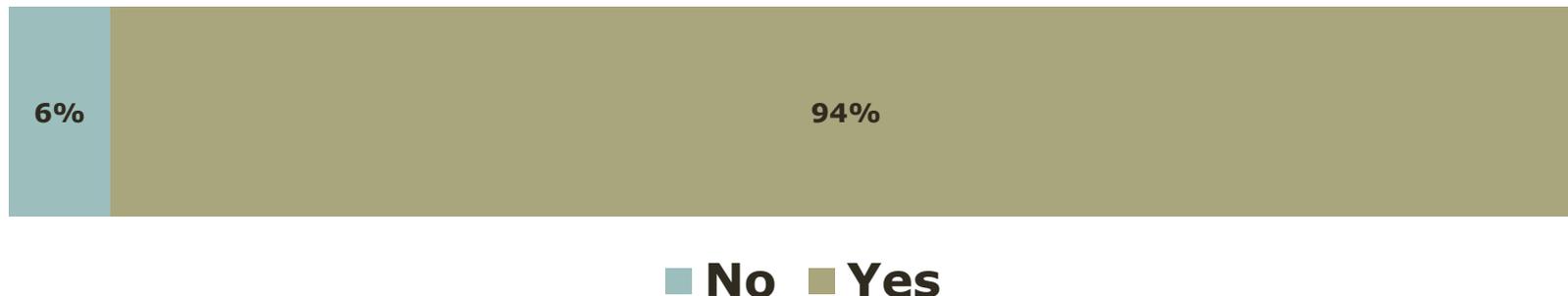


Measure: Discussed goals of child's treatment

Goals of child's counseling or treatment discussed completely: 94%

Score is the percentage of respondents who answered **Yes**.

Q19 In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you? (N=733)



DETAILED FINDINGS

Statistically Significant Differences by Subgroup

Results Comparison by Race

Items with Statistically Significant Results

Q29	In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you? (% Always)
Q22	In the last 12 months, were you given information about different kinds of counseling or treatment that are available for your child? (% Yes)
Q26	In the last 12 months, as far as you know, did anyone your child saw for counseling or treatment share information with others that should have been kept private? (% No)
Q19	In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you? (% Yes)

Results Comparison by Race

	Overall		Score Spread	Black/African American		White		More than one race		Other	
	<u>N</u>	<u>Score</u>		<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>
Q29	702	54%	16%	382	58%	205	48%	64	42%	51	53%
Q22	697	76%	13%	377	82%	206	69%	63	73%	51	69%
Q26	701	95%	10%	381	96%	206	93%	63	100%	51	90%
Q19	694	94%	9%	377	97%	202	90%	64	94%	51	88%

Maximum
value

Minimum
Value

- Note:* Too few Asian and American Indian/Alaska Native respondents (<30 each) participated to be included in this analysis.

Results Comparison by Child Age Group

Items with Statistically Significant Results

- Q18 In the last 12 months, how often were you involved as much as you wanted in your child's counseling or treatment? (% Yes)
- Q34 Compared to 12 months ago, how would you rate your child's ability to accomplish the things he or she wants to do now? (% Always)
- Q20 In the last 12 months, how often did your family get the professional help you wanted for your child? (% Always)
- Q29 Using any number from 0 to 10, what number would you use to rate all your child's counseling or treatment in the last 12 months? (% 9 or 10)
- Q22 In the last 12 months, were you given information about different kinds of counseling or treatment that are available for your child? (% Yes)
- Q25 In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for your child? (% Yes)
- Q30 In the last 12 months, how much was your child helped by the counseling or treatment he or she got? (% A lot)
- Q19 In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you? (% Yes)

Results Comparison by Child Age Group

	Overall		Score Spread	Birth – 3		4 - 6		7 - 9		10 - 12		13 - 15		16 - 18	
	N	Score		N	Score	N	Score	N	Score	N	Score	N	Score	N	Score
Q18	729	77%	17%	55	85%	152	75%	148	82%	135	82%	146	74%	93	68%
Q34	927	30%	16%	83	40%	200	34%	186	34%	161	24%	181	24%	116	28%
Q20	722	59%	24%	54	72%	149	48%	147	65%	136	60%	144	60%	92	54%
Q29	729	54%	27%	55	73%	152	55%	148	61%	136	49%	146	46%	92	48%
Q22	725	76%	19%	54	87%	151	80%	148	76%	136	71%	145	79%	91	68%
Q25	721	86%	11%	55	85%	150	79%	144	89%	135	88%	145	90%	92	80%
Q30	924	51%	15%	84	58%	198	54%	186	58%	160	49%	181	45%	115	43%
Q19	721	94%	10%	55	96%	151	94%	147	95%	133	94%	143	96%	92	86%

Maximum
value

Minimum
Value

Results Comparison by Primary Disability Designation

Items with Statistically Significant Results

- Q7 In the last 12 months, how often did your child get an appointment for counseling or treatment as soon as you wanted? (% Always)
- Q42 In the last 12 months, how much of a problem, if any, was it to get the help you needed for your child when you called customer service? (% Not a problem)
- Q33 Compared to 12 months ago, how would you rate your child's ability to deal with social situations now? (% Much better)
- Q35 Compared to 12 months ago, how would you rate your child's problems or symptoms now? (% Much better)

Results Comparison by Primary Disability Designation

Q7	Overall		Score Spread	Developmental Disability		Severe Emotional Disability	
	<u>N</u>	<u>Score</u>		<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>
Q42	664	48%	10%	246	42%	418	52%
Q33	214	55%	17%	101	46%	113	63%
Q35	931	26%	8%	407	21%	524	29%
Q25	929	25%	6%	405	22%	524	28%

- *Note:* Too few respondents with other disability designations participated to be included in this analysis.

Results Comparison by Service Type

Items with Statistically Significant Results

Q3 In the last 12 months, how often did you get the professional counseling your child needed on the phone? (% Always)

Q7 In the last 12 months, how often did your child get an appointment for counseling or treatment as soon as you wanted? (% Always)

Q42 In the last 12 months, how much of a problem, if any, was it to get the help you needed for your child when you called customer service? (% Not a problem)

	Overall		Score Spread	Receiving autism services		Receiving general services	
	N	Score		N	Score	N	Score
Q3	468	47%	17%	104	34%	364	51%
Q7	664	48%	13%	201	39%	463	52%
Q42	214	55%	16%	88	45%	126	61%

Results Comparison by CRSP

Items with Statistically Significant Results

- | | |
|-----|---|
| Q12 | In the last 12 months, how often did the people your child saw for counseling or treatment listen carefully to you? (% Always) |
| Q13 | In the last 12 months, how often did the people your child saw for counseling or treatment explain things in a way you could understand? (% Always) |
| Q18 | In the last 12 months, how often were you involved as much as you wanted in your child's counseling or treatment? (% Always) |
| Q29 | Using any number from 0 to 10, what number would you use to rate all your child's counseling or treatment in the last 12 months? (% 9 or 10) |
| Q22 | In the last 12 months, were you given information about different kinds of counseling or treatment that are available for your child? (% Yes) |
| Q24 | In the last 12 months, were you given information about your child's rights as a patient? (% Yes) |

Results Comparison by CRSP

The following table compares results for the 14 CRSPs who had 30 or more respondents participate in the survey. Because of the size of the table, it is shown across three slides. On each slide, the overall score and the score spread for each question appear, with scores from 4 or 5 CRSPs.

	Overall		Score			Community Care Services		Community Living Services		Development Centers, Inc		Hegira Health, Inc	
	N	Score	<u>Minimum</u>	<u>Maximum</u>	<u>Spread</u>	N	Score	N	Score	N	Score	N	Score
Q12	653	66%	49%	84%	34%	41	61%	41	71%	37	84%	48	54%
Q13	651	77%	61%	92%	31%	40	78%	41	85%	37	92%	49	61%
Q18	649	77%	62%	90%	28%	41	78%	41	90%	37	86%	47	70%
Q29	650	54%	36%	73%	37%	42	45%	41	66%	37	70%	48	38%
Q22	644	76%	47%	100%	53%	41	66%	41	76%	36	89%	46	61%
Q24	629	92%	83%	100%	18%	40	83%	40	100%	35	97%	45	84%

Maximum value	Minimum Value
---------------	---------------

Results Comparison by CRSP

	Overall		Score			Lincoln Behavioral Services, Inc		Macomb-Oakland Regional Center, Inc		Neighborhood Service Organization		Northeast Integrated Health		PsyGenics, Inc	
	N	Score	Minimum	Maximum	Spread	N	Score	N	Score	N	Score	N	Score	N	Score
Q12	653	66%	49%	84%	34%	36	69%	15	60%	13	77%	32	66%	75	68%
Q13	651	77%	61%	92%	31%	36	75%	15	67%	13	92%	32	84%	75	76%
Q18	649	77%	62%	90%	28%	37	70%	15	67%	13	85%	30	70%	73	85%
Q29	650	54%	36%	73%	37%	37	51%	15	47%	13	46%	31	58%	73	60%
Q22	644	76%	47%	100%	53%	37	73%	15	80%	13	100%	30	73%	73	78%
Q24	629	92%	83%	100%	18%	36	94%	14	100%	13	100%	30	93%	70	86%

Maximum value	Minimum Value
---------------	---------------

Results Comparison by CRSP

	Overall		Score			Southwest Counseling Solutions		Starfish Family Services, Inc		The Children's Center of Wayne County		The Guidance Center		Wayne Center	
	<u>N</u>	<u>Score</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Spread</u>	N	Score	N	Score	N	Score	N	Score	<u>N</u>	<u>Score</u>
Q12	653	66%	49%	84%	34%	16	81%	52	71%	133	71%	77	49%	37	59%
Q13	651	77%	61%	92%	31%	16	81%	52	77%	130	81%	77	66%	38	74%
Q18	649	77%	62%	90%	28%	16	69%	52	67%	132	83%	77	62%	38	76%
Q29	650	54%	36%	73%	37%	15	73%	51	59%	132	61%	77	36%	38	50%
Q22	644	76%	47%	100%	53%	15	47%	51	80%	132	81%	77	71%	37	76%
Q24	629	92%	83%	100%	18%	15	87%	50	96%	127	94%	76	93%	38	89%

Maximum value	Minimum Value
---------------	---------------

Results Comparison by Survey Mode

Items with Statistically Significant Results

- Q3 In the last 12 months, how often did you get the professional counseling your child needed on the phone? (% Yes)
- Q13 In the last 12 months, how often did the people your child saw for counseling or treatment explain things in a way you could understand? (% Always)
- Q14 In the last 12 months, how often did the people your child saw for counseling or treatment show respect for what you had to say? (% Always)
- Q18 In the last 12 months, how often were you involved as much as you wanted in your child's counseling or treatment? (% Always)
- Q32 Compared to 12 months ago, how would you rate your child's ability to deal with daily problems now? (% Always)
- Q33 Compared to 12 months ago, how would you rate your child's ability to deal with social situations now? (% Always)
- Q11 In the last 12 months, how often was your child seen within 15 minutes of his or her appointment? (% Always)
- Q22 In the last 12 months, were you given information about different kinds of counseling or treatment that are available for your child? (% Yes)
- Q26 In the last 12 months, as far as you know, did anyone your child saw for counseling or treatment share information with others that should have been kept private? (% No)
- Q30 In the last 12 months, how much was your child helped by the counseling or treatment he or she got? (% A lot)
- Q19 In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you? (% Yes)

Results Comparison by Survey Mode

	Overall		Score Spread	CATI		Mail		Web	
	<u>N</u>	<u>Score</u>		<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>
Q3	468	47%	21%	331	51%	87	41%	50	30%
Q13	742	77%	17%	557	80%	106	71%	79	63%
Q14	742	81%	14%	559	83%	105	77%	78	69%
Q18	740	77%	11%	557	80%	105	69%	78	72%
Q32	931	32%	12%	685	34%	152	22%	94	31%
Q33	933	26%	10%	687	28%	152	18%	94	24%

Maximum
value

Minimum
Value

Results Comparison by Survey Mode

	Overall		Score Spread	CATI		Mail		Web	
	<u>N</u>	<u>Score</u>		<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>	<u>N</u>	<u>Score</u>
Q11	749	63%	17%	565	66%	106	49%	78	58%
Q22	734	76%	17%	554	80%	104	63%	76	68%
Q26	738	95%	7%	554	97%	106	92%	78	90%
Q30	935	51%	13%	687	53%	153	46%	95	40%
Q19	733	94%	6%	550	95%	106	89%	77	91%
Q33									

Maximum
value

Minimum
Value

Research Team

Asmara Ruth Afework

Charo Hulleza

Luna Yue Xuan

Wayne State Center for Urban Studies

<http://http://www.cus.wayne.edu>

313-577-2208

WAYNE STATE
UNIVERSITY

THE CENTER FOR URBAN STUDIES

