

CART Report to Provider

N = 9

Section A

	Sat. or Yes	Dissat or No
<u>Service Access</u>		
Q#16 Clean safe building		
Q#17 Number of visits	8	0
Q#18 Available appointments	9	0
Q#19 Transportation		
<u>Service Information On</u>		
Q#21 Get info on rights	7	2
Q#22 Tell staff dislikes	7	2
Q#24 Explain Urine/Sobriety test		
Q#45 Complaint/Grievance	9	0
Q#34 Staff answer questions	8	1
Q#35 Family Support	6	3
Q#38 Medication benefit	3	1
Q#39 Medication side- effects	3	1
<u>Service Acceptability</u>		
Q#31 Respect for beliefs	8	1
Q#32 Comfortable w/ staff	9	0
Q#46 Overall sat. w/ respect	7	1
Q#33 Involved Treatment Plng.	9	0
Q#48 Goals	8	1
<u>Perceived Choice</u>		
Q#40 Knowledge of Choice	8	1
Q#41 Choose this service	9	0
Q#23 Perceived coerciveness	8	1
<u>Overall Satisfaction</u>		
Q#50 Recommend Program	9	0
Q#51 Overall satisfaction	8	0

Provider: Allegheny Children's Initiative, Inc.

Service: Wraparound

Population: Children & Adolescent Mental health

Interview Date(s):
June 1, 2004 >
November 1, 2004
(Telephone Interviews)

Site Address:
2304 Jane Street
Pittsburgh, PA 15203

Contact Person:
Douglas Spencer, Director

Address: (Same)

Phone: (412) 390-3801

of Phone Int: 9

of Refusals: N/A

Notes: (None)

Open-Ended Questions

(Q#25 > Q#30)

Narrative Responses

Section B

Q#25: What do you like about your child's _____ services?

Parent #1: (CC) "They are nice people."

Parent #2: (CC) "I like the people. They're great and very helpful for the child."

Parent #3: (CC) The staff is strengthening the parent's skills for helping the child. The staff helps to empower the parent.

Parent #4: (CC) "I like the therapist coming to the house. I like that I'm asked what I want and so on."

Parent #5: (CC) "That they're able to see the home situation and they're able to help the parents see better ways to handle problems."

Parent #6: (CC) "That they come to the house, and it disrupts him less; he can be himself at home. He's more relaxed."

Parent #7: (CC) "The behavior plans, the treatment plans, and the follow-through."

Parent #8: (CC) "They're flexible and work around my time."

Parent #9: (CC) "They are helping with problems at home. They are there for my daughter and teaching her how to cope."

Q#26: What do you dislike about your child's _____ services?

Parent #4: (CC) "There's a problem with the hours. The TSS is a problem; he's not suitable for seeing a child."

Parent #5: (CC) "We were a little happier with family based. Wraparound is a bit more disappointing."

Parent: #9: (CC) "If they get too personal, I will tell them. I feel that she has not had a full evaluation about her problems. She has symptoms of possible bipolar or ADHD and they will not let me see the psychiatrist about possible medication. She is not sleeping and has asked me for my medication."

Q#27: What does your child need to reach their goals?

Parent #1: (CC) "He needs his father."

Parent #2: (CC) "She's getting help with all her issues right now."

Parent #3: (CC) The child needs to be motivated and to discuss, in more detail, his goals for the future.

Parent #4: (CC) "Our biggest goal is that our son can live at home."

Parent #5: (CC) "We're working on how to react socially in a more appropriate manner. The big thing is dealing with conflict."

Parent #6: (CC) "To verbalize his feelings, instead of acting out. His medical needs require him to care for his medical needs himself."

Parent #7: (CC) "More work on her behavior skills."

Parent #8: (CC) "To work on his self-esteem."

Parent #9: (CC) "She needs to work with emotional and internal feelings. She needs to stop isolating. She has gained over a hundred pounds. She needs to get involved in sports."

Q#29: If you could improve anything about your child's services what would it be?

Parent #4: (CC) "The TSS needs to be improved. His qualifications aren't good for working with a child."

Parent #5: (CC) "Probably that if we have a system that is working, that they don't change it or the people."

Parent #6: (CC) "I'm happy with everything, but I'd like more TSS's to be available in my area."

Parent #7: (CC) "Communication between me and the staff, but it has gotten better."

Parent #9: (CC) "I got outside pressure from the school about not using the wraparound service. Friends and family are giving me pressure about letting people know my business. She is having problems with her father who has told her not to take medicines as well as being an absentee father."

Q#30: Is there anything else that you would like to say about your child's _____ services?

Parent #3: (CC) They are helping the parent to deal with a lot of things.

Parent #9: (CC) "I feel my child may have a reading problem because her memory and reading comprehension is extremely bad."

Consumer Comments for Standardized (Close ended) Questions

Q#21: Do you know where to go to get information about your child's consumer rights?
If No: What could someone do to help you get this information?

Parent #3: (CC) "The staff could sit down and discuss the rights with the parent."

Parent #5: (CC) "I would ask the people who are coming into our home."

Q#22: Are you worried about telling staff what you don't like about your child's services?
If Yes: What are you worried about?

Parent #4: (CC) "I don't want him to lose services because I'm unhappy about current TSS services."

Parent #5: (CC) "I worry whether I can tell them appropriately."

Q#23: Have you felt forced or pressured to accept services that you didn't want for your child?
If Yes: What happened?

Parent #4: (CC) "This TSS is a problem."

Q#31: Do you feel that your child's religious beliefs, family traditions and social customs are respected by the staff?
If No: How is the staff disrespectful?

Parent #4: (CC) "There is a problem scheduling religious training."

Q#46: Overall, are you satisfied with the respect shown to you and your child by the people who work with your child?
If Dissatisfied: Why are you dissatisfied?

Parent #7: (CC) "I'm dissatisfied with the agency itself in regards to respect. They have meetings and don't inform me. One meeting was so bad I filed a complaint. We don't have problems with the direct care, though."

Q#50: Have you noticed any changes in your child's mental health services since CART began interviewing consumers in 1999?
If Yes, What changes have you experienced?

Parent #3: (CC) The providers take more interest in the family.

INTERVIEWERS: SA, KF, ES & MM