

## CART Report to Provider

N = 11

### Section A

	Sat. or Yes	Dissat or No
<b><u>Service Access</u></b>		
Q#16 Clean safe building		
Q#17 Number of visits	11	0
Q#18 Available appointments	11	0
Q#19 Transportation		
<b><u>Service Information On</u></b>		
Q#21 Get info on rights	9	2
Q#22 Tell staff dislikes	11	0
Q#24 Explain Urine/Sobriety test	11	0
Q#45 Complaint/Grievance	11	0
Q#34 Staff answer questions	11	0
Q#35 Family Support	11	0
Q#38 Medication benefit	6	0
Q#39 Medication side- effects	6	0
<b><u>Service Acceptability</u></b>		
Q#31 Respect for beliefs	11	0
Q#32 Comfortable w/ staff	11	0
Q#46 Overall sat. w/ respect	11	0
Q#33 Involved Treatment Plng.	11	0
Q#48 Goals	11	0
<b><u>Perceived Choice</u></b>		
Q#40 Knowledge of Choice	11	0
Q#41 Choose this service	11	0
Q#23 Perceived coerciveness	11	0
<b><u>Overall Satisfaction</u></b>		
Q#50 Recommend Program	11	0
Q#51 Overall satisfaction	11	0

<b><u>Provider:</u></b>	Allegheny Children's Initiative, Inc.
<b><u>Service:</u></b>	Case Management
<b><u>Population:</u></b>	Children & Adolescent Mental Health
<b><u>Interview Dates:</u></b>	August 3 > 23, 2004 (Telephone Interviews)
<b><u>Site Address:</u></b>	2304 Jane Street Pittsburgh, PA 15203
<b><u>Contact Person:</u></b>	Douglas Spencer, Director
<b><u>Address:</u></b>	(Same)
<b><u>Phone:</u></b>	(412) 390-3801
<b><u># of Phone Int:</u></b>	11
<b><u># of Refusals:</u></b>	N/A
<b><u>Notes:</u></b>	(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) "When I need something as telephone numbers to call or other services, he helps me to connect to the services. He has helped us with school problems."

Parent #2: (CC) "The consistency is good and the case manager is very knowledgeable. She is very much on top of her job."

Parent #3: (CC) The resource coordinator is very friendly and is committed in finding the appropriate program for the adolescent. The resource coordinator is considerate of the parent's schedule when setting up appointments.

Parent #4: (CC) "She is there when I am unable to make a meeting she is there. My child is comfortable and they share similar interests."

Parent #5: (CC) "She helped with the school. She was at all the meetings. She was good with the family. She got us the services we needed. She gave us options."

Parent #6: (Other) "The case manager is courteous, prompt and a true advocate. I had no problem getting them."

Parent #7: (CC) "Everything that came up has been handled well."

Parent #8: (CC) "She is a friend to our family."

Parent #9: (CC) "I like that the service is available. It's made a difference in my child's life."

Parent #10: (CC) "It helps us with the child's behavior."

Parent #11: (CC) "The accessibility was very good."

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

Parent #9: (CC) "I hate all the meetings and trying to match someone else's schedule."

Parent #11: (CC) "There was a problem earlier, but I feel the service overall is a good one."

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

Parent #1: (CC) "He needs more spirituality. He needs more positive experiences. He needs help with math and reading."

Parent #2: (CC) "He needs to have consistency of treatment."

Parent #3: (CC) The adolescent needs to be able to take care of him/herself by improving his/her basic skills.

Parent #4: (CC) "She needs special schooling. She needs stabilization with her medications. She needs structure."

Parent #5: (CC) "He finished school. He needs a job in his field. He has stabilized since he finished school."

Parent #6: (Other) "He needs continued services and especially outpatient services."

Parent #7: (CC) "He needs help with social and recreational needs."

Parent #8: (CC) "My child needs continued support."

Parent #9: (CC) "Social programming is what he needs."

Parent #10: (CC) "He needs to listen and to pay attention more."

Parent #11: (CC) "She needs security and stability in her life. She needs to be an inpatient right now."

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

Parent #1: (CC) "Sometimes, I had problems getting in touch with him. Then he gave me his cell number. He tells me when he goes out of town."

Parent #4: (CC) "I think that they need more money. They need to lessen the caseload. I think it would reduce the staff turnover."

Parent #5: (CC) "It should be easier to find help."

Parent #6: (Other) "The staff turnover was a problem."

Parent #9: (CC) "Parents need to be told what services are available. We're just learning about services even now."

Parent #11: (CC) "There needs to be consistency from person to person."

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

Parent #1: (CC) "He is a nice person. He makes me feel welcomed."

Parent #3: (CC) The services are definitely helpful and all of the adolescent services are coordinated.

Parent #4: (CC) "She was with us in court, school and community. She likes the one-on-one. She communicates well with me."

Parent #5: (CC) "I think her services helped him to get through school."

Parent #10: (CC) "We have a pretty good case manager."

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 #5: (CC) "I don't know."

Parent #7: (CC) "I don't know."

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 #4: (CC) "The type of treatment changed."

**INTERVIEWERS:** SA, KF & ES