

DATA ANALYSIS

A. ACCESS (AVERAGE SATISFACTION: 97.7%)

Participants overwhelmingly reported satisfaction with their ability to access their BHHOC services in a timely and consistent manner. This includes receiving all services recommended by their child's treatment team, scheduling appointments at convenient times, and having responsive staff. In addition, participants felt that their team was available

Key Findings:

- 96% of respondents agreed or strongly agreed they received all recommended services.
- 96% found services to be available at convenient times.
- 97% reported that staff returned calls within 24 hours.
- 96% felt they could access services as often as needed.

B. CONNECTEDNESS (AVERAGE SATISFACTION: 92.6%)

Participants felt that their children were generally socially engaged and had supportive relationships. There was slightly less certainty about community belonging, however, participants felt confident that they would have assistance from their natural supports during crises.

Key Findings:

- 94% agreed that their child had friends and access to enjoyable activities.
- 96% felt supported by their family and friends in times of crisis.
- 87% felt their child had a sense of community belonging.

C. GENERAL SATISFACTION (AVERAGE SATISFACTION: 98.1%)

General satisfaction with the children's BHHO program was rated as very high. Almost all families expressed that they like the services their child received and would recommend the agency to others.

Key Findings:

- 98% agreed or strongly agreed they would continue with this agency even if other options were available.
- 97% said they would recommend the agency to others.
- 98% felt satisfied with the services that their child received

D. OUTCOMES (AVERAGE SATISFACTION: 84.6%)

This was the most mixed domain, though still predominantly positive. Families reported moderate improvements in their child's behavior, social functioning, and ability to handle crises. Some areas, such as managing symptoms and improving family relationships, showed slightly more variation in satisfaction levels.

Key Findings:

- 90% reported learning effective ways to cope with their needs
- 75-80% reported improvement in areas like daily functioning, problem-solving, and social skills.
- Roughly 15-20% were unsure or disagreed about improvements in crises management and symptom relief.

E. PARTICIPATION (AVERAGE SATISFACTION: 97.6%)

Survey responses suggest that families felt engaged in the treatment planning process. Respondents consistently noted that they felt comfortable asking questions and were encouraged to be active decision-makers in goal setting for their child.

Key Findings:

- 97% agreed they could modify goals as needed and were involved in the planning process.
- 97% expressed comfort with asking questions about their child's treatment
- 97% felt that the program and their participation was fully explained to the family unit

F. QUALITY AND APPROPRIATENESS (AVERAGE SATISFACTION: 95.8%)

Participants generally felt respected, informed, and empowered in their care. They appreciated being given information about their rights and felt that staff believed in their potential for growth and recovery. Feedback and concerns were welcomed and addressed respectfully.

Key Findings:

- Over 95% of respondents felt free to voice concerns and received information about their rights.
- 97% felt staff helped them take responsibility for managing their own care.
- 95% reported that staff were culturally sensitive
- Slightly lower at 90% was noted regarding consumer-run program referrals and opportunities to give feedback.

G. STAFF EFFECTIVENESS (AVERAGE SATISFACTION: 98.5%)

Families provided positive feedback about the professionalism, accessibility, and supportiveness of their behavioral health home providers. Staff were seen as responsive, skilled, and empowering.

Key Findings:

- 100% of respondents agreed that care coordinators listened to them and were easy to contact.
- 95% agreed staff supported employment goals and taught self-advocacy skills.
- 97% felt supported in finding services that met their needs.