



Parent/Guardian Comprehension of Trauma Informed Care in Ohio's Public Behavioral Health Service System for Children and Adolescents

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Introduction

The Ohio Department of Mental Health Office and Addiction Services, Office of Quality, Planning, and Research of Research (OMHAS-QPR) administered its annual mail survey to parents and guardians of child and adolescent consumers with serious emotional disturbances (SED) on their perception of care and treatment outcomes. Parents and guardians were queried between March 1 and August 29, 2014, using the Youth Services Survey for Families (YSS-F) instrument and an experimental scale called the Trauma Informed Care Questionnaire (TICQ). The 15-item, 5-point Likert scale TIC-Q was adapted from Guarino et al.'s Trauma-Informed Care Organizational Self-Assessment. A copy of the 15-item TIC-Q is located in the appendix of this report.

Methodology

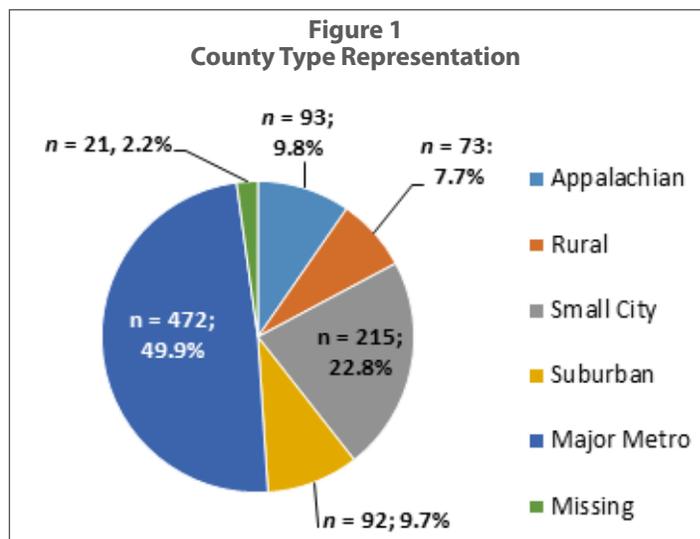
The 2014 survey administration drew a random sample stratified by race from the OhioMHAS billing database. A sample of 7,999 children and adolescents under age 18 who met criteria for serious emotional disturbance was drawn from a universe of 71,063 youth with SED who received services in last two quarters of State Fiscal Year (SFY) 2013. The sample size for the youth service population was based on a power analysis for confidence intervals of +/-3 percent. Racial minorities in the child and adolescent population were over-sampled in an effort to obtain adequate representation.

Surveys were mailed out in two waves, with reminder postcards issued three weeks after the first mailing, and a second survey mailed in mid-June. Survey participants were given the option of responding by mail with a pre-paid business envelope, by phone over the department's toll-free line, or via an internet survey website.

Sampling Results

In the parent/guardian return sample, 10.2 percent ($n = 817$) survey packets were returned as undeliverable mail. Less than one percent ($n = 37$) of surveyed consumers declined participation, and 74.2 percent ($n = 5,329$) survey recipients did not respond by the survey deadline. A completed TICQ survey was returned by 966 parent/guardian respondents, or 13.4 percent of the sample that received a mail packet.

¹Guarino, K, Soares, P, Konnath, K, Clervil, R, and Bassuk, E. (2009). Trauma-Informed Care Organizational Self-Assessment. www.dhs.wisconsin.gov/tic/docs/TIC-CROGEP.pdf

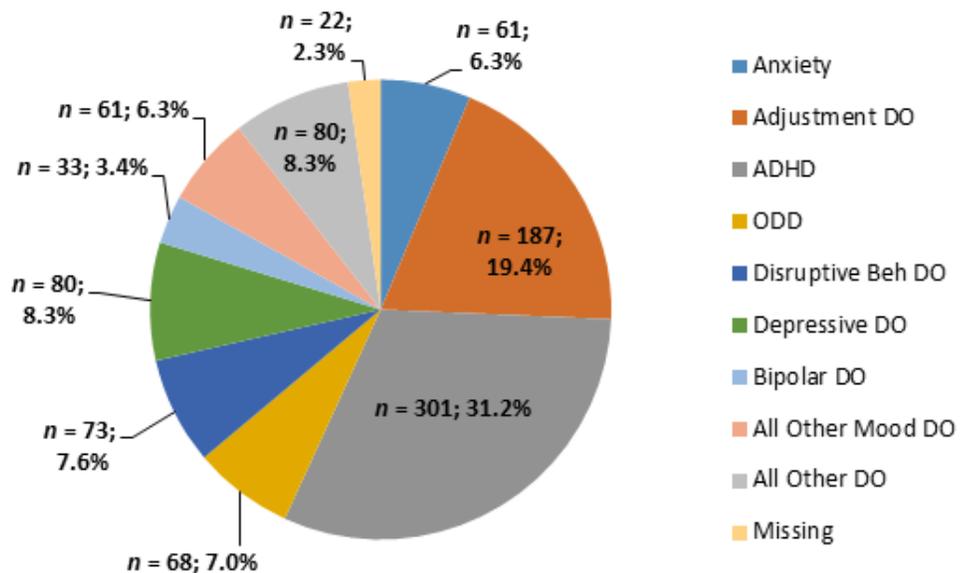


TICQ Sample Demographics

The child/adolescent return sample for the TICQ instrument was 61.3 percent male ($n = 579$) and 38.7 percent female ($n = 366$). Race was 71.6 percent White ($n = 672$) and 28.4 percent African American ($n = 266$). Some 2.1 percent ($n = 20$) of the return sample identified with Hispanic ethnicity.

The TICQ's return sample county type representation was 49.9 percent Major Metropolitan, 9.7 percent Suburban, 22.8 percent Small City, 7.7 percent Rural, 9.8 percent Appalachian. Some 3.2 percent were missing geographic information. See Figure 1 for county type distributions. The sample's mutually exclusive distribution of diagnostic groups was 6.3 percent anxiety disorders, 19.4 percent adjustment disorders, 31.2 percent attention deficit, hyperactivity disorder, 7.0 percent oppositional defiant, 7.6 percent disruptive behavior, 8.3 percent depressive disorders, 3.4 percent bipolar, 6.3 percent other mood disorders, 8.3 percent all other diagnoses, and 2.3 missing diagnoses. See Figure 2 for distribution of diagnostic groups in the sample.

The majority (94.9 percent; $n = 902$) of child and adolescent consumers were living at home, and 75.7 percent ($n = 719$) were actively in services at the time of the survey. Some 11.6 percent ($n = 112$) of the TIC-Q sample reported the child and adolescent had had police involvement in the 12 to 24 months preceding the survey. Another 30.9 percent ($n = 299$) reported school disciplinary action such as expulsion or suspension had occurred in the preceding 12 to 24 period. About 76 percent ($n = 737$) had received services for two years or longer, while 21.5 percent ($n = 208$) were new to services in FY 2013.

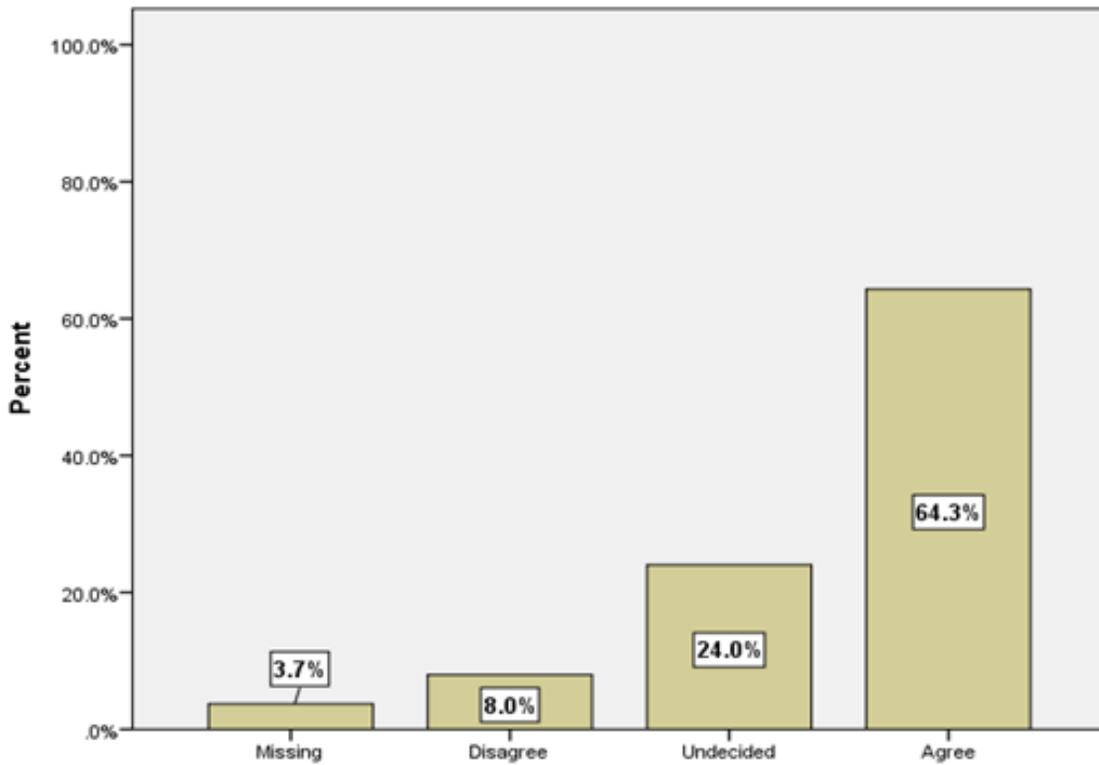


Analysis

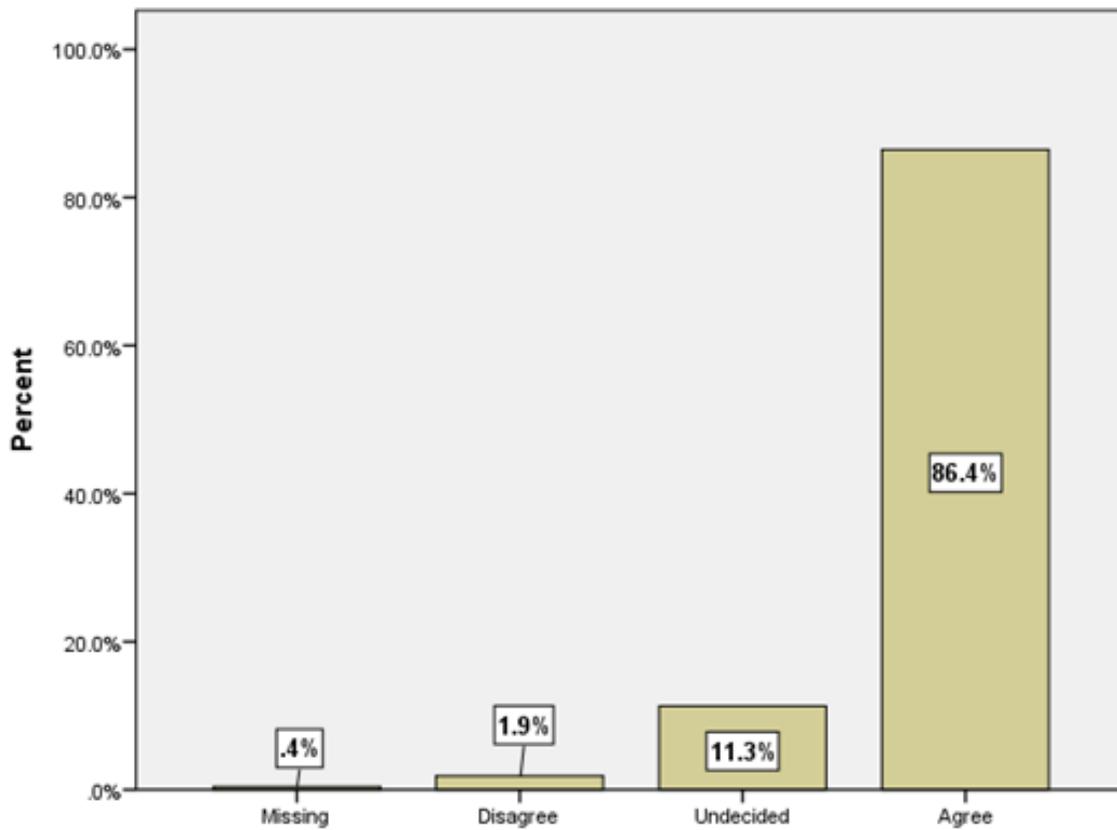
The survey's original response categories were Likert scales where respondents ranked items Strongly Disagree, Disagree, Undecided, Agree, and Strongly Agree. Missing and Not Applicable responses were coded zero. The Strongly Disagree and Disagree response categories were recoded into Disagree, with a similar collapse of the Strongly Agree and Agree categories. Results of the recoding were formatted into bar charts to show the distribution of agreement for each item.

Results

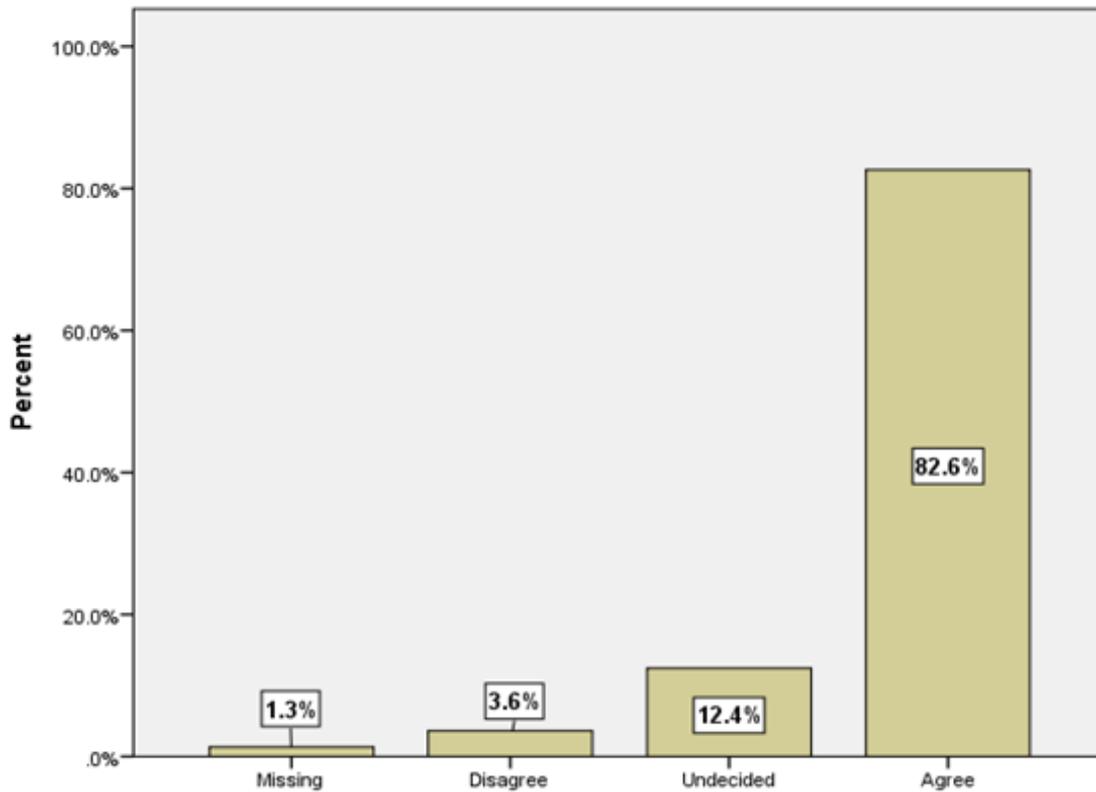
Respondents ranked all 15 items of the TIC questionnaire more favorably than not. Distributions in which agreement was less than two-thirds (66.6%; $n = 644$) of the responses occurred with six items: Questions 1, 5, 6, 11, 12 and 13 had the lowest percentages of positive endorsements. Two items (1 and 12) were missing over 3 percent of response data; the average missing data per item was 1.2%. Three items (5, 6 and 13) had 15% or more responses in the negative or disagree category, and five items (1, 5, 12, 13, and 15) were ranked "undecided" in 20% to 40% of responses.



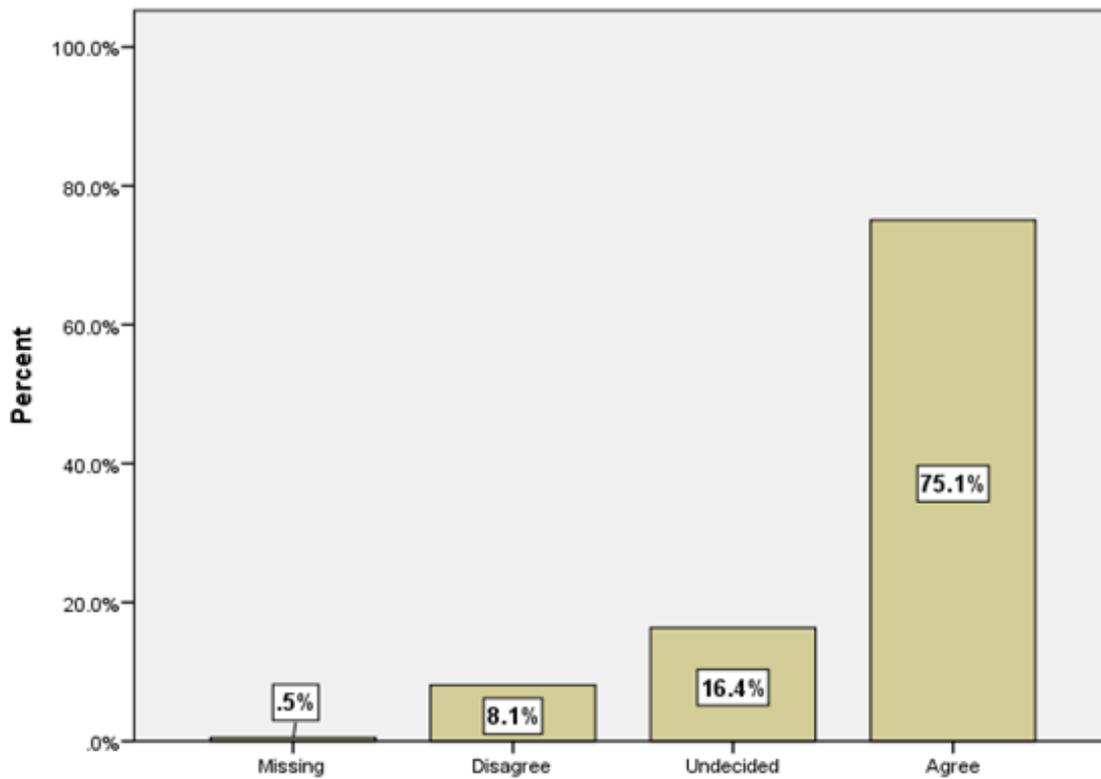
1. Staff monitor who comes in and out of the the building.



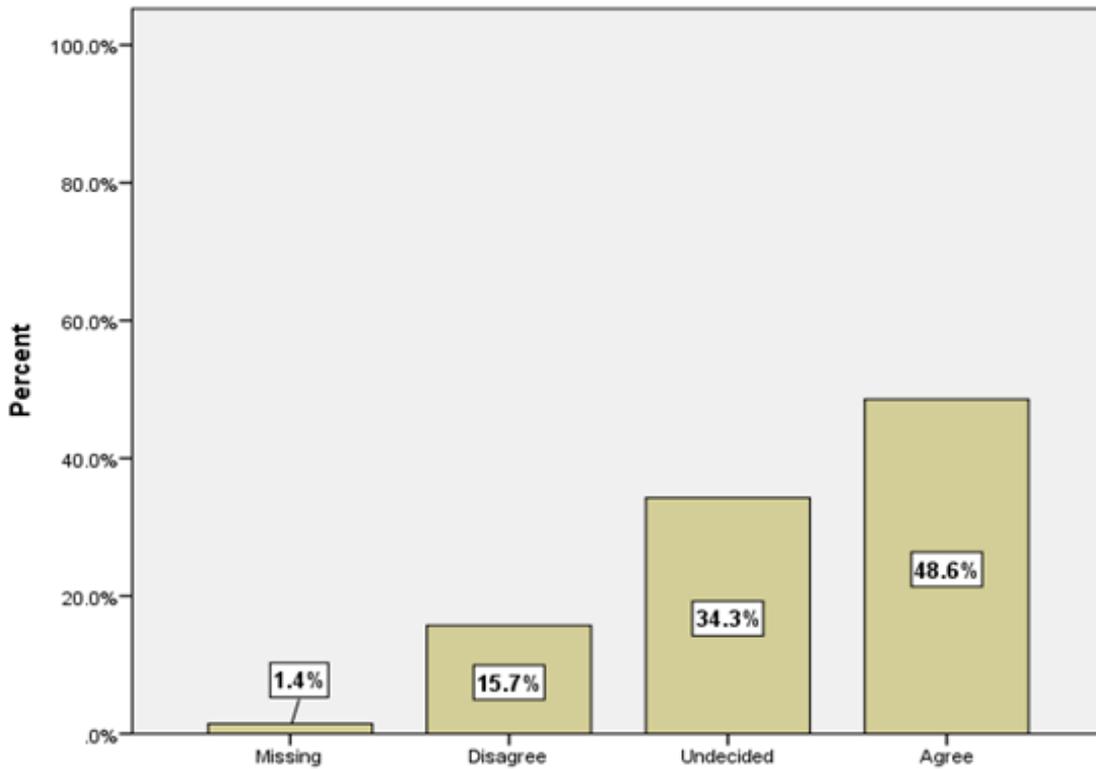
2. All areas of the agency are well lit, including the common areas, bathrooms, and outside of the building.



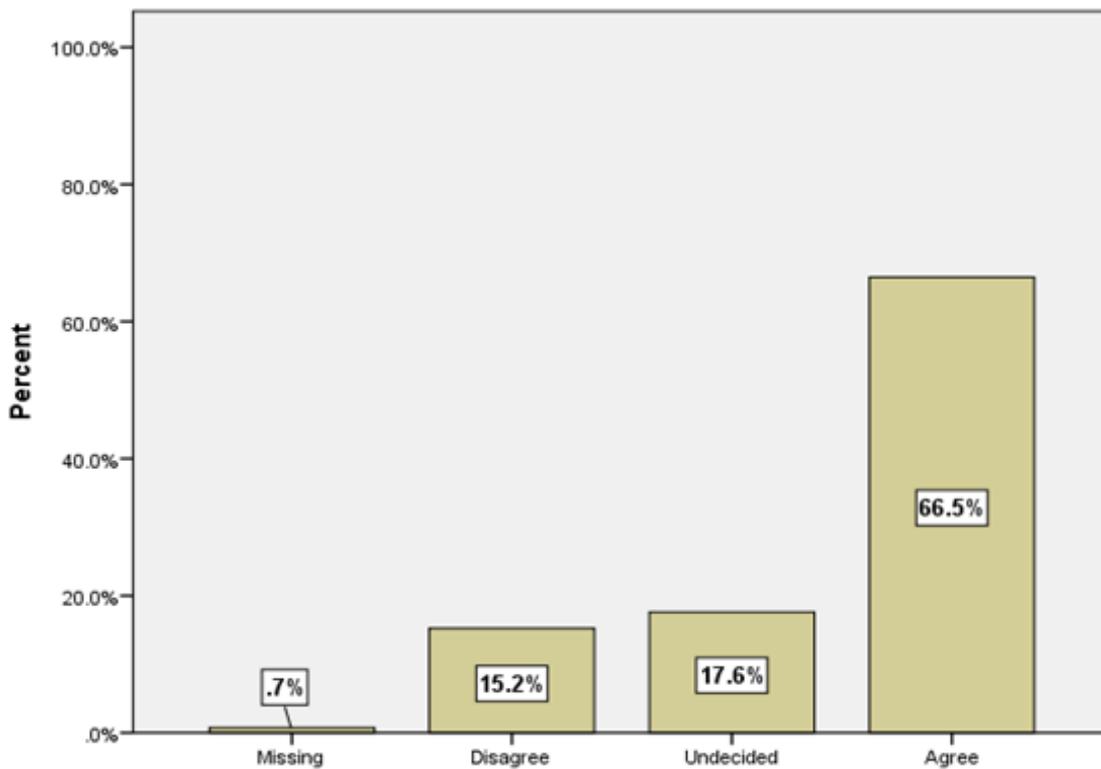
3. Bathroom doors used by me or my child can be locked.



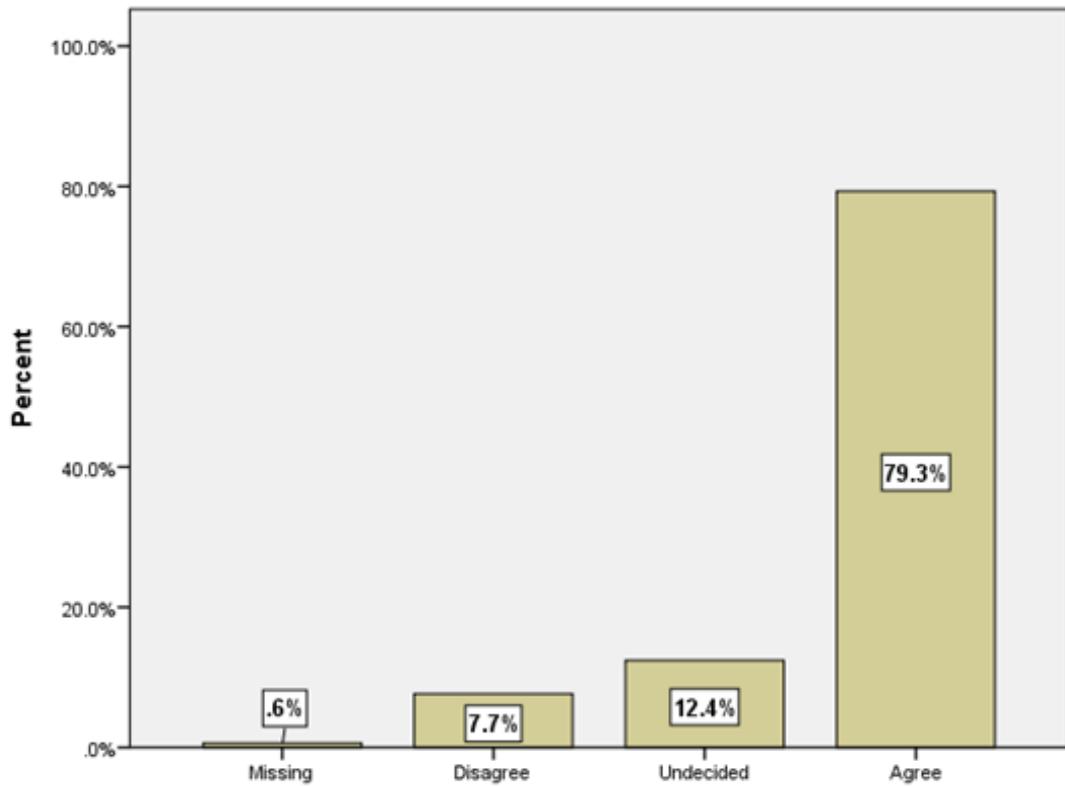
4. The waiting room and offices have child friendly decorations and materials such as books and toys.



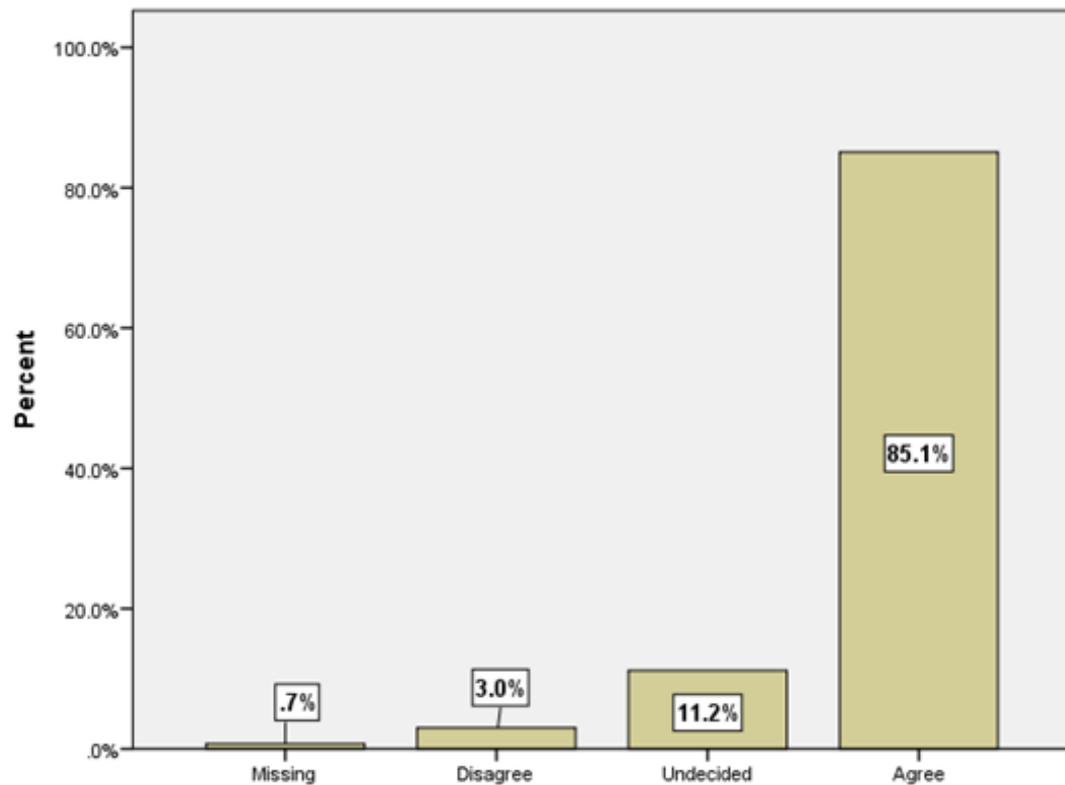
5. The agency provides a place for children to play.



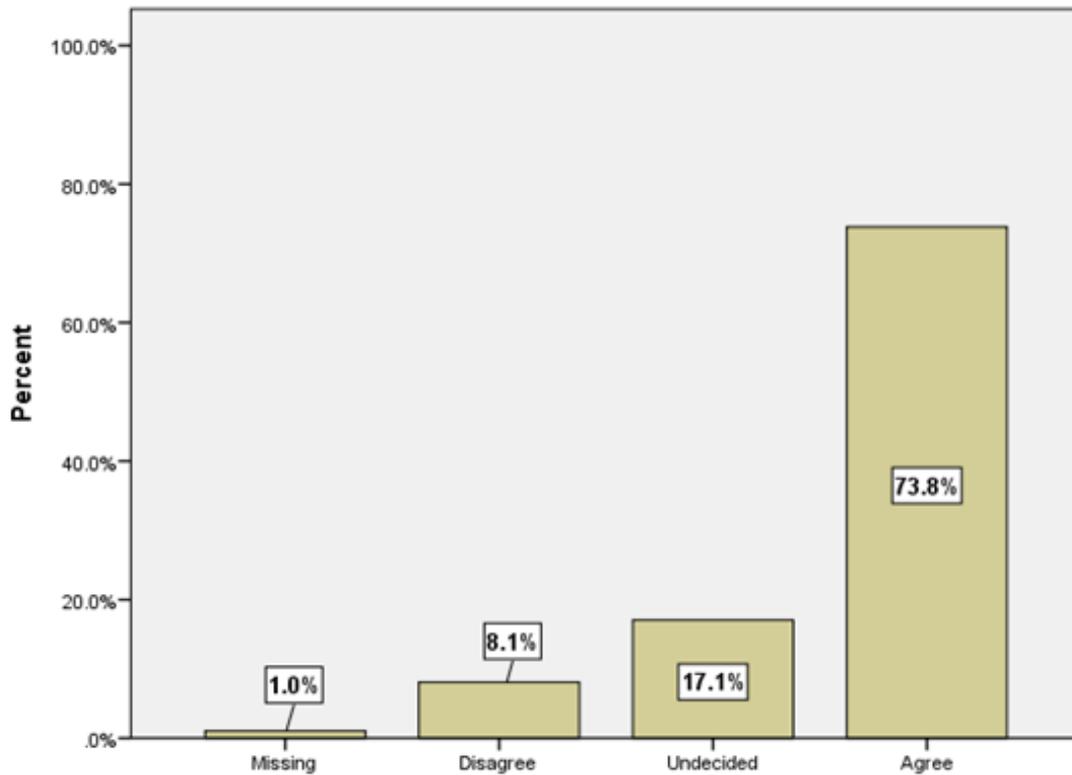
6. The agency provides an opportunity to make suggestions about ways to improve the physical space.



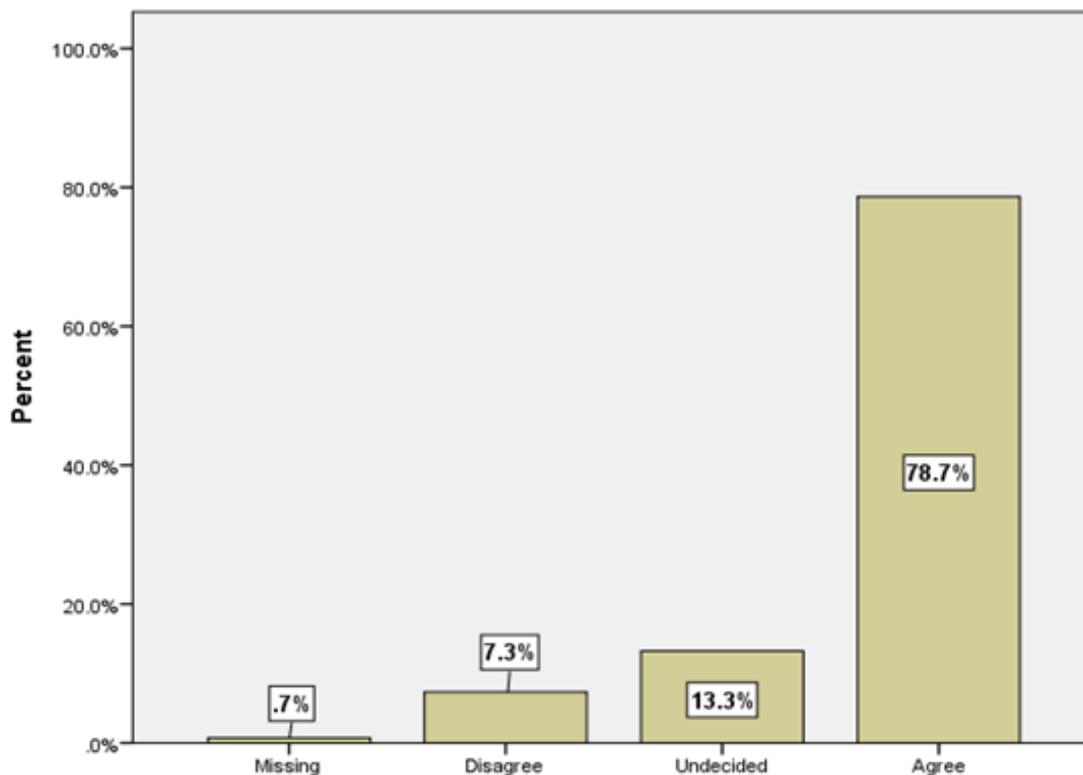
7. I have been informed about how agency staff will respond to personal crises such as suicidal statements and violent behavior.



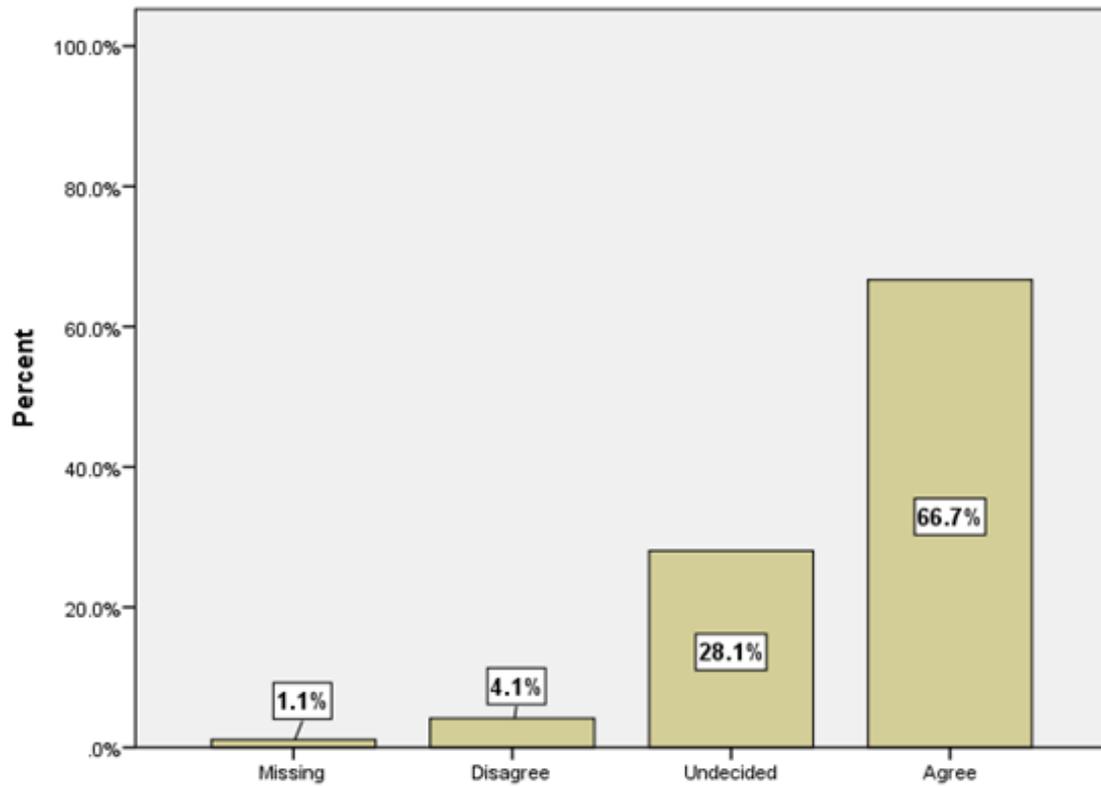
8. Staff do not talk in common spaces (waiting rooms, elevators, hallways) about children and/or families receiving treatment.



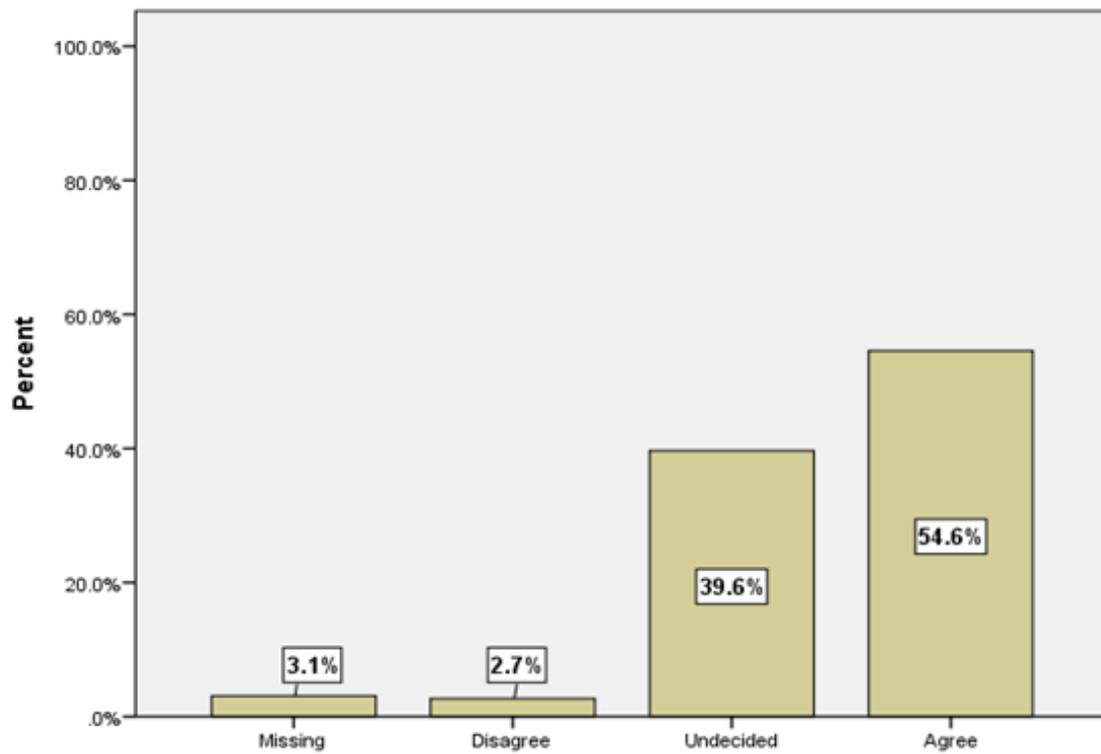
9. Staff do not discuss personal issues about one child or family with other children and families.



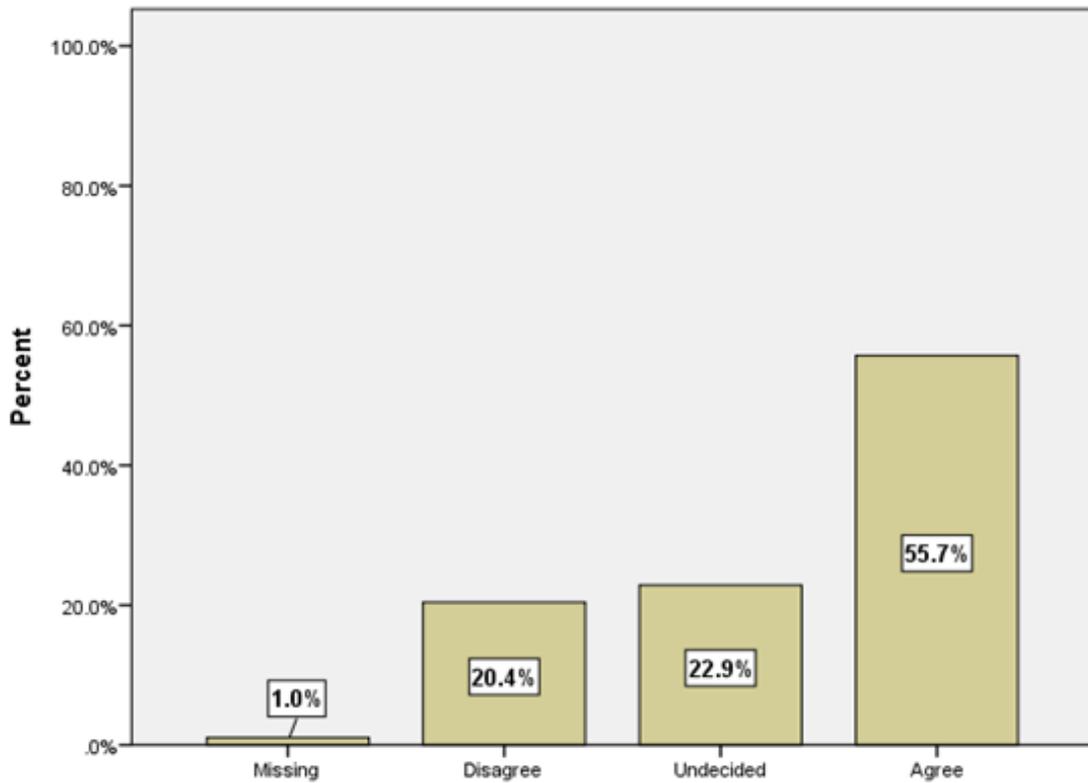
10. I am familiar with agency rules and complaint procedures.



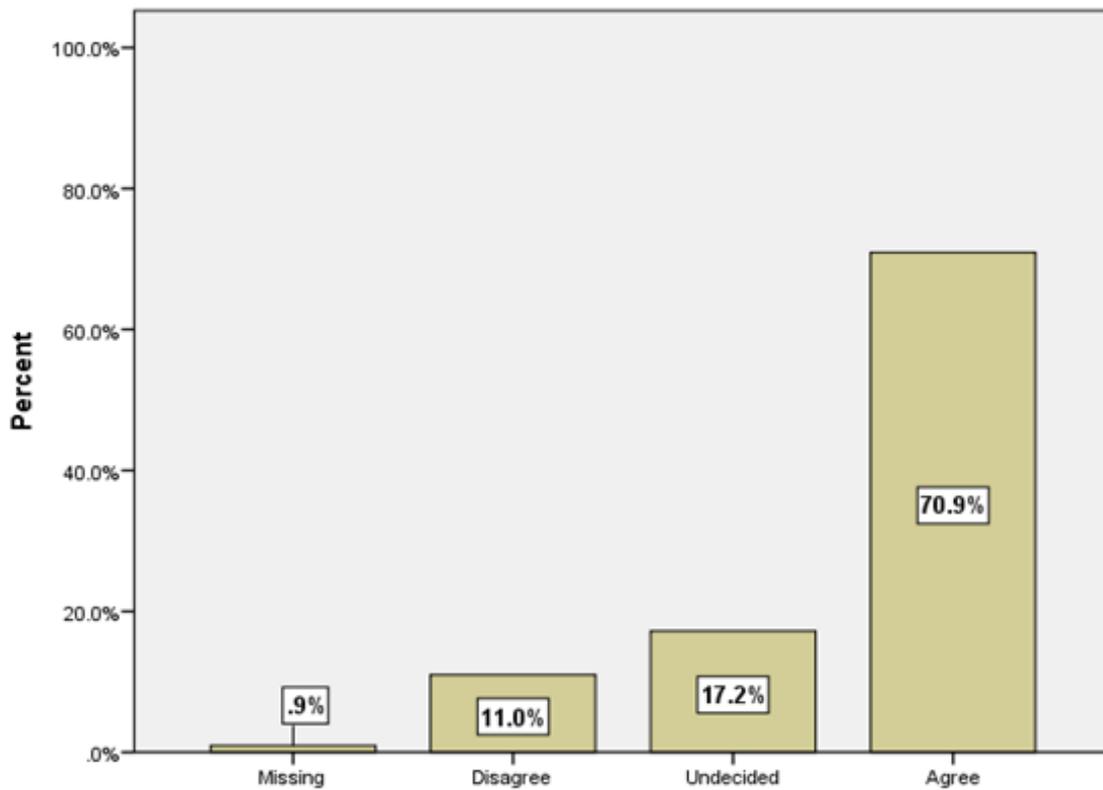
11. Agency staff are flexible with rules if needed, based on individual circumstances.



12. Children and/or families who violate agency rules are approached in private.



13. Agency staff informed me about what kinds of records are kept, where they are kept, and who has access to the information.



14. Agency staff informed me about when they are obligated to report information to child welfare or the police.

OhioMHAS Youth Services Survey for Families

Please help us understand more about the environment in which services are delivered.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
34. Staff monitor who comes in and out of the building.....	<input type="radio"/>					
35. All areas of the agency are well lit, including the common areas, bathrooms, and outside of the building.....	<input type="radio"/>					
36. Bathroom doors used by me or my child can be locked.....	<input type="radio"/>					
37. The waiting room and offices have child-friendly decorations and materials such as books and toys.....	<input type="radio"/>					
38. The agency provides an opportunity to make suggestions about ways to improve or change the physical space.....	<input type="radio"/>					
39. I have been informed about how agency staff will respond to personal crises such as suicidal statements and violent behavior.....	<input type="radio"/>					
40. Staff do not talk in common spaces (waiting rooms, elevators, hallways) about children and/or families receiving treatment.....	<input type="radio"/>					
41. Staff do not discuss personal issues about one child or family with other children and families.....	<input type="radio"/>					
42. The agency provides a place for children to play.....	<input type="radio"/>					
43. I am familiar with agency rules and complaint procedures.....	<input type="radio"/>					
44. Agency staff are flexible with rules if needed, based on individual circumstances.....	<input type="radio"/>					
45. Children and/or families who violate agency rules are approached in private.....	<input type="radio"/>					
46. Agency staff informed me about what kinds of records are kept, where they are kept, and who has access to the information.....	<input type="radio"/>					
47. Agency staff informed me about when they are obligated to report information to child welfare or the police.....	<input type="radio"/>					
48. The agency posts material about traumatic stress--what it is, how it impacts people, and available resources.....	<input type="radio"/>					

Thank You for Your Participation!