

CHARACTERISTICS OF CHILDREN SERVED		
Gender	Female	42.9%
	Male	57.1%
Age	1-4	2.3%
	5-9	38.1%
	10-14	49.8%
	15	9.8%
Race	American Indian or Alaska Native	2.5%
	Asian	0.6%
	Black or African-American	26.3%
	White or Caucasian	54.6%
	Other	0.8%
	Unknown	15.2%

Due to rounding, totals may not sum exactly to 100%.

REPORTED USE OF MENTAL HEALTH SERVICES	
Outpatient mental health treatment services	96.0%
Family support services	59.2%
Mental health self-help or support group	36.2%



MARYLAND
Department of Health

Larry Hogan, Governor

Boyd K. Rutherford, Lt. Governor

Robert R. Neall, Secretary,
Department of Health

Barbara J. Bazron, Ph.D.,
Deputy Secretary/Executive Director,
Behavioral Health Administration

Contact Information

Behavioral Health Administration
Spring Grove Hospital Center
Dix Building
55 Wade Avenue
Catonsville, Maryland 21228
bha.health.maryland.gov

The services and facilities of the Maryland Department of Health (MDH) are operated on a non-discriminatory basis. The policy prohibits discrimination on the basis of race, color, sex, or national origin and applies to the provisions of employment and granting of advantages, privileges, and accommodations.

The Department, in compliance with the Americans with Disabilities Act, ensures that qualified individuals with disabilities are given an opportunity to participate in and benefit from MDH services, programs, benefits, and employment opportunities.



MARYLAND
Department of Health

Maryland's Caregivers Rate Their Children's Public Behavioral Health Services

Consumer Perception of Care Survey
2017

BACKGROUND

The Maryland Department of Health's (MDH) Behavioral Health Administration (BHA) conducted a Statewide survey with families to assess caregiver satisfaction with and outcomes of services provided to their children by Maryland's Public Behavioral Health System (PBHS). The Child and Family Perception of Care Survey was administered to a sample of caregivers whose children had received outpatient mental health treatment services between January and December 2016. A total of 520 caregivers participated in the survey.

RATING TREATMENT SUCCESS

Caregivers were asked how their children had improved as a direct result of services. Percentages below represent those respondents who "strongly agree" or "agree" with the following statements:

My child is better at handling daily life.	65.5%
My child gets along better with family members.	65.0%
My child gets along better with friends and other people.	61.3%
My child is doing better in school and/or work.	58.6%
My child is better able to cope when things go wrong.	51.0%
I am satisfied with our family life right now.	58.3%
My child is better able to do things he or she wants to do.	65.7%
My child is better able to control his or her behavior.	53.7%
My child is less bothered by his or her symptoms.	55.2%
My child has improved social skills.	59.5%

As a direct result of the mental health services my child and family received:

I know people who will listen and understand me when I need to talk.	84.3%
I have people that I am comfortable talking with about my child's problems.	86.6%
In a crisis, I would have the support I need from family or friends.	80.7%
I have people with whom I can do enjoyable things.	85.0%

RATING SATISFACTION WITH SERVICES

Caregivers were asked to rate their overall satisfaction with the services their child received. Eighty percent (80%) of the respondents "strongly agreed" or "agreed" with the statement, "Overall, I am satisfied with the services that my child received." Caregivers were also asked to rate their satisfaction with specific aspects of the outpatient mental health treatment services their children received. The table below shows survey findings, where percentages represent respondents who "strongly agree" or "agree" with each item, using a 5-point scale.

SATISFACTION WITH SERVICES	OUTPATIENT TREATMENT SERVICES
I am satisfied with the services my child received.	83.1%
I helped choose my child's services.	81.9%
I helped choose my child's treatment goals.	83.2%
The people helping my child stuck with us no matter what.	79.9%
I felt my child had someone to talk to when he/she was troubled.	77.2%
I participated in my child's treatment.	92.0%
The services my child and/or family received were right for us.	79.5%
The location of services was convenient for us.	80.4%
Services were available at times that were convenient for us.	81.2%
My family got the help we wanted for my child.	77.0%
My family got as much help as we needed for my child.	70.1%
Staff treated me with respect.	92.2%
Staff respected my family's religious or spiritual beliefs.	91.6%
Staff spoke with me in a way that I understood.	94.4%
Staff were sensitive to my cultural or ethnic background.	88.0%
I felt free to complain.	84.0%