

COUNTYWIDE CHILD MHSA NEWSLETTER

THIRD ANNUAL

Family Satisfaction Survey Results

An impressive 88% of families surveyed told Countywide Child MHSA Administration staff that, overall, they were satisfied with the FSP services and treatment their family received while being enrolled in a Child FSP and 83% of the families interviewed indicated that their children had gotten better because of the Child FSP services they received.

When asked whether services were delivered in a language they understood or whether the whole family was involved in planning the child's treatment, 94% and 84% answered yes, respectively.

Each year Countywide Child MHSA Program Administration conducts a telephonic survey of children and families who are currently enrolled in an FSP or who have been in the past.

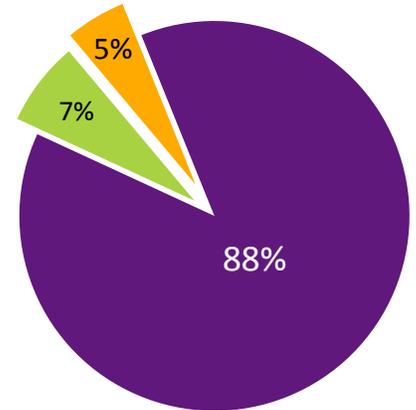
Child Countywide clinicians teamed with the Service Area Parent Partners to successfully survey 180 of 488 ethnically diverse families that were

randomly selected to participate in the 2010 Family Satisfaction Survey.

The interviews were conducted in 8 different languages and represented a variety of ethnicities countywide. The number of participants per Service Area varied from 1-67.

A comparative analysis of the 2009 and 2010 surveys revealed an increase in satisfaction in all categories surveyed this year over 2009 and the 10% increase of families being linked to community based services in 2010 clearly demonstrates that Child FSP providers value and take heed of the family input and feedback the annual Family Satisfaction Survey provides.

Child Countywide Administration is currently learning what success means to our clients by conducting face-to-face interviews with children and families who have received Child FSP services.



Overall Satisfaction

● Agree ● Disagree ● No Opinion

FIRST EDITION

This publication marks the first edition of the Child Countywide MHSA Administration's quarterly newsletter.

Our vision is to use this newsletter as a means of sharing Child MHSA program news, ideas, data, and success stories.

The Countywide Child Newsletter will be an ongoing work in progress and your input and feedback are very much welcome.

Countywide Delivers Diversity

Child Countywide clinicians don't just ensure that Child MHSAs programs are culturally competent and meet the ethnically diverse needs of the community, they practice what they preach. Over the past year, the Countywide Child clinical staff has delivered four of the cutest little multicultural babies you can imagine. Congratulations Ana, Kanchi, Leslie and Allison and welcome to UREPs new poster children! LOL



BABY AMBER

Ana Verdin-Hernandez



BABY ZAHARA

Kanchi Tate



BABY ELISE

Leslie Jang



BABY WESLEY

Allison Foster

A Warm Welcome To Our Newest Staff

Melina Derafshkavan

Melina Derafshkavan is Countywide Child's newest Intermediate Typist Clerk.

Prior to joining the County, Ms. Derafshkavan worked as a data specialist at an online advertising company and is currently responsible for entering and tracking referral and dis-enrollment data.

Melina holds a B.A. in Economics with a minor in Mathematics from UCLA. We know it won't be long before this bright and very capable woman becomes upwardly mobile and feel fortunate that she chose Child Countywide to begin her County career. Welcome aboard Melina!



Child FSP Helping Families Stay Together

Child Countywide Admin staff wanted to see what kinds of changes Child FSP services made in the lives of veteran Child FSP children and families, so we have begun meeting with them face-to-face to find out. Here is what one family told us:

Two years ago the Department of Children and Family Services took my nine month old daughter and three year old son away from me for 'negligence'. Prior to this happening to me I didn't even know what the word negligence meant.

For two weeks after they were taken away, I was very depressed and angry. I refused to get out of bed and cried continuously. Then one day after talking to my son on the phone, I decided to do whatever I had to do to change and get my children back.

The Children's Court had told me to get counseling so I went to Foothill Family Services and that's what I did. What I got in return is immeasurable. Before I began receiving services at Foothill I didn't think my family had any problems, but now, because of the services I received, I am a better mother to my children. I have learned how to communicate better with them and how to understand and accept their problems.

Foothill Family Services provided me and my husband with individual therapy and counseling and a Full Service Partnership for my son. Myra, our therapist, Guadalupe, the child and family specialist, and Isabel, a Parent Partner worked with my entire family. As a team they connected us to food banks, Work Source and helped us apply and receive benefits from DPSS. My son was able to overcome his fear of parks and



being around other children after the team used Flex Funds to enroll him in T-ball.

Because of the FSP services my son has received he is also able to focus better at school, sleep through the night and was able to go through potty training successfully because he is no longer afraid to go in the bathroom.

His treatment team has also helped me a lot. They taught me how to set rules and boundaries for my son and how to see things in a more positive light. I am very grateful to Foothill Family Services. I feel like my son is a completely different person and that I have become a confident mother.

Although I lost nine months of my children's lives when they were under the custody of DCFS, Foothill Family Services helped me use that time to gain a better understanding of their needs and taught me how to build a closer relationship with my family.

OMA OVERLOAD and the Baseline Blues

If it weren't for Easter and the promise of spring, the month of April and the transition into the final quarter of the fiscal year could trigger a bad case of OMA Overload and the Baseline Blues among data entry staff as the year long effort to clean up OMA data reaches its peak.

However, the following tips should help:

#1 GET UPDATED TRAINING

If it has been more than a year since you took the OMA training your knowledge is outdated and retaking the training will get you up to speed

#2 LOOK BEFORE YOU LEAP

Do a background investigation to see if the client has already been opened or is

still open with another agency before entering any new OMA data. A lot of clean up can be avoided altogether by simply doing a little prep work first.

#3 COMPLETE FORMS PROPERLY

The client isn't the requestor on a deletion form, you are! Forms that aren't filled out correctly, that are incomplete, or that contain misinformation will only end up coming back for clean up later on.

#4 BUILD A RAPPORT WITH THE CLINICIANS

Having a good working relationship with your agency's clinical team is critical to managing efficient and accurate OMA entry. Work with them to ensure that you both know what each other needs

at the start to avoid having to do clean up at the end.

#5 KEEP AN EYE ON KEY EVENT CHANGES

Missing KECs and improperly entered KECs are one of the biggest causes of corrupt data so it is important to verify that KECs are not skipped and that the dates entered match the dates for which they occurred.

#6 MONITOR OMA CHAT

Monitoring OMA chat is a great way to stay up to date with the latest OMA info. OMA chat alerts you to any news or changes and keeps you up to date on which forms to use, etc.

TEST YOUR KNOWLEDGE OF FSP JARGON



I S U P P O R T N P Y V D C S
 N M N A O D A T A I S D Q O T
 T E I R P D N G V H C E A O O
 E N O E L E O C I S O S A C L
 N T F N A S I O G R N A F C S
 S A L T C A T M A E T B T U E
 I L E P O B N M T N R D E R N
 V H X A F L E U O T A L R R G
 E E F R C O V N R R C E H I A
 G A U T H O R I Z A T I O N G
 A L N N I H E T H P O F U G E
 K T D E L C T Y J T R M R Q M
 N H S R D S N C R I S I S H E
 I M H S A T I S F A C T I O N
 L G O A L S T N E M T A E R T

WORD SEARCH LIST

AFTER HOURS
 AUTHORIZATION
 CHILD
 COMMUNITY
 CONTRACTOR
 CO OCCURRING
 CRISIS
 DATA
 ENGAGEMENT
 FIELD BASED
 FLEX FUNDS
 FOCAL POP
 GOALS
 INTENSIVE
 INTERVENTION
 LINKAGE
 MENTAL HEALTH
 MHSA
 NAVIGATOR
 PARENT PARTNER
 PARTNERSHIP
 SATISFACTION
 SCHOOL BASED
 SLOTS
 SUPPORT
 TEAM
 TREATMENT