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Parent perspective on Home and Community Treatment (HCT)

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What is HCT?

Home and Community Treatment (HCT) is an intensive in-home and community based program for children with behavioral and developmental special needs and their families. This program is designed to help families understand mental health needs, change the way they react to one another with more positive results and improve how they effectively work together.

Research Questions

- What are parent/guardian's prospective of HCT services after being discharged from the program?
- How significant is the behavior change in children after receiving HCT services from the agency?
- How can the agency improve their services to better serve their client population?
- Are employees providing satisfactory services? If not, how can the agency improve staff with various training/education opportunities?

Methods

- A participating Maine agency was used to distribute and collect anonymous mail surveys from parents and guardians discharged from their HCT program.
- The survey was sent to the entire parent and guardian population of children discharged from the HCT program over a 6 month period.
- A mailing list was provided by Executive Director of the agency.
- Each parent and guardian received a survey packet inviting them to volunteer to participate in the survey to support the improvement of services at the agency.
- Two survey reminder notifications were mailed to each parent and guardian.
- All data collected was entered and analyzed using SPSS at the University of Southern Maine Portland Campus.

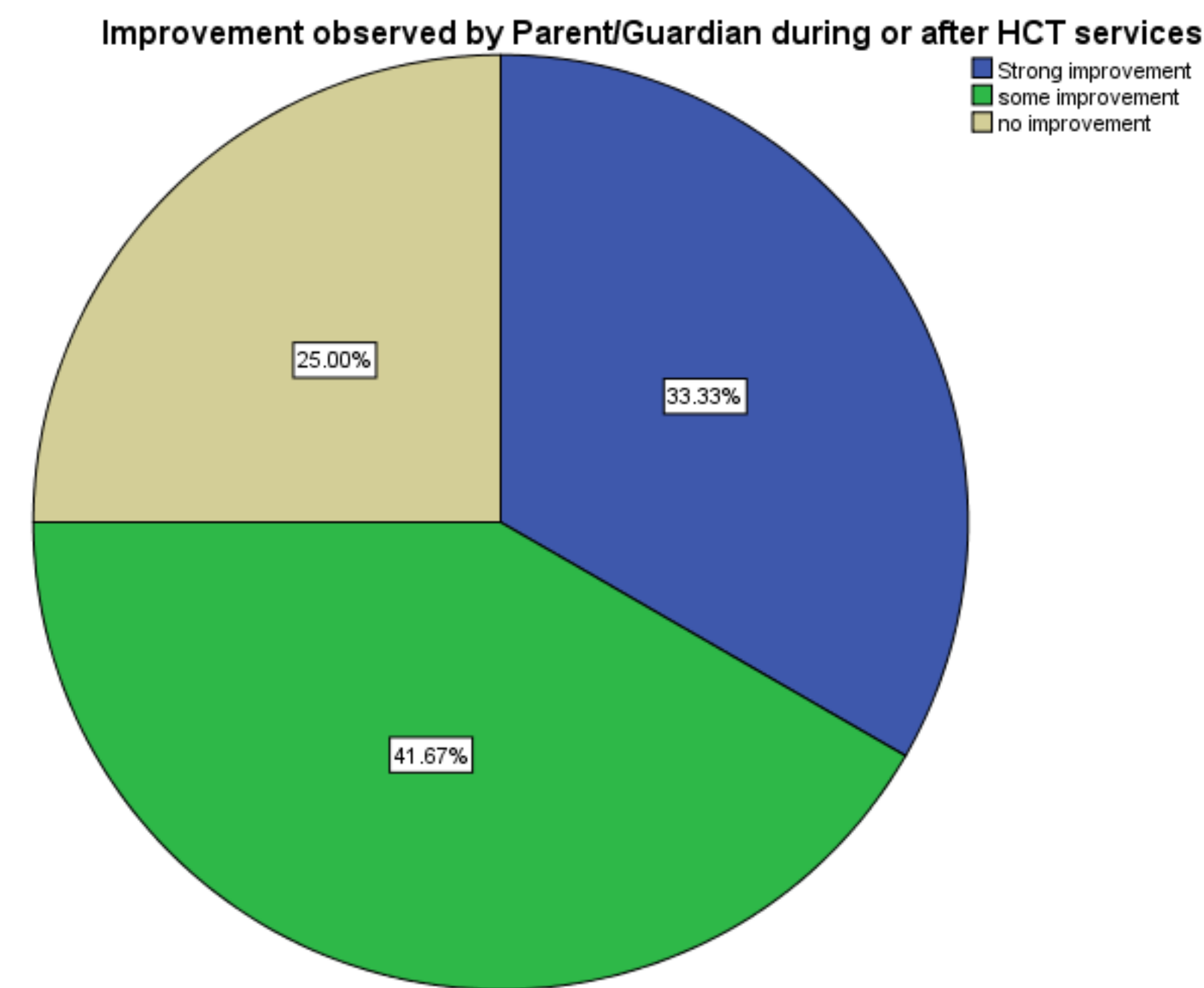


Figure 1. This pie chart describes the level of improvement in their child's behaviors parents/guardians observed during or after receiving HCT services.

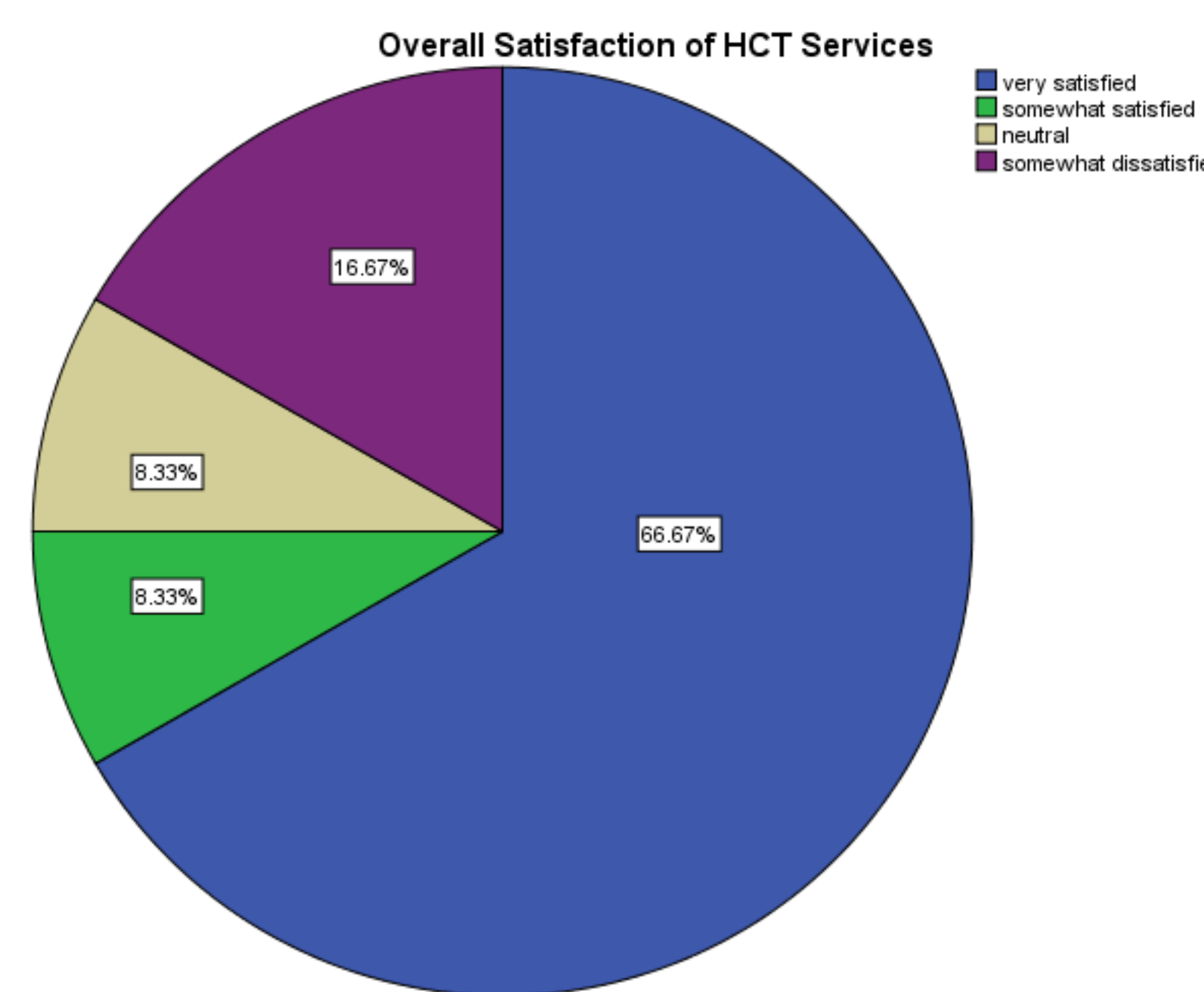


Figure 2. This pie chart illustrates parents/guardian's overall satisfaction with HCT services.

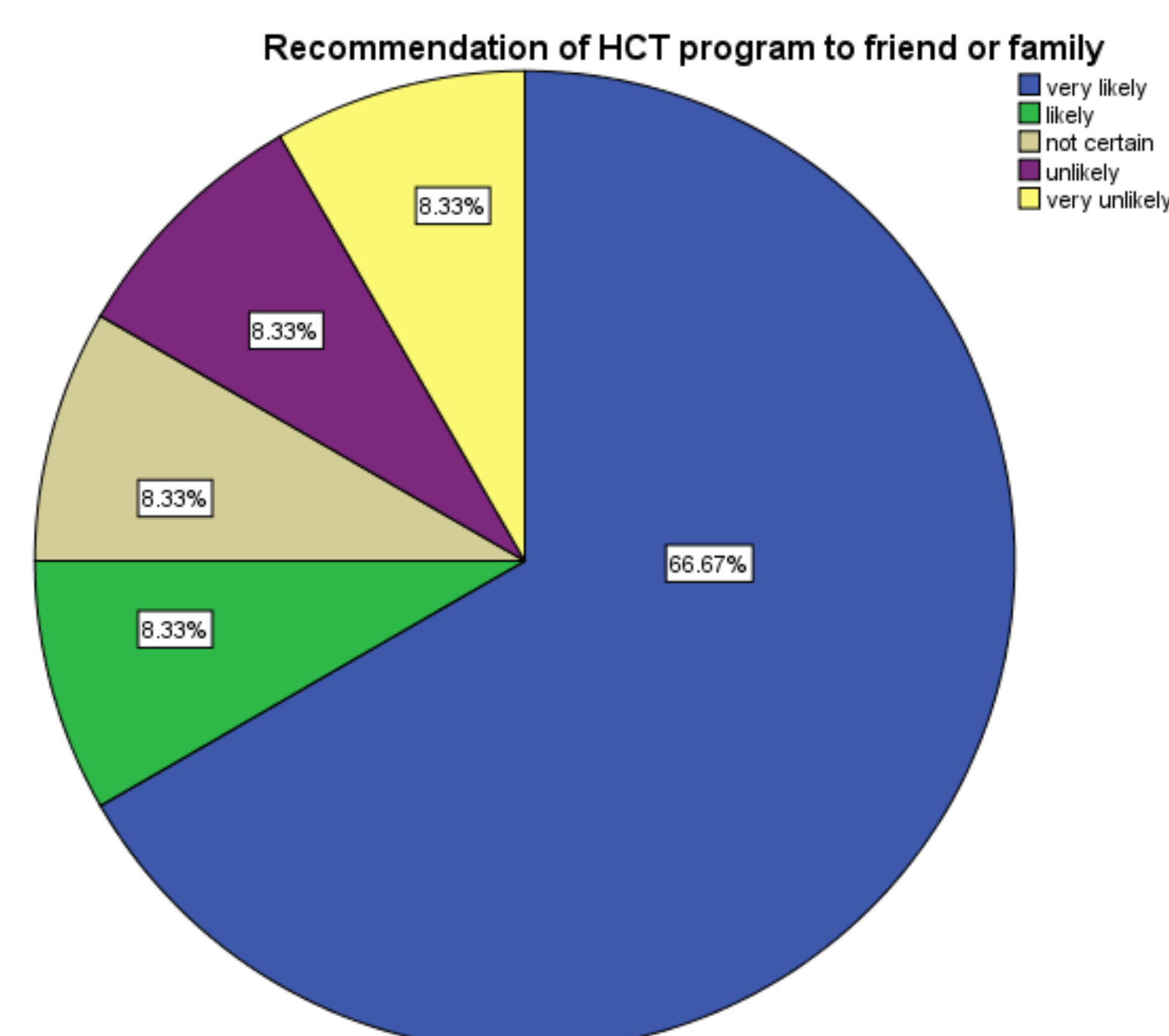


Figure 3. This pie chart shows how likely it is for parents and guardians to recommend HCT services at the agency to a friend or family member.

Results

Surveys

- 40 surveys were mailed to participants.
- A total of 16 surveys were returned with 12 surveys having viable data.
- Due to the low turnout rate, data was analyzed in a qualitative format.

Demographics

- All participants were female ages 21 to 57 years old.
- Participants included 11 parents and 1 guardian.
- Participants report being single (1), married (5) or divorced (6).
- 5 clients were female and 7 clients were male ages 2 to 17 years old.
- There were 1 to 4 children living in each home with a median of 2 children per home.

General results

- Figure 1 shows that 75% of parents/guardians saw strong or some improvement in child's target behaviors after receiving HCT services. Figure 1 also shows that no participant reported regression in behaviors during or after HCT services.
- Figure 2 shows that 75% of parents/guardians were very or somewhat satisfied with HCT services.
- Figure 3 shows that 75% of parents/guardians are very likely or likely to recommend the agency's HCT program to a friend or family.

Limitations

- Some surveys were returned with no viable data.
- Some clients moved during this time and up-to-date addresses were unavailable.
- HCT often has had multiple children in a home that received the service over a period of time, which duplicated mailing to the same parent/guardian.

Acknowledgements

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References

"Children's Behavioral Health." Treatment Services. N.p., n.d. Web. 1 Apr. 2014. <<https://www.maine.gov/dhhs/ocfs/cbhs/services/treatment.html>>.