

BARRIERS & SUPPORTS TO PARTICIPATION

from 51 Caregivers (8-11-05)

17. I am going to read a list of ways you may have been supported while trying to be involved with your child's **service/treatment planning**. Please say '**yes**', if it was a way your involvement in service/ treatment planning was supported and '**no**' if it wasn't.

- a) 46 Provided a contact person
- b) 39 Added my comments or materials to my child's records
- c) 42 Communicated with all relevant family members
- d) 37 Supported transitions into or out of the services or programs
- e) 42 Encouraged all relevant family members to participate
- f) 44 Treated me with dignity and respect
- g) 08 Assisted with child care costs
- h) 15 Helped with transportation costs
- i) 42 Offered flexible scheduling for meetings
- j) 43 Were responsive to my family's cultural values
- k) 03 Helped with telephone costs
- l) 46 Provided comfortable and private space for meetings
- m) 47 Made me feel welcome
- n) 41 Returned phone calls promptly
- o) 44 Made me feel that my participation was important
- p) 38 Provided information about rights and grievance procedures
- q) 38 Notified me (us) when something was wrong or if there were health or other concerns with my child
- r) 07 Other: "***Flexible funds***", "***encouragement***", "***knowing that that are there***"

Considering only what you received, what was the most important support relating to SERVICES/TREATMENT?

- #1) Contact Person**
#2) Participation/Important
#3 TIE) Flex scheduling
#3 TIE) Encouraged Participation

What do you think is the most important support relating to SERVICES/TREATMENT, whether you received it or not?

- #1) Participation/Important**
#2) Contact Person
#3) Flexible scheduling
#4) Encouraged Participation

18. This is a list of barriers you may have experienced while trying to be involved in your child's service/treatment planning. Please say '**yes**', if it WAS a barrier to participation and '**no**' if it was NOT a barrier.

- a) 14 Child care arrangements
- b) 04 Unclear who to contact at program with questions or concerns
- c) 14 Lack of communication between staff in different programs or agencies
- d) 08 Distance from service providers
- e) 07 Cost of transportation
- f) 07 Cost of child care
- g) 02 Lack of opportunity or encouragement to participate
- h) 06 Inflexible visiting and meeting schedules
- i) 02 Cultural values were not taken into consideration
- j) 07 Lack of open communication
- k) 09 My work schedule
- l) 01 Lack of access to transportation
- m) 05 Negative staff attitudes about my family
- n) 06 Restrictive policies (What? _____)
- o) 03 Access to telephone
- p) 08 Access to information on resources available
- q) 05 Social isolation
- r) 01 Comments or materials regarding my child's records were not validated
- s) 07 Phone calls not returned promptly
- t) 05 Other: "***changes in staff;***" "***my child's participation;***" "***no crisis intervention***"

Considering only what you experienced, what barrier causes the greatest difficulty relating to SERVICES/TREATMENT?

- #1) Child care arrangements**
#2) Work schedules
#3) Communication between staff in programs/agencies

8/11/05

Needs/ Barriers/ Concerns: Caregiver Open ended Comments from the FPS

- Off & On site Child care services
- Respite—HUGE NEED
- Need better communication in team
- Family friendly hours/flexible schedules
- Parent trainings/classes—particularly about IEP's
- Need a parent liaison at the school
- Better space to accommodate families during evaluations (e.g., playrooms, etc)
- Support family relatives as you do foster parents (financially)
- Payment for participation
- More info about resources available through SOC and in the community
- Need a more positive publication than “CFL tag being attached to SOC”
- Agencies need to be more open to benefit eligibility and have that documented and in a single place
- More things for teenage boys to do
- Need AA/NA meetings for kids less than 21
- Consider a monthly meeting with parents and youth (18-21) to talk about substance abuse issues
- Schools need a website where we can see if our kids were tardy, absent, etc.
- Staff turnover
- Caregiver support
- Consistency in service providers