



**Positive Comments Related to Services and Treatment:
Caregiver Sourced Data from the Family Participation Survey**

December 2008

| GENERAL POSITIVE COMMENTS RELATED TO EXPERIENCE WITH MOST INFLUENTIAL SERVICES/ TREATMENT |
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| The last 6 months, counseling has been so beneficial - we've helped get rid of 2 of [his/her] labeled diagnosis codes and one of them redefined to what's actually going on - and my child is feeling better about [himself/herself] and [he's/she's] better at self control. |
| I don't understand why child services didn't refer me to the Center for Living. If it weren't for [the therapist] this family wouldn't have survived as long as we have. I'm very thankful to her. |
| Excellent! It's been (many) years of figuring out what to do and this is the first time there has been a comprehensive group effort to figure out all of [his/her] needs. |
| I think the whole thing is excellent- I wish it for everyone. After years of trying to get things done, it's nice to have someone who knows how to get things done and knows who to call. |
| I think it's great. I highly recommend it - things would have been crazy without them. |
| It's been way helpful |
| CFL has been great - a great support, very helpful and understanding. |
| Seems great so far! |
| It was great, they are wonderful-I love it. |
| I thought it went pretty well. |
| They were great. |
| It kinda helped us put things in perspective. It was also nice to have outside perspective. It was also nice to have outside input. They had a fresh view of it and how to improve it. I didn't feel like I was being told how to parent my child, I was given suggestions - I (didn't feel) pushed to do anything a certain way - they just gave suggestions and helpful ideas. |
| They were all really good about figuring out what my child needed- because of [his/ her] age. They made sure [he/ she] wanted to follow through- [his/her] opinion counts as far as I'm concerned. |
| I am very grateful and thankful for SOC - it's changed our lives. It's definitely been a godsend. |
| I love [our care coordinator] - [our care coordinator and therapist] have been awesome. I feel very fortunate. (The) quality of services is due to the family care coordinator - and [the therapist] has been real supportive and helpful - they both try to get us all the services we need or that will help both of us. I am really happy with their performance a lot. |
| [Our care coordinator] is great - she's been very supportive. |
| [Our care coordinator] has been wonderful to us - - she just does a wonderful (job)- she's been great with my child as well. |
| I couldn't have asked for two better people to help me with this. [The therapist and FCC] have been very helpful. |
| So far I think it's wonderful! |
| It's wonderful. |

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| With everything that's been going on with my child, they (SOC staff) have rearranged their schedules and made themselves available after hours. They definitely have done above and beyond. They were amazing. They've done everything they can to help my child get through this ok. |
| They were all good. |
| They didn't make me do anything I didn't want to do. |
| Very impressive they're thorough and on the ball, plus they didn't waste any time. |
| It was comfortable and they were very kind and it felt safe. |
| They've been a good thing- it really gives my child a chance to express [himself/herself]. It also gives my child a chance to see [his/her] parents working together. |
| [The psychiatrist] is great. She listens to what I think, which makes it nice. |
| [Our care coordinator]has been a great asset. |
| I think it was important to bring everyone together so they can understand what is going on in my life. |
| I think [the team] has been very good for us. They've been great with meeting location and flexible with my work schedule. It has been a very structured and organized meeting. If there are time constraints for the meeting-they make sure to hit those. The team decision making has been very helpful. The consequences for [him/her] have been strength based and decided by the team. |
| We had input and consideration. I felt totally like I was valued as a person and listened to. I didn't feel like I was put down or anything. |
| If I had more input, I'm sure they would listen to me more - I tend to hold back because they are the experts. Nothing is hidden from me. If I have questions, they answer. |
| They were just always helpful and open and caring. |
| I think it was extremely insightful and helpful. They helped me to see things I didn't see and where I was wrong, and how to work from there. |
| It's great! [Our care coordinator] was wonderful- she goes out of her way to help in her treatment planning. |
| I think it was pretty accurate to begin with - so I really couldn't add to it or change it because it was what was needed anyway. |
| It's cool, I like going there. We get some things straightened out and figured out. |
| It was a really great service. I had somebody to talk to when I had problems. I really like that I had support from her [our care coordinator]. |
| It makes me feel like my [daughter/ son] is very important - people make time to make a plan for [him/her]. |
| I really enjoy everything. |
| I really appreciate all these people who come there to meet - it makes me think that my [son/daughter] is really important. |
| I really appreciate the service that they've done. |
| I think that it's working and I just find that people are really compassionate about me and my wishes about ways things should be handled. |
| Everything we've been involved in has been really helpful... |
| I don't know what we would do without SOC - I have gained so much knowledge about how to deal with [his/her] condition. |
| It's a good program and it's really helped my youth out a lot. |
| This particular caseworker works really well with our child. |
| It's been great! |
| It's great! |
| The emotional support/behavioral help was great. |
| I think they are really great informative and they do listen - everybody's goal is to make my child feel more comfortable. |

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| I thought they were very helpful. We sat down and try to make a goal. My child might not follow-through with it, but they were there to help. |
| Very helpful, very informative. They are helping my child to get into a program next year. |
| I enjoy going to the FPM - I feel really welcomed. |
| I'm really happy with it. It seems to be a really positive thing so far. |
| It was really good. They didn't change because of me, because they were right on track. It was cool! |
| With [our care coordinator]- she was right there, she was really helpful and stuff. |
| It's gotten better since we started (the planning) (the focus on how we get to a goal that needs to be achieved/worked on). |
| The more often you attend then the better your input is considered as a group; everybody getting the same understanding of where the goal is. |
| They helped me-they were very helpful |
| They've done wonderful so far and my child is excited. |
| We've been in control- they ask us where it's going and how it's going to go. |
| [Our care coordinator] always called beforehand to find out what we wanted to talk about and what was on the agenda - so we were in control of the meeting. It was family driven and I liked that. |
| I thought they were very good about including me. |
| They are a good thing. It's nice that they can get everybody together and talk. |
| [The therapist] was able to keep my youth on her caseload ever after finishing with SOC. My youth's behavior changed, and SOC was requested. [They] instead made some other service available - as that seemed to accomplish the things our family needed. |
| I think they've been very well. |
| I think it went really well especially with the monthly meetings. |
| I think they were extremely important and helpful because you got viewpoints form different individuals that work with my child. This enabled the team to come up with a plan of action that fit my child's needs and enabled him the opportunity for mental growth. |
| I think the wraparound group is a wonderful group - I had never heard of it before, but its wonderful for families. |
| It's just a wonderful organization. I would recommend it to anyone whose child is having problems - they are wonderful people. |
| I like it because [our care coordinator] and all the people are working together to give me ideas on how to deal with my child and to work with my child. Everybody's together - all the team working together at one time. I'm really excited to be on this team. There are more ideas and choices from more people together. |
| I like it because [our care coordinator] is really flexible and open and has a lot of good ideas and suggestions. The whole team works well together. We all agree and then we (the family) do it. [our care coordinator] is a wonderful worker. She focuses on our needs. |
| I think it was really good. |
| I think that they are very helpful and very understanding and they are able to come up with a plan that meets the needs of the family. The staff are very understanding. |
| I was very happy with it. |
| A lot to deal with - in a good way. I appreciate it. |
| Everything has been going great. I appreciate all the help. |
| They were fun. |
| I didn't know there were people out there who actually care and I'm thankful to each and every one of them. |
| Just very thankful - they were a great team to work with. |
| They gave me really good ideas to do with my child when we first get home that really helps. |
| I feel like they are listening to me. |
| It was the only place where we could be heard and treated with respect. |

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| I like it because everyone has different opinions and ideas, and I have more choices for me and my family. |
| I enjoy them. It's been a godsend. |
| It was very comprehensive, which will be very beneficial. The planning includes the WHOLE family which I think is going to be very helpful. |

| GENERAL POSITIVE COMMENTS ABOUT SUPPORTS/ BARRIERS TO PARTICIPATION IN SERVICES/ TREATMENT |
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| Completely accessible brought it to us really optimistic about it. |
| With my experience with them, I didn't feel there were any barriers. |
| I am very happy with the services I'm getting |
| They worked with me when I had to bring the other kids to meetings. |
| [Our care coordinator]'s been just great. The staff has been very informative. |
| [Our care coordinator] has been great. |
| Towards the end was the one on one with the mentor, was very important and very useful. |
| The support of everyone is just amazing! |

| GENERAL POSITIVE COMMENTS RELATED TO ANYTHING ELSE YOU WOULD LIKE US TO KNOW REGARDING TREATMENT/SERVICES RECEIVED |
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| They have greatly improved - especially allowing families to help advocate for other families. |
| It was unique and very helpful in reducing stress! |
| It's nice to know that my family wasn't labeled. We weren't discriminated against.... |
| I'm happy with the help we received! |
| It's been very helpful lately. |
| They've been great. |
| I appreciate them. |
| Everybody is being really helpful. I think some of them are bending over backwards to help her reach her goal so she doesn't get lost in the system. |
| All of the services are good. |
| So far so good. I'm very impressed with the program. |
| The program & the people are exceptional. |
| Everybody's been really nice and very supportive. |
| I'm very pleased with it. |
| They are really appreciated. |
| I'm very happy with the help I've gotten. |
| I am thankful for SOC's help. |
| They have helped me to understand a lot more than I used to - they have educated me. And that can give me the education to help others. |
| Everyone on the staff is very friendly, helpful and informational and I would recommend them to other families. |
| It seems like mental health is getting a better idea of how to help people by better understanding what is going on in people's heads. |
| It is good to set goals and good affirmations. Let the kids know that it's ok to make mistakes and that we can learn from them. |
| I'm very thankful and I often tell people about how well we've treated and about how much progress my child has made because of this system. |
| My husband and I both feel that you've got some great people working for you and I feel they |

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| should be paid better. |
| I think they are amazing - I think the people who are in these positions are very reliable and knowledgeable - I wish they had more help so they weren't spread so thin. |
| What has been offered - the services offered have gone really well. |
| [The services are good. It helped us a bit.] (translated to English from Spanish) |
| They have been very helpful. |
| As far as the services we got from [our care coordinator] - they were very good. The meetings made my youth feel important and that people cared about her. |
| [Our care coordinator] & [the therapist] have been very supportive... |
| The wraparound program is great... |
| I'm just happy with them and grateful for the help. |
| I'm just eternally grateful. SOC has done a great job. |
| SOC is better than services my child received in the past. |
| So far, it's been very great. |
| We just got a really caring teacher who really cares for my child - and I'm really pleased with that. [Our care coordinator] supported me through the whole thing - it's been really helpful. |
| They are doing a good job. |
| They are doing a really good job. |
| My child is doing much better here. |
| I was grateful for it. I think it helped - I thought my contact person, [our care coordinator], was really good - she always called to see how things were going - not just with my youth, but life in general. I thinking everyone needs someone to talk to, someone you trust. |
| I am just grateful to be able to receive these services for my child. |
| I think they are great for these kids that need them. |
| This organization is the best one. They support my needs, they help me get the right, better information, better life skills. (It's) the best program. |
| I appreciate and hope everything goes well. |
| My care coordinator was awesome. She went above and beyond. [The therapist] was good too. |
| I'm amazed that we've been doing this for 7 to 8 years. I have never gotten any care like we've been getting here, ever. |

NOTES: square brackets indicate a change has been made to protect the confidentiality of a respondent. For example, he may have been changed to [he/she], or knowing the provider made it obvious who the respondent was, or a staff person's name may have been replaced with [our care coordinator]. Some caregivers made several comments.