

Measuring Change in Access, Appropriateness, and Accountability of START Services using the Family Experiences Interview Schedule

Andrea Caoili, LCSW & Luke Kalb, MHS

Background and Methods

A goal of START is to enhance expertise and partnership across systems in order to provide effective community-based supports. START assesses the effectiveness of achieving this aim through the 3 A's: Access, Appropriateness and Accountability. The Family Experiences Interview Survey (FEIS) is a caregiver interview that assesses family caregivers' overall satisfaction with the mental health system, not simply with START services. The FEIS pre-post data presented comes from 111 caregivers enrolled in START for an average of 400 days. The baseline assessment was completed at the time of enrollment in START services.

Access		
FEIS Item	Baseline	Follow-up
	% Reporting Some/All that was needed	
1. How much assistance was there from providers during a crisis	46	72
2. Did the caregiver know who to contact if there was a crisis	43	74
3. Was there regular contact with providers*	82	89
4. Were caregivers given the opportunity to choose between service options	37	63
5. Were caregivers given the opportunity to choose between providers	47	58
6. Were the services available the ones that were needed	53	82
7. Was there help on nights and weekends	27	61
8. Were the services convenient to use	49	79

Appropriateness		
FEIS Item	Baseline	Follow-up
	% Reporting Some/All that was needed	
1. How much did providers respond to your concerns	59	76
2. How much did providers take your ideas and opinions into account	60	83
3. Was the caregiver encouraged to take an active role in their dependents care	63	84
4. Were services flexible enough to meet the needs of the family	67	80
5. Was the caregiver satisfied with services	63	83

Accountability		
FEIS Item	Baseline	Follow-up
	% Reporting Some/All that was needed	
1. Did the caregiver receive enough information from providers about their dependents needs	59	78
2. Did the system respond to the wishes of the family	52	71
3. Were caregivers encouraged to express their opinion	71	84
4. Did the caregiver have a say in the services that were needed	61	82
5. Was the caregiver involved in the treatment plans	77	89
6. Was the caregiver satisfied with their role in treatment	63	86
7. Did providers recognize the burdens on the family	53	80

Conclusions

- A statistically significant improvement was observed across 19 of the 20 FEIS items.
- Particularly large improvements were observed in access to crisis services and help on nights and weekends.
- Another noteworthy area of improvement was in the overall satisfaction of family members with the response of the system to their wishes and ideas.