

“What has been the most helpful thing about the services your child received over the last 6 months?”

Caregiver--6 months

- Help from SOH staff, support programs
 - Care team coordinator was available to help family without fail
 - Help to find resources
 - The care coordinator was good at communication - emailing back, calling her, her supportiveness, always looking for something to help child's and family's situation
 - Parent partner helped us out a lot, bringing him to meetings
 - Wraparound and the services they have in general.
 - Wraparound meetings with care team
- Support
 - Validation
 - The support has been helpful.
- Transportation/ Concrete assistance
 - They come to the house. I don't have to go on metro bus.
 - Transportation
 - Getting him to doctor to get him his medicine; that helped a lot.
 - Them coming to talk to me and the youth, rides, and financial help.
 - The possibility of parent partner helping with school clothes, repairs, food assistance
- Therapy/ Clinical Services
 - Getting my child to open up and talk more
 - The psychiatrist and therapist. They've helped me understand what everything is about and what it does. It helped me to learn what is bipolar and what his behavior.
 - The therapist communicates with the youth a lot. He got her to open up more.
 - The therapist. She has helped with behavioral problems.
 - Therapy, communication
- Youth receiving mentoring and group support
 - Having a mentor, getting social services, YMCA membership.
 - Group therapy being around others
 - He was taken to do community service so he could focus on others rather than himself
 - My child having an advocate.
 - The advocate helped a lot too, with him. getting him where he needed to go and talked to him when I couldn't get a hold of anybody
 - That he has a mentor, he attends Youth Advisory meetings with SOH coordinator
 - Activities that help him cope
 - Youth services that he attends; he is able to interact with other kids who have same problems; he's better able to discuss things.
- Positive outcomes
 - His behavior has improved
 - How to cope with crises, be stronger in his family's life.
 - It helped me to control him more.

- Medications
 - His medications
 - Medication to a certain extent.
 - I don't think the services are working. I just go because my child needs the medication.
 - Getting him to doctor to get him his medicine; that helped a lot.
 - Mood regulation-medication.
- Did not help
 - Listened to therapist and parent partner but did not take the advice given
 - Nothing at all
- the YAP re-implemented [not sure what this is]

“What has been the most helpful thing about the services your child received over the last 6 months?”

Caregiver—12 months

- Help from SOH staff, support programs
 - Attended anger management classes.
 - Everything Systems of Hope had to share, information. Staff was very helpful and worked with youth a lot.
 - The SOH being available.
 - I felt that they really cared about me and my family.
 - Helped with control, keeping him at home
 - Service provider came out and talked with me
 - The training that I received to better cope with the situation. Information from training to help me understand my child's illness.
 - The counseling with the care teams
 - The Parent Partner for the caregiver was very helpful
 - The system of hope helps a lot for me and my family.
 - The wraparound meeting because they analyzed my child's evaluation.
- Support
 - Having someone to talk to.
 - She had opportunity to share with other peers re: life experiences.
 - When one thing doesn't work [the advocate] suggests others and seeks out other strategies to help child.
- Therapy/ Clinical Services
 - Therapy sessions
- Youth receiving mentoring and group support
 - Being able to expose him with other youth who have similar problems.
 - The mentor for the youth
- Positive outcomes
 - The improvement in his mood and stability
- Medications
 - His medication, without that I don't know how things would work out

“What has been the most helpful thing about the services you received over the last 6 months?”

Youth—6 months

- Therapy/ support
 - Having a therapist, having someone to talk to.
- Respectful communication & support
 - Feeling understood and that his decisions were respected.
 - They treat people well. They respect my feelings and other stuff.
 - They were always checking to see if I was doing well.
- Getting a youth advocate
- Outcomes/ Skills
 - I don't worry as much.
 - They helped me achieve goals that I had set.
 - The techniques that they have taught me
- Concrete assistance
 - Helped get stable on medicine, helped pay half of the light bill
 - Helping them move to their new house
 - The gifts they bring at Christmas
- Coordinating with other agencies/ team process
 - Talking with MHMRA was good. They brought me in and talked to me and let me talk about stuff that made me feel not worried anymore.
 - Team meetings and the help that my family is getting.
- Don't know/ Nothing (6)

Youth—12 months

- Outcomes/ Skills gained
 - It helps me to stop and think about my behavior before I act.
 - Changed the way of thinking
 - States his behavior has improved.
 - They help me focus better at school.
 - Used to think of suicide each day, and felt depressed all the time, but with help these feelings have gone away. Also used to have sleeping problems, but do not anymore.
 - Wraparound has been helpful in bringing me and my family together.
- Peer support/ mentoring
 - Getting to be around people that are close to her age
 - Having a mentor.
- Therapy
 - Individual therapy
- Respectful communication
 - Having people listen
- Overall support of family/ youth
 - Liked the help that my family received
 - Staff was understanding and very helpful to me and my family
- Concrete assistance
 - Helped to get back on CHIP for medical insurance