



Draft Client and Family Questionnaire

Materials and Methods Redesign

Jose Oseguera
Dee Lemonds
Brian Geary
Celeste Doerr, Ph.D.

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Background

- Goals for redesign
 - Gather and report useful quantitative information
 - Reduces subjectivity
 - Allows examination of topics across events
 - Allows speculation about an opinion's prevalence
 - Mathematical calculations allow more precise conclusions
 - Preserve richness of qualitative data
 - Preserve process-related benefits for participants
 - Streamline data collection and reporting
 - Maintain or improve ease of completing questionnaire

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Oversight & Accountability Commission

Background

- Rationale applied
 - Roles of qualitative and quantitative methodologies
 - Objectivity vs. nuance
 - Mixed-methods approach selected
 - Existing questions allocated to questionnaire and/or facilitator

"There were many suggestions made regarding strategies...to help engage people."

What percent of people wanted more engagement?	What strategies for engagement did community members offer?
What kinds of people wanted more engagement?	Why did people think new strategies should be used?
What were the experiences of someone who had that opinion?	Did members of the group have strong opposing opinions about strategies?

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Background

- Rationale applied
 - A few principles of questionnaire design
 - Reading ease
 - Question types affect the kinds of research questions we can answer
 - Double-barreled questions
 - Order effects and priming

Reading grade level

Ideal: 6.0 to 8.0

Previous version: 11.0

Current revision: 7.2

The *services* and the *persons providing service* always focus on me or my family member getting *better*, feeling *healthy* and *strong* and *confident* that my life will improve.

Mother

Father	Fish
Sister	Chair

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Overview of Recommended Changes

- Approach to questionnaire redesign
 - Identified concepts we were trying to assess
 - Knowledge of services, MHS, MHSOAC
 - MHS values
 - Access
 - Recovery orientation
 - Cultural competence
 - Involvement/engagement
 - Integrated service

The *services* and the *persons providing service* always focus on me or my family member getting *better*, feeling *healthy* and *strong* and *confident* that my life will improve.

- Three types: Likert-type, dichotomous, open-ended

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Overview of Recommended Changes

- Simplified double-barreled questions
- Separated questions relevant to clients and family members
 - Some people have multiple perspectives
- Reordered items
 - Cultural competence questions follow demographics
 - Open-ended questions at end

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Overview of Recommended Changes

- Facilitator's Guide
 - To guide conversation in the situation
 - Complements questionnaire
 - Solicits detail on answers to questionnaire
 - Frames discussion around answers
 - Contains questionnaire instructions
 - Ten minutes of open discussion at end

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Timeline and Feedback Requested

Date	Task
July 2014	Pilot test with Asian Community Mental Health Services
July/August 2014	Pilot test with additional group TBD
August 21, 2014	Present to Community Forum Workgroup
October 31, 2014	Complete facilitator and staff training
November 6, 2014	<i>Implement</i> – Ventura Community Forum
Item	Feedback Requested
Pilot testing	What organizations might participate?
Client/family sections	Are instructions clear about sections to complete?
Dichotomous questions	Can any be converted to scale response?
Open-ended #2	Should we add response options?
Open-ended #5	Can it be clarified or narrowed?

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