

Family Engagement Chat-and-Chew Questionnaire

Thinking about your family's experiences with Devereux and other mental, emotional or behavioral health youth-serving systems of care that you have encountered to date, please tell me about the following:

1. What do you consider to be the family's role when thinking about your child receiving services?
2. What could be done to increase family participation and make it easier for you?
3. If you had a magic wand, what would you ask for to help you and your child while receiving services at Devereux?
4. What were some challenges you and your child encountered during the services you received? Did you overcome them and how?
5. What could we have done to better support you during treatment?
6. What can we do better to support you after you've received our services?

Total Chat and Chew time: 1.5 hrs

Target Audience: 1 group of 10 caregivers to begin (ideally 6 who have experienced Residential treatment and 4 who have experienced Community-based treatment)

Location: Devereux

****Food will be served during the event***

Extra Questions for Exploration:

7. What did you like about the service(s) you received and what did Devereux do well?
8. What did your child like about the service(s) they received?
9. What would you change about the services your child received? Why?
10. What do you wish the staff, clinicians and care teams knew now, based on your experience receiving the services?
11. What do you wish you had known before that you know now, after receiving services?
12. What are barriers – or things that prevent success, in your opinion, to better helping families and individuals?
13. In what ways and how often did staff communicate with you about your child? Were you satisfied with this?
14. How did the service(s) ask you as the family to be involved and participate in your child's treatment?