

Frequently Asked Questions

1. **Who is required to administer the Assessment?** All agencies that contract to provide behavioral health services must administer the Trauma Informed System of Care Agency Assessment (TIAA) to youth, family and agency staff. This includes Section 28 and Case Management for Intellectual Disabilities. This does not include Early Childhood Intervention services. Youth and family organizations that engage in family advocacy as part of the federal block grant dollars are not required to participate, but may do so if they wish.
2. **Who participates in the Assessment?** All agency staff must participate, including line staff and facility staff. Youth over the age of 12 and family members of any children and youth receiving services are also invited to participate. If your agency does not serve youth between the ages of 12 and 20, please contact the regional Resource Coordinator to discuss an exemption for that population.
3. **What are the dates for the administration?** The web-based assessment will be available from August 1, 2014 through August 22, 2014. Individual staff, family and youth responses will be going to a secure server operated by Hornby Zeller Associates, Inc. The survey is detached from the email so survey results will be de-identified.
4. **How will agency staff members take the Assessment?** The web system must be used for all agency staff members; paper copies will not be accepted. There will be drop down menus to select the agency, staff role and the primary setting in which services are delivered.
5. **How will Youth and Families take the Assessment?** Family and/or youth are strongly encouraged to use the web system. There is a drop down menu on the tool to select the agency. Where there are language issues of for the deaf or hard of hearing, please consider using interpreter services as a provider would for any assessment related activity.
 - a. You may want to set up a computer with internet access in your waiting room so people can respond before or after their appointments. Alternatively, you can provide youth and families with information on how to access the survey on-line.
 - b. In situations where there is no possibility for family or youth access to the web system, the agency may give the family member or youth a paper copy. Paper copies can be obtained by special request from Sarah Goan at Hornby Zeller Associates or Kristin Thorp at the THRIVE Initiative. Paper copies must be entered into the web based survey system by agency staff, once data have been entered into the system, hard copies should be mailed to the THRIVE Initiative.
6. **What about Youth with Developmental Delays?** There is a special module for youth with developmental delays who receive Case Management for Intellectual Disabilities. This module is available on the web-based survey and on paper and the

same expectations outlined in question #5 apply. When asking youth and parents to participate in this module, it is important to convey that the survey is an opportunity for them to have a voice in the system and that youth from a broad range of cognitive abilities are invited to share their experiences. You may also explain to parents that the state feels it is as important for the youth to be asked as it is for the youth to provide an answer.

- 7. How many Youth and Families need to respond?** The number of family and/or youth who need to respond to the assessment is a portion of the number of children and youth served at a point in time. The following is the table may be used as a guide. Agencies are encouraged to distribute assessments to as many family and/or youth as possible. The assessment can be distributed to youth and families who have recently completed services.

If your agency is having trouble meeting the minimum targets listed below, please contact Charles Shaffer, Program Specialist, for assistance.

If you have not met your required numbers by the close of the survey, please send an email to Charles Shaffer, Program Specialist, explaining why you were unable to meet the requirement.

Expectation for minimum number of responses received, by number of clients		
# Clients Served	# Family Responses	# Youth Responses
0-10	All	All
11-30	10	10
31-50	15	15
51-70	20	20
71-100	25	25
101-150	35	35
151+	50	50

- 8. How do we get the results?** Hornby Zeller Associates, Inc. will assemble the scores from all responders and will provide the information to OCFS staff, who will provide the information back to the agency. Staff members from the THRIVE Initiative and OCFS will be available to provide information and assistance.

Thank you and your agency for your active participation in the Trauma Informed Agency Assessment process. Our collaborative effort will facilitate a trauma informed culture throughout the the OCFS service delivery system in Maine.

We appreciate your agency including your entire staff in your effort to create and maintain a trauma informed culture in your organization. Thank you again for your commitment to achieving full participation of agency staff and striving to include all youth and/or parents willing to participate.

Tell Us What You Think:
A System of Care Trauma-Informed Agency Assessment
http://tiaa.hornbyzeller.com/Modules/Surveys/TIAA_Family1.aspx

All agencies in Maine that have a contract with DHHS Children's Behavioral Health Services are being asked to give a survey to their clients and their staff. The survey is trying to figure out if you and your family are receiving services and treatments in a way that is respectful and sensitive to your experiences and needs. The idea is that agencies can learn where they are delivering services well, and pinpoint areas where they may want to make changes. The information you share will go to the State of Maine Department of Health and Human Services (DHHS), Office of Child and Family Services. DHHS will take all the answers they receive and add them together, and then share that information with the agency. No one will be able to link your answers back to you.

What kind of questions are on the survey? You will be asked about your experience with services at this agency. This will include how the agency involves you in service planning, how the agency communicates with you, what kinds of information you are given, and how this agency coordinates with other agencies. You will not be asked personal questions about the kinds of services you received, or why you received them.

How much time will it take? The online survey will take about 10 minutes to complete.

What happens to the information I share? Your responses will be combined with the answers from other parents, caregivers and youth. DHHS will put together all the information for each agency and give a summary to the agency, including comments and suggestions for technical assistance.

OK, I'm in! How do I participate? Just go to the web link **<http://tiaa.hornbyzeller.com/Modules/Surveys/TIAAFamily1.aspx>** to fill out the survey. If you answer on line your answers will be automatically submitted once you hit the "Submit" button and view the Thank You page.

We hope you will help us. Your input will help improve services for years to come.

If you have any additional questions, please contact the Thrive Initiative, Maine's Trauma-informed System of Care,
by calling 207-878-5020