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.

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.