

## ABSTRACT

### CAREGIVER SATISFACTION WITH THE TRANSITION OF CHILDREN'S MENTAL HEALTH SERVICES FROM A PRIVATE, NONPROFIT TO PUBLIC SERVICE VENUE

This study examined caregiver satisfaction with the transition of Children's Mental Health services from a private, non profit organization to a public, government-run agency. A secondary analysis of data collected by a local evaluation team was conducted. Data consisted of responses given during face-to-face interviews with 29 primary caregivers whose children were transitioned from private to public providers of CMH services. This study revealed that over half of the participants were satisfied with the transition. Specific components of transition were found to have different directions of association with positive levels of consumer satisfaction, suggesting that different aspects of transition may influence overall satisfaction with the transition in a dissimilar manner. The majority of participants suggested that information, guidance, and collaboration components be improved. Demographic variables showed different associations with overall consumer satisfaction; they are highlighted and discussed. Implications for social work practice and recommendations for future research are presented and discussed.

Leticia Noriega  
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