

Evaluation of *Bewildered*

Alcohol, drugs and your children

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Sue Carswell

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EXECUTIVE SUMMARY

Introduction

This evaluation report examines the use and effectiveness of the ALAC resource, *Bewildered – Alcohol, drugs and your children*. *Bewildered* aims to provide insight and pathways to services for parents whose children have alcohol and drug problems by telling the stories of five parents and two young people. The resource was developed for ALAC by Michael Bird and includes a DVD and workbook. It was released in September 2006.

Overall finding

There was very positive feedback about *Bewildered* from parents and service providers who had utilised this resource. Interviews with parents showed that *Bewildered* had helped many of them make changes to their attitude and behaviour that had positive results for them and their families.

The feedback from callers about the service they received from the Alcohol Drug Helpline was also very positive in terms of the empathy and responsiveness of the Helpline worker and the information they received.

Evaluation

The evaluation includes interviews with fifteen parents and four service providers who have utilised *Bewildered* and database analysis of the distribution of this resource to Alcohol Drug Helpline callers.

Parents who participated in the interviews for this evaluation were also asked about their experiences with the Alcohol Drug Helpline worker. In total twenty parents gave feedback about the Helpline service. Five of these interviewees were not able to provide feedback about *Bewildered* as they either had not had time to look at this resource or said they no longer needed it.

Parent's views

What parents liked and found useful

All the parents identified aspects of *Bewildered* that they liked and found useful. They were very positive about this resource and many commented how good it was that there was something like this for parents. The types of things they liked and found useful were:

- identifying with the experiences of the presenters in *Bewildered*
- realising you were not alone and other people had been through these issues, people just like you
- the honesty from the presenters in *Bewildered*
- hearing about other people's stories, the insights and strategies they used
- hearing from different points of view, parents, teenagers, Maori and Pakeha
- information about how to approach your children
- information about alcohol and drug use and the paraphernalia that goes with it
- importance of changing your own behaviour and there is no 'one' solution

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- liked the presentation including artwork; workbook was very clear and easy to read; most thought the DVD was well made, powerful and easy to access

What parents did not like

The majority of parents said that there was nothing that they did not like about *Bewildered* and they found all the information useful. One parent suggested there be more 'concrete' statistical information as they liked that and two other parents found the DVD difficult to engage with at the beginning and were not sure about the direction.

Changes as a result of using Bewildered

Changes for Parents

12 of the 15 parents said they had experienced changes due to using *Bewildered* including:

- increased understanding of the issues and how to work through them
- change attitude and behaviour towards parenting children including being more open about discussing alcohol and drug use and imposing boundaries.
- attitude change within themselves including:
 - more open and not feeling guilty or ashamed about their child's alcohol and drug problems;
 - able to distance themselves more from the situation and gain perspective;
 - realisation it was them that needed to change

Changes for Families

10 of the parents reported changes to their family as a result of using *Bewildered*.

- Changes to the family due to changes in parenting
- Showing *Bewildered* to other family members and using it as a tool for awareness, education and discussion

Would they recommend Bewildered to other parents?

All the parents said they would definitely recommend *Bewildered* to other parents and some of them already had. The reasons given included:

- For other parents to know there is support and resources out there
- To know that there are others in your situation
- To increase understanding and knowledge about alcohol and drug use and parenting their children

Service provider's views

Use and distribution of Bewildered

The services distributed *Bewildered* widely to parents and it was regarded as part of a menu of options to provide parents with assistance. In most cases the resource was distributed for people to use by themselves. However, *Bewildered* was also used as part of group and individual sessions although it is difficult to know how prevalent this is.

Two of the services used *Bewildered* during workshops and in-service sessions with practitioners. These services promoted the use of *Bewildered* with families, along with other resources, by showing the DVD and informing practitioners that they can access further copies of *Bewildered* through ALAC. One of the services also showed the DVD as part of a tertiary student introduction session.

What service providers liked about Bewildered

All the service providers interviewed were very positive about *Bewildered* and thought it was a valuable resource. Their views were based on their professional expertise and experience with clients and feedback they had received about the resource. They thought the major strength of *Bewildered* was using real people to tell their stories and presenting this on DVD as well as a workbook.

- *Bewildered* uses real people and real experiences which helps establish a connection through empathy and identification, people can identify with the experiences and emotions of the presenters.
- Seeing other people have gone through similar experiences helps people realise they are not alone and puts things in context.
- Encourages people to seek help and talk about their experiences
- The balance of hearing parents and young peoples views
- The structure of the resource took you through their journey and you 'come out the other side'
- Offered way to reflect on own behaviour and experiences and gave practical advice

What service providers did not like about Bewildered

The service providers were very positive about *Bewildered* and there were only some suggestions about the formatting that several providers thought would enhance the workbook.

Comparison with other resources

Providers thought it was a great resource and it had several advantages over some of the other available resources, particularly the inclusion of the DVD with the workbook. The use of real people with real stories was thought to be very compelling and powerful and that was a major attraction of this resource.

Recommendation to other organisations

Services would recommend *Bewildered* to other organisations and were all currently doing so.

Alcohol Drug Helpline call analysis

- *Bewildered* is being sent to the target group of parents or older family members in regards to their concerns over children/younger family members.

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- Those callers that receive *Bewildered* are most commonly over the age of 35 and calling about someone aged between 12 and 18.
 - *Bewildered* is the main resource sent to the 'older to younger' age group where there are concerns about cannabis and alcohol.
 - More Europeans call about their children's substance use than other ethnic groups who received the *Bewildered* resource
 - More women than men are calling over their concerns for a young family member.
 - More young males than females are identified by *Bewildered* callers as having an alcohol or drug problem.
 - The average call length for the *Bewildered* resource is 11.7 minutes compared with under 8 minutes for the average Helpline call.

Alcohol Drug Helpline caller satisfaction

Nineteen parents provided feedback about how they found the Helpline worker, how useful they found the information they were provided and if there was anything they thought the worker could have done differently or better.

Feedback about Helpline worker

All the parents were very positive about the worker they spoke to. Their comments showed that the workers were engaging with callers, showing empathy and good listening skills. They were responsive to callers needs providing them with information and reassurance.

Usefulness of information

Nearly all the parents said they thought the information they received was very useful and helpful.

One parent was not satisfied with the agency the Helpline worker recommended they contact because the agency said they were unable to help them because they were not the person with alcohol and drug problems.

Another parent said while they found speaking to the Helpline worker a positive experience they did not find the advice they gave regarding imposing stricter boundaries on their child very useful, as this strategy had not worked for them.

Suggestions for improvement

None of the parents thought the Helpline worker they spoke to could have done anything differently or better and they all found the worker really good.

There were no suggestions for improvement specifically related to the Helpline service. A suggestion from a few parents was in relation to increasing the support services for parents with children with alcohol and drug issues generally. They also suggested wider advertising of services.

INTRODUCTION

1.1 Introduction

This evaluation report examines the use and effectiveness of the ALAC resource, *Bewildered – Alcohol, drugs and your children*. The evaluation included interviews with parents and service providers who have utilised *Bewildered*, and database analysis of the distribution of this resource to the Alcohol Drug Helpline callers.

Michael Bird developed *Bewildered* for ALAC and it was first released in September 2006. *Bewildered* aims to provide insights for parents whose children have alcohol and drug problems by telling the stories of five parents and two young people. The resource includes a DVD and workbook which is primarily distributed to parents and caregivers through alcohol and drug services such as the Alcohol Drug Helpline.

Parents who participated in the interviews for this evaluation were also asked about their experiences with the Alcohol Drug Helpline worker. This evaluation includes feedback on the service they received.

1.2 Report outline

Chapter 2 outlines the methodology used to conduct this evaluation. The evaluation tools including interview guides and information sheet are included in Appendix 1.

Chapter 3 examines the feedback provided by parents who have used *Bewildered* to find out how useful this resource has been for them and if there had been any changes as a result of using *Bewildered*.

Service providers were asked their views about *Bewildered*, how they had been distributing and using this resource, and what feedback they had received. The findings from the service provider interviews are summarised in Chapter 4.

Chapter 5 provides analysis from the Alcohol Drug Helpline database about who *Bewildered* has been distributed to and how this compares to the distribution of other resources.

Chapter 6 provides a summary of parents' feedback about the service they received from the Alcohol Drug Helpline worker.

Chapter 7 concludes this report with an overview of the findings.

METHODOLOGY

2.1 Evaluation design

The evaluation methods were specified by ALAC and ADANZ. The methods included telephone interviews to provide qualitative data from parents and services that use *Bewildered*. Qualitative data through interviews provided an important means of finding out what people thought about *Bewildered* and why they held that view. The interviews also provided an opportunity to get feedback on callers' experiences of the Alcohol Drug Helpline.

Quantitative data from the Alcohol Drug Helpline database was analysed to profile who *Bewildered* was being distributed to and compare the user demographic profiles of the *Bewildered* resource with other ALAC resource users.

2.2 Evaluation methods

2.2.1 Interviews

Parent interviews

In total twenty parents were interviewed for this evaluation, fifteen of which had looked at *Bewildered*. The other five interviewees had either not received *Bewildered*, had not had time to look at *Bewildered* or said they no longer needed it. The sample of parents was recruited via the Alcohol Drug Helpline. Callers to the Helpline who were offered *Bewildered* were asked if they would consent to a researcher calling them back to ask how they found this resource.

A Helpline worker, Lara Aitchison conducted phone interviews with parents during June 2007. Participants were assured confidentiality in that their name or any identifying information would not be used in any report. They were asked if they consented to quotes from their interviews being used in reports and also if they consented to the interview being taped for the purposes of accuracy.

Service provider interviews

Four service providers from three different services were interviewed by the evaluation contractor, Dr Sue Carswell. Service providers were assured confidentiality in that their name would not be used in any report. However, it was pointed out to them that they may be identifiable due to the small number of providers interviewed. These participants were asked if they consented to quotes from their interviews being used in reports and offered the opportunity to check quotes due to the possibility of being recognised. Participants were asked if they consented to the interview being taped for the purposes of accuracy.

2.2.2 Helpline Call analysis

Data from the Alcohol Drug Helpline database was extracted and analysed to examine the distribution of *Bewildered* to the caller population. A demographic profile in terms of age, gender, ethnicity and

relationship between caller and person of concern was examined to see who *Bewildered* was being distributed to.

The distribution of *Bewildered* was compared to resources ALAC produces for people concerned about the drug and alcohol use of others. It should be noted that ALAC does not produce any other early intervention resources for parents so a direct comparison cannot be made.

2.2.3 Evaluation task specifications and allocation

ADANZ and ALAC developed the specifications for the evaluation tasks which are summarised in Table 1 along with the allocation of tasks between the evaluation contractor and ADANZ staff.

Table 1: Evaluation Tasks and Allocation

Project Tasks	Allocation
Development of a questionnaire in consultation with ALAC (seven questions in total, five on the resource and two seeking consumer feedback on the service provided by the Helpline).	ADANZ and ALAC completed draft questionnaire Evaluation Contractor reviewed and discussed with ADANZ and ALAC
15 -20 structured telephone interviews with clients that have used the resource (interview time will be 20 minutes maximum; 20 minutes will be allowed per interview for administration and data entry). Interviews will be recorded and transcribed.	ADANZ Interviewer
2-5 structured interviews with services that have used the resource (interview time will be 20 minutes maximum; 20 minutes will be allowed per interview for administration and data entry). Interviews will be recorded and transcribed	Evaluation Contractor
Transcription of interviews	Professional transcription service
Qualitative data analysed through thematic analysis	Evaluation Contractor
Data Analysis via the Alcohol Drug Helpline database of the users of the <i>Bewildered</i> resource. Comparison against other ALAC resource users	Data collection and analysis – ADANZ Reviewed by Evaluation Contractor
Analysis of feedback from first draft report	Evaluation Contractor
A written evaluation report	Evaluation Contractor

2.3 Data analysis

The telephone interviews were taped and transcribed by a professional transcription service. Thematic analysis was used to code the interview transcripts to identify common themes on the views and experiences of interview participants. This report makes it explicit where views or experiences are commonly held among participants or if only one or two people had this perspective. Quotes were chosen to illustrate a commonly held view or a unique perspective.

Database analysis was conducted using descriptive statistical methods.

PARENTS VIEWS OF *BEWILDERED*

3.1 Introduction

This chapter provides analysis of the interviews conducted with fifteen parents who had received the *Bewildered* resource. Parents were asked what they liked, what was useful and conversely if there was anything they did not like about *Bewildered*. They were also asked if there had been any changes for themselves and their family as a result of using *Bewildered*, and whether they would recommend it to other parents.¹

Of the fifteen parents interviewed who had looked at *Bewildered*: nine had looked at both the DVD and workbook; five had looked at the workbook only; and one had looked at the DVD only.

Throughout the report the term 'presenters' refers to the five parents and two young people that feature in the *Bewildered* DVD and workbook.

3.2 What parents liked and found useful about *Bewildered*

All the parents identified aspects of *Bewildered* that they liked and found useful. They were very positive about this resource and many commented how good it was that there was something like this for parents. The feedback from parents fell under the following themes some of which are closely interrelated. They are listed in no particular order.

- **Presentation**

Three parents specifically mentioned aspects of the presentation that they liked including:

- Liked the artwork on the cover using the butterfly.
- The cover was friendly and the overall presentation had a calm feel ,however, the subtitle under *Bewildered* on the cover could be bigger.
- The DVD complements the book; good the DVD was included as easy to access if do not want to read the whole book,
- The book was very clear and easy to read and not complicated.

- **Identify with presenters experiences**

Five parents talked about identifying with the experiences of the presenters in *Bewildered* including their feelings and mistakes. For some parents it was a revelation that others had been through the same thing. For example one parent said,

*I just liked the fact that suddenly I could see that there were other people like us . . .
It was that fact that there were other people going through what we were going through because at the time when we were given it I really did think we were the only people in the world going through it and I think it was a very cleverly put together resource.*

¹ For more information on the questions parents were asked see the interview guide included in Appendix 1.

- **Honesty and candour of presenters**

Two parents said they really liked the honesty and candid comments from the presenters. One of these parents commented that they really liked how it was to the point right from the start, with no build up to the whole story the presenters '*just came out and said exactly what was happening and how it changed things*'.

- **Hearing other peoples stories**

Three parents talked about aspects of hearing other people's stories which they liked including hearing the different points of view from parents and teenagers and how people have handled their situation. The following are quotes from these three parents,

Oh, I just found it really neat to listen to what parents go through and it's really terrific to hear the teenagers, their point of view.

I guess because I'm at the beginning of the journey so to speak and or stuck in the middle or something, and it was just nice to know that there's other people out there and that they're sort of like, I don't think it ever goes away does it, but there is sort of a way through somewhere somehow.

The information on how other parents have worked through their situations... The new insights that they had along their journey.

- **The types of people presented**

As mentioned above one of the parents said they liked hearing the views of teenagers as well as parents. This same parent also said it was good to see two different cultures represented rather than just one culture.

Related to identifying with the presenters, another parent said they liked the young people in *Bewildered* were from mainstream families, '*not from bad side of town they were just from the same sort of environment as we are*'.

- **Information on how to approach their children**

Three of the parents said that they found *Bewildered* very informative about how to approach their children. For example, one parent said they had learnt lots of tips about approaching their child which they found useful. Another parent said it was difficult to find information about this and they thought *Bewildered* was very useful as it gave you specific information.

- **Better understanding of alcohol and drug use**

Two parents said they liked the information about alcohol and drug use which they found very informative. One of these parents talked about it in regards to helping them understand why people do these things and what can happen. The other parent said that they had been naïve about their child's drug use,

Oh, I've pretty much found the whole thing useful... right from start to finish, the whole thing was absolutely bang on to what we did, and what we never realised until you've seen something like that and then you know all the signs, and so it was really helpful.,

- **Change own behaviour and no 'one' solution**

One of the parents reflected on how *Bewildered* had made them realise that there was no one right way of dealing with children with alcohol and drug issues and that it is a complex issue with different solutions for different families. They also recognised the importance of changing their own behaviour. Whānaungatanga captured this concept very strongly for them,

I think also that most of the time with issues with children, you're fed information as if there's one way to do it, and I think the complexity of the issue really came through to me, that you know, for parents to stand by what was right for them, and that was one of the bigger messages I got, and that it was about you making the changes, not your child, and that came home strongly with the whānaungatanga stuff.

3.3 What parents did not like about *Bewildered*

The majority of parents said that there was nothing that they did not like about *Bewildered* and they found all the information useful. Three parents made the following comments about aspects of *Bewildered* they thought could be improved or they found slightly difficult:

- One parent said while they found the different experiences and views of the presenters helpful they would also like more concrete information as they preferred statistical type information.
- Two parents said that when they first started watching the DVD they were not sure where it was going and one said you certainly wanted the book to be with it in order to understand what was going on.

3.4 Changes as a result of using *Bewildered*

To provide an indication of the effectiveness of *Bewildered* parents were asked if they had experienced any changes to themselves as a result of using this resource. They were then asked if there had been any changes for their family. The feedback from parents is listed under themes below relating to the type of changes they identified.

3.4.1 Changes for parents

- **No changes**

Only three parents said there had not been any changes for them as a result of using *Bewildered*.

One parent said they had only looked at the resource the day before.

The other two appeared to have used *Bewildered* as part of other options they were pursuing and they did not attribute any changes to themselves directly to any one resource. Although they did find it useful, one parent said they had learnt lots of tips about approaching their children while the other one said they used it as a communication tool in their family to discuss alcohol and drug issues.

- **Increased understanding**

Four of the parents said that *Bewildered* had given them more understanding of the issues and how people were working through them. One of these parents felt reassured because they thought their child had a problem with drugs but watching the DVD and talking to the Helpline worker had helped them understand more about the signs and behaviour and they realised their child did not have an issue.

- **Attitude changes**

Three of the parents identified attitude changes or change processes to themselves from using *Bewildered*. One parent said realising you are not alone makes you stronger and *Bewildered* had helped them realise that. They gave an example of how this had changed their attitude toward telling other people, 'when people asked "What is your child doing?", I'm learning to be up front and say hopefully in our situation he goes into rehab on Monday'.

The two other parents made the following comments about changes to how they approached the situation of their child's alcohol and drug problems,

Well, I suppose the fact that it's all about me, I know that's not a very fashionable saying, but the work it's all about me as far as where the work needs to be done and that came through loud and clear.

I can probably distance myself a bit more from the situation now, rather than being totally in it and not seeing anything.

- **Different attitude and behaviour towards children**

Four of the parents (different from above) specifically mentioned how their attitude and behaviour towards their children had changed as a result of using *Bewildered*.

One parent said they use to react when their son didn't come home and get angry easily but *Bewildered* had changed their thinking,

Yes my thinking The book really helped with what to say and how to react – really good, really enjoyed this book.

Other parents said,

Of course, things for me changed, I know what I know now and I know how to talk with my kids, basically.

Yes, my whole attitude towards my son has changed.

The fourth parent described how now they say something to their son when they suspect something or he steps out of line whereas before they never use to say anything. Importantly this parent says now the parents and son can discuss the issues together, *'we can discuss it together, the three of us, we all discuss it together'*.

- **Process of seeking help empowering**

One of the parents attributed change to themselves as a result of seeking help from several sources including receiving *Bewildered*. They identified the process of seeking help as an empowering experience and said that they now feel 'more relaxed, not so anxious and irritated about the whole thing, *'Instead of just being overwhelmed and feeling that there wasn't much I can do about it, it did make me try and take some positive steps to yeah to find help.'*

3.4.2 Changes for family

- **No change**

Five of the parents reported no changes to their family. One of these parents said they had just received *Bewildered* and two indicated there had not been time for changes to occur.

- **Changes to family due to changes in parenting**

Seven of the parents identified changes to the family through their changes in parenting due to using *Bewildered*. For example two of the parents were now imposing boundaries on their child with alcohol and drug issues due to using *Bewildered*,

Well yeah, it has, we don't baby him, ...if he steps out of line we ground him or take his car off him and his cellphone, and we restrict his going outs and things like that, ...yeah no as a family we, we've all taken it on board and we all sort of like work together ...not just for [son], but for all of us, ...and we can sort of talk to one another without, hiding little things and arguing.

Yes, it has actually, because there are boundaries now and it is not – the boundaries aren't being crossed like they were.

- **Awareness and education tool for family**

Three parents said that their family had made changes and they talked about how showing *Bewildered* to members of their family had been effective as part of an overall process of change they were going through. One parent said they were using *Bewildered* as a communication exercise for their family,

Well, I think so, the reality is that we're more, you know, it's a conversation, this resource is continuing part of our conversation that we have in our house anyway, and have had since day one.' It's all about communication and this is a communication exercise explaining you know the relationships between health, body, mind and everything else that comes in between in relationship to drugs and alcohol.

One of the three parents said her son found *Bewildered* very powerful and that he had not realised what it was like for parents. They saw *Bewildered* as useful for helping them to make changes as a family,

It's a journey – this journey, and I think every step and all of these things empower you as a family, that would be how I would look at it.

The third parent was also using *Bewildered* as a means of supporting her son,,

'... son related well to the book because that's him through and through. The answers are in there, they've just got to look for it, maybe they need the support and the help to get there.

3.5 Would parents recommend *Bewildered* to other parents?

All the parents said they would definitely recommend *Bewildered* to other parents and some of them already had. The reasons they would recommend *Bewildered* to other parents are listed below:

- **To know there is support and resources**

Four parents said they would recommend *Bewildered* because it was important to know there was support and resources out there for parents in this position. For example one parent said,

I definitely would recommend them making the call because it's just nice to know that there are resources and there is some kind of help out there, rather than just nothing.

Another parent suggested there be more copies of *Bewildered* made and that it be distributed more widely to parent support groups and school guidance counsellors

- **To know others are in your situation**

Three of the parents said they would recommend *Bewildered* to other parents so that they knew they were not the only ones in that situation and not to blame themselves. For example two of the parents said,

... because one of the ladies and other people on there were talking about you know, knowing that it's not your fault, which is what all parents do is blame themselves, and that just it helps to have, to know that you're not the only one that's sort of going through the same stuff.

Just so that other parents know that they are not alone in the situation, and that as a parent you do feel guilty.... There is nothing to feel guilty about. . . The fact also that you are not going to be judged, because a lot of parents feel that they are going to be judged .

- **Increasing understanding and knowledge**

Seven parents gave reasons that related to increasing understanding and knowledge about alcohol and drug use and their children. For example,

it's very informative and it helps you understand, you know things that are going on with teenagers and people in general.

yes absolutely – recommend anything that gives people some degree of insight ... it's a worthwhile publication.

yes because if they don't have any understanding or knowledge this would give them what they need.

... what is in the book, I haven't seen the DVD, but what's in the book it can help them as well plus the support from you guys it'll go a long way and they can relate to what's in that book. I've already shown a few friends today...

One parent thought *Bewildered* would be very good for those parents who were not aware of what drugs can do and the signs of drug taking as they found it a real eye opener and said they would definitely recommend watching the DVD.

- **No reason given**

Three of the parents said they would recommend *Bewildered* and one already had, however, they did not give any reasons why.

SERVICE PROVIDER'S VIEWS OF *BEWILDERED*

4.1 Introduction

This chapter examines the views of four professionals who are very experienced in the alcohol and drug field and in particular working with families. The services they worked for catered to Māori and mainstream clients. Some of the professionals interviewed worked directly with families, while others had management, supervisory and educator roles with clinicians in the alcohol and drug field.

4.2 How Services use and distribute *Bewildered*

4.2.1 *Distribution to families*

Bewildered was distributed in a variety of ways to parents and caregivers who were concerned about their children's alcohol and drug use. The distribution methods depended on the structure and services offered and included:

- through helpline services
- at parent, family and friend group meetings
- at individual counselling sessions
- at community events
- distribution to other agencies (e.g. CAMS and CYFS) and community service organisations to pass on to clients

The services distributed *Bewildered* widely to parents and it was regarded as part of a menu of options to provide parents with assistance. In most cases the resource was distributed for people to use by themselves. However, *Bewildered* was also used as part of group and individual sessions although it is difficult to know how prevalent this is. Participants in group sessions were given the resource and then invited to discuss it in subsequent sessions. One respondent knew of a practitioner who used the workbook during individual counselling sessions, 'she just set up the treatment goals each week to read this particular bit and then talk about it the following session, whether it was weekly or fortnightly'.

There was also feedback from services' clients that they were sharing *Bewildered* with friends and neighbours.

4.2.2 *Bewildered as a resource for practitioners*

Two of the services used *Bewildered* during workshops and in-service sessions with practitioners. These services promoted the use of *Bewildered* with families, along with other resources, by showing the DVD and informing practitioners that they can access further copies of *Bewildered* through ALAC.

Because most of the clinicians here hadn't seen it all the way through - some of them had seen the 8 minute highlight one but none of them had seen the 30 minute one. So we did that and it really touches people, you know.

Another of the services showed a shortened version of the *Bewildered* DVD to students who were interested in working with young people with alcohol and drug concerns. They found it a very powerful way of conveying some of the issues to students,

I think that it gives another perspective, I mean, we can talk about it and we can say that these are the issues, but I think it's a very potent way of people getting that message.

4.3 Service providers views of *Bewildered*

4.3.1 What service providers liked about *Bewildered*

All the service providers interviewed were very positive about *Bewildered* and thought it was a valuable resource. Their views were based on their professional expertise and experience with clients and feedback they had received about the resource. They thought the major strength of *Bewildered* was using real people to tell their stories and presenting this on DVD as well as a workbook. Respondents identified a number of reasons why sharing stories were so powerful and what they liked about the way *Bewildered* did this:

- ***Bewildered* uses real people and real experiences which helps establish a connection through empathy and identification, people can identify with the experiences and emotions of the presenters.**

There was a lot of real honesty in there, I think, obviously they're real stories that's certainly the impression you get, that it's very credible in that sense.

It helps to put it in a context, I suppose when you look at how other people behave and related to these issues that it helps you reflect on your own behaviour and they'll think "Oh, well I'm like that" or "No, I'm not like that, I've got a different value, I feel differently about it". But it gives an opportunity to, yes, sort of connect over the issue and also be able to reflect on it a bit more.

- **Seeing other people have gone through similar experiences helps people realise they are not alone and puts things in context.**

We've had really good feedback about it. People love the story. You know, they love the fact that people are telling their stories and you know, the same things that you hear actually in the group – oh, it was so good to know that I am not alone and that kind of really basic stuff that people say when they respond to stories. And that is talking directly about the DVD.

- **Encourages people to seek help and talk about their experiences**

I guess that its being able to tell the story that is so powerful, and being able to understand that we are not alone that there are other people who are going through what's actually happening for

them, which I think gives parents then an opportunity to be able to start talking about their own experiences.

- **The balance of hearing parents and young peoples views**
- **The structure of the resource took you through their journey and you ‘come out the other side’**

It shows people who have been there and have been in that situation and have actually come out the other side, I think that that’s really important.

I like that it is narrative, you know, that it is stories. I like that it is put together in a way where people are sort of going through their journey. You know, you kind of go through it with them.

- **Offered way to reflect on own behaviour and experiences and gave practical advice**

The service providers thought *Bewildered* would be useful to parents and caregivers as the presenters offered a number of insights about their own behaviour and their child’s and the strategies they had used. *Bewildered* also offered the perspective of two young people. A service provider said the main message they took from *Bewildered* was,

That is how the Bewildered DVD has been really effective, its main message to parents is to let go of their child and allow them that journey by putting in boundaries like ‘I’m not going to put up with this’ and “ I’m going to get on with my own life and you do what you are going to do and you just come to me when your ready.” That’s been a good powerful tool.

Those providers who work directly with clients had had a lot of positive feedback. For example, one of the providers gave the DVD to a woman who had problems with her daughter and had been all around the sector trying to get help and nobody could answer her questions. This woman ‘*said it was brilliant and that she really enjoyed it and it was the best thing that has ever happened to her. It gave her the skills to work with her teenage daughter. . . That is how effective it has been.*

4.3.2 *What service providers did not like about Bewildered*

The service providers were very positive about *Bewildered* and there were only some suggestions about the formatting that several providers thought would enhance the workbook and these are outlined in the next section.

4.3.3 *Feedback on format*

All the respondents talked more about the DVD than the workbook although they thought having both formats was good as it allowed for different peoples learning styles. Most of the service providers were more familiar with the DVD which they all thought was excellent and a very powerful and quick way of

conveying messages. They thought including a DVD with a book gave *Bewildered* an advantage over many other resources which were only pamphlets and booklets. It was also viewed as an advantage that people could take away their own DVD and watch it as many times as they wanted to rather than watching something in a seminar or at group session once. The following are some of the comments from service providers about the DVD and workbook,

I think it's great. I haven't had any feedback about how people have used the workbook. But I think people learn in different ways, and so if they want to just sit and watch it that's great, if they want to be able, you know, if they're people who have to write things down, well then it gives them an opportunity to do that as well.

It was easy to watch and easy to listen to as a DVD, you know . . . not needing to have to concentrate or struggle or just try and make sense of it, not be academic about or anything – very watchable.

Most people want a quick answer and a quick way of doing it and that [DVD] does it and especially because they go through the emotions of the parents and how they have coped with it because they know every emotion that is going on with the people who are presenting it.

Service providers thought the style and presentation of *Bewildered* was very attractive and stood out. However, a couple of the providers gave suggestions for improving the workbook in regards to formatting:

- Writing in the bottom sections was too small and some of the key points in these sections could be highlighted more;
- the style could be a bit messy and too 'relaxed' for some adults;
- one respondent thought the guides and suggestions for behaviour were buried a bit and could be more clearly highlighted particularly as people could be in crisis or quite desperate; and
- suggest the resource could include something on safety planning.

4.3.4 Comparison of Bewildered with other resources

Service providers were asked how they thought *Bewildered* compared with other resources aimed at parents and caregivers with children with drug and alcohol issues. Providers thought it was a great resource and it had several advantages over some of the other available resources, particularly the inclusion of the DVD,

Well, I think the fact that it's a visual resource, I mean, we've got stuff that we can hand out of course, like books and little pamphlets and things, but I think what makes it so different is that they can actually see people. I think it's just a different medium which is quite powerful.

The use of real people with real stories was thought to be very compelling and powerful and that was a major attraction of this resource.

One of the providers said they thought *Bewildered* was a lot better than *Concerned* in terms of presentation because they thought that resource was very complicated to look at and they suggested simplicity is always best when it comes to designing resources. They also noted the similarity between *Concerned* and the *User Guide* could cause confusion and that *Bewildered* was easily identifiable.

4.3.5 *Would they recommend Bewildered to other organisations?*

The service providers were asked whether they would recommend *Bewildered* to other organisations and they all said they definitely would and they were all currently doing so.

A respondent said on behalf of Te Whānau Maanaki and the whānau they have worked with she would like to acknowledge Michael Bird in putting *Bewildered* together and thought he had done a really good job.

HELPLINE CALL ANALYSIS

5.1 Introduction

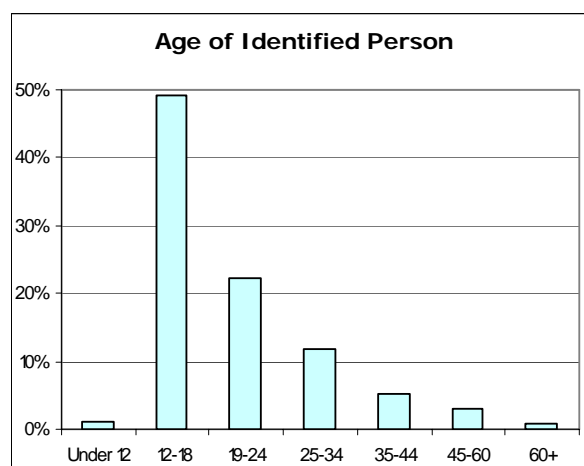
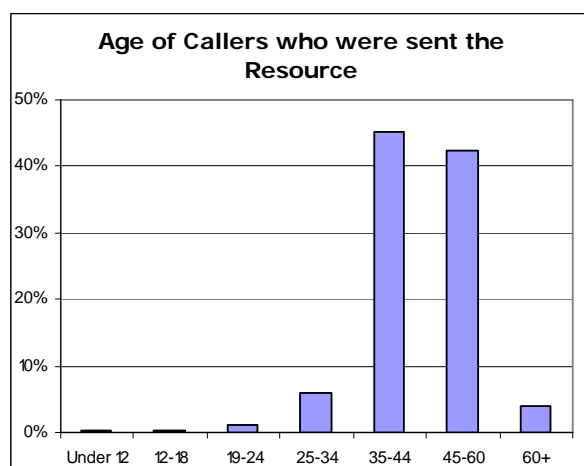
This section examines the Alcohol Drug Helpline data on the distribution of the *Bewildered* resource, the demographic profile of callers and the identified person with the problem. The Section covers the period from 10th September 2006 when the resource was released up to 16th of June 2007.

5.2 Demographics

5.2.1 Age Groups

Table 1 and the graphs below show 91% of *Bewildered* resources are sent to callers over the age of 35 years who, in 72% of calls, are calling about someone under the age of 24 years.

Age Groups	Caller		Identified Person	
Under 12		0%	3	1%
12-18	1	0%	142	49%
19-24	3	1%	64	22%
25-34	17	6%	34	12%
35-44	130	45%	15	5%
45-60	122	42%	9	3%
60+	11	4%	2	1%
		91%		73%
Total	288		288	



5.2.2 Caller relationship

Table 2 shows 79% of callers have a relationship of “other family member” to the person identified with an alcohol or other drug problem. Callers who are parents of the person identified with a problem are assigned to this data category. Although the number of “self” calls may seem questionable, this situation arises where the caller is calling about both themselves and a family member.

Caller Relationship	Calls	%
Other family member	228	79%
Self	30	10%
Other Professional	12	4%
Health Professional	8	3%
Total	288	

5.2.3 Ethnicity

Table 3 shows 81% of callers that are sent *Bewildered* are European compared against 74% of all callers during this period being European.

Ethnicity	Person who Called		Identified Person		All Callers	
	Calls	%	Calls	%	Calls	%
NZ European/Pakeha	232	81%	212	74%	8484	74%
NZ Maori/Maori	31	11%	39	14%	1898	16%
Pacific Islander	5	2%	6	2%	210	2%
Indian	6	2%	5	2%	126	1%
Asian	2	1%	2	1%	54	1%
Total	288		288		11541	

Table 3.1 which covers the whole population of callers where an older caller is identifying a younger person is consistent with the pattern established in the above table where 80% of callers are European and only 12% Maori.

Table 3.1		
Callers over 34 identified Person under 25		
Caller Ethnicity	Calls	Tot Calls
NZ European/Pakeha	827	80%
NZ Maori/Maori	122	12%
Pacific Islander	19	2%

5.2.4 Gender

Table 4 shows the usual Helpline pattern of females who call about males, with 77% of callers being female and 57% of those called about being male. The “older – younger” age group is slightly more pronounced with 81% being female calling about 66% male. The largest single group identified is females aged 35-44 years calling about males aged 12-18 years (43 calls). This is followed by females aged 45-60 years calling about males aged 12-18 years (24 calls).

Table 4	Person who Called		Identified Person	
Caller Gender	Calls	%	Calls	%
Female	221	77%	102	35%
Male	67	23%	164	57%
Total	288			

5.3 Helpline call information

5.3.1 Other Responses to Calls

Table 5 shows that of the group who received the *Bewildered* resource, 100% of calls were classified as information calls, 56% as a family intervention and 20% of calls resulted in a referral.

Table 5	Responses	%
Information call	288	100%
Family Intervention	160	56%
Referral	58	20%
Problem Screening call	44	8%
Total	565	

5.3.2 Call Length

The average call length for the *Bewildered* resource is 11.7 minutes. This compares to the overall average Helpline call length of just under 8 minutes, consistent with anecdotal reports from Helpline staff that the majority of calls from “concerned others” are more complex, and take more time.

5.3.3 Drugs Involved

Table 6 shows drugs identified by the over 34 age group calling about the under 24 age group. The percentages are consistent with those callers who are sent the *Bewildered* resource and show that most callers are concerned about cannabis and alcohol use of the under 24 age group. Over a third of callers identify more than one drug involved.

Table 6	Over 34 years and		Callers sent	
	identify under 24 years		<i>Bewildered</i>	
Drugs Involved			<i>Bewildered</i> resource	
Cannabis	444	36%	125	31%
Alcohol	337	28%	121	30%
Methamphetamine ("P", Ice)	219	18%	58	14%
BZP and TFMPP (party pills)	35	3%	13	3%
Solvents/inhalants (glue, petrol, NOS)	35	3%	12	3%
Hallucinogens	27	2%	9	2%
Total	1218		407	

5.4 Comparison with other resources sent

5.4.1 Other Resources Sent

The following three tables examine the resources sent to the over 34 age group calling about the under 24 age group when they identified alcohol, cannabis or methamphetamine as the drugs the person they were concerned about was using.

Table 7			
Alcohol	No. Sent	Calls	
No Publications Sent		195	68%
<i>Bewildered; alcohol, drugs & your children</i>	72	72	25%
13 Helpful Hints	25	25	9%
"Alcohol, Your Kids and You"	20	20	7%
Worried About Someone's Drinking?	19	19	7%
Concerned? Time for a Change	17	17	6%
Total	337	286	

Table 8			
Cannabis	No. Sent	Calls	
No Publications Sent		238	66%
<i>Bewildered; alcohol, drugs & your children</i>	97	97	27%
Cannabis & Your Health	53	53	15%
Cannabis	38	38	10%
What's The Deal On Quitting?	37	37	10%
Drugs in Focus; Parent Focus	31	31	9%
Total	444	363	

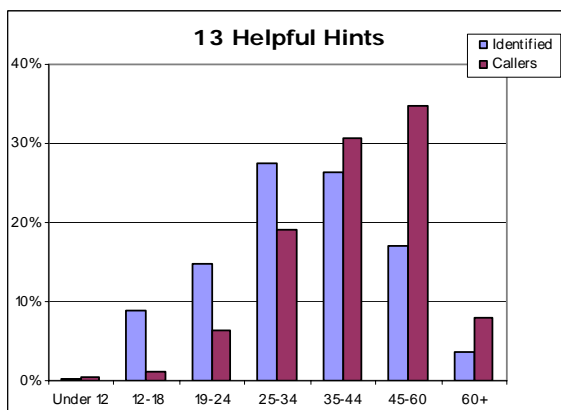
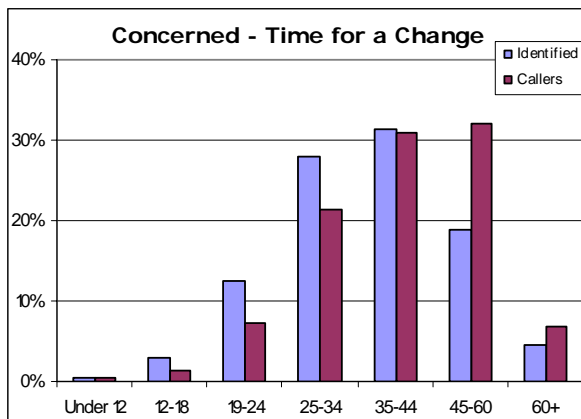
Table 9			
Methamphetamine	No. Sent	Calls	
No Publications Sent	0	162	74%
Concerned About Someone's Methamphetamine Use	46	46	21%
Methamphetamine	36	36	17%
<i>Bewildered; alcohol, drugs & your children</i>	34	34	16%
13 Helpful Hints	14	14	6%
Concerned? Time for a Change	14	14	6%
Total	219	218	

Bewildered is the most commonly sent resource to callers in the 'older to younger' age group. "Drug specific" information on cannabis and methamphetamine were the next most commonly sent resources.

Table 10 and 11 and the graphs below show the next two most common resources sent to the "older – younger" caller age group being "Concerned? Time for a Change" and "13 Helpful Hints". For both resources the identified person comes from a much wider age group in line with the more general nature of the resources.

Table 10				
Sent Concerned Resource				
Age Groups	Caller		Identified Person	
	Count	Percentage	Count	Percentage
Under 12		0%	2	0%
12-18	6	1%	13	3%
19-24	33	7%	56	12%
25-34	96	21%	126	28%
35-44	139	31%	141	31%
45-60	144	32%	85	19%
60+	31	7%	20	4%
Total	450		450	

Table 11				
Sent 13 Helpful Hints Resource				
Age Groups	Caller		Identified Person	
	Count	Percentage	Count	Percentage
Under 12		0%	1	0%
12-18	4	1%	29	9%
19-24	21	6%	49	15%
25-34	63	19%	91	28%
35-44	101	31%	87	26%
45-60	115	35%	56	17%
60+	26	8%	12	4%
Total	330		330	



5.5 Summary

- *Bewildered* is being sent to the target group of parents or older family members in regards to their concerns over children/younger family members.
- Those callers that receive *Bewildered* are most commonly over the age of 35 and calling about someone aged between 12 and 18.
- *Bewildered* is the main resource sent to the 'older to younger' age group where there are concerns about cannabis and alcohol.
- More Europeans call about their children's substance use than other ethnic groups who received the *Bewildered* resource.
- More women than men are calling over their concerns for a young family member.
- More young males than females are identified by *Bewildered* callers as having an alcohol or drug problem.
- The average call length for the *Bewildered* resource is 11.7 minutes compared with under 8 minutes for the average Helpline call. This is consistent with anecdotal reports from Helpline staff that the majority of calls from "concerned others" are more complex, and take more time.

HELPLINE CALLER SATISFACTION

6.1 Introduction

Parents who were interviewed about *Bewildered* were also asked questions about their experience with the Alcohol Drug Helpline. Nineteen parents provided feedback about how they found the Helpline worker, how useful they found the information they were provided and if there was anything they thought the worker could have done differently or better.

6.2 Feedback about Helpline workers

Parents were first asked a general question about how they found the Helpline worker. All the parents were very positive about the worker they spoke to. Their comments showed that the workers were engaging with callers, showing empathy and good listening skills. They were responsive to callers needs providing them with information and reassurance. Many of the parents said they had felt isolated and did not know who they could talk to and were appreciative of someone who would listen to them, give them support in terms of advice, resources and contacts and not be judgemental about their situation.

The following quotes are examples of the feedback from parents,

I finally felt like “Yay, there was somebody that cared” and somebody that was going to listen and, I mean, that’s - you feel isolated and you feel that you’re battling with things on your own, and that’s the hardest bit, that you just seem not to be able to cope on your own.

Found it very good. Yes I did and she was very nice and very approachable and yes, the empathy was really there, yeah. . . . I just think it’s a great idea that there is something out there for parents like myself who don’t know where to go and where to turn and don’t have anyone to talk to, that sort of thing so if someone is there who’s not going to be judgemental and you know, you can feel free to say whatever and they’re not going to judge you. So, that’s very good because, you know some friends could be very judgemental and you know.

Yeah, very good, extremely good, it was actually good talking to someone, even though they didn’t say too much, but they just said there’s help out there should we need it, and yeah, the lady was very good actually, she made me feel like I wasn’t on my own.

It made me feel really good at the end of it. She was very, she was excellent.

It was great to have Helpline like that because it was hearing that something can be sent because once you finish talking on the phone its like, “okay, where do I go now?”

Don’t think we would be at the place we are now without their support by saying “thinks is where you need to be” because I didn’t know what to do.

Oh it was, you know, it was almost like getting a load off my chest, you know, it was like I didn't even have to say anything, you know, she just knew exactly what I was going through and what I needed to help, you know, what sort of help I needed, she was just great.

It was very, like when I say 'good', you know, I felt comfortable, I basically needed to call somewhere to get some information so I could start to deal with it because things don't just, you know, it's just a start really.

6.3 Usefulness of information from Helpline

Parents were asked about how useful they found the information provided by the Helpline worker. The type of information they received included being sent Bewildered and other resources, contact details of other services that could help them and answers to questions they had.

Nearly all the parents said they thought the information they received was very useful and helpful, some of their feedback was,

Relevant to my questions I thought most helpful.

Yeah, I was pleased with the information that I got and touch wood we're heading down the right path, I mean our son's only young and if we can sort of like slow him down or even stop him that would be a bonus, . . ., he can't sort of like sneak around and get away with what he used to do because we're aware of the signs now.

Good, excellent and it put my mind at ease.

Very – Yes, it was quite helpful in that I found I was a bit more relaxed and I could cope with dealing with my teenager a bit better afterwards.

One parent said they did not find the information very helpful in regards to the agency that the Helpline worker provided contact details for. They rang the agency who said they could not help them because they were not the actual person with alcohol and drug problems, which they found frustrating as they wanted more direction to help their child.

Another parent said while they found speaking to the Helpline worker a positive experience they did not find the advice they gave regarding imposing stricter boundaries on their child very useful. This strategy had backfired on them and they were now trying a different way, they said,

The only thing – the only comment I would make was that the sort of line that she recommended that we go down, which was to put in some very firm immovable boundaries, hasn't been that effective in that I think we have erected a bit of a barrier.

... Rather than, you know, we have lost a bit of dialogue because of that, so we are trying a different tactic now anyway.

6.4 Suggestions for improvement

Parents were asked if the Helpline worker could have done anything differently or better. None of the parents thought the Helpline worker they spoke to could have done anything differently or better. Many made comments like “no they were really good”, “no they were really helpful”.

There were no suggestions for improvement specially related to the Helpline service. A suggestion from a few parents was in relation to increasing the support services for parents with children with alcohol and drug issues. Some were frustrated by the difficulty they had trying to find help. They also suggested wider advertising of services.

CONCLUSION

7.1 Introduction

This evaluation report examined the use and effectiveness of the ALAC resource, *Bewildered – Alcohol, drugs and your children*. The evaluation found that overall there was very positive feedback about *Bewildered* from parents and service providers who had utilised this resource. Interviews with parents showed that *Bewildered* had helped many of them make changes to their attitude and behaviour that had positive results for them and their families.

The feedback from callers about the service they received from the Alcohol Drug Helpline was also very positive in terms of the empathy and responsiveness of the Helpline worker and the information they received.

7.2 Parents' views

What parents liked and found useful

All the parents identified aspects of *Bewildered* that they liked and found useful. They were very positive about this resource and many commented how good it was that there was something like this for parents. The types of things they liked and found useful were:

- identifying with the experiences of the presenters in *Bewildered*
- realising you were not alone and other people had been through these issues, people just like you
- the honesty from the presenters in *Bewildered*
- hearing about other people's stories, the insights and strategies they used
- hearing from different points of view, parents, teenagers, Maori and Pakeha
- information about how to approach your children
- information about alcohol and drug use and the paraphernalia that goes with it
- importance of changing your own behaviour and there is no 'one' solution
- liked the presentation including artwork; workbook was very clear and easy to read; most thought the DVD was well made, powerful and easy to access

What parents did not like

The majority of parents said that there was nothing that they did not like about *Bewildered* and they found all the information useful. One parent suggested there be more 'concrete' statistical information as they liked that and two other parents found the DVD difficult to engage with at the beginning and were not sure about the direction.

Changes as a result of using Bewildered

Changes for Parents

12 of the 15 parents said they had experienced changes due to using *Bewildered* including:

-
- increased understanding of the issues and how to work through them
 - change attitude and behaviour towards parenting children including being more open about discussing alcohol and drug use and imposing boundaries.
 - attitude change within themselves including:
 - more open and not feeling guilty or ashamed about their child's alcohol and drug problems;
 - able to distance themselves more from the situation and gain perspective;
 - realisation it was them that needed to change

Changes for Families

10 of the parents reported changes to their family as a result of using *Bewildered*.

- Changes to the family due to changes in parenting
- Showing *Bewildered* to other family members and using it as a tool for awareness, education and discussion

Would they recommend Bewildered to other parents?

All the parents said they would definitely recommend *Bewildered* to other parents and some of them already had. The reasons given included:

- For other parents to know there is support and resources out there
- To know that there are others in your situation
- To increase understanding and knowledge about alcohol and drug use and parenting their children

7.3 Service provider's views

Use and distribution of Bewildered

The services distributed *Bewildered* widely to parents and it was regarded as part of a menu of options to provide parents with assistance. In most cases the resource was distributed for people to use by themselves. However, *Bewildered* was also used as part of group and individual sessions although it is difficult to know how prevalent this is.

Two of the services used *Bewildered* during workshops and in-service sessions with practitioners. These services promoted the use of *Bewildered* with families, along with other resources, by showing the DVD and informing practitioners that they can access further copies of *Bewildered* through ALAC. One of the services also showed the DVD as part of a tertiary student introduction session.

What service providers liked about Bewildered

All the service providers interviewed were very positive about *Bewildered* and thought it was a valuable resource. Their views were based on their professional expertise and experience with clients and feedback they had received about the resource. They thought the major strength of *Bewildered* was using real people to tell their stories and presenting this on DVD as well as a workbook.

-
- *Bewildered* uses real people and real experiences which helps establish a connection through empathy and identification, people can identify with the experiences and emotions of the presenters.
 - Seeing other people have gone through similar experiences helps people realise they are not alone and puts things in context.
 - Encourages people to seek help and talk about their experiences
 - The balance of hearing parents and young peoples views
 - The structure of the resource took you through their journey and you ‘come out the other side’
 - Offered way to reflect on own behaviour and experiences and gave practical advice

What service providers did not like about Bewildered

The service providers were very positive about *Bewildered* and there were only some suggestions about the formatting that several providers thought would enhance the workbook.

Comparison with other resources

Providers thought it was a great resource and it had several advantages over some of the other available resources, particularly the inclusion of the DVD with the workbook. The use of real people with real stories was thought to be very compelling and powerful and that was a major attraction of this resource.

In terms of presentation one of the providers thought *Bewildered* was better than *Concerned*, which they thought was too complicated and the cover could be easily mixed up with the *User Guide*. *Bewildered* was easily identifiable and easy to access. It should be noted that *Concerned* is not aimed at early intervention with young people so no direct comparisons can be made.

Recommendation to other organisations

Service would recommend *Bewildered* to other organisations and were all currently doing so.

7.4 Alcohol Drug Helpline call analysis

- *Bewildered* is being sent to the target group of parents or older family members in regards to their concerns over children/younger family members.
- Those callers that receive *Bewildered* are most commonly over the age of 35 and calling about someone aged between 12 and 18.
- *Bewildered* is the main resource sent to the ‘older to younger’ age group where there are concerns about cannabis and alcohol.
- More Europeans call about their children’s substance use than other Ethnicity groups who received the *Bewildered* resource
- More women than men are calling over their concerns for a young family member.

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- More young males than females are identified by *Bewildered* callers as having an alcohol or drug problem.
 - The average call length for the *Bewildered* resource is 11.7 minutes compared with under 8 minutes for the average Helpline call.

7.5 Alcohol Drug Helpline caller satisfaction

Nineteen parents provided feedback about how they found the Helpline worker, how useful they found the information they were provided and if there was anything they thought the worker could have done differently or better.

Feedback about Helpline worker

All the parents were very positive about the worker they spoke to. Their comments showed that the workers were engaging with callers, showing empathy and good listening skills. They were responsive to callers needs providing them with information and reassurance.

Usefulness of information

Nearly all the parents said they thought the information they received was very useful and helpful.

One parent was not satisfied with the agency the Helpline worker recommended they contact because the agency said they were unable to help them because they were not the person with alcohol and drug problems.

Another parent said while they found speaking to the Helpline worker a positive experience they did not find the advice they gave regarding imposing stricter boundaries on their child very useful as this strategy had not worked for them.

Suggestions for improvement

None of the parents thought the Helpline worker they spoke to could have done anything differently or better and they all found the worker really good.

There were no suggestions for improvement specially related to the Helpline service. A suggestion from a few parents was in relation to increasing the support services for parents with children with alcohol and drug issues. They also suggested wider advertising of services.

APPENDIX 1: EVALUATION TOOLS

EVALUATION OF <i>BEWILDERED</i> RESOURCE
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Introduction

Ask for caller as identified in consent form

“Hello my name is and I am calling from the Alcohol Drug Helpline.

We sent you the *Bewildered* resource recently which included a book and DVD.

Is this a good time to talk with you about how you’ve found the resource? The call will take approximately 15-20 minutes.

If no, is there another time I can call back?

If respondent says they have not received Bewildered:

- a) Check that their address is correctly recorded and offer to send resource.
- b) Ask them if they would mind you ringing back to see how they found the resource (note the cut off date for call-backs is 20th June).
- c) If no ask them if they would mind answering a couple of questions about their experience of talking to Helpline. Assure them of confidentiality.

If the respondent says they have received Bewildered but not had a chance to look at it:

- a) Ask them if you can ring them back in a few days (note the cut off date for call-backs is 20th June).
- b) If no ask them if they would mind answering a couple of questions about their experience of talking to Helpline. Assure them of confidentiality.

Consent

(have already given consent – don’t need to go back over this unless they ask)

Confidentiality

We really want to know what you thought of *Bewildered*. Before we proceed I want to let you know that any information you share during this interview will be completely confidential and nothing identifying

you or your situation will be made public. Some quotes from your interview may be used in a report on *Bewildered* but your name will not be used is that ok?

Is it ok if I tape this interview so it is recorded accurately? The tape will be destroyed at the end of the research.

Do you have any questions before we get started?

I am turning on the tape now.

ALAC QUESTIONS

1. Have you had a chance to look at the *Bewildered* DVD and workbook yet?

Yes – go to question 2

No - Was there a particular reason why not?

Possible responses: Not looked at [go to helpline questions]

- Wanted to look at it but no opportunity as yet
- Did not want to look at it
- No longer important
- Other – please record

2. Thinking about the *Bewildered* DVD and workbook – can you tell me what you like about them?

What did you find useful?

Is there anything else you want to say about it?

3. Was there anything about the resource that wasn't useful?

Was there anything you didn't like?

Is there anything else you want to say about that?

4. Has anything changed for you as a result of viewing the DVD and working through the workbook?

Has anything changed for your family?

5. Would you recommend *Bewildered* to other parents?

If yes – can you tell me why you would recommend it?

If no - why not?

HELPLINE QUESTIONS

I'd like to ask you a couple of questions about how you found using the Helpline.

6. How did you find talking to the Helpline worker?

How useful was the information they gave you?

-
7. Is there anything the Helpline worker could have done differently/better to assist you when you called?

SUMMARY QUESTION

8. Is there anything else you want to say about either the *Bewildered* resource or the Helpline before we finish?

Thank them for their feedback

EVALUATION OF ALAC *BEWILDERED* RESOURCE

Invitation for service providers to take part in an interview

Kia ora,

ALAC has commissioned an evaluation of the *Bewildered* resource, which includes a DVD and workbook for parents and caregivers with children with alcohol and other drug problems. The aims of this evaluation are to examine the effectiveness of this resource for parents and caregivers and their families. The Alcohol Drug Association New Zealand is managing the evaluation and has contracted Dr Sue Carswell to independently conduct this evaluation.

Invitation to take part in an interview for the evaluation

You are invited to take part in an interview for the evaluation of the *Bewildered* resource. As a professional who uses *Bewildered* it is important to find out your views on how effective you have found this resource. It is your choice whether you take part in an interview and you can also choose not to answer certain questions or stop the interview at any time.

Interview time

If you agree to be interviewed we will arrange a telephone interview at a time that is convenient for you. The interview should take about 20 minutes and if you agree the interview will be taped for the purposes of accuracy. The tape and interview transcript will be kept confidential in a secured location and then destroyed.

Privacy and confidentiality

The interview is private and confidential which means only the evaluator will see your interview and your name will not be used in the evaluation report. Quotes from your interview may be used in reports without your name. However, you may be identifiable by your job position and the interviewer will ask you if you would like to check any quotes from your interview before they are used in the evaluation report.

What will be done with the evaluation information?

An Evaluation Report will be submitted to ALAC in July 2007. The Evaluation Report will document how effective professionals and parents and caregivers have found the *Bewildered* resource.

Contact information

If you have any questions please contact Dr Sue Carswell by telephone: 03 312 8212, mobile: 021 167 9141 or by email: sue@carswellconsultancy.com

<p style="text-align: center;">EVALUATION OF <i>BEWILDERED</i> RESOURCE SERVICES SURVEY QUESTIONS</p>
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INTRODUCTION

“Hello my name is Sue Carswell and I have been contracted by ADANZ and ALAC to evaluate the *Bewildered* resource”

Is now a good time to speak to you, the interview will take about 20 minutes, or would you like to arrange another time?

CONSENT

These people have not been through consent process)

CONFIDENTIALITY

We really want to know what you thought of *Bewildered*. Before we proceed I want to let you know that any information you share during this interview will be completely confidential and nothing identifying the people you are working with or their situation will be made public. Some quotes from your interview may be used in a report on *Bewildered* but your name will not be used is that ok?

Is it ok if I tape this interview so it is recorded accurately? The tape will be destroyed at the end of the research.

Do you have any questions before we get started?

I am turning on the tape now.

ALAC QUESTIONS

1. Can I start by asking you how long your organisation has been using *Bewildered* and how you distribute it to parents and caregivers?
2. In what type of family situations do you tend to give out *Bewildered*?
3. How useful do you think the DVD and workbook are for parents and caregivers?

-
4. What feedback have you had from users?
 5. Is there anything about the resource that you don't like or think could be better?
 6. How do you think *Bewildered* compares to other resources to help parents and caregivers with children with AOD problems?
 7. Would you recommend *Bewildered* to other organisations?
If yes – can you tell me why you would recommend it?
If no – why not?

SUMMARY QUESTION

8. Is there anything else you want to say about *Bewildered* before we finish?

Thank them for their feedback