

# *Evaluation of the Pai Ake Solutions Ltd Kaupapa Maori Dual Diagnosis Tangata Whaiora Community Support Pilot Project*

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## **Introduction**

As a result of initial discussion with the CEO of Te Runanga o Kirikiriroa ('the Runanga'), and one of the directors of Pai Ake Solutions Ltd ('Pai Ake Solutions'), the Research and Development Unit of the Runanga, were approached by Pai Ake Solutions to conduct a formative evaluation of the Kaupapa Maori Dual Diagnosis Tangata Whai ora Community Support Pilot Project ('the Pilot Project'). The evaluation formally commenced in March 2004 ending in June 2004 with the completion of this report.

## **Pai Ake Solutions Ltd**

Pai Ake Solutions was established in 2002. It currently has three full time staff including its two directors, Mihaka Hohua and Richie Cribb. Pai Ake Solutions have five contracts including the pilot project that is the subject of this evaluation. The purpose of this pilot project is to support Tangata Whai ora and their whanau who experience mental health and/or drug and alcohol issues.

## **Aims and Objectives**

The over-arching aim of this evaluation is to support and assist with the development of the pilot project of Pai Ake Solutions. This aim consists of three objectives, which are:

- 1) to identify and establish agreed-upon baseline data for the pilot project;
- 2) to identify and establish agreed-upon indicators of progress for the pilot project; and,
- 3) to assist Pai Ake Solutions in the development of future service capacity, through the achievement of objectives one and two.

## **Evaluation Approaches and Methods**

There were three key approaches used to complete this evaluation. The kaupapa/tikanga Maori approach was the predominant method used. Key components of both the qualitative and quantitative approach were also used. Data collection occurred through the use of interviews with a wide range of individuals and organisations. The second method of data collection was through the analysis of project specific documentation and literature.

## **Key Findings**

### **Pilot Project Strengths**

Based on the evidence and subsequent data analysis, there are some clear indications of success regarding the pilot project. These include:

- the ability to undertake all key components of the pilot project to a high level;
- the establishment of a large client base;
- the mobility and flexibility of this service to meet the needs of its client base;

- the ability to support both the individual and the family;
- meeting the need for more culturally appropriate services through the provision of a clear kaupapa/tikanga Maori approach to service delivery;
- positive working relationships with key collaborators and networks; and,
- a clear contribution to the mental health sector from a ‘by consumer for consumer’ approach matched with appropriate clinical qualifications and experience.

### **Pilot Project Future Developments**

Findings regarding the project progress to date indicate a number of areas to be considered for future development. These include:

- finding an effective method of reporting and measuring performance that adequately considers the multiple realities of a culturally specific method of service provision;
- identifying ways to limit barriers between and amongst services in order to provide clients with the widest range of services;
- maintaining an effective high client base and the most appropriate service provision with existing staff numbers;
- maintaining existing networks given the multi-levelled nature of these;
- minimising the threat of burnout (for example) by considering a range of options to best support staff given the nature of this project at present;
- considering which key fundamental components of this service are retained in the future, for example tangata whaiora support, a kaupapa/tikanga Maori approach and the mobility and flexibility of the service; and,
- exploring other components for future service delivery, including a clinical component, given the experience of existing staff.

### **Recommendations**

As a result of data analysis of the interview information, literature and pilot project specific documentation, the evaluation team recommends that:

- The roll over of the pilot contract be awarded to Pai Ake Solutions Ltd, due to the clear success the pilot has had to date;
- The ongoing contract remains flexible in terms of service delivery;
- Staffing be increased to 5 FTE positions including the provision of female staff;
- The 5 FTE include both 2.5 clinical and 2.5 community FTE;
- In addition to the 5 FTE, a full time administrator be employed to assist staff;
- FTE funding be increased to accommodate the maintenance costs of being mobile;
- Funding be made available for Pai Ake staff to access external clinical supervision, to assist with the prevention of staff burnout;
- Database be continually developed to ensure effective collection of statistical information;
- Pai Ake staff consider and explore reporting and feedback processes, and implement regular reporting with existing network agencies; and,
- Pai Ake staff continue to undertake training in overall service provision evaluation, to improve the collection and measurement of both quantitative and qualitative service data.

In addition to the above recommendations of the evaluation team there are also other recommendations aimed at the Waikato District Health Board, which form a 'big picture' of issues currently facing the mental health sector. The evaluation team recommends that:

- The Waikato District Health Board assist Pai Ake staff through the provision of adequate training in effective techniques of monitoring service and staff performance;
- The Waikato District Health Board assist Pai Ake staff through the provision of ongoing research support;
- Retrospective funding be addressed and more appropriate ways of funding be identified;
- Research is carried out addressing appropriate ways of funding kaupapa/tikanga Maori services, that recognise all components of service provision;
- Mainstream services undertake training in the area of Maori practices and service delivery to better understand the complexities of kaupapa/tikanga Maori services;
- Research is carried out on effective ways to measure kaupapa/tikanga Maori service outcomes, as opposed to the current statistical measures;
- Evaluation is carried out to address the issue of awareness of kaupapa/tikanga Maori services and what this means to all groups involved;
- Evaluation is carried out on appropriate ways to address the inter-service rivalry between mental health providers in the Waikato District Health Board area; and,
- Pai Ake consider a further research project regarding a case study approach of their tangata Whai ora experiences in collaboration with the Waikato District Health Board.