

### CHARACTERISTICS OF ADULT RESPONDENTS

<b>Gender:</b>	Male		35%
	Female		65%
<b>Age:</b>	21 - 24		6%
	25 - 34		13%
	35 - 44		22%
	45 - 54		16%
	55 - 64		39%
	65 & Over		4%
<b>Survey Method</b>	Face to Face	55	57%
	Telephone	42	43%
		97	100%
<b>Services</b>	Mental Health		71%
	Drug & Alcohol		20%
	Mental Health and Drug & Alcohol		9%

### CHARACTERISTICS OF YOUTH RESPONDENTS

<b>Gender:</b>	Male		46%
	Female		54%
<b>Age:</b>	14 - 15		73%
	16-17		9%
	18-20		18%
	20 & Over		0%
<b>Survey Method</b>	Face to Face	4	18%
	Telephone	18	82%
		22	100%
<b>Services</b>	Mental Health		100%
	Drug & Alcohol		0%
	Mental Health and Drug & Alcohol		0%

### CHARACTERISTICS OF PARENT/FAMILY RESPONDENTS

<b>Gender:</b>	Male		12%
	Female		88%
<b>M. Age:</b>	5 or under		23%
	6 - 8		59%
	9 - 13		6%
	14 & Over		12%
<b>Survey Method</b>	Face to Face	8	47%
	Telephone	9	53%
		17	100%
<b>Services</b>	Mental Health		100%
	MH & D&A		0%
			100%

#### Contact Information

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Survey Administration and Evaluation Services  
 provided by:

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Bedford-Somerset  
 HealthChoices



**245 West Race Street**  
**Somerset, Pennsylvania 15501**

Bedford-Somerset  
 Recipients  
 Rate Their  
 Behavioral  
 Health Services

April-June 2019 Consumer and Family  
 Satisfaction and Outcomes Survey Findings

July 2019

## BACKGROUND

The Office of Mental Health and Substance Abuse Services (OMHSAS) of the Pennsylvania Department of Human Services requires counties to assess member satisfaction with, and outcomes of, publicly funded behavioral health services provided through participating providers of PerformCare. A total of 136 adults, adolescents and parent/family caregivers participated in the survey process during April-June 2019.

## RATING TREATMENT SUCCESS

**Adolescents** between 14 and 20 years of age were asked how they had improved as a direct result of the behavioral health services they received. Percentages below represent those respondents who “strongly agreed” or “agreed” with the following statements: They were also asked their opinion regarding the treatment they received from their provider. N=22

100% I am satisfied with amount of provider time.

100% These services meet my needs.

100% Staff see me as an equal partner in my treatment .

100% I feel comfortable asking questions.

100% I am included in treatment meetings.

81% I have a written safety/wellness/crisis plan

100% I am receiving all the services I need.

77% I know how to file a complaint, if necessary.

100% Staff focuses on my strengths.

73% Staff talked to me about community-run programs.

89% I manage strong feelings like anger better.

100% I make better choices.

79% I don't get into trouble as often.

95% I believe treatment is working.

59% I know what a Wellness Recovery Action Plan is.

## RATING SATISFACTION WITH SERVICES

Adult and parent/family caregivers were asked to rate their overall satisfaction with the behavioral health services they received for themselves or their child. Percentages below represent those respondents who “strongly agreed” or “agreed” with the following statements. The questions covered the member’s perception of treatment, outcomes, treatment by the provider and staff of PerformCare. The parent/family caregivers interviewed responded on behalf of their child under 14 years of age. The table below shows survey findings, where percentages represent respondents who “strongly agreed” or “agreed” with each item, using a 5– point scale.

ADULT SATISFACTION WITH SERVICES	AGREE	PARENT/CAREGIVER SATISFACTION WITH SERVICES	AGREE
	N=97		N=17
I was made aware of and given a provider choice.	83%	Services are available at convenient times.	100%
I have enough time with (provider) staff during most sessions	98%	Information submitted on time for service continuity.	100%
These services meet my needs.	100%	We were given a choice of agencies for child’s service.	100%
I was given clear information on emergency contact needs.	97%	The services meet my child’s needs.	100%
I feel welcomed by provider.	100%	Given clear information on who to contact if child in crisis.	100%
Interaction with (provider) staff makes me feel good about myself	100%	Have sufficient provider time during most sessions.	100%
Provider talks to me about ways for me to continue care for my MH	98%	I feel comfortable asking questions.	100%
I feel free to complain without fear of consequences	100%	I was offered a copy of child’s treatment plan	100%
Provider sought my input on goals to achieve a happy life	98%	Staff communicates with each other and us regularly.	100%
I have a written safety/wellness plan.	78%	Informed with notice to attend treatment meetings.	100%
Provider staff believes I can grow, change and recover.	99%	I feel free to complain without fear of consequences.	100%
Provider staff is sensitive to my cultural background.	100%	Staff talks to you about community run programs.	88%
Provider staff see me as an equal partner in treatment program.	100%	My child has a written safety/wellness/crisis plan	93%
I am satisfied with this provider.	99%	Staff discusses child’s continuing care plan with me.	100%
Provider talked to me about a Mental Health Advance Directive.	45%	Staff asks what goals I want to work on with child.	100%
I deal more effectively with daily problems.	100%	Know what a Wellness Recovery Action Plan is.	94%
I feel more hopeful about the future.	100%	Child deal more effectively with daily problems.	91%
I believe I can get better.	100%	Treatment is making a positive impact on family.	100%
I feel I am improving with treatment	100%	Child’s behavioral health is improving.	100%
I was encouraged to use consumer-run programs.	96%	The people I spoke to at PerformCare were helpful	100%
My treatment is developed around my specific needs.	99%	I know how to file a complaint	94%