

Behavioral Health Services of Bedford and Somerset Counties  
245 West Race Street  
Somerset PA 15501

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**Behavioral Health Services of Bedford and Somerset Counties**

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**4th Quarter April-June 2019/Fiscal Year End Report –July 2018-June 2019**

# **Consumer and Family (C/FST) Satisfaction & Outcomes: Survey Findings**

**Detailed Report of Survey Findings**  
*July 2019*

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**Survey Administration and Evaluation Services  
Provided By:**

**THE CENTER  
FOR BEHAVIORAL HEALTH  
DATA RESEARCH, INC.**

The Consumer Family Satisfaction Team (C/FST) program is a statewide county based program mandated by Appendix L of the Pennsylvania HealthChoices Program to measure member perceptions of satisfaction and treatment outcomes with publicly funded mental health and drug and alcohol services.

## Chart Informational Guide

An appropriate benchmark system is utilized to highlight positive findings and better recognize areas requiring improvement.

Above 90% Benchmark - **Satisfactory**

Between 80%-90% - **Monitoring**

Below 80% - **Requires Action**

### Data Utilization & Provider Response

Per the Pennsylvania HealthChoices Program, the C/FST data is designed to be utilized as an additional input to the provider's existing internal quality improvement processes. Additionally, the provider is to review their quarterly and year-to-date data and respond with actions your organization will take to improve any indicator that has at least five (5) year-to-date completed interviews/surveys and is below the 80% benchmark. Please utilize the enclosed provider response template

**\*Please note that no written response is required for 1st quarter survey results, nor for any YTD score that was skewed below benchmark due to the results of only one quarter.**

Counts Break % Respondents	2017/2018 YTD Total	What quarter is it?				Bench mark
		1st quarter July--Sept	2nd quarter Oct--Dec	3rd quarter Jan--Mar.	4th quarter Apr.--Jun.	
Base	246	100	86	60	-	-
I know how to call Community Care, at any time on any day, with questions or concerns? (Note to surveyor: If no, give the phone number 1(855)520-9715)						
Yes	156 63.4%	65 65.0%	57 66.3%	34 56.7%	-	90%
No	57 23.2%	18 18.0%	24 27.9%	15 25.0%	-	-
Not Sure	33 13.4%	17 17.0%	5 5.8%	11 18.3%	-	-

**Not all charts are benchmarked.** Benchmarking charts are identified by the label in the last column and the year-to-date percentage in the second column of the chart labeled Report Year, YTD, and Total. (See sample above). Please reference the above shown benchmark levels to determine if a response is required.



## Introduction

The **Bedford-Somerset Consumer/Family Satisfaction Team (C/FST)** is a county-wide program mandated under Appendix L of the Pennsylvania HealthChoices Program to obtain input from individuals and caregivers receiving treatment from publicly funded mental health and drug & alcohol services.

The C/FST is required to be independent and unbiased, although it does seek input from the county (primary contractor), the Managed Care Organization (the insurance company) and treatment providers, as well as individuals being treated and other stakeholders in designing its data collection processes and interview questionnaires.

Individuals receiving treatment are interviewed and asked for their opinions (perceptions) of the ease of accessing treatment, their treatment experiences, their perception of provider recovery orientation practices and treatment outcomes. They are also asked about issues or problems.

The C/FST produces a quarterly report starting with the 1st Quarter produced in October for the July-September period and ending with a 4th Quarter produced in July which also includes the annual report as quarter-to-quarter and year-to-date results are tracked and compared.

The county, MCO and providers are asked to utilize the C/FST data as an additional input into their internal quality improvement processes to support both system and treatment outcomes.

### **How this report is organized:**

The 1st Section covers adults (age 21 and above) interviewed for the present quarter, while the 2nd Section covers family/caregivers (of a child under age 14) receiving treatment and the 3rd Section covers Youths (between the ages of 14 and 21) receiving treatment.

The first two pages of Adult, Family and Youth sections contain a C/FST analysis of interviews/surveys achieved for that quarter, changes in sample characteristics, findings and recommendations.

Some questions provide for an opportunity for the respondent to give literal comments and these are shown under the question, if any additional comments were made.

The last page of the Adult, Family and Youth sections each have an Index Table that lists all the charts utilized with that section by name and page number.

Page 112-114 – is a Provider Comment Section and will list provider comments received in response to the previous quarter report. Typically, these comments are in response to areas receiving year-to-date percentage that are under the established benchmarks and have had at least five (5) individuals interviewed.

Page 115 – is an MCO Comment Section and functions the same as the provider comment section with the distinction being the MCO is more focused on systemic delivery outcome and issues across the network, while individual providers are focused on their own results.

Pages 116-119 -are important Technical Notes that addresses target sample size, survey/interview processes, data analysis and reporting, benchmarking and data limitations.

## Adult Survey Findings

### Bedford-Somerset C/FST – 4th Quarter and Fiscal Year Performance

This 4th Quarter Bedford-Somerset C/FST Report covers the period between April and June 2019 and provides details on the 97 adult, 17 family and 22 youth (136 total) interviews that were completed.

This report also represents the fiscal year report covering the period between July 2018 and June 2019 and provides detail on the 402 adults, 113 families and 88 youths (603 total) interviews that were completed. Additionally, 92 Special Focus Inpatient interviews/surveys were completed. A separate SNAP generated report was issued with the Inpatient member responses and results.

In total, the Bedford Somerset C/FST completed a total of 695 interviews/surveys (603 general purpose and 92 special focus) during the fiscal year period between July 2018 and June 2019.

The face-to-face interview ratio was 39% (234 of 603) of general-purpose surveys.

### Adult Survey Process & Findings

This 4th Quarter Bedford-Somerset Counties C/FST Report covers the period between April and June 2019 and provides detail on the 97 adults interviews/surveys that were completed.

### Survey Results & Variations on Sample Characteristics

Variations in sample characteristics between quarters is represented so that the reader may infer what influences, if any, these variations may have had on member response ratings.

#### 4th Quarter Adult Sample Characteristics versus 3rd Quarter 2018-19 Comparison:

1. Higher mix of face to face – as a percentage of total surveys - 57% (55 of 97) versus 30% (32 of 108).
2. Similar percentage of female respondents –65% (63 of 97) versus 68% (73 of 108).
3. Lower percentage of respondents in the age range of 55-64 –39% (38 of 97) versus 52% (56 of 108).
4. Lower percent of mental health only (includes medication mgt) recipients 71% (69 of 97) versus 95% (103 of 108).
5. Higher ratio - less than six months' treatment from provider– 33% (32 of 97) versus 18% (19 of 108).
6. Fewer in treatment services over 4 years same provider – 31% (30 of 97) compared to 47% (51 of 108).

### Findings Overview

1. Adult satisfaction with PerformCare continues to be high. Although this quarter just 67% (16 of 24, excludes 73 “not applicable”) of adults reported “*Staff I spoke to at PerformCare were helpful.*” This indicator was 93% (107 of 115, excluding 287 “not applicable”) for the four quarters ending June 30, 2019.

2. Four of the PerformCare satisfaction indicators were between 87% to 92% for the 4th quarter compared to 84% to 92% for the 3rd Quarter. These indicators covered *knowing how to find information on PerformCare, knowing how to contact PerformCare, and knowing how to file a complaint or grievance.*

3. One adult member used PerformCare’s complaint process 1% (1 of 97) and that member was not satisfied with the process. No adult members had used PerformCare’s grievance procedure during the 4th Quarter.

4. Surveyed adults are generally pleased with *Access* to provider treatment services having 83% to 100% level of satisfaction in all four satisfaction indicators covering *being aware of different providers for the service and given a choice, having enough time with staff during most sessions, services meeting their needs and being given clear information on who to contact if need immediate help between appointments.* These four satisfaction indicators rated 90% to 99% for the four quarters ending June 30, 2019.

5. Surveyed adults are also generally pleased with their provider *Treatment Experiences*, rating four of the five indicators of satisfaction from 98% to 100%. The indicator, “*I have a written safety/wellness/crisis plan*” at 78% (69 of 89, excluding 8 “neutral responses”) dropped from 89% in the 3rd Quarter.

Adult respondents rated all five *Treatment Experience* indicators 84%-99% for the four quarters ending June 30, 2019.

6. Surveyed adults continue to be pleased with their provider *Recovery Oriented Practices* rating all seven indicators in the range of 96% to 100%. This was consistent with the 3rd Quarter findings of 93% to 99% in all seven indicators and 95%-99% for all four quarters ending June 30, 2019.

7. Adult perception of *Treatment Outcomes* was 100% in all four indicators. These indicators have been consistently in the ninety percent level of satisfaction and this quarter represents another improvement in that adult service recipients believe they *deal more effectively with daily problems, feel more hopeful about the future, believe that they can get better and are improving with treatment.*

8. 2% (2 of 97) of interviewed adults, compared to 3% (3 of 108) in the 3rd Quarter, reported having issues or problems with their provider. One chose not to take any action and one filed a formal complaint.

### Recommendations Overview

1. Q19, *My Provider has talked to me about a Mental Health Advance Directive*, was 45% (41 of 92, excluding 5 “not applicable”) compared to 43% (43 of 99, excluding 9 “not applicable.”) in the 3rd Quarter. However, the C/FST Q43 “*Do you have a Mental Health Advance Directive* decreased to 17% (16 of 97) compared to 25% (27 of 108) in the 3rd Quarter. These are historically low and deserve continued review and discussion aimed at improving.

Another way of looking at the data is that just 39%, 16 adult members of the 41 that reported their provider talked to them about a Mental Health Advance Directive had one. Although that direct correlation cannot always be made, members are sometimes responsive to provider discussion in this area and work should be directed toward improving the positive response rate in Q43.

2. Historically, Q25e “*I have a written safety/wellness/crisis plan*” has been in the low to mid 80% percent range which is a good finding in that 8 out of 10 adult members have, with provider support, thought out these important adaptive responses to symptom management. This quarter, 78% (69 of 89, excluding 8 “neutral responses”) answered “yes” compared to 89% (88 of 99, excluding 9 “neutral responses”) in the 3rd Quarter.

3. Adult responses to the C/FST question Q44 regarding WRAP indicates that just 59% (57 of 97) of adults interviewed this quarter, compared to 60% (65 of 108) in the previous quarter, knew what a WRAP is. However, 70% (40 of the 57) that knew what a WRAP is, also reported having a WRAP. This also appears to underscore, as with the Mental Health Advance Directive, that more members have one if the member is informed and supported on the topic.

4. Sometimes members interviewed do not properly associate the correct service level they are receiving. The C/FST surveyors are alert to this and providers are encouraged to emphasize the level of service they are providing to the member. The C/FST will continue to track this subject.

**Adult – Member Request for Assistance**

Upon completing the survey, 1% (1 of 97) adult members surveyed, compared to 0% (0 of 108) in the previous quarter, expressed interest in having a provider or MCO concern or issue they shared during the interview referred for immediate handling by BHSSBC.

**Quality Audits**

Periodically, random quality audits are performed which has the dual purpose of obtaining member feedback regarding the survey process plus confirming the integrity of the survey.

During the 4th Quarter, 30 adult quality audits were performed. 97% (29 of 30) adults felt the length of the survey and number of questions were satisfactory. 3% (1 of 30) felt the survey was too long and 0% (0 of 30) felt it was too complicated.

Overall, 100% (30 of 30) adults were satisfied with the survey process and 93% (28 of 30) adults felt ok about being contacted.

Adult member comments regarding the C/FST surveyor:

*"I am glad my opinion was heard."*

*"Everything is fine."*

*"She was very nice."*

*"I think the C/FST are marvelous people."*

*"I am really satisfied with everything."*

*"She was nice, courteous and explained everything."*

*"They are kind, helpful and professional."*

## Adult Demographics

### Adult Type of Survey Q4

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-M...	4th Quarter Apr-Jun
	402	99	98	108	97
What type of survey is it?					
Phone	222 55.2%	48 48.5%	56 57.1%	76 70.4%	42 43.3%
Face to Face	180 44.8%	51 51.5%	42 42.9%	32 29.6%	55 56.7%

### Adult County Q5

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-Mar...	4th Quarter Apr-Jun
	402	99	98	108	97
What county does the member live in?					
Somerset	214 53.2%	44 44.4%	41 41.8%	59 54.6%	70 72.2%
Bedford	188 46.8%	55 55.6%	57 58.2%	49 45.4%	27 27.8%



## Adult Demographics

### Adult Zip Code Q6

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
<b>What is your zip code?</b>					
15522 Bedford	53 13.2%	17 17.2%	17 17.3%	15 13.9%	4 4.1%
15537 Everett	34 8.5%	7 7.1%	14 14.3%	11 10.2%	2 2.1%
16678 Saxton	12 3.0%	3 3.0%	4 4.1%	3 2.8%	2 2.1%
15554 New Paris	13 3.2%	2 2.0%	4 4.1%	4 3.7%	3 3.1%
16650 Hopewell	10 2.5%	4 4.0%	3 3.1%	2 1.9%	1 1.0%
15533 Breezewood	5 1.2%	1 1.0%	1 1.0%	1 0.9%	2 2.1%
15521 Alum Bank	8 2.0%	4 4.0%	1 1.0%	1 0.9%	2 2.1%
15545 Hyndman	7 1.7%	4 4.0%	1 1.0%	- -	2 2.1%
15550 Manns Choice	7 1.7%	6 6.1%	1 1.0%	- -	- -
15559 Schellsburg	5 1.2%	- -	2 2.0%	2 1.9%	1 1.0%
16655 Imler	1 0.2%	1 1.0%	- -	- -	- -
16679 Six Mile Run	6 1.5%	- -	1 1.0%	4 3.7%	1 1.0%
15535 Clearville	3 0.7%	2 2.0%	- -	- -	1 1.0%
16664 New Enterprise	2 0.5%	- -	2 2.0%	- -	- -
16667 Osterburg	5 1.2%	- -	1 1.0%	3 2.8%	1 1.0%
17211 Artemas	3 0.7%	2 2.0%	1 1.0%	- -	- -
15539 Fishertown	4 1.0%	- -	3 3.1%	- -	1 1.0%
15963 Windber	21 5.2%	7 7.1%	2 2.0%	6 5.6%	6 6.2%
15552 Meyersdale	21 5.2%	1 1.0%	11 11.2%	1 0.9%	8 8.2%
15530 Berlin	7 1.7%	3 3.0%	1 1.0%	3 2.8%	- -
15531 Boswell	22 5.5%	2 2.0%	6 6.1%	7 6.5%	7 7.2%
15557 Rockwood	12 3.0%	- -	- -	5 4.6%	7 7.2%
15563 Stoystown	2 0.5%	- -	- -	1 0.9%	1 1.0%

Adult Zip Code Q6

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
15424 Confluence	5 1.2%	2 2.0%	2 2.0%	1 0.9%	- -
15541 Friedens	4 1.0%	1 1.0%	- -	1 0.9%	2 2.1%
15926 Central City	5 1.2%	2 2.0%	1 1.0%	- -	2 2.1%
15905 Johnstown	7 1.7%	2 2.0%	3 3.1%	- -	2 2.1%
15558 Salisbury	8 2.0%	5 5.1%	1 1.0%	1 0.9%	1 1.0%
15936 Hooversville	3 0.7%	- -	- -	2 1.9%	1 1.0%
15547 Jennerstown	2 0.5%	- -	- -	- -	2 2.1%
15937 Jerome	1 0.2%	- -	1 1.0%	- -	- -
15924 Cairnbrook	2 0.5%	- -	- -	- -	2 2.1%
15542 Garrett	3 0.7%	2 2.0%	- -	- -	1 1.0%
15538 Fairhope	2 0.5%	- -	- -	- -	2 2.1%
15928 Davidsville	2 0.5%	- -	- -	- -	2 2.1%
15411 Addison	1 0.2%	1 1.0%	- -	- -	- -
15501 Somerset	76 18.9%	11 11.1%	10 10.2%	31 28.7%	24 24.7%
Other	18 4.5%	7 7.1%	4 4.1%	3 2.8%	4 4.1%

## Adult Demographics

### Adult Gender Q7

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
<b>What is your gender?</b>					
<b>Male</b>	123 30.6%	25 25.3%	29 29.6%	35 32.4%	34 35.1%
<b>Female</b>	279 69.4%	74 74.7%	69 70.4%	73 67.6%	63 64.9%

### Adult Age Q8

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
<b>How old are you?</b>					
<b>21-24</b>	13 3.2%	1 1.0%	4 4.1%	2 1.9%	6 6.2%
<b>25-34</b>	55 13.7%	16 16.2%	16 16.3%	10 9.3%	13 13.4%
<b>35-44</b>	73 18.2%	24 24.2%	13 13.3%	15 13.9%	21 21.6%
<b>45-54</b>	101 25.1%	36 36.4%	27 27.6%	23 21.3%	15 15.5%
<b>55-64</b>	149 37.1%	19 19.2%	36 36.7%	56 51.9%	38 39.2%
<b>65 and older</b>	11 2.7%	3 3.0%	2 2.0%	2 1.9%	4 4.1%

## Adult Demographics

### Adult Race Q9

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
<b>What do you consider your race to be?</b>					
Caucasian	393 97.8%	98 99.0%	97 99.0%	106 98.1%	92 94.8%
African American	2 0.5%	- -	1 1.0%	1 0.9%	- -
Hispanic American	2 0.5%	- -	- -	- -	2 2.1%
American Indian/Alaskan Native	2 0.5%	1 1.0%	- -	1 0.9%	- -
Asian American	- -	- -	- -	- -	- -
Other	3 0.7%	- -	- -	- -	3 3.1%

### Adult Primary Service Q10

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
<b>Are you receiving services primarily for:</b>					
Mental Health	334 83.1%	78 78.8%	84 85.7%	103 95.4%	69 71.1%
Drug and Alcohol Services	44 10.9%	14 14.1%	7 7.1%	4 3.7%	19 19.6%
Both Mental Health and Drug and Alcohol Services	24 6.0%	7 7.1%	7 7.1%	1 0.9%	9 9.3%

## Adult Satisfaction with PerformCare

**Do you know how to find information on PerformCare (member handbook/web site) Q11A**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Base	402	99	98	108	97	-	
<b>Do you know how to find information on PerformCare (member handbook/web site)?</b>							
Yes	342 85.1%	83 83.8%	82 83.7%	92 85.2%	85 87.6%	90%	
No	60 14.9%	16 16.2%	16 16.3%	16 14.8%	12 12.4%	-	

**I know how to contact PerformCare if I need assistance with my behavioral health issues. Q11B**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
	402	99	98	108	97	-	
<b>I know how to contact PerformCare if I need assistance with my behavioral health issues.</b>							
Yes	359 89.3%	88 88.9%	83 84.7%	99 91.7%	89 91.8%	90%	
No	43 10.7%	11 11.1%	15 15.3%	9 8.3%	8 8.2%	-	

**I know where to find information about how to file a complaint with PerformCare if I need to. Q11C**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
	402	99	98	108	97	-	
<b>I know where to find information about how to file a complaint with PerformCare if I need to.</b>							
Yes	352 87.6%	88 88.9%	89 90.8%	91 84.3%	84 86.6%	90%	
No	50 12.4%	11 11.1%	9 9.2%	17 15.7%	13 13.4%	-	

## Adult Satisfaction with PerformCare

### I know where to find information about how to file a grievance .....Q11D

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
	402	99	98	108	97	-	
I know where to find information about how to file a grievance if I need to.							
Yes	352 87.6%	88 88.9%	89 90.8%	91 84.3%	84 86.6%	90%	
No	50 12.4%	11 11.1%	9 9.2%	17 15.7%	13 13.4%	- -	

### Adult Satisfaction with PerformCare Literals Q11E

- Q1-I go to my provider if I need this help.
- Q1-I'm not familiar with PerformCare.
- Q1-We don't have a computer.
- Q2-I didn't know I had PerformCare.
- Q3-I have never needed to find this information.
- Q3-I have never had to deal with PerformCare.
- Q3-I never had to deal with PerformCare.
- Q3-I have never had to do this. I could if I had to.
- Q3-I never really had to call PerformCare.

### The people I spoke to at PerformCare were helpful. Q12

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
(N/A) responses reduce total	115	27	31	33	24	-	
The people I spoke to at PerformCare were helpful.							
Yes	107 93.0%	27 100.0%	31 100.0%	33 100.0%	16 66.7%	- -	
No	8 7.0%	- -	- -	- -	8 33.3%	- -	

## Adult Satisfaction with PerformCare's Complaint Process

### Adult PerformCare's Use of Complaint Process Q13

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quart- er Oct-Dec	3rd Quart- er Jan-M...	4th Quarte- r Apr-Jun
	402	99	98	108	97
Have you used PerformCare's complaint process? (Complaint...					
Yes	2 0.5%	- -	- -	1 0.9%	1 1.0%
No	400 99.5%	99 100.0%	98 100.0%	107 99.1%	96 99.0%

### Adult Satisfaction with PerformCare's Complaint Process Q14

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
(N/A) responses reduce total	2	-	-	1	1
If you used PerformCare's complaint process, were you satisfied with the process?					
Yes	1 50.0%	- -	- -	1 100.0%	- -
No	1 50.0%	- -	- -	- -	1 100.0%

### Adult Satisfaction with PerformCare's Complaint Process Literals Q14A

Q4-Someone was stealing from me and they wouldn't switch workers.

## Adult Satisfaction with PerformCare's Grievance Process

### Adults use of PerformCare's Grievance Process Q15

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
Have you used PerformCare's grievance process? (Grievance...					
Yes	-	-	-	-	-
No	402 100.0%	99 100.0%	98 100.0%	108 100.0%	97 100.0%

### Adult Satisfaction with Grievance Process Q16

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
(N/A) responses reduce total	-	-	-	-	-
If you used PerformCare's grievance process, were you satisfied with the process?					
Yes	-	-	-	-	-
No	-	-	-	-	-

### Adult Satisfaction with PerformCare's Grievance Process Literal Comments Q16A



## Adult Treatment Provider Level Analysis

### Adult Treatment Provider Q17

### Adult Treatment Provider Literals Q17A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
What is the name of your treatment provider?					
ACRP	19 4.7%	3 3.0%	8 8.2%	4 3.7%	4 4.1%
Alliance Medical Services	3 0.7%	-	-	-	3 3.1%
Beal Counseling and Consulting	1 0.2%	-	-	-	1 1.0%
Bedford DBHS (MH/MR)	121 30.1%	30 30.3%	37 37.8%	36 33.3%	18 18.6%
Nulton Diagnostic and Treatment Center	33 8.2%	7 7.1%	5 5.1%	9 8.3%	12 12.4%
Pyramid HealthCare	4 1.0%	2 2.0%	2 2.0%	-	-
Recovery Concepts	3 0.7%	-	-	3 2.8%	-
Somerset DBHS (MH/MR)	128 31.8%	24 24.2%	30 30.6%	45 41.7%	29 29.9%
Twin Lakes	33 8.2%	12 12.1%	1 1.0%	-	20 20.6%
Dolminis (Pyramid)	3 0.7%	2 2.0%	1 1.0%	-	-
Discovery House	1 0.2%	-	1 1.0%	-	-
Mary Berge and Associates (Johnstown)	13 3.2%	3 3.0%	3 3.1%	3 2.8%	4 4.1%
Peerstar	4 1.0%	-	-	-	4 4.1%
Family Behavioral Resources	14 3.5%	6 6.1%	1 1.0%	5 4.6%	2 2.1%
Other	22 5.5%	10 10.1%	9 9.2%	3 2.8%	-

- Q1-Maureen Conway
- Q1-Chestnut Ridge Counseling Services(Uniontown)
- Q1-Chestnut Ridge Counseling Services(Uniontown)
- Q1-Clarissa Reed
- Q1-Clarissa Reed
- Q1-Footsteps
- Q1-Clarissa Reed
- Q1-Gayle C Hinebaugh
- Q1-Blair Family Solutions
- Q1-Conemaugh Counseling
- Q2-Maureen Conway
- Q2-Individual and Family Solutions
- Q2-Theresa Steele
- Q2-Gayle C Hinebaugh
- Q2-UCBH
- Q2-UCBH
- Q2-Rhonda J Clark
- Q2-Teresa J Steele
- Q2-ARS Accessible Recovery Services
- Q3- Clarissa Reed
- Q3-Jim Dodson Counseling Associates
- Q3-Primary Health Network

## Adult Treatment Provider Level Analysis

### Adult Service Level Q18

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
<b>What services are you receiving from this provider?</b>					
Blended Case Management (MH ICM/RC)	36 9.0%	7 7.1%	6 6.1%	14 13.0%	9 9.3%
Medication/Psychiatry	143 35.6%	31 31.3%	39 39.8%	42 38.9%	31 32.0%
MH Inpatient	1 0.2%	1 1.0%	- -	- -	- -
MH Outpatient Therapy	115 28.6%	32 32.3%	32 32.7%	30 27.8%	21 21.6%
MH Partial Hospitalization/GCC	8 2.0%	2 2.0%	1 1.0%	3 2.8%	2 2.1%
Peer Support Services	5 1.2%	- -	1 1.0%	- -	4 4.1%
Psychiatric Rehabilitation	35 8.7%	6 6.1%	10 10.2%	13 12.0%	6 6.2%
SA Inpatient	21 5.2%	7 7.1%	2 2.0%	- -	12 12.4%
SA ICM/RC	4 1.0%	- -	- -	- -	4 4.1%
Substance Abuse Intensive Outpatient	6 1.5%	6 6.1%	- -	- -	- -
Substance Abuse Outpatient	17 4.2%	3 3.0%	4 4.1%	4 3.7%	6 6.2%
Methadone Maintenance	3 0.7%	1 1.0%	2 2.0%	- -	- -
Telepsychiatry	6 1.5%	2 2.0%	- -	2 1.9%	2 2.1%
Other	2 0.5%	1 1.0%	1 1.0%	- -	- -

### Adult Treatment Service Level Literals Q18A

Q1-Suboxone Maintenance

Q2-Suboxone Maintenance

## Adult Treatment Provider Level Analysis

### Adult Mental Health Advanced Directive Q19

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun	Bench mark
(N/A Response Reduce Total)	368	94	83	99	92	-
My provider has talked to me about a Mental Health Advance Directive?						
Yes	169 45.9%	45 47.9%	40 48.2%	43 43.4%	41 44.6%	- -
No	199 54.1%	49 52.1%	43 51.8%	56 56.6%	51 55.4%	- -

### Adult Provider Release Form Q20

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
Did your behavioral health provider ask you to sign a release of information to coordinate with your Primary Care Physician (PCP)?					
Yes	375 93.3%	94 94.9%	88 89.8%	103 95.4%	90 92.8%
No	27 6.7%	5 5.1%	10 10.2%	5 4.6%	7 7.2%

### Adult Duration of Provider Relationship Q21

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
How long have you currently been receiving services from this provider?					
Less than 6 months	95 23.6%	29 29.3%	15 15.3%	19 17.6%	32 33.0%
6-11 months	54 13.4%	17 17.2%	8 8.2%	19 17.6%	10 10.3%
1 to 2 years	64 15.9%	13 13.1%	24 24.5%	9 8.3%	18 18.6%
2 to 3 years	43 10.7%	9 9.1%	17 17.3%	10 9.3%	7 7.2%
4 + years	146 36.3%	31 31.3%	34 34.7%	51 47.2%	30 30.9%

## Adult Treatment Provider Level Analysis

### Adult Scheduling of First Appointment Q22

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
Do you feel your provider scheduled your first appointment to occur within a reasonable amount of time?					
Yes	399 99.3%	97 98.0%	98 100.0%	107 99.1%	97 100.0%
No	3 0.7%	2 2.0%	- -	1 0.9%	- -
Other	- -	- -	- -	- -	- -

### Adult Scheduling of First Appointment Literals Q22A

Q1-I was in the hospital, in and out, my therapist kept putting me in hospital. So I felt I should have been referred to GCC Somerset.

Q1-When I first moved here from Philadelphia it took me three months to be seen. That was eight years ago. I hope they can do something about that.

### Adults Placed on Waiting List Q23

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?			
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun
	396	96	98	108	94
Were you put on a waiting list to be seen by this provider?					
Yes	29 7.3%	3 3.1%	9 9.2%	8 7.4%	9 9.6%
No	367 92.7%	93 96.9%	89 90.8%	100 92.6%	85 90.4%

### Adult Access to Services

I was made aware of the availability of different providers for this service and given a choice Q24A

Counts Break % Respondents	2017/201- 8 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral Responses Excluded	394	98	96	107	93	-	
I was made aware of the availability of different providers for this service and given a choice.							
Strongly Agree/Agree	355 90.1%	90 91.8%	85 88.5%	103 96.3%	77 82.8%	90%	
Strongly Disagree/Disagree	39 9.9%	8 8.2%	11 11.5%	4 3.7%	16 17.2%	-	-

I feel I have enough time with staff during most sessions Q24B

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral Responses Excluded	393	95	98	105	95	-	
I feel I have enough time with staff during most sessions.							
Strongly Agree/Agree	387 98.5%	92 96.8%	98 100.0%	104 99.0%	93 97.9%	90%	
Strongly Disagree/Disagree	6 1.5%	3 3.2%	-	1 1.0%	2 2.1%	-	-

These services meet my needs. Q24C

Counts Break % Respondents	2017/201- 8 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral Responses Excluded	395	97	97	105	96	-	
These services meet my needs.							
Strongly Agree/Agree	383 97.0%	88 90.7%	96 99.0%	103 98.1%	96 100.0%	90%	
Strongly Disagree/Disagree	12 3.0%	9 9.3%	1 1.0%	2 1.9%	-	-	-

## Adult Access to Services

**I have been given clear information on who to contact if I need immediate help between appointments. Q24D**

Counts Break % Respondents	Total	What quarter is it?				
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun	Bench mark
Neutral Responses Excluded	399	99	98	105	97	-
<b>I have been given clear information on who to contact if I need immediate help between appointments.</b>						
<b>Strongly Agree/Agree</b>	<b>388 97.2%</b>	94 94.9%	96 98.0%	104 99.0%	94 96.9%	90%
<b>Strongly Disagree/Disagree</b>	<b>11 2.8%</b>	5 5.1%	2 2.0%	1 1.0%	3 3.1%	- -

### Adult Access to Services Literals Q24E

- Q1-They do not have enough counselors to handle all the patients that they have here.
- Q1-They claim to have psyche services but they are not equipped to handle psyche patients.
- Q1-I know they are busy but if they had more time with each individual it would be beneficial.
- Q1-Not a lot of places to go for services.
- Q1-I was told I was coming to GCC.
- Q1-They are available to me , I just have to use them, except in groups.
- Q1-The doctor seems rushed, unconcerned. He's not taking my concerns about medication into consideration. I'm probably going to change doctors. My needs are not being met.
- Q1-There weren't many choices then.
- Q1-Did not meet my daughters needs. The therapist was not the right fit for my daughter.
- Q1-It got to the point where we were talking about unnecessary things and other people's problems.
- Q1-I have enough time most of the time.
- Q1-Too much of the same thing and no authority.
- Q1-I didn't have a choice, the state put me here.
- Q2-Insurance stated where I should go.
- Q2-I was not made aware of other providers.
- Q2-I don't know who to contact.
- Q2-The program needs some work.
- Q2-They never gave information on who to contact.
- Q2-This is the only place I knew about that offers these services.
- Q3-I feel the services don't meet my needs because I feel I'm not getting the help I need.
- Q3-I don't recall anyone going over this information.
- Q3-I was not made aware of different providers.
- Q3-I was not made aware of providers. The services don't meet my needs because they aren't helping.
- Q3-I am having trouble finding a stable doctor. I don't get enough time with the doctor. I don't feel my needs are being met. I get little time and different doctors.
- Q3-I wasn't given numbers to call if needed.
- Q3-I don't feel the services meet my needs.
- Q3-My outpatient therapist said I could end with them or go to GCC. The primary therapist has no time for anyone.
- Q3-They're busy with groups and don't have time.
- Q3-My BCM is really busy.
- Q4-Insurance chose where I went.
- Q4-There is a time restraint for med appointments.
- Q4-Time limit has been cut down.;
- Q4-This place is a free will place, whereas others are court ordered.

Adult Access to Services Literals Q24E

Q4-I am supposed to get an hour and only get 45 minutes.

Q4-I am working on the services meeting my needs.

## Adult Treatment Experiences

**I feel welcomed by my provider and they are glad to work with me. Q25A**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	401	98	98	108	97	-	
I feel welcomed by my provider and they are glad to work with me.							
Strongly Agree/Agree	398 99.3%	96 98.0%	98 100.0%	107 99.1%	97 100.0%	90%	
Strongly Disagree/Disagree	3 0.7%	2 2.0%	- -	1 0.9%	- -	- -	

**I feel free to complain w/o fear or consequences. Q25B**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul- Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	398	96	97	108	97	-	
I feel free to complain about services I get from (name of provider) without fear or consequences.							
Strongly Agree/Agree	391 98.2%	90 93.8%	97 100.0%	107 99.1%	97 100.0%	90%	
Strongly Disagree/Disagree	7 1.8%	6 6.3%	- -	1 0.9%	- -	- -	

## Adult Treatment Experiences

**My provider talks to me about ways to continue caring for my mental health. Q25C**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	397	99	98	106	94	-	
<b>My provider talks to me about ways to continue caring for my mental health.</b>							
Strongly Agree/Agree	387 97.5%	97 98.0%	96 98.0%	102 96.2%	92 97.9%	90%	
Strongly Disagree	10 2.5%	2 2.0%	2 2.0%	4 3.8%	2 2.1%	- -	

**My interaction with the staff makes me feel good about myself. Q25D**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	401	99	97	108	97	-	
<b>My interaction with the staff makes me feel good about myself.</b>							
Strongly Agree/Agree	397 99.0%	96 97.0%	97 100.0%	107 99.1%	97 100.0%	90%	
Strongly Disagree/Disagree	4 1.0%	3 3.0%	- -	1 0.9%	- -	- -	

**I have a written safety/wellness/crisis plan, Q25E**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
*Neutral Responses Excluded	368	85	95	99	89	-	
<b>I have a written safety/wellness/crisis plan.</b>							
Strongly Agree/Agree	308 83.7%	69 81.2%	82 86.3%	88 88.9%	69 77.5%	90%	
Strongly Disagree/Disagree	60 16.3%	16 18.8%	13 13.7%	11 11.1%	20 22.5%	- -	



## Adult Treatment Experiences Literal Comments

### Adult Treatment Experience Literals Q25F

- Q1-I haven't worked on the safety/wellness/crisis plan yet.
- Q1-I have seen people A/D meaning they were administrative discharged for something they may have done.
- Q1-I don't have a safety/wellness/crisis plan at the moment.
- Q1-This is only my second counselling session, so we will be working on it today.
- Q1-Not sure about safety/wellness/crisis plan.
- Q1-The doctor does not make me feel good about myself.
- Q1-I don't like to complain, I just suck it up. We haven't talked about any safety/wellness/crisis plans.
- Q1-I couldn't get in touch with anyone to complain to.
- Q1-I am in need of a med change.
- Q1-We never got that far and there was not enough time and I lost my trust in her.
- Q1-We talk to my therapist about this in person.
- Q1-I don't have one.
- Q1-The staff use foul language and don't make things clear.
- Q1-I have fear of complaining here in general.
- Q2-Sometimes I feel very disrespected.
- Q2-I am not sure if I have either of those.
- Q3-I don't have a safety/wellness/crisis plan.
- Q3-My provider doesn't talk to me.
- Q3-I do not have any of these plans.
- Q3-I don't feel they give me enough attention or time. I feel afraid to complain about services.
- Q3-I don't have any of these plans.
- Q3-They haven't talked with me about ways to continue caring for my mental health.
- Q3-I don't believe I am getting appropriate care.
- Q3-We haven't talked about ways to continue caring for my mental health due to lack of time.
- Q4-I will be working on a written plan.
- Q4-I am meeting today with my counselor to talk further.
- Q4-I've only been in treatment for 5 days, I'm sure we will go over everything.
- Q4-I don't remember doing one.

### Adult Providers Share Information

My providers work together and share information to provide me the best care possible. Q26

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
*Neutrals subtracted out	384	92	94	104	94	-	
As appropriate, my providers work together and share info...							
Strongly Agree/Agree	380 99.0%	90 97.8%	94 100.0%	103 99.0%	93 98.9%	90%	
Disagree/Strongly Disagree	4 1.0%	2 2.2%	- -	1 1.0%	1 1.1%	- -	

### Adult Recovery Oriented Practices

Staff believe I can grow, change, and recover. (ROSI) Q27A

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Base	402	99	98	108	97	-	
Staff believe I can grow, change and recover (ROSI)							
Always/Almost Always/Often	394 98.0%	95 96.0%	98 100.0%	105 97.2%	96 99.0%	90%	
Sometimes/Rarely	5 1.2%	3 3.0%	- -	2 1.9%	- -	- -	
Never	3 0.7%	1 1.0%	- -	1 0.9%	1 1.0%	- -	

## Adult Recovery Oriented Practices

**Staff treats me with respect regarding my cultural background.....Q27B**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Base	402	99	98	108	97	-	
Staff treats me with respect regarding my cultural background. (think race, ethnicity, religion, language, age, sexual orientation, etc.) (ROSI)							
Always/Almost Always/Often	400 99.5%	98 99.0%	98 100.0%	107 99.1%	97 100.0%	90%	
Sometimes/Rarely	2 0.5%	1 1.0%	- -	1 0.9%	- -	- -	
Never	- -	- -	- -	- -	- -	- -	

**Staff see me as an equal partner in my treatment program. (ROSI) Q27C**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Base	402	99	98	108	97	-	
Staff see me as an equal partner in my treatment program (ROSI)							
Always/Almost Always/Often	398 99.0%	97 98.0%	98 100.0%	106 98.1%	97 100.0%	90%	
Sometime/Rarely	3 0.7%	2 2.0%	- -	1 0.9%	- -	- -	
Never	1 0.2%	- -	- -	1 0.9%	- -	- -	

**I was encouraged to use consumer-run programs...Q27D**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Base	402	99	98	108	97	-	
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.) (ROSI)							
Always/Amost Always/Often	386 96.0%	90 90.9%	96 98.0%	107 99.1%	93 95.9%	90%	
Sometimes/Rarely	12 3.0%	8 8.1%	- -	1 0.9%	3 3.1%	- -	
Never	4 1.0%	1 1.0%	2 2.0%	- -	1 1.0%	- -	

## Adult Recovery Oriented Practices

**My provider asked me what my goals would be to help me achieve a happy life (CCISC) Q28A**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	392	97	98	106	91	-	
<b>My provider asked me what my goals would be to help me achieve a happy life (CCISC)</b>							
Strongly Agree/Agree	377 96.2%	92 94.8%	94 95.9%	102 96.2%	89 97.8%	90%	
Strongly Disagree/Disagree	15 3.8%	5 5.2%	4 4.1%	4 3.8%	2 2.2%	- -	

**My provider acknowledges and rewards me for even my small steps toward achieving my goals....Q28B**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	394	92	97	108	97	-	
<b>My provider acknowledges me for even my small steps toward achieving my goals.</b>							
Strongly Agree/Agree	376 95.4%	90 97.8%	92 94.8%	100 92.6%	94 96.9%	90%	
Strongly Disagree/Disagree	18 4.6%	2 2.2%	5 5.2%	8 7.4%	3 3.1%	- -	

**My treatment is developed around my specific needs. (CCISC) Q28C**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	399	97	98	107	97	-	
<b>My treatment is developed around my specific needs. (CCISC)</b>							
Strongly Agree/Agree	394 98.7%	95 97.9%	97 99.0%	106 99.1%	96 99.0%	90%	
Strongly Disagree/Disagree	5 1.3%	2 2.1%	1 1.0%	1 0.9%	1 1.0%	- -	

## Adult Recovery Oriented Practices

### Adult Recovery Oriented Practices Literals Q28D

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Q1-We haven't worked on goals yet, so not sure.

---

Q1-There are not a lot of rewards here, there are a lot of repercussions.

---

Q1- We haven't gotten that far yet.

---

Q1-I only fill out a daily goals sheet. Encouraged to have goals. They do encourage me.

---

Q1- We didn't discuss my goals.

---

Q1-My treatment is based on what we talk about at each session.

---

Q1-She would not remember the previous counseling session.

---

Q1-Having mixed emotions about the program. They don't meet anyone's specific needs, only some do.

---

Q1-I know enough about my condition.

---

Q2-I never needed consumer run programs.

---

Q2-We never talked about consumer run programs.

---

Q2-I just started services for medication.

---

Q2-I feel I need more individual counseling.

---

Q3-I feel that the staff thinks everyone will get better with time. I feel they don't respect my cultural background or see me as an equal partner. They have not asked me my goals. I don't feel that my treatment is developed around my needs.

---

Q3-They never asked me my goals for a happy life and they don't reward me.

---

Q3-They don't talk to me about grow, change and recover. They haven't mentioned consumer run programs. They haven't asked my goals.

---

Q3-I just feel that the doctors don't know me well enough.

---

Q4-I think there needs to be a re-evaluation between the doctor and I.

---

Q4-I will be talking about my goals today with my counselor.

### Adult Outcomes

**I deal more effectively with daily problems Q29A**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul- Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	376	94	95	95	92	-	
<b>I deal more effectively with daily problems.</b>							
<b>Strongly Agree/Agree</b>	370 98.4%	91 96.8%	93 97.9%	94 98.9%	92 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	6 1.6%	3 3.2%	2 2.1%	1 1.1%	- -	- -	

**I feel more hopeful about the future. Q29B**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul- Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	379	93	90	102	94	-	
<b>I feel more hopeful about the future.</b>							
<b>Strongly Agree/Agree</b>	375 98.9%	92 98.9%	90 100.0%	99 97.1%	94 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	4 1.1%	1 1.1%	- -	3 2.9%	- -	- -	

**I believe I can get better. Q29C**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun	
Neutral responses reduce total	388	96	93	104	95	-
<b>I believe I can get better.</b>						
<b>Strongly Agree/Agree</b>	384 99.0%	94 97.9%	93 100.0%	102 98.1%	95 100.0%	90%
<b>Strongly Disagree/Disagree</b>	4 1.0%	2 2.1%	- -	2 1.9%	- -	- -

## Adult Outcomes

### I feel I am improving with treatment. Q29D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	384	97	94	103	90	-	
<b>I feel I am improving with treatment.</b>							
<b>Strongly Agree/Agree</b>	<b>375 97.7%</b>	94 96.9%	92 97.9%	99 96.1%	90 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	<b>9 2.3%</b>	3 3.1%	2 2.1%	4 3.9%	- -	- -	

### Adult Outcomes Literals Q29E

- Q1-Because I have mood swings.
- Q1-Still working on improving with my treatment.
- Q1-My anxiety is not controlled. I'm asking for help and can't get any.
- Q1-Symptoms can be controlled with medication.
- Q1-My daughter needs a new therapist. The one she has, doesn't mesh well with her. Making the therapy non-therapeutic.
- Q1-I lost her trust.
- Q1-Things still happen despite treatment.
- Q1-They have no authority and don't enforce rules.
- Q1-If I'm having a bad day, I'm not sure which direction to go in. Personally I don't believe I can get better because I feel like I take one step forward and two steps back.
- Q2-There has been some ups and downs with life stuff. I don't know what the future is going to bring "my inner thoughts" scare me.
- Q2-Trying to get a service dog.
- Q2-I think I can get better and improve but don't know how.
- Q2-Just started this service.
- Q2-It's been five years.
- Q3-I feel like I'm not improving because I am still dealing with the same problems.
- Q3-I'm more focused on getting out of debt than effectively dealing with daily problems.
- Q3- I'm not sure about that one yet.
- Q3-I don't like to go out and socialize that is why I'm in services. I continue to have the same problems.
- Q3-There are times I get depressed.
- Q3-I have too much stress and a lot of health problems.
- Q3-I still have really bad days. My finances are the reason for my bad days. I don't always feel hopeful about the future.
- Q3-It all depends on my stress level.
- Q3-I feel they don't help me, I disagree with them and feel they are a waste of time.
- Q3-Some days are better than others. Winter time is hard for me.
- Q3-I am at least getting my meds. I don't feel more hopeful. The treatment is not helping me much. I get my meds refilled but there is no other contact.
- Q3-I have bipolar, I am learning how to live a better quality life.
- Q3-I'm not improving because I forget my goals. When I look at my treatment plan it helps me remember.
- Q3-Sometimes I don't know how to word my problems so they have a hard time understanding me.
- Q3-I'm working on dealing with problems at the moment.
- Q4-Some changes have been made that effect the communication between the doctor and I.
- Q4-I have only been here 3 visits.
- Q4-Sometimes I feel like I'm improving.
- Q4-I am not less and I am not more.
- Q4-Still working on dealing with problems.

## Adult Provider Issues or Problems

### Adult Satisfaction with Provider Q30

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
I am satisfied with this provider.					
Yes	393 97.8%	93 93.9%	98 100.0%	106 98.1%	96 99.0%
No	9 2.2%	6 6.1%	- -	2 1.9%	1 1.0%

### Adult Provider Issue Resolution Q31

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun
	402	99	98	108	97
Have you had any issues or problems with services from (n...					
Yes	18 4.5%	10 10.1%	3 3.1%	3 2.8%	2 2.1%
No	384 95.5%	89 89.9%	95 96.9%	105 97.2%	95 97.9%



## Adult Provider Issues or Problems

### Adult Issues and Problems with Provider Q32

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun
(N/A) responses reduce total	18	10	3	3	2
If yes, what were the issues or problems with services fr...					
Lack of treatment planning and coordination	1 5.6%	- -	- -	1 33.3%	- -
Services not provided when I needed them	1 5.6%	1 10.0%	- -	- -	- -
Poor Communication	3 16.7%	2 20.0%	1 33.3%	- -	- -
Frequent staff changes	1 5.6%	1 10.0%	- -	- -	- -
Other	12 66.7%	6 60.0%	2 66.7%	2 66.7%	2 100.0%

### Adult able to resolve issues or problems Q33

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun
(N/A) responses reduce total	18	10	3	3	2
Were you able to resolve these issues or problems with this provider through a discussion with the program manager or did you choose not to take any action?					
I resolved the problem with the program manager	3 16.7%	1 10.0%	2 66.7%	- -	- -
I chose not to take any action	9 50.0%	5 50.0%	1 33.3%	2 66.7%	1 50.0%
I filed a formal complaint	1 5.6%	- -	- -	- -	1 50.0%
Other	5 27.8%	4 40.0%	- -	1 33.3%	- -

## Adult Provider Issues or Problems

### Adult Satisfaction with Provider Complaint Outcome Q34

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
(N/A) responses reduce total	1	-	-	-	1
If you filed a formal complaint with this provider, were you satisfied with the outcome?					
Yes	-	-	-	-	-
No	1 100.0%	-	-	-	1 100.0%

### Adult Satisfaction with Provider Complaint Outcome Literals Q34A

### Adult Reason for Lack of Action Q35

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
(N/A) responses reduce total	9	5	1	2	1
If you chose to not take any action, why?					
The problem was not that serious	2 22.2%	1 20.0%	1 100.0%	-	-
I was concerned with how the provider would react	2 22.2%	1 20.0%	-	1 50.0%	-
I didn't know how to file a formal complaint	1 11.1%	1 20.0%	-	-	-
Other	4 44.4%	2 40.0%	-	1 50.0%	1 100.0%

### Adult Reason for Lack of Action Literals Q35A

- Q1-Hoping they will work on it or you will be discharged.
- Q1-I don't believe anything would be done about this issue.
- Q3-I did not complain, I just left.
- Q4-I didn't know who to go to.

## Adult Department of Public Welfare Questions

### Adult Treatment Impact on Quality of Life Q36

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
<b>What effect has the treatment you've received had on the ...</b>					
Much better	211 52.5%	46 46.5%	55 56.1%	48 44.4%	62 63.9%
A little better	154 38.3%	44 44.4%	35 35.7%	43 39.8%	32 33.0%
About the same	37 9.2%	9 9.1%	8 8.2%	17 15.7%	3 3.1%
A little worse	-	-	-	-	-
Much worse	-	-	-	-	-

### Adult Reason for Not Getting Behavioral Health Help Q37

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Q Jul- Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun
	402	99	98	108	97
<b>Were you given the chance to make treatment decisions?</b>					
Yes	363 90.3%	89 89.9%	96 98.0%	87 80.6%	91 93.8%
No	13 3.2%	5 5.1%	-	6 5.6%	2 2.1%
Sometimes	26 6.5%	5 5.1%	2 2.0%	15 13.9%	4 4.1%

### Adult Ability to Receive Needed Care Q38

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
<b>In the last twelve months, were you able to get the help ...</b>					
Yes	378 94.0%	90 90.9%	95 96.9%	96 88.9%	97 100.0%
No	5 1.2%	1 1.0%	2 2.0%	2 1.9%	-
Sometimes	19 4.7%	8 8.1%	1 1.0%	10 9.3%	-

## Adult Department of Public Welfare Questions

### Adult Difficulty in Obtaining Behavioral Health Services Q39

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun
<b>Base</b>	<b>15</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>-</b>
<b>If you were not able to get behavioral health services in...</b>					
<b>Money issues</b>	-	-	-	-	-
<b>Transportation issues</b>	<b>6</b> 40.0%	1 16.7%	-	5 83.3%	-
<b>Language barriers</b>	-	-	-	-	-
<b>Inconvenient times</b>	<b>1</b> 6.7%	1 16.7%	-	-	-
<b>Child care issues</b>	-	-	-	-	-
<b>Long waiting list</b>	-	-	-	-	-
<b>Didn't know where to get help</b>	<b>3</b> 20.0%	3 50.0%	-	-	-
<b>Other</b>	<b>5</b> 33.3%	1 16.7%	3 100.0%	1 16.7%	-

### Adult Reason for Not Getting Behavioral Health Help Q39A

- \_\_\_\_ Q1-Communication problems.
- \_\_\_\_ Q2-Medication issues, certain medicines worked, others didn't.
- \_\_\_\_ Q2-I moved from a different county.
- \_\_\_\_ Q2-I moved from a different county.
- \_\_\_\_ Q3-Too many unfamiliar doctors, I will be seeing a PA.

## Adult Behavioral Health Medications

### Adult Taking Medications Q40

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
Are you taking behavioral health medications?					
Yes	347 86.3%	83 83.8%	92 93.9%	99 91.7%	73 75.3%
No	50 12.4%	14 14.1%	6 6.1%	9 8.3%	21 21.6%
Declined to answer	5 1.2%	2 2.0%	- -	- -	3 3.1%

### Adult Difficulty in Obtaining Medications Q41

Counts Break % Respondents	Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
Base	347	83	92	99	73
Are you experiencing any problems in getting medications that work for you?					
Yes	15 4.3%	3 3.6%	3 3.3%	7 7.1%	2 2.7%
No	332 95.7%	80 96.4%	89 96.7%	92 92.9%	71 97.3%

## Adult Behavioral Health Medications Literal Comments

### Adult Difficulty in Obtaining Medications Literals Q41A

- Q1-Trying to get medication for my anxiety from the psychiatrist. He's trying to prescribe two meds I've already had but didn't work. He won't consider anything else.
- Q1-Prior authorization is needed.
- Q1-I am going to ask the doctor for something stronger.
- Q2-I go to the VA and sometimes it is hard to get a hand written prescription.
- Q2-I am having trouble paying the co-pay for my meds.
- Q2-I have trouble paying the co-pay for my meds.
- Q3-I feel like I'm not on the right medication for me yet.
- Q3-Pharmacy does not always have them in stock.
- Q3-My insurance changed and I can only get my medication at one particular pharmacy.
- Q3-I only have problems sometimes.
- Q3-Insurance isn't covering some of the medications I need.
- Q3-I have trouble paying my co-pay.
- Q3-The doctor is prescribing medication that didn't work in the past instead of trying something new that could work.
- Q4-Most doctors don't want to prescribe xanax. The doctor said if I don't take anti-depressants they won't give me xanax.
- Q4-Insurance won't pay till you try other meds.

## Adult Discharged for Lack of Following Treatment Plan

### Adult Discharge due to lack of following treatment plan. Q42

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
Have you been discharged in the past because you had trouble following your treatment plan or your relapsed? (CCISC)					
Yes	25 6.2%	1 1.0%	8 8.2%	10 9.3%	6 6.2%
No	377 93.8%	98 99.0%	90 91.8%	98 90.7%	91 93.8%

## Adult Mental Health Advance Directive/Adult Wellness Recovery Action Plan (WRAP)

### Adult Mental Health Advance Directive Q43

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
Do you have a Mental Health Advance Directive?					
Yes	100 24.9%	26 26.3%	31 31.6%	27 25.0%	16 16.5%
No	302 75.1%	73 73.7%	67 68.4%	81 75.0%	81 83.5%

### Adult Knowledge of Wellness Recovery Action Plan (WRAP) Q44

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
Do you know what a WRAP (Wellness Recovery Action Plan) is?					
Yes	243 60.4%	61 61.6%	60 61.2%	65 60.2%	57 58.8%
No	159 39.6%	38 38.4%	38 38.8%	43 39.8%	40 41.2%

### Adults Who Have A Wellness Recovery Action Plan Q45

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	402	99	98	108	97
Do you have a WRAP (Wellness Recovery Action Plan)?					
Yes	178 44.3%	46 46.5%	47 48.0%	45 41.7%	40 41.2%
No	224 55.7%	53 53.5%	51 52.0%	63 58.3%	57 58.8%

## Adults Additional Compliments and Concerns

### Adult Additional Compliments or Concerns Q46

Q1-The nursing staff is excellent. The counselors are very friendly and try very hard. There is just not enough of them. The beds suck because the mattresses are too hard and worn out.

Q1-It's the best facility I have been to but they need to work on some vital areas.

Q1-I feel they really listen to what I have to say. They do a good job adjusting treatment for individuals.

Q1-I feel that the counselors are over worked with them having outpatients coming here for services. It takes time away from the inpatients that they could use on a daily basis.

Q1-I was in and out of the hospital. I made great progress at GCC. Staff really care about us. They are well trained. They treat us like people not numbers.

Q1-They treat me good.

Q1-The doctor treats me good. He answers my questions.

Q1-My BCM helps me.

Q1-I think this is a better laid back program than GCC. They offer more activities on a daily basis.

Q1-All staff are very caring and concerned.

Q1-I find the doctor rude, judgemental, inconsiderate and unwilling to help.

Q1-Everything is pretty good around here.

Q1-Everything is pretty good.

Q1-People need to be close to the area.

Q1-The staff is welcoming and willing to address issues and listen to my concerns.

Q1-Pretty pleased with services here.

Q1-I'm very happy. The staff is awesome. I don't feel judged.

Q1-My therapist is great. She's very helpful and listens. She gives good advice and comes up with ideas to do to help me not think so much.

Q1-The staff turn over is terrible.

Q1-My counselor is always there for me.

Q1-This is the best place I've ever been.

Q1-She's wonderful.

Q1-I'm very happy and content here. I love the staff and am close with them.

Q1-The services were alright. My daughter did not fit well with the therapist. The staff were all nice.

Q1-They are very nice. They always make time even if I don't have an appointment.

Q1-My therapist helps a lot and is nice. If I have a question, she's there to answer.

Q1-She's nice and I like her.

Q1-She does a great job.

Q1-She's doing pretty good.

Q1-She listens and has compassion. She gives good feedback and tells me what I need to do.

Q1-They need more staff and more availability of treatment facilities.

Q1-This is the best place ever.

Q1-They've been wonderful and treat me with respect.

Q1-I don't feel the doctor listens sometimes.

Q1-I really enjoy seeing my psychiatrist.

Q2-I am really grateful for the way things worked out and more than pleased.

Q2-My psychiatrist is good.

Q2-I only had one session so far but I am pleased with her work.

Q2-Without their help, I probably wouldn't be here today. This program has saved my life.

Q2-I would recommend my counselor to anyone. The doctor makes sure you get the correct dose of medication and not giving me more than I need.

Q2-I don't believe I would fit into society without these services.

Q2-It's fine.

Q2-I'm satisfied with services.



## Adult Additional Compliments or Concerns Q46

Q2-I would recommend anyone with a mental illness to talk to her.

Q2-They help me a lot and I give them a lot of credit.

Q2-She's been a good help to me.

Q2-They are good people but sometimes can be snappy. Sometimes things they say can be hurtful.

Q2-My therapist is always there for me.

Q2-They have been really helpful. They are encouraging me to try new things for my depression.

Q2-I can't say anything bad about anyone. They saved my life.

Q2-They're like family.

Q2-They are doing excellent with me and also mobile therapy. They took us shopping to use our social skills. We saw veterans and we thanked them for their services. It helped us use our social skills.

Q2-The staff is real nice here. They try to meet everyone's needs. They care about us. To them it's not a job, it's about helping us. They want to make sure that we are fully recovered enough to return to our daily lives before they release us. They are caring, concerned, helpful in our recovery process.

Q2-They work hard and do an excellent job.

Q2-They do the best they can. I'm glad they're here.

Q2-The doctor is good.

Q2-They have me on the right track. My doctor is very good.

Q2-I'm very happy with them. They are very accommodating.

Q2-I'm very happy with them.

Q2-They are extremely caring. Not enough staff to go around.

Q2-The staff is very welcoming. The mental health services are very helpful for recovery. My counselor does a really good job to help me stay in recovery.

Q2-This place is the best thing that has happened in my life.

Q2-My therapist is very professional, knowledgeable, thorough, and easy to talk to.

Q2-The doctor is pretty good.

Q2-My therapist prevented me from killing myself or cutting.

Q2-They are very easy to work with for scheduling or rescheduling if needed.

Q2-It has been great for me here. With one on one counseling for listening to exactly what I have to say. He gives great advice. I feel very comfortable here compared to other places.

Q3-The doctor is great at what he does. He listens and answers all my questions.

Q3- I recommend this place to everyone.

Q3-I wish I could go more often than what I do.

Q3-It helps to come here. I would like a volunteer job here.

Q3-I think they should sit down with people who are on medications and let them know which medications counteract with them and which ones don't.

Q3-They are really good here.

Q3-Services are really wonderful.

Q3-They are great here. They work out great for my needs.

I love my doctor. She is the first doctor who understands.

Q3- They're wonderful to work with.

Q3- They're wonderful to work with.

Q3-Very good service here.

Q3-They are good. They work with me and do everything they can to help me.

Q3-I think they do a very good job. I am completely satisfied with their services.

Q3-Everything seems fine.

Q3-I called them and they helped me out when I was in a crisis. They are good at what they do.

Q3-The staff here are wonderful and very encouraging. They know me well.

Q3-Honestly, I cannot say anything better about these people. They have been wonderful ever since I walked in the door.

Q3-They are helping and I give them an A+.

Q3-The doctor, nurse and secretary encourage me to keep coming back and I will. I follow my treatment plan and it strongly helps me. My medications for depression and anxiety are working great.

Q3-I really like it. It's a wonderful program. I look forward to coming here.

## Adult Additional Compliments or Concerns Q46

Q3-My BCM is very good.

Q3-At times, the doctor doesn't pick the right medication for me.

Q3-Staff are very helpful. They encourage progress so we don't have set backs as much.

Q3-This provider listens more than my other provider.

Q3-Some consumers need to grow up, It upsets everyone. Staff is dealing with it.

Q3-I know they need to be tough to get us to do what we need to do but they lack compassion.

Q3-My BCM is very caring.

Q3-It's not as structured as I'd like it to be but I do like it. I am learning stuff here.

Q3-I love the structure. It's what I need. They're here to talk to.

Q3-My BCM is there when I need her even if she's busy.

Q3-They are really good at managing appointments. They always get you in somewhere.

Q4-I think the services here are fine. I love my doctor, my therapist and my BCM. They are all very helpful to me and treat me very good.

Q4-I would be dead if it wasn't for MH/MR. They have an excellent program.

Q4-They are very caring here. My peer and I get along very well.

Q4-They are wonderful.

Q4-Everything is good.

Q4-I love PeerStar.

Q4-I'm very pleased with my doctor.

Q4-My counseling is helping me get through things.

Q4-Sometimes I get uncomfortable talking to my doctor. I wonder if he's taking my medication issues seriously. He changed my meds and it took me awhile to get used to the change.

Q4-I am really happy with everyone. They have helped me significantly!

Q4-The staff are all great.

Q4-The staff is friendly, encouraging and make me feel good.

Q4-Very comfortable atmosphere to open up and talk.

Q4-Twin Lakes has been amazing!

Q4-I think Twin Lakes is a wonderful place.

Q4-The staff seems pretty caring.

Q4-The staff here are absolutely wonderful. I am thankful and blessed to be here.

Q4-It's a good program. If you put forth the effort, you get positive results.

Q4-The staff here are all caring.

Q4-Everything is fine.

Q4-They are very friendly and professional.

Q4-Very organized and pleasant environment.

Q4-I love my therapist. We work well together.

Q4-My BCM gives really great support.

Q4-I like the doctor. She's upfront and honest. Looking out for what's best for me.

Q4-The counselor I had is leaving. The staff here is great.

Q4-I wouldn't recommend going anywhere else.

Q4-They are very helpful and available when you need them.

Q4-I think they are wonderful here.

Q4-They are very friendly and work very well with you. They do everything they can to help you.

Q4-I love it here! It's great! I'm impressed!

Q4-Everyone that works here is genuine in what they do here. I feel that they are here to help and not just for a pay check.

Q4-They do a really good job. They are professional, they will help you in a personal manner too. They take your treatment to a personal level to save your life. They are genuine counselors.

Q4-Everything is good.

Q4-I'm happy with my BCM.

Q4-I wish I could see my BCM more.

Q4-I really like my therapist. I will be discharged in July.

Q4-My peer specialist works well with me and helps me achieve my goals.

**Adult Additional Compliments or Concerns Q46**

Q4- I love this place, they make me feel sane. They make me feel good about myself.

Q4-The staff are really good. They care about your needs and are supportive.

Q4-I believe psyche rehab helps.

**Adults Additional Compliments and Concerns**

**Adults Interested in Having Concerns Addressed Q47**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun
	19	11	3	3	2
If you share problems about your provider or managed care company during this survey, are you interested in having your concerns addressed immediately?					
Yes	2 10.5%	1 9.1%	-	-	1 50.0%
No	17 89.5%	10 90.9%	3 100.0%	3 100.0%	1 50.0%

**My provider has talked to me about options to help me quit smoking tobacco/vaping products Q48**

**My provider has talked to me about options to help me quit using tobacco and/vaping products Q48**

Counts Respondents	Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
Base	402	99	98	108	97
My provider has talked to me about options to help me qui...					
Yes	123	-	12	56	55
No	42	-	11	23	8
Not Applicable	237	99	75	29	34

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8	Do you know how to find information on PerformCare (member handbook/web site) Q11A	14	14
9	I know how to contact PerformCare if I need assistance with my behavioral health issues. Q11B	14	14
10	I know where to find information about how to file a complaint with PerformCare if I need to. Q11C	14	14
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12	Adult Satisfaction with PerformCare Literals Q11E	15	15
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20	Adult Treatment Provider Q17	18	18
21	Adult Treatment Provider Literals Q17A	18	18
22	Adult Service Level Q18	19	19
23	Adult Treatment Service Level Literals Q18A	19	19
24	Adult Mental Health Advanced Directive Q19	20	20
25	Adult Provider Release Form Q20	20	20
26	Adult Duration of Provider Relationship Q21	20	20
27	Adult Scheduling of First Appointment Q22	21	21
28	Adult Scheduling of First Appointment Literals Q22A	21	21
29	Adults Placed on Waiting List Q23	21	21
30	I was made aware of the availability of different providers for this service and given a choice Q24A	22	22
31	I feel I have enough time with staff during most sessions Q24B	22	22
32	These services meet my needs. Q24C	22	22
33	I have been given clear information on who to contact if I need immediate help between appointments. Q24D	23	23
34	Adult Access to Services Literals Q24E	23	24
35	I feel welcomed by my provider and they are glad to work with me. Q25A	24	24
36	I feel free to complain w/o fear or consequences. Q25B	24	24
37	My provider talks to me about ways to continue caring for my mental health. Q25C	25	25
38	My interaction with the staff makes me feel good about myself. Q25D	25	25
39	I have a written safety/wellness/crisis plan, Q25E	25	25
40	Adult Treatment Experience Literals Q25F	26	26
41	My providers work together and share information to provide me the best care possible. Q26	27	27
42	Staff believe I can grow, change, and recover. (ROSI) Q27A	27	27
43	Staff treats me with respect regarding my cultural background.....Q27B	28	28
44	Staff see me as an equal partner in my treatment program. (ROSI) Q27C	28	28
45	I was encouraged to use consumer-run programs...Q27D	28	28
46	My provider asked me what my goals would be to help me achieve a happy life (CCISC) Q28A	29	29
47	My provider acknowledges and rewards me for even my small steps toward achieving my goals....Q28B	29	29
48	My treatment is developed around my specific needs. (CCISC) Q28C	29	29
49	Adult Recovery Oriented Practices Literals Q28D	30	30
50	I deal more effectively with daily problems Q29A	31	31
51	I feel more hopeful about the future. Q29B	31	31
52	I believe I can get better. Q29C	31	31
53	I feel I am improving with treatment. Q29D	32	32
54	Adult Outcomes Literals Q29E	32	32
55	Adult Satisfaction with Provider Q30	33	33
56	Adult Provider Issue Resolution Q31	33	33
57	Adult Issues and Problems with Provider Q32	34	34
58	Adult able to resolve issues or problems Q33	34	34

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59	Adult Satisfaction with Provider Complaint Outcome Q34	35	35
60	Adult Satisfaction with Provider Complaint Outcome Literals Q34A	35	35
61	Adult Reason for Lack of Action Q35	35	35
62	Adult Reason for Lack of Action Literals Q35A	35	35
63	Adult Treatment Impact on Quality of Life Q36	36	36
64	Adult Reason for Not Getting Behavioral Health Help Q37	36	36
65	Adult Ability to Receive Needed Care Q38	36	36
66	Adult Difficulty in Obtaining Behavioral Health Services Q39	37	37
67	Adult Reason for Not Getting Behavioral Health Help Q39A	37	37
68	Adult Taking Medications Q40	38	38
69	Adult Difficulty in Obtaining Medications Q41	38	38
70	Adult Difficulty in Obtaining Medications Literals Q41A	39	39
71	Adult Discharge due to lack of following treatment plan. Q42	39	39
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75	Adult Additional Compliments or Concerns Q46	41	44
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77	My provider has talked to me about options to help me quit using tobacco and/vaping products Q48	44	44

## Family Survey Findings

### Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 17 family surveys completed during the 4th Quarter of Fiscal Year 2018/19 for the period between April to June 2019.

#### Survey Results

Variations in sample characteristics between quarters is provided so that the reader may infer what influences, if any, these variations may have had on member response ratings for the quarter.

#### 4th Quarter Family Sample Characteristics versus 3rd Quarter Comparison:

1. Higher percentage of face to face - 47% (8 of 17) versus 33% (12 of 36)
2. Higher ratio of male caregivers – 12% (2 of 17) versus 8% (3 of 36).
3. Lower percentage of child members under age 5 - 24% (4 of 17) versus 31% (11 of 36).
4. Lower percentage foster/step/adoptive/grandparent – 0% (0 of 17) versus 6% (2 of 36).
5. Higher ratio of male service recipients – 100% (17 of 17) versus 83% (30 of 36).
6. Lower ratio of members receiving BHRS – 35% (6 of 17) versus 39 % (14 of 36).
7. Higher percent - 17% (3 of 17) versus 8% (3 of 36), receiving services four (4) years or longer.

#### Findings Overview

1. Family/caregivers were generally pleased with PerformCare reporting satisfaction levels of 94% to 100% in five performance indicators covering *knowing how to find information on, and contacting PerformCare, finding information on the complaint and grievance procedures and finding that PerformCare staff were helpful*. These indicators were 89% to 98% for the four quarters ending June 30, 2019.

Family/caregivers reported PerformCare's attendance at the ISPT/Evaluation meeting was 100% (9 of 9, excludes 8 "not applicable" responses.) 100% (9 of 9 family/caregivers believed that PerformCare's participation at the meeting was helpful.

0% (0 of 17) family/caregivers indicated the need to file a complaint compared to 0% (0 of 36) in the 3rd Quarter.

0% (0 of 17) family/caregivers indicated the need to use PerformCare's grievance process compared to 0% (0 of 36) in the 3rd Quarter.

2. Family/caregivers are generally pleased with *Access to provider treatment services* with the satisfaction scores of 100% in all six indicators. These six indicators of adult satisfaction were 95% to 99% for the four quarters ending June 30, 2019.

3. Likewise, Family/caregivers are also pleased with their provider *Treatment Experiences* with satisfaction scores ranging from 93% to 100% in all six indicators. "*My child has a written safety/wellness/crisis plan*" increased to 93% (14 of 15, excluding 2 "neutral" responses) compared to 71% (24 of 34, excluding 2 "neutral" responses) in the 3rd Quarter.

4. Family/caregivers also had a high level of satisfaction with *Provider Recovery Orientation* with satisfaction scores being 100% in three of four indicators. And, 88% (15 of 17) of family/caregivers agreed with "*My child's provider talked to us about participating in community-run programs to help provide ongoing support*" which increased from 81% in the 3rd Quarter.

5. Family/caregiver satisfaction scores with *Treatment Outcomes* was generally consistent with previous quarters. "*My child deals more effectively with daily problems*" was 91% (10 of 11, excluding 6 "neutral" responses) compared to 100% in the 3rd quarter. "*I feel my child's behavioral health is improving*"

was 100% (13 of 13, excluding 4 “neutral” responses) compared to 85% in the 3rd Quarter. Likewise, “*My child’s treatment is having a positive impact on how we relate as a family*” was 100% (13 of 13, excluding 4 “neutral” responses) compared to 100% in the 3rd Quarter.

6. 0% (0 of 17) family/caregivers reported having issues or problems with their provider compared to 6% (2 of 36) in the 3rd Quarter.

7. 82% (14 of 17) family/caregivers reported their child was taking behavioral health medications and 93% (13 of 14) reported no problems in getting the behavioral health medications that work for their child.

### **Recommendations Overview**

1. Family/caregivers usually report a higher incidence of provider issues and problems compared to adult and youth respondents. The lower incidence level reported during the previous quarters of this year is a welcomed trend.

### **Family/Caregiver – Member Request for Assistance**

Upon completing the survey, 0% (0 of 17) family/caregiver members surveyed, compared to 0% (0 of 36) in the 3rd Quarter, expressed interest in having the concern or issue they shared during the interview referred for immediate handling by BHSSBC.

There has been a general decline in the number of members completing a Member Request for Assistance (MRA) at the conclusion of the interview/survey. This would seem to indicate an improving alignment between member expectations and provider delivery of services.

### **Quality Audits**

Periodically, random quality audits are performed which has the dual purpose of obtaining member feedback regarding the survey process plus confirming the integrity of the survey.

During the 4th Quarter, 6 family/caregiver quality audits were performed. 67% (4 of 6) family/caregivers felt the length of the survey and number of questions were satisfactory. 33% (2 of 6) felt the survey was too long.

Overall, 100% (6 of 6) family/caregivers were satisfied with the survey process and 83% (5 of 6) family/caregivers felt ok about being contacted. 17% (1 of 6) family/caregivers did not feel good about being contacted.

## Family Demographics

### Family Survey Type Q4

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
What kind of survey is it?					
Phone	79 69.9%	27 90.0%	19 63.3%	24 66.7%	9 52.9%
Face to Face	34 30.1%	3 10.0%	11 36.7%	12 33.3%	8 47.1%

### Family County Q5

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
What county does the member live in?					
Somerset	71 62.8%	19 63.3%	18 60.0%	22 61.1%	12 70.6%
Bedford	42 37.2%	11 36.7%	12 40.0%	14 38.9%	5 29.4%



## Family Demographics

### Family Zip Code Q6

Counts Analysis % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
What is your zip code?					
15501 Somerset	22 19.5%	7 23.3%	7 23.3%	4 11.1%	4 23.5%
15522 Bedford	9 8.0%	2 6.7%	2 6.7%	1 2.8%	4 23.5%
15537 Everett	7 6.2%	2 6.7%	5 16.7%	-	-
16678 Saxton	4 3.5%	1 3.3%	1 3.3%	2 5.6%	-
16650 Hopewell	5 4.4%	1 3.3%	1 3.3%	3 8.3%	-
15545 Hyndman	3 2.7%	1 3.3%	-	2 5.6%	-
15550 Manns Choice	2 1.8%	-	1 3.3%	1 2.8%	-
15559 Schellsburg	1 0.9%	-	-	1 2.8%	-
16679 Six Mile Run	4 3.5%	4 13.3%	-	-	-
15535 Clearville	1 0.9%	-	1 3.3%	-	-
16664 New Enterprise	1 0.9%	-	1 3.3%	-	-
15534 Buffalo Mills	3 2.7%	-	-	3 8.3%	-
15963 Windber	13 11.5%	3 10.0%	4 13.3%	6 16.7%	-
15552 Meyersdale	10 8.8%	2 6.7%	2 6.7%	4 11.1%	2 11.8%
15530 Berlin	2 1.8%	-	-	2 5.6%	-
15531 Boswell	3 2.7%	-	1 3.3%	-	2 11.8%
15557 Rockwood	4 3.5%	2 6.7%	-	2 5.6%	-
15563 Stoystown	3 2.7%	2 6.7%	-	1 2.8%	-
15424 Confluence	1 0.9%	-	-	1 2.8%	-
15541 Friedens	5 4.4%	1 3.3%	2 6.7%	1 2.8%	1 5.9%
15926 Central City	2 1.8%	1 3.3%	-	1 2.8%	-
15905 Johnstown	2 1.8%	1 3.3%	-	-	1 5.9%
15935 Hollsopple	1 0.9%	-	1 3.3%	-	-
15936 Hooversville	1 0.9%	-	-	-	1 5.9%
15547 Jennerstown	1 0.9%	-	1 3.3%	-	-
15411 Addison	1 0.9%	-	-	-	1 5.9%
Other	2 1.8%	-	-	1 2.8%	1 5.9%

## Family Demographics

### Family Caregiver Gender Q7

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
<b>What is your gender?</b>					
Male	7 6.2%	2 6.7%	- -	3 8.3%	2 11.8%
Female	106 93.8%	28 93.3%	30 100.0%	33 91.7%	15 88.2%

### Family Child's Gender Q8

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
<b>What is the child's gender?</b>					
Male	82 72.6%	15 50.0%	20 66.7%	30 83.3%	17 100.0%
Female	31 27.4%	15 50.0%	10 33.3%	6 16.7%	- -

### Family Child's Age Q9

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
<b>How old is the child who is receiving the services?</b>					
5 years or younger	22 19.5%	3 10.0%	4 13.3%	11 30.6%	4 23.5%
6-8 years	54 47.8%	14 46.7%	18 60.0%	12 33.3%	10 58.8%
9-13 years	30 26.5%	12 40.0%	8 26.7%	9 25.0%	1 5.9%
14 years and older	7 6.2%	1 3.3%	- -	4 11.1%	2 11.8%

## Family Demographics

### Family Caregivers Relationship to Child Q10

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
<b>What is your relationship to this child?</b>					
Parent	100 88.5%	25 83.3%	24 80.0%	34 94.4%	17 100.0%
Grandparent	11 9.7%	4 13.3%	5 16.7%	2 5.6%	- -
Aunt/Uncle	1 0.9%	- -	1 3.3%	- -	- -
Brother/Sister	- -	- -	- -	- -	- -
Foster parent	1 0.9%	1 3.3%	- -	- -	- -
Adoptive parent	- -	- -	- -	- -	- -
Step-parent	- -	- -	- -	- -	- -

### Family Child's Race Q11

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
<b>What do you consider the child's race to be?</b>					
Caucasian	105 92.9%	29 96.7%	27 90.0%	32 88.9%	17 100.0%
African American	3 2.7%	- -	- -	3 8.3%	- -
Hispanic American	- -	- -	- -	- -	- -
American Indian/Alaskan Native	- -	- -	- -	- -	- -
Asian/Pacific Islander	- -	- -	- -	- -	- -
Bi-racial	4 3.5%	- -	3 10.0%	1 2.8%	- -
Other	1 0.9%	1 3.3%	- -	- -	- -

## Family Demographics

### Family Primary Service Q12

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
Is your child receiving services for:					
Mental Health Services	113 100.0%	30 100.0%	30 100.0%	36 100.0%	17 100.0%
Both Mental Health and Drug and Alcohol Services	- -	- -	- -	- -	- -

### Family First Diagnosed Q13

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
How long has it been since your child was first diagnosed?					
Less than 6 months	7 6.2%	3 10.0%	1 3.3%	2 5.6%	1 5.9%
6 months to 1 year	22 19.5%	8 26.7%	8 26.7%	3 8.3%	3 17.6%
1 to 2 years	27 23.9%	4 13.3%	10 33.3%	10 27.8%	3 17.6%
2 to 4 years	22 19.5%	10 33.3%	3 10.0%	7 19.4%	2 11.8%
4+ years	35 31.0%	5 16.7%	8 26.7%	14 38.9%	8 47.1%

## Family Satisfaction with PerformCare

### Do you know how to find information on PerformCare (member handbook/web site) Q14A

Counts Break % Respondents	2018//2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
	113	30	30	36	17	-	
<b>Do you know how to find information on PerformCare (member hand book/web site)?</b>							
Yes	101 89.4%	26 86.7%	26 86.7%	33 91.7%	16 94.1%	90%	
No	12 10.6%	4 13.3%	4 13.3%	3 8.3%	1 5.9%	- -	

### I know how to contact PerformCare if I need assistance with my child's behavioral health issues. Q14B

Counts Break % Respondents	2018//2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
	113	30	30	36	17	-	
<b>I know how to contact PerformCare if I need assistance with my child's behavioral health issues.</b>							
Yes	103 91.2%	26 86.7%	26 86.7%	34 94.4%	17 100.0%	90%	
No	10 8.8%	4 13.3%	4 13.3%	2 5.6%	- -	- -	

### I know where to find information about how to file a complaint with PerformCare If I need to.Q14C

Counts Break % Respondents	2018//2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
	113	30	30	36	17	-	
<b>I know where to find information about how to file a complaint with PerformCare if I need to.</b>							
Yes	102 90.3%	27 90.0%	25 83.3%	34 94.4%	16 94.1%	90%	
No	11 9.7%	3 10.0%	5 16.7%	2 5.6%	1 5.9%	- -	

## Family Satisfaction with PerformCare

### I know where to find information about how to file a grievance with PerformCare.....Q14D

Counts Break % Respondents	2018//2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
	113	30	30	36	17	-	
I know where to find information about how to file a grievance with PerformCare if I need to. (For denials, and disagreements about PerformCare decisions regarding services.)							
<b>Yes</b>	<b>102 90.3%</b>	27 90.0%	25 83.3%	34 94.4%	16 94.1%	90%	
<b>No</b>	<b>11 9.7%</b>	3 10.0%	5 16.7%	2 5.6%	1 5.9%	-	-

### Family Satisfaction with PerformCare Literals Q14E

Q1-I talk with the case manager at CBH with Perform Care questions.

Q2-Gave member the toll free number for PerformCare.

### The people I spoke to at PerformCare were helpful. Q15

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun	
(N/A) responses reduce total	44	6	10	18	10	-
The people I spoke to at PerformCare were helpful.						
<b>Yes</b>	<b>43 97.7%</b>	6 100.0%	9 90.0%	18 100.0%	10 100.0%	90%
<b>No</b>	<b>1 2.3%</b>	-	1 10.0%	-	-	-

## Family Satisfaction with PerformCare's Participation in ISPT Meeting

If applicable PerformCare attended my child's ISPT meeting. Q16A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
(N/A) responses reduce total	52	17	7	19	9	-	
If applicable, PerformCare attended my child's ISPT meeting.							
Yes	40 76.9%	5 29.4%	7 100.0%	19 100.0%	9 100.0%	90%	
No	12 23.1%	12 70.6%	- -	- -	- -	- -	

If applicable PerformCare's participation in the ISPT meeting was helpful. Q16B

Counts Break % Respondents	2018//2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
(N/A) responses reduce total	40	5	7	19	9	-	
If applicable, PerformCare's participation in the ISPT meeting was helpful.							
Yes	40 100.0%	5 100.0%	7 100.0%	19 100.0%	9 100.0%	90%	
No	- -	- -	- -	- -	- -	- -	

## Family PerformCare's Complaint Process

Family PerformCare's Complaint Process Q17

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
Have you used PerformCare's complaint process? (Complaint...					
Yes	1 0.9%	- -	1 3.3%	- -	- -
No	112 99.1%	30 100.0%	29 96.7%	36 100.0%	17 100.0%

## Family PerformCare's Complaint Process

### Family Satisfaction with Complaint Process Q18

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
(N/A) responses reduce total	1	-	1	-	-
If you have used PerformCare's complaint process, were you satisfied with the process?					
Yes	1 100.0%	- -	1 100.0%	- -	- -
No	- -	- -	- -	- -	- -

## Family PerformCare's Grievance Process

### Family PerformCare's Grievance Process Q19

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
Have you used PerformCare's grievance process? (Grievance...					
Yes	1 0.9%	- -	1 3.3%	- -	- -
No	112 99.1%	30 100.0%	29 96.7%	36 100.0%	17 100.0%

### Family Satisfaction with Grievance Process Q20

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
(N/A) responses reduce total	1	-	1	-	-
If you have used PerformCare's grievance process, were you satisfied with the process?					
Yes	1 100.0%	- -	1 100.0%	- -	- -
No	- -	- -	- -	- -	- -



## Family Treatment Provider Level Analysis

### Family Treatment Provider Q21

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
What is the name of your child's treatment provider?					
ACRP	37 32.7%	12 40.0%	6 20.0%	11 30.6%	8 47.1%
Bedford DBHS (MH/MR)	9 8.0%	2 6.7%	2 6.7%	4 11.1%	1 5.9%
Children's Behavioral Health (CBH)	7 6.2%	3 10.0%	3 10.0%	1 2.8%	- -
Family Behavioral Resources	14 12.4%	3 10.0%	5 16.7%	4 11.1%	2 11.8%
Footsteps	3 2.7%	- -	1 3.3%	2 5.6%	- -
Nulton Diagnostic and Treatment Center	23 20.4%	5 16.7%	8 26.7%	6 16.7%	4 23.5%
Rhonda J. Clark	1 0.9%	- -	- -	1 2.8%	- -
Somerset DBHS (MH/MR)	5 4.4%	2 6.7%	2 6.7%	1 2.8%	- -
Youth Advocate Programs (YAP)	6 5.3%	- -	1 3.3%	3 8.3%	2 11.8%
Pediatric Care Specialists	5 4.4%	3 10.0%	1 3.3%	1 2.8%	- -
Other	3 2.7%	- -	1 3.3%	2 5.6%	- -

### Family Treatment Provider Literals Q21A

Q2-Primary Health Network

Q3-Home Nursing Agency

Q3-Journey Center

## Family Treatment Provider Level Analysis

### Family Treatment Service Q22

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
<b>What service does your child receive from this provider?</b>					
After School Treatment	4 3.5%	2 6.7%	1 3.3%	1 2.8%	- -
BHRS: (TSS, MT, BSC)	39 34.5%	9 30.0%	10 33.3%	14 38.9%	6 35.3%
Family Based Mental Health Services	6 5.3%	4 13.3%	2 6.7%	- -	- -
Medication/Psychiatry	32 28.3%	5 16.7%	9 30.0%	12 33.3%	6 35.3%
Partial Hospitalization -MH	1 0.9%	- -	1 3.3%	- -	- -
Blended Case Management (ICM/RC) -MH	5 4.4%	1 3.3%	1 3.3%	3 8.3%	- -
Outpatient Therapy/Counseling	21 18.6%	9 30.0%	4 13.3%	5 13.9%	3 17.6%
Telepsychiatry	4 3.5%	- -	1 3.3%	1 2.8%	2 11.8%
Other	1 0.9%	- -	1 3.3%	- -	- -

### Family Treatment Service Literals Q22A

Q2-Early Intervention

## Family Treatment Provider Level Analysis

### Family Duration of Provider Relationship Q23

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
How long has your child currently been receiving services from this provider?					
6 months or less	18 15.9%	6 20.0%	2 6.7%	6 16.7%	4 23.5%
6 months to 1 year	32 28.3%	8 26.7%	11 36.7%	8 22.2%	5 29.4%
1 to 2 years	30 26.5%	10 33.3%	7 23.3%	10 27.8%	3 17.6%
2 to 4 years	19 16.8%	4 13.3%	4 13.3%	9 25.0%	2 11.8%
4 or more years	14 12.4%	2 6.7%	6 20.0%	3 8.3%	3 17.6%

### Family Scheduling of First Appointment Q24

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
Do you feel your provider scheduled your child's first appointment to occur within a reasonable amount of time?					
Yes	112 99.1%	30 100.0%	30 100.0%	35 97.2%	17 100.0%
No	1 0.9%	- -	- -	1 2.8%	- -

## Family Access to Services

**Services are available at times that are convenient. Q25A**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	112	30	29	36	17	-	
<b>Services are available at times that are convenient.</b>							
<b>Strongly Agree/Agree</b>	<b>111 99.1%</b>	30 100.0%	28 96.6%	36 100.0%	17 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	<b>1 0.9%</b>	- -	1 3.4%	- -	- -	- -	

**Evaluation information is submitted on time so that services to my child are not interrupted. Q25B**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	112	29	30	36	17	-	
<b>Evaluation information is submitted on time so that services to my child are not interrupted.</b>							
<b>Strongly Agree/Agree</b>	<b>110 98.2%</b>	29 100.0%	30 100.0%	34 94.4%	17 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	<b>2 1.8%</b>	- -	- -	2 5.6%	- -	- -	

## Family Access to Services

**I was given a choice of different agencies I can use for my child's service. Q25C**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?				
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun	Bench mark
Neutral responses reduce total	112	29	30	36	17	-
<b>I was given a choice of different agencies I can use for my child's service.</b>						
<b>Strongly Agree/Agree</b>	<b>107 95.5%</b>	24 82.8%	30 100.0%	36 100.0%	17 100.0%	90%
<b>Strongly Disagree/Disagree</b>	<b>5 4.5%</b>	5 17.2%	- -	- -	- -	- -

**I feel my child has enough time with staff during most sessions. Q25D**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?				
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun	Bench mark
Neutral responses reduce total	110	29	28	36	17	-
<b>I feel my child has enough time with staff during most sessions.</b>						
<b>Strongly Agree/Agree</b>	<b>107 97.3%</b>	28 96.6%	26 92.9%	36 100.0%	17 100.0%	90%
<b>Strongy Disagree/Disagree</b>	<b>3 2.7%</b>	1 3.4%	2 7.1%	- -	- -	- -

## Family Access to Services

**These services meet my child's needs. Q25E**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	111	29	29	36	17	-	
The services provided meet my child's needs.							
Strongly Agree/Agree	108 97.3%	28 96.6%	28 96.6%	35 97.2%	17 100.0%	90%	
Strongly Disagree/Disagree	3 2.7%	1 3.4%	1 3.4%	1 2.8%	- -	- -	

**I have been given clear information on who to contact if my child needs immediate help between appointments. Q25F**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	111	30	29	36	16	-	
I have been given clear information on who to contact if my child needs immediate help between appointments.							
Strongly Agree/Agree	106 95.5%	28 93.3%	26 89.7%	36 100.0%	16 100.0%	90%	
Strongly Disagree/Disagree	5 4.5%	2 6.7%	3 10.3%	- -	- -	- -	

**Family Access to Service Literals Q25G**

- Q1-My child did not like the counselor.
- Q1-I chose to get services here for my child.
- Q1-I chose this agency myself.
- Q1-We were never given information on who to contact for immediate help.
- Q1-School has just started, we'll have to see how things go with the new TSS.
- Q2-I feel rushed sometimes like they want to get you in and out as quick as possible.
- Q2-They are short handed.
- Q2-They have not provided the TSS services my child is to receive.
- Q2-My child needs a TSS but no TSS available, due to shortage.
- Q2-Staff member watches TV on her phone and doesn't talk to me about school or updates.
- Q3-We switched doctors. My child went a week with out medications.

## Family Treatment Experience

**I feel comfortable asking questions about my child's treatment. Q26A**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	112	30	30	35	17	-	
I feel comfortable asking questions about my child's treatment.							
Strongly Agree/Agree	112 100.0%	30 100.0%	30 100.0%	35 100.0%	17 100.0%	90%	
Strongly Disagree/Disagree	- -	- -	- -	- -	- -	- -	

**I was offered a copy of my child's treatment plan. Q26B**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	110	30	30	36	14	-	
I was offered a copy of my child's treatment plan.							
Strongly Agree/Agree	104 94.5%	27 90.0%	27 90.0%	36 100.0%	14 100.0%	90%	
Strongly Disagree/Disagree	6 5.5%	3 10.0%	3 10.0%	- -	- -	- -	

**I feel free to complain about services my child gets from the treatment agency.... Q26C**

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	111	29	30	35	17	-	
I feel free to complain about services my child gets from the treatment agency without fear of negative consequences.							
Strongly Agree/Agree	110 99.1%	29 100.0%	29 96.7%	35 100.0%	17 100.0%	90%	
Strongly Disagree/Disagree	1 0.9%	- -	1 3.3%	- -	- -	- -	

## Family Treatment Experience

### My child has a written safety/wellness/crisis plan. Q26D

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	104	26	29	34	15	-	
<b>My child has a written safety/wellness/crisis plan.</b>							
<b>Strongly Agree/Agree</b>	78 75.0%	14 53.8%	26 89.7%	24 70.6%	14 93.3%	90%	
<b>Strongly Disagree/Disagree</b>	26 25.0%	12 46.2%	3 10.3%	10 29.4%	1 6.7%	- -	

### Family Treatment Experience Literals Q26E

Q1- We never got a copy of the treatment plan. I'm not sure if my child has a safety/wellness/crisis plan.

Q3-I only feel comfortable asking questions about my child's treatment sometimes because the provider tries to sway me with what they recommend.

Q3-I'm not sure if ACRP has a plan like this but we don't have one at home.

Q4-I can't remember being offered/given a copy of the treatment plan.

### The people involved in my child's treatment talk to each other and with us...Q27

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	110	30	27	36	17	-	
<b>The people involved in my child's treatment talk to each ...</b>							
<b>Strongly Agree/Agree</b>	107 97.3%	28 93.3%	27 100.0%	35 97.2%	17 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	3 2.7%	2 6.7%	- -	1 2.8%	- -	- -	

### Family Providers Share Information Literal Q27A

Q2-Communication could be better.

Q3-They don't contact me.

### If meetings are held, I am always informed with enough advace notice....Q28

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	107	29	29	35	14	-	
<b>If meetings are held, I am always informed with enough ad...</b>							
<b>Strongly Agree/Agree</b>	107 100.0%	29 100.0%	29 100.0%	35 100.0%	14 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	-	-	-	-	-	-	



## Family Recovery Oriented Practices

### My child's provider talked to us about participating in community run..Q29A

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	112	29	30	36	17	-	
<b>My child's provider talked to us about participating in community run programs to help provide ongoing support.</b>							
<b>Strongly Agree/Agree</b>	<b>91 81.3%</b>	19 65.5%	28 93.3%	29 80.6%	15 88.2%	90%	
<b>Strongly Disagree/Disagree</b>	<b>21 18.8%</b>	10 34.5%	2 6.7%	7 19.4%	2 11.8%	- -	

### My child's treatment provider talks to us about ways to continue caring...Q29B

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	112	30	29	36	17	-	
<b>My child's treatment provider talks to us about ways to continue caring for my child's mental health.</b>							
<b>Strongly Agree/Agree</b>	<b>103 92.0%</b>	23 76.7%	29 100.0%	34 94.4%	17 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	<b>9 8.0%</b>	7 23.3%	- -	2 5.6%	- -	- -	

## Family Recovery Oriented Practices

### My child's provider asks me what goals I want to work on with my child. Q29C

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	113	30	30	36	17	-	
<b>My child's provider asks me what goals I want to work on with my child.</b>							
<b>Strongly Agree/Agree</b>	112 99.1%	30 100.0%	29 96.7%	36 100.0%	17 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	1 0.9%	- -	1 3.3%	- -	- -	- -	

### Staff are sensitive to my family's background, and how.....Q29D

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	107	25	29	36	17	-	
<b>Staff are sensitive to my family's background, and how we choose to live our lives.</b>							
<b>Strongly Agree/Agree</b>	105 98.1%	23 92.0%	29 100.0%	36 100.0%	17 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	2 1.9%	2 8.0%	- -	- -	- -	- -	

### Family Recovery Oriented Practices Literals Q29E

Q1-We never discussed community run programs.

Q1-They never ask how we live our lives.

## Family Outcomes

### My child deals more effectively with daily problems. Q30A

Counts Break % Respondents	2018//201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	97	25	29	32	11	-	
<b>My child deals more effectively with daily problems.</b>							
<b>Strongly Agree/Agree</b>	<b>89 91.8%</b>	22 88.0%	25 86.2%	32 100.0%	10 90.9%	90%	
<b>Strongly Disagree/Disagree</b>	<b>8 8.2%</b>	3 12.0%	4 13.8%	- -	1 9.1%	- -	

### My child's treatment is making a postive impact on how we relate as a family Q30B

Counts Break % Respondents	2018//201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	96	28	25	30	13	-	
<b>My child's treatment is making a positive impact on how we relate as a family</b>							
<b>Strongly Agree/Agree</b>	<b>95 99.0%</b>	27 96.4%	25 100.0%	30 100.0%	13 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	<b>1 1.0%</b>	1 3.6%	- -	- -	- -	- -	

### I feel my child's behavioral health is improving. Q30C

Counts Break % Respondents	2018//201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun		
Neutral responses reduce total	101	28	27	33	13	-	
<b>I feel my child's behavioral health is improving.</b>							
<b>Strongly Agree/Agree</b>	<b>90 89.1%</b>	27 96.4%	22 81.5%	28 84.8%	13 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	<b>11 10.9%</b>	1 3.6%	5 18.5%	5 15.2%	- -	- -	

## Family Outcomes Literals

### Family Outcomes Q30D

- Q1-Still at the beginning of treatment.
- Q1- My child hasn't had services since school let out.
- Q1-We are working on daily problems.
- Q1-Dealing with problems varies with my child. He has anger issues.
- Q2-It's not ACRP, it is my child's behavior.
- Q2-My child's behavior is difficult due to autism.
- Q2-She is getting worse with her behavior.
- Q2-My child needs more one on one that just isn't available.
- Q2-There is not too much of an difference. The behavior is regressing , but it is not ACRP's fault.
- Q3-We are working on progress.
- Q3-It's not improving.
- Q3-My chid is not doing any better with daily problems. His behavioral health has gotten worse.
- Q4-My child just started therapy.
- Q4-Just started treatment.
- Q4-Recently started services and currently working on these things.

## Family Satisfaction with Provider

### Family Satisfaction with Provider Q31

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
<b>I am satisfied with this provider.</b>					
Yes	110 97.3%	29 96.7%	29 96.7%	35 97.2%	17 100.0%
No	3 2.7%	1 3.3%	1 3.3%	1 2.8%	- -

### Family Satisfaction with Provider Literals Q31A

- Q1-Too short time.
- Q2-They have not provided my child with TSS services. The supervisor resigned and I have never heard from the new proper person regarding an action plan to resolve issue.
- Q3-My child has not opened up with the therapist.

## Family Provider Issues or Problems

### Family Provider Issues Q32

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
Have you had any issues or problems with this (provider)?					
Yes	7 6.2%	3 10.0%	2 6.7%	2 5.6%	- -
No	106 93.8%	27 90.0%	28 93.3%	34 94.4%	17 100.0%

### Family Type of Provider Issues Q33

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-M...	4th Quarter Apr-Jun
(N/A) responses reduce total	7	3	2	2	-
If you have had issues or problems with this provider, what were they?					
Lack of treatment planning and coordination	1 14.3%	- -	- -	1 50.0%	- -
Poor communication	4 57.1%	2 66.7%	1 50.0%	1 50.0%	- -
Frequent staff changes	- -	- -	- -	- -	- -
Services not provided when my child needs them	- -	- -	- -	- -	- -
Other	2 28.6%	1 33.3%	1 50.0%	- -	- -

### Family Type of Provider Issue Literals Q33A

Q1-Conflict between my child and therapist.

Q2-Lack of treatment planning and coordination, poor communication, services not provided when my child needs them.

## Family Provider Issues or Problems

### Family Provider Issue Resolutions Q34

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quart- er Oct-Dec	3rd Quarte- r Jan-Mar...	4th Quarter Apr-Jun
(N/A) repsonses reduce total	7	3	2	2	-
Were you able to resolve these issues with this provider?					
I resolved the problem with the program manager	1 14.3%	- -	1 50.0%	- -	- -
I filed a formal complaint	- -	- -	- -	- -	- -
I chose not to take any action	4 57.1%	3 100.0%	1 50.0%	- -	- -
Other	2 28.6%	- -	- -	2 100.0%	- -

### Family Satisfaction with Complaint Outcome Q35

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quart- er Oct-Dec	3rd Quart- er Jan-M...	4th Quarte- r Apr-Jun
(N/A) responses reduce total	-	-	-	-	-
If you filed a formal complaint with this provider, were you satisfied with the outcome?					
Yes	- -	- -	- -	- -	- -
No	- -	- -	- -	- -	- -

## Family Provider Issues or Problems

### Family Lack of Action Q36

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quart- er Oct-Dec	3rd Quart- er Jan-M...	4th Quarte- r Apr-Jun
(N/A) responses reduce total	4	3	1	-	-
If you chose to not take any action, why?					
The problem was not that serious	1 25.0%	1 33.3%	-	-	-
I was concerned with how the provider would react	-	-	-	-	-
I didn't know how to file a formal complaint	1 25.0%	-	1 100.0%	-	-
Other	2 50.0%	2 66.7%	-	-	-

### Family Lack of Action Literals Q36A

Q1-I spoke with them.

Q1-Talked with the BSC.

## Family Department of Public Welfare Questions

### Family Treatment Impact on Quality of Life Q37

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
What effect has the treatment your child received had on the quality of your child's life?					
Much better	40 35.4%	6 20.0%	14 46.7%	15 41.7%	5 29.4%
A little better	59 52.2%	22 73.3%	14 46.7%	13 36.1%	10 58.8%
About the same	13 11.5%	2 6.7%	2 6.7%	7 19.4%	2 11.8%
A little worse	1 0.9%	-	-	1 2.8%	-
Much worse	-	-	-	-	-

## Family Department of Public Welfare Questions

### Family Opportunity to Make Treatment Decisions Q38

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
<b>Were you and your child given the chance to make treatment decisions?</b>					
Yes	108 95.6%	27 90.0%	29 96.7%	35 97.2%	17 100.0%
No	3 2.7%	2 6.7%	- -	1 2.8%	- -
Sometimes	2 1.8%	1 3.3%	1 3.3%	- -	- -

### Family Ability to Receive Needed Care Q39

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
<b>In the last twelve months did you have problems getting your child the help they needed?</b>					
Yes	3 2.7%	1 3.3%	- -	2 5.6%	- -
No	103 91.2%	27 90.0%	28 93.3%	33 91.7%	15 88.2%
Sometimes	7 6.2%	2 6.7%	2 6.7%	1 2.8%	2 11.8%



## Family Department of Public Welfare Questions

### Family Reason for not Getting Help Q40

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
(N/A) responses reduce total	6	1	1	3	1
If you weren't able to get behavioral health help for your child in the last twelve months, what stopped you?					
Money issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	1 16.7%	-	-	1 33.3%	-
Child care issues	-	-	-	-	-
Long waiting list	1 16.7%	1 100.0%	-	-	-
Didn't know where to get help	1 16.7%	-	-	1 33.3%	-
Services denied	-	-	-	-	-
Process was overwhelming	-	-	-	-	-
Process was too confusing	-	-	-	-	-
Other	3 50.0%	-	1 100.0%	1 33.3%	1 100.0%

### Family Reason for Not Getting Help Q40A

- \_\_\_\_ Q2-TSS shortage.
- \_\_\_\_ Q3-Delay of service.
- \_\_\_\_ Q4-Long waiting list and no openings anywhere because he has two insurances.

## Family Needed Services/Release Forms

### Family Services Needed But Not Getting Q41

Q1-Grief counseling
Q1-Psychiatrist
Q1-I think she needs tested for autism.
Q1-Re-evaluation of TSS hours for the new school year.
Q1-BHRS
Q1-BHRS
Q2-TSS
Q2-TSS
Q2-TSS
Q2-TSS
Q2-TSS
Q3-Out of home placement
Q3-TSS
Q3-TSS
Q3-Personal behavioral health aide, to help with bus to and from school and help with bathroom time..
Q3-TSS
Q4-Socialization skills

### Family Release Forms to Coordinate Care Q42

Counts Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
<b>Did your child's behavioral health provider ask you to sign a release of information to coordinate with your child's Primary Care Physician (PCP)?</b>					
<b>Yes</b>	108	25	30	36	17
<b>No</b>	-	-	-	-	-
<b>Don't know</b>	5	5	-	-	-
<b>No family doctor or pediatrician</b>	-	-	-	-	-

## Family Discharged Due to Lack of Following Treatment Plan

### Family Discharge Due to Lack of Following Treatment Plan Q43

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
Has your child ever been discharged in the past because they did not follow the treatment plan or make progress in treatment?					
Yes	-	-	-	-	-
No	113 100.0%	30 100.0%	30 100.0%	36 100.0%	17 100.0%

## Family Behavioral Health Medications

### Family Medications Q44

Counts Break % Respondents	2017/2018 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
Is your child taking behavioral health medications?					
Yes	81 71.7%	14 46.7%	26 86.7%	27 75.0%	14 82.4%
No	32 28.3%	16 53.3%	4 13.3%	9 25.0%	3 17.6%
Declined to answer	-	-	-	-	-

### Family Difficulty in Obtaining Medications Q45

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
(N/A) responses reduce total					
	81	14	26	27	14
Are you experiencing any problems in getting behavioral health medications that work for your child?					
Yes	8 9.9%	1 7.1%	2 7.7%	4 14.8%	1 7.1%
No	73 90.1%	13 92.9%	24 92.3%	23 85.2%	13 92.9%

- Q1-Need authorizations on her medicine.
- Q2-Did have an issue with Johnstown pharmacy not mailing on time for ACRP. Now we use Meyersdale pharmacy, it's better.
- Q2-Insurance doesn't want to pay for new medicine.
- Q3-Paying out of pocket for meds that aren't covered
- Q3-Due to a lost prescription, my meds were 2 weeks early and the pharmacy didn't want to fill them.
- Q3-Trying to find the right meds.
- Q3-Occasionally we have problems with the insurance.
- Q4-Having a hard time finding the right medicine for my child, he has an issue with not gaining weight.

## Family Wellness Recovery Action Plan (WRAP)

### Family Knowledge of Wellness Recovery Action Plan (WRAP) Q46

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quart- er Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
Do you know what a WRAP (Wellness Recovery Action Plan) is?					
Yes	66 58.4%	13 43.3%	18 60.0%	19 52.8%	16 94.1%
No	47 41.6%	17 56.7%	12 40.0%	17 47.2%	1 5.9%

### Families Who Have A Wellness Recovery Action Plan (WRAP) Q47

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	113	30	30	36	17
Do you have a WRAP (Wellness Recovery Action Plan) for your child/family?					
Yes	42 37.2%	8 26.7%	12 40.0%	15 41.7%	7 41.2%
No	71 62.8%	22 73.3%	18 60.0%	21 58.3%	10 58.8%

## Family Additional Compliments or Concerns

### Family Additional Compliments and Concerns

- Q1-They are wonderful with me. They have flexibility with cancellations. The staff is very respectful and nice.
- Q1-We love my child's therapist. She was supportive and got to know my child. She eased his anxiety and helped us find ways to manage his anger.
- Q1-Family based has been great! I would recommend it.
- Q1-It's been a team effort. They have been good.
- Q1-I'm thinking about taking my child somewhere else for services.
- Q1-They work wonderfully with us.
- Q2-All is good.
- Q2-MT is wonderful.
- Q2-They are remarkably well with her.
- Q2-Need my son to see a different type of doctor for a second opinion on his diagnosis.
- Q2-They could use better communication.
- Q2-The BSC has been wonderful helping me fight for my sons needs at school.
- Q2-ACRP does well with my son but I don't notice an overall positive change. He stays about the same.
- Q3-Home Nursing Agency is fantastic, They help immediately when needed.
- Q3-They have been doing a great job. I am very pleased!
- Q3-Provider makes sure everything stays positive.
- Q3-They're very helpful. We truly appreciate them.
- Q3-My child's BSC is wonderful.
- Q3-I like the BHRS services for my son. They are professional and courteous. I am always included in his treatment. It has been very helpful.
- Q4-I'm pleased so far.
- Q4-We've had a wonderful experience with ACRP. I have complete control of my child's treatment. Everybody involved is on the same page. I love it here.
- Q4-They've been helpful so far and understanding.
- Q4-They work with me here and I'm comfortable with them.

## Families Interested in Having Concerns Addressed

### Families Interested in Having Concerns Addressed Q49

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quart- er Oct-Dec	3rd Quart- er Jan-M...	4th Quarte- r Apr-Jun
(N/A) responses reduce total	7	3	2	2	-
<b>If you have shared problems about your provider or managed care company during this survey, are interested in having your concerns addressed immediately?</b>					
<b>Yes</b>	-	-	-	-	-
<b>No</b>	7 100.0%	3 100.0%	2 100.0%	2 100.0%	- -

## My provider has talked to me and my child about options to help us quit using tobacco/vaping products

**My provider has talked to me and my child about options to help us quit using tobacco and/vaping products Q50**

Counts Respondents	Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
Base	113	30	30	36	17
My provider has talked to me and my child about options t...					
Yes	12	-	2	10	-
No	16	-	7	7	2
Not applicable	85	30	21	19	15

Table	Title	Start page	End page
1	Family Survey Type Q4	49	49
2	Family County Q5	49	49
3	Family Zip Code Q6	50	50
4	Family Caregiver Gender Q7	51	51
5	Family Child's Gender Q8	51	51
6	Family Child's Age Q9	51	51
7	Family Caregivers Relationship to Child Q10	52	52
8	Family Child's Race Q11	52	52
9	Family Primary Service Q12	53	53
10	Family First Diagnosed Q13	53	53
11	Do you know how to find information on PerformCare (member handbook/web site) Q14A	54	54
12	I know how to contact PerformCare if I need assistance with my child's behavioral health issues. Q14B	54	54
13	I know where to find information about how to file a complaint with PerformCare If I need to. Q14C	54	54
14	I know where to find information about how to file a grievance with PerformCare.....Q14D	55	55
15	Family Satisfaction with PerformCare Literals Q14E	55	55
16	The people I spoke to at PerformCare were helpful. Q15	55	55
17	If applicable PerformCare attended my child's ISPT meeting. Q16A	56	56
18	If applicable PerformCare's participation in the ISPT meeting was helpful. Q16B	56	56
19	Family PerformCare's Complaint Process Q17	56	56
20	Family Satisfaction with Complaint Process Q18	57	57
21	Family PerformCare's Grievance Process Q19	57	57
22	Family Satisfaction with Grievance Process Q20	57	57
23	Famiy Treatment Provider Q21	58	58
24	Family Treatment Provider Literals Q21A	58	58
25	Family Treatment Service Q22	59	59
26	Family Treatment Service Literals Q22A	59	59
27	Family Duration of Provider Relationship Q23	60	60
28	Family Scheduling of First Appointment Q24	60	60
29	Services are available at times that are convenient. Q25A	61	61
30	Evaluation information is submitted on time so that services to my child are not interrupted. Q25B	61	61
31	I was given a choice of different agencies I can use for my child's service. Q25C	62	62
32	I feel my child has enough time with staff during most sessions. Q25D	62	62
33	These services meet my child's needs. Q25E	63	63
34	I have been given clear information on who to contact if my child needs immediate help between appointments. Q25F	63	63
35	Family Access to Service Literals Q25G	63	63
36	I feel comfortable asking questions about my child's treatment. Q26A	64	64
37	I was offered a copy of my child's treatment plan. Q26B	64	64
38	I feel free to complain about services my child gets from the treatment agency.... Q26C	64	64
39	My child has a written safety/wellness/crisis plan. Q26D	65	65
40	Family Treatment Experience Literals Q26E	65	65
41	The people involved in my child's treatment talk to each other and with us...Q27	65	65
42	Family Providers Share Information Literal Q27A	65	65
43	If meetings are held, I am always informed with enough advace notice....Q28	65	65
44	My child's provider talked to us about participating in community run..Q29A	66	66
45	My child's treatment provider talks to us about ways to continue caring...Q29B	66	66
46	My child's provider asks me what goals I want to work on with my child. Q29C	67	67
47	Staff are sensitive to my family's background, and how.....Q29D	67	67
48	Family Recovery Oriented Practices Literals Q29E	67	67
49	My child deals more effectively with daily problems. Q30A	68	68
50	My child's treatment is making a postive impact on how we relate as a family Q30B	68	68
51	I feel my child's behavioral health is improving. Q30C	68	68

Table	Title	Start page	End page
52	Family Outcomes Q30D	69	69
53	Family Satisfaction with Provider Q31	69	69
54	Family Satisfaction with Provider Literals Q31A	69	69
55	Family Provider Issues Q32	70	70
56	Family Type of Provider Issues Q33	70	70
57	Family Type of Provider Issue Literals Q33A	70	70
58	Family Provider Issue Resolutions Q34	71	71
59	Family Satisfaction with Complaint Outcome Q35	71	71
60	Family Lack of Action Q36	72	72
61	Family Lack of Action Literals Q36A	72	72
62	Family Treatment Impact on Quality of Life Q37	72	72
63	Famiy Opportunity to Make Treatment Decisions Q38	73	73
64	Family Ability to Receive Needed Care Q39	73	73
65	Family Reason for not Getting Help Q40	74	74
66	Family Reason for Not Getting Help Q40A	74	74
67	Family Services Needed But Not Getting Q41	75	75
68	Family Release Forms to Coordinate Care Q42	75	75
69	Family Discharge Due to Lack of Following Treatment Plan Q43	76	76
70	Family Medications Q44	76	76
71	Family Difficulty in Obtaining Medications Q45	76	76
72	Family Difficultly in Obtaining Behavioral Health Medications Q45A	76	77
73	Family Knowledge of Wellness Recovery Action Plan (WRAP) Q46	77	77
74	Families Who Have A Wellness Recovery Action Plan (WRAP) Q47	77	77
75	Family Additional Compliments and Concerns	78	78
76	Families Interested in Having Concerns Addressed Q49	78	78
77	My provider has talked to me and my child about options to help us quit using tobacco and/vaping products Q50	79	79



## Youth Survey Findings

### Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 22 youth surveys completed during the 4th Quarter of Fiscal Year 18/19 for the period from April to June 2019.

### Survey Results

Variations in sample characteristics between quarters is represented so that the reader may infer what influences, if any, these variations may have had on member response ratings for the quarter.

#### 4th Quarter Youth Sample Characteristics versus 3rd Quarter Comparison:

1. Slightly lower percentage of face to face - 18% (4 of 22) versus 20% (4 of 20).
2. Higher ratio of male treatment recipients – 46% (10 of 22) versus 40% (8 of 20).
3. Lower percentage of youth, members age 14-15 – 73% (16 of 22) versus 80% (16 of 20).
4. Lower percentage of youth members receiving BHRS – 5% (1 of 22) versus 20 % (4 of 20).
5. Lower ratio of youths receiving treatment from same provider four (4) years or longer – 9% (2 of 22) versus 60% (12 of 20).

### Findings Overview

1. Youth survey results with PerformCare increased slightly in the 4th Quarter with “yes” responses being 50% to 77% for youth members (Age 14 to 20) *knowing how to contact PerformCare if they needed assistance with their behavioral health issues, knowing how to find information on PerformCare and knowing how to file a complaint or grievance*. This compares to 40% to 65% in the 3rd Quarter.

100% (5 of 5, excluding 12 “not applicable”) youths that did have the occasion to speak with people at PerformCare during the 4th Quarter indicated the people they spoke to were helpful. This was consistent with 100% (8 of 8) in the 3rd Quarter.

0% (0 of 22) youths reported using the PerformCare’s complaint process during the 4th Quarter compared to 0% (0 of 20) during the 3rd Quarter.

4.5% (1 of 22) youths reported using the PerformCare’s grievance process during the 4th Quarter compared to 0% (0 of 20) during the 3th Quarter and that youth was satisfied with the process.

2. Youths surveyed on *Access to provider treatment services* rated all five indicators 83% to 100%. This covers *meeting at convenient times, having enough provider time, services meeting their needs, being given clear information on who to contact if they need immediate help between sessions and the first appointment being scheduled in a timely manner*.

3. Youths surveyed on *Treatment Experiences* rated all five indicators at 77% to 100%. These questions include *feeling comfortable asking questions, feeling welcomed by provider, having a written safety/wellness/crisis plan, receiving all the services they need, feeling welcomed by providers and knowing how to file a complaint, if they need to*.

4. Youths interviewed this quarter also continue to show good results with *Provider Recovery Orientation* satisfaction scores of 73% to 100% in all six indicators. “*Staff talked to me about participating in community run programs to help provide ongoing support*” was 91% (20 of 22, including 4 “sometimes”) compared to 85% (17 of 20, including 2 “sometimes” responses) in the 3rd Quarter.

5. Youth perception of *Treatment Outcomes* improved this quarter. All four indicators were 79% to 100%. These questions include *managing strong feelings better, making better choices, not getting into trouble as often and believing that treatment is working.*

6. It is also worth noting that 100% (22 of 22) of youths reported being satisfied with their provider compared to 100% (20 of 20) in the 3rd Quarter.

7. 96% (21 of 22) youths reported taking behavioral health medications and just 5% (1 of 21) had any problems in getting the medications that work them.

8. 0% (0 of 22) of youths reported having any issues or problems with their provider compared to 10% (2 of 20) in the 3th Quarter.

#### **Youth – Member Request for Assistance**

Upon completing the survey, 0% (0 of 22) youth members surveyed expressed interest in having a concern or issue they shared during the interview referred for immediate handling by BHSSBC.

#### **Recommendations Overview**

1. Overall, it appears progress has been made regarding youth perceptions of their treatment access, treatment experiences, and provider recovery-oriented practices. It is recognized that these perceptions are highly subjective and can also be tied to variations in sample characteristics. Improvements should be recognized and supported.

2. Youth respondents routinely report a lower incidence of provider issues and problems compared to adult and family respondents. More analysis is needed to determine if this is just a characteristic of this group. More analysis of sample characteristics, provider usage, and particularly service level should take place to evaluate the fluctuations that occur quarter to quarter.

#### **Quality Audits**

Periodically, random quality audits are performed which has the dual purpose of obtaining member feedback regarding the survey process plus confirming the integrity of the survey.

During the 4th Quarter, 8 youth quality audits were performed. 75% (6 of 8) of youths felt the length of the survey and number of questions were satisfactory. 25% (2 of 8) felt the survey was too long.

Overall, 100% (8 of 8) of youths were satisfied with the survey process and 75% (6 of 8) youth felt ok or good about being contacted. 25% (2 of 8) youths did not feel good about being contacted.

## Youth Demographics

### Youth Type of Survey Q4

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
What type of survey is it?					
Phone	68 77.3%	21 75.0%	13 72.2%	16 80.0%	18 81.8%
Face to Face	20 22.7%	7 25.0%	5 27.8%	4 20.0%	4 18.2%

### Youth County Q5

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
What county does the member live in?					
Somerset	49 55.7%	13 46.4%	14 77.8%	10 50.0%	12 54.5%
Bedford	39 44.3%	15 53.6%	4 22.2%	10 50.0%	10 45.5%

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
<b>What is your zip code?</b>					
15522 Bedford	10 11.4%	5 17.9%	1 5.6%	- -	4 18.2%
15537 Everett	4 4.5%	- -	1 5.6%	3 15.0%	- -
16678 Saxton	7 8.0%	2 7.1%	- -	4 20.0%	1 4.5%
16650 Hopewell	2 2.3%	- -	1 5.6%	- -	1 4.5%
15521 Alum Bank	1 1.1%	1 3.6%	- -	- -	- -
15545 Hyndman	4 4.5%	2 7.1%	- -	- -	2 9.1%
15550 Manns Choice	4 4.5%	3 10.7%	- -	1 5.0%	- -
16655 Imler	3 3.4%	- -	- -	1 5.0%	2 9.1%
15535 Clearville	3 3.4%	2 7.1%	- -	1 5.0%	- -
15963 Windber	4 4.5%	- -	2 11.1%	- -	2 9.1%
15552 Meyersdale	2 2.3%	- -	1 5.6%	1 5.0%	- -
15530 Berlin	4 4.5%	- -	- -	4 20.0%	- -
15531 Boswell	4 4.5%	2 7.1%	- -	- -	2 9.1%
15557 Rockwood	8 9.1%	2 7.1%	- -	- -	6 27.3%
15563 Stoystown	2 2.3%	2 7.1%	- -	- -	- -
15541 Friedens	2 2.3%	2 7.1%	- -	- -	- -
15926 Central City	4 4.5%	- -	- -	2 10.0%	2 9.1%
15936 Hooversville	2 2.3%	1 3.6%	1 5.6%	- -	- -
15551 Markleton	3 3.4%	- -	- -	3 15.0%	- -
15928 Davidsville	3 3.4%	3 10.7%	- -	- -	- -
15501 Somerset	11 12.5%	1 3.6%	10 55.6%	- -	- -
other	1 1.1%	- -	1 5.6%	- -	- -

**Youth Zip Code Literals Q6A**

Q2-16672 Riddlesburg

## Youth Demographics

### Youth Gender Q7

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
<b>What is your gender?</b>					
<b>Male</b>	<b>35</b> 39.8%	9 32.1%	8 44.4%	8 40.0%	10 45.5%
<b>Female</b>	<b>53</b> 60.2%	19 67.9%	10 55.6%	12 60.0%	12 54.5%

### Youth Age Q8

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
<b>How old are you?</b>					
<b>14-15 years</b>	<b>50</b> 56.8%	13 46.4%	5 27.8%	16 80.0%	16 72.7%
<b>16-17 years</b>	<b>19</b> 21.6%	12 42.9%	4 22.2%	1 5.0%	2 9.1%
<b>18-20 years</b>	<b>12</b> 13.6%	1 3.6%	4 22.2%	3 15.0%	4 18.2%
<b>over 20 years</b>	<b>7</b> 8.0%	2 7.1%	5 27.8%	- -	- -

## Youth Demographics

### Youth Race Q9

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
What do you consider your race to be?					
Caucasian	88 100.0%	28 100.0%	18 100.0%	20 100.0%	22 100.0%

### Youth Race Literals Q9A

### Youth Primary Service Q10

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
Are you receiving services primarily for:					
Mental Health	87 98.9%	27 96.4%	18 100.0%	20 100.0%	22 100.0%
Drug and Alcohol Services	1 1.1%	1 3.6%	- -	- -	- -

## Youth Satisfaction with PerformCare

### Do you know how to find information on PerformCare (member handbook/web site) Q11A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-March	4th Q Apr-Jun	
	88	28	18	20	22	-
<b>Do you know how to find information on PerformCare (member hand book/web site).</b>						
Yes	53 60.2%	17 60.7%	14 77.8%	8 40.0%	14 63.6%	90%
No	35 39.8%	11 39.3%	4 22.2%	12 60.0%	8 36.4%	- -

### I know how to contact PerformCare if I need assistance with my behavioral health issues. Q11B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun	
	88	28	18	20	22	-
<b>I know how to contact PerformCare if I need assistance with my behavioral health issues.</b>						
Yes	66 75.0%	23 82.1%	15 83.3%	11 55.0%	17 77.3%	90%
No	22 25.0%	5 17.9%	3 16.7%	9 45.0%	5 22.7%	- -

### I know where to find information about how to file a complaint with PerformCare if I need to. Q11C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun	
	88	28	18	20	22	-
<b>I know where to find information about how to file a complaint with PerformCare if I need to.</b>						
Yes	59 67.0%	21 75.0%	14 77.8%	13 65.0%	11 50.0%	90%
No	29 33.0%	7 25.0%	4 22.2%	7 35.0%	11 50.0%	- -

## Youth Satisfaction with PerformCare

### I know where to find information about how to file a grievance with PerformCare if I need to Q11D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun	
	88	28	18	20	22	-
<b>I know where to find information about how to file a grievance with PerformCare if I need to.</b>						
<b>Yes</b>	<b>59 67.0%</b>	21 75.0%	13 72.2%	10 50.0%	15 68.2%	90%
<b>No</b>	<b>29 33.0%</b>	7 25.0%	5 27.8%	10 50.0%	7 31.8%	- -

### Youth Satisfaction with PerformCare Literals Q11E

- Q1-I never thought I had to know.
- Q1-My dad takes care of this.
- Q1-My mom deals with this.
- Q1-I have never heard of PerformCare.
- Q1-My mom takes care of this.
- Q1-My dad does these things for me.
- Q2-I don't know much about the website.
- Q2-I have never really dealt with PerformCare.
- Q2-I'm not familiar with PerformCare.
- Q3-This is the first time I have heard of PerformCare.
- Q3- If I have questions I just ask his BSC or TSS.
- Q3-I was not aware.
- Q3-I was never told about PerformCare or don't remember.
- Q3-I am not familiar with PerformCare.
- Q4-I am not familiar with PerformCare.

### The people I spoke to at PerformCare were helpful. Q12

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun	
<b>(N/A) responses reduce total</b>	31	9	9	8	5	-
<b>The people I spoke to at PerformCare were helpful.</b>						
<b>Yes</b>	<b>31 100.0%</b>	9 100.0%	9 100.0%	8 100.0%	5 100.0%	90%
<b>No</b>	-	-	-	-	-	-



## Youth PerformCare's Complaint Process

### Youth PerformCare's Complaint Process Q13

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
Have you used PerformCare's complaint process?(Complaint-...					
Yes	5 5.7%	- -	5 27.8%	- -	- -
No	83 94.3%	28 100.0%	13 72.2%	20 100.0%	22 100.0%

### Youth Satisfaction with Complaint Process Q14

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
(N/A) responses reduce total	5	-	5	-	-
If you used PerformCare's complaint process, were you satisfied with the process?					
Yes	3 60.0%	- -	3 60.0%	- -	- -
No	2 40.0%	- -	2 40.0%	- -	- -

### Youth Satisfaction with PerformCare's Complaint Process Literals Q14A

Q2-It took a long time with CBHNP, it improved with PerformCare, didn't know his name.

## Youth PerformCare's Grievance Process

### Youth PerformCare's Grievance Process Q15

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
Have you used PerformCare's grievance process? (Grievance...					
Yes	3 3.4%	- -	2 11.1%	- -	1 4.5%
No	85 96.6%	28 100.0%	16 88.9%	20 100.0%	21 95.5%

### Youth Satisfaction with PerformCare's Grievance Process Q16

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
(N/A) responses reduce total	3	-	2	-	1
If you used PerformCare's grievance process, were you satisfied with the process?					
Yes	1 33.3%	- -	- -	- -	1 100.0%
No	2 66.7%	- -	2 100.0%	- -	- -

### Youth Satisfaction with PerformCare's Grievance Process Literals Q16A

Q2-Same outcome as complaint.

## Youth Treatment Provider Service Level Analysis

### Youth Treatment Provider Q17

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
What is the name of your treatment provider?					
ACRP	9 10.2%	3 10.7%	3 16.7%	1 5.0%	2 9.1%
Bedford DBHS (MH/MR)	20 22.7%	8 28.6%	3 16.7%	5 25.0%	4 18.2%
CBH (Children's Behavioral Health)	4 4.5%	1 3.6%	1 5.6%	2 10.0%	- -
Family Behavioral Resources	6 6.8%	1 3.6%	2 11.1%	3 15.0%	- -
Nulton Diagnostic and Treatment Center	26 29.5%	8 28.6%	6 33.3%	3 15.0%	9 40.9%
Pediatric Care Specialists	1 1.1%	- -	- -	- -	1 4.5%
Somerset DBHS (MH/MR)	10 11.4%	4 14.3%	2 11.1%	1 5.0%	3 13.6%
Twin Lakes	1 1.1%	1 3.6%	- -	- -	- -
YAP (Youth Advocate Program)	3 3.4%	- -	- -	2 10.0%	1 4.5%
Mary Berge and Associates (Johnstown)	2 2.3%	- -	- -	- -	2 9.1%
Other	6 6.8%	2 7.1%	1 5.6%	3 15.0%	- -

### Youth Treatment Provider Literals Q17A

- Q1-Cen-Clear Child Services
- Q1-Conemaugh Counseling
- Q2-Individual and Family Solutions
- Q3-Huntington Counselling and Psychiatric Services.
- Q3-Huntington Counselling and Psychiatric Services.
- Q3-Merck Clinic for Autism Pittsburgh

## Youth Treatment Provider Service Level Analysis

### Youth Treatment Service Q18

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
<b>What services are receiving from this provider?</b>					
<b>BHRS (Wrap around, TSS, MT, BSC)</b>	7 8.0%	1 3.6%	1 5.6%	4 20.0%	1 4.5%
<b>Family Based Mental Health Services</b>	1 1.1%	- -	- -	- -	1 4.5%
<b>Functional Family Therapy (FFT)</b>	1 1.1%	- -	- -	- -	1 4.5%
<b>Medication/Psychiatric</b>	34 38.6%	11 39.3%	7 38.9%	8 40.0%	8 36.4%
<b>MH Blended Case Management (ICM/RC)</b>	7 8.0%	4 14.3%	- -	1 5.0%	2 9.1%
<b>Outpatient Therapy/Counseling (individual or group)</b>	32 36.4%	10 35.7%	8 44.4%	5 25.0%	9 40.9%
<b>SA Inpatient</b>	1 1.1%	1 3.6%	- -	- -	- -
<b>Telepsychiatry</b>	3 3.4%	1 3.6%	1 5.6%	1 5.0%	- -
<b>Other</b>	2 2.3%	- -	1 5.6%	1 5.0%	- -

### Youth Treatment Service Literals Q18A

Q2-Trauma Therapy

Q3-School Based Therapeutic Services

## Youth Treatment Provider Service Level Analysis

### Release of information to coordinate with Primary Care Physician Q19

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun	
<b>Base</b>	88	28	18	20	22	-
<b>Did your behavioral health provider ask you to sign a rel...</b>						
Yes	70 79.5%	26 92.9%	16 88.9%	14 70.0%	14 63.6%	90%
No	18 20.5%	2 7.1%	2 11.1%	6 30.0%	8 36.4%	- -

### Youth Choice Q20

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
<b>Did you choose to go to this provider?</b>					
Yes	75 85.2%	27 96.4%	17 94.4%	15 75.0%	16 72.7%
No	13 14.8%	1 3.6%	1 5.6%	5 25.0%	6 27.3%

### Youth Choice Literals Q20A

- Q1-I've been in the program since birth.
- Q2-My parents chose when I was five.
- Q3-My parents chose for me.
- Q3-My parents chose.
- Q3-My dad chose.
- Q3-My dad chose for me.
- Q4It kind of just happened.
- Q4-My mom chose.
- Q4-My parents chose.

## Youth Treatment Provider Service Level Analysis

### Youth Duration of Provider Relationship Q21

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
How long have you currently been receiving services from this provider?					
Less than 6 months	14 15.9%	2 7.1%	1 5.6%	4 20.0%	7 31.8%
6-11 months	11 12.5%	2 7.1%	- -	2 10.0%	7 31.8%
1 to 2 years	19 21.6%	9 32.1%	6 33.3%	2 10.0%	2 9.1%
2 to 4 years	16 18.2%	9 32.1%	3 16.7%	- -	4 18.2%
4 + years	28 31.8%	6 21.4%	8 44.4%	12 60.0%	2 9.1%

### Youth Who Recommend Provider Agency Q22

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
Would you recommend this agency to a friend or family member?					
Yes	86 97.7%	28 100.0%	16 88.9%	20 100.0%	22 100.0%
No	2 2.3%	- -	2 11.1%	- -	- -

### Youth's who Recommended Provider Agency Literals Q22A

Q2-It is very limited as far as doctors go for prescribing medication.

## Youth Access to Services

### We meet at times that are convenient for me Q23A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun		
Neutral responses reduce total	81	26	16	20	19	-	
<b>We meet at times that are convenient for me</b>							
<b>Strongly Agree/Agree</b>	<b>80 98.8%</b>	26 100.0%	16 100.0%	19 95.0%	19 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	<b>1 1.2%</b>	- -	- -	1 5.0%	- -	- -	

### I am satisfied with the amount of time I get with my provider...Q23B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun		
Neutral responses reduce total	86	28	16	20	22	-	
<b>I am satisfied with the amount of time I get with my provider during most sessions.</b>							
<b>Strongly Agree/Agree</b>	<b>85 98.8%</b>	28 100.0%	16 100.0%	19 95.0%	22 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	<b>1 1.2%</b>	- -	- -	1 5.0%	- -	- -	

### These services meet my needs. Q23C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun		
Neutral responses reduce total	86	28	16	20	22	-	
<b>These services meet my needs.</b>							
<b>Strongly Agree/Agree</b>	<b>86 100.0%</b>	28 100.0%	16 100.0%	20 100.0%	22 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	<b>- -</b>	- -	- -	- -	- -	- -	

## Youth Access to Services

### I have been given clear information on who to contact....Q23D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun		
Neutral responses reduce total	79	26	18	17	18	-	
I have been given clear information on who to contact if I need immediate help between sessions.							
Strongly Agree/Agree	76 96.2%	26 100.0%	18 100.0%	17 100.0%	15 83.3%	90%	
Strongly Disagree/Disagree	3 3.8%	- -	- -	- -	3 16.7%	- -	

### Do you feel your provider scheduled your first appointment....Q23E

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun		
Neutral responses reduce total	88	28	18	20	22	-	
Do you feel your provider scheduled your first appointment to occur within a reasonable amount of time?							
Strongly Agree/Agree	87 98.9%	28 100.0%	18 100.0%	19 95.0%	22 100.0%	90%	
Strongly Disagree/Disagree	1 1.1%	- -	- -	1 5.0%	- -	- -	

### Youth Access to Service Q23F

- Q1-They never really told me.
- Q1-It is a long wait.
- Q1-There are time slots.
- Q2-Sometimes I am busy with school or appointments.
- Q2-The appointments with the doctor are short and quick. It can be hard to find the right doctor.
- Q3-It took a long time to get in with the psychiatrist.
- Q3-When we were receiving services there was a large turn over of staff.
- Q3-They gave the crisis number to my parent, they can give it to me.
- Q3-The times interfere with school sometimes. They only give me fifteen minutes with the doctor.
- Q4-Times kind of interfered with school.
- Q4-I haven't talked about getting help between sessions.
- Q4-I have transportation issues.
- Q4-They never talked with me about contacting between sessions.



## Youth Treatment Experiences

### I feel comfortable asking questions about my treatment. Q24A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun	
Neutral responses reduce total	86	28	18	20	20	-
I feel comfortable asking questions about my treatment.						
Strongly Agree/Agree	86 100.0%	28 100.0%	18 100.0%	20 100.0%	20 100.0%	90%
Strongly Disagree/Disagree	- -	- -	- -	- -	- -	- -

### I feel welcomed by my treatment provider and they are glad to work with me. Q24B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun	
Neutral responses reduce total	88	28	18	20	22	-
I feel welcomed by my treatment provider and they are glad to work with me.						
Strongly Agree/Agree	88 100.0%	28 100.0%	18 100.0%	20 100.0%	22 100.0%	90%
Strongly Disagree/Disagree	- -	- -	- -	- -	- -	- -

### I have a written safety/wellness/crisis plan. Q24C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun	
Neutral responses reduce total	80	23	17	19	21	-
I have a written safety/wellness/crisis plan.						
Strongly Agree/Agree	73 91.3%	21 91.3%	17 100.0%	18 94.7%	17 81.0%	90%
Strongly Disagree/Disagree	7 8.8%	2 8.7%	- -	1 5.3%	4 19.0%	- -

## Youth Treatment Experiences

### I am receiving all the services that I need. Q24D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun		
Neutral responses reduce total	85	28	16	20	21	-	
<b>I am receiving all the services that I need.</b>							
<b>Strongly Agree/Agree</b>	83 97.6%	28 100.0%	16 100.0%	18 90.0%	21 100.0%	90%	
<b>Strongly Disagree/Disagree</b>	2 2.4%	- -	- -	2 10.0%	- -	- -	

### I know how to make a complaint about my provider if I need to. Q24E

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun		
Neutral responses reduce total	83	26	16	19	22	-	
<b>I know how to make a complaint about my provider if I need to.</b>							
<b>Strongly Agree/Agree</b>	75 90.4%	24 92.3%	16 100.0%	18 94.7%	17 77.3%	90%	
<b>Strongly Disagree/Disagree</b>	8 9.6%	2 7.7%	- -	1 5.3%	5 22.7%	- -	

### Youth Treatment Experience Literals Q24F

- \_\_\_\_\_  
Q1-I was never told how to make a complaint.
- \_\_\_\_\_  
Q1-I do not have one of these.
- \_\_\_\_\_  
Q1-I am not sure if I have a safety, wellness or crisis plan.
- \_\_\_\_\_  
Q1-I don't know how to file a complaint, but my mom does.
- \_\_\_\_\_  
Q2-My mom usually deals with this.
- \_\_\_\_\_  
Q2-Things are limited.
- \_\_\_\_\_  
Q3- The insurance does not cover everything we need.
- \_\_\_\_\_  
Q3-The last psychiatrist I saw was not understanding or realistic.
- \_\_\_\_\_  
Q3- I am not currently receiving services.
- \_\_\_\_\_  
Q4-CYS thought I could use more counseling.
- \_\_\_\_\_  
Q4-I don't know how to make a complaint.
- \_\_\_\_\_  
Q4-I was never told how to make a complaint.

## Youth Treatment Experiences

### I am included in meetings about my treatment Q25

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun		
(N/A) responses reduce total	83	24	17	20	22	-	
I am included in meetings about my treatment.							
Strongly Agree/Agree	83 100.0%	24 100.0%	17 100.0%	20 100.0%	22 100.0%	- -	
Strongly Disagree/Disagree	- -	- -	- -	- -	- -	- -	

## Youth Recovery Oriented Practices

### Staff are sensitive to my family's background...Q26A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun		
Neutral responses reduce total	88	28	18	20	22	-	
Staff are sensitive to my family's background, and how we choose to live our lives.							
Always/Almost Always/Often	83 94.3%	28 100.0%	18 100.0%	18 90.0%	19 86.4%	90%	
Sometimes	3 3.4%	- -	- -	- -	3 13.6%	- -	
Rarely/Never	2 2.3%	- -	- -	2 10.0%	- -	- -	

### I am asked what goals I want to work on and they are included...Q26B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun		
Neutral responses reduce total	88	28	18	20	22	-	
I am asked what goals I want to work on and they are included in my treatment plan.							
Always/Almost Always/Often	85 96.6%	28 100.0%	18 100.0%	20 100.0%	19 86.4%	90%	
Sometimes	3 3.4%	- -	- -	- -	3 13.6%	- -	
Rarely/Never	- -	- -	- -	- -	- -	- -	

## Youth Recovery Oriented Practices

### Staff focus on my strengths, not what I don't do very well. Q26C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun	
Neutral responses reduce total	88	28	18	20	22	-
<b>Staff focus on my strengths, not what I don't do very well.</b>						
Always/Almost Always/Often	88 100.0%	28 100.0%	18 100.0%	20 100.0%	22 100.0%	90%
Sometimes	-	-	-	-	-	-
Rarely/Never	-	-	-	-	-	-

### Staff help me to understand more about issues that impact.....Q26D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun	
Neutral responses reduce total	88	28	18	20	22	-
<b>Staff help me to understand more about issues that impact my mental health</b>						
Always/Almost Always/Often	88 100.0%	28 100.0%	18 100.0%	20 100.0%	22 100.0%	90%
Sometimes	-	-	-	-	-	-
Rarely/Never	-	-	-	-	-	-

### Staff see me as an equal partner in my treatment program. (ROSI) Q26E

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun	
Neutral responses reduce total	88	28	18	20	22	-
<b>Staff see me as an equal partner in my treatment program (ROSI)</b>						
Always/Almost Always/Often	88 100.0%	28 100.0%	18 100.0%	20 100.0%	22 100.0%	90%
Sometimes	-	-	-	-	-	-
Rarely/Never	-	-	-	-	-	-

## Youth Recovery Oriented Practices

### Staff talked to me about participating in community run programs...Q26F

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun	
Base	88	28	18	20	22	-
Staff talked to me about participating in community run programs to help provide ongoing support.						
Always/Almost Always/Often	72 81.8%	24 85.7%	17 94.4%	15 75.0%	16 72.7%	90%
Sometimes	10 11.4%	4 14.3%	- -	2 10.0%	4 18.2%	- -
Rarely/Never	6 6.8%	- -	1 5.6%	3 15.0%	2 9.1%	- -

### Youth Recovery Oriented Practices Literals Q26G

Q1-They did not mention much.

Q1-They may have sent something like this in the mail.

Q2-They have never mentioned community run programs.

Q3-Child is not able to participate.

Q4-ACRP thought the services being offered were not occurring often enough, so CYS stepped in.

## Youth Outcomes

### I manage strong feelings better. Q27A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun	
Neutral responses reduce total	75	26	14	17	18	-
I manage strong feelings better. (anger, fear, etc)						
Strongly Agree/Agree	70 93.3%	23 88.5%	14 100.0%	17 100.0%	16 88.9%	90%
Strongly Disagree/Disagree	5 6.7%	3 11.5%	- -	- -	2 11.1%	- -

### I make better choices about how to deal with day to day life. Q27B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun	
Neutral responses reduce total	84	28	16	19	21	-
I make better choices about how to deal with day to day life.						
Strongly Agree/Agree	83 98.8%	28 100.0%	15 93.8%	19 100.0%	21 100.0%	90%
Strongly Disagree/Disagree	1 1.2%	- -	1 6.3%	- -	- -	- -

## Youth Outcomes

### I don't get in trouble as often. Q27C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun		
Neutral responses reduce total	79	23	18	19	19	-	
<b>I don't get in trouble as often.</b>							
<b>Strongly Agree/Agree</b>	74 93.7%	23 100.0%	17 94.4%	19 100.0%	15 78.9%	90%	
<b>Strongly Disagree/Disagree</b>	5 6.3%	- -	1 5.6%	- -	4 21.1%	- -	

### I believe treatment is working for me. Q27D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan- March	4th Q Apr-Jun		
Neutral responses reduce total	82	26	15	20	21	-	
<b>I believe treatment is working for me.</b>							
<b>Strongly Agree/Agree</b>	81 98.8%	26 100.0%	15 100.0%	20 100.0%	20 95.2%	90%	
<b>Strongly Disagree/Disagree</b>	1 1.2%	- -	- -	- -	1 4.8%	- -	

### Youth Outcomes Q27E

- Q1-I don't handle my outbursts very well. I don't know who to follow my mom or dad.
- Q1-I don't always handle changes well and sometimes can be non-compliant.
- Q1-I never get into trouble.
- Q2-Still having problems managing strong feelings. Still working on it.
- Q2-Sometimes my anxiety gets the best of me.
- Q2-Need to learn coping skills.
- Q2-I see some improvement but have been here for two years and I want to see more improvement.
- Q3-The one psychiatrist did not agree with a punching bag.
- Q3-There has been a lack of available services
- Q3-Child still struggles with managing feelings.
- Q3-I don't get in trouble as often but when I do, it is big.
- Q4-I still struggle with being impulsive. I am very big and still get upset.
- Q4-I kind of manage my feelings better. I still have some problems making better choices. I think treatment works a little.
- Q4-I still get in trouble.
- Q4-It's a day to day thing.

## Youth Provider Issues or Concerns

### Youth Satisfaction with Provider Q28

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
<b>I am satisfied with this provider</b>					
Yes	86 97.7%	28 100.0%	16 88.9%	20 100.0%	22 100.0%
No	2 2.3%	- -	2 11.1%	- -	- -

### Youth Provider Issues Q29

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
<b>Have you had any issues or problems with services from this provider?</b>					
Yes	2 2.3%	- -	- -	2 10.0%	- -
No	86 97.7%	28 100.0%	18 100.0%	18 90.0%	22 100.0%

### Youth Type of Issues Q30

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
<b>(N/A) responses reduce total</b>	2	-	-	2	-
<b>If yes, what were the issues or problems with services from this provider?</b>					
Lack of treatment planning and coordination	-	-	-	-	-
Services not provided when I needed them	1 50.0%	-	-	1 50.0%	-
Poor communication	-	-	-	-	-
Frequent staff changes	-	-	-	-	-
Other	1 50.0%	-	-	1 50.0%	-

## Youth Provider Issues or Concerns

### Youth Provider Issues Resolution Q31

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quart- er Oct-Dec	3rd Quart- er Jan-M...	4th Quarte- r Apr-Jun
(N/A) responses reduce total)	2	-	-	2	-
Were you able to resolve these issues or problems with this provider?					
I resolved the problem with the program manager	-	-	-	-	-
I chose not to take any action	2 100.0%	-	-	2 100.0%	-
I filed a formal complaint	-	-	-	-	-

### Youth Provider Issues Resolution Literals Q31A

Q3-We talked to BCM to point us in the right direction of who to talk to to resolve the issue.

### Youth Satisfaction with Provider Complaint Process Q32

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quart- er Oct-Dec	3rd Quart- er Jan-M...	4th Quarte- r Apr-Jun
(N/A) responses reduce total)	-	-	-	-	-
If you filed a formal complaint with this provider, were you satisfied with the process?					
Yes	-	-	-	-	-
No	-	-	-	-	-

### Youth Satisfaction with Provider Complaint Process Literals Q32A



## Youth Provider Issues or Concerns

### Youth Lack of Action Q33

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
(N/A) responses reduce total	2	-	-	2	-
If you chose to not take any action, why?					
The problem was not that serious	-	-	-	-	-
I was concerned with how the provider would react	-	-	-	-	-
I didn't know how to file a formal complaint	-	-	-	-	-
Other	2 100.0%	-	-	2 100.0%	-

### Youth Lack of Action Literals Q33A

Q3-We spoke with the BCM to help us.

Q3-The school has been taking action.

## Youth Department of Public Welfare Questions

### Youth Treatment Impact on Quality of Life Q34

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
What effect has the treatment you've received had on the overall quality of your life?					
Much better	45 51.1%	19 67.9%	7 38.9%	12 60.0%	7 31.8%
A little better	28 31.8%	8 28.6%	6 33.3%	5 25.0%	9 40.9%
About the same	15 17.0%	1 3.6%	5 27.8%	3 15.0%	6 27.3%
A little worse	-	-	-	-	-
Much worse	-	-	-	-	-

## Youth Department of Public Welfare Questions

### Youth Opportunity to Make Treatment Decisions Q35

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
<b>Were you given the chance to make treatment decisions?</b>					
Yes	67 76.1%	17 60.7%	13 72.2%	20 100.0%	17 77.3%
No	-	-	-	-	-
Sometimes	21 23.9%	11 39.3%	5 27.8%	-	5 22.7%

### Youth Ability to Receive Needed Care Q36

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
<b>In the last twelve months, did you have problems getting the help you needed?</b>					
Yes	-	-	-	-	-
No	82 93.2%	26 92.9%	16 88.9%	18 90.0%	22 100.0%
Sometimes	6 6.8%	2 7.1%	2 11.1%	2 10.0%	-

## Youth Department of Public Welfare Questions

### Youth Reason for Not Getting Needed Care Q37

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-M...	4th Quarter Apr-Jun
(N/A) responses reduce total	6	2	2	2	-
If no, why weren't you able to get the behavioral health help in the last twelve months?					
Money issues	-	-	-	-	-
Transportation Issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	2 33.3%	2 100.0%	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	-	-	-	-	-
Money issues	-	-	-	-	-
Other	4 66.7%	-	2 100.0%	2 100.0%	-

### Youth Reason for Not Getting Needed Care Literals Q37A

Q2-Limited doctor staffing

Q2-Limited doctor staffing

Q3- Communication problem because of limited minutes on our phone.

Q3-Lack of staff

## Youth Discharge Due to Lack of Following Treatment Plan

### Youth Discharge Due to Lack of Following Treatment Plan Q38

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
Have you been discharged in the past because you had trouble following your treatment plan or you relapsed? (CCISC)?					
Yes	3 3.4%	1 3.6%	-	2 10.0%	-
No	85 96.6%	27 96.4%	18 100.0%	18 90.0%	22 100.0%

## Youth Behavioral Health Medications

### Youth Behavioral Health Medications Q39

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
Are you taking behavioral health medications?					
Yes	76 86.4%	24 85.7%	14 77.8%	17 85.0%	21 95.5%
No	12 13.6%	4 14.3%	4 22.2%	3 15.0%	1 4.5%
Declined to answer	-	-	-	-	-

### Youth Difficulty in Obtaining Medications Q40

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
(N/A) responses reduce total	76	24	14	17	21
Are you experiencing any problems getting the medications that work for you?					
Yes	8 10.5%	2 8.3%	2 14.3%	3 17.6%	1 4.8%
No	68 89.5%	22 91.7%	12 85.7%	14 82.4%	20 95.2%

## Youth Behavioral Health Medications Literals

### Youth Difficulty in Obtaining Medications Q40A

- Q1-They could not find anything that worked.
- Q2-I am having issues with insurance.
- Q3- We have had a hard time finding the right meds.
- Q3-Struggling to find the right meds.
- Q3-He does not eat when he takes one of his meds.
- Q4-I think the Adderall needs increased.

## Youth Wellness Recovery Action Plan (WRAP)

### Youth Knowledge of Wellness Recovery Action Plan (WRAP) Q41

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quart- er Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
<b>Do you know what a WRAP (Wellness Recovery Action Plan) is?</b>					
Yes	34 38.6%	7 25.0%	5 27.8%	9 45.0%	13 59.1%
No	54 61.4%	21 75.0%	13 72.2%	11 55.0%	9 40.9%

### Youth Who Have a Wellness Recovery Action Plan (WRAP) Q42

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
<b>Do you have a WRAP (Wellness Recovery Action Plan)?</b>					
Yes	29 33.0%	5 17.9%	4 22.2%	7 35.0%	13 59.1%
No	59 67.0%	23 82.1%	14 77.8%	13 65.0%	9 40.9%

## Youth Additional Compliments or Concerns

### Youth Additional Compliments or Concerns Q43

Q1-The staff is really amazing and kind.

Q1-She helps me a lot.

Q2-I have had no issues with this provider. I was able to see them even when I lost my insurance.

Q2-Good people, good personalities but low/limited staffing.

Q2-They are always there for us during ups and downs. They find providers if you need food or other things. I love them.

Q3-I think its a good service.

Q3-Keep the good work up.

### Youth Interested in Having Concerns Addressed Q44

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	88	28	18	20	22
<b>If you shared problems about your provider or managed care company during this survey, are you interested in having your concerns addressed?</b>					
Yes	-	-	-	-	-
No	4 4.5%	-	2 11.1%	2 10.0%	-
Not Applicable	84 95.5%	28 100.0%	16 88.9%	18 90.0%	22 100.0%

## My provider talked to me about options to help me quit using tobacco/vaping products

### My provider has talked to me about options to help me qui...

Counts Respondents	Total	What quarter is it?			
		1st Quarte- r July-Sept	2nd Quart- er Oct-Dec	3rd Quart- er Jan-M...	4th Quart- er Apr-Jun
Base	88	28	18	20	22
<b>My provider has talked to me about options to help me qui...</b>					
Yes	10	-	1	2	7
No	14	-	-	6	8
Not applicable	64	28	17	12	7

## Provider Responses

### Provider Responses to 3rd Quarter (January - March 2019) C/FST Report

The below comments are shown in recognition of the time, attention and interest providers have shown, in listening to and utilizing C/FST data as an additional input in their internal QI processes.

The C/FST is extremely impressed and pleased with the time, effort and quality of responses to the C/FST data. It is recognized that providers necessarily contend with a host of regulatory, clinical and operational issues and we value both their time and commitment.

### Were there trends identified that you were not aware of?

"No. Data seemed consistent with identified trends in care."

"(Provider) was not aware that consumers were having difficulty finding information on filing a grievance with the MCO."

(Provider) was not aware that consumers were having difficulty finding information on community programs. "

"All (provider) consumers have a crisis plan and if warranted a safety plan as well, in which they sign and review during therapy sessions. (Provider) was aware that consumers may not be aware of the verbiage when questions relating to crisis plans are brought up in a survey.

"The safety/wellness crisis plan is an area our agency has focused on due to results that are consistently been below benchmark standards for Bedford and Somerset (Provider). Although this area has improved for the agency, it continues to score below the benchmark on the family survey. How to find information to file a grievance with PerformCare and signing a release of information to coordinate with PCP have been identified as trends for the youth survey. Participating in community run programs is a new area our Agency is addressing. Therefore, this response regarding an improvement plan is addressing both Bedford and Somerset.

"No trends were uncovered during this survey."

### Did these survey results reflect existing performance improvement areas?

"Yes."

"As a provider, we are continually striving to ensure each individual is aware of his or her safety/wellness crisis plans. It is important to note that in every CCS program it is the expectation that staff along with the individual complete safety/wellness plan at admission. Staff are to review/update the safety/wellness plan with the individual at least every six months (around treatment/service plan reviews), following a significant event (i.e. crisis contact, hospitalization, trauma, environmental change etc.) and at discharge. All individuals are asked to sign a release of information for the PCP during the individual's registration process for all programs and updated annually or as needed. All releases of information are discussed jointly with parents and youth. How to file a grievance is posted throughout our agency facilities and staff are willing to assist individuals in filing a grievance when asked for assistance."

"They reflect areas where we try to maintain continuous improvement."

### What performance improvement efforts will you be developing based on these survey results?

"Staff will be provided with training and education regarding identifying and providing information to clients about community programs and supports that may enhance treatment progress."

“(Provider) has been working on increasing awareness to consumers regarding Mental Health Advanced Directives. There is a section on our Outpatient treatment plan which asks questions related to advanced directives and resources are provided as needed.”

**I know where to find information about how to file a complaint or grievance with PerformCare, if I need to.** “No this is something that will need to be addressed moving forward.”

**Provider talked with me about a Mental Health Advanced Directive.** “Yes, this is something that are clinical team is targeting in clinicians in the field.”

**I have a written wellness/ safety/ crisis plan.** “Yes, this is something that are clinical team is targeting in clinicians in the field.”

**Staff talked to me about participating in community run programs to help provide ongoing support.** “No this is something that will need to be addressed moving forward.”

“Issue will be discussed at Leadership Team meeting with Program Directors to remind/ensure their staff to discuss community supports/programs that may help the child/family, and to document such discussion in their service/progress notes. Meeting minutes will demonstrate that this discussion took place with Team Leaders.”

“Every individual that come for services with (provider) is completing a safety/wellness crisis plan with staff. Staff provide the individual with a copy of the plan. The plan is reviewed/updated with the individual at least every six months (around treatment/service plan reviews) following a significant event (i.e. crisis contact, hospitalization, trauma, environmental change etc.) and at discharge.”

“The initial assessment helps to identify any community run programs the individual is currently active/involved in. The treatment plan includes aftercare planning that specifically addresses community resources. The youth is an active participate in the development of the treatment plan to include the aftercare plan. The youth is also signing the aftercare plan acknowledging participant with the developing and updating. The youth receives a copy of the treatment plan and aftercare plan on a minimal of every 120 days. Aftercare plans are updated at every treatment plan update.”

“Our staff is always willing to assist the individual with finding information about PerformCare if they have concerns or questions regarding PerformCare. Staff are also willing to assist individuals in finding a phone number for member to call PerformCare. Information on how to contact PerformCare is posted on many of the bulletin boards within our facilities.”

“Information on how to file a complaint or grievance with PerformCare is located on bulletin boards throughout agency facilities. When staff has been made aware by the individual that they want to file a complaint or grievance staff will provide the individual with information on how to file and/or assistance the individual in the process.”

“During registration, the registration clerk obtains ROIs for all PCPs. If the individual or family member declines to sign a ROI, the decline is also documented in the individual’s chart. A notice of admission is also sent to PCP at admission or change in level of care. All ROIs are discussed jointly with parents and youth. Youth are not excluded from discussion regarding ROIs. If youth is +14, the youth is responsible for signing our declining ROIs. ROI’s are updated annually with individual or as needed.”

“Depending on the program, there is discussion between the therapist(s) and family members/child regarding community alternatives for support. These conversations take place during the sessions and depending on the program, the staff certainly links the child/family to a particular community support if necessary. During med check appointments which are very limited in length, we have stated in the past that discussion on community supports may or may not be mentioned at the appointment due to time constraints. The psychiatrist utilizes the limited time to review the patient’s mental health status with



regards to the medication and its effects, any side effects the patient may be experiencing, patient education on the medication being prescribed, and other possible options regarding medication use.”

#### **Other Provider Comments.**

None

C/FST comment on a change in calculation formulas – Many providers expressed concern with how members responding “neutral” to a question response option had the tendency to affect the percentages shown for “agree/strongly agree” and disagree/strongly disagree.”

In consultation with BHSSBC, we have eliminated “neutral” responses (as we have previously done with “not applicable” responses from the calculations. Charts affected have the disclaimer shown at the top left of the chart.

The Bedford-Somerset C/FST, in consultation with BHSSBC has reduced the questions on the provider response template from six (6) to just two (2) to streamline the response as providers are only being asked to respond to any question/indicator that is below the benchmark on a year-to-date basis and has at least five (5) member responses. This change will take place with the next quarterly report.

## **MCO Responses**

### **PerformCare Response to 3rd Quarter (January - March 2019) C/FST Report**

No response was due from PerformCare for the 3rd Quarter C/FST Report and it's unlikely one will be issued for the 4th Quarter/Fiscal Report as Bedford-Somerset changed their MCO to Community Care, effective July 1, 2019.

## Technical Notes

### Technical Notes

#### A. Projected Surveys – July 1, 2018 – June 30, 2019

The Center for Behavioral Health Data Research, Inc. (CBHDR) has been contracted by BHSSBC to manage the Bedford-Somerset C/FST and to conduct 534 C/FST surveys between July 1, 2017 and June 30, 2018. This number was increased from 491 surveys in the previous years in order to be more consistent with a targeted sample size and to represent the increased membership. This represents approximately 2.4% of Somerset-Bedford's HealthChoices membership and approximately 18.3% of individuals receiving behavioral health services.

#### B. Focus

**The targeted survey activity includes 323 Somerset and 211 Bedford C/FST surveys. The sub-targets by member category include 347 adults, 73 youth and 114 families with individual sub-targets for each of those categories for each county.** Additionally, CBHDR will achieve a representative sampling of all service levels, age groupings, gender, zip code and providers.

#### C. C/FST Survey Process

The survey instruments were developed under the guidance and direction of BHSSBC and the **Bedford-Somerset C/FST Advisory Committee** consistent with the requirements and guidelines of *DPW's Appendix L*. The Committee is comprised of individuals representing PerformCare adult, parent/family, and youth membership, county provider staff, and staff members of BHSSBC, PerformCare, and The Center for Behavioral Health Data Research, Inc. including the Bedford-Somerset C/FST Program Director.

Adult, family and youth survey questions are reviewed and evaluated annually for their relevance and effectiveness by the Advisory Committee and BHSSBC; additions, deletions, and changes are usually made to the questionnaires at the start of a new fiscal year in July.

Surveys are completed via two methods. The first method involved surveyors making visits to service area providers to conduct surveys with any PerformCare members who happened to be at the provider during that time and who wished to participate in the survey. The second method involved calling PerformCare members and offering to do face-to-face or phone surveys with them.

The interview questions are designed to determine member satisfaction and perceptions of PerformCare (the MCO), provider access, treatment experiences, recovery-oriented practices and outcomes. Care has been taken to ensure that collection and analysis is standardized, accurate and provides formative reliable data on critical system indicators that can be used to drive change and improvement.

Many of the questions incorporate the Recovery Oriented System Indicators (ROSI) including those under: *Validated Personhood, Person Centered Decision Making & Choice, Self-Care, Wellness & Meaning, Rights & Informed Consent, and Treatment Options* as these primarily relate to the managed care organization and provider practices. ROSI questions also include community support and infrastructure including those under: *Community Integration, Social Relationships, Basic Life Resources, and Peer Support & Self-Help*. The C/FST also added questions from the Comprehensive, Continuous, Integrated System of Care (CCISC) model.

The member responses and results of the survey process are shared with the MCO and providers on a quarterly basis with each provider receiving its own specific member responses (in the aggregate) in addition to the overall report. The C/FST information is to become part of operational and clinical processes, assist in decision-making and help drive performance and quality. A key to this outcome is MCO and provider acknowledgement of, and response to, the process.

#### D. Survey Methodology Population/Sampling

The overall sample size of 534 represents approximately 18.3% of Perform Care's Bedford-Somerset County behavioral health membership and yields a 95% confidence level with a plus/minus 4.6% margin of error when divided by the membership in Somerset and Bedford counties. The overall target sample of 534 is then divided by a specific provider's percent of Perform Care's membership to arrive at a target sample size for each individual provider. This is defined as a proportional-stratified sample for each provider.

#### E. Data Analysis and Reporting

Survey instrument development, data entry, and data analysis were conducted using the SNAP software and incorporated Likert scale, multiple choice and narrative responses. In addition, participants were able to skip questions or stop the interview at any point during the data collection process. As a result, the number of respondents (N) for each question and the total number of surveys completed may vary.

Respondents were offered the choice of answering; *“strongly agree”*, *“agree”*, *“neutral”*, *“disagree”*, or *“strongly disagree”*, and a straight *“yes”* or *“no”* to some questions. Other questions asked for a verbal opinion or reasons for an answer. Additionally, some questions provide for a non-applicable response, which can also alter the total when reconciling the *“agree”*, *“neutral”* and, *“disagree”* responses.

An appropriate benchmark system is utilized to highlight positive findings and better recognize areas requiring improvement – see below. The objective of adding benchmarks to the Quarterly Report is to communicate member satisfaction in a format that captures readers' attention and focuses analysis. The format should make it easier to identify areas of success versus areas that require improvement with increased interest in understanding member satisfaction scores.

At or above 90% Benchmark – **Satisfactory**

Between 90%-90% - **Monitor**

Below 80% - **Requires Action**

In addition to Benchmarking data to identify changes, trends and issues, other refinements have also been added to the quarterly reports. These include:

1. **Quarter-to-Quarter Analysis:** It is difficult to draw any conclusions from a single quarter, which represents a “snapshot” in time. Thus, a quarter-to-quarter comparison was added so that member responses can be tracked over time.
2. **Face-to-Face Variations:** The collected data can be evaluated overall and then by source of interview, including that collected by telephone, compared to that data collected in face-to-face interviews. These reports can be requested.
3. **Sample Characteristics:** Significant variances in member responses between quarters are also evaluated by the size and characteristics of the member sample. Any variances in member age range, treatment service level or provider is also noted.
4. **Cross-Tabulation:** Using the SNAP software, member responses to a particular interview question can be evaluated by any other data characteristic including age, level of service, provider or treatment category.
5. **Quarterly Provider Report:** As one quarter of member responses are only a snap-shot in time, a quarterly provider report was developed to show member responses by provider, by quarter, with a year-to-date average which is more useful in identifying trends, drawing conclusions and recommending improvements.

These data analysis enhancements are designed to provide additional interpretative capability for the reader in order to develop useful information regarding member perceptions of treatment access, provider treatment, recovery orientation, and outcomes.

#### **F. Limitations**

There are always limitations to the administration of a survey. The following is a discussion of two significant limitations experienced during the administration process.

1. When attempting to assess satisfaction among a sample population, a telephone survey has both advantages and disadvantages. One of the advantages is that the time needed for data collection is far less than what would be needed for either face-to-face interviews or a mailed survey. An additional advantage is that it provides a way to collect data, in a far more cost-effective manner than face-to-face interviewing. The major disadvantage to telephonic methodology is that consumers are eliminated from the survey if they have no access to a phone, or if the available phone number is inaccurate.

2. **Survey data obtained from members may be for service(s) rendered in a different time than when the survey was actually conducted.** Thus, it is difficult to assume that changes in data between quarters (actual counts and percentage) represent trends – good or bad. It is best to review year-to-date data and both member and provider demographics within a particular survey period in order to place the results into perspective.

#### **C/FST Program Member Assistance & Reporting**

##### **1. Monthly Status & Problem Resolution**

Consistent with the requirements of DHS's Appendix L, BHSSBC, PerformCare, and the C/FST Program Director communicate on a regular basis and meet monthly. The ongoing dialogue focuses on a review of program implementation, compliance with Appendix L, evolving findings, removing barriers, the member request for assistance process, and outreach to un-served or underserved member identification.

##### **2. Member Request for Assistance**

In cooperation with BHSSBC, the Bedford-Somerset C/FST developed a referral mechanism to assist members that identify service specific issues and concerns during the interview process. If the member desires to have their concern or issue immediately addressed, the surveyor obtains the member's consent to release the information, completes a Member Request for Assistance form, reviews it with the C/FST Program Director, and forwards the form to BHSSBC.

The form requires a description of the reason the member is requesting assistance and a desired resolution/outcome description from the member. The request is checked as either urgent or non-urgent and the member is advised they can expect to be contacted within the next 30 days or sooner, depending on the nature of the issue.

##### **Anonymous Member Concern(s)**

In addition to a Member Request for Assistance, the C/FST surveyor may submit an Anonymous Member Concern form to BHSSBC in cases where the surveyor believes BHSSBC should be made aware of the member's concern but the member declined to release their contact information.

**Critical Incident Reporting**

It is the responsibility of the C/FST surveyor to report any unusual incident that occurs during the interview process. This includes awareness of abuse or alleged abuse of a member, seclusion, restraint, alleged medication errors, or talk of suicide.

**3. Confidentiality, Consent and Protection of Participant Information**

There are several mechanisms in place to safeguard confidentiality and protection of participant information.

1. Potential participants are assured of the confidentiality of their opinions.
2. Potential participants are also assured their opinions will not negatively affect the services they are currently receiving.
3. Individuals who indicated they did not wish to participate had their names or the name(s) of their child removed from the list of potential participants and were not contacted again.
4. Everyone contacted via telephone received another explanation of the survey during the survey introduction and were given another opportunity to opt in or out of participation.
5. Employee Confidentiality Statements are completed annually, and prior to any interviews/surveys conducted on behalf of the Center for Behavioral Health Data Research, Inc. and Bedford-Somerset HealthChoices.
6. Policies and practices for the storage, access, and disposal of participant records are designed to protect personal information and maintain confidentiality.

The oversight and monitoring of interviewers and calls are in accordance with approved protocols and are implemented in collaboration with CBHDR and BHSSBC.

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2	Youth County Q5	84	84
3	Youth Zip Code Q6	84	85
4	Youth Zip Code Literals Q6A	85	85
5	Youth Gender Q7	86	86
6	Youth Age Q8	86	86
7	Youth Race Q9	87	87
8	Youth Race Literals Q9A	87	87
9	Youth Primary Service Q10	87	87
10	Do you know how to find information on PerformCare (member handbook/web site) Q11A	88	88
11	I know how to contact PerformCare if I need assistance with my behavioral health issues. Q11B	88	88
12	I know where to find information about how to file a complaint with PerformCare if I need to. Q11C	88	88
13	I know where to find information about how to file a grievance with PerformCare if I need to Q11D	89	89
14	Youth Satisfaction with PerformCare Literals Q11E	89	89
15	The people I spoke to at PerformCare were helpful. Q12	89	89
16	Youth PerformCare's Complaint Process Q13	90	90
17	Youth Satisfaction with Complaint Process Q14	90	90
18	Youth Satisfaction with PerformCare's Complaint Process Literals Q14A	90	90
19	Youth PerformCare's Grievance Process Q15	91	91
20	Youth Satisfaction with PerformCare's Grievance Process Q16	91	91
21	Youth Satisfaction with PerformCare's Grievance Process Literals Q16A	91	91
22	Youth Treatment Provider Q17	92	92
23	Youth Treatment Provider Literals Q17A	92	92
24	Youth Treatment Service Q18	93	93
25	Youth Treatment Service Literals Q18A	93	93
26	Release of information to coordinate with Primary Care Physician Q19	94	94
27	Youth Choice Q20	94	94
28	Youth Choice Literals Q20A	94	94
29	Youth Duration of Provider Relationship Q21	95	95
30	Youth Who Recommend Provider Agency Q22	95	95
31	Youth's who Recommended Provider Agency Literals Q22A	95	95
32	We meet at times that are convenient for me Q23A	96	96
33	I am satisfied with the amount of time I get with my provider...Q23B	96	96
34	These services meet my needs. Q23C	96	96
35	I have been given clear information on who to contact....Q23D	97	97
36	Do you feel your provider scheduled your first appointment....Q23E	97	97
37	Youth Access to Service Q23F	97	97
38	I feel comfortable asking questions about my treatment. Q24A	98	98
39	I feel welcomed by my treatment provider and they are glad to work with me. Q24B	98	98
40	I have a written safety/wellness/crisis plan. Q24C	98	98
41	I am receiving all the services that I need. Q24D	99	99
42	I know how to make a complaint about my provider if I need to. Q24E	99	99
43	Youth Treatment Experience Literals Q24F	99	99
44	I am included in meetings about my treatment Q25	100	100
45	Staff are sensitive to my family's background...Q26A	100	100
46	I am asked what goals I want to work on and they are included...Q26B	100	100
47	Staff focus on my strengths, not what I don't do very well. Q26C	101	101
48	Staff help me to understand more about issues that impact.....Q26D	101	101
49	Staff see me as an equal partner in my treatment program. (ROSI) Q26E	101	101
50	Staff talked to me about participating in community run programs...Q26F	102	102
51	Youth Recovery Oriented Practices Literals Q26G	102	102
52	I manage strong feelings better. Q27A	102	102
53	I make better choices about how to deal with day to day life. Q27B	102	102
54	I don't get in trouble as often. Q27C	103	103
55	I believe treatment is working for me. Q27D	103	103

Table	Title	Start page	End page
56	Youth Outcomes Q27E	103	103
57	Youth Satisfaction with Provider Q28	104	104
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