

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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**2nd Quarter –October-December 2019**

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

**Detailed Report of Survey Findings**  
*January 2020*

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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 - **Meets Expectations**

Between 80%-90% - **Satisfactory**

Below 80% - **Requires Action**

No chart information - **No data this quarter**

### 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	2019/2020	What quarter is it?			
	YTD Total	1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun
(N/A) responses reduce total	7	7	-	-	-
The people I spoke to at Community Care were helpful.					
Yes	7 <b>100.0%</b>	7 100.0%	-	-	-
No	-	-	-	-	-

**100% of target rate Y\_T\_D**

**Meets Expectations**

**Not all charts are benchmarked.** Benchmarked charts are identified by one of three colors (green, yellow, or red) directly below the chart. **If you have 5 or more surveys Y-T-D, the benchmark will determine if you need to respond.** (See sample above).



## 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 100 – 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 101 – 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 102-105 -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 – 2nd Quarter Performance**

*This 2nd Quarter Bedford-Somerset C/FST Report covers the period between October and December 2019 and provides details on the 89 adult, 33 family and 25 youth (147 total) interviews that were completed.*

*The adult face-to-face interview ratio was 45% (89 of 200) and 39% (122 of 313) overall, including family and youth surveys.*

### **Adult Survey Process & Findings**

This 2nd Quarter Somerset-Bedford Counties C/FST Report covers the period between October and December 2019 and provides detail on the 89 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.

#### **2nd Quarter Adult Sample Characteristics versus 1st Quarter 2019-20 Comparison:**

1. Lower mix of face to face – as a percentage of total surveys - 38% (34 of 89) versus 50% (55 of 111).
2. Higher percentage of female respondents –74% (66 of 89) versus 62% (69 of 111).
3. Higher percentage of respondents in the age range of 55-64 –26% (23 of 89) versus 17% (19 of 111).
4. Higher percent of mental health only (includes medication mgt) recipients 89% (79 of 89) versus 66% (73 of 111).
5. Lower ratio - less than six months' treatment from provider– 15% (13 of 89) versus 35% (39 of 111).
6. Higher percent in treatment services over 4 years same provider – 38% (34 of 89) compared to 27% (30 of 111).

### **Findings Overview**

1. Adult satisfaction with Community Care in the 2nd Quarter continues to be good with 95% (20 of 21, excludes 68 “not applicable”) of adults reported *“The people I spoke to at Community Care were helpful.”* This indicator was 100% (24 of 24, excluding 87 “not applicable”) for the 1st quarter.
2. Two of five Community Care’s satisfaction indicators were between 80% to 82% for the 2nd quarter compared to 75% and 82% for the 1st Quarter. These indicators were *“Are you aware that you can file a complaint if needed,”* and *“Are you aware that you can file a grievance if needed?”*
3. The two lowest indicators at 70% (62 of 89) were, *“Do you know who Community Care is?”* which increased from 48% in the 1st Quarter and *“Do you know where to find the number to call Community Care with questions or concerns.”*
4. Surveyed adults are generally pleased with Access to provider treatment services having 89% to 98% level of satisfaction in both satisfaction indicators covering *“I feel I was able to get the help I needed within a reasonable amount of time”* and *“I was made aware of the availability of different providers for this service and given a choice.”*
5. Surveyed adults are also generally pleased with their provider *Treatment Experiences*, rating all four of the indicators of satisfaction from 84% to 99%. These include, *“The treatment I am receiving meets my needs,”* *“My provider has talked with me about community supports and other options that are available.”* *“Provider helped me create a plan to deal with any problems I have”* and *“As appropriate, my providers work together and share information to provide me the best possible care.”*

6. Surveyed adults continue to be pleased with their provider *Recovery Oriented Practices* rating all six indicators in the range of 96% to 100%. These include "Staff treats me with respect and sees me as an equal partner in my treatment program," "I was encouraged to use consumer-run programs," "My provider asked me what goals would help me achieve a happy life," "My provider acknowledges and rewards me for even small steps toward achieving my goals," "My treatment is developed around my specific needs," and "I have been given clear information on who to contact if I need immediate help between appointments."

7. Adult perception of *Treatment Outcomes* was 94% to 98% 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. 6% (5 of 89) of interviewed adults, compared to 10% (11 of 111) in the 1st Quarter, reported having issues or problems with their provider. See Q2 *Literal Comments* on Page 32 regarding how members handled their provider related problems.

### **Recommendations Overview**

1. Q17, *My Provider has talked to me about a Mental Health Advance Directive*, was 48% (41 of 85, excluding 4 "not applicable") compared to 42% (46 of 109, excluding 2 "not applicable.") in the 1st Quarter. However, Q18 *Do you have a Mental Health Advance Directive* was increased slightly to 24% (21 of 89) compared to 18% (20 of 111) in the 4th Quarter. These are historically low and deserve continued review and discussion aimed at improving.

Another way of looking at the data is that just 51%, 21 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 Q18.

2. Adult responses to the C/FST question Q40 regarding WRAP indicates that 76% (68 of 89) of adults interviewed this quarter, compared to 69% (77 of 111) in the 1st quarter, knew what a WRAP is. However, 72% (49 of the 68) that knew what a WRAP is, also reported having a WRAP. This is consistent with 70% (54 of 77) in the previous quarter. 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.

3. Sometimes members interviewed do not properly associate the correct service level they are receiving. The C/FST surveyors are alert to this and will continue to track this subject.

### **Adult – Member Request for Assistance**

Upon completing the survey, 2% (2 of 89) of adult members surveyed, compared to 0% (0 of 111) 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 2nd Quarter, 12 adult quality audits were performed. 100% (12 of 12) of adults felt the length of the survey and number of questions were satisfactory. 100% (12 of 12) of adults were satisfied with the survey process and 100% (12 of 12) of adults felt ok or good about being contacted. There were no adult comments.

## Adult Demographics

### Adult Type of Survey Q4

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?	
		1st Quarter July-Sept	2nd Quarter Oct-Dec
	200	111	89
What type of survey is it?			
Phone	111 55.5%	56 50.5%	55 61.8%
Face to Face	89 44.5%	55 49.5%	34 38.2%

### Adult County Q5

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?	
		1st Quarter July-Sept	2nd Quarter Oct-Dec
	200	111	89
What county does the member live in?			
Somerset	116 58.0%	70 63.1%	46 51.7%
Bedford	84 42.0%	41 36.9%	43 48.3%



## Adult Demographics

### Adult Zip Code Q6

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?	
		1st Quarter July-Sept	2nd Quarter Oct-Dec
	200	111	89
<b>What is your zip code?</b>			
15522 Bedford	29 14.5%	16 14.4%	13 14.6%
15537 Everett	13 6.5%	3 2.7%	10 11.2%
15554 New Paris	5 2.5%	3 2.7%	2 2.2%
15533 Breezewood	1 0.5%	1 0.9%	- -
15521 Alum Bank	1 0.5%	1 0.9%	- -
15545 Hyndman	3 1.5%	- -	3 3.4%
15550 Manns Choice	10 5.0%	5 4.5%	5 5.6%
16679 Six Mile Run	5 2.5%	5 4.5%	- -
16667 Osterburg	1 0.5%	- -	1 1.1%
15963 Windber	6 3.0%	6 5.4%	- -
15552 Meyersdale	15 7.5%	6 5.4%	9 10.1%
15530 Berlin	13 6.5%	5 4.5%	8 9.0%
15531 Boswell	6 3.0%	3 2.7%	3 3.4%
15557 Rockwood	2 1.0%	2 1.8%	- -
15424 Confluence	4 2.0%	3 2.7%	1 1.1%
15541 Friedens	6 3.0%	5 4.5%	1 1.1%
15926 Central City	4 2.0%	4 3.6%	- -
15905 Johnstown	2 1.0%	2 1.8%	- -
15558 Salisbury	4 2.0%	4 3.6%	- -
15928 Davidsville	1 0.5%	- -	1 1.1%
15501 Somerset	39 19.5%	21 18.9%	18 20.2%
other	30 15.0%	16 14.4%	14 15.7%

## Adult Demographics

### Adult Gender Q7

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	200	111	89	-	-
<b>What is your gender?</b>					
Male	65 32.5%	42 37.8%	23 25.8%	-	-
Female	135 67.5%	69 62.2%	66 74.2%	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

### Adult Age Q8

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	200	111	89	-	-
<b>How old are you?</b>					
21-24	27 13.5%	14 12.6%	13 14.6%	-	-
25-34	54 27.0%	36 32.4%	18 20.2%	-	-
35-44	37 18.5%	17 15.3%	20 22.5%	-	-
45-54	39 19.5%	24 21.6%	15 16.9%	-	-
55-64	42 21.0%	19 17.1%	23 25.8%	-	-
65 and older	1 0.5%	1 0.9%	-	-	-

## Adult Demographics

### Adult Race Q9

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	200	111	89	-	-
What do you consider your race to be?					
Caucasian	191 95.5%	103 92.8%	88 98.9%	-	-
African American	1 0.5%	-	1 1.1%	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian American	-	-	-	-	-
Multi-racial	-	-	-	-	-
Other	8 4.0%	8 7.2%	-	-	-

### Adult Primary Service Q10

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	200	111	89	-	-
Are you receiving services primarily for:					
Mental Health	152 76.0%	73 65.8%	79 88.8%	-	-
Drug and Alcohol Services	11 5.5%	9 8.1%	2 2.2%	-	-
Both Mental Health and Drug and Alcohol Services	37 18.5%	29 26.1%	8 9.0%	-	-

## Adult Satisfaction with Community Care

Do you know who Community Care is? Q11A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Base	200	111	89	-	-
Do you know who Community Care is?					
Yes	115 57.5%	53 47.7%	62 69.7%	-	-
No	85 42.5%	58 52.3%	27 30.3%	-	-

**57.5% of target rate Y-T-D**

**Requires Action**

Do you know where to find the number to call Community Care with questions..Q11B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	200	111	89	-	-
Do you know where to find the number to call Community Care with questions or concerns? (Note to Surveyor: If no give number 1-866-483-2908)					
Yes	145 72.5%	83 74.8%	62 69.7%	-	-
No	55 27.5%	28 25.2%	27 30.3%	-	-

**72.5% of target rate Y-T-D**

**Requires Action**

## Adult Satisfaction with Community Care

Are you aware that you can file a complaint if needed? Q11C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	200	111	89	-	-
Are you aware that you can file a complaint if needed?(Complaint-Telling or writing to Community Care to say that you are not satisfied with your provider and/or Community Care.)					
Yes	162 81.0%	91 82.0%	71 79.8%	-	-
No	38 19.0%	20 18.0%	18 20.2%	-	-

**81.0% of target rate Y-T-D**

**Satisfactory**

Are you aware that you can file a grievance if needed? Q11D

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	200	111	89	-	-
Are you aware that you can file a grievance if needed? (Grievance-Telling or writing to Community Care that you do not agree with a denial of a covered service or change in a covered service.)					
Yes	162 81.0%	89 80.2%	73 82.0%	-	-
No	38 19.0%	22 19.8%	16 18.0%	-	-

**81.0% of target rate Y-T-D**

**Satisfactory**

## Adult Satisfaction with Community Care

### Adult Satisfaction with Community Care Literals Q11E

- Q1-I don't know the number for Community Care.
- Q1-My mother usually handles this for me.
- Q1-I've never had to deal with Community Care.
- Q1-Community Care is new to me.
- Q2-I am not familiar with Community Care.
- Q2-I am not familiar with them.
- Q2-I am not familiar with Community Care.
- Q2-I have never heard of Community Care.
- Q2-I never heard of Community Care.
- Q2-I do not know anything about Community Care.
- Q2-I am new to services.
- Q2-I am not familiar with Community Care.
- Q2-I don't know who Community Care is, my wife deals more with this.
- Q2-I never had to call.
- Q2-When I have issues I talk to my case manager.
- Q2-I have never really dealt with Community Care.
- Q2-I have heard of Community Care but don't know much about them.

### The people I spoke to at Community Care were helpful. Q12

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
(N/A) responses reduce total	45	24	21	-	-
The people I spoke to at Community Care were helpful.					
Yes	44 97.8%	24 100.0%	20 95.2%	-	-
No	1 2.2%	-	1 4.8%	-	-

**97.8% of target rate Y-T-D**

**Meets Expectations**

## Adult Satisfaction with Community Care's Complaint/Grievance Process

### Adult Community Care's Use of Complaint Process Q13

Counts Break % Respondents	2019/2020 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	1	2	-	-
If you used Community Care's complaint process, were you satisfied with the process?					
Yes	3 100.0%	1 100.0%	2 100.0%	-	-
No	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

### Adult Satisfaction with Community Care's Complaint Process Literals Q13A

### Adult Satisfaction with Community Care's Grievance Process Q14

Counts Break % Respondents	2019/2020 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 Community Care's grievance process, were you satisfied with the process?					
Yes	2 66.7%	2 100.0%	-	-	-
No	1 33.3%	-	1 100.0%	-	-

**66.7% of target rate Y-T-D**

**Requires Action**

### Adult Satisfaction with Community Care's Grievance Process Q14A

## Adult Treatment Provider Level Analysis

### Adult Treatment Provider Q15

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?	
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec
	200	111	89
What is the name of your treatment provider? (Note to Sur...			
ACRP	8 4.0%	2 1.8%	6 6.7%
Beal Counseling and Consulting	6 3.0%	6 5.4%	- -
Bedford DBHS	48 24.0%	21 18.9%	27 30.3%
Nulton Diagnostic and Treatment Center	18 9.0%	9 8.1%	9 10.1%
Pyramid HealthCare	2 1.0%	2 1.8%	- -
Somerset Hospital	1 0.5%	1 0.9%	- -
Somerset DBHS	66 33.0%	34 30.6%	32 36.0%
Twin Lakes	14 7.0%	14 12.6%	- -
Mary Berge and Associates (Johnstown)	16 8.0%	9 8.1%	7 7.9%
Peerstar	3 1.5%	1 0.9%	2 2.2%
Family Behavioral Resources	6 3.0%	4 3.6%	2 2.2%
Other	12 6.0%	8 7.2%	4 4.5%

### Treatment Provider Literal Q15A

- \_\_\_\_\_  
Q1-Home Nursing Agency
- \_\_\_\_\_  
Q1-Croyle-Nielson
- \_\_\_\_\_  
Q1-CBH (Children's Behavioral Health)
- \_\_\_\_\_  
Q1-Croyle-Nielson
- \_\_\_\_\_  
Q1-Croyle-Nielson
- \_\_\_\_\_  
Q1-Maureen Conway
- \_\_\_\_\_  
Q1-ARS-Accessible Recovery Services
- \_\_\_\_\_  
Q1-ARS
- \_\_\_\_\_  
Q2-Theresa J Steele
- \_\_\_\_\_  
Q2-Point of Light
- \_\_\_\_\_  
Q2-UCBH Meadows



## Adult Treatment Provider Level Analysis

### Adult Service Level Q16

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?	
		1st Quarter July-Sept	2nd Quarter Oct-Dec
	200	111	89
What service are you receiving from this (name of provide...			
MH BCM (Blended Case Management)	24 12.0%	12 10.8%	12 13.5%
Crisis Intervention	1 0.5%	- -	1 1.1%
Medication/Psychiatry/Telepsychiatry	69 34.5%	37 33.3%	32 36.0%
MH Inpatient Hospitalization	1 0.5%	1 0.9%	- -
MH Outpatient Therapy	51 25.5%	28 25.2%	23 25.8%
MH Partial Hospitalization/GCC	9 4.5%	4 3.6%	5 5.6%
Peer Support Services	4 2.0%	1 0.9%	3 3.4%
Psych Rehab	13 6.5%	5 4.5%	8 9.0%
Substance Use (SU) Inpatient/Rehabilitation	6 3.0%	6 5.4%	- -
SU Intensive Outpatient Therapy	2 1.0%	- -	2 2.2%
SU Detox	3 1.5%	3 2.7%	- -
Suboxone Maintenance	1 0.5%	1 0.9%	- -
Vivitrol Maintenance	1 0.5%	1 0.9%	- -
SU Outpatient Therapy	9 4.5%	8 7.2%	1 1.1%
Other	6 3.0%	4 3.6%	2 2.2%

### Adult Treatment Provider Literals Q16A

- \_\_\_\_\_  
Q1-Halfway House
- \_\_\_\_\_  
Q1-Trauma Therapy
- \_\_\_\_\_  
Q1-Trauma Therapy
- \_\_\_\_\_  
Q1-Early Intervention Outpatient
- \_\_\_\_\_  
Q2-ISP Meeting

## Adult Treatment Provider Level Analysis

**My provider has talked to me about a Mental Health Advance Directive (MHAD)? Q17**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quart- er Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
*N/A responses reduce total	194	109	85	-	-
<b>My provider has talked to me about a Mental Health Advanc...</b>					
Yes	87 44.8%	46 42.2%	41 48.2%	-	-
No	107 55.2%	63 57.8%	44 51.8%	-	-

**Do you have a Mental Health Advance Directive? Q18**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Base	200	111	89	-	-
<b>Do you have a Mental Health Advance Directive?</b>					
Yes	41 20.5%	20 18.0%	21 23.6%	-	-
No	159 79.5%	91 82.0%	68 76.4%	-	-

## Adult Treatment Provider Level Analysis

Did your behavioral health provider ask you to sign a release of information.... Q19

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Base	200	111	89	-	-
Did your behavioral health provider ask you to sign a release of information to coordinate with your Primary Care Physician (PCP)?					
Yes	166 83.0%	95 85.6%	71 79.8%	-	-
No	34 17.0%	16 14.4%	18 20.2%	-	-

Adult Duration of Provider Relationship Q20

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	200	111	89	-	-
How long have you currently been receiving services from this provider?					
Less than 6 months	52 26.0%	39 35.1%	13 14.6%	-	-
6-11 months	22 11.0%	12 10.8%	10 11.2%	-	-
1 to 2 years	45 22.5%	24 21.6%	21 23.6%	-	-
2 to 3 years	17 8.5%	6 5.4%	11 12.4%	-	-
4 + years	64 32.0%	30 27.0%	34 38.2%	-	-

## Adult Treatment Provider Level Analysis

### Adult Scheduling of First Appointment Q21

Counts Break % Respondents	2019/2020 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	198	110	88	-	-
Were you put on a waiting list to be seen by (provider)?					
Yes	30 15.2%	18 16.4%	12 13.6%	-	-
No	168 84.8%	92 83.6%	76 86.4%	-	-

## Adult Access to Services

### I feel I was able to get the help I needed within a reasonable amount of time. Q22A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral Responses Excluded	196	111	85	-	-
I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	188 95.9%	105 94.6%	83 97.6%	-	-
Strongly Disagree/Disagree	8 4.1%	6 5.4%	2 2.4%	-	-

**95.9% of target rate Y-T-D**

**Meets Expectations**

## Adult Access to Services

**I was made aware of the availability of different providers for this service.. Q22B**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral Responses Excluded	196	108	88	-	-
<b>I was made aware of the availability of different providers for this service and given a choice</b>					
<b>Strongly Agree/Agree</b>	167 85.2%	89 82.4%	78 88.6%	- -	- -
<b>Stongly Disagree/Disagree</b>	29 14.8%	19 17.6%	10 11.4%	- -	- -

**85.2% of target rate Y-T-D**

**Satisfactory**

### Adult Access to Services Literals Q22C

Q1-I received a phone call, they said the van would be there to pick me up. I didn't know there would be any other services. I'm glad I'm here. It saved my life.

Q1-They just assigned me a doctor.

Q1-He wasn't interested in what I was saying. I didn't want a large amount of medication. He didn't want to see me if I didn't take a lot of meds. He's a drug dealer. They just assigned me to him.

Q1-I still haven't gotten the help I need since March.

Q1-I had to search for this service.

Q1-They never told about other places I could go.

Q1-My first initial appointment was a long wait.

Q1-There aren't many options.

Q1-I just wanted to come here.

Q2-They did not make me aware of different providers.

Q2-I was made to go here.

Q2-I wasn't given a choice of different providers.

Q2-I wasn't able to get the help I needed because I went two months without my medication and I needed them.

Q2-I don't think I was made aware.

Q2-They never said anything about there being other places.

Q2-It took awhile to get in.

Q2-I had to wait two months.

Q2-I thought this was the only provider.

Q2-There seems to be a problem with people listening to other people with a mental health diagnosis.

## Adult Treatment Experiences

The treatment I am receiving meets my needs. Q23A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	194	107	87	-	-
The treatment I am receiving meets my needs.					
Strongly Agree/Agree	187 96.4%	102 95.3%	85 97.7%	-	-
Strongly Disagree/Disagree	7 3.6%	5 4.7%	2 2.3%	-	-

**96.4% of target rate Y-T-D**

**Meets Expectations**

My provider has talked with me about community supports and other options.....Q23B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	191	106	85	-	-
My provider has talked with me about community supports and other options that are available.					
Strongly Agree/Agree	164 85.9%	93 87.7%	71 83.5%	-	-
Strongly Disagree/Disagree	27 14.1%	13 12.3%	14 16.5%	-	-

**85.9% of target rate Y-T-D**

**Satisfactory**

## Adult Treatment Experiences

### Provider helped me create a plan to deal with any problems I have. Q23C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	192	109	83	-	-
(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	181 94.3%	102 93.6%	79 95.2%	-	-
Strongly Disagree/Disagree	11 5.7%	7 6.4%	4 4.8%	-	-

**94.3% of target rate Y-T-D**

**Meets Expectations**

### Adult Treatment Experience Literals Q23D

- Q1-I can't create a plan because I'm denied work, school and disability.
- Q1-The doctor wasn't interested in doing his job.
- Q1-I've been assigned to this service and told staff it is not for me. Staff insists that I need this service.
- Q1-The services are not meeting my needs.
- Q1-They have never mentioned community supports.
- Q1-My therapist and I have been working on this. We haven't created a plan yet.
- Q1-My meds were cut off. They never mentioned community supports. They haven't helped me create a plan for any problems.
- Q1-I did more to help myself recover so I could leave the program. Staff caused more aggravation by constant correction. Staff was very bossy, controlling and demanding. I chose individual instead of group. It works better for me.
- Q1-The doctor does not listen to me. He hasn't talked to me about other options available.
- Q1-No one talked to me about community supports.
- Q1-They haven't talked with me about other options.
- Q1-I haven't been here that long. They haven't talked to me about other options yet.
- Q1-They do discuss this but it's not always what I want to hear.
- Q2-They did not make me aware of other options.
- Q2-We do not talk about community supports.
- Q2- I haven't created a plan for any problem.
- Q2-They didn't give me options.
- Q2-They didn't talk to me about it, I didn't get other options.
- Q2-They never said anything about community supports. We never created a plan for problems.
- Q2-The doctor would only try one med, then I was moved to another doctor. They did mention to me about going to counseling. They only told me about the emergency phone number.
- Q2-I don't feel that community supports applies to me. They never helped me create a plan for problems.
- Q2-I do not care for the telepsych doctor. I have gathered pamphlets for community supports. I created my own plan for problems.
- Q2-When I tell them meds don't work, they don't listen. What good is a plan if they don't listen.

### Adult Providers Share Information

My providers work together and share information..... Q24

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
*Neutrals reduce total	185	99	86	-	-
As appropriate, my providers work together and share info...					
Strongly Agree/Agree	182 98.4%	97 98.0%	85 98.8%	-	-
Strongly Disagree/Disagree	3 1.6%	2 2.0%	1 1.2%	-	-

98.4% of target rate Y-T-D

Meets Expectations

### Adult Recovery Oriented Practices

Staff treats me with respect and sees me as an equal partner..... Q25A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Base	200	111	89	-	-
Staff treats me with respect and sees me as an equal partner in my treatment program.					
Always/Almost Always/Often	196 98.0%	107 96.4%	89 100.0%	-	-
Sometimes/Rarely	-	-	-	-	-
Never	4 2.0%	4 3.6%	-	-	-

98.0% of target rate Y-T-D

Meets Expectations



## Adult Recovery Oriented Practices

I was encouraged to use consumer-run programs...Q25B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Base	200	111	89	-	-
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.). (ROSI)					
Always/Almost Always/Often	184 92.0%	99 89.2%	85 95.5%	-	-
Sometimes/Rarely	12 6.0%	8 7.2%	4 4.5%	-	-
Never	4 2.0%	4 3.6%	-	-	-

**92.0% of target rate Y-T-D**

**Meets Expectations**

My provider asked me what my goals would be to help.... (CCISC) Q26A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	194	108	86	-	-
My provider asked me what my goals would be to help me achieve a happy life. (CCISC)					
Strongly Agree/Agree	187 96.4%	102 94.4%	85 98.8%	-	-
Strongly Disagree/Disagree	7 3.6%	6 5.6%	1 1.2%	-	-

**96.4% of target rate Y-T-D**

**Meets Expectations**

## Adult Recovery Oriented Practices

**My provider acknowledges and rewards me for even my small steps.... Q26B**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	188	100	88	-	-
<b>My provider acknowledges me for even my small steps toward achieving my goals.</b>					
Strongly Agree/Agree	183 97.3%	95 95.0%	88 100.0%	-	-
Strongly Disagree/Disagree	5 2.7%	5 5.0%	-	-	-

**97.3% of target rate Y-T-D**

**Meets Expectations**

**My treatment is developed around my specific needs. (CCISC) Q26C**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	192	104	88	-	-
<b>My treatment is developed around my specific needs. (CCISC)</b>					
Strongly Agree/Agree	188 97.9%	101 97.1%	87 98.9%	-	-
Strongly Disagree/Disagree	4 2.1%	3 2.9%	1 1.1%	-	-

**97.9% of target rate Y-T-D**

**Meets Expectations**

## Adult Recovery Oriented Practices

**I have been given clear information on who to contact if I need.... Q26D**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral Responses Excluded	195	108	87	-	-
I have been given clear information on who to contact if I need immediate help between appointments.					
Strongly Agree/Agree	186 95.4%	99 91.7%	87 100.0%	-	-
Strongly Disagree/Disagree	9 4.6%	9 8.3%	-	-	-

**95.4% of target rate Y-T-D**

**Meets Expectations**

**Adult Recovery Oriented Practices Literals Q26E**

- Q1-The system is blocking setting goals.
- Q1-He didn't bother listening to me, he just pushed drugs. We never talked about who to contact if I needed help.
- Q1-My needs are not considered during treatment.
- Q1-They can not help me completely, spiritually.
- Q1-I didn't receive any info on who to contact if I need immediate help.
- Q1-I don't get rewarded for achieving goals. I don't feel my treatment is developed for my needs. They only gave me information about crisis.
- Q1-Staff doesn't have time to listen to individual needs. Staff is in too much of a hurry.
- Q1-I don't feel like an equal partner in my treatment because he doesn't listen to me. He never mentioned any consumer-run programs. He doesn't talk to me about anything other than how my meds are working.
- Q2-They never ask me about goals.
- Q2-They never mentioned any consumer-run programs. I don't remember if they gave me information if I needed immediate help between appointments.
- Q2-I don't remember them mentioning consumer-run programs.
- Q2-I never really heard them ask me about goals.
- Q2-Treatment is not necessarily developed around my specific needs. I am in classes I don't need.
- Q2-Consumer-run programs don't apply to me. They only tried one med and insisted on therapy.
- Q2-I'm not sure who to contact if I need immediate help.

## Adult Outcomes

**I deal more effectively with daily problems Q27A**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	195	108	87	-	-
<b>I deal more effectively with daily problems.</b>					
Strongly Agree/Agree	184 94.4%	102 94.4%	82 94.3%	-	-
Strongly Disagree/Disagree	11 5.6%	6 5.6%	5 5.7%	-	-

**94.4% of target rate Y-T-D**

**Meets Expectations**

**I feel more hopeful about the future. Q27B**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	190	103	87	-	-
<b>I feel more hopeful about the future.</b>					
Strongly Agree/Agree	182 95.8%	99 96.1%	83 95.4%	-	-
Strongly Disagree/Disagree	8 4.2%	4 3.9%	4 4.6%	-	-

**95.8% of target rate Y-T-D**

**Meets Expectations**

**I believe I can get better. Q27C**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	196	109	87	-	-
<b>I believe I can get better.</b>					
Strongly Agree/Agree	193 98.5%	108 99.1%	85 97.7%	-	-
Strongly Disagree/Disagree	3 1.5%	1 0.9%	2 2.3%	-	-

**98.5% of target rate Y-T-D**

**Meets Expectations**

## Adult Outcomes

### I feel treatment is working. Q27D

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	191	105	86	-	-
<b>I feel treatment is working.</b>					
<b>Strongly Agree/Agree</b>	185 96.9%	101 96.2%	84 97.7%	-	-
<b>Strongly Disagree/Disagree</b>	6 3.1%	4 3.8%	2 2.3%	-	-

**96.9% of target rate Y-T-D**

**Meets Expectations**

### Adult Outcomes Literals Q27E

- Q1-I'm stuck in a rut with the system blocking my goal setting.
- Q1-The doctor never talked about anything except drugs.
- Q1-The treatment doesn't really effect my outlook on life.
- Q1-I don't have much faith in things.
- Q1-I help myself rather than depend on staff. Treatment wasn't working. It got worse trying to ignore staff to help myself be discharged.
- Q1-Sometimes the doctor and I understand each other. Sometimes he doesn't understand me. He will recommend high level treatment.
- Q1-I am still really early into the program.
- Q1-I don't see my recovery plans falling in place.
- Q1-I have had these issues since I've been 30 years old.
- Q1-I feel like I should have done this by myself.
- Q2-My physical health causes me to feel I can't get better and I don't feel hopeful about the future.
- Q2-I'm not sure why I don't feel hopeful about the future. I hope I can get better but I don't know. I feel that treatment is working to an extent.
- Q2-Most of my services come from the VA.
- Q2-I have good days and I have bad days. It's due to my anxiety and depression.
- Q2-They only tried one med and switched things around. This has been a struggle all my life. They never gave the process a chance.
- Q2-Sometimes I deal more effectively with daily problems.
- Q2-There is the drug issue where they force drugs on you.
- Q2-I don't handle problems well. Thinking I feel more hopeful really far into the future about 50 years.

## Adult Provider Issues or Problems

Have you had any issues or problems with services from (provider)? Q28

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	200	111	89	-	-
Have you had any issues or problems with services from (n...					
Yes	16 8.0%	11 9.9%	5 5.6%	-	-
No	184 92.0%	100 90.1%	84 94.4%	-	-

### Adult Provider Issues Q29

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
*N/A responses reduce total	16	11	5	-	-
If yes, what were the issues or problems with services fr...					
Lack of treatment planning and coordination	1 6.3%	1 9.1%	-	-	-
Services not provided when I needed them	-	-	-	-	-
Poor Communication	3 18.8%	3 27.3%	-	-	-
Frequent staff changes	2 12.5%	1 9.1%	1 20.0%	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	10 62.5%	6 54.5%	4 80.0%	-	-

### Adult literals for issues or problems with service Q29A

Q1-The doctor was heavily pushing meds.

Q1-Forcing things on me that were stupid at group.

Q1-Lack of treatment planning and coordination, services not provided when I needed them and poor communication.

Q1-The doctor tried to cut out medicine I have been taking for 20 years.

Q1-The first two weeks were good. Then there was repetition of the first two weeks all over again.

Q1-Medication co pays are more expensive with the pharmacy they use here.

Q2-My therapist left.

Q2-Having problems with gaining financial independence.

Q2-Doctor is not giving me options for medication administration.

Q2-Lack of treatment planning and coordination and services not provided when I needed them.

## Adult Provider Issues or Problems

### Adult Provider Issue Resolution Q30

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
(N/A) responses reduce total	16	11	5	-	-
Were you able to resolve these issues or problems with (n...					
I resolved the problem with the program manager	1 6.3%	1 9.1%	- -	- -	- -
I chose not to take any action	2 12.5%	2 18.2%	- -	- -	- -
I filed a formal complaint	1 6.3%	1 9.1%	- -	- -	- -
Other	12 75.0%	7 63.6%	5 100.0%	- -	- -

### Adult literals were you able to resolve these issues problems...Q30A

- Q1-I talked to my therapist and he couldn't do anything.
- Q1-I resolved the problem with the counselor herself.
- Q1-Talked to program manager. Resolved some issues. I'm still dissatisfied with the program.
- Q1-I keep talking with the doctor to resolve the issues.
- Q1-I talked to someone and I am waiting.
- Q1-Patients have told staff and they are aware.
- Q1-I spoke with my counselor and we are working on a different pharmacy.
- Q2-I asked if I could choose a new therapist.
- Q2-Waiting for a response from the provider.
- Q2-I made them aware I want options.
- Q2-We just switched doctors.
- Q2-I complained about it to the head person.

### Adult Provider Issues or Problems

If you chose to not take any action, why? Q31

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
(N/A) responses reduce total	2	2	-	-	-
<b>If you chose to not take any action, why?</b>					
The problem was not that serious	-	-	-	-	-
I was concerned with how the provider would react	2 100.0%	2 100.0%	-	-	-
I didn't know how to file a formal complaint	-	-	-	-	-
Other	-	-	-	-	-

### Adult Department of Public Welfare Questions

Adult Treatment Impact on Quality of Life Q32

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	200	111	89	-	-
<b>What effect has the treatment you've received had on the ...</b>					
Much better	101 50.5%	49 44.1%	52 58.4%	-	-
A little better	75 37.5%	48 43.2%	27 30.3%	-	-
About the same	24 12.0%	14 12.6%	10 11.2%	-	-
A little worse	-	-	-	-	-
Much worse	-	-	-	-	-



## Adult Department of Public Welfare Questions

Were you given a chance to make treatment decisions? Q33

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	200	111	89	-	-
<b>Were you given the chance to make treatment decisions?</b>					
Yes	171 85.5%	95 85.6%	76 85.4%	-	-
No	5 2.5%	4 3.6%	1 1.1%	-	-
Sometimes	24 12.0%	12 10.8%	12 13.5%	-	-

In the last twelve months, were you able to get the help you needed? Q34

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	200	111	89	-	-
<b>In the last twelve months, were you able to get the help ...</b>					
Yes	193 96.5%	109 98.2%	84 94.4%	-	-
No	3 1.5%	1 0.9%	2 2.2%	-	-
Sometimes	4 2.0%	1 0.9%	3 3.4%	-	-

## Adult Department of Public Welfare Questions

If you were not able to get the behavioral health services in the last twelve months... Q35

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
*N/A responses reduce total	5	2	3	-	-
If you were not able to get behavioral health services in...					
Money issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Child care issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	1 20.0%	1 50.0%	-	-	-
Other	4 80.0%	1 50.0%	3 100.0%	-	-

### Adult Reason for Not Getting Behavioral Health Help Q35A

Q1-Money issues, inconvenient times and transportation issues.

Q2-Money issues and I didn't know where to get help.

Q2-The doctor gave up on me.

Q2-Poor communication

## Adult Behavioral Health Medications

### Adult Taking Medications Q36

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	200	111	89	-	-
<b>Are you taking behavioral health medications?</b>					
Yes	174 87.0%	97 87.4%	77 86.5%	-	-
No	26 13.0%	14 12.6%	12 13.5%	-	-
Declined to answer	-	-	-	-	-

### Adult Difficulty in Obtaining Medications Q37

Counts Break % Respondents	2019/2020 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					
	174	97	77	-	-
<b>Are you experiencing any problems in getting the medicati...</b>					
Yes	6 3.4%	2 2.1%	4 5.2%	-	-
No	168 96.6%	95 97.9%	73 94.8%	-	-

### Adult Difficulty in Obtaining Medications Literals Q37A

Q1-The meds prescribed are not the meds that I need.

Q1-The medication the doctor has me on are not the right meds because of how they make me feel.

Q2-I noticed my medication for my anxiety is not working as well and I need to make an appointment with the doctor.

Q2-I still run out of meds.

Q2-My problem getting medication is from the pharmacy. They have trouble getting the medicine I need.

Q2-Health insurance has gotten in the way of using the right meds.

## My provider has talked to me about tobacco and vaping products

My provider has talked to me about options to help me quit using tobacco ... Q38

Counts Break % Respondents	2019/2020 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	113	66	47	-	-
My provider has talked to me about options to help me qui...					
Yes	83 73.5%	54 81.8%	29 61.7%	-	-
No	30 26.5%	12 18.2%	18 38.3%	-	-

## Adults discharged due to lack of following treatment plan or relapsed

Adult Discharge due to lack of following treatment plan. Q39

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	200	111	89	-	-
Have you been discharged in the past because you had trouble following your treatment plan or you relapsed?					
Yes	9 4.5%	6 5.4%	3 3.4%	-	-
No	191 95.5%	105 94.6%	86 96.6%	-	-

## Adult Wellness Recovery Action Plan (WRAP)

Do you know what a WRAP (Wellness Recovery Action Plan) is? Q40

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarte- r Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	200	111	89	-	-
Do you know what a WRAP (Wellness Recovery Action Plan) is?					
Yes	145 72.5%	77 69.4%	68 76.4%	-	-
No	55 27.5%	34 30.6%	21 23.6%	-	-

## Adult Wellness Recovery Action Plan (WRAP)

### Adults Who Have A Wellness Recovery Action Plan Q41

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter July-Sept	2nd Quarter Oct-Dec	3rd Quarter Jan-March	4th Quarter Apr-Jun
	200	111	89	-	-
Do you have a WRAP (Wellness Recovery Action Plan)?					
Yes	103 51.5%	54 48.6%	49 55.1%	-	-
No	97 48.5%	57 51.4%	40 44.9%	-	-

## Adults Additional Compliments and Concerns

### Adult Additional Compliments or Concerns Q42

- Q1-I compliment the doctor and staff here. They saved my life. I'm glad I moved from Cambria county to Somerset county.
- Q1-She's very good at her job and very caring. She's been steady, the other two I had quit in a couple months.
- Q1-She's very good, caring and understands what I am going through. She's been through it too.
- Q1-He's very good about what he does. He will talk and listen but he avoids subjects I'm talking about.
- Q1-I only saw the doctor two times. He was pushing drugs. He ignored safety protocol in regards to meds. He wanted to put me on multiple meds at one time. You just don't do that. Penn State medical rules say try one pill at a time so you know which one is causing a reaction.
- Q1-Doctors need to listen to the patient regarding medication and what works for the individual.
- Q1-The service has been phenomenal. They do a really good job. It is a comforting atmosphere. They are open to changes and are flexible. However during check in, they ask for personal information that people in the waiting area can hear.
- Q1-Staff has good intentions, however they need to listen more. They're too busy and in a hurry. At times staff are so opinionated it's overbearing. At times, more than one staff confront consumers causing intimidation. They keep pushing causing anger. They have attitude that they are right because they are staff. We as consumers are under the staff. Program encourages dependence on staff and the system by telling them what to do and making decisions for them.
- Q1-Overall I work well with the doctor. He doesn't seem to know how to deal with my issues. Except offering high level of care. He left all medication decisions up to me. He didn't offer guidance to help me make a good decision about meds. He took me off my meds then I got sick. It took me 2 years to get back on track. He is occupied with dictating into his machine that he quotes me out of context. It makes me feel paranoid.
- Q1-Overall she is a great therapist. Recently we weren't understanding each other but we worked some things out. Sometimes it feels like she tries to de-escalate my anger instead of focusing on the issue we are talking about.
- Q1-The doctor is nice.
- Q1-My therapist is nice.
- Q1-They are very nice. No real issues except under staffing.
- Q1-My doctor is amazing.
- Q1-They have multiple therapists which are very good.
- Q1-My therapist is amazing.
- Q1-They do a great job.
- Q1-I'm grateful! They have changed my life. Not only do they work with me, I work with them. I see all the staff. I have grown so much with their help. They motivate me to keep doing and wanting better.
- Q1-My Counselor is great. He treats people like human beings.
- Q1-I wish my psychiatrist would listen more instead of only asking a few questions. Today's visit was better than my first visit.
- Q1-I like this provider a lot. They've been very helpful in my recovery.
- Q1-In the year that I've been here, everything has been good.
- Q1-Everybody is friendly. They have gone out of their way to help me.
- Q1-The only problem here is repetition.
- Q1-Overall it's a nice facility. They have a great group of counselors.

## Adult Additional Compliments or Concerns Q42

---

Q1-They're pretty good. Everything is pretty much the same as the last time I was here. It's just repetitive.

---

Q1-They seem like good people.

---

Q1-This is a good place.

---

Q1-I would like to thank the provider and these surveys. The surveys provide information to providers for concerns and cares on overall health treatment.

---

Q1-I am trying to get more people to join now that I am in the program.

---

Q2-They have always been so good to me. I have no complaints. They help me in every way and help me reach my goals.

---

Q2-Everything is going well. Everything is going fine.

---

Q2-I am very happy with my provider.

---

Q2-They have been very good. I have no complaints. They work with my meds when it is needed.

---

Q2-The staff is very nice and helpful. They care about the needs of others.

---

Q2-I want to have control of my own money (SSI check) and not have a rep payee.

---

Q2-They've been helping me, they listen to me. They came and checked on me when I was hearing voices for 20 hours. They got the doctor to see me earlier and they changed my meds.

---

Q2-They help me deal with my condition by using coping skills.

---

Q2-I just got a new BCM. She's real helpful. She helped me fill out energy assistance application.

---

Q2-I asked the doctor for a pill not a shot and he refused saying I don't take my meds. The shot isn't going in my arm right.

---

Q2-I love their services and what they do for me. The only problem I have with them is that they don't pay their doctors enough to keep them here.

---

Q2-I am satisfied with them.

---

Q2-I think the services are definitely helping me but I still miss GCC.

---

Q2-They are friendly. I really appreciate that I can be comfortable talking to them and not be judged.

---

Q2-I think staff are doing a pretty good job.

---

Q2-It was a long wait to be seen by any provider. Then the doctor gave up on me. This provider told me they called my previous doctor and said my doctor refused to give my records to them stating it was over 15 years ago. My doctor never said that.

---

Q2-They treat me right.

---

Q2-I like the services here. I feel like she listens. Her advice fits my needs. Her solutions about my problems helps me.

---

Q2-They do good.

---

Q2-They do a good job.

---

Q2-I think they are wonderful. They make the experience as easy and as smooth as possible. They treat you as a person, not a number.

---

Q2-They are very helpful.

---

Q2-I am very thankful to them for helping me through a rough time.

---

Q2-They are friendly and warm.

---

Q2-They go above and beyond to help me, they've been wonderful.

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## **Family Survey Findings**

### **Family Survey Process & Findings**

The following are C/FST Findings and Recommendations based on the 33 family surveys completed during the 2nd Quarter of Fiscal Year 2019/20 for the period between October to December 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.

### **2nd Quarter Family Sample Characteristics versus 1st Quarter Comparison:**

1. Lower percentage of face to face - 27% (9 of 33) versus 48% (15 of 31)
2. Higher ratio of male caregivers – 18% (6 of 33) versus 13% (4 of 31).
3. Similar percentage of child members under age 5 - 9% (3 of 33) versus 10% (3 of 31).
4. Higher percentage foster/step/adoptive/grandparent – 6% (2 of 33) versus 3% (1 of 31).
5. Higher ratio of male service recipients – 67% (22 of 33) versus 55% (17 of 31).
6. Similar ratio of members receiving BHRS – 30% (10 of 33) versus 29 % (9 of 31).
7. Similar percentage 9% (3 of 33) versus 10% (3 of 31), receiving services four (4) years or longer.

### **Findings Overview**

1. Family/caregivers were generally pleased with Community Care reporting satisfaction levels of 85% to 100% in four of five performance indicators covering *“Do you know how to find the number to call Community Care with questions or concerns,” “Are you aware that you can file a complaint if needed,” “Are you aware that you can file a grievance if needed,”* and *“The people I spoke to at Community Care were helpful.”* The lowest indicator at 70% (23 of 33) was *“Do you know who Community Care is?”* which increased from 55% in the 1st Quarter.

Family/caregivers reported Community Care’s attendance at the ISPT/Evaluation meeting was 100% (9 of 9, excludes 24 “not applicable” responses.) 100% (9 of 9 family/caregivers) believed that Community Care’s participation at the meeting was helpful.

9% (3 of 33) family/caregivers indicated the need to file a complaint and were satisfied with the process compared to 7% (2 of 31) in the 1st Quarter.

0% (0 of 33) family/caregivers indicated the need to use Community Care’s grievance process compared to 3% (3 of 31) in the 1st Quarter.

2. Family/caregivers are generally pleased with Access to provider treatment services with the satisfaction scores of 86% to 100% in all four indicators. These indicators include, *“Services are available at times that are convenient,” “Evaluation information is submitted on time so services to my child are not interrupted,” “I was given a choice of different agencies I can use for my child’s service,”* and *“I feel like my child was able to get the help needed within an acceptable amount of time.”*

3. Likewise, Family/caregivers are also pleased with their provider *Treatment Experiences* with satisfaction scores ranging from 97% to 100% in all six indicators. These include, *“I feel comfortable asking questions about my child’s treatment,” “My child’s treatment plan was reviewed with me,” “I feel my child has enough time with staff during most sessions,” “The treatment my child receives meets his/her needs,” “Provider helped us create a plan to deal with any problems,”* and *“If meetings are held, I am always informed with enough advanced notice that I can make arrangements to attend.”*

4. Family/caregivers also had a high level of satisfaction with *Provider Recovery Orientation* with satisfaction scores being 88% to 100% in all three indicators. These include, *“My child’s provider talked to us about community programs and other options that are available,” “I have been given clear information on who to contact if my child needs immediate attention between appointments,”* and *“I was actively involved in developing my child’s treatment goals.”*

5. Family/caregiver satisfaction scores with *Treatment Outcomes* was generally good, consistent with previous quarters. *“My child deals more effectively with daily problems”* was 100% (29 of 29, excluding 4 “neutral” responses) compared to 85% in the 1st Quarter. *“I feel my child’s behavioral health is improving”* was 100% (32 of 32, excluding 1 “neutral” responses) compared to 86% in the 1st Quarter. Likewise, *“My family has improved since my child started treatment”* was 100% (28 of 28, excluding 5 “neutral” responses) compared to 86% in the 1st Quarter.

6. 6% (2 of 33) of family/caregivers reported having issues or problems with their provider compared to 16% (5 of 31) in the 1st Quarter. One resolved the problem with the program manager and one chose not to take any action.

7. 82% (27 of 33) of family/caregivers reported their child was taking behavioral health medications and 93% (25 of 27) 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 33) of family/caregiver members surveyed, compared to 0% (0 of 31) in the 1st 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 2nd Quarter, 10 family/caregiver quality audits were performed. 90% (9 of 10) of family/caregivers felt the length of the survey and number of questions were satisfactory. 10% (1 of 10) felt the survey was too long.

Overall, 100% (10 of 10) of family/caregivers were satisfied with the survey process and 100% (10 of 10) of family/caregivers felt ok or good about being contacted.

### **Comments:**

*“It is a good service; I hope it can continue.”*

*“The lady (surveyor) was polite and kind.”*

## Family Demographics

### Family Survey Type Q4

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
What kind of survey is it?					
Phone	40 62.5%	16 51.6%	24 72.7%	-	-
Face to Face	24 37.5%	15 48.4%	9 27.3%	-	-

### Family County Q5

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
What county does the member live in?					
Somerset	52 81.3%	26 83.9%	26 78.8%	-	-
Bedford	12 18.8%	5 16.1%	7 21.2%	-	-

## Family Demographics

### Family Zip Code Q6

Counts Analysis % Respondents	2019/2020 YTD Total	What quarter is it?	
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec
	<b>64</b>	<b>31</b>	<b>33</b>
<b>What is your zip code?</b>			
15501 Somerset	14 21.9%	10 32.3%	4 12.1%
15522 Bedford	5 7.8%	4 12.9%	1 3.0%
15537 Everett	2 3.1%	- -	2 6.1%
16678 Saxton	2 3.1%	- -	2 6.1%
15533 Breezewood	1 1.6%	- -	1 3.0%
15550 Manns Choice	1 1.6%	- -	1 3.0%
15963 Windber	6 9.4%	4 12.9%	2 6.1%
15552 Meyersdale	1 1.6%	1 3.2%	- -
15530 Berlin	2 3.1%	- -	2 6.1%
15531 Boswell	3 4.7%	- -	3 9.1%
15557 Rockwood	1 1.6%	- -	1 3.0%
15424 Confluence	1 1.6%	1 3.2%	- -
15541 Friedens	1 1.6%	- -	1 3.0%
15926 Central City	2 3.1%	- -	2 6.1%
Other	22 34.4%	11 35.5%	11 33.3%

## Family Demographics

### Family Caregiver Gender Q7

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
<b>What is your gender?</b>					
Male	10 15.6%	4 12.9%	6 18.2%	-	-
Female	53 82.8%	26 83.9%	27 81.8%	-	-
Does not identify with either gender	1 1.6%	1 3.2%	-	-	-
Refused to answer	-	-	-	-	-

### Family Child's Gender Q8

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
<b>What is the child's gender?</b>					
Male	39 60.9%	17 54.8%	22 66.7%	-	-
Female	25 39.1%	14 45.2%	11 33.3%	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

### Family Child's Age Q9

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
<b>How old is the child who is receiving the services?</b>					
5 years or younger	6 9.4%	3 9.7%	3 9.1%	-	-
6-8 years	39 60.9%	18 58.1%	21 63.6%	-	-
9-13 years	18 28.1%	10 32.3%	8 24.2%	-	-
14 years and older	1 1.6%	-	1 3.0%	-	-

## Family Demographics

### Family Caregivers Relationship to Child Q10

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
What is your relationship to this child?					
Parent	61 95.3%	30 96.8%	31 93.9%	-	-
Grandparent	3 4.7%	1 3.2%	2 6.1%	-	-
Aunt/Uncle	-	-	-	-	-
Brother/Sister	-	-	-	-	-
Foster parent	-	-	-	-	-
Adoptive parent	-	-	-	-	-
Step-parent	-	-	-	-	-

### Family Child's Race Q11

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
What do you consider the child's race to be?					
Caucasian	61 95.3%	31 100.0%	30 90.9%	-	-
African American	-	-	-	-	-
Hispanic American	1 1.6%	-	1 3.0%	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian/Pacific Islander	-	-	-	-	-
Multi-racial	-	-	-	-	-
Other	2 3.1%	-	2 6.1%	-	-

## Family Demographics

### Family Primary Service Q12

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
Is your child receiving services for:					
Mental Health Services	64 100.0%	31 100.0%	33 100.0%	- -	- -
Both Mental Health and Drug and Alcohol Services	- -	- -	- -	- -	- -

### Family First Diagnosed Q13

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
How long has it been since your child was first diagnosed?					
Less than 6 months	7 10.9%	5 16.1%	2 6.1%	- -	- -
6 months to 1 year	8 12.5%	4 12.9%	4 12.1%	- -	- -
1 to 2 years	14 21.9%	4 12.9%	10 30.3%	- -	- -
2 to 4 years	14 21.9%	7 22.6%	7 21.2%	- -	- -
4+ years	21 32.8%	11 35.5%	10 30.3%	- -	- -

## Family Satisfaction with Community Care

### Do you know who Community Care is? Q14A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
<b>Do you know who Community Care is?</b>					
Yes	40 62.5%	17 54.8%	23 69.7%	-	-
No	24 37.5%	14 45.2%	10 30.3%	-	-

**62.5% of target rate Y-T-D**

**Action Required**

### Do you know where to find the number to call Community Care ...Q14B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
<b>Do you know where to find the number to call Community Care with questions or concerns? (Note to Surveyor: If no, give number 1-866-483-2908)</b>					
Yes	57 89.1%	26 83.9%	31 93.9%	-	-
No	7 10.9%	5 16.1%	2 6.1%	-	-

**89.1% of target rate Y-T-D**

**Satisfactory**

### Are you aware that you can file a complaint if needed? .Q14C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
<b>Are you aware that you can file a complaint if needed?(Complaint-Telling or writing to Community Care that you are not satisfied with your provider and/or Community Care.)</b>					
Yes	58 90.6%	30 96.8%	28 84.8%	-	-
No	6 9.4%	1 3.2%	5 15.2%	-	-

**90.6% of target rate Y-T-D**

**Meets Expectations**



## Family Satisfaction with Community Care

**Are you aware that you can file a grievance if needed? Q14D**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
Are you aware that you can file a grievance if needed? (Grievance-Telling or writing to Community Care that you do not agree with a denial of a covered service or change in a covered service.)					
Yes	60 93.8%	30 96.8%	30 90.9%	-	-
No	4 6.3%	1 3.2%	3 9.1%	-	-

**93.8% of target rate Y-T-D**

**Meets Expectations**

**Family Satisfaction with Community Care Literals Q14E**

**The people I spoke to at Community Care were helpful. Q15**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
(N/A) responses reduce total	21	10	11	-	-
The people I spoke to at Community Care were helpful.					
Yes	21 100.0%	10 100.0%	11 100.0%	-	-
No	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

## Family Satisfaction with Community Care's Participation in ISPT Meeting

If applicable Community Care attended my child's ISPT meeting. Q16A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
(N/A) responses reduce total	24	15	9	-	-
If applicable, Community Care attended my child's ISPT meeting.					
Yes	14 58.3%	5 33.3%	9 100.0%	-	-
No	10 41.7%	10 66.7%	-	-	-

**58.3% of target rate Y-T-D**

**Action Required**

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

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Base	14	5	9	-	-
If applicable, Community Care's participation in the ISPT meeting was helpful.					
Yes	14 100.0%	5 100.0%	9 100.0%	-	-
No	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

## Family Community Care's Complaint Process

If you have used Community Care's complaint process, were you .....Q17

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	5	2	3	-	-
If you have used Community Care's complaint process, were...					
Yes	5 100.0%	2 100.0%	3 100.0%	-	-
No	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

## Family Community Care's Grievance Process

If you used Community Care's grievance process were you satisfied.....Q18

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
(N/A) responses reduce total	1	1	-	-	-
If you have used Community Care's grievance process, were...					
Yes	1 100.0%	1 100.0%	-	-	-
No	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

## Family Treatment Provider Level Analysis

### What is the name of your treatment provider? Q19

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
<b>What is the name of your child's treatment provider?</b>					
ACRP	17 26.6%	8 25.8%	9 27.3%	-	-
Bedford DBHS	1 1.6%	-	1 3.0%	-	-
Beal Counseling and Consulting	-	-	-	-	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	9 14.1%	4 12.9%	5 15.2%	-	-
Family Behavioral Resources	5 7.8%	1 3.2%	4 12.1%	-	-
Footsteps	-	-	-	-	-
Nulton Diagnostic and Treatment Center	17 26.6%	12 38.7%	5 15.2%	-	-
Merakey	-	-	-	-	-
Rhonda J. Clark	-	-	-	-	-
Somerset Community Hospital	-	-	-	-	-
Somerset DBHS	9 14.1%	4 12.9%	5 15.2%	-	-
The Meadows	-	-	-	-	-
Youth Advocate Programs (YAP)	4 6.3%	1 3.2%	3 9.1%	-	-
Pediatric Care Specialists	2 3.1%	1 3.2%	1 3.0%	-	-
Adelphoi Village	-	-	-	-	-
Blair Family Solutions	-	-	-	-	-
Other	-	-	-	-	-

### Family Treatment Provider Literals Q19A

## Family Treatment Provider Level Analysis

### Family Treatment Service Q20

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
<b>What service does your child receive from this provider?</b>					
After School Treatment	2 3.1%	1 3.2%	1 3.0%	-	-
BHRS: (TSS, MT, BSC)	19 29.7%	9 29.0%	10 30.3%	-	-
Crisis	-	-	-	-	-
MH CRR Host Home	-	-	-	-	-
Family Based MH Services	3 4.7%	1 3.2%	2 6.1%	-	-
Functional Family Therapy (FFT)	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	20 31.3%	11 35.5%	9 27.3%	-	-
MH Inpatient Hospitalization	-	-	-	-	-
MH Partial Hospitalization	1 1.6%	1 3.2%	-	-	-
MH BCM (Blended Case Management)	2 3.1%	-	2 6.1%	-	-
MH Outpatient Therapy/Counseling	16 25.0%	8 25.8%	8 24.2%	-	-
Multi Systemic Therapy (MST)	-	-	-	-	-
Trauma-Based Treatment	-	-	-	-	-
School Based Therapy	1 1.6%	-	1 3.0%	-	-
RTF	-	-	-	-	-
Substance Use (SU) Outpatient Therapy	-	-	-	-	-
Substance Use (SU) Detox	-	-	-	-	-
Substance Use (SU) Inpatient/Rehabilitation	-	-	-	-	-
Other	-	-	-	-	-
Do Not Know	-	-	-	-	-

### Family Treatment Service Literals Q20A

## Family Treatment Provider Level Analysis

### Family Duration of Provider Relationship Q21

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
How long has your child currently been receiving services from this provider?					
6 months or less	16 25.0%	11 35.5%	5 15.2%	-	-
6 months to 1 year	15 23.4%	8 25.8%	7 21.2%	-	-
1 to 2 years	18 28.1%	7 22.6%	11 33.3%	-	-
2 to 4 years	9 14.1%	2 6.5%	7 21.2%	-	-
4 or more years	6 9.4%	3 9.7%	3 9.1%	-	-

## Family Access to Services

**Services are available at times that are convenient. Q22A**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	62	30	32	-	-
Services are available at times that are convenient.					
Strongly Agree/Agree	61 98.4%	29 96.7%	32 100.0%	-	-
Strongly Disagree/Disagree	1 1.6%	1 3.3%	-	-	-

**98.4% of target rate Y-T-D**

**Meets Expectations**

**Evaluation information is submitted on time so that services to my child... Q22B**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	62	29	33	-	-
Evaluation information is submitted on time so that services to my child are not interrupted.					
Strongly Agree/Agree	59 95.2%	26 89.7%	33 100.0%	-	-
Strongly Disagree/Disagree	3 4.8%	3 10.3%	-	-	-

**95.2% of target rate Y-T-D**

**Meets Expectations**

## Family Access to Services

**I was given a choice of different agencies I can use for my child's service. Q22C**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	63	30	33	-	-
<b>I was given a choice of different agencies I can use for my child's service.</b>					
<b>Strongly Agree/Agree</b>	57 90.5%	28 93.3%	29 87.9%	-	-
<b>Strongly Disagree/Disagree</b>	6 9.5%	2 6.7%	4 12.1%	-	-

**90.5% of target rate Y-T-D**

**Meets Expectations**

**I feel like my child was able to get the help he/she needed within an acceptable.....Q22D**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	59	31	28	-	-
<b>I feel like my child was able to get the help he/she needed within an acceptable amount of time.</b>					
<b>Strongly Agree/Agree</b>	51 86.4%	27 87.1%	24 85.7%	-	-
<b>Strongly Disagree/Disagree</b>	8 13.6%	4 12.9%	4 14.3%	-	-

**86.4% of target rate Y-T-D**

**Satisfactory**

**Family Access to Service Literals Q22E**

Q1-They took my child off medication without assistance with services.

Q2-Sometimes, I feel they should provide a lot more after school hours.

Q2-It took too long to get my child medicine and I feel we are at a stand still.

Q2-My child has gotten help, there just aren't enough TSS'.

Q2-I pulled my child from services right after the first few appointments. I felt betrayed by the therapist and the unnecessary chaos that was caused.

Q2-It's been a struggle getting help. The process of diagnosis was long. Getting proper treatment took a long time.

Q2-I didn't know I could use their services for my child.



## Family Treatment Experience

**I feel comfortable asking questions about my child's treatment. Q23A**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	64	31	33	-	-
<b>I feel comfortable asking questions about my child's treatment.</b>					
Strongly Agree/Agree	63 98.4%	30 96.8%	33 100.0%	- -	- -
Strongly Disagree/Disagree	1 1.6%	1 3.2%	- -	- -	- -

**98.4% of target rate Y-T-D**

**Meets Expectations**

**My child's treatment plan was reviewed and shared with me. Q23B**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	64	31	33	-	-
<b>My child's treatment plan was reviewed and shared with me.</b>					
Strongly Agree/Agree	63 98.4%	30 96.8%	33 100.0%	- -	- -
Strongly Disagree/Disagree	1 1.6%	1 3.2%	- -	- -	- -

**98.4% of target rate Y-T-D**

**Meets Expectations**

## Family Treatment Experience

**I feel my child has enough time with staff during most sessions. Q23C**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	64	31	33	-	-
<b>I feel my child has enough time with staff during most sessions</b>					
Strongly Agree/Agree	62 96.9%	29 93.5%	33 100.0%	-	-
Strongly Disagree/Disagree	2 3.1%	2 6.5%	-	-	-

**96.9% of target rate Y-T-D**

**Meets Expectations**

**The treatment my child receives meets his/her needs. Q23D**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	61	31	30	-	-
<b>The treatment my child receives meets his/her needs.</b>					
Strongly Agree/Agree	56 91.8%	27 87.1%	29 96.7%	-	-
Strongly Disagree/Disagree	5 8.2%	4 12.9%	1 3.3%	-	-

**91.8% of target rate Y-T-D**

**Meets Expectations**

## Family Treatment Experience

**Provider helped us create a plan to deal with any problem my child has. Q23E**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Base	59	29	30	-	-
(Provider) helped us create a plan to deal with any problem my child has.					
Strongly Agree/Agree	57 96.6%	27 93.1%	30 100.0%	-	-
Strongly Disagree/Disagree	2 3.4%	2 6.9%	-	-	-

**96.6% of target rate Y-T-D**

**Meets Expectations**

**Family Treatment Experience Literals Q23F**

Q1-My son has stopped medication treatment and is not better.

**If meetings are held, I am always informed with enough advance notice.....Q24**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	62	29	33	-	-
If meetings are held, I am always informed with enough ad...					
Strongly Agree/Agree	61 98.4%	28 96.6%	33 100.0%	-	-
Strongly Disagree/Disagree	1 1.6%	1 3.4%	-	-	-

**98.4% of target rate Y-T-D**

**Meets Expectations**

**If meeting are held, I am always informed with enough advance notice literals Q24A**

Q1-The provider changes time of appointment within days of the scheduled appointment.

## Family Recovery Oriented Practices

### My child's provider has talked with us about community supports ...Q25A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	58	26	32	-	-
My child's provider has talked with us about community supports and other options that are available.					
Strongly Agree/Agree	53 91.4%	25 96.2%	28 87.5%	-	-
Strongly Disagree/Disagree	5 8.6%	1 3.8%	4 12.5%	-	-

**91.4% of target rate Y-T-D**

**Meets Expectations**

### I have been given clear information on who to contact if my child needs....Q25B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	64	31	33	-	-
I have been given clear information on who to contact if my child needs immediate help between appointments.					
Strongly Agree/Agree	62 96.9%	29 93.5%	33 100.0%	-	-
Strongly Disagree/Disagree	2 3.1%	2 6.5%	-	-	-

**96.9% of target rate Y-T-D**

**Meets Expectations**

## Family Recovery Oriented Practices

**I was able to be actively involved in developing my child's treatment goals. Q25C**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	64	31	33	-	-
I was able to be actively involved in developing my child's treatment goals.					
Strongly Agree/Agree	64 100.0%	31 100.0%	33 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

**Family Recovery Oriented Practices Literals Q25D**

Q2-The doctor doesn't talk about community supports.

## Family Outcomes

**My child deals more effectively with daily problems. Q26A**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	56	27	29	-	-
My child deals more effectively with daily problems.					
Strongly Agree/Agree	52 92.9%	23 85.2%	29 100.0%	-	-
Strongly Disagree/Disagree	4 7.1%	4 14.8%	-	-	-

**92.9% of target rate Y-T-D**

**Meets Expectations**

## Family Outcomes

### Our family has improved since my child started treatment. Q26B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	57	29	28	-	-
<b>Our family has improved since my child started treatment.</b>					
Strongly Agree/Agree	53 93.0%	25 86.2%	28 100.0%	-	-
Strongly Disagree/Disagree	4 7.0%	4 13.8%	-	-	-

**93.0% of target rate Y-T-D**

**Meets Expectations**

### I feel my child's behavioral health is improving. Q26C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
Neutral responses reduce total	61	29	32	-	-
<b>I feel my child's behavioral health is improving.</b>					
Strongly Agree/Agree	57 93.4%	25 86.2%	32 100.0%	-	-
Strongly Disagree/Disagree	4 6.6%	4 13.8%	-	-	-

**93.4% of target rate Y-T-D**

**Meets Expectations**

### Family Outcomes Q26D

- Q1-He has gotten worse since he's been in services.
- Q1-We just started with new treatment and doctor.
- Q1-My son has been struggling to deal with everyday tasks due to no medication treatment.
- Q2-This is medication related.
- Q2-My child didn't receive much services due to me discontinuing her therapy.

## Family Provider Issues or Problems

### Family Provider Issues Q27

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
Have you had any issues or problems with this (provider)?					
Yes	7 10.9%	5 16.1%	2 6.1%	-	-
No	57 89.1%	26 83.9%	31 93.9%	-	-

### Family Type of Provider Issues Q28

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
(N/A) responses reduce total	7	5	2	-	-
If you have had issues or problems with this provider, what were they?					
Lack of treatment planning and coordination	-	-	-	-	-
Poor communication	2 28.6%	2 40.0%	-	-	-
Frequent staff changes	1 14.3%	-	1 50.0%	-	-
Services not provided when my child needs them	1 14.3%	1 20.0%	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	3 42.9%	2 40.0%	1 50.0%	-	-

### Family Type of Provider Issue Literals Q28A

Q1-Lack of treatment planning and coordination and poor communication.

Q1-Lack of treatment planning and coordination, poor communication, services not provided when my child needs them and frequent provider cancellations.

Q2-Felt staff was untrustworthy.

## Family Provider Issues or Problems

### Family Provider Issue Resolutions Q29

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
(N/A) responses reduce total	7	5	2	-	-
Were you able to resolve these issues with this provider?					
I resolved the problem with the program manager	3 42.9%	2 40.0%	1 50.0%	-	-
I filed a formal complaint	1 14.3%	1 20.0%	-	-	-
I chose not to take any action	3 42.9%	2 40.0%	1 50.0%	-	-
Other	-	-	-	-	-

### Family reason for lack of action Q30

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
(N/A) responses reduce total	3	2	1	-	-
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	3 100.0%	2 100.0%	1 100.0%	-	-

### Family literal reason for not taking action Q30A

- Q1-I'm going to change providers for my child.
- Q1-I spoke with my insurance provider to fix the issue.
- Q2-I didn't want to deal with any of it.



## Family Department of Public Welfare Questions

### Family Treatment Impact on Quality of Life Q31

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
<b>What effect has the treatment your child received had on the quality of your child's life?</b>					
Much better	22 34.4%	9 29.0%	13 39.4%	-	-
A little better	35 54.7%	16 51.6%	19 57.6%	-	-
About the same	4 6.3%	3 9.7%	1 3.0%	-	-
A little worse	2 3.1%	2 6.5%	-	-	-
Much worse	1 1.6%	1 3.2%	-	-	-

### Family Opportunity to Make Treatment Decisions Q32

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
<b>Were you and your child given the chance to make treatment decisions?</b>					
Yes	56 87.5%	26 83.9%	30 90.9%	-	-
No	6 9.4%	3 9.7%	3 9.1%	-	-
Sometimes	2 3.1%	2 6.5%	-	-	-

## Family Department of Public Welfare Questions

### Family Ability to Receive Needed Care Q33

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
In the last twelve months did you have problems getting your child the help they needed?					
Yes	2 3.1%	2 6.5%	-	-	-
No	58 90.6%	27 87.1%	31 93.9%	-	-
Sometimes	4 6.3%	2 6.5%	2 6.1%	-	-

### Family Reason for not Getting Help Q34

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
(N/A) responses reduce total	3	3	-	-	-
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	1 33.3%	1 33.3%	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Child care issues	-	-	-	-	-
Long waiting list	1 33.3%	1 33.3%	-	-	-
Didn't know where to get help	-	-	-	-	-
Services denied	1 33.3%	1 33.3%	-	-	-
Process was overwhelming	-	-	-	-	-
Process was too confusing	-	-	-	-	-
Other	-	-	-	-	-

### Family Reason for Not Getting Help Q34A

## Family Needed Services/Release Forms

### Family Services Needed But Not Getting Q35

Q1-BSC and BCM

Q2-504 Plan with school.

### Family Release Forms to Coordinate Care Q36

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
<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>					
Yes	62 96.9%	29 93.5%	33 100.0%	-	-
No	-	-	-	-	-
Don't know	2 3.1%	2 6.5%	-	-	-
No family doctor or pediatrician	-	-	-	-	-

## Family Discharged Due to Lack of Following Treatment Plan

### Family Discharge Due to Lack of Following Treatment Plan Q37

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
<b>Has your child ever been discharged in the past because they did not follow the treatment plan or make progress in treatment?</b>					
Yes	-	-	-	-	-
No	64 100.0%	31 100.0%	33 100.0%	-	-

## Family Behavioral Health Medications

### Family Medications Q38

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
<b>Is your child taking behavioral health medications?</b>					
Yes	49 76.6%	22 71.0%	27 81.8%	-	-
No	15 23.4%	9 29.0%	6 18.2%	-	-
Declined to answer	-	-	-	-	-

### Family Difficulty in Obtaining Medications Q39

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
(N/A) responses reduce total	49	22	27	-	-
<b>Are you experiencing any problems in getting behavioral health medications that work for your child?</b>					
Yes	2 4.1%	-	2 7.4%	-	-
No	47 95.9%	22 100.0%	25 92.6%	-	-

### Family Difficulty in Obtaining Behavioral Health Medications Q39A

Q2-Meds aren't working.

Q2-I am trying to get the same medication for school and home. The school needs a bottle with name and dosage on it.

## Provider options about quitting the use of tobacco/vaping products

**My provider has talked to me and my child about options to help us quit using tobacco....Q40**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
*N/A responses reduce total	37	18	19	-	-
My provider has talked to me and my child about options t...					
Yes	20 54.1%	7 38.9%	13 68.4%	-	-
No	17 45.9%	11 61.1%	6 31.6%	-	-

## Family Wellness Recovery Action Plan (WRAP)

**Family Knowledge of Wellness Recovery Action Plan (WRAP) Q41**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
Do you know what a WRAP (Wellness Recovery Action Plan) is?					
Yes	32 50.0%	15 48.4%	17 51.5%	-	-
No	32 50.0%	16 51.6%	16 48.5%	-	-

**Families Who Have A Wellness Recovery Action Plan (WRAP) Q42**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
	64	31	33	-	-
Do you have a WRAP (Wellness Recovery Action Plan) for your child/family?					
Yes	12 18.8%	8 25.8%	4 12.1%	-	-
No	52 81.3%	23 74.2%	29 87.9%	-	-

## Family Additional Compliments or Concerns

### Family Additional Compliments and Concerns Q43

- Q1-They do a great job.
- Q1-Staff here has been great. They are very flexible.
- Q1-They have been really good with my child.
- Q1-The state needs to look into this provider.
- Q1-I'm happy with the results of my daughters treatment.
- Q1-She's doing a good job dealing with her problems.
- Q1-Everything is going great. If we have an issue, they resolve it quickly.
- Q1-The therapist is great. My child is comfortable.
- Q1-I'm not satisfied with the care my child receives from this provider.
- Q1-They are excellent! They are great with kids. As long as you ask, they will get you the information you need.
- Q2-I'm impressed. I couldn't have asked for a better provider.
- Q2-They have done as much as they can. We are happy with services.
- Q2-We are happy with this provider. We feel we are moving in a positive direction.
- Q2-My child has completed his services.
- Q2-I love the doctor. My child also loves the doctor.
- Q2-They have been excellent so far.
- Q2-They listen to me when I explain things. They offer suggestions to help me help my child.
- Q2-This provider is amazing. They really try to help. A new therapist has opened my child up to talking. My child was not comfortable with the previous therapist and she discharged him.

## Families Interested in Having Concerns Addressed

### Families Interested in Having Concerns Addressed Q44

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
(N/A) responses reduce total	7	5	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%	5 100.0%	2 100.0%	-	-

Table	Title	Start page	End page
1	Family Survey Type Q4	43	43
2	Family County Q5	43	43
3	Family Zip Code Q6	44	44
4	Family Caregiver Gender Q7	45	45
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6	Family Child's Age Q9	45	45
7	Family Caregivers Relationship to Child Q10	46	46
8	Family Child's Race Q11	46	46
9	Family Primary Service Q12	47	47
10	Family First Diagnosed Q13	47	47
11	Do you know who Community Care is? Q14A	48	48
12	Do you know where to find the number to call Community Care ...Q14B	48	48
13	Are you aware that you can file a complaint if needed? .Q14C	48	48
14	Are you aware that you can file a grievance if needed? Q14D	49	49
15	Family Satisfaction with Community Care Literals Q14E	49	49
16	The people I spoke to at Community Care were helpful. Q15	49	49
17	If applicable Community Care attended my child's ISPT meeting. Q16A	50	50
18	If applicable Community Care's participation in the ISPT meeting was helpful. Q16B	50	50
19	If you have used Community Care's complaint process, were you .....Q17	51	51
20	If you used Community Care's grievance process were you satisfied.....Q18	51	51
21	What is the name of your treatment provider? Q19	52	52
22	Family Treatment Provider Literals Q19A	52	52
23	Family Treatment Service Q20	53	53
24	Family Treatment Service Literals Q20A	53	53
25	Family Duration of Provider Relationship Q21	54	54
26	Services are available at times that are convenient. Q22A	55	55
27	Evaluation information is submitted on time so that services to my child... Q22B	55	55
28	I was given a choice of different agencies I can use for my child's service. Q22C	56	56
29	I feel like my child was able to get the help he/she needed within an acceptable.....Q22D	56	56
30	Family Access to Service Literals Q22E	56	56
31	I feel comfortable asking questions about my child's treatment. Q23A	57	57
32	My child's treatment plan was reviewed and shared with me. Q23B	57	57
33	I feel my child has enough time with staff during most sessions. Q23C	58	58
34	The treatment my child receives meets his/her needs. Q23D	58	58
35	Provider helped us create a plan to deal with any problem my child has. Q23E	59	59
36	Family Treatment Experience Literals Q23F	59	59
37	If meetings are held, I am always informed with enough advance notice.....Q24	59	59
38	If meeting are held, I am always informed with enough advance notice literals Q24A	59	59
39	My child's provider has talked with us about community supports ...Q25A	60	60
40	I have been given clear information on who to contact if my child needs....Q25B	60	60
41	I was able to be actively involved in developing my child's treatment goals. Q25C	61	61
42	Family Recovery Oriented Practices Literals Q25D	61	61
43	My child deals more effectively with daily problems. Q26A	61	61
44	Our family has improved since my child started treatment. Q26B	62	62
45	I feel my child's behavioral health is improving. Q26C	62	62
46	Family Outcomes Q26D	62	62
47	Family Provider Issues Q27	63	63
48	Family Type of Provider Issues Q28	63	63
49	Family Type of Provider Issue Literals Q28A	63	63
50	Family Provider Issue Resolutions Q29	64	64
51	Family reason for lack of action Q30	64	64
52	Family literal reason for not taking action Q30A	64	64
53	Family Treatment Impact on Quality of Life Q31	65	65
54	Famiy Opportunity to Make Treatment Decisions Q32	65	65
55	Family Ability to Receive Needed Care Q33	66	66
56	Family Reason for not Getting Help Q34	66	66

Table	Title	Start page	End page
57	Family Reason for Not Getting Help Q34A	66	66
58	Family Services Needed But Not Getting Q35	67	67
59	Family Release Forms to Coordinate Care Q36	67	67
60	Family Discharge Due to Lack of Following Treatment Plan Q37	67	67
61	Family Medications Q38	68	68
62	Family Difficulty in Obtaining Medications Q39	68	68
63	Family Difficulty in Obtaining Behavioral Health Medications Q39A	68	68
64	My provider has talked to me and my child about options to help us quit using tobacco....Q40	69	69
65	Family Knowledge of Wellness Recovery Action Plan (WRAP) Q41	69	69
66	Families Who Have A Wellness Recovery Action Plan (WRAP) Q42	69	69
67	Family Additional Compliments and Concerns Q43	70	70
68	Families Interested in Having Concerns Addressed Q44	70	70



## **Youth Survey Findings**

### **Youth C/FST Survey Process & Findings**

The following are C/FST Findings and Recommendations based on the 25 youth (Ages 14 to 20) surveys completed during the 2nd Quarter of Fiscal Year 19/20 for the period from October to December 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.

### **2nd Quarter Youth Sample Characteristics versus 1st Quarter Comparison:**

1. Higher percentage of face to face - 28% (7 of 25) versus 8% (2 of 24).
2. Higher ratio of male treatment recipients – 36% (9 of 25) versus 29% (7 of 24).
3. Higher percentage of youth, members age 14-15 – 24% (6 of 25) versus 21% (5 of 24).
4. Similar percentage of youth members receiving BHRS – 8% (2 of 25) versus 8 % (2 of 24).
5. Lower percentage of youths receiving treatment from same provider four (4) years or longer – 24% (6 of 25) versus 29% (7 of 24).

### **Findings Overview**

1. 76% (19 of 25) of youths interviewed were *“aware they could file a complaint or grievance with Community Care.”* 44% (11 of 25) of youths *“know where to find the number to call Community Care with questions or concerns.”*

Just 44% (11 of 25) of youths interviewed knew who Community Care was compared to 54% (13 of 24) in the 1st Quarter.

100% (4 of 4, excluding 21 “not applicable”) of youths indicated the people they spoke to at Community Care were helpful.

0% (0 of 25) of youths reported using Community Care’s complaint or grievance processes during the 2nd Quarter.

2. Youths surveyed on *Access to provider treatment services* rated both indicators 100% (25 of 25). These cover *“We meet at times that are convenient to me,”* and *“I feel I was able to get the help I needed within a reasonable amount of time”*.

3. Youths surveyed on *Treatment Experiences* rated all three indicators at 100%. These questions include *“The treatment I’m receiving meets my needs,”* *“Provider helped me create a plan to deal with any problem I have,”* and *“I am included in meetings about my treatment.”*

4. Youths interviewed this quarter also continue to show good results with *Provider Recovery Orientation* satisfaction scores of 88% to 100% in all four indicators. *“I have been given clear information on who to contact if I need immediate help between sessions,”* *“Provider asked me what I needed to work on and helped me create a plan,”* *“Staff treats me with respect and sees me as an equal partner in my treatment program,”* and *“Staff talked with me about community supports and other options that are available.”*

5. Youth perception of *Treatment Outcomes* improved this quarter and was 88% to 100% in all four indicators. *These questions include “I manage strong feelings better,” “I make better choices about how to deal with day to day life,” “I don’t get into trouble as often as I did before treatment,”* and *“I believe that treatment is working because I feel better.”*

6. 92% (23 of 25) of youths reported taking behavioral health medications and 0% (0 of 23) had any problems in getting the medications that work for them.

7. 0% (0 of 25) of youths reported having any issues or problems with their provider compared to 0% (0 of 24) in the 1st Quarter.

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

Upon completing the survey, 0% (0 of 25) of 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 2nd Quarter, 2 youth quality audits were performed. 100% (2 of 2) of youths felt the length of the survey and number of questions were satisfactory.

Overall, 100% (2 of 2) of youths were satisfied with the survey process and 100% (2 of 2) of youths felt ok or good about being contacted.

#### **Comments:**

*“She (the surveyor) was very polite and helped me understand the questions.”*

*“She (the surveyor) was very nice and polite.”*

## Youth Demographics

### Youth Age Q8

Counts Break % Respondents	2019/202- 0 YTD...	What quarter is it?	
		1st Qtr July-Sept	2nd Qtr Oct-Dec
	49	24	25
How old are you?			
14-15 years	11 22.4%	5 20.8%	6 24.0%
16-17 years	14 28.6%	10 41.7%	4 16.0%
18-20 years	16 32.7%	9 37.5%	7 28.0%
over 20 years	8 16.3%	- -	8 32.0%

### Youth County Q5

Counts Break % Respondents	2019/202- 0 YTD...	What quarter is it?	
		1st Qtr July-Sept	2nd Qtr Oct-Dec
	49	24	25
What county does the member live in?			
Somerset	26 53.1%	14 58.3%	12 48.0%
Bedford	23 46.9%	10 41.7%	13 52.0%

## Youth Demographics

### Youth Zip Code Q6

Counts Break % Respondents	2019/202- 0 YTD...	What quarter is it?	
		1st Qtr July-Sept	2nd Qtr Oct-Dec
	49	24	25
<b>What is your zip code?</b>			
15522 Bedford	9 18.4%	4 16.7%	5 20.0%
15537 Everett	4 8.2%	4 16.7%	- -
16678 Saxton	3 6.1%	- -	3 12.0%
15963 Windber	3 6.1%	3 12.5%	- -
15552 Meyersdale	1 2.0%	1 4.2%	- -
15530 Berlin	2 4.1%	- -	2 8.0%
15424 Confluence	2 4.1%	2 8.3%	- -
15926 Central City	2 4.1%	- -	2 8.0%
15928 Davidsville	5 10.2%	5 20.8%	- -
15501 Somerset	11 22.4%	3 12.5%	8 32.0%
other	7 14.3%	2 8.3%	5 20.0%

## Youth Demographics

### Youth Gender Q7

Counts Break % Respondents	2019/202- 0 YTD...	What quarter is it?	
		1st Qtr July-Sept	2nd Qtr Oct-Dec
	49	24	25
<b>What is your gender?</b>			
Male	16 32.7%	7 29.2%	9 36.0%
Female	33 67.3%	17 70.8%	16 64.0%

### Youth Age Q8

Counts Break % Respondents	2019/202- 0 YTD...	What quarter is it?	
		1st Qtr July-Sept	2nd Qtr Oct-Dec
	49	24	25
<b>How old are you?</b>			
14-15 years	11 22.4%	5 20.8%	6 24.0%
16-17 years	14 28.6%	10 41.7%	4 16.0%
18-20 years	16 32.7%	9 37.5%	7 28.0%
over 20 years	8 16.3%	- -	8 32.0%

## Youth Demographics

### Youth Race Q9

Counts Break % Respondents	2019/202- 0 YTD...	What quarter is it?	
		1st Qtr July-Sept	2nd Qtr Oct-Dec
	49	24	25
<b>What do you consider your race to be?</b>			
Caucasian	47 95.9%	23 95.8%	24 96.0%
African American	1 2.0%	- -	1 4.0%
Multi-Racial	1 2.0%	1 4.2%	- -

### Youth Race Literals Q9A

### Youth Primary Service Q10

Counts Break % Respondents	2019/202- 0 YTD...	What quarter is it?	
		1st Qtr July-Sept	2nd Qtr Oct-Dec
	49	24	25
<b>Are you receiving services primarily for:</b>			
Mental Health	48 98.0%	23 95.8%	25 100.0%
Both Mental Health and Drug and Alcohol Services	1 2.0%	1 4.2%	- -

## Youth Satisfaction with Community Care

**Do you know who Community Care is? Q11A**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
	49	24	25	-	-
Do you know who Community Care is?					
Yes	24 49.0%	13 54.2%	11 44.0%	-	-
No	25 51.0%	11 45.8%	14 56.0%	-	-

**49.0% of target rate Y-T-D**

**Action Required**

**Do you know where to find the number to call Community Care with questions... Q11B**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
	49	24	25	-	-
Do you know where to find the number to call Community Care with questions or concerns? (Note to Surveyor: If no, give number 1-866-483-2908)					
Yes	27 55.1%	16 66.7%	11 44.0%	-	-
No	22 44.9%	8 33.3%	14 56.0%	-	-

**55.1% of target rate Y-T-D**

**Action Required**

**Are you aware that you can file a complaint if needed? Q11C**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
	49	24	25	-	-
Are you aware that you can file a complaint if needed? (Complaint-Telling or writing to Community Care that you are not satisfied with your provider and/or Community Care.)					
Yes	41 83.7%	22 91.7%	19 76.0%	-	-
No	8 16.3%	2 8.3%	6 24.0%	-	-

**83.7% of target rate Y-T-D**

**Satisfactory**

## Youth Satisfaction with Community Care

### Are you aware that you can file a grievance if needed? Q11D

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
	49	24	25	-	-
Are you aware that you can file a grievance if needed?(Grievance-Telling or writing to Community Care that you do not agree with a denial of a covered service or change in a covered service.)					
Yes	41 83.7%	22 91.7%	19 76.0%	-	-
No	8 16.3%	2 8.3%	6 24.0%	-	-

**83.7% of target rate Y-T-D**

**Satisfactory**

### Youth Satisfaction with PerformCare Literals Q11E

- Q1-I am not familiar with Community Care.
- Q1-I was not familiar with the name.
- Q1-I have never heard of Community Care. My mom may have dealt with that.
- Q2-I am not familiar with Community Care.
- Q2-My mom handles these areas.
- Q2-I can google the number.
- Q2-I am not aware of Community Care.
- Q2-My mom is more familiar with this.
- Q2-I have never heard of Community Care.

### The people I spoke to at Community Care were helpful. Q12

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
(N/A) responses reduce total	9	5	4	-	-
The people I spoke to at Community Care were helpful.					
Yes	9 100.0%	5 100.0%	4 100.0%	-	-
No	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**



## Youth Community Care's Complaint Process

### Youth Community Care's Complaint Process Q13

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
*N/A responses reduce total	-	-	-	-	-
If you used Community Care's complaint process, were you ...					
Yes	-	-	-	-	-
No	-	-	-	-	-

**No data this quarter**

### Youth Community Care's Grievance Process Q14

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

**No data this quarter**

### Youth Satisfaction with Community Care's Complaint Process Literals Q14A

## Youth Treatment Provider Analysis

### Youth Treatment Provider Q15

Counts Break % Respondents	2019/202- 0 YTD...	What quarter is it?	
		1st Qtr July-Sept	2nd Qtr Oct-Dec
	49	24	25
What is the name of your treatment provider?(Note to Surv...			
ACRP	5 10.2%	2 8.3%	3 12.0%
Beal Counseling	1 2.0%	- -	1 4.0%
Bedford DBHS	10 20.4%	4 16.7%	6 24.0%
CBH (Children's Behavioral Health)	2 4.1%	1 4.2%	1 4.0%
Family Behavioral Resources	1 2.0%	1 4.2%	- -
Nulton Diagnostic and Treatment Center	14 28.6%	9 37.5%	5 20.0%
Pediatric Care Specialists	1 2.0%	1 4.2%	- -
Somerset DBHS	9 18.4%	4 16.7%	5 20.0%
YAP (Youth Advocate Program)	1 2.0%	- -	1 4.0%
Mary Berge and Associates (Johnstown)	1 2.0%	- -	1 4.0%
Other	4 8.2%	2 8.3%	2 8.0%

### Youth Treatment Provider Literals Q15A

Q1-Mildred F Baker

Q1-Croyle-Nielson

Q2-Huntington Counseling and Psychiatric

Q2-Huntington Counseling and Psychiatric

## Youth Treatment Provider Service Level Analysis

### Youth Treatment Service Q16

Counts Break % Respondents	2019/202- 0 YTD...	What quarter is it?	
		1st Qtr July-Sept	2nd Qtr Oct-Dec
	49	24	25
What services are receiving from this provider?			
BHRS ( TSS, MT, BSC)	4 8.2%	2 8.3%	2 8.0%
Family Based MH Services	1 2.0%	1 4.2%	- -
Functional Family Therapy (FFT)	1 2.0%	1 4.2%	- -
Medication/Psychiatric/Telepsychiatry	17 34.7%	9 37.5%	8 32.0%
MH (BCM) Blended Case Management	6 12.2%	3 12.5%	3 12.0%
MH Outpatient Therapy/Counseling (individual or group)	14 28.6%	5 20.8%	9 36.0%
MH Partial Hospitalization	2 4.1%	- -	2 8.0%
Other	4 8.2%	3 12.5%	1 4.0%

### Youth Service Level Literals Q16A

Q1-Trauma therapy

Q1-School Based Therapeutic Services

Q1-Psych Rehab

Q2-Psych Rehab

## Youth Treatment Provider Service Level Analysis

### Release of information to coordinate with Primary Care Physician Q17

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
Base	49	24	25	-	-
Did your behavioral health provider ask you to sign a rel...					
Yes	48 98.0%	24 100.0%	24 96.0%	-	-
No	1 2.0%	-	1 4.0%	-	-

### Youth Choice Q18

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
	49	24	25	-	-
Did you choose to go to this provider?					
Yes	44 89.8%	20 83.3%	24 96.0%	-	-
No	5 10.2%	4 16.7%	1 4.0%	-	-

### Youth Choice Literals Q18A

Q1-The agencies have switched on us throughout the years.

Q1-My guidance counselor referred me.

Q2-My parents chose.

## Youth Treatment Provider Service Level Analysis

### Youth Duration of Provider Relationship Q19

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
	49	24	25	-	-
How long have you currently been receiving services from this provider?					
Less than 6 months	9 18.4%	4 16.7%	5 20.0%	-	-
6-11 months	11 22.4%	4 16.7%	7 28.0%	-	-
1 to 2 years	9 18.4%	4 16.7%	5 20.0%	-	-
2 to 4 years	7 14.3%	5 20.8%	2 8.0%	-	-
4 + years	13 26.5%	7 29.2%	6 24.0%	-	-

## Youth Access to Services

### We meet at times that are convenient for me Q20A

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
*Neutral responses reduce total	49	24	25	-	-
We meet at times that are convenient for me					
Strongly Agree/Agree	49 100.0%	24 100.0%	25 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

## Youth Access to Services

**I feel I was able to get the help I needed....Q20B**

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
*Neutral responses reduce total	49	24	25	-	-
I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	49 100.0%	24 100.0%	25 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

**Access Literal Comments Q20C**

## Youth Treatment Experiences

**The treatment I'm receiving meets my needs. Q21A**

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
*Neutral responses reduce total	49	24	25	-	-
The treatment I'm receiving meets my needs.					
Strongly Agree/Agree	48 98.0%	23 95.8%	25 100.0%	-	-
Strongly Disagree/Disagree	1 2.0%	1 4.2%	-	-	-

**98.0% of target rate Y-T-D**

**Meets Expectations**

## Youth Treatment Experiences

### Provider helped me create a plan to deal with any problem..Q21B

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
*Neutral responses reduce total	48	24	24	-	-
(Provider) helped me create a plan to deal with any problem I have.					
Strongly Agree/Agree	48 100.0%	24 100.0%	24 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

### Treatment Experience Literal Comments Q21C

Q1-They help me with family but need to help me with other things.

Q2-People do things on their own.

### I am included in meetings about my treatment. Q22

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
*Neutrals responses reduce total	46	24	22	-	-
I am included in meetings about my treatment.					
Strongly Agree/Agree	46 100.0%	24 100.0%	22 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

### Youth Literal Q22A

Q2-I'm not so sure they do include me in my treatment meetings.

## Youth Recovery Oriented Practices

**I have been given clear information on who to contact if I need immediate help...Q23A**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
Neutral responses reduce total	49	24	25	-	-
I have been given clear information on who to contact if I need immediate help between sessions.					
Always/Almost Always/Often	48 98.0%	23 95.8%	25 100.0%	-	-
Sometimes/Rarely	1 2.0%	1 4.2%	-	-	-
Never	-	-	-	-	-

**98.0% of target rate Y-T-D**

**Meets Expectations**

**Provider asked me what I think I needed to work on and helped me create a plan. .Q23B**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
Neutral responses reduce total	49	24	25	-	-
(Provider) asked me what I think I needed to work on and helped me create a plan.					
Always/Almost Always/Often	47 95.9%	22 91.7%	25 100.0%	-	-
Sometimes/Rarely	2 4.1%	2 8.3%	-	-	-
Never	-	-	-	-	-

**95.9% of target rate Y-T-D**

**Meets Expectations**



## Youth Recovery Oriented Practices

### Staff treat me with respect and sees me as an equal partner... Q23C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
Neutral responses reduce total	49	24	25	-	-
<b>Staff treats me with respect and sees me as an equal partner in my treatment program.</b>					
Always/Almost Always/Often	47 95.9%	22 91.7%	25 100.0%	-	-
Sometimes/Rarely	2 4.1%	2 8.3%	-	-	-
Never	-	-	-	-	-

**95.9% of target rate Y-T-D**

**Meets Expectations**

### Staff talked with me about community supports ...Q23D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
Neutral responses reduce total	49	24	25	-	-
<b>Staff talked with me about community supports and other options that available.</b>					
Always/Almost Always/Often	44 89.8%	22 91.7%	22 88.0%	-	-
Sometimes/Rarely	5 10.2%	2 8.3%	3 12.0%	-	-
Never	-	-	-	-	-

### Recovery Oriented Practices Literals Q23E

Q1-The staff feel like other people should be involved that should not be involved. They never mentioned community supports.

Q1-It is difficult to contact them. I have to drive to Johnstown and back.

Q1-They ask this during the first session and then they follow the plan.

Q2-They only talk to me about community supports sometimes.

## Youth Outcomes

### I manage strong feelings better. (anger, fear, etc) Q24A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
Neutral responses reduce total	46	21	25	-	-
I manage strong feelings better. (anger, fear, etc)					
Strongly Agree/Agree	43 93.5%	21 100.0%	22 88.0%	-	-
Strongly Disagree/Disagree	3 6.5%	-	3 12.0%	-	-

**93.5% of target rate Y-T-D**

**Meets Expectations**

### I make better choices about how to deal with day to day life. Q24B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
Neutral responses reduce total	45	23	22	-	-
I make better choices about how to deal with day to day life.					
Strongly Agree/Agree	45 100.0%	23 100.0%	22 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

## Youth Outcomes

### I don't get in trouble as often as I did before treatment. Q24C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
Neutral responses reduce total	45	21	24	-	-
<b>I don't get in trouble as often as I did before treatment.</b>					
Strongly Agree/Agree	45 100.0%	21 100.0%	24 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

### I believe treatment is working because I feel better. Q24D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
Neutral responses reduce total	46	24	22	-	-
<b>I believe treatment is working because I feel better.</b>					
Strongly Agree/Agree	46 100.0%	24 100.0%	22 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

### Youth Outcome Literal Comments Q24E

Q1-I never really got in trouble.

Q1-I don't have feelings of anger or fear. I'm still working on making better choices. I never get in trouble.

Q1-I have anger issues but I am doing much better.

Q2-I don't get in trouble and never have.

Q2-I still deal with trying to manage my feelings. I still have some problems making better choices. I still have problems with high symptoms at home.

## Youth Provider Issues or Concerns

**Have you had any issues or problems with services from provider? Q25**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
<b>Base</b>	<b>49</b>	<b>24</b>	<b>25</b>	<b>-</b>	<b>-</b>
<b>Have you had any issues or problems with services from (p...</b>					
<b>Yes</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>No</b>	<b>49</b> <b>100.0%</b>	<b>24</b> <b>100.0%</b>	<b>25</b> <b>100.0%</b>	<b>-</b>	<b>-</b>

**If yes, what were the issues or problems with services from provider? Q26**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
Neutral responses reduce total	<b>49</b>	<b>24</b>	<b>25</b>	<b>-</b>	<b>-</b>
<b>If yes, what were the issues or problems with services fr...</b>					
Lack of treatment planning and coordination	-	-	-	-	-
Services not provided when I needed them	-	-	-	-	-
Poor communication	-	-	-	-	-
Frequent staff changes	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	-	-	-	-	-
<b>Not applicable</b>	<b>49</b> <b>100.0%</b>	<b>24</b> <b>100.0%</b>	<b>25</b> <b>100.0%</b>	<b>-</b>	<b>-</b>

## Youth Provider Issues or Concerns

**Were you able to resolve these issues or problems with provider....Q27**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
Neutral responses reduce total	49	24	25	-	-
<b>Were you able to resolve these issues or problems with (p...</b>					
I resolved the problem with the program manager	-	-	-	-	-
I chose not to take any action	-	-	-	-	-
I filed a formal complaint	-	-	-	-	-
Not Applicable	49 100.0%	24 100.0%	25 100.0%	-	-

**If you chose to not take any action, why? Q28**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
*N/A responses reduce total	-	-	-	-	-
<b>If you chose to not take any action, why?</b>					
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	-	-	-	-	-

**No data this quarter.**

## Youth Department of Public Welfare Questions

### Youth Treatment Impact on Quality of Life Q29

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
	49	24	25	-	-
<b>What effect has the treatment you've received had on the overall quality of your life?</b>					
<b>Much better</b>	19 38.8%	13 54.2%	6 24.0%	-	-
<b>A little better</b>	25 51.0%	6 25.0%	19 76.0%	-	-
<b>About the same</b>	5 10.2%	5 20.8%	-	-	-
<b>A little worse</b>	-	-	-	-	-
<b>Much worse</b>	-	-	-	-	-

### Youth Opportunity to Make Treatment Decisions Q30

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
	49	24	25	-	-
<b>Were you given the chance to make treatment decisions?</b>					
<b>Yes</b>	43 87.8%	23 95.8%	20 80.0%	-	-
<b>No</b>	-	-	-	-	-
<b>Sometimes</b>	6 12.2%	1 4.2%	5 20.0%	-	-

## Youth Department of Public Welfare Questions

### Youth Ability to Receive Needed Care Q31

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
	49	24	25	-	-
In the last twelve months, did you have problems getting the help you needed?					
Yes	-	-	-	-	-
No	49 100.0%	24 100.0%	25 100.0%	-	-
Sometimes	-	-	-	-	-

### Youth Reason for Not Getting Needed Care Q32

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
(N/A) responses reduce total	-	-	-	-	-
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	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	-	-	-	-	-
Money issues	-	-	-	-	-
Other	-	-	-	-	-

**No data this quarter**

### Youth Reason for Not Getting Needed Care Literals Q32A

## Youth Discharge Due to Lack of Following Treatment Plan

### Youth Discharge Due to Lack of Following Treatment Plan Q33

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
	49	24	25	-	-
Have you been discharged in the past because you had trouble following your treatment plan or you relapsed? (CCISC)?					
Yes	-	-	-	-	-
No	49 100.0%	24 100.0%	25 100.0%	-	-

### Youth Behavioral Health Medications Q34

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
	49	24	25	-	-
Are you taking behavioral health medications?					
Yes	40 81.6%	17 70.8%	23 92.0%	-	-
No	9 18.4%	7 29.2%	2 8.0%	-	-
Declined to answer	-	-	-	-	-



## Youth Behavioral Health Medications

### Youth Difficulty in Obtaining Medications Q35

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
(N/A) responses reduce total	49	24	25	-	-
Are you experiencing any problems getting the medications that work for you?					
Yes	- -	- -	- -	- -	- -
No	40 81.6%	17 70.8%	23 92.0%	- -	- -
Not Applicable	9 18.4%	7 29.2%	2 8.0%	- -	- -

### Youth Difficulty in Obtaining Medications Q35A

## My provider has talked to me about smoking and vaping

### My provider has talked to me about options to help me quit smoking..... Q36

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
*N/A responses reduce total	15	14	1	-	-
My provider has talked to me about options to help me qui...					
Yes	12 80.0%	12 85.7%	- -	- -	- -
No	3 20.0%	2 14.3%	1 100.0%	- -	- -

## Youth Wellness Recovery Action Plan (WRAP)

### Do you know what a WRAP is? Q37

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
<b>Base</b>	<b>49</b>	<b>24</b>	<b>25</b>	<b>-</b>	<b>-</b>
<b>Do you know what a WRAP (Wellness Recovery Action Plan) is?</b>					
<b>Yes</b>	<b>21 42.9%</b>	<b>14 58.3%</b>	<b>7 28.0%</b>	<b>- -</b>	<b>- -</b>
<b>No</b>	<b>28 57.1%</b>	<b>10 41.7%</b>	<b>18 72.0%</b>	<b>- -</b>	<b>- -</b>

### Youth Who Have a Wellness Recovery Action Plan (WRAP) Q38

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-March	4th Qtr Apr-Jun
	<b>49</b>	<b>24</b>	<b>25</b>	<b>-</b>	<b>-</b>
<b>Do you have a WRAP (Wellness Recovery Action Plan)?</b>					
<b>Yes</b>	<b>12 24.5%</b>	<b>6 25.0%</b>	<b>6 24.0%</b>	<b>- -</b>	<b>- -</b>
<b>No</b>	<b>37 75.5%</b>	<b>18 75.0%</b>	<b>19 76.0%</b>	<b>- -</b>	<b>- -</b>

## Youth Additional Compliments or Concerns

### Youth Additional Compliments or Concerns Q39

Q1-They need to provide us with TSS' for school hours.

Q1-We think they are doing a good job.

Q1-We think they are doing a good job. We do not know why the insurance discontinued transportation for TSS to transport client.

Q1-My doctor is a very good doctor, She listens to everything I have to say.

Q1-I am pretty content.

Q1-I have a good relationship with the staff here.

Q1-I really like this provider.

Q2-The staff is helpful.

Q2-I am improving with the help I'm receiving for the issues I'm having.

Q2-My counselor does her job well. She is an important part of my process.

Q2-They're doing a good job.

### Youth Interested in Having Concerns Addressed Q40

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr J- an-March	4th Qtr Apr-Jun
*N/A responses reduce total	-	-	-	-	-
If you shared problems about your provider or managed care company during this survey, are you interested in having your concerns addressed?					
Yes	-	-	-	-	-
No	-	-	-	-	-

**No data this quarter**

## Provider Responses

### Provider Responses to 1st Quarter (July - September 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.

#### 1. No provider responses were due for the 1st Quarter but one provider did submit a response to their 1st Quarter data.

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

Indicator: Discuss community supports and other available options with children and their families. (Provider Response) "Yes. This has been an issue in the past. Will be documented in progress notes or in treatment plans if necessary."

#### 2. Other Provider Comments.

"None"

Prior provider comment & C/FST response presented for informational purposes

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.

## **MCO Responses**

### **Community Care Response to 1st Quarter (July - September 2019) C/FST Report**

Bedford-Somerset changed their MCO to Community Care, effective July 1, 2019.

**There was no Community Care response due for the 1st Quarter.**

## Technical Notes

### Technical Notes

#### A. Projected Surveys – July 1, 2019 – June 30, 2020

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, 2019 and June 30, 2020. 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.

Table	Title	Start page	End page
1	Youth Age Q8	75	75
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