

### CHARACTERISTICS OF ADULT RESPONDENTS

<b>Gender:</b>	Male		<b>26%</b>
	Female		<b>74%</b>
<b>Age:</b>	21 - 24		<b>15%</b>
	25 - 34		<b>20%</b>
	35 - 44		<b>23%</b>
	45 - 54		<b>17%</b>
	55 - 64		<b>26%</b>
	65 & Over		<b>0%</b>
<b>Survey Method</b>	Face to Face	34	<b>38%</b>
	Telephone	55	<b>62%</b>
		89	<b>100%</b>
<b>Services</b>	Mental Health		<b>89%</b>
	Drug & Alcohol		<b>2%</b>
	Mental Health and Drug & Alcohol		<b>9%</b>

### CHARACTERISTICS OF YOUTH RESPONDENTS

<b>Gender:</b>	Male		<b>36%</b>
	Female		<b>64%</b>
<b>Age:</b>	14 - 15		<b>24%</b>
	16-17		<b>16%</b>
	18-20		<b>28%</b>
	20 & Over		<b>32%</b>
<b>Survey Method</b>	Face to Face	7	<b>28%</b>
	Telephone	18	<b>72%</b>
		25	<b>8%</b>
<b>Services</b>	Mental Health		<b>100%</b>
	Drug & Alcohol		<b>0%</b>
	Mental Health and Drug & Alcohol		<b>0%</b>

### CHARACTERISTICS OF PARENT/FAMILY RESPONDENTS

<b>Gender:</b>	Male		<b>18%</b>
	Female		<b>82%</b>
	Did Not Identify		<b>0%</b>
<b>M. Age:</b>	5 or under		<b>9%</b>
	6 - 8		<b>64%</b>
	9 - 13		<b>24%</b>
	14 & Over		<b>3%</b>
<b>Survey Method</b>	Face to Face	9	<b>27%</b>
	Telephone	24	<b>73%</b>
		33	<b>100%</b>
<b>Services</b>	Mental Health		<b>100%</b>
	MH & D&A		<b>0%</b>
			<b>100%</b>

#### Contact Information

**Somerset-Bedford HealthChoices**  
**245 West Race Street**  
**Somerset, Pennsylvania 15501**  
**814.443.8182. Ext 4927**  
[www.bhssbc.us](http://www.bhssbc.us)

Survey Administration and Evaluation Services  
 provided by:

**The Center for Behavioral Health Data Research, Inc.**  
 1331 Twelfth Ave, Suite 200, Altoona, PA. 16601  
 Lynna P. Flynn  
 Somerset-Bedford C/FST Program Director  
 1-888-474-5006 (Toll Free)

Bedford-Somerset  
 HealthChoices



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

Bedford-Somerset  
 Recipients  
 Rate Their  
 Behavioral  
 Health Services

October-December 2019 Consumer and Family  
 Satisfaction and Outcomes Survey Findings

January 2020

## BACKGROUND

The Office of Mental Health and Substance Abuse Services (OMHSAS) of the Pennsylvania Department of Human Services requires counties to assess member satisfaction with, and outcomes of, publicly funded behavioral health services provided through participating providers of Community Care. A total of 147 adults, adolescents and parent/family caregivers participated in the survey process during October-December 2019.

## RATING TREATMENT SUCCESS

**Adolescents** between 14 and 20 years of age were asked how they had improved as a direct result of the behavioral health services they received. Percentages below represent those respondents who “strongly agreed” or “agreed” with the following statements. They were also asked their opinion regarding the treatment they received from their provider. N=25

96%	Did you choose to go to this provider? (Yes).
100%	The treatment I am receiving meet my needs.
100%	Staff see me as an equal partner in my treatment .
100%	We meet at times that are convenient for me.
100%	I am included in treatment meetings.
100%	Staff helped me create a plan to deal with problems.
100%	Was able to get help within reasonable period of time.
76%	Are you aware you can file a compliant, if needed?
100%	Given clear contact information if need help.
88%	Staff talks to me about community supports & options.
88%	I manage strong feelings better.
100%	I make better choices.
100%	I don't get into trouble as often.
100%	I believe treatment is working.
100%	People I spoke to at Community Care were helpful

## RATING SATISFACTION WITH SERVICES

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

ADULT SATISFACTION WITH SERVICES	AGREE	PARENT/CAREGIVER SATISFACTION WITH SERVICES	AGREE
	N=89		N=33
I was made aware of and given a provider choice.	89%	Services are available at convenient times.	100%
I was put on a waiting list to be seen by provider. (yes)	14%	Information submitted on time for service continuity.	100%
I was able to get help within a reasonable period of time.	98%	We were given a choice of agencies for child’s service.	88%
I was given clear information on emergency contact needs.	100%	The services meet my child’s needs.	97%
The treatment I am receiving meets my needs..	98%	Given clear information on who to contact if child in crisis.	100%
Provider talked to me about community supports and other options.	84%	Have sufficient provider time during most sessions.	100%
Provider helped me create a plan to deal with any problems I have.	95%	I feel comfortable asking questions.	100%
I was encouraged to use consumer-run programs.	96%	Child’s treatment plan was shared & reviewed with me.	100%
Provider sought my input on goals to achieve a happy life	99%	Have you had any issues or problems with provider?	6%
Given the chance to make treatment decisions	85%	Informed with notice to attend treatment meetings.	100%
The people I spoke to at Community Care were helpful.	95%	Treatment has improved quality of my child’s life.	97%
Have you has any issues or problems with services from provider?	6%	Staff talks to you about community support options.	88%
Provider staff see me as an equal partner in treatment program.	100%	Staff helped us create a plan to deal with problems.	100%
Treatment has improved my overall quality of life.	89%	Child obtained needed help within an acceptable time.	86%
Provider talked to me about a Mental Health Advance Directive.	48%	I was involved in developing child's treatment goals.	100%
I deal more effectively with daily problems.	94%	We were given a chance to make treatment decisions.	91%
I feel more hopeful about the future.	95%	Child deal more effectively with daily problems.	100%
I believe I can get better.	98%	Our family has improved since child started treatment.	100%
I feel treatment is working.	98%	Child’s behavioral health is improving.	100%
In the past 12 months, I was able to get the help I needed.	94%	The people I spoke to at Community Care were helpful	100%
My treatment is developed around my specific needs.	99%	I am aware I can file a complaint, if need to.	85%