

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

4th Quarter October-December 2020 & Calendar Year End Report January 2020-December 2020

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

Detailed Report of Survey Findings
January 2021

**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	7 100.0%	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 **Somerset-Bedford 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 April for the January-March period and ending with a 4th Quarter produced in January for the October-December period 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 111-113 – 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 percentages that are under the established benchmarks and have had at least five (5) individuals interviewed.

Page 114 – 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 115-118 -are important Technical Notes that address target sample size, survey/interview processes, data analysis and reporting, benchmarking and data limitations.

Adult Survey Findings

Bedford-Somerset C/FST – 4th Quarter Performance

This 4th Quarter Bedford-Somerset C/FST Report covers the period between October and December 2020 and provides details on the 105 adult, 39 family and 23 youth (167 total) interviews that were completed.

Face-to-face interviews/surveys have been suspended due to the Covid-19 environment and restrictions.

Adult Survey Process & Findings

This 4th Quarter Somerset-Bedford Counties C/FST Report covers the period between October and December 2020 and provides detail on the 105 adults interviews/surveys that were completed.

Survey Results & Variations on Sample Characteristics

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

4th Quarter Adult Sample Characteristics versus 3rd Quarter Comparison:

1. Face to face interviews/surveys suspended.
2. Higher percentage of female respondents –72% (76 of 105) versus 66% (89 of 135).
3. Higher percentage of respondents in the age range of 55-64 –4% (4 of 105) versus 0% (0 of 135).
4. Lower percent of MH only (includes medication mgt) 81% (85 of 105) versus 87% (118 of 135).
5. Higher ratio - less than six months' treatment from provider– 16% (17 of 105) versus 11% (15 of 135).
6. Lower percent treatment services over 4 years same provider – 32% (34 of 105) versus 34% (46 of 135).

Findings Overview

1. Adult satisfaction with Community Care in the 4th Quarter continues to be good with 76% (16 of 21, excludes 84 “not applicable”) of adults reported *“The people I spoke to at Community Care were helpful.”* This indicator was 94% (101 of 107) for year-to-date 2020.
2. Community Care’s complaint and grievance satisfaction indicators dropped this quarter. These indicators are *“Are you aware that you can file a complaint if needed?”* at 79% (83 of 105) and *“Are you aware that you can file a grievance if needed?”* at 74% (78 of 105). However, these two indicators were in the low 80’s for year-to-date 2020.
3. Six adult members reported using Community Care’s complaint process during the 4th Quarter and 83% (5 of 6) were satisfied with the process. This indicator was 92% (12 of 13) for the 4 quarters ending December 2020. Two adult members reported using Community Care’s grievance process during the 4th Quarter and 100% (2 of 2) were satisfied with the process. This was 89% (8 of 9) for year-to-date 2020.
4. The two lowest indicators continue to be *“Do you know who Community Care is?”* at 41% (43 of 105) for the 4th Quarter and 48% (217 of 456) for the 4 quarters ending December 2020 and *“Do you know where to find the number to call Community Care with questions or concerns”* at 52% (55 of 105) and 59% (268 of 456) for year-to-date 2020.
5. Surveyed adults are generally pleased with *Access* to provider treatment services having 94% to 96% 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.”*
6. Surveyed adults are also generally pleased with their provider *Treatment Experiences*, rating all four of the indicators of satisfaction from 84% to 100%. 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.”*

7. Surveyed adults continue to be pleased with their provider *Recovery Oriented Practices* rating all six indicators in the range of 81% to 100%. These include “*Staff treats me with respect and sees me as an equal 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.*”

8. Adult perception of *Treatment Outcomes* was 95% to 99% 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 “*feel treatment is working.*”

9. 11% (11 of 105) of interviewed adults reported having issues or problems with their provider during the 4th Quarter. Only 9% (1 of 11) resolved the issue with the program manager. 27% (3 of 11) chose not to take any action and 64% (7 of 11) reported another outcome. Only one member did not know how to file a formal complaint. See *Q2 Literal Comments* on Page 35 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 44% (40 of 92, excluding 13 “not applicable”) during the 4th Quarter. This indicator was 53% (225 of 428) for the 4 quarters ending December 2020. Q18 “*Do you have a Mental Health Advance Directive*” dropped to 19% (20 of 105). This indicator was 22% (101 of 456) for the 4 quarters ending December 2020. These indicators are historically low and deserve continued review and discussion aimed at improving.

Another way of looking at the data is that 50%, (20 adult members of the 40) that reported their provider talked to them about a Mental Health Advance Directive during the 4th quarter had one. This number was 45% (101 of 225) for the 4 quarters ending December 2020. 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.

Adult – Member Request for Assistance

Upon completing the survey, 3% (3 of 105) of adult members surveyed expressed interest in having a provider or MCO concern or issue they shared during the interview referred for immediate handling by BHSSBC. This number was just 2% (10 of 456) for year-to-date 2020.

Quality Audits

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

During the 4th Quarter, 17 adult quality audits were performed. 94% (16 of 17) of adults felt the length of the survey and number of questions were satisfactory while one felt the survey was too long. 100% (17 of 17) of adults were satisfied with the survey process and 100% (17 of 17) of adults felt ok or good about being contacted.

Adult Comments:

“None.”

Adult Demographics

Adult Type of Survey Q4

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quart- er Jan-M...	2nd Quart- er April-J...	3rd Quart- er July-S...	4th Quart- er Oct-D...
	456	97	119	135	105
What type of survey is it?					
Phone	409 89.7%	60 61.9%	119 100.0%	135 100.0%	95 90.5%
Face to Face	47 10.3%	37 38.1%	- -	- -	10 9.5%

Adult County Q5

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quart- er April-J...	3rd Quarte- r July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
What county does the member live in?					
Somerset	228 50.0%	41 42.3%	59 49.6%	80 59.3%	48 45.7%
Bedford	228 50.0%	56 57.7%	60 50.4%	55 40.7%	57 54.3%

Adult Zip Code Q6

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
What is your zip code?					
15522 Bedford	74 16.2%	21 21.6%	22 18.5%	13 9.6%	18 17.1%
15537 Everett	35 7.7%	11 11.3%	7 5.9%	9 6.7%	8 7.6%
16678 Saxton	22 4.8%	6 6.2%	2 1.7%	9 6.7%	5 4.8%
15554 New Paris	2 0.4%	1 1.0%	- -	- -	1 1.0%
15533 Breezewood	11 2.4%	3 3.1%	2 1.7%	4 3.0%	2 1.9%
15521 Alum Bank	3 0.7%	- -	1 0.8%	2 1.5%	- -
15545 Hyndman	12 2.6%	2 2.1%	3 2.5%	3 2.2%	4 3.8%
15550 Manns Choice	8 1.8%	1 1.0%	4 3.4%	- -	3 2.9%
16679 Six Mile Run	11 2.4%	1 1.0%	2 1.7%	4 3.0%	4 3.8%
16667 Osterburg	7 1.5%	- -	1 0.8%	4 3.0%	2 1.9%
16695 Woodbury	1 0.2%	1 1.0%	- -	- -	- -
15963 Windber	37 8.1%	5 5.2%	8 6.7%	13 9.6%	11 10.5%
15552 Meyersdale	19 4.2%	3 3.1%	5 4.2%	7 5.2%	4 3.8%
15530 Berlin	9 2.0%	- -	4 3.4%	5 3.7%	- -
15531 Boswell	10 2.2%	1 1.0%	3 2.5%	2 1.5%	4 3.8%
15557 Rockwood	9 2.0%	3 3.1%	4 3.4%	2 1.5%	- -
15424 Confluence	5 1.1%	- -	4 3.4%	- -	1 1.0%
15541 Friedens	5 1.1%	1 1.0%	2 1.7%	2 1.5%	- -
15926 Central City	6 1.3%	- -	2 1.7%	1 0.7%	3 2.9%
15905 Johnstown	8 1.8%	1 1.0%	- -	6 4.4%	1 1.0%
15928 Davidsville	3 0.7%	- -	2 1.7%	1 0.7%	- -
15501 Somerset	84 18.4%	19 19.6%	18 15.1%	32 23.7%	15 14.3%
other	75 16.4%	17 17.5%	23 19.3%	16 11.9%	19 18.1%

Adult Demographics

Adult Gender Q7

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
What is your gender?					
Male	124 27.2%	19 19.6%	30 25.2%	46 34.1%	29 27.6%
Female	332 72.8%	78 80.4%	89 74.8%	89 65.9%	76 72.4%
Does not identify with either gender	- -	- -	- -	- -	- -
Refused to answer	- -	- -	- -	- -	- -

Adult Age Q8

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
How old are you?					
21-24	57 12.5%	11 11.3%	8 6.7%	23 17.0%	15 14.3%
25-34	157 34.4%	24 24.7%	11 9.2%	80 59.3%	42 40.0%
35-44	104 22.8%	35 36.1%	12 10.1%	27 20.0%	30 28.6%
45-54	51 11.2%	10 10.3%	22 18.5%	5 3.7%	14 13.3%
55-64	72 15.8%	11 11.3%	57 47.9%	- -	4 3.8%
65 and older	15 3.3%	6 6.2%	9 7.6%	- -	- -

Adult Demographics

Adult Race Q9

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
What do you consider your race to be?					
Caucasian	439 96.3%	91 93.8%	118 99.2%	131 97.0%	99 94.3%
African American	2 0.4%	- -	- -	- -	2 1.9%
Hispanic American	5 1.1%	3 3.1%	- -	1 0.7%	1 1.0%
American Indian/Alaskan Native	- -	- -	- -	- -	- -
Asian American	2 0.4%	- -	- -	2 1.5%	- -
Multi-racial	3 0.7%	- -	1 0.8%	- -	2 1.9%
Other	5 1.1%	3 3.1%	- -	1 0.7%	1 1.0%

Adult Primary Service Q10

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
Are you receiving services primarily for:					
Mental Health	407 89.3%	89 91.8%	116 97.5%	117 86.7%	85 81.0%
Drug and Alcohol Services	10 2.2%	2 2.1%	- -	1 0.7%	7 6.7%
Both Mental Health and Drug and Alcohol Services	39 8.6%	6 6.2%	3 2.5%	17 12.6%	13 12.4%

Adult Satisfaction with Community Care

Do you know who Community Care is? Q11A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Base	456	97	119	135	105
Do you know who Community Care is?					
Yes	217 47.6%	59 60.8%	53 44.5%	62 45.9%	43 41.0%
No	239 52.4%	38 39.2%	66 55.5%	73 54.1%	62 59.0%

47.6% 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	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
	456	97	119	135	105
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	268 58.8%	62 63.9%	64 53.8%	87 64.4%	55 52.4%
No	188 41.2%	35 36.1%	55 46.2%	48 35.6%	50 47.6%

58.8% 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	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
	456	97	119	135	105
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	374 82.0%	78 80.4%	100 84.0%	113 83.7%	83 79.0%
No	82 18.0%	19 19.6%	19 16.0%	22 16.3%	22 21.0%

82.0% of target rate Y-T-D

Satisfactory

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
	456	97	119	135	105
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	370 81.1%	81 83.5%	98 82.4%	113 83.7%	78 74.3%
No	86 18.9%	16 16.5%	21 17.6%	22 16.3%	27 25.7%

81.1% of target rate Y-T-D

Satisfactory

Adult Satisfaction with Community Care

Adult Satisfaction with Community Care Literals Q11E

Q1-I just go to my doctor.

Q1-I have never heard of them.

Q1-I just don't know their phone number off hand.

Q2-Surveyor offered the phone number for Community Care.

Q4-I have not needed to call.

Q4-I have never dealt with CCBH.

Q4-I do not deal with Community Care much.

Q4-Someone may have told me about CCBH and I forgot.

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
(N/A) responses reduce total	107	23	34	29	21
The people I spoke to at Community Care were helpful.					
Yes	101 94.4%	23 100.0%	34 100.0%	28 96.6%	16 76.2%
No	6 5.6%	-	-	1 3.4%	5 23.8%

94.4% 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	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
(N/A) responses reduce total	13	1	5	1	6
If you used Community Care's complaint process, were you satisfied with the process?					
Yes	12 92.3%	1 100.0%	5 100.0%	1 100.0%	5 83.3%
No	1 7.7%	-	-	-	1 16.7%

92.3% 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	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
(N/A) responses reduce total	9	1	5	1	2
If you used Community Care's grievance process, were you satisfied with the process?					
Yes	8 88.9%	1 100.0%	4 80.0%	1 100.0%	2 100.0%
No	1 11.1%	-	1 20.0%	-	-

88.9% of target rate Y-T-D

Satisfactory

Adult Satisfaction with Community Care's Grievance Process Q14A

Q2-I was not happy with their results. One of the people I talked to in a group setting talked to my daughter about my situation. This was at least 25 years ago. The person does not work there anymore. (This occurred prior to HealthChoices.)

Adult Treatment Provider Level Analysis

Adult Treatment Provider Q15

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
	456	97	119	135	105
What is the name of your treatment provider? (Note to Sur...					
ACRP	22 4.8%	8 8.2%	7 5.9%	3 2.2%	4 3.8%
Beal Counseling and Consulting	7 1.5%	2 2.1%	1 0.8%	4 3.0%	- -
Bedford DBHS	125 27.4%	40 41.2%	40 33.6%	27 20.0%	18 17.1%
Integrated Behavioral Health	2 0.4%	- -	2 1.7%	- -	- -
Nulton Diagnostic and Treatment Center	75 16.4%	15 15.5%	14 11.8%	33 24.4%	13 12.4%
Pyramid HealthCare	2 0.4%	2 2.1%	- -	- -	- -
Recovery Concepts	2 0.4%	2 2.1%	- -	- -	- -
Somerset DBHS	116 25.4%	19 19.6%	34 28.6%	31 23.0%	32 30.5%
Twin Lakes	9 2.0%	- -	- -	2 1.5%	7 6.7%
Mary Berge and Associates (Johnstown)	8 1.8%	- -	- -	4 3.0%	4 3.8%
Peerstar	4 0.9%	- -	1 0.8%	2 1.5%	1 1.0%
Family Behavioral Resources	20 4.4%	4 4.1%	6 5.0%	8 5.9%	2 1.9%
Other	64 14.0%	5 5.2%	14 11.8%	21 15.6%	24 22.9%

Treatment Provider Literal Q15A

Q1-Huntingdon Counseling and Psychiatric Services	Q2-Dr Henry Shoenthol
Q1-Primary Health Network	Q2-Reed's Counseling
Q1-Chestnut Ridge Counseling Services	Q2-Hyndman Health Center
Q1-Chestnut Ridge Counseling Services	Q2-Hyndman Health Center
Q1-Clarissa Reed	Q2-Merakey
Q2-Pediatric Care Specialists	Q3-Croyle-Nielson
Q2-Elena Shore	Q3-Sandy Sato
Q2-Chestnut Ridge Counseling	Q3-Brian Eberts
Q2-Chestnut Ridge Counseling	Q3-Brian Eberts
Q2-PA Counseling	Q3-Assurance Counseling (Apryle Sweatt)
Q2-Teresa Steel	Q3-Croyle-Nielson
Q2-Beacon Counseling Center	Q3-Lisa Reed
Q2-Pediatric Care Specialists	Q3-Huntingdon Counseling and Psychiatric Services
Q2-New Paris Royal Health Clinic	Q3-Cen-Clear

Treatment Provider Literal Q15A

Q3-Cen-Clear

Q3-Maureen Conway

Q3-Rhonda Clark

Q3-Croyle-Nielson

Q3-John Mark Clinic

Q3-Huntingdon Counseling and Psychiatric Services

Q3-Huntingdon Counseling and Psychiatric Services

Q3-Alicia Bunk

Q3-Huntingdon Counseling and Psychiatric Services

Q3-Lisa Reed

Q3-Primary Health Network

Q3-Assurance Counseling

Q4-Elena Shore

Q4-UPMC Behavioral Health of the Alleghenies

Q4-UPMC Behavioral Health of the Alleghenies

Q4-Croyle-Nielson

Q4-Chestnut Ridge Counseling

Q4-Crossroads Counseling

Q4-Hyndman Health Center

Q4-Hyndman Health Center

Q4-Hyndman Health Center

Q4-Choice's

Q4-Hyndman Health Center

Q4-Clarissa L Reed

Q4-Footsteps

Q4-Crystal Sunseri

Q4-Croyle-Nielson

Q4-Teresa Steele

Q4-Huntingdon Counseling and Psychiatric Services

Q4-Rhonda Clark

Q4-Cen-Clear Child Services

Q4-Cen-Clear Child Services

Q4-Primary Health Network

Q4-Crossroads

Q4-Lisa Reed

Q4-Croyle-Nielson

Adult Treatment Provider Level Analysis

Adult Service Level Q16

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
What service are you receiving from this (name of provide...					
MH BCM (Blended Case Management)	40 8.8%	12 12.4%	14 11.8%	7 5.2%	7 6.7%
Medication/Psychiatry/Telepsychiatry	198 43.4%	36 37.1%	56 47.1%	64 47.4%	42 40.0%
MH Outpatient Therapy	177 38.8%	41 42.3%	44 37.0%	54 40.0%	38 36.2%
MH Partial Hospitalization/GCC	2 0.4%	- -	1 0.8%	- -	1 1.0%
Peer Support Services	7 1.5%	2 2.1%	2 1.7%	2 1.5%	1 1.0%
Psych Rehab	6 1.3%	2 2.1%	2 1.7%	1 0.7%	1 1.0%
Substance Use (SU) Inpatient/Rehabilitation	2 0.4%	2 2.1%	- -	- -	- -
SU -ICM (Intensive Case Management)	1 0.2%	- -	- -	- -	1 1.0%
SU Intensive Outpatient Therapy	1 0.2%	- -	- -	- -	1 1.0%
Suboxone Maintenance	4 0.9%	- -	- -	- -	4 3.8%
SU Certified Recovery Specialist	3 0.7%	- -	- -	2 1.5%	1 1.0%
SU Outpatient Therapy	13 2.9%	2 2.1%	- -	4 3.0%	7 6.7%
Other	2 0.4%	- -	- -	1 0.7%	1 1.0%

Adult Treatment Provider Literals Q16A

Q3-Trauma Therapy

Q4-Support coordinator

Adult Treatment Provider Level Analysis

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quart- er April-J...	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
*N/A responses reduce total	428	96	114	126	92
My provider has talked to me about a Mental Health Advanc...					
Yes	225 52.6%	50 52.1%	71 62.3%	64 50.8%	40 43.5%
No	203 47.4%	46 47.9%	43 37.7%	62 49.2%	52 56.5%

Do you have a Mental Health Advance Directive? Q18

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Base	456	97	119	135	105
Do you have a Mental Health Advance Directive?					
Yes	101 22.1%	17 17.5%	30 25.2%	34 25.2%	20 19.0%
No	355 77.9%	80 82.5%	89 74.8%	101 74.8%	85 81.0%

Adult Treatment Provider Level Analysis

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Base	456	97	119	135	105
Did your behavioral health provider ask you to sign a release of information to coordinate with your Primary Care Physician (PCP)?					
Yes	397 87.1%	84 86.6%	109 91.6%	122 90.4%	82 78.1%
No	59 12.9%	13 13.4%	10 8.4%	13 9.6%	23 21.9%

Adult Duration of Provider Relationship Q20

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-J...	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
How long have you currently been receiving services from this provider?					
Less than 6 months	57 12.5%	21 21.6%	4 3.4%	15 11.1%	17 16.2%
6-11 months	61 13.4%	7 7.2%	8 6.7%	32 23.7%	14 13.3%
1 to 2 years	88 19.3%	13 13.4%	22 18.5%	24 17.8%	29 27.6%
2 to 3 years	70 15.4%	19 19.6%	22 18.5%	18 13.3%	11 10.5%
4 + years	180 39.5%	37 38.1%	63 52.9%	46 34.1%	34 32.4%

Adult Treatment Provider Level Analysis

Adult Scheduling of First Appointment Q21

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
*N/A responses reduce total	450	97	119	132	102
Were you put on a waiting list to be seen by (provider)?					
Yes	52 11.6%	12 12.4%	18 15.1%	12 9.1%	10 9.8%
No	398 88.4%	85 87.6%	101 84.9%	120 90.9%	92 90.2%

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	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral Responses Excluded	447	96	115	134	102
I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	434 97.1%	94 97.9%	113 98.3%	129 96.3%	98 96.1%
Strongly Disagree/Disagree	13 2.9%	2 2.1%	2 1.7%	5 3.7%	4 3.9%

97.1% 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	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral Responses Excluded	436	96	111	129	100
I was made aware of the availability of different providers for this service and given a choice					
Strongly Agree/Agree	395 91%	90 94%	95 86%	116 90%	94 94%
Stongly Disagree/Disagree	41 9%	6 6%	16 14%	13 10%	6 6%

91% of target rate Y-T-D

Meets Expectations

Adult Access to Services Literals Q22C

Q1-The waiting time from the initial phone call to begin services was over 30 days.

Q1-I don't feel I was made aware of the different choices/services.

Q1-They transferred me back to here.

Q1-My doctor requested who he thought would be a good fit.

Q2-They put me in a more restricted environment, had a beef with them.

Q2-It took me so long to see someone but that was years ago. I didn't know about other providers at that time. I didn't have a vehicle. It got so bad that I actually moved across from the doctors office, due to panic attacks.

Q2-This is only place I called, it was recommended to me.

Q2-There aren't that many providers in Bedford county. I didn't get along with my case manager at a different provider, so this place was the next choice.

Q2-They never informed me of other providers.

Q2-I just went somewhere close.

Q2-I'm not aware of other provider's, but if I felt uncomfortable, I'd ask for another therapist.

Q2-He got better, but this worker is taking forever. He has been in the psyche unit for 22 days and needs his worker to go back in a group home. We've had success at group homes.

Q3-I wasn't able to get help in a reasonable time because I didn't have insurance. I was fearful, complaining and worried , they just couldn't give me the help.

Q3-They just gave me meds and I'm still depressed. They don't seem to care.

Q3-If they were successful I wouldn't still be in services.

Q3-This doctor was closer for me.

Q3-My mother in law told me about this provider, so I went there.

Q3-They just assigned me and didn't give me any options. I sat in my first appointment not know the person was my therapist. During therapy it was fine but when the pandemic started, it went down hill.

Q3-I did virtual appointment with the doctor, I didn't care for him. I had my 2nd appointment with the nurse and she changed meds completely. The first doctor put me on meds that had terrible side effects.

Q4-I still have problems, I guess.

Q4-I called them.

Q4-It took finding the right doctor or the right doctor coming to the program.

Q4-My mom handled this

Q4-I picked someone at this provider, she wasn't available. The other person they picked for me is really nice.

Q4-They cancelled my appointment due to COVID. I was waiting to see when they were doing in person visits. They sent me a letter telling me they removed me and if I returned, I would need to get another therapist.

Q4-Getting help in a reasonable amount of time is 50/50. Once he graduated high school, it was starting over from scratch again. I feel like the transition is lacking, once they're out of school, one doesn't know what they are doing. You have to ask the right questions to the right people. The one thing I will say is, as the person advocating, If I had not pushed, he would not be receiving services.

Adult Access to Services Literals Q22C

Q4-I was actually hospitalized, so they saw me right away. I don't think hospitalization right away. I think the fact that we need to get hospitalized is wrong.

Q4-I was here before, there is really no where else to go.

Q4-It took several months to get help.

Q4-They just assigned me to this provider. I was in the hospital.

Q4-I looked stuff up on my own.

Q4-I wasn't made aware of other providers but I'm happy where I am.

Adult Treatment Experiences

The treatment I am receiving meets my needs. Q23A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	440	92	114	132	102
The treatment I am receiving meets my needs.					
Strongly Agree/Agree	428 97.3%	91 98.9%	110 96.5%	125 94.7%	102 100.0%
Strongly Disagree/Disagree	12 2.7%	1 1.1%	4 3.5%	7 5.3%	- -

97.3% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	432	90	115	128	99
My provider has talked with me about community supports and other options that are available.					
Strongly Agree/Agree	386 89.4%	84 93.3%	107 93.0%	112 87.5%	83 83.8%
Strongly Disagree/Disagree	46 10.6%	6 6.7%	8 7.0%	16 12.5%	16 16.2%

89.4% 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	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	438	92	113	133	100
(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	410 93.6%	87 94.6%	106 93.8%	122 91.7%	95 95.0%
Strongly Disagree/Disagree	28 6.4%	5 5.4%	7 6.2%	11 8.3%	5 5.0%

93.6% of target rate Y-T-D

Meets Expectations

Adult Treatment Experience Literals Q23D

Q1-They may have given me papers about community supports.

Q1-They make a lot of med changes and the doctors are not always in.

Q1-The service is not helping my specific needs. We made a plan and I thought it was useless.

Q1-Right now I'm in a disarray because of my last appointment. My therapist said things she didn't know about my daughter. My therapist was half an hour late today. I had to go back on depression medicine because of it.

Q1-They haven't helped me create a plan for problems.

Q2-I basically tell her what's going on and if my medication is working. She tells me she's sorry about what's going on but does not give me a plan though.

Q2-I'm not sure, I'm getting meds to help depression.

Q2-We're working on it but not 100% yet.

Q2-We mainly work on long term goals.

Q2-I feel as if some of my diagnosis's are wrong.

Q2-My treatment is not meeting my needs at this time. I only hear from the psychiatrist and haven't had counseling due to the coronavirus.

Q2-They let my BCM go when coronavirus started. I like her. I don't like change. She helped me with my electric bill, and doctor appointments with not missing them.

Q2-They haven't talked about other options, that's because I'm happy with what I have.

Q2-My therapist pointed me towards community supports. I don't have a plan.

Q2-We tried to create a plan. He was excited when the worker came out, he would get mad when they couldn't. He didn't understand.

Q3-They did not mention other options.

Q3-My therapist, I have talked to a couple of times, she is so overbooked, she forgets what we have talked about. We aren't making very much progress and it frustrates me.

Q3-The doctor doesn't listen to my needs.

Q3-They haven't helped me except for meds, they want to push meds.

Q3-We tried other things, they just weren't for her.

Q3-She can't write prescriptions, she pushes me to get medication from a doctor.

Q3-The lady I see, seems kind of judgmental and it doesn't help my anxiety.

Q4-I don't think we have many things in our small town.

Q4-We haven't created a plan yet.

Q4-They're pretty quick to give me the medication and get me out.

Q4-They talked to me about assisted living. We really didn't need to explore that option.

Q4-My treatment meets my needs to a point. They helped me create a plan with medication but it's not working. I'm dealing with it the best I can.

Q4-I'm doing well with my life.

Q4-I don't remember if they talked to me about community supports, it was a long time ago.

Adult Providers Share Information

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
*Neutrals reduce total	423	86	112	125	100
As appropriate, my providers work together and share info...					
Strongly Agree/Agree	411 97.2%	85 98.8%	110 98.2%	119 95.2%	97 97.0%
Strongly Disagree/Disagree	12 2.8%	1 1.2%	2 1.8%	6 4.8%	3 3.0%

97.2% 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	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Base	456	97	119	135	105
Staff treats me with respect and sees me as an equal partner in my treatment program.					
Always/Almost Always/Often	443 97.1%	94 96.9%	117 98.3%	130 96.3%	102 97.1%
Sometimes/Rarely	13 2.9%	3 3.1%	2 1.7%	5 3.7%	3 2.9%
Never	-	-	-	-	-

97.1% of target rate Y-T-D

Meets Expectations

Adult Recovery Oriented Practices

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Base	456	97	119	135	105
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.). (ROSI)					
Always/Almost Always/Often	386 85%	82 85%	108 91%	111 82%	85 81%
Sometimes/Rarely	49 11%	6 6%	11 9%	18 13%	14 13%
Never	21 5%	9 9%	- -	6 4%	6 6%

85% of target rate Y-T-D

Satisfactory

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	439	97	112	127	103
My provider asked me what my goals would be to help me achieve a happy life. (CCISC)					
Strongly Agree/Agree	419 95.4%	93 95.9%	107 95.5%	122 96.1%	97 94.2%
Strongly Disagree/Disagree	20 4.6%	4 4.1%	5 4.5%	5 3.9%	6 5.8%

95.4% 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	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	441	95	114	131	101
My provider acknowledges me for even my small steps toward achieving my goals.					
Strongly Agree/Agree	420 95.2%	91 95.8%	110 96.5%	121 92.4%	98 97.0%
Strongly Disagree/Disagree	21 4.8%	4 4.2%	4 3.5%	10 7.6%	3 3.0%

95.2% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	440	97	112	131	100
My treatment is developed around my specific needs. (CCISC)					
Strongly Agree/Agree	432 98.2%	94 96.9%	112 100.0%	126 96.2%	100 100.0%
Strongly Disagree/Disagree	8 1.8%	3 3.1%	- -	5 3.8%	- -

98.2% 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	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral Responses Excluded	446	96	112	135	103
I have been given clear information on who to contact if I need immediate help between appointments.					
Strongly Agree/Agree	431 96.6%	96 100.0%	108 96.4%	125 92.6%	102 99.0%
Strongly Disagree/Disagree	15 3.4%	- -	4 3.6%	10 7.4%	1 1.0%

96.6% of target rate Y-T-D

Meets Expectations

Adult Recovery Oriented Practices Literals Q26E

Q1-They never mentioned consumer run programs.

Q1-There are a lot of physical and mental health things going on.

Q1-This is not why I go there.

Q1-They mention consumer-run programs sometimes.

Q2-I haven't been encouraged to use consumer run programs, I would really like a support group. If I need immediate help, I can call to be seen sooner.

Q2-They don't always tell about services.

Q2-No rewards.

Q2-I could call 911, I guess.

Q2-I don't think there is a happy life. My need is my medicine. I called everyone for help with medicine.

Q2-She does hear what I say and interacts with me.

Q3-I need more intensive treatment.

Q3-I always get an appointment card only. No numbers for who to contact after hours.

Q3-Since the pandemic, appointments have been short. We have been doing a lot of video chats, which are short.

Q3-No matter how hard I push to get better, it's like I'm not getting nowhere with it. My treatment isn't really for my specific needs. They couldn't help me with any medications or goal changes but they did treat me with respect and did everything they could.

Q3-We haven't reached the point of rewarding for meeting goals, we just start from square one over and over again.

Q3-The doctor doesn't ask me goals. He just asks 2 questions, that's it.

Q3-They aren't helping me, I'm thinking of changing providers.

Q3-They never brought these subjects up to me.

Q3-I don't need consumer run programs.

Q3-I would like to have resources that I can utilize.

Q3-I go by what she thinks, sometimes it helps, sometimes it doesn't.

Q4-My therapist was fine but I didn't like my doctor.

Q4-COVID makes it difficult because of the lack in community services. He's unhappy and misses everything.

Q4-Consumer run programs does not apply to me.

Q4-They might have asked me about my goals but I don't recall. I don't know if they acknowledge me achieving my goals. I don't know if my treatment is developed for my needs.

Q4-I know how to get this info if I need it.

Q4-I discussed goals when I was in therapy.

Adult Outcomes

I deal more effectively with daily problems Q27A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	416	84	107	126	99
I deal more effectively with daily problems.					
Strongly Agree/Agree	395 95.0%	77 91.7%	102 95.3%	119 94.4%	97 98.0%
Strongly Disagree/Disagree	21 5.0%	7 8.3%	5 4.7%	7 5.6%	2 2.0%

95.0% of target rate Y-T-D

Meets Expectations

I feel more hopeful about the future. Q27B

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	425	95	106	124	100
I feel more hopeful about the future.					
Strongly Agree/Agree	406 95.5%	93 97.9%	100 94.3%	118 95.2%	95 95.0%
Strongly Disagree/Disagree	19 4.5%	2 2.1%	6 5.7%	6 4.8%	5 5.0%

95.5% of target rate Y-T-D

Meets Expectations

I believe I can get better. Q27C

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	428	95	109	125	99
I believe I can get better.					
Strongly Agree/Agree	418 97.7%	94 98.9%	103 94.5%	123 98.4%	98 99.0%
Strongly Disagree/Disagree	10 2.3%	1 1.1%	6 5.5%	2 1.6%	1 1.0%

97.7% of target rate Y-T-D

Meets Expectations

Adult Outcomes

I feel treatment is working. Q27D

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	428	95	107	128	98
I feel treatment is working.					
Strongly Agree/Agree	412 96.3%	87 91.6%	101 94.4%	127 99.2%	97 99.0%
Strongly Disagree/Disagree	16 3.7%	8 8.4%	6 5.6%	1 0.8%	1 1.0%

96.3% of target rate Y-T-D

Meets Expectations

Adult Outcomes Literals Q27E

Q1-I haven't got back on the proper medication to help stabilize my head and anxiety.

Q1-I still have good and bad days.

Q1-I've only had 3 or 4 appointments. I haven't noticed change yet.

Q1-Some things are easier to handle day by day because of flashbacks and triggers.

Q1-They help me when I am in a lower mood. Right now I feel like I am at a stand still.

Q1-I am still early in treatment but I am hopeful.

Q1-My depression has gone from 85% to 100% since I started coming here.

Q1-Some situations are complicated. Problems are not being resolved.

Q2-Due to big problems in life, I don't think medicine can help.

Q2-This is because of my health condition.

Q2-I have been depressed my whole life. I'm still working on the process, it has helped me, but I still have a ways to go.

Q2-Sometimes treatment is working.

Q2-I try my best.

Q2-I know how to deal with 99% of what I'm going through now. I feel this way because of the way the economy is and the way the government is handling things.

Q2-It depends on the day, how I feel. I'm not sure if it's working to the best 100% yet.

Q2-I'm trying to get better.

Q2-I feel more calm but I don't feel like I can handle everyday tasks. I think this is something I may carry the rest of my life.

Q2-If they would approve herbal/medicinal supplements, this would help better.

Q2-I am going into the hospital tomorrow for help. Due to still going through it.

Q2-It depends on my stress levels and if someone angers me.

Q2-I still have problems.

Q2-I don't really have any hope to being as what they see as normal. I don't believe there is anything anyone can do for me.

Q2-I really don't see anything changing in the near future.

Q2-I feel like it's not working as well as it could be. My main problem is more of a medical issue than a therapy issue.

Q2-He's fine until he explodes. He hasn't had treatment too long, so I'm hopeful it will work. It has before.

Q3-I need more intensive treatment to get better.

Q3-I will always have bad days.

Q3-I am still dealing with the grieving process from my dad passing away.

Q3-It depends on the situation, I don't want to listen to other's problems. I have panic attacks sometimes because I care, sometimes.

Q3-The medication is working but I'm still focusing on the mental side. I need to find a therapist that is well suited for me.

Q3-Everyone has their moments when they fall back.

Q3-I've been coping by myself.

Q3-They do a good job, I'm not too hopeful myself.

Q3-She has come to accept her challenge.

Adult Outcomes Literals Q27E

Q3-With my diagnosis, there isn't going to be a change.

Q3-I worry so much about the future, what if something happens to us. She will be alone. The anxiety and depression has gotten better.

Q3-I ended an 8 year relationship, a lot of stress and abuse from my boyfriend. I'm not sure of the future but I want to see my new granddaughter in the future.

Q3-Whatever medication I'm on, if it doesn't work anymore, she'll either increase it or do nothing.

Q3-I'm not in treatment now because they discharged me during the pandemic. I called them for phone number for appointment and left 3 messages. They discharged me for missing 3 appointments, they never called me back.

Q3-Being locked in my apartment hasn't helped social anxiety.

Q4-My symptoms are in remission, I have a lot of problems.

Q4-I don't think I'm very good at life.

Q4-It depends on my anxiety level.

Q4-I have to deal with life on a day to day basis.

Q4-This COVID has us all depressed. We can't go to programs and things.

Q4-I have my good days and my bad days. I developed my own ways of coping.

Q4-It depends on the day and what's going on. It is still too early in treatment to tell if it's working.

Q4-Sometimes I feel like treatment is working and sometimes I don't. It depends on what's going on. I call them if something is wrong. They encourage us to call if anything changes.

Q4-I don't feel like my treatment is working, I am still hopeful. Medication is definitely not working.

Q4-My boyfriend passed away in June, I'm less hopeful about the future.

Q4-Only sometimes I feel more hopeful about my future. Some days I believe I can get better.

Q4-It's not the provider, we are trying to find the right meds. We are trying different meds.

Adult Provider Issues or Problems

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
Have you had any issues or problems with services from (n...					
Yes	35 7.7%	7 7.2%	7 5.9%	10 7.4%	11 10.5%
No	421 92.3%	90 92.8%	112 94.1%	125 92.6%	94 89.5%

Adult Provider Issues Q29

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
*N/A responses reduce total	35	7	7	10	11
If yes, what were the issues or problems with services fr...					
Lack of treatment planning and coordination	-	-	-	-	-
Services not provided when I needed them	1 2.9%	-	-	-	1 9.1%
Poor Communication	3 8.6%	1 14.3%	-	2 20.0%	-
Frequent staff changes	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	31 88.6%	6 85.7%	7 100.0%	8 80.0%	10 90.9%

Adult literals for issues or problems with service Q29A

Q1-Lack of treatment planning and coordination, services not provided when I needed them, poor communication, frequent staff changes and frequent provider cancellations.

Q1-Scheduling issues, sometimes if I need to reschedule I have to wait a month or longer.

Q1-Interference from a counselor involving another patient.

Q1-I was misinformed about my benefits from a staff member.

Q1-Provider frequently cancels my appointments, Provider arrives late for my appointment, provider says I cancelled when I didn't.

Q1-Someone turned me in for a stupid reason.

Q2-I had a case manager that caused me some problems, I got rid of her. She lied on me and to me.

Q2-Personality conflict

Q2-Personality conflict/attitude

Q2-They were trying too many different meds on me.

Q2-Years ago, I had a gambling problem caused by meds. I changed providers.

Q2-Withdrawal from my medication. Provider never called it in and they said they did. I went without my medication 7 or 8 days.

Adult literals for issues or problems with service Q29A

Q2-Sometimes conversations with my therapist can frustrate me but it's tolerable. I always let her know when I'm frustrated, I can be open.

Q3-Lack of treatment planning and coordination, services not provided when I needed them, frequent staff changes and frequent provider cancellations.

Q3-They never answer the phone. I called for 4 days straight (phone rings or is busy). I left 2 messages but they never get returned.

Q3-Doctor doesn't listen, doesn't discuss issues.

Q3-The only problem was when they put me on the wrong day, one time.

Q3-Lack of treatment planning and coordination and services not provided when I needed them.

Q3-They gave me medicine that insurance didn't cover and haven't given me anything else.

Q3-Confidentiality was broken.

Q3-When I was in GCC a counselor was disrespectful. I was singled out with issues and I quit. I went back to outpatient.

Q4-They are pretty controlling in their groups. I have had problems in the past with the group centered counseling. Some of it was my anxiety.

Q4-The doctor put me on a medication for anxiety and depression. I started to get muscle spasms, the doctor told me it wasn't from the medication I took. I continued to take the medication and spasms got worse. I stopped taking the medication but the spasms are still there. Anxiety brings them on or they are just random.

Q4-I had an issue with a counselor, they took care of it.

Q-4 Frequent staff changes and the transition period, and during COVID has been very frustrating.

Q4-When I first started coming here, they changed requirements for group. Their boss said I wouldn't be qualified for insurance to cover IOP but I finished it already.

Q4-No problem with the provider. My issue is a med change.

Q4-I feel confidentiality was broken by a staff member.

Q4-Scheduling issues due to COVID.

Q4-Poor communication. They don't answer their phones. I had to go days without meds. They made a mistake calling in my meds.

Q4-There are a few doctors that are pretty ignorant. I think some are in it for the money. I had a drug test and the doctor was pretty ignorant because I failed.

Adult Provider Issues or Problems

Adult Provider Issue Resolution Q30

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
(N/A) responses reduce total	35	7	7	10	11
Were you able to resolve these issues or problems with (n...					
I resolved the problem with the program manager	6 17.1%	1 14.3%	3 42.9%	1 10.0%	1 9.1%
I chose not to take any action	17 48.6%	4 57.1%	3 42.9%	7 70.0%	3 27.3%
I filed a formal complaint	2 5.7%	1 14.3%	1 14.3%	- -	- -
Other	10 28.6%	1 14.3%	- -	2 20.0%	7 63.6%

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

Q1-I talked to the lady at the front desk.

Q3-I mentioned the issue to them. They apologize but nothing gets done.

Q3-I talked to a staff member and they are working on it.

Q4-I tried to talk to them a couple times about my views. I didn't really think the problem was resolved, I just left groups. I tried to resolve the issue, they were somewhat accepting. As far as for the control, they told me that's the way things are. I thought it was ridiculous.

Q4-I chose to not take the medication anymore.

Q4-They contacted them and told them what was going on. They contacted me and got me someone else.

Q4-We discussed it and solved it. I finished IOP.

Q4-I didn't bring it up until a few years later. I didn't have proof that the staff member did it.

Q4-I tried to talk to them in person or over the phone. They were too busy.

Q4-I've talked to them myself. They pretty much stick me with the same doctor. I usually just miss the appointment or reschedule with another doctor.

Adult Provider Issues or Problems

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
(N/A) responses reduce total	17	4	3	7	3
If you chose to not take any action, why?					
The problem was not that serious	4 23.5%	1 25.0%	2 66.7%	1 14.3%	- -
I was concerned with how the provider would react	3 17.6%	1 25.0%	1 33.3%	1 14.3%	- -
I didn't know how to file a formal complaint	3 17.6%	- -	- -	2 28.6%	1 33.3%
Other	7 41.2%	2 50.0%	- -	3 42.9%	2 66.7%

Adult Literal Q31A

Q1-I don't think this issue would be taken care of.

Q1-I am waiting to see how my next appointment goes.

Q3-I told my therapist but I'm not sure who to talk to.

Q3-It was a hectic day in the office that day. I completely understand.

Q3-I was discouraged from lack of trust. They said wait 60 days to reestablish services. I was frustrated and gave up.

Q4-I felt like nothing could be done.

Q4-I will talk with them about this in December at my next appointment.

Adult Department of Public Welfare Questions

Adult Treatment Impact on Quality of Life Q32

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
What effect has the treatment you've received had on the ...					
Much better	226 49.6%	51 52.6%	58 48.7%	70 51.9%	47 44.8%
A little better	187 41.0%	36 37.1%	47 39.5%	54 40.0%	50 47.6%
About the same	38 8.3%	7 7.2%	14 11.8%	9 6.7%	8 7.6%
A little worse	3 0.7%	1 1.0%	- -	2 1.5%	- -
Much worse	2 0.4%	2 2.1%	- -	- -	- -

Were you given a chance to make treatment decisions? Q33

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
	456	97	119	135	105
Were you given the chance to make treatment decisions?					
Yes	410 89.9%	89 91.8%	109 91.6%	117 86.7%	95 90.5%
No	17 3.7%	2 2.1%	6 5.0%	8 5.9%	1 1.0%
Sometimes	29 6.4%	6 6.2%	4 3.4%	10 7.4%	9 8.6%

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
In the last twelve months, were you able to get the help ...					
Yes	434 95.2%	92 94.8%	116 97.5%	125 92.6%	101 96.2%
No	9 2.0%	3 3.1%	2 1.7%	3 2.2%	1 1.0%
Sometimes	13 2.9%	2 2.1%	1 0.8%	7 5.2%	3 2.9%

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	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
*N/A responses reduce total	19	4	3	8	4
If you were not able to get behavioral health services in...					
Money issues	-	-	-	-	-
Transportation issues	2 10.5%	1 25.0%	-	1 12.5%	-
Language barriers	-	-	-	-	-
Inconvenient times	1 5.3%	-	-	1 12.5%	-
Child care issues	-	-	-	-	-
Long waiting list	2 10.5%	1 25.0%	1 33.3%	-	-
Didn't know where to get help	2 10.5%	-	-	1 12.5%	1 25.0%
Other	12 63.2%	2 50.0%	2 66.7%	5 62.5%	3 75.0%

Adult Reason for Not Getting Behavioral Health Help Q35A

Q1-My provider wasn't there for me.

Q1-Transportation issues, language barriers, miscommunication.

Q2-Coronavirus

Q2-My past case worker cancelled appointments.

Q3-Couldn't get the doctor to discuss things with me in a proper way.

Q3-Waiting for initial evaluation with a provider due to the pandemic.

Q3-Medication issue

Q3-Transportation is a big issue and COVID.

Q3-Transportation issues and lack of internet (only way to do virtual meetings).

Q4-I was doing alright before COVID.

Q4-I have been seeing the same therapist and we got stuck. I am hesitant to see someone else.

Q4-Switching my medicine.

Adult Behavioral Health Medications

Adult Taking Medications Q36

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
Are you taking behavioral health medications?					
Yes	390 85.5%	85 87.6%	108 90.8%	110 81.5%	87 82.9%
No	64 14.0%	12 12.4%	9 7.6%	25 18.5%	18 17.1%
Declined to answer	2 0.4%	- -	2 1.7%	- -	- -

Adult Difficulty in Obtaining Medications Q37

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
*N/A responses reduce total	390	85	108	110	87
Are you experiencing any problems in getting the medicati...					
Yes	24 6.2%	5 5.9%	6 5.6%	6 5.5%	7 8.0%
No	366 93.8%	80 94.1%	102 94.4%	104 94.5%	80 92.0%

Adult Difficulty in Obtaining Medications Literals Q37A

Q1-They are changing all of my meds at once.

Q1-The one medication causes headaches.

Q1-Having problems getting my medication because of the secretaries not the doctor.

Q2-Sometimes the pharmacy messes up. They refuse to give me my meds until the doctor calls them.

Q2-I try many different things, nothing seems to fix me. I have been depressed for a long time.

Q2-The doctor has trouble getting meds that work for me.

Q2-Delayed, I keep asking the doctor for it, sometimes he or I forgets to ask, he disagrees.

Q2-Trouble getting meds that work from the doctor. Some meds affect my stomach. I'll talk to the doctor about it.

Q2-My doctor prescribed me medical marijuana for my condition. The whole cost is so much, to maintain my card and for my medicine.

Q3-A lot of the medications they try to put me on, insurance denies.

Q3-I ended up having to pay out of pocket for one medication because insurance refused to pay for it.

Q3-The doctor won't listen to me about meds.

Q3-I have trouble getting the right milligrams from the doctor.

Q3-There is a lot of battling insurance with the prior authorizations. Sometimes leaving her without medication.

Q3-I have to pay for some of his medications.

Q4-Still in process.

Q4-My pharmacy doesn't carry them.

Q4-It's different for me, it's a process. He works really good with me. I have problems with my body getting used to meds and/or side effects.

Q4-It doesn't work. I'm trying to get the medical marijuana card.

Q4-They switched my medication. I will talk to them in December to see if new med is working.

Q4-Trial and error due to my own body.

Q4-Sometimes they refuse to prescribe certain meds. another provider that I see suggested I go somewhere else.

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	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
*N/A responses reduce total	265	52	68	81	64
My provider has talked to me about options to help me qui...					
Yes	207 78.1%	34 65.4%	61 89.7%	62 76.5%	50 78.1%
No	58 21.9%	18 34.6%	7 10.3%	19 23.5%	14 21.9%

Adults discharged due to lack of following treatment plan or relapsed

Adult Discharge due to lack of following treatment plan. Q39

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
Have you been discharged in the past because you had trouble following your treatment plan or you relapsed?					
Yes	33 7.2%	6 6.2%	8 6.7%	11 8.1%	8 7.6%
No	423 92.8%	91 93.8%	111 93.3%	124 91.9%	97 92.4%

Adult Wellness Recovery Action Plan (WRAP)

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
Do you know what a WRAP (Wellness Recovery Action Plan) is?					
Yes	264 57.9%	55 56.7%	76 63.9%	77 57.0%	56 53.3%
No	192 42.1%	42 43.3%	43 36.1%	58 43.0%	49 46.7%

Adult Wellness Recovery Action Plan (WRAP)

Adults Who Have A Wellness Recovery Action Plan Q41

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	456	97	119	135	105
Do you have a WRAP (Wellness Recovery Action Plan)?					
Yes	198 43.4%	38 39.2%	59 49.6%	61 45.2%	40 38.1%
No	258 56.6%	59 60.8%	60 50.4%	74 54.8%	65 61.9%

Adults Additional Compliments and Concerns

Adult Additional Compliments or Concerns Q42

Q1-Changing five meds is too much at one time.

Q1-I think everyone is very nice and kind.

Q1-They have done really well for my needs.

Q1-Thank you to this provider for making me a better person.

Q1-My provider is awesome.

Q1-Everyone is nice.

Q1-I feel there should be more activities for patients to do. There's not much to do on the weekends during down time. Maybe it would give patients more reason to stay longer. This provider needs a real update on their brochure. It is very off putting; the brochure and reality are completely different.

Q1-I like the doctor.

Q1-Everything is good so far.

Q1-They are very good.

Q1-They changed my life and are a great facility.

Q1-My previous therapist was wonderful. My first appointment with the new therapist was today, she's nice.

Q1-The doctor is okay. It does seem like my appointment goes too fast.

Q1-I think they work with you very well.

Q1-They are fantastic and have repaired my life.

Q1-I think my therapist deserves a reward; she listens and cares if I'm having a bad day. I can call in and she helps me.

Q1-They have been very helpful so far.

Q1-My therapist is amazing. She is extremely helpful.

Q1-I would like to be heard more often. I would like my therapist to remember my appointments. I would like her to be on time. I would like her to not bring up the past she knows nothing about, until I address it.

Q1-They are helping me out for what I need to get better.

Q1-My therapist is wonderful with me.

Q1-They are very encouraging here. I feel like they know what they are doing. They are very knowledgeable about drug and alcohol issues.

Q1-They saved my life.

Q1-They do a really good job and they know what they are doing.

Q1-I just feel really comfortable. The services are very good. My doctor takes time to talk to me.

Q1-Staff here is always nice.

Q1-Everybody is pretty competent at what they do.

Q1-The doctor is excellent and understanding. His knowledge of medications has been very helpful.

Q1-I feel like the doctor makes sure you are involved with your medications. He pulls the information about medication up. They always return phone calls right away. They are always in a good mood here.

Adult Additional Compliments or Concerns Q42

Q1-They need to improve their services.

Q1-They've been very helpful and useful.

Q1-They're very caring, they listen, they are helpful with my situation. The groups have been helpful. Sometimes we just talk and that is so good. They allow it to happen (to go off course and say what's on our mind).

Q1-I'm very thankful they are there. They have been very helpful with me. I appreciate their encouragement.

Q1-Staff member is very outgoing, very positive, she helps me with my problems. She presses me forward in a positive frame of mind.

Q1-It's brought me a long way and I'm very happy.

Q1-They have been very good to me.

Q1-They are doing their job and doing a good job of it.

Q1-I'm pretty happy with services.

Q1-They are all good here. One staff member deserves a reward.

Q1-My providers are down to earth people.

Q2-I graduated from the housing program. Therapist has been very helpful.

Q2-Everything is good.

Q2-I have the greatest doctor in the world. People from Philadelphia even come to see him. I wouldn't know what to do without him. He always makes sure we have access to someone and enough medication when he goes away.

Q2-I think she is great, she understands me. She listens to me very intently. She has helped me tremendously. She is one fantastic counselor.

Q2-They are really good to me.

Q2-I'm pretty happy.

Q2-They are doing alright by me.

Q2-I'm very happy with them.

Q2-My therapist helped me a lot. She talked and listened to me.

Q2-He was good. He talked and then pushed out the door. He talked fast, in and out. I can't make judgement, he was nice. I didn't spend enough time with him.

Q2-I wish she could get meds to help me.

Q2-I like the other therapist, I used to have, better.

Q2-I think they are really good.

Q2-I give her a five star rating. She goes above and beyond.

Q2-They listen to you. It's uncommon to have a psychiatrist listen to you, but he does.

Q2-Sometimes you have to wait too long. They make you wait half an hour. Some patients he takes half an hour with but only ten minutes with me. One time I had to wait two hours. If I'm late, he won't see me.

Q2-I'm really happy with them.

Q2-I'm thrilled with my psychiatrist immensely. Plus they have helped me stay stable.

Q2-They don't respect me enough. I was in the military, civilians don't respect me like the military does.

Q2-They have been very kind and nice to me, very patient and very helpful.

Q2-It's the truth, I'm really one of their success stories. I was a nurse. I wouldn't be alive if it wasn't for them. I couldn't have gotten better help if I went to Pittsburgh.

Q2-One staff in particular is the best. She is the most special person you would meet in your life. She was born to do this.

Q2-They've really helped me through the years.

Q2-They are very friendly, very considerate and very professional.

Q2-They're absolutely wonderful. I couldn't ask for a better service.

Q2-I really get good service from my counselor, she does a good job.

Q2-The doctors are really patient and they are willing to work with you.

Q2-I think they do a good job.

Q2-No problems, they are very caring and knowledgeable. They listen and help.

Q2-She helps out a lot.

Q2-I'm glad they're still able to see me over the computer during COVID-19 crisis.

Q2-I hope she doesn't retire. I'm a little worried about the new counselor.

Q2-I love my provider. I can be myself. The staff are great and my doctor is awesome.

Q2-It's wonderful. I'm so glad it's there. She gave me so much literature I could take home and read.

Q2-They're great and I get what I need.

Adult Additional Compliments or Concerns Q42

Q2-The doctor is good.

Q2-I've been with her for six years and she's really good.

Q2-They're amazing people to work with.

Q3-I could go on for days, I have nothing against my previous provider but recently was not getting the help I needed. When I got with this provider, it was much more relaxed. They said what matters is you. They ask me if anything makes me uncomfortable. She always checks in to see if I need a weekly appointment. I'm back to work now, just being able to have quality of life I had before (after the loss of a child).

Q3-I've been treated fairly.

Q3-My counselor helped me make progress. I overcame barriers in mental health.

Q3-I really like who I was placed with. I feel like I was lucky in that I didn't have to shop around for a therapist.

Q3-I really like this provider. They do a good job.

Q3-I would recommend them. I love them.

Q3-I feel like they put the patients before themselves and do not force meds on you.

Q3-I just needed someone to talk to.

Q3-I came a long way. I want to be happy. I want to succeed. I'm just not happy, I want to be.

Q3-The only thing is my doctor is amazing. He is always checking on me. I can't complain about him at all.

Q3-They're good people.

Q3-They helped me change my life. The staff are very nice and caring.

Q3-I like that he's online. He's like another human being.

Q3-They did a really good job.

Q3-She is really good at what she does. She pushes you towards those boundaries, that once you achieve them, you feel great about yourself. That's what I love most about her.

Q3-You guys do a very good job. I appreciate the time that you take.

Q3-They have a fantastic program. I recommend them to anyone. They generally seem to care.

Q3-There are some amazing people here. They go above and beyond.

Q3-I'd like to see my doctor again.

Q3-I don't trust anyone at this provider. They fired my case worker. I had money to pay for a car. The case worker paid for my car and I paid her back. They fired her for it. It was unlawful termination. They breached my confidentiality.

Q3-He's really good.

Q3-We are grateful she has the provider.

Q3-I love my counselor. She's amazing. She's the best that I have out of 4 therapists.

Q3-I really like this provider and how they work with me.

Q3-They are all wonderful people, very polite.

Q3-While I was there the therapist was good.

Q3-The nurse with the second doctor listened to my concerns and she talked with me about it. I did like the nurse.

Q3-I know when I call today about prescriptions, the nurse will tend to it right away. They have been fantastic.

Q4-They are on time with medication. They do pretty well.

Q4-The doctor and nurse have really turned things around for me.

Q4-Everything is excellent.

Q4-Everything is going excellent.

Q4-I find them all very helpful. They are great people. I do not know what I would do without them.

Q4-They are very helpful for me in rough times, in the past. My future is looking brighter.

Q4-I recommend them.

Q4-He is doing the best job he can.

Q4-My therapist is great.

Q4-I'm just pleased with my provider. I feel like they have made a difference in my life.

Q4-I'm satisfied.

Q4-They're amazing. Therapist listens and gives me suggestions to take care of myself and not just think of my son. They offered me help and scheduled me right away.

Q4-They should go global or nationwide because of how well they are doing. I was hesitant to work with more therapists but one of my therapists helped me through that.

Q4-A staff member literally told me that if I signed a 32 hour notice, she would make sure I would be there permanently till my mental health issues were resolved.

Adult Additional Compliments or Concerns Q42

Q4-My doctor is great.

Q4-He saw me for two minutes, then gave me a script and sent me out the door. I didn't care for him. I am now seeing my PCP.

Q4-Therapist was great.

Q4-They're the best.

Q4-I've been helped so much and love my counselor.

Q4-I feel like I'm doing really well, not because of here, but because I want it.

Q4-I love my provider. She's good. She doesn't look down on me being in drug and alcohol services also.

Q4-I was very happy, they were there for me and treated me well.

Q4-They're doing the best they can due to COVID. I appreciate telehealth and phone appointments. I hope they can continue with telehealth from home after COVID.

Q4-I recommend their services to anyone who might need them.

Q4-In twenty years, I have seen a lot of doctors but this one is one of the best, if not the best.

Q4-I appreciate them. My therapist was great.

Q4-Some of the doctors could be a little more understanding. It would be a lot better if they could understand people more.

Q4-I really like my therapist. She is very easy to talk to and she knows me well.

Q4-I like my doctor.

Adult Member Request Q43

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quart- er April-J...	3rd Quarte- r July-Sept.	4th Quarter Oct-Dec.
Base	456	97	119	135	105
If you shared problems about your provider or managed car...					
Yes	10 2.2%	2 2.1%	2 1.7%	3 2.2%	3 2.9%
No	25 5.5%	5 5.2%	5 4.2%	7 5.2%	8 7.6%
Not Applicable	421 92.3%	90 92.8%	112 94.1%	125 92.6%	94 89.5%

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20	Adult Service Level Q16	18	18
21	Adult Treatment Provider Literals Q16A	18	18
22	My provider has talked to me about a Mental Health Advance Directive (MHAD)? Q17	19	19
23	Do you have a Mental Health Advance Directive? Q18	19	19
24	Did your behavioral health provider ask you to sign a release of information.... Q19	20	20
25	Adult Duration of Provider Relationship Q20	20	20
26	Adult Scheduling of First Appointment Q21	21	21
27	I feel I was able to get the help I needed within a reasonable amount of time. Q22A	21	21
28	I was made aware of the availability of different providers for this service.. Q22B	22	22
29	Adult Access to Services Literals Q22C	22	23
30	The treatment I am receiving meets my needs. Q23A	23	23
31	My provider has talked with me about community supports and other options.....Q23B	23	23
32	Provider helped me create a plan to deal with any problems I have. Q23C	24	24
33	Adult Treatment Experience Literals Q23D	24	24
34	My providers work together and share information..... Q24	25	25
35	Staff treats me with respect and sees me as an equal partner..... Q25A	25	25
36	I was encouraged to use consumer-run programs...Q25B	26	26
37	My provider asked me what my goals would be to help.... (CCISC) Q26A	26	26
38	My provider acknowledges and rewards me for even my small steps.... Q26B	27	27
39	My treatment is developed around my specific needs. (CCISC) Q26C	27	27
40	I have been given clear information on who to contact if I need.... Q26D	28	28
41	Adult Recovery Oriented Practices Literals Q26E	28	28
42	I deal more effectively with daily problems Q27A	29	29
43	I feel more hopeful about the future. Q27B	29	29
44	I believe I can get better. Q27C	29	29
45	I feel treatment is working. Q27D	30	30
46	Adult Outcomes Literals Q27E	30	31
47	Have you had any issues or problems with services from (provider)? Q28	32	32
48	Adult Provider Issues Q29	32	32
49	Adult literals for issues or problems with service Q29A	32	33
50	Adult Provider Issue Resolution Q30	34	34
51	Adult literals were you able to resolve these issues problems...Q30A	34	34
52	If you chose to not take any action,why? Q31	35	35
53	Adult Literal Q31A	35	35
54	Adult Treatment Impact on Quality of Life Q32	36	36
55	Were you given a chance to make treatment decisions? Q33	36	36
56	In the last twelve months, were you able to get the help you needed? Q34	36	36
57	If you were not able to get the behavioral health services in the last twelve months... Q35	37	37
58	Adult Reason for Not Getting Behavioral Health Help Q35A	37	37
59	Adult Taking Medications Q36	38	38

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60	Adult Difficulty in Obtaining Medications Q37	38	38
61	Adult Difficulty in Obtaining Medications Literals Q37A	38	39
62	My provider has talked to me about options to help me quit using tobacco ... Q38	40	40
63	Adult Discharge due to lack of following treatment plan. Q39	40	40
64	Do you know what a WRAP (Wellness Recovery Action Plan) is? Q40	40	40
65	Adults Who Have A Wellness Recovery Action Plan Q41	41	41
66	Adult Additional Compliments or Concerns Q42	41	44
67	Adult Member Request Q43	44	44

Family Survey Findings

Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 39 family surveys completed during the 4th Quarter of Calendar Year 2020 for the period between October to December 2020.

Survey Results

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

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

1. Face to face interviews/surveys suspended.
2. Lower ratio of male caregivers – 3% (1 of 39) versus 8% (6 of 74).
3. Similar percentage of child members under age 5 - 0% (0 of 39) versus 1% (1 of 74).
4. Higher percentage step/adoptive/grandparent/aunt/uncle – 31% (12 of 39) versus 22% (16 of 74).
5. Similar ratio of male service recipients – 67% (26 of 39) versus 66% (49 of 74).
6. Similar ratio of members receiving BHRS – 23% (9 of 39) versus 24 % (18 of 74).
7. Slightly higher percentage 26% (10 of 39) versus 23% (17 of 74), receiving services four (4) years or longer.

Findings Overview

1. The indicator *“Do you know who Community Care is?”* was just 46% (18 of 39) for the 4th Quarter and has decreased incrementally over the past three quarters. This indicator is 60% (124 of 208) for the four quarters ending December 2020. The indicator, *“Do you know how to find the number to call Community Care with questions or concerns,”* also decreased to 49% (19 of 39) in the 4th Quarter. This indicator is 72% (149 of 208) for year-to-date 2020.

Community Care’s complaint and grievance indicators also dropped this quarter. 77% (30 of 39) of family/caregivers agreed *“Are you aware that you can file a complaint if needed,”* compared to 95% in the 3rd Quarter. This indicator is 90% (187 of 208) for the four quarters ending December 2020. 77% (30 of 39) agreed *“Are you aware that you can file a grievance if needed”* compared to 92% in the 3rd Quarter and this indicator is 89% (186 of 208) for year-to-date 2020.

Although just 50% of family/caregivers reported that *“The people I spoke to at Community Care were helpful”* during the 4th Quarter, this is misleading as only two family/caregivers of 39 had the need to contact Community Care and the indicator is healthy at 88% (51 of 58) for year-to-date 2020.

Family/caregivers reported Community Care’s attendance at the ISPT meeting was 100% (3 of 3, excludes 36 “not applicable” responses). 100% (3 of 3) family/caregivers believed that Community Care’s participation at the meeting was helpful.

0% (0 of 39) family/caregivers indicated the need to file a complaint or grievance during the 4th Quarter.

2. Family/caregivers are generally pleased with Access to provider treatment services with the satisfaction scores of 80% to 97% 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 83% 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 and shared 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.”* These indicators were 90%-99% for year-to-date 2020.

4. Family/caregivers also had a high level of satisfaction with *Provider Recovery Orientation* with satisfaction scores being 90% to 97% 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.”* These indicators were 87%-97% for year-to-date 2020.

5. Family/caregiver satisfaction scores with *Treatment Outcomes* was generally good, consistent with satisfaction scores being 85% to 97%. These include *“My child deals more effectively with daily problems,” “I feel my child’s behavioral health is improving,” and “My family has improved since my child started treatment.”* These indicators were 88%-90% for year-to-date 2020.

6. 13% (5 of 39) of family/caregivers reported having issues or problems with their provider. This indicator was 14% (28 of 208) for year-to-date 2020.

7. 54% (21 of 39) of family/caregivers reported their child was taking behavioral health medications and 91% (19 of 21) reported no problems in getting the behavioral health medications that work for their child.

Recommendations/Overview

Family/caregivers usually report a higher incidence of provider issues and problems compared to adult and youth respondents. A lower incidence level had been reported during the previous quarters of this year and was a welcomed sign, but it is rising again. Poor (provider) communications and frequent (provider) staff changes were the top reasons mentioned.

Family/Caregiver – Member Request for Assistance

Upon completing the survey, 0% (0 of 5) of family/caregiver members surveyed expressed interest in having the concern or issue they shared during the interview referred for immediate handling by BHSSBC. This indicator was 23% (7 of 31) for year-to-date 2020 .

There has been increase in the number of members completing a Member Request for Assistance (MRA) at the conclusion of the interview/survey. This may be associated with the changes in provider service delivery consistent with the Covid-19 environment.

Quality Audits

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

During the 4th Quarter, 7 family/caregiver quality audits were performed. 86% (6 of 7) of family/caregivers felt the length of the survey and number of questions were satisfactory while one family/caregiver felt the survey was too long. Overall, 100% (7 of 7) of family/caregivers were satisfied with the survey process and 100% (7 of 7) of family/caregivers felt ok or good about being contacted.

Family Demographics

Family Survey Type Q4

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
What kind of survey is it?					
Phone	196 94.2%	19 61.3%	64 100.0%	74 100.0%	39 100.0%
Face to Face	12 5.8%	12 38.7%	- -	- -	- -

Family County Q5

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
What county does the member live in?					
Somerset	126 60.6%	17 54.8%	41 64.1%	47 63.5%	21 53.8%
Bedford	82 39.4%	14 45.2%	23 35.9%	27 36.5%	18 46.2%

Family Demographics

Family Zip Code Q6

Counts Analysis % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
What is your zip code?					
15501 Somerset	40 19.2%	6 19.4%	19 29.7%	10 13.5%	5 12.8%
15522 Bedford	18 8.7%	3 9.7%	7 10.9%	7 9.5%	1 2.6%
15537 Everett	20 9.6%	6 19.4%	4 6.3%	7 9.5%	3 7.7%
16678 Saxton	4 1.9%	- -	2 3.1%	1 1.4%	1 2.6%
15554 New Paris	2 1.0%	1 3.2%	1 1.6%	- -	- -
15533 Brezewood	3 1.4%	- -	2 3.1%	- -	1 2.6%
15521 Alum Bank	1 0.5%	- -	1 1.6%	- -	- -
15545 Hyndman	11 5.3%	1 3.2%	2 3.1%	2 2.7%	6 15.4%
15550 Manns Choice	4 1.9%	- -	- -	2 2.7%	2 5.1%
16679 Six Mile Run	3 1.4%	- -	- -	1 1.4%	2 5.1%
16667 Osterburg	3 1.4%	1 3.2%	- -	1 1.4%	1 2.6%
15963 Windber	13 6.3%	3 9.7%	3 4.7%	6 8.1%	1 2.6%
15552 Meyersdale	8 3.8%	- -	5 7.8%	2 2.7%	1 2.6%
15530 Berlin	5 2.4%	- -	3 4.7%	2 2.7%	- -
15531 Boswell	8 3.8%	- -	1 1.6%	6 8.1%	1 2.6%
15557 Rockwood	4 1.9%	- -	- -	2 2.7%	2 5.1%
15424 Confluence	9 4.3%	- -	8 12.5%	1 1.4%	- -
15541 Friedens	2 1.0%	2 6.5%	- -	- -	- -
15926 Central City	2 1.0%	- -	1 1.6%	1 1.4%	- -
15905 Johnstown	4 1.9%	- -	- -	2 2.7%	2 5.1%
Other	44 21.2%	8 25.8%	5 7.8%	21 28.4%	10 25.6%

Family Demographics

Family Caregiver Gender Q7

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
What is your gender?					
Male	18 8.7%	2 6.5%	9 14.1%	6 8.1%	1 2.6%
Female	190 91.3%	29 93.5%	55 85.9%	68 91.9%	38 97.4%
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Family Child's Gender Q8

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
What is the child's gender?					
Male	126 60.6%	13 41.9%	38 59.4%	49 66.2%	26 66.7%
Female	82 39.4%	18 58.1%	26 40.6%	25 33.8%	13 33.3%
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Family Child's Age Q9

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
How old is the child who is receiving the services?					
5 years or younger	31 14.9%	7 22.6%	23 35.9%	1 1.4%	-
6-8 years	54 26.0%	13 41.9%	23 35.9%	17 23.0%	1 2.6%
9-13 years	115 55.3%	9 29.0%	14 21.9%	56 75.7%	36 92.3%
14 years and older	8 3.8%	2 6.5%	4 6.3%	-	2 5.1%

Family Demographics

Family Caregivers Relationship to Child Q10

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
What is your relationship to this child?					
Parent	162 77.9%	25 80.6%	52 81.3%	58 78.4%	27 69.2%
Grandparent	37 17.8%	6 19.4%	7 10.9%	15 20.3%	9 23.1%
Aunt/Uncle	2 1.0%	- -	2 3.1%	- -	- -
Brother/Sister	- -	- -	- -	- -	- -
Foster parent	- -	- -	- -	- -	- -
Adoptive parent	5 2.4%	- -	2 3.1%	1 1.4%	2 5.1%
Step-parent	1 0.5%	- -	1 1.6%	- -	- -
Other	1 0.5%	- -	- -	- -	1 2.6%

Family Child's Race Q11

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
What do you consider the child's race to be?					
Caucasian	173 83.2%	24 77.4%	55 85.9%	64 86.5%	30 76.9%
African American	2 1.0%	- -	- -	- -	2 5.1%
Hispanic American	1 0.5%	- -	- -	- -	1 2.6%
American Indian/Alaskan Native	1 0.5%	- -	- -	- -	1 2.6%
Asian/Pacific Islander	1 0.5%	1 3.2%	- -	- -	- -
Multi-racial	20 9.6%	1 3.2%	8 12.5%	6 8.1%	5 12.8%
Other	10 4.8%	5 16.1%	1 1.6%	4 5.4%	- -

Family Demographics

Family Primary Service Q12

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
Is your child receiving services for:					
Mental Health Services	208 100.0%	31 100.0%	64 100.0%	74 100.0%	39 100.0%
Both Mental Health and Drug and Alcohol Services	- -	- -	- -	- -	- -

Family First Diagnosed Q13

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
How long has it been since your child was first diagnosed?					
Less than 6 months	8 3.8%	4 12.9%	3 4.7%	1 1.4%	- -
6 months to 1 year	27 13.0%	3 9.7%	12 18.8%	6 8.1%	6 15.4%
1 to 2 years	38 18.3%	4 12.9%	11 17.2%	19 25.7%	4 10.3%
2 to 4 years	64 30.8%	15 48.4%	14 21.9%	22 29.7%	13 33.3%
4+ years	71 34.1%	5 16.1%	24 37.5%	26 35.1%	16 41.0%

Family Satisfaction with Community Care

Do you know who Community Care is? Q14A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
Do you know who Community Care is?					
Yes	124 59.6%	21 67.7%	42 65.6%	43 58.1%	18 46.2%
No	84 40.4%	10 32.3%	22 34.4%	31 41.9%	21 53.8%

59.6% of target rate Y-T-D

Action Required

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
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	149 71.6%	26 83.9%	47 73.4%	57 77.0%	19 48.7%
No	59 28.4%	5 16.1%	17 26.6%	17 23.0%	20 51.3%

71.6% of target rate Y-T-D

Action Required

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
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	187 89.9%	30 96.8%	57 89.1%	70 94.6%	30 76.9%
No	21 10.1%	1 3.2%	7 10.9%	4 5.4%	9 23.1%

89.9% of target rate Y-T-D

Satisfactory

Family Satisfaction with Community Care

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
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	186 89.4%	29 93.5%	59 92.2%	68 91.9%	30 76.9%
No	22 10.6%	2 6.5%	5 7.8%	6 8.1%	9 23.1%

89.4% of target rate Y-T-D

Satisfactory

Family Satisfaction with Community Care Literals Q14E

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	58	8	23	25	2
The people I spoke to at Community Care were helpful.					
Yes	51 87.9%	5 62.5%	22 95.7%	23 92.0%	1 50.0%
No	7 12.1%	3 37.5%	1 4.3%	2 8.0%	1 50.0%

87.9% of target rate Y-T-D

Satisfactory

Family Literal Comment Q15A

Q2-They denied a wheelchair. We are in the process of fighting that. They want to give him an electrical chair but we want him to have a manual chair.

Q3-They called me four times in one day. They just bombard me with phone calls. They don't sound like professionals.

Family Satisfaction with Community Care's Participation in ISPT Meeting

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	60	5	20	32	3
If applicable, Community Care attended my child's ISPT meeting.					
Yes	50 83%	5 100%	20 100%	22 69%	3 100%
No	10 17%	- -	- -	10 31%	- -

83% of target rate Y-T-D

Satisfactory

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	50	5	20	22	3
If applicable, Community Care's participation in the ISPT meeting was helpful.					
Yes	48 96.0%	5 100.0%	19 95.0%	21 95.5%	3 100.0%
No	2 4.0%	- -	1 5.0%	1 4.5%	- -

96.0% of target rate Y-T-D

Meets Expectations

Family Community Care's Complaint Process

If you have used Community Care's complaint process, were youQ17

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	13	4	4	5	-
If you have used Community Care's complaint process, were...					
Yes	10 76.9%	1 25.0%	4 100.0%	5 100.0%	- -
No	3 23.1%	3 75.0%	- -	- -	- -

76.9% of target rate Y-T-D

Action Required

Family Community Care's Grievance Process

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	8	1	1	6	-
If you have used Community Care's grievance process, were...					
Yes	7 87.5%	1 100.0%	1 100.0%	5 83.3%	- -
No	1 12.5%	- -	- -	1 16.7%	- -

87.5% of target rate Y-T-D

Satisfactory

Family Treatment Provider Level Analysis

What is the name of your treatment provider? Q19

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
What is the name of your child's treatment provider?					
ACRP	59 28.4%	7 22.6%	21 32.8%	20 27.0%	11 28.2%
Bedford DBHS	17 8.2%	3 9.7%	1 1.6%	9 12.2%	4 10.3%
Beal Counseling and Consulting	1 0.5%	- -	- -	- -	1 2.6%
Children's Behavioral Health (CBH)	16 7.7%	2 6.5%	8 12.5%	4 5.4%	2 5.1%
Family Behavioral Resources	25 12.0%	6 19.4%	9 14.1%	6 8.1%	4 10.3%
Footsteps	8 3.8%	- -	1 1.6%	5 6.8%	2 5.1%
Nulton Diagnostic and Treatment Center	33 15.9%	5 16.1%	11 17.2%	10 13.5%	7 17.9%
Rhonda J. Clark	3 1.4%	2 6.5%	- -	- -	1 2.6%
Somerset DBHS	19 9.1%	3 9.7%	2 3.1%	8 10.8%	6 15.4%
Youth Advocate Programs (YAP)	8 3.8%	3 9.7%	1 1.6%	3 4.1%	1 2.6%
Pediatric Care Specialists	9 4.3%	- -	3 4.7%	6 8.1%	- -
Other	10 4.8%	- -	7 10.9%	3 4.1%	- -

Family Treatment Provider Literals Q19A

Q2-Latrobe Behavioral Health Excel Health

Q2-Christian Family Children's Center

Q2-Martha Emerick

Q2-Cen-Clear

Q2-Journey Center

Q2-UPMC Children's Hospital Pittsburgh

Q2-UPMC Children's Hospital Pittsburgh

Q3-Assurance Counseling

Q3-Laurel Pediatrics-Elaine Conser

Q3-Derik Berkebile

Family Treatment Provider Level Analysis

Family Treatment Service Q20

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
What service does your child receive from this provider?					
BHRS: (TSS, MT, BSC)	49 23.6%	5 16.1%	17 26.6%	18 24.3%	9 23.1%
Family Based MH Services	9 4.3%	2 6.5%	4 6.3%	2 2.7%	1 2.6%
Functional Family Therapy (FFT)	1 0.5%	1 3.2%	- -	- -	- -
Medication/Psychiatry/Telepsychiatry	60 28.8%	6 19.4%	16 25.0%	26 35.1%	12 30.8%
MH Inpatient Hospitalization	1 0.5%	- -	1 1.6%	- -	- -
MH BCM (Blended Case Management)	12 5.8%	3 9.7%	3 4.7%	3 4.1%	3 7.7%
MH Outpatient Therapy/Counseling	67 32.2%	13 41.9%	19 29.7%	24 32.4%	11 28.2%
Trauma-Based Treatment	3 1.4%	- -	- -	1 1.4%	2 5.1%
School Based Therapy	4 1.9%	- -	4 6.3%	- -	- -
Other	2 1.0%	1 3.2%	- -	- -	1 2.6%

Family Treatment Service Literals Q20A

Q1-PCIT

Q4-MH Partial Hospitalization program

Family Treatment Provider Level Analysis

Family Duration of Provider Relationship Q21

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
How long has your child currently been receiving services from this provider?					
6 months or less	24 11.5%	7 22.6%	9 14.1%	4 5.4%	4 10.3%
6 months to 1 year	45 21.6%	9 29.0%	10 15.6%	14 18.9%	12 30.8%
1 to 2 years	44 21.2%	4 12.9%	17 26.6%	15 20.3%	8 20.5%
2 to 4 years	60 28.8%	10 32.3%	21 32.8%	24 32.4%	5 12.8%
4 or more years	35 16.8%	1 3.2%	7 10.9%	17 23.0%	10 25.6%

Family Access to Services

Services are available at times that are convenient. Q22A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	199	30	61	70	38
Services are available at times that are convenient.					
Strongly Agree/Agree	189 95%	30 100%	56 92%	66 94%	37 97%
Strongly Disagree/Disagree	10 5%	- -	5 8%	4 6%	1 3%

95% of target rate Y-T-D

Meets Expectations

Family Access to Services

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	201	30	64	70	37
Evaluation information is submitted on time so that services to my child are not interrupted.					
Strongly Agree/Agree	197 98.0%	30 100.0%	64 100.0%	67 95.7%	36 97.3%
Strongly Disagree/Disagree	4 2.0%	- -	- -	3 4.3%	1 2.7%

98.0% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	197	30	58	70	39
I was given a choice of different agencies I can use for my child's service.					
Strongly Agree/Agree	175 88.8%	28 93.3%	53 91.4%	63 90.0%	31 79.5%
Strongly Disagree/Disagree	22 11.2%	2 6.7%	5 8.6%	7 10.0%	8 20.5%

88.8% of target rate Y-T-D

Satisfactory

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	187	27	56	70	34
I feel like my child was able to get the help he/she needed within an acceptable amount of time.					
Strongly Agree/Agree	171 91%	26 96%	54 96%	61 87%	30 88%
Strongly Disagree/Disagree	16 9%	1 4%	2 4%	9 13%	4 12%

91.4% of target rate Y-T-D

Meets Expectations

Q1-I think my child could use more time.

Q1-This provider was recommended.

Q1-The school told me about this provider.

Q1-I would prefer that services were available while he's not at school.

Q1-We had a rocky start with therapists.

Q2-We chose them, I did my research.

Q2-When he needed it the most, I don't think everything was up to date, or ready to roll. They would not give him a psyche eval due to his age. The issue was resolved though.

Q2-There's is a certain time the doctor is available.

Q2-Services are usually during school hours.

Q2-They need evening or weekend hours. We are limited to within the county for services. They're timing is tight because they're busy, they do their best.

Q2-Paying out of pocket to go outside the county.

Q2-Today he's doing really good. Yesterday, we had a heck of a time.

Q2-It took forever to get services.

Q2-It is a long process. It took awhile to get him the help he needed.

Q2-I picked the provider.

Q2-They don't offer very many after school hours. They would only let me schedule one evening appointment a month.

Q2-The BSC and TSS tell me a time that suits them, if the time doesn't suit me, we don't get services. We talked to the program manager, she said she can't tell staff when to work.

Q3-I think they could give more hours, that's an argument we have all the time. I don't think 3 hours is enough for a TSS.

Q3-We had a hard time finding staff who could do it because of the school district.

Q3-It took us awhile, we had to go to Pittsburgh for a specialist.

Q3-I feel like he doesn't listen to anything, he has really poor bedside manner.

Q3-This agency was kind of court ordered when we got custody.

Q3-Their hours are only 8-5, I have to take off work. They aren't properly staffed. They didn't have a TSS so we settled for a BSC.

Q3-We went to get him evaluated, he was so bad. Insurance company said we can do an evaluation in 9 months, this was in November. It wasn't till the following September.

Q3-I was given a number and that is who I called.

Q3-He was misdiagnosed for a whole year by the therapist.

Q3-It's really hard in our location to get people to stay at their job and work there. When they make meetings and then postpone them, then I miss meetings because they are last minute.

Q3-I would try to call them, I wouldn't get a response till later in the evening and the problem was already addressed. I think they could have extended my sons services till they could see how he would react to my surgery.

Q3-Now the times are convenient because everything is over the phone. They are not convenient due to my work schedule , usually. They took him off medication because he was getting very angry, even threatening to kill himself. They have been trying to get him more TSS hours.

Q3-The school recommended this provider.

Q3-Since school is back in session, services aren't convenient.

Q3-They called my daughters phone number instead of the parents to set up an interview. It was chaotic, no preparedness. My daughter is 13 and changing information. They asked family based to get the parents phone number, reminder calls were going to child's phone.

Q3-Sometimes they are not open, it takes a week to hear back when I call. It took a month to receive a paper needed for school.

Q4-Daytime hours are not for working parents. I was forced by the courts to use this provider because their father wanted the kids to have the same provider. Transportation to get to the appointment was too long.

Q4-TSS was with them after COVID, not in school.

Q4-We are seeking another counselor.

Q4-I only see the tele doctor every three months.

Q4-Idon't feel he was able to get the help he needed. Some of the services he had more or less, we didn't have a lot of time or he didn't want to cooperate.

Q4-This provider just happened to be recommended.

Q4-We just started during COVID-19 , so it is too early to tell.

Family Treatment Experience

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	208	31	64	74	39
I feel comfortable asking questions about my child's treatment.					
Strongly Agree/Agree	203 98%	30 97%	62 97%	74 100%	37 95%
Strongly Disagree/Disagree	5 2%	1 3%	2 3%	- -	2 5%

98% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	207	31	63	74	39
My child's treatment plan was reviewed and shared with me.					
Strongly Agree/Agree	204 99%	30 97%	62 98%	73 99%	39 100%
Strongly Disagree/Disagree	3 1%	1 3%	1 2%	1 1%	- -

99% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	202	27	64	74	37
I feel my child has enough time with staff during most sessions					
Strongly Agree/Agree	186 92%	27 100%	63 98%	64 86%	32 86%
Strongly Disagree/Disagree	16 8%	- -	1 2%	10 14%	5 14%

92% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	188	29	58	67	34
The treatment my child receives meets his/her needs.					
Strongly Agree/Agree	176 94%	28 97%	56 97%	61 91%	31 91%
Strongly Disagree/Disagree	12 6%	1 3%	2 3%	6 9%	3 9%

94% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	197	31	59	71	36
(Provider) helped us create a plan to deal with any problem my child has.					
Strongly Agree/Agree	178 90%	28 90%	56 95%	64 90%	30 83%
Strongly Disagree/Disagree	19 10%	3 10%	3 5%	7 10%	6 17%

90% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

Family Treatment Experience Literals Q23F

Q1-Insurance needs to approve more time.

Q1-The doctor shut me down with questions, I was told I may not be the custodial parent.

Q1-Sometimes I feel like some things would come out while at her sessions.

Q1-Anything they suggested trying has not worked. We are at the point of what's next.

Q2-I had to kick the family based worker out of my house. Issue was resolved.

Q2-I hate telepsych, they don't spend time to hear what I have to say.

Q2-The doctor doesn't listen to my concerns or input. He puts it off four weeks till we see him again. It made him less willing to work with me.

Q2-Her issues are not really behavioral. She has meltdowns from her autism.

Q2-When I asked her a question on how to deal with the problem, she was belittling. I asked for a copy of the treatment plan, my BSC said the case manager had to give it to me. I left the case manager a message and haven't heard back. Enough time with the TSS, not the BSC. When I ask for help with something, she doesn't respond. If I question her suggestions, I'm met with attitude. I keep asking the BSC how to deal with problems, she just says yeah or uh huh. The BSC tells me she is having a hard time with her own daughter and drugs. She knows we feel bad and I just drop the issues we have.

Q3-I don't think they contact me enough. The BSC is fine, we only have the TSS worker 3 hours in the morning. I think they could do more. I definitely think there is more a TSS worker could do. There isn't enough communication, I need more communication. My child went to their camp. When she returned she said she wanted to kill herself. I think they asked her what that meant. She seemed to indicate that she didn't understand what it meant, so they didn't think it was a threat. They told her she couldn't say things like that. They decided to keep an eye on her. We have not heard that since. Now she just says she hates her life. She says that quite often. She says it when she gets upset or doesn't get her way.

Q3-COVID-19 made a big impact on meeting needs in a negative way, not being able to see them in person.

Q3-He was on bored with school not wanting him to go to Winder partial program. I feel like it was a power thing for the doctor. (They would have helped him with med management.) The doctor didn't want to lose control of what my child was on. I felt like medication wasn't working. It took him a year to change one medication. It feels like a pride thing.

Q3-I think she needs to see a doctor. She sees someone from a different provider for emotional support.

Q3-We don't have a set in stone plan, it seems whenever we escalate his medicine, other things escalate. I have to make another point to see how he's doing with his ADHD.

Q3-I feel like they have too many children. We have been through 4 case workers, and there is no communication, sometimes I do not know when we get a new case worker.

Q3-We are waiting for testing to be completed.

Q3-Family based discharged him because they thought he was doing well. Our BSC disagreed with the discharge. They promised to get him a mobile therapist but they didn't.

Q3-I don't feel like we are getting enough time because of COVID-19. He does better with in person verses over the phone.

Q3-I don't feel that he gets enough time, that's why we requested more TSS and to change TSS. The treatment needs worked on some. He needs to get calmed down. They haven't given me anything to use for help while at home.

Q3-I don't think my child has enough time because they aren't doing office visits.

Q3-There is a conflict of interest, related to the lady who does my wife's hair. I felt like she was finding out more stuff than I was.

Q3-There isn't enough time because it's over the phone.

Q3-He has zero time with staff now, the doctor does not talk to him. My son needs face to face with his psychiatrist. I have to give the counselor topic ideas.

Q4-My child doesn't get enough time with the BSC. She has no TSS because I had to fire her.

Q4-We only get 5 minutes, every three months.

Q4-They more or less tell us coping skills, call police or crisis. The hospital sends him home as he is behaved there. I had to take pictures as evidence to show the hospital staff.

Q4-The thing is, the doctor is over the phone. I think he's in another state. We needed a different medication and there was a two week gap. I would like tools for myself on how to help him.

Q4-They have offered things but I'm not comfortable with that.

Q4-They are not allowed to give me any information. They feel it's between the patient and the therapist. They tell me if it's important.

Family Treatment Experience

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	196	30	61	67	38
If meetings are held, I am always informed with enough ad...					
Strongly Agree/Agree	190 96.9%	28 93.3%	60 98.4%	65 97.0%	37 97.4%
Strongly Disagree/Disagree	6 3.1%	2 6.7%	1 1.6%	2 3.0%	1 2.6%

96.9% of target rate Y-T-D

Meets Expectations

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

Q2-This is an issue, they tend to notify me last minute, I make it happen.

Q3-Sometimes, they only have one day they can schedule and they tell me the week before, sometimes 2 weeks before.

Q3-I was getting ready to call into a meeting and they called me and cancelled.

Q3-Phone calls are an issue. Parents have to walk away to deal with other child or the dog.

Q4-Now no, last year yes.

Family Recovery Oriented Practices

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	198	29	59	71	39
My child's provider has talked with us about community supports and other options that are available.					
Strongly Agree/Agree	173 87%	27 93%	52 88%	59 83%	35 90%
Strongly Disagree/Disagree	25 13%	2 7%	7 12%	12 17%	4 10%

87% of target rate Y-T-D

Satisfactory

Family Recovery Oriented Practices

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	202	30	61	72	39
I have been given clear information on who to contact if my child needs immediate help between appointments.					
Strongly Agree/Agree	192 95.0%	29 96.7%	57 93.4%	70 97.2%	36 92.3%
Strongly Disagree/Disagree	10 5.0%	1 3.3%	4 6.6%	2 2.8%	3 7.7%

95.0% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	196	28	61	71	36
I was able to be actively involved in developing my child's treatment goals.					
Strongly Agree/Agree	191 97.4%	27 96.4%	60 98.4%	69 97.2%	35 97.2%
Strongly Disagree/Disagree	5 2.6%	1 3.6%	1 1.6%	2 2.8%	1 2.8%

97.4% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Practices Literals Q25D

Q1-We have no real need for community supports.

Q2-They told me what to do.

Q2-The new BSC doesn't ever communicate or ask for my input on anything.

Q3-I am involved but I don't think I'm involved enough. When I ask about more hours for my daughter, they give me an insurance excuse or say she isn't bad enough. I don't think they want to help me due to racial and economical issues. I sometimes do feel that way.

Q3-I haven't been actively involved because I feel like they are the professionals and know what he needs and how to deal with it.

Q3-My child is more of a cool, calm, collected little girl.

Q3-I asserted myself, what he needs is probably not available here.

Q4-I didn't know there were community supports. I don't know what's going on. I just know he needs to take his own medication and learn to cope on his own. He didn't like the counselor. He told me the counselor told him he wasn't bi-polar and that made him angry.

Family Outcomes

My child deals more effectively with daily problems. Q26A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	184	31	52	66	35
My child deals more effectively with daily problems.					
Strongly Agree/Agree	162 88%	26 84%	47 90%	55 83%	34 97%
Strongly Disagree/Disagree	22 12%	5 16%	5 10%	11 17%	1 3%

88% of target rate Y-T-D

Satisfactory

Our family has improved since my child started treatment. Q26B

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	176	24	55	67	30
Our family has improved since my child started treatment.					
Strongly Agree/Agree	158 89.8%	18 75.0%	54 98.2%	57 85.1%	29 96.7%
Strongly Disagree/Disagree	18 10.2%	6 25.0%	1 1.8%	10 14.9%	1 3.3%

89.8% of target rate Y-T-D

Satisfactory

Family Outcomes

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	184	28	55	68	33
I feel my child's behavioral health is improving.					
Strongly Agree/Agree	162 88.0%	24 85.7%	52 94.5%	58 85.3%	28 84.8%
Strongly Disagree/Disagree	22 12.0%	4 14.3%	3 5.5%	10 14.7%	5 15.2%

88.0% of target rate Y-T-D

Satisfactory

Family Outcomes Q26D

- Q1-My child's behavior is getting worse because the doctor stopped meds suddenly.
- Q1-My child has been going through some personal things.
- Q1-We're still in the beginning of treatment. Haven't had meds, we are restarting treatment.
- Q1-New issues arise.
- Q1-We are still a long way till he meets where he needs to be.
- Q1-He doesn't listen sometimes.
- Q1-It's an ongoing process, it takes time and work.
- Q1-Her behavior is escalating. We are going to contact the provider about medication.
- Q2-Due to new problems, he's had setbacks. Newer problems and setbacks, they don't know what to do next to get him back on the right behavioral health track.
- Q2-He is starting to let other's play with him. He's a work in progress.
- Q2-Her behavior depends on the mood she is in.
- Q2-About once a week he acts out, then he's fine the rest of the week. A lot of it's due to him not being used to being home with me.
- Q2-We don't know what's going on, we think something is missing. It's not the provider but were not sure yet.
- Q2-Improvements are starting, we have a long way to go.
- Q2-Sometimes with her autism, it's hard. It's more the meltdowns.
- Q2-He is still a work in progress.
- Q2-I do not feel my son is improving because we are not getting the services we need. Our provider is not providing approved services.
- Q3-Her behavior is the same. I think sometimes her attitude towards me and her sister are worse. She has nobody (friends) to talk to. I'm alone on this. I don't think her BSC does a lot. Her TSS worker is not involved enough.
- Q3-Some days he copes, some days he doesn't. We are on the border of getting better.
- Q3-I feel like we take 2 steps forward and steps back. The doctor we see revealed that another doctor tried to get my child less hours and our doctor refused.
- Q3-Even if there was a slight effort on the doctors part to seem concerned, I would feel better.
- Q3-She was dealing better but the process got dropped because of COVID-19. If I hadn't went in there, I would have never known we had a new case worker.
- Q3-The issues are in school, not home.
- Q3-Behavioral health was improving for awhile and then it started to decline, so we got a second opinion.
- Q3-He is very argumentative. With him being without services, we feel like we're walking on eggshells.
- Q3-We are having problems right now, so I called and said he needs to be seen. It's been difficult with improvement for our family. I have a mentally challenged daughter too.
- Q3-I think he may need medication but my wife disagrees. Our divorce has really affected the children. I am very concerned but my wife seems to be in denial.
- Q3-When he gets more support from them, I think he will deal more effectively.

Q3-It just depends on what he's going through at that point in time.

Q3-A lot of family dynamics.

Q3-My son doesn't deal with problems, that's the problem.

Q3-It's not the provider, it's my child.

Q4-My child deals differently on different days.

Q4-No issues, their father made a huge deal and split the kids up.

Q4-We still have problems, he's a kid.

Q4-It's about school not family.

Q4-Our family has improved some. It was 4 out of 10, he has improved but then got worse. His behavior was improving a little until he went through puberty, he was taking a lot of medicines but the hospital took him off them and he went downhill.

Q4-Our family has improved from him but we all need help.

Q4-He makes things up about his brother. He says things such as I hate my brother, I wish I wasn't here. After that he's fine. His behavior is not improving.

Q4-I don't think he deals more effectively, that's why I need tools to help. I think his behavioral health is the same. He's been on the same medicine for 3 years and the doctor said he doesn't want to change his meds.

Q4-One day she will be fine, the next day could be totally different.

Q4-She has pandemic anxiety. It makes it hard for her to follow through.

Q4-Due to not being one on one, it's too early to tell. We are having issues now. We hope in January things will go back to normal when school starts.

Family Provider Issues or Problems

Family Provider Issues Q27

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
Have you had any issues or problems with this (provider)?					
Yes	28 13.5%	5 16.1%	5 7.8%	13 17.6%	5 12.8%
No	180 86.5%	26 83.9%	59 92.2%	61 82.4%	34 87.2%

Family Provider Issues or Problems

Family Type of Provider Issues Q28

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	28	5	5	13	5
If you have had issues or problems with this provider, what were they?					
Lack of treatment planning and coordination	- -	- -	- -	- -	- -
Poor communication	3 10.7%	1 20.0%	- -	2 15.4%	- -
Frequent staff changes	3 10.7%	- -	- -	3 23.1%	- -
Services not provided when my child needs them	1 3.6%	- -	- -	1 7.7%	- -
Frequent Provider Cancellations	- -	- -	- -	- -	- -
Other	21 75.0%	4 80.0%	5 100.0%	7 53.8%	5 100.0%

Family Type of Provider Issue Literals Q28A

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

Q1-Staff were contacting the doctor without my knowledge.

Q1-Concerned about staff turn over.

Q1-Poor communication, frequent staff changes and frequent provider cancellations.

Q2-The doctor refused to file for exemption for payment.

Q2-Limited availability, last minute communication.

Q2-Doctor's unwillingness to try different medications. The doctor blaming the parents about her issues instead of changing medicine.

Q2-Staff personality conflict

Q2-I'm greatly concerned with fraud because during zoom meetings, she blanks her screen and mutes her mic. We can't see or hear her, she just tells us she's here(BSC). I told her numerous times she needs to schedule with me. She has had the TSS give her the password to the meeting without permission.

Q3-Poor communication, frequent staff changes and more recent issues. I kind of feel like we are left in the dust. Just from meeting the new case worker yesterday, I don't think she's a good fit for us.

Q3-Services not provided when my child needed them and they threw my child off the van, they sent medicines through the mail and he didn't get them. Accused of overdosing.

Q3-HIPAA breach, I was sent a letter from other child.

Q3-Poor communication, frequent staff changes, services not provided when my child needs them and the therapist brought personal opinions into everything.

Q3-A couple years ago, my child's first service was with a mobile therapist, they didn't get along very well.

Q3-Over phone visits aren't helping. Our child has ADHD so he gets distracted while on the phone or computer.

Q3-The initial psychiatrist giving him the wrong medication. He acknowledged he had negative side effects, then abruptly quitting without getting him safely off. Lack of counseling, over the phone.

Q4-TSS worker not up to par, our first TSS set the bar. When we found out the first TSS was leaving, we were upset for a week. We have gone through 4 TSS's since.

Q4-Frequent staff changes. The BSC's would sometimes just leave and I wasn't contacted. My son doesn't like change. The one time they didn't say anything to us. I was just upset at the time, the BSC he had in the spring left. My son was really hurt .

Q4-Trying to get a hold of someone when I need help is like pulling teeth. The doctor is MIA and it takes days to get a hold of someone who isn't there.

Q4-The TSS completely disappeared. The BSC has been missing for two weeks. We got one message asking what medication my child was on and I haven't heard back since.

Q4-They were telling me he had a diagnosis but they weren't following through with it.

Family Provider Issues or Problems

Family Provider Issue Resolutions Q29

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	28	5	5	13	5
Were you able to resolve these issues with this provider?					
I resolved the problem with the program manager	8 28.6%	1 20.0%	2 40.0%	5 38.5%	- -
I filed a formal complaint	5 17.9%	2 40.0%	1 20.0%	2 15.4%	- -
I chose not to take any action	9 32.1%	1 20.0%	2 40.0%	4 30.8%	2 40.0%
Other	6 21.4%	1 20.0%	- -	2 15.4%	3 60.0%

Family reason for lack of action Q30

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	9	1	2	4	2
If you chose to not take any action, why?					
The problem was not that serious	- -	- -	- -	- -	- -
I was concerned with how the provider would react	1 11.1%	- -	- -	1 25.0%	- -
I didn't know how to file a formal complaint	- -	- -	- -	- -	- -
Other	8 88.9%	1 100.0%	2 100.0%	3 75.0%	2 100.0%

Family literal reason for not taking action Q30A

Q1-I didn't think it was anything that could be helped.

Q2-I mentioned it to the counselor. It was resolved.

Q2-We are in the process of changing doctors. He's not working with us.

Q3-I don't think they would do anything. I just let it go, till I handle it myself. Once we get back with a previous provider, I think I will drop this provider.

Q3-They couldn't do anything about it.

Q3-We understand that people move or accept different positions.

Q3-I asked if they could do in person visits and they said no.

Q3-We addressed the issues with the doctor and counselor.

Q4-I talked to our case manager directly.

Q4-I told them at the meeting that I was upset. It just rubbed me the wrong way.

Q4-I don't like confrontation. I didn't want to complain. I didn't want to lose services.

Q4-I tried to see if there was any other TSS. I was told they are short staffed. I took no action for the BSC.

Q4-I didn't want to ask.

Family Department of Public Welfare Questions

Family Treatment Impact on Quality of Life Q31

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
What effect has the treatment your child received had on the quality of your child's life?					
Much better	67 32.2%	6 19.4%	25 39.1%	24 32.4%	12 30.8%
A little better	99 47.6%	18 58.1%	28 43.8%	34 45.9%	19 48.7%
About the same	35 16.8%	6 19.4%	9 14.1%	12 16.2%	8 20.5%
A little worse	5 2.4%	- -	1 1.6%	4 5.4%	- -
Much worse	2 1.0%	1 3.2%	1 1.6%	- -	- -

Famiy Opportunity to Make Treatment Decisions Q32

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
Were you and your child given the chance to make treatment decisions?					
Yes	188 90.4%	29 93.5%	55 85.9%	68 91.9%	36 92.3%
No	11 5.3%	2 6.5%	4 6.3%	4 5.4%	1 2.6%
Sometimes	9 4.3%	- -	5 7.8%	2 2.7%	2 5.1%

Family Department of Public Welfare Questions

Family Ability to Receive Needed Care Q33

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
In the last twelve months did you have problems getting your child the help they needed?					
Yes	17 8.2%	1 3.2%	6 9.4%	7 9.5%	3 7.7%
No	181 87.0%	29 93.5%	57 89.1%	62 83.8%	33 84.6%
Sometimes	10 4.8%	1 3.2%	1 1.6%	5 6.8%	3 7.7%

Family Reason for not Getting Help Q34

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	23	2	6	9	6
If you weren't able to get behavioral health help for your child in the last twelve months, what stopped you?					
Money issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	1 4.3%	1 50.0%	-	-	-
Child care issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	1 4.3%	-	-	-	1 16.7%
Services denied	1 4.3%	-	-	1 11.1%	-
Process was overwhelming	-	-	-	-	-
Process was too confusing	-	-	-	-	-
Other	20 87.0%	1 50.0%	6 100.0%	8 88.9%	5 83.3%

Family Department of Public Welfare Questions

Family Reason for Not Getting Help Q34A

Q1-Money issues, transportation issues, childcare issues, long waiting list, didn't know where to get help, process was overwhelming and process was too confusing.

Q2-It's how the area is, we don't have high end doctors. The people we do have do the best they can.

Q2-Doctor's unwillingness to change medicine.

Q2-We are trying to find the best course of action possible, maybe family based.

Q2-Provider was short staffed.

Q2-Finding BSC's and TSS's is hard. We had trouble getting him a weighted blanket through the insurance, I had to pay for it out of pocket.

Q2-Lack of availability at other companies. If other providers had services or staff, we would clearly change.

Q3-I tried to push forward and get more information. The provider doesn't really do anything. My child was in a hallway by herself this upset me. I don't think she interacts with my child as much as she should have.

Q3-COVID-19, issue with not getting in person services.

Q3-I feel like they should have put something in place to help families through the pandemic, not get rid of employees.

Q3-The early discharge was frustrating.

Q3-They talked to me more than they did my child during phone sessions.

Q3-The pandemic

Q3-Transportation issues and inconvenient times

Q3-Counseling

Q4-They are short staffed and COVID.

Q4-The process was too confusing. The beginning was confusing knowing what to do. They were unsure where he needed to go to get help.

Q4-Not being able to get a hold of the doctor.

Q4-TSS disappearing and BSC gone the past two weeks.

Q4-Medication

Family Needed Services/Release Forms

Family Services Needed But Not Getting Q35

Q1-There aren't enough preventative services for child molestation. This took too long. Now that another child is involved they are doing something about it.

Q2-Psychiatrists in the area able to prescribe needed medication for very young children. We have to go to Pittsburgh for medication for my child.

Q2-Services for when he turns 18.

Q2-TSS, he has one now but with school out it's pointless. There's no engagement in the classroom.

Q3-Mobile therapy, any therapy not during school.

Q3-Psychiatrist

Q3-Mobile therapist

Q3-More TSS hours.

Q3-BCM

Q3-Outpatient therapist. She was seeing a therapist but had to drop for family based (insurance issue). Now she's going downhill.

Q3-Counseling-the office manager is trying to fix this.

Q4-TSS support

Q4-More counseling.

Q4-Therapy, we are currently not doing it due to COVID.

Q-4 TSS

Family Release Forms to Coordinate Care Q36

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
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)?					
Yes	181 87.0%	30 96.8%	52 81.3%	68 91.9%	31 79.5%
No	3 1.4%	1 3.2%	1 1.6%	1 1.4%	- -
Don't know	24 11.5%	- -	11 17.2%	5 6.8%	8 20.5%
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	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
Has your child ever been discharged in the past because they did not follow the treatment plan or make progress in treatment?					
Yes	4 1.9%	2 6.5%	2 3.1%	- -	- -
No	204 98.1%	29 93.5%	62 96.9%	74 100.0%	39 100.0%

Family Behavioral Health Medications

Family Medications Q38

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
Is your child taking behavioral health medications?					
Yes	120 57.7%	15 48.4%	32 50.0%	52 70.3%	21 53.8%
No	86 41.3%	16 51.6%	30 46.9%	22 29.7%	18 46.2%
Declined to answer	2 1.0%	- -	2 3.1%	- -	- -

Family Difficulty in Obtaining Medications Q39

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	120	15	32	52	21
Are you experiencing any problems in getting behavioral health medications that work for your child?					
Yes	9 7.5%	1 6.7%	4 12.5%	2 3.8%	2 9.5%
No	111 92.5%	14 93.3%	28 87.5%	50 96.2%	19 90.5%

Family Behavioral Health Medication Literal Comments

Family Difficulty in Obtaining Behavioral Health Medications Q39A

Q1-Trying new medication is tough. Some meds don't work. At times we have trouble with prior authorizations but not a lot.

Q2-Due to his age, we have to go to Pittsburgh.

Q2-The doctor doesn't listen to me about my child's needs.

Q2-The meds they put him on aren't helping.

Q2-getting his sleep medicine has been kind of rough.

Q3-They are prescribing medication but I feel it's the wrong medication.

Q3-He's not on the right meds.

Q4-I think he needs to be put on some other medications, as they are not working for him. I just don't know what to do. It got kind of rough when he started to beat on his brothers and me and set things on fire.

Q4-I think he needs something different. I told the doctor that I think he could have a better quality of life if he had a different medication.

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	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
*N/A responses reduce total	75	4	25	33	13
My provider has talked to me and my child about options t...					
Yes	33 44.0%	1 25.0%	14 56.0%	10 30.3%	8 61.5%
No	42 56.0%	3 75.0%	11 44.0%	23 69.7%	5 38.5%

Family Wellness Recovery Action Plan (WRAP)

Family Knowledge of Wellness Recovery Action Plan (WRAP) Q41

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
Do you know what a WRAP (Wellness Recovery Action Plan) is?					
Yes	96 46.2%	9 29.0%	33 51.6%	37 50.0%	17 43.6%
No	112 53.8%	22 71.0%	31 48.4%	37 50.0%	22 56.4%

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	208	31	64	74	39
Do you have a WRAP (Wellness Recovery Action Plan) for your child/family?					
Yes	70 33.7%	7 22.6%	23 35.9%	26 35.1%	14 35.9%
No	138 66.3%	24 77.4%	41 64.1%	48 64.9%	25 64.1%

Family Additional Compliments or Concerns

Family Additional Compliments and Concerns Q43

Q1-My child's therapist is awesome. She always goes above and beyond to help.

Q1-They are very nice and help a lot.

Q1-Everything is going well. My child sees the same therapist, I think that is good.

Q1-I'm loving the service my child receives. My child is really improving.

Q1-Everybody here is really nice. They take everything I say into consideration.

Q1-I would like the doctor to give us parents written reports on my child's progress.

Q1-They are a really good company. We enjoy being here.

Q1-The therapist is wonderful and the doctor is good.

Q1-The therapist and doctor are good.

Q1-It's great for all of us.

Q1-I really admire this provider.

Q2-Counselor is great with my child. My child absolutely loves her.

Q2-They're great. I love the way they work with my daughter.

Q2-They've been helpful.

Q2-I think everybody has been great. They do what she needs and so much more.

Q2-It's helped him greatly. The staff is wonderful. It has made a positive impact.

Q2-I'm very pleased.

Q2-How to afford therapy on his own once he turns 18. Parents pay out of pocket now.

Q2-He's getting fantastic services. We are doing skype. He has asked to talk to her every week. Which is above and beyond, I think.

Q2-I just know that they are there whenever I need them. They have even advocated for my daughter due to issues with the school district.

Q2-Good experience overall.

Q2-Services are really good. They are flexible and give him what he needs.

Q2-The doctor doesn't listen to me. The doctor thinks the medication is okay and blames other things instead of the meds.

Q2-They're doing everything they can.

Q2-She's awesome.

Q2-We are very happy with them. I feel comfortable with them. The staff is very nice. They are very quick to return phone calls.

Q2-My main complaint is getting him sensory aides.

Q2-They really need to make a way for families to file complaints anonymously. My TSS is amazing but I'm afraid of losing her if we file a complaint.

Q3-He's pretty goof there right now.

Q3-They are doing good.

Q3-It's sufficient.

Q3-I'm pretty happy with them.

Q3-They're very courteous. They are very prompt in answering messages. I'm very pleased with them.

Q3-I really like how they are doing with COVID-19. The telehealth appointments are amazing. Its a lot less stressful for the kids, a whole lot less stressful for me.

Q3-I think it's a great service.

Q3-It's positive, it's a good thing for her. They do a good job.

Q3-They do awesome with him.

Q3-We are changing providers.

Q3-They're great.

Q3-I'm very pleased with services. The new counselor is doing better with him, he's a male.

Q3-I think everything is going as well as it can with COVID-19.

Q3-We feel that this provider is the best service in our area and we would never want to lose them.

Q3-Everything is always good. They communicate with him fine.

Q3-They are all wonderful.

Family Additional Compliments and Concerns Q43

Q3-Usually he's very outgoing and sympathetic but the last visit was very disappointing. It's in the way he says things.

Q3-This provider has been really great with anything I need. I would not go to any other company. They are so easy to get a hold of, if you don't get them the first time, they call you back within a half hour.

Q4-They've been really helpful and kind to us.

Q4-I have two grandsons that receive counseling. It made a big difference. They no longer need services because they improved.

Q4-He's had good services. He still has some issues but someone will be taking over. They will be coming to the house and school.

Q4-They bend over backwards to help us.

Q4-She was great. Sometimes the kids didn't want to listen to her. She gave good advice though, all in all.

Q4-We've just been very happy. He's doing really well.

Q4-I just feel that what we have done with my child has worked very well. He is doing tremendously.

Q4-I'm very content with everything.

Q4-I'm pleased with them.

Families Interested in Having Concerns Addressed

Families Interested in Having Concerns Addressed Q44

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	31	5	7	14	5
If you have shared problems about your provider or managed care company during this survey, are interested in having your concerns addressed immediately?					
Yes	7 22.6%	1 20.0%	3 42.9%	3 21.4%	- -
No	24 77.4%	4 80.0%	4 57.1%	11 78.6%	5 100.0%

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18	If applicable Community Care attended my child's ISPT meeting. Q16A	56	56
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26	Family Duration of Provider Relationship Q21	60	60
27	Services are available at times that are convenient. Q22A	60	60
28	Evaluation information is submitted on time so that services to my child... Q22B	61	61
29	I was given a choice of different agencies I can use for my child's service. Q22C	61	61
30	I feel like my child was able to get the help he/she needed within an acceptable.....Q22D	61	61
31	Family Access to Service Literals Q22E	61	62
32	I feel comfortable asking questions about my child's treatment. Q23A	63	63
33	My child's treatment plan was reviewed and shared with me. Q23B	63	63
34	I feel my child has enough time with staff during most sessions. Q23C	63	63
35	The treatment my child receives meets his/her needs. Q23D	64	64
36	Provider helped us create a plan to deal with any problem my child has. Q23E	64	64
37	Family Treatment Experience Literals Q23F	65	65
38	If meetings are held, I am always informed with enough advance notice.....Q24	66	66
39	If meeting are held, I am always informed with enough advance notice literals Q24A	66	66
40	My child's provider has talked with us about community supports ...Q25A	66	66
41	I have been given clear information on who to contact if my child needs....Q25B	67	67
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43	Family Recovery Oriented Practices Literals Q25D	67	67
44	My child deals more effectively with daily problems. Q26A	68	68
45	Our family has improved since my child started treatment. Q26B	68	68
46	I feel my child's behavioral health is improving. Q26C	69	69
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Youth Survey Findings

Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 23 youth (Ages 14 to 20) surveys completed during the 4th Quarter of Calendar Year 2020 for the period from October to December 2020.

Survey Results

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

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

1. Face-to-face interviews/surveys have been suspended.
2. Higher ratio of male treatment recipients – 44% (10 of 23) versus 32% (10 of 31).
3. Higher percentage of youth, members age 14-15 – 22% (5 of 23) versus 19% (6 of 31).
4. Lower percentage of youth members receiving BHRS – 9% (2 of 23) versus 10% (3 of 31).
5. Lower ratio of youths receiving treatment from same provider four (4) years or longer – 26% (6 of 23) versus 29% (9 of 31).

Findings Overview

1. 52% (12 of 23) of youths interviewed knew who Community Care, up from 19% (6 of 31) in the 3rd Quarter. This indicator was 33% (33 of 100) for year-to-date 2020.

65% (15 of 23) youths in the 4th Quarter were *“aware they could file a complaint with Community Care.”* This indicator was 54% (54 of 100) for the four quarters ending December 2020. Likewise, 57% (13 of 23) were *“aware they could file a grievance with Community Care”* and this indicator was 53% (53 of 100) for year-to-date 2020.

48% (11 of 23) youths interviewed during the 4th Quarter *“knew where to find the number to call Community Care with questions or concerns.”* This increased from 23% in the 3rd quarter and is 45% (45 of 100) for year-to-date 2020.

100% (7 of 7, excluding 16 “not applicable”) of youths indicated the people they spoke to at Community Care were helpful. This indicator has been at 100% over the past six quarters.

0% (0 of 23) youths (each) reported using Community Care’s complaint or grievance processes during the 4th Quarter. 12 youths reported using either the complaint or grievance processes on a year-to-date basis for 2020 and all were pleased with the processes.

2. Youths surveyed on Access to provider treatment services rated both indicators 96%-100% (21-22 excluding 1 neutral). 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 satisfaction in all three indicators at 96%-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 83% to 100% (19-23 of 23) 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* this quarter was 87% -95% 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 believe that treatment is working because I feel better,*” and “*I don’t get into trouble as often as I did before treatment.*”

6. 83% (19 of 23) of youths reported taking behavioral health medications and 95% (18 of 19) reported no problems in getting the medications that work them.

7. 9% (2 of 23) of youths reported having any issues or problems with their provider. This indicator is just 4% (4 of 100) for year-to-date 2020.

Youth – Member Request for Assistance

Upon completing the survey, 0% (0 of 23) 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. Q37 – Just 17% (4 of 23) youths reported knowing what a Wellness Action Recovery Plan (WRAP) is. (Note: Different providers may term it differently and may only do certain aspects and not a complete WRAP.) Q38 – 50% (2 of 4) of the youths that knew what a WRAP is, had a WRAP. This number was 79% (15 of 19) for year-to-date 2020.

These C/FST questions will not appear in the revised surveys for the calendar year 2021 and the C/FST is exploring other recovery and resiliency indicators that may be substituted.

2. 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.

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

Quality Audits

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

During the 4th Quarter, 4 youth quality audits were performed. 75% (3 of 4) of youths felt the length of the survey and number of questions were satisfactory while one thought the survey was too long. Overall, 75% (3 of 4) of youths were satisfied with the survey process and one was not. 75% (3 of 4) of youths felt ok or good about being contacted while one youth did not.

Comments:

“None.”

Youth Demographics

Youth Type of Survey Q4

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
What type of survey is it?					
Phone	98 98.0%	20 90.9%	24 100.0%	31 100.0%	23 100.0%
Face to Face	2 2.0%	2 9.1%	- -	- -	- -

Youth County Q5

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
What county does the member live in?					
Somerset	57 57.0%	13 59.1%	17 70.8%	14 45.2%	13 56.5%
Bedford	43 43.0%	9 40.9%	7 29.2%	17 54.8%	10 43.5%

Youth Demographics

Youth Zip Code Q6

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
What is your zip code?					
15522 Bedford	18 18.0%	5 22.7%	1 4.2%	10 32.3%	2 8.7%
15537 Everett	8 8.0%	1 4.5%	2 8.3%	1 3.2%	4 17.4%
15554 New Paris	2 2.0%	1 4.5%	- -	1 3.2%	- -
15521 Alum Bank	4 4.0%	- -	3 12.5%	1 3.2%	- -
15550 Manns Choice	2 2.0%	- -	- -	2 6.5%	- -
16679 Six Mile Run	2 2.0%	1 4.5%	1 4.2%	- -	- -
15963 Windber	5 5.0%	- -	- -	2 6.5%	3 13.0%
15552 Meyersdale	1 1.0%	- -	- -	1 3.2%	- -
15530 Berlin	1 1.0%	1 4.5%	- -	- -	- -
15557 Rockwood	5 5.0%	- -	2 8.3%	2 6.5%	1 4.3%
15424 Confluence	2 2.0%	- -	2 8.3%	- -	- -
15541 Friedens	4 4.0%	1 4.5%	1 4.2%	- -	2 8.7%
15926 Central City	7 7.0%	1 4.5%	4 16.7%	2 6.5%	- -
15905 Johnstown	5 5.0%	- -	2 8.3%	3 9.7%	- -
15928 Davidsville	2 2.0%	- -	- -	2 6.5%	- -
15501 Somerset	13 13.0%	6 27.3%	1 4.2%	2 6.5%	4 17.4%
other	19 19.0%	5 22.7%	5 20.8%	2 6.5%	7 30.4%

Youth Demographics

Youth Gender Q7

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
What is your gender?					
Male	42 42.0%	11 50.0%	11 45.8%	10 32.3%	10 43.5%
Female	58 58.0%	11 50.0%	13 54.2%	21 67.7%	13 56.5%

Youth Age Q8

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
How old are you?					
14-15 years	30 30.0%	10 45.5%	9 37.5%	6 19.4%	5 21.7%
16-17 years	35 35.0%	1 4.5%	14 58.3%	20 64.5%	- -
18-20 years	31 31.0%	9 40.9%	1 4.2%	5 16.1%	16 69.6%
over 20 years	4 4.0%	2 9.1%	- -	- -	2 8.7%

Youth Demographics

Youth Race Q9

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
What do you consider your race to be?					
Caucasian	89 89.0%	21 95.5%	20 83.3%	26 83.9%	22 95.7%
African American	3 3.0%	- -	1 4.2%	2 6.5%	- -
Hispanic American	1 1.0%	- -	1 4.2%	- -	- -
Multi-Racial	1 1.0%	- -	- -	- -	1 4.3%
Other	6 6.0%	1 4.5%	2 8.3%	3 9.7%	- -

Youth Race Literals Q9A

- _____ Q1-Bi-racial
- _____ Q2-Caucasian and Native American
- _____ Q2-Caucasian and Native American
- _____ Q3-Bi-racial
- _____ Q3-Bi-racial
- _____ Q3-Bi-racial

Youth Primary Service Q10

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
Are you receiving services primarily for:					
Mental Health	97 97.0%	22 100.0%	21 87.5%	31 100.0%	23 100.0%
Both Mental Health and Drug and Alcohol Services	3 3.0%	- -	3 12.5%	- -	- -

Youth Satisfaction with Community Care

Do you know who Community Care is? Q11A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
Do you know who Community Care is?					
Yes	33 33.0%	8 36.4%	7 29.2%	6 19.4%	12 52.2%
No	67 67.0%	14 63.6%	17 70.8%	25 80.6%	11 47.8%

33.0% 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	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
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	45 45.0%	16 72.7%	11 45.8%	7 22.6%	11 47.8%
No	55 55.0%	6 27.3%	13 54.2%	24 77.4%	12 52.2%

45.0% of target rate Y-T-D

Action Required

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
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	54 54.0%	18 81.8%	10 41.7%	11 35.5%	15 65.2%
No	46 46.0%	4 18.2%	14 58.3%	20 64.5%	8 34.8%

54.0% of target rate Y-T-D

Action Required

Youth Satisfaction with Community Care

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
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	53 53.0%	17 77.3%	12 50.0%	11 35.5%	13 56.5%
No	47 47.0%	5 22.7%	12 50.0%	20 64.5%	10 43.5%

53.0% of target rate Y-T-D

Action Required

Youth Satisfaction with PerformCare Literals Q11E

- Q1-My mom deals with this.
- Q2-My mom deals with this.
- Q3-My grandma deals with this.
- Q3-My mom deals with this.
- Q3-My parents usually take care of this.
- Q3-My mom deals with this.
- Q3-My parents and I have never had to contact Community Care.
- Q3-I don't deal with them that much.
- Q4-I do not know about this.
- Q4-I never had to call them or did I know about them..
- Q4-I am not real familiar with Community Care.
- Q4-We do not deal with them much.
- Q4-My mom deals with this.
- Q4-I have never had to deal with them.
- Q4-I have never dealt with Community Care.
- Q4-I know a little about them but that is it.

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
(N/A) responses reduce total	30	9	6	8	7
The people I spoke to at Community Care were helpful.					
Yes	30 100.0%	9 100.0%	6 100.0%	8 100.0%	7 100.0%
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	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
*N/A responses reduce total	6	5	-	1	-
If you used Community Care's complaint process, were you ...					
Yes	6 100.0%	5 100.0%	-	1 100.0%	-
No	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Youth Community Care's Grievance Process Q14

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
(N/A) responses reduce total	6	5	-	1	-
If you used Community Care's grievance process, were you satisfied with the process?					
Yes	6 100.0%	5 100.0%	-	1 100.0%	-
No	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Youth Satisfaction with Community Care's Complaint Process Literals Q14A

Youth Treatment Provider Analysis

Youth Treatment Provider Q15

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
What is the name of your treatment provider?(Note to Surv...					
ACRP	8 8.0%	1 4.5%	4 16.7%	- -	3 13.0%
Bedford DBHS	23 23.0%	4 18.2%	2 8.3%	11 35.5%	6 26.1%
CBH (Children's Behavioral Health)	7 7.0%	3 13.6%	1 4.2%	2 6.5%	1 4.3%
Family Behavioral Resources	2 2.0%	1 4.5%	- -	1 3.2%	- -
Footsteps	2 2.0%	- -	2 8.3%	- -	- -
Nulton Diagnostic and Treatment Center	30 30.0%	5 22.7%	11 45.8%	10 32.3%	4 17.4%
Merakey	2 2.0%	2 9.1%	- -	- -	- -
Pediatric Care Specialists	8 8.0%	1 4.5%	- -	2 6.5%	5 21.7%
Somerset DBHS	7 7.0%	3 13.6%	- -	2 6.5%	2 8.7%
YAP (Youth Advocate Program)	4 4.0%	1 4.5%	1 4.2%	1 3.2%	1 4.3%
Other	7 7.0%	1 4.5%	3 12.5%	2 6.5%	1 4.3%

Youth Treatment Provider Literals Q15A

Q1-Martha Emerick

Q2-Bender Counseling

Q2-Tussey Mountain High School

Q2-Conemaugh Counseling

Q3-Croyle-Nielson

Q3-Chestnut Ridge Counseling Services

Q4-Martha Emerick

Youth Treatment Provider Service Level Analysis

Youth Treatment Service Q16

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
What services are receiving from this provider?					
BHRS (TSS, MT, BSC)	14 14.0%	5 22.7%	4 16.7%	3 9.7%	2 8.7%
Medication/Psychiatric/Telepsychiatry	38 38.0%	7 31.8%	9 37.5%	12 38.7%	10 43.5%
MH (BCM) Blended Case Management	9 9.0%	4 18.2%	1 4.2%	3 9.7%	1 4.3%
MH Outpatient Therapy/Counseling (individual or group)	36 36.0%	5 22.7%	10 41.7%	12 38.7%	9 39.1%
Other	3 3.0%	1 4.5%	- -	1 3.2%	1 4.3%

Youth Service Level Literals Q16A

Q1-Dual Diagnosis Treatment Team

Q3-Trauma Therapy

Q4-Support coordinator

Youth Treatment Provider Service Level Analysis

Release of information to coordinate with Primary Care Physician Q17

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Base	100	22	24	31	23
Did your behavioral health provider ask you to sign a rel...					
Yes	81 81.0%	18 81.8%	20 83.3%	24 77.4%	19 82.6%
No	19 19.0%	4 18.2%	4 16.7%	7 22.6%	4 17.4%

Youth Choice Q18

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
Did you choose to go to this provider?					
Yes	73 73.0%	19 86.4%	14 58.3%	26 83.9%	14 60.9%
No	27 27.0%	3 13.6%	10 41.7%	5 16.1%	9 39.1%

Youth Choice Literals Q18A

- _____ Q1-Parent chose.
- _____ Q1-Parent chose.
- _____ Q1-Parent chose.
- _____ Q2-My mom chose.
- _____ Q2-My mom chose.
- _____ Q2-My mom recommended it.
- _____ Q2-It was a group decision with my grandma and other people.
- _____ Q2-Chosen by a parent.
- _____ Q2-Chosen by a parent and they were the only people with availability.
- _____ Q3-My mom and I chose.
- _____ Q3-My grandma chose.
- _____ Q4-I was referred.
- _____ Q4-I was court ordered.
- _____ Q4-I have been here since the beginning.
- _____ Q4-I was referred by another provider.
- _____ Q4-It was chosen by my dad.
- _____ Q4-It was chosen by my old family doctor.
- _____ Q4-It was chosen by the school and my mom.
- _____ Q4-I did not really want to get help but had to.

Youth Treatment Provider Service Level Analysis

Youth Duration of Provider Relationship Q19

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
How long have you currently been receiving services from this provider?					
Less than 6 months	7 7.0%	2 9.1%	- -	4 12.9%	1 4.3%
6-11 months	12 12.0%	2 9.1%	3 12.5%	4 12.9%	3 13.0%
1 to 2 years	32 32.0%	4 18.2%	11 45.8%	9 29.0%	8 34.8%
2 to 4 years	17 17.0%	2 9.1%	5 20.8%	5 16.1%	5 21.7%
4 + years	32 32.0%	12 54.5%	5 20.8%	9 29.0%	6 26.1%

Youth Access to Services

We meet at times that are convenient for me Q20A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
*Netural responses reduce total	94	21	22	29	22
We meet at times that are convenient for me					
Strongly Agree/Agree	93 98.9%	21 100.0%	21 95.5%	29 100.0%	22 100.0%
Strongly Disagree/Disagree	1 1.1%	- -	1 4.5%	- -	- -

98.9% 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	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
*Neutral responses reduce total	99	22	24	31	22
I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	94 94.9%	22 100.0%	22 91.7%	29 93.5%	21 95.5%
Strongly Disagree/Disagree	5 5.1%	- -	2 8.3%	2 6.5%	1 4.5%

94.9% of target rate Y-T-D

Meets Expectations

Access Literal Comments Q20C

- Q1-Sometimes my appointments interfere with school work.
- Q2-Sometimes they have to pull me out of school.
- Q2-The times are not convenient. I have to be available when staff are.
- Q3-I was not always available. I got help but feel my meds did not work.
- Q4-They are not providing the needed hours for the TSS.
- Q4-I was pushed around with a lot of new and different counselors and didn't get anywhere.
- Q4-It is more convenient for my dad.

Youth Treatment Experiences

The treatment I'm receiving meets my needs. Q21A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
*Neutral responses reduce total	97	22	22	31	22
The treatment I'm receiving meets my needs.					
Strongly Agree/Agree	95 97.9%	22 100.0%	21 95.5%	31 100.0%	21 95.5%
Strongly Disagree/Disagree	2 2.1%	- -	1 4.5%	- -	1 4.5%

97.9% 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	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
*Neutral responses reduce total	89	20	21	27	21
(Provider) helped me create a plan to deal with any problem I have.					
Strongly Agree/Agree	88 98.9%	20 100.0%	20 95.2%	27 100.0%	21 100.0%
Strongly Disagree/Disagree	1 1.1%	- -	1 4.8%	- -	- -

98.9% of target rate Y-T-D

Meets Expectations

Treatment Experience Literal Comments Q21C

- Q1-We are in the process of creating a plan.
- Q2-Right now we are talking about what is going on.
- Q2-The BSC does not listen. The boss would not listen to me about the BSC.
- Q3-The plan has not shown a lot of success.
- Q4-I have a little harder time contacting them.
- Q4-It did not do much for me when I was there. The plan I had was not effective.
- Q4-My meds meets my needs to a point.

I am included in meetings about my treatment. Q22

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
*Neutrals responses reduce total	94	22	23	26	23
I am included in meetings about my treatment.					
Strongly Agree/Agree	94 100.0%	22 100.0%	23 100.0%	26 100.0%	23 100.0%
Strongly Disagree/Disagree	- -	- -	- -	- -	- -

100.0% of target rate Y-T-D

Meets Expectations

Youth Literal Q22A

Youth Recovery Oriented Practices

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Neutral responses reduce total	100	22	24	31	23
I have been given clear information on who to contact if I need immediate help between sessions.					
Always/Almost Always/Often	93 93.0%	21 95.5%	23 95.8%	27 87.1%	22 95.7%
Sometimes/Rarely	3 3.0%	1 4.5%	-	2 6.5%	-
Never	4 4.0%	-	1 4.2%	2 6.5%	1 4.3%

93.0% 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	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Neutral responses reduce total	100	22	24	31	23
(Provider) asked me what I think I needed to work on and helped me create a plan.					
Always/Almost Always/Often	96 96.0%	21 95.5%	23 95.8%	29 93.5%	23 100.0%
Sometimes/Rarely	3 3.0%	-	1 4.2%	2 6.5%	-
Never	1 1.0%	1 4.5%	-	-	-

96.0% 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	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Neutral responses reduce total	100	22	24	31	23
Staff treats me with respect and sees me as an equal partner in my treatment program.					
Always/Almost Always/Often	97 97.0%	22 100.0%	22 91.7%	30 96.8%	23 100.0%
Sometimes/Rarely	2 2.0%	- -	1 4.2%	1 3.2%	- -
Never	1 1.0%	- -	1 4.2%	- -	- -

97.0% of target rate Y-T-D

Meets Expectations

Staff talked with me about community supports ...Q23D

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Neutral responses reduce total	100	22	24	31	23
Staff talked with me about community supports and other options that available.					
Always/Almost Always/Often	89 89.0%	21 95.5%	20 83.3%	29 93.5%	19 82.6%
Sometimes/Rarely	8 8.0%	1 4.5%	3 12.5%	2 6.5%	2 8.7%
Never	3 3.0%	- -	1 4.2%	- -	2 8.7%

89.0% of target rate Y-T-D

Satisfactory

Recovery Oriented Practices Literals Q23E

- Q1-I have not been given information on who to contact.
- Q1-Community supports does not apply to me.
- Q1-They did not give me information about who to contact between sessions.
- Q2-Sometimes they listen to my mom over me.
- Q2-I was never given a phone number for immediate help. Only the first BSC I had created a plan with me. I don't feel respected because they don't listen or help. They have never talked to me about community supports.
- Q3-I have been doing pretty good.
- Q3-I still have bad days.
- Q4-I think they mentioned community supports three years ago.
- Q4-They are only interested in managing my anxiety and my meds, not much else.
- Q4-I strictly deal with my counselor.

Youth Outcomes

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Neutral responses reduce total	82	19	22	22	19
I manage strong feelings better. (anger, fear, etc)					
Strongly Agree/Agree	79 96.3%	18 94.7%	21 95.5%	22 100.0%	18 94.7%
Strongly Disagree/Disagree	3 3.7%	1 5.3%	1 4.5%	- -	1 5.3%

96.3% 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	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Neutral responses reduce total	90	18	24	27	21
I make better choices about how to deal with day to day life.					
Strongly Agree/Agree	86 95.6%	17 94.4%	22 91.7%	27 100.0%	20 95.2%
Strongly Disagree/Disagree	4 4.4%	1 5.6%	2 8.3%	- -	1 4.8%

95.6% 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	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Neutral responses reduce total	76	18	19	24	15
I don't get in trouble as often as I did before treatment.					
Strongly Agree/Agree	63 82.9%	13 72.2%	18 94.7%	19 79.2%	13 86.7%
Strongly Disagree/Disagree	13 17.1%	5 27.8%	1 5.3%	5 20.8%	2 13.3%

82.9% of target rate Y-T-D

Satisfactory

I believe treatment is working because I feel better. Q24D

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Neutral responses reduce total	87	16	23	28	20
I believe treatment is working because I feel better.					
Strongly Agree/Agree	85 97.7%	16 100.0%	22 95.7%	28 100.0%	19 95.0%
Strongly Disagree/Disagree	2 2.3%	- -	1 4.3%	- -	1 5.0%

97.7% of target rate Y-T-D

Meets Expectations

Youth Outcome Literal Comments Q24E

- Q1-I have my moments.
- Q1-I still struggle in school and other places.
- Q1-I have never been angry. I'm not where I should be as far as making better choices. I have never gotten in trouble. I'm not quite sure my treatment is working yet.
- Q1-I feel like my counseling isn't helping anymore. I have been getting written up. I still feel the same.
- Q1-I still need help. I still have trouble controlling myself and my anger.
- Q1-I never get in trouble.
- Q2-I still have bad moments. Sometimes I still get in trouble.
- Q2-I don't get in trouble.
- Q2-I never got in trouble in the first place.
- Q2-They do not listen or provide help.
- Q3-My grandma says I have been getting in more trouble than I use to due to a change in attitude.
- Q3-I sometimes still get angry.
- Q3-I get in trouble a lot and I get angry.
- Q3-I still have bad days.
- Q3-I still get in trouble sometimes.
- Q3-I do not get in trouble.
- Q3-I still have problems from time to time.

Q3-Things have been getting a little better.

Q3-I never got in trouble.

Q4-I never really got in trouble.

Q4-I never really got in trouble. I have not really had time to change yet.

Q4-We are working on me making better choices. I have never gotten in trouble.I may do better in the future if I have socialization.

Q4-He struggles with cooperation.

Q4-I had to literally start over and over again.

Q4-I still get in trouble.

Q4-I never did get in trouble.

Q4-On some topics, I get heated.

Q4-I never got in trouble before.

Youth Provider Issues or Concerns

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Base	100	22	24	31	23
Have you had any issues or problems with services from (p...					
Yes	4 4.0%	- -	1 4.2%	1 3.2%	2 8.7%
No	96 96.0%	22 100.0%	23 95.8%	30 96.8%	21 91.3%

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Neutral responses reduce total	100	22	24	31	23
If yes, what were the issues or problems with services fr...					
Lack of treatment planning and coordination	- -	- -	- -	- -	- -
Services not provided when I needed them	- -	- -	- -	- -	- -
Poor communication	1 1.0%	- -	- -	1 3.2%	- -
Frequent staff changes	1 1.0%	- -	- -	- -	1 4.3%
Frequent Provider Cancellations	- -	- -	- -	- -	- -
Other	2 2.0%	- -	1 4.2%	- -	1 4.3%
Not applicable	96 96.0%	22 100.0%	23 95.8%	30 96.8%	21 91.3%

Youth Provider Issues or Concerns

Q26 Literal Comment

Q2-Lack of treatment planning and coordination, services not provided when needed, poor communication, frequent staff changes, frequent provider cancellations and BSC turning the camera and mic off at teleconferences or not being there.

Q4-Services not provided when I needed them, lack of TSS's.

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Neutral responses reduce total	100	22	24	31	23
Were you able to resolve these issues or problems with (p...					
I resolved the problem with the program manager	- -	- -	- -	- -	- -
I chose not to take any action	4 4.0%	- -	1 4.2%	1 3.2%	2 8.7%
I filed a formal complaint	- -	- -	- -	- -	- -
Not Applicable	96 96.0%	22 100.0%	23 95.8%	30 96.8%	21 91.3%

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

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

Q28 Literal Comment

Q2-We tried to address this with the program manager. The program manager does not listen and denies any issues.

Q3-I have not been able to take action yet.

Q4-We are waiting for help.

Q4-Counselors I get, change jobs. That's why they change.

Youth Department of Public Welfare Questions

Youth Treatment Impact on Quality of Life Q29

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
What effect has the treatment you've received had on the overall quality of your life?					
Much better	49 49.0%	11 50.0%	11 45.8%	16 51.6%	11 47.8%
A little better	38 38.0%	8 36.4%	9 37.5%	15 48.4%	6 26.1%
About the same	11 11.0%	3 13.6%	4 16.7%	- -	4 17.4%
A little worse	1 1.0%	- -	- -	- -	1 4.3%
Much worse	1 1.0%	- -	- -	- -	1 4.3%

Youth Opportunity to Make Treatment Decisions Q30

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
Were you given the chance to make treatment decisions?					
Yes	83 83.0%	18 81.8%	17 70.8%	25 80.6%	23 100.0%
No	- -	- -	- -	- -	- -
Sometimes	17 17.0%	4 18.2%	7 29.2%	6 19.4%	- -

Youth Department of Public Welfare Questions

Youth Ability to Receive Needed Care Q31

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
In the last twelve months, did you have problems getting the help you needed?					
Yes	2 2.0%	- -	1 4.2%	- -	1 4.3%
No	97 97.0%	22 100.0%	23 95.8%	30 96.8%	22 95.7%
Sometimes	1 1.0%	- -	- -	1 3.2%	- -

Youth Reason for Not Getting Needed Care Q32

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

Youth Reason for Not Getting Needed Care Literals Q32A

Q2-The BSC was not providing services that were needed.

Q3-Delays getting into a provider because of COVID-19.

Q4-Lack of staff.

Youth Discharge Due to Lack of Following Treatment Plan

Youth Discharge Due to Lack of Following Treatment Plan Q33

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
Have you been discharged in the past because you had trouble following your treatment plan or you relapsed? (CCISC)?					
Yes	15 15.0%	1 4.5%	6 25.0%	6 19.4%	2 8.7%
No	85 85.0%	21 95.5%	18 75.0%	25 80.6%	21 91.3%

Youth Behavioral Health Medications Q34

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
Are you taking behavioral health medications?					
Yes	81 81.0%	20 90.9%	18 75.0%	24 77.4%	19 82.6%
No	19 19.0%	2 9.1%	6 25.0%	7 22.6%	4 17.4%
Declined to answer	-	-	-	-	-

Youth Behavioral Health Medications

Youth Difficulty in Obtaining Medications Q35

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
(N/A) responses reduce total	81	20	18	24	19
Are you experiencing any problems getting the medications that work for you?					
Yes	6 7.4%	4 20.0%	- -	1 4.2%	1 5.3%
No	75 92.6%	16 80.0%	18 100.0%	23 95.8%	18 94.7%

Youth Difficulty in Obtaining Medications Q35A

- Q1-I feel that my meds could use a change sometimes.
- Q1-We are still trying to find the right medicine.
- Q1-Sometimes there are problems with the insurance and getting my meds.
- Q3-I am still not on the right meds.
- Q4-They do not really seem to work.

My provider has talked to me about smoking and vaping

My provider has talked to me about options to help me quit using tobacco...Q36

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
*N/A responses reduce total	20	1	7	6	6
My provider has talked to me about options to help me qui...					
Yes	14 70.0%	1 100.0%	4 57.1%	6 100.0%	3 50.0%
No	6 30.0%	- -	3 42.9%	- -	3 50.0%

Youth Wellness Recovery Action Plan (WRAP)

Do you know what a WRAP is? Q37

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Base	100	22	24	31	23
Do you know what a WRAP (Wellness Recovery Action Plan) is?					
Yes	19 19.0%	7 31.8%	4 16.7%	4 12.9%	4 17.4%
No	81 81.0%	15 68.2%	20 83.3%	27 87.1%	19 82.6%

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	100	22	24	31	23
Do you have a WRAP (Wellness Recovery Action Plan)?					
Yes	15 15.0%	7 31.8%	2 8.3%	4 12.9%	2 8.7%
No	85 85.0%	15 68.2%	22 91.7%	27 87.1%	21 91.3%

Youth Additional Compliments or Concerns

Youth Additional Compliments or Concerns Q39

- Q1-This provider is alright.
- Q1-The doctor is straightforward but doesn't seem interested in helping, talking, etc. He makes me feel rushed.
- Q3-My therapist is very helpful, takes time to help me get through situations. I didn't feel rushed.
- Q2-I am very pleased with my doctor.
- Q2-I like where I'm going.
- Q2-They are the best place I have gone to in my years of therapy.
- Q3-They do a good job.
- Q3-They're really good. They're working really well for me.
- Q3-I'm very thankful for this provider. They do a good job.
- Q3-They're a good place to go.
- Q4-She has been a blessing to us.
- Q4-I'm generally satisfied with my providers.

Youth Interested in Having Concerns Addressed Q40

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
*N/A responses reduce total	4	-	1	1	2
If you shared problems about your provider or managed care company during this survey, are you interested in having your concerns addressed?					
Yes	-	-	-	-	-
No	4 100.0%	-	1 100.0%	1 100.0%	2 100.0%

Provider Responses

Provider Responses to 3rd Quarter (July - September 2020) 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 provider 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.

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

Adult Report – Indicators below benchmark and provider response(s).

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

“Consumers are provided at intake and 1 time per year during annual paperwork, all information for contacts on questions or concerns. Consumers are signing off that have read and reviewed this information, at this time there is no additional follow up that we can provide.”

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

“At intake and 1 time per year during annual paperwork, provider choice is reviewed. Consumers sign the intake and annual paperwork to ensure they have reviewed and understood.”

Family Report – Indicators below benchmark and provider response(s).

1. My child deals more effectively with daily problems.

“Treatment Plans are reviewed every 6 months. At this time, we make adjustments to goals and objectives. in order to assist in facilitating progress for daily living. Our clinicians also utilize collaborative documentation. At the end of each session, both the therapist and the consumer would be writing the documentation for the session together, which would allow for the clinicians to make immediate changes to treatment, as needed. We will ensure that Clinical Supervisors are reviewing this with all clinicians and also reviewing more during the 1:1 session with clinicians.”

2. I feel like my child was able to get the help he/she needed within an acceptable amount of time.

“Provider staff strive to provide individually appropriate consumer focused services in a timely manner. Provider staff strive to provide individually appropriate consumer focused services in a timely manner. Intake staff will be reminded/re-educated on triaging appropriate, timely services, at the time of intake. Staff will be re-trained on the CCBH standards as follows: Behavioral health emergency care is required within one-hour, urgent behavioral health conditions require an intensive level of care within 24-hour, routine outpatient services must be provided within seven days.”

3. Our family has improved since my child started treatment.

“Provider staff strive to provide individually appropriate consumer focused services in a timely manner. The agency’s established assessments assess the status of relationships with family members and natural supports. Staff will be re-trained to monitor these sections more closely to ensure that if family members and natural supports are limited or not positive, treatment/service goal will be developed to provide support and monitor throughout treatment/service.”

“Improved survey results and continued staff supervision to strive to work on providing individualized person-center treatment incorporating family and natural supports where appropriate.”

“Intake staff will be reminded/re-educated on triaging appropriate, family oriented, timely services, at the time of intake.”

4. I feel my child's behavioral health is improving.

"Provider staff will be reminded to always be evaluating if additional behavioral health referrals are needed to best serve their clients and improve their mental health. The agency's established assessments assess the status of relationships with family members and natural supports. Staff will be re-trained to monitor these sections more closely to ensure that if family members and natural supports are limited or not positive, Additional referrals will be recommended to address concerns to ensure the consumer is receiving the most appropriate level of care."

5. General Feedback.

"Psychologist or case manager from BHRS/IBHS meets with nurse manager or therapist monthly to discuss any concerns with treatment. Meeting notes have been kept. Results of survey shared with prescribing psychiatrist to provide insight into perspective of consumers and Parents and challenges they face."

"Members and parent/guardian (when relevant) review treatment plan with OP staff and signatures reflect the goals are mutually agreed upon. Staff and consumers/family member/guardian will indicate that the treatment plan has been reviewed and all parties are happy with treatment goals and progress."

"Members and parent/guardian (when relevant) will be offered a provider form. Form will be developed and implemented. Consumers and/or guardian/parent will review and sign form to indicate they are aware of resources."

"(Provider) will update the Consent for Treatment Form to ensure that (provider) staff and consumer treatment philosophy is similar (e.g., Doctor requires input of other clinicians and providers to provide comprehensive care; (provider) physician will not prescribe medication when there is Medical Marijuana or illicit substances; (provider) psychiatrist will not prescribe benzodiazepines or opioids. The physician has the medical expertise to decide when medication or medication changes is not the most appropriate treatment available."

"Consumers can withdraw from services at any time if there is a disagreement with treatment philosophies. "

Youth Report – Indicators below benchmark and provider response(s).**1. Do you know who Community Care is? Do you know where to find the number to call Community Care with questions? Are you aware that you can file a complaint if needed? Are you aware that you can file a grievance if needed?**

"Consumers are provided at intake and 1 time per year during annual paperwork, all information for contacts on questions or concerns. Consumers are signing off that have read and reviewed this information, at this time there is no additional follow up that we can provide."

Other Provider Comments:

"Consumers are offered counseling in addition to medication management services and in fact, (physician) prefers this practice model. (Physician) encourages collaboration with BHRS/IBHS staff and case managers but when consumers do not allow outside providers to attend appointments to discuss other resources, this creates a barrier to treatment. (Provider) would rather not mandate OP counseling with medication management and allow consumer choice in services, but this potentially leads to these difficulties."

(Provider) requires school input and input from other sources when considering medication changes. (Physician) maintains a conservative approach to medication management and this has made families unhappy when (physician) does not quickly change medications and doses without adequate justification."

(Physician) shares (provider) psychological services philosophy of care which includes least restrictive care and consumer choice which may include therapy, emotional support services, IBH services, school assistance, and parenting education. When it is apparent that the family is requesting services/medication that is not believed to be best practice and in line with this philosophy of care, (provider) will encourage consumers and their families to seek out other resources."

Bedford- Somerset C/FST Comment: The primary contractor received a provider comment/inquiry in response to the C/FST 3rd Quarter data that raised the question of having to respond to a below the benchmark indicator when historically the provider was above the benchmark for that indicator.

Note: Providers are only (usually) 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 and more than two quarters of data. Providers are not asked to respond to a single quarter of data.

BHSSBC conducted a discussion with representatives of the Bedford-Somerset C/FST and Community Care. It was felt that the current standard was valid but since asking for a provider response is a subjective/discretionary decision on the part of the primary contractor, the primary contractor would exercise its judgment by reviewing past data to make that determination.

MCO Responses

Community Care Response to 3rd Quarter (July - September 2020) C/FST Report

There was no Community Care response due for the 3rd Quarter.

Technical Notes

Technical Notes

A. Projected Surveys – January 1, 2021 – December 31, 2021

The Center for Behavioral Health Data Research, Inc. (CBHDR) has been contracted by BHSSBC to manage the Somerset-Bedford C/FST and to conduct 534 general purpose and 100 special focus C/FST surveys between January 1, 2021 and December 31, 2021.

The general-purpose survey target 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 Somerset-Bedford 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 Somerset-Bedford 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 Somerset-Bedford 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 Somerset-Bedford 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 Somerset-Bedford HealthChoices.
6. Policies and practices for the storage, access, and disposal of participant records are designed to protect personal information and maintain confidentiality.

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

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