

### CHARACTERISTICS OF ADULT RESPONDENTS

<b>Gender:</b>	Male		<b>42%</b>
	Female		<b>58%</b>
<b>Age:</b>	21 - 24		<b>8%</b>
	25 - 34		<b>18%</b>
	35 - 44		<b>37%</b>
	45 - 54		<b>16%</b>
	55 - 64		<b>16%</b>
	65 & Over		<b>5%</b>
<b>Survey Method</b>	Face to Face	23	<b>61%</b>
	Telephone	15	<b>39%</b>
		38	<b>100%</b>
<b>Services</b>	Mental Health		<b>79%</b>
	Drug & Alcohol		<b>18%</b>
	Mental Health and Drug & Alcohol		<b>3%</b>

### CHARACTERISTICS OF YOUTH RESPONDENTS

<b>Gender:</b>	Male		<b>29%</b>
	Female		<b>71%</b>
<b>Age:</b>	14 - 15		<b>52%</b>
	16-17		<b>29%</b>
	18-20		<b>19%</b>
	20 & Over		<b>0%</b>
<b>Survey Method</b>	Face to Face	6	<b>29%</b>
	Telephone	15	<b>71%</b>
		21	<b>100%</b>
<b>Services</b>	Mental Health		<b>100%</b>
	Drug & Alcohol		<b>0%</b>
	Mental Health and Drug & Alcohol		<b>0%</b>

### CHARACTERISTICS OF PARENT/FAMILY RESPONDENTS

<b>Gender:</b>	Male		<b>3%</b>
	Female		<b>97%</b>
<b>M. Age:</b>	5 or under		<b>25%</b>
	6 - 8		<b>33%</b>
	9 - 13		<b>37%</b>
	14 & Over		<b>5%</b>
<b>Survey Method</b>	Face to Face	23	<b>58%</b>
	Telephone	17	<b>42%</b>
		40	<b>100%</b>
<b>Services</b>	Mental Health		<b>100%</b>

#### Contact Information

**Somerset-Bedford HealthChoices**  
**245 West Race Street**  
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Survey Administration and Evaluation Services  
 provided by:

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Somerset Bedford  
 HealthChoices



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

Somerset-Bedford  
 Recipients  
 Rate Their  
 Behavioral  
 Health Services

April-June 2015 Consumer and Family  
 Satisfaction and Outcomes Survey Findings

July 2015

## BACKGROUND

The Office of Mental Health and Substance Abuse Services (OMHSAS) of the Pennsylvania Department of Welfare requires counties to assess member satisfaction with, and outcomes of, publicly funded behavioral health services provided through participating providers of PerformCare. A total of 99 adults, adolescents and parent/family caregivers participated in the survey process during April-June 2015.

## RATING TREATMENT SUCCESS

**Adolescents** between 14 and 20 years of age were asked how they had improved as a direct result of the behavioral health services they received. Percentages below represent those respondents who “strongly agreed” or “agreed” with the following statements: They were also asked their opinion regarding the treatment they received from their provider. N=21

91%	I am satisfied with amount of provider time.
90%	These services meet my needs.
86%	My goals are included in my treatment plan.
95%	I feel comfortable asking questions.
95%	I am included in treatment meetings.
81%	I am receiving all the services that I need.
91%	I am happy to be in treatment.
67%	I know how to file a complaint, if necessary.
71%	Staff focuses on my strengths.
81%	Encouraged to participate in consumer –run programs.
91%	I manage strong feelings like anger better.
72%	I make better choices.
57%	I don’t get into trouble as often.
91%	I believe treatment is working.
33%	Provider recommended doing a WRAP.

## RATING SATISFACTION WITH SERVICES

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

ADULT SATISFACTION WITH SERVICES	AGREE	PARENT/CAREGIVER SATISFACTION WITH SERVICES	AGREE
	N=38		N=40
I was made aware of and given a provider choice.	71%	Services are available at convenient times.	90%
I am satisfied with provider service amount.	90%	Information submitted on time for service continuity.	93%
These services meet my needs.	92%	We were given a choice of providers for child’s service.	88%
I was given clear information on emergency contact needs.	95%	The services meet my child’s needs.	90%
I feel welcomed by provider.	95%	Given clear information on who to contact if child in crisis.	93%
I was informed about treatment options.	87%	Have sufficient provider time during most sessions.	85%
Provider talks to me about aftercare.	53%	I feel comfortable asking questions.	95%
I feel free to complain.	92%	I was offered a copy of child’s treatment plan	85%
Provider makes me feel good about myself.	84%	Staff communicates with each other and us regularly.	95%
I have a written treatment crisis plan.	66%	Informed with notice to attend treatment meetings.	88%
Provider staff believes I can grow, change and recover.	92%	I feel free to complain without fear of consequences.	93%
Provider staff is sensitive to my cultural background.	97%	Were encouraged to use community support programs.	58%
Provider staff see me as an equal partner in treatment program.	87%	We are participating in community-run programs.	28%
Provider recommended I do a Wellness Action Recovery Plan (WRAP)	64%	Staff discusses child’s continuing care plan with me.	93%
Provider recommended I do a Mental Health Advance Directive.	25%	Staff asks what goals I want to work on with child.	100%
I deal more effectively with daily problems.	84%	Provider recommended we do a WRAP.	34%
I feel more hopeful about the future.	90%	Child deal more effectively with daily problems.	68%
I believe I can get better.	87%	Treatment is making a positive impact on family.	68%
I feel that treatment is working.	89%	Child’s behavioral health is improving.	65%
I was encouraged to use consumer-run programs.	82%	PerformCare staff is responsive when I call.	84%
My treatment is developed around my specific needs.	95%	I know how to file a complaint or grievance.	76%