

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

Behavioral Health Services of Somerset and Bedford Counties

3rd Quarter –July-September 2020

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

Detailed Report of Survey Findings
October 2020

**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 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 percentage 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 addresses target sample size, survey/interview processes, data analysis and reporting, benchmarking and data limitations.

Adult Survey Findings

Somerset Bedford C/FST – 3rd Quarter Performance

This 3rd Quarter Somerset-Bedford C/FST Report covers the period between July and September 2020 and provides details on the 135 adult, 74 family and 31 youth (240 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 3rd Quarter Somerset-Bedford Counties C/FST Report covers the period between July and September 2020 and provides detail on the 135 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.

3rd Quarter Adult Sample Characteristics versus Previous Quarter Comparison:

1. Face to face interviews/surveys suspended.
2. Lower percentage of female respondents –66% (89 of 135) versus 75% (89 of 119).
3. Lower percentage of respondents in the age range of 55-64 –0% (0 of 135) versus 48% (57 of 119).
4. Lower percent of MH only (includes medication mgt) 87% (118 of 135) versus 98% (116 of 119).
5. Higher ratio - less than six months' treatment from provider– 11% (15 of 135) versus 3% (4 of 119).
6. Lower percent treatment services over 4 years same provider – 34% (46 of 135) versus 53% (63 of 119).

Findings Overview

1. Adult satisfaction with Community Care in the 3rd Quarter continues to be good with 97% (28 of 29, excludes 106 “not applicable”) of adults reported *“The people I spoke to at Community Care were helpful.”* This indicator was 100% (34 of 34, excluding 85 “not applicable”) for the previous quarter.
2. Two of Community Care’s satisfaction indicators were 84% for the 3rd quarter compared to 82% and 84% for the previous quarter. These indicators were *“Are you aware that you can file a complaint if needed,”* and *“Are you aware that you can file a grievance if needed?”* The two adult members that reported using Community Care’s complaint or grievance process were both 100% satisfied with the process.
3. The two lowest indicators were 46% (62 of 135) *“Do you know who Community Care is?”* consistent with 45% (53 of 119) in the previous quarter and *“Do you know where to find the number to call Community Care with questions or concerns”* at 64% (87 of 135).
4. Surveyed adults are generally pleased with Access to provider treatment services having 90% 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.”*
5. Surveyed adults are also generally pleased with their provider *Treatment Experiences*, rating all four of the indicators of satisfaction from 88% to 95%. These include, *“The treatment I am receiving meets my needs,”* *“My provider has talked with me about community supports and other options that are available.”* *“Provider helped me create a plan to deal with any problems I have”* and *“As appropriate, my providers work together and share information to provide me the best possible care.”*
6. Surveyed adults continue to be pleased with their provider *Recovery Oriented Practices* rating all six indicators in the range of 82% to 96%. 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.”*

7. Adult perception of *Treatment Outcomes* was 94% 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 *“are improving with treatment.”*

8. 7% (10 of 135) of interviewed adults, compared to 6% (7 of 119) in the previous quarter, reported having issues or problems with their provider. 70% (7 of 10) chose not to take any action. Only one member was concerned with how the provider would react. See *Q2 Literal Comments* on Pages 34 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 51% (64 of 126, excluding 9 “not applicable”) compared to 62% (71 of 114, excluding 5 “not applicable.”) in the previous quarter. However, Q18 *“Do you have a Mental Health Advance Directive* remained at 25% (34 of 135) compared to 25% (30 of 89) in the previous quarter. These are historically low and deserve continued review and discussion aimed at improving.

Another way of looking at the data is that 53%, (34 adult members of the 64) that reported their provider talked to them about a Mental Health Advance Directive had one. Although that direct correlation cannot always be made. Members are sometimes responsive to provider discussion in this area and work should be directed toward improving the positive response rate in Q18.

2. Adult responses to the C/FST question Q40 regarding WRAP indicates that just 57% (77 of 135) of adults interviewed this quarter, compared to 64% (76 of 119) in the previous quarter, knew what a WRAP is. However, 79% (61 of the 77) that knew what a WRAP is, also reported having a WRAP. This is consistent to the 77% (59 of 76) in the previous quarter. This also appears to underscore, as with the Mental Health Advance Directive, that more members have one if the member is informed and supported on the topic.

Adult – Member Request for Assistance

Upon completing the survey, 2% (3 of 135) of adult members surveyed, compared to 2% (2 of 119) in the previous quarter, expressed interest in having a provider or MCO concern or issue they shared during the interview referred for immediate handling by BHSSBC.

Quality Audits

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

During the 3rd Quarter, 45 adult quality audits were performed. 98% (44 of 45) of adults felt the length of the survey and number of questions were satisfactory. Just 2% (1 of 45) felt the length of questionnaire and number of survey questions too long. 100% (45 of 45) of adults were satisfied with the survey process and 100% (45 of 45) of adults felt ok or good about being contacted.

Adult Comments:

“I am happy to help”

“Surveyor was really, really nice.”

Adult Demographics

Adult Type of Survey Q4

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?		
		1st Quart- er Jan-M...	2nd Quart- er April-J...	3rd Quart- er July-S...
	351	97	119	135
What type of survey is it?				
Phone	314 89.5%	60 61.9%	119 100.0%	135 100.0%
Face to Face	37 10.5%	37 38.1%	- -	- -

Adult County Q5

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?		
		1st Quarter Jan-March	2nd Quart- er April-J...	3rd Quarte- r July-Sept.
	351	97	119	135
What county does the member live in?				
Somerset	180 51.3%	41 42.3%	59 49.6%	80 59.3%
Bedford	171 48.7%	56 57.7%	60 50.4%	55 40.7%

Adult Zip Code Q6

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?		
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.
	351	97	119	135
What is your zip code?				
15522 Bedford	56 16.0%	21 21.6%	22 18.5%	13 9.6%
15537 Everett	27 7.7%	11 11.3%	7 5.9%	9 6.7%
16678 Saxton	17 4.8%	6 6.2%	2 1.7%	9 6.7%
15554 New Paris	1 0.3%	1 1.0%	- -	- -
15533 Breezewood	9 2.6%	3 3.1%	2 1.7%	4 3.0%
15521 Alum Bank	3 0.9%	- -	1 0.8%	2 1.5%
15545 Hyndman	8 2.3%	2 2.1%	3 2.5%	3 2.2%
15550 Manns Choice	5 1.4%	1 1.0%	4 3.4%	- -
16679 Six Mile Run	7 2.0%	1 1.0%	2 1.7%	4 3.0%
16667 Osterburg	5 1.4%	- -	1 0.8%	4 3.0%
16695 Woodbury	1 0.3%	1 1.0%	- -	- -
15963 Windber	26 7.4%	5 5.2%	8 6.7%	13 9.6%
15552 Meyersdale	15 4.3%	3 3.1%	5 4.2%	7 5.2%
15530 Berlin	9 2.6%	- -	4 3.4%	5 3.7%
15531 Boswell	6 1.7%	1 1.0%	3 2.5%	2 1.5%
15557 Rockwood	9 2.6%	3 3.1%	4 3.4%	2 1.5%
15424 Confluence	4 1.1%	- -	4 3.4%	- -
15541 Friedens	5 1.4%	1 1.0%	2 1.7%	2 1.5%
15926 Central City	3 0.9%	- -	2 1.7%	1 0.7%
15905 Johnstown	7 2.0%	1 1.0%	- -	6 4.4%
15928 Davidsville	3 0.9%	- -	2 1.7%	1 0.7%
15501 Somerset	69 19.7%	19 19.6%	18 15.1%	32 23.7%
other	56 16.0%	17 17.5%	23 19.3%	16 11.9%

Adult Demographics

Adult Gender Q7

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	351	97	119	135	-
What is your gender?					
Male	95 27.1%	19 19.6%	30 25.2%	46 34.1%	- -
Female	256 72.9%	78 80.4%	89 74.8%	89 65.9%	- -
Does not identify with either gender	- -	- -	- -	- -	- -
Refused to answer	- -	- -	- -	- -	- -

Adult Age Q8

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	351	97	119	135	-
How old are you?					
21-24	42 12.0%	11 11.3%	8 6.7%	23 17.0%	- -
25-34	115 32.8%	24 24.7%	11 9.2%	80 59.3%	- -
35-44	74 21.1%	35 36.1%	12 10.1%	27 20.0%	- -
45-54	37 10.5%	10 10.3%	22 18.5%	5 3.7%	- -
55-64	68 19.4%	11 11.3%	57 47.9%	- -	- -
65 and older	15 4.3%	6 6.2%	9 7.6%	- -	- -

Adult Demographics

Adult Race Q9

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	351	97	119	135	-
What do you consider your race to be?					
Caucasian	340 96.9%	91 93.8%	118 99.2%	131 97.0%	- -
African American	- -	- -	- -	- -	- -
Hispanic American	4 1.1%	3 3.1%	- -	1 0.7%	- -
American Indian/Alaskan Native	- -	- -	- -	- -	- -
Asian American	2 0.6%	- -	- -	2 1.5%	- -
Multi-racial	1 0.3%	- -	1 0.8%	- -	- -
Other	4 1.1%	3 3.1%	- -	1 0.7%	- -

Adult Primary Service Q10

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	351	97	119	135	-
Are you receiving services primarily for:					
Mental Health	322 91.7%	89 91.8%	116 97.5%	117 86.7%	- -
Drug and Alcohol Services	3 0.9%	2 2.1%	- -	1 0.7%	- -
Both Mental Health and Drug and Alcohol Services	26 7.4%	6 6.2%	3 2.5%	17 12.6%	- -

Adult Satisfaction with Community Care

Do you know who Community Care is? Q11A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Base	351	97	119	135	-
Do you know who Community Care is?					
Yes	174 49.6%	59 60.8%	53 44.5%	62 45.9%	- -
No	177 50.4%	38 39.2%	66 55.5%	73 54.1%	- -

49.6% 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	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
	351	97	119	135	-
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	213 60.7%	62 63.9%	64 53.8%	87 64.4%	- -
No	138 39.3%	35 36.1%	55 46.2%	48 35.6%	- -

60.7% of target rate Y-T-D

Requires Action

Adult Satisfaction with Community Care

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
	351	97	119	135	-
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	291 82.9%	78 80.4%	100 84.0%	113 83.7%	- -
No	60 17.1%	19 19.6%	19 16.0%	22 16.3%	- -

82.9% of target rate Y-T-D

Satisfactory

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
	351	97	119	135	-
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	292 83.2%	81 83.5%	98 82.4%	113 83.7%	- -
No	59 16.8%	16 16.5%	21 17.6%	22 16.3%	- -

83.2% 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.

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

Counts Break % Respondents	2019/2020 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	86	23	34	29	-
The people I spoke to at Community Care were helpful.					
Yes	85 98.8%	23 100.0%	34 100.0%	28 96.6%	- -
No	1 1.2%	- -	- -	1 3.4%	- -

98.8% of target rate Y-T-D

Meets Expectations

Adult Satisfaction with Community Care's Complaint/Grievance Process

Adult Community Care's Use of Complaint Process Q13

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
(N/A) responses reduce total	7	1	5	1	-
If you used Community Care's complaint process, were you satisfied with the process?					
Yes	7 100.0%	1 100.0%	5 100.0%	1 100.0%	- -
No	- -	- -	- -	- -	- -

100.0% of target rate Y-T-D

Meets Expectations

Adult Satisfaction with Community Care's Complaint Process Literals Q13A

Adult Satisfaction with Community Care's Grievance Process Q14

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
(N/A) responses reduce total	7	1	5	1	-
If you used Community Care's grievance process, were you satisfied with the process?					
Yes	6 85.7%	1 100.0%	4 80.0%	1 100.0%	- -
No	1 14.3%	- -	1 20.0%	- -	- -

85.7% 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	2019/2020 YTD Total	What quarter is it?		
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept
	351	97	119	135
What is the name of your treatment provider? (Note to Sur...				
ACRP	18 5.1%	8 8.2%	7 5.9%	3 2.2%
Beal Counseling and Consulting	7 2.0%	2 2.1%	1 0.8%	4 3.0%
Bedford DBHS	107 30.5%	40 41.2%	40 33.6%	27 20.0%
Integrated Behavioral Health	2 0.6%	- -	2 1.7%	- -
Nulton Diagnostic and Treatment Center	62 17.7%	15 15.5%	14 11.8%	33 24.4%
Pyramid HealthCare	2 0.6%	2 2.1%	- -	- -
Recovery Concepts	2 0.6%	2 2.1%	- -	- -
Somerset DBHS	84 23.9%	19 19.6%	34 28.6%	31 23.0%
Twin Lakes	2 0.6%	- -	- -	2 1.5%
Mary Berge and Associates (Johnstown)	4 1.1%	- -	- -	4 3.0%
Peerstar	3 0.9%	- -	1 0.8%	2 1.5%
Family Behavioral Resources	18 5.1%	4 4.1%	6 5.0%	8 5.9%
Other	40 11.4%	5 5.2%	14 11.8%	21 15.6%

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

Adult Treatment Provider Level Analysis

Adult Service Level Q16

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?		
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.
	351	97	119	135
What service are you receiving from this (name of provide...				
MH BCM (Blended Case Management)	33 9.4%	12 12.4%	14 11.8%	7 5.2%
Medication/Psychiatry/Telepsych- iatry	156 44.4%	36 37.1%	56 47.1%	64 47.4%
MH Outpatient Therapy	139 39.6%	41 42.3%	44 37.0%	54 40.0%
MH Partial Hospitalization/GCC	1 0.3%	- -	1 0.8%	- -
Peer Support Services	6 1.7%	2 2.1%	2 1.7%	2 1.5%
Psych Rehab	5 1.4%	2 2.1%	2 1.7%	1 0.7%
Substance Use (SU) Inpatient/ Rehabilitation	2 0.6%	2 2.1%	- -	- -
SU Certified Recovery Specialist	2 0.6%	- -	- -	2 1.5%
SU Outpatient Therapy	6 1.7%	2 2.1%	- -	4 3.0%
Other	1 0.3%	- -	- -	1 0.7%

Adult Treatment Provider Literals Q16A

Q3-Trauma Therapy

Adult Treatment Provider Level Analysis

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quart- er April-J...	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
*N/A responses reduce total	336	96	114	126	-
My provider has talked to me about a Mental Health Advanc...					
Yes	185 55.1%	50 52.1%	71 62.3%	64 50.8%	- -
No	151 44.9%	46 47.9%	43 37.7%	62 49.2%	- -

Do you have a Mental Health Advance Directive? Q18

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Base	351	97	119	135	-
Do you have a Mental Health Advance Directive?					
Yes	81 23.1%	17 17.5%	30 25.2%	34 25.2%	- -
No	270 76.9%	80 82.5%	89 74.8%	101 74.8%	- -

Adult Treatment Provider Level Analysis

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Base	351	97	119	135	-
Did your behavioral health provider ask you to sign a release of information to coordinate with your Primary Care Physician (PCP)?					
Yes	315 89.7%	84 86.6%	109 91.6%	122 90.4%	- -
No	36 10.3%	13 13.4%	10 8.4%	13 9.6%	- -

Adult Duration of Provider Relationship Q20

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-J...	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	351	97	119	135	-
How long have you currently been receiving services from this provider?					
Less than 6 months	40 11.4%	21 21.6%	4 3.4%	15 11.1%	- -
6-11 months	47 13.4%	7 7.2%	8 6.7%	32 23.7%	- -
1 to 2 years	59 16.8%	13 13.4%	22 18.5%	24 17.8%	- -
2 to 3 years	59 16.8%	19 19.6%	22 18.5%	18 13.3%	- -
4 + years	146 41.6%	37 38.1%	63 52.9%	46 34.1%	- -

Adult Treatment Provider Level Analysis

Adult Scheduling of First Appointment Q21

Counts Break % Respondents	2019/2020 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	348	97	119	132	-
Were you put on a waiting list to be seen by (provider)?					
Yes	42 12.1%	12 12.4%	18 15.1%	12 9.1%	- -
No	306 87.9%	85 87.6%	101 84.9%	120 90.9%	- -

Adult Access to Services

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral Responses Excluded	345	96	115	134	-
I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	336 97.4%	94 97.9%	113 98.3%	129 96.3%	- -
Strongly Disagree/Disagree	9 2.6%	2 2.1%	2 1.7%	5 3.7%	- -

97.4% of target rate Y-T-D

Meets Expectations

Adult Access to Services

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral Responses Excluded	336	96	111	129	-
I was made aware of the availability of different providers for this service and given a choice					
Strongly Agree/Agree	301 90%	90 94%	95 86%	116 90%	- -
Stongly Disagree/Disagree	35 10%	6 6%	16 14%	13 10%	- -

90% 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.

Adult Treatment Experiences

The treatment I am receiving meets my needs. Q23A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	338	92	114	132	-
The treatment I am receiving meets my needs.					
Strongly Agree/Agree	326 96.4%	91 98.9%	110 96.5%	125 94.7%	- -
Strongly Disagree/Disagree	12 3.6%	1 1.1%	4 3.5%	7 5.3%	- -

96.4% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	333	90	115	128	-
My provider has talked with me about community supports and other options that are available.					
Strongly Agree/Agree	303 91.0%	84 93.3%	107 93.0%	112 87.5%	- -
Strongly Disagree/Disagree	30 9.0%	6 6.7%	8 7.0%	16 12.5%	- -

91.0% of target rate Y-T-D

Meets Expectations

Adult Treatment Experiences

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	338	92	113	133	-
(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	315 93.2%	87 94.6%	106 93.8%	122 91.7%	- -
Strongly Disagree/Disagree	23 6.8%	5 5.4%	7 6.2%	11 8.3%	- -

93.2% 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.

Adult Providers Share Information

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
*Neutrals reduce total	323	86	112	125	-
As appropriate, my providers work together and share info...					
Strongly Agree/Agree	314 97.2%	85 98.8%	110 98.2%	119 95.2%	- -
Strongly Disagree/Disagree	9 2.8%	1 1.2%	2 1.8%	6 4.8%	- -

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	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Base	351	97	119	135	-
Staff treats me with respect and sees me as an equal partner in my treatment program.					
Always/Almost Always/Often	341 97.2%	94 96.9%	117 98.3%	130 96.3%	- -
Sometimes/Rarely	10 2.8%	3 3.1%	2 1.7%	5 3.7%	- -
Never	-	-	-	-	-

97.2% of target rate Y-T-D

Meets Expectations

Adult Recovery Oriented Practices

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Base	351	97	119	135	-
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.). (ROSI)					
Always/Almost Always/Often	301 86%	82 85%	108 91%	111 82%	- -
Sometimes/Rarely	35 10%	6 6%	11 9%	18 13%	- -
Never	15 4%	9 9%	- -	6 4%	- -

86% of target rate Y-T-D

Satisfactory

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	336	97	112	127	-
My provider asked me what my goals would be to help me achieve a happy life. (CCISC)					
Strongly Agree/Agree	322 95.8%	93 95.9%	107 95.5%	122 96.1%	- -
Strongly Disagree/Disagree	14 4.2%	4 4.1%	5 4.5%	5 3.9%	- -

95.8% of target rate Y-T-D

Meets Expectations

Adult Recovery Oriented Practices

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	340	95	114	131	-
My provider acknowledges me for even my small steps toward achieving my goals.					
Strongly Agree/Agree	322 94.7%	91 95.8%	110 96.5%	121 92.4%	- -
Strongly Disagree/Disagree	18 5.3%	4 4.2%	4 3.5%	10 7.6%	- -

94.7% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	340	97	112	131	-
My treatment is developed around my specific needs. (CCISC)					
Strongly Agree/Agree	332 97.6%	94 96.9%	112 100.0%	126 96.2%	- -
Strongly Disagree/Disagree	8 2.4%	3 3.1%	- -	5 3.8%	- -

97.6% of target rate Y-T-D

Meets Expectations

Adult Recovery Oriented Practices

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral Responses Excluded	343	96	112	135	-
I have been given clear information on who to contact if I need immediate help between appointments.					
Strongly Agree/Agree	329 95.9%	96 100.0%	108 96.4%	125 92.6%	- -
Strongly Disagree/Disagree	14 4.1%	- -	4 3.6%	10 7.4%	- -

95.9% 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.

Adult Outcomes

I deal more effectively with daily problems Q27A

Counts Break % Respondents	2019/2020 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	317	84	107	126	-
I deal more effectively with daily problems.					
Strongly Agree/Agree	298 94.0%	77 91.7%	102 95.3%	119 94.4%	- -
Strongly Disagree/Disagree	19 6.0%	7 8.3%	5 4.7%	7 5.6%	- -

94.0% of target rate Y-T-D

Meets Expectations

I feel more hopeful about the future. Q27B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	325	95	106	124	-
I feel more hopeful about the future.					
Strongly Agree/Agree	311 95.7%	93 97.9%	100 94.3%	118 95.2%	- -
Strongly Disagree/Disagree	14 4.3%	2 2.1%	6 5.7%	6 4.8%	- -

95.7% of target rate Y-T-D

Meets Expectations

I believe I can get better. Q27C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	329	95	109	125	-
I believe I can get better.					
Strongly Agree/Agree	320 97.3%	94 98.9%	103 94.5%	123 98.4%	- -
Strongly Disagree/Disagree	9 2.7%	1 1.1%	6 5.5%	2 1.6%	- -

97.3% of target rate Y-T-D

Meets Expectations

Adult Outcomes

I feel treatment is working. Q27D

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
Neutral responses reduce total	330	95	107	128	-
I feel treatment is working.					
Strongly Agree/Agree	315 95.5%	87 91.6%	101 94.4%	127 99.2%	- -
Strongly Disagree/Disagree	15 4.5%	8 8.4%	6 5.6%	1 0.8%	- -

95.5% 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.

Adult Provider Issues or Problems

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	351	97	119	135	-
Have you had any issues or problems with services from (n...					
Yes	24 6.8%	7 7.2%	7 5.9%	10 7.4%	- -
No	327 93.2%	90 92.8%	112 94.1%	125 92.6%	- -

Adult Provider Issues Q29

Counts Break % Respondents	2019/2020 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	24	7	7	10	-
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	3 12.5%	1 14.3%	-	2 20.0%	-
Frequent staff changes	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	21 87.5%	6 85.7%	7 100.0%	8 80.0%	- -

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.

Adult Provider Issues or Problems

Adult Provider Issue Resolution Q30

Counts Break % Respondents	2019/2020 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	24	7	7	10	-
Were you able to resolve these issues or problems with (n...					
I resolved the problem with the program manager	5 20.8%	1 14.3%	3 42.9%	1 10.0%	- -
I chose not to take any action	14 58.3%	4 57.1%	3 42.9%	7 70.0%	- -
I filed a formal complaint	2 8.3%	1 14.3%	1 14.3%	- -	- -
Other	3 12.5%	1 14.3%	- -	2 20.0%	- -

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.

Adult Provider Issues or Problems

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
(N/A) responses reduce total	14	4	3	7	-
If you chose to not take any action, why?					
The problem was not that serious	4 28.6%	1 25.0%	2 66.7%	1 14.3%	- -
I was concerned with how the provider would react	3 21.4%	1 25.0%	1 33.3%	1 14.3%	- -
I didn't know how to file a formal complaint	2 14.3%	- -	- -	2 28.6%	- -
Other	5 35.7%	2 50.0%	- -	3 42.9%	- -

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.

Adult Department of Public Welfare Questions

Adult Treatment Impact on Quality of Life Q32

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	351	97	119	135	-
What effect has the treatment you've received had on the ...					
Much better	179 51.0%	51 52.6%	58 48.7%	70 51.9%	- -
A little better	137 39.0%	36 37.1%	47 39.5%	54 40.0%	- -
About the same	30 8.5%	7 7.2%	14 11.8%	9 6.7%	- -
A little worse	3 0.9%	1 1.0%	- -	2 1.5%	- -
Much worse	2 0.6%	2 2.1%	- -	- -	- -

Adult Department of Public Welfare Questions

Were you given a chance to make treatment decisions? Q33

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
	351	97	119	135	-
Were you given the chance to make treatment decisions?					
Yes	315 89.7%	89 91.8%	109 91.6%	117 86.7%	- -
No	16 4.6%	2 2.1%	6 5.0%	8 5.9%	- -
Sometimes	20 5.7%	6 6.2%	4 3.4%	10 7.4%	- -

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	351	97	119	135	-
In the last twelve months, were you able to get the help ...					
Yes	333 94.9%	92 94.8%	116 97.5%	125 92.6%	- -
No	8 2.3%	3 3.1%	2 1.7%	3 2.2%	- -
Sometimes	10 2.8%	2 2.1%	1 0.8%	7 5.2%	- -

Adult Department of Public Welfare Questions

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul-Sept	4th Qtr Oct-Dec
*N/A responses reduce total	15	4	3	8	-
If you were not able to get behavioral health services in...					
Money issues	-	-	-	-	-
Transportation issues	2 13.3%	1 25.0%	-	1 12.5%	-
Language barriers	-	-	-	-	-
Inconvenient times	1 6.7%	-	-	1 12.5%	-
Child care issues	-	-	-	-	-
Long waiting list	2 13.3%	1 25.0%	1 33.3%	-	-
Didn't know where to get help	1 6.7%	-	-	1 12.5%	-
Other	9 60.0%	2 50.0%	2 66.7%	5 62.5%	-

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).

Adult Behavioral Health Medications

Adult Taking Medications Q36

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	351	97	119	135	-
Are you taking behavioral health medications?					
Yes	303 86.3%	85 87.6%	108 90.8%	110 81.5%	- -
No	46 13.1%	12 12.4%	9 7.6%	25 18.5%	- -
Declined to answer	2 0.6%	- -	2 1.7%	- -	- -

Adult Difficulty in Obtaining Medications Q37

Counts Break % Respondents	2019/2020 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	303	85	108	110	-
Are you experiencing any problems in getting the medicati...					
Yes	17 5.6%	5 5.9%	6 5.6%	6 5.5%	- -
No	286 94.4%	80 94.1%	102 94.4%	104 94.5%	- -

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.

My provider has talked to me about tobacco and vaping products

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
*N/A responses reduce total	201	52	68	81	-
My provider has talked to me about options to help me qui...					
Yes	157 78.1%	34 65.4%	61 89.7%	62 76.5%	- -
No	44 21.9%	18 34.6%	7 10.3%	19 23.5%	- -

Adults discharged due to lack of following treatment plan or relapsed

Adult Discharge due to lack of following treatment plan. Q39

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	351	97	119	135	-
Have you been discharged in the past because you had trouble following your treatment plan or you relapsed?					
Yes	25 7.1%	6 6.2%	8 6.7%	11 8.1%	- -
No	326 92.9%	91 93.8%	111 93.3%	124 91.9%	- -

Adult Wellness Recovery Action Plan (WRAP)

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	351	97	119	135	-
Do you know what a WRAP (Wellness Recovery Action Plan) is?					
Yes	208 59.3%	55 56.7%	76 63.9%	77 57.0%	- -
No	143 40.7%	42 43.3%	43 36.1%	58 43.0%	- -

Adult Wellness Recovery Action Plan (WRAP)

Adults Who Have A Wellness Recovery Action Plan Q41

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	351	97	119	135	-
Do you have a WRAP (Wellness Recovery Action Plan)?					
Yes	158 45.0%	38 39.2%	59 49.6%	61 45.2%	- -
No	193 55.0%	59 60.8%	60 50.4%	74 54.8%	- -

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.

Adult Member Request Q43

Counts Break % Respondents	Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quart- er April-J...	3rd Quarte- r July-Sept.	4th Quarter Oct-Dec.
Base	351	97	119	135	-
If you shared problems about your provider or managed car...					
Yes	7 2.0%	2 2.1%	2 1.7%	3 2.2%	- -
No	17 4.8%	5 5.2%	5 4.2%	7 5.2%	- -
Not Applicable	327 93.2%	90 92.8%	112 94.1%	125 92.6%	- -

Table	Title	Start page	End page
1	Adult Type of Survey Q4	8	8
2	Adult County Q5	8	8
3	Adult Zip Code Q6	9	9
4	Adult Gender Q7	10	10
5	Adult Age Q8	10	10
6	Adult Race Q9	11	11
7	Adult Primary Service Q10	11	11
8	Do you know who Community Care is? Q11A	12	12
9	Do you know where to find the number to call Community Care with questions..Q11B	12	12
10	Are you aware that you can file a complaint if needed? Q11C	13	13
11	Are you aware that you can file a grievance if needed? Q11D	13	13
12	Adult Satisfaction with Community Care Literals Q11E	14	14
13	The people I spoke to at Community Care were helpful. Q12	14	14
14	Adult Community Care's Use of Complaint Process Q13	15	15
15	Adult Satisfaction with Community Care's Complaint Process Literals Q13A	15	15
16	Adult Satisfaction with Community Care's Grievance Process Q14	15	15
17	Adult Satisfaction with Community Care's Grievance Process Q14A	15	15
18	Adult Treatment Provider Q15	16	16
19	Treatment Provider Literal Q15A	16	17
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	22
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	35	35
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

Table	Title	Start page	End page
60	Adult Difficulty in Obtaining Medications Q37	38	38
61	Adult Difficulty in Obtaining Medications Literals Q37A	38	38
62	My provider has talked to me about options to help me quit using tobacco ... Q38	39	39
63	Adult Discharge due to lack of following treatment plan. Q39	39	39
64	Do you know what a WRAP (Wellness Recovery Action Plan) is? Q40	39	39
65	Adults Who Have A Wellness Recovery Action Plan Q41	40	40
66	Adult Additional Compliments or Concerns Q42	40	42
67	Adult Member Request Q43	42	42

Family Survey Findings

Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 74 family surveys completed during the 3rd Quarter of Calendar Year 2020 for the period between July to September 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.

3rd Quarter Family Sample Characteristics versus Previous Quarter Comparison:

1. Face to face interviews/surveys suspended.
2. Lower ratio of male caregivers – 8% (6 of 74) versus 14% (9 of 64).
3. Lower percentage of child members under age 5 - 1% (1 of 74) versus 36% (23 of 64).
4. Higher percentage step/adoptive/grandparent/aunt/uncle – 22% (16 of 74) versus 19% (12 of 64).
5. Higher ratio of male service recipients – 66% (49 of 74) versus 59% (38 of 64).
6. Lower ratio of members receiving BHRS – 24% (18 of 74) versus 27 % (17 of 64).
7. Much higher percentage 23% (17 of 74) versus 11% (7 of 64), receiving services four (4) years or longer.

Findings Overview

1. Family/caregivers were generally pleased with Community Care reporting satisfaction levels of 92% to 95% in three performance indicators covering *“The people I spoke to at Community Care were helpful,” “Are you aware that you can file a complaint if needed,”* and *“Are you aware that you can file a grievance if needed.”*

The indicator, *“Do you know how to find the number to call Community Care with questions or concerns,”* increased to 77% from 73% in the previous quarter. A low indicator at 58% (43 of 74) was *“Do you know who Community Care is?”* which decreased from 66% in the previous quarter.

Family/caregivers reported Community Care’s attendance at the ISPT/Evaluation meeting was 69% (22 of 32, excludes 42 “not applicable” responses.) 95% (21 of 22) family/caregivers) believed that Community Care’s participation at the meeting was helpful.

7% (5 of 74) family/caregivers indicated the need to file a complaint and were satisfied with the process compared to 6% (4 of 64) in the previous quarter.

7% (5 of 74) family/caregivers indicated the need to use Community Care’s grievance process and were satisfied with the process compared to 2% (1 of 64) in the previous quarter.

2. Family/caregivers are generally pleased with Access to provider treatment services with the satisfaction scores of 87% to 96% 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 86% to 100% in all six indicators. These include, *“I feel comfortable asking questions about my child’s treatment,” “My child’s treatment plan was reviewed with me,” “I feel my child has enough time with the provider during most sessions,” “The treatment my child receives meets his/her needs,” “Provider helped us create a plan to deal with any problems,”* and *“If meetings are held, I am always informed with enough advanced notice that I can make arrangements to attend.”*

4. Family/caregivers also had a high level of satisfaction with Provider Recovery Orientation with satisfaction scores being 83% 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.”*

5. Family/caregiver satisfaction scores with *Treatment Outcomes* was generally good, consistent with previous quarters. *“My child deals more effectively with daily problems”* was 83% (55 of 66), excluding 8 “neutral” responses compared to 90% in the previous quarter. *“I feel my child’s behavioral health is improving”* was 85% (58 of 68), excluding 6 “neutral” responses compared to 95% in the previous quarter. Likewise, *“My family has improved since my child started treatment”* was 85% (57 of 67), excluding 7 “neutral” responses compared to 98% in the previous quarter.

6. 18% (13 of 74) of family/caregivers reported having issues or problems with their provider compared to 8% (5 of 64) in the previous quarter. Five resolved the problem with the program manager, two filed a complaint, four chose not to take any action as a response and two indicated they took other action.

7. 70% (52 of 74) of family/caregivers reported their child was taking behavioral health medications and 96% (50 of 52) 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 staff changes were the top reasons mentioned. 78% (10 of 13) family/caregivers identified those as the reason for problems.

Family/Caregiver – Member Request for Assistance

Upon completing the survey, 4% (3 of 74) of family/caregiver members surveyed, compared to 5% (3 of 64) in the previous quarter, expressed interest in having the concern or issue they shared during the interview referred for immediate handling by BHSSBC.

There has been a significant 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 3rd Quarter, 19 family/caregiver quality audits were performed. 95% (18 of 19) of family/caregivers felt the length of the survey and number of questions were satisfactory. Just 1% (1 of 19) felt the length of questionnaire was too long. Overall, 100% (19 of 19) of family/caregivers were satisfied with the survey process and 100% (19 of 19) of family/caregivers felt ok or good about being contacted.

Comments:

“None.”

Family Demographics

Family Survey Type Q4

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
What kind of survey is it?					
Phone	157 92.9%	19 61.3%	64 100.0%	74 100.0%	- -
Face to Face	12 7.1%	12 38.7%	- -	- -	- -

Family County Q5

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
What county does the member live in?					
Somerset	105 62.1%	17 54.8%	41 64.1%	47 63.5%	- -
Bedford	64 37.9%	14 45.2%	23 35.9%	27 36.5%	- -

Family Demographics

Family Zip Code Q6

Counts Analysis % Respondents	2019/2020 YTD Total	What quarter is it?		
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.
	169	31	64	74
What is your zip code?				
15501 Somerset	35 20.7%	6 19.4%	19 29.7%	10 13.5%
15522 Bedford	17 10.1%	3 9.7%	7 10.9%	7 9.5%
15537 Everett	17 10.1%	6 19.4%	4 6.3%	7 9.5%
16678 Saxton	3 1.8%	- -	2 3.1%	1 1.4%
15554 New Paris	2 1.2%	1 3.2%	1 1.6%	- -
15533 Breezewood	2 1.2%	- -	2 3.1%	- -
15521 Alum Bank	1 0.6%	- -	1 1.6%	- -
15545 Hyndman	5 3.0%	1 3.2%	2 3.1%	2 2.7%
15550 Manns Choice	2 1.2%	- -	- -	2 2.7%
16679 Six Mile Run	1 0.6%	- -	- -	1 1.4%
16667 Osterburg	2 1.2%	1 3.2%	- -	1 1.4%
15963 Windber	12 7.1%	3 9.7%	3 4.7%	6 8.1%
15552 Meyersdale	7 4.1%	- -	5 7.8%	2 2.7%
15530 Berlin	5 3.0%	- -	3 4.7%	2 2.7%
15531 Boswell	7 4.1%	- -	1 1.6%	6 8.1%
15557 Rockwood	2 1.2%	- -	- -	2 2.7%
15424 Confluence	9 5.3%	- -	8 12.5%	1 1.4%
15541 Friedens	2 1.2%	2 6.5%	- -	- -
15926 Central City	2 1.2%	- -	1 1.6%	1 1.4%
15905 Johnstown	2 1.2%	- -	- -	2 2.7%
Other	34 20.1%	8 25.8%	5 7.8%	21 28.4%

Family Demographics

Family Caregiver Gender Q7

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
What is your gender?					
Male	17 10.1%	2 6.5%	9 14.1%	6 8.1%	- -
Female	152 89.9%	29 93.5%	55 85.9%	68 91.9%	- -
Does not identify with either gender	- -	- -	- -	- -	- -
Refused to answer	- -	- -	- -	- -	- -

Family Child's Gender Q8

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
What is the child's gender?					
Male	100 59.2%	13 41.9%	38 59.4%	49 66.2%	- -
Female	69 40.8%	18 58.1%	26 40.6%	25 33.8%	- -
Does not identify with either gender	- -	- -	- -	- -	- -
Refused to answer	- -	- -	- -	- -	- -

Family Child's Age Q9

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
How old is the child who is receiving the services?					
5 years or younger	31 18.3%	7 22.6%	23 35.9%	1 1.4%	- -
6-8 years	53 31.4%	13 41.9%	23 35.9%	17 23.0%	- -
9-13 years	79 46.7%	9 29.0%	14 21.9%	56 75.7%	- -
14 years and older	6 3.6%	2 6.5%	4 6.3%	- -	- -

Family Demographics

Family Caregivers Relationship to Child Q10

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
What is your relationship to this child?					
Parent	135 79.9%	25 80.6%	52 81.3%	58 78.4%	- -
Grandparent	28 16.6%	6 19.4%	7 10.9%	15 20.3%	- -
Aunt/Uncle	2 1.2%	- -	2 3.1%	- -	- -
Brother/Sister	- -	- -	- -	- -	- -
Foster parent	- -	- -	- -	- -	- -
Adoptive parent	3 1.8%	- -	2 3.1%	1 1.4%	- -
Step-parent	1 0.6%	- -	1 1.6%	- -	- -

Family Child's Race Q11

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
What do you consider the child's race to be?					
Caucasian	143 84.6%	24 77.4%	55 85.9%	64 86.5%	- -
African American	- -	- -	- -	- -	- -
Hispanic American	- -	- -	- -	- -	- -
American Indian/Alaskan Native	- -	- -	- -	- -	- -
Asian/Pacific Islander	1 0.6%	1 3.2%	- -	- -	- -
Multi-racial	15 8.9%	1 3.2%	8 12.5%	6 8.1%	- -
Other	10 5.9%	5 16.1%	1 1.6%	4 5.4%	- -

Family Demographics

Family Primary Service Q12

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
Is your child receiving services for:					
Mental Health Services	169 100.0%	31 100.0%	64 100.0%	74 100.0%	- -
Both Mental Health and Drug and Alcohol Services	- -	- -	- -	- -	- -

Family First Diagnosed Q13

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
How long has it been since your child was first diagnosed?					
Less than 6 months	8 4.7%	4 12.9%	3 4.7%	1 1.4%	- -
6 months to 1 year	21 12.4%	3 9.7%	12 18.8%	6 8.1%	- -
1 to 2 years	34 20.1%	4 12.9%	11 17.2%	19 25.7%	- -
2 to 4 years	51 30.2%	15 48.4%	14 21.9%	22 29.7%	- -
4+ years	55 32.5%	5 16.1%	24 37.5%	26 35.1%	- -

Family Satisfaction with Community Care

Do you know who Community Care is? Q14A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
Do you know who Community Care is?					
Yes	106 62.7%	21 67.7%	42 65.6%	43 58.1%	- -
No	63 37.3%	10 32.3%	22 34.4%	31 41.9%	- -

62.7% of target rate Y-T-D

Action Required

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
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	130 76.9%	26 83.9%	47 73.4%	57 77.0%	- -
No	39 23.1%	5 16.1%	17 26.6%	17 23.0%	- -

76.9% of target rate Y-T-D

Action Required

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
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	157 92.9%	30 96.8%	57 89.1%	70 94.6%	- -
No	12 7.1%	1 3.2%	7 10.9%	4 5.4%	- -

92.9% of target rate Y-T-D

Meets Expectations

Family Satisfaction with Community Care

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
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	156 92.3%	29 93.5%	59 92.2%	68 91.9%	- -
No	13 7.7%	2 6.5%	5 7.8%	6 8.1%	- -

92.3% of target rate Y-T-D

Meets Expectations

Family Satisfaction with Community Care Literals Q14E

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	56	8	23	25	-
The people I spoke to at Community Care were helpful.					
Yes	50 89.3%	5 62.5%	22 95.7%	23 92.0%	- -
No	6 10.7%	3 37.5%	1 4.3%	2 8.0%	- -

89.3% 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	2019/2020 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	57	5	20	32	-
If applicable, Community Care attended my child's ISPT meeting.					
Yes	47 82%	5 100%	20 100%	22 69%	- -
No	10 18%	- -	- -	10 31%	- -

82% of target rate Y-T-D

Satisfactory

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

Counts Break % Respondents	2019/2020 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	47	5	20	22	-
If applicable, Community Care's participation in the ISPT meeting was helpful.					
Yes	45 95.7%	5 100.0%	19 95.0%	21 95.5%	- -
No	2 4.3%	- -	1 5.0%	1 4.5%	- -

95.7% 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	2019/2020 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	2019/2020 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	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
What is the name of your child's treatment provider?					
ACRP	48 28.4%	7 22.6%	21 32.8%	20 27.0%	- -
Bedford DBHS	13 7.7%	3 9.7%	1 1.6%	9 12.2%	- -
Beal Counseling and Consulting	- -	- -	- -	- -	- -
Children's Aid Home	- -	- -	- -	- -	- -
Children's Behavioral Health (CBH)	14 8.3%	2 6.5%	8 12.5%	4 5.4%	- -
Family Behavioral Resources	21 12.4%	6 19.4%	9 14.1%	6 8.1%	- -
Footsteps	6 3.6%	- -	1 1.6%	5 6.8%	- -
Nulton Diagnostic and Treatment Center	26 15.4%	5 16.1%	11 17.2%	10 13.5%	- -
Merakey	- -	- -	- -	- -	- -
Rhonda J. Clark	2 1.2%	2 6.5%	- -	- -	- -
Somerset Community Hospital	- -	- -	- -	- -	- -
Somerset DBHS	13 7.7%	3 9.7%	2 3.1%	8 10.8%	- -
The Meadows	- -	- -	- -	- -	- -
Youth Advocate Programs (YAP)	7 4.1%	3 9.7%	1 1.6%	3 4.1%	- -
Pediatric Care Specialists	9 5.3%	- -	3 4.7%	6 8.1%	- -
Adelphoi Village	- -	- -	- -	- -	- -
Blair Family Solutions	- -	- -	- -	- -	- -
Other	10 5.9%	- -	7 10.9%	3 4.1%	- -

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	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
What service does your child receive from this provider?					
After School Treatment	-	-	-	-	-
BHRS: (TSS, MT, BSC)	40 23.7%	5 16.1%	17 26.6%	18 24.3%	-
Crisis	-	-	-	-	-
MH CRR Host Home	-	-	-	-	-
Family Based MH Services	8 4.7%	2 6.5%	4 6.3%	2 2.7%	-
Functional Family Therapy (FFT)	1 0.6%	1 3.2%	-	-	-
Medication/Psychiatry/Telepsychiatry	48 28.4%	6 19.4%	16 25.0%	26 35.1%	-
MH Inpatient Hospitalization	1 0.6%	-	1 1.6%	-	-
MH Partial Hospitalization	-	-	-	-	-
MH BCM (Blended Case Management)	9 5.3%	3 9.7%	3 4.7%	3 4.1%	-
MH Outpatient Therapy/Counseling	56 33.1%	13 41.9%	19 29.7%	24 32.4%	-
Multi Systemic Therapy (MST)	-	-	-	-	-
Trauma-Based Treatment	1 0.6%	-	-	1 1.4%	-
School Based Therapy	4 2.4%	-	4 6.3%	-	-
RTF	-	-	-	-	-
Substance Use (SU) Outpatient Therapy	-	-	-	-	-
Substance Use (SU) Detox	-	-	-	-	-
Substance Use (SU) Inpatient/Rehabilitation	-	-	-	-	-
Other	1 0.6%	1 3.2%	-	-	-
Do Not Know	-	-	-	-	-

Family Treatment Service Literals Q20A

Q1-PCIT

Family Treatment Provider Level Analysis

Family Duration of Provider Relationship Q21

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
How long has your child currently been receiving services from this provider?					
6 months or less	20 11.8%	7 22.6%	9 14.1%	4 5.4%	- -
6 months to 1 year	33 19.5%	9 29.0%	10 15.6%	14 18.9%	- -
1 to 2 years	36 21.3%	4 12.9%	17 26.6%	15 20.3%	- -
2 to 4 years	55 32.5%	10 32.3%	21 32.8%	24 32.4%	- -
4 or more years	25 14.8%	1 3.2%	7 10.9%	17 23.0%	- -

Family Access to Services

Services are available at times that are convenient. Q22A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	161	30	61	70	-
Services are available at times that are convenient.					
Strongly Agree/Agree	152 94%	30 100%	56 92%	66 94%	- -
Strongly Disagree/Disagree	9 6%	- -	5 8%	4 6%	- -

94% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	164	30	64	70	-
Evaluation information is submitted on time so that services to my child are not interrupted.					
Strongly Agree/Agree	161 98.2%	30 100.0%	64 100.0%	67 95.7%	- -
Strongly Disagree/Disagree	3 1.8%	- -	- -	3 4.3%	- -

98.2% of target rate Y-T-D

Meets Expectations

Family Access to Services

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	158	30	58	70	-
I was given a choice of different agencies I can use for my child's service.					
Strongly Agree/Agree	144 91.1%	28 93.3%	53 91.4%	63 90.0%	- -
Strongly Disagree/Disagree	14 8.9%	2 6.7%	5 8.6%	7 10.0%	- -

91.1% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	153	27	56	70	-
I feel like my child was able to get the help he/she needed within an acceptable amount of time.					
Strongly Agree/Agree	141 92%	26 96%	54 96%	61 87%	- -
Strongly Disagree/Disagree	12 8%	1 4%	2 4%	9 13%	- -

92.2% of target rate Y-T-D

Meets Expectations

Family Access to Service Literals Q22E

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 heir 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.

Family Treatment Experience

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	169	31	64	74	-
I feel comfortable asking questions about my child's treatment.					
Strongly Agree/Agree	166 98%	30 97%	62 97%	74 100%	- -
Strongly Disagree/Disagree	3 2%	1 3%	2 3%	- -	- -

98% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	168	31	63	74	-
My child's treatment plan was reviewed and shared with me.					
Strongly Agree/Agree	165 98%	30 97%	62 98%	73 99%	- -
Strongly Disagree/Disagree	3 2%	1 3%	1 2%	1 1%	- -

98% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	165	27	64	74	-
I feel my child has enough time with staff during most sessions					
Strongly Agree/Agree	154 93%	27 100%	63 98%	64 86%	- -
Strongly Disagree/Disagree	11 7%	- -	1 2%	10 14%	- -

93% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	154	29	58	67	-
The treatment my child receives meets his/her needs.					
Strongly Agree/Agree	145 94%	28 97%	56 97%	61 91%	- -
Strongly Disagree/Disagree	9 6%	1 3%	2 3%	6 9%	- -

94% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	161	31	59	71	-
(Provider) helped us create a plan to deal with any problem my child has.					
Strongly Agree/Agree	148 92%	28 90%	56 95%	64 90%	- -
Strongly Disagree/Disagree	13 8%	3 10%	3 5%	7 10%	- -

92% of target rate Y-T-D

Meets Expectations

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.

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	158	30	61	67	-
If meetings are held, I am always informed with enough ad...					
Strongly Agree/Agree	153 96.8%	28 93.3%	60 98.4%	65 97.0%	- -
Strongly Disagree/Disagree	5 3.2%	2 6.7%	1 1.6%	2 3.0%	- -

96.8% 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.

Family Recovery Oriented Practices

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	159	29	59	71	-
My child's provider has talked with us about community supports and other options that are available.					
Strongly Agree/Agree	138 87%	27 93%	52 88%	59 83%	- -
Strongly Disagree/Disagree	21 13%	2 7%	7 12%	12 17%	- -

87% of target rate Y-T-D

Satisfactory

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	163	30	61	72	-
I have been given clear information on who to contact if my child needs immediate help between appointments.					
Strongly Agree/Agree	156 95.7%	29 96.7%	57 93.4%	70 97.2%	- -
Strongly Disagree/Disagree	7 4.3%	1 3.3%	4 6.6%	2 2.8%	- -

95.7% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Practices

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	160	28	61	71	-
I was able to be actively involved in developing my child's treatment goals.					
Strongly Agree/Agree	156 97.5%	27 96.4%	60 98.4%	69 97.2%	- -
Strongly Disagree/Disagree	4 2.5%	1 3.6%	1 1.6%	2 2.8%	- -

97.5% 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.

Family Outcomes

My child deals more effectively with daily problems. Q26A

Counts Break % Respondents	2019/2020 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	149	31	52	66	-
My child deals more effectively with daily problems.					
Strongly Agree/Agree	128 86%	26 84%	47 90%	55 83%	- -
Strongly Disagree/Disagree	21 14%	5 16%	5 10%	11 17%	- -

86% of target rate Y-T-D

Satisfactory

Family Outcomes

Our family has improved since my child started treatment. Q26B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Neutral responses reduce total	146	24	55	67	-
Our family has improved since my child started treatment.					
Strongly Agree/Agree	129 88.4%	18 75.0%	54 98.2%	57 85.1%	- -
Strongly Disagree/Disagree	17 11.6%	6 25.0%	1 1.8%	10 14.9%	- -

88.4% of target rate Y-T-D

Satisfactory

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

Counts Break % Respondents	2019/2020 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	151	28	55	68	-
I feel my child's behavioral health is improving.					
Strongly Agree/Agree	134 88.7%	24 85.7%	52 94.5%	58 85.3%	- -
Strongly Disagree/Disagree	17 11.3%	4 14.3%	3 5.5%	10 14.7%	- -

88.7% 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.

Family Provider Issues or Problems

Family Provider Issues Q27

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
Have you had any issues or problems with this (provider)?					
Yes	23 13.6%	5 16.1%	5 7.8%	13 17.6%	- -
No	146 86.4%	26 83.9%	59 92.2%	61 82.4%	- -

Family Type of Provider Issues Q28

Counts Break % Respondents	2019/2020 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	5	5	13	-
If you have had issues or problems with this provider, what were they?					
Lack of treatment planning and coordination	- -	- -	- -	- -	- -
Poor communication	3 13.0%	1 20.0%	- -	2 15.4%	- -
Frequent staff changes	3 13.0%	- -	- -	3 23.1%	- -
Services not provided when my child needs them	1 4.3%	- -	- -	1 7.7%	- -
Frequent Provider Cancellations	- -	- -	- -	- -	- -
Other	16 69.6%	4 80.0%	5 100.0%	7 53.8%	- -

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.

Family Provider Issues or Problems

Family Provider Issue Resolutions Q29

Counts Break % Respondents	2019/2020 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	5	5	13	-
Were you able to resolve these issues with this provider?					
I resolved the problem with the program manager	8 34.8%	1 20.0%	2 40.0%	5 38.5%	- -
I filed a formal complaint	5 21.7%	2 40.0%	1 20.0%	2 15.4%	- -
I chose not to take any action	7 30.4%	1 20.0%	2 40.0%	4 30.8%	- -
Other	3 13.0%	1 20.0%	- -	2 15.4%	- -

Family reason for lack of action Q30

Counts Break % Respondents	2019/2020 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	7	1	2	4	-
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 14.3%	- -	- -	1 25.0%	- -
I didn't know how to file a formal complaint	- -	- -	- -	- -	- -
Other	6 85.7%	1 100.0%	2 100.0%	3 75.0%	- -

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.

Family Department of Public Welfare Questions

Family Treatment Impact on Quality of Life Q31

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
What effect has the treatment your child received had on the quality of your child's life?					
Much better	55 32.5%	6 19.4%	25 39.1%	24 32.4%	- -
A little better	80 47.3%	18 58.1%	28 43.8%	34 45.9%	- -
About the same	27 16.0%	6 19.4%	9 14.1%	12 16.2%	- -
A little worse	5 3.0%	- -	1 1.6%	4 5.4%	- -
Much worse	2 1.2%	1 3.2%	1 1.6%	- -	- -

Family Opportunity to Make Treatment Decisions Q32

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
Were you and your child given the chance to make treatment decisions?					
Yes	152 89.9%	29 93.5%	55 85.9%	68 91.9%	- -
No	10 5.9%	2 6.5%	4 6.3%	4 5.4%	- -
Sometimes	7 4.1%	- -	5 7.8%	2 2.7%	- -

Family Department of Public Welfare Questions

Family Ability to Receive Needed Care Q33

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
In the last twelve months did you have problems getting your child the help they needed?					
Yes	14 8.3%	1 3.2%	6 9.4%	7 9.5%	- -
No	148 87.6%	29 93.5%	57 89.1%	62 83.8%	- -
Sometimes	7 4.1%	1 3.2%	1 1.6%	5 6.8%	- -

Family Reason for not Getting Help Q34

Counts Break % Respondents	2019/2020 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	17	2	6	9	-
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 5.9%	1 50.0%	-	-	-
Child care issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	-	-	-	-	-
Services denied	1 5.9%	-	-	1 11.1%	-
Process was overwhelming	-	-	-	-	-
Process was too confusing	-	-	-	-	-
Other	15 88.2%	1 50.0%	6 100.0%	8 88.9%	- -

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

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.

Family Release Forms to Coordinate Care Q36

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
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	150 88.8%	30 96.8%	52 81.3%	68 91.9%	-
No	3 1.8%	1 3.2%	1 1.6%	1 1.4%	-
Don't know	16 9.5%	-	11 17.2%	5 6.8%	-
No family doctor or pediatrician	-	-	-	-	-

Family Discharged Due to Lack of Following Treatment Plan

Family Discharge Due to Lack of Following Treatment Plan Q37

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
Has your child ever been discharged in the past because they did not follow the treatment plan or make progress in treatment?					
Yes	4 2.4%	2 6.5%	2 3.1%	-	-
No	165 97.6%	29 93.5%	62 96.9%	74 100.0%	-

Family Behavioral Health Medications

Family Medications Q38

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
Is your child taking behavioral health medications?					
Yes	99 58.6%	15 48.4%	32 50.0%	52 70.3%	- -
No	68 40.2%	16 51.6%	30 46.9%	22 29.7%	- -
Declined to answer	2 1.2%	- -	2 3.1%	- -	- -

Family Difficulty in Obtaining Medications Q39

Counts Break % Respondents	2019/2020 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	99	15	32	52	-
Are you experiencing any problems in getting behavioral health medications that work for your child?					
Yes	7 7.1%	1 6.7%	4 12.5%	2 3.8%	- -
No	92 92.9%	14 93.3%	28 87.5%	50 96.2%	- -

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.

Provider options about quitting the use of tobacco/vaping products

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
*N/A responses reduce total	62	4	25	33	-
My provider has talked to me and my child about options t...					
Yes	25 40.3%	1 25.0%	14 56.0%	10 30.3%	- -
No	37 59.7%	3 75.0%	11 44.0%	23 69.7%	- -

Family Wellness Recovery Action Plan (WRAP)

Family Knowledge of Wellness Recovery Action Plan (WRAP) Q41

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
Do you know what a WRAP (Wellness Recovery Action Plan) is?					
Yes	79 46.7%	9 29.0%	33 51.6%	37 50.0%	- -
No	90 53.3%	22 71.0%	31 48.4%	37 50.0%	- -

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	169	31	64	74	-
Do you have a WRAP (Wellness Recovery Action Plan) for your child/family?					
Yes	56 33.1%	7 22.6%	23 35.9%	26 35.1%	- -
No	113 66.9%	24 77.4%	41 64.1%	48 64.9%	- -

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.

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.

Families Interested in Having Concerns Addressed

Families Interested in Having Concerns Addressed Q44

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	26	5	7	14	-
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 26.9%	1 20.0%	3 42.9%	3 21.4%	- -
No	19 73.1%	4 80.0%	4 57.1%	11 78.6%	- -

Table Title

Start End
page page

1	Family Survey Type Q4	47	47
2	Family County Q5	47	47
3	Family Zip Code Q6	48	48
4	Family Caregiver Gender Q7	49	49
5	Family Child's Gender Q8	49	49
6	Family Child's Age Q9	49	49
7	Family Caregivers Relationship to Child Q10	50	50
8	Family Child's Race Q11	50	50
9	Family Primary Service Q12	51	51
10	Family First Diagnosed Q13	51	51
11	Do you know who Community Care is? Q14A	52	52
12	Do you know where to find the number to call Community Care ...Q14B	52	52
13	Are you aware that you can file a complaint if needed? .Q14C	52	52
14	Are you aware that you can file a grievance if needed? Q14D	53	53
15	Family Satisfaction with Community Care Literals Q14E	53	53
16	The people I spoke to at Community Care were helpful. Q15	53	53
17	Family Literal Comment Q15A	53	53
18	If applicable Community Care attended my child's ISPT meeting. Q16A	54	54
19	If applicable Community Care's participation in the ISPT meeting was helpful. Q16B	54	54
20	If you have used Community Care's complaint process, were youQ17	55	55
21	If you used Community Care's grievance process were you satisfied.....Q18	55	55
22	What is the name of your treatment provider? Q19	56	56
23	Family Treatment Provider Literals Q19A	56	57
24	Family Treatment Service Q20	58	58
25	Family Treatment Service Literals Q20A	58	58
26	Family Duration of Provider Relationship Q21	59	59
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	60	60
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	64	64
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	65	65
37	Family Treatment Experience Literals Q23F	65	66
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	67	67
41	I have been given clear information on who to contact if my child needs....Q25B	67	67
42	I was able to be actively involved in developing my child's treatment goals. Q25C	68	68
43	Family Recovery Oriented Practices Literals Q25D	68	68
44	My child deals more effectively with daily problems. Q26A	68	68
45	Our family has improved since my child started treatment. Q26B	69	69
46	I feel my child's behavioral health is improving. Q26C	69	69
47	Family Outcomes Q26D	69	70
48	Family Provider Issues Q27	71	71
49	Family Type of Provider Issues Q28	71	71
50	Family Type of Provider Issue Literals Q28A	71	72
51	Family Provider Issue Resolutions Q29	73	73
52	Family reason for lack of action Q30	73	73
53	Family literal reason for not taking action Q30A	73	73
54	Family Treatment Impact on Quality of Life Q31	74	74
55	Famiy Opportunity to Make Treatment Decisions Q32	74	74
56	Family Ability to Receive Needed Care Q33	75	75

Table Title

Start End
page page

57	Family Reason for not Getting Help Q34	75	75
58	Family Reason for Not Getting Help Q34A	75	76
59	Family Services Needed But Not Getting Q35	77	77
60	Family Release Forms to Coordinate Care Q36	77	77
61	Family Discharge Due to Lack of Following Treatment Plan Q37	78	78
62	Family Medications Q38	79	79
63	Family Difficulty in Obtaining Medications Q39	79	79
64	Family Difficulty in Obtaining Behavioral Health Medications Q39A	79	79
65	My provider has talked to me and my child about options to help us quit using tobacco....Q40	80	80
66	Family Knowledge of Wellness Recovery Action Plan (WRAP) Q41	80	80
67	Families Who Have A Wellness Recovery Action Plan (WRAP) Q42	80	80
68	Family Additional Compliments and Concerns Q43	81	82
69	Families Interested in Having Concerns Addressed Q44	82	82

Youth Survey Findings

Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 31 youth (Ages 14 to 20) surveys completed during the 3rd Quarter of Calendar Year 2020 for the period from July to September 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.

3rd Quarter Youth Sample Characteristics versus Previous Quarter Comparison:

1. Face-to-face interviews/surveys have been suspended.
2. Lower ratio of male treatment recipients – 32% (10 of 31) versus 46% (11 of 24).
3. Lower percentage of youth, members age 14-15 – 19% (6 of 31) versus 38% (9 of 24).
4. Lower percentage of youth members receiving BHRS – 10% (3 of 31) versus 18% (4 of 24).
5. Higher ratio of youths receiving treatment from same provider four (4) years or longer–29% (9 of 31) versus 21% (5 of 24).

Findings Overview

1. Just 36% (11 of 31) youths compared to 42% (10 of 24) in the previous quarter were “*aware they could file a complaint with Community Care.*” Likewise, 36% (11 of 31) were “*aware they could file a grievance with Community Care*” compared to 50% (12 of 24) in the previous quarter. Just 23% (7 of 31) youths interviewed during the 3rd Quarter “*knew where to find the number to call Community Care with questions or concerns*” compared with 46% (11 of 24) in the previous quarter.

Only 19% (6 of 31) of youths interviewed knew who Community Care was compared to 29% (7 of 24) in the previous quarter.

100% (8 of 8, excluding 23 “not applicable”) of youths indicated the people they spoke to at Community Care were helpful. This indicator has been at 100% over the past five quarters.

100% (1 of 1) youths (each) reported using Community Care’s complaint or grievance processes during the 3rd Quarter and were satisfied with the process.

2. Youths surveyed on Access to provider treatment services rated 100% (29 of 29) excluding two neutrals for “*We meet at times that are convenient to me,*” and 94% (29 of 31) for “*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 at 100% (31 of 31) for “*The treatment I’m receiving meets my needs,*” 100% (27 of 27 excluding 4 neutrals) for “*Provider helped me create a plan to deal with any problem I have,*” and 100% (26 of 26 excluding 5 neutrals) for “*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 87% to 97% (27-30 of 31) 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 100% excluding neutrals in three of four indicators. These questions include “*I manage strong feelings better,*” “*I make better choices about how to deal with day to day life,*” and “*I believe that treatment is working because I feel better.*” The indicator “*I don’t get into trouble as often as I did before treatment*” dropped to 79% (19 of 24, excluding 7 neutrals) from 95% (18 of 19, excluding 5 neutrals) in the previous quarter.

6. 77% (24 of 31) of youths reported taking behavioral health medications and 4% (1 of 24) reported problems in getting the medications that work them.

7. 3% (1 of 31) of youths reported having any issues or problems with their provider compared to 4% (1 of 24) in the previous quarter. The reason listed was “poor (provider) communications.”

Youth – Member Request for Assistance

Upon completing the survey, 0% (0 of 31) 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 13% (4 of 31) 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 – 100% (4 of 4) of the youths that knew what a WRAP is, had a WRAP.

The C/FST strongly supports and encourages WRAP type plans for member self-awareness and self-help which can help reduce remissions.

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 3rd Quarter, 4 youth quality audits were performed. 100% (4 of 4) of youths felt the length of the survey and number of questions were satisfactory. Overall, 100% (4 of 4) of youths were satisfied with the survey process and 100% (4 of 4) of youths felt ok or good about being contacted.

Comments:

“None.”

Youth Demographics

Youth Type of Survey Q4

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?		
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.
	77	22	24	31
What type of survey is it?				
Phone	75 97.4%	20 90.9%	24 100.0%	31 100.0%
Face to Face	2 2.6%	2 9.1%	- -	- -

Youth County Q5

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?		
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.
	77	22	24	31
What county does the member live in?				
Somerset	44 57.1%	13 59.1%	17 70.8%	14 45.2%
Bedford	33 42.9%	9 40.9%	7 29.2%	17 54.8%

Youth Demographics

Youth Zip Code Q6

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?		
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.
	77	22	24	31
What is your zip code?				
15522 Bedford	16 20.8%	5 22.7%	1 4.2%	10 32.3%
15537 Everett	4 5.2%	1 4.5%	2 8.3%	1 3.2%
15554 New Paris	2 2.6%	1 4.5%	- -	1 3.2%
15521 Alum Bank	4 5.2%	- -	3 12.5%	1 3.2%
15550 Manns Choice	2 2.6%	- -	- -	2 6.5%
16679 Six Mile Run	2 2.6%	1 4.5%	1 4.2%	- -
15963 Windber	2 2.6%	- -	- -	2 6.5%
15552 Meyersdale	1 1.3%	- -	- -	1 3.2%
15530 Berlin	1 1.3%	1 4.5%	- -	- -
15557 Rockwood	4 5.2%	- -	2 8.3%	2 6.5%
15424 Confluence	2 2.6%	- -	2 8.3%	- -
15541 Friedens	2 2.6%	1 4.5%	1 4.2%	- -
15926 Central City	7 9.1%	1 4.5%	4 16.7%	2 6.5%
15905 Johnstown	5 6.5%	- -	2 8.3%	3 9.7%
15928 Davidsville	2 2.6%	- -	- -	2 6.5%
15501 Somerset	9 11.7%	6 27.3%	1 4.2%	2 6.5%
other	12 15.6%	5 22.7%	5 20.8%	2 6.5%

Youth Demographics

Youth Gender Q7

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?		
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.
	77	22	24	31
What is your gender?				
Male	32 41.6%	11 50.0%	11 45.8%	10 32.3%
Female	45 58.4%	11 50.0%	13 54.2%	21 67.7%

Youth Age Q8

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?		
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.
	77	22	24	31
How old are you?				
14-15 years	25 32.5%	10 45.5%	9 37.5%	6 19.4%
16-17 years	35 45.5%	1 4.5%	14 58.3%	20 64.5%
18-20 years	15 19.5%	9 40.9%	1 4.2%	5 16.1%
over 20 years	2 2.6%	2 9.1%	- -	- -

Youth Demographics

Youth Race Q9

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?		
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.
	77	22	24	31
What do you consider your race to be?				
Caucasian	67 87.0%	21 95.5%	20 83.3%	26 83.9%
African American	3 3.9%	- -	1 4.2%	2 6.5%
Hispanic American	1 1.3%	- -	1 4.2%	- -
Other	6 7.8%	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	2019/2020 YTD Total	What quarter is it?		
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.
	77	22	24	31
Are you receiving services primarily for:				
Mental Health	74 96.1%	22 100.0%	21 87.5%	31 100.0%
Both Mental Health and Drug and Alcohol Services	3 3.9%	- -	3 12.5%	- -

Youth Satisfaction with Community Care

Do you know who Community Care is? Q11A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	77	22	24	31	-
Do you know who Community Care is?					
Yes	21 27.3%	8 36.4%	7 29.2%	6 19.4%	- -
No	56 72.7%	14 63.6%	17 70.8%	25 80.6%	- -

27.3% of target rate Y-T-D

Action Required

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	77	22	24	31	-
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	34 44.2%	16 72.7%	11 45.8%	7 22.6%	- -
No	43 55.8%	6 27.3%	13 54.2%	24 77.4%	- -

44.2% of target rate Y-T-D

Action Required

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	77	22	24	31	-
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	39 50.6%	18 81.8%	10 41.7%	11 35.5%	- -
No	38 49.4%	4 18.2%	14 58.3%	20 64.5%	- -

50.6% 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	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	77	22	24	31	-
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	40 51.9%	17 77.3%	12 50.0%	11 35.5%	- -
No	37 48.1%	5 22.7%	12 50.0%	20 64.5%	- -

51.9% 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.

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

Counts Break % Respondents	2019/2020 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	23	9	6	8	-
The people I spoke to at Community Care were helpful.					
Yes	23 100.0%	9 100.0%	6 100.0%	8 100.0%	- -
No	- -	- -	- -	- -	- -

100.0% of target rate Y-T-D

Meets Expectations

Youth Community Care's Complaint Process

Youth Community Care's Complaint Process Q13

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr 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	2019/2020 Y-T-D 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	2019/2020 YTD Total	What quarter is it?		
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.
	77	22	24	31
What is the name of your treatment provider?(Note to Surv...				
ACRP	5 6.5%	1 4.5%	4 16.7%	- -
Bedford DBHS	17 22.1%	4 18.2%	2 8.3%	11 35.5%
CBH (Children's Behavioral Health)	6 7.8%	3 13.6%	1 4.2%	2 6.5%
Family Behavioral Resources	2 2.6%	1 4.5%	- -	1 3.2%
Footsteps	2 2.6%	- -	2 8.3%	- -
Nulton Diagnostic and Treatment Center	26 33.8%	5 22.7%	11 45.8%	10 32.3%
Merakey	2 2.6%	2 9.1%	- -	- -
Pediatric Care Specialists	3 3.9%	1 4.5%	- -	2 6.5%
Somerset DBHS	5 6.5%	3 13.6%	- -	2 6.5%
YAP (Youth Advocate Program)	3 3.9%	1 4.5%	1 4.2%	1 3.2%
Other	6 7.8%	1 4.5%	3 12.5%	2 6.5%

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

Youth Treatment Provider Service Level Analysis

Youth Treatment Service Q16

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?		
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.
	77	22	24	31
What services are receiving from this provider?				
BHRS (TSS, MT, BSC)	12 15.6%	5 22.7%	4 16.7%	3 9.7%
Medication/Psychiatric/Telepsychiatry	28 36.4%	7 31.8%	9 37.5%	12 38.7%
MH (BCM) Blended Case Management	8 10.4%	4 18.2%	1 4.2%	3 9.7%
MH Outpatient Therapy/Counseling (individual or group)	27 35.1%	5 22.7%	10 41.7%	12 38.7%
Other	2 2.6%	1 4.5%	- -	1 3.2%

Youth Service Level Literals Q16A

Q1-Dual Diagnosis Treatment Team

Q3-Trauma Therapy

Youth Treatment Provider Service Level Analysis

Release of information to coordinate with Primary Care Physician Q17

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Base	77	22	24	31	-
Did your behavioral health provider ask you to sign a rel...					
Yes	62 80.5%	18 81.8%	20 83.3%	24 77.4%	- -
No	15 19.5%	4 18.2%	4 16.7%	7 22.6%	- -

Youth Choice Q18

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	77	22	24	31	-
Did you choose to go to this provider?					
Yes	59 76.6%	19 86.4%	14 58.3%	26 83.9%	- -
No	18 23.4%	3 13.6%	10 41.7%	5 16.1%	- -

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.

Youth Treatment Provider Service Level Analysis

Youth Duration of Provider Relationship Q19

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	77	22	24	31	-
How long have you currently been receiving services from this provider?					
Less than 6 months	6 7.8%	2 9.1%	- -	4 12.9%	- -
6-11 months	9 11.7%	2 9.1%	3 12.5%	4 12.9%	- -
1 to 2 years	24 31.2%	4 18.2%	11 45.8%	9 29.0%	- -
2 to 4 years	12 15.6%	2 9.1%	5 20.8%	5 16.1%	- -
4 + years	26 33.8%	12 54.5%	5 20.8%	9 29.0%	- -

Youth Access to Services

We meet at times that are convenient for me Q20A

Counts Break % Respondents	2019/2020 Y-T-D 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	72	21	22	29	-
We meet at times that are convenient for me					
Strongly Agree/Agree	71 98.6%	21 100.0%	21 95.5%	29 100.0%	- -
Strongly Disagree/Disagree	1 1.4%	- -	1 4.5%	- -	- -

98.6% 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	2019/2020 Y-T-D 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	77	22	24	31	-
I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	73 94.8%	22 100.0%	22 91.7%	29 93.5%	- -
Strongly Disagree/Disagree	4 5.2%	- -	2 8.3%	2 6.5%	- -

94.8% 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.

Youth Treatment Experiences

The treatment I'm receiving meets my needs. Q21A

Counts Break % Respondents	2019/2020 Y-T-D 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	75	22	22	31	-
The treatment I'm receiving meets my needs.					
Strongly Agree/Agree	74 98.7%	22 100.0%	21 95.5%	31 100.0%	- -
Strongly Disagree/Disagree	1 1.3%	- -	1 4.5%	- -	- -

98.7% 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	2019/2020 Y-T-D 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	68	20	21	27	-
(Provider) helped me create a plan to deal with any problem I have.					
Strongly Agree/Agree	67 98.5%	20 100.0%	20 95.2%	27 100.0%	- -
Strongly Disagree/Disagree	1 1.5%	- -	1 4.8%	- -	- -

98.5% 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.

I am included in meetings about my treatment. Q22

Counts Break % Respondents	2019/2020 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	71	22	23	26	-
I am included in meetings about my treatment.					
Strongly Agree/Agree	71 100.0%	22 100.0%	23 100.0%	26 100.0%	- -
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	2019/2020 Y-T-D 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	77	22	24	31	-
I have been given clear information on who to contact if I need immediate help between sessions.					
Always/Almost Always/Often	71 92.2%	21 95.5%	23 95.8%	27 87.1%	- -
Sometimes/Rarely	3 3.9%	1 4.5%	-	2 6.5%	- -
Never	3 3.9%	-	1 4.2%	2 6.5%	- -

92.2% 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	2019/2020 Y-T-D 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	77	22	24	31	-
(Provider) asked me what I think I needed to work on and helped me create a plan.					
Always/Almost Always/Often	73 94.8%	21 95.5%	23 95.8%	29 93.5%	- -
Sometimes/Rarely	3 3.9%	-	1 4.2%	2 6.5%	- -
Never	1 1.3%	1 4.5%	-	-	- -

94.8% 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	2019/2020 Y-T-D 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	77	22	24	31	-
Staff treats me with respect and sees me as an equal partner in my treatment program.					
Always/Almost Always/Often	74 96.1%	22 100.0%	22 91.7%	30 96.8%	- -
Sometimes/Rarely	2 2.6%	- -	1 4.2%	1 3.2%	- -
Never	1 1.3%	- -	1 4.2%	- -	- -

96.1% of target rate Y-T-D

Meets Expectations

Staff talked with me about community supports ...Q23D

Counts Break % Respondents	2019/2020 Y-T-D 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	77	22	24	31	-
Staff talked with me about community supports and other options that available.					
Always/Almost Always/Often	70 90.9%	21 95.5%	20 83.3%	29 93.5%	- -
Sometimes/Rarely	6 7.8%	1 4.5%	3 12.5%	2 6.5%	- -
Never	1 1.3%	- -	1 4.2%	- -	- -

90.9% of target rate Y-T-D

Meets Expectations

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.

Youth Outcomes

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

Counts Break % Respondents	2019/2020 Y-T-D 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	63	19	22	22	-
I manage strong feelings better. (anger, fear, etc)					
Strongly Agree/Agree	61 96.8%	18 94.7%	21 95.5%	22 100.0%	- -
Strongly Disagree/Disagree	2 3.2%	1 5.3%	1 4.5%	- -	- -

96.8% 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	2019/2020 Y-T-D 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	69	18	24	27	-
I make better choices about how to deal with day to day life.					
Strongly Agree/Agree	66 95.7%	17 94.4%	22 91.7%	27 100.0%	- -
Strongly Disagree/Disagree	3 4.3%	1 5.6%	2 8.3%	- -	- -

95.7% 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	2019/2020 Y-T-D 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	61	18	19	24	-
I don't get in trouble as often as I did before treatment.					
Strongly Agree/Agree	50 82.0%	13 72.2%	18 94.7%	19 79.2%	- -
Strongly Disagree/Disagree	11 18.0%	5 27.8%	1 5.3%	5 20.8%	- -

82.0% of target rate Y-T-D

Satisfactory

I believe treatment is working because I feel better. Q24D

Counts Break % Respondents	2019/2020 Y-T-D 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	67	16	23	28	-
I believe treatment is working because I feel better.					
Strongly Agree/Agree	66 98.5%	16 100.0%	22 95.7%	28 100.0%	- -
Strongly Disagree/Disagree	1 1.5%	- -	1 4.3%	- -	- -

98.5% of target rate Y-T-D

Meets Expectations

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.

Youth Provider Issues or Concerns

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Base	77	22	24	31	-
Have you had any issues or problems with services from (p...					
Yes	2 2.6%	- -	1 4.2%	1 3.2%	- -
No	75 97.4%	22 100.0%	23 95.8%	30 96.8%	- -

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

Counts Break % Respondents	2019/2020 Y-T-D 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	77	22	24	31	-
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 1.3%	- -	- -	1 3.2%	- -
Frequent staff changes	- -	- -	- -	- -	- -
Frequent Provider Cancellations	- -	- -	- -	- -	- -
Other	1 1.3%	- -	1 4.2%	- -	- -
Not applicable	75 97.4%	22 100.0%	23 95.8%	30 96.8%	- -

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.

Youth Provider Issues or Concerns

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

Counts Break % Respondents	2019/2020 Y-T-D 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	77	22	24	31	-
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	2 2.6%	- -	1 4.2%	1 3.2%	- -
I filed a formal complaint	- -	- -	- -	- -	- -
Not Applicable	75 97.4%	22 100.0%	23 95.8%	30 96.8%	- -

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

Counts Break % Respondents	2019/2020 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	2	-	1	1	-
If you chose to not take any action, why?					
The problem was not that serious	- -	- -	- -	- -	- -
I was concerned with how the provider would react	- -	- -	- -	- -	- -
I didn't know how to file a formal complaint	- -	- -	- -	- -	- -
Other	2 100.0%	- -	1 100.0%	1 100.0%	- -

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.

Youth Department of Public Welfare Questions

Youth Treatment Impact on Quality of Life Q29

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	77	22	24	31	-
What effect has the treatment you've received had on the overall quality of your life?					
Much better	38 49.4%	11 50.0%	11 45.8%	16 51.6%	- -
A little better	32 41.6%	8 36.4%	9 37.5%	15 48.4%	- -
About the same	7 9.1%	3 13.6%	4 16.7%	- -	- -
A little worse	- -	- -	- -	- -	- -
Much worse	- -	- -	- -	- -	- -

Youth Opportunity to Make Treatment Decisions Q30

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	77	22	24	31	-
Were you given the chance to make treatment decisions?					
Yes	60 77.9%	18 81.8%	17 70.8%	25 80.6%	- -
No	- -	- -	- -	- -	- -
Sometimes	17 22.1%	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	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	77	22	24	31	-
In the last twelve months, did you have problems getting the help you needed?					
Yes	1 1.3%	-	1 4.2%	-	-
No	75 97.4%	22 100.0%	23 95.8%	30 96.8%	-
Sometimes	1 1.3%	-	-	1 3.2%	-

Youth Reason for Not Getting Needed Care Q32

Counts Break % Respondents	2019/2020 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	2	-	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	2 100.0%	-	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.

Youth Discharge Due to Lack of Following Treatment Plan

Youth Discharge Due to Lack of Following Treatment Plan Q33

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	77	22	24	31	-
Have you been discharged in the past because you had trouble following your treatment plan or you relapsed? (CCISC)?					
Yes	13 16.9%	1 4.5%	6 25.0%	6 19.4%	- -
No	64 83.1%	21 95.5%	18 75.0%	25 80.6%	- -

Youth Behavioral Health Medications Q34

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	77	22	24	31	-
Are you taking behavioral health medications?					
Yes	62 80.5%	20 90.9%	18 75.0%	24 77.4%	- -
No	15 19.5%	2 9.1%	6 25.0%	7 22.6%	- -
Declined to answer	-	-	-	-	-

Youth Behavioral Health Medications

Youth Difficulty in Obtaining Medications Q35

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
(N/A) responses reduce total	62	20	18	24	-
Are you experiencing any problems getting the medications that work for you?					
Yes	5 8.1%	4 20.0%	- -	1 4.2%	- -
No	57 91.9%	16 80.0%	18 100.0%	23 95.8%	- -

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.

My provider has talked to me about smoking and vaping

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
*N/A responses reduce total	14	1	7	6	-
My provider has talked to me about options to help me qui...					
Yes	11 78.6%	1 100.0%	4 57.1%	6 100.0%	- -
No	3 21.4%	- -	3 42.9%	- -	- -

Youth Wellness Recovery Action Plan (WRAP)

Do you know what a WRAP is? Q37

Counts Break % Respondents	2019/2020 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
Base	77	22	24	31	-
Do you know what a WRAP (Wellness Recovery Action Plan) is?					
Yes	15 19.5%	7 31.8%	4 16.7%	4 12.9%	- -
No	62 80.5%	15 68.2%	20 83.3%	27 87.1%	- -

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	77	22	24	31	-
Do you have a WRAP (Wellness Recovery Action Plan)?					
Yes	13 16.9%	7 31.8%	2 8.3%	4 12.9%	- -
No	64 83.1%	15 68.2%	22 91.7%	27 87.1%	- -

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.

Youth Interested in Having Concerns Addressed Q40

Counts Break % Respondents	2019/2020 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	2	-	1	1	-
If you shared problems about your provider or managed care company during this survey, are you interested in having your concerns addressed?					
Yes	-	-	-	-	-
No	2 100.0%	-	1 100.0%	1 100.0%	-

Provider Responses

Provider Responses to 2nd Quarter (April - June 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 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?

“Appropriate community supports will be discussed with parent at time of treatment planning and ongoing through course of services.” This will be documented in the “content of progress notes, CM notes and content of treatment plans.”

“Clear information on who to contact if my child needs immediate help between appointments” will also be documented in the “content of progress notes, CM notes and content of treatment plans. Parent/client signature on crisis plan that also includes contact numbers in event of crisis.”

With regard to frequent provider cancellations, (the) “Case Manager reviews weekly reports and places calls to all families/members who have not been seen over the course of a 2-week period. If the parent reports frequent cancellations, this is addressed with staff immediately.

Office Manager places weekly quality calls to 5% of our census. If any issues are reported at this time, these issues are forwarded to the Case Manager.

Other Provider Comments:

“(Provider) will continue to work with members and families and provide open and clear communication.”

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

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

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

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

MCO Responses

Community Care Response to 2nd Quarter (April - June 2020) C/FST Report

There was no Community Care response due for the 2nd Quarter.

Technical Notes

Technical Notes

A. Projected Surveys – July 1, 2020 – December 31, 2020

The Center for Behavioral Health Data Research, Inc. (CBHDR) has been contracted by BHSSBC to manage the Somerset-Bedford C/FST and to conduct 264 C/FST surveys between July 1, 2020 and December 31, 2020. This number represents a six-month transition period between fiscal and calendar year.

The targeted surveys for the calendar year 2020 are 534 general-purpose and 100 special focus surveys between January 1, 2020 and December 31, 2020. This represents approximately 2.4% of Somerset-Bedford's HealthChoices membership and approximately 18.3% of individuals receiving behavioral health services.

B. Focus

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

C. C/FST Survey Process

The survey instruments were developed under the guidance and direction of BHSSBC and the 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.

Table Title

Start End
page page

Table Title	Start page	End page
1 Youth Type of Survey Q4	87	87
2 Youth County Q5	87	87
3 Youth Zip Code Q6	88	88
4 Youth Gender Q7	89	89
5 Youth Age Q8	89	89
6 Youth Race Q9	90	90
7 Youth Race Literals Q9A	90	90
8 Youth Primary Service Q10	90	90
9 Do you know who Community Care is? Q11A	91	91
10 Do you know where to find the number to call Community Care with questions... Q11B	91	91
11 Are you aware that you can file a complaint if needed? Q11C	91	91
12 Are you aware that you can file a grievance if needed? Q11D	92	92
13 Youth Satisfaction with PerformCare Literals Q11E	92	92
14 The people I spoke to at Community Care were helpful. Q12	92	92
15 Youth Community Care's Complaint Process Q13	93	93
16 Youth Community Care's Grievance Process Q14	93	93
17 Youth Satisfaction with Community Care's Complaint Process Literals Q14A	93	93
18 Youth Treatment Provider Q15	94	94
19 Youth Treatment Provider Literals Q15A	94	94
20 Youth Treatment Service Q16	95	95
21 Youth Service Level Literals Q16A	95	95
22 Release of information to coordinate with Primary Care Physician Q17	96	96
23 Youth Choice Q18	96	96
24 Youth Choice Literals Q18A	96	96
25 Youth Duration of Provider Relationship Q19	97	97
26 We meet at times that are convenient for me Q20A	97	97
27 I feel I was able to get the help I needed....Q20B	98	98
28 Access Literal Comments Q20C	98	98
29 The treatment I'm receiving meets my needs. Q21A	98	98
30 Provider helped me create a plan to deal with any problem..Q21B	99	99
31 Treatment Experience Literal Comments Q21C	99	99
32 I am included in meetings about my treatment. Q22	99	99
33 Youth Literal Q22A	99	99
34 I have been given clear information on who to contact if I need immediate help...Q23A	100	100
35 Provider asked me what I think I needed to work on and helped me create a plan. .Q23B	100	100
36 Staff treat me with respect and sees me as an equal partner... Q23C	101	101
37 Staff talked with me about community supports ...Q23D	101	101
38 Recovery Oriented Practices Literals Q23E	101	101
39 I manage strong feelings better. (anger, fear, etc) Q24A	102	102
40 I make better choices about how to deal with day to day life. Q24B	102	102
41 I don't get in trouble as often as I did before treatment. Q24C	103	103
42 I believe treatment is working because I feel better. Q24D	103	103
43 Youth Outcome Literal Comments Q24E	103	104
44 Have you had any issues or problems with services from provider? Q25	105	105
45 If yes, what were the issues or problems with services from provider? Q26	105	105
46 Q26 Literal Comment	105	105
47 Were you able to resolve these issues or problems with provider....Q27	106	106
48 If you chose to not take any action, why? Q28	106	106
49 Q28 Literal Comment	106	106
50 Youth Treatment Impact on Quality of Life Q29	107	107
51 Youth Opportunity to Make Treatment Decisions Q30	107	107
52 Youth Ability to Receive Needed Care Q31	108	108
53 Youth Reason for Not Getting Needed Care Q32	108	108
54 Youth Reason for Not Getting Needed Care Literals Q32A	108	108
55 Youth Discharge Due to Lack of Following Treatment Plan Q33	109	109
56 Youth Behavioral Health Medications Q34	109	109
57 Youth Difficulty in Obtaining Medications Q35	110	110
58 Youth Difficulty in Obtaining Medications Q35A	110	110
59 My provider has talked to me about options to help me quit smoking..... Q36	110	110

		Start page	End page
60	Do you know what a WRAP is? Q37	111	111
61	Youth Who Have a Wellness Recovery Action Plan (WRAP) Q38	111	111
62	Youth Additional Compliments or Concerns Q39	112	112
63	Youth Interested in Having Concerns Addressed Q40	112	112