

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

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

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**4th Quarter October-December 2021/Year End Report**

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

**Detailed Report of Survey Findings**  
*January 2022*

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**Survey Administration and Evaluation Services  
Provided By:**

**THE CENTER  
FOR BEHAVIORAL HEALTH  
DATA RESEARCH, INC.**

The Consumer Family Satisfaction Team (C/FST) program is a statewide county based program mandated by Appendix L of the Pennsylvania HealthChoices Program to measure member perceptions of satisfaction and treatment outcomes with publicly funded mental health and drug and alcohol services.



## Chart Informational Guide

An appropriate benchmark system is utilized to highlight positive findings and better recognize areas requiring improvement.

Above 90% Benchmark - **Meets Expectations**

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

Below 80% - **Requires Action**

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

### Data Utilization & Provider Response

Per the Pennsylvania HealthChoices Program, the C/FST data is designed to be utilized as an additional input to the provider's existing internal quality improvement processes. Additionally, the provider is to review their quarterly and year-to-date data and respond with actions your organization will take to improve any indicator that has at least five (5) year-to-date completed interviews/surveys and is below the 80% benchmark.

**\*Please note that no written response is required for 1st quarter survey results, nor for any YTD score that was skewed below benchmark due to the results of only one quarter.**

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

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

**Meets Expectations**

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



## Introduction

The **Bedford-Somerset Consumer/Family Satisfaction Team (C/FST)** is a county-wide program mandated under Appendix L of the Pennsylvania HealthChoices Program to obtain input from individuals and caregivers receiving treatment from publicly funded mental health and drug & alcohol services.

The C/FST is required to be independent and unbiased, although it does seek input from the county (primary contractor), the Managed Care Organization (the insurance company) and treatment providers, as well as individuals being treated and other stakeholders in designing its data collection processes and interview questionnaires.

Individuals receiving treatment are interviewed and asked for their opinions (perceptions) of the ease of accessing treatment, their treatment experiences, their perception of provider recovery orientation practices and treatment outcomes. They are also asked about issues or problems.

The C/FST produces a quarterly report starting with the 1st Quarter produced in April for the January-March period and ending with a 4th Quarter produced in January 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 128-129 – 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 130– 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 131-134 -are important Technical Notes that address target sample size, survey/interview processes, data analysis and reporting, benchmarking and data limitations.

## Adult Survey Findings

### Bedford-Somerset C/FST – 2021 4th Quarter and Annual Performance

This 4th Quarter Bedford-Somerset C/FST Report provides details on the 124 adult, 33 family and 25 youth (192 total) interviews that were completed between October and December 2021 and the 517 adults, 160 family and 90 youths during calendar year 2021.

Face-to-face surveys/interviews are slowly beginning to occur as more providers are easing the restrictions due to the Covid-19 environment.

### Adult Survey Process & Findings

This 4th Quarter Bedford-Somerset Counties C/FST Report covers the period between October and December 2021 and provides detail on the 124 adults interviews/surveys that were completed.

### Survey Results & Variations on Sample Characteristics

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

#### 4th Quarter Adult Sample Characteristics versus 2021 3rd Quarter Comparison:

1. Higher percentage of face-to-face – 33% (41 of 124) versus 27% (37 of 139).
2. Higher percentage of female respondents –71% (88 of 124) versus 60% (83 of 139).
3. Higher percentage of respondents in the age range of 55-64 –24% (30 of 124) versus 12% (16 of 139).
4. Higher percent of MH only (includes medication mgt) 92% (114 of 124) versus 83% (115 of 139).
5. Similar ratio of respondents receiving less than six months of treatment from provider– 12% (15 of 124) versus 11% (15 of 139).
6. Higher percent of respondents receiving treatment services over 4 years with the same provider – 30% (37 of 124) versus 26% (36 of 139).

### Findings Overview

1. Adult overall satisfaction with Community Care continues to be good with 86% (24 of 28, excludes 96 “not applicable”) of adults agreeing with *“If you had contact with Community Care over the past 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you.”* This indicator was 96% (107 of 112, excluding 405 “not applicable”) for calendar year 2021.
2. Community Care’s complaint and grievance awareness indicators decreased slightly again during the 4th Quarter. These indicators are *“Are you aware that you can file a complaint if needed?”* at 72% (89 of 124) and *“Are you aware that you can file a grievance if needed?”* at 70% (87 of 124). These two indicators were 77% and 78% respectively for calendar year 2021. Only three adult members reported using either Community Care’s complaint or grievance processes within the last 12 months and two were satisfied and one was not satisfied with how the complaint/grievance was handled.
3. The two lowest awareness indicators continue to be *“Do you know who Community Care is?”* at 48% (59 of 124) for the 4th Quarter of 2021 compared to 41% (57 of 139) during the 3rd Quarter and 43% (222 of 517) year-to-date calendar year 2021. *“Do you know where to find the number to call Community Care with questions or concerns”* was 52% (65 of 124) for the 4th Quarter of 2021 compared to the 49% (65 of 124) during the 3rd Quarter and 57% (294 of 517) year-to-date calendar year 2021.
4. Surveyed adults are generally pleased with Access to provider treatment services having 85% to 99% 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 of the six indicators of satisfaction from 87% to 100%. These include, *“(Provider) helped me create a plan to deal with any problems I have,” “I am an active participant in developing my treatment plan,” “I agree the interventions offered to me on my treatment plan are a good fit for me,” “My provider has talked with me about community supports and other options that are available,” “As appropriate, my providers work together and share information to provide me the best care possible, and “I was offered a copy of my treatment plan/treatment summary.”*

6. Surveyed adults continue to be pleased with their provider *Recovery Oriented Practices* rating five of the six indicators in the range of 91% to 100%. These include *“Staff treats me with respect and sees me as an equal partner in my treatment program,” “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.”* The indicator *“I was encouraged to use consumer-run programs”* dropped slightly to 84% (104 of 124) from 91% in the 3rd Quarter.

7. Adult perception of *Treatment Outcomes* was 95% to 97% in all four indicators. These indicators have been consistently in the ninety percent level of satisfaction and this quarter continues that trend as adult service recipients believe *“I deal more effectively with daily problems,” “I feel more hopeful about the future,” “I believe I can get better,” and “I feel treatment is working.”*

8. 7% (9 of 124) of interviewed adults reported having issues or problems with their provider during the 4th Quarter of 2021. 22% (2 of 9) resolved the issue with the program manager. 33% (3 of 9) chose another action. 33% (3 of 9) chose not to take any action. See Q31 & Q32 *Literal Comments* on Page 42-43 regarding how members handled their provider related problems.

### **Recommendations Overview**

Q18, *My Provider has talked to me about a Mental Health Advance Directive*, was 54% (62 of 115, excluding 9 “not applicable”) during the 4th Quarter of 2021. This indicator is 49% (237 of 482, excluding 35 “not applicable”) for calendar year-to-date 2021. Q19 *“Do you have a Mental Health Advance Directive”* was 25% (31 of 124) for the 4th Quarter. This indicator is 23% (120 of 517) for calendar year-to-date 2021. These indicators are historically low and deserve continued monitoring and discussion aimed at improving.

Another way of looking at the data is that 50%, (31 adult members of the 62) that reported their provider talked to them about a Mental Health Advance Directive during the 4th quarter had one. This number is also 51% (120 of 237) for calendar year -to-date 2021. 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 Q19.

### **Adult – Member Request for Assistance (MRAs)**

Upon completing the survey, 2% (3 of 124) of adult members surveyed expressed interest in having a provider or MCO concern or issue they shared during the interview referred for immediate handling by BHSSBC. This number is just 3% (16 of 517) for calendar year-to-date 2021.

There has been a slight increase in the overall 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. Note: Discussion was held with the C/FST surveyors concerning the number of MRAs that were/are untimely, unreasonable or beyond the scope of the involved parties.

During the 3rd Quarter, 19 adult quality audits were performed. 95% (18 of 19) of adults felt the length of the survey and number of questions were satisfactory while one felt the survey was too long. 95% (18 of 19) of adults were satisfied with the survey process and 95% (18 of 19) of adults felt ok or good about being contacted.

**Adult Comments:**

*"She (the surveyor) did a very good job."*

*"I appreciate her (the surveyor) calling."*

*"Everything went fine and it was a good little survey."*

*"It (the survey) seemed to veer more toward people with substance abuse and severe mental illness."*

*"It seemed like she did not comprehend the questions well enough or now what she was doing."*

*"I think there should be more questions toward people with less mental illness and more response options."*

*"I do not mind (during a survey) as long as I know it is making things better."*

*"It felt good to know that they were concerned."*

*"I thought the survey was very thorough."*

## Adult Demographics

### Adult Type of Survey Q4

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	517	139	115	139	124
What type of survey is it?					
Phone	439 84.9%	139 100.0%	115 100.0%	102 73.4%	83 66.9%
Face to Face	78 15.1%	- -	- -	37 26.6%	41 33.1%

### Adult County Q5

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	517	139	115	139	124
What county does the member live in?					
Somerset	291 56.3%	84 60.4%	55 47.8%	77 55.4%	75 60.5%
Bedford	226 43.7%	55 39.6%	60 52.2%	62 44.6%	49 39.5%

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	517	139	115	139	124
What is your zip code?					
15522 Bedford	77 14.9%	12 8.6%	22 19.1%	24 17.3%	19 15.3%
15537 Everett	43 8.3%	14 10.1%	12 10.4%	9 6.5%	8 6.5%
16678 Saxton	15 2.9%	3 2.2%	2 1.7%	2 1.4%	8 6.5%
15554 New Paris	11 2.1%	4 2.9%	3 2.6%	3 2.2%	1 0.8%
15533 Breezewood	11 2.1%	5 3.6%	4 3.5%	2 1.4%	- -
15521 Alum Bank	6 1.2%	3 2.2%	2 1.7%	1 0.7%	- -
15545 Hyndman	11 2.1%	1 0.7%	- -	6 4.3%	4 3.2%
15550 Manns Choice	4 0.8%	- -	1 0.9%	2 1.4%	1 0.8%
16679 Six Mile Run	4 0.8%	- -	1 0.9%	2 1.4%	1 0.8%
16667 Osterburg	4 0.8%	1 0.7%	2 1.7%	1 0.7%	- -
15963 Windber	33 6.4%	13 9.4%	5 4.3%	8 5.8%	7 5.6%
15552 Meyersdale	26 5.0%	10 7.2%	3 2.6%	5 3.6%	8 6.5%
15530 Berlin	14 2.7%	4 2.9%	2 1.7%	- -	8 6.5%
15531 Boswell	14 2.7%	4 2.9%	1 0.9%	5 3.6%	4 3.2%
15557 Rockwood	17 3.3%	5 3.6%	2 1.7%	6 4.3%	4 3.2%
15424 Confluence	10 1.9%	3 2.2%	1 0.9%	3 2.2%	3 2.4%
15541 Friedens	8 1.5%	1 0.7%	5 4.3%	- -	2 1.6%
15926 Central City	4 0.8%	- -	1 0.9%	1 0.7%	2 1.6%
15905 Johnstown	4 0.8%	2 1.4%	1 0.9%	- -	1 0.8%
15558 Salisbury	3 0.6%	2 1.4%	- -	1 0.7%	- -
15928 Davidsville	2 0.4%	- -	- -	2 1.4%	- -
15501 Somerset	99 19.1%	25 18.0%	23 20.0%	25 18.0%	26 21.0%
other	97 18.8%	27 19.4%	22 19.1%	31 22.3%	17 13.7%

## Adult Demographics

### Literal Comments Q6A

### Literal Comments Q6A

### Literal Comments Q6A

**If other, please list:**

Q1-16672 Riddlesburg  
 Q1-16672 Riddlesburg  
 Q1-15521 Alum Bank  
 Q1-16650 Hopewell  
 Q1-15522 Centerville  
 Q1-15937 Jerome  
 Q1-15937 Jerome  
 Q1-15542 Garrett  
 Q1-16650 Hopewell  
 Q1-16650 Hopewell  
 Q1-15563 Stoystown  
 Q1-15563 Stoystown  
 Q1-15547 Jennerstown  
 Q1-16625 Claysburg  
 Q1-15937 Jerome  
 Q1-15937 Jerome  
 Q1-15542 Garrett  
 Q1-16650 Hopewell  
 Q1-16650 Hopewell  
 Q1-15924 Cairnbrook  
 Q1-15924 Cairnbrook  
 Q1-15562 Springs  
 Q1-15562 Springs  
 Q1-16650 Hopewell  
 Q1-15546 Jenners  
 Q1-16670 Queen  
 Q1-16664 New Enterprise  
 Q2-15562 Spring  
 Q2-16659 Loysburg  
 Q2-15538 Fairhope  
 Q2-15563 Stoystown  
 Q2-15538 Fairhope  
 Q2-16650 Hopewell  
 Q2-16650 Hopewell  
 Q2-15538 Fairhope  
 Q2-15538 Fairhope  
 Q2-15563 Stoystown  
 Q2-15563 Stoystown  
 Q2-15559 Schellsburg  
 Q2-15559 Schellsburg  
 Q2-16664 New Enterprise  
 Q2-16664 New Enterprise  
 Q2-16664 New Enterprise

**If other, please list:**

Q2-15502 Hidden Valley  
 Q2-15924 Cairnbrook  
 Q2-15924 Cairnbrook  
 Q2-16650 Hopewell  
 Q2-16650 Hopewell  
 Q2-16650 Hopewell  
 Q3-15562 Springs  
 Q3-15530 Berlin  
 Q3-15542 Garret  
 Q3-15959 Tire Hill  
 Q3-16650 Hopewell  
 Q3-16635 Claysburg  
 Q3-16625 Claysburg  
 Q3-17355 Railroad  
 Q3-15936 Hooversville  
 Q3-15936 Hooversville  
 Q3-15563 Stoystown  
 Q3-15563 Stoystown  
 Q3-15563 Stoystown  
 Q3-15521 Pleasantville  
 Q3-15559 Schellsburg  
 Q3-Conemaugh Township-Hollsopple  
 Q3-New Enterprise  
 Q3-16664 New Enterprise  
 Q3-16650 Hopewell  
 Q3-16658  
 Q3-15424 Listonburg  
 Q3-15935 Hollsopple  
 Q3-15935 Hollsopple  
 Q3-15935 Hollsopple  
 Q3-15963  
 Q3-15963  
 Q3-15937 Jerome  
 Q3-16664  
 Q3-19535 Hollsopple  
 Q3-15935  
 Q4-15539 East St. Clair Township  
 Q4-15521 Alum Bank  
 Q4-15535 Clearville  
 Q4-15535 Clearville  
 Q4-15959-Tire Hill  
 Q4-15563-Stoystown  
 Q4-15959 Tire Hill

**If other, please list:**

Q4-Imler  
 Q4-15547 Jennerstown  
 Q4-15547 Jennerstown  
 Q4-15906 Johnstown  
 Q4-15530 Berlin  
 Q4-15530 Berlin  
 Q4-15959 Tire Hill  
 Q4-15959 Tire Hill  
 Q4-15959 Tire Hill  
 Q4-15539 Fishertown

## Adult Demographics

### What is your gender? Q7

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>517</b>	<b>139</b>	<b>115</b>	<b>139</b>	<b>124</b>
<b>What is your gender?</b>					
<b>Male</b>	<b>155</b> <b>30.0%</b>	34 24.5%	30 26.1%	56 40.3%	35 28.2%
<b>Female</b>	<b>361</b> <b>69.8%</b>	105 75.5%	85 73.9%	83 59.7%	88 71.0%
<b>Does not identify with either gender</b>	<b>1</b> <b>0.2%</b>	- -	- -	- -	1 0.8%
<b>Refused to answer</b>	- -	- -	- -	- -	- -

### How old are you? Q8

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>517</b>	<b>139</b>	<b>115</b>	<b>139</b>	<b>124</b>
<b>How old are you?</b>					
<b>21-24</b>	<b>34</b> <b>6.6%</b>	- -	17 14.8%	3 2.2%	14 11.3%
<b>25-34</b>	<b>86</b> <b>16.6%</b>	- -	33 28.7%	22 15.8%	31 25.0%
<b>35-44</b>	<b>123</b> <b>23.8%</b>	29 20.9%	7 6.1%	65 46.8%	22 17.7%
<b>45-54</b>	<b>135</b> <b>26.1%</b>	57 41.0%	18 15.7%	33 23.7%	27 21.8%
<b>55-64</b>	<b>128</b> <b>24.8%</b>	53 38.1%	29 25.2%	16 11.5%	30 24.2%
<b>65 and older</b>	<b>11</b> <b>2.1%</b>	- -	11 9.6%	- -	- -

## Adult Demographics

### What do you consider your race to be? Q9

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	517	139	115	139	124
What do you consider your race to be?					
Caucasian	484 93.6%	136 97.8%	104 90.4%	127 91.4%	117 94.4%
African American	10 1.9%	-	1 0.9%	5 3.6%	4 3.2%
Hispanic American	2 0.4%	-	2 1.7%	-	-
American Indian/Alaskan Native	2 0.4%	1 0.7%	-	1 0.7%	-
Asian American	-	-	-	-	-
Multi-racial	10 1.9%	-	2 1.7%	6 4.3%	2 1.6%
Other	9 1.7%	2 1.4%	6 5.2%	-	1 0.8%

### Literal Comments Q9A

**If other, please list:**

- Q1-Chose not to answer

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- Q1-Chose not to answer

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- Q2-chose to not answer.

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- Q2-chose to not answer

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- Q2-Prefer not to answer

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- Q2-Prefer not to answer

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- Q2-Chose to not answer

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- Q2-Chose to not answer

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- Q3-Part Japanese Part European

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- Q4-I do not want to answer that question.

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- Q4-White and Puerto Rican

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- Q4-White and Puerto Rican.

### Are you receiving services primarily for: Q10

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	517	139	115	139	124
Are you receiving services primarily for:					
Mental Health	456 88.2%	121 87.1%	106 92.2%	115 82.7%	114 91.9%
Drug and Alcohol Services	11 2.1%	1 0.7%	2 1.7%	4 2.9%	4 3.2%
Both Mental Health and Drug and Alcohol Services	50 9.7%	17 12.2%	7 6.1%	20 14.4%	6 4.8%

## Adult Satisfaction with Community Care

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

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>517</b>	<b>139</b>	<b>115</b>	<b>139</b>	<b>124</b>
<b>Do you know who Community Care is?</b>					
<b>Yes</b>	<b>222 42.9%</b>	<b>53 38.1%</b>	<b>53 46.1%</b>	<b>57 41.0%</b>	<b>59 47.6%</b>
<b>No</b>	<b>295 57.1%</b>	<b>86 61.9%</b>	<b>62 53.9%</b>	<b>82 59.0%</b>	<b>65 52.4%</b>

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

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>517</b>	<b>139</b>	<b>115</b>	<b>139</b>	<b>124</b>
<b>Do you know where to find the number to call Community Care with questions or concerns?</b>					
<b>Yes</b>	<b>294 56.9%</b>	<b>88 63.3%</b>	<b>73 63.5%</b>	<b>68 48.9%</b>	<b>65 52.4%</b>
<b>No</b>	<b>223 43.1%</b>	<b>51 36.7%</b>	<b>42 36.5%</b>	<b>71 51.1%</b>	<b>59 47.6%</b>

## Adult Satisfaction with Community Care

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

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>517</b>	<b>139</b>	<b>115</b>	<b>139</b>	<b>124</b>
<b>Are you aware that you can file a complaint if needed?</b>					
<b>Yes</b>	<b>396 76.6%</b>	106 76.3%	97 84.3%	104 74.8%	89 71.8%
<b>No</b>	<b>121 23.4%</b>	33 23.7%	18 15.7%	35 25.2%	35 28.2%

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

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>517</b>	<b>139</b>	<b>115</b>	<b>139</b>	<b>124</b>
<b>Are you aware that you can file a grievance if needed?</b>					
<b>Yes</b>	<b>405 78.3%</b>	111 79.9%	97 84.3%	110 79.1%	87 70.2%
<b>No</b>	<b>112 21.7%</b>	28 20.1%	18 15.7%	29 20.9%	37 29.8%

### Literal Comments Q11E

**If no, please explain:**

- Q1-Surveyor gave the member Community Care's phone number.

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- Q4-I am not familiar with the phone number

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- Q4-I never knew them by their name.

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- Q4-I am not really familiar with Community Care.

---

- Q4-I have not felt that I needed them.

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- Q4-I have never had to deal with Community Care.

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- Q4-I do not know who Community Care is.

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- Q4-I never had to call them.

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- Q4-I was not aware I could file a complaint or grievance with anyone.

## Adult Satisfaction with Community Care

### Have you reviewed your insurance benefits and treatment...Q12

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	517	139	115	139	124
Have you reviewed your insurance benefits and treatment options through Community Care?					
Yes	204 39.5%	48 34.5%	53 46.1%	60 43.2%	43 34.7%
No	313 60.5%	91 65.5%	62 53.9%	79 56.8%	81 65.3%

### If you had contact with Community Care (CCBH) in the last...Q13

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	112	32	25	27	28
If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	107 95.5%	31 96.9%	25 100.0%	27 100.0%	24 85.7%
No	5 4.5%	1 3.1%	- -	- -	4 14.3%

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

If you used Community Care's complaint process within the last twelve months... Q14

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	2	-	1	1	-
If you used Community Care's complaint process within the last 12 months, were you satisfied with how your complaint was handled?					
Yes	1 50.0%	-	-	1 100.0%	-
No	1 50.0%	-	1 100.0%	-	-

Literal Comments Q14A

If no, please explain:

---

Q2-I didn't want to leave my provider for therapy but they couldn't take my insurance. I had to go to a different provider for therapy.

---

Q4-They could not answer the question.

If you used Community Care's grievance process with in the last twelve months...Q15

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	1	-	-	1	-
If you used Community Care's grievance process within the last 12 months, were you satisfied with how your grievance was handled?					
Yes	1 100.0%	-	-	1 100.0%	-
No	-	-	-	-	-

Literal Comments Q15A

## Adult Treatment Provider Level Analysis

### What is the name of your treatment provider? Q16

### Literal Comments Q16A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	517	139	115	139	124
What is the name of your treatment provider?					
ACRP	20 3.9%	5 3.6%	5 4.3%	4 2.9%	6 4.8%
Alliance Medical Services	4 0.8%	1 0.7%	-	1 0.7%	2 1.6%
Beal Counseling and Consulting	12 2.3%	4 2.9%	2 1.7%	6 4.3%	-
Bedford DBHS	156 30.2%	41 29.5%	41 35.7%	40 28.8%	34 27.4%
Croyle-Nielson	3 0.6%	-	1 0.9%	-	2 1.6%
Discovery House	-	-	-	-	-
Dolminis	-	-	-	-	-
Family Behavioral Resources	16 3.1%	6 4.3%	4 3.5%	2 1.4%	4 3.2%
Hyndman Area Health Center	3 0.6%	1 0.7%	-	1 0.7%	1 0.8%
Mary Berge and Associates	11 2.1%	1 0.7%	1 0.9%	7 5.0%	2 1.6%
Nulton Diagnostic and Treatment Center	78 15.1%	13 9.4%	27 23.5%	21 15.1%	17 13.7%
Peerstar	2 0.4%	-	-	-	2 1.6%
Pyramid HealthCare	3 0.6%	1 0.7%	-	1 0.7%	1 0.8%
Somerset DBHS	169 32.7%	53 38.1%	24 20.9%	47 33.8%	45 36.3%
Somerset Hospital	-	-	-	-	-
Twin Lakes	4 0.8%	1 0.7%	1 0.9%	2 1.4%	-
White Deer Run/Cove Forge	2 0.4%	-	-	2 1.4%	-
Other	34 6.6%	12 8.6%	9 7.8%	5 3.6%	8 6.5%

### If other, please specify:

- Q1-Ryan Dunne
- Q1-Ryan Dunne
- Q1-Ryan Dunne
- Q1-Merakey
- Q1-Merakey
- Q1-Julie Fox
- Q1-Ryan Dunne
- Q1-Ryan Dunne
- Q1-Crossroads
- Q1-Elena Shore
- Q1-Assurance Counseling
- Q1-Pediatric Care Specialists
- Q2-Emory George
- Q2-Crossroads
- Q2-Ryan Dunne
- Q2-Amy Hoffman
- Q2-Crossroads
- Q2-Pediatric Care Specialists
- Q2-Pediatric Care Specialists
- Q2-Pediatric Care Specialists
- Q2-ARS
- Q3-Pediatric Care Specialists
- Q3-Maureen Conway-Cambria Somerset Counseling.
- Q3-Cambria Counseling-Johnstown
- Q3-ARS Crossroads
- Q3-ARS Crossroads
- Q4-Cambria/Somerset Counseling
- Q4-Dr. Derik S. Berkebile
- Q4-Beacon Counseling
- Q4-Footsteps
- Q4-New Paris Rural Health Clinic
- Q4-Julie Fox
- Q4-Horizon Behavioral Health
- Q4-Horizon Behavioral Health

## Adult Treatment Provider Level Analysis

What service are you receiving from this provider? Q17

Literal Comments Q17A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	517	139	115	139	124
What service are you receiving from this provider?					
MH BCM (Blended Case Management)	50 9.7%	12 8.6%	10 8.7%	13 9.4%	15 12.1%
Crisis Intervention	1 0.2%	-	-	1 0.7%	-
Medication/Psychiatry/Telepsychiatry	238 46.0%	75 54.0%	55 47.8%	57 41.0%	51 41.1%
MH Inpatient Hospitalization	-	-	-	-	-
MH Outpatient Therapy	174 33.7%	44 31.7%	44 38.3%	46 33.1%	40 32.3%
MH Partial Hospitalization/GCC	7 1.4%	-	-	3 2.2%	4 3.2%
Peer Support Services	6 1.2%	-	-	2 1.4%	4 3.2%
Psych Rehab	12 2.3%	-	2 1.7%	5 3.6%	5 4.0%
Substance Use (SU) Inpatient/Rehabilitation	2 0.4%	-	-	1 0.7%	1 0.8%
SU -ICM (Intensive Case Management)	-	-	-	-	-
SU Intensive Outpatient Therapy	6 1.2%	1 0.7%	-	4 2.9%	1 0.8%
SU Detox	-	-	-	-	-
Naltrexone Maintenance	-	-	-	-	-
Buprenorphine Maintenance	8 1.5%	2 1.4%	3 2.6%	2 1.4%	1 0.8%
SU Certified Recovery Specialist	-	-	-	-	-
SU Outpatient Therapy	12 2.3%	5 3.6%	1 0.9%	5 3.6%	1 0.8%
SU Partial Hospitalization	-	-	-	-	-
Methadone Maintenance	1 0.2%	-	-	-	1 0.8%
Other	-	-	-	-	-
Do Not Know	-	-	-	-	-

**If other, please specify:**

Q3-This is first meeting with therapist.

## Adult Treatment Provider Level Analysis

### My provider has talked to me about a Mental Health Advance Directive. Q18

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	482	128	106	133	115
<b>My provider has talked to me about a Mental Health Advance Directive (MHAD)?</b>					
Yes	237 49.2%	69 53.9%	45 42.5%	61 45.9%	62 53.9%
No	245 50.8%	59 46.1%	61 57.5%	72 54.1%	53 46.1%

### Do you have a Mental Health Advance Directive? Q19

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	517	139	115	139	124
<b>Do you have a Mental Health Advance Directive?</b>					
Yes	120 23.2%	37 26.6%	21 18.3%	31 22.3%	31 25.0%
No	397 76.8%	102 73.4%	94 81.7%	108 77.7%	93 75.0%

### Did your behavioral health provider ask you to sign a release of information...Q20

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	517	139	115	139	124
<b>Did your behavioral health provider ask you to sign a release of information to coordinate with our Primary care Physician (PCP)?</b>					
Yes	456 88.2%	122 87.8%	104 90.4%	124 89.2%	106 85.5%
No	61 11.8%	17 12.2%	11 9.6%	15 10.8%	18 14.5%

**88.2% of target rate Y-T-D**

**Satisfactory**

## Adult Treatment Provider Level Analysis

### How long have you been receiving services from this provider? Q21

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	517	139	115	139	124
<b>How long have you been receiving services from this provider?</b>					
Less than 6 months	42 8.1%	5 3.6%	7 6.1%	15 10.8%	15 12.1%
6-11 months	85 16.4%	20 14.4%	25 21.7%	21 15.1%	19 15.3%
1 to 2 years	90 17.4%	12 8.6%	22 19.1%	32 23.0%	24 19.4%
2 to 3 years	112 21.7%	24 17.3%	24 20.9%	35 25.2%	29 23.4%
4 + years	188 36.4%	78 56.1%	37 32.2%	36 25.9%	37 29.8%

### Were you put on a waiting list to be seen by provider? Q22

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	498	134	108	133	123
<b>Were you put on a waiting list to be seen by (provider)?</b>					
Yes	65 13.1%	17 12.7%	11 10.2%	23 17.3%	14 11.4%
No	433 86.9%	117 87.3%	97 89.8%	110 82.7%	109 88.6%

## Adult Access to Services

**I feel I was able to get the help I needed within a reasonable amount of time. Q23A**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	508	135	115	139	119
<b>I feel I was able to get the help I needed within a reasonable amount of time.</b>					
<b>Strongly Agree/Agree</b>	<b>491 96.7%</b>	129 95.6%	111 96.5%	133 95.7%	118 99.2%
<b>Strongly Disagree/Disagree</b>	<b>17 3.3%</b>	6 4.4%	4 3.5%	6 4.3%	1 0.8%

**96.7% of target rate Y-T-D**

**Meets Expectations**

**I was made aware of the availability of different providers for this service and given a choice. Q23B**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	478	127	107	123	121
<b>I was made aware of the availability of different providers for this service and given a choice</b>					
<b>Strongly Agree/Agree</b>	<b>411 86.0%</b>	103 81.1%	92 86.0%	113 91.9%	103 85.1%
<b>Strongly Disagree/Disagree</b>	<b>67 14.0%</b>	24 18.9%	15 14.0%	10 8.1%	18 14.9%

**86.0% of target rate Y-T-D**

**Satisfactory**

## Adult Access to Services Literal Comments

### Literal Comments Q23C

#### **If you chose neutral/or disagreed with any, please explain:**

Q1-My PCP told me about other places but the waiting list to get in to those places was very long.

Q1-They helped me some. I'm not aware of other places.

Q1-The doctor is a real good guy. I had a doctor before that couldn't understand, so I went to another doctor.

Q1-I was referred by my counselor.

Q1-The clinic recommended this provider to me and explained what they are about.

Q1-Treatment was forced on me at first, it took me a while to accept meds. I disagreed at first but now I agree.

Q1-I didn't like the idea of having to wait 3 months. They have a shortage of psychologists and psychiatrists, it's a long wait list.

Q1-I wanted to go here because it is close.

Q1-I don't feel like I was able to get help in a reasonable amount of time. I was not made aware of other providers, maybe it's because I'm not from Somerset.

Q1-I wasn't able to get help when I needed it. They never gave choices for other providers.

Q1-I wasn't given a choice, not that I remember.

Q1-I just found this provider in the phone book.

Q1-I like my psychiatrist but I'm having trouble finding a counselor.

Q1-I didn't need a choice of providers, they were sufficient.

Q1-I signed up for services in prison.

Q1-I was not made aware. My insurance company switched. I was told the doctor could not prescribe her medication. The medicine changed it's classification.

Q1-I can't stand the doctor. It's the only thing here.

Q1-At the time, I didn't ask. I'm used to this agency.

Q1-I've been with the same provider, which is good.

Q2-I went to him because someone I know went to him. The therapists kind of suck though. The therapist I'm with now, I'm happy with.

Q2-I don't remember being offered different providers.

Q2-It took a long time. I was prescribed meds that made me worse, so I didn't want to take meds at first. I went through several doctors and therapists. The doctor, therapist and BCM I have now are very good.

Q2-It took a year to get in here.

Q2-They overextended my services without consent.

Q2-I didn't need to go anywhere else.

Q2-I have family members that go here, they recommended it. I really like my counselor.

Q2-This is where my mom had my siblings go.

Q2-My doctor recommended I go here.

Q2-They assigned me a doctor and he is really good and I don't want to change.

Q2-I was told if I wanted to change, there is a list of providers.

Q3-The provider was relatively close to my home and I had seen the doctor before.

Q3-I have gone through three or four psychiatrists. I have been there for six months and I am on the verge of switching. The counselor told me other patients wanted to switch as well.

Q3-I chose DBHS because they were available ASAP.

Q3-I knew what provider I wanted.

**If you chose neutral/or disagreed with any, please explain:**

Q3-Through the years and in my experience, it is hard, everyone needs a job and some people work for the paycheck and some people. I can't read or write and it's hard for me to make decisions. I stayed here because I know everyone.

Q3-I had been there in the past.

Q3-I know there are multiple therapists I can see, but only one psychiatrist. This frustrated me because I ran out of medicine and they told me I had to wait two weeks for an appointment.

Q3-I think a friend recommended.

Q3-Only service in the area DBHS wasn't suitable.

Q3-It was recommended by my doctor.

Q3-Parole gave me the resources in the area and my nephew went there too.

Q3-I had to reschedule because they didn't have me in the computer, it was on my card that I had an appointment that day.

Q3-I don't remember.

Q3-I could have chosen another provider but I didn't want to due to the area that the provider was in. I feel that the area is unsafe and would increase my anxiety. I stayed three extra days at the psych hospital, until I got an appointment.

Q3-Sort of, I really can't remember. I think they did give me a choice for psychiatry.

Q3-I chose Nulton because the office is not far from my house.

Q4-It is really hard to get the doctor to change my medicine, it is not working.

Q4-I know someone who works there.

Q4-I went to the hospital for a severe panic attack and it went from there.

Q4-They just gave me a doctor.

Q4-I am not sure how I got into PeerStar.

Q4-My phone broke and I missed an appointment. It took three months to see the doctor after that.

Q4-I chose them because they are local.

Q4-It was the only one, I called around.

Q4-My mom set it up for me.

Q4-Someone suggested it to me.

Q4-My PCP referred me there.

Q4-I went with him because I knew him from before.

Q4-I was given a few options on counselors.

Q4-I had no choice, they give me a BCM.

Q4-I feel like I don't need the help but I need to do this for my baby.

Q4-In the beginning I wasn't, but now I am. I got into the PHP and I am doing a lot better.

Q4-Trying to get a new person.

## Adult Treatment Experiences

**Provider helped me create a plan to deal with any problems I have. Q24A**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	497	132	110	134	121
(Provider) helped me created a plan to deal with any problems I have.					
Strongly Agree/Agree	457 92.0%	121 91.7%	98 89.1%	125 93.3%	113 93.4%
Strongly Disagree/Disagree	40 8.0%	11 8.3%	12 10.9%	9 6.7%	8 6.6%

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

**Meets Expectations**

**I am an active participant in developing my treatment plan. Q24B**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	504	139	111	137	117
I am an active participant in developing my treatment plan.					
Strongly Agree/Agree	484 96.0%	131 94.2%	106 95.5%	132 96.4%	115 98.3%
Strongly Disagree/Disagree	20 4.0%	8 5.8%	5 4.5%	5 3.6%	2 1.7%

**96.0% of target rate Y-T-D**

**Meets Expectations**

**I agree that the interventions offered to me on my treatment plan are a good fit for me. Q24C**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	495	127	112	135	121
I agree that the interventions offered to me on my treatment plan are good fit for me.					
Strongly Agree/Agree	482 97.4%	122 96.1%	109 97.3%	130 96.3%	121 100.0%
Strongly Disagree	13 2.6%	5 3.9%	3 2.7%	5 3.7%	- -

**97.4% of target rate Y-T-D**

**Meets Expectations**

## Adult Treatment Experiences

**I was offered a copy of my treatment plan/treatment summary. Q24D**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	479	122	108	131	118
I was offered a copy of my treatment plan/treatment summary.					
Strongly Agree/Agree	413 86.2%	96 78.7%	97 89.8%	117 89.3%	103 87.3%
Strongly Disagree/Disagree	66 13.8%	26 21.3%	11 10.2%	14 10.7%	15 12.7%

**86.2% of target rate Y-T-D**

**Satisfactory**

**My provider has talked with me about community supports and other options that are available. Q24E**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	492	131	109	135	117
My provider has talked with me about community supports and other options that are available.					
Strongly Agree/Agree	428 87.0%	109 83.2%	96 88.1%	120 88.9%	103 88.0%
Strongly Disagree/Disagree	64 13.0%	22 16.8%	13 11.9%	15 11.1%	14 12.0%

**87.0% of target rate Y-T-D**

**Satisfactory**

## Adult Treatment Experiences Literal Comments

### Literal Comments Q24F

#### If you chose neutral/or disagreed with any of the above c...

Q1-They didn't help me create a plan, they just ask me how I'm doing. I don't think I have a treatment plan. They just offer the counseling they have here.

Q1-I don't know if I was offered a copy of my treatment plan, I don't think so, then again I have been there so long they may have.

Q1-I don't think we ever mentioned community supports.

Q1-They helped me create a plan when I was younger, now that I'm an adult, no.

Q1-I probably got a copy of my treatment plan but don't remember.

Q1-Yes, the medicines help me now because I'm home. No, they don't help me when I have to go out, I have panic attacks.

Q1-I never opened up about my issues. I'm not always honest about everything.

Q1-It's been so long, I can't remember if they gave me a copy. They probably did.

Q1-I felt awful when I went in, I felt better when I went out.

Q1-They should offer a treatment plan. When I was in counseling they did offer me one. The doctor has never offered me one.

Q1-My psychiatrist is over worked. We are pushed through appointments so fast. I would be an active participant if we were to the point of trying to develop a plan. I'm not sure what the interventions consist of. I don't know if there was a treatment plan ever worked out, recently.

Q1-I go in and see him, he asks me a couple questions and I leave. I wasn't offered a copy, unless they gave it to my sister.

Q1-The doctor doesn't take time to understand what the patient says.

Q1-They do share notes with me as needed.

Q1-If they created a plan with me for problems, I think that would help. I don't think I had any interventions. I would like to have had a copy of the questionnaire that was filled out.

Q1-I only get suboxone here. I do therapy at another provider.

Q1-Time is a major issue. I have a full plate and trying to keep my appointments is sometimes not possible.

Q1-I'm aware of supports.

Q1-I'm an active participant with my therapist, not the doctor.

Q1-They just ask if I have a plan.

Q1-Sometimes I feel the interventions offered are a good fit.

Q1-They offered counseling to me and I didn't take it.

Q1-They helped me with stuff that keeps me calm. I want to get off medication. I can't get anything for my back pain. They won't prescribe pain meds due to mental health meds. I want to get medical marijuana but can't get money for it. My psychiatrist doesn't like the idea of getting medical marijuana.

Q2-I only see the psychiatrist, he does the med check. My therapist handles creating plans. They would do group therapy, the doctor wanted me to go, it didn't fit me.

Q2-They haven't helped me create, I just do what I got to do.

Q2-They may have talked to me about other options, I may have forgot all about it.

Q2-It's been about a month since I last heard from my counselor. I missed an appointment and haven't heard back.

Q2-Treatment wasn't done as per my treatment plan.

Q2-I have an issue with my psychiatrist. I've been on medication since I was 9 years old. I've been on a lot of different medicines. When I try to mention this to my psychiatrist, he increases the dosage, even though it doesn't make me feel good. When I mention it to him, he just says because it's new. This makes me not take my meds. I feel like a zombie when I take them.

**If you chose neutral/or disagreed with any of the above c...**

---

Q2-I just get my services over the phone.

---

Q2- At this time, I'm just living day by day.

---

Q2-I don't communicate well, it's a short call.

---

Q2-I didn't like taking my medication.

---

Q3-I wasn't offered a copy of my treatment plan, but I do sign off on things.

---

Q3-Yes and No, when it comes to medicine. I actually had to refuse to take the one medicine because he completely disregarded my feelings.

---

Q3-No, not really.

---

Q3-The last few conversations I had with the doctor, he gave me a bad vibe. At the end of the doctors report, he suggest on transferring me somewhere else. He never mentioned any community supports.

---

Q3-Doctor isn't helping me as much as he could.

---

Q3-Whenever you call for help, I think they should specialize in what you need help with. No, but I don't know if it was available due to Covid. They had me do puzzles and read books because I have a brain injury.

---

Q3-Indicated that was not applicable.

---

Q3-I went through the process of that, but it was a waste of time. They talked down to me. They are ok, they are better than nothing. I don't expect this area to have the level of care that San Francisco did.

---

Q3-I don't know if they helped me create a plan. I am waiting for BCM. I don't think they talked with me about community supports.

---

Q3-Not really, all they do is put you on pills.

---

Q3-They do not give me tips for things I could do that might prevent a breakdown. No, it's not like I'm addicted or anything. No one has talked to me about community supports.

---

Q3-It's a process but I am getting there.

---

Q3-I don't remember.

---

Q3-I don't remember.

---

Q4-Not yet.

---

Q4-Not that I know of. I have been doing the phone thing for two years now.

---

Q4-I'm sure if I heard it, I could get it.

---

Q4-I have never really asked.

---

Q4-I do what they tell me. I'm grateful for the suggestions.

---

Q4-It is not really necessary.

---

Q4-I myself did not need any.

---

Q4-They need to understand that talking it out doesn't always help. Sometimes you need tools to get better.

---

Q4-I never asked for a treatment plan.

---

Q4-I did not get a summary.

---

Q4-I do not need or use any community supports.

---

Q4-I call crisis when I need someone to talk to. Sometimes I do not want to accept that I have a mental illness. I was never given a treatment plan summary.

---

Q4-My answers are neutral because I just started coming here.

---

## Adult Providers Share Information

**As appropriate, my providers work together and share information...Q25**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	471	127	105	126	113
<b>As appropriate, my providers work together and share information to provide me the best care possible.</b>					
<b>Strongly Agree/Agree</b>	<b>459 97.5%</b>	124 97.6%	104 99.0%	123 97.6%	108 95.6%
<b>Strongly Disagree/Disagree</b>	<b>12 2.5%</b>	3 2.4%	1 1.0%	3 2.4%	5 4.4%

**97.5% of target rate Y-T-D**

**Meets Expectations**

**Literal Comments Q25A**

**If you chose neutral/or disagreed, please explain.**

- Q1-Not because of lack of interest, it's because of their lack of resources.
- Q1-I guess, I don't know what they say.
- Q1-The counselors here are not sharing my info.
- Q1-They don't even know that I have a new PCP, so obviously, they had no contact with my previous doctor.
- Q2-I have no clue, I signed the release forms. I don't think there is any communication there. My doctor didn't know I had a therapist.
- Q2-I think I get the best care possible.
- Q2-I don't know if they talk to each other.
- Q3-I think they do, but when it comes to medicine I still have problems with the doctor and with the pharmacy. The doctor is not able to give prescriptions to the online service I use, the prescriptions go to the pharmacy. I have no transportation to the pharmacy, there are still prescriptions there now. CVS did mail them but they won't anymore. I go through withdrawal without my medicine.
- Q3-I think my counselor does not see eye to eye with my psychiatrist .
- Q3-I don't even know if they talk to one another. My PCP never seems to be contacted by the doctor.
- Q3-I'm not sure. I don't want to be taking so much medication.
- Q3-I don't know if my psychiatrist and counselor communicate, they did in San Francisco.
- Q3-I believe they do, I only talk to one person.
- Q3-I feel so comfortable with him, he is on stand by.
- Q3-They never talk to each other.
- Q3-I would assume so, there really hasn't been a need yet for them to communicate.
- Q4-I don't know.
- Q4-I do not think Nulton stays in contact. I had a BCM at Cornerstone but the hospital put me with a BCM at Nulton. I wasn't really satisfied with the connection between Nulton and Cornerstone.
- Q4-I have no idea.
- Q4-There is no communication and we do our own group sessions. None of the counselors do them with us. They give us packets to do like we are in school.
- Q4-I don't feel like Peerstar and Nulton communicates.

## Adult Recovery Oriented Practices

**Staff treats me with respect and sees me as an equal partner in my treatment program. Q26A**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	517	139	115	139	124
Staff treats me with respect and sees me as an equal partner in my treatment program.					
Always/Almost Always/Often	508 98.3%	133 95.7%	113 98.3%	138 99.3%	124 100.0%
Sometimes	6 1.2%	4 2.9%	2 1.7%	- -	- -
Rarely/Never	3 0.6%	2 1.4%	- -	1 0.7%	- -

**98.3% of target rate Y-T-D**

**Meets Expectations**

**I was encouraged to use consumer-run programs...Q26B**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	517	139	115	139	124
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.). (ROSI)					
Always/Almost Always/Often	437 84.5%	117 84.2%	89 77.4%	127 91.4%	104 83.9%
Sometimes	15 2.9%	3 2.2%	4 3.5%	2 1.4%	6 4.8%
Rarely/Never	65 12.6%	19 13.7%	22 19.1%	10 7.2%	14 11.3%

**84.5% of target rate Y-T-D**

**Satisfactory**

## Adult Recovery Oriented Practices

**My provider asked me what my goals would be to help me achieve a happy life. (CCISC) Q27A**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	499	136	112	133	118
<b>My provider asked me what my goals would be to help me achieve a happy life. (CCISC)</b>					
Strongly Agree/Agree	475 95.2%	124 91.2%	108 96.4%	129 97.0%	114 96.6%
Strongly Disagree/Disagree	24 4.8%	12 8.8%	4 3.6%	4 3.0%	4 3.4%

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

**Meets Expectations**

**My provider acknowledges and rewards me for even my small steps towards...Q27B**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	497	135	111	135	116
<b>My provider acknowledges and rewards me for even my small steps toward achieving my goals. (learning and using my skills and supports). (CCISC)</b>					
Strongly Agree/Agree	464 93.4%	129 95.6%	105 94.6%	125 92.6%	105 90.5%
Strongly Disagree/Disagree	33 6.6%	6 4.4%	6 5.4%	10 7.4%	11 9.5%

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

**Meets Expectations**

## Adult Recovery Oriented Practices

**My treatment is developed around my specific needs. (CCISC) Q27C**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	505	137	109	137	122
<b>My treatment is developed around my specific needs. (CCISC)</b>					
Strongly Agree/Agree	486 96.2%	132 96.4%	106 97.2%	131 95.6%	117 95.9%
Strongly Disagree/Disagree	19 3.8%	5 3.6%	3 2.8%	6 4.4%	5 4.1%

**96.2% of target rate Y-T-D**

**Meets Expectations**

**I have been given clear information on who to contact if I need immediate help between appointments. Q27D**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	502	132	112	136	122
<b>I have been given clear information on who to contact if I need immediate help between appointments.</b>					
Strongly Agree/Agree	489 97.4%	126 95.5%	109 97.3%	134 98.5%	120 98.4%
Strongly Disagree/Disagree	13 2.6%	6 4.5%	3 2.7%	2 1.5%	2 1.6%

**97.4% of target rate Y-T-D**

**Meets Expectations**

## Adult Recovery Oriented Practices Literal Comments

### Literal Comments Q27E

#### If you chose neutral/or disagreed with any of the above s...

Q1-The only thing they mentioned was seeing one of their counselors. I think way back in the beginning they asked me about my goals but now he only asks how I'm feeling and adjusts meds accordingly. They never give me skills or supports. They only deal with my meds. I wasn't give any information for immediate help, if I call there, there is usually an answering service.

Q1-They never asked me my goals.

Q1-I recently got a new psychiatrist, so we are working on my goals, little by little. I need him to go slowly, he's a good doctor.

Q1-They kind of encouraged me to use consumer run programs, it's not my thing, so they didn't really push it on me.

Q1-I had a therapist here that I thought was disrespectful.

Q1-I think the receptionists and front staff need work. The counselor acknowledges me but the doctor doesn't. He is very short and to the point. If you don't want a medication, he tells you what you need and gives a smaller dose.

Q1-They never asked me about my goals. Acknowledging me for achieving goals doesn't exist yet. I don't have a treatment plan.

Q1-He doesn't ask me questions about goals. He mostly asks med questions.

Q1-I haven't seen anyone because of the pandemic.

Q1-I can't really answer the questions honestly because I don't have a counselor. I only get medicine.

Q1-Of course with COVID, it's complicated. I don't think they've asked me about my goals. That's a tough question in my situation. I think if they acknowledged that, it would be different.

Q1-Asking about goals is something we probably should work on.

Q1-I can't remember if they gave me that information.

Q1-I only get meds, this doesn't apply.

Q1-They told me about crisis if I need it. They told me about drop in centers. They say about goals, my BCM and I talked it over once. The doctor didn't want to sign it so nothing happens.

Q2-I don't think we have drop in centers here. It's possible they did in the beginning. When we have to do a treatment plan, that's about the only time we talk about a treatment plan. I see a psychiatrist for my meds and a therapist for my mental health. I guess it is developed around my specific needs as far as meds go.

Q2-I was never given the opportunity to use consumer run programs.

Q2-They told me if I ever need to call them, they have a counselor there.

Q2-We don't talk about consumer run programs, if I need a number I will ask.

Q2-I think they asked me about goals at the very beginning.

Q2-I never saw my counselor in person.

Q2-I told them what my goals were.

Q2-Calls are short.

Q2-I stopped talking to my therapist, I lost transportation to get there and got kicked out of treatment. Some of the questions they asked, I couldn't answer because I would break down. When I told her I didn't want to answer a question, she said I would have to in order to get over it.

Q3-I'm not sure, I can't say that they do. Other than the crisis number, no.

Q3-The psychiatrist feels that my sleep problems are due to health issues. I do not like my PCP. The psychiatrist doesn't want to hear how I feel.

Q3-His words to me were "My boundries are to talk to you about medication, I am not a therapist." He told me in life, she had no boundries, so he would tell her to right off his boundries. She was trying to explain some of her situation. I am not going to go back to a doctor not paying attention to my medical needs.

**If you chose neutral/or disagreed with any of the above s...**

---

Q3-If they asked my goals, I don't remember. Not at the present time.

---

Q3-I don't think Nulton ever asked me what my goals would be to achieve a happy life, if they did we might get somewhere.

---

Q4-I have only been there a few times. Three or four appointments in about 1-2 months.

---

Q4-They really didn't mention it.

---

Q4-I do not think the consumer run programs is relevant for me.

---

Q4-Kind of, but it's really hard to get a hold of my doctor, he is in Pittsburg.

---

Q4-They probably did, I just don't remember.

---

Q4-I think so, I don't know.

---

Q4-My goals were not discussed.

---

Q4-I do not get rewarded for anything.

---

Q4-That does not apply to me.

---

Q4-I do not need any programs and I only go in for my medicine.

---

Q4-The doctor and the case manager ask the same questions all the time.

---

Q4-I need one on one time with my counselor. I am only being seen as an addict and not a normal person. We come here as an addict but I would like to be treated as an equal.

---

Q4-I am late for work a couple times a week because she puts my stuff on hold. She does not get there until 5 when they are to open and we have to wait 15 minutes while she gets everything ready. She is to get there earlier than 5 so we can go in at a normal time and not be late for work.

---

Q4-I do not get rewarded.

---

## Adult Outcomes

### I deal more effectively with daily problems. Q28A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	471	124	106	131	110
I deal more effectively with daily problems.					
Strongly Agree/Agree	451 95.8%	116 93.5%	103 97.2%	125 95.4%	107 97.3%
Strongly Disagree/Disagree	20 4.2%	8 6.5%	3 2.8%	6 4.6%	3 2.7%

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

**Meets Expectations**

### I feel more hopeful about the future. Q28B

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	483	130	104	132	117
I feel more hopeful about the future.					
Strongly Agree/Agree	462 95.7%	125 96.2%	103 99.0%	123 93.2%	111 94.9%
Strongly Disagree/Disagree	21 4.3%	5 3.8%	1 1.0%	9 6.8%	6 5.1%

**95.7% of target rate Y-T-D**

**Meets Expectations**

## Adult Outcomes

### I believe I can get better. Q28C

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	482	127	105	130	120
I believe I can get better.					
Strongly Agree/Agree	468 97.1%	125 98.4%	102 97.1%	125 96.2%	116 96.7%
Strongly Disagree/Disagree	14 2.9%	2 1.6%	3 2.9%	5 3.8%	4 3.3%

**97.1% of target rate Y-T-D**

**Meets Expectations**

### I feel treatment is working. Q28D

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	495	136	106	133	120
I feel treatment is working.					
Strongly Agree/Agree	481 97.2%	133 97.8%	105 99.1%	127 95.5%	116 96.7%
Strongly Disagree/Disagree	14 2.8%	3 2.2%	1 0.9%	6 4.5%	4 3.3%

**97.2% of target rate Y-T-D**

**Meets Expectations**

## Adult Outcomes Literal Comments

### Literal Comments Q28E

#### **If you chose neutral/or disagreed with any of the above q...**

Q1-I literally have to take things one day at a time. I thought he would work on my stupid ways of thinking sometimes.

Q1-It's a situation where she is not going to get better and we know that but what we have going on improves her quality of life.

Q1-Since I've been at this place, I've been through problems, confusion.

Q1-I deal more effectively when I'm at home, if I go out, I am out of my comfort zone. I hope I can get better, I don't know for sure.

Q1-Getting better is iffy, because all my problems will be with me my whole life.

Q1-I'm not sure if I can get better because something happened to me as a child.

Q1-I don't deal more effectively but it's not their fault, it is because of me. My treatment is not working.

Q1-Not because of treatment, but relying on my own resources. I'm not more hopeful, it's not because of my treatment. I don't feel like treatment is working, I don't have a treatment plan.

Q1-I hope someday I can get better. I don't think I will ever get 100% better.

Q1-I don't feel I can get better, it's a life long disease.

Q1-Things are the same, but they were fine.

Q1-Some days I feel like treatment is working, some days I don't.

Q1-I'm not in the best place now.

Q1-I'm not going back to this provider. It's bad enough I have to deal with the doctor. I still feel about the same.

Q2-My therapist does all that work. I give credit to my therapist. Getting my med check here, they do it well.

Q2-I still have daily problems. The way I look at it is, it is what it is. I think if I would get better, I would have already. I have up days and down days.

Q2-It gets me through the day, one problem compounds another. It is helping me daily but not helping me in the long run.

Q2-I pray I can get better.

Q2-I feel like I'll be on suboxone the rest of my life and to me that is not getting better.

Q2-I don't like the idea of being blamed for something I didn't do.

Q2-I'm still working on dealing more effectively. I don't really see a future.

Q2-Getting better is the kind of thing that can't be cured. I just live with it.

Q2-I don't really know if I can get better. I should see some improvements if treatment is working.

Q2-Talking to my counselor helps me vent.

Q2-I'm doing better since I was put on new meds.

Q2-I feel like it was working but it wasn't.

Q3-I'm having an off day today.

Q3-Some days are better than others.

Q3-I live one day at a time, I don't look into the future because it causes too much anxiety. I like face to face rather than on the phone.

Q3-Yes it works, it made me a better person, but it goes back to dreams, hallucinations, thinks reality is a dream.

Q3-I feel like I don't have a purpose, I hate this world and I don't want to be here. I don't ever think I'm going to get better.

Q3-No because they didn't really help me.

Q3-I've haven't been there too long, I'm going through stuff.

**If you chose neutral/or disagreed with any of the above q...**

---

Q3-I still have a ways to go.

---

Q3-I will be where I'm at when I'm 80, but I won't be worse if I continue treatment.

---

Q3-Not at the present time. I don't feel like I can get better at the present time, I just started my medicine.

---

Q3-I know I'm not getting better.

---

Q3-To be perfectly honest, I feel like I have gotten as good as I'm going to.

---

Q3-I believe he can, but he is at the point he doesn't think he can.

---

Q3-When I take my pills, I feel good, I feel like I'm dying if I don't.

---

Q3-Transportation is hard.

---

Q3-Not yet, were still working on it, the psychiatrist is taking longer due to my sensitivity with meds.

---

Q3-Therapy had a lot of interruptions due to several things, my grandmother died and on my therapist end of things.

---

Q4-Some days I am more hopeful about the future.

---

Q4-I think my medicine need to be changed because I am having issues.

---

Q4-When my son changes I will be able to get better.

---

Q4-I have been here for 2 and a half months.

---

Q4-Sometimes I don't stand up for myself.

---

Q4-There are days I feel like I can get better and other days I don't.

---

Q4-They need to understand that talking stuff out does not fix everything.

---

Q4-I don't feel that it's worth it anymore because it's not working. My friends help me more than they seem to.

---

Q4-It depends on the day and what is going on.

---

Q4-I still have the same problems.

---

Q4-Some of the treatment is working.

---

Q4-Sometimes I feel more hopeful about the future, I am not sure how I am feeling sometimes.

---

## Adult Provider Issues or Problems

**Have you had any issues or problems with services from provider? Q29**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>517</b>	<b>139</b>	<b>115</b>	<b>139</b>	<b>124</b>
<b>Have you had any issues or problems with services from provider?</b>					
<b>Yes</b>	<b>42 8.1%</b>	<b>15 10.8%</b>	<b>7 6.1%</b>	<b>11 7.9%</b>	<b>9 7.3%</b>
<b>No</b>	<b>475 91.9%</b>	<b>124 89.2%</b>	<b>108 93.9%</b>	<b>128 92.1%</b>	<b>115 92.7%</b>

**If yes, what were the issues or problems with services from provider? Q30**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>N/A's reduce total</b>	<b>42</b>	<b>15</b>	<b>7</b>	<b>11</b>	<b>9</b>
<b>If yes, what were the issues or problems with services from provider?</b>					
<b>Lack of treatment planning and coordination</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Services not provided when I needed them</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Poor Communication</b>	<b>4 9.5%</b>	<b>1 6.7%</b>	<b>-</b>	<b>2 18.2%</b>	<b>1 11.1%</b>
<b>Frequent staff changes</b>	<b>5 11.9%</b>	<b>2 13.3%</b>	<b>1 14.3%</b>	<b>2 18.2%</b>	<b>-</b>
<b>Frequent Provider Cancellations</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Other</b>	<b>33 78.6%</b>	<b>12 80.0%</b>	<b>6 85.7%</b>	<b>7 63.6%</b>	<b>8 88.9%</b>

## Adult Provider Issues or Problems Literal Comments

### Literal Comment Q30A

#### If other, please explain:

Q1-Losing my files and not having a way to back them up.

Q1-I get close to my therapist and they change them, I don't do well with change.

Q1-Lies about 302 about me, illegal.

Q1-Inappropriate comment. I was talking about an ex-girlfriend and the therapist asked if she had large breasts.

Q1-Conflict of interest. This would have been with my counselor, what I felt needed to change and what she found acceptable.

Q1-It was with a psychiatrist I saw at the time, I felt he was brushing off a serious problem. I have a new psychiatrist now and I am very happy.

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

Q1-The doctor here, I have major problems with. He gave me medicine I was allergic to. I blacked out and ended up in jail. This happened when I ran out of medicine and went to the hospital. The doctor at the state hospital told me that the med they gave me could of killed me. This happened 8 years ago. I went to the hospital and they had to commit me. They tried to inject me with meds that give me a violent reaction. When they took me into the hospital, they gave me medicine that my girlfriend and I told them I could not take because it makes me crazy. They told me they did not give that to me but a generic form of what I'm allowed to take. My girlfriend works in pharmaceutical research and she could tell they were lying.

Q1-The nurse didn't fill out the authorization form for my medicine. I called the insurance company and they said she didn't fill it out. It was due to be filled out that day. The nurse was also very sarcastic.

Q1-The doctor wanted to take me off of Ativan. I had to find another doctor. I felt that just stopping the drug and not weaning off would be unsafe.

Q1-I had a problem getting into my doctor one time because I missed an appointment. The nurses are hard to find because they have one nurse on staff.

Q1-Appointment location, scheduling issues and contact information.

Q1-Since COVID, you can't go in and talk to anyone anymore. It kind of upsets me. Some of the people at this place are handicap and need help. I'm kind of disgusted with it. I had one counselor now they switched me to another counselor.

Q1-I'm not getting heard the way I should.

Q2-For a little bit, I had trouble. My doctor said she couldn't get in touch with me. I lost services for 6 months. My husband is in treatment here and the doctor was able to get in touch with him. I'm starting treatment again in May.

Q2-They put me is GCC, it wasn't my thing. I'm more of a one on one person.

Q2-My psychiatrist was not happy with my medical marijuana use. He would not let me have my anti-anxiety prescription and medical marijuana. My therapist supports my medical marijuana use.

Q2-Usually they call the day before my appointment. When they don't call and remind you, your appointment is cancelled. I would like them to call a couple days ahead.

Q2-GCC is not a know all-do all. They don't work well with outpatient counselors.

Q2-My therapist left out of the blue. When I started services, I stressed I wanted to be put with someone who wouldn't leave.

Q2-They were not listening to what the meds were doing for me.

Q3-The provider is having problems getting verification of counseling. This can cause me to not get my medicine.

Q3-The prescription issue.

Q3-Only the issue with the doctor not paying attention to me.

Q3-Didn't return phone calls and were not tailored to my needs, it was like they were reading off the screen.

**If other, please explain:**

---

Q3-The BCM has not contacted me.

---

Q3-When I'd call them, they wouldn't get the messages and never call me back.

---

Q3-He was arguing he wanted to see them in person, I feel if she saw him in person, she would see how he reacted. I even called in but they said they needed to hear it from him.

---

Q3-I think he should talk to me more. I think he should talk to people about our problems. He just wants to give me pills and go.

---

Q4-The psychiatrist is not returning my phone calls. It has been months since I had an appointment with the psychiatrist. We were doing phone calls and it just stopped.

---

Q4-They didn't take my situation into account. They protected their own feelings towards me.

---

Q4-They overload our therapists and workers.

---

Q4-Medication issues, I do not want the shot, I rather take the pills.

---

Q4-A peer support lied about something.

---

Q4-I was over medicated by a psychiatrist.

---

Q4-Services not provided when I need them. We are not allowed to be alone in our rooms. Lack of counseling with our counselor.

---

Q4-The director makes her own rules and hours. She makes it hard on everyone around her to get to work on time because she is not on time. No one wants to have their take homes because she makes it harder on them. She has favorites and has given people 28 days of take homes during Covid. We are here for help and she is not helping us!

---

Q4-I had an issue with the nurses.

---

## Adult Provider Issues or Problems

### Were you able to resolve these issues or problems with provider...Q31

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	42	15	7	11	9
<b>Were you able to resolve these issues or problems with provider through a discussion with the program manager or did you choose not to take any action?</b>					
I resolved the problem with the program manager	9 21.4%	3 20.0%	- -	4 36.4%	2 22.2%
I chose not to take any action	13 31.0%	5 33.3%	- -	5 45.5%	3 33.3%
I filed a formal complaint	2 4.8%	1 6.7%	- -	- -	1 11.1%
Other	18 42.9%	6 40.0%	7 100.0%	2 18.2%	3 33.3%

#### Literal Comments Q31A

#### If other, please explain:

- Q1-I was pretty much told there was nothing they could do, so they started me from square one again. I didn't think there was anything I could do. I thought what they told me was right.
- Q1-I decided to try out my new therapist.
- Q1-I stopped going and had to restart with another therapist.
- Q1-I tried reaching out 3 times to them and they never return my calls.
- Q1-The doctor works for this provider and one of the local hospitals. I tried to get a lawyer to do something for me. I have no problems with the provider I have here now.
- Q1-They eventually called me back to set up an appointment.
- Q1-I kept calling till I got someone in the office and I complained.
- Q2-I went through my BCM and got reinstated.
- Q2-They took me out of GCC and put me back on the one on one. We let the doctor know that wasn't for me and he recommended the one on one.
- Q2-I switched from one provider to another.
- Q2-I talk to them but they say they can't do that. Sometimes they don't call me at all. They claim they called but I have no record of their call on the machine.
- Q2-I tried to resolve this, but they don't change their ways.
- Q2-I didn't solve it, I just walked away from it.
- Q2-I found out I was pregnant, so I quit taking the meds. They finally listened to me after I was off the meds.
- Q3-I haven't done anything, I'm a little frustrated.
- Q3-I am waiting for another doctor.
- Q3-After filing a grievance.
- Q3-No, not really wants to talk to you about it.
- Q4-I am going to file a complaint.
- Q4-I stopped seeing that psychiatrist.

**If other, please explain:**

Q4-I am taking action.

**If you chose to not take any action, why? Q32**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	14	5	-	6	3
<b>If you chose to not take any action, why?</b>					
The problem was not that serious	2 14.3%	- -	- -	1 16.7%	1 33.3%
I was concerned with how the provider would react	2 14.3%	1 20.0%	- -	1 16.7%	- -
I didn't know how to file a formal complaint	1 7.1%	1 20.0%	- -	- -	- -
Other	9 64.3%	3 60.0%	- -	4 66.7%	2 66.7%

**Literal Comments Q32A**

**If other, please explain:**

Q1-I didn't want to cause a scene. I did tell staff I was unhappy with the changes. I enjoy my new therapist.

Q1-Doctors aren't sure what they need to do and they need to listen to spirits on their right side.

Q1-It makes me aggravated. I'm tired of arguing.

Q3-Because nothing has changed.

Q3-I'm not one for complaining or conflict. My therapist suggested seeing a different doctor at the office.

Q3-I figured, they didn't call me back, that was for the best.

Q3-Skip question.

Q3-He does not want any confrontation. He would rather not see anyone than have confrontation.

Q4-I was just mad about it.

Q4-They don't listen and I feel they don't care.

## Adult Department of Human Services Questions

**What effect has the treatment you've received had on the overall quality of your life? Q33**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>517</b>	<b>139</b>	<b>115</b>	<b>139</b>	<b>124</b>
<b>What effect has the treatment you've received had on the overall quality of your life?</b>					
<b>Much better/A little better</b>	<b>440 85.1%</b>	<b>119 85.6%</b>	<b>96 83.5%</b>	<b>125 89.9%</b>	<b>100 80.6%</b>
<b>About the same</b>	<b>65 12.6%</b>	<b>19 13.7%</b>	<b>19 16.5%</b>	<b>7 5.0%</b>	<b>20 16.1%</b>
<b>A little worse/Much worse</b>	<b>12 2.3%</b>	<b>1 0.7%</b>	<b>- -</b>	<b>7 5.0%</b>	<b>4 3.2%</b>

**Were you given the chance to make treatment decisions? Q34**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>517</b>	<b>139</b>	<b>115</b>	<b>139</b>	<b>124</b>
<b>Were you given the chance to make treatment decisions?</b>					
<b>Yes</b>	<b>454 87.8%</b>	<b>113 81.3%</b>	<b>103 89.6%</b>	<b>125 89.9%</b>	<b>113 91.1%</b>
<b>No</b>	<b>25 4.8%</b>	<b>9 6.5%</b>	<b>2 1.7%</b>	<b>7 5.0%</b>	<b>7 5.6%</b>
<b>Sometimes</b>	<b>38 7.4%</b>	<b>17 12.2%</b>	<b>10 8.7%</b>	<b>7 5.0%</b>	<b>4 3.2%</b>

**In the last twelve months, were you able to get the help you needed? Q35**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>517</b>	<b>139</b>	<b>115</b>	<b>139</b>	<b>124</b>
<b>In the last twelve months, were you able to get the help you needed?</b>					
<b>Yes</b>	<b>481 93.0%</b>	<b>133 95.7%</b>	<b>106 92.2%</b>	<b>125 89.9%</b>	<b>117 94.4%</b>
<b>No</b>	<b>11 2.1%</b>	<b>1 0.7%</b>	<b>2 1.7%</b>	<b>7 5.0%</b>	<b>1 0.8%</b>
<b>Sometimes</b>	<b>25 4.8%</b>	<b>5 3.6%</b>	<b>7 6.1%</b>	<b>7 5.0%</b>	<b>6 4.8%</b>

## Adult Department of Human Services Questions

**If you were not able to get behavioral health services in the last twelve months, what stopped you? Q36**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	26	4	6	11	5
<b>If you were not able to get behavioral health services in the last 12 months, what stopped you?</b>					
Money issues	2 7.7%	-	-	-	2 40.0%
Transportation issues	1 3.8%	-	1 16.7%	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Childcare issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	-	-	-	-	-
Other	23 88.5%	4 100.0%	5 83.3%	11 100.0%	3 60.0%

**Literal Comments Q36A**

**If other, please explain:**

- Q1-I don't know how to answer these, they give me meds and offer counseling.
- Q1-During the lockdown I had trouble getting help because of the pandemic but I receive services by phone.
- Q1-COVID-19
- Q1-I guess it's due to the way I am when I talk to them. I get angry and they call the law.
- Q2-Due to my 6 month lag. I was able to see my BCM.
- Q2-COVID issues
- Q2-COVID
- Q2-I was looking to get a full time therapist and they are fully booked with people.
- Q2-COVID issues
- Q3-COVID 19
- Q3-Some medication issues.
- Q3-When I got my evaluation, I got diagnosed with bi-polar and I feel things went south from there.
- Q3-Myself, because I used to hear voices (people trying to communicate) and I need people to understand.
- Q3-Covid stopped me.
- Q3-It was pretty hard because I couldn't come in here and I feel more comfortable now. I wonder what this place is, I feel it is a money making scheme.
- Q3-I got recommended from my neurologist doctor for a psychologist who specializes in behavioral injuries.
- Q3-When I requested a different doctor, I requested that I need a BCM too.
- Q3-Money issues, transportation issues, and long waiting list.

**If other, please explain:**

---

Q3-He stopped asking questions when the doctor called and would reply yes to any of the doctors questions or anything else he had to say. He walked away so I (the brother) would not hear anything or offer his input in the conversation.

---

Q4-I am having trouble getting another appointment after I missed the last one because of my broken phone.

---

Q4-The therapist does not have time because they pile on extra clients. It takes weeks to get in and the one time it took two months.

---

Q4-Her availability as well. Overbooked, extra paperwork.

## Adult Behavioral Health Medications

### Are you taking behavioral health medications? Q37

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>517</b>	<b>139</b>	<b>115</b>	<b>139</b>	<b>124</b>
<b>Are you taking behavioral health medications?</b>					
<b>Yes</b>	<b>443 85.7%</b>	127 91.4%	92 80.0%	121 87.1%	103 83.1%
<b>No</b>	<b>69 13.3%</b>	12 8.6%	23 20.0%	14 10.1%	20 16.1%
<b>Declined to answer</b>	<b>5 1.0%</b>	- -	- -	4 2.9%	1 0.8%

### Are you experiencing any problems in getting the medications that work for you? Q38

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>N/A's reduce total</b>	<b>446</b>	<b>127</b>	<b>92</b>	<b>122</b>	<b>105</b>
<b>Are you experiencing any problems getting the medications that work for you?</b>					
<b>Yes</b>	<b>35 7.8%</b>	10 7.9%	5 5.4%	13 10.7%	7 6.7%
<b>No</b>	<b>411 92.2%</b>	117 92.1%	87 94.6%	109 89.3%	98 93.3%

#### Literal Comments Q38A

**If yes, please explain:**

Q1-They haven't found meds to help me as it should.

Q1-Sometimes I have to get a prior authorization, and it takes days. It leaves me feeling unwell and without medicine. Sometimes insurance will authorize it and sometimes it doesn't. You can't just stop depression medicine, it effects driving and can take 3 to 4 days.

Q1-Just an anxiety pill. The pill they put me on does not work. My PCP referred me for ativan but the doctor refuses to prescribe it. My PCP will not prescribe me ativan because I see a psychiatrist. I am willing to try other anxiety meds but the doctor will only adjust the medication I am already being prescribed.

Q1-I'm having a problem getting evaluated and having my meds possibly changed.

Q1-Sometimes the doctor doesn't listen to a person and doesn't realize some meds are for individuals and not everyone on the same medicine.

Q1-I get medicinal marijuana, at times I have guilt because I have to use income to buy my meds.

Q1-Waiting on my therapist to return my call.

Q1-Every once in awhile, the pharmacy is out of the med and I have to wait for a week. It only happens once in awhile but it can be stressful.

Q1-The issue is with the nurse. If they screw up my prescription. I have to deal with this nurse. She doesn't fill out the prior authorization like she should.

Q1-I'm having issues getting my medication from the insurance because it's a name brand.

Q2-Communication between the pharmacy and the doctor.

Q2-They transferred xanax from psychiatrist to Community Life and they cut it in half. It's not doing as well.

**If yes, please explain:**

---

Q2-He will not change my meds. He was trying to experiment with another med and the insurance wouldn't cover it. It was a disaster. This happened repeatedly.

---

Q2-Everything is too expensive. My medication is \$130 a week and I'm on SSI. My medication is 100% needed. They could make it easier on people with their medical marijuana cards.

---

Q2-Sometimes, the pharmacy doesn't have my meds in stock.

---

Q3-Getting them refilled.

---

Q3-The doctor is set on antipsychotic medicine, they suggested cymbalta, I was reluctant to try it. I wouldn't take my other antipsychotic medicine because it gave me a huge stomach ache.

---

Q3-As long as the co-pays are taken care of. I can't afford the co-pays on my own.

---

Q3-No, not really, but some of them stop my dreams.

---

Q3-The way I've been doing it I think they work.

---

Q3-Anytime I have a problem, they work with me.

---

Q3-I had a couple issues with one medication, you have to have blood work done, I didn't know that then and I went to the pharmacy to pick up my prescription and they told me that. The issue is solved now though.

---

Q3-I need a preauthorization every month after increased dose.

---

Q3-Prescribed at Hyndman Health Center.

---

Q3-That's the thing he's not trying, he hears voices, doesn't think pills can help get rid of the voices, as they are real to him.

---

Q4-It's hard to get the medicine preauthorized. They need to give time to get the preauthorization done before I run out of medicine.

---

Q4-The doctor and I don't agree on my medicine. I take it for a month. He wants to increase the dose but doesn't change it.

---

Q4-She is supposed to be, but family doctor won't prescribe until she goes to a psychiatrist.

---

Q4-I just got my first prescription today.

---

Q4-Sometimes my insurance does not cover everything. Sometimes I have to wait awhile before I get a certain medication because it needs to be approved by the insurance company.

---

Q4-I don't think the medicine I am on is working and it took three months to be seen again.

---

Q4-Sometimes I have to pay for it, if it comes between food or medication, I have to choose food.

---

Q4-The doctor ordered a shot instead of pills. I do not like this. I lost personality because of the shot, I rather have pills instead.

---

Q4-They have me on anxiety medicine and they do not work.

## 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/or vaping products. Q39

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	275	74	58	81	62
My provider has talked to me about options to help me quit using tobacco and/or vaping products.					
Yes	210 76.4%	56 75.7%	42 72.4%	67 82.7%	45 72.6%
No	65 23.6%	18 24.3%	16 27.6%	14 17.3%	17 27.4%

**76.4% of target rate Y-T-D**

**Requires Action**

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

Have you been discharged in the past because you had trouble following your treatment plan...Q40

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	516	139	115	138	124
Have you been discharged in the past because you had trouble following your treatment plan or you relapsed? (CCISC)					
Yes	33 6.4%	12 8.6%	3 2.6%	11 8.0%	7 5.6%
No	483 93.6%	127 91.4%	112 97.4%	127 92.0%	117 94.4%

## Adults Additional Compliments and Concerns

**Please share additional compliments or concerns you have about the services...Q41**

**Please share any additional compliments or concerns you h...**

Q1-They have good people now and are doing a good job.

Q1-I think the big one is, if they're able to keep telehealth in the community after the pandemic, it has gone really well. The phone lines can be a bit of a maze.

Q1-I'm just happy with my provider.

Q1-I think the services are great for her and her circumstances.

Q1-Since having my appointments weekly, my anxiety is so much less. Things are going well for me.

Q1-I don't get to see the doctor since the pandemic but we talk over the phone. I wish we could have in person visits. This may change in March this year.

Q1-Good sessions even over the phone.

Q1-I speak to my counselor one time a week. This is good.

Q1-I love working with my provider. They actually listen to me as a person and not a number, even though I have state insurance.

Q1-I definitely appreciate the doctor. I appreciate how well he is working with me, especially under these circumstances, COVID. He is a great doctor.

Q1-I love the doctor and my therapist.

Q1-They are great. They are there for me when I need them.

Q1-Keep the doctor there. He is a good doctor, he listens.

Q1-My doctor was amazing. He found the right meds that worked. He listened to me.

Q1-They were tremendous. She got me through the toughest times in my life.

Q1-I like them very much.

Q1-The doctor is very good. I really like him. I don't want to switch providers. It would set me back if I were to change providers.

Q1-My therapist is good. I really like him.

Q1-A doctor and the receptionist have helped me stay on track.

Q1-I am holding on to my connection with this provider because they do my meds. I feel the doctors are doing the best to their ability. I also feel they are being stretched too thin.

Q1-My BCM is pretty good. My BCM is well liked.

Q1-I'd rather have a different doctor.

Q1-Pretty nice people here. Other staff are well liked as well.

Q1-I think they do a great job.

Q1-I have to truthfully say, these pills are keeping me from needing to go to the hospital.

Q1-My therapist is wonderful.

Q1-They are very friendly. They know my name when I come. They are courteous. They don't look down on me for being mentally ill. I love the doctors.

Q1-I just think they do a great job. They have a great program and more people should be open to it.

Q1-I'm so pleased with my therapist and everyone here has been so nice. They treat me like family.

Q1-The doctor is the best psychiatrist around here. He thoroughly asks questions about your life and circumstances and knows them well. He does not just write a script and send you away. Keep services in Windber, they are needed very much.

Q1-My therapist is a really good person. He does CBT which I had no faith in at all but I use it daily now and it's made a huge change in my life. I didn't believe it would work and now it does.

Q1-I think he's pretty good.

**Please share additional compliments or concerns you have about the services...Q41****Please share any additional compliments or concerns you h...**

Q1-He's a good doctor.

Q1-My therapist is fantastic. She does her job and beyond.

Q1-I would like to know how to get in touch with the watchdog group.

Q1-The doctors listen to me. The medical staff is good.

Q1-The doctor called me two times for med refills. I never saw the doctor because I just moved here from Arizona. Due to the pandemic, haven't seen anyone in person. The doctor wouldn't listen to me talk about depression.

Q1-My doctor is doing a good job.

Q1-My therapist is doing a good job.

Q1-They've done good by me through all of this, I appreciate it.

Q1-I think that my provider is really great. She has made herself available through phone on her days off. You can tell she really cares.

Q1-I like my over the phone visits.

Q1-I'm very satisfied with the service I get and they have helped me. I have come a long way.

Q1-I'm very pleased here.

Q1-The staff and everybody is really nice. They work with you. I was seeing a therapist and she left, I was all worked up. I am seeing a new therapist and she does a great job.

Q1-My therapist is the best. She really cares and is really helpful to me.

Q1-I wish they could be more flexible with my treatment and scheduling. I voiced my concerns and I have been open to options but I was told if I couldn't make my appointment I would be discharged. They need to be more receptive to my needs for my treatment.

Q1-They change psychiatrists a lot. If they don't read my chart before I get there, I get aggravated.

Q1-My therapist is wonderful. He's one of the best I've had.

Q1-I like the doctor. He's down to earth, with common sense and he's logical.

Q1-I like my doctor. She works really well with me and keeps my meds where they need to be.

Q1-My BCM is helping me a lot.

Q1-We are virtual because of the pandemic. I'm looking forward to getting back to in person visits.

Q1-I have a great doctor.

Q1-I have a great therapist.

Q1-They are really good. They listen. My treatment is really good.

Q1-She's totally awesome. I look forward to therapy sessions.

Q1-They have good staff.

Q1-My therapist is good.

Q1-I got very great people, I can't complain about mine.

Q1-My BCM is very good.

Q1-I've been really well treated. Everything is positive.

Q1-I'm pretty pleased with what they are doing for me. It's definitely helping with my problem.

Q1-Everyone treats me good.

Q1-She's a good therapist.

Q1This provider has helped me over the years. I think it is an important service for people,

Q1-It's a good place to go. People are decent and helpful.

Q1-I'm very thankful for this provider and the doctor. They made a big difference in my life. I'm very grateful for them. The secretaries are good too.

Q1-I recommended them to other people. They treat me like family.

**Please share additional compliments or concerns you have about the services...Q41****Please share any additional compliments or concerns you h...**

Q2-My therapist is very helpful. I'm thankful for my therapist.

Q2-My BCM is very helpful. I'm thankful for my BCM.

Q2-I would not be alive if it wasn't for the doctor here. He's the best.

Q2-The doctor has been great. He listens, we work good together.

Q2-My BCM is always reachable.

Q2-I enjoy talking to the doctor and the staff are magnificent.

Q2-I'm getting a new BCM because mine is leaving. I really liked this BCM. I don't like to see her leave.

Q2-I'm very pleased with the care I'm getting. I'm very pleased with my therapist, my BCM and my doctor. They've all been very good with me.

Q2-Everything is good so far.

Q2-We are very compatible.

Q2-My provider is spectacular at what she does.

Q2-I've been to a lot of therapists. This group has been the only group that has listened to my problems. They genuinely care. They will reach out to me and shoot me a text or email during the week to see how I'm doing.

Q2-They are a great company. They need to keep up the great work they are doing.

Q2-I wish their staff would be more stable.

Q2-When scheduled for services, they should happen at the scheduled date. I got services pushed back 2 different times.

Q2-I wish they would open up for face to face services.

Q2-My counselor is really good.

Q2-I think the doctor is awesome. He knows what he's doing and talks well over the phone.

Q2-She is above and beyond as a therapist. She's extremely intelligent and a very good person.

Q2-I really love my therapist. She helps me a lot. She rocks. She's really good. I can open up to her and talk to her.

Q2-I'm very happy with my counselor. They gave me a choice.

Q2-I'm happy with my psychiatrist. They gave me a choice.

Q2-I love here. The facility is amazing. Anyone I recommend it to is great. I love it.

Q2-I just think they're a good facility to get help.

Q2-He did his job. He helped me for a year and I'm glad.

Q2-I'm very happy with them. They are very warm and professional. They accommodate me being a senior citizen.

Q2-I just started seeing her. She's wonderful, great and very helpful. I really like her.

Q2-My counselor is very considerate and nice. She's understandable.

Q2-All my doctor does is prescribe medicine and ask if it works.

Q2-My counselor is excellent. Best one I have had.

Q2-The psyche doctor does listen. He is excellent too.

Q2-I really like my doctor. He responds quickly when I call. He calls me back himself.

Q2-They need a raise. They work really hard and genuinely care about their clients.

Q2-I think my therapist is wonderful. She does an awesome job working with me and around my schedule.

Q3-This provider has helped me. The doctors and staff are pretty good here.

Q3-My services are really good.

Q3-Services are really good.

Q3-Everything is great!

**Please share additional compliments or concerns you have about the services...Q41****Please share any additional compliments or concerns you h...**

Q3-I think they can do more in regards to getting the medicine to me. I want the doctor to take me more serious in when it comes to the side effects I tell him I am having.

Q3-They do a wonderful job!

Q3-Everybody has been great!

Q3-Everybody has been very nice and generous, staff has always been available to talk and help me.

Q3-She is polite, kind, compassionate, and willing to go the extra mile to help me.

Q3-I'm very grateful that I have this opportunity. My 5 old is waiting for me to go outside to take care of a diabetic cat and we are putting up more shelters for stray cats. I would not be able to be do any of this if it was not for Twin Lakes.

Q3-I really like that doctor up there, he is really down to earth, he's not trying to shove pills down your face.

Q3-Everything is good here.

Q3-I think I need help, I feel I need spiritual help.

Q3-I love my counselor, I really love her.

Q3-Sometimes you just need to talk and I opened up and I ended up in the Meadows.

Q3-They are amazing there. This is the first place I actually enjoy going to. I take my kids there, they are amazing with kids too.

Q3-They are all really great there and I have no problems.

Q3-The staff and the provider/counselor is amazing!

Q3-A good place that I know of.

Q3-They were really nice to me.

Q3-Very professional and generally concerned about well-being.

Q3-I like that my therapist goes at my pace. Anything that is a bump in the road she works with me. She is a great help.

Q3-My doctor is awesome.

Q3-She's just great, she's easy to talk to.

Q3-The doctor is great!

Q3-BCM she's doing great.

Q3-They're doing a good job.

Q3-I like it here, this is the first place I've been able to stick with, they are wonderful here.

Q3-I really appreciate how easy he is to talk to. If I miss an appointment, he calls and checks on me to make sure I'm ok.

Q3-Since I've been here, everything has gone according to plan.

Q3-I'm very pleased with services. I feel like I'm being listened to. My opinion on treatment is being take into consideration.

Q3-No, they've been helping me out and doing an excellent job!

Q3-The doctor is really good for me. He got my medicine straightened out. They helped me with the grieving process of losing my mom last month,

Q3-My BCM is really good and helps me out. Whenever I need anything I let him know.

Q3-Very satisfied.

Q3-Nulton in Johnstown-the waiting room is too small. If I'm not 15 minutes early, they reschedule me. They cut my meds without my knowledge because they were narcotics and they wanted me off of them. I didn't have a nurse when talking with the telepsych doctor.

Q3-Overall my treatment and everything is going well. They are very helpful people. I feel if it wasn't for the treatment and medication, I would not be where I am today and I am four years sober.

Q3-They accept me and don't judge me.

**Please share additional compliments or concerns you have about the services...Q41****Please share any additional compliments or concerns you h...**

Q3-They're wonderful!

Q3-I would just like to say in all of them together my BCM, counselor, and psychiatrist have helped me a lot in whole. My BCM has helped me get a lot accomplished that I wouldn't have been able to do otherwise.

Q4-I love the nurses and the doctor. He works well with me. I've been with him a long time.

Q4-They are really great, I really like the doctor. I have my daughter going there and they are taking really good care of her.

Q4-He treats me good. The doctor goes over my medicine with me.

Q4-The doctor is amazing and very helpful.

Q4-The therapist is amazing and very helpful!

Q4-The therapist is really good, she works around my schedule, does not judge me and is easy to talk to.

Q4-My therapist is fabulous!

Q4-Everything with my case manager is excellent and everything with PeerStar is excellent.

Q4-I'm glad the services are available.

Q4-Everything has been going great. I see things in myself and so do they. I can't complain at all!

Q4-Everybody there is wonderful and respectful. I would recommend them to anyone.

Q4-I feel like the staff here is fairly reasonable. I've been to a couple of places but I have never been treated as well.

Q4-Since I started this treatment plan, I was not able to live by myself, now I can. As far as my BCM I have made vast improvements. I had a counselor but was discharged.

Q4-I'm just thankful that they help me.

Q4-Everyone here is really great and good for me.

Q4-I am very pleased with the doctor.

Q4-I can not say enough good things about them. The best doctor he has ever had.

Q4-The therapist helps me in recovery ways. We have in depth conversations. I really like her a lot!!

Q4-The BCM is new. She helps me with my cable bill and does my energy assistance. She is there for me when I need her.

Q4-Psych Rehab is a great program for me. I learn a lot here. Working towards getting a job.

Q4-The doctor is a good doctor, he is always nice to me. He always gives me the medicine I need.

Q4-The counselor is amazing! 10 out of 10! I would recommend her to anyone who needs a counselor.

Q4-They are under staffed and need to treat the patients as individuals and not as a whole. We are all different and have different wants and needs. I understand they might not be able to do it all the time but more one on one time would be great!

Q4-The supervisors are great, the person in charge needs to be replaced or do her job right. She has favorites and does what she wants to do to help herself.

Q4-My therapist is amazing! I can't say enough good things about them.

Q4-My case manager is pretty good, he helps me a lot.

Q4-It is a really good program.

Q4-My doctors have always been fantastic and very knowledgeable.

Q4-Covid prevented communication issues, the phone didn't always work.

Q4-The PHP has changed my life. They need to be recognized for the wonderful work they do! If it was not for them I probably would not be here today! The program I was in before that did not help me in any way.

Q4-I like the staff.

Q4-I like my therapist.

Q4-I like my BCM but now I'm getting a new one because the old one is doing something else.

Q4-The doctor is very helpful.

## Adults Issues and Concerns Addressed

If you shared problems about your provider or your managed care company during this survey...Q42

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	44	17	7	11	9
<b>If you shared problems about your provider or managed care company during this survey, are you interested in having your concerns addressed immediately by Behavioral Health Services of Somerset and Bedford Counties?</b>					
<b>Yes</b>	<b>16 36.4%</b>	8 47.1%	- -	5 45.5%	3 33.3%
<b>No</b>	<b>28 63.6%</b>	9 52.9%	7 100.0%	6 54.5%	6 66.7%

Table	Title	Start page	End page
1	Adult Type of Survey Q4	9	9
2	Adult County Q5	9	9
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4	Literal Comments Q6A	11	11
5	What is your gender? Q7	12	12
6	How old are you? Q8	12	12
7	What do you consider your race to be? Q9	13	13
8	Literal Comments Q9A	13	13
9	Are you receiving services primarily for: Q10	13	13
10	Do you know who Community Care is? Q11A	14	14
11	Do you know where to find the number to call Community Care with questions...Q11B	14	14
12	Are you aware that you can file a complaint if needed? Q11C	15	15
13	Are you aware that you can file a grievance if needed? Q11D	15	15
14	Literal Comments Q11E	15	15
15	Have you reviewed your insurance benefits and treatment...Q12	16	16
16	If you had contact with Community Care (CCBH) in the last...Q13	16	16
17	If you used Community Care's complaint process within the last twelve months... Q14	17	17
18	Literal Comments Q14A	17	17
19	If you used Community Care's grievance process with in the last twelve months...Q15	17	17
20	Literal Comments Q15A	17	17
21	What is the name of your treatment provider? Q16	18	18
22	Literal Comments Q16A	18	18
23	What service are you receiving from this provider? Q17	19	19
24	Literal Comments Q17A	19	19
25	My provider has talked to me about a Mental Health Advance Directive. Q18	20	20
26	Do you have a Mental Health Advance Directive? Q19	20	20
27	Did your behavioral health provider ask you to sign a release of information...Q20	20	20
28	How long have you been receiving services from this provider? Q21	21	21
29	Were you put on a waiting list to be seen by provider? Q22	21	21
30	I feel I was able to get the help I needed within a reasonable amount of time. Q23A	22	22
31	I was made aware of the availability of different providers for this service and given a choice. Q23B	22	22
32	Literal Comments Q23C	23	24
33	Provider helped me create a plan to deal with any problems I have. Q24A	25	25
34	I am an active participant in developing my treatment plan. Q24B	25	25
35	I agree that the interventions offered to me on my treatment plan are a good fit for me. Q24C	25	25
36	I was offered a copy of my treatment plan/treatment summary. Q24D	26	26
37	My provider has talked with me about community supports and other options that are available. Q24E	26	26
38	Literal Comments Q24F	27	28
39	As appropriate, my providers work together and share information...Q25	29	29
40	Literal Comments Q25A	29	29
41	Staff treats me with respect and sees me as an equal partner in my treatment program. Q26A	30	30
42	I was encouraged to use consumer-run programs...Q26B	30	30
43	My provider asked me what my goals would be to help me achieve a happy life. (CCISC) Q27A	31	31
44	My provider acknowledges and rewards me for even my small steps towards...Q27B	31	31
45	My treatment is developed around my specific needs. (CCISC) Q27C	32	32
46	I have been given clear information on who to contact if I need immediate help between appointments. Q27D	32	32
47	Literal Comments Q27E	33	34
48	I deal more effectively with daily problems. Q28A	35	35
49	I feel more hopeful about the future. Q28B	35	35
50	I believe I can get better. Q28C	36	36
51	I feel treatment is working. Q28D	36	36
52	Literal Comments Q28E	37	38
53	Have you had any issues or problems with services from provider? Q29	39	39

Table	Title	Start page	End page
54	If yes, what were the issues or problems with services from provider? Q30	39	39
55	Literal Comment Q30A	40	41
56	Were you able to resolve these issues or problems with provider...Q31	42	42
57	Literal Comments Q31A	42	43
58	If you chose to not take any action, why? Q32	43	43
59	Literal Comments Q32A	43	43
60	What effect has the treatment you've received had on the overall quality of your life? Q33	44	44
61	Were you given the chance to make treatment decisions? Q34	44	44
62	In the last twelve months, were you able to get the help you needed? Q35	44	44
63	If you were not able to get behavioral health services in the last twelve months, what stopped you? Q36	45	45
64	Literal Comments Q36A	45	46
65	Are you taking behavioral health medications? Q37	47	47
66	Are you experiencing any problems in getting the medications that work for you? Q38	47	47
67	Literal Comments Q38A	47	48
68	My provider has talked to me about options to help me quit using tobacco/or vaping products. Q39	49	49
69	Have you been discharged in the past because you had trouble following your treatment plan...Q40	49	49
70	Please share additional compliments or concerns you have about the services...Q41	50	54
71	If you shared problems about your provider or your managed care company during this survey...Q42	55	55

## Family Survey Findings

### Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 33 family surveys completed during the 4th Quarter of 2021 for the period between October to December 2021 and the 160 family surveys completed during 2021.

### Survey Results

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

#### 4th Quarter Family Sample Characteristics versus 2021 3rd Quarter Comparison:

1. Higher face-to-face surveys – 18% (6 of 33) versus 9% (3 of 34)
2. Higher ratio of male caregivers – 9% (3 of 33) versus 6% (2 of 34).
3. Lower percentage of child members under age 5 - 15% (5 of 33) versus 21% (7 of 34).
4. Lower percentage of step/adoptive/grandparent/aunt/uncle – 12% (4 of 33) versus 27% (9 of 34).
5. Lower ratio of male service recipients – 70% (23 of 34) versus 74% (25 of 34).
6. Lower ratio members receiving IBHS (formerly BHRS) – 24% (8 of 33) versus 35% (12 of 34).
7. Lower percentage 12% (4 of 33) versus 24% (8 of 34) of members receiving services four (4) years or longer from provider.

### Findings Overview

1. The indicator *“Do you know who Community Care is?”* decreased from 53% to 36% (12 of 33) for the 4th Quarter of 2021 and is just 43% (68 of 160) for calendar year-to-date 2021. The indicator, *“Do you know how to find the number to call Community Care with questions or concerns,”* was 70% (23 of 33) in the 4th Quarter of 2021 and is 65% (104 of 160) for calendar year-to-date 2021.

Community Care’s complaint and grievance awareness indicators increased slightly this quarter. 91% (30 of 33) of family/caregivers agreed with, *“Are you aware that you can file a complaint if needed.”* This indicator is 88% (141 of 160) for calendar year 2021. 88% (29 of 33) agreed with, *“Are you aware that you can file a grievance if needed.”* This indicator is 86% (137 of 160) for calendar year 2021.

100% (3 of 3, excluding 30 n/a) of family/caregivers agreed that *“If you contacted Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you”* during the 4th Quarter of 2021. The wording of this indicator was changed from prior periods.

0% (0 of 33 family/caregivers interviewed during the 4th Quarter indicated using Community Care’s complaint process and only 3% (4 of 160) within the last 12 months. Those family/caregivers were satisfied with how the complaint was handled. 0% (0 of 33) of family/caregivers reported using the grievance process during the 4th Quarter and only 1 within the last 12 months.

2. Family/caregivers are generally pleased with Access to provider treatment services with the satisfaction scores of 97% to 100% in all four indicators during the 4th Quarter of 2021. 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 94% to 100% in all six indicators. These include, *“I feel comfortable asking questions about my child’s treatment,” “My child’s treatment plan was reviewed and shared with me,” “I feel my child has enough time with staff during most sessions,” “I agree the interventions offered to my child on his/her treatment plan are a good fit for my child and family,” “Provider helped us create a plan to deal with any problems my child has,”* and *“If meetings are held, I am always informed with enough advanced notice that I can make arrangements to attend.”* These indicators were 95%-99% for calendar year 2021.

4. Family/caregivers were generally pleased with *Provider Recovery Orientation* with satisfaction scores being 88% to 100% in all three indicators. These include, “*My child’s provider talked to us about community supports and other options that are available,*” “*I have been given clear information on who to contact if my child needs immediate help between appointments,*” and “*I was actively involved in developing my child’s treatment goals.*” These indicators were 81%-99% for calendar year 2021.

5. Family/caregiver satisfaction scores with *Treatment Outcomes* were generally good, with satisfaction scores being 81% to 97%. These include “*My child deals more effectively with daily problems,*” “*I feel my child’s behavioral health is improving,*” and “*Our family has improved since my child started treatment.*” These indicators were 93%-94% for calendar year 2021.

6. 18% (6 of 33) of family/caregivers reported having issues or problems with their provider. This indicator is 10% (16 of 160) for calendar year-to-date 2021. Note: As shown in Q17 & Q18, only 5 family/caregivers reported filing a complaint or grievance in 2021. It could be correlated that only 31% (5 of 16) family/caregivers felt the issue was serious enough to file a complaint of grievance.

7. 70% (23 of 33) of family/caregivers reported their child was taking behavioral health medications and 96% (22 of 23) 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. However, a lower incidence level had been reported during the calendar year 2021 and is a welcomed sign.

Measuring recovery and resilience tools and other mental health support approaches, such as Wellness Action and Recovery (WRAP) and Mental Health Advance Directive have been deemphasized in the C/FST survey tool over the past several years. More thought and discussion should occur regarding alternative methods of measuring such recovery and resilience approaches.

### **Family/Caregiver – Member Request for Assistance**

Upon completing the survey, 0% (0 of 33) of family/caregiver members surveyed expressed interest in having the concern or issue they shared during the interview referred for immediate handling by BHSSBC.

Note: Discussion was held with the C/FST surveyors concerning the number of MRAs that were/are untimely, unreasonable or beyond the scope of the involved parties.

## Family Demographics

### Family Survey Type Q4

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	160	45	48	34	33
What kind of survey is it?					
Phone	151 94.4%	45 100.0%	48 100.0%	31 91.2%	27 81.8%
Face to Face	9 5.6%	- -	- -	3 8.8%	6 18.2%

### Family County Q5

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	160	45	48	34	33
What county does the member live in?					
Somerset	91 56.9%	31 68.9%	22 45.8%	20 58.8%	18 54.5%
Bedford	69 43.1%	14 31.1%	26 54.2%	14 41.2%	15 45.5%

## Family Demographics

**Family Zip Code Q6**

**Literal comments Q6A**

Counts Analysis % Respondents	2021 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	160	45	48	34	33
What is your zip code?					
15501 Somerset	28 17.5%	6 13.3%	8 16.7%	6 17.6%	8 24.2%
15522 Bedford	18 11.3%	3 6.7%	4 8.3%	7 20.6%	4 12.1%
15537 Everett	16 10.0%	4 8.9%	8 16.7%	1 2.9%	3 9.1%
16678 Saxton	4 2.5%	1 2.2%	3 6.3%	- -	- -
15554 New Paris	2 1.3%	- -	- -	1 2.9%	1 3.0%
15533 Breezewood	2 1.3%	- -	- -	- -	2 6.1%
15521 Alum Bank	2 1.3%	- -	2 4.2%	- -	- -
15545 Hyndman	6 3.8%	2 4.4%	2 4.2%	- -	2 6.1%
15550 Manns Choice	2 1.3%	- -	2 4.2%	- -	- -
16679 Six Mile Run	1 0.6%	- -	1 2.1%	- -	- -
16667 Osterburg	2 1.3%	- -	- -	1 2.9%	1 3.0%
16695 Woodbury	- -	- -	- -	- -	- -
15963 Windber	14 8.8%	6 13.3%	4 8.3%	4 11.8%	- -
15552 Meyersdale	8 5.0%	4 8.9%	1 2.1%	- -	3 9.1%
15530 Berlin	1 0.6%	- -	1 2.1%	- -	- -
15531 Boswell	4 2.5%	1 2.2%	1 2.1%	2 5.9%	- -
15557 Rockwood	5 3.1%	2 4.4%	3 6.3%	- -	- -
15424 Confluence	1 0.6%	1 2.2%	- -	- -	- -
15541 Friedens	2 1.3%	2 4.4%	- -	- -	- -
15926 Central City	1 0.6%	- -	- -	1 2.9%	- -
15905 Johnstown	1 0.6%	- -	- -	1 2.9%	- -
15558 Salisbury	2 1.3%	- -	- -	1 2.9%	1 3.0%
15928 Davidsville	1 0.6%	- -	- -	- -	1 3.0%
Other	37 23.1%	13 28.9%	8 16.7%	9 26.5%	7 21.2%

**If other, please list:**

- Q1-15538 Fairhope
- Q1-15544 Gray
- Q1-15936 Hooversville
- Q1-15937 Jerome
- Q1-15937 Jerome
- Q1-16672 Saxton
- Q1-16672 Saxton
- Q1-15480 Smock
- Q1-15546 Jenners
- Q1-15560 Shanksville
- Q1-15936 Hooversville
- Q1-16650 Hopewell
- Q1-16625 Claysburg
- Q2-15535 Clearville
- Q2-15535 Clearville
- Q2-15535 Clearville
- Q2-15937 Jerome
- Q2-17211 Artemas
- Q2-15563 Stoystown
- Q2-15547 Jennerstown
- Q2-15544 Gray
- Q3-15535 Clearville
- Q3-16659 Loysburg
- Q3-16659 Loysburg
- Q3-16655 Imler
- Q3-15935 Hollsopple
- Q3-15935 Hollsopple
- Q3-15935 Hollsopple
- Q3-15935 Hollsopple
- Q3-15563 Stoystown
- Q4-15935 Hollsopple
- Q4-16664 New Enterprise
- Q4-16655 Imler
- Q4-15520 Acosta
- Q4-15520 Acosta
- Q4-15520 Acosta
- Q4- 15937 Jerome

## Family Demographics

### Family Caregiver Gender Q7

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	160	45	48	34	33
<b>What is your gender?</b>					
Male	19 11.9%	5 11.1%	9 18.8%	2 5.9%	3 9.1%
Female	141 88.1%	40 88.9%	39 81.3%	32 94.1%	30 90.9%
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

### Family Child's Gender Q8

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	160	45	48	34	33
<b>What is the child's gender?</b>					
Male	111 69.4%	33 73.3%	30 62.5%	25 73.5%	23 69.7%
Female	49 30.6%	12 26.7%	18 37.5%	9 26.5%	10 30.3%
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

## Family Demographics

### Family Child's Age Q9

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	160	45	48	34	33
<b>How old is the child who is receiving the services?</b>					
5 years or younger	12 7.5%	- -	- -	7 20.6%	5 15.2%
6-8 years	54 33.8%	37 82.2%	3 6.3%	2 5.9%	12 36.4%
9-13 years	94 58.8%	8 17.8%	45 93.8%	25 73.5%	16 48.5%
14 years and older	- -	- -	- -	- -	- -

### Family Caregivers Relationship to Child Q10

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	160	45	48	34	33
<b>What is your relationship to this child?</b>					
Parent	137 85.6%	38 84.4%	45 93.8%	25 73.5%	29 87.9%
Grandparent	17 10.6%	5 11.1%	2 4.2%	8 23.5%	2 6.1%
Aunt/Uncle	3 1.9%	- -	- -	1 2.9%	2 6.1%
Brother/Sister	- -	- -	- -	- -	- -
Foster parent	- -	- -	- -	- -	- -
Adoptive parent	3 1.9%	2 4.4%	1 2.1%	- -	- -
Step-parent	- -	- -	- -	- -	- -

## Family Demographics

### Family Child's Race Q11

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	160	45	48	34	33
<b>What do you consider the child's race to be?</b>					
Caucasian	142 88.8%	42 93.3%	43 89.6%	26 76.5%	31 93.9%
African American	-	-	-	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian/Pacific Islander	-	-	-	-	-
Multi-racial	15 9.4%	3 6.7%	3 6.3%	7 20.6%	2 6.1%
Other	3 1.9%	-	2 4.2%	1 2.9%	-

### Literal Comments Q11A

**If other, please list:**

Q2-rather not answer

Q2-rather not answer

Q3-Chinese American

### Family Primary Service Q12

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	160	45	48	34	33
<b>Is your child receiving services for:</b>					
Mental Health Services	160 100.0%	45 100.0%	48 100.0%	34 100.0%	33 100.0%
Both Mental Health and Drug and Alcohol Services	-	-	-	-	-

## Family Demographics

### Family First Diagnosed Q13

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	160	45	48	34	33
<b>How long has it been since your child was first diagnosed?</b>					
Less than 6 months	9 5.6%	2 4.4%	- -	3 8.8%	4 12.1%
6 months to 1 year	12 7.5%	4 8.9%	3 6.3%	2 5.9%	3 9.1%
1 to 2 years	23 14.4%	8 17.8%	4 8.3%	7 20.6%	4 12.1%
2 to 4 years	56 35.0%	23 51.1%	16 33.3%	8 23.5%	9 27.3%
4+ years	60 37.5%	8 17.8%	25 52.1%	14 41.2%	13 39.4%

## Family Satisfaction with Community Care

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

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
<b>Base</b>	160	45	48	34	33
<b>Do you know who Community Care is?</b>					
Yes	68 42.5%	16 35.6%	22 45.8%	18 52.9%	12 36.4%
No	92 57.5%	29 64.4%	26 54.2%	16 47.1%	21 63.6%

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

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
<b>Base</b>	160	45	48	34	33
<b>Do you know where to find the number to call Community Care with questions or concerns?</b>					
Yes	104 65.0%	26 57.8%	31 64.6%	24 70.6%	23 69.7%
No	56 35.0%	19 42.2%	17 35.4%	10 29.4%	10 30.3%

## Family Satisfaction with Community Care

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

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
<b>Base</b>	<b>160</b>	<b>45</b>	<b>48</b>	<b>34</b>	<b>33</b>
<b>Are you aware that you can file a complaint if needed?</b>					
<b>Yes</b>	<b>141</b> 88.1%	42 93.3%	39 81.3%	30 88.2%	30 90.9%
<b>No</b>	<b>19</b> 11.9%	3 6.7%	9 18.8%	4 11.8%	3 9.1%

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

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
<b>Base</b>	<b>160</b>	<b>45</b>	<b>48</b>	<b>34</b>	<b>33</b>
<b>Are you aware that you can file a grievance if needed?</b>					
<b>Yes</b>	<b>137</b> 85.6%	41 91.1%	38 79.2%	29 85.3%	29 87.9%
<b>No</b>	<b>23</b> 14.4%	4 8.9%	10 20.8%	5 14.7%	4 12.1%

### Literal Comments Q14E

## Family Satisfaction with Community Care

### Have you reviewed your child's insurance benefits and treatment...Q15

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	160	45	48	34	33
<b>Have you reviewed your child's insurance benefits and treatment options through Community Care?</b>					
Yes	85 53.1%	23 51.1%	28 58.3%	19 55.9%	15 45.5%
No	75 46.9%	22 48.9%	20 41.7%	15 44.1%	18 54.5%

### If you contacted Community Care in the last twelve months...Q16

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	28	9	7	9	3
<b>If you contacted Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?</b>					
Yes	28 100.0%	9 100.0%	7 100.0%	9 100.0%	3 100.0%
No	-	-	-	-	-

### Literal Comments Q16A

If you disagree, please explain...

## Family Community Care's Complaint Process

If you have used Community Care's complaint process in the last twelve months...Q17

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	4	1	1	2	-
<b>If you used Community Care's complaint process in the last 12 months, were you satisfied with how your complaint was handled?</b>					
Yes	4 100.0%	1 100.0%	1 100.0%	2 100.0%	- -
No	- -	- -	- -	- -	- -

## Family Community Care's Grievance Process

If you used Community Care's grievance process in the last twelve months...Q18

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	1	-	1	-	-
<b>If you used Community Care's grievance process in the last 12 months, were you satisfied with how your grievance was handled?</b>					
Yes	1 100.0%	- -	1 100.0%	- -	- -
No	- -	- -	- -	- -	- -

## Family Treatment Provider Level Analysis

**What is the name of your child's treatment provider?  
Q19**

**Literal Comments Q19A**

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	160	45	48	34	33
What is the name of your child's treatment provider?					
ACRP	41 25.6%	15 33.3%	7 14.6%	11 32.4%	8 24.2%
Adelphoi Village	-	-	-	-	-
Beal Counseling and Consulting	-	-	-	-	-
Bedford DBHS	21 13.1%	1 2.2%	14 29.2%	4 11.8%	2 6.1%
Blair Family Solutions	-	-	-	-	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	17 10.6%	8 17.8%	4 8.3%	4 11.8%	1 3.0%
Family Behavioral Resources	11 6.9%	3 6.7%	3 6.3%	-	5 15.2%
Footsteps	6 3.8%	3 6.7%	-	2 5.9%	1 3.0%
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	29 18.1%	4 8.9%	8 16.7%	6 17.6%	11 33.3%
Pediatric Care Specialists	11 6.9%	6 13.3%	2 4.2%	1 2.9%	2 6.1%
Rhonda J Clark	1 0.6%	-	1 2.1%	-	-
Somerset Community Hospital	-	-	-	-	-
Somerset DBHS	7 4.4%	3 6.7%	3 6.3%	1 2.9%	-
Youth Advocate Programs (YAP)	8 5.0%	-	4 8.3%	2 5.9%	2 6.1%
Other	8 5.0%	2 4.4%	2 4.2%	3 8.8%	1 3.0%

**If other, please explain:**

- Q1-Chestnut Ridge Counseling
- Q1-UPMC Behavioral Health of the Alleghenies
- Q2-Kathleen Petruzzo
- Q2-Horizon Behavioral Health
- Q3-Choices Counseling for Trauma.
- Q3-Dr. Berkowitz
- Q3-Amy R. Hoffman
- Q3-Dr. Kandel
- Q4-UPMC Pediatrics-Bedford

## Family Treatment Provider Level Analysis

**Which mental health service does your child receive from this provider? Q20**

**Literal Comments Q20A**

**If other, please list:**

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	160	45	48	34	33
Which mental health service does your child receive from this provider?					
After School Treatment	1 0.6%	1 2.2%	-	-	-
IBHS: (BHT, BC, MT, ABA)	45 28.1%	15 33.3%	10 20.8%	12 35.3%	8 24.2%
Crisis	-	-	-	-	-
MH CRR Host Home	-	-	-	-	-
Family Based MH Services	6 3.8%	3 6.7%	-	1 2.9%	2 6.1%
Peer Support	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	50 31.3%	10 22.2%	17 35.4%	9 26.5%	14 42.4%
MH Inpatient Hospitalization	-	-	-	-	-
MH Partial Hospitalization	1 0.6%	1 2.2%	-	-	-
MH BCM (Blended Case Management)	5 3.1%	2 4.4%	2 4.2%	-	1 3.0%
MH Outpatient Therapy/Counseling	45 28.1%	11 24.4%	16 33.3%	10 29.4%	8 24.2%
Multi Systemic Therapy (MST)	-	-	-	-	-
Trauma-Based Treatment	2 1.3%	-	2 4.2%	-	-
School Based Therapy	3 1.9%	2 4.4%	-	1 2.9%	-
RTF	-	-	-	-	-
Substance Use (SU) Outpatient Therapy	-	-	-	-	-
Substance Use (SU) Detox	-	-	-	-	-
Substance Use (SU) Inpatient/Rehabilitation	-	-	-	-	-
Other	2 1.3%	-	1 2.1%	1 2.9%	-
Do Not Know	-	-	-	-	-

Q2-Mobile Mental Health Treatment (MMHT)

Q3-Social Worker Therapy

## Family Treatment Provider Level Analysis

How long has your child currently been receiving services from this provider? Q21

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
<b>Base</b>	<b>160</b>	<b>45</b>	<b>48</b>	<b>34</b>	<b>33</b>
<b>How long has your child currently been receiving services from this provider?</b>					
<b>6 months or less</b>	<b>22</b> 13.8%	5 11.1%	4 8.3%	5 14.7%	8 24.2%
<b>6 months to 1 year</b>	<b>22</b> 13.8%	8 17.8%	7 14.6%	4 11.8%	3 9.1%
<b>1 to 2 years</b>	<b>39</b> 24.4%	11 24.4%	9 18.8%	10 29.4%	9 27.3%
<b>2 to 4 years</b>	<b>52</b> 32.5%	19 42.2%	17 35.4%	7 20.6%	9 27.3%
<b>4 or more years</b>	<b>25</b> 15.6%	2 4.4%	11 22.9%	8 23.5%	4 12.1%

## Family Access to Services

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

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	157	44	46	34	33
Services are available at times that are convenient.					
Strongly Agree/Agree	155 98.7%	44 100.0%	46 100.0%	32 94.1%	33 100.0%
Strongly Disagree/Disagree	2 1.3%	-	-	2 5.9%	-

**98.7% of target rate Y-T-D**

**Meets Expectations**

**Evaluation information is submitted on time so that services to my child are not interrupted. Q22B**

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	157	43	48	34	32
Evaluation information is submitted on time so that services to my child are not interrupted.					
Strongly Agree/Agree	156 99.4%	43 100.0%	48 100.0%	34 100.0%	31 96.9%
Strongly Disagree/Disagree	1 0.6%	-	-	-	1 3.1%

**99.4% 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	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	144	42	37	33	32
<b>I was given a choice of different agencies I can use for my child's service.</b>					
<b>Strongly Agree/Agree</b>	<b>130 90.3%</b>	34 81.0%	33 89.2%	31 93.9%	32 100.0%
<b>Strongly Disagree/Disagree</b>	<b>14 9.7%</b>	8 19.0%	4 10.8%	2 6.1%	- -

**90.3% 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 amount of time. Q22D**

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	156	42	48	33	33
<b>I feel like my child was able to get the help he/she needed within an acceptable amount of time.</b>					
<b>Strongly Agree/Agree</b>	<b>151 96.8%</b>	40 95.2%	46 95.8%	33 100.0%	32 97.0%
<b>Strongly Disagree/Disagree</b>	<b>5 3.2%</b>	2 4.8%	2 4.2%	- -	1 3.0%

**96.8% of target rate Y-T-D**

**Meets Expectations**

## Family Access to Services Literal Comments

### Literal Comments Q22E

#### If you chose neutral/or disagreed with any statements, pl...

---

Q1-We live in a rural area and services are limited.

---

Q1-It was a long time to get in for an evaluation at first.

---

Q1-He went and got tested for ADHD first. He was diagnosed with ADHD and ODD, the ODD seemed a little off, so they re diagnosed him with autism.

---

Q1-The school told me that this provider was the closest to us.

---

Q1-This is the only place we found that would do anything. She got the help she needed but they said she is one of a kind and things don't always work.

---

Q1-We don't really have a lot around us, they have been great.

---

Q1-We don't see her, services happen at school. He was able to get a counselor in an acceptable amount of time.

---

Q1-This is the only provider the school allows.

---

Q1-Somewhat, since he has to do video chat. I think it would be better if we did one on one.

---

Q1-I wanted him to see the counselor my other son's were seeing.

---

Q1-I was under the impression this is the only place that has this service for his age group.

---

Q1-I'm not sure if they gave us a choice.

---

Q2-I was told when I got custody of him that he is under the care with this provider.

---

Q2-Services are available but we haven't talked to anyone for awhile. I called to see if we could figure out something but I haven't heard anything back yet.

---

Q2-I chose this provider because they were highly recommended.

---

Q2-They go to the school, so yes it is convenient. I think they should be finding a TSS.

---

Q2-We could have gone with someone else.

---

Q2-I'm going to say no, there were some issues getting trauma based started.

---

Q3-Services were not available when we needed them. It was a lack of staff. One program was full.

---

Q3-The counseling started immediately, but there has not been a change in behavior.

---

Q3-Not really, there are not a lot of child psychiatrists. Our pediatrician recommended her.

---

Q4-No, not really.

---

Q4-I tried to get a coup of his evaluation but I was not able to do that.

## Family Treatment Experience

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

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	160	45	48	34	33
<b>I feel comfortable asking questions about my child's treatment.</b>					
Strongly Agree/Agree	159 99.4%	44 97.8%	48 100.0%	34 100.0%	33 100.0%
Strongly Disagree/Disagree	1 0.6%	1 2.2%	-	-	-

**99.4% of target rate Y-T-D**

**Meets Expectations**

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

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	158	45	47	33	33
<b>My child's treatment plan was reviewed and shared with me.</b>					
Strongly Agree/Agree	155 98.1%	42 93.3%	47 100.0%	33 100.0%	33 100.0%
Strongly Disagree/Disagree	3 1.9%	3 6.7%	-	-	-

**98.1% 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	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	157	44	48	33	32
I feel my child has enough time with staff during most sessions					
Strongly Agree/Agree	149 94.9%	41 93.2%	46 95.8%	32 97.0%	30 93.8%
Strongly Disagree/Disagree	8 5.1%	3 6.8%	2 4.2%	1 3.0%	2 6.3%

**94.9% of target rate Y-T-D**

**Meets Expectations**

**I agree that the interventions offered to my child on his/her treatment..Q23D**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	159	45	48	33	33
I agree that the interventions offered to my child on his/her treatment plan are a good fit for my child and family.					
Strongly Agree/Agree	155 97.5%	43 95.6%	48 100.0%	32 97.0%	32 97.0%
Strongly Disagree/Disagree	4 2.5%	2 4.4%	- -	1 3.0%	1 3.0%

**97.5% of target rate Y-T-D**

**Meets Expectations**

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

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	151	43	41	34	33
(Provider) helped us create a plan to deal with any problem my child has.					
Strongly Agree/Agree	146 96.7%	41 95.3%	40 97.6%	33 97.1%	32 97.0%
Strongly Disagree/Disagree	5 3.3%	2 4.7%	1 2.4%	1 2.9%	1 3.0%

**96.7% of target rate Y-T-D**

**Meets Expectations**

## Family Treatment Experience Literal Comments

### Literal Comments Q23F

#### If you chose neutral/or disagreed with any of the above s...

---

Q1-His BSC thinks he needs more services.

---

Q1-I don't think the sessions are enough. I don't think on the phone will work either. The interventions offered haven't worked. She is still very disrespectful. They tried to create a plan but it didn't work.

---

Q1-I feel comfortable asking but when I call they never return phone calls. We never got a link to the zoom meetings. We haven't heard from them since November. I've never seen the treatment plan. I have no idea what she talks about with him. I don't think they created a plan for problems.

---

Q1-I think he needs more BHT (TSS) hours.

---

Q1-They are still building her treatment plan.

---

Q2-I'm not sure if we got a treatment plan.

---

Q2-I wish he had more hours, first I wish they could fill the hours. I pretty much know what to do, no need for a plan.

---

Q2-They are with him, I just don't believe 3 hours is enough. They seem to observe him for 3 hours, I would like more hours and counseling.

---

Q2-I'm sure they have created a plan.

---

Q2-I just wish they would communicate more.

---

Q2-He is on medication for the outbursts. They agree with everything I'm doing, but they haven't coached me on what to do.

---

Q2-Just started counseling and she hasn't opened up to the counselor yet. There haven't been any face to face appointments yet, she does better with face to face.

---

Q3-Her father and I all work together to do that.

---

Q3-My wife and I both decided on the treatment.

---

Q4-Sometimes, but not all the time, they're in the process of changing his TSS and because of that he does not always get the hours.

---

Q4-No, he is only with her two hours each appointment.

---

## Family Treatment Experience

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

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals and N/A's reduce total	151	44	45	34	28
<b>If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend.</b>					
<b>Strongly Agree/Agree</b>	<b>149 98.7%</b>	43 97.7%	45 100.0%	33 97.1%	28 100.0%
<b>Strongly Disagree/Disagree</b>	<b>2 1.3%</b>	1 2.3%	- -	1 2.9%	- -

**98.7% of target rate Y-T-D**

**Meets Expectations**

## Family Recovery Oriented Practices

**My child's provider has talked with us about community supports and other options...Q25A**

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	155	45	46	31	33
<b>My child's provider has talked with us about community supports and other options that are available.</b>					
<b>Strongly Agree/Agree</b>	<b>126 81.3%</b>	39 86.7%	34 73.9%	24 77.4%	29 87.9%
<b>Strongly Disagree/Disagree</b>	<b>29 18.7%</b>	6 13.3%	12 26.1%	7 22.6%	4 12.1%

**81.3% of target rate Y-T-D**

**Satisfactory**

## Family Recovery Oriented Practices

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

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	158	45	48	32	33
I have been given clear information on who to contact if my child needs immediate help between appointments.					
Strongly Agree/Agree	153 96.8%	41 91.1%	48 100.0%	32 100.0%	32 97.0%
Strongly Disagree/Disagree	5 3.2%	4 8.9%	-	-	1 3.0%

**96.8% of target rate Y-T-D**

**Meets Expectations**

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

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	160	45	48	34	33
I was able to be actively involved in developing my child's treatment goals.					
Strongly Agree/Agree	158 98.8%	44 97.8%	48 100.0%	33 97.1%	33 100.0%
Strongly Disagree/Disagree	2 1.3%	1 2.2%	-	1 2.9%	-

**98.8% of target rate Y-T-D**

**Meets Expectations**

**Literal Comments Q25D**

**If you chose neutral/or disagreed to any of the above sta...**

Q1-I haven't heard anything about where to get extra support.

Q1-I thought we went through all the options that were available. We got so aggravated that we wanted to take her to the Meadows.

Q1-I don't remember that, maybe they did talk about community supports.

Q1-Everything is so new. We are switching from one place to another.

Q2-They just ask me if he is doing anything.

Q3-We only met up once and he continued the medicine he was on from a previous provider.

Q3-No, not yet, we are still working on it.

Q4-They did not mention anything yet.

Q4-They never talked to me about any of that.

## Family Outcomes

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

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	137	36	42	30	29
<b>My child deals more effectively with daily problems.</b>					
Strongly Agree/Agree	127 92.7%	32 88.9%	38 90.5%	29 96.7%	28 96.6%
Strongly Disagree/Disagree	10 7.3%	4 11.1%	4 9.5%	1 3.3%	1 3.4%

**92.7% of target rate Y-T-D**

**Meets Expectations**

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

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	148	41	44	32	31
<b>Our family has improved since my child started treatment.</b>					
Strongly Agree/Agree	139 93.9%	38 92.7%	43 97.7%	31 96.9%	27 87.1%
Strongly Disagree/Disagree	9 6.1%	3 7.3%	1 2.3%	1 3.1%	4 12.9%

**93.9% of target rate Y-T-D**

**Meets Expectations**

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

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	144	40	41	31	32
<b>I feel my child's behavioral health is improving.</b>					
Strongly Agree/Agree	134 93.1%	38 95.0%	40 97.6%	30 96.8%	26 81.3%
Strongly Disagree/Disagree	10 6.9%	2 5.0%	1 2.4%	1 3.2%	6 18.8%

**93.1% of target rate Y-T-D**

**Meets Expectations**

## Family Outcomes Literal Comments

### Literal Comments Q26D

#### If you chose neutral/or disagreed with any of the above s...

Q1-His behavioral health isn't improving it is staying about the same.

Q1-Yes and no, whenever he comes home, he refuses to do homework, he refuses to do anything you ask him to. The school says he is defiant. They say he might need a TSS.

Q1-His behavior is improving in school, at home it is still a struggle.

Q1-He's having an up tick right now. It's rough going to virtual school.

Q1-She is not dealing more effectively, she misbehaves. She acts like a rebellious 16 year old most of the time.

Q1-As far as we know he has not seen her since November. He has improved but that is because of what we do with him.

Q1-Due to COVID, they haven't been able to be as hands on.

Q1-Sometimes, I think he still needs a little work. Some days he is worse than others.

Q1-He has good days and bad days. Some days I feel like his behavioral health is improving.

Q1-The last month and a half we have seen an outburst in behaviors. It fluctuates, he feeds off of everyone else's attitude. His behavior hasn't improved because of the increase in the last month and a half.

Q1-I would say it's the same. As long as she improves in school, I'm happy. It wears off when she comes home. She is still very defiant at home, even getting her to do homework is a struggle.

Q1-My child is hit or miss, it's just his personality.

Q1-We are still fresh into treatment with them.

Q2-She is in treatment for PTSD and trauma, she is improving with that but her behavior is not.

Q2-Behavior is maintaining , I won't say it's improving.

Q2-This has been very stressful. As for his behavior, he gets more difficult as he gets older.

Q2-She deals more effectively here and there.

Q2-He isn't dealing more effectively, I feel at this point a little therapy is needed.

Q2-My child is inconsistent, what makes him mad one day, might not make him mad another day.

Q2-He isn't dealing more effectively, his medicine has helped but he has his moments. He had to switch medication recently.

Q2-We really haven't seen a change. It's hard to say if he has improved, we haven't seen any changes.

Q2-I still have a lot of anger problems I'm working on.

Q2-We are just getting started with counseling.

Q2-It's hit or miss, he's 12.

Q3-He has a hard time dealing with daily stuff. His behavior is getting worse.

Q4-We just started counseling so we have to wait and see if he makes improvements.

Q4-I have not seen any changes.

Q4-Every time the doctor says she's going to put in for family based, she doesn't. The referral was never put through when she was going to put in for family based.

Q4-His medicines were not working, so we are in the process of changing medicine.

## Family Provider Issues or Problems

**Have you had any issues or problems with this provider? Q27**

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
<b>Base</b>	<b>160</b>	<b>45</b>	<b>48</b>	<b>34</b>	<b>33</b>
<b>Have you had any issues or problems with this (provider)?</b>					
<b>Yes</b>	<b>16</b> 10.0%	2 4.4%	4 8.3%	4 11.8%	6 18.2%
<b>No</b>	<b>144</b> 90.0%	43 95.6%	44 91.7%	30 88.2%	27 81.8%

**If you have had issues or problems with provider, what were they? Q28**

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	<b>16</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>6</b>
<b>If you have had issues or problems with provider, what were they?</b>					
Lack of treatment planning and coordination	-	-	-	-	-
Poor communication	7 43.8%	-	1 25.0%	1 25.0%	5 83.3%
Frequent staff changes	2 12.5%	-	-	1 25.0%	1 16.7%
Services not provided when my child needs them	1 6.3%	-	-	1 25.0%	-
Frequent Provider Cancellations	-	-	-	-	-
Other	6 37.5%	2 100.0%	3 75.0%	1 25.0%	-

**Literal Comment Q28A****If other, please explain:**

---

Q1-Poor communication, not calling, not seeing him, not keeping us informed, no contact when we were to have zoom meetings, no returning of phone calls.

---

Q1-They have not reached out to reinstate counseling. I mentioned it to them at the last visit.

---

Q2-He had a counselor that I thought was really inept. She played games with him for 2 hours. There was no talking or questions.

---

Q2-TSS shortages.

---

Q2-Lack of communication with Behavioral Specialist.

---

Q3-In the past they had different providers in and out. We really like his therapist.

---

Q3-Lack of treatment planning, coordination and poor communication.

---

Q4-Switching his TSS.

---

Q4-The behavioral health specialist did not know him and did not treat any of us with respect. Other BHS would stay longer than needed.

---

Q4-The way they bill their treatment. They have to label it as ABA treatment. She does not agree with that treatment but they need to label it as such.

---

Q4-They never answer the phone or call to schedule our appointment. I leave a message and they never call back.

## Family Provider Issues or Problems

Were you able to resolve these issues or problems with the provider? Q29

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	16	2	4	4	6
<b>Were you able to resolve these issues or problems with the provider through discussion with the program manager, file a formal complaint, or choose not to take action?</b>					
I resolved the problem with the program manager	1 6.3%	-	1 25.0%	-	-
I filed a formal complaint	-	-	-	-	-
I chose not to take any action	5 31.3%	1 50.0%	1 25.0%	1 25.0%	2 33.3%
Other	10 62.5%	1 50.0%	2 50.0%	3 75.0%	4 66.7%

**Literal Comments Q29A**

**If other, please explain:**

- 
- Q1-I'm not sure how to get issues resolved.
- 
- Q2-I called and told them I wanted another counselor.
- 
- Q2-My child's BCM discussed it with them.
- 
- Q3-We just waited it out.
- 
- Q3-TSS's are not available in my area.
- 
- Q3-We left the provider.
- 
- Q4-I'm honestly not quite sure what they did. When I tried to get him another BHS, they tried to give him the same one.
- 
- Q4-I talked to the program manager many times.
- 
- Q4-I have talked to someone and then never heard from anyone.

## Family Provider Issues or Problems

If you chose to not take any action, why? Q30

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	9	1	1	2	5
<b>If you chose to not take any action, why?</b>					
The problem was not that serious	-	-	-	-	-
I was concerned with how the provider would react	2 22.2%	-	-	1 50.0%	1 20.0%
I didn't know how to file a formal complaint	-	-	-	-	-
Other	7 77.8%	1 100.0%	1 100.0%	1 50.0%	4 80.0%

**Literal Comments Q30A**

**If other, please explain:**

Q1-I'm waiting two weeks to give them time. Monday will be two weeks. I will reach out to them Monday if I don't hear anything.

Q2-I'm not one for confrontation.

Q3-I'm pretty understanding, I know there was nothing they could do.

Q4-I want to make sure he gets someone to help him.

Q4-I figured I could do it on my own. He has been doing very good. The medication is working now.

Q4-Not really.

Q4I do not want them to be mad and have to get a new provider.

## Family Department of Human Services Questions

**What effect has the treatment your child received had on the quality of your child's life? Q31**

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
<b>Base</b>	<b>160</b>	<b>45</b>	<b>48</b>	<b>34</b>	<b>33</b>
<b>What effect has the treatment your child received had on the quality of your child's life?</b>					
Much better/A little better	140 87.5%	36 80.0%	45 93.8%	31 91.2%	28 84.8%
About the same	19 11.9%	9 20.0%	3 6.3%	3 8.8%	4 12.1%
A little worse/Much worse	1 0.6%	- -	- -	- -	1 3.0%

**Were you and your child given the chance to make treatment decisions? Q32**

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
<b>Base</b>	<b>160</b>	<b>45</b>	<b>48</b>	<b>34</b>	<b>33</b>
<b>Were you and your child given the chance to make treatment decisions?</b>					
Yes	155 96.9%	43 95.6%	48 100.0%	32 94.1%	32 97.0%
No	3 1.9%	2 4.4%	- -	1 2.9%	- -
Sometimes	2 1.3%	- -	- -	1 2.9%	1 3.0%

**In the last twelve months did you have problems getting your child the help they needed? Q33**

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
<b>Base</b>	<b>160</b>	<b>45</b>	<b>48</b>	<b>34</b>	<b>33</b>
<b>In the last 12 months did you have problems getting your child the help they needed?</b>					
Yes	5 3.1%	2 4.4%	2 4.2%	- -	1 3.0%
No	151 94.4%	41 91.1%	46 95.8%	34 100.0%	30 90.9%
Sometimes	4 2.5%	2 4.4%	- -	- -	2 6.1%

## Family Department of Human Services Questions

### If you weren't able to get behavioral health help for your child...Q34

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	9	4	2	-	3
<b>If you weren't able to get behavioral health help for your child in the last 12 months, what stopped you?</b>					
Money issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Child care issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	-	-	-	-	-
Services denied	-	-	-	-	-
Process was overwhelming	-	-	-	-	-
Process was too confusing	-	-	-	-	-
Other	9 100.0%	4 100.0%	2 100.0%	-	3 100.0%

#### Literal Comments Q34A

#### If other, please explain

Q1-Due to COVID-19, I can't really do anything with his behavior. He's kind of not getting what he needs.

Q1-Things don't work.

Q1-He needs somebody to talk to other than us. The only one that has helped this child was family based. They say that he can't have it again due to having it twice.

Q1-I would like him to get on medication but the step grandmother who has joint custody does not want him to be on medication.

Q2-TSS

Q2-Due to COVID, the BSC couldn't come in the house with us, which I understand but it did hurt us. We had phone calls and face time but it wasn't the same.

Q4-Just the schooling part.

Q4-The school, insurance approval.

Q4-Because of Covid.

## Family Needed Services/Release Forms

### Are there any services your child needs but is not getting? Q35

#### Are there any services your child needs but is not getting?

Q1-We asked if they had set up anything to help him emotionally or socially at school but they do not.

Q1-He needs someone to talk to, he has PTSD. He was sexually abused at Head Start. He goes to school with the kids who did that. Family based has helped him with suicidal thoughts. He needs to do ENPR.

Q1-Medication

Q1-Testing

Q1-Counseling

Q1-Increased BHT (TSS) hours and autism support.

Q2-TSS hours. I would like them to be in school and the community, so I can get help at home.

Q2-We need to get him into another counselor.

Q2-He wants more one on one counseling.

Q2-The school is looking into getting her a BSC for more assistance in the classroom.

Q2-I want him to start counseling. I want to wait until he can do it in person.

Q2-TSS

Q3-PCIT and TSS services.

Q3-I was going to see about putting him in counseling, I'm going to see what his mobile therapist thinks.

Q3-We were doing occupational therapy and it is not available anymore. Would be nice if they brought it back.

Q3-I would like him to have a mobile therapist. I have to call community care to see if he could get that and still keep his counselor at DBHS.

Q4-No

Q4-I think he probably should be getting therapy, but the place we were going required him to be taken out of school. If he could get a mobile therapist just once a week even.

Q4- No

Q4-No, he is doing very well.

Q4-I don't think so.

Q5-Not so much a necessity at this point, but his BCM directed me to some referrals for a TSS. This is something I haven't had a chance to follow up on yet.

Q4-He needs a different kind of treatment, I don't know what his TSS does honestly. I think she just sits there.

Q4-I am applying for a therapist on the list. Therapists are fully booked right now.

**Did your child's behavioral health provider ask you to sign release of information...Q36**

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
<b>Base</b>	<b>160</b>	<b>45</b>	<b>48</b>	<b>34</b>	<b>33</b>
<b>Did your child's behavioral health provider ask you to sign a release of information to coordinate with your child's Primary Care Physician (PCP)?</b>					
<b>Yes</b>	<b>146 91.3%</b>	<b>42 93.3%</b>	<b>43 89.6%</b>	<b>29 85.3%</b>	<b>32 97.0%</b>
<b>No</b>	<b>1 0.6%</b>	<b>-</b>	<b>-</b>	<b>1 2.9%</b>	<b>-</b>
<b>Don't know</b>	<b>13 8.1%</b>	<b>3 6.7%</b>	<b>5 10.4%</b>	<b>4 11.8%</b>	<b>1 3.0%</b>
<b>No family doctor or pediatrician</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**91.3% of target rate Y-T-D**

**Meets Expectations**

## Family Discharged Due to Lack of Following Treatment Plan

Has your child ever been discharged in the past because they did not follow...Q37

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
<b>Base</b>	<b>160</b>	<b>45</b>	<b>48</b>	<b>34</b>	<b>33</b>
<b>Has your child ever been discharged in the past because they did not follow the treatment plan or make progress in treatment?</b>					
<b>Yes</b>	<b>6</b> <b>3.8%</b>	-	1 2.1%	1 2.9%	4 12.1%
<b>No</b>	<b>154</b> <b>96.3%</b>	45 100.0%	47 97.9%	33 97.1%	29 87.9%

## Family Behavioral Health Medications

Is your child taking behavioral health medications? Q38

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
<b>Base</b>	<b>160</b>	<b>45</b>	<b>48</b>	<b>34</b>	<b>33</b>
<b>Is your child taking behavioral health medications?</b>					
<b>Yes</b>	<b>101</b> <b>63.1%</b>	26 57.8%	36 75.0%	16 47.1%	23 69.7%
<b>No</b>	<b>59</b> <b>36.9%</b>	19 42.2%	12 25.0%	18 52.9%	10 30.3%
<b>Declined to answer</b>	-	-	-	-	-

## Family Behavioral Health Medications

### Are you experiencing any problems in getting behavioral health medications...Q39

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	101	26	36	16	23
Are you experiencing any problems in getting behavioral health medications that work for your child?					
Yes	3 3.0%	- -	2 5.6%	- -	1 4.3%
No	98 97.0%	26 100.0%	34 94.4%	16 100.0%	22 95.7%

#### Literal Comments Q39A

#### If yes, please explain:

Q1-I like the services here. My other two daughters go here and the doctor takes his time with them and answers their questions. He does a really good job.

Q2-With the pharmacy.

Q2-We haven't been able to find a med that works for him with his ADHD or his quality of life. We are going to go to a specialist.

Q3-She just started, we are two weeks in, it's working really well.

Q4-Nulton and PCP prescribes.

Q4-They are not working, we are in the process of switching medicines.

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

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

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	68	30	17	9	12
My provider has talked to me and my child about options to help us quit using tobacco and/or vaping products.					
Yes	30 44.1%	12 40.0%	6 35.3%	5 55.6%	7 58.3%
No	38 55.9%	18 60.0%	11 64.7%	4 44.4%	5 41.7%

**44.1% of target rate Y-T-D**

**Action Required**

## Family Additional Compliments or Concerns

Please share any additional compliments or concerns...Q41

Please share any additional compliments or concerns you h...

Q1-They're amazing, if I had problems in between visits, they always make accommodations. We have been seeing the doctor here for two years, he tries to get my son involved (even though he doesn't talk), he tries to make him a part of things.

Q1-So far they have been great. They ask me if I have any questions about medication. If something is not working, they ask me if I want to change it. They are amazing.

Q1-I think the team based team was really good.

Q1-I would highly recommend them to anyone who asks. My daycare recommended them and I'm so glad they did. The girls are amazing.

Q1-When we did get a BCM, I did like having a BCM. I did enjoy that. They said if I ever need anything to call. I thought the BCM was the highlight.

Q1-I'm very pleased with this provider and managed care company.

Q2-They've done a wonderful job, he has done a 360.

Q2-I think this is the best place to go. All three of my daughters go here. We have never had a problem, they are always willing to help us get in. They are terrific.

Q3-The constant change in staffing. As soon as he gets used to one person there is a staff change. I didn't get to meet one staff member.

A3-The therapist understands and communicates well with both of us.

Q3-Her and her counselor became really good friends and I set it up so they could talk. The counselor only tells me things if I need to know.

Q3-They are doing a wonderful job!

Q3-He'll be receiving family based services. His psychiatrist recommended that. He starts today, someone is coming to the house.

Q4-Nulton Diagnostics really changed our family dynamics greatly. The doctor is wonderful!

Q4-They've actually been good. They have been listening and if there is a problem they try to address it.

Q4-They're actually been good. They have been listening and if there is a problem they try to address it.

Q4-I think all the people up there are fabulous, even the receptionist knows us and greets us by our first names. The office people are so polite.

Q4-I like the doctor, she is nice and understands his short attention span. She works well with him.

Q4-He's trying and is very nice. He works well with my child.

Q4-They are great, they did a lot for my child.

Q4-I think these are really good programs for children, they really help.

## Families Interested in Having Concerns Addressed

If you shared problems about your provider or managed care...Q42

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	16	2	4	4	6
<b>If you shared problems about your provider or your managed care company during this survey, are you interested in having your concerns addressed immediately by Behavioral Health Services of Somerset and Bedford Counties?</b>					
<b>Yes</b>	2 12.5%	1 50.0%	1 25.0%	- -	- -
<b>No</b>	14 87.5%	1 50.0%	3 75.0%	4 100.0%	6 100.0%

Table	Title	Start page	End page
1	Family Survey Type Q4	60	60
2	Family County Q5	60	60
3	Family Zip Code Q6	61	61
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5	Family Caregiver Gender Q7	62	62
6	Family Child's Gender Q8	62	62
7	Family Child's Age Q9	63	63
8	Family Caregivers Relationship to Child Q10	63	63
9	Family Child's Race Q11	64	64
10	Literal Comments Q11A	64	64
11	Family Primary Service Q12	64	64
12	Family First Diagnosed Q13	65	65
13	Do you know who Community Care is? Q14A	65	65
14	Do you know where to find the number to call Community Care with questions...Q14B	65	65
15	Are you aware that you can file a complaint if needed? Q14C	66	66
16	Are you aware that you can file a grievance if needed? Q14D	66	66
17	Literal Comments Q14E	66	66
18	Have you reviewed your child's insurance benefits and treatment...Q15	67	67
19	If you contacted Community Care in the last twelve months...Q16	67	67
20	Literal Comments Q16A	67	67
21	If you have used Community Care's complaint process in the last twelve months...Q17	68	68
22	If you used Community Care's grievance process in the last twelve months...Q18	68	68
23	What is the name of your child's treatment provider? Q19	69	69
24	Literal Comments Q19A	69	69
25	Which mental health service does your child receive from this provder? Q20	70	70
26	Literal Comments Q20A	70	70
27	How long has your child currently been receiving services from this provider? Q21	71	71
28	Services are available at times that are convenient. Q22A	72	72
29	Evaluation information is submitted on time so that services to my child are not interrupted. Q22B	72	72
30	I was given a choice of different agencies I can use for my child's service. Q22C	73	73
31	I feel like my child was able to get the help he/she needed within an acceptable amount of time. Q22D	73	73
32	Literal Comments Q22E	74	74
33	I feel comfortable asking questions about my child's treatment. Q23A	75	75
34	My child's treatment plan was reviewed and shared with me. Q23B	75	75
35	I feel my child has enough time with staff during most sessions. Q23C	76	76
36	I agree that the interventions offered to my child on his/her treatment..Q23D	76	76
37	Provider helped us create a plan to deal with any problem my child has. Q23E	76	76
38	Literal Comments Q23F	77	77
39	If meetings are held, I am always informed with enough...Q24	78	78
40	My child's provider has talked with us about community supports and other options...Q25A	78	78
41	I have been given clear information on who to contact if my child needs immediate help...Q25B	79	79
42	I was able to be actively involved in developing my child's treatment goals. Q25C	79	79
43	Literal Comments Q25D	79	79
44	My child deals more effectively with daily problems. Q26A	80	80
45	Our family has improved since my child started treatment. Q26B	80	80
46	I feel my child's behavioral health is improving. Q26C	80	80
47	Literal Comments Q26D	81	81
48	Have you had any issues or problems with this provider? Q27	82	82
49	If you have had issues or problems with provider, what were they? Q28	82	82
50	Literal Comment Q28A	82	83
51	Were you able to resolve these issues or problems with the provider? Q29	84	84
52	Literal Comments Q29A	84	84
53	If you chose to not take any action, why? Q30	85	85
54	Literal Comments Q30A	85	85

Table	Title	Start page	End page
55	What effect has the treatment your child received had on the quality of your child's life? Q31	86	86
56	Were you and your child given the chance to make treatment decisions? Q32	86	86
57	In the last twelve months did you have problems getting your child the help they needed? Q33	86	86
58	If you weren't able to get behavioral health help for your child...Q34	87	87
59	Literal Comments Q34A	87	87
60	Are there any services your child needs but is not getting? Q35	88	88
61	Did your child's behavioral health provider ask you to sign release of information...Q36	88	89
62	Has your child ever been discharged in the past because they did not follow...Q37	90	90
63	Is your child taking behavioral health medications? Q38	90	90
64	Are you experiencing any problems in getting behavioral health medications...Q39	91	91
65	Literal Comments Q39A	91	91
66	My provider has talked to me and my child about options to help us quit...Q40	91	91
67	Please share any additional compliments or concerns...Q41	92	92
68	If you shared problems about your provider or managed care...Q42	93	93

## **Youth Survey Findings**

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

The following are C/FST Findings and Recommendations based on the 25 youth (Ages 14 to 20) surveys completed during the 4th Quarter of Calendar Year 2021 for the period from October to December 2021 and the 90 youth surveys completed in 2021.

### **Survey Results**

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

### **4th Quarter Youth Sample Characteristics versus the 2021 3rd Quarter Comparison:**

1. Increased face-to-face – 16% (4 of 25) versus 4% (1 of 24)
2. Higher ratio of male treatment recipients – 56% (14 of 25) versus 50% (12 of 24).
3. Higher percentage of youth members aged 14-15 – 40% (10 of 25) versus 21% (5 of 24).
4. Same percentage of youth members receiving IBHS (formerly BHRS) – 8% (2 of 25) versus 8% (2 of 24).
5. Higher ratio of youths receiving treatment from same provider four (4) years or longer – 24% (6 of 25) versus 8% (2 of 24).

### **Findings Overview**

1. 20% (5 of 24) of youths interviewed knew who Community Care was, up from 13% (3 of 24) in the 3rd Quarter of 2021. This indicator is 30% (27 of 90) for calendar year-to-date 2021.

44% (11 of 25) of youths in the 4th Quarter were *“aware they could file a complaint with Community Care.”* This indicator is 66% (59 of 90) for calendar year-to-date 2021. Likewise, 44% (11 of 25) were *“aware they could file a grievance with Community Care”* and this indicator is 66% (59 of 90) for calendar year-to-date 2021.

20% (5 of 25) of youths interviewed during the 4th Quarter of 2021 *“knew where to find the number to call Community Care with questions or concerns.”* This increased from 13% in the 3rd quarter and is 34% (31 of 90) for calendar-year-to-date 2021.

100% (2 of 2, excluding 23 “not applicable”) of youths agreed with, *“If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you.”* This indicator is 100% (9 of 9, excluding 81 “not applicable”) for calendar year 2021.

Two youths reported using Community Care’s complaint process during the 4th Quarter and were not pleased with the process. No youths reported using the grievance process. Comparatively, 2% (2 of 90) youths reported using either the complaint or grievance processes during calendar year 2021 and neither of them were pleased with the processes.

2. Youths surveyed on *Access to provider treatment services* rated both indicators 84%. These cover *“We meet at times that are convenient to me,”* and *“I feel I was able to get the help I needed within a reasonable amount of time”*.

3. Youths surveyed on *Treatment Experiences* rated satisfaction in all five indicators at 86%-92%. These questions include *“Provider helped me create a plan to deal with any problem I have,” “I am an active participant in developing my treatment plan,” “I agree that the interventions offered to me on my treatment plan are a good fit to me,” “I was offered a copy of my treatment plan/treatment summary”* and *“I am included in meetings about my treatment.”*

4. Youths interviewed this quarter also continue to show good results with *Provider Recovery Orientation* satisfaction scores of 88% to 92% 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 71% to 90% in all four indicators. These questions include *“I manage strong feelings better,” “I make better choices about how to deal with day-to-day life,” “I believe that treatment is working because I feel better,” and “I don’t get into trouble as often as I did before treatment.”*

6. 72% (18 of 25) of youths reported taking behavioral health medications and 78% (14 of 18) reported no problems in getting the medications that work them.

7. 12% (3 of 25) of youths reported having issues or problems with their provider during the 4th Quarter of 2021. This indicator was just 8% (7 of 90) for calendar year 2021.

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

Upon completing the survey, 0% (0 of 25) of youth members surveyed expressed interest in having a concern or issue they shared during the interview referred for immediate handling by BHSSBC.

Note: Discussion was held with the C/FST surveyors concerning the number of MRAs that were/are untimely, unreasonable or beyond the scope of the involved parties.

#### **Recommendations Overview**

1. Overall, it appears progress has been made regarding youth perceptions of their treatment access, treatment experiences, and provider recovery-oriented practices. It is recognized that these perceptions are highly subjective and can also be tied to variations in sample characteristics. Improvements should be recognized and supported.

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

## Youth Demographics

### Youth Type of Survey Q4

Counts Break % Respondents	2021 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
	90	20	21	24	25
What type of survey is it?					
Phone	85 94.4%	20 100.0%	21 100.0%	23 95.8%	21 84.0%
Face to Face	5 5.6%	- -	- -	1 4.2%	4 16.0%

### Youth County Q5

Counts Break % Respondents	2021 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
	90	20	21	24	25
What county does the member live in?					
Somerset	53 58.9%	14 70.0%	7 33.3%	12 50.0%	20 80.0%
Bedford	37 41.1%	6 30.0%	14 66.7%	12 50.0%	5 20.0%

## Youth Demographics

**Youth Zip Code Q6**

**Literal Comment Q6A**

Counts Break % Respondents	2021 YTD Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
	90	20	21	24	25
What is your zip code?					
15522 Bedford	6 6.7%	-	3 14.3%	3 12.5%	-
15537 Everett	7 7.8%	2 10.0%	1 4.8%	4 16.7%	-
16678 Saxton	1 1.1%	-	1 4.8%	-	-
15554 New Paris	-	-	-	-	-
15533 Breezewood	-	-	-	-	-
15521 Alum Bank	8 8.9%	2 10.0%	-	1 4.2%	5 20.0%
15545 Hyndman	1 1.1%	-	1 4.8%	-	-
15550 Manns Choice	-	-	-	-	-
16679 Six Mile Run	1 1.1%	-	-	1 4.2%	-
16667 Osterburg	1 1.1%	-	1 4.8%	-	-
16695 Woodbury	-	-	-	-	-
15963 Windber	3 3.3%	-	-	1 4.2%	2 8.0%
15552 Meyersdale	4 4.4%	-	-	-	4 16.0%
15530 Berlin	-	-	-	-	-
15531 Boswell	7 7.8%	1 5.0%	3 14.3%	3 12.5%	-
15557 Rockwood	6 6.7%	2 10.0%	-	2 8.3%	2 8.0%
15424 Confluence	-	-	-	-	-
15541 Friedens	4 4.4%	-	2 9.5%	-	2 8.0%
15926 Central City	-	-	-	-	-
15905 Johnstown	5 5.6%	5 25.0%	-	-	-
15558 Salisbury	-	-	-	-	-
15928 Davidsville	-	-	-	-	-
15501 Somerset	13 14.4%	2 10.0%	2 9.5%	4 16.7%	5 20.0%
other	23 25.6%	6 30.0%	7 33.3%	5 20.8%	5 20.0%

**If other, please list:**

- Q1-15935 Hollsopple
- Q1-15935 Hollsopple
- Q1-15539 Fishertown
- Q1-15539 Fishertown
- Q1-15936 Hooversville
- Q1-15936 Hooversville
- Q2-15539 Fishertown
- Q2-16655 Imler
- Q2-16655 Imler
- Q2-16655 Imler
- Q2-16664 New Enterprise
- Q2-16664 New Enterprise
- Q2-15534 Buffalo Mills
- Q3-15534 Buffalo Mills
- Q3-16664 New Enterprise
- Q3-16664 New Enterprise
- Q3-15411 Addison
- Q3-15411 Addison
- Q4-15959 Tire Hill
- Q4-15959 Tire Hill
- Q4-15959 Tire Hill
- Q4-15538 Fairhope
- Q4-15538 Fairhope

## Youth Demographics

### Youth Gender Q7

Counts Break % Respondents	2021 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
	90	20	21	24	25
<b>What is your gender?</b>					
Male	47 52.2%	6 30.0%	15 71.4%	12 50.0%	14 56.0%
Female	43 47.8%	14 70.0%	6 28.6%	12 50.0%	11 44.0%
Does not identify with either gender	- -	- -	- -	- -	- -
Refused to answer	- -	- -	- -	- -	- -

### Youth Age Q8

Counts Break % Respondents	2021 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
	90	20	21	24	25
<b>How old are you?</b>					
14-15 years	31 34.4%	10 50.0%	6 28.6%	5 20.8%	10 40.0%
16-17 years	17 18.9%	3 15.0%	7 33.3%	7 29.2%	- -
18-20 years	38 42.2%	5 25.0%	6 28.6%	12 50.0%	15 60.0%
over 20 years	4 4.4%	2 10.0%	2 9.5%	- -	- -

## Youth Demographics

### Youth Race Q9

Counts Break % Respondents	2021 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
	90	20	21	24	25
<b>What do you consider your race to be?</b>					
Caucasian	84 93.3%	18 90.0%	19 90.5%	24 100.0%	23 92.0%
African American	-	-	-	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian American	-	-	-	-	-
Multi-Racial	6 6.7%	2 10.0%	2 9.5%	-	2 8.0%
Other	-	-	-	-	-

### Literal Comment Q9A

### Youth Primary Service Q10

Counts Break % Respondents	2021 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
	90	20	21	24	25
<b>Are you receiving services primarily for:</b>					
Mental Health	89 98.9%	20 100.0%	20 95.2%	24 100.0%	25 100.0%
Drug and Alcohol Services	-	-	-	-	-
Both Mental Health and Drug and Alcohol Services	1 1.1%	-	1 4.8%	-	-

## Youth Satisfaction with Community Care

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

Counts Break % Respondents	2021 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
<b>Base</b>	<b>90</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>25</b>
<b>Do you know who Community Care is?</b>					
<b>Yes</b>	<b>27 30.0%</b>	<b>7 35.0%</b>	<b>12 57.1%</b>	<b>3 12.5%</b>	<b>5 20.0%</b>
<b>No</b>	<b>63 70.0%</b>	<b>13 65.0%</b>	<b>9 42.9%</b>	<b>21 87.5%</b>	<b>20 80.0%</b>

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

Counts Break % Respondents	2021 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
<b>Base</b>	<b>90</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>25</b>
<b>Do you know where to find the number to call Community Care with questions or concerns?</b>					
<b>Yes</b>	<b>31 34.4%</b>	<b>12 60.0%</b>	<b>11 52.4%</b>	<b>3 12.5%</b>	<b>5 20.0%</b>
<b>No</b>	<b>59 65.6%</b>	<b>8 40.0%</b>	<b>10 47.6%</b>	<b>21 87.5%</b>	<b>20 80.0%</b>

## Youth Community Care's Complaint and Grievance Process

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

Counts Break % Respondents	2021 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
<b>Base</b>	<b>90</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>25</b>
<b>Are you aware that you can file a complaint if needed? (Complaint-Telling or writing to Community Care that you are not satisfied with your provider and/or Community Care.)</b>					
<b>Yes</b>	<b>59 65.6%</b>	<b>19 95.0%</b>	<b>13 61.9%</b>	<b>16 66.7%</b>	<b>11 44.0%</b>
<b>No</b>	<b>31 34.4%</b>	<b>1 5.0%</b>	<b>8 38.1%</b>	<b>8 33.3%</b>	<b>14 56.0%</b>

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

Counts Break % Respondents	2021 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
<b>Base</b>	<b>90</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>25</b>
<b>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.)</b>					
<b>Yes</b>	<b>59 65.6%</b>	<b>19 95.0%</b>	<b>13 61.9%</b>	<b>16 66.7%</b>	<b>11 44.0%</b>
<b>No</b>	<b>31 34.4%</b>	<b>1 5.0%</b>	<b>8 38.1%</b>	<b>8 33.3%</b>	<b>14 56.0%</b>

# Youth Community Care's Complaint and Grievance Process Literal Comments

## Literal Comments Q11E

### If you said no, please explain:

- Q1-I do not hear about them often.
- Q1-I never had a reason to call them.
- Q1-I do not have the phone number memorized.
- Q1-I don't know much about Community Care.
- Q1-I didn't know anything about Community Care.
- Q1-I do not deal with them often.
- Q1-We have no reason to call them.
- Q1-I do not deal with them much.
- Q2-I have never heard of Community Care.
- Q2-I do not know who Community Care is.
- Q2-I do not deal with them often.
- Q2-I am not familiar with Community Care.
- Q2-I do not know the phone number off hand.
- Q2-My mom knows more.
- Q2-I am not familiar with Community Care.
- Q3-I think I may have heard something about them, but I am not sure.
- Q3-My mom is more familiar with Community Care.
- Q3-I do not know off hand
- Q3-I am not familiar with Community Care.
- Q3-I have never had to call Community Care.
- Q3-I am not familiar with Community Care
- Q3-My mom deals with everything for me.
- Q3-I am not super familiar with Community Care.
- Q3-My dad deals with Community Care.
- Q4-My mom is more familiar with Community Care.
- Q4-I am unsure.
- Q4-My mom deals with everything.
- Q4-I have never really had to call.
- Q4-I have never really had to call.
- Q4-I am not familiar with the phone number and name.
- Q4-My mom takes care of it.
- Q4-I am not familiar with Community Care.
- Q4- We have never had to deal with them.

## Youth Community Care's Complaint and Grievance Process

### Have you reviewed your insurance benefits and treatment options...Q12

Counts Break % Respondents	2021 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
Base	90	20	21	24	25
<b>Have you reviewed your insurance benefits and treatment options through Community Care?</b>					
Yes	10 11.1%	- -	5 23.8%	4 16.7%	1 4.0%
No	80 88.9%	20 100.0%	16 76.2%	20 83.3%	24 96.0%

### If you had contact with Community Care in the last twelve months...Q13

Counts Break % Respondents	2021 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
<b>N/A responses reduce total</b>					
N/A responses reduce total	9	3	3	1	2
<b>If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?</b>					
Yes	9 100.0%	3 100.0%	3 100.0%	1 100.0%	2 100.0%
No	-	-	-	-	-

### Literal Comments Q13A

## Youth Community Care's Complaint and Grievance Process

### If you used Community Care's complaint process...Q14

Counts Break % Respondents	2021 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
N/A responses reduce total	2	-	-	-	2
<b>If you used Community Care's complaint process within the last 12 months, were you satisfied with how your complaint was handled?</b>					
Yes	-	-	-	-	-
No	2 100.0%	-	-	-	2 100.0%

**- No data this quarter**

#### Literal Comments Q14A

#### If no, please explain:

Q4-It was not completely handled yet.

Q4-It is not completely handled yet.

Q4-It is not completely handled yet.

### If you used Community Care's grievance process...Q15

Counts Break % Respondents	2021 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
N/A responses reduce total	-	-	-	-	-
<b>If you used Community Care's grievance process within the last 12 months, were you satisfied with how your grievance was handled?</b>					
Yes	-	-	-	-	-
No	-	-	-	-	-

**- No data this quarter**

#### Literal Comments Q15A

## Youth Treatment Provider Analysis

### What is the name of your treatment provider? Q16

### Literal Comments Q16A

Counts Break % Respondents	2021 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
Base	90	20	21	24	25
What is the name of your treatment provider?					
ACRP	11 12.2%	1 5.0%	3 14.3%	7 29.2%	-
Adelphoi Village	2 2.2%	-	2 9.5%	-	-
Beal Counseling	-	-	-	-	-
Bedford DBHS	13 14.4%	1 5.0%	3 14.3%	6 25.0%	3 12.0%
Blair Family Solutions	-	-	-	-	-
Children's Aid Home	1 1.1%	1 5.0%	-	-	-
Children's Behavioral Health (CBH)	4 4.4%	1 5.0%	2 9.5%	-	1 4.0%
Croyle Nielson	1 1.1%	-	-	-	1 4.0%
Dolminis (Pyramid)	-	-	-	-	-
Family Behavioral Resources (FBR)	4 4.4%	1 5.0%	1 4.8%	-	2 8.0%
Footsteps	-	-	-	-	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	-	-	-	-	-
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	29 32.2%	11 55.0%	5 23.8%	3 12.5%	10 40.0%
Pediatric Care Specialists	1 1.1%	-	-	-	1 4.0%
Pyramid HealthCare	-	-	-	-	-
Somerset DBHS	14 15.6%	4 20.0%	2 9.5%	3 12.5%	5 20.0%
Somerset Hospital	-	-	-	-	-
Twin Lakes	-	-	-	-	-
Youth Advocate Programs (YAP)	3 3.3%	-	1 4.8%	1 4.2%	1 4.0%
Other	7 7.8%	-	2 9.5%	4 16.7%	1 4.0%

### If other, please specify:

- Q2-UPMC Western Behavioral Health of the Alleghenies
- Q2-UPMC Western Behavioral Health of the Alleghenies
- Q3-Assurance Counseling Services
- Q3-UPMC Children's Branch Hospital Pittsburgh
- Q3-Chestnut Ridge Counseling Services
- Q3-Chestnut Ridge Counseling Services
- Q4-Horizon

## Youth Treatment Provider Service Level Analysis

What service are you receiving from this provider? Q17      Literal Comments Q17A

Counts Break % Respondents	2021 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
Base	90	20	21	24	25
What service are you receiving from this provider?					
After School Treatment Program	-	-	-	-	-
IBHS (BHT, BC, MT, ABA)	9 10.0%	2 10.0%	3 14.3%	2 8.3%	2 8.0%
MH CRR Home	-	-	-	-	-
Family Based MH Services	-	-	-	-	-
Peer Support	-	-	-	-	-
MH Inpatient Hospitalization	-	-	-	-	-
Medication/Psychiatric/Telepsychiatry	38 42.2%	9 45.0%	8 38.1%	11 45.8%	10 40.0%
MH (BCM) Blended Case Management	6 6.7%	1 5.0%	1 4.8%	1 4.2%	3 12.0%
MH Outpatient Therapy/Counseling (individual or group)	34 37.8%	7 35.0%	7 33.3%	10 41.7%	10 40.0%
MH Partial Hospitalization	1 1.1%	1 5.0%	-	-	-
Residential Treatment Facility (RTF)	-	-	-	-	-
Substance Use (SU) Detox	-	-	-	-	-
Naltrexone Maintenance	-	-	-	-	-
Substance Use (SU) Outpatient Therapy	-	-	-	-	-
SU Inpatient/Rehabilitation	-	-	-	-	-
Methadone Maintenance	-	-	-	-	-
Multi Systemic Therapy (MST)	2 2.2%	-	2 9.5%	-	-
Buprenorphine Maintenance	-	-	-	-	-
Other	-	-	-	-	-
Do Not Know	-	-	-	-	-

## Youth Treatment Provider Service Level Analysis

### Did your behavioral health provider ask you to sign a release...Q18

Counts Break % Respondents	2021 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
Base	90	20	21	24	25
Did your behavioral health provider ask you to sign a release of information to coordinate with your primary care physician (PCP)?					
Yes	72 80.0%	16 80.0%	14 66.7%	18 75.0%	24 96.0%
No	18 20.0%	4 20.0%	7 33.3%	6 25.0%	1 4.0%

**80.0% of target rate Y-T-D**

**Satisfactory**

### Did you choose to go to this provider? Q19

Counts Break % Respondents	2021 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
Base	90	20	21	24	25
Did you choose to go to this provider?					
Yes	67 74.4%	17 85.0%	12 57.1%	21 87.5%	17 68.0%
No	23 25.6%	3 15.0%	9 42.9%	3 12.5%	8 32.0%

**Literal Comments Q19A****If no, why?**

Q1-I called two providers and got set up with this one.

Q1-The grandparents/guardians chose.

Q2-I was court ordered.

Q2-It was what we were able to get as a service.

Q2-We followed our current doctor here.

Q2-My mom chose.

Q2-I did not chose to go.

Q2-My parent chose.

Q2-My mom chose for me.

Q2-My mom chose.

Q3-I was required to go and I chose this provider.

Q3-I went willingly.

Q4-It was chosen by my parent.

Q4-I was referred by Nulton Diagnostic.

Q4-It was chosen by my parents.

Q4-It was chosen by my parents.

Q4-It was chosen by my parents.

Q4-A parent chose.

Q4- A parent chose.

## Youth Treatment Provider Service Level Analysis

How long have you currently been receiving services from this provider? Q20

Counts Break % Respondents	2021 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
<b>Base</b>	<b>90</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>25</b>
<b>How long have you currently been receiving services from this provider?</b>					
<b>Less than 6 months</b>	<b>9 10.0%</b>	<b>1 5.0%</b>	<b>3 14.3%</b>	<b>3 12.5%</b>	<b>2 8.0%</b>
<b>6-11 months</b>	<b>16 17.8%</b>	<b>2 10.0%</b>	<b>1 4.8%</b>	<b>9 37.5%</b>	<b>4 16.0%</b>
<b>1 to 2 years</b>	<b>19 21.1%</b>	<b>5 25.0%</b>	<b>3 14.3%</b>	<b>6 25.0%</b>	<b>5 20.0%</b>
<b>2 to 4 years</b>	<b>23 25.6%</b>	<b>7 35.0%</b>	<b>4 19.0%</b>	<b>4 16.7%</b>	<b>8 32.0%</b>
<b>4 + years</b>	<b>23 25.6%</b>	<b>5 25.0%</b>	<b>10 47.6%</b>	<b>2 8.3%</b>	<b>6 24.0%</b>

## Youth Access to Services

### We meet at times that are convenient for me. Q21A

Counts Break % Respondents	2021 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
Neutrals reduce total	86	18	19	24	25
<b>We meet at times that are convenient for me</b>					
<b>Strongly Agree/Agree</b>	<b>79 91.9%</b>	18 100.0%	18 94.7%	22 91.7%	21 84.0%
<b>Strongly Disagree/Disagree</b>	<b>7 8.1%</b>	- -	1 5.3%	2 8.3%	4 16.0%

**91.9% of target rate Y-T-D**

**Meets Expectations**

### I feel I was able to get the help I needed within a reasonable amount of time. Q21B

Counts Break % Respondents	2021 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
Neutrals reduce total	87	19	21	22	25
<b>I feel I was able to get the help I needed within a reasonable amount of time.</b>					
<b>Strongly Agree/Agree</b>	<b>82 94.3%</b>	19 100.0%	20 95.2%	22 100.0%	21 84.0%
<b>Strongly Disagree/Disagree</b>	<b>5 5.7%</b>	- -	1 4.8%	- -	4 16.0%

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

**Meets Expectations**

### Literal Comments Q21C

**If you chose neutral/or disagreed with any, please explain:**

- Q1-It is kind of inconvenient.
- Q1-We are having problems with the TSS.
- Q1-I don't usually make appointments myself and my mom drives me.
- Q2-My appointments are usually really spaced out and are for venting but it does not change anything.
- Q2-The times are not convenient.
- Q2-Sometimes I do not want to go here.
- Q3-They were not communicating with this. I quit because I felt like I was not getting anywhere.
- Q4-They did not do anything when I needed help.
- Q4-She would not do anything beyond scheduling appointments.
- Q4-They are never available when I need help.

## Youth Treatment Experiences

**Provider helped me create a plan to deal with any problem I have. Q22A**

Counts Break % Respondents	2021 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
Neutrals reduce total	81	17	18	21	25
(Provider) helped me create a plan to deal with any problem I have.					
<b>Strongly Agree/agree</b>	77 95.1%	17 100.0%	18 100.0%	20 95.2%	22 88.0%
<b>Strongly Disagree/Disagree</b>	4 4.9%	- -	- -	1 4.8%	3 12.0%

**95.1% of target rate Y-T-D**

**Meets Expectations**

**I am an active participant in developing my treatment plan. Q22B**

Counts Break % Respondents	2021 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
Neutrals reduce total	82	19	18	23	22
I am an active participant in developing my treatment plan.					
<b>Strongly Agree/Agree</b>	77 93.9%	19 100.0%	18 100.0%	20 87.0%	20 90.9%
<b>Strongly Disagree/Disagree</b>	5 6.1%	- -	- -	3 13.0%	2 9.1%

**93.9% of target rate Y-T-D**

**Meets Expectations**

## Youth Treatment Experiences

**I agree that the interventions offered to me on my treatment plan...Q22C**

Counts Break % Respondents	2021 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
Neutrals reduce total	83	19	18	22	24
I agree that the interventions offered to me on my treatment plan are a good fit to me.					
<b>Strongly Agree/Agree</b>	<b>79</b> <b>95.2%</b>	19 100.0%	17 94.4%	21 95.5%	22 91.7%
<b>Strongly Disagree/Disagree</b>	<b>4</b> <b>4.8%</b>	- -	1 5.6%	1 4.5%	2 8.3%

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

**I was offered a copy of my treatment plan/treatment summary. Q22D**

Counts Break % Respondents	2021 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
Neutrals reduce total	82	18	18	24	22
I was offered a copy of my treatment plan/treatment summary					
<b>Strongly Agree/Agree</b>	<b>72</b> <b>87.8%</b>	16 88.9%	18 100.0%	19 79.2%	19 86.4%
<b>Strongly Disagree/Disagree</b>	<b>10</b> <b>12.2%</b>	2 11.1%	- -	5 20.8%	3 13.6%

**87.8% of target rate Y-T-D** **Satisfactory**

## Youth Treatment Experiences

### I am included in meetings about my treatment. Q22E

Counts Break % Respondents	2021 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
Neutrals reduce total	88	20	21	24	23
<b>I am included in meetings about my treatment.</b>					
<b>Strongly Agree/Agree</b>	<b>82 93.2%</b>	20 100.0%	21 100.0%	21 87.5%	20 87.0%
<b>Strongly Disagree/Disagree</b>	<b>6 6.8%</b>	- -	- -	3 12.5%	3 13.0%

**93.2% of target rate Y-T-D**

**Meets Expectations**

### Literal Comments Q22F

#### If you chose neutral/or disagreed with any of the above c...

- Q1-We set up my treatment plan but sometimes I go through it.

---

- Q1-They really didn't have a plan for me that worked well. I don't remember receiving a copy of my treatment plan.

---

- Q1-The TSS is not doing her job. She hung up once and would not get back on the phone.

---

- Q1-I think my mom got a copy of my treatment plan.

---

- Q1-They have helped me create a plan but I'm still working on it.

---

- Q2-I have trust issues, it is hard for me to talk to people. It doesn't feel like my treatment is helping out much.

---

- Q2-They try to take bigger steps than I am used to, with my therapy.

---

- Q2-I can not remember my plan well. I'm still trying to figure out if my treatment plan is a good fit for me. I don't have info on my treatment plan.

---

- Q2-I do not know.

---

- Q3-My mom helps me out with my treatment plan.

---

- Q3-This is my first appointment

---

- Q3-They rarely talked about it. It was the same thing weekly.They never said anything about this. I was never offered a copy. I was never included.

---

- Q3-They were still working on trying to get through it.

---

- Q3-They never offered.

---

- Q4-I am not sure.

---

- Q4-This does not apply. I just go to the appointments.

---

- Q4-We can not get access to services when we need them. We can not get access to the treatment and crisis plan in a timely manner.

---

- Q4-We can not get access to services when we need them. We can not get access to the treatment plan or the crisis plan in a timely manner.

## Youth Recovery Oriented Practices

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

Counts Break % Respondents	2021 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
<b>Base</b>	<b>90</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>25</b>
<b>I have been given clear information on who to contact if I need immediate help between sessions.</b>					
<b>Always/Almost Always/Often</b>	<b>87 96.7%</b>	<b>20 100.0%</b>	<b>20 95.2%</b>	<b>24 100.0%</b>	<b>23 92.0%</b>
<b>Sometimes</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Rarely/Never</b>	<b>3 3.3%</b>	<b>-</b>	<b>1 4.8%</b>	<b>-</b>	<b>2 8.0%</b>

**96.7% 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	2021 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
<b>Base</b>	<b>90</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>25</b>
<b>(Provider) asked me what I think I needed to work on and helped me create a plan.</b>					
<b>Always/Almost Always/Often</b>	<b>85 94.4%</b>	<b>20 100.0%</b>	<b>20 95.2%</b>	<b>23 95.8%</b>	<b>22 88.0%</b>
<b>Sometimes</b>	<b>3 3.3%</b>	<b>-</b>	<b>1 4.8%</b>	<b>1 4.2%</b>	<b>1 4.0%</b>
<b>Rarely/Never</b>	<b>2 2.2%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2 8.0%</b>

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

**Meets Expectations**

## Youth Recovery Oriented Practices

**Staff treats me with respect and sees me as an equal partner in my treatment program. Q23C**

Counts Break % Respondents	2021 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
Base	90	20	21	24	25
Staff treats me with respect and sees me as an equal partner in my treatment program.					
Always/Almost Always/Often	86 95.6%	19 95.0%	21 100.0%	24 100.0%	22 88.0%
Sometimes	2 2.2%	1 5.0%	- -	- -	1 4.0%
Rarely/Never	2 2.2%	- -	- -	- -	2 8.0%

**95.6% of target rate Y-T-D**

**Meets Expectations**

**Staff talked with me about community supports and other options...Q23D**

Counts Break % Respondents	2021 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
Base	90	20	21	24	25
Staff talked with me about community supports and other options that are available.					
Always/Almost Always/Often	78 86.7%	18 90.0%	17 81.0%	21 87.5%	22 88.0%
Sometimes	1 1.1%	- -	1 4.8%	- -	- -
Rarely/Never	11 12.2%	2 10.0%	3 14.3%	3 12.5%	3 12.0%

**86.7% of target rate Y-T-D**

**Satisfactory**

**Literal Comments Q23E**

**If you disagreed with any of the above statements, please...**

Q1-They just focus on trauma therapy.

Q1-The TSS is not doing her job. She is not going to the school and is hanging up on the phone. She plays games that are meaningless.

Q2-We usually talk about what I need to work on but we get cut off because of it being in school. We haven't talked about community supports, it's only been a few months.

Q2-I was never told information about who to contact if I need immediate help.

Q3-I do not remember.

Q3-They never told me about anything else.

Q4-They are negative towards me. They are not compasonate towards my needs. They have done nothing when we asked for help.

Q4-They are negative towards me. They are not compassionate about my needs. They have done nothing when we ask for help.

## Youth Outcomes

### I manage strong feelings better. Q24A

Counts Break % Respondents	2021 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
Neutrals reduce total	78	20	19	23	16
<b>I manage strong feelings better. (anger, fear, etc)</b>					
<b>Strongly Agree/Agree</b>	<b>72 92.3%</b>	20 100.0%	17 89.5%	23 100.0%	12 75.0%
<b>Strongly Disagree/Disagree</b>	<b>6 7.7%</b>	- -	2 10.5%	- -	4 25.0%

**92.3% of target rate Y-T-D**

**Meets Expectations**

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

Counts Break % Respondents	2021 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
Neutrals reduce total	76	18	19	21	18
<b>I make better choices about how to deal with day to day life.</b>					
<b>Strongly Agree/Agree</b>	<b>74 97.4%</b>	18 100.0%	19 100.0%	21 100.0%	16 88.9%
<b>Strongly Disagree/Disagree</b>	<b>2 2.6%</b>	- -	- -	- -	2 11.1%

**97.4% 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	2021 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
Neutrals reduce total	75	15	18	21	21
<b>I don't get in trouble as often as I did before treatment.</b>					
<b>Strongly Agree/Agree</b>	<b>64</b> 85.3%	15 100.0%	15 83.3%	19 90.5%	15 71.4%
<b>Strongly Disagree/Disagree</b>	<b>11</b> 14.7%	- -	3 16.7%	2 9.5%	6 28.6%

**85.3% of target rate Y-T-D**

**Satisfactory**

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

Counts Break % Respondents	2021 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
Neutrals reduce total	83	20	21	22	20
<b>I believe treatment is working because I feel better.</b>					
<b>Strongly Agree/Agree</b>	<b>78</b> 94.0%	20 100.0%	20 95.2%	20 90.9%	18 90.0%
<b>Strongly Disagree/Disagree</b>	<b>5</b> 6.0%	- -	1 4.8%	2 9.1%	2 10.0%

**94.0% of target rate Y-T-D**

**Meets Expectations**

### Literal Comments Q24E

#### If you chose neutral/or disagreed with any of the above q...

- Q1-Sometimes I struggle in school but not outside of school.
- Q1-The things I got in trouble for did not connect with what I was getting treatment for.
- Q1-I still have problems. It is a work in progress.
- Q1-I do not get in trouble.
- Q2-Things don't change much because of my anxiety.
- Q2-Some of my feelings are a little stronger than they should be. I have never been in trouble.
- Q2-Sometimes I do really well but then really bad or make the wrong choices.
- Q2-I get in trouble where ever I go.
- Q2-I still have problems.
- Q3-I do not get in trouble very often
- q3-I still get in trouble. I do not feel better and it does not work.
- Q3-I still have good days and bad days
- Q3-I do not make good decisions when things get bad.
- Q4-I have really bad anger issues.
- Q4-I never get in much trouble.
- Q4-I still have good and bad days. I do not get in trouble.
- Q4-I never get in trouble.

**Literal Comments Q24E**

**If you chose neutral/or disagreed with any of the above q...**

---

Q4-Not yet.

---

Q4-CBH has done nothing to help.

---

Q4-CBH has done nothing to help.

---

Q4-I still struggle even with the help I get.

---

Q4-I still struggle even with the help I get.

---

Q4-I still have my moments and younger siblings.

---

Q4-I still have my moments.

## Youth Provider Issues or Concerns

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

Counts Break % Respondents	2021 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
<b>Base</b>	<b>90</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>25</b>
<b>Have you had any issues or problems with services from provider?</b>					
<b>Yes</b>	7 7.8%	2 10.0%	-	2 8.3%	3 12.0%
<b>No</b>	83 92.2%	18 90.0%	21 100.0%	22 91.7%	22 88.0%

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

Counts Break % Respondents	2021 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
<b>N/A responses reduce total</b>	<b>7</b>	<b>2</b>	<b>-</b>	<b>2</b>	<b>3</b>
<b>If yes, what were the issues or problems with services from provider?</b>					
<b>Lack of treatment planning and coordination</b>	-	-	-	-	-
<b>Services not provided when I needed them</b>	1 14.3%	1 50.0%	-	-	-
<b>Poor communication</b>	1 14.3%	-	-	1 50.0%	-
<b>Frequent staff changes</b>	-	-	-	-	-
<b>Frequent Provider Cancellations</b>	-	-	-	-	-
<b>Other</b>	5 71.4%	1 50.0%	-	1 50.0%	3 100.0%

**Literal Comments Q26A**

**If other, please explain:**

Q1-A TSS that was unprofessional.

Q1-TSS is not doing her job.

Q3-They jumped to conclusions

Q4-A staff did not like me and was disrespectful.

Q4-Lack of treatment planning and coordination, services not provided when I needed them, poor communication, and not being given a treatment plan at all.

Q4-The BCM does not make time for appointments.

## Youth Provider Issues or Concerns

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

Counts Break % Respondents	2021 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
N/A responses reduce total	7	2	-	2	3
Were you able to resolve these issues or problems with provider through a discussion with the program manager or did you choose not to take any action?					
I resolved the problem with the program manager	2 28.6%	1 50.0%	-	-	1 33.3%
I chose not to take any action	-	-	-	-	-
I filed a formal complaint	1 14.3%	-	-	-	1 33.3%
Other	4 57.1%	1 50.0%	-	2 100.0%	1 33.3%

#### Literal Comments Q27A

**If other, please explain:**

Q1-We are in the process of resolving this.

Q3-We talked to them about it but nothing changed.

Q4-We are not comfortable taking action.

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

Counts Break % Respondents	2021 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
N/A responses reduce total	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	1 100.0%	-	-	-	1 100.0%

#### Literal Comments Q28A

**If other, please explain:**

Q4-The boss is friends with the BCM outside of work.

## Youth Department of Human Services Questions

**What effect has the treatment you've received had on the overall quality of your life? Q29**

Counts Break % Respondents	2021 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
<b>Base</b>	<b>90</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>25</b>
<b>What effect has the treatment you've received had on the overall quality of your life?</b>					
<b>Much better</b>	<b>45 50.0%</b>	<b>11 55.0%</b>	<b>13 61.9%</b>	<b>10 41.7%</b>	<b>11 44.0%</b>
<b>A little better</b>	<b>29 32.2%</b>	<b>7 35.0%</b>	<b>5 23.8%</b>	<b>11 45.8%</b>	<b>6 24.0%</b>
<b>About the same</b>	<b>16 17.8%</b>	<b>2 10.0%</b>	<b>3 14.3%</b>	<b>3 12.5%</b>	<b>8 32.0%</b>
<b>A little worse</b>	-	-	-	-	-
<b>Much worse</b>	-	-	-	-	-

**Were you given the chance to make treatment decisions? Q30**

Counts Break % Respondents	2021 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
<b>Base</b>	<b>90</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>25</b>
<b>Were you given the chance to make treatment decisions?</b>					
<b>Yes</b>	<b>66 73.3%</b>	<b>18 90.0%</b>	<b>17 81.0%</b>	<b>17 70.8%</b>	<b>14 56.0%</b>
<b>No</b>	<b>5 5.6%</b>	-	-	<b>1 4.2%</b>	<b>4 16.0%</b>
<b>Sometimes</b>	<b>19 21.1%</b>	<b>2 10.0%</b>	<b>4 19.0%</b>	<b>6 25.0%</b>	<b>7 28.0%</b>

## Youth Department of Human Services Questions

**In the last twelve months, did you have problems getting the help you needed? Q31**

Counts Break % Respondents	2021 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
<b>Base</b>	<b>90</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>25</b>
<b>In the last twelve months, did you have problems getting the help you needed?</b>					
<b>Yes</b>	<b>5</b> 5.6%	-	1 4.8%	-	4 16.0%
<b>No</b>	<b>81</b> 90.0%	20 100.0%	20 95.2%	20 83.3%	21 84.0%
<b>Sometimes</b>	<b>4</b> 4.4%	-	-	4 16.7%	-

**If yes, why weren't you able to get the behavioral health help...Q32**

Counts Break % Respondents	2021 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
<b>N/A responses reduce total</b>					
	<b>9</b>	-	<b>1</b>	<b>4</b>	<b>4</b>
<b>If yes, why weren't you able to get the behavioral health help in the last 12 months?</b>					
<b>Money issues</b>	-	-	-	-	-
<b>Transportation Issues</b>	<b>1</b> 11.1%	-	-	1 25.0%	-
<b>Language barriers</b>	-	-	-	-	-
<b>Inconvenient times</b>	<b>1</b> 11.1%	-	-	1 25.0%	-
<b>Long waiting list</b>	-	-	-	-	-
<b>Didn't know where to get help</b>	<b>2</b> 22.2%	-	-	2 50.0%	-
<b>Money issues</b>	-	-	-	-	-
<b>Other</b>	<b>5</b> 55.6%	-	1 100.0%	-	4 100.0%

**Literal Comments Q32A**

**If other, please explain:**

- Q2-Inconvenient times and didn't know where to get help.
- Q4-Didn't know where to get help and lack of access to get services safely because of covid.
- Q4-Didn't know where to get help. Lack of access to get services safely because of Covid.
- Q4-Problems with covid being around and not feeling safe for in person appointments.
- Q4-Lack of availability with the BCM.

## Youth Discharge Due to Lack of Following Treatment Plan

Have you been discharged in the past because you had trouble...Q33

Counts Break % Respondents	2021 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
Base	90	20	21	24	25
<b>Have you been discharged in the past because you had trouble following your treatment plan or you relapsed?</b>					
Yes	10 11.1%	- -	3 14.3%	3 12.5%	4 16.0%
No	80 88.9%	20 100.0%	18 85.7%	21 87.5%	21 84.0%

## Youth Behavioral Health Medications

Are you taking behavioral health medications? Q34

Counts Break % Respondents	2021 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
Base	90	20	21	24	25
<b>Are you taking behavioral health medications?</b>					
Yes	69 76.7%	16 80.0%	17 81.0%	18 75.0%	18 72.0%
No	19 21.1%	4 20.0%	4 19.0%	6 25.0%	5 20.0%
Declined to answer	2 2.2%	- -	- -	- -	2 8.0%

## Youth Behavioral Health Medications

**Are you experiencing any problems in getting the medications that work for you? Q35**

Counts Break % Respondents	2021 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
N/A responses reduce total	68	16	17	18	17
<b>Are you experiencing any problems in getting the medications that work for you?</b>					
Yes	6 8.8%	- -	1 5.9%	1 5.6%	4 23.5%
No	62 91.2%	16 100.0%	16 94.1%	17 94.4%	13 76.5%

**Literal Comments Q35A**

**If yes, please explain:**

- Q2-The one medicine makes me a lot angrier, quicker.
- Q3-It is hard to find the medicines that work for me, but I found one.
- Q4-I am not currently taking medications.
- Q4-One of my meds quit working and I had to find a new one.
- Q4-An insurance issue.
- Q4-An insurance issue.
- Q4-An insurance issue with the authorization of medications and requirements of preauthorizations.

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

**My provider has talked to me about options to help me quit using tobacco and/or vaping...Q36**

Counts Break % Respondents	2021 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
N/A responses reduce total	14	2	4	5	3
<b>My provider has talked to me about options to help me quit using tobacco and/or vaping products.</b>					
Yes	7 50.0%	2 100.0%	1 25.0%	2 40.0%	2 66.7%
No	7 50.0%	- -	3 75.0%	3 60.0%	1 33.3%

**50.0% of target rate Y-T-D**

**Action Required**

## Youth Additional Compliments or Concerns

Please share any additional compliments or concerns you have about services you participate in...Q37

Please share any additional compliments or concerns you h...

Q1-Without my provider, we would have not made the progress we have made.

Q1-My therapist has been awesome. I have come a long way.

Q1-I really like the workers here and they are really understanding. They understand when I do not feel like talking and don't force me to talk.

Q1-They have been very great for us. Anytime I have needed help for when she relapses, I can call them.

Q1-This provider is doing a good job.

Q1-My provider has done a good job.

Q2-They have always treated me and my mom good.

Q3-I like how they include you in all the aspects of the treatment.

Q3-The staff is very friendly.

Q4-I like it.

Q4-Very helpful, definitely better than the last therapist.

Q4-They have been wonderful.

Q4-I have never had an issue with them. They have always been very kind.

Q4-My counselor goes above and beyond to help me. When I am struggling she makes herself available.

## Youth Issues and Concerns Addressed

If you shared problems about your provider or your managed care company...Q38

Counts Respondents	2021 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
N/A responses reduce total	9	2	-	4	3
If you shared problems about your provider or managed care company during this survey, are you interested in having your concerns addressed immediately by Behavioral Health Services of Somerset and Bedford Counties?					
Yes	-	-	-	-	-
No	9	2	-	4	3

Literal Comments Q38A

## Provider Responses

*Provider Responses to 3rd Quarter (July - September 2021) 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.*

*Areas identified as Opportunity for Improvement.*

**INDICATOR: Did your behavioral health provider ask you to sign a release of information?**

*PROVIDER RESPONSE: "No information is ever released without the appropriate consent. Release of information forms are signed in the initial session and as needed during services. For the PCP, we have been very active in our coordination of care with PCP's. At times, a member may not have a PCP and we are counseling them on the importance of having and offer options."*

*PROVIDER RESPONSE: Staff will ensure that clients and/or parents/guardians are aware of the releases that they are signing at intake and on an annual basis. (This will be) evidenced in intake packet as well as on an annual basis when releases are updated.*

**INDICATOR: I was encouraged to use consumer-run programs and other options that are available.**

*PROVIDER RESPONSE: "We refer consumers to these programs regularly. It is part of their crisis plan."*

*PROVIDER RESPONSE: "(Provider) encourages staff to talk with clients about consumer-run programs. We do know with the struggles of a lot of places closing down because of COVID-19, that there was a period of time where some consumer-run programs were not open so this may have been the cause of being below the benchmark. We will continue to encourage our staff to make consumers aware and what kind of programs they can link the consumer to. An email to all staff was sent on 11/30/2021 with available resources they can share with their clients. See attached email."*

**INDICATOR: My provider has talked with me about community supports and other options that are available.**

*PROVIDER RESPONSE: "(Our) agency has reviewed this indicator. All clients, at intake and other various relevant times during therapy, are given verbal, and at times written, information about community supports and other options that are available to them. This is a standard operating procedure in our practice. We will continue to offer this information when relevant as an opportunity to increase consumers understanding and perceptions.*

*PROVIDER RESPONSE: "The current expectation for providers at (agency) is to remind and educate the individuals they work with that the individual always has choice in where they receive their mental health services. This would include guidance and offering assistance in linking them to community supports that could enhance or improve their efforts for recovery."*

*"For nearly two years, mental health services, as well as community support services, have been primarily conducted virtually, either on the phone or video. Some of the community support services also have been suspended temporarily during the pandemic due to the lack of interest or the inability to safely provide the support while also adhering to social distancing protocols. CCS will take the opportunity to explore what support groups have reconvened that also are recognizing socially distancing protocols."*

*"This can physically keep the individuals safe as well as providing other supports available in the community to aid our individual's recovery. (Agency) provider staff will be reminded of the importance of offering choice in their mental health services. This would include helping their individuals understand that recovery can be aided by many different levels of support that would include community support services.*

**INDICATOR: My provider has talked to me about options to help me quit using tobacco and vaping products.**

PROVIDER RESPONSE: "Our initial screening includes questions about tobacco and vaping. We are a Licensed Facility for Addictions. We are very familiar with the impact of Tobacco Use and Vaping. All staff are trained to screen for this issue. Pamphlets and websites are made available to members for their research. At a staff meeting on 12/15/21 we reviewed the importance of this screening and available resources."

PROVIDER RESPONSE: "I have reviewed the above information and have to the following conclusion: The direct care providers at our agency have stated that they do check with each family of clients over the age of 10 years for drug, alcohol, and tobacco use.

"I believe that it is possible that the wording of the question may be confusing to family members and that a "No" response may not indicate any wrongdoing or oversight on the provider's part. It is possible that when stating "No" to this question, the family member is simply stating that this discussion never occurred simply because the child is not using tobacco or vaping products. However, I will address this in the next staff meeting (scheduled 12/21/21) to ensure that all therapists are having this discussion when applicable. In addition, I will monitor future reports from BHSSBC to ensure no future problems in this domain."

**INDICATOR: I was offered a copy of my treatment plan.**

PROVIDER RESPONSE: "(Provider) has always given the client the opportunity to have a copy of their treatment plan. It is offered to every patient at intake and during any treatment plan updates. A lot of patients answer that they do not want a copy of their treatment plan. We feel that this may have fallen below benchmark because a lot of the patients may not remember being asked if they wanted a copy of their treatment plan.

They are updated every 5 months as internal policy so they may not remember being asked once they complete the survey for CCBHO. (Provider) has developed and continues to improve the treatment plan template as a whole. We have made some major adjustments to the template in order to make it look a lot more patient friendly. I have attached a sample of what the template looks like for your review. This will be given to every patient. We hope that this addition will help to increase the member's perceptions of satisfaction in this area for future surveys."

**Other Provider Comments:**

PROVIDER RESPONSE: (Provider) provides the (patients) the provider choice form to 100% of families upon initiation of services. Our Case Managers will begin to stress that these are other IBHS providers within the county that they may choose to use, if they do not feel that (provider) is an agency who can meet their needs or if (provider) cannot staff their case.

Our clinicians will continue to gather and analyze data to determine the most appropriate and effective interventions to promote progress toward client goals. The clinicians will be sure to develop and review the ITP using person centered language and will continue to transfer skills to the client, as well as team members who will support this progress.

PROVIDER RESPONSE: "(Provider) is grateful for the opportunity to be made aware of areas of improvement and will continue to strive to provide quality services to all members."

## **MCO Responses**

### **Community Care Response to 3rd Quarter (July - September 2021) C/FST Report**

**There was no Community Care response due in response to the 3rd Quarter C/FST data.**

## Technical Notes

### Technical Notes

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

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

The general-purpose survey target represents approximately 2.4% of Somerset-Bedford's HealthChoices membership and approximately 18.3% of individuals receiving behavioral health services.

#### B. Focus

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

#### C. C/FST Survey Process

The survey instruments were developed under the guidance and direction of BHSSBC and the **Bedford-Somerset C/FST Advisory Committee** consistent with the requirements and guidelines of *DPW's Appendix L*. The Committee is comprised of individuals representing Community Care, adult, parent/family, and youth membership, county provider staff, and staff members of BHSSBC, Community Care, and The Center for Behavioral Health Data Research, Inc. including the Bedford-Somerset C/FST Program Director.

Adult, family, and youth survey questions are reviewed and evaluated annually for their relevance and effectiveness by the Advisory Committee and BHSSBC; additions, deletions, and changes are usually made to the questionnaires at the start of a new fiscal year in July.

Surveys are completed via two methods. The first method involved surveyors making visits to service area providers to conduct surveys with any Community Care members who happened to be at the provider during that time and who wished to participate in the survey. The second method involved calling Community Care 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 Community Care (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 Community Care's Bedford-Somerset County behavioral health membership and yields a 95% confidence level with a plus/minus 4.6% margin of error when divided by the membership in Somerset and Bedford counties. The overall target sample of 534 is then divided by a specific provider's percent of Community 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 80%-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 snapshot 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 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.

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.

Survey data obtained from members may be for service(s) rendered in a different time than when the survey was 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 to place the results into perspective.

## **G C/FST Program Member Assistance & Reporting**

### **1. Monthly Status & Problem Resolution**

Consistent with the requirements of DHS's Appendix L, BHSSBC, Community Care, and the C/FST Program Director communicate on a regular basis and meet monthly. The ongoing dialogue focuses on a review of program implementation, compliance with Appendix L, evolving findings, removing barriers, the member request for assistance process, and outreach to un-served or underserved member identification.

### **2. Member Request for Assistance**

In cooperation with BHSSBC, the Bedford-Somerset C/FST developed a referral mechanism to assist members that identify service specific issues and concerns during the interview process. If the member desires to have their concern or issue immediately addressed, the surveyor obtains the member's consent to release the information, completes a Member Request for Assistance form, reviews it with the C/FST Program Director, and forwards the form to BHSSBC.

The form requires a description of the reason the member is requesting assistance and a desired resolution/outcome description from the member. The request is checked as either urgent or non-urgent and the member is advised they can expect to be contacted within the next 30 days or sooner, depending on the nature of the issue.

### **Anonymous Member Concern(s)**

In addition to a Member Request for Assistance, the C/FST surveyor may submit an Anonymous Member Concern form to BHSSBC in cases where the surveyor believes BHSSBC should be made aware of the member's concern, but the member declined to release their contact information.

**Critical Incident Reporting**

It is the responsibility of the C/FST surveyor to report any unusual incident that occurs during the interview process. This includes awareness of abuse or alleged abuse of a member, seclusion, restraint, alleged medication errors, or talk of suicide.

**3. Confidentiality, Consent and Protection of Participant Information**

There are several mechanisms in place to safeguard confidentiality and protection of participant information.

1. Potential participants are assured of the confidentiality of their opinions.
2. Potential participants are also assured their opinions will not negatively affect the services they are currently receiving.
3. Individuals who indicated they did not wish to participate had their names or the name(s) of their child removed from the list of potential participants and were not contacted again.
4. Everyone contacted via telephone received another explanation of the survey during the survey introduction and were given another opportunity to opt in or out of participation.
5. Employee Confidentiality Statements are completed annually, and prior to any interviews/surveys conducted on behalf of the Center for Behavioral Health Data Research, Inc., and Bedford-Somerset HealthChoices.
6. Policies and practices for the storage, access, and disposal of participant records are designed to protect personal information and maintain confidentiality.

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

Table	Title	Start page	End page
1	Youth Type of Survey Q4	98	98
2	Youth County Q5	98	98
3	Youth Zip Code Q6	99	99
4	Literal Comment Q6A	99	99
5	Youth Gender Q7	100	100
6	Youth Age Q8	100	100
7	Youth Race Q9	101	101
8	Literal Comment Q9A	101	101
9	Youth Primary Service Q10	101	101
10	Do you know who Community Care is? Q11A	102	102
11	Do you know where to find the number to call Community Care...Q11B	102	102
12	Are you aware that you can file a complaint if needed? Q11C	103	103
13	Are you aware that you can file a grievance if needed? Q11D	103	103
14	Literal Comments Q11E	104	104
15	Have you reviewed your insurance benefits and treatment options...Q12	105	105
16	If you had contact with Community Care in the last twelve months...Q13	105	105
17	Literal Comments Q13A	105	105
18	If you used Community Care's complaint process...Q14	106	106
19	Literal Comments Q14A	106	106
20	If you used Community Care's grievance process...Q15	106	106
21	Literal Comments Q15A	106	106
22	What is the name of your treatment provider? Q16	107	107
23	Literal Comments Q16A	107	107
24	What service are you receiving from this provider? Q17	108	108
25	Literal Comments Q17A	108	108
26	Did your behavioral health provider ask you to sign a release...Q18	109	109
27	Did you choose to go to this provider? Q19	109	109
28	Literal Comments Q19A	109	110
29	How long have you currently been receiving services from this provider? Q20	111	111
30	We meet at times that are convenient for me. Q21A	112	112
31	I feel I was able to get the help I needed within a reasonable amount of time. Q21B	112	112
32	Literal Comments Q21C	112	112
33	Provider helped me create a plan to deal with any problem I have. Q22A	113	113
34	I am an active participant in developing my treatment plan. Q22B	113	113
35	I agree that the interventions offered to me on my treatment plan...Q22C	114	114
36	I was offered a copy of my treatment plan/treatment summary. Q22D	114	114
37	I am included in meetings about my treatment. Q22E	115	115
38	Literal Comments Q22F	115	115
39	I have been given clear information on who to contact if I need immediate help...Q23A	116	116
40	Provider asked me what I think I needed to work on and helped me create a plan. Q23B	116	116
41	Staff treats me with respect and sees me as an equal partner in my treatment program. Q23C	117	117
42	Staff talked with me about community supports and other options...Q23D	117	117
43	Literal Comments Q23E	117	117
44	I manage strong feelings better. Q24A	118	118
45	I make better choices about how to deal with day to day life. Q24B	118	118
46	I don't get in trouble as often as I did before treatment. Q24C	119	119
47	I believe treatment is working because I feel better. Q24D	119	119
48	Literal Comments Q24E	119	120
49	Have you had any issues or problems with services from provider? Q25	121	121
50	If yes, what were the issues or problems with services from provider? Q26	121	121
51	Literal Comments Q26A	121	121
52	Were you able to resolve these issues or problems with provider? Q27	122	122
53	Literal Comments Q27A	122	122
54	If you chose to not take any action, why? Q28	122	122
55	Literal Comments Q28A	122	122
56	What effect has the treatment you've received had on the overall quality of your life? Q29	123	123
57	Were you given the chance to make treatment decisions? Q30	123	123
58	In the last twelve months, did you have problems getting the help you needed? Q31	124	124

Table	Title	Start page	End page
59	If yes, why weren't you able to get the behavioral health help...Q32	124	124
60	Literal Comments Q32A	124	124
61	Have you been discharged in the past because you had trouble...Q33	125	125
62	Are you taking behavioral health medications? Q34	125	125
63	Are you experiencing any problems in getting the medications that work for you? Q35	126	126
64	Literal Comments Q35A	126	126
65	My provider has talked to me about options to help me quit using tobacco and/or vaping...Q36	126	126
66	Please share any additional compliments or concerns you have about services you participate in...Q37	127	127
67	If you shared problems about your provider or your managed care company...Q38	127	127
68	Literal Comments Q38A	127	127