

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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**1st Quarter January - March 2022**

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

**Detailed Report of Survey Findings**  
*April 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	7 100.0%	7 100.0%	-	-	-
No	-	-	-	-	-

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

**Meets Expectations**

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



## Introduction

The **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 67-69– 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 70-71– 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 72-75 -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 – 2022 1st Quarter Performance

This 1st Quarter Bedford-Somerset C/FST Report provides details on the 107 adult, 51 family and 21 youth (179 total) interviews that were completed between January and March 2022.

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

### Adult Survey Process & Findings

This 1st Quarter Bedford-Somerset Counties C/FST Report covers the period between January and March 2022 and provides detail on the 107 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.

#### 1st Quarter Adult Sample Characteristics versus 2021 4th Quarter Comparison:

1. Higher percentage of face-to-face – 39% (42 of 107) versus 33% (41 of 124).
2. Lower percentage of female respondents – 65% (69 of 107) versus 71% (88 of 124).
3. Lower percentage of respondents in the age range of 55-64 – 19% (20 of 107) versus 24% (30 of 124).
4. Lower percent of MH only (includes medication mgt) 89% (95 of 107) versus 92% (114 of 124).
5. Higher ratio of respondents receiving less than six months of treatment from provider– 15% (16 of 107) versus 12% (15 of 124).
6. Higher percent of respondents receiving treatment services over 4 years with the same provider – 40% (43 of 107) versus 30% (37 of 124).

### Findings Overview

1. Adult overall satisfaction with Community Care continues to be good with 100% (20 of 20, excludes 87 “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 improved during the 1st Quarter. These indicators are *“Are you aware that you can file a complaint if needed?”* at 83% (89 of 107) and *“Are you aware that you can file a grievance if needed?”* at 79% (85 of 107). These two indicators were 77% and 78% respectively for calendar year 2021. Only two adult members reported using either Community Care’s complaint or grievance processes during the 1st Quarter and all were satisfied with how the complaint/grievance was handled.
3. The lowest awareness indicator was *“Have you reviewed your insurance benefits and treatment options available through Community Care”* at 39% (42 of 107) for the 1st Quarter of 2022. This was added in 2021.
4. Surveyed adults are generally pleased with **Access** to provider treatment services having 94% to 100% 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 93% 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*” increased to 89% (95 of 107) from 84% in the 4th Quarter of 2021.

7. Adult perception of **Treatment Outcomes** was 95% to 99% in all four indicators. These indicators have been consistently in the ninety percent level of satisfaction and this quarter 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. 3% (3 of 107) of interviewed adults reported having issues or problems with their provider during the 1st Quarter of 2022. 33% (1 of 3) chose not to take any action. 33% (1 of 3) is seeking another doctor, and 33% (1 of 3) is considering filing a complaint. See Q31 & Q32 *Literal Comments* on Page 24 regarding how members handled their provider related problems.

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

Upon completing the survey, 1% (1 of 107) of adult members surveyed expressed interest in having a provider or MCO concern or issue they shared during the interview referred for immediate handling by BHSSBC. This number was just 3% (16 of 517) for calendar year- 2021.

#### **Quality Audits**

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

During the 1st Quarter, 21 adult quality audits were performed. 76% (16 of 21) adults felt the length of the survey and number of questions were satisfactory. 90% (19 of 21) adults were satisfied with the survey process and 86% (18 of 21) adults felt ok or good about being contacted. Two adults did not remember doing the survey.

#### **Member comments,**

*“Some of the contact information was old or out of date, but that’s ok.”*

*“I was fine with answering questions to offer some support.”*

*“It was weird at first, but afterwards I understood.”*

*“I like how they are asking for feedback.”*

*“It’s something that helps, so I didn’t mind doing the survey.”*

## Adult Demographics

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	107	107	-	-	-
<b>Q4-What type of survey is it?</b>					
Phone	65 60.7%	65 60.7%	-	-	-
Face to Face	42 39.3%	42 39.3%	-	-	-

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	107	107	-	-	-
<b>Q5-What county does the member live in?</b>					
Somerset	65 60.7%	65 60.7%	-	-	-
Bedford	42 39.3%	42 39.3%	-	-	-

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	107	107	-	-	-
<b>Q6-What is your gender?</b>					
Male	35 32.7%	35 32.7%	-	-	-
Female	69 64.5%	69 64.5%	-	-	-
Does not identify with either gender	3 2.8%	3 2.8%	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	107	107	-	-	-
<b>Q7-How old are you?</b>					
21-24	2 1.9%	2 1.9%	-	-	-
25-34	25 23.4%	25 23.4%	-	-	-
35-44	28 26.2%	28 26.2%	-	-	-
45-54	29 27.1%	29 27.1%	-	-	-
55-64	20 18.7%	20 18.7%	-	-	-
65 and older	3 2.8%	3 2.8%	-	-	-



## Adult Demographics

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>107</b>	<b>107</b>	-	-	-
<b>Q8-What do you consider your race to be?</b>					
Caucasian	103 96.3%	103 96.3%	-	-	-
African American	-	-	-	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian American	-	-	-	-	-
Multi-racial	4 3.7%	4 3.7%	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>107</b>	<b>107</b>	-	-	-
<b>Q9-Are you receiving services primarily for:</b>					
Mental Health	95 88.8%	95 88.8%	-	-	-
Drug and Alcohol Services	8 7.5%	8 7.5%	-	-	-
Both Mental Health and Drug and Alcohol Services	4 3.7%	4 3.7%	-	-	-

## Adult Satisfaction with Community Care

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>107</b>	<b>107</b>	-	-	-
<b>Q10A-Do you know where to find the number to call Community Care with questions or concerns? (Note to Surveyor: If no give number 1-866-483-2908.)</b>					
Yes	72 67.3%	72 67.3%	-	-	-
No	35 32.7%	35 32.7%	-	-	-

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>107</b>	<b>107</b>	-	-	-
<b>Q10B-Are you aware that you can file a complaint if needed? (Complaint-Telling or writing to Community Care to say that you are not satisfied with your provider and/or Community Care.)</b>					
Yes	89 83.2%	89 83.2%	-	-	-
No	18 16.8%	18 16.8%	-	-	-

## Adult Satisfaction with Community Care

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	107	107	-	-	-
<b>Q10C-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 covered service.)</b>					
Yes	85 79.4%	85 79.4%	-	-	-
No	22 20.6%	22 20.6%	-	-	-

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	107	107	-	-	-
<b>Q11-Have you reviewed your insurance benefits and treatment options through Community Care?</b>					
Yes	42 39.3%	42 39.3%	-	-	-
No	65 60.7%	65 60.7%	-	-	-

Counts Break % Respondents	2022 YTD 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	20	20	-	-	-
<b>Q12-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	20 100.0%	20 100.0%	-	-	-
No	-	-	-	-	-

Counts Break % Respondents	2022 YTD 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	2	-	-	-
<b>Q13-If you used Community Care's complaint process within the last 12 months, were you satisfied with how your complaint was handled?</b>					
Yes	2 100.0%	2 100.0%	-	-	-
No	-	-	-	-	-

## Adult Satisfaction with Community Care

Counts Break % Respondents	2022 YTD 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	2	-	-	-
<b>Q14-If you used Community Care's grievance process within the last 12 months, were you satisfied with how your grievance was handled?</b>					
Yes	2 100.0%	2 100.0%	-	-	-
No	-	-	-	-	-

## Adult Treatment Provider Level Analysis

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	107	107	-	-	-
<b>Q15-What is the name of your treatment provider?</b>					
ACRP	1 0.9%	1 0.9%	-	-	-
Alliance Medical Services	2 1.9%	2 1.9%	-	-	-
Beal Counseling and Consulting	1 0.9%	1 0.9%	-	-	-
Bedford DBHS	29 27.1%	29 27.1%	-	-	-
Croyle-Nielson	1 0.9%	1 0.9%	-	-	-
Discovery House	-	-	-	-	-
Family Behavioral Resources	3 2.8%	3 2.8%	-	-	-
Hyndman Area Health Center	4 3.7%	4 3.7%	-	-	-
Mary Berge and Associates	-	-	-	-	-
Nulton Diagnostic and Treatment Center	25 23.4%	25 23.4%	-	-	-
Peerstar	-	-	-	-	-
Pyramid HealthCare	4 3.7%	4 3.7%	-	-	-
Somerset DBHS	32 29.9%	32 29.9%	-	-	-
Somerset Hospital	-	-	-	-	-
Twin Lakes	-	-	-	-	-
White Deer Run/Cove Forge	-	-	-	-	-
Other	5 4.7%	5 4.7%	-	-	-

## Adult Treatment Provider Level Analysis

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	107	107	-	-	-
<b>Q16-What service are you receiving from this provider?</b>					
MH BCM (Blended Case Management)	11 10.3%	11 10.3%	-	-	-
Crisis Intervention	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	45 42.1%	45 42.1%	-	-	-
MH Inpatient Hospitalization	-	-	-	-	-
MH Outpatient Therapy	33 30.8%	33 30.8%	-	-	-
MH Partial Hospitalization/GCC	1 0.9%	1 0.9%	-	-	-
Peer Support Services	-	-	-	-	-
Psych Rehab	4 3.7%	4 3.7%	-	-	-
Substance Use (SU) Inpatient/ Rehabilitation	1 0.9%	1 0.9%	-	-	-
SU -ICM (Intensive Case Management)	-	-	-	-	-
SU Intensive Outpatient Therapy	1 0.9%	1 0.9%	-	-	-
SU Detox	1 0.9%	1 0.9%	-	-	-
Naltrexone Maintenance	-	-	-	-	-
Buprenorphine Maintenance	3 2.8%	3 2.8%	-	-	-
SU Certified Recovery Specialist	-	-	-	-	-
SU Outpatient Therapy	4 3.7%	4 3.7%	-	-	-
SU Partial Hospitalization	-	-	-	-	-
Methadone Maintenance	1 0.9%	1 0.9%	-	-	-
Other	2 1.9%	2 1.9%	-	-	-
Do Not Know	-	-	-	-	-

Counts Break % Respondents	2022 YTD 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	107	107	-	-	-
<b>Q17-How long have you been receiving services from this provider?</b>					
Less than 6 months	16 15.0%	16 15.0%	-	-	-
6-11 months	13 12.1%	13 12.1%	-	-	-
1 to 2 years	17 15.9%	17 15.9%	-	-	-
2 to 3 years	18 16.8%	18 16.8%	-	-	-
4 + years	43 40.2%	43 40.2%	-	-	-

## Adult Treatment Provider Level Analysis

Counts Break % Respondents	2022 YTD 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	102	102	-	-	-
<b>Q18-Were you put on a waiting list to be seen by (provider)?</b>					
Yes	12 11.8%	12 11.8%	-	-	-
No	90 88.2%	90 88.2%	-	-	-

## Adult Telehealth Services

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	107	107	-	-	-
<b>Q19-Have any of your services been provided by video or telephone?</b>					
Yes	87 81.3%	87 81.3%	-	-	-
No	20 18.7%	20 18.7%	-	-	-

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	81	81	-	-	-
<b>Q20-If yes, how satisfied were you with the services you received by video or telephone?</b>					
Very Satisfied/Satisfied	76 93.8%	76 93.8%	-	-	-
Dissatisfied/Very Dissatisfied	5 6.2%	5 6.2%	-	-	-
Neutral	-	-	-	-	-

**93.8% of target rate Y-T-D**

**Meets Expectations**

### Adult Access to Services

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	99	99	-	-	-
<b>Q21A- I feel I was able to get the help I needed within a reasonable amount of time.</b>					
Strongly Agree/Agree	99 100.0%	99 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	102	102	-	-	-
<b>Q21B-I was made aware of the availability of different providers for this service and given a choice.</b>					
Strongly Agree/Agree	96 94.1%	96 94.1%	-	-	-
Strongly Disagree/Disagree	6 5.9%	6 5.9%	-	-	-

94.1% of target rate Y-T-D

Meets Expectations

### Adult Treatment Experiences

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	100	100	-	-	-
<b>Q22A-(Provider) helped me create a plan to deal with any problems I have.</b>					
Strongly Agree/Agree	98 98.0%	98 98.0%	-	-	-
Strongly Disagree/Disagree	2 2.0%	2 2.0%	-	-	-

98.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	106	106	-	-	-
<b>Q22B-I am an active participant in developing my treatment plan.</b>					
Strongly Agree/Agree	106 100.0%	106 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

## Adult Treatment Experiences

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	99	99	-	-	-
<b>Q22C-I agree that the interventions offered to me on my treatment plan are good fit for me.</b>					
Strongly Agree/Agree	99 100.0%	99 100.0%	-	-	-
Strongly Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	101	101	-	-	-
<b>Q22D-I was offered a copy of my treatment plan/treatment summary.</b>					
Strongly Agree/Agree	88 87.1%	88 87.1%	-	-	-
Strongly Disagree/Disagree	13 12.9%	13 12.9%	-	-	-

**87.1% of target rate Y-T-D**

**Satisfactory**

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	102	102	-	-	-
<b>Q22E-My provider has talked with me about community supports and other options that are available.</b>					
Strongly Agree/Agree	89 87.3%	89 87.3%	-	-	-
Strongly Disagree/Disagree	13 12.7%	13 12.7%	-	-	-

**87.3% of target rate Y-T-D**

**Satisfactory**

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	96	96	-	-	-
<b>Q23-As appropriate, my providers (physical and behavioral health) work together and share information to provide me the best care possible.</b>					
Strongly Agree/Agree	90 93.8%	90 93.8%	-	-	-
Strongly Disagree/Disagree	6 6.3%	6 6.3%	-	-	-

**93.8% of target rate Y-T-D**

**Meets Expectations**

### Adult Providers Share Information

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	107	107	-	-	-
<b>Q24A-Staff treats me with respect and sees me as an equal partner in my treatment program.</b>					
Always/Almost Always/Often	107 100.0%	107 100.0%	-	-	-
Sometimes	-	-	-	-	-
Rarely/Never	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	107	107	-	-	-
<b>Q24B- I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc). (ROSI)</b>					
Always/Almost Always/Often	95 88.8%	95 88.8%	-	-	-
Sometimes	3 2.8%	3 2.8%	-	-	-
Rarely/Never	9 8.4%	9 8.4%	-	-	-

88.8% of target rate Y-T-D

Satisfactory

### Adult Recovery Oriented Practices

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	106	106	-	-	-
<b>Q25A-My provider asked me what my goals would be to help me achieve a happy life. (CCISC)</b>					
Strongly Agree/Agree	99 93.4%	99 93.4%	-	-	-
Strongly Disagree/Disagree	7 6.6%	7 6.6%	-	-	-

93.4% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	100	100	-	-	-
<b>Q29B-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	95 95.0%	95 95.0%	-	-	-
Strongly Disagree/Disagree	5 5.0%	5 5.0%	-	-	-

95.0% of target rate Y-T-D

Meets Expectations



## Adult Recovery Oriented Practices

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	106	106	-	-	-
<b>Q25C-My treatment is developed around my specific needs. (CCISC)</b>					
Strongly Agree/Agree	106 100.0%	106 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	105	105	-	-	-
<b>Q29D-I have been given clear information on who to contact if I need immediate help between appointments.</b>					
Strongly Agree/Agree	102 97.1%	102 97.1%	-	-	-
Strongly Disagree/Disagree	3 2.9%	3 2.9%	-	-	-

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

**Meets Expectations**

## Adult Outcomes

Counts Break % Respondents	2022 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.
Neutrals reduce total	104	104	-	-	-
<b>Q26A-I deal more effectively with daily problems.</b>					
Strongly Agree/Agree	99 95.2%	99 95.2%	-	-	-
Strongly Disagree/Disagree	5 4.8%	5 4.8%	-	-	-

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

**Meets Expectations**

Counts Break % Respondents	2022 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.
Neutrals reduce total	97	97	-	-	-
<b>Q26B-I feel more hopeful about the future.</b>					
Strongly Agree/Agree	93 95.9%	93 95.9%	-	-	-
Strongly Disagree/Disagree	4 4.1%	4 4.1%	-	-	-

**95.9% of target rate Y-T-D**

**Meets Expectations**

## Adult Outcomes

Counts Break % Respondents	2022 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.
Neutrals reduce total	103	103	-	-	-
<b>Q26C-I believe I can get better.</b>					
Strongly Agree/Agree	98 95.1%	98 95.1%	-	-	-
Strongly Disagree/Disagree	5 4.9%	5 4.9%	-	-	-

**95.1% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2022 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.
Neutrals reduce total	103	103	-	-	-
<b>Q26D-I feel treatment is working.</b>					
Strongly Agree/Agree	102 99.0%	102 99.0%	-	-	-
Strongly Disagree/Disagree	1 1.0%	1 1.0%	-	-	-

**99.0% of target rate Y-T-D**

**Meets Expectations**

## Adult Provider Issues or Problems

Counts Break % Respondents	2022 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	107	107	-	-	-
<b>Q27-Have you had any issues or problems with services from provider?</b>					
Yes	3 2.8%	3 2.8%	-	-	-
No	104 97.2%	104 97.2%	-	-	-

Counts Break % Respondents	2022 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.
N/A's reduce total	3	3	-	-	-
<b>Q28-If yes, what were the issues or problems with services from provider?</b>					
Lack of treatment planning and coordination	-	-	-	-	-
Services not provided when I needed them	-	-	-	-	-
Poor Communication	2 66.7%	2 66.7%	-	-	-
Frequent staff changes	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	1 33.3%	1 33.3%	-	-	-

### Adult Provider Issues or Problems

Counts Break % Respondents	2022 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	3	3	-	-	-
<b>Q29-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	-	-	-	-	-
I chose not to take any action	1 33.3%	1 33.3%	-	-	-
I filed a formal complaint	-	-	-	-	-
Other	2 66.7%	2 66.7%	-	-	-

Counts Break % Respondents	2022 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	-	-	-
<b>Q30-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	1 100.0%	1 100.0%	-	-	-
I didn't know how to file a formal complaint	-	-	-	-	-
Other	-	-	-	-	-

- No data this quarter

### Adult Department of Human Services Questions

Counts Break % Respondents	2022 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	107	107	-	-	-
<b>Q31-What effect has the treatment you've received had on the overall quality of your life?</b>					
Much better/A little better	96 89.7%	96 89.7%	-	-	-
About the same	11 10.3%	11 10.3%	-	-	-
A little worse/Much worse	-	-	-	-	-

Counts Break % Respondents	2022 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	107	107	-	-	-
<b>Q32-Were you given the chance to make treatment decisions?</b>					
Yes	100 93.5%	100 93.5%	-	-	-
No	-	-	-	-	-
Sometimes	7 6.5%	7 6.5%	-	-	-

## Adult Department of Human Services Questions

Counts Break % Respondents	2022 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	107	107	-	-	-
<b>Q33-In the last twelve months, were you able to get the help you needed?</b>					
Yes	103 96.3%	103 96.3%	-	-	-
No	-	-	-	-	-
Sometimes	4 3.7%	4 3.7%	-	-	-

Counts Break % Respondents	2022 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	3	3	-	-	-
<b>Q34-If you were not able to get behavioral health services in the last 12 months, what stopped you?</b>					
Money issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	1 33.3%	1 33.3%	-	-	-
Childcare issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	1 33.3%	1 33.3%	-	-	-
Other	1 33.3%	1 33.3%	-	-	-

## Adult Behavioral Health Medications

Counts Break % Respondents	2022 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	92	92	-	-	-
<b>Q35-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?</b>					
Yes	7 7.6%	7 7.6%	-	-	-
No	85 92.4%	85 92.4%	-	-	-

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

Counts Break % Respondents	2022 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	107	107	-	-	-
<b>Q36-Have you been discharged in the past because you had trouble following your treatment plan or you relapsed? (CCISC)</b>					
Yes	3 2.8%	3 2.8%	-	-	-
No	104 97.2%	104 97.2%	-	-	-

## Adults Issues and Concerns Addressed

Counts Break % Respondents	2022 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	3	3	-	-	-
<b>Q38-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>					
Yes	1 33.3%	1 33.3%	-	-	-
No	2 66.7%	2 66.7%	-	-	-

## Literal Comments

### Q8A-What do you consider your race to be? Literal Comments

### Q10E-These questions are about your managed care company Community Care. Literal Comments

Q1-I am not quite sure who they are.

Q1-I have never needed to.

### Q13A-If you used Commuity Care's complaint process within the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you? Literal Comments

### Q14A-If you used Community Care's grievance process within the last 12 months, were you satisfied with how your grievance was handled? Literal Comments

### Q15A-What is the name of your treatment provider? Literal Comments

Q1-Footsteps Cambria County

Q1-Crossroads

Q1-Crossroads

Q1-Conemaugh Dr. Diane May

Q1-Cambria County Counseling

### Q16A-What service are you receiving from this provider? Literal Comments

Q1-Halfway House

Q1-Mobile Therapy.

### Q21C-Access Literal Comments

Q1-The doctor didn't listen in most issues.

Q1-It took time to get started but once I started I was fine. I found the services on my own.

Q1-This place was recommended to her as she tried other places and they didn't work.

Q1-I didn't know I had a choice.

Q1-The doctor doesn't seem to want to listen to what I have to say.

Q1-DBHS kept changing therapists. I was given whoever was available.

Q1-They are difficult to contact. I did not ask for the BCM. They change staff a lot.

Q1-I am still trying to get disability and my BCM is helping me.

Q1-There are no other providers that provide the services I need.

Q1-Sometimes wishing I had more time and more time was available. Also I would like to see the counselor in person.

**Q22F-Treatment Experiences Literal Comments**

---

Q1-Dismissive of my issues.

---

Q1-I just started going here.

---

Q1-They do not offer people a treatment plan, you have to ask for it.

---

Q1-I would have to ask for a copy of my summary because of confidentiality. They did not talk to me about community supports.

---

Q1-We didn't make it that far yet.

---

Q1- I am not sure if they offered me a copy of my treatment plan.

---

Q1-I was not involved in the treatment plan.

---

Q1-I just started with therapy.

---

Q1-I was not involved in the treatment plan. The treatment plan stays the same and does not change.

---

Q1-They help but some of the things don't apply to me. I can't get enough meds to go to work.

---

Q1-All of my appointments have been over the phone so far. He has not mentioned any community supports.

---

Q1-I am planning on doing a WRAP with my son. I don't think I got a copy of my treatment plan but I know I can get one.

---

Q1-I haven't needed to ask and they didn't say anything.

**Q23A-As appropriate, my providers work together and share information to provide me the best care possible. Literal Comments**

---

Q1-No comment.

---

Q1-I do not have a family doctor anymore.

---

Q1-The doctors don't really communicate, I communicate the information to them.

---

Q1-I don't think there is any communication unless I tell them. I know I have signed releases.

---

Q1-My doctors do not talk.

**Q25E-Recovery Oriented Practices Literal Comments.**

---

Q1-It is not necessary for them to reward me for achieving my goals.

---

Q1-I just started doing therapy.

---

Q1-I know who to call and what to do, I have been dealing with doctors for a long time.

---

Q1-My provider does not reward me for things I do.

**Q26E-Outcome Literal Comments**

---

Q1-Personally down about the future in my provider.

---

Q1-I believe I can get better, but I have a lot of issues.

---

Q1-DBHS is actually helping me, but my other doctors are not. If I had my medicine, I would be better.

---

Q1-It is still up and down with my current mind set.

---

Q1-Due to my physical health issue, I do not feel hopeful about the future.

---

Q1-I don't think I can get better and I don't feel hopeful about the future. The treatment keeps me level, at a baseline.

---

Q1-I want to be able to act more appropriately to daily problems. I feel like treatment is working off and on.

---

Q1-I am currently dealing with everything.

**Q28A-If yes, what were the issues or problems with services from provider. Literal Comments**

---

Q1-Lack of treatment planning and coordination. Frequent staff changes.

---

Q1-I told the doctor I was sexually assaulted by a male friend in my sleep so I wouldn't go through PTSD. I dealt with it before and didn't go to the authorities. The doctor told my friend who is in counseling about my story. He didn't have names but I knew right away it was about me. The doctor does not know we are friends but he shouldn't tell people other patients personal issues.

**Q29A-Were you able to resolve these issues or problems with provider through discussion with the program manager or did you choose not to take any action? Literal Comments**

---

Q1-Currently seeking another doctor.

---

Q1-I am going to file a complaint.

---

Q1-My friend who was my BCM told me to let it go that he was not the most professional doctor. I felt weird about the whole thing.

**Q30A-If you chose to not take any action, why? Literal Comments**

---

Q1-I did not want my friend to get in any trouble for telling me what the doctor told him. I know HIPPA and the doctor didn't technically break HIPPA. He was very unprofessional.

**Q34A-If you were not able to get behavioral health services in the last twelve months, what stopped you? Literal Comments**

---

Q1-If you don't have a PCP.

---

Q1-There are not enough counselors in this town.

**Q35A-Are you experiencing any problems in getting the medications that work for you? Literal Comment**

---

Q1-At this point, no.

---

Q1-No comment.

---

Q1-Doctor will not listen to what I have to say.

---

Q1-I think it might be time to switch my depression medicine. I have not talked to the doctor about it yet.

---

Q1-We are still working on fixing problems.

**Q37-Please share additional compliments or concerns you have about the services.**

---

Q1-I think the doctor needs to spend more time with patients. He's in and out of the call over the video. He doesn't know me enough to give me the proper medication I need.

---

Q1-She's great.

---

Q1-Great stuff, very helpful and there when I need them.

---

Q1-I'm very satisfied. I feel like it's nice that I'm able to participate in planning my goals.

---

Q1-He's a good doctor.

---

Q1-We have a good case manager.

---

Q1-DBHS is amazing for me!

---

Q1-He is a good doctor and sometimes he does not listen when he is in a hurry.

---



**Q37-Please share additional compliments or concerns you have about the services.**

---

Q1-With the therapist I am very pleased however I am finding that I am able to handle things on my own better. I am pleased, sometimes I am not.

---

Q1-I am alive because of them. I have been with them for over 30 years and they have been fantastic for me!

---

Q1-They help me!

---

Q1-I really love my MH provider. The insurance company helped me get quality care.

---

Q1-My therapist is wonderful and she helps me a lot.

---

Q1-I have tried therapy three times in the past and I've been coming here since then. She is a great therapist. I finally feel hopeful about the future. I feel like it helps me a lot. She is also very flexible. I was able to bring my boyfriend in and she would talk to both of us.

---

Q1-No I actually look forward to seeing my doctor.

---

Q1-The doctor and the counselor are the greatest people I have ever worked with.

---

Q1-They have been amazing. I have been with them for twelve years and the doctor has helped turn my life around.

---

Q1-I think they do a good job for being short staffed.

---

Q1-BCM is very efficient.

---

Q1-So far I have had only one therapist that has been unkind. The other therapists have listened and looked at the whole picture. The doctors at Nulton Diagnostics in Johnston was not interested in continuing services with me when they found out I was not interested in taking medication.

---

Q1-They lost an employee and I ran out of medicine and they have helped me right away. There was always someone there to help me, even if it was a Friday and they were about to close, someone was always willing to help me.

---

Q1-The people are really nice here.

---

Q1-My therapist is awesome.

---

Q1-They are helping me out a lot. They offer good services and I do not know where I would be without them.

---

Q1-I really like them!

---

Q1-They really helped me.

---

Q1-All I can say about MHMR, is that they are wonderful!

---

Q1-The therapist is extremely helpful to have someone to talk to.

---

Q1-The med plan through here really helped. The doctor diagnosed me accurately.

---

Q1-She is very comforting and listens. I only see them twice a year but they are very helpful.

---

Q1-The staff are really welcoming and I enjoy coming here.

## Family Survey Findings

### Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 51 family surveys completed during the 1st Quarter of 2022 for the period between January to March 2022.

### 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.

#### 1st Quarter Family Sample Characteristics versus 2021 4th Quarter Comparison:

1. Higher face-to-face surveys – 53% (27 of 51) versus 18% (6 of 33)
2. Slightly higher ratio of male caregivers – 10% (5 of 51) versus 9% (3 of 33).
3. Lower percentage of child members under age 5 - 4% (2 of 51) versus 15% (5 of 33).
4. Higher percentage of step/adoptive/grandparent/aunt/uncle – 25% (13 of 51) versus 12% (4 of 33).
5. Higher ratio of male service recipients – 82% (42 of 51) versus 70% (23 of 33).
6. Same total members receiving IBHS (formerly BHRS) – 16% (8 of 51) versus 24% (8 of 33).
7. Higher percentage 16% (8 of 51) versus 12% (4 of 33) of members receiving services four (4) years or longer from provider.

### Findings Overview

1. The indicator “Have you reviewed your child’s insurance benefits and treatment options through Community Care?” was 67% (34 of 51) for the 1st Quarter of 2022 compared to 39% (42 of 107) for adults.

Community Care’s complaint and grievance awareness indicators increased this quarter. 96% (49 of 51) of family/caregivers agreed with, “Are you aware that you can file a complaint if needed.” This indicator was 88% for calendar year 2021. 96% (49 of 51) agreed with, “Are you aware that you can file a grievance if needed.” This indicator was 86% for calendar year 2021.

88% (15 of 17, excluding 34 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 1st Quarter of 2022.

4% (2 of 49) family/caregivers interviewed during the 1st Quarter indicated using Community Care’s complaint process and were not satisfied with how it was handled. 4% (2 of 49) of family/caregivers reported using the grievance process during the 1st Quarter and were not satisfied with how it was handled.

2. Family/caregivers are generally pleased with **Access** to provider treatment services with the satisfaction scores of 96% to 100% in all four indicators during the 1st Quarter of 2022. 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 92% 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 81% to 96% 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 91% to 98%. 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. 8% (4 of 51) of family/caregivers reported having issues or problems with their provider. This indicator was 10% for calendar year 2021. Note: As shown in Q15 & Q16, 4 family/caregivers reported filing a complaint or grievance during the 1st Quarter of 2022. It could be correlated that 100% family/caregivers felt the issue was serious enough to file a complaint of grievance.

7. 98% (41 of 42) reported no problems in getting the behavioral health medications that work for their child.

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

Upon completing the survey, 2% (1 of 51) of family/caregiver members surveyed expressed interest in having the concern or issue they shared during the interview referred for immediate handling by BHSSBC.

#### **Quality Audits**

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

During the 1st Quarter, 9 family quality audits were performed. 100% (9 of 9) family/caregivers felt the length of the survey and number of questions were satisfactory. None felt the survey was too long. 100% (9 of 9) adults were satisfied with the survey process and 100% (9 of 9) family/caregivers felt ok or good about being contacted.

#### **Member Comments:**

*“I am glad they are taking the parents/guardians point of view in regards to the survey.”*

## Family Demographics

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	51	51	-	-	-
<b>Q4-What kind of survey is it?</b>					
Phone	24 47.1%	24 47.1%	-	-	-
Face to Face	27 52.9%	27 52.9%	-	-	-

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	51	51	-	-	-
<b>Q5-What county does the member live in?</b>					
Somerset	23 45.1%	23 45.1%	-	-	-
Bedford	28 54.9%	28 54.9%	-	-	-

\*Survey Question #6

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	51	51	-	-	-
<b>Q6-What is your gender?</b>					
Male	5 9.8%	5 9.8%	-	-	-
Female	46 90.2%	46 90.2%	-	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

## Family Demographics

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	51	51	-	-	-
<b>Q7-What is your child's gender?</b>					
Male	42 82.4%	42 82.4%	-	-	-
Female	9 17.6%	9 17.6%	-	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	51	51	-	-	-
<b>Q8-How old is the child who is receiving the services?</b>					
5 years or younger	2 3.9%	2 3.9%	-	-	-
6-8 years	18 35.3%	18 35.3%	-	-	-
9-13 years	26 51.0%	26 51.0%	-	-	-
14 years and older	5 9.8%	5 9.8%	-	-	-

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	51	51	-	-	-
<b>Q9-What is your relationship to this child?</b>					
Parent	38 74.5%	38 74.5%	-	-	-
Grandparent	8 15.7%	8 15.7%	-	-	-
Aunt/Uncle	1 2.0%	1 2.0%	-	-	-
Brother/Sister	-	-	-	-	-
Foster parent	-	-	-	-	-
Adoptive parent	-	-	-	-	-
Step-parent	4 7.8%	4 7.8%	-	-	-

## Family Demographics

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	51	51	-	-	-
<b>Q10-What do you consider the child's race to be?</b>					
Caucasian	48 94.1%	48 94.1%	-	-	-
African American	-	-	-	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian/Pacific Islander	-	-	-	-	-
Multi-racial	3 5.9%	3 5.9%	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
	51	51	-	-	-
<b>Q11-Is your child receiving services for:</b>					
Mental Health Services	51 100.0%	51 100.0%	-	-	-
Both Mental Health and Drug and Alcohol Services	-	-	-	-	-

## Family Satisfaction with Community Care

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	51	51	-	-	-
<b>Q12A-Do you know where to find the number to call Community Care with questions or concerns? (Note to Surveyor: If not give number 1-866-483-2908.)</b>					
Yes	40 78.4%	40 78.4%	-	-	-
No	11 21.6%	11 21.6%	-	-	-

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	51	51	-	-	-
<b>Q12B-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>					
Yes	49 96.1%	49 96.1%	-	-	-
No	2 3.9%	2 3.9%	-	-	-

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	51	51	-	-	-
<b>Q12C-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>					
Yes	49 96.1%	49 96.1%	-	-	-
No	2 3.9%	2 3.9%	-	-	-

## Family Satisfaction with Community Care

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	51	51	-	-	-
<b>Q13-Have you reviewed your child's insurance benefits and treatment options through Community Care?</b>					
Yes	34 66.7%	34 66.7%	-	-	-
No	17 33.3%	17 33.3%	-	-	-

Counts Break % Respondents	2022 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	17	17	-	-	-
<b>Q14-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	15 88.2%	15 88.2%	-	-	-
No	2 11.8%	2 11.8%	-	-	-

## Family Community Care's Complaint Process

Counts Break % Respondents	2022 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	2	2	-	-	-
<b>Q15-If you used Community Care's complaint process in the last 12 months, were you satisfied with how your complaint was handled?</b>					
Yes	-	-	-	-	-
No	2 100.0%	2 100.0%	-	-	-

Counts Break % Respondents	2022 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	2	2	-	-	-
<b>Q16-If you used Community Care's grievance process in the last 12 months, were you satisfied with how your grievance was handled?</b>					
Yes	-	-	-	-	-
No	2 100.0%	2 100.0%	-	-	-



## Family Treatment Provider Level Analysis

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	51	51	-	-	-
<b>Q17-What is the name of your child's treatment provider?</b>					
ACRP	27 52.9%	27 52.9%	-	-	-
Adelphoi Village	-	-	-	-	-
Beal Counseling and Consulting	-	-	-	-	-
Bedford DBHS	2 3.9%	2 3.9%	-	-	-
Blair Family Solutions	1 2.0%	1 2.0%	-	-	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	3 5.9%	3 5.9%	-	-	-
Family Behavioral Resources	1 2.0%	1 2.0%	-	-	-
Footsteps	-	-	-	-	-
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	6 11.8%	6 11.8%	-	-	-
Pediatric Care Specialists	2 3.9%	2 3.9%	-	-	-
Rhonda J Clark	-	-	-	-	-
Somerset Community Hospital	-	-	-	-	-
Somerset DBHS	1 2.0%	1 2.0%	-	-	-
Youth Advocate Programs (YAP)	3 5.9%	3 5.9%	-	-	-
Other	5 9.8%	5 9.8%	-	-	-

## Family Treatment Provider Level Analysis

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	51	51	-	-	-
<b>Q18-Which mental health service does your child receive from this provider?</b>					
After School Treatment	-	-	-	-	-
IBHS: (BHT, BC, MT, ABA)	8 15.7%	8 15.7%	-	-	-
Crisis	-	-	-	-	-
MH CRR Host Home	-	-	-	-	-
Family Based MH Services	1 2.0%	1 2.0%	-	-	-
Peer Support	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	19 37.3%	19 37.3%	-	-	-
MH Inpatient Hospitalization	-	-	-	-	-
MH Partial Hospitalization	1 2.0%	1 2.0%	-	-	-
MH BCM (Blended Case Management)	1 2.0%	1 2.0%	-	-	-
MH Outpatient Therapy/Counseling	19 37.3%	19 37.3%	-	-	-
Multi Systemic Therapy (MST)	-	-	-	-	-
Trauma-Based Treatment	-	-	-	-	-
School Based Therapy	2 3.9%	2 3.9%	-	-	-
RTF	-	-	-	-	-
Substance Use (SU) Outpatient Therapy	-	-	-	-	-
Substance Use (SU) Detox	-	-	-	-	-
Substance Use (SU) Inpatient/Rehabilitation	-	-	-	-	-
Other	-	-	-	-	-
Do Not Know	-	-	-	-	-

## Family Treatment Provider Level Analysis

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	51	51	-	-	-
<b>Q19-How long has your child currently been receiving services from this provider?</b>					
6 months or less	9 17.6%	9 17.6%	-	-	-
6 months to 1 year	7 13.7%	7 13.7%	-	-	-
1 to 2 years	18 35.3%	18 35.3%	-	-	-
2 to 4 years	9 17.6%	9 17.6%	-	-	-
4 or more years	8 15.7%	8 15.7%	-	-	-

## Family Telehealth Services

Counts Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	51	51	-	-	-
<b>Q20-Have any of your child's services been provided by video or telephone?</b>					
Yes	40	40	-	-	-
No	11	11	-	-	-

Counts Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	42	42	-	-	-
<b>Q21-If yes, how satisfied were you with the services your child received by video or telephone?</b>					
Very Satisfied/Satisfied	37	37	-	-	-
Very Dissatisfied/Dissatisfied	1	1	-	-	-
Neutral	4	4	-	-	-

## Family Access to Services

Counts Break % Respondents	2022 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	48	48	-	-	-
<b>Q22A-Services are available at time that are convenient.</b>					
Strongly Agree/Agree	47 97.9%	47 97.9%	-	-	-
Strongly Disagree/Disagree	1 2.1%	1 2.1%	-	-	-

**97.9% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2022 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	50	50	-	-	-
<b>Q22B-Evaluation information is submitted on time so that services to my child are not interrupted.</b>					
Strongly Agree/Agree	49 98.0%	49 98.0%	-	-	-
Strongly Disagree/Disagree	1 2.0%	1 2.0%	-	-	-

**98.0% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2022 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	41	41	-	-	-
<b>Q22C-I was given a choice of different agencies I can use for my child's service.</b>					
Strongly Agree/Agree	41 100.0%	41 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2022 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	46	46	-	-	-
<b>Q22D-I feel like my child was able to get the help he/she needed within an acceptable amount of time.</b>					
Strongly Agree/Agree	44 95.7%	44 95.7%	-	-	-
Strongly Disagree/Disagree	2 4.3%	2 4.3%	-	-	-

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

**Meets Expectations**

## Family Treatment Experience

Counts Break % Respondents	2022 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	51	51	-	-	-
<b>Q23A-I feel comfortable asking questions about my child's treatment.</b>					
Strongly Agree/Agree	51 100.0%	51 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2022 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	48	48	-	-	-
<b>Q23B-My child's treatment plan was reviewed and shared with me.</b>					
Strongly Agree/Agree	47 97.9%	47 97.9%	-	-	-
Strongly Disagree/Disagree	1 2.1%	1 2.1%	-	-	-

**97.9% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2022 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	49	49	-	-	-
<b>Q23C-I feel my child has enough time with staff during most sessions.</b>					
Strongly Agree/Agree	45 91.8%	45 91.8%	-	-	-
Strongly Disagree/Disagree	4 8.2%	4 8.2%	-	-	-

**91.8% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2022 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	49	49	-	-	-
<b>Q23D-I agree that the interventions offered to my child on his/her treatment plan are a good fit for my child and family.</b>					
Strongly Agree/Agree	46 93.9%	46 93.9%	-	-	-
Strongly Disagree/Disagree	3 6.1%	3 6.1%	-	-	-

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

**Meets Expectations**

## Family Treatment Experience

Counts Break % Respondents	2022 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	47	47	-	-	-
<b>Q23E-(Provider) helped us create a plan to deal with any problem my child has.</b>					
Strongly Agree/Agree	45 95.7%	45 95.7%	-	-	-
Strongly Disagree/Disagree	2 4.3%	2 4.3%	-	-	-

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

**Meets Expectations**

Counts Break % Respondents	2022 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	50	50	-	-	-
<b>Q24-If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend.</b>					
Strongly Agree/Agree	46 92.0%	46 92.0%	-	-	-
Strongly Disagree/Disagree	4 8.0%	4 8.0%	-	-	-

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

**Meets Expectations**

## Family Recovery Oriented Practices

Counts Break % Respondents	2022 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	47	47	-	-	-
<b>Q25A-My child's provider has talked with us about community supports and other options that are available.</b>					
Strongly Agree/Agree	38 80.9%	38 80.9%	-	-	-
Strongly Disagree/Disagree	9 19.1%	9 19.1%	-	-	-

**80.9% of target rate Y-T-D**

**Satisfactory**

Counts Break % Respondents	2022 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	50	50	-	-	-
<b>Q25B-I have been given clear information on who to contact if my child needs immediate help between appointments.</b>					
Strongly Agree/Agree	48 96.0%	48 96.0%	-	-	-
Strongly Disagree/Disagree	2 4.0%	2 4.0%	-	-	-

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

**Meets Expectations**

## Family Outcomes

Counts Break % Respondents	2022 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	50	50	-	-	-
<b>Q25C-I was able to be actively involved in developing my child's treatment goals.</b>					
Strongly Agree/Agree	48 96.0%	48 96.0%	-	-	-
Strongly Disagree/Disagree	2 4.0%	2 4.0%	-	-	-

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

**Meets Expectations**

Counts Break % Respondents	2022 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	44	44	-	-	-
<b>Q26A-My child deals more effectively with daily problems.</b>					
Strongly Agree/Agree	43 97.7%	43 97.7%	-	-	-
Strongly Disagree/Disagree	1 2.3%	1 2.3%	-	-	-

**97.7% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2022 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	38	38	-	-	-
<b>Q26B-Our family has improved since my child started treatment.</b>					
Strongly Agree/Agree	37 97.4%	37 97.4%	-	-	-
Strongly Disagree/Disagree	1 2.6%	1 2.6%	-	-	-

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

**Meets Expectations**

Counts Break % Respondents	2022 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	44	44	-	-	-
<b>Q26C-I feel my child's behavioral health is improving.</b>					
Strongly Agree/Agree	40 90.9%	40 90.9%	-	-	-
Strongly Disagree/Disagree	4 9.1%	4 9.1%	-	-	-

**90.9% of target rate Y-T-D**

**Meets Expectations**

## Family Provider Issues or Problems

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	51	51	-	-	-
<b>Q27-Have you had any issues or problems with this (provider)?</b>					
Yes	4 7.8%	4 7.8%	-	-	-
No	47 92.2%	47 92.2%	-	-	-

Counts Break % Respondents	2022 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	4	-	-	-
<b>Q28-If you have had issues or problems with provider, what were they?</b>					
Lack of treatment planning and coordination	-	-	-	-	-
Poor communication	1 25.0%	1 25.0%	-	-	-
Frequent staff changes	-	-	-	-	-
Services not provided when my child needs them	3 75.0%	3 75.0%	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2022 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	4	-	-	-
<b>Q29-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	2 50.0%	2 50.0%	-	-	-
I filed a formal complaint	-	-	-	-	-
I chose not to take any action	1 25.0%	1 25.0%	-	-	-
Other	1 25.0%	1 25.0%	-	-	-



## Family Provider Issues or Problems

Counts Break % Respondents	2022 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	2	2	-	-	-
<b>Q30-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	-	-	-	-	-
I didn't know how to file a formal complaint	-	-	-	-	-
Other	2 100.0%	2 100.0%	-	-	-

## Family Department of Human Services Questions

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	51	51	-	-	-
<b>Q31-What effect has the treatment your child received had on the quality of your child's life?</b>					
Much better/A little better	42 82.4%	42 82.4%	-	-	-
About the same	8 15.7%	8 15.7%	-	-	-
A little worse/Much worse	1 2.0%	1 2.0%	-	-	-

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	51	51	-	-	-
<b>Q32-Were you and your child given the chance to make treatment decisions?</b>					
Yes	46 90.2%	46 90.2%	-	-	-
No	1 2.0%	1 2.0%	-	-	-
Sometimes	4 7.8%	4 7.8%	-	-	-

## Family Department of Human Services Questions

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	51	51	-	-	-
<b>Q39-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>					
Yes	1 2.0%	1 2.0%	-	-	-
No	3 5.9%	3 5.9%	-	-	-
Not applicable	47 92.2%	47 92.2%	-	-	-

Counts Break % Respondents	2022 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	9	-	-	-
<b>Q34-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	2 22.2%	2 22.2%	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Child care issues	-	-	-	-	-
Long waiting list	3 33.3%	3 33.3%	-	-	-
Didn't know where to get help	-	-	-	-	-
Services denied	-	-	-	-	-
Process was overwhelming	-	-	-	-	-
Process was too confusing	-	-	-	-	-
Other	4 44.4%	4 44.4%	-	-	-

\* Q35 is a literal question, it is listed in the back with other literal comments.

## Family Discharged Due to Lack of Following Treatment Plan

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	51	51	-	-	-
<b>Q36-Has your child ever been discharged in the past because they did not follow the treatment plan or make progress in treatment?</b>					
Yes	-	-	-	-	-
No	51 100.0%	51 100.0%	-	-	-

## Family Behavioral Health Medications

Counts Break % Respondents	2022 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	42	42	-	-	-
<b>Q37-If your child is taking behavioral health medications, are you experiencing any problems in getting behavioral health medications that work for your child?</b>					
Yes	1 2.4%	1 2.4%	-	-	-
No	41 97.6%	41 97.6%	-	-	-

## Families Interested in Having Concerns Addressed

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	51	51	-	-	-
<b>Q39-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>					
Yes	1 2.0%	1 2.0%	-	-	-
No	3 5.9%	3 5.9%	-	-	-
Not applicable	47 92.2%	47 92.2%	-	-	-

## Family Literal Comments

### Q10A-What do you consider the child's race to be? Literal Comments

### Q12D-Community Care Literal Comments

### Q14A-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? Literal Comments

### Q17A-What is the name of your child's treatment provider? Literal Comments

---

Q1-Cambria County Office

---

Q1-Martha Emerick

---

Q1-Community Health Center, Johnstown

---

Q1-Pressley Ridge

---

Q1-UPMC Lakemont

---

Q1-UPMC Lakemont

### Q18A-Which mental health services does your child receive from provider? Literal Comments

### Q22E-Access to Services Literal Comments

---

Q1-The waiting list is too long.

---

Q1-She has missed school for appointments, not approved for TSS and need more staff.

---

Q1-I still think we have a long way to go.

---

Q1-I don't think so, we moved to the area and like this provider.

---

Q1-There are no services provided for him. He was recently kicked out of school and will be sent to an alternative school/partial program in Johnstown. He last had a TSS 2 weeks at the end of September. Bedford doesn't have a lot of options.

---

Q1-There are not a lot of options in the community to go to different providers.

---

Q1-Getting help was slow but I know that they are understanding.

### Q23F-Treatment Experiences Literal Comments

---

Q1-I don't know how to explain some things. The treatment plan has not been reviewed with me lately.

---

Q1-We really didn't make a plan for anything.

---

Q1-Their treatment plan was shared with their mom, not me.

---

Q1-He does not have a TSS, he has a BSC.

---

Q1-The BSC yes, but I had to have them pulled because she was not fulfilling his hours. I was lucky if she stayed two hours daily. I was lucky if she showed up. She called off a lot.

## **Q24A-If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend. Literal Comment**

---

Q1-They never ask.

---

Q1-School had meetings that she was not informed of, they inform her mom.

---

Q1-It's a hit and miss, I have transportation issues.

## **Q25D-Recovery Oriented Practices Literal Comments**

---

Q1-I don't remember.

---

Q1-Not really because I am only 16.

---

Q1-I don't remember if they talked to me about using community supports.

---

Q1-He is interested in learning more about community supports. His mom was shared all the information.

---

Q1-I have been clear information on who to contact if we have an emergency but they wouldn't apply due to the shortage of places and the bad experiences with other providers.

---

Q1-I was not given clear information on who to contact if my child needs immediate help.

## **Q26D-Outcomes Literal Comments**

---

Q1-I have a lot of issues.

---

Q1-So far not much improvement.

---

Q1-Not ACRP's fault, my daughter has a lot of issues and we haven't found the right combination of treatment yet.

---

Q1-I don't really have issues.

---

Q1-His behavior is improving but he still has his moments.

---

Q1-We are still in the thick of it. Our family has started to improve before treatment.

---

Q1-I would say neutral because a lot of his issues right now have to do with him and his age.

---

Q1-We are doing a reevaluation today. His behavior is not improving and that is why I want the reevaluation.

---

Q1-He is not getting the support he needs.

---

Q1-All the problems he has is school based, so not really applicable.

## **Q28A-If you have had issues or problems with provider, what were they? Literal Comments**

---

Q1-The office staff does not answer the phone and they take forever to call back.

---

Q1-They didn't have a TSS provided for him at the beginning of the year, they don't have anyone now either. The last TSS he had was in September and they had someone in January for him for three days.

---

Q1-Closing the program and not providing a back up plan for when it closed. Regular schools are not equipped for his needs, they did try to put some things in place and his school, but this won't cut it.

---

Q1-The situation with the BTH not fulfilling hours. He was supposed to get a full week of BHT hours but instead we were lucky to get two hours three days a week. The BHT would frequently call off and made some negative comments.

## **Q29A-Were you able to resolve these issues or problems with the provider through a discussion with the program manager, file a formal complaint, or choose not to take any action? Literal Comments**

---

Q1-I don't know how many people I have already talked to, but the issue is not resolved yet!

---

Q1-We are currently in the process of getting him another BHT. I made one phone call and it was resolved.

### Q30A-If you chose to not take any action, why? Literal Comments

---

Q1-I resolved the problem.

Q1-I am not sure what to do, logically I know the steps to take, but I don't know if it will help due to the lack of providers.

### Q34A-If you weren't able to get behavioral health help for your child in the last twelve months, what stopped you?

---

Q1-Long waiting lists.

Q1-Inconvenient process due to covid, he needs a TSS and too long of a waiting time.

Q1-Not providing a TSS and the BSC is only there one day a week. They are authorized to do 12 hours a month, but the BSC is only there once a week. She did just get surgery and that might be why.

Q1-Due to the program closing.

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

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

---

Q1-Waiting list to change at providers.

Q1-He needs a TSS.

Q1-Yes, speech therapy with Behavioral Health.

Q1-Out patient speech therapy.

Q1-She needs a TSS but there is a state wide issue. It is hard to get one because they are short staffed.

Q1-Services for his ADHD.

Q1-YAP

Q1-More IBHS hours and keep everything he has now up to date.

Q1-A TSS.

Q1-Yes, partial hospitalization.

### Q37A-Are you experiencing any problems in getting behavioral health medications that work for your child? Literal Comments

---

Q1-They changed counselors and the new one does not call me.

Q1-Not having a problem getting medication, still trying to find what works for her.

Q1-Once again we are in limbo. The psychiatrist wanted to make changes but he will lose the psychiatrist when the program closes. I have to look for another psychiatrist. I might be able to get the same doctor again but this will possibly be contingent on him getting back in to the hospitalization program.

**Q38-Please share any additional compliments or concerns. Literal Comments**

---

Q1-We are trying different medicine but have not seen positive results yet.

---

Q1-The therapist is fantastic. Private sessions with parents as needed. She's available when needed.

---

Q1-I'm very happy.

---

Q1-Need trauma informed services in Somerset.

---

Q1-YAP is wonderful!

---

Q1-They need more staff.

---

Q1-They are pretty good. I reach out and they address concerns.

---

Q1-No, everything is going good.

---

Q1-They are all doing a good job working together to get what my child needs.

---

Q1-We love ACRP!

---

Q1-My child does good here.

---

Q1-I like it but it sucks that they keep changing providers.

---

Q1-They need to hire more TSS's.

---

Q1-It's going to be a nightmare getting him back on track.

---

Q1-I kind of put him on the spot and let him be a partner in his treatment.

## Youth Survey Findings

### Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 21 youth (Ages 14 to 20) surveys completed during the 1st Quarter of Calendar Year 2022 for the period from January to March 2022.

### 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.

#### 1st Quarter Youth Sample Characteristics versus the 2021 4th Quarter Comparison:

1. Increased face-to-face – 33% (7 of 21) versus 16% (4 of 25)
2. Lower ratio of male treatment recipients – 29% (6 of 21) versus 56% (14 of 25).
3. Lower percentage of youth members aged 14-15 – 14% (3 of 21) versus 40% (10 of 25).
4. Same total youth members receiving IBHS (formerly BHRS) – 10% (2 of 21) versus 8% (2 of 25).
5. Higher ratio of youths receiving treatment from same provider four (4) years or longer – 33% (7 of 21) versus 24% (6 of 25).

### Findings Overview

1. Just 29% (6 of 21) of youths interviewed during the 1st Quarter of 2022 agreed with “Have you reviewed your insurance benefits and treatment options through Community Care?”

81% (17 of 21) of youths in the 1st Quarter were “aware they could file a complaint with Community Care.” This indicator was 66% for calendar year 2021. Likewise, 81% (17 of 21) were “aware they could file a grievance with Community Care” and this indicator was 66% for calendar year 2021.

48% (10 of 21) of youths interviewed during the 1st Quarter of 2022 “knew where to find the number to call Community Care with questions or concerns.” This increased from 34% for calendar-year 2021.

100% (7 of 7, excluding 14 “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 was 100% for calendar year 2021.

0% (0 of 21) reported using Community Care’s complaint or grievance processes during the 1st Quarter. Comparatively, 2% (2 of 90) youths reported using either the complaint or grievance processes during calendar year 2021.

2. Youths surveyed on **Access** to provider treatment services rated both indicators 95% to 100%. 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 90%-100%. 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 95% to 100% 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 81% to 100% 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. 100% (11 of 11, excluding 10 n/a) youths interviewed reported no problems in getting the medications that work them.

7. 5% (1 of 21) of youths reported having issues or problems with their provider during the 1st Quarter of 2022. This indicator was 8% for calendar year 2021.

### **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 – Member Request for Assistance**

Upon completing the survey, 0% (0 of 21) of youth members surveyed expressed interest in having a concern or issue they shared during the interview referred for immediate handling by BHSSBC.

### **Quality Audits**

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

During the 1st Quarter, 1 youth quality audits were performed. 100% (1 of 1) youths felt the length of the survey and number of questions were satisfactory. 100% (1 of 1) youths were satisfied with the survey process and 100% (1 of 1) youths felt ok or good about being contacted.

### **Member comments,**

*“None”*

## Youth Demographics

Counts Break % Respondents	2022 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
	21	21	-	-	-
<b>Q4-What type of survey is it?</b>					
Phone	14 66.7%	14 66.7%	-	-	-
Face to Face	7 33.3%	7 33.3%	-	-	-

Counts Break % Respondents	2022 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
	21	21	-	-	-
<b>Q5-What county does the member live in?</b>					
Somerset	17 81.0%	17 81.0%	-	-	-
Bedford	4 19.0%	4 19.0%	-	-	-

Counts Break % Respondents	2022 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
	21	21	-	-	-
<b>Q6-What is your gender?</b>					
Male	6 28.6%	6 28.6%	-	-	-
Female	12 57.1%	12 57.1%	-	-	-
Does not identify with either gender	3 14.3%	3 14.3%	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2022 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
	21	21	-	-	-
<b>Q7-How old are you?</b>					
14-15 years	3 14.3%	3 14.3%	-	-	-
16-17 years	10 47.6%	10 47.6%	-	-	-
18-20 years	8 38.1%	8 38.1%	-	-	-
over 20 years	-	-	-	-	-

## Youth Demographics

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
	21	21	-	-	-
<b>Q8-What do you consider your race to be?</b>					
Caucasian	18 85.7%	18 85.7%	-	-	-
African American	-	-	-	-	-
Hispanic American	2 9.5%	2 9.5%	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian American	-	-	-	-	-
Multi-Racial	-	-	-	-	-
Other	1 4.8%	1 4.8%	-	-	-

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
	21	21	-	-	-
<b>Q9-Are you receiving services primarily for:</b>					
Mental Health	21 100.0%	21 100.0%	-	-	-
Drug and Alcohol Services	-	-	-	-	-
Both Mental Health and Drug and Alcohol Services	-	-	-	-	-

## Youth Satisfaction with Community Care

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	21	21	-	-	-
<b>Q10A-Do you know where to find the number to call Community Care with questions or concerns? (Note to surveyor: If no, give number 1-866-483-2908.)</b>					
Yes	10 47.6%	10 47.6%	-	-	-
No	11 52.4%	11 52.4%	-	-	-

## Youth Community Care's Complaint and Grievance Process

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>	21	21	-	-	-
<b>Q10B-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>	17 81.0%	17 81.0%	-	-	-
<b>No</b>	4 19.0%	4 19.0%	-	-	-

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>	21	21	-	-	-
<b>Q10C-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>	17 81.0%	17 81.0%	-	-	-
<b>No</b>	4 19.0%	4 19.0%	-	-	-

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>	21	21	-	-	-
<b>Q11-Have you reviewed your insurance benefits and treatment options through Community Care?</b>					
<b>Yes</b>	6 28.6%	6 28.6%	-	-	-
<b>No</b>	15 71.4%	15 71.4%	-	-	-

## Youth Community Care's Complaint and Grievance Process

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	7	-	-	-
<b>Q12-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	7 100.0%	7 100.0%	-	-	-
No	-	-	-	-	-

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>Q13-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	-	-	-	-	-

**- No data this quarter**

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>Q14-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**

## Youth Treatment Provider Analysis

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	21	21	-	-	-
<b>Q15-What is the name of your treatment provider?</b>					
ACRP	-	-	-	-	-
Adelphoi Village	-	-	-	-	-
Beal Counseling	-	-	-	-	-
Bedford DBHS	2 9.5%	2 9.5%	-	-	-
Blair Family Solutions	-	-	-	-	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	2 9.5%	2 9.5%	-	-	-
Croyle Nielson	-	-	-	-	-
Dolminis (Pyramid)	-	-	-	-	-
Family Behavioral Resources (FBR)	1 4.8%	1 4.8%	-	-	-
Footsteps	-	-	-	-	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	-	-	-	-	-
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	5 23.8%	5 23.8%	-	-	-
Pediatric Care Specialists	3 14.3%	3 14.3%	-	-	-
Pyramid HealthCare	-	-	-	-	-
Somerset DBHS	7 33.3%	7 33.3%	-	-	-
Somerset Hospital	-	-	-	-	-
Twin Lakes	-	-	-	-	-
Youth Advocate Programs (YAP)	-	-	-	-	-
Other	1 4.8%	1 4.8%	-	-	-

## Youth Treatment Provider Service Level Analysis

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>	21	21	-	-	-
<b>Q16-What service are you receiving from this provider?</b>					
After School Treatment Program	-	-	-	-	-
IBHS (BHT, BC, MT, ABA)	2 9.5%	2 9.5%	-	-	-
MH CRR Home	-	-	-	-	-
Family Based MH Services	-	-	-	-	-
Peer Support	-	-	-	-	-
MH Inpatient Hospitalization	-	-	-	-	-
Medication/Psychiatric/Telepsychiatry	6 28.6%	6 28.6%	-	-	-
MH (BCM) Blended Case Management	3 14.3%	3 14.3%	-	-	-
MH Outpatient Therapy/Counseling (individual or group)	8 38.1%	8 38.1%	-	-	-
MH Partial Hospitalization	-	-	-	-	-
Residential Treatment Facility (RTF)	-	-	-	-	-
Substance Use (SU) Detox	-	-	-	-	-
Naltrexone Maintenance	-	-	-	-	-
Substance Use (SU) Outpatient Therapy	-	-	-	-	-
SU Inpatient/Rehabilitation	-	-	-	-	-
Methadone Maintenance	-	-	-	-	-
Multi Systemic Therapy (MST)	-	-	-	-	-
Buprenorphine Maintenance	-	-	-	-	-
Other	2 9.5%	2 9.5%	-	-	-
Do Not Know	-	-	-	-	-

## Youth Treatment Provider Service Level Analysis

Did you choose to go to this provider? Q17

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	21	21	-	-	-
<b>Q17-Did you choose to go to this provider?</b>					
Yes	17 81.0%	17 81.0%	-	-	-
No	4 19.0%	4 19.0%	-	-	-

How long have you currently been receiving services from this provider? 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	21	21	-	-	-
<b>Q18-How long have you currently been receiving services from this provider?</b>					
Less than 6 months	7 33.3%	7 33.3%	-	-	-
6-11 months	1 4.8%	1 4.8%	-	-	-
1 to 2 years	5 23.8%	5 23.8%	-	-	-
2 to 4 years	1 4.8%	1 4.8%	-	-	-
4 + years	7 33.3%	7 33.3%	-	-	-

## Youth Access to Services

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	21	21	-	-	-
<b>Q19A-We meet at times that are convenient for me.</b>					
Strongly Agree/Agree	20 95.2%	20 95.2%	-	-	-
Strongly Disagree/Disagree	1 4.8%	1 4.8%	-	-	-

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

**Meets Expectations**



### Youth Access to Services

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	21	21	-	-	-
<b>Q19B-I feel I was able to get the help I needed within a reasonable amount of time.</b>					
Strongly Agree/Agree	21 100.0%	21 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

### Youth Treatment Experiences

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	21	21	-	-	-
<b>Q20A-(Provider) helped me create a plan to deal with any problem I have.</b>					
Strongly Agree/agree	21 100.0%	21 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

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	20	20	-	-	-
<b>Q20B-I am an active participant in developing my treatment plan.</b>					
Strongly Agree/Agree	20 100.0%	20 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

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	20	20	-	-	-
<b>Q20C-I agree that the interventions offered to me on my treatment plan are a good fit to me.</b>					
Strongly Agree/Agree	20 100.0%	20 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

## Youth Treatment Experiences

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	19	19	-	-	-
<b>Q20D-I was offered a copy of my treatment plan/treatment summary.</b>					
Strongly Agree/Agree	17 89.5%	17 89.5%	-	-	-
Strongly Disagree/Disagree	2 10.5%	2 10.5%	-	-	-

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	16	16	-	-	-
<b>Q20E-I am included in meetings about my treatment.</b>					
Strongly Agree/Agree	16 100.0%	16 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

## Youth Recovery Oriented Practices

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	21	21	-	-	-
<b>Q21A-I have been given clear information on who to contact if I need immediate help between sessions.</b>					
Always/Almost Always/Often	20 95.2%	20 95.2%	-	-	-
Sometimes	1 4.8%	1 4.8%	-	-	-
Rarely/Never	-	-	-	-	-

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

**Meets Expectations**

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	21	21	-	-	-
<b>Q21B-(Provider) asked me what I think I needed to work on and helped me create a plan.</b>					
Always/Almost Always/Often	20 95.2%	20 95.2%	-	-	-
Sometimes	-	-	-	-	-
Rarely/Never	1 4.8%	1 4.8%	-	-	-

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

**Meets Expectations**

## Youth Recovery Oriented Practices

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	21	21	-	-	-
<b>Q21C-Staff treat me with respect and sees me as an equal partner in my treatment program</b>					
Always/Almost Always/Often	21 100.0%	21 100.0%	-	-	-
Sometimes	-	-	-	-	-
Rarely/Never	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

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	21	21	-	-	-
<b>Q21D-Staff talked with me about community supports and other options that are available.</b>					
Always/Almost Always/Often	21 100.0%	21 100.0%	-	-	-
Sometimes	-	-	-	-	-
Rarely/Never	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

## Youth Outcomes

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	16	16	-	-	-
<b>Q22A- I manage strong feelings better.(anger, fear, etc.)</b>					
Strongly Agree/Agree	13 81.3%	13 81.3%	-	-	-
Strongly Disagree/Disagree	3 18.8%	3 18.8%	-	-	-

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

**Satisfactory**

## Youth Outcomes

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	16	16	-	-	-
<b>Q22B-I make better choices about how to deal with day to day life.</b>					
Strongly Agree/Agree	16 100.0%	16 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

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	12	12	-	-	-
<b>Q22C-I don't get in trouble as often as I did before treatment.</b>					
Strongly Agree/Agree	12 100.0%	12 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

**100.0% of target rate Y-T-D**

**Meets Expectations**

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	16	16	-	-	-
<b>Q22D-I beleive treatment is working because I feel better.</b>					
Strongly Agree/Agree	14 87.5%	14 87.5%	-	-	-
Strongly Disagree/Disagree	2 12.5%	2 12.5%	-	-	-

**87.5% of target rate Y-T-D**

**Satisfactory**

## Youth Provider Issues or Concerns

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	21	21	-	-	-
<b>Q23-Have you had any issues or problems with services from provider?</b>					
Yes	1 4.8%	1 4.8%	-	-	-
No	20 95.2%	20 95.2%	-	-	-

## Youth Provider Issues or Concerns

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	-	-	-
<b>Q24-If yes, what were the issues or problems with services from provider?</b>					
Lack of treatment planning and coordination	1 100.0%	1 100.0%	-	-	-
Services not provided when I needed them	-	-	-	-	-
Poor communication	-	-	-	-	-
Frequent staff changes	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	-	-	-	-	-

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	-	-	-
<b>Q25-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	-	-	-	-	-
I chose not to take any action	-	-	-	-	-
I filed a formal complaint	-	-	-	-	-
Other	1 100.0%	1 100.0%	-	-	-

**- No data this quarter**

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	-	-	-
<b>Q26-If you chose to not take any actions, why?</b>					
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%	-	-	-

**- No data this quarter**

## Youth Department of Human Services Questions

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>	21	21	-	-	-
<b>Q27-What effect has the treatment you've received had on the overall quality of your life?</b>					
Much better	4 19.0%	4 19.0%	- -	- -	- -
A little better	17 81.0%	17 81.0%	- -	- -	- -
About the same	- -	- -	- -	- -	- -
A little worse	- -	- -	- -	- -	- -
Much worse	- -	- -	- -	- -	- -

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>	21	21	-	-	-
<b>Q28-Were you given the chance to make treatment decisions?</b>					
Yes	17 81.0%	17 81.0%	- -	- -	- -
No	- -	- -	- -	- -	- -
Sometimes	4 19.0%	4 19.0%	- -	- -	- -

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>	21	21	-	-	-
<b>Q29-In the last twelve months, did you have problems getting the help you needed?</b>					
Yes	- -	- -	- -	- -	- -
No	19 90.5%	19 90.5%	- -	- -	- -
Sometimes	2 9.5%	2 9.5%	- -	- -	- -

## Youth Department of Human Services Questions

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	-	-	-
<b>Q30-If yes, why weren't you able to get the behavioral health help in the last 12 months?</b>					
Money issues	-	-	-	-	-
Transportation Issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	1 100.0%	1 100.0%	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	-	-	-	-	-
Money issues	-	-	-	-	-
Other	-	-	-	-	-

- No data this quarter

## Youth Discharge Due to Lack of Following Treatment Plan

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	21	21	-	-	-
<b>Q31-Have you been discharged in the past because you had trouble following your treatment plan or you relapsed?</b>					
Yes	3 14.3%	3 14.3%	-	-	-
No	18 85.7%	18 85.7%	-	-	-

## Youth Behavioral Health Medications

Counts Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	21	21	-	-	-
<b>Q32-If you are taking behavioral health medications, are you experiencing any problems in getting medications that work for you?</b>					
Yes	-	-	-	-	-
No	11	11	-	-	-
Not Applicable	10	10	-	-	-

## Youth Issues and Concerns Addressed

Counts Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-June	3rd Qtr July-Sept.	4th Qtr Oct-Dec
N/A responses reduce total	1	1	-	-	-
<b>Q34-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>					
Yes	-	-	-	-	-
No	1	1	-	-	-



## Youth Literal Comments

### Q8A-What do you consider your race to be? Literal Comment

Q1-Bi-Racial

### Q10D-Community Care questions. Literal Comments

Q1-I never had to call.

Q1-I have never really had to call Community Care.

Q1-I am not aware of who Community Care is.

Q1-I have really never had to call.

Q1-I never had to call them.

Q1-My mom knows more about it.

### Q12A-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? Literal Comments

### Q13A-If you used Community Care's complaint process with in the last 12 months, were you satisfied with how your complaint was handled? Literal Comments.

### Q14A-If you used Community Care's grievance process with in the last 12 months, were you satisfied with how your grievance was handled? Literal Comments

### Q15A-What is the name of your provider? Literal Comments

Q1-Pressly Ridge School

### Q16A-What service are you receiving from this provider? Literal Comments

Q1-Psyche Rehab

Q1-School based mental health services.

### Q17A-Did you choose to go to this provider? Literal Comments

Q1-My parents chose the provider.

Q1-We go here because her BHT is here.

Q1-It was chosen by my parents when I was younger.

Q1-By my parents.

### Q19C- Access Literals

Q1-I don't see the psychiatrist that much.

**Q20F-Treatment Experiences Literal Comments**

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Q1-I am included often.

---

Q1-It feels like the doctor is in a hurry to get stuff done.

**Q21E-Recovery Oriented Practices Literal Comments****Q22E-Outcomes Literal Comments**

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Q1-She has home related behaviors.

---

Q1-She still needs BHT services extremely.

---

Q1-I am still working on this.

---

Q1-I don't really get in trouble.

---

Q1-I never got in trouble.

---

Q1-The doctor makes me frustrated because I don't get to tell him about myself. He says he understands and moves on. He rushes a lot!!

---

Q1-I haven't seen any progress in making better choices in my day-to-day life. I don't feel better and feel that treatment is not working.

**Q24A-If yes, what were the issues or problems with services from provder? Literal Comments****Q25A-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? Lital Comments**

---

Q1-I have asked him to slow down and he said he didn't understand why he needed to slow down.

**Q26A-If you chose to not take any action, why? Literal Comments**

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Q1-I have talked to him about it but he doesn't understand.

**Q30A-If yes, why weren't you able to get the behavioral health help in the last twelve months? Literal Comments****Q32A-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you? Literal Comments**

## Provider Responses

### **Provider Responses to 4th Quarter (Annual) 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.*

### **Comments/Areas identified as Opportunity for Improvement.**

**INDICATOR: I was encouraged to use consumer-run programs and other options that are available.**

*PROVIDER RESPONSE: "As a result of the pandemic, staff are aware that the Drop-in Center has limited hours and limited capacity, so referrals have been lower. Program Directors will be asking that the Drop-in Center provide a monthly calendar of events that can be shared with consumers and posted in waiting areas. Some consumers have struggles with support groups as many continue to remain virtual and there are consumers that did not have access to telehealth. Efforts will be made to continue to explore availability of in person support groups. The crisis line information continues to be listed on the crisis plans and discharge summaries. Staff will continue to review the crisis plans and point out available numbers. Staff will also alert those applicable of the on-call BCM phone number."*

**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: "Staff will better educate themselves on community supports and other options as well as better document the offering of this information to clients."*

**INDICATOR: My provider has talked to me about options to help me quit using tobacco and vaping products.**

*PROVIDER RESPONSE: "At intake, and throughout treatment, providers talk to consumers about what options are available to quit using tobacco products. Provider staff will be reminded to provide not only encouragement to quit using tobacco, but also provide possible resources to assist with this. This could include web links to the Center for Disease control or the American Lung Association, coaching clients on how to ask their PCP for medication to stop tobacco cravings/use or offering support groups to assist with stopping tobacco use."*

*"It has been difficult to provide the support for tobacco use when providing services via telehealth or telephone. As the waivers/suspended regulations expire, the expectation is to have more face-to-face opportunities to assist consumers with tobacco use disorder and being able to provide the above resources in a written form instead of only communicating verbally."*

*PROVIDER RESPONSE: "(Provider) asks the patient at intake and throughout treatment about their tobacco/vaping status. If the patient indicates that they have an interest in quitting those products, (provider) provides smoking cessation counseling or treatment. Provider will remind staff to continue to ask the tobacco/vaping question for all patients."*

*PROVIDER RESPONSE: Staff will bring tobacco/or vaping up more often and offer resources to help stop tobacco/or vaping usage. (This will be) evidenced in documentation in session notes."*

**INDICATOR: I don't get in trouble as often as I did before treatment.**

PROVIDER RESPONSE: "(Provider) Program Directors will talk with staff about increasing their awareness of troubled behaviors in youth to obtain baseline information to monitor throughout treatment. Increased coordination of care with Parents and/or schools will assist provider in identifying the areas to improve and to assist with making appropriate referrals for additional resources."

**INDICATOR: I manage strong feelings better.**

PROVIDER RESPONSE: "Provider will remind staff to encourage our patients to be open and honest so that we can ensure they are getting all of the help they need. Staff will be reminded to analyze their data on their patients to see if there are any areas for improvement."

**INDICATOR: I believe I can get better.**

PROVIDER RESPONSE: "Staff will remain vigilant and promote positive growth with clients and continue to search out other resources that may help. (This will be) evidenced in client files, documented in client's session notes and case notes."

**INDICATOR: Our family has improved since my child started treatment.**

PROVIDER RESPONSE: "Provider will re-educate staff to ensure they are listening to the patient/family needs. Staff will also remind patients/families that it is important to be open and honest with the provider in order to get the best care possible. Providers will be reminded to look at the data that has been collected on the client/family to see if there are any areas of improvement they could be making."

**INDICATOR: I feel my child's behavioral health is improving.**

PROVIDER RESPONSE: "(Provider) feels that for this one, there were a few comments left that indicated that they had just started services or that they were in the process of changing medications. I feel like this question would be better analyzed if the patients are established with services and aren't in the transitional phases of medications. (Provider) also read the comment on Family Based recommendations, provider will re-educate staff that if they feel that another service would be beneficial to the patient/family they need to be sure that the patient/family is getting a recommendation for that service. Every service at (Provider) has the option to recommend to another."

**INDICATOR: Acknowledge patient progress.**

PROVIDER RESPONSE: "(Provider) reviewed with all staff on supervisions on 2-21 and 2-22-22 the importance of reviewing and acknowledging patient progress."

**INDICATOR: Treatment development with patient goals.**

PROVIDER RESPONSE: "(Provider) reviewed with all staff on supervisions on 2-21-22 and 2-22-22 to ensure all treatment goals are developed around the pts needs and that they are selecting what areas to work on in treatment. All treatment plans are developed with patients."

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

PROVIDER RESPONSE: "Staff will continue to offer and have clients sign whether they receive a copy or refuse a copy of their TX. Staff will also offer a copy of TX when questions arise in session about their goals. (This is) evidenced in client files with client's signature as to receiving or refusing a copy of their TX."

**INDICATOR: Were there trends identified that you were or were not aware of?**

PROVIDER RESPONSE: "No."

**INDICATOR: Do these survey results reflect existing performance improvement areas?**

PROVIDER RESPONSE: "No."

**INDICATOR: Did your behavioral provider ask you to sign a release of information.**

PROVIDER RESPONSE: "At intake and once a year, releases are reviewed and updated. When a new outside source is introduced by client or (provider) a release is completed. Evidenced in client files with copies of signed releases."

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

PROVIDER RESPONSE: "At intakes and every session problem are discuss and plans are established to work through these problems. (This is) evidenced in client files, notes, TX updates."

**INDICATOR: My provider acknowledges and rewards me for even my small steps toward(improvement).**

PROVIDER RESPONSE: "Staff will better express verbal praise with client's achievements. (This will be) evidenced in client files with notes documenting achievements."

**Other Provider Comments:**

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.

PROVIDER RESPONSE: "(Provider) feels the barriers we noticed for 2021 was- communication. It seems that a lot of the results that required a response from the provider was due to the patient stating they didn't receive, wasn't ask, wasn't talked to about, etc. on all sorts of topics from their treatment plan, to community supports, to consumer- run programs, to talking about vaping/smoking. I feel that often times the patient does not remember being asked these things or maybe they don't understand that what they are receiving is their treatment plan."

"(Provider) believes our areas of improvement are to make sure we are communicating effectively with our patients. The questions are being asked during the patient's intake, treatment plan updates, etc. The CFST reports are shared with everyone in the agency and the staff is made aware of the areas that were below benchmark. Reiterating the importance of communication will be something the agency will strive for in 2022. Making sure the patient understands what information is being given to them.

PROVIDER RESPONSE: "(Provider) has reviewed the quarterly and Year-to-Date CFST results. Thank you for sharing this valuable information. Although it's been a challenging almost two years, (provider) continues to focus on quality and opportunities to improve. Overall, the majority of provider related questions seem to score agree and strongly agree. We will continue to provide resources and education to our staff to best equip them with supporting our peers"

"We continue to face ongoing barriers in recruiting and retaining staff. However, we continue to brainstorm and take innovative steps in this process. We see overall trends in increasing needs for mental health support and higher demands for quality of life."

"(Provider) recognizes the overall opportunity to improve by reaching more Bedford/Somerset members who are in need of recovery support. We also see an opportunity to continue using telehealth as an option in the continuum of service modalities that can allow for flexibility and additional support to our peers."

"Thank you and we look forward to our continued work together in 2022."

PROVIDER RESPONSE: "(Provider) is committed to providing quality services to all members we serve and appreciate the opportunity to be made aware of areas that our members feel could be improved upon.

## **MCO Responses**

### **Community Care Response to 4th Quarter (January - December 2021) C/FST Report**

#### **Community Care response to the 2021 4th Quarter/Annual C/FST Report**

##### **5.3 Consumer/Family Satisfaction Team (C/FST) Report**

###### **Actions/Interventions**

C/FST will continue to collect and report satisfaction input from behavioral health consumers and their family members about the quality of services provided to address areas of unmet needs, service gaps, and needed improvements in the behavioral health service system. C/FST will continue to attend Quality and Care Management Committee meetings to present and discuss the findings.

C/FST, BHSSBC, and Community Care will communicate on a regular basis and meet quarterly or as necessary to review program implementation, compliance with Appendix L, findings, removal of barriers, member requests for assistance issues, and outreach to unserved or underserved members. In addition, the results of the C/FST survey are discussed monthly at the Stakeholder Committee and at quarterly Provider Advisory Committee (PAC) meetings to conduct a barrier analysis, review trends, and determine possible solutions or suggestions.

BHSSBC also processes and resolves any Member Requests for Assistance (MRAs) that are identified through the C/FST process by reaching out to the members, helping identify needed services, and discussing issues with providers, etc.

Additionally, the following interventions have been implemented to address specific categories of questions:

###### **Satisfaction with Community Care**

1. Community Care members continue to receive the Member Handbook upon enrollment along with welcome packets.
2. C/FST interviewers continue to distribute handbooks to members while completing on-site interviews. Community Care's Customer Service Representatives offer to mail the Member Handbook to members when they call Community Care to inquire about services.
3. Community Care's Community Relations Coordinator continues to provide member handbooks and information with contact information available the Stakeholder Committee meetings, health fairs, and other community events.
4. The Member Handbook and newsletters are available electronically on the Community Care website.
5. Specific to satisfaction with the complaint process, Community Care continues to follow protocol to ensure thorough processing of all complaints. Complaints are reviewed by the Complaint Committee, which includes Quality and Senior Management. This committee meets daily to ensure a thorough investigation and satisfactory resolution of all complaints. Community Care conducts outreach calls to all members who file complaints to ensure that they are satisfied with the outcome of their complaints. All members are educated on their rights to file Level 2 or external complaints if not satisfied. At times, as a result of a complaint, Community Care may review records and/or provider's Policies and Procedures as well as ask for Quality Improvement Plans (QIPs) from providers, as necessary.

**Access**

1. Care Managers are always available to help members get an appointment and often call providers on behalf of members if they are having trouble getting an appointment.
2. Community Care continues to send access standards to both members and providers every year.
3. Community Care distributes business-sized cards that include the customer service number to members at all stakeholder meetings and shared with providers to distribute. Customer Service can help members identify other providers or make referrals if there is an unsatisfactory wait time.
4. Community Care has an updated member website that provides links to accessing treatment via the provider directory, customer service number, and an online submission form.
5. Service information, specific to Bedford and Somerset Counties, can continue to be found on Community Care's website, which was recently modified to ensure that it is member-friendly, per feedback from members.

**Recovery Outcomes and Treatment**

1. Community Care's Bedford/Somerset team completed provider trainings, participates in the OMHSAS Integrative Care Planning project, conducts screenings, and has initiated Value Based Payment arrangements with providers to improve treatment outcomes.
2. Community Care's Community Relations Coordinator attended outreach activities in 2021 including conferences and other special events. During some of these events, Community Care staffed a table, which displayed brochures related to service options, general information about Community Care, and other recovery-oriented literature.
3. Community Care maintains and frequently updates member and provider resources on the website related to recovery and resiliency. The numerous resources include Recovery Toolkits, recovery articles, WRAP information and examples, webinars, and links to other related websites as well as a Recovery Library.
4. C/FST created WRAP and MH Directive brochures to be handed out during survey completion to members who respond negatively to this question. Community Care's Community Relations Coordinator also provides these brochures, as needed, at all member advisory meetings.

**Follow-up/Outcomes**

C/FST collects satisfaction information from members and families on an ongoing basis throughout the year. This is a quarterly report that will be presented to the QCMC in February, May, August, and November 2022.

## Technical Notes

### Technical Notes

#### A. Projected Surveys – January 1, 2022 – December 31, 2022

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, 2022 and December 31, 2022.

The general-purpose survey target represents approximately 2.4% of the Bedford-Somerset 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.