

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

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**4th Quarter Oct.-Dec. 2022/Annual Report for 2022**

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

**Detailed Report of Survey Findings**  
*January 2023*

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

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

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



## Chart Informational Guide

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

Above 90% Benchmark - **Meets Expectations**

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

Below 80% - **Requires Action**

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

### Data Utilization & Provider Response

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

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

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

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

**Meets Expectations**

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



## Introduction

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

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

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

The C/FST produces a quarterly report starting with the 1st Quarter produced in April for the January-March period and ending with a 4th Quarter produced in January which also includes the annual report as quarter-to-quarter and year-to-date results are tracked and compared.

The county, MCO and providers are asked to utilize the C/FST data as an additional input into their internal quality improvement processes to support both system and treatment outcomes.

### **How this report is organized:**

The 1st Section covers adults (age 21 and above) interviewed for the present quarter, while the 2nd Section covers family/caregivers (of a child under age 14) receiving treatment and the 3rd Section covers Youths (between the ages of 14 and 21) receiving treatment.

The first two pages of Adult, Family and Youth sections contain a C/FST analysis of interviews/surveys achieved for that quarter, changes in sample characteristics, findings and recommendations.

Some questions provide for an opportunity for the respondent to give literal comments and these are shown under the question, if any additional comments were made.

The Provider Comment Section will list provider comments received in response to the previous quarter report. Typically, these comments are in response to areas receiving year-to-date percentages that are under the established benchmarks and have had at least five (5) individuals interviewed.

The MCO Comment Section 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.

The Technical Notes Section addresses target sample size, survey/interview processes, data analysis and reporting, benchmarking, and data limitations.

## Adult Survey Findings

### Bedford-Somerset C/FST – 2022 4th Quarter/Annual Performance

This 4th Quarter/Annual Bedford-Somerset C/FST Report provides details on the 109 adult, 35 family and 28 youth (172 total) interviews that were completed between October and December 2022 and the 403 adult, 145 family and 110 youth (658 total) surveys for calendar year 2022.

Face-to-face surveys/interviews are increasing as more providers have eased restrictions due to the Covid-19 environment.

### Adult Survey Process & Findings

This 4th Quarter Bedford-Somerset Counties C/FST Report covers the period between October and December 2022 and provides detail on the 109 adults interviews/surveys that were completed.

### Survey Results & Variations on Sample Characteristics

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

#### 4th Quarter Adult Sample Characteristics versus 2022 3rd Quarter Comparison:

1. Lower percentage of face-to-face – 45% (49 of 109) versus 84% (74 of 88).
2. Higher percentage of female respondents –77% (84 of 109) versus 69% (61 of 88).
3. Lower percentage of respondents in the age range of 55-64 –17% (19 of 109) versus 25% (22 of 88).
4. Higher percent of MH only (includes medication mgt) 95% (104 of 109) versus 78% (69 of 88).
5. Lower ratio of respondents receiving less than six months of treatment from provider– 14% (15 of 109) versus 30% (26 of 88).
6. Higher percent of respondents receiving treatment services over 4 years with the same provider – 45% (49 of 109) versus 32% (28 of 88).

### Findings Overview

1. Adult overall satisfaction with Community Care continues to be good with 96% (24 of 25, excludes 84 “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 is 95% for calendar year 2022.
2. Community Care’s complaint and grievance awareness indicators decreased slightly during the 4th Quarter. These indicators are *“Are you aware that you can file a complaint if needed?”* at 75% (82 of 109) and *“Are you aware that you can file a grievance if needed?”* at 74% (81 of 109). These two indicators were 84% and 83% for calendar year 2022 compared to 77% and 78% respectively for calendar year 2021. No adult members reported using either Community Care’s complaint process during the 4th Quarter, while four adults reported using the complaint process during 2022 and all were 100% satisfied.
3. The lowest awareness indicator was *“Have you reviewed your insurance benefits and treatment options available through Community Care”* at 39% (43 of 109) during the 4th Quarter of 2022. This indicator is 39% for calendar year 2022.
4. Surveyed adults are generally pleased with **Access** to provider treatment services having 91% to 97% 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.”* These indicators are 99% and 94%, respectively, for calendar year 2022.
5. Surveyed adults are also generally pleased with their provider **Treatment Experiences**, rating all of the six indicators of satisfaction from 93% 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.” These indicators were rated 89% to 100% during all of calendar year 2022.

6. Surveyed adults continue to be pleased with their provider **Recovery Oriented Practices** rating five of six indicators in the range of 95% to 99%. 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” is 80% (87 of 109) for the 4th Quarter of 2022 and 89% for calendar year 2022.

7. Adult perception of **Treatment Outcomes** was 98% to 100% 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.” These indicators are 98% to 99% for calendar year 2022.

8. 6% (6 of 109) of interviewed adults reported having issues or problems with their provider during the 4th Quarter of 2022. 67% (4 of 6) chose not to take any action. 33% (2 of 6) reported taking other action. Only one adult reported being concerned with how the provider would react. See Q29 & Q30 *Literal Comments* regarding how members handled their provider related problems.

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

Upon completing the survey, 17% (1 of 6) of adult members surveyed expressed interest in having a provider or MCO concern or issue they shared during the interview referred for immediate handling by BHSSBC. This number is 13% (2 of 15) for calendar year 2022.

#### **Quality Audits**

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

During the 4th Quarter, 18 adult quality audits were performed. 2 adults did not remember doing the survey. 88% (14 of 16) adults felt the length of the survey and number of questions were satisfactory. 100% (16 of 16) adults were satisfied with the survey process and 100% (16 of 16) adults felt ok or good about being contacted.

#### **Member comments,**

*“I originally thought it was a scam.”*

*“I don’t mind answering questions about my services.”*

*“I was told it would take 10 minutes and it took much longer!”*

*“She (the surveyor) was nice.”*

*“I got discharged on that day for completing the treatment plan. I would always recommend the provider to anyone.”*

*“I think she (the surveyor) was just wonderful.”*

*“It (the survey) was lengthy because the surveyor was helping me through an emotional breakdown.”*

*“She (the surveyor) seemed very personable and also professional.”*

## 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.
	403	107	99	88	109
<b>Q4-What type of survey is it?</b>					
Phone	167 41.4%	65 60.7%	27 27.3%	15 17.0%	60 55.0%
Face to Face	236 58.6%	42 39.3%	72 72.7%	73 83.0%	49 45.0%

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.
	403	107	99	88	109
<b>Q5-What county does the member live in?</b>					
Somerset	237 58.8%	65 60.7%	57 57.6%	51 58.0%	64 58.7%
Bedford	166 41.2%	42 39.3%	42 42.4%	37 42.0%	45 41.3%

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	403	107	99	88	109
<b>Q6-What is your gender?</b>					
Male	114 28.3%	35 32.7%	28 28.3%	26 29.5%	25 22.9%
Female	284 70.5%	69 64.5%	70 70.7%	61 69.3%	84 77.1%
Does not identify with either gender	3 0.7%	3 2.8%	- -	- -	- -
Refused to answer	2 0.5%	- -	1 1.0%	1 1.1%	- -

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	403	107	99	88	109
<b>Q7-How old are you?</b>					
21-24	33 8.2%	2 1.9%	13 13.1%	7 8.0%	11 10.1%
25-34	92 22.8%	25 23.4%	13 13.1%	18 20.5%	36 33.0%
35-44	95 23.6%	28 26.2%	35 35.4%	17 19.3%	15 13.8%
45-54	82 20.3%	29 27.1%	22 22.2%	16 18.2%	15 13.8%
55-64	72 17.9%	20 18.7%	11 11.1%	22 25.0%	19 17.4%
65 and older	29 7.2%	3 2.8%	5 5.1%	8 9.1%	13 11.9%



## 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>403</b>	<b>107</b>	<b>99</b>	<b>88</b>	<b>109</b>
<b>Q8-What do you consider your race to be?</b>					
Caucasian	382 94.8%	103 96.3%	95 96.0%	85 96.6%	99 90.8%
African American	5 1.2%	- -	- -	2 2.3%	3 2.8%
Hispanic American	3 0.7%	- -	- -	1 1.1%	2 1.8%
American Indian/Alaskan Native	1 0.2%	- -	1 1.0%	- -	- -
Asian American	1 0.2%	- -	- -	- -	1 0.9%
Multi-racial	11 2.7%	4 3.7%	3 3.0%	- -	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>403</b>	<b>107</b>	<b>99</b>	<b>88</b>	<b>109</b>
<b>Q9-Are you receiving services primarily for:</b>					
Mental Health	342 84.9%	95 88.8%	74 74.7%	69 78.4%	104 95.4%
Drug and Alcohol Services	52 12.9%	8 7.5%	25 25.3%	17 19.3%	2 1.8%
Both Mental Health and Drug and Alcohol Services	9 2.2%	4 3.7%	- -	2 2.3%	3 2.8%

## 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>403</b>	<b>107</b>	<b>99</b>	<b>88</b>	<b>109</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	284 70.5%	72 67.3%	74 74.7%	58 65.9%	80 73.4%
No	119 29.5%	35 32.7%	25 25.3%	30 34.1%	29 26.6%

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>403</b>	<b>107</b>	<b>99</b>	<b>88</b>	<b>109</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	338 83.9%	89 83.2%	86 86.9%	81 92.0%	82 75.2%
No	65 16.1%	18 16.8%	13 13.1%	7 8.0%	27 24.8%

## 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	403	107	99	88	109
<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	336 83.4%	85 79.4%	87 87.9%	83 94.3%	81 74.3%
No	67 16.6%	22 20.6%	12 12.1%	5 5.7%	28 25.7%

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	403	107	99	88	109
<b>Q11-Have you reviewed your insurance benefits and treatment options through Community Care?</b>					
Yes	156 38.7%	42 39.3%	36 36.4%	35 39.8%	43 39.4%
No	247 61.3%	65 60.7%	63 63.6%	53 60.2%	66 60.6%

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.
N/A's reduce total	87	20	25	17	25
<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	83 95.4%	20 100.0%	23 92.0%	16 94.1%	24 96.0%
No	4 4.6%	- -	2 8.0%	1 5.9%	1 4.0%

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	4	2	1	1	-
<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	4 100.0%	2 100.0%	1 100.0%	1 100.0%	- -
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	403	107	99	88	109
<b>Q15-What is the name of your treatment provider?</b>					
ACRP	12 3.0%	1 0.9%	2 2.0%	-	9 8.3%
Alliance Medical Services	3 0.7%	2 1.9%	-	-	1 0.9%
Beal Counseling and Consulting	4 1.0%	1 0.9%	3 3.0%	-	-
Bedford DBHS	91 22.6%	29 27.1%	12 12.1%	19 21.6%	31 28.4%
Croyle-Nielson	2 0.5%	1 0.9%	-	1 1.1%	-
Discovery House	1 0.2%	-	-	-	1 0.9%
Family Behavioral Resources	14 3.5%	3 2.8%	2 2.0%	2 2.3%	7 6.4%
Hyndman Area Health Center	5 1.2%	4 3.7%	1 1.0%	-	-
Mary Berge and Associates	6 1.5%	-	-	5 5.7%	1 0.9%
Nulton Diagnostic and Treatment Center	82 20.3%	25 23.4%	20 20.2%	15 17.0%	22 20.2%
Peerstar	1 0.2%	-	-	-	1 0.9%
Pyramid HealthCare	26 6.5%	4 3.7%	11 11.1%	11 12.5%	-
Somerset DBHS	121 30.0%	32 29.9%	33 33.3%	28 31.8%	28 25.7%
Somerset Hospital	-	-	-	-	-
Twin Lakes	15 3.7%	-	9 9.1%	6 6.8%	-
White Deer Run/Cove Forge	-	-	-	-	-
Other	20 5.0%	5 4.7%	6 6.1%	1 1.1%	8 7.3%

## 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	403	107	99	88	109
<b>Q16-What service are you receiving from this provider?</b>					
MH BCM (Blended Case Management)	40 9.9%	11 10.3%	6 6.1%	10 11.4%	13 11.9%
Crisis Intervention	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	149 37.0%	45 42.1%	34 34.3%	27 30.7%	43 39.4%
MH Inpatient Hospitalization	-	-	-	-	-
MH Outpatient Therapy	123 30.5%	33 30.8%	28 28.3%	23 26.1%	39 35.8%
MH Partial Hospitalization/GCC	5 1.2%	1 0.9%	1 1.0%	3 3.4%	-
Peer Support Services	2 0.5%	-	1 1.0%	-	1 0.9%
Psych Rehab	21 5.2%	4 3.7%	4 4.0%	5 5.7%	8 7.3%
Substance Use (SU) Inpatient/ Rehabilitation	11 2.7%	1 0.9%	6 6.1%	4 4.5%	-
SU -ICM (Intensive Case Management)	1 0.2%	-	-	1 1.1%	-
SU Intensive Outpatient Therapy	6 1.5%	1 0.9%	-	4 4.5%	1 0.9%
SU Detox	5 1.2%	1 0.9%	2 2.0%	2 2.3%	-
Naltrexone Maintenance	-	-	-	-	-
Buprenorphine Maintenance	8 2.0%	3 2.8%	4 4.0%	1 1.1%	-
SU Certified Recovery Specialist	2 0.5%	-	2 2.0%	-	-
SU Outpatient Therapy	20 5.0%	4 3.7%	10 10.1%	5 5.7%	1 0.9%
SU Partial Hospitalization	2 0.5%	-	1 1.0%	1 1.1%	-
Methadone Maintenance	3 0.7%	1 0.9%	-	-	2 1.8%
Other	5 1.2%	2 1.9%	-	2 2.3%	1 0.9%
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	403	107	99	88	109
<b>Q17-How long have you been receiving services from this provider?</b>					
Less than 6 months	84 20.8%	16 15.0%	27 27.3%	26 29.5%	15 13.8%
6-11 months	35 8.7%	13 12.1%	6 6.1%	6 6.8%	10 9.2%
1 to 2 years	68 16.9%	17 15.9%	14 14.1%	18 20.5%	19 17.4%
2 to 3 years	66 16.4%	18 16.8%	22 22.2%	10 11.4%	16 14.7%
4 + years	150 37.2%	43 40.2%	30 30.3%	28 31.8%	49 45.0%

## 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	385	102	97	84	102
<b>Q18-Were you put on a waiting list to be seen by (provider)?</b>					
Yes	54 14.0%	12 11.8%	15 15.5%	6 7.1%	21 20.6%
No	331 86.0%	90 88.2%	82 84.5%	78 92.9%	81 79.4%

## Adult Teleheath 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	403	107	99	88	109
<b>Q19-Have any of your services been provided by video or telephone?</b>					
Yes	314 77.9%	87 81.3%	77 77.8%	62 70.5%	88 80.7%
No	89 22.1%	20 18.7%	22 22.2%	26 29.5%	21 19.3%

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	313	87	76	62	88
<b>Q20-If yes, how satisfied were you with the services you received by video or telephone?</b>					
Very Satisfied/Satisfied	284 90.7%	76 87.4%	71 93.4%	56 90.3%	81 92.0%
Dissatisfied/Very Dissatisfied	13 4.2%	5 5.7%	3 3.9%	1 1.6%	4 4.5%
Neutral	16 5.1%	6 6.9%	2 2.6%	5 8.1%	3 3.4%

**90.7% 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 April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	383	99	96	88	100
<b>Q21A- I feel I was able to get the help I needed within a reasonable amount of time.</b>					
Strongly Agree/Agree	378 98.7%	99 100.0%	96 100.0%	86 97.7%	97 97.0%
Strongly Disagree/Disagree	5 1.3%	- -	- -	2 2.3%	3 3.0%

98.7% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	378	102	93	82	101
<b>Q21B-I was made aware of the availability of different providers for this service and given a choice.</b>					
Strongly Agree/Agree	355 93.9%	96 94.1%	88 94.6%	79 96.3%	92 91.1%
Strongly Disagree/Disagree	23 6.1%	6 5.9%	5 5.4%	3 3.7%	9 8.9%

93.9% 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.
Neutrals reduce total	385	100	97	87	101
<b>Q22A-(Provider) helped me create a plan to deal with any problems I have.</b>					
Strongly Agree/Agree	373 96.9%	98 98.0%	96 99.0%	78 89.7%	101 100.0%
Strongly Disagree/Disagree	12 3.1%	2 2.0%	1 1.0%	9 10.3%	- -

96.9% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	391	106	97	88	100
<b>Q22B-I am an active participant in developing my treatment plan.</b>					
Strongly Agree/Agree	391 100.0%	106 100.0%	97 100.0%	88 100.0%	100 100.0%
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 r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	382	99	99	88	96
<b>Q22C-I agree that the interventions offered to me on my treatment plan are good fit for me.</b>					
Strongly Agree/Agree	377 98.7%	99 100.0%	98 99.0%	86 97.7%	94 97.9%
Strongly Disagree	5 1.3%	- -	1 1.0%	2 2.3%	2 2.1%

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

**Meets Expectations**

Counts Break % Respondents	2022 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	383	101	96	85	101
<b>Q22D-I was offered a copy of my treatment plan/treatment summary.</b>					
Strongly Agree/Agree	341 89.0%	88 87.1%	81 84.4%	78 91.8%	94 93.1%
Strongly Disagree/Disagree	42 11.0%	13 12.9%	15 15.6%	7 8.2%	7 6.9%

**89.0% of target rate Y-T-D**

**Satisfactory**

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	380	102	93	86	99
<b>Q22E-My provider has talked with me about community supports and other options that are available.</b>					
Strongly Agree/Agree	347 91.3%	89 87.3%	87 93.5%	79 91.9%	92 92.9%
Strongly Disagree/Disagree	33 8.7%	13 12.7%	6 6.5%	7 8.1%	7 7.1%

**91.3% 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	370	96	96	76	102
<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	357 96.5%	90 93.8%	94 97.9%	76 100.0%	97 95.1%
Strongly Disagree/Disagree	13 3.5%	6 6.3%	2 2.1%	- -	5 4.9%

**96.5% 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	403	107	99	88	109
<b>Q24A-Staff treats me with respect and sees me as an equal partner in my treatment program.</b>					
Always/Almost Always/Often	396 98.3%	107 100.0%	98 99.0%	86 97.7%	105 96.3%
Sometimes	3 0.7%	- -	1 1.0%	- -	2 1.8%
Rarely/Never	4 1.0%	- -	- -	2 2.3%	2 1.8%

98.3% 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	403	107	99	88	109
<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	358 88.8%	95 88.8%	96 97.0%	80 90.9%	87 79.8%
Sometimes	13 3.2%	3 2.8%	- -	- -	10 9.2%
Rarely/Never	32 7.9%	9 8.4%	3 3.0%	8 9.1%	12 11.0%

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	396	106	99	85	106
<b>Q25A-My provider asked me what my goals would be to help me achieve a happy life. (CCISC)</b>					
Strongly Agree/Agree	380 96.0%	99 93.4%	96 97.0%	84 98.8%	101 95.3%
Strongly Disagree/Disagree	16 4.0%	7 6.6%	3 3.0%	1 1.2%	5 4.7%

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 r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	385	100	94	86	105
<b>Q25B-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	366 95.1%	95 95.0%	90 95.7%	81 94.2%	100 95.2%
Strongly Disagree/Disagree	19 4.9%	5 5.0%	4 4.3%	5 5.8%	5 4.8%

95.1% 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	394	106	98	88	102
<b>Q25C-My treatment is developed around my specific needs. (CCISC)</b>					
Strongly Agree/Agree	391 99.2%	106 100.0%	98 100.0%	86 97.7%	101 99.0%
Strongly Disagree/Disagree	3 0.8%	- -	- -	2 2.3%	1 1.0%

**99.2% 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	400	105	99	88	108
<b>Q25D-I have been given clear information on who to contact if I need immediate help between appointments.</b>					
Strongly Agree/Agree	390 97.5%	102 97.1%	98 99.0%	85 96.6%	105 97.2%
Strongly Disagree/Disagree	10 2.5%	3 2.9%	1 1.0%	3 3.4%	3 2.8%

**97.5% 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	366	104	88	74	100
<b>Q26A-I deal more effectively with daily problems.</b>					
Strongly Agree/Agree	360 98.4%	99 95.2%	88 100.0%	74 100.0%	99 99.0%
Strongly Disagree/Disagree	6 1.6%	5 4.8%	- -	- -	1 1.0%

**98.4% 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	370	97	87	81	105
<b>Q26B-I feel more hopeful about the future.</b>					
Strongly Agree/Agree	364 98.4%	93 95.9%	87 100.0%	81 100.0%	103 98.1%
Strongly Disagree/Disagree	6 1.6%	4 4.1%	- -	- -	2 1.9%

**98.4% 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 April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	383	103	91	88	101
<b>Q26C-I believe I can get better.</b>					
Strongly Agree/Agree	376 98.2%	98 95.1%	90 98.9%	88 100.0%	100 99.0%
Strongly Disagree/Disagree	7 1.8%	5 4.9%	1 1.1%	- -	1 1.0%

98.2% 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 April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	383	103	95	86	99
<b>Q26D-I feel treatment is working.</b>					
Strongly Agree/Agree	380 99.2%	102 99.0%	94 98.9%	85 98.8%	99 100.0%
Strongly Disagree/Disagree	3 0.8%	1 1.0%	1 1.1%	1 1.2%	- -

99.2% 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 April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	403	107	99	88	109
<b>Q27-Have you had any issues or problems with services from provider?</b>					
Yes	15 3.7%	3 2.8%	4 4.0%	2 2.3%	6 5.5%
No	388 96.3%	104 97.2%	95 96.0%	86 97.7%	103 94.5%

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	19	3	8	2	6
<b>Q28-If yes, what were the issues or problems with services from provider?</b>					
Lack of treatment planning and coordination	2 10.5%	- -	- -	1 50.0%	1 16.7%
Services not provided when I needed them	1 5.3%	- -	- -	- -	1 16.7%
Poor Communication	3 15.8%	2 66.7%	- -	- -	1 16.7%
Frequent staff changes	2 10.5%	- -	- -	- -	2 33.3%
Frequent Provider Cancellations	- -	- -	- -	- -	- -
Other	11 57.9%	1 33.3%	8 100.0%	1 50.0%	1 16.7%

### 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.
N/A's reduce total	15	3	4	2	6
<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	6 40.0%	1 33.3%	1 25.0%	-	4 66.7%
I filed a formal complaint	-	-	-	-	-
Other	9 60.0%	2 66.7%	3 75.0%	2 100.0%	2 33.3%

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	10	2	1	1	6
<b>Q30-If you chose to not take any action, why?</b>					
The problem was not that serious	1 10.0%	-	-	-	1 16.7%
I was concerned with how the provider would react	3 30.0%	1 50.0%	-	1 100.0%	1 16.7%
I didn't know how to file a formal complaint	-	-	-	-	-
Other	6 60.0%	1 50.0%	1 100.0%	-	4 66.7%

### Adult Department of Human Services Questions

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	403	107	99	88	109
<b>Q31-What effect has the treatment you've received had on the overall quality of your life?</b>					
Much better/A little better	366 90.8%	96 89.7%	91 91.9%	80 90.9%	99 90.8%
About the same	35 8.7%	11 10.3%	8 8.1%	6 6.8%	10 9.2%
A little worse/Much worse	2 0.5%	-	-	2 2.3%	-

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	403	107	99	88	109
<b>Q32-Were you given the chance to make treatment decisions?</b>					
Yes	362 89.8%	100 93.5%	86 86.9%	79 89.8%	97 89.0%
No	6 1.5%	-	2 2.0%	1 1.1%	3 2.8%
Sometimes	35 8.7%	7 6.5%	11 11.1%	8 9.1%	9 8.3%

## 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	403	107	99	88	109
<b>Q33-In the last twelve months, were you able to get the help you needed?</b>					
Yes	387 96.0%	103 96.3%	95 96.0%	86 97.7%	103 94.5%
No	1 0.2%	-	-	-	1 0.9%
Sometimes	15 3.7%	4 3.7%	4 4.0%	2 2.3%	5 4.6%

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	7	3	-	-	4
<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 14.3%	1 33.3%	-	-	-
Childcare issues	-	-	-	-	-
Long waiting list	1 14.3%	-	-	-	1 25.0%
Didn't know where to get help	2 28.6%	1 33.3%	-	-	1 25.0%
Other	3 42.9%	1 33.3%	-	-	2 50.0%

## 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	339	92	82	75	90
<b>Q35-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?</b>					
Yes	19 5.6%	7 7.6%	6 7.3%	3 4.0%	3 3.3%
No	320 94.4%	85 92.4%	76 92.7%	72 96.0%	87 96.7%

## 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	403	107	99	88	109
<b>Q36-Have you been discharged in the past because you had trouble following your treatment plan or you relapsed? (CCISC)</b>					
Yes	18 4.5%	3 2.8%	2 2.0%	3 3.4%	10 9.2%
No	385 95.5%	104 97.2%	97 98.0%	85 96.6%	99 90.8%

## 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	15	3	4	2	6
<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	2 13.3%	1 33.3%	- -	- -	1 16.7%
No	13 86.7%	2 66.7%	4 100.0%	2 100.0%	5 83.3%

## 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

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Q1-I am not quite sure who they are.

Q1-I have never needed to.

Q4- I am not familiar with Community Care

Q4- I do not know the phone number for Community Care right off hand, I would look it up if I need it.

Q4- I was not aware I could file a complaint or grievance and I do not need to either.

Q4- I am not aware of Community Care's phone number.

Q4- I have never had to call or file a complaint or grievance.

Q4- I do not have the number for Community Care.

Q4- I have never had to look up the phone number for Community Care.

Q4- I don't believe I have had contact with them.

Q4- I was not aware I could file a complaint or grievance, but I am now.

Q4- I have never had to call Community Care.

### Q13A-If you used Community 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

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Q3- I really should have filed a complaint because I was not able to get my medicine for a period of time.

### 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
- Q2-PATH
- Q2-PATH
- Q2-Alicia B Counseling
- Q2- Altoona Mental Health
- Q2- Rhonda Clark
- Q2-Primary Health Network
- Q3- Shannon Berkey, Pediatric Care Specialists
- Q4- Cambria-Somerset County Counseling-Johnstown
- Q4- Cambria Somerset Counseling
- Q4- Conemaugh Physician Practices
- Q4- Home Nursing Agency
- Q4- Home Nursing
- Q4- Conemaugh Physician Practices
- Q4- Stewart Counseling Services LLC

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

- Q1-Halfway House
- Q1-Mobile Therapy.
- Q2-I used to have a BCM and would like to see another one. I liked the one I had but they left and I don't like the new one, they had me coming in too often.
- Q3- Support Coordinator
- Q3- Psychological testing
- Q4- Family Based

**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.
- Q2-We were told about Nulton and just stayed.

**Q21C-Access Literal Comments**

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Q2-They book us out far and sometimes it takes a few months.

Q2- They assigned me this doctor.

Q2-They assigned me this therapist.

Q2-This is the provider they gave me.

Q2-I had to wait for a doctor because of my situation moving here.

Q2-I was recommended by the rehab I was in.

Q3- I am happy with Nultons, I tried a DBHS caseworker and I was not happy with them.

Q3- I chose to come to this provider.

Q3- Honestly probation recommended the provider.

Q3- I know there are other providers out there but I like coming here.

Q3- Personal Solutions suggested I come here.

Q3- I chose Nulton myself cause it was a different approach.

Q3- I was not aware of other providers and I did not ask either.

Q3- They never got back to me about what medication I needed to be on. The therapist was too new and did not properly diagnose me. He was not very ethical in how he did my treatment. I had a session with my abuse boyfriend and it made our relationship worse. The doctor was trying to get me to stay with him and that's why we had the session. I told him was abusive and he insisted we have the session.

Q4- My treatment at CRR was recommended to me, I was not aware of different providers.

Q4- There are not really any other providers who provide services for what I need where I live.

Q4- The provider was selected for me.

Q4- I was not made aware of different providers for my services.

Q4- They do not have their scheduling organized.

Q4- I go here because my husband goes here.

Q4- It has been difficult to get services. My therapist did not stay long.

Q4- I was not aware of other providers and I was not given the option.

Q4- My voice is not being heard about transportation issues. I mentioned in group my needs but they said I was too dependant.

Q4- It took awhile to get the help I needed.

Q4- I don't feel like I was able to get the help I needed within a reasonable amount of time because I was given the run around about rescheduling. I was in the middle of a mental breakdown and no one would answer the phone when I called.

Q4- Waited a couple of months and then had someone coming and then they quit and they haven't had anyone come back for over a month.

**Q22F-Treatment Experiences Literal Comments**

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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.



**Q22F-Treatment Experiences Literal Comments**

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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.

Q2- We never went over any community supports.

Q2- It's assumed I know what community supports are.

Q2- Staff may have offered but I don't remember.

Q2- I need to change my treatment plan, it's not working anymore.

Q2- I don't discuss community supports with my doctor.

Q2- It's difficult for me to participate for personal reasons.

Q2- I was not offered a copy of my treatment summary.

Q2- I have a lot of trauma, I was supposed to have an appointment but I missed it. I am still waiting for peer support to start because the one I had quit. My provider has talked with me about the community supports out there.

Q2- They didn't print me out a plan.

Q3- I don't need a copy of my treatment plan or any community supports.

Q3- We did not talk about a plan for me to deal with any problems yet.

Q3- The doctor didn't talk about any community supports.

Q3- They have not said anything about the treatment plan.

Q3- I made my own treatment plan. I had to ask for my treatment plan seven months later. The therapist fell asleep during one of my sessions. He never talked to me about community supports.

Q4- I did not receive a copy of my treatment plan yet.

Q4- They have not talked to me about any community supports.

Q4- They did not give me a copy of my treatment plan and they never talked to me about community supports.

Q4- They do not explain much to you. I do not think they are good at explaining things.

Q4- They have offered, but the offers are not good when you call the places and they are not available or you are put on a waiting list.

Q4- They just did the treatment plan without asking my opinion on it at first. I did not get a copy of my treatment and they did not talk to me about community supports.

Q4- There is not much available in this area.

Q4- I don't feel like I am included in developing my treatment plan and it is not a good fit for me.

Q4- I don't think they talked to me about community supports. That is one of my issues, dealing with crowds and people.

Q4- I had a good treatment plan when I was in therapy.

Q4- There is a few things that I wish they would go more in depth on my treatment plan.

Q4- I like my counselor but I need more. I need someone to take me further in my process, kind of like break my shell so I can figure out exactly what is wrong going on. Take me to the next level.

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

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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.

Q2-I had thyroid problems and I had to make sure they were communicating. Sometimes my counselor doesn't see stuff updated by my psychiatrist.

Q2- I do not know if they do or not.

Q3- I don't know if they share information or not.

Q3- I'm not aware of how they work together.

Q3-I am not sure if they do or not.

Q3- I do not know if work together or not.

Q3- He said he did but I never witnessed any of it and I did not talk to anyone else.

Q3- I've given them permission to but I do not know if they do or not.

Q4- They did not work together, I was the middle man.

Q4- They do not communicate well.

Q4- My providers could share information if they needed to but there really isn't a reason for them to talk.

Q4- My providers do not talk.

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

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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.

Q2- Sometimes they do, but not always.

Q2- That's happened in the past, but not lately, I need to change my treatment plan.

Q2- We do not get rewards.

Q2- I feel sometimes the doctor doesn't acknowledge what I say to him.

Q2- I won't call crisis because they will come to my house.

Q2- They don't reward us here.

Q3- My therapist has talked to me about what my goals are.

Q3- My provider does not reward me for achieving goals.

Q3- The therapist did not diagnose me correctly and I was never given any information on who to contact if I needed help between appointments.

Q4- They do not treat me with respect, they hate me here. They did not talk to me about any programs I could go to. I took charge of my own goals and was not given information on who to contact at the office if I needed help. I could talk to my therapist on her personal cell phone though.

Q4- It is hard to explain personal things to them.

Q4- I never had the provider reward me for achieving any goals.

Q4- We don't talk about any goals I achieved and I there are not really any set goals for me.

Q4- I have physical health issues that effect how my treatment goes.

Q4- I need to work on more goals and talk to someone else.

**Q26E-Outcome Literal Comments**

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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.

Q2- I am not sure of what the future holds.

Q2- Depends on the day, feels that it's not changing.

Q2- Still figuring out the right medicine.

Q2- I am probably as good as I'm going to get right now.

Q2- This is my first week, so I'm not really sure yet.

Q2- I take medicine to control myself.

Q2- On my good days I feel like I can deal more effectively. I take everything one day at a time.

Q2- I just had my medicine changed, so it will be awhile until I know if treatment is working or not.

Q3- I am still dealing with my depression. I've been doing it for so long that I feel like I am stuck.

Q3- I think treatment is working some, I'm not on the medications I was on due to my pregnancy but things are okay right now.

Q3- It's a struggle being hopeful about the future.

Q3- Treatment is going to help me.

Q3- Going through a breakup after 22 years, so I don't feel very hopeful about the future right now.

Q3- It's hard to deal with daily problems sometimes.

Q4- They do help with little scenarios but that is it.

Q4- It helps in the moment but I do not have any other support anywhere.

Q4- I need more help from time to time and I am not being heard.

Q4- I am still working on getting better.

Q4- Some days are better than others.

Q4- I have good days and I have bad days.

Q4- I would like to talk with someone else and get more in depth about my personal life so I can get completely better.

## 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.

Q2- The group therapy was horrible.

Q2- I went 6 months without seeing the doctor because they wanted me to be in person. They wouldn't do telehealth unless I had Covid. I was out of state working and I went a month without medicine.

Q2- I don't understand a lot of the stuff going on here. I just come here to get out of the house and to talk to people who can relate to me.

Q3- Scheduling, I do not have voice mail at home, if I don't answer the phone, they automatically cancel my appointment. I don't live close to the doctors office and I have shown up twice to appointments to find out they canceled them. They discharged me because they tried to say that I was getting help elsewhere and I wasn't. I had to get meds from my PCP.

Q3- I had a UTI and they let me sit in my bed and cry for 5 hours.

Q3- Services were not provided when I needed them and there was poor communication.

Q4- They were really rude to me in the office. They are very unprofessional.

Q4- Services are not being provided when I need them and there is poor communication.

Q4- Really liked last BCM, it's not her fault. Feels like they should pay BCM's better. BCM had to quit because they were not paid enough. BCM's help a lot and go out of their way.

## 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.

Q2- I was able to get discharged.

Q2- I talked to the doctor and ended up leading travel position.

Q3- I talked to the office girls and it took a lot to get everything resolved. I don't remember who I talked to to finally get it resolved, but it eventually got resolved. I have not resolved the issue with scheduling. They only call me once and cancel my appointment if I don't answer the phone.

Q3- They took me to the hospital after 5 hours.

Q3- I called and no one ever got back to me on the issue.

Q4- I feel like I get the run around when I try to talk to them about what I need.

Q4- I am waiting for a response.

Q4- Nothing I can do about it, things change.

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

Q4- I am looking for another doctor.

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.

Q2- No reason to take action.

Q4- The person who ran the place was the person I was having trouble with.

Q4- I don't feel like I am being heard.

Q4- I am waiting for a response.

Q4- Not anything I could do about it or them, except to pay them more, give them a raise.

### 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.

Q4- Stability issues.

Q4- Transportation issues and I don't know where to get help.

### 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.

Q2- We are still trying to figure out right meds for me.

Q2- Sometimes it's difficult to get the right amount of medication.

Q2- I have to wait for the doctor to renew the script sometimes.

Q2-I'm still working on the medicine they gave me. The doctor wants me to split the 80 milligram pill in two, then the nurse wants me to split that half in half too. They wouldn't pay for the medicine so she got samples from the doctor in Altoona. The problem is getting there to get the medicine.

Q2- I was having issues until today when I saw the doctor and got meds.

Q3- I'm still bawling my eyes out over nothing, I still have no motivation to do anything. I think I need to be put on something stronger and they are tiptoeing around it.

Q3- I was having an issue because someone put I was allergic to my medicine but I am not.

Q3- They won't give me my adderall, valium, because it's a controlled substance.

Q3- I am on S.A. meds and I don't like the doctor. After I run out I will probably get high again.

Q3- The insurance company will not approve the medication I need. They said I need to try other medications first and I did that. It's been more than two months and I need this medication.

Q4- My medication works, I'm stable, but I am not quite myself yet.

It's hard to pay co-pays

Q4- They change them or mix them up.

Q4- The doctor does not prescribe sleep medicine and I feel that I need them.

**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.

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.

Q2- It's nice there, they are close to me and help me a lot.

Q2-I am thankful for the program. If you follow their rules you have nothing to worry about.

Q2- The doctor is a really nice guy.

Q2- She is very helpful.

Q2- He is very helpful.

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

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Q2- We are still waiting to hear from home nursing and it's been 6 months.

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Q2- I think this is a great place. I am very happy here.

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Q2- I like the therapist, she does a good job, she has a nice personality.

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Q2- The doctor is one of the best doctors I have ever had the chance to see. He listens to you and doesn't try to force anything.

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Q2- The doctor is very friendly.

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Q2- My BCM is friendly and willing to help in any way.

---

Q2- The doctor is a really nice guy. I have a hearing problem and I have difficulty understanding his accent. He did good today though!

---

Q2- I would recommend this building to anybody that needs help indeed. They are great here.

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Q2- I'm satisfied with the treatment. They actually act like they care and your not just a number.

---

Q2- I think it's great here.

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Q2- My BCM is very very nice and kind.

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Q2- She is great, I like her.

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Q2- I love my therapist, I hope she never leaves.

---

Q2- I am happy how everything is going good for me.

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Q2- Nultons has helped me a lot, I am happy with them.

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Q2- I think they are pretty good people.

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Q2- The doctor is okay.

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Q2- The BCM is okay.

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Q2- They give you an hour an a half for rec time and we are not allowed to watch TV or go to our room. If that is our time, we should be allowed to do whatever we want to do.

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Q2- The BCM is new, not sure to give an opinion yet.

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Q2- The doctor is very helpful. He is supportive and knows what he is doing for my treatment.

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Q2- My therapist is doing a good job.

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Q2- I want to thank them for letting me come back after I was just here in March. I only stayed for detox and I relapsed after that. I am grateful they let me come back so soon.

---

Q2- They are fantastic here! I came from Cambria County and there is no comparison of the two. Somerset is the better county because of how much they have helped me and still are. I only wish they would let me live on my own and prove that I am a different person than I was 7 years ago. They did change my life for the better though.

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Q2- I am really happy with today's session with the doctor. He listened and adjusted my medication.

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Q2- I am really happy with the therapist. They are a good fit.

---

Q3- I'm very satisfied, they are helping me in my recovery which is ongoing.

---

Q3- I'm just satisfied with my BCM and my doctor.

---

Q3- The therapist I have now is better than the one I had in the past.

---

Q3- The doctor talks too fast. He just gives me my script after asking how I'm doing and then I'm out the door. The appointment only lasts about 5 minutes. I wish I had more time with the doctor.

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Q3- The doctor has helped me try different medications.

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Q3- It was a rough start but we got things ironed out and things are looking good.

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Q3- I would like them to know how caring the doctor is. I could have gone to MH/MR but I didn't think they would be as caring. I like how quickly they called me back. He is great!!

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Q3- He's been very helpful.

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Q3- My counselors are great!

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Q3- The doctor and I are getting along well, he listens to me.

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

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Q3- When I call the BCM she is there for me.

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Q3- They give me good service and are very nice here.

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Q3- Therapy is ongoing and I don't think they should stop services every 6 months. I came to Nulton Diagnostics because DBHS' MH/MR said I had depression and over medicated me. Nulton is better because it is a case by case basis.

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Q3- I have been to multiple counselors and it's amazing where I'm at today. I can't say enough about the counselor. He is just amazing.

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Q3- The doctor is very supportive and I like the communication between the doctor and the nurse.

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Q3- BCM is very supportive, she's always there when I need her.

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Q3- Everyone should come here if they need help for D&A.

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Q3- I was discharged due to not attending because I moved. They immediately took me back after I explained what was going on.

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Q3- He is very unprofessional. I was there to get help and he told me I was dramatic, I cried too much and I was too emotional. I was under diagnosed and felt that the one therapist did not have enough experience in this line of work.

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Q3- It's overall a positive experience.

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Q4- I am looking forward to going to Career Link, and moving forward with my employment.

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Q4- They can do better and make people feel better when they leave instead of less.

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Q4- They are good at their job and are always there when I need anything.

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Q4- They make me feel really comfortable and that's important.

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Q4- I liked everyone she worked with.

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Q4- Everyone is great that I've had so far. They listen to you and are not judgmental

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Q4- They are helping me by encouraging me to think better of myself and avoid self harm.

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Q4- It's been seven years of learning and seven years of learning that life is worth it!!

---

Q4- They are amazing and have helped me so much. I never thought I would be where I am today.

---

Q4- Everyone is amazing!

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Q4- They do very well.

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Q4- I think telehealth still needs to be an option especially for people who don't have transportation.

---

Q4- Counselors were awesome! They have really changed mine and my granddaughters lives!

---

Q4- I am working on things. I need more help on what is available to me to get help.

---

Q4- They are amazing and have helped me so much. I couldn't be more grateful for each of the people that are helping me.

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Q4- I think she's doing a great job.

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Q4- I am very pleased with them and everyone that helps me.



## Family Survey Findings

### Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 35 family/caregiver surveys completed during the 4th Quarter of 2022 for the period between October to December 2022 and the 145 family/caregiver surveys for calendar year 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.

#### 4th Quarter Family Sample Characteristics versus 2022 3rd Quarter Comparison:

1. Lower percentage of face-to-face surveys – 97% (34 of 35) versus 100% (29 of 29)
2. Lower ratio of male caregivers – 3% (1 of 35) versus 17% (5 of 29).
3. Similar percentage of child members under age 5 - 6% (2 of 35) versus 7% (2 of 29).
4. Higher percentage step/adoptive/grandparent/aunt/uncle – 29% (10 of 35) versus 21% (6 of 29).
5. Higher ratio of male service recipients – 77% (27 of 35) versus 59% (17 of 29).
6. Higher total members receiving IBHS (formerly BHRS) – 20% (7 of 35) versus 3% (1 of 29).
7. Same percentage 17% (6 of 35) versus 17% (5 of 29) 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 54% (19 of 35) for the 4th Quarter of 2022 and 60% (87 of 145) for calendar year 2022.

Community Care’s complaint and grievance awareness indicators continue to be positive. 94% (33 of 35) of family/caregivers agreed with, *“Are you aware that you can file a complaint if needed.”* This indicator is 92% for calendar year 2022. 97% (34 of 45) agreed with, *“Are you aware that you can file a grievance if needed.”* This indicator is also 92% for calendar year 2022.

100% (11 of 11, excluding 24 n/a) of family/caregivers agreed that *“If you contacted Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you”* during the 4th Quarter of 2022 and is 95% for calendar year 2022.

2. Family/caregivers are generally pleased with **Access** to provider treatment services with the satisfaction scores of 97% to 100% in all four indicators during the 4th Quarter of 2022 and 95% to 99% for calendar year 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** in the 4th Quarter with satisfaction scores of 97% 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 are 96%-100% for calendar year 2022.

4. Family/caregivers were generally pleased with **Provider Recovery Orientation** with satisfaction scores being 94% to 100% in all three indicators. These include, *“My child’s provider talked to us about community supports and other options that are available,” “I have been given clear information on who to contact if my child needs immediate help between appointments,”* and *“I was actively involved in developing my child’s treatment goals.”* These indicators were 88%-97% for calendar year 2022.

5. Family/caregiver satisfaction scores with **Treatment Outcomes** were all positive with satisfaction scores being 97% to 100%. 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 90%-98% for calendar year 2022.

6. 6% (2 of 35) of family/caregivers reported having issues or problems with their provider. This indicator is 6% (9 of 145) year-to-date for calendar year 2022.

7. 94% (33 of 35) family/caregivers reported no problems in getting the behavioral health medications that work for their child. This satisfaction indicator is 98% for calendar year 2022.

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

Upon completing the survey, 0% (0 of 2) 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 4th Quarter, 7 family quality audits were performed. 100% (7 of 7) family/caregivers felt the length of the survey and number of questions were satisfactory. 83% (5 of 6, 1 did not remember the survey process) of family/caregivers were satisfied with the survey process and 100% (7 of 7) family/caregivers felt ok or good about being contacted.

#### **Member Comments:**

*“I thought it was cool that he (surveyor) reached out and that they (the doctors) were worried about their patients,”*

*“He (surveyor) was nice and conducted the survey very well.”*

*“She (surveyor) was super nice.”*

*“I like doing surveys because they help people.”*

## 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.
	<b>145</b>	<b>51</b>	<b>30</b>	<b>29</b>	<b>35</b>
<b>Q4-What kind of survey is it?</b>					
Phone	34 23.4%	24 47.1%	9 30.0%	- -	1 2.9%
Face to Face	111 76.6%	27 52.9%	21 70.0%	29 100.0%	34 97.1%

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.
	<b>145</b>	<b>51</b>	<b>30</b>	<b>29</b>	<b>35</b>
<b>Q5-What county does the member live in?</b>					
Somerset	57 39.3%	23 45.1%	9 30.0%	8 27.6%	17 48.6%
Bedford	88 60.7%	28 54.9%	21 70.0%	21 72.4%	18 51.4%

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.
	<b>145</b>	<b>51</b>	<b>30</b>	<b>29</b>	<b>35</b>
<b>Q6-What is your gender?</b>					
Male	15 10.3%	5 9.8%	4 13.3%	5 17.2%	1 2.9%
Female	130 89.7%	46 90.2%	26 86.7%	24 82.8%	34 97.1%
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.
	145	51	30	29	35
<b>Q7-What is your child's gender?</b>					
Male	112 77.2%	42 82.4%	26 86.7%	17 58.6%	27 77.1%
Female	33 22.8%	9 17.6%	4 13.3%	12 41.4%	8 22.9%
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.
	145	51	30	29	35
<b>Q8-How old is the child who is receiving the services?</b>					
5 years or younger	15 10.3%	2 3.9%	9 30.0%	2 6.9%	2 5.7%
6-8 years	42 29.0%	18 35.3%	8 26.7%	5 17.2%	11 31.4%
9-13 years	70 48.3%	26 51.0%	10 33.3%	15 51.7%	19 54.3%
14 years and older	18 12.4%	5 9.8%	3 10.0%	7 24.1%	3 8.6%

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.
	145	51	30	29	35
<b>Q9-What is your relationship to this child?</b>					
Parent	109 75.2%	38 74.5%	23 76.7%	23 79.3%	25 71.4%
Grandparent	21 14.5%	8 15.7%	3 10.0%	4 13.8%	6 17.1%
Aunt/Uncle	4 2.8%	1 2.0%	-	2 6.9%	1 2.9%
Brother/Sister	-	-	-	-	-
Foster parent	-	-	-	-	-
Adoptive parent	7 4.8%	-	4 13.3%	-	3 8.6%
Step-parent	4 2.8%	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.
	145	51	30	29	35
<b>Q10-What do you consider the child's race to be?</b>					
Caucasian	134 92.4%	48 94.1%	28 93.3%	29 100.0%	29 82.9%
African American	-	-	-	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian/Pacific Islander	-	-	-	-	-
Multi-racial	11 7.6%	3 5.9%	2 6.7%	-	6 17.1%
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.
	145	51	30	29	35
<b>Q11-Is your child receiving services for:</b>					
Mental Health Services	145 100.0%	51 100.0%	30 100.0%	29 100.0%	35 100.0%
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
<b>Base</b>	<b>145</b>	<b>51</b>	<b>30</b>	<b>29</b>	<b>35</b>
<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>					
<b>Yes</b>	<b>106</b> 73.1%	40 78.4%	20 66.7%	16 55.2%	30 85.7%
<b>No</b>	<b>39</b> 26.9%	11 21.6%	10 33.3%	13 44.8%	5 14.3%

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
<b>Base</b>	<b>145</b>	<b>51</b>	<b>30</b>	<b>29</b>	<b>35</b>
<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>					
<b>Yes</b>	<b>133</b> 91.7%	49 96.1%	23 76.7%	28 96.6%	33 94.3%
<b>No</b>	<b>12</b> 8.3%	2 3.9%	7 23.3%	1 3.4%	2 5.7%

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
<b>Base</b>	<b>145</b>	<b>51</b>	<b>30</b>	<b>29</b>	<b>35</b>
<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>					
<b>Yes</b>	<b>134</b> 92.4%	49 96.1%	24 80.0%	27 93.1%	34 97.1%
<b>No</b>	<b>11</b> 7.6%	2 3.9%	6 20.0%	2 6.9%	1 2.9%

## 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	145	51	30	29	35
<b>Q13-Have you reviewed your child's insurance benefits and treatment options through Community Care?</b>					
Yes	87 60.0%	34 66.7%	15 50.0%	19 65.5%	19 54.3%
No	58 40.0%	17 33.3%	15 50.0%	10 34.5%	16 45.7%

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	39	17	2	9	11
<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	37 94.9%	15 88.2%	2 100.0%	9 100.0%	11 100.0%
No	2 5.1%	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
<b>Base</b>	<b>145</b>	<b>51</b>	<b>30</b>	<b>29</b>	<b>35</b>
<b>Q17-What is the name of your child's treatment provider?</b>					
ACRP	84 57.9%	27 52.9%	16 53.3%	23 79.3%	18 51.4%
Adelphoi Village	-	-	-	-	-
Beal Counseling and Consulting	-	-	-	-	-
Bedford DBHS	6 4.1%	2 3.9%	4 13.3%	-	-
Blair Family Solutions	1 0.7%	1 2.0%	-	-	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	6 4.1%	3 5.9%	2 6.7%	1 3.4%	-
Family Behavioral Resources	2 1.4%	1 2.0%	1 3.3%	-	-
Footsteps	-	-	-	-	-
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	23 15.9%	6 11.8%	2 6.7%	5 17.2%	10 28.6%
Pediatric Care Specialists	2 1.4%	2 3.9%	-	-	-
Rhonda J Clark	-	-	-	-	-
Somerset Community Hospital	-	-	-	-	-
Somerset DBHS	3 2.1%	1 2.0%	1 3.3%	-	1 2.9%
Youth Advocate Programs (YAP)	12 8.3%	3 5.9%	3 10.0%	-	6 17.1%
Other	6 4.1%	5 9.8%	1 3.3%	-	-



## 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	145	51	30	29	35
<b>Q18-Which mental health service does your child receive from this provider?</b>					
After School Treatment	-	-	-	-	-
IBHS: (BHT, BC, MT, ABA)	20 13.8%	8 15.7%	4 13.3%	1 3.4%	7 20.0%
Crisis	-	-	-	-	-
MH CRR Host Home	-	-	-	-	-
Family Based MH Services	4 2.8%	1 2.0%	1 3.3%	1 3.4%	1 2.9%
Peer Support	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	63 43.4%	19 37.3%	15 50.0%	16 55.2%	13 37.1%
MH Inpatient Hospitalization	1 0.7%	-	-	1 3.4%	-
MH Partial Hospitalization	2 1.4%	1 2.0%	-	1 3.4%	-
MH BCM (Blended Case Management)	8 5.5%	1 2.0%	3 10.0%	-	4 11.4%
MH Outpatient Therapy/Counseling	43 29.7%	19 37.3%	6 20.0%	8 27.6%	10 28.6%
Multi Systemic Therapy (MST)	-	-	-	-	-
Trauma-Based Treatment	-	-	-	-	-
School Based Therapy	3 2.1%	2 3.9%	-	1 3.4%	-
RTF	-	-	-	-	-
Substance Use (SU) Outpatient Therapy	-	-	-	-	-
Substance Use (SU) Detox	-	-	-	-	-
Substance Use (SU) Inpatient/Rehabilitation	-	-	-	-	-
Other	1 0.7%	-	1 3.3%	-	-
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
<b>Base</b>	<b>145</b>	<b>51</b>	<b>30</b>	<b>29</b>	<b>35</b>
<b>Q19-How long has your child currently been receiving services from this provider?</b>					
6 months or less	30 20.7%	9 17.6%	6 20.0%	11 37.9%	4 11.4%
6 months to 1 year	26 17.9%	7 13.7%	6 20.0%	3 10.3%	10 28.6%
1 to 2 years	40 27.6%	18 35.3%	6 20.0%	8 27.6%	8 22.9%
2 to 4 years	26 17.9%	9 17.6%	8 26.7%	2 6.9%	7 20.0%
4 or more years	23 15.9%	8 15.7%	4 13.3%	5 17.2%	6 17.1%

## Family Telehealth Services

Counts Break % 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
<b>Base</b>	<b>145</b>	<b>51</b>	<b>30</b>	<b>29</b>	<b>35</b>
<b>Q20-Have any of your child's services been provided by video or telephone?</b>					
Yes	102 70.3%	40 78.4%	22 73.3%	22 75.9%	18 51.4%
No	43 29.7%	11 21.6%	8 26.7%	7 24.1%	17 48.6%

Counts Break % 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
<b>Base</b>	<b>105</b>	<b>42</b>	<b>23</b>	<b>22</b>	<b>18</b>
<b>Q21-If yes, how satisfied were you with the services your child received by video or telephone?</b>					
Very Satisfied/Satisfied	97 92.4%	37 88.1%	22 95.7%	20 90.9%	18 100.0%
Very Dissatisfied/Dissatisfied	4 3.8%	1 2.4%	1 4.3%	2 9.1%	- -
Neutral	4 3.8%	4 9.5%	- -	- -	- -

## 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	141	48	29	29	35
<b>Q22A-Services are available at time that are convenient.</b>					
Strongly Agree/Agree	139 98.6%	47 97.9%	28 96.6%	29 100.0%	35 100.0%
Strongly Disagree/Disagree	2 1.4%	1 2.1%	1 3.4%	- -	- -

**98.6% 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	140	50	29	28	33
<b>Q22B-Evaluation information is submitted on time so that services to my child are not interrupted.</b>					
Strongly Agree/Agree	139 99.3%	49 98.0%	29 100.0%	28 100.0%	33 100.0%
Strongly Disagree/Disagree	1 0.7%	1 2.0%	- -	- -	- -

**99.3% 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	126	41	30	23	32
<b>Q22C-I was given a choice of different agencies I can use for my child's service.</b>					
Strongly Agree/Agree	120 95.2%	41 100.0%	26 86.7%	21 91.3%	32 100.0%
Strongly Disagree/Disagree	6 4.8%	- -	4 13.3%	2 8.7%	- -

**95.2% 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	138	46	29	29	34
<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	131 94.9%	44 95.7%	27 93.1%	27 93.1%	33 97.1%
Strongly Disagree/Disagree	7 5.1%	2 4.3%	2 6.9%	2 6.9%	1 2.9%

**94.9% 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	145	51	30	29	35
<b>Q23A-I feel comfortable asking questions about my child's treatment.</b>					
Strongly Agree/Agree	145 100.0%	51 100.0%	30 100.0%	29 100.0%	35 100.0%
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	140	48	30	27	35
<b>Q23B-My child's treatment plan was reviewed and shared with me.</b>					
Strongly Agree/Agree	139 99.3%	47 97.9%	30 100.0%	27 100.0%	35 100.0%
Strongly Disagree/Disagree	1 0.7%	1 2.1%	-	-	-

**99.3% 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	140	49	29	27	35
<b>Q23C-I feel my child has enough time with staff during most sessions.</b>					
Strongly Agree/Agree	135 96.4%	45 91.8%	28 96.6%	27 100.0%	35 100.0%
Strongly Disagree/Disagree	5 3.6%	4 8.2%	1 3.4%	-	-

**96.4% 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	139	49	29	29	32
<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	136 97.8%	46 93.9%	29 100.0%	29 100.0%	32 100.0%
Strongly Disagree/Disagree	3 2.2%	3 6.1%	-	-	-

**97.8% 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	137	47	30	27	33
<b>Q23E-(Provider) helped us create a plan to deal with any problem my child has.</b>					
Strongly Agree/Agree	132 96.4%	45 95.7%	28 93.3%	27 100.0%	32 97.0%
Strongly Disagree/Disagree	5 3.6%	2 4.3%	2 6.7%	- -	1 3.0%

**96.4% 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 and N/A's reduce total	139	50	30	24	35
<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	134 96.4%	46 92.0%	29 96.7%	24 100.0%	35 100.0%
Strongly Disagree/Disagree	5 3.6%	4 8.0%	1 3.3%	- -	- -

**96.4% 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	134	47	27	25	35
<b>Q25A-My child's provider has talked with us about community supports and other options that are available.</b>					
Strongly Agree/Agree	118 88.1%	38 80.9%	25 92.6%	22 88.0%	33 94.3%
Strongly Disagree/Disagree	16 11.9%	9 19.1%	2 7.4%	3 12.0%	2 5.7%

**88.1% 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	143	50	29	29	35
<b>Q25B-I have been given clear information on who to contact if my child needs immediate help between appointments.</b>					
Strongly Agree/Agree	139 97.2%	48 96.0%	27 93.1%	29 100.0%	35 100.0%
Strongly Disagree/Disagree	4 2.8%	2 4.0%	2 6.9%	- -	- -

**97.2% 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	144	50	30	29	35
<b>Q25C-I was able to be actively involved in developing my child's treatment goals.</b>					
Strongly Agree/Agree	139 96.5%	48 96.0%	29 96.7%	28 96.6%	34 97.1%
Strongly Disagree/Disagree	5 3.5%	2 4.0%	1 3.3%	1 3.4%	1 2.9%

**96.5% 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	129	44	27	23	35
<b>Q26A-My child deals more effectively with daily problems.</b>					
Strongly Agree/Agree	126 97.7%	43 97.7%	26 96.3%	23 100.0%	34 97.1%
Strongly Disagree/Disagree	3 2.3%	1 2.3%	1 3.7%	- -	1 2.9%

**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	121	38	29	21	33
<b>Q26B-Our family has improved since my child started treatment.</b>					
Strongly Agree/Agree	116 95.9%	37 97.4%	26 89.7%	20 95.2%	33 100.0%
Strongly Disagree/Disagree	5 4.1%	1 2.6%	3 10.3%	1 4.8%	- -

**95.9% 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	124	44	28	23	29
<b>Q26C-I feel my child's behavioral health is improving.</b>					
Strongly Agree/Agree	111 89.5%	40 90.9%	22 78.6%	20 87.0%	29 100.0%
Strongly Disagree/Disagree	13 10.5%	4 9.1%	6 21.4%	3 13.0%	- -

**89.5% of target rate Y-T-D**

**Satisfactory**

## 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	145	51	30	29	35
<b>Q27-Have you had any issues or problems with this (provider)?</b>					
Yes	9 6.2%	4 7.8%	1 3.3%	2 6.9%	2 5.7%
No	136 93.8%	47 92.2%	29 96.7%	27 93.1%	33 94.3%

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	9	4	1	2	2
<b>Q28-If you have had issues or problems with provider, what were they?</b>					
Lack of treatment planning and coordination	-	-	-	-	-
Poor communication	2 22.2%	1 25.0%	1 100.0%	-	-
Frequent staff changes	1 11.1%	-	-	1 50.0%	-
Services not provided when my child needs them	3 33.3%	3 75.0%	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	3 33.3%	-	-	1 50.0%	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	9	4	1	2	2
<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	3 33.3%	2 50.0%	-	-	1 50.0%
I filed a formal complaint	-	-	-	-	-
I chose not to take any action	3 33.3%	1 25.0%	-	1 50.0%	1 50.0%
Other	3 33.3%	1 25.0%	1 100.0%	1 50.0%	-

## 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	5	2	-	1	2
<b>Q30-If you chose to not take any action, why?</b>					
The problem was not that serious	1 20.0%	-	-	-	1 50.0%
I was concerned with how the provider would react	-	-	-	-	-
I didn't know how to file a formal complaint	-	-	-	-	-
Other	4 80.0%	2 100.0%	-	1 100.0%	1 50.0%

## 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	145	51	30	29	35
<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	115 79.3%	42 82.4%	24 80.0%	15 51.7%	34 97.1%
About the same	28 19.3%	8 15.7%	5 16.7%	14 48.3%	1 2.9%
A little worse/Much worse	2 1.4%	1 2.0%	1 3.3%	-	-

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
Base	145	51	30	29	35
<b>Q32-Were you and your child given the chance to make treatment decisions?</b>					
Yes	135 93.1%	46 90.2%	28 93.3%	27 93.1%	34 97.1%
No	3 2.1%	1 2.0%	-	1 3.4%	1 2.9%
Sometimes	7 4.8%	4 7.8%	2 6.7%	1 3.4%	-



## 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	145	51	30	29	35
<b>Q33-In the last twelve months did you have problems getting your child the help they needed?</b>					
Yes	8 5.5%	3 5.9%	4 13.3%	-	1 2.9%
No	126 86.9%	41 80.4%	24 80.0%	28 96.6%	33 94.3%
Sometimes	11 7.6%	7 13.7%	2 6.7%	1 3.4%	1 2.9%

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
N/A's reduce total	17	9	5	1	2
<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 11.8%	2 22.2%	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Child care issues	-	-	-	-	-
Long waiting list	6 35.3%	3 33.3%	2 40.0%	-	1 50.0%
Didn't know where to get help	1 5.9%	-	1 20.0%	-	-
Services denied	-	-	-	-	-
Process was overwhelming	-	-	-	-	-
Process was too confusing	-	-	-	-	-
Other	8 47.1%	4 44.4%	2 40.0%	1 100.0%	1 50.0%

\* 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	145	51	30	29	35
<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	1 0.7%	-	-	1 3.4%	-
No	144 99.3%	51 100.0%	30 100.0%	28 96.6%	35 100.0%

## 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	112	42	24	21	25
<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	4 3.6%	1 2.4%	1 4.2%	-	2 8.0%
No	108 96.4%	41 97.6%	23 95.8%	21 100.0%	23 92.0%

\* Q38 is a literal question, it is listed in the back with other literal comments.

## Families Interested in Having Concerns Addressed

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
Base	9	4	1	2	2
<b>Q39-If you have 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	2 22.2%	1 25.0%	1 100.0%	-	-
No	7 77.8%	3 75.0%	-	2 100.0%	2 100.0%

## 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

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Q1-Cambria County Office

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Q1-Martha Emerick

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Q1-Community Health Center, Johnstown

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Q1-Pressley Ridge

---

Q1-UPMC Lakemont

---

Q1-UPMC Lakemont

---

Q2- Kid's First

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

---

Q2- TSS

### 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.

---

Q2- The director would not let us do telehealth services in January when we had covid, they told us it was against policy. There is poor management. Last year messed up evaluation information. I asked about services, (Provider) refused to have a TSS come to our home during the summer. My child does not get along with the new director because of lack of communication.

---

Q2- I live close to here.

---

Q2- Sometimes transportation is an issue. He was getting home therapy but then they quit, I am still waiting on the home therapy from (Provider).

---

Q2- It took us a very long time to find a place that accepted mental health.

---

Q2- The Medicare process was slow but after it was approved, it was okay.

---

Q3- ACRP is the only agency I knew of.

---

Q3- I called around to agencies and decided to come here.

## Q22E-Access to Services Literal Comments

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Q3- The intake appointment was in February in the Johnstown office, they didn't send the paperwork to Somerset in a timely manner.

---

Q3- School based services are more convenient during the school year.

---

Q3- It was slow getting the help I needed.

---

Q4- I am not sure if I was given a choice of different agencies for my child.

---

Q4- There were no other options available with other agencies because of a long wait list.

---

Q4- We had to wait a year for a BHT so I don't feel like we got help in an acceptable amount of time.

## Q23F-Treatment Experiences Literal Comments

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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.

---

Q2- He does not have enough sessions, whenever they changed directors he went downhill, now he's failing. The evaluator talks down on them.

---

Q2- I need a new plan, he's not taking his pills, since he's over 14 I can't make him take his pills.

---

Q3- We haven't talked about a plan yet.

---

Q4- We did not create a plan, if she would have a problem, we could ask for help.

---

Q4- BCM makes the plan and the BTH adds information and they work together.

## 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.

---

Q2- A meeting was made without my consent and when I tried to reschedule it, they claimed I never answered the phone, resulting in a lapse of service.

## 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.

Q2- I don't know who to contact anymore if my child needs help between appointments. I am retrying things he did in elementary school and he thinks it's stupid.

Q2- The only thing I know is Child Line.

Q2- The doctor didn't talk to us about that stuff.

Q3- We don't really go over any goals.

Q3- The provider has not talked to us about community supports or anything like that.

Q3- The supports have never been brought up.

Q4- The provider did not talk to us about community supports or treatment goals at first because my child's other grandmother had custody of him.

## 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.

Q2- We are still where we were at the beginning.

Q2- When he wakes up in the morning, it's like he's mad at the world. Our family feels like he (the consumer) hates all of us. I felt like he was improving, but I'm worried he's going to say something to the wrong person and get in big trouble.

Q2- It's been a process, we wouldn't be as far as we are now without DBHS. Her behavioral is not really improving but it's a process and her BC is coming up with different plans and then helps us implement them.

Q2- My child's behavior depends on the day.

Q2- My child's behavior was improving until the counseling stopped.

Q2- His behavior was getting better but not since he stopped taking his pills.

Q2- We either need more sessions (continuing sessions, not provider issues) or medication.

Q3- We are getting better at dealing with daily problems.

Q3- Her behavior improves when she is on the right medication.

Q3- She hasn't gotten any better. She is diagnosed with ODD, it's not her fault.

Q3- She had a traumatic event happen and her behavior has not been good since that happened.

Q3- We just started doing counseling.

## Q26D-Outcomes Literal Comments

---

Q3- Let's hope he starts improving!

Q3- It takes more to deal with her problems. We are still figuring out neurological issues.

Q4- He deals more effectively with daily problems now since he is with the other grandma.

Q4- I feel that my child's behavior is improving some days and some days I don't

Q4- My child is still showing attitude and has not improved.

## 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.

Q2- His director, it's like they don't care, there is a lack of communication, misrepresentations. Had great experience with (Provider) with change of director. Feels that they would keep employees if the new director left.

Q3- The doctor is not paying attention to everything going on and is not prepared. We are not on the same page with the diagnosis.

Q4- I had an issue with the BHT with my other child.

Q4- Not as organized, lost track of phone numbers.

## 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.

Q2- Talked to directors boss, the issue gets temporary resolved.

Q3- No, we go back on October 18th, I'm not sure why. He asked her a couple of questions and tells her it's a problem at home.

## 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.

Q3- I didn't think there was anything they could do.

Q4- I resolved the issue.

Q4- I feel the issue is mainly due to bias because of my past with my ex-boyfriend.

### **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.

Q2- The director is changing the rules, has no communication at all, staff repeatedly changing, staff not showing up or showing up not realizing they need to show up at school.

Q2- I am trying to find someone to come to the house.

Q2- Services were denied, the process was overwhelming and the insurance didn't cover it, it went through Medicare.

Q3- They were over staffed so they couldn't get him in right away.

Q4- Lack of employees due to covid.

### **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.

Q2- He needs more in home services with the behavioral health specialists and TSS.

Q2- At home services.

Q2- I tried to get him disability, but I think he's beyond wanting that now.

Q2- He needs a TSS.

Q3- She could use a tutor.

Q3- Med management, there is no doctor available.

Q3- The counselor and I both think she needs medication.

Q3- Waiting list for TSS, there has been a waiting list since 1st grade.

### 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.

Q2- Problem with the insurance company, insurance would not approve, every now and then they pitch a fit, it's an expensive medicine. Pharmacist and doctor are great. So now we are waiting on insurance company.

Q2- Getting him to take the medicine is the issue and I don't know what to do.

Q3- They just prescribed medications today.

Q4- Getting to the pharmacy is hard.

### 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.

Q2- They are very kind and helpful always been there for us.

Q2- BCM isn't calling as much as previous BCM.

Q2- Everyone is awesome.

Q2- My concern is mental health right now is a dire need with these kids. Child and service positions under the director need to rethink this.

Q2- Her med doctor and her BC are just wonderful people! Even if I call the doctor within a day, he gets back to me. They are a great support system to have.

Q2- I enjoyed the time here that was provided by the agency, I'm sad to see it end but they were there when I needed them.

Q2- Everyone is very accommodating. If I have any questions they answer me right away.

Q2- I think he's taken care of well here, but I just need someone to get him to take his medicine.

Q2- We started trying the hemp oil supplement.

Q2- We've just been super pleased, the quality of the staff is AMAZING!!

Q3- I think he's definitely going down the right road and it's great to see that happening.

Q3- The frequent switching of doctors, that is my only concern. It's hard on kids when they don't have consistency.



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

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Q3- I'm glad that we are here, she is doing much better in school. She makes the honor roll almost all the time.

Q3-I don't know if the pills are really helping, she wants to sleep more. She's only been on them for three months. Has not really improved behavioral health.

---

Q3- The staff is really good here, if we run out of meds they send it.

---

Q4- Nulton is doing a great job!

---

Q4- We are satisfied with the providers he has now.

---

Q4- The BHT is very qualified to do their job and help with what a child needs.

---

Q4- We have great experience with BHT and BCBA. I have no complaints!

---

Q4- Everything is going overall well for him. There has been a major improvement in his grades and everything.

---

Q4- BCM and the BHT work great together.

---

Q4- It would be nice if a lot of other people were able to have appointments here. They are wonderful with the children.

## Youth Survey Findings

### Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 28 youth (Ages 14 to 20) surveys completed during the 4th Quarter of Calendar Year 2022 for the period from October to December 2022 and the 110 youth surveys during calendar year 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.

### 4th Quarter Youth Sample Characteristics versus the 2022 3rd Quarter Comparison:

Higher face-to-face – 25% (7 of 28) versus 19% (5 of 27)

Lower ratio of male treatment recipients – 25% (7 of 28) versus 37% (10 of 27).

Higher percentage of youth members aged 14-15 – 25% (7 of 28) versus 15% (4 of 27).

Lower total youth members receiving IBHS (formerly BHRS) – 0% (0 of 28) versus 4% (1 of 27).

Lower ratio of youths receiving treatment from same provider four (4) years or longer – 18% (5 of 28) versus 33% (9 of 27).

### Findings Overview

1. Just 32% (9 of 28) of youths interviewed during the 4th Quarter of 2022 agreed with “Have you reviewed your insurance benefits and treatment options through Community Care?” This indicator is 33% for calendar year 2022.

54% (15 of 28) of youths in the 4th Quarter were “*aware they could file a complaint with Community Care.*” This indicator is 67% for calendar year 2022. Likewise, 54% (15 of 28) were “*aware they could file a grievance with Community Care*” and this indicator is 68% for calendar year 2022.

36% (10 of 28) of youths interviewed during the 4th Quarter of 2022 “knew where to find the number to call Community Care with questions or concerns.” This indicator is 42% for calendar year 2022.

100% (7 of 7, excluding 21 “not applicable”) of youths agreed with, “*If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you.*” This indicator is 100% for calendar year 2022.

0% (0 of 27) youths reported using Community Care’s complaint or grievance processes during the 4th Quarter. Comparatively, just 1% (1 of 110) youths reported using either the complaint or grievance processes during calendar year 2022 and 2% in 2021.

2. Youths surveyed on **Access** to provider treatment services rated both indicators 100% in the 4th Quarter. 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*”. These satisfaction indicators are 95% for calendar year 2022.

3. Youths surveyed on **Treatment Experiences** rated satisfaction in all five indicators at 96%-100% in the 4th Quarter. 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.*” These satisfaction indicators are 90% to 99% for calendar year 2022.

4. Youths interviewed this quarter also continue to show good results with **Provider Recovery Orientation** satisfaction scores of 100% in three of 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,” and “Staff treats me with respect and sees me as an equal partner in my treatment program.”*

The indicator “Staff talked with me about community supports and other options that are available” decreased from 85% to 79% during the 4th Quarter. These four satisfaction indicators were 86% to 99% for calendar year 2022.

5. Youth perception of **Treatment Outcomes** this quarter was 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.”* These indicators were 94% to 98% for calendar year 2022.

6. 26% (7 of 27, excluding 1 n/a) youths taking behavioral health medications reported problems in getting the medications that work them. This indicator was 19% for calendar year 2022.

7. 7% (2 of 28) of youths reported having issues or problems with their provider during the 4th Quarter of 2022. This indicator was 6% for calendar year 2022.

### **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 usually 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% (2 of 28) 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 4th Quarter, 9 youth quality audits were performed. 100% (9 of 9) of youths felt the length of the survey and number of questions were satisfactory. 100% (9 of 9) of youths were satisfied with the survey process and 100% (9 of 9) of 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
	110	21	34	27	28
<b>Q4-What type of survey is it?</b>					
Phone	74 67.3%	14 66.7%	17 50.0%	22 81.5%	21 75.0%
Face to Face	36 32.7%	7 33.3%	17 50.0%	5 18.5%	7 25.0%

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
	110	21	34	27	28
<b>Q5-What county does the member live in?</b>					
Somerset	67 60.9%	17 81.0%	12 35.3%	17 63.0%	21 75.0%
Bedford	43 39.1%	4 19.0%	22 64.7%	10 37.0%	7 25.0%

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
	110	21	34	27	28
<b>Q6-What is your gender?</b>					
Male	41 37.3%	6 28.6%	18 52.9%	10 37.0%	7 25.0%
Female	63 57.3%	12 57.1%	16 47.1%	17 63.0%	18 64.3%
Does not identify with either gender	6 5.5%	3 14.3%	- -	- -	3 10.7%
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
	110	21	34	27	28
<b>Q7-How old are you?</b>					
14-15 years	31 28.2%	3 14.3%	17 50.0%	4 14.8%	7 25.0%
16-17 years	34 30.9%	10 47.6%	6 17.6%	13 48.1%	5 17.9%
18-20 years	43 39.1%	8 38.1%	10 29.4%	9 33.3%	16 57.1%
over 20 years	2 1.8%	- -	1 2.9%	1 3.7%	- -

## 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
	110	21	34	27	28
<b>Q8-What do you consider your race to be?</b>					
Caucasian	103 93.6%	18 85.7%	34 100.0%	25 92.6%	26 92.9%
African American	2 1.8%	- -	- -	- -	2 7.1%
Hispanic American	2 1.8%	2 9.5%	- -	- -	- -
American Indian/Alaskan Native	- -	- -	- -	- -	- -
Asian American	- -	- -	- -	- -	- -
Multi-Racial	- -	- -	- -	- -	- -
Other	3 2.7%	1 4.8%	- -	2 7.4%	- -

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
	110	21	34	27	28
<b>Q9-Are you receiving services primarily for:</b>					
Mental Health	110 100.0%	21 100.0%	34 100.0%	27 100.0%	28 100.0%
Drug and Alcohol Services	- -	- -	- -	- -	- -
Both Mental Health and Drug and Alcohol Services	- -	- -	- -	- -	- -

## Youth Satisfaction with Community Care

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
Base	110	21	34	27	28
<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	46 41.8%	10 47.6%	7 20.6%	19 70.4%	10 35.7%
No	64 58.2%	11 52.4%	27 79.4%	8 29.6%	18 64.3%

## Youth Community Care's Complaint and Grievance Process

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
<b>Base</b>	<b>110</b>	<b>21</b>	<b>34</b>	<b>27</b>	<b>28</b>
<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>	<b>74 67.3%</b>	<b>17 81.0%</b>	<b>19 55.9%</b>	<b>23 85.2%</b>	<b>15 53.6%</b>
<b>No</b>	<b>36 32.7%</b>	<b>4 19.0%</b>	<b>15 44.1%</b>	<b>4 14.8%</b>	<b>13 46.4%</b>

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
<b>Base</b>	<b>110</b>	<b>21</b>	<b>34</b>	<b>27</b>	<b>28</b>
<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>	<b>75 68.2%</b>	<b>17 81.0%</b>	<b>20 58.8%</b>	<b>23 85.2%</b>	<b>15 53.6%</b>
<b>No</b>	<b>35 31.8%</b>	<b>4 19.0%</b>	<b>14 41.2%</b>	<b>4 14.8%</b>	<b>13 46.4%</b>

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
<b>Base</b>	<b>110</b>	<b>21</b>	<b>34</b>	<b>27</b>	<b>28</b>
<b>Q11-Have you reviewed your insurance benefits and treatment options through Community Care?</b>					
<b>Yes</b>	<b>36 32.7%</b>	<b>6 28.6%</b>	<b>13 38.2%</b>	<b>8 29.6%</b>	<b>9 32.1%</b>
<b>No</b>	<b>74 67.3%</b>	<b>15 71.4%</b>	<b>21 61.8%</b>	<b>19 70.4%</b>	<b>19 67.9%</b>

## Youth Community Care's Complaint and Grievance Process

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
N/A responses reduce total	27	7	9	4	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	27 100.0%	7 100.0%	9 100.0%	4 100.0%	7 100.0%
No	-	-	-	-	-

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
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	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
N/A responses reduce total	1	-	1	-	-
<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	1 100.0%	-	1 100.0%	-	-
No	-	-	-	-	-

## Youth Treatment Provider Analysis

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
<b>Base</b>	<b>110</b>	<b>21</b>	<b>34</b>	<b>27</b>	<b>28</b>
<b>Q15-What is the name of your treatment provider?</b>					
ACRP	14 12.7%	-	10 29.4%	-	4 14.3%
Adelphoi Village	-	-	-	-	-
Beal Counseling	-	-	-	-	-
Bedford DBHS	14 12.7%	2 9.5%	5 14.7%	4 14.8%	3 10.7%
Blair Family Solutions	1 0.9%	-	1 2.9%	-	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	2 1.8%	2 9.5%	-	-	-
Croyle Nielson	-	-	-	-	-
Dolminis (Pyramid)	-	-	-	-	-
Family Behavioral Resources (FBR)	7 6.4%	1 4.8%	3 8.8%	3 11.1%	-
Footsteps	-	-	-	-	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	1 0.9%	-	-	-	1 3.6%
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	35 31.8%	5 23.8%	9 26.5%	12 44.4%	9 32.1%
Pediatric Care Specialists	5 4.5%	3 14.3%	-	2 7.4%	-
Pyramid HealthCare	-	-	-	-	-
Somerset DBHS	21 19.1%	7 33.3%	3 8.8%	2 7.4%	9 32.1%
Somerset Hospital	-	-	-	-	-
Twin Lakes	-	-	-	-	-
Youth Advocate Programs (YAP)	1 0.9%	-	1 2.9%	-	-
Other	9 8.2%	1 4.8%	2 5.9%	4 14.8%	2 7.1%



## Youth Treatment Provider Service Level Analysis

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
<b>Base</b>	<b>110</b>	<b>21</b>	<b>34</b>	<b>27</b>	<b>28</b>
<b>Q16-What service are you receiving from this provider?</b>					
After School Treatment Program	-	-	-	-	-
IBHS (BHT, BC, MT, ABA)	4 3.6%	2 9.5%	1 2.9%	1 3.7%	-
MH CRR Home	-	-	-	-	-
Family Based MH Services	1 0.9%	-	1 2.9%	-	-
Peer Support	1 0.9%	-	1 2.9%	-	-
MH Inpatient Hospitalization	-	-	-	-	-
Medication/Psychiatric/Telepsychiatry	45 40.9%	6 28.6%	16 47.1%	11 40.7%	12 42.9%
MH (BCM) Blended Case Management	9 8.2%	3 14.3%	2 5.9%	2 7.4%	2 7.1%
MH Outpatient Therapy/Counseling (individual or group)	45 40.9%	8 38.1%	12 35.3%	13 48.1%	12 42.9%
MH Partial Hospitalization	1 0.9%	-	-	-	1 3.6%
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	4 3.6%	2 9.5%	1 2.9%	-	1 3.6%
Do Not Know	-	-	-	-	-

## Youth Treatment Provider Service Level Analysis

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
<b>Base</b>	<b>110</b>	<b>21</b>	<b>34</b>	<b>27</b>	<b>28</b>
<b>Q17-Did you choose to go to this provider?</b>					
<b>Yes</b>	<b>86</b> <b>78.2%</b>	17 81.0%	21 61.8%	23 85.2%	25 89.3%
<b>No</b>	<b>24</b> <b>21.8%</b>	4 19.0%	13 38.2%	4 14.8%	3 10.7%

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
<b>Base</b>	<b>110</b>	<b>21</b>	<b>34</b>	<b>27</b>	<b>28</b>
<b>Q18-How long have you currently been receiving services from this provider?</b>					
<b>Less than 6 months</b>	<b>20</b> <b>18.2%</b>	7 33.3%	6 17.6%	5 18.5%	2 7.1%
<b>6-11 months</b>	<b>21</b> <b>19.1%</b>	1 4.8%	11 32.4%	4 14.8%	5 17.9%
<b>1 to 2 years</b>	<b>25</b> <b>22.7%</b>	5 23.8%	6 17.6%	6 22.2%	8 28.6%
<b>2 to 4 years</b>	<b>19</b> <b>17.3%</b>	1 4.8%	7 20.6%	3 11.1%	8 28.6%
<b>4 + years</b>	<b>25</b> <b>22.7%</b>	7 33.3%	4 11.8%	9 33.3%	5 17.9%

## Youth Access to Services

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
<b>Neutrals reduce total</b>	<b>106</b>	<b>21</b>	<b>33</b>	<b>26</b>	<b>26</b>
<b>Q19A-We meet at times that are convenient for me.</b>					
<b>Strongly Agree/Agree</b>	<b>101</b> <b>95.3%</b>	20 95.2%	29 87.9%	26 100.0%	26 100.0%
<b>Strongly Disagree/Disagree</b>	<b>5</b> <b>4.7%</b>	1 4.8%	4 12.1%	- -	- -

**95.3% of target rate Y-T-D**

**Meets Expectations**

## Youth Access to Services

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
Neutrals reduce total	109	21	34	27	27
<b>Q19B-I feel I was able to get the help I needed within a reasonable amount of time.</b>					
Strongly Agree/Agree	104 95.4%	21 100.0%	32 94.1%	24 88.9%	27 100.0%
Strongly Disagree/Disagree	5 4.6%	- -	2 5.9%	3 11.1%	- -

**95.4% of target rate Y-T-D**

**Meets Expectations**

## Youth Treatment Experiences

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
Neutrals reduce total	106	21	31	27	27
<b>Q20A-(Provider) helped me create a plan to deal with any problem I have.</b>					
Strongly Agree/agree	102 96.2%	21 100.0%	28 90.3%	26 96.3%	27 100.0%
Strongly Disagree/Disagree	4 3.8%	- -	3 9.7%	1 3.7%	- -

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

**Meets Expectations**

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
Neutrals reduce total	102	20	31	25	26
<b>Q20B-I am an active participant in developing my treatment plan.</b>					
Strongly Agree/Agree	101 99.0%	20 100.0%	31 100.0%	24 96.0%	26 100.0%
Strongly Disagree/Disagree	1 1.0%	- -	- -	1 4.0%	- -

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

**Meets Expectations**

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
Neutrals reduce total	108	20	33	27	28
<b>Q20C-I agree that the interventions offered to me on my treatment plan are a good fit to me.</b>					
Strongly Agree/Agree	107 99.1%	20 100.0%	33 100.0%	26 96.3%	28 100.0%
Strongly Disagree/Disagree	1 0.9%	- -	- -	1 3.7%	- -

**99.1% of target rate Y-T-D**

**Meets Expectations**

## Youth Treatment Experiences

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
Neutrals reduce total	98	19	30	25	24
<b>Q20D-I was offered a copy of my treatment plan/treatment summary.</b>					
Strongly Agree/Agree	88 89.8%	17 89.5%	25 83.3%	23 92.0%	23 95.8%
Strongly Disagree/Disagree	10 10.2%	2 10.5%	5 16.7%	2 8.0%	1 4.2%

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
Neutrals reduce total	104	16	33	27	28
<b>Q20E-I am included in meetings about my treatment.</b>					
Strongly Agree/Agree	102 98.1%	16 100.0%	32 97.0%	26 96.3%	28 100.0%
Strongly Disagree/Disagree	2 1.9%	- -	1 3.0%	1 3.7%	- -

**98.1% of target rate Y-T-D**

**Meets Expectations**

## Youth Recovery Oriented Practices

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
Base	110	21	34	27	28
<b>Q21A-I have been given clear information on who to contact if I need immediate help between sessions.</b>					
Always/Almost Always/Often	106 96.4%	20 95.2%	33 97.1%	25 92.6%	28 100.0%
Sometimes	1 0.9%	1 4.8%	- -	- -	- -
Rarely/Never	3 2.7%	- -	1 2.9%	2 7.4%	- -

**96.4% of target rate Y-T-D**

**Meets Expectations**

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
Base	110	21	34	27	28
<b>Q21B-(Provider) asked me what I think I needed to work on and helped me create a plan.</b>					
Always/Almost Always/Often	106 96.4%	20 95.2%	33 97.1%	25 92.6%	28 100.0%
Sometimes	2 1.8%	- -	1 2.9%	1 3.7%	- -
Rarely/Never	2 1.8%	1 4.8%	- -	1 3.7%	- -

**96.4% of target rate Y-T-D**

**Meets Expectations**

## Youth Recovery Oriented Practices

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
Base	110	21	34	27	28
<b>Q21C-Staff treat me with respect and sees me as an equal partner in my treatment program</b>					
Always/Almost Always/Often	109 99.1%	21 100.0%	34 100.0%	26 96.3%	28 100.0%
Sometimes	-	-	-	-	-
Rarely/Never	1 0.9%	-	-	1 3.7%	-

**99.1% of target rate Y-T-D**

**Meets Expectations**

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
Base	110	21	34	27	28
<b>Q21D-Staff talked with me about community supports and other options that are available.</b>					
Always/Almost Always/Often	94 85.5%	21 100.0%	28 82.4%	23 85.2%	22 78.6%
Sometimes	-	-	-	-	-
Rarely/Never	16 14.5%	-	6 17.6%	4 14.8%	6 21.4%

**85.5% of target rate Y-T-D**

**Satisfactory**

## Youth Outcomes

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
Neutrals reduce total	94	16	32	23	23
<b>Q22A- I manage strong feelings better.(anger, fear, etc.)</b>					
Strongly Agree/Agree	89 94.7%	13 81.3%	31 96.9%	22 95.7%	23 100.0%
Strongly Disagree/Disagree	5 5.3%	3 18.8%	1 3.1%	1 4.3%	-

**94.7% of target rate Y-T-D**

**Meets Expectations**

## Youth Outcomes

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
Neutrals reduce total	96	16	31	25	24
<b>Q22B-I make better choices about how to deal with day to day life.</b>					
Strongly Agree/Agree	94 97.9%	16 100.0%	30 96.8%	24 96.0%	24 100.0%
Strongly Disagree/Disagree	2 2.1%	- -	1 3.2%	1 4.0%	- -

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

**Meets Expectations**

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
Neutrals reduce total	86	12	31	21	22
<b>Q22C-I don't get in trouble as often as I did before treatment.</b>					
Strongly Agree/Agree	81 94.2%	12 100.0%	31 100.0%	16 76.2%	22 100.0%
Strongly Disagree/Disagree	5 5.8%	- -	- -	5 23.8%	- -

**94.2% of target rate Y-T-D**

**Meets Expectations**

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
Neutrals reduce total	103	16	33	26	28
<b>Q22D-I beleive treatment is working because I feel better.</b>					
Strongly Agree/Agree	99 96.1%	14 87.5%	32 97.0%	25 96.2%	28 100.0%
Strongly Disagree/Disagree	4 3.9%	2 12.5%	1 3.0%	1 3.8%	- -

**96.1% of target rate Y-T-D**

**Meets Expectations**

## Youth Provider Issues or Concerns

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
Base	110	21	34	27	28
<b>Q23-Have you had any issues or problems with services from provider?</b>					
Yes	6 5.5%	1 4.8%	- -	3 11.1%	2 7.1%
No	104 94.5%	20 95.2%	34 100.0%	24 88.9%	26 92.9%

## Youth Provider Issues or Concerns

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
N/A responses reduce total	6	1	-	3	2
<b>Q24-If yes, what were the issues or problems with services from provider?</b>					
Lack of treatment planning and coordination	1 16.7%	1 100.0%	-	-	-
Services not provided when I needed them	1 16.7%	-	-	1 33.3%	-
Poor communication	-	-	-	-	-
Frequent staff changes	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	4 66.7%	-	-	2 66.7%	2 100.0%

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
N/A responses reduce total	6	1	-	3	2
<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	1 16.7%	-	-	-	1 50.0%
I chose not to take any action	-	-	-	-	-
I filed a formal complaint	-	-	-	-	-
Other	5 83.3%	1 100.0%	-	3 100.0%	1 50.0%

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
N/A responses reduce total	3	1	-	-	2
<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	3 100.0%	1 100.0%	-	-	2 100.0%

## Youth Department of Human Services Questions

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
<b>Base</b>	<b>110</b>	<b>21</b>	<b>34</b>	<b>27</b>	<b>28</b>
<b>Q27-What effect has the treatment you've received had on the overall quality of your life?</b>					
<b>Much better</b>	<b>47</b> <b>42.7%</b>	4 19.0%	16 47.1%	16 59.3%	11 39.3%
<b>A little better</b>	<b>52</b> <b>47.3%</b>	17 81.0%	16 47.1%	8 29.6%	11 39.3%
<b>About the same</b>	<b>10</b> <b>9.1%</b>	- -	2 5.9%	2 7.4%	6 21.4%
<b>A little worse</b>	<b>1</b> <b>0.9%</b>	- -	- -	1 3.7%	- -
<b>Much worse</b>	<b>-</b> <b>-</b>	- -	- -	- -	- -

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
<b>Base</b>	<b>110</b>	<b>21</b>	<b>34</b>	<b>27</b>	<b>28</b>
<b>Q28-Were you given the chance to make treatment decisions?</b>					
<b>Yes</b>	<b>92</b> <b>83.6%</b>	17 81.0%	29 85.3%	23 85.2%	23 82.1%
<b>No</b>	<b>1</b> <b>0.9%</b>	- -	- -	1 3.7%	- -
<b>Sometimes</b>	<b>17</b> <b>15.5%</b>	4 19.0%	5 14.7%	3 11.1%	5 17.9%

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
<b>Base</b>	<b>110</b>	<b>21</b>	<b>34</b>	<b>27</b>	<b>28</b>
<b>Q29-In the last twelve months, did you have problems getting the help you needed?</b>					
<b>Yes</b>	<b>6</b> <b>5.5%</b>	- -	1 2.9%	4 14.8%	1 3.6%
<b>No</b>	<b>102</b> <b>92.7%</b>	19 90.5%	33 97.1%	23 85.2%	27 96.4%
<b>Sometimes</b>	<b>2</b> <b>1.8%</b>	2 9.5%	- -	- -	- -



## Youth Department of Human Services Questions

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
N/A responses reduce total	6	1	1	4	-
<b>Q30-If yes, why weren't you able to get the behavioral health help in the last 12 months?</b>					
Money issues	1 16.7%	-	-	1 25.0%	-
Transportation Issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	1 16.7%	1 100.0%	-	-	-
Long waiting list	3 50.0%	-	1 100.0%	2 50.0%	-
Didn't know where to get help	-	-	-	-	-
Money issues	-	-	-	-	-
Other	1 16.7%	-	-	1 25.0%	-

## Youth Discharge Due to Lack of Following Treatment Plan

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
Base	110	21	34	27	28
<b>Q31-Have you been discharged in the past because you had trouble following your treatment plan or you relapsed?</b>					
Yes	18 16.4%	3 14.3%	4 11.8%	7 25.9%	4 14.3%
No	92 83.6%	18 85.7%	30 88.2%	20 74.1%	24 85.7%

## Youth Behavioral Health Medications

Counts Break % 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	91	11	28	25	27
<b>Q32-If you are taking behavioral health medications, are you experiencing any problems in getting medications that work for you?</b>					
Yes	17 18.7%	- -	6 21.4%	4 16.0%	7 25.9%
No	74 81.3%	11 100.0%	22 78.6%	21 84.0%	20 74.1%

## Youth Issues and Concerns Addressed

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
N/A responses reduce total	6	1	-	3	2
<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	2 33.3%	- -	- -	2 66.7%	- -
No	4 66.7%	1 100.0%	- -	1 33.3%	2 100.0%

## Youth Literal Comments

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

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Q1-Bi-Racial

---

Q3- Bi-racial

---

Q3- 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.

---

Q2-This is something the staff does.

---

Q2-I am not familiar with the phone number.

---

Q2-I have never run across their phone number.

---

Q2-I never really used them.

---

Q2-My mom knows.

---

Q2- My grandma helps me with this.

---

Q2-I am not familiar with who Community Care is.

---

Q2- I am not familiar with their phone number.

---

Q3- I have never had to call before.

---

Q3- I have never dealt with Community Care.

---

Q3- I have never had to call.

---

Q3- I am not familiar with Community Care.

---

Q4- I have never had to call Community Care.

---

Q4- I have never had to call Community Care.

---

Q4- I am not familiar with Community Care and I have never had to call them.

---

Q4- I do not remember how to find the number.

---

Q4- I would have to look the phone number up for Community Care.

---

Q4- I have never had to call Community Care.

---

Q4- My parents would know how to file a complaint or grievance if needed.

---

Q4- I have never had to call Community Care.

### 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 within the last 12 months, were you satisfied with how your complaint was handled? 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 provider? Literal Comments**

- Q1-Pressly Ridge School
- Q2- Peerstar
- Q2-Sun-Point Health
- Q3- Dr. Kindel
- Q3- Derik S. Berkebile
- Q3- Julie Fox
- Q3- Pressley Ridge Schools
- Q4- CenClear Child Services
- Q4- Truhealth

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

- Q1-Psych Rehab
- Q1-School based mental health services.
- Q2- School Based MH Services
- Q4- Psych Rehab

**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.
- Q2- The group home chose.
- Q2-The group home chose for me.
- Q2-They were chosen after I took the evaluation.
- Q2-I was appointed here from RTF.
- Q2- It's the only one we know of and its the closest one.
- Q2- He was having some behavioral health issues the caseworker sent me in this direction.
- Q2- These kind of services were chosen for me at an early age.
- Q2- Adelphoi Village referred me.
- Q2-My grandmother chose for me.
- Q3- My parents chose my provider.
- Q3- My provider was recommended by a family doctor.
- Q3- My grandparents chose the provider.
- Q4- My mom chose for me, I have been going to ACRP for a long time.
- Q4- It was chosen by one of the group homes I was in.

## Q19C- Access Literals

- 
- Q1-I don't see the psychiatrist that much.
- 
- Q2-It takes a while to get to therapy.
- 
- Q2-It's impossible to get an appointment after school. We had to wait months for intake.
- 
- Q3- She does better with in person appointments. We have to schedule an in person visit next month.
- 
- Q3- We are still on the waiting list for a one on one counselor.
- 
- Q3- They have tried different meds and kind of gave up on me.
- 
- Q4- The therapist I see does not schedule me often enough, I wish I could see her more often.
- 
- Q4- I am a busy person so it is hard to find a convenient time to meet for an appointment.

## Q20F-Treatment Experiences Literal Comments

- 
- Q1-I am included often.
- 
- Q1-It feels like the doctor is in a hurry to get stuff done.
- 
- Q2-No because I only come here for counseling. I only had one meeting when I started.
- 
- Q2-I don't think my treatment plan is wrote down.
- 
- Q3- I don't remember if I was offered a copy of my treatment plan.
- 
- Q3- They have not talked to me about creating a plan. They do not seem to do a treatment plan because I have not received a copy of it.
- 
- Q4- They have never offered a treatment plan in person.
- 
- Q4- We did not create a plan for my treatment yet.
- 
- Q4- No, we were not offered a copy of our treatment plan, but we know what to do.
- 
- Q4- It has been eight months since I have had a treatment plan.

## Q21E-Recovery Oriented Practices Literal Comments

- 
- Q2-They offered this to me if I needed it.
- 
- Q2-This does not apply to him.
- 
- Q3- We are still trying to find resources available.
- 
- Q3- They did not give me information on who to contact or talk to me about community supports.
- 
- Q4- They have never mentioned community supports to me before.
- 
- Q4- I don't think they talked to me about community supports, I'm not sure what options are available.
- 
- Q4- She has not talked to me about community supports yet.
- 
- Q4- The staff has not talked to me about community supports or other options that are available.

## Q22E-Outcomes Literal Comments

- 
- 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.
- 
- Q2-I don't get in to trouble.

## Q22E-Outcomes Literal Comments

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Q2-I don't get in trouble, I'm a good girl.

Q2-I have a hard time managing my feelings better.

Q3- I just do not want to talk to people sometimes.

Q3- I still have good and bad days despite being at Nulton Diagnostics.

Q3- I still get in trouble sometimes.

Q3- I don't ever get in trouble.

Q3- Some days are better than others.

Q3 They change my meds too often.

Q3- I do not get into trouble.

Q3- I do not get in trouble. I believe treatment is working but I have my days.

Q4- I do not get in trouble.

Q4- I still make bad choices sometimes but I don't get in trouble.

Q4- I manage my feelings better but I still have good days and bad days.

Q4- I do not get in trouble.

Q4- I still have good and bad days.

Q4- I never got in trouble.

## Q24A-If yes, what were the issues or problems with services from provider? Literal Comments

---

Q3- We have trouble getting prescriptions for the medications, My grandma is used to calling the pharmacy. Sometimes the doctor doesn't sign the prescription and they have to call the doctor to get her to sign it.

Q3- Poor communication.The doctor does not listen. I have asked for another doctor and they have not given me any updates.

Q4- The first counselor I saw was inappropriate. She made some inappropriate comments during counseling. She mentioned that she talked about her to another counselor. She sympathized with my partner and asked me why my mom did not abort me.

Q4- I was having problems with the doctor.

## 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? Literal Comments

---

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

Q3- We are still waiting.

Q3- I have mentioned it to the doctor but I still have problems trying to get medication.

Q3- I was going to file a complaint but did not have time.

Q4- I called to transfer counselors and they sorted everything out with me. They also filed a complaint for the issue.

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

---

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

Q4- Everything was sorted out.

Q4- I resolved the issue.

### **Q30A-If yes, why weren't you able to get the behavioral health help in the last twelve months? Literal Comments**

---

Q3- They have not given me what I asked for or given me other suggestions.

Q3- The state and the insurance system.

### **Q32A-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you? Literal Comments**

---

Q2-They never listen to me about my sleep medication and will not let me get off of it.

Q2-Trouble finding the right medicine.

Q3- Not having the prescriptions signed.

Q3- They will not give me the medicine that works for me.

Q3- I can not get the medication that works for me.

Q4- My insurance will not pay for my klonopin.

Q4- The only issue is getting to the pharmacy due to my work schedule.

Q4- There was a small mix up with my ADHD medicine.

Q4- I am still have problems getting meds that work for me.

### **Q33-Please share any additional compliments or concerns you have about services you participate in.**

---

Q1-We are thankful for both agencies.

Q1-I appreciate that everyone is nice and listens.

Q1-I think Nulton Diagnostics is awesome.

Q1-The doctor is very pushy about certain subjects.

Q1-Psyche Rehab is a good source of help.

Q2-I really like the doctor.

Q2-He missed a couple days of school and the counselor told him if he missed anymore he would be discharged. His dog and a family member passed away and she never even asked him why he missed school. If things do not improve we will get in touch with Community Care.

Q3- I like the therapist, she is understanding.

Q3- I have not been here very long and that's why a lot of my answers are neutral. Survey me in a couple months.

Q3- We continue going there, she really likes her counselor.

Q3- He was very personable, kind and all around very helpful.

Q3- They were rather accommodating and quite helpful.

Q3- We are happy with them. I like the texting communication system.

Q3- They have been horrible!!

Q3- She is always outstanding!!

Q4- I am getting good treatment.

Q4- I think we have a good connection. I feel comfortable around here.

Q4- I think they do a really good job.

## **Provider Responses**

### **Provider Responses to 3rd Quarter 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.**

*“This letter is to provide a response for the adult survey indicator, “I was made aware if the availability of different providers for this service and given a choice.”*

*“In reviewing this indicator for (Provider) Outpatient sites, we have found that we have not been consistently providing clients with the awareness of other providers or programs that deliver similar services that could also meet their needs. Therefore, (Provider) will develop a Resource guide that includes other Drug and Alcohol Programs as well as Mental Health Programs that clients can then choose from. Upon completing a Drug and Alcohol Evaluation at (Provider), the client will be mailed a Resource guide with their evaluation letter for the client to choose where they would like to complete treatment. Clients will also receive this resource guide upon intake as part of their intake packet. This Resource guide will be developed and implemented across Outpatient sites by December 15th, 2022”.*



## **MCO Responses**

### **Community Care Response to 3rd Quarter (July - December 2022) C/FST Report**

No response was due from Community Care for the 3rd Quarter C/FST data.

## 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.