

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

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

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**2nd Quarter Report April 2023-June 2023**

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

**Detailed Report of Survey Findings**  
*July 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 and functions the same as the provider comment section with the distinction being the MCO is more focused on systemic delivery outcome and issues across the network, while individual providers are focused on their own results.

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 – 2023 2nd Quarter Performance

This 2nd Quarter Bedford-Somerset C/FST Report provides details on the 90 adult, 23 family and 24 youth (137 total) interviews that were completed between April and June 2023.

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

### Adult Survey Process & Findings

This 2nd Quarter Bedford-Somerset Counties C/FST Report covers the period between April and June 2023 and provides detail on the 90 adults interviews/surveys that were completed.

### Survey Results & Variations on Sample Characteristics

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

#### 2nd Quarter 2023 Adult Sample Characteristics versus 2023 1st Quarter Comparison:

1. Lower percentage of face-to-face – 70% (63 of 90) versus 74% (92 of 125).
2. Higher percentage of female respondents – 70% (63 of 90) versus 66% (83 of 125).
3. Higher percentage of respondents in the age range of 55-64 – 16% (14 of 90) versus 9% (11 of 125).
4. Higher percent of MH only (includes medication mgt) – 92% (83 of 90) versus 83% (104 of 125).
5. Lower ratio of respondents receiving less than six months of treatment from provider – 16% (14 of 90) versus 30% (38 of 125).
6. Higher percentage of respondents receiving treatment services over 4 years with the same provider – 37% (33 of 90) versus 25% (31 of 125).

### Findings Overview

1. Adult overall satisfaction with Community Care continues to be good with 88% (7 of 8, excludes 92 “not applicable”) of adults agreeing with, *“If you had contact with Community Care over the past 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you.”* This indicator was 95% for calendar year 2022.
2. Community Care’s complaint and grievance awareness indicators decreased slightly during the 2nd Quarter. The indicator, *“Are you aware that you can file a complaint and/or grievance if needed?”* is 78% (70 of 90) and combines the two previously separate complaint and grievance questions. These two indicators were 84% and 83% for calendar year 2022 respectively. No adult members reported using either Community Care’s complaint and/or grievance process during the 2nd Quarter 2023.
3. The lowest awareness indicator was, *“Have you reviewed your insurance benefits and treatment options available through Community Care,”* at 57% (51 of 90) during the 2nd Quarter of 2023. This indicator was 39% for calendar year 2022.
4. Surveyed adults are generally pleased with **Access** to provider treatment services having 84% to 100% level of satisfaction in the three satisfaction indicators covering, *“I feel I was able to get the help I needed within a reasonable amount of time,” “I was made aware of the availability of different providers for this service and given a choice,”* and *“Services are available at times that are convenient.”*
5. Surveyed adults are also generally pleased with their provider **Treatment Experiences**, rating all of six indicators of satisfaction from 91% to 100%. These include, *“(Provider) helped me create a plan to deal with any problems I have,” “I am an active participant in developing a treatment plan that is a good fit for me,” “I feel comfortable asking questions about my treatment,” “I feel I have enough time with staff during most sessions,” “My provider has talked with me about community resources and other supports, if needed,”* and *“As appropriate, my providers work together and share information to provide me the best care possible.”* These indicators were rated 89% to 100% for calendar year 2022.

6. Surveyed adults continue to be pleased with their provider **Recovery Oriented Practices** rating, “*Staff treats me with respect and sees me as an equal partner in my treatment program,*” at 99% (89 of 90) and “*I have been given clear information on who to contact if I need immediate help between appointments,*” at 97% (87 of 90).

7. Adult perception of **Treatment Outcomes** was 98% to 100% in all three 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 better with daily problems,*” “*I feel more hopeful about the future,*” and “*I feel treatment is working.*” These indicators were 98% to 99% for calendar year 2022, although there was a slight wording change in one of the indicators.

8. 2% (2 of 90) of interviewed adults reported having issues or problems with their provider during the 2nd Quarter of 2023. 100% (2 of 2) were related to “other” issues. See Page 24 Literal Comments regarding member provider related problems.

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

Upon completing the survey, 0% (0 of 90) of adult members surveyed expressed interest in having a provider or MCO concern or issue they shared during the interview referred for immediate handling by BHSSBC. This number was 13% (2 of 15) for calendar year 2022.

#### **Quality Audits**

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

During the 2nd Quarter, 27 adult quality audits were performed. Two adults did not remember participating in the survey process. 100% (25 of 25) of adults felt the length of the survey and number of questions were satisfactory. 100% (25 of 25) of adults were satisfied with the survey process and 100% (25 of 25) of adults felt ok or good about being contacted.

#### **Member comments,**

“*She (the surveyor) was fine.*”

“*It (the survey) was ok. I was there for an appointment anyway.*”

“*The surveyor was nice and polite.*”

“*I would prefer not to be called.*”

“*It was perfectly fine for me to be contacted.*”

“*I am overall pretty satisfied.*”

“*I appreciate what she (the surveyor) is doing. Keep up the good work.*”

“*She (the surveyor) was very well mannered and presented herself professionally.*”

“*It was fine that I was contacted.*”

“*No big deal. I did a survey. It was fine.*”

## Adult Demographics

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	215	125	90	-	-
<b>Q4-What type of survey is it?</b>					
Phone	60 27.9%	33 26.4%	27 30.0%	-	-
Face to Face	155 72.1%	92 73.6%	63 70.0%	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	215	125	90	-	-
<b>Q5-What county does the member live in?</b>					
Somerset	102 47.4%	54 43.2%	48 53.3%	-	-
Bedford	113 52.6%	71 56.8%	42 46.7%	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	215	125	90	-	-
<b>Q6-What is your gender?</b>					
Male	69 32.1%	42 33.6%	27 30.0%	-	-
Female	146 67.9%	83 66.4%	63 70.0%	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-



## Adult Demographics

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>215</b>	<b>125</b>	<b>90</b>	-	-
<b>Q7-How old are you?</b>					
21-24	19 8.8%	17 13.6%	2 2.2%	-	-
25-34	49 22.8%	27 21.6%	22 24.4%	-	-
35-44	83 38.6%	53 42.4%	30 33.3%	-	-
45-54	31 14.4%	17 13.6%	14 15.6%	-	-
55-64	25 11.6%	11 8.8%	14 15.6%	-	-
65 and older	8 3.7%	-	8 8.9%	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>215</b>	<b>125</b>	<b>90</b>	-	-
<b>Q8-What do you consider your race to be?</b>					
Caucasian	192 89.3%	111 88.8%	81 90.0%	-	-
African American	3 1.4%	-	3 3.3%	-	-
Hispanic American	4 1.9%	2 1.6%	2 2.2%	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian American	-	-	-	-	-
Multi-racial	6 2.8%	4 3.2%	2 2.2%	-	-
Other	10 4.7%	8 6.4%	2 2.2%	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
<b>Base</b>	<b>215</b>	<b>125</b>	<b>90</b>	-	-
<b>Q9-Are you receiving services primarily for:</b>					
Mental Health	187 87.0%	104 83.2%	83 92.2%	-	-
Drug and Alcohol Services	26 12.1%	21 16.8%	5 5.6%	-	-
Both Mental Health and Drug and Alcohol Services	2 0.9%	-	2 2.2%	-	-

## Adult Satisfaction with Community Care

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	215	125	90	-	-
<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	130 60.5%	73 58.4%	57 63.3%	-	-
No	85 39.5%	52 41.6%	33 36.7%	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	215	125	90	-	-
<b>Q10B-Are you aware that you can file a complaint and/or grievance if needed?</b>					
Yes	173 80.5%	103 82.4%	70 77.8%	-	-
No	42 19.5%	22 17.6%	20 22.2%	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	215	125	90	-	-
<b>Q10C-Have you reviewed your insurance benefits and treatment options through Community Care?</b>					
Yes	102 47.4%	51 40.8%	51 56.7%	-	-
No	113 52.6%	74 59.2%	39 43.3%	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
NA reduces totals	34	26	8	-	-
<b>Q11-If you had contact with Community Care (CCBH) in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?</b>					
Yes	33 97.1%	26 100.0%	7 87.5%	-	-
No	1 2.9%	-	1 12.5%	-	-

## Adult Satisfaction with Community Care

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
NA reduces totals	4	2	2	-	-
<b>Q12-If you used Community Care's complaint and/or grievance process within the last 12 months, were you satisfied with how your complaint and/or grievance was handled?</b>					
Yes	1 25.0%	1 50.0%	- -	- -	- -
No	3 75.0%	1 50.0%	2 100.0%	- -	- -

## Adult Treatment Provider Level Analysis

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	215	125	90	-	-
<b>Q13-What is the name of your treatment provider?</b>					
ACRP	9 4.2%	5 4.0%	4 4.4%	-	-
Allegiance Rehabilitation	-	-	-	-	-
Alliance Medical Services	1 0.5%	-	1 1.1%	-	-
Beal Counseling and Consulting	5 2.3%	-	5 5.6%	-	-
Bedford DBHS	53 24.7%	33 26.4%	20 22.2%	-	-
Croyle-Nielson	-	-	-	-	-
Discovery House	-	-	-	-	-
Family Behavioral Resources	13 6.0%	10 8.0%	3 3.3%	-	-
Hyndman Area Health Center	1 0.5%	1 0.8%	-	-	-
Mary Berge and Associates	9 4.2%	4 3.2%	5 5.6%	-	-
Nulton Diagnostic and Treatment Center	40 18.6%	19 15.2%	21 23.3%	-	-
Peerstar	2 0.9%	2 1.6%	-	-	-
Pyramid HealthCare	19 8.8%	16 12.8%	3 3.3%	-	-
Somerset DBHS	49 22.8%	26 20.8%	23 25.6%	-	-
Somerset Hospital	1 0.5%	-	1 1.1%	-	-
Twin Lakes	6 2.8%	5 4.0%	1 1.1%	-	-
White Deer Run/Cove Forge	-	-	-	-	-
Other	7 3.3%	4 3.2%	3 3.3%	-	-

## Adult Treatment Provider Level Analysis

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	215	125	90	-	-
<b>Q14-What service are you receiving from this (name of provider)?</b>					
MH BCM (Blended Case Management)	19 8.8%	12 9.6%	7 7.8%	-	-
Crisis Intervention	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	80 37.2%	40 32.0%	40 44.4%	-	-
MH Inpatient Hospitalization	-	-	-	-	-
MH Outpatient Therapy	67 31.2%	40 32.0%	27 30.0%	-	-
MH Partial Hospitalization	2 0.9%	-	2 2.2%	-	-
Peer Support Services	2 0.9%	2 1.6%	-	-	-
Psych Rehab	18 8.4%	10 8.0%	8 8.9%	-	-
Substance Use (SU) Inpatient/Rehabilitation	8 3.7%	7 5.6%	1 1.1%	-	-
SU-ICM (Intensive Case Management)	-	-	-	-	-
SU Intensive Outpatient Therapy	6 2.8%	5 4.0%	1 1.1%	-	-
SU Detox	4 1.9%	3 2.4%	1 1.1%	-	-
Naltrexone Maintenance	-	-	-	-	-
Buprenorphine Maintenance	1 0.5%	1 0.8%	-	-	-
SU Certified Recovery Specialist	-	-	-	-	-
SU Outpatient Therapy	7 3.3%	4 3.2%	3 3.3%	-	-
SU Partial Hospitalization	1 0.5%	1 0.8%	-	-	-
Methadone Maintenance	-	-	-	-	-
Other	-	-	-	-	-
Do Not Know	-	-	-	-	-

## Adult Treatment Provider Level Analysis

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	215	125	90	-	-
<b>Q15-How long have you been receiving services from this provider?</b>					
Less than 6 months	52 24.2%	38 30.4%	14 15.6%	-	-
6-11 months	24 11.2%	13 10.4%	11 12.2%	-	-
1 to 2 years	36 16.7%	24 19.2%	12 13.3%	-	-
2 to 3 years	39 18.1%	19 15.2%	20 22.2%	-	-
4 + years	64 29.8%	31 24.8%	33 36.7%	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
NA responses reduce total	203	120	83	-	-
<b>Q16-Were you put on a waiting list to be seen by (provider)?</b>					
Yes	35 17.2%	28 23.3%	7 8.4%	-	-
No	168 82.8%	92 76.7%	76 91.6%	-	-

## Adult Teleheath Services

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	157	88	69	-	-
<b>Q17-If you've received services by video or telephone, were you satisfied with the services you received?</b>					
Very Satisfied/Satisfied	145 92.4%	79 89.8%	66 95.7%	-	-
Very dissatisfied/Dissatisfied	12 7.6%	9 10.2%	3 4.3%	-	-

## Adult Access to Services

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	206	119	87	-	-
<b>Q18A-I feel I was able to get the help I needed within a reasonable amount of time.</b>					
Strongly Agree/Agree	204 99.0%	117 98.3%	87 100.0%	-	-
Strongly Disagree/Disagree	2 1.0%	2 1.7%	-	-	-

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

**Meets Expectations**

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	202	119	83	-	-
<b>Q18B-I was made aware of the availability of different providers for this service and given a choice.</b>					
Strongly Agree/Agree	175 86.6%	105 88.2%	70 84.3%	-	-
Strongly Disagree/Disagree	27 13.4%	14 11.8%	13 15.7%	-	-

**86.6% of target rate Y-T-D**

**Satisfactory**

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	211	121	90	-	-
<b>Q18C-Services are available at times that are convenient.</b>					
Strongly Agree/Agree	207 98.1%	117 96.7%	90 100.0%	-	-
Strongly Disagree/Disagree	4 1.9%	4 3.3%	-	-	-

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

**Meets Expectations**

## Adult Treatment Experiences

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	205	117	88	-	-
<b>Q19A-(Provider) helped me create a plan to deal with any problems I have.</b>					
Strongly Agree/Agree	198 96.6%	114 97.4%	84 95.5%	-	-
Strongly Disagree/Disagree	7 3.4%	3 2.6%	4 4.5%	-	-

**96.6% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	214	124	90	-	-
<b>Q19B-I am an active participant in developing a treatment plan that is a good fit for me.</b>					
Strongly Agree/Agree	214 100.0%	124 100.0%	90 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

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

**Meets Expectations**

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	212	122	90	-	-
<b>Q19C-I feel comfortable asking questions about my treatment.</b>					
Strongly Agree/Agree	209 98.6%	120 98.4%	89 98.9%	-	-
Strongly Disagree/Disagree	3 1.4%	2 1.6%	1 1.1%	-	-

**98.6% of target rate Y-T-D**

**Meets Expectations**

## Adult Treatment Experiences

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	208	118	90	-	-
<b>Q19D-I feel I have enough time with staff during most sessions.</b>					
Strongly Agree/Agree	201 96.6%	111 94.1%	90 100.0%	-	-
Strongly Disagree/Disagree	7 3.4%	7 5.9%	-	-	-

**96.6% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral/NA responses reduce totals	197	117	80	-	-
<b>Q20-My provider has talked with me about community resources and other supports, if needed.</b>					
Strongly Agree/Agree	183 92.9%	110 94.0%	73 91.3%	-	-
Strongly Disagree/Disagree	14 7.1%	7 6.0%	7 8.8%	-	-

**92.9% of target rate Y-T-D**

**Meets Expectations**

## Adult Providers Share Information

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral/NA responses reduce totals	183	104	79	-	-
<b>Q21-As appropriate, my providers (physical and behavioral health) work together and share information to provide me the best care possible.</b>					
Strongly Agree/Agree	175 95.6%	99 95.2%	76 96.2%	-	-
Strongly Disagree/Disagree	8 4.4%	5 4.8%	3 3.8%	-	-

**95.6% of target rate Y-T-D**

**Meets Expectations**



## Adult Recovery Oriented Practices

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	215	125	90	-	-
<b>Q22A-Staff treat me with respect and sees me as an equal partner in my treatment program.</b>					
Always /Almost Always/Often	212 98.6%	123 98.4%	89 98.9%	-	-
Sometimes	2 0.9%	1 0.8%	1 1.1%	-	-
Rarely/Never	1 0.5%	1 0.8%	-	-	-

**98.6% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	215	125	90	-	-
<b>Q22B-I have been given clear information on who to contact if I need immediate help between appointments.</b>					
Always,Almost Always, Often	208 96.7%	121 96.8%	87 96.7%	-	-
Sometimes	-	-	-	-	-
Rarely/Never	7 3.3%	4 3.2%	3 3.3%	-	-

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

**Meets Expectations**

## Adult Outcomes

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	192	107	85	-	-
<b>Q23A-I deal better with daily problems.</b>					
Strongly Agree/Agree	189 98.4%	104 97.2%	85 100.0%	-	-
Strongly Disagree/Disagree	3 1.6%	3 2.8%	-	-	-

**98.4% of target rate Y-T-D**

**Meets Expectations**

### Adult Outcomes

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	202	114	88	-	-
<b>Q23B-I feel more hopeful about the future.</b>					
Strongly Agree/Agree	193 95.5%	107 93.9%	86 97.7%	-	-
Strongly Disagree/Disagree	9 4.5%	7 6.1%	2 2.3%	-	-

95.5% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	211	122	89	-	-
<b>Q23C-I feel treatment is working.</b>					
Strongly Agree/Agree	207 98.1%	118 96.7%	89 100.0%	-	-
Strongly Disagree/Disagree	4 1.9%	4 3.3%	-	-	-

98.1% of target rate Y-T-D

Meets Expectations

### Adult Provider Issues or Problems

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	215	125	90	-	-
<b>Q24-Have you had any issues or problems with services from (name of provider)?</b>					
Yes	7 3.3%	5 4.0%	2 2.2%	-	-
No	208 96.7%	120 96.0%	88 97.8%	-	-

## Adult Provider Issues or Problems

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
NA responses reduce total	7	5	2	-	-
<b>Q25-If yes, what were the issues or problems with services from (name of provider)?</b>					
Lack of treatment planning and coordination	-	-	-	-	-
Services not provided when I needed them	-	-	-	-	-
Poor Communication	-	-	-	-	-
Frequent staff changes	2 28.6%	2 40.0%	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	5 71.4%	3 60.0%	2 100.0%	-	-

Counts Break % Respondents	2023 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	6	4	2	-	-
<b>Q26-Were you able to resolve these issues or problems with (name of 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 25.0%	-	-	-
I chose not to take any action	2 33.3%	1 25.0%	1 50.0%	-	-
I filed a formal complaint	1 16.7%	1 25.0%	-	-	-
Other	2 33.3%	1 25.0%	1 50.0%	-	-

Counts Break % Respondents	2023 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	3	1	2	-	-
<b>Q27-If you chose to not take any action, why?</b>					
The problem was not that serious	-	-	-	-	-
I was concerned with how the provider would react	-	-	-	-	-
I didn't know how to file a formal complaint	-	-	-	-	-
Other	3 100.0%	1 100.0%	2 100.0%	-	-

## Adult Department of Human Services Questions

Counts Break % Respondents	2023 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	215	125	90	-	-
<b>Q28-What effect has the treatment you've received had on the overall quality of your life?</b>					
Much better	125 58.1%	65 52.0%	60 66.7%	-	-
A little better	74 34.4%	50 40.0%	24 26.7%	-	-
About the same	12 5.6%	6 4.8%	6 6.7%	-	-
A little worse	2 0.9%	-	-	-	-
Much worse	2 0.9%	2 1.6%	-	-	-

Counts Break % Respondents	2023 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	215	125	90	-	-
<b>Q29-Were you given the chance to make treatment decisions?</b>					
Yes	199 92.6%	112 89.6%	87 96.7%	-	-
No	2 0.9%	2 1.6%	-	-	-
Sometimes	14 6.5%	11 8.8%	3 3.3%	-	-

Counts Break % Respondents	2023 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	215	125	90	-	-
<b>Q30-In the last twelve months, were you able to get the help you needed?</b>					
Yes	203 94.4%	114 91.2%	89 98.9%	-	-
No	3 1.4%	3 2.4%	-	-	-
Sometimes	9 4.2%	8 6.4%	1 1.1%	-	-

## Adult Department of Human Services Questions

Counts Break % Respondents	2023 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	5	5	-	-	-
<b>Q31-If you were not able to get behavioral health services in the last twelve months, what stopped you?</b>					
Money issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	1 20.0%	1 20.0%	-	-	-
Childcare issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	3 60.0%	3 60.0%	-	-	-
Other	1 20.0%	1 20.0%	-	-	-

## Adult Behavioral Health Medications

Counts Break % Respondents	2023 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	195	111	84	-	-
<b>Q32-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?</b>					
Yes	14 7.2%	10 9.0%	4 4.8%	-	-
No	181 92.8%	101 91.0%	80 95.2%	-	-

**Question 33 is a literal and can be found in the back with literal comments.**

Counts Break % Respondents	2023 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	7	5	2	-	-
<b>Q34-If you shared problems about your provider or your managed care company during this survey, are you interested in having your concerns addressed immediately by Behavioral Health Services of Somerset and Bedford Counties?</b>					
Yes	1 14.3%	1 20.0%	-	-	-
No	6 85.7%	4 80.0%	2 100.0%	-	-

**\*Question 34A/Name Release not displayed due to HIPAA**

## Literal Comments

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

- Q1- Dominican
- Q1- Dominican
- Q1- Bi-racial
- Q1- Bi-racial
- Q1- Bi-racial
- Q1- Refused to answer
- Q2- Refused to answer.

### Q10D-These questions are about your managed care company Community Care. Literal Comments

- Q1- I have not looked at my benefits because they changed and when they changed, I was in the hospital.
- Q1- I was never informed on who Community Care was.
- Q1- I did not have a reason to review by insurance benefits.
- Q1- I have never had to look the phone number up. I never had the chance to look at my benefits.
- Q2- The insurance company didn't really give me any information, just sent me a card.
- Q2- I did not know I could call Community Care with a complaint or grievance.

### Q12A-If you used Community Care's complaint and/or grievance process within the last 12 months, were you satisfied with how your complaint/grievance was handled? Literal comment

### Q13A-What is the name of your treatment provider? Literal Comments

- Q1- Switch Mental Health Services- Gregory E Reynolds
- Q1- Cambria/Somerset Counseling
- Q1- UPMC WBHA
- Q1- UPMC WBHA
- Q2- Primary Health Network
- Q2- Primary Health Network
- Cambria-Somerset Counseling

### Q14A-What service are you receiving from this provider? Literal Comments

**Q18D-Access Literal Comments**

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Q1- The staff is overwhelmed and the nurses are quitting. Messages are not being relayed to the doctor. I just learned about another (provider) and when I called them to try to go there, they told me they were overbooked. She is overbooked here also.

---

Q1- I was not given a choice for a different provider, they suggested this place.

---

Q1- I was recommended by the supervisor at a (providers) office.

---

Q1- They did not let me know at first, that there are other providers for my service.

---

Q1- It took months to get in to see the doctor to address undisclosed decisions.

---

Q1- I get the help I need, but I worry about staff changes.

---

Q1- The hospital recommended this provider to me. If I miss an appointment and need to be seen immediately, it's almost impossible to get back in.

---

Q1- My parole agent referred me to this provider.

---

Q1- It took awhile with the medication to help.

---

Q1- With the medication, they are usually available one day a week and they run behind.

---

Q2- I was seeing the one doctor and then decided I did not want to see her anymore so I asked to see someone else.

---

Q2- I wasn't really aware of other providers for my services.

---

Q2- This was the only place recommended to me.

---

Q2- We do packets, not one on one counseling. They did not look at the resources that were best for me, just saw Pyramid and sent me here.

---

Q2- I went with the first provider that was available.

**Q19E-Treatment Experiences Literal Comments**

---

Q1- I do not feel comfortable asking questions. I don't trust them. The BCM told the (provider) manager about a complaint I had and I feel that the (provider) is retaliating against me.

---

Q1- They don't let us talk enough.

---

Q1- The doctor seems rushed a lot.

---

Q1- This is my first time at a rehab facility and I am not sure how everything goes yet.

---

Q1- I need more time with the staff.

---

Q1- I have enough time with the therapist, but not the psychiatrist.

---

Q1- We did not get to create a plan yet. I still need case management.

---

Q1- The techs help me more than the counselors do.

---

Q1- I do not get enough time with staff.

---

Q2- We have not talked about a plan for any problems I have yet.

---

Q2- We did not create a plan to deal with any issues I have.

**Q21A-As appropriate, my providers work together and share information to provide me the best care possible. Literal Comments**

---

Q1- I think you all need to check on these people (the employees) monthly and not let them know you are coming in to check up on them.

---

Q1- I suppose they do.

---

Q1- I'm not sure if they communicate or not.

---

Q1- I am not sure if they do or not.

---

Q1- I do not know if my providers work together or not.

---

Q1- I assume they do.

---

Q1- I would assume so, but I'm not sure.

---

Q1- I don't believe so.

---

Q1- I don't think they share information.

---

Q1- I am not sure if they do or not.

---

Q1- Not that I know of.

---

Q2- Probably not, I don't know.

---

Q2- Not yet, I've only been coming for a little over a month now.

---

Q1- I don't know, I gave the therapist the information and I don't know if he shared it or not.

---

Q2- I don't think so, one of my providers are through one network and the other provider is through another network.

**Q22C-Recovery Oriented Practices Literal Comments.**

---

Q1- The BCM needs to be reprimanded or suspended for betraying my confidence.

---

Q1- I don't know who to contact if I have a crisis.

---

Q1- No one told me who I could contact if I need help in here.

---

Q1- They don't give out extension numbers often, I think they are understaffed with psychiatrists. I call in with a question for the psychiatrist and get a nurse that is unaware of the situation.

---

Q2- 911 is all I know to do if I have a crisis or anything going on.

---

Q2- I can call FBR whenever I'm down and they insist that I come in for an appointment.



## Q23D-Outcome Literal Comments

Q1- They have created problems for me. I am looking to leave the city because of the BCM and the director. My triggers have gotten worse since I've been coming here and my stress has gotten worse.

Q1- I am making progress, but there are still things that are hard for me.

Q1- I don't feel real hopeful about the future right now because of things we are going through.

Q1- I am having issues with housing, not having a car and my pets health, but they are helping me.

Q1- We are still working on my daily problems.

Q1- I have my ups and downs.

Q1- I kind of deal better with daily problems but that is because of them, not me.

Q1- I have been having good and bad days.

Q1- I feel more hopeful about things in general. I feel the medications are not helping and the communication is bad.

Q1- He still has problems and they are getting worse.

Q2- I don't feel hopeful about the future right now because I am having some health issues.

Q2- I am trying my best daily, it's rough sometimes.

Q2- I deal better with problems if I have a breather after anything that happens. The groups are working for me, not the packets.

Q2- It is a working process, but I like it here.

## Q25A-If yes, what were the issues or problems with services from provider. Literal Comments

Q1- I need a new BCM. She has made my living conditions hell. I don't have a problem with (Provider), just the BCM, I do not trust (provider) though as they are with another (provider) and I feel that they didn't want me to do the survey today for fear of what I would say.

Q1- I'm confused.

Q1- The doctor took me off of my ADHD medicine without telling me.

Q1- It's been months since I had a steady BCM. I talked to the previous BCM and she said she really misses this job and wished it paid more. If the job paid more, she would come back.

Q2- The treatment plan takes too much time.

Q2- Occasionally my schedule gets mixed up.

## Q26A-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- I tried to talk to the doctor but I got it resolved by seeing another doctor.

Q2- I showed up to see if he was scheduled and he wasn't, but it got fixed.

## Q27A-If you chose to not take any action, why? Literal Comments

Q1- I am looking to take action.

Q2- I had to do the treatment plan.

Q2- I got everything fixed.

**Q31A-If you were not able to get behavioral health services in the last twelve months, what stopped you? Literal Comments**

---

Q1- (Provider) has no crisis team available, they sent the police to my house.

Q1- Just since being here, I have gotten the help I needed.

**Q32A-Are you experiencing any problems in getting the medications that work for you? Literal Comment**

---

Q1- Transferring services from another provider for medication services to have all services at (providers).

Q1- I am having a lot of sedation and I am suffering from fatigue.

Q1- I was adjusted to Atavan, I would like to get back on it.

Q1- I am trying a new medicine and my appointment today is to see how it's working. My past medicines that my PCP prescribed for me did not work.

Q1- There is a delay in my medicine change and when that happens, I get drowsy and headaches.

Q1- I can't get my adderall for my ADHD. I guess there is a problem with the supply chain, no one has any.

Q1- The process is incredibly slow. I think that could be due to my unique set of circumstances.

Q1- It is taking longer then expected to get the medications I need because of the insurance.

Q1- I don't know yet, I am starting a new medication and won't know until I take it for awhile.

Q1- They won't give me my gabapentin for my epilepsy.

Q2- The last time I was at my family doctor, they changed it on me. The last one was awful, it made me sick. I am not on anything now and I feel better, I physically feel better.

Q2- Sometimes I can't get prior authorization and it takes too long.

Q2- Not yet, but I hear there is a medication shortage.

Q2- I have side effects from the one medication, I am going to tell my doctor about it.

**Q33-Please share additional compliments or suggestions for improvement you have about the services you participate in with (provider). Literal comment**

---

Q1- The doctor types during our session and it doesn't feel as personal as it should be when he is doing that the whole time.

Q1- I am thankful for (provider), that they have a place.

Q1- They take care of me and I like that.

Q1- I want to see peace.

Q1- Transport comes here at 8, but starts at 9, seems like a waste of time and money to pay them to do nothing for an hour.

Q1- They're the very best here.

Q1- The food portions are small, we don't get enough to eat. They need to change their "smoking policy" and let people who vape, vape when it's time for a smoke break. The techs vape when we go on a smoke break so we should be allowed to. They could put our names on it and put it in a zip lock bag and take it back when the smoke break is over.

Q1- I'm diabetic and there is no diet plan here. They need to come up with a dietary menu for people that have diabetes or special diet needs.

Q1- They need to keep up the excellent work they are doing.

Q1- I got lucky, I got the best counselor they have!!

Q1- I think the doctors should listen more to the patients needs.

Q1- I like the therapist.

Q1- They have maintained my respect.

**Q33-Please share additional compliments or suggestions for improvement you have about the services you participate in with (provider). Literal comment**

Q1- My suggestion is to keep the good staff they have, but that would mean more funding from the government. I have had suicidal ideation, the only thing that keeps me from doing anything is God. I feel safe and take it one day at a time.

Q1- The staff has been wonderful!

Q1- I am overall happy with my services.

Q1-They are very professional. If I call they answer my questions, they are very friendly.

Q1- It would be nice to have more time with the psych doctor. We are on the phone with him for about 2 minutes and that is it.

Q1- I love both my doctor and the counselor.

Q1- I think this place is comforting. I don't think I would ever be seeing someone so long if it didn't help.

Q1- They could use an alternative to deal the problems prolonging medications.

Q1- To have the doctor talk to us longer. Give us more recovery groups and more of a routine.

Q1- They tried to make me take six suboxone a day, for five days. They said if I didn't take it, I would be cut off from taking any. I only took two a day for six days.

Q1- The doctor need to communicate better.

Q1- They need to have a doctor that is on time!

Q1- They are all awesome here!

Q2- They do a good job.

Q2- I am very pleased with the help I receive.

Q2- I am glad I'm here than somewhere else.

Q2- He is very laid back and easy to talk to. He is willing to talk to my fiancé, my oldest child and obviously our relationship.

Q2- I've gotten more out of his counseling than I have got from anyone else.

Q2- The staff here is really respectful!

Q2- They need to keep up the excellent work they do!!

Q2- I am pretty satisfied overall. I would definitely say things have become more positive in my life.

Q2- This is a great facility, please don't ever close it down.

Q2- Everyone is wonderful and they don't make you feel like a patient. They make you feel more like family.

Q2- They go out of their way to accommodate you.

Q2- My provider has been amazing and takes care of all my needs.

Q2- I love my providers. They have changed my life and I'm getting emotional because it's true, they really have changed my life.

Q2- I am thankful the services are here and they are helpful in my daily life.

Q2- To do more counseling sessions and not do so many packets. The "weekend" needs more supervision during group, it feels more like a party and not a rehab. They need to teach more on addiction and add alcohol issues to the subject and not mostly mental health issues.

Q2- I want to thank all the staff for their services.

Q2- The services have helped a lot.

Q2- They are wonderful, I have the best doctor ever! I am glad they brought this doctor here. I love going there now because of him! I feel comfortable talking to him about everything!

Q2- My psychiatrist is amazing and has been wonder. They are a great listener.

Q2- They are really friendly here.

Q2- I have been searching for years for the perfect provider. I feel like and individual here and not like a test subject!

**Q33-Please share additional compliments or suggestions for improvement you have about the services you participate in with (provider). Literal comment**

---

Q2- I was going through a really dark time in my life and I would recommend them to anyone. I had such a great turn-around in such a short amount of time and I am grateful for that.

---

Q2- I absolutely love them. They are the first doctors that listened to me and cared.

## Family Survey Findings

### Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 23 family/caregiver surveys completed during the 2nd Quarter of 2023 for the period between April to June 2023.

### Survey Results

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

#### 2nd Quarter 2023 Family Sample Characteristics versus 2023 1st Quarter Comparison:

1. Lower percentage of face-to-face surveys – 57% (13 of 23) versus 64% (16 of 25).
2. Lower ratio of male caregivers – 9% (2 of 23) versus 16% (4 of 25).
3. Lower percentage of child members under age 5 - 9% (2 of 23) versus 16% (4 of 25).
4. Higher percentage step/adoptive/grandparent/aunt/uncle – 43% (10 of 23) versus 20% (5 of 25).
5. Lower ratio of male service recipients – 70% (16 of 23) versus 80% (20 of 25).
6. Lower total members receiving IBHS – 13% (3 of 23) versus 24% (6 of 25).
7. Same percentage 4% (1 of 23) versus 4% (1 of 25) 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 52% (12 of 23) for the 2nd Quarter of 2023 and was 60% for calendar year 2022.

Community Care’s complaint and grievance awareness indicators continue to be positive. 87% (20 of 23) of family/caregivers agreed with, *“Are you aware that you can file a complaint and/or grievance if needed.”* This indicator combines the two previously separate complaint and grievance questions. These two indicators were 92% for calendar year 2022.

100% (4 of 4, excluding 19 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 2nd Quarter of 2023 and was 95% for calendar year 2022.

2. Family/caregivers are generally pleased with **Access** to provider treatment services with satisfaction scores of 78% to 86% in all three indicators during the 2nd Quarter of 2023 and was 95% to 99% for calendar year 2022. These indicators include, *“Services are available at times that are convenient,” “I was made aware of the availability of different providers for this service and given a choice,”* and *“I feel like my child was able to get the help he/she needed within a reasonable amount of time.”*

3. Likewise, Family/caregivers are also pleased with their provider **Treatment Experiences** in the 2nd Quarter with satisfaction scores of 90% to 100% in all seven indicators. These include, *“I feel comfortable asking questions about my child’s treatment,” “My child’s provider has talked with us about community resources and other supports, if needed,” “I feel my child has enough time with staff during most sessions,” “We are active participants in developing a treatment plan that is a good fit for my child and family,” “Provider helped us create a plan to deal with any problems my child has,” “If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend,”* and *“As appropriate, my providers (physical and behavioral health) work together and share information to provide my child the best care possible.”*

4. Family/caregivers were generally pleased with **Provider Recovery Orientation** with satisfaction scores being 100% in both indicators. These include, *“(Provider) staff treats us with respect and sees us as equal partners in my child’s treatment program,”* and *“I have been given clear information on who to contact if my child needs immediate help between appointments.”*

5. Family/caregiver satisfaction scores with **Treatment Outcomes** were positive with satisfaction scores being 100% in all three indicators. 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. 9% (2 of 23) of family/caregivers reported having issues or problems with their provider. This indicator was 6% for calendar year 2022.

7. 80% (12 of 15, excluding 8 n/a) family/caregivers reported no problems in getting the behavioral health medications that work for their child during the 2nd Quarter of 2023. This satisfaction indicator was 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 have the dual purpose of obtaining member feedback regarding the survey process plus confirming the integrity of the survey.

During the 2nd Quarter, 8 family/caregiver quality audits were performed. 88% (7 of 8) of family/caregivers felt the length of the survey and number of questions were satisfactory. 100% (8 of 8) of family/caregivers were satisfied with the survey process and 88% (7 of 8) of family/caregivers felt ok or good about being contacted.

#### **Member comments,**

*“I did not want to do the survey.”*

*“Once she explained what it was about, I didn’t mind doing the survey.”*

## Family Demographics

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	48	25	23	-	-
<b>Q4-What kind of survey is it?</b>					
Phone	19 39.6%	9 36.0%	10 43.5%	-	-
Face to Face	29 60.4%	16 64.0%	13 56.5%	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	48	25	23	-	-
<b>Q5-What county does the member live in?</b>					
Somerset	24 50.0%	12 48.0%	12 52.2%	-	-
Bedford	24 50.0%	13 52.0%	11 47.8%	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	48	25	23	-	-
<b>Q6-What is your gender?</b>					
Male	6 12.5%	4 16.0%	2 8.7%	-	-
Female	42 87.5%	21 84.0%	21 91.3%	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

## Family Demographics

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	48	25	23	-	-
<b>Q7-What is your child's gender?</b>					
Male	36 75.0%	20 80.0%	16 69.6%	-	-
Female	12 25.0%	5 20.0%	7 30.4%	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	48	25	23	-	-
<b>Q8-How old is the child who is receiving the services?</b>					
5 years or younger	6 12.5%	4 16.0%	2 8.7%	-	-
6-8 years	16 33.3%	7 28.0%	9 39.1%	-	-
9-13 years	25 52.1%	14 56.0%	11 47.8%	-	-
14 years and older	1 2.1%	-	1 4.3%	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	48	25	23	-	-
<b>Q9-What is your relationship to this child?</b>					
Parent	33 68.8%	20 80.0%	13 56.5%	-	-
Grandparent	5 10.4%	4 16.0%	1 4.3%	-	-
Aunt/Uncle	1 2.1%	-	1 4.3%	-	-
Brother/Sister	-	-	-	-	-
Foster parent	-	-	-	-	-
Adoptive parent	5 10.4%	-	5 21.7%	-	-
Step-parent	4 8.3%	1 4.0%	3 13.0%	-	-



## Family Demographics

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	48	25	23	-	-
<b>Q10-What do you consider the child's race to be?</b>					
Caucasian	41 85.4%	21 84.0%	20 87.0%	-	-
African American	-	-	-	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian/Pacific Islander	-	-	-	-	-
Multi-racial	5 10.4%	2 8.0%	3 13.0%	-	-
Other	2 4.2%	2 8.0%	-	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	47	25	22	-	-
<b>Q11-Is your child receiving services for:</b>					
Mental Health Services	47 100.0%	25 100.0%	22 100.0%	-	-
Drug and Alcohol Services	-	-	-	-	-
Both Mental Health and Drug and Alcohol Services	-	-	-	-	-

## Family Satisfaction with Community Care

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	48	25	23	-	-
<b>Q12A-Do you know where to find the number to call Community Care with questions or concerns?</b>					
Yes	32 66.7%	15 60.0%	17 73.9%	-	-
No	16 33.3%	10 40.0%	6 26.1%	-	-

## Family Satisfaction with Community Care

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	48	25	23	-	-
<b>Q12B-Are you aware that you can file a complaint and/or grievance if needed?</b>					
Yes	45 93.8%	25 100.0%	20 87.0%	-	-
No	3 6.3%	-	3 13.0%	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	48	25	23	-	-
<b>Q12C-Have you reviewed your insurance benefits and treatment options through Community Care?</b>					
Yes	31 64.6%	19 76.0%	12 52.2%	-	-
No	17 35.4%	6 24.0%	11 47.8%	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
NA responses reduce total	7	3	4	-	-
<b>Q13-If you had 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	7 100.0%	3 100.0%	4 100.0%	-	-
No	-	-	-	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
NA responses reduce total	-	-	-	-	-
<b>Q14-If you used Community Care's complaint and/or grievance process in the last 12 months, were you satisfied with how your complaint/grievance was handled?</b>					
Yes	-	-	-	-	-
No	-	-	-	-	-

## Family Treatment Provider Level Analysis

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	48	25	23	-	-
<b>Q15-What is the name of your child's treatment provider?</b>					
ACRP	17 35.4%	11 44.0%	6 26.1%	-	-
Adelphoi Village	-	-	-	-	-
Beal Counseling and Consulting	-	-	-	-	-
Bedford DBHS	2 4.2%	2 8.0%	-	-	-
Blair Family Solutions	-	-	-	-	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	-	-	-	-	-
Family Behavioral Resources	8 16.7%	2 8.0%	6 26.1%	-	-
Footsteps	-	-	-	-	-
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	6 12.5%	3 12.0%	3 13.0%	-	-
Pediatric Care Specialists	3 6.3%	1 4.0%	2 8.7%	-	-
Rhonda J Clark	-	-	-	-	-
Somerset Community Hospital	-	-	-	-	-
Somerset DBHS	5 10.4%	2 8.0%	3 13.0%	-	-
Youth Advocate Programs (YAP)	4 8.3%	4 16.0%	-	-	-
Other	3 6.3%	-	3 13.0%	-	-

## Family Treatment Provider Level Analysis

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	48	25	23	-	-
<b>Q16-Which mental health service does your child receive from this provider to focus the survey on?</b>					
After School Treatment	-	-	-	-	-
IBHS: (BHT, BC, MT, ABA)	9 18.8%	6 24.0%	3 13.0%	-	-
Crisis	-	-	-	-	-
MH CRR Host Home	-	-	-	-	-
Family Based MH Services	-	-	-	-	-
Peer Support	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	20 41.7%	11 44.0%	9 39.1%	-	-
MH Inpatient Hospitalization	-	-	-	-	-
MH Partial Hospitalization	-	-	-	-	-
MH BCM (Blended Case Management)	2 4.2%	-	2 8.7%	-	-
MH Outpatient Therapy/Counseling	17 35.4%	8 32.0%	9 39.1%	-	-
Multi Systemic Therapy (MST)	-	-	-	-	-
Trauma-Based Treatment	-	-	-	-	-
School Based Therapy	-	-	-	-	-
RTF	-	-	-	-	-
Substance Use (SU) Outpatient Therapy	-	-	-	-	-
Substance Use (SU) Detox	-	-	-	-	-
Substance Use (SU) Inpatient/Rehabilitation	-	-	-	-	-
Other	-	-	-	-	-
Do Not Know	-	-	-	-	-

## Family Treatment Provider Level Analysis

Counts Break % Respondents	2023 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>48</b>	<b>25</b>	<b>23</b>	<b>-</b>	<b>-</b>
<b>Q17-How long has your child currently been receiving services from provider?</b>					
6 months or less	8 16.7%	4 16.0%	4 17.4%	-	-
6 months to 1 year	13 27.1%	7 28.0%	6 26.1%	-	-
1 to 2 years	16 33.3%	9 36.0%	7 30.4%	-	-
2 to 4 years	9 18.8%	4 16.0%	5 21.7%	-	-
4 or more years	2 4.2%	1 4.0%	1 4.3%	-	-

## Family Telehealth Services

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral/NA's responses reduce totals	25	12	13	-	-
<b>Q18-If your child received services by video or telephone, how satisfied were you with the services your child received.</b>					
Very Satisfied/Satisfied	22 88.0%	10 83.3%	12 92.3%	-	-
Very Dissatisfied/Dissatisfied	3 12.0%	2 16.7%	1 7.7%	-	-

## Family Access to Services

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	48	25	23	-	-
<b>Q19A-Services are available at times that are convenient.</b>					
Strongly Agree/Agree	43 89.6%	25 100.0%	18 78.3%	-	-
Strongly Disagree/Disagree	5 10.4%	-	5 21.7%	-	-

**89.6% of target rate Y-T-D**

**Satisfactory**

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	44	24	20	-	-
<b>Q19B-I was made aware of the availability of different providers for this service and given a choice.</b>					
Strongly Agree/Agree	38 86.4%	21 87.5%	17 85.0%	-	-
Strongly Disagree/Disagree	6 13.6%	3 12.5%	3 15.0%	-	-

**86.4% of target rate Y-T-D**

**Satisfactory**

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	46	25	21	-	-
<b>Q19C-I feel like my child was able to get the help he/she needed within a reasonable amount of time.</b>					
Strongly Agree/Agree	42 91.3%	24 96.0%	18 85.7%	-	-
Strongly Disagree/Disagree	4 8.7%	1 4.0%	3 14.3%	-	-

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

**Meets Expectations**

## Family Treatment Experience

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	46	24	22	-	-
<b>Q20A-Provider helped us create a plan to deal with any problems my child has.</b>					
Strongly Agree/Agree	44 95.7%	22 91.7%	22 100.0%	-	-
Strongly Disagree/Disagree	2 4.3%	2 8.3%	-	-	-

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

**Meets Expectations**

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	47	25	22	-	-
<b>Q20B-We are active participants in developing a treatment plan that is a good fit for my child and family.</b>					
Strongly Agree/Agree	45 95.7%	23 92.0%	22 100.0%	-	-
Strongly Disagree/Disagree	2 4.3%	2 8.0%	-	-	-

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

**Meets Expectations**

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	48	25	23	-	-
<b>Q20C-I feel comfortable asking questions about my child's treatment.</b>					
Strongly Agree/Agree	48 100.0%	25 100.0%	23 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

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

**Meets Expectations**

## Family Treatment Experience

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	48	25	23	-	-
<b>Q20D-I feel my child has enough time wiith staff during most sessions.</b>					
Strongly Agree/Agree	48 100.0%	25 100.0%	23 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

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

**Meets Expectations**

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral/NA's responses reduce totals	44	23	21	-	-
<b>Q21-As appropriate, my providers (physical and behavioral health) work together and share information to provide my child the best care possible.</b>					
Strongly Agree/Agree	42 95.5%	21 91.3%	21 100.0%	-	-
Strongly Disagree/Disagree	2 4.5%	2 8.7%	-	-	-

**95.5% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2023 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	44	24	20	-	-
<b>Q22-My child's provider has talked with us about community resources and other supports, if needed.</b>					
Strongly Agree/Agree	42 95.5%	24 100.0%	18 90.0%	-	-
Strongly Disagree/Disagree	2 4.5%	-	2 10.0%	-	-

**95.5% of target rate Y-T-D**

**Meets Expectations**



## Family Treatment Experience

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral/NA's responses reduce totals	42	23	19	-	-
<b>Q23-If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend.</b>					
Strongly Agree/Agree	42 100.0%	23 100.0%	19 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

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

**Meets Expectations**

## Family Recovery Oriented Practices

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	48	25	23	-	-
<b>Q24A-Staff treats us with respect and sees us as equal partners in my child's treatment program.</b>					
Strongly Agree/Agree	48 100.0%	25 100.0%	23 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

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

**Meets Expectations**

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	48	25	23	-	-
<b>Q24B-I have been given clear information on who to contact if my child needs immediate help between appointments.</b>					
Strongly Agree/Agree	46 95.8%	23 92.0%	23 100.0%	-	-
Strongly Disagree/Disagree	2 4.2%	2 8.0%	-	-	-

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

**Meets Expectations**

## Family Outcomes

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	40	25	15	-	-
<b>Q25A-My child deals better with daily problems.</b>					
Strongly Agree/Agree	37 92.5%	22 88.0%	15 100.0%	-	-
Strongly Disagree/Disagree	3 7.5%	3 12.0%	-	-	-

**92.5% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	38	23	15	-	-
<b>Q25B-Our family has improved since my child started treatment.</b>					
Strongly Agree/Agree	37 97.4%	22 95.7%	15 100.0%	-	-
Strongly Disagree/Disagree	1 2.6%	1 4.3%	-	-	-

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

**Meets Expectations**

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	43	25	18	-	-
<b>Q25C-I feel my child's behavioral health is improving.</b>					
Strongly Agree/Agree	43 100.0%	25 100.0%	18 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

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

**Meets Expectations**

## Family Provider Issues or Problems

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	48	25	23	-	-
<b>Q26-Have you had any issues or problems with this (provider)?</b>					
Yes	5 10.4%	3 12.0%	2 8.7%	-	-
No	43 89.6%	22 88.0%	21 91.3%	-	-

Counts Break % Respondents	2023 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	6	3	3	-	-
<b>Q27-If you have had issues or problems with provider, what were they?</b>					
Lack of treatment planning and coordination	1 16.7%	-	1 33.3%	-	-
Poor communication	1 16.7%	1 33.3%	-	-	-
Frequent staff changes	-	-	-	-	-
Services not provided when my child needs them	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	4 66.7%	2 66.7%	2 66.7%	-	-

Counts Break % Respondents	2023 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	3	2	-	-
<b>Q28-Were you able to resolve these issues or problems with the provider through discussion with the program manager, file a formal complaint, or choose not to take action?</b>					
I resolved the problem with the program manager	2 40.0%	2 66.7%	-	-	-
I filed a formal complaint	-	-	-	-	-
I chose not to take any action	-	-	-	-	-
Other	3 60.0%	1 33.3%	2 100.0%	-	-

## Family Provider Issues or Problems

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	-	-	-	-	-
<b>Q29-If you chose to not take any action, why?</b>					
The problem was not that serious	-	-	-	-	-
I was concerned with how the provider would react	-	-	-	-	-
I didn't know how to file a formal complaint	-	-	-	-	-
Other	-	-	-	-	-

**- No data this quarter**

## Family Department of Human Services Questions

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	48	25	23	-	-
<b>Q30-What effect has the treatment your child received had on the quality of your child's life?</b>					
Much better	28 58.3%	14 56.0%	14 60.9%	-	-
A little better	15 31.3%	8 32.0%	7 30.4%	-	-
About the same	5 10.4%	3 12.0%	2 8.7%	-	-
A little worse	-	-	-	-	-
Much worse	-	-	-	-	-

## Family Department of Human Services Questions

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	48	25	23	-	-
<b>Q31-Were you and your child given the chance to make treatment decisions?</b>					
Yes	46 95.8%	25 100.0%	21 91.3%	-	-
No	-	-	-	-	-
Sometimes	2 4.2%	-	2 8.7%	-	-

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	48	25	23	-	-
<b>Q32-In the last twelve months did you have problems getting your child the help they needed?</b>					
Yes	6 12.5%	2 8.0%	4 17.4%	-	-
No	39 81.3%	23 92.0%	16 69.6%	-	-
Sometimes	3 6.3%	-	3 13.0%	-	-

Counts Break % Respondents	2023 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	6	1	5	-	-
<b>Q33-If you weren't able to get behavioral health help for your child in the last 12 months, what stopped you?</b>					
Money issues	1 16.7%	-	1 20.0%	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Childcare issues	-	-	-	-	-
Long waiting list	3 50.0%	-	3 60.0%	-	-
Didn't know where to get help	-	-	-	-	-
Services denied	-	-	-	-	-
Process was overwhelming	-	-	-	-	-
Process was too confusing	-	-	-	-	-
Other	2 33.3%	1 100.0%	1 20.0%	-	-

\* Q34 is a literal question, it is listed in the back with other literal comments.

## Family Behavioral Health Medications

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
NA responses reduce total	33	18	15	-	-
<b>Q35-If your child is taking behavioral health medications, are you experiencing any problems getting behavioral health medications that work for your child?</b>					
Yes	3 9.1%	-	3 20.0%	-	-
No	30 90.9%	18 100.0%	12 80.0%	-	-

**\* Q36 is a literal question, it is listed in the back with other literal comments.**

Counts Break % Respondents	Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	5	3	2	-	-
<b>Q37-If you shared problems about your provider or your managed care company during this survey, are you interested in having your concerns addressed immediately by Behavioral Health Services of Somerset and Bedford Counties?</b>					
Yes	-	-	-	-	-
No	5 100.0%	3 100.0%	2 100.0%	-	-

**\*Question 37A/Name Release not displayed due to HIPAA.**

## **Family Literal Comments**

### **Q9A-What do you consider the child's race to be? Literal Comments**

### **Q12D-Community Care Literal Comments**

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Q1- My wife usually takes care of these things.

### **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**

### **Q15A-What is the name of your child's treatment provider? Literal Comments**

---

Q1- Joshua Watt

---

Mary Berge and Associates

---

Q2- Pathways

---

Q2- Pathways

### **Q16A-Which mental health services does your child receive from provider? Literal Comments**

### **Q19D-Access to Services Literal Comments**

---

Q1- This is the first place that had availability.

---

Q1- I'm still having trouble getting him to understand some issues that are going on.

---

Q2- It was a six month wait to see the doctor. We are having a hard time getting services. If she would have seen the doctor earlier, some issues might not have happened.

---

Q2- The BCM services are going well, we are having a hard time getting other services.

### **Q20E-Treatment Experiences Literal Comments**

---

Q1- Yes and no, I had to go to the school for an autism screening because the doctor didn't want to say he was autistic.

---

Q2- There are no problems with medication.

### **Q23A-If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend. Literal Comment**

---

Q1- I don't think my providers contact each other and I have not had any meetings.

### **Q24C-Recovery Oriented Practices Literal Comments**

---

Q1- No, I just contact the counselor, I have their phone number.

---

Q1- Everyone treated us good except for one or two people. The one grabbed my son by the arm and dragged him out of his room because he didn't want to talk to anyone. That person did not come back to my house to help me.

**Q25D-Outcomes Literal Comments**

---

Q1- Sometimes, change of routine, causes him to go back to almost half-way where we started from.

---

Q1- If he is having a hard time or a change in the routine, he will act out or take a fit.

---

Q1- We are going to be going somewhere else for services.

---

Q2- We are waiting on neuro psychological testing because there is more going on than he's being treated for.

**Q27A-If you have had issues or problems with provider, what were they? Literal Comments**

---

Q1- I did not approve of the psychiatrist.

---

Q1- Lack of staffing.

---

Q2- I missed an appointment and I tried for a week to reschedule. I ended up calling the billing department and they were very nice and I was able to schedule an appointment through them.

---

Q2- Services not provided when they are needed.

**Q28A-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 told the director I wanted another psychiatrist.

---

Q1- They brought in another staff member to take care of the other child.

---

Q2- I was able to resolve the issue when I got a hold of the billing department.

---

Q2- I withdrew him from child services.

**Q29A-If you chose to not take any action, why? Literal Comments**

---

Q1- I solved the issue today and got a new psychiatrist.

**Q33A-If you weren't able to get behavioral health help for your child in the last twelve months, what stopped you?**

---

Q1- I am trying to get (provider) to come to my house to do counseling with him because I am in a wheelchair and it is hard for me to get around.

---

Q2- Transportation issues, inconvenient times, long waiting lists, and the process was overwhelming.

---

Q2- There were a lot of frequent staff changes.

**Q34-Are there any services your child needs but is not getting? Literal Comments**

---

Q1-They are under staffed and there are not any different services. Not just here, throughout the county.

---

Q1- I am looking to get my child evaluated for medication.

---

Q1- At home services for counseling.

---

Q2- I am unaware of any other services.

---

Q2- Maybe get him checked for autism soon, the waiting list is a year out and that is a long time to have to wait for something like that. It would also be nice to get him back with a TSS.



**Q35A-Are you experiencing any problems in getting behavioral health medications that work for your child? Literal Comments**

---

Q1- We don't have problems getting the medication that works for him, we have a hard time getting them filled sometimes. The doctor forgets to fill them, he went 4 or 5 days without them once because the doctor didn't fill them.

---

Q2- So far there is a shortage of the medication my child uses, so we might have an issue in the future. That is not the providers fault, that is the manufacturers fault.

---

Q2- The pharmacy does not have it, there is shortage on the medication he needs.

---

Q2- He is on a medication now and we are trying to find one that works for him.

**Q36-Please share additional compliments or suggestions for improvement you have about the services you participate in with (provider). Literal comments**

---

Q1- The TSS and supervisor are good.

---

Q1- YAP, they are extremely nice here.

---

Q1- I'm impressed with BHT, it fits his behavior and personality good.

---

Q2- They do a wonderful job, it's just hard to get a hold of somebody. It used to go directly to the receptionists desk and now it does not.

---

Q2- They are wonderful! They go above and beyond for us.

---

Q2- We need more mental health services in Somerset for children.

---

Q2- They are great there and treat us wonderfully!

---

Q2- They are wonderful there and have helped us so much.

## Youth Survey Findings

### Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 24 youth (Ages 14 to 20) surveys completed during the 2nd Quarter of Calendar Year 2023 for the period from April to June 2023.

#### 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.

#### 2nd Quarter 2023 Youth Sample Characteristics versus the 2023 1st Quarter Comparison:

1. Higher percent of face-to-face – 21% (5 of 24) versus 19% (5 of 26).
2. Lower ratio of male treatment recipients – 38% (9 of 24) versus 46% (12 of 26).
3. Lower percentage of youth members aged 14-15 – 29% (7 of 24) versus 46% (12 of 26).
4. Lower total youth members receiving IBHS – 4% (1 of 24) versus 8% (2 of 26).
5. Lower ratio of youths receiving treatment from same provider four (4) years or longer – 13% (3 of 24) versus 23% (6 of 26).

#### Findings Overview

1. 38% (9 of 24) of youths interviewed during the 2nd Quarter of 2023 agreed with, *“Have you reviewed your insurance benefits and treatment options through Community Care?”* This indicator was 33% for calendar year 2022.

79% (19 of 24) of youths in the 2nd Quarter were, *“aware they could file a complaint and/or grievance with Community Care.”* This indicator combines the two previously separate complaint and grievance questions and was 67% - 68% respectively for calendar year 2022.

33% (8 of 24) of youths interviewed during the 2nd Quarter of 2023, *“knew where to find the number to call Community Care with questions or concerns.”* This indicator was 42% for calendar year 2022.

100% (4 of 4, excluding 20 “not applicable”) of youths agreed with, *“If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you.”* This indicator was 100% for calendar year 2022.

0% (0 of 24, excluding 24) youths reported using Community Care’s complaint or grievance processes during the 2nd Quarter 2023 and being satisfied with how the complaint/grievance was handled.

2. Youths surveyed on **Access** to provider treatment services rated all three indicators 100% in the 2nd Quarter 2023. These cover, *“We meet at times that are convenient to me,” “I was made aware of the availability of different providers for this service and given a choice,”* and *“I feel I was able to get the help I needed within a reasonable amount of time”*. These satisfaction indicators were 95% for calendar year 2022.

3. Youths surveyed on **Treatment Experiences** rated satisfaction in all six indicators at 91% to 100% in the 2nd Quarter of 2023. These questions include *“Provider helped me create a plan to deal with any problem I have,” “I am an active participant in developing a treatment plan that is a good fit for me,” “I feel comfortable asking questions about my treatment,” “I am included in meetings about my treatment,” “My provider has talked with me about community resources and other supports, if needed,”* and *“As appropriate, my providers (physical and behavioral health) work together and share information to provide me the best care possible.”*

4. Youths interviewed this quarter also continue to show good results with **Provider Recovery Orientation** satisfaction scores of 96% to 100% in both indicators, *“I have been given clear information on who to contact if I need immediate help between sessions,”* and *“Staff treats me with respect and sees me as an equal partner in my treatment program.”*

5. Youth perception of **Treatment Outcomes** this quarter was 89% to 91% in all three indicators. These questions include, *“I manage strong feelings better,” “I make better choices about how to deal with day-to-day life,”* and *“I believe that treatment is working because I feel better.”* These indicators were 94% to 98% for calendar year 2022.

6. 5% (1 of 20, excluding 4 n/a) of youths taking behavioral health medications reported problems in getting the medications that work for them. This indicator was 19% for calendar year 2022.

7. 4% (1 of 24) of youths reported having issues or problems with their provider during the 2nd Quarter of 2023. 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% (0 of 23) 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 have the dual purpose of obtaining member feedback regarding the survey process plus confirming the integrity of the survey.

During the 2nd Quarter, 2 youth quality audits were performed. 50% (1 of 2) of youths felt the length of the survey and number of questions were satisfactory. 100% (2 of 2) of youths were satisfied with the survey process and 100% (2 of 2) of youths felt ok or good about being contacted.

### **Member comments,**

*“I did not mind being contacted.”*

## Youth Demographics

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
<b>Q4-What type of survey is it?</b>	<b>50</b>	<b>26</b>	<b>24</b>	-	-
Phone	40 80.0%	21 80.8%	19 79.2%	-	-
Face to Face	10 20.0%	5 19.2%	5 20.8%	-	-

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
<b>Q5-What county does the member live in?</b>	<b>50</b>	<b>26</b>	<b>24</b>	-	-
Somerset	26 52.0%	13 50.0%	13 54.2%	-	-
Bedford	24 48.0%	13 50.0%	11 45.8%	-	-

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
<b>Q6-What is your gender?</b>	<b>50</b>	<b>26</b>	<b>24</b>	-	-
Male	21 42.0%	12 46.2%	9 37.5%	-	-
Female	24 48.0%	9 34.6%	15 62.5%	-	-
Does not identify with either gender	5 10.0%	5 19.2%	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
<b>Q7-How old are you?</b>	<b>50</b>	<b>26</b>	<b>24</b>	-	-
14-15 years	19 38.0%	12 46.2%	7 29.2%	-	-
16-17 years	1 2.0%	-	1 4.2%	-	-
18-20 years	19 38.0%	6 23.1%	13 54.2%	-	-
over 20 years	11 22.0%	8 30.8%	3 12.5%	-	-

## Youth Demographics

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
	50	26	24	-	-
<b>Q8-What do you consider your race to be?</b>					
Caucasian	45 90.0%	22 84.6%	23 95.8%	-	-
African American	-	-	-	-	-
Hispanic American	1 2.0%	-	1 4.2%	-	-
American Indian/Alaskan Native	1 2.0%	1 3.8%	-	-	-
Asian American	-	-	-	-	-
Multi-Racial	-	-	-	-	-
Other	3 6.0%	3 11.5%	-	-	-

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
	50	26	24	-	-
<b>Q9-Are you receiving services primarily for:</b>					
Mental Health	50 100.0%	26 100.0%	24 100.0%	-	-
Drug and Alcohol Services	-	-	-	-	-
Both Mental Health and Drug and Alcohol Services	-	-	-	-	-

## Youth Satisfaction with Community Care

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	50	26	24	-	-
<b>Q10A-Do you know where to find the number to call Community Care with questions or concerns? (Note to surveyor: If no, give number 1-866-483-2908.)</b>					
Yes	10 20.0%	2 7.7%	8 33.3%	-	-
No	40 80.0%	24 92.3%	16 66.7%	-	-

## Youth Satisfaction with Community Care

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
<b>Base</b>	<b>50</b>	<b>26</b>	<b>24</b>	<b>-</b>	<b>-</b>
<b>Q10B-Are you aware that you can file a complaint and/or grievance if needed?</b>					
<b>Yes</b>	<b>33 66.0%</b>	<b>14 53.8%</b>	<b>19 79.2%</b>	<b>-</b>	<b>-</b>
<b>No</b>	<b>17 34.0%</b>	<b>12 46.2%</b>	<b>5 20.8%</b>	<b>-</b>	<b>-</b>

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
<b>Base</b>	<b>50</b>	<b>26</b>	<b>24</b>	<b>-</b>	<b>-</b>
<b>Q10C-Have you reviewed your insurance benefits and treatment options through Community Care?</b>					
<b>Yes</b>	<b>13 26.0%</b>	<b>4 15.4%</b>	<b>9 37.5%</b>	<b>-</b>	<b>-</b>
<b>No</b>	<b>37 74.0%</b>	<b>22 84.6%</b>	<b>15 62.5%</b>	<b>-</b>	<b>-</b>

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
<b>N/A responses reduce total</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>-</b>	<b>-</b>
<b>Q11-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>					
<b>Yes</b>	<b>6 100.0%</b>	<b>2 100.0%</b>	<b>4 100.0%</b>	<b>-</b>	<b>-</b>
<b>No</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Quar- ter Jan...	2nd Qua- rter Apr...	3rd Quar- ter July...	4th Quar- ter Oct...
<b>N/A responses reduce total</b>	<b>2</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Q12-If you used Community Care's complaint and/or grievance process within the last 12 months, were you satisfied with how your complaint/grievance was handled</b>					
<b>Yes</b>	<b>2 100.0%</b>	<b>2 100.0%</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>No</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

## Youth Treatment Provider Analysis

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
<b>Base</b>	<b>50</b>	<b>26</b>	<b>24</b>	<b>-</b>	<b>-</b>
<b>Q13-What is the name of your treatment provider?</b>					
ACRP	5 10.0%	4 15.4%	1 4.2%	-	-
Adelphoi Village	-	-	-	-	-
Beal Counseling	-	-	-	-	-
Bedford DBHS	9 18.0%	7 26.9%	2 8.3%	-	-
Blair Family Solutions	-	-	-	-	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	2 4.0%	1 3.8%	1 4.2%	-	-
Croyle Nielson	-	-	-	-	-
Dolminis (Pyramid)	-	-	-	-	-
Family Behavioral Resources (FBR)	7 14.0%	-	7 29.2%	-	-
Footsteps	-	-	-	-	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	-	-	-	-	-
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	15 30.0%	8 30.8%	7 29.2%	-	-
Pediatric Care Specialists	3 6.0%	2 7.7%	1 4.2%	-	-
Pyramid HealthCare	-	-	-	-	-
Somerset DBHS	3 6.0%	1 3.8%	2 8.3%	-	-
Somerset Hospital	-	-	-	-	-
Twin Lakes	-	-	-	-	-
Youth Advocate Programs (YAP)	1 2.0%	1 3.8%	-	-	-
Other	5 10.0%	2 7.7%	3 12.5%	-	-

## Youth Treatment Provider Service Level Analysis

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
<b>Base</b>	<b>50</b>	<b>26</b>	<b>24</b>	<b>-</b>	<b>-</b>
<b>Q14-What service are you receiving from this provider?</b>					
After School Treatment Program	-	-	-	-	-
IBHS (BHT, BC, MT, ABA)	3 6.0%	2 7.7%	1 4.2%	-	-
MH CRR Home	-	-	-	-	-
Family Based MH Services	1 2.0%	-	1 4.2%	-	-
Peer Support	2 4.0%	1 3.8%	1 4.2%	-	-
MH Inpatient Hospitalization	-	-	-	-	-
Medication/Psychiatric/Telepsychiatry	22 44.0%	12 46.2%	10 41.7%	-	-
MH (BCM) Blended Case Management	3 6.0%	2 7.7%	1 4.2%	-	-
MH Outpatient Therapy/Counseling (individual or group)	19 38.0%	9 34.6%	10 41.7%	-	-
MH Partial Hospitalization	-	-	-	-	-
Residential Treatment Facility (RTF)	-	-	-	-	-
Substance Use (SU) Detox	-	-	-	-	-
Naltrexone Maintenance	-	-	-	-	-
Substance Use (SU) Outpatient Therapy	-	-	-	-	-
SU Inpatient/Rehabilitation	-	-	-	-	-
Methadone Maintenance	-	-	-	-	-
Multi Systemic Therapy (MST)	-	-	-	-	-
Buprenorphine Maintenance	-	-	-	-	-
Other	-	-	-	-	-
Do Not Know	-	-	-	-	-



## Youth Treatment Provider Service Level Analysis

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr J- an-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
<b>Base</b>	<b>50</b>	<b>26</b>	<b>24</b>	<b>-</b>	<b>-</b>
<b>Q15-How long have you currently been receiving services from this provider?</b>					
Less than 6 months	1 2.0%	- -	1 4.2%	- -	- -
6-11 months	5 10.0%	2 7.7%	3 12.5%	- -	- -
1 to 2 years	25 50.0%	14 53.8%	11 45.8%	- -	- -
2 to 4 years	10 20.0%	4 15.4%	6 25.0%	- -	- -
4 + years	9 18.0%	6 23.1%	3 12.5%	- -	- -

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr J- an-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
<b>NA responses reduce total</b>	<b>50</b>	<b>26</b>	<b>24</b>	<b>-</b>	<b>-</b>
<b>Q16-Were you put on a waiting list to be seen by (provider)?</b>					
Yes	10 20.0%	5 19.2%	5 20.8%	- -	- -
No	40 80.0%	21 80.8%	19 79.2%	- -	- -

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Quar- ter Jan...	2nd Qua- rter Apr...	3rd Quar- ter July...	4th Quar- ter Oct...
<b>NA responses reduce total</b>	<b>49</b>	<b>26</b>	<b>23</b>	<b>-</b>	<b>-</b>
<b>Q17-If you received services by video or telephone, were you satisfied with the services you received?</b>					
Yes	49 100.0%	26 100.0%	23 100.0%	- -	- -
No	- -	- -	- -	- -	- -

## Youth Access to Services

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	46	24	22	-	-
<b>Q18A-We meet at times that are convenient for me.</b>					
Strongly Agree/Agree	46 100.0%	24 100.0%	22 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

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

**Meets Expectations**

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutrals reduce total	49	25	24	-	-
<b>Q18B-I was made aware of the availability of different providers for this service and given a choice.</b>					
Strongly Agree/Agree	49 100.0%	25 100.0%	24 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

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

**Meets Expectations**

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutrals reduce total	48	26	22	-	-
<b>Q18C-I feel I was able to get the help I needed within a reasonable amount of time.</b>					
Strongly Agree/Agree	48 100.0%	26 100.0%	22 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

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

**Meets Expectations**

## Youth Treatment Experiences

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr J- an-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutrals reduce total	44	22	22	-	-
<b>Q19A-(Provider) helped me create a plan to deal with any problems I have.</b>					
Strongly Agree/Agree	42 95.5%	22 100.0%	20 90.9%	-	-
Strongly Disagree/Disagree	2 4.5%	-	2 9.1%	-	-

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

**Meets Expectations**

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	47	24	23	-	-
<b>Q19B-I am an active participant in developing a treatment plan that is a good fit for me.</b>					
Strongly Agree/Agree	45 95.7%	24 100.0%	21 91.3%	-	-
Strongly Disagree/Disagree	2 4.3%	-	2 8.7%	-	-

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

**Meets Expectations**

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	46	24	22	-	-
<b>Q19C-I feel comfortable asking questions about my treatment.</b>					
Strongly Agree/Agree	46 100.0%	24 100.0%	22 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

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

**Meets Expectations**

## Youth Recovery Oriented Practices

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutral/NA responses reduce totals	49	26	23	-	-
<b>Q20-I am included in meetings about my treatment.</b>					
Strongly Agree/Agree	49 100.0%	26 100.0%	23 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-

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

**Meets Expectations**

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral/NA responses reduce totals	47	24	23	-	-
<b>Q21-My provider has talked with me about community resources and other supports, if needed.</b>					
Strongly Agree/Agree	45 95.7%	24 100.0%	21 91.3%	-	-
Strongly Disagree/Disagree	2 4.3%	-	2 8.7%	-	-

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

**Meets Expectations**

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutral/NA responses reduce totals	48	24	24	-	-
<b>Q22-As appropriate, my providers (physical and behavioral health) work together and share information to provide me the best care possible.</b>					
Strongly Agree/Agree	46 95.8%	24 100.0%	22 91.7%	-	-
Strongly Disagree/Disagree	2 4.2%	-	2 8.3%	-	-

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

**Meets Expectations**

## Youth Recovery Oriented Practices

Counts Break % Respondents	2023 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	50	26	24	-	-
<b>Q23A-I have been given clear information on who to contact if I need immediate help between sessions.</b>					
Always, Almost Always, Often	47 94.0%	24 92.3%	23 95.8%	-	-
Sometimes	2 4.0%	2 7.7%	-	-	-
Rarely/Never	1 2.0%	-	1 4.2%	-	-

**94.0% of target rate Y-T-D**

**Meets Expectations**

Counts Break % Respondents	2023 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	50	26	24	-	-
<b>Q23B-Staff treats me with respect and see me as an equal partner in my treatment program.</b>					
Always, Almost Always, Often	50 100.0%	26 100.0%	24 100.0%	-	-
Sometimes	-	-	-	-	-
Rarely/Never	-	-	-	-	-

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

**Meets Expectations**

## Youth Outcomes

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutrals reduce total	40	17	23	-	-
<b>Q24A-I manage strong feelings better. (Anger, sadness, etc.)</b>					
Strongly Agree/Agree	38 95.0%	17 100.0%	21 91.3%	-	-
Strongly Disagree/Disagree	2 5.0%	-	2 8.7%	-	-

**95.0% of target rate Y-T-D**

**Meets Expectations**

## Youth Outcomes

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	41	23	18	-	-
<b>Q24B-I make better choices about how to deal with day to day life.</b>					
Strongly Agree/Agree	39 95.1%	23 100.0%	16 88.9%	-	-
Strongly Disagree/Disagree	2 4.9%	-	2 11.1%	-	-

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

**Meets Expectations**

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	44	21	23	-	-
<b>Q24C-I believe treatment is working because I feel better.</b>					
Strongly Agree/Agree	42 95.5%	21 100.0%	21 91.3%	-	-
Strongly Disagree/Disagree	2 4.5%	-	2 8.7%	-	-

**95.5% of target rate Y-T-D**

**Meets Expectations**

## Youth Provider Issues or Concerns

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	50	26	24	-	-
<b>Q25-Have you had any issues or problems with services from (provider)?</b>					
Yes	3 6.0%	2 7.7%	1 4.2%	-	-
No	47 94.0%	24 92.3%	23 95.8%	-	-

## Youth Provider Issues or Concerns

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
N/A responses reduce total	3	2	1	-	-
<b>Q26-If yes, what were the issues or problems with services from provider?</b>					
Lack of treatment planning and coordination	-	-	-	-	-
Services not provided when I needed them	1 33.3%	-	1 100.0%	-	-
Poor communication	-	-	-	-	-
Frequent staff changes	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	2 66.7%	2 100.0%	-	-	-

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
N/A responses reduce total	3	2	1	-	-
<b>Q27-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	2 66.7%	1 50.0%	1 100.0%	-	-
I chose not to take any action	-	-	-	-	-
I filed a formal complaint	-	-	-	-	-
Other	1 33.3%	1 50.0%	-	-	-

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A responses reduce total	-	-	-	-	-
<b>Q28-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	-	-	-	-	-

**- No data this quarter**

## Youth Department of Human Services Questions

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
<b>Base</b>	<b>50</b>	<b>26</b>	<b>24</b>	<b>-</b>	<b>-</b>
<b>Q29-What effect has the treatment you've received had on the overall quality of your life?</b>					
<b>Much better</b>	<b>18 36.0%</b>	<b>8 30.8%</b>	<b>10 41.7%</b>	<b>- -</b>	<b>- -</b>
<b>A little better</b>	<b>31 62.0%</b>	<b>18 69.2%</b>	<b>13 54.2%</b>	<b>- -</b>	<b>- -</b>
<b>About the same</b>	<b>1 2.0%</b>	<b>- -</b>	<b>1 4.2%</b>	<b>- -</b>	<b>- -</b>
<b>A little worse</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>
<b>Much worse</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
<b>Base</b>	<b>50</b>	<b>26</b>	<b>24</b>	<b>-</b>	<b>-</b>
<b>Q30-Were you given the chance to make treatment decisions?</b>					
<b>Yes</b>	<b>47 94.0%</b>	<b>26 100.0%</b>	<b>21 87.5%</b>	<b>- -</b>	<b>- -</b>
<b>No</b>	<b>2 4.0%</b>	<b>- -</b>	<b>2 8.3%</b>	<b>- -</b>	<b>- -</b>
<b>Sometimes</b>	<b>1 2.0%</b>	<b>- -</b>	<b>1 4.2%</b>	<b>- -</b>	<b>- -</b>

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
<b>Base</b>	<b>50</b>	<b>26</b>	<b>24</b>	<b>-</b>	<b>-</b>
<b>Q31-In the last twelve months, did you have problems getting the help you needed?</b>					
<b>Yes</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>
<b>No</b>	<b>48 96.0%</b>	<b>26 100.0%</b>	<b>22 91.7%</b>	<b>- -</b>	<b>- -</b>
<b>Sometimes</b>	<b>2 4.0%</b>	<b>- -</b>	<b>2 8.3%</b>	<b>- -</b>	<b>- -</b>



## Youth Department of Human Services Questions

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A responses reduce total	2	-	2	-	-
<b>Q32-If yes, why weren't you able to get the behavioral health help in the last 12 months?</b>					
Money issues	1 50.0%	-	1 50.0%	-	-
Transportation Issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	-	-	-	-	-
Money issues	-	-	-	-	-
Other	1 50.0%	-	1 50.0%	-	-

## Youth Behavioral Health Medications

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
NA reponses reduce total	45	25	20	-	-
<b>Q33-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?</b>					
Yes	3 6.7%	2 8.0%	1 5.0%	-	-
No	42 93.3%	23 92.0%	19 95.0%	-	-

**\*Question 34 can be found in the back with literal questions.**

## Youth Issues and Concerns Addressed

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
N/A responses reduce total	3	2	1	-	-
<b>Q35-If you shared problems about your provider or your managed care company during this survey, are you interested in having your concerns addressed immediately by Behavioral Health Services of Somerset and Bedford Counties?</b>					
Yes	-	-	-	-	-
No	3 100.0%	2 100.0%	1 100.0%	-	-

**\*Question 35A/Name Release not displayed due to HIPAA.**

## Youth Literal Comments

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

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Q1- Bi-Racial

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Q1- Bi-Racial

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Q1- Bi-Racial

### Q10D-Community Care questions. Literal Comments

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Q1- I have never had to deal with Community Care.

---

Q1- I have never had to deal with Community Care.

---

Q1- A lot of the stuff was done by the hospital.

---

Q1- My parents deal with all of this stuff.

---

Q2- We never had to look it up.

---

Q2- I am waiting for the packet to come in for my insurance so I can look over it.

---

Q2- I am not real familiar with Community Care.

---

Q2- I did not think to check my benefits.

### Q11A-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 comment

### Q12A-If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you? Literal Comments

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

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

#### If other, please specify:

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Q1- Brianne Wagner

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Q1- Peerstar

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Q1- Ryan Dunne Conemaugh Physician Practice

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Q2- Horizon Behavioral Health

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Q2- PeerStar

---

University of Pittsburg Medical Center

## Q18D- Access Literals

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Q1- Sometimes my mom isn't able to schedule appoints around her work schedule.

Q1- I wish there were a better variety of days to schedule appointments.

Q2- I wish there were out of office hours to fit my work schedule.

Q2- My appointments conflict with my schedule a little bit.

Q2- It took awhile to get my treatment plan set up.

## Q19D-Treatment Experiences Literal Comments

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Q1-My parents organize my treatment plan with the doctor.

Q1- I don't really like asking questions.

Q1- The provider went along with the plan I brought up for when I have any problems.

Q1- They really didn't help me create a plan to deal with my problems.

Q2- They helped me create a plan but it took some time.

Q2- My treatment plan is okay.

Q2- There is no clear treatment plan put in place.

## Q23C-Recovery Oriented Practices Literal Comments

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Q2- I have not been given clear information on who to contact if I need help between appointments.

## Q24D-Outcomes Literal Comments

---

Q1- I have good and bad days, just not as often.

Q1- I still have good and bad days.

Q1- I think I make better choices on how to deal with day to day life, I really haven't had to deal with day to day life. I deal with depression but I feel treatment is working, I have suicidal thoughts sometimes but I'm okay because I'm still alive.

Q1- I don't make the right decisions sometimes.

Q1- I still have problems managing my feelings.

Q1- I still have good and bad days but I am doing a lot better.

Q2- I'm not sure if treatment is working, I stopped taking my medicine and something happened.

Q2- I can not always handle my anger and things like that.

Q2- There are not really any tools for me to use, I just take medicine.

Q2- I am still working on making better choices.

Q2- She has problems making safe choices.

## Q26A-If yes, what were the issues or problems with services from provder? Literal Comments

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Q1- I needed help getting an evaluation and some signatures.

Q1- I had problems with my first therapist.

**Q27A-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**

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Q1- We are working on resolving it. I had to get one paper resigned by three people. We sent it in several times. I need to hand things in instead of sending them in.

**Q28A-If you chose to not take any action, why? Literal Comments****Q32A-If yes, why weren't you able to get the behavioral health help in the last twelve months? Literal Comments**

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Q2- There was not a lot of information given to me in general.

**Q33A-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you? Literal Comments**

---

Q1- We have a little trouble finding the right medication.

---

Q1- They actually got me on a medication that worked successfully the first try.

---

Q1- The issue was that there was a shortage all over the place with the medication I was on. They switched me to an extended release medication.

---

Q2- I stopped taking the last one because I was having migraines. I am hoping to find one that works for me soon.

---

Q2- They are really great there.

**Q34-Please share additional compliments or suggestions for improvement you have about the services you participate in with (provider). Literal comment**

---

Q1- (Provider) helped me straighten out my medication situation and I am happy with them.

---

Q2- The people I work with are really nice and help me a lot.

---

Q2- They are really nice here and help me when I need it.

---

Q2- I feel they need to set up treatment plans better.

---

Q2- I wish the phone call appointments were available to more people that receive medication.

## **Provider Responses**

### ***Provider Responses to 1st Quarter (January – March )2023 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.*

*No provider responses were due for the 1st Quarter C/FST data.*

## **MCO Responses**

### **Community Care Response to 1st Quarter (January – March) 2023 C/FST Report**

No MCO (Community Care) response was due for the 1st Quarter C/FST Data.

## Technical Notes

### Technical Notes

#### A. Projected Surveys – January 1, 2023 – December 31, 2023

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, 2023, and December 31, 2023.

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 326 Somerset and 208 Bedford C/FST surveys. The sub-targets by member category include 355 adults, 82 youth and 98 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.